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SECRETARY'S BUREAU

November 22, 2010

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

Re: Derek Romitti v. PECO Energy Company
PUC Docket No. C-2010-2206682

This letter and attachment are my response to the PECO Energy's New Matter filing dated November 16, 2010, with the Pennsylvania Public Utility Commission. The information provided by PECO Energy Company is filled with inaccuracies and is incomplete. The list of power outages is incomplete and the majority is irrelevant to my claim. Although there have been significant interruptions to electrical service in previous years, so many that residents in the area petitioned their elected officials to look into the quality of service provided by PECO, my concern and request for damages involves outages and disruptions in service this calendar year.

If PECO Energy does in fact track outages less than 4 minutes, then this data should have been captured in the outages that occurred on September 22, 2010. In addition to the outage listed in the table provided by PECO Energy at 11:57 am, the power was interrupted four more times that day before going out for an extended period of time at 5:20 pm. The table does not list these additional outages, and when customer service personnel were notified of these outages, they were the ones to claim they do not track these short term interruptions. These short term interruptions were not weather related, nor were the majority of outages that occurred throughout the summer months.

The outages can be directly tied to faulty equipment, and is supported by the fact that since this equipment was replaced, there have been no additional power interruptions.

It is true that there were no power outages on August 7, 2010, the day it was discovered that the dryer was damaged. However, there was an outage earlier that same week, and multiple outages in July. We did not discover the damage to the dryer until August 7th because we do not use the dryer on a daily basis. Attached is a letter provided by PECO Energy dated November 16, 2010 and signed by Patricia Bachelor, Regulatory Assessor. The letter lists several bulleted items that are incomplete or are inaccurate. The first power outage on September 22, 2010, occurred at 11:57 am, several hours before any storm event.

The monitoring/recording device was installed on the transformer that serves my neighborhood, not on my property. PECO Energy technician called my home the next day to report that the monitoring device was able to isolate the problem to an equipment failure, not a weather event.

There were five power outages that occurred on September 22, 2010, just the last one was weather related.

Though there is disagreement between the parties on the cause of the damage to the dryer, PECO Energy has offered to credit my electric account for the amount of \$289.58. I accept PECO Energy's offer.

Please let me know if there are any additional steps or actions that are required to close out this claim.

Sincerely,



Derek Romitti

76 Roycroft Lane

Delta, PA 17314

CF:

Tishekia Williams

PECO Energy Company

2301 Market Street, S23-1

P.O. Box 8699

Philadelphia, PA 19101-8699



PECO Energy
2301 Market St.
Philadelphia, PA 19101

Derek Romitti
76 Roycroft Lane
Delta PA 17314

November 16, 2010

Dear Mr. Romitti:

We have received your Formal Complaint filed with the Public Utility Commission (PUC) at Docket #C-2010-2206682. The following information may help to resolve your complaint.

- On 8/13/10 we received notification through our voice response system that there was a power outage at your property. You contacted the company to advise that the electronic control board for your dryer was not working and someone was coming to your home to repair it (approximate cost \$250). A claim form was mailed to you. You also requested to speak with a representative regarding frequent outages.
- You spoke with a representative from our Reliability Department the same day. It was explained the reason for outages 6/24/10 and 7/25/10 were storm related. At that time you stated you had the problem before and the representative issued a request to have a Power Quality Technician investigate your concern.
- On 8/27/10 a claim form was received by our Claims department. Per the claim, as a result of power surges which began on 8/7/10, damages were incurred to your dryer. Damage amount requested was \$289.58.
- On 9/17/10 you spoke with a representative from our Claim department. Outage history was reviewed and explained. The representative advised your there was insufficient evidence to support the claim for damages. The representative forwarded your reliability concern to the correct department.
- On 9/21/10 the Power Quality technician contacted you and advised that a voltage recording device would be installed at your property.
- On 9/22/10 we received several calls reporting a power outage at your property. This outage was related to a lightning event and as a result, an insulator was repaired.
- On 9/23/10 the voltage recording meter was installed. The recorder found no operational problems with the voltage at your property.
- On 10/5/10 the Claims representative left a message to advise the claim was complete and has been denied.

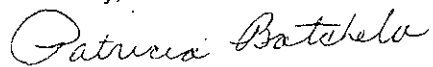
In an effort to resolve your complaint, the Company is willing to offer the following:

Several outages occurred at your property this summer which were the result of vegetation or weather related incidents. An insulator was repaired on 9/22/10. This outage, which was related to a lightning event, resulted in the need to repair company equipment.

Although there is insufficient information to support your claim that the dryer control board was damaged due to outages or surges which may have occurred at your property, as a customer courtesy the company is willing to credit your electric account for the amount of \$289.58.

If you are satisfied and there is no need to further pursue this matter, please contact me at (215) 841-5856 or the attorney of record, Tishekia Williams at (215) 841-6841.

Cordially,

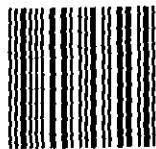
A handwritten signature in cursive script that reads "Patricia Batchelor".

Patricia Batchelor
Regulatory Assessor

Derek Romitti
76 Roycroft Lane
Delta, PA 17314



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Pennsylvania Public Utility Commission
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