



Exelon Business Services Company
Legal Department
2301 Market Street/S23-1
Philadelphia, PA 19103
215 568 3389 Fax
www.exeloncorp.com

Direct Dial: 215.841.6841

November 20, 2013

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

RE: Mark Mazza v. PECO Energy Company
PUC Docket No.: C-2013-2383618, C-2013-2392536, C-2013-2393225

Dear Ms. Chiavetta:

Enclosed for filing with the Commission are the following documents in the matter referenced above.

-	Answer
-	Answer & New Matter
-	Motion Objecting to Continuance Request
-	Motion for Judgment on the Pleadings
-	Motion to Admit Exhibits
<u>-X</u>	<u>Motion to Consolidate</u>
-	Preliminary Objection
-	Exceptions
-	Reply Exceptions
-	Main Brief
-	Reply Petition

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,

Shawane Lee
Counsel for PECO Energy Company
SL/lo

cc: Mark Mazza

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MARK MAZZA

v.

PECO ENERGY COMPANY

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:
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DOCKET NO. C-2013-2383618
DOCKET NO. C-2013-2392536
DOCKET NO. C-2013-2393225

NOTICE TO PLEAD

Pursuant to 52 Pa. Code §§ 5.102, you are hereby notified that, if you do not file a written response denying or correcting the enclosed Motion to Consolidate of PECO Energy Company, within 20 days from service of this notice, a ruling may be entered against you. All pleadings must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served to counsel for PECO Energy Company, Shawane L. Lee, and where applicable, the Administrative Law Judge presiding over the issue.

File with:

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

With a copy to:

Shawane L. Lee, Esq.
PECO Energy Company
2301 Market Street, S-23
Philadelphia, PA 19103

Dated at Philadelphia, PA, November 20, 2013.



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MARK MAZZA	:	
	:	
v.	:	DOCKET NO. C-2013-2383618
	:	DOCKET NO. C-2013-2392536
	:	DOCKET NO. C-2013-2393225
PECO ENERGY COMPANY	:	

PECO ENERGY COMPANY'S MOTION TO CONSOLIDATE

Respondent, PECO Energy Company ("PECO"), pursuant to 52 Pa. Code § 5.81(a) respectfully petitions this Honorable Commission to consolidate the matters of Mark Mazza v. PECO Energy, the above referenced dockets because the three complaints involve similar issues of law and fact. In support of this request, PECO avers:

1. On or around October 3, 2013, PECO Energy was served by a Complaint filed by Complainant with the Pennsylvania Public Utility Commission ("PUC") at Docket Number C-2013-2383618. In the Complainant's formal complaint, he alleged that he was in bankruptcy and his bankruptcy case as dismissed. He stated that he called PECO Energy on two separate occasions to confirm that the payment he was required to pay on September 3, 2013 was \$134.33. The Complainant alleged that he paid \$134.33 on September 3, 2013; nevertheless, on the same day, he received a ten day termination notice requiring a \$240.02 payment. The Complainant requested a suspension and stay of the termination of his services. A copy of the Complaint is attached as Exhibit "1". Specifically, the Complaint stated:

Was in bankruptcy and case was dismissed. Called PECO twice and they confirmed my payment due on 9/3/13 was \$134.33. That amount was paid by phone on that date. On the same day, I received the attached 10 day shut off notice

requiring \$240.02 or service could be shut off/terminated on or after 9/9/13.

2. In his request for relief, the Complaint requested:

Request suspension and stay of shut off/termination of services due to pending PUC cases and appeals in the court system, and future appeal filings.

See Exhibit "1".

3. Pursuant to 52 Pa. Code § 5.101(b), PECO timely filed an Answer to the Complaint on October 3, 2013. A copy is attached as Exhibit "2".

4. A Call of the Docket hearing for the formal complaint filed at Docket Number C-2013-2383618 is scheduled to place on January 9, 2014 before Administrative Law Judge Angela T. Jones.

5. On or about November 14, 2013, PECO was served with another Complaint from Complainant at Docket No. C-2013-2392536. The Complainant again alleged that PECO Energy is threatening to terminate his service. The Complainant alleges that on October 4, 2013, he received a bill indicating that he owes a payment of \$10,613.22. The Complainant states that the \$10,613.22 is in dispute and the subject of prior formal complaints with the Public Utility Commission ("PUC") and/or appeals in the court system. The Complainant additionally alleged that he received a second bill with a claim that he owes \$391.60 due on November 4, 2013. He claims the bill provides no explanation of what is being charged and he alleged this is an improper billing practice. Specifically, the Complaint states:

I have been paying monthly charges on a timely basis. On or about 10/4/2013, I paid monthly charges of \$340.44. The attached bill indicated payment of \$10,613.22 was due by 10/4/13. PECO is fully aware that approximately \$10,000 claimed is at issue and not final as the amount is subject to PUC complaints and/or appeals in the court system.

A copy of the complaint is attached as Exhibit "3".

6. In the Complainant's request for relief he states:

Request the PUC conduct a investigation into PECO's billing practices and procedure regarding my account. During the investigation and until final decision by the PUC and appellate courts, request the PECO bills for my account not claim or state the total amount claimed by PECO until all PUC complaints are adjudicated and until all appeals are exhausted. Seek an injunction and/or stay of all termination/shut off notices during pendency and disposition of all PUC complaints and court appeals.

See Exhibit "3".

7. PECO Energy is simultaneously filing an Answer to the Complaint along with this Motion to Consolidate.

8. On November 19, 2013, PECO Energy received another formal complaint filed at Docket number C-2013-2393225. The formal complaint is attached hereto as Exhibit "4". In that complaint, the Complainant alleged that PECO Energy is threatening to terminate his service. Complainant alleged that he did not receive a billing statement due for the November bill but received a 10-day termination notice for a shut off for November 19, 2013 for a past due balance of \$679.37. The Complainant alleged there are incorrect charges on his bill and alleged that the billing is "incorrect, unjust and discriminatory". See Exhibit "4".

9. In the Complainant's request for relief he states:

Request to enter a stay or injunction of termination notices as bill amounts are in dispute and the billing cycles procedures and practices are irregular and misleading.

See Exhibit "4".

10. PECO Energy avers that the formal complaints allege the same issue: a threat to terminate electric service; "a stay or injunction of termination" and an allegation of irregular billing and billing practices that require investigation.

11. These Complaints should be consolidated pursuant to 52 Pa. Code § 5.81 (a), which holds:

The Commission or presiding officer, with or without motion, may order proceedings involving a common question of law or fact to be consolidated. The Commission or presiding officer may make orders concerning the conduct of the proceeding as may avoid unnecessary costs or delay.

12. Each Complaint covers the same customer, address, and contains common questions of law and fact such that one hearing covering the Complaints will avoid unnecessary costs or delay to the Commission. Each Complaint relates to the same issues and facts, whether the Complainant's electric service should be terminated and whether the company should stay termination of service because of improper billing.

13. Accordingly, the three Complaints should be consolidated to save the time, resources and the expense of the parties and the Commission.

14. In the event these matters are consolidated, PECO Energy also requests that Docket Number C-2013-2383618 scheduled to place on January 9, 2014 before Administrative Law Judge Angela T. Jones be removed from the Call of the Docket and this matter be scheduled for an Initial Hearing consolidated with docket numbers C-2013-2392536 and C-2013-2393225.

WHEREFORE, PECO Energy Company respectfully requests that this Honorable Commission issue an Order consolidating the complaints at docket numbers C-2013-2383618; C-2013-2392536 and C-2013-2393225. Each complaint was filed by the same customer and involve requests to stop termination and for allegedly improper billing. PECO Energy also requests that the case at Docket Number C-2013-2383618 be removed from the Call of the Docket hearing scheduled on January 9, 2014 before Administrative Law Judge Angela T. Jones

and be scheduled for an Initial Hearing with the other two cases filed at docket numbers C-2013-2392536 and C-2013-2393225.

Respectfully Submitted,



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MARK MAZZA

v.

PECO ENERGY COMPANY

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DOCKET NO. C-2013-2383618
DOCKET NO. C-2013-2392536
DOCKET NO. C-2013-2393225

VERIFICATION

I, Shawane L. Lee, hereby declare that I am an attorney representing PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. §4904 pertaining to false statements to authorities.



Date: November 20, 2013

Shawane L. Lee

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MARK MAZZA

v.

PECO ENERGY COMPANY

:
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:

DOCKET NO. C-2013-2383618
DOCKET NO. C-2013-2392536
DOCKET NO. C-2013-2393225

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of PECO Energy Company's Motion to Dismiss in the above matter upon all interested parties by mailing a copy thereof, properly addressed and postage prepaid to:

Mark Mazza
1271 Farm Road
Berwyn, PA 19312

Dated at Philadelphia, Pennsylvania, November 20, 2013.



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

EXHIBIT “1”

Re: New Complaint 9/6/13
- MAZZA v. PECO -

To PUC-

Attached please find my formal complaint. Please file and docket the complaint, and copy me on all future notices or filings for this matter.

Thank you,
MARK MAZZA

RECEIVED

SEP 6 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PECO ENERGY
EXHIBIT - 1

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print in ink or type.

