

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
401 North Street, Second Fl.
Harrisburg, Pa. 17120

CASE NO:
2969323

F2012-2328890

Shawane Lee
Counsel for Peco Energy Company
2301 Market Street, S23-1
P.O. BOX 8699
Phila., Pa. 191001-8699
(215) 841-6841
(Mrs.) Eunice Burch
4901 Stenton Ave. H-5
Phila., Pa. 19144

RECEIVED

MAR 12 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

This is to inform that I Eunice Burch do object to the closing of this matter in this matter not becoming resolved by PECO.

This matter was not resolved. In speaking with PECO several times over the phone is what led me to believe that PECO had resolved this matter; however in receiving a PECO Bill and reviewing this bill pursuant to the phone conversations with PECO is what enabled me to see to understand fact that PECO did not resolve this matter.

The issue of this dispute is the fact of PECO over charging this household since July/2011 and since July/2011 PECO has been billing the household and requiring the household to pay to PECO a monthly budget billing amount instead of the monthly discounted cap rate amount.

PECO is stating this household as being behind on budget billing payments when this household was never required to pay to PECO a budget billing amount- where PECO way of resolving this matter in household being behind on budget billing payments is for the household to agree to a

PECO Payment Plan when the truth of this matter is the fact of PECO each month excessively over billing the household and then sending shut-off notices and having household to enter into payment plans with PECO in the household not being able to afford to pay PECO the budget billing amount.

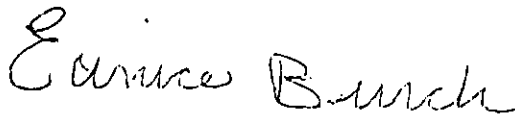
In being a cap rate customer- what the cap rate customer is required to pay to PECO each month in full and on time is the cap rate discounted amount. What PECO billing shows is the fact of PECO not billing household the monthly discounted cap rate and instead a budget billing amount with a payment plan pursuant to budget billing.

This matter has not been resolved in PECO still charging and expecting this household to pay to PECO a budget billing amount when PECO does not include or list any information of budget billing under "PECO INFORMATION ABOUT YOUR BILL"

THIS MATTER DID NOT BECOME RESOLVED AS THE ISSUE IS THE FACT OF PECO OVER CHARGING THIS HOUSEHOLD WITH THE PECO BILL SHOWING JUST THAT UPON PECO EACH MONTH BILLING THIS HOUSEHOLD A BUDGET BILLING AMOUNT WHEN PECO EACH MONTH SHOULD BE BILLING THIS HOUSEHOLD THE DISCOUNTED CAP RATE BASED UPON THE VERIFIED HOUSEHOLD MONTHLY INCOME. WHERE SINCE VERIFYING THE CHANGE IN MONTHLY INCOME PECO HAVE NEVER NOTIFIED THIS HOUSEHOLD OF THE MONTHLY DISCOUNTED CAP RATE THAT THE HOUSEHOLD MUST PAY TO PECO IN FULL AND ON TIME WITH PECO CHARGING HOUSEHOLD BUDGET BILLING AMOUNTS THAT CONTINUED IN INCREASING IN AMOUNTS RESULTING IN PECO ON MORE THAN ONE OCCASSION SENDING HOUSEHOLD SHUT-OFF NOTICES TO COLLECT ON THE BUDGET BILLING AMOUNTS THE HOUSEHOLD WAS NOT PAYING TO PECO IN THE HOUSEHOLD DISPUTING THE BUDGET BILLING CHARGES IN NOT BEING ABLE TO PAY BUDGET BILLING AMOUNTS AND SHOULD NOT HAVE BEEN FORCED INTO PAYING BUDGET BILLING TO PECO IN BEING A CAP RATE CUSTOMER WHO IS TO PAY PECO IN FULL AND ON TIME A MONTHLY DISCOUNTED CAP RATE BASED ON THE HOUSEHOLD VERIFIED INCOME.

(Mrs.) Eunice Burch

March/7/2013





An Exelon Company

0126

PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 2585835045
February 03, 2011

2647 1 AT 0.354 2647/02647.02974 0101 EXC01P 02/42011

MARCUS JUDON
4901 STENTON AVE APT H5
PHILADELPHIA PA 19144-3048



Dear MARCUS JUDON,

Congratulations! You qualify for PECO's CAP Rate and will receive a discount on your PECO energy usage.

- **Residential Electric (Rate R)** - An average household uses about 650 kilowatt hours (kWhs) of electricity per month. As a CAP Rate E customer, you will receive a 41 percent discount on the first 650 kWhs you use each month from October through May, and the first 650 kWhs you use each month from June through September. This means that, if you use 650 kWhs a month, your bill for electric service will be about \$65.18, with a maximum savings of \$ 45.29 compared to PECO's standard rates. However, if you use more than 650 kWhs a month, you will be billed at PECO's non-discounted residential rate. To make sure you are billed only at the discounted rate, you should use energy as efficiently as possible.
- **Residential Electric Heat (Rate RH)** - Due to the current cost of electricity, discounts on this rate are not available at this time. However, electric market prices can change every year. In the future, you will automatically receive a discount on your residential electric heat rate when it is available. You are still eligible to have your current balance set aside (if applicable). You also are eligible for the Low Income Heating Assistance Program (LIHEAP) and the Low- Income Usage Reduction Program (LIURP).
- **Residential Gas** - You will receive a 0 percent discount on the gas portion of your bill. The actual amount of this discount will depend upon current natural gas market prices. However, with your discount you will pay less than the current market price of natural gas. You also will receive a discount on our natural gas delivery charge. If you have residential gas service your minimum gas bill will be \$10 a month. If you have residential gas heating service your minimum gas bill will be \$25 a month.

