

BEFORE THE

PUBLIC UTILITY COMMISSION (PENNSYLVANIA)

RECEIVED

JUN 01 2010

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

MOHAMED CONTEH

v.

PECO ENERGY COMPANY

RE: C-2010-2170022

RECEIVED

MAY 25 2010

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

ANSWER: MOHAMED CONTEH

Mohamed ConteH responds to Peco Energy and the Public Utility Commission's response and states:

1. Admitted: Mohamed ConteH previously received service from Peco Energy for Fatima Hair Braiding which was located at 4844 Frankford Avenue, Philadelphia PA 19124 in 2005.
2. Admitted: Fatima Hair Braiding closed after one year and Mohamed ConteH called Peco Energy to terminate service in his name at 4844 Frankford Avenue and transfer service to 4419 Frankford Avenue Philadelphia PA 19124 for Sierra International Market in October/November of 2006.
3. Admitted: Mohamed ConteH admits that Peco Energy transferred his account from 4844 Frankford Avenue to 4419 Frankford Avenue with the same old name (Fatima Hair Braiding), even though Mohamed ConteH specified to Peco Energy that the new occupant at 4419 Frankford Avenue was Sierra International Market.
4. Admitted: Mohamed ConteH admits that Peco Energy received a deposit amount greater than (\$850.00) eight hundred and fifty dollars from Mohamed ConteH for the new address at 4419 Frankford Avenue.
5. Mohamed ConteH also admits that he has been paying his bills throughout until October 15<sup>th</sup> of 2009 when Peco Energy came with a shut-off notice for 4417 Frankford Avenue, that they said was occupied by Extended Family Daycare (copy enclosed)

6. Denied: Mohamed Conteh denies that any electrical work with respect to electrical meters was done at this address without notice to Peco Energy. The Land Lord states that no one has done any work pertaining to electrical meters other than Peco Energy.

7. Further findings reveal that the meter numbers on this account for February 2009 and the meter numbers for the same account for May 2010 are different. (copy of bills enclosed).

By way of further reply to this objection set forth by Peco Energy, Mohamed Conteh would like to submit the following evidence to your Honorable Commission as proof that Peco Energy did a poor job with regards to providing service at 4419 Frankford Avenue, Philadelphia PA 19124.

Peco Energy transferred the account from 4844 Frankford Avenue to 4419 Frankford Avenue with the same name from the old address disregarding the new name for the new address. (poor documentation).

Peco Energy received a deposit amount greater than (\$800.00) from Mohamed Conteh for the account at 4419 Frankford Avenue, making it obvious that Peco Energy has a rate payer for 4419 Frankford Avenue in their billing system.

Peco Energy got the meter numbers mixed up for 4419/4417. This Honorable Commission entrusted the responsibility of providing service to millions of customers to Peco Energy because Peco Energy is and is expected to act professionally to each and every customer. If a Professional Company like

Peco Energy gets meter numbers mixed up for different addresses, this Honorable Commission should hold Peco Energy responsible for their error. Therefore, the Honorable Commission should rule that Peco Energy did a poor job with regards to providing service at 4419 Frankford Avenue.

Peco Energy is a professional company and as such, was expected to act with caution in this matter in order to prevent this loss.

Peco Energy came to 4419 Frankford Avenue and found that it was neither the Extended Family Day Care, nor the address (4417) they were looking for.

Peco Energy was informed by Mohamed Conteh that they were in the wrong address.

Peco Energy verified the address as 4419 Frankford Avenue and saw that it was a grocery store.

Mohamed Conteh further called Peco Energy's main office and informed Ed about the problem. Ed did not provide much help and Mohamed Conteh called again and was able to speak to the supervisor, Lawson.

Peco Energy's main office authorized its agents at 4419 Frankford Avenue to call the police so that they can be granted access to the electric meters. The police came and Mohamed Conteh explained to agent Lapetina # 1876 about the situation.

Peco Energy convinced the police agents to escort them to disconnect power from the meters at 4419 Frankford Avenue.

Mohamed Conteh continued to call Peco Energy with his cell phone throughout the day and the next day in order for Peco Energy to restore power immediately so as to prevent this loss.

But Peco Energy continued to drag their feet throughout that day and the next day for up to more than thirty hours before restoring power at the premises.

Therefore, Peco Energy did not only act wrongfully, but acted with intent to disrupt power at 4419 Frankford Avenue, there by causing the loss, further proving the fact that Peco Energy did a poor job of providing service at 4419 Frankford Avenue.

