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SECRETARY'S BUREAU

February 2, 2012

Munro v. PECO
Docket No. C-2010-2214718

Exceptions to the Initial Decision of Eranda Vero
As issued by the PUC on January 18, 2012

Preface

Throughout the hearings leading to this initial order, Administrative Law Judge Eranda Vero has shown/exhibited bias towards PECO. Three examples:

A. Page 3 (all pages refer to the Initial Order).

Paragraph 3

Judge Vero mischaracterizes the actual event. Fact: Teresa Ferrier (PECO) and I both arrived at the hearing at 10 AM as scheduled. PECO counsel Michael Guin incorrectly had it scheduled for 1 PM.

Yet Judge Vero describes it incorrectly and places blame on me.

B. During the initial hearing on April 21, much of what I presented was ruled hearsay by Judge Vero. For example:

Under oath I submitted the following fact:

"I was told by a by a PECO employee named Samantha in the resolution dept that my bill increased from \$812 to \$2200 She couldn't explain it and said she would get back to me. She never did"

Judge Vero overruled thus submission as "hearsay." PECO has never responded, including at the April 21 hearing about this event. It is a subject PECO or the Judge have pursues/investigated.

C. During the April 21 hearing Judge Vero had friendly exchanges with Tishekia Williams (PECO counsel) At one point they actually joked between themselves.

Page 15

Paragraph 1

States correctly that the buyer of my home in 1999 failed to pay a \$400 to PECO. This bill escalated by \$1200 in 2004 and continued to grow to over \$3000. PECO never informed me of the \$400 bill or the escalating charges until 2004, and nor resolution since.

Paragraph 2

In 2008 I entered a payment arrangement. Before sending the first payment, I called PECO to verify the correct payment amount. I was given the wrong amount by a PECO billing person. I sent the amount I was told, and PECO immediately broke the payment arrangement. Similar misinformation has been provided by PECO to me.

Page 18

Paragraph 2 incorrectly states facts.

Incorrect statement:

"Complainant was not under a payment arrangement established by either the Commission or the Company."

Exhibit 1 shows the arrangements that were in place in 2009 and 2010 and bills showing evidence of my payments,

During this time I paid approximately \$3600 towards a bill that should not have been billed to me; nor was I notified by PECO of the outstanding bill for 5 years.

This supports my claim for a refund/credit towards my current charges.

Page 25

Paragraph 1

Judge Vera states the:

"The increase in consumption between January 2010 and January 2011 is only 22.06%"

As previously submitted I spent little time in my home in January 2011 due to surgery and I continue to protest the 5607 k Wh billed to my account in January 2012.

Missing Information in Decision

As previously submitted and described in Judge Vera's decision, I have been told consistently that the disputed amount stemmed from the \$400 unpaid bill in 1999 was root cause of the escalating charges.

In March 2011, Teresa Ferrier informed me that the \$400 had been sent to collection, and apparently written off.

The information Teresa Ferrier told me is completely in error and contradicted by all other PECO reps I have spoken to including Samantha in the resolution dept.

Teresa Ferrier has handled this case and proceeded on the basis of faulty information. This is why settlement discussions with her have failed.


James M. Munro
Complainant

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0027-D

Payment Agreement Confirmation

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Name: JAMES MUNRO
Service Location: 21 ALGONQUIN CT SUL BRG WAYNE PA 19087

Account Number: 9125201209
Issue Date: January 28, 2010

As you requested, your account has been placed on a deferred payment plan for the amount of \$3,612.00. Finance charges, if applicable, will be assessed on the deferred payment balance at the rate of 1.5% a month. Thank you for your commitment to pay this amount in a timely manner.

This letter confirms your deferred payment agreement. Your next 23 bills will include your monthly electricity charges, the \$157.04 monthly deferred payment and the finance charges, if any. All of these charges must be paid before each bill's due date to remain on deferred payments plan. **The down payment amount shown below is due immediately.**

Failure to make agreed upon payments will cause your account to be removed from the payment plan. In addition, any past due balances are subject to late payment charges and possible service disconnection.

If you have any questions about this notice, phone 1-888-480-1533.

