

Docket Case # C-2010-2181515

June 17, 2010

Please add with my
complaint form.

Mrs. Rosemary Chiavetta

Secretary Office of Administration Law Judge

Pennsylvania Public Utility Commission

Pennsylvania PUC

P.O. Box 3265

JUN 29 2010

Harrisburg, PA, 17105-3265

Consumer Services
CAC Division

On This day June 17, 2010 2:09 p.m. I called the PECO Company to let them know that my income has changed and have now diminished to a lower amount, as of June 5, 2010 the unemployment that I was receiving has come to a zero balance. The person that I spoke to was Susann in the Credit Finance dept she told me I only had to pay \$150.00 for a reconnection fee or I could us a medical Certification Form, Just give her the fax number and she would fax the form to my son's Doctor to have him fill out the form stating that he has a disability. I gave her the number she fax it over, she also stated that I only owe \$192.00 and that is due on June 27, 2010 I said ok we hung up so that I could call to make sure Doctor office received the form the Administrator said she did but the Doctor would not be able to fill it out until the end of the day when he is done seeing patients. After speaking with her, I waited until next day June 18, 2010

on Friday and called P.E.C.A again to see if
 they had received the fax from the Doctor.
 This time I spoke to Stacey she stated that
 the \$19,000.00 was suspended and that I only owe
 \$38.31 because the \$154.35 was late fees and she
 stated that \$38.31 was not due until June 25, 2010
 and she stated that they did get the Medical form
 for disability Certification but there was a
 error and I need to have it resubmitted.
 I told her they are a very busy office and
 the Doctor once again will not fill a new one
 out again until the end of the day so she
 states that I could ask them to just re-
 submit the one they sent yesterday June 17,
 so I told her I will call the Doctors office
 again and ask for the Administrator to
 resubmit the same form because there
 was an error the first time so she did
 resubmit the form again. I called again
 later spoke to Shay she said did not get it yet.
 Then later a representative called me and said
 you do not qualify for a medical or your
 son because you use up your medical. There some
 you still owe the same, I said this is
 a disgrace, After hearing my son Doctor
 fill out a medical form for a medical
 Certification, Now I am being treated

down from having my service restored because there was a computer error in the system and not all of the representatives were aware of it. That is very very disgraceful and misleading. Now my son's personal IDV formation has been given on false pretense and his Doctor took the time out to fill out the information all in vain. I hope that this letter can be reviewed along with the PUC formal complaint form that I sent on June 8, 2010 we were given false hope after ^{giving} assurance to my son and daughter that our service would be restored within 24 hour as Susan stated to me. In conclusion my income is now only \$466.00 per month ^{as of July 2, 2010} according to the PECO law when income level has dropped significantly, there could possibly be new payment agreement? "When the consumer has experienced a significant change of circumstance outside of their control." That is my dilemma, at this present time can not pay any money towards this bill until July 2, 2010 I apologized for missing my and this month but my service has been off since May 16, 2010 had to throw away all of my food that was a lot I have receipts to prove. and now still have to buy food every day good us to eat we can not cook anything do not have much help.

copy filed

Marilyn Day

44 Norwood House Rd.
Downingtown, PA, 19335

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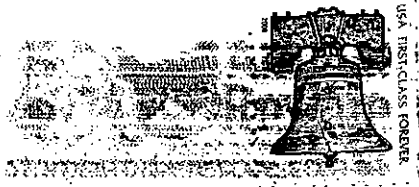
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Customer Services
CAC Division

Secretary
Pennsylvania Public Utility Commission
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