Furthermore, if a professional company like Peco Energy had acted more cautiously, this loss could have been prevented. Peco Energy could have investigated the issue first before taking the drastic action of disconnecting power from a company premises. Peco Energy could have actually corrected this error without anyone getting hurt.

But as your Honorable Commission can see from the first and second page of Peco Energy's Counsel's response, Peco Energy put the cart before the horse and walked backwards. They disconnected power from 4419 Frankford Avenue on October 15<sup>th</sup> 2009 and then launched a field investigation on October 28<sup>th</sup> 2009 instead of doing it the other way around.

Wherefore, Mohamed Conteh respectfully requests that your Honorable Commission rule that Peco Energy did a poor job with regards to providing service at 4419 Frankford Avenue, Philadelphia PA 19124.

Respectfully Submitted,  
Mohamed Conteh  
Mohamed Conteh  
4419 Frankford Avenue,  
Philadelphia PA 19124  
215-744-2551  
Mohamed Conteh



Emergency and Repairs: 1-800-841-2141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

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Name: MOHAMED CONTEH T A FATIMA'S HAIR BRAIDI  
Service Address: 4419 FRANKFORD AV, PHILADELPHIA  
Phone Number: 215-744-2551  
Account Number: 44769-20004  
Issue Date: 02/18/2009

Ed 194:27  
1800 220 7326  
Parcel -

General Information

Next scheduled meter reading: **March 16, 2009**  
**Payment Information:** PECO Energy, 2301 Market St, Philadelphia, PA, 19101, walk-in business hours Monday through Friday 8:30AM to 5:00PM. For additional payment options, go to [www.peco.com/ehome](http://www.peco.com/ehome). If you have any questions or concerns, please call 1-800-494-4000 before the due date.  
To pay by phone, call 1-877-432-9384. (A convenience fee will apply.)  
Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

Meter Information

	Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Diff	Mult X	Usage
					Previous	Present			
Submeter	02/12	055391942	General Service #	Tot kwh	5512 ACT	5515 ACT	3	1	3
Submeter	02/12	055391942	General Service	Pk kw	0.00 ACT	0.92 ACT	0.92	1	0.92
Master	02/12	070100397	Space Heat	Tot kwh	6326 EST	6329 EST	0	1	0
Master	02/12	070100397	Space Heat -	Ind kw	0.00 EST	0.98 EST	0.06	1	0.06
Total kW Billed							1.2		

Current Period

<u>Electric Commercial Service</u>		Service 01/13/2009 to 02/12/2009 - 30 Days	
Customer Charge			\$23.82
Generation Charges	1 kw	X \$3.18000	3.82
Transmission Charges	1 kw	X 0.34000	0.41
Distribution Charges	1 kw	X 0.93000	1.12
Transition Charges	1 kw	X 1.82000	2.18
State Tax Adjustment			-0.15
Sales tax			2.19
<b>Total current charges</b>			<b>\$33.39</b>

When paying in person, please bring the entire bill.

Return only this portion with your check made payable to PECO. Please write your account number on your check.



An Exelon Company

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

44769 2000 40000 0000

13962 1 AV 0.324 13962/013962/033593 055 01 GX86QZ 1 02192009  
MOHAMED CONTEH T A FATIMA'S HAIR BRAIDI  
4419 FRANKFORD AV  
PHILADELPHIA, PA 19124-3636



Account Number 44769-20004 Payment Receipt Sta

Payment Amount

PECO ENERGY - PAYMENT PROCESSING  
PO BOX 37529  
PHILADELPHIA, PA 19101

Please pay this amount by 03/12/2009 \$103.83

00000033390000006602



PU C Case # 260 6948

447692000400001038390710103830



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

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Name: MOHAMED CONTEH T A FATIMA'S HAIR  
BRAIDI  
Service Address: 4419 FRANKFORD AV, PHILADELPHIA  
Phone Number: 215-744-2551  
Account Number: 44769-20004  
Issue Date: 05/12/2010

General Information

Next scheduled meter reading: **June 11, 2010**  
**Payment Information:** PECO Energy, 2301 Market St, Philadelphia, PA, 19101, walk-in business hours Monday through Friday 8:30AM to 5:00PM. For additional payment options, go to [www.peco.com/ehome](http://www.peco.com/ehome). If you have any questions or concerns, please call 1-800-494-4000 before the due date.  
 To pay by phone, call 1-877-432-9384. (A convenience fee will apply.)  
 Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

