

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print in ink or type.

C-2010-2189732

1. CUSTOMER (COMPLAINANT) INFORMATION

Your name, mailing address, county, telephone number, utility account number and service address:

Name Jedvia Felder

Street/P.O. Box 3000 W. AA/BEST Apt #

City Phila State PA Zip 19121

County

Daytime Telephone Number Where We Can Contact You: 615 303-2895

E-mail Address (optional):

Utility Account Number 90302-00907 (from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

PECO

3. TYPE OF UTILITY (check one)

[X] ELECTRIC

[] GAS

[] WATER

[] TELEPHONE (local, long distance)

[] STEAM HEAT

[] WASTE WATER

[] MOTOR CARRIER (e.g., taxi, moving company, limousine)

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4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other (explain).

B. State the facts of your complaint.

Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

Docket # C-2010-2189732

Exhibit 1 - PART 1

Peco account activity statement clearly shows that Sedvia Felder's bill began as of 8/21/08. She did not agree to accept her mother's back bill. PECO decided to include Lucille Felder's previous usage.

Part 2 of Peco's statement claims that Sedvia Felder's service began MARCH 2008 even though their billing activity statement is dated 8/21/08. It also states that Sedvia Felder's PECO service is from 11/04 to 3/08 at 3117 W. Diamond St. 1ST Floor. She didn't live at that property for four years. Her address ~~was~~ included in those dates

was 3115 W. Diamond @ 3RD Flr. Finally Sedvia Felder has been complaining to PECO since 2008 about the back usage charged to her. She has complained in person, in writing and with phone calls to no avail.

The property at 3000 W. Page St was occupied by tenants. Lucille Felder wasn't living there. She resided in New Jersey. When the family discovered the property was in disarray and disrepair Sedvia Felder moved in. She has endured constant abuse at the hands of PECO Energy. She has endured constant threats of shut-off notices. She has implored help from several agencies. Through everything she has suffered greatly in constant fear of life without electricity. What kind of justice is this stating that she has to come up with over four thousand dollars with ^{no} payment arrangements or consideration.

5. RELIEF

How do you want your complaint to be resolved? Use additional paper if you need more space.

- ① All usage that was~~nt~~ accumulated by Sedvia Felder personally should be eliminated.
- ② CAP arrangements ~~are~~ to be restored.
- ③ Threatening letters and abusive PECO workers & technicians should be admonished for their actions.
- ④ monies owed in arrears should be broken down according to Sedvia Felder's monthly income.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility **AND** your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES (includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer **in this matter** you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (If Known) _____

9. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Sedvia Felder, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Sedvia Felder
(Signature)

8/11/10
(Date)

Title of authorized employee or officer

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

| | |
|---|--|
| Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265 | Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120 |
|---|--|

Facsimiles and/or electronic filings of the complaint will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

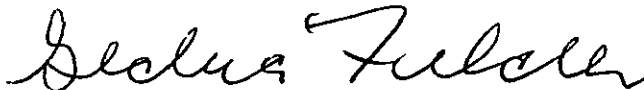
This letter was previously mailed.

PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMPLAINTS

SECTION 4B. STATE THE FACTS OF YOUR COMPLAINT
JULY 12, 2010

I contacted your office to receive help with my electric bill. I am Very disappointed in the outcome of your investigation. First of All I don't understand how it is possible for no one to acknowledge The fact that I lived at an entirely different address and was paying An electric bill there. When I moved to the property at 3000 W. Page St. my previous electric bill was supposed to follow me to The new address. My previous address was 3117 W. Diamond St. My PECO account number at that address was 96503-01606. Pleas see attached electric bill from that address. My account at my Present address is 90302-00907. The balance at this address was In the thousands of dollars when I moved there. I should in no way Be held liable for this money owed. How could I possibly use Electricity at two addresses at the same time. Your organization Is popular for helping people in need such as myself. What kind Of investigation did you conduct without finding two different Electric bills at two different addresses. I am not a landlord that Owns several properties. I am a disabled person on a fixed income. PECO is threatening to terminate my electric again if I don't come Up with thousands of dollars immediately. It might as well be Millions. Please help me and my family. I have a lung disease and I need my electricity to survive. I also have two small children at This residence. Any and all help you can provide will be greatly Appreciated.

Yours truly,



Sedvia Felder



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Sedvia Felder
3000 w page st
Phila, Pa 19121

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Secretary Pennsylvania Public
Utility Commission P.O. Box 3265
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