1. CUSTOMER (COMPLAINANT) INFORMATION

Your name, mailing address, county, telephone number, utility account number and service address:

Name MARK MAZZA

Street/P.O. Box 1271 FARM RD Apt #

City BERWYN State PA Zip 19312

County Chester

Daytime Telephone Number Where We Can Contact You: (610) 889-0614

E-mail Address (optional):

Utility Account Number (from your bill) 72730-01005

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

PECO

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SEP 6 2013

3. TYPE OF UTILITY (check one)

[X] ELECTRIC

[] STEAM HEAT

[X] GAS

[] WASTE WATER

[] WATER

[] MOTOR CARRIER

(e.g., taxi, moving company, limousine)

[] TELEPHONE

(local, long distance)

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other (explain).

B. State the facts of your complaint.

Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

Was in bankruptcy and case was dismissed
Called PECO twice and they confirmed
my payment due on 9/3/13 was \$134.33.
That amount was paid by phone on that
date. On the same day, I received
the attached 10 day shut off notice
requiring \$240.02 or service could
be shut off/terminated on or after
9/9/13. Called PECO and they said the
amount on the shut off notice had to
be paid to avoid shutoff. No phone calls
received from PECO regarding shutoff.

5. RELIEF

How do you want your complaint to be resolved? Use additional paper if you need more space.

Request suspension and stay of shut off/termination of service ~~and~~ due to pending PUC cases and appeals in the court system, and future appeal filings

Other appropriate relief as complement paid the required amount on 9/3/13 as confirmed by PECO representatives twice.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES (includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

Lawyer's Name N/A

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (If Known) _____

9. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I MARK MAZZA, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Mark Mazza
(Signature)

9/6/13
(Date)

Title of authorized employee or officer

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

**TEN DAY SHUT OFF NOTICE
(AVISO SUSPENSION DE SERVICIO EN 10 DIAS)
FOR PECO ENERGY CHARGES ONLY**

Name: Mark Mazza

Your Account Number is: 72730-01005
For Service To: 1271 FARM RD
BERWYN PA 19312

Past Due Amt: \$240.02
New Billing: \$424.24
Total Amount: \$664.26

Date Prepared: 8/29/13

Your Gas/Electric Service May Be Shut Off!
Because your bill is past due, we will shut off the service to 1271 FARM RD BERWYN PA 19312
On or after 6:00 a.m. on 9/9/13

We will NOT shut off your gas/electric service if you do ONE of the following:

- Pay \$ \$240.02 in full before 9/9/13, this includes any amount you owe on your payment plan. This notice is effective for 60 days.
- Show us a paid receipt for the past due amount.
- Call 1-800-480-1533 right away if you dispute this bill or to provide us with household income and account information. You may be eligible for a payment agreement or special assistance programs.
- To talk about your bill, please call our office at 1-800-480-1533.

RECEIVED
SEP 6 2013
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

WE MUST RECEIVE YOUR PAYMENT BEFORE THE SHUT-OFF DATE. WE WILL NOT ACCEPT PAYMENTS AT YOUR PROPERTY.

If we shut off your gas/electric service, you may have to pay all of the following before we can turn your service on:

- Past Due Amount of \$240.02; and
- Deposit past Due Amount of _____
- Turn-on charge of _____
- Total \$240.02

*If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.

** If your service is shut off, you may make substantial payments in order to have your service restored. In addition to any balance owed, you will have to pay a Reconnection charge of between \$70.00 and \$1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is **SERIOUSLY ILL**. WE WILL NOT SHUT OFF YOUR SERVICE during such an illness provided you:

1. Have your licensed physician or nurse practitioner certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.
- *AND*
2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

Atencion ! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-800-480-1533

Send payment in the enclosed envelope or pay your bill at an authorized payment location or PECO Energy's Main Office (23rd & Market Streets Philadelphia). To Pay by credit card or check by phone, call 1-877-585-6806.

The service provider will charge a convenience fee of 2.8% for credit/debit card payments and \$1 for checks by phone.

See other side for more information.

If you have questions or need more information, please call us today at 1-800-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact them call (800) 682-7380 or write to: Pennsylvania Public Utility Commission, Box 3285, Harrisburg, PA 17105-3285.

WINTER SHUT-OFF PROVISIONS (between December 1 - March 31)

- Contact us **BEFORE** the shut off date to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-800-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level:				
Household Size	1	2	3	4
Monthly Income	\$2388.75	\$3231.25	\$4088.75	\$4906.25

Add \$837.50 for each additional household member.

- If we shut off your service during the winter months (between Dec. 1 - Mar. 31) we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-800-480-1533. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-800-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill: You have certain legal protections. Call us at 1-800-480-1533.
- If you have trouble understanding or speaking English please call us at 1-800-484-4000.
- If you have a disability or need help understanding this notice, please call us at 1-800-484-4000.
- If your service is shut off, you will have to pay more than the amount on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past due.
- All adult occupants of the premises whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service during the **NON** winter months (between Apr. 1 - Nov. 30) we will restore your service within 3 days of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.

Atencion ! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-800-480-1533

Payment Options: For your convenience, we offer the following payment options. Call us for more information about them. Do not mail cash. Bring entire form with you when paying in person.

- Automatic Bank Payment Plan
- Budget Payment Plan
- Pay-by-Mail: P.O. Box 13437 Philadelphia, PA 19101
- Pay-in-Person
- Pay-by-Phone
- Pay at Authorized Payment Locations

Pay Only where you see A PECO Energy Authorized payment Sign

Visit us at usps.com

Visit us at usps.com

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Postmaster

Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA. 17105-3265
County of Dauphin, Pa. 17105-3265



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EXHIBIT “2”



PENNSYLVANIA
PUBLIC UTILITY COMMISSION

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eFiling Successfully Transmitted



Your filing has been electronically received. Upon review of the filing for conformance with the Commission's filing requirements, a notice will be issued acknowledging such compliance and assigning a Docket Number. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

Print this page for your records. The date filed on will be the current day if the filing occurs on a business day before or at 4:30 PM Harrisburg, PA time. It will be the next business day if the filing occurs after 4:30 PM Harrisburg, PA time or on weekends or holidays.

If your filing exceeds 250 pages, you are required to submit one paper copy of the filing within 3 business days of submitting the electronic filing. This paper copy can be mailed to: Secretary, Pennsylvania Public Utility Commission, Commonwealth Keystone Building, 400 North Street, 2nd Floor, Harrisburg, PA 17120. Please print a copy of this page and attach it to the paper copy of your filing as the first page.

eFiling Confirmation	
Docket Number:	C-2013-2383618
Description:	Mark Mazza - Answer of PECO Energy
Transmission Date:	10/3/2013 1:48:37 PM
Filed On:	10/3/2013 1:48:37 PM
eFiling Confirmation Number:	1527434

Uploaded File List

File Name	Document Class	Document Type
Mark Mazza - Answer.pdf	Communication	Answer to Formal Complaint

PECO ENERGY
EXHIBIT - 2



Direct Dial: 215 841 6841

October 3, 2013

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

**RE: Mark Mazza v. PECO Energy Company
PUC Docket No.: C-2013-2383618**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission are the following documents in the matter referenced above.

- Answer
- Answer & New Matter
- Motion Objecting to Continuance Request
- Motion for Judgment on the Pleadings
- Motion to Admit Exhibits
- Preliminary Objection
- Exceptions
- Reply Exceptions
- Main Brief
- Reply Petition

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,

Shawane Lee
Counsel for PECO Energy Company
SL/lo

Scheduling Recommendation: **X Call of the Docket**

Not Call of the Docket

PECO ENERGY
EXHIBIT - 2

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MARK MAZZA

Complainant

v.

PECO ENERGY COMPANY

Respondent

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DOCKET NO. C-2013-2383618

ANSWER OF RESPONDENT,
PECO ENERGY COMPANY

On October 3, 2013, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Mark Mazza (hereafter "Complainant") in the above captioned docket. Pursuant to 52 Pa. Code § 5.61, PECO responds to the Complaint and states:

1. Admitted.
2. Admitted.
3. Admitted.
4. Unless specifically admitted herein, PECO Energy denies all material allegations of fact and conclusions of law in the instant Complaint.

In his formal complaint, Complainant alleges that he was in bankruptcy and his bankruptcy case as dismissed. The Complainant states that he called PECO Energy on two separate occasions to confirm that the payment he was required to pay on September 3, 2013 was \$134.33. The Complainant alleges that he paid \$134.33 on September 3, 2013; nevertheless, on the same day, he received a ten day termination notice requiring a \$240.02 payment. The Complainant states that PECO Energy advised him that \$240.02 had to be paid by September 9, 2013, to avoid service termination. The Complainant alleges that he received no telephone calls

advising him of a pending termination. The Complainant is requesting a suspension and stay of the termination of his services.

PECO Energy's records indicate that the Complainant has gas and electric service at 1271 Farm Road, Berwyn, PA 19312 under account number 72730-01005. See Account Activity Statement, attached hereto as Exhibit "1".

On July 15, 2013, PECO Energy sent the Complainant a bill stating that new charges on the account were \$240.02. See Billing Statement dated 7/15/13, attached hereto as Exhibit "2". The due date for this bill was August 6, 2013. See Exhibit "2".

