Dolores M. Sarno 9-22-2011

PO Box 513 residence 291 Twin Oaks Dr. Perkasie, Pa. 18944

Dublin, Pa. 18917 267-471-3620 cell smartydrd@gmail.com

TO: Public Utility Commission Pa.

PO Box 3265

Harrisburgh, Pa. 17105-3265

RECEIVED

SEP 22 2011

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Formal Complaint against PECO- acct. # 7392301000

C-2011-2263549

Dear Sirs:

I filed a formal complaint against PECO energy with you on 9-12-2011

I called PECO again requesting a payment arrangement as I get paid at the end of the month and I Cannot have my electric shut off. I have a person here who has sleep apnea and uses a machine at night to breathe and I have babies to take care of.

I was told again that even though I make little money, and am 61.5 years old NOW the only two payment arrangements they would give me are to pay 60% of $22,925.49 which $14,000 NOW then I could payDec. 23, $7900. I enclose a copy of the shut off notice and the notes they gave me.

I asked if I could pay the monthly bill since I paid $800 last month in two parts $300 and then the balance at the end of the month when I get my check..which is usually from the 26 to the 30th sometime. They said NO!! Pay it NOW...they would only extend it to the 23rd which does me no good as I get paid my paycheck at the end of the month.

I then received a strong letter saying that they will not accept a medical emergency notice from the doctor...and then another one giving back my $390 I paid them. I do not know why. I include copies.

I have filled out a CAP form again as I receive inconsistent monies each month...depending on how many people show up. My last check was $1600. My mortgage is $1083 and now I am back a month trying to work with PECO not turning my electric off again. I lost my health insurance because of this.

Please help me work out a reasonable arrangement. I do NOT know why the price is so high...when I used the air conditioner in the summer rarely I put it on 73. I hang my clothes..i do not cook much. I do not understand it. I need electric for my animals fences and to have water. I have no water if they turn it off and I am responsible for this.

All I ask is to stop the stress. My doctor Donald Brislin DO Main Street Dublin, Pa 18917 215-249-1500 has me on medication 3 times a day for stress I pay out of pocket. I have a left branch beundle block in my heart, spondylenthesis of the spine and spinal stenosis. I go to him and the Rothman Institute at Jefferson in Phila. For treatment. My Dr. there is Max Freedman MD a physiatrist for my injuries.

I am doing the best I can but I NEED my electric and I am more than willing to pay it. I cannot pay $14,000 now and $7,000 later. I did not pay this months bill because they cannot assure me if I give them my whole check they will keep my electric on. In fact they said if I get my monies on the 26th-30th it is too late . I am getting a letter from the Sleep Apnea Clinic as documentation for the need of the machine that is used..and the need for electric to run it. It is not in yet. I will send it forthwith.

PLEASE intercede and help me have them be reasonable. I will be happy to pay my bills. I have no credit cards or debt but I do not make the money I did ten years ago.

Thank you very much for your time. My home number is 215-249-1273.

Dolores M. Sarno

Dolores M Sarno po box 513 Dublin, Pa. 18917 acct number 73923-01000

PECO
An Exelon Company

0112

Sept 23 after 23

TEN DAY SHUT OFF NOTICE
(AVISO DE SUSPENSION DE SERVICIO EN 10 DIAS)
FOR PECO ENERGY CHARGES ONLY.

I asked for ↓ payments 9/14 payment 9/28

Account Number:	**7392301000**	**Past Due Amt:**	**~~$22,925.49~~**
For Service To:	**291 TWIN OAKS DR**	**New Billing:**	**$1,007.67**
Date Prepared:	**September 6, 2011**	**Total Amount:**	**$23,933.16**

Your Gas/Electric Service May Be Shut Off!
Because your bill is past due, we will shut off the service to 291 TWIN OAKS DR on or after 8:00 a.m. on September 20, 2011.

