



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

August 5, 2014

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

**RE: Mercedes A. Ortiz v. PECO Energy Company
PUC Docket No.: C-2014-2434977 & C-2014-2431678**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Motion to Consolidate* with regard to the matter referenced above.

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,

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

cc: Mercedes Ortiz (via First Class Mail)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MERCEDES ORTIZ	:	
	:	
v.	:	DOCKET NO. C-2014-2431678
	:	DOCKET NO. C-2014-2434977
	:	
PECO ENERGY COMPANY	:	

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, August 5, 2014.



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

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MERCEDES ORTIZ	:	
	:	
v.	:	DOCKET NO. C-2014-2431678
	:	DOCKET NO. C-2014-2434977
	:	
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 Mercedes Ortiz v. PECO Energy, the above referenced dockets because the two complaints involve similar issues of law and fact. In support of this request, PECO avers:

1. On or around July 14, 2014, PECO Energy was served by a Complaint filed by Complainant with the Pennsylvania Public Utility Commission (“PUC”) at Docket Number C-2014-2431678.

2. In the Complainant’s formal complaint, she alleged there are incorrect charges on her bill. Specifically, the Complainant states:

They tell me something different in what they took (sic) to me on my phone.

3. In her request for relief, the Complaint requested:

I am going to court with them. Because the (sic) are incorrect amount on what they said and took (sic) to me on the phone.

See Exhibit “1”.

4. Pursuant to 52 Pa. Code § 5.101(b), PECO timely filed an Answer to the Complaint on July 22, 2014. A copy is attached as Exhibit “2”.

5. On or about July 31, 2014, PECO was served with another Complaint from Complainant at Docket No. C-2014-2434977, which is similar to the complaint filed at Docket No. C-2014-2431678. The Complainant again alleged there are incorrect charges on her bill. A copy is attached as Exhibit “3”. Specifically, the Complaint states:

They tell me different story about my bill. They tell me to paid 260.00 + 289.00 for budge (sic) plan but from 289.00 they went to 429.00. We never discuss 429.00 – only 260.00 + 289.00 budge (sic) plan.

6. In the Complainant’s request for relief she states:

I request they tell me the truth one. When PECO call me they tell me one think and they do different thing I am tired on them lie at me all the time. The person the I took on the begin was \$260.00 from the old bill and 289.00 for the budge(sic) plan never tell me that the budge (sic) plan change according with the usage that is not true because I will not agree on that.

See Exhibit “3”.

7. PECO Energy filed an Answer to the Complaint on August 1, 2014. A copy is attached as Exhibit “4”.

8. PECO Energy avers that the Complaints allege the same issue “incorrect billing” and a dispute about budget billing.

9. 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.

10. Both Complaints cover the same customer, address, and contain common questions of law and fact such that one hearing covering both 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 Complainant should receive a payment agreement.

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

WHEREFORE, PECO Energy Company respectfully requests that this Honorable Commission issue an Order consolidating the complaints at docket numbers C-2014-2431678 and C-2014-2434977. Both complaints were filed by the same customer and involve requests of alleged incorrect billing and a budget billing dispute.

Respectfully Submitted,



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

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MERCEDES ORTIZ	:	
	:	
v.	:	DOCKET NO. C-2014-2431678
	:	DOCKET NO. C-2014-2434977
	:	
PECO ENERGY COMPANY	:	

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: August 5, 2014

Shawane L. Lee

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MERCEDES ORTIZ	:	
	:	
v.	:	DOCKET NO. C-2014-2431678
	:	DOCKET NO. C-2014-2434977
	:	
PECO ENERGY COMPANY	:	

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:

Mercedes Ortiz
3608 North Percy Street
Philadelphia, PA 19140

Dated at Philadelphia, Pennsylvania, August 5, 2014.



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

EXHIBIT “1”

O'Neill, Leslie:(BSC)

From: eServe@pa.gov
Sent: Monday, July 14, 2014 10:00 AM
To: Lee, Shawane L.:(BSC)
Cc: O'Neill, Leslie:(BSC)
Subject: PA PUC eServe Notice

Importance: High

Dear Shawane L Lee,

A(n) **Formal Complaint** has been served in this proceeding. This document is docketed as **C-2014-2431678**. You may view this document at

Formal Complaint

You are receiving this email because you are a(n) **Respondent** for this case and have agreed to be served electronically. By selecting electronic service (eService), you have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania

** Please do not respond to this automatically generated email.*

PECO ENERGY
EXHIBIT 1

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.

PA P.U.C. SECRETARY'S BUREAU

2014 JUL -3 AM 10:38

RECEIVED

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 MERCEDES A. ORTIZ

Street/P.O. Box 3608 N Percyst Apt #

City Philadelphia State Pa Zip 19140

County

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

(267) 276 8687 mobile (home) () (mobile)

E-mail Address (optional):

Utility Account Number (from your bill) 77946-78002

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

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.

Not yet

- 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.

They tell me something different in what they took to me on my phone

- 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).

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.

I am going to court with them.
Because they are in correct amount
on what they said and took to me
on the phone.

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(PFA)

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 From 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.

Because they tell me different thing
the with speak over the phone.