Meter Information

	Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Diff	Mult X	Usage
					Previous	Present			
Submeter	05/11	004134066	General Service	Tot kWh	53181 ACT	54773 ACT	1592	1	1592
Submeter	05/11	004134066	General Service	Pk kW	0.00 ACT	5.53 ACT	5.53	1	5.53
Master	05/11	004134072	Space Heat	Tot kWh	53594 ACT	55186 ACT	0	1	0
Master	05/11	004134072	Space Heat	Ind kW	0.00 ACT	5.53 ACT	0.00	1	0.00
Total kW Billed .....5.5									

Current Period

<u>Electric Commercial Service</u>		Service 04/12/2010 to 05/11/2010 - 29 Days		
Customer Charge				\$23.96
Generation Charges	440 kWh	X	\$0.11110	48.88
Generation Charges	1,152 kWh	X	0.04530	52.19
Transmission Charges	440 kWh	X	0.01290	5.68
Transmission Charges	1,152 kWh	X	0.00380	4.38
Distribution Charges	440 kWh	X	0.03640	16.02
Distribution Charges	1,152 kWh	X	0.01080	12.44
Energy Efficiency Charge	1,592 kWh	X	0.00270	4.30

continued ...

When paying in person, please bring the entire bill.

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.  
A convenience fee will apply.

44769 2000 40000 0000

10728 1 AV 0.335 10728/010728/023436 042 01 GXAKDV 125 05132010  
 MOHAMED CONTEH T A FATIMA'S HAIR BRAIDI  
 4419 FRANKFORD AVE  
 PHILADELPHIA PA 19124-3636



Account Number 44769-20004 Payment Receipt Stan

Payment Amount

PECO ENERGY - PAYMENT PROCESSING  
 PO BOX 37629  
 PHILADELPHIA, PA 19101

Please pay this amount by 06/03/2010 **\$1,060.27**

00000255850000066694



447692000400010602701541060279



# YOUR GAS/ELECTRICITY HAS BEEN SHUT-OFF

(AVISO DE SUSPENSION DE SERVICIO)

For PECO Charges Only

Name: Occupant Extended Family Day Care  
Addr: 4417 Frankford Ave Phila Pa. 19124

Date: 10-19-09  
Account: 41676-004109

## WE SHUT OFF YOUR GAS/ELECTRIC SERVICE BECAUSE:

You did not pay your past due bill.  
 Other: Failure to apply for service

TO HAVE YOUR SERVICE RESTORED, CALL OUR OFFICE AT 1-888-480-1533.

You must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.

You must pay the following before we can restore your service:

- Past Due Amount of \$ 0; and
- Deposit Past Due Amount of \$ \_\_\_\_\_
- Agreement Unbilled Balance \$ \_\_\_\_\_
- \*\*Total \$ 0
- Reconnection Charge(s) Noted: Electric-\$75 / Gas-\$80 / Water-\$25 / Tap Cut-\$260  
Major Work-\$1,650 / Other-\$ \_\_\_\_\_

You may be required to pay any additional bills that have become past due to restore your service.

\*\*Since your service has been terminated, you may have to make substantial payments in order to have your service restored. In addition to any balance owed you will have to pay a Reconnection charge of between \$70.00 and \$1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

### WE MAY BE ABLE TO QUICKLY RESTORE YOUR UTILITY SERVICE IF:

- o Someone in your home is SERIOUSLY ILL. Read the MEDICAL EMERGENCY NOTICE below.
- o Your income is at or below 250% of the Federal Poverty Level. See the chart on the back of this notice and call us at 1-888-480-1533.

#### MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is SERIOUSLY ILL. WE WILL NOT SHUT OFF YOUR SERVICE during such an illness provided you:

1. Have your licensed physician or nurse practitioner certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off. phone certification must be followed by written certification within 7 days.
2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

## SEE OTHER SIDE FOR MORE INFORMATION

PECO Business Office hours are Monday through Friday, from 8:30 a.m. to 5:00 p.m. Our business office is located at: 2301 MARKET STREET, PHILADELPHIA, PA 19103.

TO PAY BY CREDIT CARD OR CHECK BY PHONE. CALL 1-877-432-9384.



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Philadelphia PA 19124

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Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, Second Floor  
Harrisburg PA 17120

Country of Destination:/Pays de destination:



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From: Mohammed Conteh  
4419 Frankford Avenue  
Philadelphia PA 19124

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