On August 2, 2013, PECO Energy was notified that the Complainant filed Chapter 7 Bankruptcy at docket number 13-15760 on June 28, 2013. The company removed a pre-petition balance of \$10,272.78 from the Complainant's account. On August 20, 2013, PECO Energy was advised that the Complainant's bankruptcy was dismissed and the company returned the \$10,272.78 to the Complainant's account accordingly. See Exhibit "1". The company posted a \$775.00 credit to the account for the bankruptcy deposit on August 12, 2013. There were current post-petition charges of \$909.33 on the account, which were billed to the Complainant on August 12, 2013. See Bill dated, 8/12/13, attached hereto as Exhibit "3". This left a \$134.33 amount on the account (\$909.33 - \$775.00).

On August 29, 2013, the company sent the Complainant a ten day termination notice for a past due balance of \$240.02 effective on or soon after September 9, 2013. As the bankruptcy had been dismissed, the ten-day termination notice was for the bill issued on July 15, 2013, which was due on August 6, 2013. See Exhibit "2".

On September 4, 2013, a \$134.33 payment posted to the account. The Complainant contacted the company the same day and said he was not told to pay \$240.02. The representative

advised him to pay \$240.02 by September 9, 2013, to avoid termination. The company issued a Utility Report, regarding the \$240.02 owed.

PECO Energy avers that it sent notice to the Complainant of the termination of his service consistent with 52 Pa. Code § 56.91. 52 Pa. Code § 56.91 and 56.93 list the requirements for notifying a customer prior to terminating service at a customer's residence. Specifically, Section 56.91(a) states:

Prior to terminating service...a public utility shall provide written notice of the termination to the customer at least 10 days prior to the date of the proposed termination. The termination shall remain effective for 60 days. Section 56.93 states:

Section 56.93 states:

A public utility may not interrupt, discontinue or terminate service without attempting to contact the customer or responsible adult occupant, either in person or by telephone, to provide notice of the proposed termination at least 3 days prior to the scheduled termination. If personal contact by one method is not possible, the public utility is obligate to attempt the other method.

In this case, the company issued a ten day notice to the Complainant on August 29, 2013, advising of the past due balance of \$240.02 owed on the account or his service would be terminated. Consistent with the requirements set forth in section 56.91(a), the Complainant was properly notified of his pending service termination. The Complainant's account was removed from the collection process by the issuance of the Utility Report on September 4, 2013; therefore, no 72 hour notice was issued of a pending termination.

5. Denied.
6. Admitted
7. Admitted.

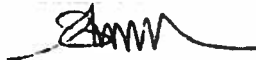
8. PECO Energy neither admits nor denies the allegations in paragraph 8. PECO is without knowledge or information sufficient to form a belief as to the truth of this averment and, therefore, such allegation is deemed denied.

9. Paragraph 9 is a Verification and Signature to which no response is required.

10. Paragraph 10 contains information regarding Filing, to which no response is required.

WHEREFORE, PECO Energy Company respectfully requests that your Honorable Commission dismiss the instant Complaint.

Respectfully Submitted,



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MARK MAZZA

Complainant

v.

PECO ENERGY COMPANY


Respondent

:
:
:
:
:
:
:
:
:

DOCKET NO. C-2013-2383618

VERIFICATION

I, Shawane L. Lee, hereby declare that I am counsel for PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. § 4904 pertaining to false statements to authorities.



Date: October 3, 2013

Shawane L. Lee

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MARK MAZZA

Complainant

v.

PECO ENERGY COMPANY

Respondent

:
:
:
:
:
:
:

DOCKET NO. C-2013-2383618

CERTIFICATE OF SERVICE

I, Shawane L. Lee, hereby certify that I have this day served a copy of PECO Energy Company's Answer in the above matter upon all interested parties by mailing a copy, properly addressed and postage prepaid to:

Mark Mazza
1271 Farm Road
Berwyn, PA 19312

Dated at Philadelphia, Pennsylvania, October 3, 2013.



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389
Shawane.Lee@exeloncorp.com



Direct Dial: 215 841-6841

October 3, 2013

Mark Mazza
1271 Farm Road
Berwyn, PA 19312

**RE: Mark Mazza v. PECO Energy Company
PUC Docket No.: C-2013-2383618**

Dear Mr. Mazza:

Enclosed is a copy of PECO Energy Company's response to the formal complaint filed in the above-referenced docket. The law requires PECO Energy to file an answer to your Public Utility Commission complaint. Keep these papers for your records. This is not a decision on your complaint. PECO's response may include a New Matter, Motion or Preliminary Objection. Please note that if you do not respond to a New Matter, Motion, or Preliminary Objection an unfavorable decision may be rendered against you. Responses to New Matters and Motions must be filed within 20 days. Responses to Preliminary Objections must be filed within 10 days. If there is no New Matter, Motion or Preliminary Objection included, no response is required.

Soon, the Public Utility Commission will schedule either a settlement conference or a hearing on your complaint. The Commission will let you know by mail whether there will be a conference or a hearing and will include instructions on what to do next. If the matter is set for hearing, the notice will provide you with information about the date, time and place of the hearing. If we are unable to resolve your complaint and have to proceed with a hearing, a judge will be at the hearing and will decide your complaint. You must call the Public Utility Commission if you have any questions about the hearing or if you cannot attend the hearing.

Thank you for your time and attention on this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "Shawane Lee", with a long, sweeping underline.

Shawane Lee
Counsel for PECO Energy Company

SL/lo
Encl.

EXHIBIT “1”

CU#022

TRCC Account Activity Statement

Date: 09/15/13

*** Account Information ***

Account Number: 1271 FASH RD
 Account Status: Active
 Metered By: BHPVH
 Meter ID: 010245-0214 Extension: PA 1911

*** Current Account Status ***

Current Bill: \$10341.56
 Billing Period: 07/15/12 - 08/14/12
 Balance Due: \$10378.56
 Meter Address: 1271 FASH RD
 Meter No.: Grp1 09
 Rate: Gas Residential Hourly Service
 Supplier: Electric Residential Service

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUPLICATE
07/11/12	Late Payment Charge	07/01/12 - 07/10/12	4343	020679915	\$71.10		\$71.10		
07/11/12	GAS SERVICE	07/11/12 - 08/01/12	25321	105857966	\$366.18		\$366.18		
07/11/12	REGULAR BILL				\$366.18		\$366.18		
07/11/12	Late Payment Charge	07/11/12 - 07/31/12	24022	105857966	\$54.69		\$54.69		
07/11/12	GAS SERVICE	07/11/12 - 07/31/12			\$54.69		\$54.69		
07/11/12	REGULAR BILL				\$54.69		\$54.69		
07/11/12	Late Payment Charge	07/11/12 - 07/31/12	4550	020679915	\$65.57		\$65.57		
07/11/12	GAS SERVICE	07/11/12 - 07/31/12	25527	105857966	\$218.96		\$218.96		
07/11/12	REGULAR BILL				\$218.96		\$218.96		
07/11/12	New Deferred Payment Agreement Processed on the account				\$93.81	\$2935.86	\$3029.67		
07/11/12	GAS SERVICE	07/11/12 - 08/01/12	4609	020679918	\$129.85		\$129.85		
07/11/12	ELECTRIC SERVICE	07/11/12 - 08/01/12	18117	105857998	\$104.13		\$104.13		
07/11/12	DEFERRED PAYMENT AGREEMENT				\$104.13		\$104.13		
07/11/12	Regular Bill				\$65.56	\$65.56	\$65.56		
07/11/12	Deferred Payment Detailed due to delinquency - the unbilled balance decrease due				\$399.56	\$2503.84	\$3903.40		
07/11/12	Late Payment Charge	07/11/12 - 07/31/12	4676	020679918	\$123.10		\$123.10		
07/11/12	GAS SERVICE	07/11/12 - 07/31/12	24374	105857966	\$557.44		\$557.44		
07/11/12	REGULAR BILL				\$557.44		\$557.44		
07/11/12	Regular Bill	07/10/12 - 07/30/12	4314	020679918	\$67.65		\$67.65		
07/11/12	GAS SERVICE	07/10/12 - 07/30/12	34611	105857996	\$570.95		\$570.95		
07/11/12	ELECTRIC SERVICE	07/10/12 - 07/30/12	4713	020679916	\$104.70		\$104.70		
07/11/12	Regular Bill	07/10/12 - 07/30/12	37525	105857966	\$833.88		\$833.88		
07/11/12	Regular Bill	07/10/12 - 07/30/12	4713	020679916	\$104.70		\$104.70		
07/11/12	ELECTRIC SERVICE	07/10/12 - 07/30/12	37525	105857966	\$833.88		\$833.88		
07/11/12	Regular Bill	07/10/12 - 07/30/12	4601	020679918	\$51.58		\$51.58		
07/11/12	GAS SERVICE	07/10/12 - 07/30/12	36612	105857986	\$415.72		\$415.72		
07/11/12	ELECTRIC SERVICE	07/10/12 - 07/30/12	4892	020679918	\$151.97		\$151.97		
07/11/12	Regular Bill	07/09/12 - 07/29/12	41424	105857966	\$266.55		\$266.55		
07/11/12	Regular Bill	07/09/12 - 07/29/12			\$571.16	\$571.16	\$571.16		
07/11/12	GAS SERVICE	07/09/12 - 07/29/12	5146	020679918	\$390.70		\$390.70		
07/11/12	ELECTRIC SERVICE	07/09/12 - 07/29/12	4326	105857986	\$399.66		\$399.66		
07/11/12	Regular Bill	07/09/12 - 07/29/12	4326	105857986	\$399.66		\$399.66		
07/11/12	Regular Bill	07/08/12 - 07/28/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/08/12 - 07/28/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/07/12 - 07/27/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/07/12 - 07/27/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/06/12 - 07/26/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/06/12 - 07/26/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/05/12 - 07/25/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/05/12 - 07/25/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/04/12 - 07/24/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/04/12 - 07/24/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/03/12 - 07/23/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/03/12 - 07/23/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/02/12 - 07/22/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/02/12 - 07/22/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/01/12 - 07/21/12			\$5832.62	\$5832.62	\$5832.62		
07/11/12	Regular Bill	07/01/12 - 07/21/12			\$5832.62	\$5832.62	\$5832.62		