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.

However, if you are interested in receiving legal representation, you may contact the Widener Harrisburg Civil Law Clinic located at 3605 Vartan Way, Harrisburg, PA 17110, by phone at 717-541-0320 or via email at lawclinicb@mail.widener.edu.

For additional information see Widener Harrisburg's Civil Law Clinic's website <http://law.widener.edu/Academics/ClinicalProgramsandProfessionalTraining/Clinics/HarrisburgCivilLawClinic.aspx>. Based on your income, legal representation may be available to you at no cost or a reduced fee.

If you are already 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 _____

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 MERCEDES A. ORTIZ, 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 of Complainant) 6-28-2014

(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. Two Ways to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

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.

MERCEDES Ortiz
Acct. # 7794678002
3608 N. Percy St.
Phila. Pa. 19140

DEAR Public Utility Company,
I AM A SINGLE PARENT WITH TWO CHILDREN TO SUPPORT. I AM THE SOLE SUPPORT OF BOTH OF THEM. I HAD AN AGREEMENT WITH PECO TO PAY THEM \$263 + \$289 MONTHLY. THEY DIDN'T DISCUSS ANY CHANGES ON MY BUDGET PLAN AGREEMENT. ON MAY 13 I TOOK A CHECK FOR \$42.00 TO THE OFFICE AT 23RD + MARKET TO STOP A SHUT OFF. THEY ARE NOW TRYING TO CHANGE MY BILL TO \$263 + \$429. I CAN NOT AFFORD TO PAY THE NEW AMOUNT. I EVEN SENT A MEDICAL FORM AND PECO REJECTED IT CLAIMED IT HAD EXPIRED. I AM REQUESTING A HEARING BECAUSE I AM NOT SATISFIED WITH PECO'S RESPONSE.

Sincerely Yours,

Mercades Ortiz
(6/14/14)

PHILA. P. U. BUREAU
SECRETARY'S BUREAU

2014 JUL -3 AM 10:38

RECEIVED

0107

PECO
PO BOX 13778
Philadelphia, PA 19101

An Exelon Company

Account Number: 7794678002
June 10, 2014

1967 1 AT 0.403 1967:001967:002904 009 01: GXG1YT 1 06112014

MERCEDES A ORTIZ
3608 N PERCY ST
PHILADELPHIA PA 19140-4326

For Service to:
3608 N PERCY ST
PHILADELPHIA, PA 19140



UTILITY COMPANY REPORT

Reporte De La Compania Utilidades

Date Originally Quoted: -May-17, 2014
Prepared By: LYNN-HOLMES, KYMERY

Home Telephone:

The Problem As You Described It:

You requested a payment arrangement.

Our Response:

You have not kept past arrangements. The financial information you gave us on May 17, 2014 shows little or no change in your ability to pay. As a result, we will not make a new payment arrangement.

Your Service Will Be Shut-Off On or After June 20, 2014 for the Past Due Amount of \$699.38.

You Can Stop The Shut-Off By Doing The Following:

- Pay the past due amount of \$699.38 before June 20, 2014.

We must receive your payment and/or the required information before the shut-off date. **We will not accept payments at your property.**

If there is a change in the financial information or the number of members in your household, please send proof of your household income to the following address:

OSI CAP RATE
PO BOX 16468
Pittsburgh, PA 15242-9945

If We Shut-Off Your Service

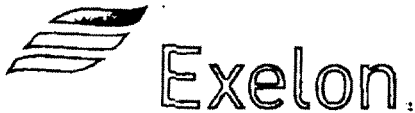
You will have to pay more when your service is shut-off. We will not turn it back on until you do the following:

Pay the Past Due Amount; **and** Pay the remaining balance of your payment arrangement; **and** Pay a reconnection fee*; **and** Pay a deposit equal to two months of average billing.

We have until the end of the next business day to restore your service.



* **IF WE CANNOT GET TO YOUR METER TO SHUT-OFF AND RESTORE YOUR SERVICE, WE MUST DO EXTRA WORK. THIS EXTRA WORK MAY INCREASE YOUR RECONNECTION FEE TO A MAXIMUM OF \$1500.**



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

February 12, 2014

Mercedes Ortiz
3608 N. Percy Street
Philadelphia, PA 19140

Re: Mercedes Ortiz v. PECO Energy Company
Docket Number: F-2013-2392311

Dear Ms. Ortiz:

Per your conversation with Senior Regulatory Assessor, Renee Tarpley, this letter confirms the resolution of the above-referenced Public Utility Commission (PUC) Complaint. As the parties desire to amicably resolve the dispute without the need for further litigation, PECO Energy has agreed to resolve your formal complaint as follows:

- 1) Senior Regulatory Assessor, Renee Tarpley, provided you with a bill explanation;
- 2) PECO Energy will reinstate the PUC payment agreement. Under the agreement, you are to pay a monthly installment of \$263.00 plus your budget bill of \$289.00, which is subject to change* based on usage. *THIS WAS DISCUSSION PHONE CALL* *THIS WAS NOT DISCUSS ON PHONE CALL*

This letter memorializes the entire agreement between Mercedes Ortiz and PECO Energy Company. Any other terms or promises, written or oral, not in the body of this letter will not be a part of this settlement agreement and, therefore, will be void.