R.A. S. [Signature]

When paying in person, please bring the entire bill.

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m.
1-800-494-4000

1035 1 AT 0.357 0088/001035/000088 004 01 GX15Q 1 01292010
JAMES MUNRO
SUL BRG
21 ALGONQUIN CT
CHESTERBROOK PA 19087-5549
|||||

Account Number
91252-01209

Payment Receipt Stamp

Payment Amount

This downpayment amount is due immediately. **\$0.00**

00000000000000000000000000000000

PECO Energy Co.
PO BOX 13439
Philadelphia PA 19162-0439

|||||

912520120900000000000005000000009

Name: JAMES MUNRO
 Account Number: 91252-01209
 Phone Number: 610-695-0555
 Service Address: 21 ALGONQUIN CT, SUL BRG, WAYNE

Handwritten: 10/14/2010
 \$157.04
 \$157.04

Billing Summary

Bill Date
 Thank you for your payment of \$374.04
 PUC Agreement
 Total Other Charges

10/14/2010
 \$157.04
 \$157.04

Current Period Charges

Electric \$127.29
 Total New Charges \$127.29
 Total debit balance \$127.29

General Information

Next scheduled meter reading: November 12, 2010
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

Message Center

New charges contain estimated total state taxes of \$9.38, including \$7.51 for State Gross Receipts Tax. PECO's new charges contain \$0.00 Intangible Transition Charges.
 Your budget billing amount was reviewed this month and it will change to \$245.00 effective with your next bill.

Customer Self Service - Manage Your Account 24/7
 - www.peco.com/ebill - Go paperless: receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Budget Billing

Total Current Charges	\$127.29
Current Budget Billing Amount	\$217.00
Current Budget Bill Balance	\$-89.71
Last Month's Budget Balance	\$221.35
Total Budget Balance	\$131.64

When paying in person, please bring the entire bill.

(continued on next page)

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
 A convenience fee will apply.

91252 0120 90000 0000

8317 1 AV 0.335 8317/008317/017218 032 01 6XBF8F 12345 10152010
 JAMES MUNRO
 SUL BRG
 21 ALGONQUIN CT
 CHESTERBROOK PA 19087-5549

Account Number 91252-01209 Payment Receipt Stamp

Payment Amount

Please pay this amount by 11/05/2010 \$374.04

Handwritten: PD

00000127290000000000

PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629

Barcode

912520120900003740403090374041



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business call 1-800-494-4000.

Name: JAMES MUNRO
Account Number: 91252-01209
Phone Number: 610-695-0555
Service Address: 21 ALGONQUIN CT, SUL BRG, WAYNE

Billing Summary

Bill Date: 08/16/2010
Thank you for your payment of \$374.04
PUC Agreement
Total Other Charges: \$157.04

Current Period Charges

Electric: \$358.04
Total New Charges: \$358.04
Total debit balance: \$358.04

General Information

Next scheduled meter reading: September 15, 2010
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

Message Center

New charges contain estimated total state taxes of \$26.38, including \$21.12 for State Gross Receipts Tax. PECO's new charges contain \$0.00 Intangible Transition Charges.

Customer Self Service - Manage Your Account 24/7

- www.peco.com/ebill - Go paperless: receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Budget Billing

Table with 2 columns: Description and Amount. Rows include Total Current Charges (\$358.04), Current Budget Billing Amount (\$217.00), Current Budget Bill Balance (\$141.04), Last Month's Budget Balance (\$62.40), and Total Budget Balance (\$203.44).

Handwritten note: CONF. # CODE: G58286922

When paying in person, please bring the entire bill.

(continued on next page)

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

91252 0120 90000 0000

9898 1 AV 0.335 9898/009898/025622 042 01 GXB46K 1234 08172010
JAMES MUNRO
SUL BRG
21 ALGONQUIN CT
CHESTERBROOK PA 19087-5549

Account Number
91252-01209

Payment Receipt Stamp

Payment Amount box

Please pay this amount by 09/07/2010

Handwritten amount: \$374.04

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

00000358040000000000

912520120900003740402500374047

Page 2

Name: JAMES MUNRO
 Service Address: 21 ALGONQUIN CT, SUL BRG, WAYNE
 Phone Number: 610-695-0555
 Account Number: 91252-01209
 Issue Date: 07/16/2010

Other Basic Charges

Thank you for your payment of \$374.04

PUC Agreement

Total other charges

Total debit balance

\$157.04

\$157.04

\$320.86

Message Center

New charges contain estimated total state taxes of \$23.64, including \$18.93 for State Gross Receipts Tax. PECO's new charges contain \$62.26 Intangible Transition Charges.

