

6/27/13

DR. HUBERT C. HUH, D.A.C.A.  
CORPORATE EXECUTIVE HOUSE  
530 HOFFMAN DRIVE  
BRYN MAWR, PENNSYLVANIA 19010

October 18, 2013

Mr. Jason Kean  
Bureau of Consumer Services  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

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OCT 22 2013

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Bureau of Consumer Services No. 3116413  
Appeal docket No. F-2013-2386249

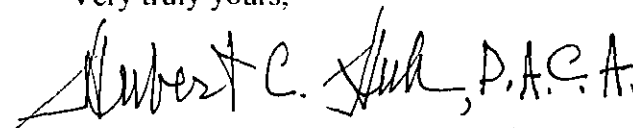
Dear Mr. Kean:

We received this letter from PECO with **erroneous, false and improper** information in answer to our former complaint filed with the PUC.

Kindly review our response to PECO's letter with their information dated **October 14, 2013**, (copies enclosed) concerning our PECO Account No. 83380-03015. I would be most grateful if you could be kind enough to get back to us at your **earliest convenience**, preferably before we send this letter to PECO next Monday or Tuesday.

My direct telephone numbers are **610-520-2525** and **610-520-9393**. My fax number is **610-520-1520**.

Very truly yours,



Hubert C. Huh, D.A.C.A. (J.D., Ph.D., D.P.H.)

HCH:kp  
Enclosures

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CAC Division

DR. HUBERT C. HUH, D.A.C.A.  
CORPORATE EXECUTIVE HOUSE  
530 HOFFMAN DRIVE  
BRYN MAWR, PENNSYLVANIA 19010

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

October 18, 2013

Ms. Dana McCollum  
Regulatory Assessor  
PECO Energy  
2301 Market St.  
Philadelphia, PA 19101

Dear Ms. McCollum:

This will acknowledge receipt of your letter dated **October 14, 2013**, concerning our complaint against PECO filed with the Public Utility Commission at Docket No. F-2013-2386249. Although I will consult with my counsel on the compendium of information in your letter and PECO's formal answer to our complaint, my answers to the points in your letter show irreconcilable differences.

You would have made for much easier reference if you had simply **numbered** the bulleted points in your letter, and therefore, I have numbered them on your behalf.

1. Shortly after the PUC ordered payment terms of "Pay budget billing \$440.00 + \$124.00 installments beginning with September due date", we received on the same date as the PUC document, a different payment agreement from PECO, which specified the following:

A deferred payment of 122.77  
A finance charge of 1.5% of the past due amount, not adequately explained  
The regular monthly electricity charge or the budget billing amount. No budget billing amount had been in effect previously.

We are concerned that these payments could easily add up to over \$600 to \$700. This was entirely different from the monthly figure of \$564 that the PUC ordered.

At the same time, despite the PUC saying their plan began with the September due date, this PECO plan demanded \$122.77 "now" (mid August), and the payment stub included with this payment agreement demanded that \$481.95 be paid "immediately." This payment amount is incorrect and erroneous, and was **not** explained at all.

2. Ok

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3. Ok

4. The first **two** medical condition extensions were for my brother, and the **third** one was for myself. The PUC representative recommended that we file the medical certificate for myself.

5. The reason for the termination on May 30, 2013, was as follows: We sent a payment of \$500 to a member of the credit department at PECO, and said payment was **never** cashed by PECO. To this date it has **not** been cashed, and at this point payment has been stopped. We thought that the payment of \$500 had been received, and were very much disturbed by PECO's demand that very same month for what we thought was an **additional \$500**. We also felt the termination was because of our refusal to pay an **additional \$500**.

6. Ok

7. How could the PUC payment arrangement granted on 8/15/13 default on 8/29/13, when the PUC said this payment arrangement began with the **September** due date?

8. This makes no sense at all. I don't know what you mean by "The deferred balance billed out". I don't argue that the reconnection fee appeared on the 9/5/13 bill, but power was **never** shut off in **August**, and there should be **no** reconnection fee for a **non-event**. How can you charge a reconnection fee for a bill when there was no shut off in August? This kind of deceitful billing made us apprehensive about all the previous bills.

9. Your incorrect statement that the payment arrangement was reinstated on 09/16/13 raises a question; how could a payment agreement beginning with the September due date of **September 27, 2013**, have already defaulted that you then "reinstated" it? This is a *false and deceptive statement*. You give the impression that we have defaulted another time and PECO has been very generous, which this default is **not** the case at all.

10. Again, the past due balance of \$422.64 is totally **erroneous** and **false**. Therefore, I would like to ask you where you got this "past due balance." You have provided no explanation of how you arrived at this figure, and again you are threatening us with default. Furthermore, you then say that the current bill of \$595.89 is due on 10/28/13. Where do you get this figure? It should be \$564.00. How do you account for the additional **\$31.89**? Where did that amount come from? It appears to me as if you are going back to your own payment agreement, **not** the PUC payment agreement. If so, you **cannot** have it both ways.