I will also forward a Certificate of Satisfaction to the PUC to inform them of the status of this complaint. Unless you file a written objection to the PUC within ten (10) days, the Certificate of Satisfaction will sufficiently confirm to the PUC that the Complaint has been resolved and the file will be closed.

If you have any questions, please do not hesitate to contact me or Renee Tarpley, at 215-841-5915.

Very truly yours,

Shawane L. Lee
Assistant General Counsel, Exelon BSC
Encl.

cc: Renee Tarpley, Senior Regulatory Assessor



An Exelon Company

January 31, 2014

PECO
Regulatory Policy and Strategy
2301 Market Street, 5th
Philadelphia, PA 19102

www.pECO.com

Mercedes Ortiz
3608 N Percy St.
Philadelphia, PA 19140
Account# 77946-78002

Dear Ms. Ortiz,

We have received your Formal complaint filed with the Public Utility Commission (PUC) at Docket #F-2013-2392311. The Inperson hearing is scheduled Friday, February 14, 2014 at 2:00 p.m. to be held at State Offices , 801 Market Street. 4th fl.

You are requesting additional adjustments to your billing allegedly resulting from your meter being upgraded per a Company initiative.

- You have been the listed ratepayer at the above location since 7/14/1992
- A field visit was conducted on 4/13/13 that resulted in a billing adjustment of \$582.23 (Refer to the attached letter) . The adjustment was not due to an issue with the meter , but the field technician was unable to determine full potential of use based on the appliance analysis provided.
- As part of the Company initiative to upgrade its meter reading system, an AMI was installed on 8/10/13. This meter was tested for accuracy prior to installation on 5/17/2013.
- The registered use thereafter has been consistent with prior usage patterns.
- You are on budget billing. The suggested budget (\$289) is based on customer's usage and is not a discounted rate of service. Budget billing allows customers to pay a fixed amount monthly and is reviewed quarterly to keep aligned with actual revenue billed for usage. At the end of the budget billing cycle, customers must pay the difference of the budget and actual revenue charges.
- The account balance is \$8,126.75 which includes the current deferred budget balance of \$436.58,
- You have not made a payment in good faith since 6/11/13.
- You were required to pay subsequent undisputed charges since the filing date 10/8/13.
- Company records reflect that you have not complied with payment agreements granted by the Company or the PUC.
- Company position is that no further adjustment is warranted and the bills are correct.
- You would need to pay \$1,641.17 immediately to reinstate the recent PUC agreement ordered on 9/18/13 of \$263.00 installments + budget billing.

NOTHING SEE ABOUT CHANGE WAS USAGE
You may contact me at (215) 841- 5915 if any questions.

Cordially,

Renee Tarpley, MSM
SR Regulatory Assessor

Ref# 1,641.17
Cov# 1369571066
Paid =

 COPY

June 12, 2013

Mercedes Ortiz
3608 N Percy St.
Philadelphia, PA 19140

RE: Account# 77946-78002

Dear Ms. Ortiz,

I am writing to provide you with an detailed explanation of your billing adjustment, as requested in response to your complaint with the Pennsylvania Public Utility Commission.

Billing was adjusted on 4/17/13 based on daily average use of 110 based on total of appliance analysis of 3306 kWh divided by 30 days for the periods:

10/29/12 to 11/29/12 from 4089 kWh totaling \$524.47 to 3410 kWh totaling \$440.92.

11/29/12 to 1/2/13 from 4635 kWh totaling \$606.51 to 3740 kWh totaling \$490.77.

1/2/13 to 2/3/13 from 4759 kWh totaling \$622.55 to 3520 kWh totaling \$462.32.

2/3/13 to 3/4/13 from 4082 kWh totaling \$535.01 to 3190 kWh totaling \$419.65.

3/4/13 to 4/2/13 from 3965 kWh totaling \$556.27 to 3190 kWh totaling \$448.92.

Actual Bill Amounts for the period 10/29/12 to 4/2/13 totaled \$2,844.81 for 21,530 kWh & adjustment for that period totaled \$2,262.58 for 17,050 kWh. Total adjustment of \$582.23 based on difference between both amounts was applied to deferred budget amount of \$682.91; reducing such to \$100.68. Deferred budget amount decreased to \$11.33 when billing was rendered 5/2/13, due to budget amount of \$415.00 being higher than actual bill amount of \$325.65. Therefore, difference of \$89.35 (\$415.00 less \$325.65) was deducted from prior amount of \$100.68. Please refer to enclosed bill statement for deferred budget amount, which is listed as "BB Deferred Amount".

Please contact me with any questions I can be reached at 215-841-4344.

