

TO: PUC

From Christine Mullenbach
Re Peco Bill Billing error / dispute
Peco Acct # 01111 - 86022

C-2010-2170017

Dear Sir,
I have filed complaint previously & all was handled
recently I noticed I had 4 leakage grants 1-415.00 1-1000.00
1-400.00 & 1-1000.00 totaling 1015.00.

Peco deducted all grants except for 400.00 one on 6/9/10
Bill states leakage amount 355.00 which is incorrect should be
400.00 - difference of 45.00 so if you deduct 45.00

from 2928.77 Balance should be 2883.77
I'd like Peco to correct this I mailed Peco grant covered
& letters (enclosed)

also Peco give me deferred pay agreement of 8135 month
in addition to monthly bill I'm on welfare, disabled & only
receive 201.50 2x's month I cannot afford that amount per
asked Peco to lower amount due to income
now I looked @ all my prior bills & they were 28.45 - 39.15
all under 6000 per mo & before 11/2010 on CAPC as of 1/2010
on 6/9/10 bill & 7/16/10 bill total is extremely high

6/9/10 bill is 128.96 big jump up from prior month
& 7/16/10 bill is definitely an error total is 364.22
now there are 3 generation charges, 3 transmission charges,
3 distribution & 3 transition charges on this bill is other
bills for past 2-3 years I've had 3 charges the rest the error

is due to Peco Counsel person Takeda mullenbach
also in 2008/2009 I was CAP B now 4 people live on CAP B
in 1/2010 they put me on CAPC I request I be on CAP B
income for 3 people 25% 36200 my income is 403 3000 per

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

JUL 21 2010

RECEIVED

I feel its closer to prove guideline for caps than CAP
Capers around 7500 I get no where near that
looked then to change.

Am filing this complaint due to what you letter

Christine Wilbekaitis
2259 Struble St., 2nd Fl
Phila PA 19152

ACT & PCW 0111 86027

This is different complaint

I'd like problem resolved very simply. Current Month amount
on 6/10 bill should be 40.00 - which changes payment agreement
to 2883?? Lower deferred payment from 81.35 cannot afford.

and 7/10 bill + 6/10 bill way to high

+ put me on cap B.

Please reply

Christine Wilbekaitis
215 722 3409

CHRISTINE WILBEKAITIS
2259 Struble St 2nd Fl
Phila PA 19152

cc: PECO - Tutela withline

RECEIVED
JUL 11 2011

COMMISSION ON
UNEMPLOYMENT COMPENSATION

7/18/10

TO PERS TISHKRA WILLIAMS

FROM CHRISTINE WILBERT

RE: Acct# 0111-86022 - Billing dispute - error

Dear Ms Williams,

I received your letter + outcome of complaint
I reviewed all bills + it seems correct. Thank you for your time
in helping me clarify the bills.

Now I mailed you copies of the best that's just enough
postage so it was returned I re-mailed

I got 4 grants 1-415.00 1-100.00 1-100.00 1-200.00 Total 1015.00

on 6/9/10 Bill you have LITAP payment 355.00 - 45.00 off
SO TOTAL of 2928.77 minus 45.00 error brings total TO
2883.77 PAST DUE Could you please correct + send me

letter of correct amount also I offered pay plan of 81.35 per
month bill is too high I only receive welfare 403.00 month

+ have 2 children I am barely getting by would you lower
debted pay agreement to one I can afford

also upon looking at all 700 bills I noticed
as of 6/9/10 Bill my charges went extremely up way higher
than previous bills 6/9/10 bill is 128.96 + kWh per month

is way higher than previous bills this bill also too soon of LITAP
paid 355.00 should be 400.00
+ 7/9/10 Bill is 282.87 + 81.35 deferred amount
total of 364.22 There's definitely something wrong

Just there are 3 generation charges listed 3 transmission charges
listed 3 distribution charges + 3 transition charges listed this has to be
error every other bill going way back never had 3 charges of each

✓ TRM kuh used 2397 that's way to high
on of line enclosed
MESSAGE center message I don't understand.

