

7/26/11

Rosemary Chiavetta, Secretary  
Regarding Docket No. C-2011-2249473

I am responding to the Answer/ New Matter regarding my complaint with PECO. Regarding #4 which was denied, the balance due is not just the CAP that was added to my bill, it is the bill itself as well. I know that I had been a CAP rate and at one point I was very sick and my son was going back to school I missed a payment; the tuition for my son was due along with school fees. I had called PECO to lower my monthly bill due to how high it was the hard time I was having paying the bill. Being such a low income family it was hard keeping up with the high bill. PECO kept insisting that I pay the full amount of arrears that was due all at once. The arrears are higher then my monthly income. If I would not pay this whole arrears amount they said I would have my utility turned off. I had sent them several medical forms from the doctors for myself and my husband due to my being disabled and sick and my husband as well. I was asking PECO to take that whole arrears and add so much per month to my regular monthly bill and said they could NOT do that. That is all I was asking, I can not possibly pay that whole amount at once, I do not get that much per month alone. I tried to get help from state programs but when I called they were all out of funds. I am trying to work with PECO to get this matter resolved. I just need them to add so much per month of the arrears to my monthly bills that I get now.

Thank you,  
Florence McGovern  
2103 S. 3<sup>rd</sup> Street  
Philadelphia, Pa. 19148

CC: Tishekia Williams  
PECO Energy Company  
2301 Market Street  
Philadelphia, Pa. 19103.

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SECRETARY'S BUREAU

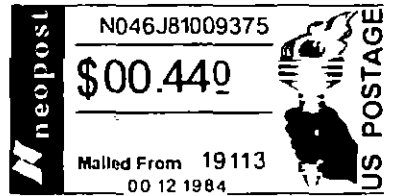
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