Cordially,

Kaleemah Harris
Business Analyst
Customer Relations



Emergency and Repairs: 1-800-841-2121. This is the number to call to report power outages, gas leaks (or odors), and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: MERCEDES A ORTIZ
 Account Number: 77946-78002
 Phone Number: 267-276-8687
 Service Address: 3608 N PERCY ST, PHILADELPHIA

Billing Summary

Bill Date		06/03/2014
Thank you for your payment of \$747.00		
Special payment agreement		\$260.02
Special payment agreement		\$260.02
Budget bill charges from previous bill		\$429.00
Late payment charge		\$20.70
Total Other Charges		\$969.74
Current Period Charges		
Electric	\$186.98	
Budget billing amount		\$429.00
Total New Charges	\$186.98	
Total Amount Due on 06/25/2014		\$1,398.74

General Information

Next scheduled meter reading: July 2, 2014
 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/ebill - Go paperless; receive and pay your bill
 - www.pECO.com/service - Start, stop and transfer your service
 - www.pECO.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Stream Energy, 1500 Market St. 12th Fl East, Philadelphia, PA 19102, 877-389-8150

Message Center

New charges contain estimated total state taxes of \$5.85, including \$11.03 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0858 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 Total Account Balance of \$7,968.00 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

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.

77946 7800 20000 0000

10431 1 AT 0.403 10431/010431/021005 041 01 GXG191 13456 0604/2014
 MERCEDES A ORTIZ
 3608 N PERCY ST
 PHILADELPHIA PA 19140-4326

Account Number Payment Receipt Stamp

77946-78002

Payment Amount

Please pay this amount by 06/25/2014 \$1,398.74

PECO - PAYMENT PROCESSING
 PO BOX 37829
 PHILADELPHIA PA 19101-0829

00000186980000000000

779467800200013987441761398744



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: MERCEDES A ORTIZ
 Account Number: 77946-78002

Page 2

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$570.86
+ Total Current Charges	\$186.98
- Current Budget Billing Amount Due	\$429.00
This Month's Deferred Balance	\$328.84

Special Payment Agreement

Current Payment Plan Amount	\$260.02
Payment Plan Balance	\$6,240.42
Number of Remaining Payments	24

Meter Information

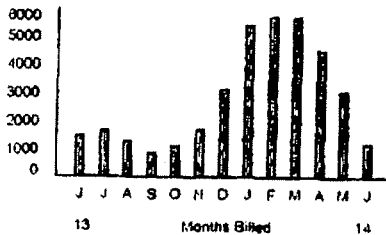
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
05/30	121855357	General Service	Tot kWh	31223 Actual	32448 Actual	1223	1	1223
Total kWh Used		1,223						

Electric Residential Heating Service - Current Period Detail

Service 05/02/2014 to 05/30/2014 - 28 days

Customer charge				\$7.13
Distribution Charges	1,223 kWh	X	\$0.08040	73.87
State Tax Adjustment				-0.17
Stream Energy Charges / 877-369-8150				108.15
ENERGY CHARGE-1223kWh@0.086795 PER kWh				108.15
Total Current Charges				\$186.98

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,223	43.8	28	68
Last Month	3,056	98.5	31	54
Last Year	1,479	46.2	32	65
Avg kWh per Month		2,948		
Total Annual kWh Usage		35,378		



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



May 14, 2014

MERCEDES A ORTIZ
3608 N PERCY ST
PHILADELPHIA PA 19140

Account Number: 77946-78002
Dear Customer,

We are returning the enclosed Request for Medical Certification, which has been denied. The request will not be approved until:

- You complete the highlighted area(s) on the form.
- Your Medical Certificate Non-Renewal period has expired.
- Your Medical Office verifies the condition.
- Sufficient information on the form can be verified.
- Other:

To be valid, the request must contain all of the following information:

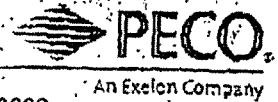
- Name and address of the ratepayer.
- Name of the person with the medical condition and his/her relationship to the ratepayer.
- Your Medical Office verifies the condition.
- Name, office address, telephone number and the medical license number of the certifying doctor or nurse practitioner.

You are responsible for paying your bill on time every month. If your account is past due, please make payment today to avoid further collection action.

We have enclosed another Request for Medical Certification for your convenience. Please call us at (888) 480-1533 with any questions.

Sincerely,

PECO



PECO
Medical Certification Verification Dept.
4725 BRIDGE VIEW DR
NORTH CHARLESTON, SC 29405

Account Number: 7794678002

MAY 12 - 2014

16011 AT 0.362 100100120140010002 005 02 000000 5 12072014

MERCEDES A ORTIZ
3608 N PERCY ST
PHILADELPHIA PA 19140-4326

For Service to:
3608 N PERCY ST
PHILADELPHIA, PA 19140

Phone No: 1-888-480-1533
Fax No: 1-800-590-2799

Is your service off? Yes No

Part A (To Be Completed By Customer)
Name of person who is seriously ill: MERCEDES A. ORTIZ
Relationship to the customer:

Part B (To Be Completed By Doctor/Nurse Practitioner)
Name of person who is seriously ill: [Signature] Patient's DOB:
Relationship to the customer:
Patient's Address (if other than above):
Nature of illness: THE FOLLOWS DISEASE
Specific reason utility service is required to prevent aggravation of the illness:
PREVENT TEMP SERVICE CHANGE TO AFFECT RETIREMENT
How long do you expect the illness to last: 30 DAYS

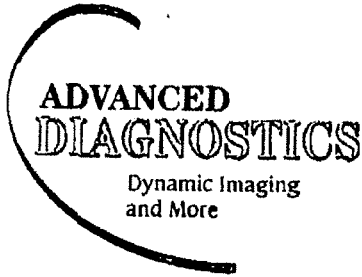
Please Print Doctor/Nurse Practitioner Name: Ellen Radabaugh
Office Address: 1316 N. GUYMON ST
Doctor/Nurse Practitioner Signature: [Signature]

License Number: PD036799
Office Phone Number: (215) 727-1803
Date Signed: 5/13/14

This certificate is good for the expected length of the illness, up to a maximum of 30 days, unless you renew it.

