

COMMONWEALTH OF PENNSYLVANIA



OFFICE OF CONSUMER ADVOCATE

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December 16, 2013

Rosemary Chiavetta, Secretary  
PA Public Utility Commission  
Commonwealth Keystone Bldg.  
400 North Street  
Harrisburg, PA 17101

Re: Genevieve Marie Amen, Complainant  
v.  
PECO Energy Company  
Docket No. F-2013-2381581

Dear Secretary Chiavetta:

Enclosed for filing please find the Notice of Intervention and Public Statement of the Office of Consumer Advocate in the above-referenced proceeding.

Copies have been served upon all parties of record as shown on the attached Certificate of Service.

Sincerely yours,

A handwritten signature in black ink that reads "Dianne E. Dusman".

Dianne E. Dusman  
Senior Assistant Consumer Advocate  
PA Attorney I.D. # 38308  
E-Mail: DDusman@paoca.org

Enclosures

cc: Certificate of Service  
Administrative Law Judge Mary D. Long  
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PUBLIC STATEMENT OF THE OFFICE OF CONSUMER ADVOCATE  
PURSUANT TO 71 P.S. SECTION 309-4(e)

Act 161 of the Pennsylvania General Assembly, 71 P.S. § 309-2, as enacted July 9, 1976, authorizes the Consumer Advocate to represent the interests of consumers before the Pennsylvania Public Utility Commission (PUC or Commission). In accordance with Act 161, and for the following reasons, the Consumer Advocate determined to file an Intervention and participate in proceedings before the Commission involving a complaint alleging a wrongful termination of utility service to a residential electric consumer.

On August 26, 2013, Genevieve Amen filed a Formal Complaint against PECO, an Exelon Company (“PECO” or “the Company”). Ms. Amen alleges that her service was wrongfully terminated, that a balance was erroneously transferred to her account and that PECO has not credited her fully with the payments made by her for electric service.

The objective of the Consumer Advocate in this matter is to protect the interests of the Company’s residential customers who experience billing problems. The Consumer Advocate will seek to ensure that the Company and its customer service representatives provide adequate and reasonable service to customers who allege billing problems. On behalf of Pennsylvania utility customers, the Consumer Advocate strives to prevent utility companies from collecting from its customers any charges that are excessive, discriminatory, or otherwise contrary to the Public Utility Code, Commission regulations, or sound ratemaking policy.

CERTIFICATE OF SERVICE

Re: Genevieve Marie Amen  
v.  
PECO Energy Company

Docket No. F-2013-2381581

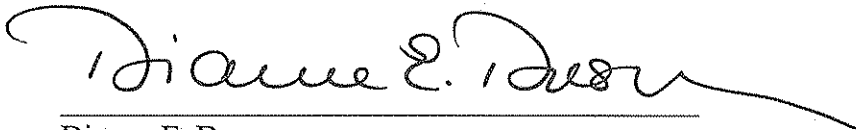
I hereby certify that I have this day served a true copy of the foregoing Notice of Intervention and Public Statement of the Office of Consumer Advocate, upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a participant), in the manner and upon the persons listed below:

Dated this 16<sup>th</sup> day of December 2013.

SERVICE BY EMAIL and FIRST CLASS MAIL, POSTAGE PREPAID

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Counsel for PECO Energy Company  
2301 Market Street, S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699

Genevieve Marie Amen  
220 West Montgomery Avenue  
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