- App rate in 08/2309 I was on CAP B had 4 people
on CAP C There are 2 children 3 people in or
useful I get 20,500 turnover 25% for 3 people (36)
50% 27300 I'm closer increase to CAP B please consider
putting me back on CAP B as I can afford that at 230.00
difference + not close to 50% guideline

please reply
Christine Wilbekaitis

CHRISTINE WILBEKAITIS

215 722 3409

cc bill
PK



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.

Account Name: CHRISTINE WILBEKAITIS
 Service Address: 2259 STRAHLE ST, 2ND FL, PHILADELPHIA
 Phone Number: 215-722-3409
 Account Number: 01111-86022
 Issue Date: 06/09/2010

General Information

Next scheduled meter reading: July 9, 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. If you have any questions or concerns, please call 1-800-774-7040 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 1-800-774-7040 antes de la fecha de vencimiento.

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading Previous	Meter Reading Present	Diff	Mult X	Usage
06/08	107044436	General Service	Tot kWh	90515 ACT	91837 ACT	1322	1	1322
Total kWh Used1322								

Current Period

<u>Electric Residential Service CAP Opt C</u>		Service 05/09/2010 to 06/08/2010 - 30 Days	
Customer charge			\$5.32
Generation Charges	650 kWh	X \$0.01530	9.95
Generation Charges	672 kWh	X 0.06100	40.99
Transmission Charges	650 kWh	X 0.00140	0.91
Transmission Charges	672 kWh	X 0.00550	3.70
Distribution Charges	650 kWh	X 0.01240	8.06
Distribution Charges	672 kWh	X 0.04720	31.72
Transition Charges	650 kWh	X 0.00850	5.53
Transition Charges	672 kWh	X 0.03420	22.98
State Tax Adjustment			-0.20
Total current charges			\$128.96
Your Electric CAP savings this month is \$78.02			

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.

01111 8602 2000 0000

16474 1 AV 0.335 10474/016474/036382 063 01 GXAR8F 1345 06102010
 CHRISTINE WILBEKAITIS
 2259 STRAHLE ST 2ND FL
 PHILADELPHIA PA 19152-2516

Account Number 01111-86022 Payment Receipt Stamp

Payment Amount

Please pay this amount by 07/01/2010 **\$2,928.77**

00000128960000209031

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

011118602200029287701822928779



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.

Page 2

Name: CHRISTINE WILBEKAITIS
 Service Address: 2259 STRAHLE ST, 2ND FL,
 PHILADELPHIA
 Phone Number: 215-722-3409
 Account Number: 01111-86022
 Issue Date: 06/09/2010

Other Basic Charges

Thank you for your payment of \$0.45
 LIHEAP payment \$355.00
 Connection charge - standard \$6.00
 Charges from previous bill \$2,090.31
 Transfer service \$633.73
 Late payment charge \$69.77
Total other charges \$2,799.81
Total amount due \$2,928.77

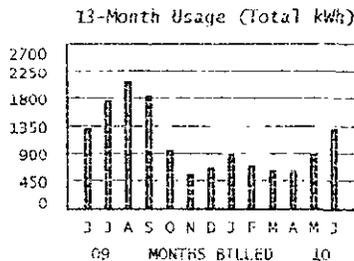
Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.

New charges contain estimated total state taxes of \$9.50, including \$7.61 for State Gross Receipts Tax. PECO's new charges contain \$23.94 Intangible Transition Charges.