It is your duty as a customer to arrange to make payments on all bills.





University Dynamic MRI

Weight Bearing MRI

- 1938 S. Columbus Blvd., Philadelphia, PA 19148 | Phone: 215-462-1500 | Fax: 215-462-2010
- 2487 Grant Ave., Philadelphia, PA 19114 | Phone: 215-464-0150 | Fax: 215-464-0174
- Cedarbrook Plaza, 1000 Easton Rd, Suite 290, Wyncote, PA 19095 | Phone: 215-576-0150 | Fax: 215-576-5132
- 1326 MacDade Blvd., Woodlyn, PA 19094 | Phone: 610-833-2789 | Fax: 610-833-2793
- 50 Monument Rd., Suite 100, Bala Cynwyd, PA 19004 | Phone: 610-660-6161 | Fax: 610-660-8016
- 70 E. Swedesford Rd., Suite 125, Malvern, PA 19355 | Phone: 610-647-6701 | Fax: 610-647-2044
- 3140 Tremont Ave., Trevoese, PA 19053 | Phone: 215-322-3220 | Fax: 215-322-4733

High Field MRI

- 7632 City Ave., Philadelphia, PA 19151 | Phone: 215-473-1500 | Fax: 215-473-5293

PATIENT: ORTIZ, MERCEDES
FILE #: NE35874
DOB: 5/27/53

EXAM DATE: 5/12/14
REPORT DATE: 5/13/14

ELLEN TEDALDI, M.D.
1316 W. ONTARIO STREET
PHILADELPHIA, PA 19140

SUMMARY OF ORDERS:
neutral/sitting

WEIGHT BEARING MAGNETIC RESONANCE IMAGING SCAN OF THE LUMBAR SPINE

BRIEF HISTORY: Low back pain into legs. No trauma.

PURPOSE OF STUDY: Rule out HNP.

TECHNIQUE: Sagittal T1 and T2 weighted images are supplemented by axial T2 weighted images.

FINDINGS: Vertebral body signal and vertebral body height are preserved. The overall canal size is unremarkable. The conus medullaris is clear. There is some lower thoracic disc desiccation at the periphery of the field of view.

At L1-2, nothing abnormal is seen.

At L2-3 there is disc degeneration with eccentric disc protrusion toward the left neural foramen and clinical correlation is advised regarding the status of the adjacent left L2 nerve root.

There is evidence of gallstones in a right upper quadrant gallbladder which could be confirmed with ultrasound.

At L3-4 there is disc desiccation with broad disc protrusion, marginal osteophytosis and left greater than right neural foraminal narrowing.

At L4-5 there is disc degeneration with loss of disc signal and disc height. There is moderate broad based disc protrusion with left greater than right neural foraminal narrowing. There is a moderate degenerative offset.

At L5-S1 there is disc degeneration with loss of disc signal and disc height. There is moderate disc protrusion and marginal osteophytosis somewhat eccentric to the left.

THE REGION'S LEADING MULTI-DIAGNOSTIC FACILITIES. MRI'S, EMC'S AND FCE'S.

Advanced Diagnostics

PAGE 2

University Dynamic MRI

PATIENT: ORTIZ, MERCEDES
FILE #: NE35874
DOB: 5/27/53

EXAM DATE: 5/12/14
REPORT DATE: 5/13/14

ELLEN TEDALDI, M.D.
1316 W. ONTARIO STREET
PHILADELPHIA, PA 19140

SUMMARY OF ORDERS:
neutral/sitting

WEIGHT BEARING MAGNETIC RESONANCE IMAGING SCAN OF THE LUMBAR SPINE

IMPRESSION:

1. Moderate disc protrusion eccentric toward the left neural foramen at L2-3.
2. Gallstones identified in right upper quadrant gallbladder.
3. Mild to moderate disc protrusion with left greater than right neural foraminal narrowing at L3-4.
4. Disc degeneration with moderate broad based disc protrusion and left greater than right neural foraminal narrowing at L4-5.
5. Disc degeneration with moderate disc protrusion, marginal osteophytosis and left greater than right neural foraminal narrowing at L5-S1.

Thank you for your kind referral of this patient.

Sincerely,

Joel Swartz, M.D.

