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FROM THE DESK OF:
MRS. Eunice Burch
4901 Stenton Ave. H-5
Phila., Pa. 19144
FEB. 1 / 2014

ATTN: ROSEMARY Chivetta, Secretary
Cmwlth. of Pa. Public Utility Commission
P.O. Box 3265
Harrisburg, Pa. 17105-3265

File: F. 2012 - 2328890

Secretary Rosemary Chivetta:

it has been three months since I first addressed you concerning this matter and so I now address you again concerning this matter in regards as to just when is this nonsense going to cease.

In appealing to the Pa. PUC, concerning PECO, and in the PUC scheduling a hearing be heard this Consumer was never provided with any information regarding Administrative Hearings under the Pa. PUC such as: (1) The Rights and Responsibilities of the Consumer, (2) The time limits for the PUC to complete the hearing,

- (3) The information concerning filing exceptions;
(4) Time limits for filing Exception.

When I contacted you concerning the Hearing OFFICER going on record and then neglecting to provide the Consumer with the decision of the Hearing OFFICER, you provided the Consumer with a copy of the Hearing Officer's decision in this matter and did inform that before you could address this concern of the Consumer, that the Consumer first had to file Exception with you giving the Consumer within ten days to file the Exception and in the Consumer filing the Exception in Oct./2013, there still has been no respond from you concerning this matter.

The Hearing Officer's decision concerned the fact under law of the PUC Commissioner not being able to provide the Consumer with a payment agreement even though this dispute do not concern Consumer seeking after a payment agreement with PECO.

This dispute concerns the Cap Rate for the house hold times the usage with PECO and the Hearing OFFICER keeping the Consumer in the dark concerning the new cap rate for the household in the house hold gross monthly income changing in decreasing in half upon household member monthly income expiring in the income being unemployment benefits.

This dispute has been on-going since June/2011, and is still on-going in 2014, in the Hearing OFFICER not resolving this dispute in 2013.

This hearing was heard in the Spring of 2013, with the Consumer discovering in the Fall of 2013, that the Hearing OFFICER submitting her decision to the PUC in the Summer of 2013, with You, the Secretary prior to the opening of the 2013-14 LIHEAP Program providing the Consumer with a Copy of the Hearing Decision and informing of Exception having to be filed.

This matter is not a complicated issue and should have become resolved at the time of the hearing in concerning math application; monthly cap rate times monthly usage equal monthly billing amount with PECO knowing the monthly cap rate for the household and since June/2011, withholding this information from the Consumer upon the Consumer requesting PECO to provide Consumer this information and withholding this information from the Hearing Officer in not making this information to be available at the time of the hearing.

In knowing the PUC to schedule a hearing in this matter in 2013 - Shortly before the hearing date PECO acknowledged the fact of over billing household from 2011-2013 considering to have resolved this

dispute in making adjustments to the over
billing.

Household usage has not changed yet the household 2013 billing in comparison to the 2012 billing was greatly reduced in the billing amount in 2013, never reaching \$80 to over \$140. Consumer is able to do the math: but is not able to do the math when PECO withhold the relevant information from the Consumer and the Hearing OFFICER does not require PECO to produce this information in order for the Hearing Officer to determine accuracy in the billing amounts in resolving this matter.

There are utility programs that assist consumers in paying there utility bills with these programs soon to be closing and I sincerely hope this matter to be resolved prior to these utility assistance programs closing should Consumer be in need of utility assistance upon this matter becoming resolved since the Hearing Officer's Decision in citing law make it to be clear of the Secretary not being able to provide Consumer a payment agreement.

No offense to the PUC Secretary, but this correspondence will be delivered to the Governor of the Commonwealth of Pa. in my experiencing to many abnormalities with various Commonwealth

Administratives concerning Hearing
procedures. I'm trying to bring closure
to a matter that has been on-going since
June/2011, that should have become
resolved in 2013 upon the PUC Hearing
OFFICER going on record and conducting
a hearing.

Eunia Bunch

Feb. 11 2014

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