PECO ENERGY
EXHIBIT

DATE	CHANGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DATE	NON	CTA
** Budget Bill Detail ** Actual Bill Amount: 608.00 BB Deferred Amount: 549.63											
07/10/09	SPECIAL PAYMENT AGREEMENT										
02/12/09	REGULAR BILL										
02/12/09	Late Payment Charge	02/11/09 03/12/09			\$2.18		\$2.18		03/06	160	200
03/13/09	BUDGET BILLING										
** Budget Bill Detail ** Actual Bill Amount: 608.00 BB Deferred Amount: 549.63											
03/13/09	REGULAR BILL										
04/13/09	BUDGET BILLING										
** Budget Bill Detail ** Actual Bill Amount: 155.53 BB Deferred Amount: 0.00											
04/13/09	SPECIAL PAYMENT AGREEMENT										
04/13/09	Late Payment Charge				\$2.18		\$2.18				
04/13/09	REGULAR BILL										
04/13/09	GAS SERVICE	04/12/09 05/11/09		020679718	\$79.40		\$79.40		05/05	141	145
04/13/09	ELECTRIC SERVICE	03/12/09 05/11/09		105557986	\$209.10		\$209.10				
04/13/09	SPECIAL PAYMENT AGREEMENT				\$145.35		\$145.35				
04/13/09	Late Payment Charge				\$4.76		\$4.76				
04/13/09	REGULAR BILL										
04/13/09	Late Payment Charge										
04/13/09	Late Payment Charge				\$600.00		\$600.00				
04/13/09	Late Payment Charge				\$8.96		\$8.96				
04/13/09	GAS SERVICE	05/11/09 06/10/09		020679718	\$96.91		\$96.91				
04/13/09	ELECTRIC SERVICE	05/11/09 06/10/09		105557986	\$297.86		\$297.86				
04/13/09	SPECIAL PAYMENT AGREEMENT				\$115.35		\$115.35				
04/13/09	REGULAR BILL										
04/13/09	GAS SERVICE	06/10/09 07/09/09		020679718	\$108.52		\$108.52		07/06	178	174
04/13/09	ELECTRIC SERVICE	06/10/09 07/09/09		105557986	\$409.24		\$409.24				
04/13/09	SPECIAL PAYMENT AGREEMENT				\$145.35		\$145.35				
04/13/09	Late Payment Charge				\$15.08		\$15.08				
04/13/09	REGULAR BILL										
04/13/09	Late Payment Charge										
04/13/09	Late Payment Charge				\$400.00		\$400.00				
04/13/09	GAS SERVICE	07/12/09 08/10/09		020679718	\$53.74		\$53.74		08/04	247	241
04/13/09	ELECTRIC SERVICE	07/12/09 08/10/09		105557986	\$433.12		\$433.12				
04/13/09	SPECIAL PAYMENT AGREEMENT				\$145.35		\$145.35				
04/13/09	REGULAR BILL										
04/13/09	Late Payment Charge										
04/13/09	Late Payment Charge				\$400.00		\$400.00				
04/13/09	GAS SERVICE	09/10/09 09/09/09		020679718	\$67.70		\$67.70				
04/13/09	ELECTRIC SERVICE	09/10/09 09/09/09		105557986	\$428.56		\$428.56				
04/13/09	SPECIAL PAYMENT AGREEMENT				\$145.35		\$145.35				
04/13/09	REGULAR BILL										
04/13/09	GAS SERVICE	10/09/09 10/08/09		020679718	\$107.04		\$107.04		10/02	261	251
04/13/09	ELECTRIC SERVICE	10/09/09 10/08/09		105557986	\$261.64		\$261.64				
04/13/09	SPECIAL PAYMENT AGREEMENT				\$145.35		\$145.35				
04/13/09	REGULAR BILL										
04/13/09	Late Payment Charge										
04/13/09	Late Payment Charge				\$600.00		\$600.00				
04/13/09	GAS SERVICE	11/09/09 11/09/09		020679718	\$145.05		\$145.05		11/01	264	255
04/13/09	ELECTRIC SERVICE	11/09/09 11/09/09		105557986	\$740.56		\$740.56				
04/13/09	SPECIAL PAYMENT AGREEMENT				\$145.35		\$145.35				
04/13/09	REGULAR BILL										
04/13/09	Late Payment Charge										
04/13/09	Late Payment Charge				\$600.00		\$600.00				
04/13/09	GAS SERVICE	12/09/09 12/09/09		020679718	\$194.97		\$194.97		12/01	264	255
04/13/09	ELECTRIC SERVICE	12/09/09 12/09/09		105557986	\$749.88		\$749.88				

DATE	CHECK#	TYPE	AMOUNT	PERIOD	READ	MEMO #	DEBIT AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DATE	MEMO	CHK
11/10/09		SPECIAL PAYMENT AGREEMENT											
11/10/09		Regular Bill											
01/19/10		GAS SERVICE	12/06/09 01/12/10	7560		020679718	\$149.75		\$149.75	\$302.46	01/04	149	49
01/19/10		ELECTRIC SERVICE	12/06/09 01/12/10	70672		105557946	\$409.69		\$409.69				
01/19/10		SPECIAL PAYMENT AGREEMENT					\$145.35		\$145.35				
01/19/10		Regular Bill											
01/25/10		Payment						\$500.00	\$466.64	\$3620.69	02/04	466	49
01/25/10		Payment											
01/25/10		GAS SERVICE	01/12/10 03/10/10	7687		020679718	\$374.94		\$374.94				
02/11/10		ELECTRIC SERVICE	01/12/10 02/10/10	72504		105557946	\$284.60		\$284.60				
02/11/10		SPECIAL PAYMENT AGREEMENT					\$145.35		\$145.35				
02/11/10		Regular Bill											
02/11/10		SPECIAL AGREEMENT (defaulted due to delinquency - the unpaid balance of the agreement became due 11:59:59 AM 02/11/10)											
02/11/10		Payment											
02/11/10		GAS SERVICE	02/10/10 03/11/10	7896		020679718	\$374.83		\$374.83				
02/11/10		ELECTRIC SERVICE	02/10/10 03/11/10	74945		105557946	\$232.61		\$232.61				
02/11/10		Regular Bill											
02/11/10		Payment						\$500.00	\$8776.04	\$4117.44	04/05	1491	49
02/11/10		GAS SERVICE	02/11/10 04/11/10	8014		020679718	\$375.16		\$375.16				
02/11/10		ELECTRIC SERVICE	02/11/10 04/11/10	75418		105557946	\$222.29		\$222.29				
02/11/10		Regular Bill											
02/11/10		Payment						\$556.08	\$8253.96	\$9278.54	05/04	1423	49
02/11/10		Payment						\$345.44	\$19776.04	\$7977.73	06/03	1336	49
02/11/10		GAS SERVICE	02/11/10 05/10/10	8101		020679718	\$66.40		\$66.40				
02/11/10		ELECTRIC SERVICE	02/11/10 05/10/10	79622		105557946	\$186.87		\$186.87				
02/11/10		Regular Bill											
02/11/10		GAS SERVICE	02/10/10 06/09/10	8129		020679718	\$322.58		\$322.58				
02/11/10		ELECTRIC SERVICE	02/10/10 06/09/10	78306		105557946	\$286.69		\$286.69				
02/11/10		Regular Bill											
02/11/10		Payment						\$330.00	\$8307.00	\$7977.73	07/02	1664	49
02/11/10		GAS SERVICE	02/11/10 07/11/10	8153		020679718	\$35.29		\$35.29				
02/11/10		ELECTRIC SERVICE	02/11/10 07/11/10	81317		105557946	\$522.46		\$522.46				
02/11/10		Regular Bill											
02/11/10		Payment						\$573.00	\$8950.51	\$7977.73	08/03	2041	49
02/11/10		GAS SERVICE	02/11/10 08/09/10	8166		020679718	\$77.16		\$77.16				
02/11/10		ELECTRIC SERVICE	02/11/10 08/09/10	84286		105557946	\$504.77		\$504.77				
02/11/10		Regular Bill											
02/11/10		Payment						\$531.95	\$8941.10	\$8012.15	09/01	2599	49
02/11/10		GAS SERVICE	02/09/10 09/08/10	8164		020679718	\$30.26		\$30.26				
02/11/10		ELECTRIC SERVICE	02/09/10 09/08/10	86917		105557946	\$381.01		\$381.01				
02/11/10		Regular Bill											
02/11/10		Payment						\$411.17	\$8473.62	\$6012.15	10/01	3237	49
02/11/10		GAS SERVICE	02/09/10 10/07/10	8265		020679718	\$69.76		\$69.76				
02/11/10		ELECTRIC SERVICE	02/06/10 10/07/10	86773		105557946	\$273.68		\$273.68				
02/11/10		Regular Bill											
02/11/10		Payment						\$9375.61	\$8473.62	\$6012.15	11/02	3760	49
02/11/10		Payment						\$697.29	\$8176.33	\$6012.15	11/02	3760	49
02/11/10		Payment						\$163.16	\$8012.15	\$6012.15	11/30	1454	49
02/11/10		Payment						\$163.16	\$6332.12	\$6012.15	11/30	1454	49
02/11/10		GAS SERVICE	10/07/10 11/07/10	8345		020679718	\$92.86		\$92.86				
02/11/10		ELECTRIC SERVICE	10/07/10 11/07/10	89227		105557946	\$272.11		\$272.11				
02/11/10		Regular Bill											
02/11/10		Payment						\$319.97	\$6112.15	\$6012.15	11/30	1454	49
02/11/10		GAS SERVICE	11/07/10 12/08/10	8536		020679718	\$705.39		\$705.39				
02/11/10		ELECTRIC SERVICE	11/07/10 12/08/10	91604		105557946	\$241.11		\$241.11				
02/11/10		Regular Bill											
02/11/10		Payment						\$466.44	\$5645.64	\$6012.15	01/03	1617	49