Your Usage Profile

Electric Residential Service CAP Opt C



Month Billed	Avg Daily Usage	Avg Daily Temp
Current Month	44.0	69
Last Month	28.4	61
Last Year	44.4	66
Avg kWh per Month		1078
Total Annual kWh Usage		12942

Page 1

Name: CHRISTINE WILBEKAITIS
 Service Address: 2259 STRAHLE ST, 2ND FL,
 PHILADELPHIA
 Phone Number: 215-722-3409
 Account Number: 01111-86022
 Issue Date: 07/09/2010

General Information

Next scheduled meter reading: **August 9, 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. 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 Previous	Meter Reading Present	Diff	Mult X	Usage
07/08	107044436	General Service	Tot kwh	91837 ACT	94231 ACT	2394	1	2394
Total kwh Used2394								

Current Period

<u>Electric Residential Service CAP Opt C</u>		Service 06/08/2010 to 07/08/2010 - 30 Days		
Customer charge				\$5.32
Generation Charges	650 kwh	X	\$0.01530	9.95
Generation Charges	100 kwh	X	0.04280	4.28
Generation Charges	1,644 kwh	X	0.06100	100.28
Transmission Charges	650 kwh	X	0.00140	0.91
Transmission Charges	100 kwh	X	0.00400	0.40
Transmission Charges	1,644 kwh	X	0.00550	9.04
Distribution Charges	650 kwh	X	0.01240	8.06
Distribution Charges	100 kwh	X	0.03330	3.33
Distribution Charges	1,644 kwh	X	0.04720	77.60
Transition Charges	650 kwh	X	0.00850	5.53

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.

01111 8602 20000 0000

160521 AV 0.335 160520 16052035972 002 01 GX/WWW 1235 07/10/2010
 CHRISTINE WILBEKAITIS
 2259 STRAHLE ST 2ND FL
 PHILADELPHIA PA 19152-2516



Account Number 01111-86022 Payment Receipt

Payment Amount

364.22

Please pay this amount by 08/02/2010 **\$364**

00000282870000000000

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



011118602200003642202140364222





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.

Page 2

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 Service Address: 2259 STRAHLE ST, 2ND FL,
 PHILADELPHIA
 Phone Number: 215-722-3409
 Account Number: 01111-86022
 Issue Date: 07/09/2010

Current Period ... continued

Transition Charges	100 kwh	X	0.02390	2.39
Transition Charges	1,644 kwh	X	0.03420	56.22
State Tax Adjustment				-0.44
Total current charges				\$282.87
Your Electric CAP savings this month is \$127.53				

Other Basic Charges

Deferred payment agreement				\$81.35
Total other charges				\$81.35
Total amount due				\$364.22

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.

New charges contain estimated total state taxes of \$20.84, including \$16.69 for State Gross Receipts Tax. PECO's new charges contain \$53.67 Intangible Transition Charges.

If you were on our budget billing program, your bill this month would have been \$100.00. To begin using budget billing, please pay this amount rather than the amount shown on your bill. Your account will automatically be placed on budget billing.

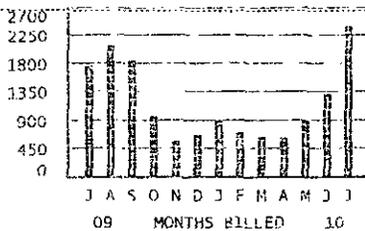
Your Usage Profile

DEFERRED PAYMENT ARRANGEMENT

Current Payment Plan Amount	\$81.35
Payment Plan Balance	\$2,847.42
# of Remaining Payments	35

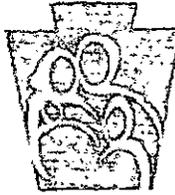
Electric Residential Service CAP Opt C

13-Month Usage (Total kwh)



Month Billed	Avg Daily Usage	Avg Daily Temp
Current Month	79.8	79
Last Month	44.0	69
Last Year	58.5	73
Avg kwh per Month		1131
Total Annual kwh Usage		13580

LIHEAP DISTRICT
PHILADELPHIA
1348 W. SEDGLEY AVE.
PHILADELPHIA, PA 19132



pennsylvania

DEPARTMENT OF PUBLIC WELFARE

OFFICE OF INCOME MAINTENANCE

Record ID: 51/3408113

Notice ID: 9003040686

COMPASS: The fast and easy way to apply for benefits
www.compass.state.pa.us

Telephone: 1-

Mail Date: 03/11/2010

CHRISTINE WILBEKAITIS
2259 STRAHLE ST
2ND FLR
PHILA, PA 19152

Dear Ms. Wilbekaitis,

This letter tells you about your benefits. If you have a question, please call the number listed above.