Electronically signed by Joel Swartz, M.D.
Technologist: Rich Moss. RT R MR
Equipment Utilized: Fonar 0.6 Tesla with Coil Enhancement
JS/pp

Temple Health Consultation Requisition

General Internal Medicine

1316 W Ontario Street
 Jones Hall, 1st Floor
 Philadelphia PA 19140
 Phone: 215-707-1800
 Fax: 215-707-3644

Patient Information:	
Name: ORTIZ, MERCEDES Gender: Female Date of Birth: 5/27/1953 Age: 61 Address: 3608 N PERCY STREET City, State Zip: PHILA, PA 19140	SSN: xxx-xx-2813 Patient ID: Not on file Phone: 267-276-8687 Alt Control#: Not on file

Patient MRNs

ID Type	MRN
IDX MRN	906048
TUH MRN	07710122

ORDER CODE	TESTS ORDERED	(Total: 1)	ORDER CODE	TESTS ORDERED
REF41	Ambulatory referral to Interventional Radiology			

Referral

Referral ID	Date	Referral Status	Decision Date
343441	06/12/2014	New Request	6/12/14

Referred By	Referral Type	Referral Reason
Ellen M Tedaldi	Consultation	Specialty Services Required

To Location/POS	To Provider	To Specialty
none	none	Radiology

Priority	Visits Requested	Expiration Date
Routine	1	

Comments

Need lumbar epidural L4-5 for disc protrusion, osteophytes and chronic radiculopathy

Scheduling Instructions

Providers: Please call or have the patient call to schedule.
 Temple Interventional Radiology: 215-707-2117 or fax: 215-707-2600
 Jeanes Interventional Radiology: 215-728-3724 or fax: 215-214-3166
 Providers: Please call to schedule
 Fox Chase Interventional Radiology: 215-728-2589 or fax: 215-728-1185

If your insurance requires that you get a specific insurance referral then you need to see your PCP to obtain that. This referral request will not satisfy the insurance referral requirement.

Order Questions

Question	Answer	Comment
Please do the following:	Evaluate and Treat	

Associated Diagnoses

Discogenic low back pain [724.2] - Primary

Herniation of intervertebral disc between L4 and L5 [722.10]

Employee
 Mercedes A. Ortiz, 3808 N. Percy Street, Philadelphia, PA 19140

SSN Status (Fed/State)
 ***-**-2813 Married using Single Rate/Withhold
 Pay Period: 06/01/14 - 06/07/14

Allowances/Extra
 Fed-0/0/PA-0/0
 Pay Date: 06/07/14

<u>Earnings and Hours</u>	<u>Qty</u>	<u>Rate</u>	<u>Current</u>	<u>YTD Amount</u>
Hourly Regular Rate	40.00	20.15	806.00	14,649.06
Holiday			0.00	493.88
Vacation Hourly Rate			0.00	2,418.01
Overtime Hourly Rate 1			0.00	271.98
			806.00	17,832.73
<u>Taxes</u>			<u>Current</u>	<u>YTD Amount</u>
Phila. - Resident			-31.83	-889.78
Federal Withholding			-111.00	-2,479.00
Social Security Employee			-49.97	-1,105.63
Medicare Employee			-11.88	-258.57
PA - Withholding			-24.74	-547.44
PA - Unemployment Employee			-0.58	-12.48
			-229.58	-5,102.90
<u>Net Pay</u>			576.42	12,729.83
<u>Paid Time Off</u>			<u>YTD Used</u>	<u>Available</u>
Vacation			120.00	0.00

American Handle Company Inc., 7343 Edmund Street, Philadelphia, PA 19138

MERCEDES A-ORTIZ
3608 N Percy St
Phila de LPAH, Pa 19140

SECRETARY'S BUREAU

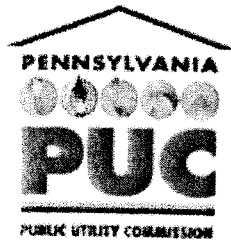
2019 JUL -5 AM 10:38

REC



to
COMMONWEALTH of Pennsylvania
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, Pa 17105-3265

EXHIBIT “2”



PENNSYLVANIA
PUBLIC UTILITY COMMISSION

CONSUMERINFO UTILITY&INDUSTRY FILING&RESOURCES ABOUTPUC CONTACTUS

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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-2014-2431678
Description:	Mercedes A. Ortiz - PECO Energy Company Answer to Formal Complaint
Transmission Date:	7/22/2014 5:39:23 PM
Filed On:	7/23/2014 8:00:00 AM
eFiling Confirmation Number:	1556615

Uploaded File List

File Name	Document Class	Document Type
Mercedes A. Ortiz - Answer.pdf	Communication	Answer to Formal Complaint

PECO ENERGY
EXHIBIT 2



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

July 22, 2014

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

RE: Mercedes A. Ortiz v. PECO Energy Company
PUC Docket No.: C-2014-2431678

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company Answer to Formal Complaint* with regard to the matter referenced above.

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,

A handwritten signature in black ink, appearing to read "Shawane Lee", with a long horizontal flourish extending to the right.