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARDED	DUE DATE	KWH	CFR
01/11/11	GAS SERVICE	12/04/10 01/11/11	4633	070679716	\$411.62		\$411.62				
01/12/11	ELECTRIC SERVICE	1/06/10 01/11/11	4414	105557986	\$420.25		\$420.25				
01/11/11	GAS SERVICE	01/11/11 01/10/11	4292	070679716	\$387.72		\$387.72	\$401.15	07/01	21.58	29¢
02/11/11	ELECTRIC SERVICE	01/11/11 01/10/11	4613b	105557986	\$356.99		\$356.99				
02/15/11	GAS SERVICE	01/10/11 03/12/11	4514	070679716	\$246.21		\$246.21				
03/14/11	ELECTRIC SERVICE	02/10/11 02/13/11	4746a	105557986	\$278.46		\$278.46				
03/14/11	Regular Bill				\$21.46		\$21.46				
04/02/11	Payment					\$575.10	\$10100.51	\$447.41	08/05	1711	29¢
04/12/11	GAS SERVICE	03/19/11 04/11/11	4641	070679716	\$171.65		\$171.65				
04/12/11	ELECTRIC SERVICE	03/15/11 04/11/11	4924c	105557986	\$209.33		\$209.33				
04/12/11	Late Payment Charge				\$23.85		\$23.85				
04/04/11	Regular Bill										
05/11/11	GAS SERVICE	04/11/11 05/10/11	4647	070679716	\$40.03		\$40.03				
05/11/11	ELECTRIC SERVICE	04/11/11 05/10/11	470	105557986	\$145.04		\$145.04				
06/06/11	Payment					\$440.00	\$1000.04	\$560.06	05/04	1343	29¢
06/10/11	GAS SERVICE	05/10/11 06/09/11	4707	070679716	\$37.74		\$37.74				
06/10/11	ELECTRIC SERVICE	05/10/11 06/09/11	2146	105557986	\$106.20		\$106.20				
07/01/11	Regular Bill					\$35.07	\$447.11	\$557.04	05/01	1174	29¢
07/12/11	GAS SERVICE	06/09/11 07/11/11	4728	070679716	\$31.93		\$31.93				
07/12/11	ELECTRIC SERVICE	06/09/11 07/11/11	4829	105557986	\$483.12		\$483.12				
07/06/11	Payment					\$311.06	\$1007.10	\$456.04	06/03	2134	29¢
07/10/11	GAS SERVICE	07/11/11 08/09/11	4745	070679716	\$26.16		\$26.16				
07/10/11	ELECTRIC SERVICE	07/11/11 08/09/11	4845	105557986	\$544.47		\$544.47				
08/10/11	Regular Bill					\$621.00	\$10161.07	\$5567.04	09/01	3464	29¢
08/09/11	GAS SERVICE	08/09/11 09/08/11	4758	070679716	\$25.56		\$25.56				
08/09/11	ELECTRIC SERVICE	08/09/11 09/08/11	10335	105557986	\$361.14		\$361.14				
09/09/11	Payment					\$387.04	\$9948.71	\$6501.67	10/02	2704	29¢
10/10/11	GAS SERVICE	09/08/11 10/09/11	4717	070679716	\$28.59		\$28.59				
10/10/11	ELECTRIC SERVICE	09/08/11 10/09/11	11913	105557986	\$276.57		\$276.57				
11/02/11	Payment					\$305.06	\$9566.73	\$6551.97	11/01	1575	29¢
11/06/11	GAS SERVICE	10/06/11 11/07/11	4653	070679716	\$29.17		\$29.17				
11/06/11	ELECTRIC SERVICE	10/06/11 11/07/11	13233	105557986	\$203.36		\$203.36				
11/30/11	Regular Bill					\$311.55	\$9874.22	\$6561.67	12/30	1513	29¢
12/12/11	GAS SERVICE	11/07/11 12/04/11	4646	070679716	\$14.15		\$14.15				
12/12/11	ELECTRIC SERVICE	11/07/11 12/04/11	14744	105557986	\$27.06		\$27.06				
01/01/11	Payment					\$390.51	\$995.13	\$4561.67	01/03	1642	29¢
01/12/11	GAS SERVICE	12/09/11 01/12/11	4714	070679716	\$261.74		\$261.74				
01/12/11	ELECTRIC SERVICE	12/09/11 01/12/11	14202	105557986	\$241.00		\$241.00				
01/12/11	Regular Bill					\$650.94	\$10226.61	\$4561.67	02/02	2414	29¢
02/15/11	GAS SERVICE	01/11/11 02/12/11	4715	070679716	\$269.82		\$269.82				
02/15/11	ELECTRIC SERVICE	01/11/11 02/12/11	15443	105557986	\$173.53		\$173.53				
02/15/11	Regular Bill					\$961.67	\$10161.07	\$4561.67	03/04	1741	29¢

DATE	CHARGE TYPE	BILLING PERIOD	REAL	METER	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	AMT	QTY
03/02/12	Payment										
03/15/12	GAS SERVICE	01/15/12 03/15/12	638	020879718	\$173.13	\$524.95					
03/15/12	ELECTRIC SERVICE	02/15/12 03/15/12	20273	105557985	\$96.96						
03/15/12	ELE-Constellation				\$132.56						
04/05/12	Regular Bill										
04/10/12	GAS SERVICE	03/10/12 04/10/12	678	020879718	\$49.58	\$39.05	\$944.31	\$944.31	04/09	1336	163
04/10/12	ELECTRIC SERVICE	03/10/12 04/10/12	21260	105557985	\$56.46						
04/10/12	ELE-Constellation				\$68.37						
04/10/12	Regular Bill										
04/14/12	GAS SERVICE	04/10/12 05/09/12	1.0	020879718	\$53.45	\$214.31	\$997.76	\$997.76	05/07	607	169
04/14/12	ELECTRIC SERVICE	04/10/12 05/09/12	22338	105557985	\$72.81						
04/14/12	ELE-Constellation				\$107.45						
04/14/12	Regular Bill										
04/20/12	Payment										
04/23/12	GAS SERVICE	03/23/12 04/11/12	746	020879718	\$36.56	\$320.72	\$961.20	\$961.20	04/15	1078	171
04/23/12	ELECTRIC SERVICE	03/23/12 04/11/12	43384	105557985	\$90.89						
04/23/12	ELE-Constellation				\$139.14						
04/23/12	Late Payment Charge				\$38.45						
04/23/12	Regular Bill										
04/23/12	Payment										
04/23/12	Late Payment Charge				\$142.73	\$264.58	\$995.70	\$995.70	07/05	1148	174
04/23/12	GAS SERVICE	04/11/12 07/10/12	760	020879718	\$24.68						
04/23/12	ELECTRIC SERVICE	04/11/12 07/10/12	23591	105557985	\$118.53						
04/23/12	ELE-Constellation				\$185.00						
04/23/12	Regular Bill										
04/23/12	Payment										
04/23/12	Deferral Payment Agreement processed on the account balance of 1				\$229.30	\$747.65	\$1076.95	\$974.85	08/06	1457	174
04/23/12	GAS SERVICE	03/10/12 08/08/12	712	020879718	\$146.95						
04/23/12	ELECTRIC SERVICE	03/10/12 08/08/12	27822	105557985	\$232.32						
04/23/12	ELE-Constellation				\$232.32						
04/23/12	Regular Bill										
04/23/12	Payment										
04/23/12	GAS SERVICE	08/08/12 09/09/12	791	020879718	\$26.51	\$404.89	\$404.89	\$404.89	09/08	1731	175
04/23/12	ELECTRIC SERVICE	08/08/12 09/09/12	35805	105557985	\$120.06						
04/23/12	ELE-Constellation				\$197.64						
04/23/12	DEFERRER PAYMENT AGREEMENT				\$405.95						
04/23/12	Regular Bill										
04/23/12	Payment										
04/23/12	Deferred Agreement defaulted due to delinquency - the unbilled balance of the agreement became due				\$334.31	\$710.26	\$710.26	\$710.26	10/08	1843	176
04/23/12	GAS SERVICE	04/04/12 10/08/12	809	020879718	\$77.45						
04/23/12	ELECTRIC SERVICE	04/04/12 10/08/12	30921	105557985	\$74.06						
04/23/12	ELE-Constellation				\$111.23						
04/23/12	Regular Bill										
04/23/12	Payment										
04/23/12	Deferred Agreement reinstated -				\$512.77	\$955.62	\$955.62	\$955.62	11/05	1884	177
04/23/12	GAS SERVICE	11/06/12 11/06/12	890	020879718	\$87.56						
04/23/12	ELECTRIC SERVICE	10/08/12 11/06/12	33214	105557985	\$73.01						
04/23/12	ELE-Constellation				\$104.44						
04/23/12	Regular Bill										
04/23/12	GAS SERVICE	11/06/12 12/09/12	1095	020879718	\$203.09	\$370.01	\$675.46	\$675.46	12/04	1948	178
04/23/12	ELECTRIC SERVICE	11/06/12 12/09/12	33454	105557985	\$82.07						
04/23/12	ELE-Constellation				\$181.03						
04/23/12	DEFERRED PAYMENT AGREEMENT				\$405.95						