We will NOT shut off your gas/electric service if you do ONE of the following:

- Pay $22,925.49 in full **before** September 20, 2011, this includes any amount you owe on your payment plan. This notice is effective for **60 days.**
- Show us a paid receipt for the past due amount.
- You may qualify for a payment agreement or special assistance programs. Call **1-888-480-1533** right away to provide us with household income and occupant information to determine your eligibility.
- If you dispute this balance or have other billing questions, please call our office at **1-800-494-4000.**

called 9/13 pm 8 AM

WE MUST RECEIVE YOUR PAYMENT BEFORE THE SHUT-OFF DATE. WE WILL NOT ACCEPT PAYMENTS AT YOUR PROPERTY.

PCO28P

If we shut off your gas/electric service, you may have to pay all of the following before we can turn service on:

- **Past Due Amount of** **$22,925.49**
- **Deposit Past Due Amount of** **$0.00**
- **Agreement Unbilled Balance** **$0.00**
- **Total** **$22,925.49***

2 → first → 60% $14,000
extension → $7,900 Sept dec 23

*If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.

**If your service is shut off, you may have to make substantial payments in order to have your service restored. In addition to any balance owed, you will have to pay a Reconnection charge of between $70.00 and $1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is seriously ill. WE WILL NOT SHUT OFF YOUR SERVICE during such an illness provided you:

1. Have your licensed physician or nurse practitioner certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.

'AND'

2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

Attencion ! Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a 1-888-480-1533.

Send payment in the enclosed envelope or pay your bill at an authorized payment location or PECO Energy's Main Office (23rd & Market Streets Philadelphia). To pay by credit card or check by phone, call 1-877-432-9384. The service provider will charge a convenience fee of $3.50.

See other side for more information

FOR PICKUP OR TRACKING CALL 1-800-222-1811

PRESS HARD. YOU ARE MAKING 3 COPIES.

EG627510437US

EXPRESS MAIL
UNITED STATES POSTAL SERVICE®

Addressee Copy
Label 11-B, March 2004

Post Office To Addressee

ORIGIN (POSTAL SERVICE USE ONLY)			
PO ZIP Code 18917	Day of Delivery ☐ Next ☐ 2nd ☐ 2nd Del. Day	Postage $ 17.25	
Date Accepted Mo. 9 Day 22 Year 11	Scheduled Date of Delivery Month 9 Day 23	Return Receipt Fee $	
Time Accepted 12:25 ☐ AM ☐ PM	Scheduled Time of Delivery ☐ Noon ☐ 3 PM	COD Fee $	Insurance Fee $
Flat Rate ☐ or Weight lbs. 0 ozs. 4	Military ☐ 2nd Day ☐ 3rd Day	Total Postage & Fees $ 17.25	
	Int'l Alpha Country Code	Acceptance Emp. Initials	

DELIVERY (POSTAL USE ONLY)		
Delivery Attempt Mo. Day	Time ☐ AM ☐ PM	Employee Signature
Delivery Attempt Mo. Day	Time ☐ AM ☐ PM	Employee Signature
Delivery Date Mo. Day	Time ☐ AM ☐ PM	Employee Signature

CUSTOMER USE ONLY

[redacted]

☒ WAIVER OF SIGNATURE (Domestic Mail Only)
Additional merchandise insurance is void if customer requests waiver of signature.
I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

☐ NO DELIVERY ☐ Weekend ☐ Holiday

Mailer Signature

FROM: (PLEASE PRINT) PHONE (215 249-1277

DOLORES M SARNO
PO BOX 513
DUBLIN PA 18917

TO: (PLEASE PRINT) PHONE (

SECRETARY
PA PUBLIC UTILITY COMMISSION
400 NORTH STREET
COMMONWEALTH KEYSTONE
BUILDING 2ND FLOOR
HARRISBURG PA

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)

1 7 1 2 0 + ☐ ☐ ☐ ☐

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

FOR PICKUP OR TRACKING
Visit www.usps.com
Call 1-800-222-1811

EMS