<p>Which benefit?</p>  <p>Low-Income Home Energy Assistance Program (LIHEAP)- Crisis Benefits</p>	<p>This is a summary of your benefits. You can find more information inside this letter.</p> <p>We looked at your application and you qualify for 2009-2010 crisis energy assistance. On March 10, 2010 we approved \$400.00 to resolve your crisis. Your energy provider is PECO ENERGY COMPANY for this benefit.</p>
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PHILADELPHIA
1348 W. SEDGLEY AVE.
PHILADELPHIA, PA 19132



pennsylvania

DEPARTMENT OF PUBLIC WELFARE

OFFICE OF INCOME MAINTENANCE

Record ID: 51/3408113

Notice ID: 9003074853

COMPASS: The fast and easy way to apply for benefits
www.compass.state.pa.us

Christine Wilbekaitis

CHRISTINE WILBEKAITIS
2259 STRAHLE ST
2ND FLR
PHILA, PA 19152

<p>Which benefit?</p> <p>Low-Income Home Energy Assistance Program (LIHEAP)- Cash Benefits</p>	<p>This is a summary of your benefits. You can find more information inside this letter.</p> <p>We looked at your application and you qualify for energy assistance. We will send \$415.00 to PECO ENERGY COMPANY. This is a one-time only payment for this heating season.</p>
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pennsylvania

DEPARTMENT OF PUBLIC WELFARE

March 23, 2010

CHRISTINE WILBEKAITIS
2259 STRAHLE ST
2ND FLR
PHILA PA 19152

Dear Customer,

On January 5, 2010, Governor Rendell announced that an additional \$100 supplemental LIHEAP cash grant would be issued for eligible customers who recently received a LIHEAP cash grant. This letter is to notify you that you are eligible for this supplemental cash grant. DPW will begin issuing payments in late February. Your \$100 cash grant will be sent to the heating provider that received your first cash grant, for credit to your account.

If you were eligible for a LIHEAP cash grant and it was sent directly to you, the \$100 supplemental cash grant will also be sent directly to you.

Once your heating provider receives the additional \$100 cash grant, it will show up on your next bill. Please review your bill carefully.

It is not necessary for you to take any additional action or call the County Assistance Office, for this \$100 payment to be sent.

Sincerely,

Linda T. Blanchette
Deputy Secretary
Office of Income Maintenance





pennsylvania
DEPARTMENT OF PUBLIC WELFARE

March 29, 2010

CHRISTINE WILBEKAITIS
2259 STRAHLE ST
2ND FLR
PHILA PA 19152

Dear Customer,

Governor Rendell recently announced that a second \$100 supplemental LIHEAP cash grant will be issued to a special population of LIHEAP eligible customers. This letter is to notify you that you are eligible for a second \$100 supplemental cash grant. Beginning in mid March, your second \$100 supplemental payment will be sent to the heating provider that received your LIHEAP cash grant, for credit to your account.

If you were eligible for a LIHEAP cash grant and it was sent directly to you, the second \$100 supplemental cash grant will also be sent directly to you, beginning in mid March.

Once your heating provider receives the second supplemental \$100 cash grant, it will show up on your bill. Please review it carefully.

It is not necessary for you to take any additional action or call the County Assistance Office.

Sincerely,

A handwritten signature in cursive script that reads "Linda T. Blanchette".

Linda T. Blanchette
Deputy Secretary
Office of Income Maintenance



Christine W. Schubert
2259 Strickland Rd
Phila PA 19152

SOUTHEASTERN PA. 17105

15 JUL 2010 7 43 AM

USA
17



Public Utility Commission
P O Box 3245
Harrisburg PA 17105 3245

RECEIVED

2010 JUL 21 AM 9:21

P.A. P.U.C.
SECRETARY'S BUREAU