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	NEW DATE	NR	CR
01/03/13	Regular Bill										
01/03/13	Deferred Agreement defaulted due to delinquency - the unbilled balance of the agreement because due	12/09/12 01/10/13	1360	020619719	\$264.12	\$436.13	\$1244.03	\$109.95	01/04	1435	204
01/03/13	GAS SERVICE				\$264.12						
01/03/13	ELECTRIC SERVICE				\$184.05						
01/03/13	ELE-Constellation				\$235.14						
01/03/13	Regular Bill										
01/03/13	Payment					\$653.36	\$10356.21	\$6740.65	02/26	1374	65
01/03/13	Deferred Agreement re-instated - \$8930.95 (\$59346.90 - \$4105.95 + \$8930.95) was placed on an agreement	01/10/12 02/11/13	1708	020619719	\$349.75	\$553.36					
01/03/13	GAS SERVICE				\$349.75						
01/03/13	ELECTRIC SERVICE				\$125.39						
01/03/13	ELE-Constellation				\$169.30						
01/03/13	DEFERRED PAYMENT AGREEMENT				\$105.95						
01/03/13	Regular Bill										
01/03/13	Payment					\$654.44	\$1972.06	\$411.90	03/11	1414	246
01/03/13	GAS SERVICE				\$377.25						
01/03/13	ELECTRIC SERVICE				\$93.20						
01/03/13	ELE-Constellation				\$137.77						
01/03/13	DEFERRED PAYMENT AGREEMENT				\$105.95						
01/03/13	Regular Bill										
01/03/13	Payment					\$654.00	\$1335.00	\$1317.95	03/09	1403	276
01/03/13	Deferred Agreement defaulted due to delinquency - the unbilled balance of \$8930.95 became due	04/09/12 05/10/13	2150	020679718	\$63.76	\$142.62	\$1966.12	\$1673.80	05/07	1407	124
01/03/13	GAS SERVICE				\$63.76						
01/03/13	ELECTRIC SERVICE				\$66.05						
01/03/13	ELE-Constellation				\$57.62						
01/03/13	DEFERRED PAYMENT AGREEMENT				\$405.95						
01/03/13	Regular Bill										
01/03/13	Payment					\$226.45	\$2258.60	\$1673.80	06/04	1401	52
01/03/13	Deferred Agreement Defaulted due to delinquency - the unbilled balance of \$7713.10 because due	05/09/12 06/10/13	2247	020679718	\$68.27	\$226.45	\$2258.60	\$1673.80	06/04	1401	52
01/03/13	GAS SERVICE				\$68.27						
01/03/13	ELECTRIC SERVICE				\$125.41						
01/03/13	ELE-Constellation				\$192.76						
01/03/13	Regular Bill										
01/03/13	Payment					\$385.94	\$10129.79	\$9747.85	07/05	1411	57
01/03/13	GAS SERVICE				\$49.63						
01/03/13	ELECTRIC SERVICE				\$364.1						
01/03/13	ELE-ADDITIONAL METER				\$531						
01/03/13	ELE-Constellation				\$10996731						
01/03/13	Regular Bill										
01/03/13	Payment					\$10277.79	\$9567.87	\$5422.85	08/06	1409	141
01/03/13	GAS SERVICE				\$26.69						
01/03/13	ELECTRIC SERVICE				\$155.84						
01/03/13	ELE-Constellation				\$241.71						
01/03/13	CANCELLED DEPOSIT				\$175.00						
01/03/13	Regular Bill										
01/03/13	Transfer debit					\$18272.79	\$604.33	\$604.33	09/03	1414	15
01/03/13	GAS SERVICE				\$26.69						
01/03/13	ELECTRIC SERVICE				\$155.84						
01/03/13	ELE-Constellation				\$241.71						
01/03/13	Regular Bill										
01/03/13	Payment					\$134.33	\$10613.22	\$134.33	10/01	1408	17
01/03/13	Regular Bill										
01/03/13	Payment					\$134.33	\$10613.22	\$134.33	10/01	1408	17

All readings based on actual readings - unless otherwise noted

Account balance \$10,478.89

EXHIBIT “2”

Name: MARK MAZZA
Account Number: 72730-01005
Phone Number: 610-889-0614
Service Address: 1271 FARM RD, BERWYN

Billing Summary

Bill Date	07/15/2013
Thank you for your payment of \$385.94	
Charges from previous bill	\$9,561.67
Late payment charge	\$181.18
Total Other Charges	\$9,742.85
Current Period Charges	
Gas	\$49.63
Electric	\$190.39
Total New Charges	\$240.02
Total Amount Due on 08/06/2013	\$9,982.87

General Information

Next scheduled meter reading: August 9, 2013
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. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- www.pECO.com/bill - Go paperless: receive and pay your bill
 - www.pECO.com/myka - Start, stop and transfer your service
 - www.pECO.com/mytips - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Constellation, c/o Residential Care, 1221 Lamar St. Suite 850, Houston, TX 77010, 877-997-9995, <http://home.constellation.com/>

Message Center

New charges contain estimated total state taxes of \$9.61, including \$11.23 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0861 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us

Your gas price to compare for your rate class is \$0.6022 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool.aspx.

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.

72730 0100 50000 0000

48 1 SP 0.480 0048/000048/000099 001 01 GJF686 1234 07152013
MARK MAZZA
1271 FARM RD
BERWYN PA 19312-2064

Account Number 72730-01005 Payment Receipt Stamp

Payment Amount

Please pay this amount by 08/06/2013 \$9,982.87

00000240020000956167

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



PECO ENERGY
EXHIBIT 2

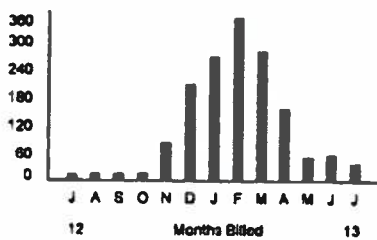
727300100500099828732189982877

Name: **MARK MAZZA**
 Account Number: **72730-01005**

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
07/10	020879718	General Service	Total Ccf	2247 Actual	2285 Actual	38	1	38
09/21	105557988	General Service	Tot kWh	43117 Actual	43681 Actual	564	1	564
07/10	120988731	General Service	Tot kWh	0 Actual	1531 Actual	1531	1	1531
Total Ccf Used						38		
Total kWh Used						2 095		

Gas Residential Heating Service - Current Period Detail				Service 06/10/2013 to 07/10/2013 - 30 days	
Customer charge					\$11.75
Natural Gas Supply Charges	38 Ccf	X	\$0.54791		20.82
Distribution Charges	38 Ccf	X	0.35938		13.66
Balancing Service Charges	38 Ccf	X	0.03794		1.44
Gas Cost Adjustment Charges	38 Ccf	X	0.05431		2.08
State Tax Adjustment					-0.10
Total Current Charges					\$49.63

13-Month Usage (Total Ccf)

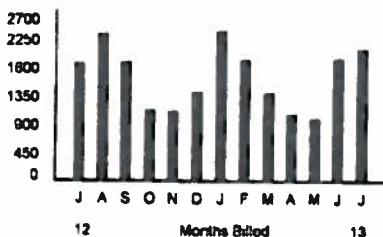


Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	38	1.2	30	77
Last Month	97	1.7	32	68
Last Year	14	0.4	29	79
Avg Ccf per Month				127
Total Annual Ccf Usage				1 525

Electric Residential Service - Current Period Detail				Service 06/10/2013 to 07/10/2013 - 30 days	
Customer charge					\$7.09
Distribution Charges	2,095 kWh	X	\$0.08100		127.80
State Tax Adjustment					-0.28
Constellation Charges / 877-997-9995					
564 Energy at 9.89 cents per KWH including Tax					55.78
Total Current Charges					\$190.39

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	2,095	69.8	30	77
Last Month	1 944	60.7	32	68
Last Year	1 857	61.9	30	79
Avg kWh per Month				1 635
Total Annual kWh Usage				19 621

DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

EXHIBIT “3”

Name: MARK MAZZA
Account Number: 72730-01005
Phone Number: 610-889-0614
Service Address: 1271 FARM RD, BERWYN

Billing Summary

Bill Date	08/12/2013
Deposit	\$775.00
Miscellaneous	\$-289.91
Total Other Charges	\$485.09
Current Period Charges	
Gas	\$26.69
Electric	\$397.55
Total New Charges	\$424.24
Total Amount Due on 09/03/2013	\$909.33

General Information

Next scheduled meter reading: September 10, 2013
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.
Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- 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/SmartHome - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Constellation, c/o Residential Care, 1221 Lamar St. Suite 850, Houston, TX 77010, 877-997-9995, <http://home.constellation.com/>

Message Center

A deposit was required to establish electric service for your new address. For your convenience, we have billed the deposit for this account. Payment by the due date will ensure that an additional deposit will not be billed to your account. Please call our office if you have any questions.