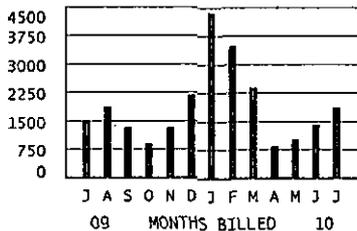
Your Usage Profile

BUDGET BILLING

Total Current Charges	\$320.86
Current Budget Billing Amount	\$217.00
Current Budget Balance	\$103.86
Last Month's Budget Balance	\$-41.46
Total Budget Balance	\$62.40

Electric Residential Heating Service

13-Month Usage (Total kWh)



Month Billed	Avg Daily Usage	Avg Daily Temp
Current Month	62.8	80
Last Month	47.7	72
Last Year	50.9	73
Avg kWh per Month		1927
Total Annual kWh Usage		23125

DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-891-2171. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Page 1

Name: JAMES MUNRO
Service Address: 21 ALGONQUIN CT, SUL BRG, WAYNE
Phone Number: 610-695-0555
Account Number: 91252-01209
Issue Date: 04/16/2010

597428755

General Information

Next scheduled meter reading: May 17, 2010
Payment Information: PECO Energy, 2301 Market St, Philadelphia, PA, 19101, walk-in business hours Monday through Friday 8:30AM to 5:00PM. For additional payment options, go to www.peco.com/ehome. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
To pay by phone, call 1-877-432-9384. (A convenience fee will apply.)
Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Diff	Mult X	Usage
				Previous	Present			
04/15	021945602	General Service	Tot kWh	65972 ACT	66830 ACT	858	1	858
Total kWh Used858								

Current Period

<u>Electric Residential Heating Service</u>				Service 03/17/2010 to 04/15/2010 - 29 Days	
Customer charge					\$5.31
Generation Charges	600 kWh	X	\$0.06360		38.16
Generation Charges	258 kWh	X	0.03690		9.52
Transmission Charges	600 kWh	X	0.00560		3.36
Transmission Charges	258 kWh	X	0.00230		0.59
Distribution Charges	600 kWh	X	0.04980		29.88
Distribution Charges	258 kWh	X	0.02400		6.19
Transition Charges	600 kWh	X	0.03330		19.98
Transition Charges	258 kWh	X	0.01390		3.59
State Tax Adjustment					-0.18
Total current charges					\$116.40

When paying in person, please bring the entire bill.

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

91252 0120 90000 0000

8609 1 AV 0.335 8609/008609/018983 033 01 GXAFZT 124 04/17/2010
JAMES MUNRO
SUL BRG
21 ALGONQUIN CT
CHESTERBROOK PA 19087-5549

Account Number 91252-01209 Payment Receipt Sta

Payment Amount

Please pay this amount by 05/10/2010

PAID
\$374.04

PECO ENERGY - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA, PA 19101

00000116400000000000

912520120900003740401300374041

Page 2

Name: JAMES MUNRO
 Service Address: 21 ALGONQUIN CT, SUL BRG, WAYNE
 Phone Number: 610-695-0555
 Account Number: 91252-01209
 Issue Date: 03/19/2009

Other Basic Charges

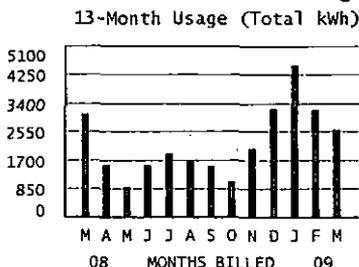
Thank you for your payment of \$377.22	
Budget bill charges from previous bill	\$302.60
Charges from previous bill	\$2,494.39
Late payment charge	\$87.66
Total other charges	\$2,884.65
Total amount due	\$3,127.09

Message Center

New charges contain estimated total state taxes of \$17.86, including \$14.30 for State Gross Receipts Tax. PECO Energy's new charges contain \$35.35 Intangible Transition Charges. To learn more about the new bill format, please visit www.pecoservice.com.

