

F-2011-227067

PECO Customer Service Center
2301 Market St.
P.O. Box 8699
Philadelphia, PA 19103

May 31, 2012

~~RECEIVED
2012 JUN -L AM 11: 26
U.S. SECRETARY'S BUREAU~~

RECEIVED
2012 JUN 15 AM 9:11
U.S. SECRETARY'S BUREAU

Re: Account #86789-00701

PECO Customer Service:

I have a solar voltaic system, and have made several attempts to request detailed documentation on adjustments made to my account on 1/26/2011, 7/12/2011, 9/20/2011 and 2/8/2012. In a couple of cases these credits have been shown on my bill with no detail of what you are crediting me for (i.e. the number of kwh and the price per kwh being credited). In other cases the money was credited directly to my checking account with no notations on my bill – and similarly no follow up detail. PECO's lack of consistency in the manner of applying the credits and informing customers that credits are being issued is confusing.

I have spoken with a person named Darcel in the commercial department several times, and last spoke with David at extension 7567 in the commercial department on 3/20/2012. I also sent an email through PECO's web site (which gives the customer no copy for their records) to request this documentation. David said this e-mail had been received by customer service. David assured me that I would be receiving this documentation in the mail in a matter of several weeks. It has now been eight or more weeks and I have received nothing.

The credit issued in the amount of \$51.12 on 9/20/2011 was for the overage of kwh produced at the end of the net-metering year (May 31, 2011). I was verbally told the number of kwh and at what price I was credited for, but again, received no written documentation as requested. I am currently disputing the price paid per kwh of this credit with a formal complaint filed with the PUC. Documentation of how this price was derived at was requested, but again never provided.

The end of the net-metering year has rolled around once again, and I am requesting in writing that I be provided with written documentation of the credit I expect to receive, and how the price paid per kwh was derived.

My electric and gas bill each month provides the details of what I am being charged for, and I think it is very reasonable to expect this same level of documentation and detail for what I am being credited (in terms of power production above my usage). I am trying to track the "payback" for my solar voltaic investment and also want to know that I am being fairly compensated. My refusal to do this continues to be very frustrating for me for not providing this. I cannot believe that I am the information.

Rosemary.
5-31-2011
I am copying Judge Pell on this letter to PECO since it references docket # F-2011-2270675.

Thank you,

Mari Jensen
Mari Jensen
X Mari Jensen

Thank you,
Mari Jensen

Cc: Judge Christopher L. Pell / re: F-2011-2270675
Michael Swirling, Esq., PECO Energy Co.

91744

Arthur & Mari Jo Jensen
8 Sleight Rd.
Glen Mills, PA 19342

SOUTHEASTERN PA 193

JUN 15 2012 9:23 AM



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2012 JUN 15 AM 9:23

PA P.U.C.
SECRETARY'S BUREAU

Rosemary Chiavetta
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P.O. Box 3265

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