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July 29, 2013

Shawane Lee
Counsel for PECO Energy
Exelon Business Services Company
2301 Market Street/S23-1
Philadelphia, PA 19103

RE: Stacey Jones v. PECO Energy Company
PUC Docket No.: F-2013-2373965

Dear Ms./Mrs. Lee:

I am in receipt of the Answer to Formal Complaint packet dated July 24, 2013 pertaining to the above captioned docket. I am in no position to hire an attorney to assist me with this matter and therefore I have to address it to the best of my ability.

My filing a formal complaint with the Public Utility Commission was not to circumvent my monetary responsibility to PECO Energy in any way shape or form but for PECO Energy to explain why the bills were so high, why I received (2) different bills due the same month and allow me an opportunity to pay down/off any arrearages owed. PECO can, at its discretion, enter into a second or subsequent payment agreement with a customer pursuant 66 Pa C.S § 1405(d) which states:

(d) Number of Payment Agreements – Absent a change in income, the commission shall not establish or order a public utility to establish a second or subsequent payment agreement if a customer has defaulted on a previous payment agreement. **A public utility may, at its discretion, enter into a second or subsequent payment agreement with a customer.**

I have had service with PECO at the same address since 2000 and I am still a single mother providing for her 5 children, employed with the City Of Philadelphia for the past 15 years without a raise in almost 8 years so my income has not changed. Despite my financial situation, I still have to maintain for my children and pay my bills regardless of rate hikes, due dates, or unforeseen circumstances. Payments may or may not be paid on the exact due date and should not have a bearing on a decision, as long as, the payment is made before the next meter reading/bill is sent out.

PECO Energy could have made an agreement with the Complainant for any arrearages pursuant to and 66 Pa C.S § 1405(b) which states:

Length of payment agreements – The length of time for a customer to resolve an unpaid balance on an account that is subject to a payment agreement that is investigated by the commission and is entered into by a public utility and a customer shall not extend beyond:

- (1) Five years for customers with a gross monthly household income level not exceeding 150% of the federal poverty level.
- (2) Two years for customers with a gross monthly household income level exceeding 150% and not more than 250% of the Federal poverty level.
- (3) One year for customers with a gross monthly household income level exceeding 250% of the Federal poverty level and not more than 300% of the Federal poverty level.
- (4) Six months for customers with a gross monthly household income level exceeding 300% of the Federal poverty level.

I am hoping that PECO Energy and I can come to some kind of medium to resolve this matter.

Thank you for your time.

Sincerely,


Stacey Jones
PECO Residential Customer

cc: Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission

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Rosemary Chiavetta, Secretary
Pennsylvania Public Utility
Commission
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