All CAP Rate discount percentages are subject to change. The electric discount percentage can change once a year based on electric market price changes. The gas discount percentage can change quarterly, based gas market price changes.

If you use less energy you will pay less. PECO Smart Ideas for your home offers programs to help you save energy and money. To learn more, visit www.pECO.com/SmartIdeas or call 1-888-5-PECO-SAVE (1-888-573-2672).

As a CAP Rate customer, you **MUST**:

1. Pay your CAP Rate bills on time and in full
2. Be on the budget plan
3. Not have an alternate supplier
4. Verify total gross household income annually or when requested
5. Apply for Low-Income Home Energy Assistance Program (LIHEAP) grant when available. Please call 1-800-341HELP4 for help with the LIHEAP application
6. Participate in the usage reduction program (LIURP) if your household is identified as a high user
7. Report any change in your household income immediately

Now that you are enrolled on CAP Rate, your previous balance at the time of enrollment may be set aside for possible forgiveness. Each month that you pay your current discounted CAP Rate charges in full and on-time, 1/12th of your set aside balance will be forgiven. However, if you were previously enrolled or re-certified on CAP Rate and received forgiveness of a previous balance, you are not eligible for another one.

If you pay your bill late, a late payment fee may be charged. If you do not pay your bill, your service may be shut off. To pay your balance by credit/debit card or e-check, please call 1-877-432-9384 or visit us online at www.pECO.com. You will be charged a convenience fee by Bill Matrix for each credit /debit card and electronic transaction.

If you have any questions, please call us at 1-800-774-7040.

Sincerely,

PECO Universal Services

Pennsylvania PUC

MAR 12 2013

Consumer Services
CAC Division





Emergency and Repair: 1-800-841-4111. 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: MARCUS JUDON
Account Number: 25858-35045
Phone Number: 215-848-3747
Service Address: 4901 STENTON AV, H-5, PHILADELPHIA

Billing Summary

Table with 2 columns: Description and Amount. Rows include Bill Date (02/27/2013), Budget bill charges from previous bill (\$118.00), Total Other Charges (\$415.00), Current Period Charges (Electric \$46.69, Budget billing amount \$61.00), Total New Charges (\$46.69), and Total Amount Due on 03/21/2013 (\$476.00).

General Information

Next scheduled meter reading: March 28, 2013
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-774-7040 before the due date.

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
Your original PPA balance was \$342.79 and is currently \$85.66.
New charges contain estimated total state taxes of \$3.05, including \$2.75 for State Gross Receipts Tax.

- Customer Self Service - Manage Your Account 24/7
- www.peco.com/bill - 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 Deferred Balance

Table with 2 columns: Description and Amount. Rows include Last Month's Deferred Balance (\$-54.19), Total Current Charges (\$46.69), Current Budget Billing Amount Due (\$61.00), and This Month's Deferred Balance (\$-68.50).

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.

25858 3504 50000 0000

9252 1 AV 0.357 02520002521018859 033 01 0X1E1J8 12 02282013
MARCUS JUDON
4901 STENTON AVE APT H5
PHILADELPHIA PA 19144-3048

Account Number 25858-35045 Payment Receipt Stamp

Payment Amount box

Please pay this amount by 03/21/2013 \$476.00

MAR 12 2013

00000046690000000000

Consumer Services CAC Division 258583504500004760030800476008

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



INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. Customer Reading – A reading you give us if we cannot read your meter. Estimated Reading – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

Rate Schedule: A listing of all of our rates can be found on our website at www.peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month. (1.5 percent for rates GS and R)

Demand Information (Commercial Customers Only)

- Registered Peak Demand: Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Alternative Energy Portfolio Standard: Charges reflecting the costs of purchasing electricity generated through alternative resources as required by Pennsylvania's AEP's Act.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from the generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charges covering the costs of billing, meter reading, equipment, and maintenance.

Distribution Charges: Charges to cover the costs associated with delivering

electricity and natural gas to customers.

Energy Efficiency Charge: Charges to reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Price to Compare: The price used to evaluate offers from competitive electric generation suppliers. The Price to Compare includes generation, transmission and alternative energy charges. This is the amount you will be charged by PECO if you do not shop with a competitive electric generation supplier.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

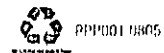
State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Wind Energy: A premium charge, in addition to the monthly Generation Charges, for customers participating in PECO Wind program.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6886.

YES, I'd like to empower local families with a pledge donation to MEAF. Please add the amount indicated to my monthly bill. (Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____ CHECKING

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____ STATEMENT SAVINGS

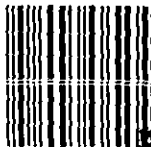
SIGNATURE

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with notice to discontinue my automatic payment.

Pennsylvania PUC

MAR 12 2013

Eunice Burch
4901 Stenton Ave Apt H5
Philadelphia, PA 19144-3048



U.S. POSTAGE
PAID
PHILADELPHIA, PA
19144
MAR 07 2013
AMOUNT

1000

120

\$0.66
101266-08

ROSEMARY Chiavetta, Secretary
Pa. Public Utility Commission
Cmwith Keystone Building
401 North Street, 2nd Fl.
Harrisburg, Pennsylvania

Pennsylvania PUC

MAR 12 2013

Consumer Services
CAC Division

SECRETARY'S BUREAU
PA P.U.C.

MAR 11 AM 10:50

RECEIVED

