

C-2011-2239827

RECEIVED

To Whom It May Concern,

JAN 31 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Gentlemen, I need your help. We couldn't get your letter right away. The Post Office is not located in town. We have no transportation at this time. When I got the letter, I cannot understand what it is you want me to do. I have no computer, nor a way to get to a computer. We do not understand what you are saying and everything you want. There is no one to help us. Everything you say we must do is beyond our means. Legal Aid will not answer our requests. The only help they offered was for us to declare bankruptcy. I asked them to help protect us under the Americans with Disabilities Act. No reply from them. I've explained in the past to you about terroristic threats, bullying, lying, and humiliation from multi-named bill collectors. I was even told by one of Exelon/Peco's lawyers to see if I qualify for a lower tiered payment program under CAP. However by their own explanation on the back of some of the bills it has said I don't qualify for CAP. On some of the bills Exelon/Peco has said if you have an all electric apartment you can't qualify for the CAP program. They have also stated if I used more than 650 kWh I don't qualify for CAP. These statements made were on the back of the bills in very tiny print.

Yet they still claim to you and me that I am on the CAP program. How can this be? One of the lawyers from Exelon/Peco was supposed to offer me an application for a lower tiered CAP program.

They did not do this. I've called for a weatherization program. They did not do this. I called about an audit for reducing electric. They did not do this. At the present time I am confined to bed 90% of the day. I've already sent in letters from 3 doctors stating my conditions. My eye doctor, Dr. Saran, sent a letter stating that I am legally blind. Since then I have diabetic retinopathy and glaucoma in both eyes. The 2 operations on my left eye didn't work. The 2 operations on my right eye cannot restore light. With my "good" eye it's like being in a room with a dimmer switch and the light gets dimmer every day. I have a bone coming down thru my left foot. I'm supposed to be using a C-PAP machine which has to wait a few weeks before I can use it due to a recent surgery to my eye.

I have called, written, begged, pleaded, and cried for Excebon/Peco to put me on the program I was on which was liveable. I paid \$57.00 a month back then and I believe it was 6 months later the rest of the bill would disappear. I'm not asking to be free of an electric bill, but I rate one of the poorest categories and need help from a corporation that profits not just billions each year but billions and billions each year. I have no money to pay what they are demanding. It is simply not there. Help.

Respectfully,

Guarding Acct# 47781-00103
docket # C-2011-2239827

Catherine S. Brown
3 Gabel Ave Apt. 101
Downingtown PA, 19335
610-873-6831

X Catherine S. Brown

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SECRETARY'S BUREAU

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3 Cabel Ave Apt. 101
Downingtown PA 19335

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2012 JAN 31 AM 9:39

P.A.R.U.C.
SECRETARY'S BUREAU

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Secretary of the Commission
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