

May 18, 2011

Copies of this Response is preparatively filed with the Secretary of the Pennsylvania Public Utility Commission; Rosemary Chiavetta, and is served VIA First Class U.S. Mail to Stevens & Lee Lawyers and Consultants; Dana Pirone Carosella, Esquire; Michael A. Gruin, Esquire 1818 Market Street 29th Floor Philadelphia, PA 19103 PA; and Tishekia Williams; Peco Energy Company 2301 Market Street, S23-1 PO Box 8699 Philadelphia, PA 19101

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2011 MAY 25 AM 10:00  
SECRETARY'S BUREAU

I Marsha T. Evans am the Complainant before the Pennsylvania Public Utility Commission vs Peco Energy Company - Docket No. C-2011-2235359 - My address is 73 Sayers Ave. First Floor, Lansdowne Pa, 19050. In compliance with written Response within (20) days of your submission of NOTICE TO PLEAD, Answer and New Matter, facts set forth by Peco. I submit both by email and First Class U.S. Mail to you my Response.

I Marsha Evans (FULLY DENY) all exaggerated and unfounded facts set forth by the Peco Energy Company in this Answer. They have willfully with convenience misconstrued pertinent and true facts in complaint in to the PUC. They are relying on any unawareness or lack of education I may have regarding my rights by law with any Utility Company. This has been Peco Energy's way of dealing with me as a customer continuously which is how this matter came to what it is today.

They used my simply not knowing or lack of education to the process as opportunity to bully me as their customer, ignoring facts of importance and of relevance relating to services provided and not provided to me. Even now in speaking with individuals who serve as representatives for this Company, there is inconsistency, unreliability, unprofessionalism, inaccuracy of information provided, directives that are misleading to resolution and a lack of knowledge for Company procedure.

The Answer submitted for Peco Energy by this Counsel regarding this matter is a farce. I am the Public. I rely on the representatives of this Company to tell me the truth. These are supposedly trained professionals and prepared individuals who are ready to assist me the Public with accurate facts concerning my service. There is Public expectation for those who are employed with Peco Energy to know how to deal with each case and customer with an action on both sides producing fair resolution. The Peco Energy Company has not given me this. It is their "Absolute Practice" to notoriously give me as a customer several and inconsistent scenarios as to what to do to resolve any monies owed and not owed to them. You can speak to (ten), ten individuals who serve as representatives for this company and you will get (ten) different answers to the (same question.) Ten different ways of handling the same problem and or dilemma. Ten different reasons as to why it would be handled a particular way. This is not acceptable and leads persons like me who are the Public greatly misled and undermined by them as

to what to do to resolve. Sending persons like me to the PUC regarding the matter because they are not doing their jobs with accuracy, fairness and within the time frame they claim they are. In finality I am being held by the Peco Energy Company to monies I do not owe the Peco Energy Company.

A while back in 2010, I contacted Peco in complaint that there had been service provided to two addresses I had long moved away from that were still in my name. This matter was not investigated properly, even the time frame in response to my complaint regarding the matter was proof to me it had not been looked into with accuracy. Instead of investigating the matter and getting proper solution to resolve, their answer to me was quote, well Ma'am you should have made certain the service was no longer in your name, unquote. This was after telling me there was protocol in place for situations as that. Peco then served me notice that they were holding me accountable for service I did not use and that should not have been in my name. In finality I am being held by the Peco Energy Company to monies I do not owe the Peco Energy Company. And it seems to me they did this to me because they are Peco Energy and they can. I have stated this twice in response because it is a real problem to date.

Peco Energy has attempted both now and in the past to strong arm me as an uneducated customer, unaware of important facts and they have done this with invention and fabrication. Peco Energy is stating to the Public which is who I am that there is reliability and accountability on their part for every customer to be treated with fairness, respect and courtesy. That their representatives come with the ability to trouble shoot and resolve with accuracy and know how. When the Public which is who I am dials any number locatable to this Company it is with the expectancy that Professionalism, Company knowledge, the ability to properly trouble shoot, getting the customer to the right departments for resolution, educating the customer, and setting fair resolution for payment will happen. They tell you that there are programs and services in place to assist you in paying your bill. But then especially regarding my case and point, do not allow you even the provision for submission of your actual income.

You can speak to (ten), ten individuals who serve as representatives for this company and you will get (ten) different answers to the same question. Ten different ways of handling a problem or dilemma. Ten different reasons as to why it would be handled a particular way. This is not acceptable and leads persons like me who are the Public greatly misled and undermined as to what to do to resolve. Sending persons like me to the PUC regarding the matter because they are not doing their jobs with accuracy, fairness and within the time frame they claim they are. In finality I am being held to monies I do not owe the Peco Energy Company. I have stated this twice in response because it is a real problem to date.

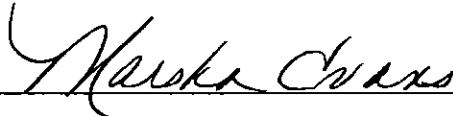
Peco Energy's answer to everything regarding their customer's is "Shut them Off"....Do this or we will shut off your service. Do that or we will shut off your service. They continuously turn a deaf ear to (facts)

and argument which are of relevance and do absolutely pertain to the customer's situation. Peco Energy makes claim to the Public that they are there to effectively resolve each matter and to produce a medium for acceptable payment. But it is exactly that, a "Claim". Peco Energy's dealings with me as a customer have been barbaric in nature. They have treated me as second classed, have caused me surmountable stress in their dealings with me. Stress in which I had to seek medical attention and was placed by a Medical Doctor on prescription. They have violated my rights in my being discriminated against as a customer, denied me the opportunity and right to pay with accuracy what I really owe and have counted on my not knowing these things to skillfully exploit the situation at hand.

REGARDING "REQUEST FOR RELIEF" - I SUBMIT THAT SEVERAL REASONS STATED BY COUNSEL REGARDING PECO ENERGY ARE INACCURATE FACTS TO MISLEAD AND TO CHARACTERIZE ME SIMPLY AS AN UNPAYING CUSTOMER. I REQUEST THAT MY COMPLAINT BE NOT DISMISSED AND BE HEARD BEFORE THE PROPER AUTHORITIES REGARDING THE MATTER. (THAT I AM GIVEN THE CHANCE THIS COMPANY NEVER GAVE ME,) THE OPPORTUNITY TO STATE THE FACTS. THAT PECO ENERGY COMPANY RELIEVE ME AND MY NAME OF FALSE AND UNFOUNDED CHARGES THEY STATE ARE OWED TO THEM BY ME.

This day is May 18, 2011. I am Marsha T. Evans

Signed

  
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Nasha Evans  
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Lansdowne, PA 19050

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