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Ms. Dana McCollum  
October 18, 2013  
Page 3

. It is important to remember that it is the people (consumers) for whom PECO or any other public utility exists. It is they who make or break its reputation, its very existence. Individually and collectively, they mold the image and opinion of PECO or any other public utility in the community and the region.

Since you have provided us with deceptive, incorrect and entirely erroneous information, with which we are **unsatisfied**, we therefore are continuing with our complaint to the Public Utility Commission.

Very truly yours,

  
Hubert C. Huh, D.A.C.A. (J.D., Ph.D., D.P.H.)

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PECO Energy  
2301 Market St.  
Philadelphia, PA 19101

October 14, 2013

DR Hubert H Huh  
530 Hoffman Dr.  
Bryn Mawr PA 19010  
Account #83380-03015

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Dear Dr Huh:

We have received your Formal complaint filed with the Public Utility Commission at Docket # F-2013-2386249. The following information may help resolve your complaint.

- On 08/15/13, the following payment terms were ordered relative to your Informal complaint filed with the Public Utility Commission (PUC) at BCS #3116413: Pay budget billing \$440.00 + \$124.00 installments beginning with September due date. Customer's dispute of being shut off unfairly and an unfair payment arrangement is dismissed.
- The budget amount is based on your monthly usage.
- The budget amount is subjected to change based on usage. If preferred, budget billing can be cancelled and you can pay the agreement installment plus monthly charges.
- Medical condition extensions have been granted 04/02/13, 05/30/13 and 08/22/13.
- You were terminated for non-payment of \$2870.31 on 05/30/13 and restored for medical the same day.
- You were billed \$155.00 in reconnection fees on the bill issued 06/05/13.
- The PUC payment arrangement granted 08/15/13 defaulted due to delinquency 08/29/13, as a result your deferred balance became due.
- The deferred balance billed out and the reconnection fee appeared on the bill issued 09/05/13.
- The payment arrangement was reinstated on 09/16/13 due to payment of \$500.00.
- The account balance is \$3,719.54. You must pay past due balance of \$422.64 to avoid your payment arrangement from defaulting immediately. Your current bill \$595.89 is due 10/28/13.

If you are satisfied with the information provided, please contact me at (215) 841-6401 or the attorney of record, Shawane Lee at (215) 841-6841.

Very truly yours,

Dana McCollum

Regulatory Assessor

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PECO Energy  
2301 Market St.  
Philadelphia, PA 19101

October 14, 2013

DR Hubert H Huh  
530 Hoffman Dr.  
Bryn Mawr PA 19010  
Account #83380-03015

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Very truly yours,

Dana McCollum  
Regulatory Assessor

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Emergency and Repair: 1-800-494-4000. For all other business calls: 1-888-480-1533.

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DR HUBERT C HUH
530 HOFFMAN DR
BRYN MAWR PA 19010-1745

Questions
1-800-494-4000
www.peco.com

8:30 am - 5:00 pm, Mon - Fri

Account Number: 8338003015
Date: August 15, 2013
Service Address:
530 HOFFMAN DR
BRYN MAWR PA 19010

Payment agreement

As you requested we have put your account on a deferred payment plan. This is to help you pay the past due amount of \$3,305.73 owed on your account.

What you will pay each month

- Your next six bills will include the following:
- A deferred payment of \$122.77.
- A finance charge of 1.5% of the past due amount still owing if applicable.
- Your regular monthly electricity charge or your budget billing amount.

What to do now

Please pay \$122.77. This is your first deferred payment amount. Your next 23 bills also will include a finance charge and your regular monthly electricity charge.

Please pay \$122.77 now.

See back for ways to pay

For questions regarding your payment agreement, just call us at 1-888-480-1533

If you do not pay

If you do not pay the amount due now and each month after this:

- We will remove your account from this payment plan.
- If we do so, you may need to pay the full amount owed plus any late-payment charges.
- You may not get another payment plan.

If you still do not pay

We may shut off your service.

We are here to help...

If you would like to talk to us about ways to manage your monthly payments in the future, just call us at 1-888-480-1533.

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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

3411 1 AT 0.381 0019003411000919 013 01 GXF94R 1 00162013
DR HUBERT C HUH
530 HOFFMAN DR
BRYN MAWR PA 19010-1745

Pennsylvania PUC

Account Number
83380-03015

Payment Receipt Stamp

OCT 21 2013

Consumer Services
CAC Division

Payment Amount

This downpayment amount is due immediately. \$481.95

000000000000000000000000

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

Barcode

833800301500004819532490481957

PC046CF

DR. HUBERT C. HUH, D.A.C.A.  
CORPORATE EXECUTIVE HOUSE  
530 HOFFMAN DRIVE  
BRYN MAWR, PENNSYLVANIA 19010



Special Attention:

Mr. Jason Kean  
Bureau of Consumer Services  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Consumer Services  
CAC Division

OCT 21 2013

Pennsylvania PUC

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