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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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December 7, 2010

Secretary, Rosemary Chiavetta
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Maureen Ciocco v. PECO Energy Company
PUC Docket No. F-2010-2209181

Dear Ms. Chiavetta:

Enclosed is my response to Pylon's
Legal Department's "Answer" (original)
dated November 30, 2010. I did not
receive an extra copy to date stamp
and return.

I am requesting a hearing be set in
the above-mentioned PUC Docket No.
F-2010-2209181.

1. PECO is responsible for its
employees' wrongdoings, misconduct,
including verbal and mental abuse,
repeated calls, wrongful termination
and improper billing.

In January 2010, when I called

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PECO to 1) ask them to correct my balance amount, PECO had my balance due as over \$400.00, when in reality I was on a payment plan and had mailed the payment on time. I also told the PECO employee to cease the constant (up to 25 calls per day) telephone robo calls from several different telephone numbers. The PECO employee screamed "We can do whatever we want." I told her robo calls are illegal in PA and do not call me again, ordering me to call a certain other telephone number. Nothing was resolved. The PECO employee hung up, after I told her I mailed the payment and that they (PECO) need to open their mail in a timely manner and not let it sit, so as to appear as if it were received later than it had been.

2. In February 2010, I again called PECO and after the usual transfers (up to 5), being on hold (up to 25 minutes), I told the PECO

employee that I wanted the balance on my bill to reflect my payment plan amount instead of the full amount. The PECO employee's answer was to tell me PECO couldn't help me because I was not delinquent. She told me to let the account go a few days late in March and call back for help.

After the March payment was about two days late, nothing happened. I called again to straighten out the printed balance amount on my bill. The PECO employee told me they (PECO) couldn't help me because I was a few days late.

In nearly every conversation since January 2010 and myself, each employee told me they couldn't see anything else except what was on their screen, which was very limited (thus, the constant transfers and being on hold).

3. In April I had already mailed my payment, and saw a shut off notice. I called PECO. The PECO

employee told me that it was a "FAKE" shut-off notice to take to Liharp to get them to pay my entire balance. I told the employee I make about \$2.00 per month too much to qualify for Liharp. She said "oh, I see your payment now did you realize it was thirteen cents below what was due. I said no, I didn't realize PECO had raised the monthly payment amount up thirteen cents. The PECO employee then told me she would make a notation and submit it to the proper department to make sure my service wasn't turned off over the thirteen cents; I agreed to pay the thirteen cents in the next payment. Instead PECO turned off my electricity early on April 26, 2010 (I apologize I wrote May 7 prior). There was a storm and I believed the electricity went off was due to the storm. At night, when I looked out the window, I saw other residences

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lights on, and called PECO's emergency number. Instead of getting help, I got told off, etc. I'll have that abusive telephone conversation for the hearing. It was bad. The electricity was off for 3 days and 2 nights. I got a medical paper from my doctor faxed to PECO on 4-26-10, yet PECO told me they had up to 72 hours to restore my service, and they took every minute of it to turn the electricity back on while it was freezing in my apartment. The balance that PECO employees asked for was consistently over \$400.00 because PECO wanted their disconnection and reconnection charges paid at the same time BEFORE they would restore the service.

3. The PECO employee told me the medical certificate was good for one year. This became an issue when PECO, again WITHOUT ANY WARNING, turned off my electricity. PECO's excuse this time

was that the medical certificate ran out in thirty days. It was a Friday, June 11. After listening to more of "you owe" etc. and no PECO employees admitting they had told me the medical certificate was good for one year I had my doctor fax another medical certificate early on June 11, 2010. I also filed a complaint with the PUC between 3:30 p.m. and 4:30 p.m. and was assured my service would be on by 8:00 p.m. that evening. I then went to my doctor's appointment. PECO stating in their "Answer" that I was on the telephone at 5:29 p.m. on 6/10/10 is completely false. The electricity was on then. It went off early a.m. on 6/11/10, and I had filed a complaint with the PUC, and was at the doctor's at 5:29 p.m. No representative faxed medical certificate to Mr. Tongson. I called my doctor and asked the nurse to do the medical certificate fax to PECO at

9:30 a.m. on 6/11/10 and then went there in person around noon to make sure it had been faked. PECO could not be talked to because all they had to say was "You owe..." (Of course, as usual, it was the wrong amount. Now PECO wanted 2 disconnection fees, 2 reconnection fees, and all of their falsely charged other fees, including late fees. To be clear: I never called PECO on 6/10/10 at 5:29 p.m. I was at a different doctor than Dr. Tiongson, and can get a notarized statement from this doctor if necessary; or you may call her.

4. No 10-day notice of termination was issued to me on 5/27/10.

5. No PECO employee ever called me, nor left any message on either 6/3/10 or 6/2/10, or 6/10/10. My payment plan was paid on time. There was no reason for any PECO employee to call me, leave a message, or inundate me with robo calls (which are illegal).

6. PECO had the second medical certificate early on 6/11/10 and did not restore service until about 4 hours after I filed my complaint with Josh at the PUC on 6/11/10 between 3:30 pm + 4:30 p.m.

7. on 6/11/10 a PECO employee who agreed with me told me that if I paid \$218.72, the balance would revert to \$0.

I paid PECO \$218.72 on 7/2/10 and they reniged on the arrangement and keep adding late fees and falsely insisting that a huge amount of money is due when it is not.

7. The reconnection, disconnection, and late fees have no merit and should be removed immediately from bill amounts due.

8. I am requesting a hearing. Not only PECO's treatment and abuse of me was unnecessary, but PECO continually and deliberately escalated their inappropriate charges.

9. PECO in the past has always been paid. PECO has never

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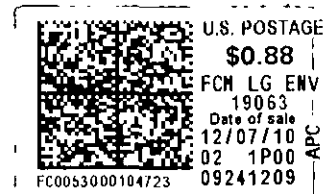
forgiven any payment amount
for me, ever.
110. Due to the extensive libel
PECO has resorted to in their
"Answer," I again believe
a hearing is necessary.

Submitted by,

Maureen Giooco
2 Linden Ave.
Apt. R-3
Ridgedge, PA 19070
610 544-2632

cc: Tishkia Williams, Exelon Energy Services
PECO Energy Co.
2301 Market St. S23-1
P.O. Box 8699
Phila., PA 19101-8699

From: M. Cicco
2 Linden Ave. Apt R-3
Rutledge, PA 19070



Secretary
To: Rosemary Chisetta
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