

Amy L. Glace-Arnold  
904 Upper State Road  
Chalfont, PA 18914-2533  
215-822-9797

2010 AUG 18 AM 9:39  
RECEIVED  
PA P.U.C. BUREAU  
SECRETARY'S BUREAU

August 15, 2010

PECO Energy Company  
2301 Market Street, S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699

Attn: Ms. Tishekia Williams  
Counsel for PECO Energy  
RE: Docket No. C-2010-2188036  
PECO account number 89079-01302

Dear Ms. Williams,

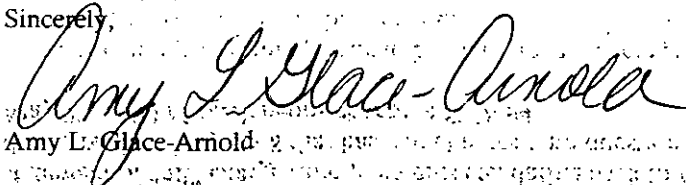
I am writing in response to your letter dated August 4, 2010 and your Answer of Respondent on the above referenced Docket number and your request to dismiss my complaint. Please know I have already received my notice from the Pennsylvania Public Utility Commission notifying of our Telephone Hearing Notice on Monday, November 8, 2010 at 10:00 am.

I did receive your partial statement of my account print out dating back to July 23, 2008 to day. However, I need a statement that details all the way back to August 2003 when we had the service transferred in my name. This is crucial information that I need. PECO only provides customers with limited information regarding their accounts. PECO has also changed their billing procedure which, I have noticed errors on my account that are not in my favor. Kindly send that statement of "all" charges and payments etc. dating back to August 2003. In the interim I do have a portion of my account dating back to May 2008 that has two charges I am questioning the May 22, 2008 Late Payment Charge of \$280.36 and the May 22, 2008 Miscellaneous charge of \$278.94.

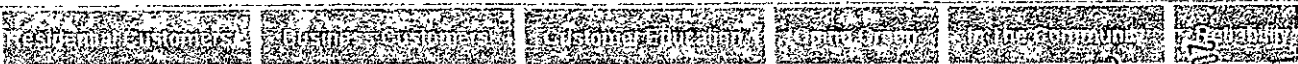
Although my account appears to be that I am a terrible paying customer, we are not. We have paid thousands of dollars to PECO annually and yet our bill never goes down. When we moved in this home in 2003 PECO installed a meter on our home. My Mother in Law lived in this home prior to us purchasing it and her bills were a fraction of what PECO bills us. I understand it depends on usage and we are a family of four but under no circumstances do we use what PECO bills us for which is the equivalent of a small office. We use energy saving appliances and light bulbs. We are very conscience of our usage. I have consulted others regarding our bill and they do feel there is something terribly wrong with our bills that PECO is charging us. This is has been extremely stressful on us with the constant threat of having our electric shut off. I have abided by the payment arrangement set by PECO but then they get changed on me by PECO. PECO admits no responsibility what so ever with their billing errors. Some representatives can't even explain some of the charges on my bills. In other cases, PECO representatives have given me explanations that have contradicted what another PECO representative has told me for the same question.

I appreciate if you would sent me the complete account print out dating back to August 2003 at your earliest convenience so I may have adequate time to review before out telephone hearing.

Sincerely,

  
Amy L. Glace-Arnold

CC: Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, Second Floor  
Harrisburg, PA 17120



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

- Your Account**
- Account Summary
  - Modify Account Information
  - Change Email
  - Change Password
  - Energy Analyzer
  - Switch Accounts (for multiple accounts only)

## Billing & Payment History

Below is a list of your PECO bills and payments.

