

4/30/2010 BCS# : 2676043

F-2010-2181730

Pennsylvania PUC

Thomas J Graham
3531 Chimney Swift Drive
Huntingdon Valley, PA 19006
Account #42233-00706

JUL 12 2010

July 2, 2010

Consumer Services
CAC Division

RECEIVED

JUL 14 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Renee Tarpley
P E C O
2301 Market Street S15
Philadelphia PA 19103

Dear Ms Tarpley:

In response to your letter dated June 18, 2010 (copy enclosed)

- a. True-notice received
 - b. False-no telephone attempt verified by my recorded answering machine
 - c. Payment of \$359.98 was mailed April 10, 2010 as per copy submitted to P U C , as payment in full. \$324.28 was not due.
 - d.-True- \$324.28 was not due
 - e. I can't believe that \$13.52 was all to restore and the \$75.00 could have been avoided\
 - f. True-I guess.
 - g. False-
 - h-True-Should have been avoided
 - i-True-I was told that it would be restored within hours on April 28, 2010, then on April 29, 2010 and finally not until the 72nd hour
 - j-To resolve this complaint, not by the laws of the P U C, but by fair customer service, I requested to the P U C a credit of \$75.00 plus \$200.00 for the cost of food replacement
 - k-The account current bill of \$157.39 was paid before your letter of June 18, 2010
- You may call me at 215 947 6888

RECEIVED
OFFICE OF C.A.L.L.J.
10 JUL 13 AM 9:13
PA PUC

Yours truly,

Tom Graham

Cc: P U C

Certified mail #7008 2810 0001 3186 6555

June 18, 2010

Thomas Graham
3531 Chimney Swift Drive
Huntingdon Valley, PA 19006
Account #42233-00706

Dear Mr Graham:

We have received your Formal Complaint filed with the Public Utility Commission at Docket #F-2010-2181730. The following information may resolve your complaint.

- A** • On 4/14/10 a ten day notice was issued for delinquency of \$684.26 effective 4/28/10.
- B** • Telephone attempts were made on 4/19/10 and 4/20/10 advised of pending termination; therefore satisfying the 72 hour notice requirement.
- C** • A payment of \$359.98 was posted on 4/26/10; the remaining \$324.28 was still subjected to collection activity.
- D** • On 4/28/10, a field technician terminated the service at the meter for \$324.28.
- E** • On 4/28/10 you paid the reduced restoration requirements of \$13.52 + \$75.00 reconnection fee and was granted payment terms at \$19.31 installments on the remaining balance in addition to monthly charges for the next 23 months.
- F** • Pursuant to PUC Chapter 14, §1407 (A) regarding Reconnection of Service:
"Fee.—a public utility may require a reconnection fee based upon the public utility's cost as approved by the commission prior to reconnection of service following lawful termination of the service."
- G** • Therefore, the assessment of the \$75.00 reconnect fee was valid and a "refund/credit" is not warranted.
- H** • The Company does not have jurisdiction over the \$3.50 processing fee charged by third-party payment agencies.
- I** • The service was restored on 5/1/10 within the 72 hr parameter per PUC regulations when a payment is received for restoration.
- J** • In effort to resolve your complaint, Company is willing to process a goodwill credit of \$50.00 for the perceived rudeness of our representatives.
- K** • The account balance is \$562.87. The current bill of \$157.39 is due by 7/1/10.

If you are satisfied with the proposed resolution, please contact me at (215) 841-5915 .

Cordially,

Renee Tarpley, MSM
SR Regulatory Assessor

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Thomas J. Graham
3531 Chimney Swift Dr.
Huntingdon Vly, PA 19006

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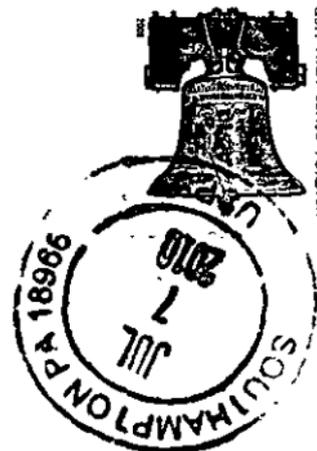
SECRETARY

PENNSYLVANIA P. U. C.,

PO Box 3265

HARRISBURG PA 17105

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