New charges contain estimated total state taxes of \$10.62, including \$23.45 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0881 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oa.state.pa.us.

Your gas price to compare for your rate class is \$0.6022 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool.aspx.

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.

72730 0100 50000 0000

49 1 SP 0.460 0048P000048000007 001 01 GJXF&PX 1234 09122013

MARK MAZZA
1271 FARM RD
BERWYN PA 19312-2064



Account Number 72730-01005 Payment Receipt Stamp

Payment Amount

Please pay this amount by 09/03/2013 \$909.33

00000424240000000000

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0829



ENERGY
BIT 727300100500009093332460909330
5

Name: MARK MAZZA
 Account Number: 72730-01005

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
08/08	020879718	General Service	Total Ccf	2285 Actual	2300 Actual	15	1	15
08/08	120898731	General Service	Tot kWh	1531 Actual	3975 Actual	2444	1	2444

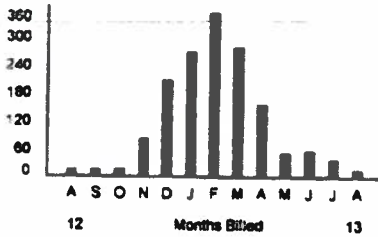
Total Ccf Used 15
 Total kWh Used 2,444

Gas Residential Heating Service - Current Period Detail

Service 07/10/2013 to 08/08/2013 - 29 days

Customer charge					\$11.75
Natural Gas Supply Charges	15 Ccf	X	\$0.54791		8.22
Distribution Charges	15 Ccf	X	0.35936		5.39
Balancing Service Charges	15 Ccf	X	0.03794		0.57
Gas Cost Adjustment Charges	15 Ccf	X	0.05431		0.81
State Tax Adjustment					-0.05
Total Current Charges					\$26.69

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	15	0.5	29	78
Last Month	35	1.2	30	77
Last Year	15	0.5	29	80

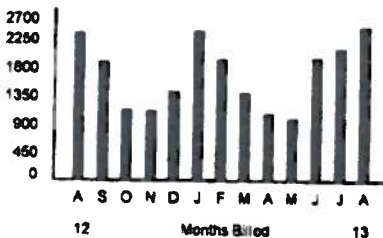
Avg Ccf per Month	127
Total Annual Ccf Usage	1,525

Electric Residential Service - Current Period Detail

Service 07/10/2013 to 08/08/2013 - 29 days

Customer charge					\$7.09
Distribution Charges					
State Tax Adjustment	2,444 kWh	X	\$0.06100		149.08
Constellation Charges / 877-997-9995					-0.33
2444 Energy at 9.89 cents per KWH including Tax					241.71
Total Current Charges					\$397.55

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	2,444	84.2	29	78
Last Month	2,095	69.8	30	77
Last Year	2,331	80.3	29	80

Avg kWh per Month	1,844
Total Annual kWh Usage	19,734

DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

EXHIBIT “3”

10/29/13

To: PUC -

From: MARK MAZZA
MAZZA v. PECO

To PUC -

Attached is a new complaint
for filing. Thank you.

M. Mazza

RECEIVED

OCT 30 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print in ink or type.

1. CUSTOMER (COMPLAINANT) INFORMATION

Your name, mailing address, county, telephone number, utility account number and service address:

Name MARK MAZZA

Street/P.O. Box 1271 FARM RD Apt #

City Berwyn State Pa. Zip 19312

County Chester

Daytime Telephone Number Where We Can Contact You: (610) 989-0614

E-mail Address (optional):

Utility Account Number (from your bill) 72730 01505

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

PECO

RECEIVED

OCT 29 2013

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

3. TYPE OF UTILITY (check one)

[X] ELECTRIC

[] STEAM HEAT

[X] GAS

[] WASTE WATER

[] WATER

[] MOTOR CARRIER

(e.g., taxi, moving company, limousine)

[] TELEPHONE (local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other (explain).

B. State the facts of your complaint.

Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

I have been paying monthly charges on a timely basis. On or about 10/4/13 I paid monthly charges of \$340.44. The attached bill indicated payment of \$10,613.22 was due by 10/4/13. PECO is fully aware that approximately \$10,000 claimed is at issue and not final as the amount is subject to PUC complaints and/or appeals in the court system. It is alleged the bill amount is improper and disputed. I then received a second bill claiming that I owe \$391.60 due 11/4/13. The bill provides no explanation and says service may be shut off. Both bills provide no explanation regarding the amounts PECO say pay these amounts. Contacting PECO on both bills provided no explanation why PECO is sending bills seeking these amounts. I am not past due on current charges, and believe the threat of shut off is unjustified and a improper billing practice. The amount of \$391.60 is claimed to be due 11/4/13, yet I received a PECO call saying it was urgent with no other message left.

5. RELIEF

How do you want your complaint to be resolved? Use additional paper if you need more space.

Request the PUC conduct a investigation into PECO's billing practices and procedures regarding my account. During the investigation and until final decision by the PUC and appellate courts, request the PECO bills for my account not claim or state the total amount claimed by PECO until all PUC complaints are adjudicated and until all appeals are exhausted. Seek a injunction and/or stay of all termination/shutoff notices during pendency and disposition of all PUC complaints and court appeals. Request injunction or stay to enjoin PECO from billing and sending termination/shutoff notices, and to enjoin PECO from terminating/shutting off service for all or the entire amount claimed during pendency and final disposition of all PUC complaints and court appeals.

Request a compromise of the amounts claimed and budgetment arrangement or plan.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES (includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

Lawyer's Name N/A

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if Known) _____

9. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I MARK MARZA hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

 10/29/13
(Signature) (Date)

Title of authorized employee or officer

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3285 Harrisburg, PA 17105-3285	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.



0041

MARK MAZZA
1271 FARM RD
BERWYN PA 19312-2064

Your bill is past due

You have not paid the \$391.60 you owe. Your balance must be paid now. Until you pay this amount, we will continue to add late-payment charges.

To avoid additional late payment charges, please pay your bill right away. If you have paid your bill in the last few days, please ignore this letter.

If you are having trouble paying

We have several programs that could help you manage your monthly bills, such as:

- budget billing to even out the cost of monthly bills throughout the year and
- payment arrangements to help you pay off past due amounts.

We are here to help...

Contact us at 1-888-480-1533 to discuss your account.

To avoid more late-payment charges, please pay now \$391.60. See back for ways to pay

Questions

1-800-494-4000

www.pECO.com

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

Account Number: 7273001005

Date: October 15, 2013

Service Address:

1271 FARM RD
BERWYN PA 19312

If you do not pay

If you do not pay, your service may be shut off.

Power Pay!

Take the worry out of paying your energy bills on time. Enroll in Power Pay - just complete the form on the back and we will do the rest!

Did you know...?

Most hot water heaters are set too high. Lowering the temperature setting may lower your electric or natural gas hot water costs.

10/21/13 - spoke to Adriana - says \$370.00 suggested due to bus fix

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 NEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m.
1-877-432-9384

2881 AT 0.381

MARK MAZZA
1271 FARM RD
BERWYN PA 19312-2064



PECO Energy Co.
PO Box 13439
Philadelphia PA 19182-0439



Account Number
72730-01005

Payment Receipt Sta

Payment Amount

Please pay this amount by 11/04/2013

\$391.60

00000000000000000000

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:** Minimum 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 Charges: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Auxiliary Charges: Charges to reimburse utilities for the cost associated with operating the system that moves energy from 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 minimum or power factor.

Ccf - Normalized 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 charge covering the costs of billing, meter reading, equipment, and maintenance.

- **Customer Charge Meter 2:** Monthly basic electric charge covering the costs of billing, meter reading, equipment, and maintenance for those customers with an additional residential electric meter.

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 128.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase rates of 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 markup.

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 (electricity): 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.