Name: AMY GLACE-ARNOLD  
 Account Number: 8907901302  
 Service Address: 904 UPPER STATE RD CHALFONT PA 18914  
 Service Phone Number: (215)822-9797  
 Alternate Phone Number: (267)718-4252

### Billing and Payment Options

- Start / Stop Autopay
- Start Budget Bill
- Pay Online
- View Your Bill
- Billing & Payment History
- Move Center**
  - Start Service
  - Stop Service
  - Transfer Service
- Outage**
  - Check/Report Electrical Outage
- Need Help**
- Logout

To view a bill, click on a date:

Date	Description	kWh (Elec)	Ccf (Gas)	Amount Due	Amount Paid
04/22/2010	REGULAR BILL	1156	0	\$470.62	\$0.00
04/16/2010	Payment	0	0	\$0.00	\$250.00
03/24/2010	REGULAR BILL	955	0	\$460.79	\$0.00
03/18/2010	Payment	0	0	\$0.00	\$246.50
02/23/2010	REGULAR BILL	1172	0	\$477.79	\$0.00
02/16/2010	Payment	0	0	\$0.00	\$246.21
01/25/2010	REGULAR BILL	1279	0	\$461.61	\$0.00
01/13/2010	Payment	0	0	\$0.00	\$246.21
12/28/2009	Payment	0	0	\$0.00	\$246.21
12/22/2009	REGULAR BILL	1240	0	\$683.80	\$0.00
11/30/2009	Payment	0	0	\$0.00	\$246.21
11/13/2009	REGULAR BILL	1114	0	\$493.55	\$0.00
10/21/2009	REGULAR BILL	1170	0	\$246.21	\$0.00
10/19/2009	Payment	0	0	\$0.00	\$246.21
09/22/2009	REGULAR BILL	1392	0	\$246.21	\$0.00
09/15/2009	Payment	0	0	\$0.00	\$246.21
08/21/2009	REGULAR BILL	1654	0	\$246.21	\$0.00
08/04/2009	Credit	0	0	\$0.00	\$2.32
08/04/2009	Payment Agreement	0	0	\$0.00	\$4512.40
08/03/2009	Payment	0	0	\$0.00	\$400.00
07/29/2009	REGULAR BILL	1359	0	\$4914.72	\$0.00
06/23/2009	REGULAR BILL	1305	0	\$4689.76	\$0.00
05/22/2009	REGULAR BILL	957	0	\$4474.08	\$0.00
05/04/2009	Payment	0	0	\$0.00	\$500.00
04/29/2009	REGULAR BILL	773	0	\$4778.40	\$0.00
04/02/2009	Reinstate AR from DPA-Cr	0	0	\$0.00	\$3809.72
03/25/2009	REGULAR BILL	800	0	\$872.32	\$0.00
03/19/2009	Payment	0	0	\$0.00	\$250.00
02/24/2009	REGULAR BILL	798	0	\$949.38	\$0.00
02/12/2009	Payment	0	0	\$0.00	\$200.87
01/23/2009	REGULAR BILL	1064	0	\$978.62	\$0.00
12/22/2008	REGULAR BILL	1018	0	\$771.16	\$0.00
12/15/2008	Payment	0	0	\$0.00	\$200.87
11/19/2008	REGULAR BILL	764	0	\$778.70	\$0.00

10/22/2008	Payment	0	0	\$0.00	\$200.87
<del>10/21/2008</del>	REGULAR BILL	938	0	\$823.51	\$0.00
09/24/2008	Payment	0	0	\$0.00	\$219.03
<del>09/22/2008</del>	REGULAR BILL	1563	0	(\$860.96)	\$0.00
09/08/2008	Payment	0	0	\$0.00	\$218.87
<del>08/21/2008</del>	REGULAR BILL	1609	0	\$437.74	\$0.00
<del>07/23/2008</del>	REGULAR BILL	2123	0	\$218.87	\$0.00
07/14/2008	Payment	0	0	\$0.00	\$200.87
<del>06/20/2008</del>	REGULAR BILL	1545	0	\$200.87	\$0.00
05/22/2008	Credit	0	0	\$0.00	\$0.60
05/22/2008	Late Payment Charge	0	0	\$0.00	\$280.36
05/22/2008	Miscellaneous	0	0	\$0.00	\$278.94
05/22/2008	Payment Agreement	0	0	\$0.00	\$4120.68
<del>05/21/2008</del>	REGULAR BILL	1034	0	\$4680.58	\$0.00
05/19/2008	Payment	0	0	\$0.00	\$154.22

Done



Amy L. Glace-Arnold  
904 Upper State Rd.  
Chalfont, PA 18914

SOUTHEASTERN PA 193

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Attn: Rosemary Chavetta, Secretary  
Pennsylvania Utility Commission  
Commonwealth Keystone Building  
400 North Street, Second Floor  
Harrisburg PA 17120