

COMMONWEALTH OF PA

THOMAS BERRHAM JR

PUBLIC UTILITY COMMISSION

3631 CHIMNEY SWIFT

PO BOX 3265

HUNTINGDON VALLEY

HARRISBURG PA 17105

PO 18006

POST # F 2010-2181730

DEAR PUC

ENCLOSED IS COPY OF LETTER DATED

12 JULY 2010 FROM REBEA TARDY OF PELO.

ALSO MY RESPONSE TO HER LAST

MAIL, # 7008 2870 0001 3186 6555, WHICH

I GOT NO RESPONSE, INSTEAD SHE

ILLICITLY RECEIVED CERTIFIED RECEIPT,

NOT RETURNED BY USPS. I ALSO

SENT YOU COPY OF MY LETTER, AS

EVIDENCE OF CLAIMS

I AM VERY DISAPPOINTED WITH THE

PUC, I THOUGHT THEY PROTECTED THE

CUSTOMER, NOT ONLY AID PELO TO

THEIR LEGAL RIGHTS. I BELIEVED

PELO 4 TIMES WHEN PROMISED QUICK

RECONNECTION.

THIS WAS ALL CREATED BY

PAST DUE REMINDER FROM PELO

IN THE AMOUNT OF \$39.28 AND WAS

PAID ON 10 APRIL 2010 IN FULL

WITH MY CHECK #5419.

RECEIVED

JUL 28 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

I HOPE ITS NOT TOO LATE
TO AVOID HEARINGS AND LEGAL FEES.
PLEASE ADVISE PECO TO CREDIT
MY ACCOUNT IN THE AMOUNT OF 275⁰⁰
NOT THE \$50⁰⁰ OFFERED

YOURS TRULY

Tom Gehlars

REPT MAIL # 7008 2810 0001 3186 6562

COPY TO STATE REPRESENTATIVE THOMAS MORE
HARBOR OFFICE

PECO Energy Company
2301 Market Street, S15-1
P.O. Box 8699
Philadelphia, PA 19101-8699

www.exeloncorp.com



An Exelon Company

July 12, 2012

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

Dear Mr Graham:

In response to your letter dated July 2, 2010 relative to Formal PUC Docket #F-2010-2181730, an account statement is enclosed.

- As of 4/12/10, your account balance was \$807.55 including past due charges of \$684.26.
- A payment of \$359.98 was posted on 4/26/10; the remaining \$324.28 was still subjected to collection activity.
- Payments are applied upon receipt; not based on the mailing date.
- According to Company records, the service was properly terminated.
- The reduced restoration amount is offered to customers who have not exhausted two or more payment agreements with the Company and is in accordance with PUC regulations (Chapter 1407(C))
- Therefore, the assessment of the \$75.00 reconnect fee was valid and a "refund/credit" is not warranted. Additionally, \$200.00 reimbursement for alleged food loss is not justified.
- Company is still willing to process a goodwill credit of \$50.00 for the perceived rudeness of our representatives.
- The account balance is \$559.91 which includes the agreement balance of \$386.17 to be billed at \$19.31 installments with monthly charges. The current bill of \$173.74 is due by 8/2/10.
- If the additionally information is still not to your satisfaction, a hearing will be scheduled by the PUC and both parties will be notified accordingly.
- The postal return receipt is also enclosed.

I can be reached at (215) 841-5915.

Cordially,

Renee Tarpley, MSM
SR, Regulatory Assessor



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

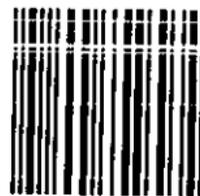
CERTIFIED MAIL™



7008 2810 0001 3186 6562



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COMMONWEALTH OF PA
 PUBLIC UTILITY COMMISSION
 PO BOX 3265
 HARRISBURG PA 17105

RETURN RECEIPT
 REQUESTED

1710583265