Price to Compare (gas): The price used to evaluate offers from competitive natural gas suppliers. The Price to Compare includes your Natural Gas Supply charges. This is the amount you will be charged by PECO if you do not shop with a competitive natural gas 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 laws. 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.

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) Charge 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 1-800-494-4000.

YES, I'd like to empower local families in my neighborhood 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 in my neighborhood 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 _____

SAVINGS

X

SIGNATURE _____

By signing this form, I authorize PECO to instruct my banking 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 a written notice to discontinue my automatic payment.

Name: MARK MAZZA
Account Number: 72730-01006
Phone Number: 610-689-0614
Service Address: 1271 FARM RD, BERWYN

Billing Summary

Table with 2 columns: Description and Amount. Rows include Bill Date (08/12/2013), Thank you for your payment of \$134.33, EPI Volded Transfer (\$2,872.30), Charges from previous bill (\$134.33), Transfer service (\$2,743.40), Transfer service 1271 FARM RD BERWYN (\$4,522.75), Total Other Charges (\$10,272.78), Current Period Charges (Gas \$28.52, Electric \$311.92, Total New Charges \$340.44), Total Amount Due on 10/04/2013 (\$10,613.22)

General Information

Next scheduled meter reading: October 8, 2013
PECO, 2001 Market St, Philadelphia, PA 19103-1300. If you have any questions or concerns, please call 1-800-494-6999 before the due date.

- Customer Self Service - Manage Your Account 24/7
- Visit www.pECO.com - Go paperless: receive and pay your bill
- Visit www.pECO.com - Stop, skip and transfer your service
- Visit www.pECO.com - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-6384 (\$2.35 fee)

Constitution, c/o Residential Care, 1221 Lamar St, Suite 800, Houston, TX 77010, 877-687-6886, http://www.constitution.com/

Message Center

New charges contain estimated total state taxes of \$8.51, including \$18.40 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0835 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PA-PowerSwitch.com and www.eon.state.pa.us.

Your gas price to compare for your rate class is \$0.5716 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.gas.pa.gov/consumer_information/gaswatch/gas_shopping_guide_shopping_guide.asp.

Handwritten notes: #1265104601/114, 90 Y/A, 2-3 R

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 note your account number on your check.

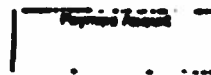
- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to NEAP and complete form on reverse side.

To pay by phone call 1-877-432-6384. A convenience fee will apply.

72730 0100 50000 0000

200301AV0357 MARK MAZZA 1271 FARM RD BERWYN PA 18312-2084

Account Number 72730-01006 Payment Receipt Stamp



Please pay this amount by 10/04/2013 \$10,613.22

PECO - PAYMENT PROCESSING PO BOX 37632 PHILADELPHIA PA 19101-0332

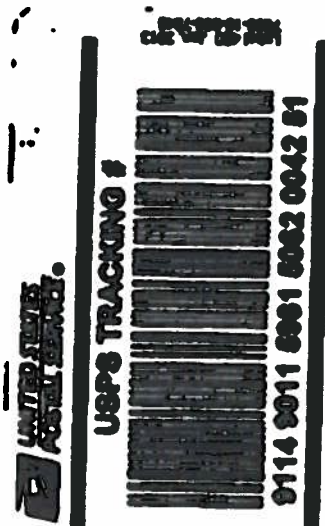
00000340440000013433

727300100500000000032770000009



PRIORITY MAIL
★ PRIORITY ★

- DATE OF DELIVERY SPECIFIED*
 - USPS TRACKING™ INCLUDED*
 - \$ INSURANCE INCLUDED*
 - PICKUP AVAILABLE
- * Domestic only



FROM: **MARZA**
1271 PARM RD
Barwyn, Pa. 15312

OCT 9 1 2013

TO:
Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, Pa.
17105-3265



EXHIBIT “4”

11/12/13

To: PUC

From: MARK MAZZA

RECEIVED

NOV 14 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

MAZZA v. PUC
New Filing

Dear Ms. Chiavetta -

Attached please find for filing a new complaint versus PECO. Please file same and return a time stamped copy of page 1 of the complaint in the self addressed stamped envelope.

Thank you,
M. Mazza

PECO ENERGY
EXHIBIT - 4

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number.

Name MARK MAZZA
Street/P.O. Box 1271 Farm Rd Apt #
City BERWYN State PA Zip 19312
County chester

Telephone Number(s) Where We Can Contact You During the Day:

(610) 289-0614 (home) () (mobile)

E-mail Address (optional): _____

Utility Account Number (from your bill) _____

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PECO **RECEIVED**

NOV 14 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC WASTEWATER/SEWER
- GAS TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- WATER MOTOR CARRIER (e.g. taxi, moving company, limousine)
- STEAM HEAT

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
PECO did not send a billing statement due for November. Received a 10 day shut off for 11/19/03, as I the amount, allegedly due are not explained in any way. Dispute the \$679.37 claimed.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them. *The charges on the bill are not explained.. I believe they are incorrect. The last bill received was approximately \$390.00 and working since. No explanation in writing or by phone that the \$679.37 represents prior bills not monthly charges and \$280.00 plus claimed. Now no bills explained past due claimed.*
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain).

I believe the attached billing is incorrect, unjust and discriminatory. I normally receive billing statements at the end of a month and the amount is usually due in the first week of the subsequent month, here I received a termination notice when at the same time did not receive a prior months billing statement, thus no bill for monthly amount due in early November.

I contend the billing practices are unusual and without notice. Due to other pending PUC cases and appeals, the irregular and unexplained billing may be a effort by PECO counsel and corporate counsel to threaten termination and prompt filing of another PUC complaint, I received the attached bill with no explanation of what the post due balance represents. The bill also refers to a payment plan, which I have no notice or knowledge of. I have not spoken to anyone at PECO about a payment plan. If a payment plan was added, the company - PECO - did this. I did not want to file another PUC complaint, but PECO is threatening termination without cause and justification.

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or internet service, but may be able to resolve a dispute regarding voice communications over the internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Request to enter a stay or injunction of termination notices as bill amounts are in dispute and the billing cycles, procedures and practices are irregular and misleading. Seek a investigation of the billing practices and procedures utilized for my account. Order that PECO provide monthly statements for service to my property, and exclude from billing the \$9,500.00-\$10,000 from the bill which represents amounts that are still in the appeal process and being litigated pursuant to complaints filed and/or pending with the PUC.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection from Abuse

Has a court granted a "Protection from Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection for Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name N/A
Street/P.O. Box _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

Verification:

I MARK MAZZA, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

[Signature] _____ 11/13/13 _____
(Signature of Complainant) (Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. Filing

You may electronically file your Formal Complaint with the PUC. To do so, you need to establish an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

If you do not electronically file your Formal Complaint, mail the completed form (along with any attachments) to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

RECEIVED

NOV 14 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**TEN DAY SHUT OFF NOTICE
(AVISO DE SUSPENSION DE SERVICIO EN 10 DIAS)**

Account Number: 7273001006
For Service To: 1271 FARM RD
Date Prepared: November 6, 2013

Past Due Amt: \$679.37
New Billing: \$0.00
Total Amount: \$679.37

Your Electric/Gas Service May Be Shut Off
Because your bill is past due, we will shut off the service to 1271 FARM RD on or after 8:00 a.m. on November 19, 2013.

We will NOT shut off your electric/gas service if you do ONE of the following:

- Pay \$679.37 in full before November 19, 2013, this includes any amount you owe on your payment plan. This notice is effective for 60 days.
- Pay the catch up amount on your agreement if it has defaulted. Call 1-888-480-1533 for the amount.
- Show us a paid receipt for the past due amount.
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away if you dispute this bill or to provide us with household income and account information to determine your eligibility.
- To talk about your bill, please call our office at 1-888-480-1533.

WE MUST RECEIVE YOUR PAYMENT BEFORE THE SHUT-OFF DATE. WE WILL NOT ACCEPT PAYMENTS AT YOUR PROPERTY.

If we shut off your electric/gas service, you may have to pay all of the following before we can turn service on:

• Past Due Amount of	\$679.37
• Deposit Past Due Amount of	\$0.00
• Agreement Unbilled Balance	\$0.00
• Total	\$679.37

*If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.

**If your service is shut off, you may have to make substantial payments in order to have your service restored. In addition to any balance owed, you will have to pay a Reconnection Charge of between \$20.00 and \$1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is seriously ill. WE WILL NOT SHUT OFF YOUR SERVICE during such an illness provided you:

1. Have your licensed physician or nurse practitioner certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.

'AND'

2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

Atencion / Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-888-480-1533.

Send payment in the enclosed envelope or pay your bill at an authorized payment location or PECO Energy's Main Office (23rd & Market Streets Philadelphia). To pay by credit card or check by phone, call 1-877-432-6384. The service provider will charge a convenience fee of \$2.35.

See other side for more information

U.S. POSTAGE
NOV 14 2013
\$5.60



1000

FROM: MFT227
1271 Farm Rd
Berwyn, Pa. 19312

TO: Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, Pa.
17105-3265

NOV 1

PRIORITY MAIL

★ MAIL ★

- DATE OF DELIVERY SPECIFIED •
- USPS TRACKING™ INCLUDED •
- INSURANCE INCLUDED •
- PICKUP AVAILABLE • Domestic only



USPS TRACKING #



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