Shawane Lee
Counsel for PECO Energy Company

Scheduling Recommendation: **Call of the Docket**

sl/LO

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MERCEDES A. ORTIZ	:	
Complainant	:	
	:	
v.	:	DOCKET NO. C-2014-2431678
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

ANSWER OF RESPONDENT,
PECO ENERGY COMPANY

On July 14, 2014, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Mercedes Ortiz (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 her Formal Complaint, the Complainant alleges that she entered into a payment agreement with PECO Energy to pay a monthly installment of \$263.00 plus her budget bill of \$289.00. The Complainant alleges that she did not agree that her budget bill was subject to change based on usage and her budget bill has now changed. PECO Energy avers that the Complainant is not entitled to another payment agreement pursuant to 66 Pa. C.S. §1405(d). Specifically, PECO Energy's records reveal the following:

The Complainant established gas and electric service at 3608 North Percy Street, Philadelphia, PA 19140 under account number 77946-78002. See Account Activity Statement, attached hereto as Exhibit "1".

On May 20, 2013, the Complainant filed an informal complaint with the BCS at case number 003099099, disputing high bills and alleging there was a foreign load at the premises. See Case Details Report #003099099, attached hereto as Exhibit "2". On September 19, 2013, the BCS issued a Decision Report, dismissing the Complainant's informal case but granted her a payment agreement on her \$6,297.82 balance. Under the agreement, the Complainant was to pay a budget bill of \$316.00 per month plus a monthly arrears payment of \$263.00. See BCS Decision Report #003099099, attached hereto as Exhibit "3". The agreement defaulted on October 28, 2013. See Exhibit "1".

On November 13, 2013, PECO Energy was served with a formal complaint filed by the Complainant at docket number F-2013-2392311. The formal complaint was resolved prior to hearing with a company issued payment agreement. See Settlement Letter, dated 2/12/14, attached hereto as Exhibit "4". Under the agreement, the Complainant was to pay a monthly installment of \$263.000 and a budget bill of \$289.00 "which is subject to change based on usage." See Exhibit "4". On April 1, 2014, the Complainant's budget bill changed from \$289.00 to \$429.00. See Exhibit "1". The company issued payment agreement is still active.

The Complainant's current balance is \$6,726.79. See Exhibit "1". PECO Energy avers that budget billing is based on the customer's average bill. Budget Billing procedures are enumerated at 52 Pa. Code § 56.14 as follows:

52 Pa. Code § 56.14. Budget billing. A gas, electric and steam heating public utility shall provide its residential customers, on a year-round rolling enrollment bases, with an optional billing procedure which averages estimated public utility service costs over a

10-month, 11-month or 12-month period to eliminate, to the extent possible, seasonal fluctuations in utility bills.

PECO Energy avers that the Complainant has been properly billed under the company's

budget billing program. Pursuant to 17.6 of PECO Energy's tariff:

17.6 BUDGET BILLING.

(a) At the option of a customer receiving residential service under Rates R, R-H, RS-2, OP, POL and GS, an estimated total bill for all service to be received by the customer over a twelve-month period may be budgeted over the period and an average bill rendered monthly for payment each month. Any difference between the budgeted amounts so paid and the actual charges for a twelve-month budget period will at the customer's option, either be amortized over the next twelve months or incorporated into the 12th month bill. Absent an indication of preference from the customer, the debit or credit will be amortized. Budget billing may be discontinued upon the customer's request at which time any difference between budget billing amounts and actual charges becomes due and payable. If a monthly budget bill is not paid, a late fee will be added to the unpaid balance of actual charges on the next billing date in accordance with Rule 17.3 and 17.5. Any such late fee will be calculated based on the lesser of budget billing arrears and actual charged arrears. The Company may also arrange budget billing for creditworthy commercial and industrial customers.

See Section 17.6 of PECO Energy's tariff, attached hereto as Exhibit "5".

Consistent with Section 17.6, the budget bill payment amount is an average of the usage over the previous 12 months. See Exhibit "5". Budget billing defers a balance at times when the payment amount requested is lower than the monthly usage or a credit when the payment amount is higher than the monthly usage. The monthly payment amount is adjusted quarterly to ensure the billed amount is consistent with actual usage so that settlement at the end of 12 months does not adversely impact the customer. PECO Energy avers that the Complainant was billed correctly and in compliance with Section 17.6 of the company's tariff.

By way of further response, PECO Energy avers that the Complainant is not entitled to another payment agreement pursuant to 66 Pa. C.S. §1405(d) as she has defaulted on a PUC agreement and has not demonstrated a significant change in income.

5. Denied.

6. Admitted.

7. Denied.

8. Denied. 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
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MERCEDES A. ORTIZ	:	
Complainant	:	
	:	
v.	:	DOCKET NO. C-2014-2431678
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

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: July 22, 2014

Shawane L. Lee

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MERCEDES A. ORTIZ	:	
Complainant	:	
	:	
v.	:	DOCKET NO. C-2014-2431678
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

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:

Mercedes A. Ortiz
3608 North Percy Street
Philadelphia, PA19140

Dated at Philadelphia, Pennsylvania, July 22, 2014.



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



Exelon Business Services Company
Legal Department
2301 Market Street/323-1
Philadelphia, PA 19103
215 568 3389 Fax
www.exeloncorp.com

Direct Dial: 215 841-6841

July 22, 2014

Mercedes Ortiz
3608 North Percy Street
Philadelphia, PA 19140

RE: Mercedes A. Ortiz v. PECO Energy Company
PUC Docket No.: C-2014-2431678

Dear Ms. Ortiz:

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 stylized flourish at the end.

