

C-2009-214/214

Bernadette Hughes

5027 N. Franklin Street

Philadelphia, Pa-19120-3111

To Whom It May Concern:

I want to file another complaint, against P.E.C.O., the electric company. I phoned you back in October, 2009. I filled out your form, the end of October 2009, with my complaints. They have become worse. They still have not been resolved.

September, Monday 27<sup>th</sup>, I went to the hearing. Arrangements for my needs, were not provided for me. My grand daughter, took me on public transportation, in my wheelchair. It was quite an ordeal for me. It was unfortunately, a rainy day, and a long trip. At the hearing, I had my papers ready.

Ms. Tishka Williams and I guess a representative from P.E.C.O. told the judge her witness was a no show. I seated at the next table with my grand daughter sat there. The present judge left the room, Ms. Williams walked to our table. I introduced us, she knew me. I was not explained a thing. I started to speak to her, but she did not want to look at my papers, or hear me all that was on her mind, was how much longer my son's and his wife's residence.

So, she would not listen to my grievances. She called me poor, in the presence of my grand daughter.

and her representative, when I asked her, why was crisis not applied, no answer, but "I'm poor!"<sup>2/</sup>

She walked out of the room with representative.

Came back, threw a figure of \$1,000.00 a month, I told her of my income of \$694.00 a month D.S.F. I have other bills, she said \$88.50 a month, I told her, I could not go that high. We sat there at a stand still for about twenty minutes, I could not stand the silence any longer. I agree to her offer and cried. The judge entered. She told him agreement made. We left.

I called her, Mrs. Williams next day.

I asked her, why I did not have a word with the judge, she said of forgot to tell me. She treats me like a retard, Sir.

She said I would be issued a new date.

Sir, this has caused me to get sick.

I was upset, because she said shut off that was issued to me, again, could not be aveted, unless I agreed to pay more. So, I called the judge after several days, and told him, I agreed to pay more.

I called Mrs. Williams, left her a message, to my call to the judge. Haven't heard from her.

I feel she is using deice tactics with me. It is unking.

I am 67 yrs old a senior.

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I received a new court hearing today. Was this issued, hope I called, the judge to agree to terms. It is dated - Jan. 10<sup>th</sup> 2011.

Sir, my grievances were never heard, by M.S. Williams she denied me, or my rights, by the judge I did not know, I had a voice by him.  
"My Issues"

First shut off - March - 09 - I called PECO - Told them my husband died Jan - 09 - asked if I wanted his used my name - I said no - Did they disagree, no. Charge transfer my name - I lived here 40 yrs with my husband. We never had a problem, Now I have transp charge, \$26270, No Way, Reinstated charge. Sir, I am enclosing copy of Bill.

Since my husband passed, I have gotten numerous shut off's. I have copies. I change my meter three times. Just received another notice, to come and check meter. Sir, M.S. Williams, after meeting me, accused me of stealing electric. I am in a wheel chair, like I stated, 61 yrs old. Spinal stenosis, and asked how do I look like I want to be electric readied. What a shy grin from her.

Issue, I applied crisis 3 times \$200.00 a time. Never, applied to help. She, said because it's on par. That is an answer?

I asked, Why was Saw Hill Lane - allowed to

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continued for 3 yrs, without a call to me.

Because that address is in Dallas.

Again sir, you have heard more of this.

Or did she discuss other issues.

Please, I would like you to help me.

I am to start payments in November. I can't

afford that, have paid my bills one time.

Please, give me a reply.

Sincerely yours

Mrs. Bernadette Hughes

Phone: (214) 324-2254

Name: BERNADETTE HUGHES  
Account Number: 90660-66009  
Phone Number: 215-324-2254  
Service Address: 5027 N FRANKLIN ST, PHILADELPHIA

### Billing Summary

Bill Date	09/20/2010
Thank you for your payment of \$50.00	
Revenue protection	\$350.00
Reinstate bad debt - Service	\$222.62
Revenue protection	\$350.00
Reinstate bad debt - Service	\$754.90
Connection charge - standard	\$6.00
Charges from previous bill	\$499.68
Transfer service	\$1,800.40
Late payment charge	\$262.70
<b>Total Other Charges</b>	<b>\$4,246.30</b>

### Current Period Charges

Electric	\$45.84
<b>Total New Charges</b>	<b>\$45.84</b>
<b>Total amount due on 10/12/2010</b>	<b>\$4,292.14</b>

### General Information

Next scheduled meter reading: **October 19, 2010**  
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call **1-800-774-7040** before the due date.

#### Customer Self Service - Manage Your Account 24/7

- [www.peco.com/ebill](http://www.peco.com/ebill) - Go paperless: receive and pay your bill
- [www.peco.com/service](http://www.peco.com/service) - Start, stop and transfer your service
- [www.peco.com/SmartIdeas](http://www.peco.com/SmartIdeas) - Save energy and money
- Pay by phone with credit/debit card at **1-877-432-9384** (\$3.50 fee)

### 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 \$3.37, including \$2.70 for State Gross Receipts Tax. PECO's new charges contain \$0.00 Intangible Transition Charges.



Bernadette Hughes  
5027 N Franklin St  
Philadelphia, PA 19120

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