Your Usage Profile

Electric Residential Heating Service



Month Billed	Avg Daily Usage	Avg Daily Temp
Current Month	90.8	39
Last Month	111.3	34
Last Year	106.8	40
Avg kWh per Month		2172
Total Annual kWh Usage		26064



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Page 2

Name: JAMES MUNRO
 Service Address: 21 ALGONQUIN CT, SUL BRG, WAYNE
 Phone Number: 610-695-0555
 Account Number: 91252-01209
 Issue Date: 02/18/2009

Other Basic Charges

Budget bill charges from previous bill	\$123.82
Budget bill charges from previous bill	\$236.00
Budget bill charges from previous bill	\$302.60
Charges from previous bill	\$2,208.42
Late payment charge	\$105.06
Total other charges	\$2,975.90
Total amount due	\$3,261.87

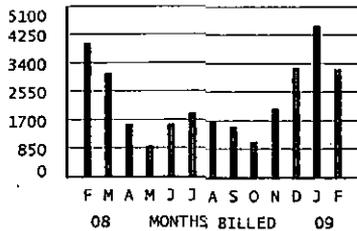
Message Center

New charges contain estimated total state taxes of \$21.07, including \$16.87 for State Gross Receipts Tax. PECO Energy's new charges contain \$41.51 Intangible Transition Charges. To learn more about the new bill format, please visit www.pecoservice.com.

Your Usage Profile

Electric Residential Heating Service

13-Month Usage (Total kWh)



Month Billed	Avg Daily Usage	Avg Daily Temp
Current Month	111.3	34
Last Month	129.6	34
Last Year	124.8	36
Avg kWh per Month		2210
Total Annual kWh Usage		26530



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Energy equipment. For all other business, call 1-800-494-4000.

Page 2

Name: JAMES MUNRO
 Service Address: 21 ALGONQUIN CT, SUL BRG, WAYNE
 Phone Number: 610-695-0555
 Account Number: 91252-01209
 Issue Date: 01/20/2009

Other Basic Charges

Thank you for your payment of \$286.49

Budget bill charges from previous bill	\$144.31
Budget bill charges from previous bill	\$147.29
Budget bill charges from previous bill	\$236.00
Budget bill charges from previous bill	\$302.60
Charges from previous bill	\$1,831.20
Late payment charge	\$72.23
Total other charges	\$2,733.63
Total amount due	\$3,110.85

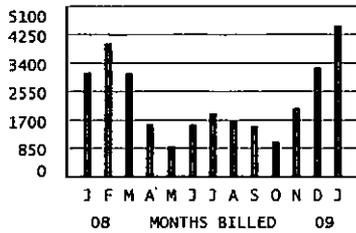
Message Center

New charges contain estimated total state taxes of \$27.80, including \$22.26 for State Gross Receipts Tax. PECO Energy's new charges contain \$54.46 Intangible Transition Charges. To learn more about the new bill format, please visit www.pecoservice.com.

Your Usage Profile

Electric Residential Heating Service

13-Month Usage (Total kWh)



Month Billed	Avg Daily Usage	Avg Daily Temp
Current Month	129.6	34
Last Month	99.4	40
Last Year	92.0	40
Avg kWh per Month		2274
Total Annual kWh Usage		27294



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SECRETARY'S BUREAU

**CERTIFICATE OF SERVICE
C-2010-2214718**

I, James M. Munro hereby certify that I have served a copy of the Exceptions in the above referenced case number to the following:

Eranda Vero
Michael Gruin Esq.
Tishekia Williams
Special Assistants to PUC (w Word file)



By: James M. Munro
Complainant

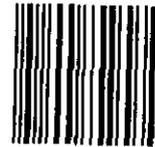
February 2, 2012

James M. Munro
21 Algonquin Court
Wayne, PA 19087



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