Shawane Lee
Counsel for PECO Energy Company

SL/lo
Encl.

EXHIBIT “1”

PECO Account Activity Statement

Date: 07/21/14
Page: 1 of 3

*** Account Information ***

Account Number: 77946-78002
Account Status: Active
Mall To: MERCEDES A ORTIZ
3608 N PERCY ST
PHILADELPHIA PA 19140

*** Current Account Status ***

Current Bill: \$697.22
Billed Prior: \$0.00
Account bal: \$6726.79
Service Address: 3608 N PERCY ST
PHILADELPHIA PA 19140
Meter Bill Grp: 02
Rate: Electric Residential Heating Service

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DOE DATE	KWH	CCF	KW
------	-------------	----------------	------	---------	---------------	---------------	------------	-----------------	----------	-----	-----	----

07/01/11	METER READING- INITIAL		50916	105610989	\$50.00		\$50.00		07/21			
07/01/11	DEPOSIT											
07/05/11	Regular Bill											
07/07/11	Transfer Debit (same address 7/14/92 to 4/29/11)											
07/20/11	Payment				\$3336.40							
08/02/11	ELECTRIC SERVICE	07/01/11 08/01/11	52630	105610989	\$298.89	\$50.00	\$50.00					
08/02/11	DEPOSIT				\$25.00							
08/02/11	CONNECTION CHARGE - STANDARD				\$6.00							
08/02/11	Regular Bill											
08/30/11	Late Payment Charge				\$49.96		\$3666.29	\$3336.40	08/24	1704		
08/31/11	ELECTRIC SERVICE	08/01/11 08/30/11	53868	105610989	\$219.10							
08/31/11	DEPOSIT				\$25.00							
08/31/11	Regular Bill											
09/27/11	Late Payment Charge				\$53.25		\$3960.35	\$3716.25	09/22	1248		
09/30/11	ELECTRIC SERVICE	09/30/11 09/29/11	55059	105610989	\$156.45							
10/31/11	Regular Bill											
10/31/11	ELECTRIC SERVICE	09/29/11 10/30/11	57526	105610989	\$284.39		\$4170.05	\$4013.60	10/24	1191		
10/31/11	Late Payment Charge				\$55.60							
11/21/11	RECONNECT FEE - CUT-OUT NON-PAY				\$260.00		\$4510.04	\$4225.05	11/22	2467		
11/29/11	Late Payment Charge				\$59.87							
12/01/11	ELECTRIC SERVICE	10/30/11 11/30/11	60966	105610989	\$381.97							
12/01/11	Regular Bill											
01/04/12	ELECTRIC SERVICE	11/30/11 01/03/12	65330	105610989	\$535.68		\$5211.88	\$4569.91	12/27	3440		
01/04/12	Late Payment Charge				\$65.60							
02/03/12	ELECTRIC SERVICE	01/03/12 02/02/12	70364	105610989	\$614.72		\$5813.16	\$5277.48	01/26	4364		
02/06/12	Regular Bill											
03/05/12	ELECTRIC SERVICE	02/02/12 03/04/12	75236	105610989	\$595.61	\$285.00	\$6427.88	\$5813.16	02/27	5034		
03/05/12	Regular Bill											
04/03/12	ELECTRIC SERVICE	03/04/12 04/02/12	77792	105610989	\$325.26		\$6738.49	\$6142.88	03/27	4872		
04/03/12	Late Payment Charge				\$91.42							
04/09/12	Regular Bill											
05/02/12	ELECTRIC SERVICE	04/02/12 05/01/12	79983	105610989	\$281.80		\$7155.17	\$6829.91	04/25	2556		
05/02/12	Regular Bill											
05/31/12	ELECTRIC SERVICE	05/01/12 05/31/12	81284	105610989	\$223.15		\$6510.97	\$6229.17	05/24	2191		
06/01/12	Regular Bill											
06/27/12	Payment											
07/02/12	ELECTRIC SERVICE	05/31/12 07/01/12	82510	105610989	\$191.39		\$6452.12	\$6228.97	06/25	1301		
07/02/12	Regular Bill											
07/06/12	Payment											
07/19/12	Payment											
07/24/12	Payment											
08/01/12	Payment											
08/01/12	BUDGET BILLING	07/01/12 07/31/12	83919	105610989	\$342.00		\$6419.51	\$6228.12	07/24	1226		
	Budget Bill Detail	Actual Bill Amount:	219.30									
		BB Deferred Amount:	-122.70									

7

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
08/30/13	BUDGET BILLING	08/01/13	08/29/13	00879	121855357	\$289.00						
	** Budget Bill Detail **	Actual Bill Amount:	142.76			BB Deferred Amount: -584.38						
08/30/13	SPECIAL PAYMENT AGREEMENT				\$251.33							
08/30/13	Regular Bill						\$1746.99	\$1206.66	09/24	879		
09/18/13	Credit					\$584.38						
09/18/13	Payment Agreement				\$6440.58							
09/18/13	PUC AGREEMENT				\$128.58							
10/01/13	BUDGET BILLING	08/29/13	09/30/13	02003	121855357	\$289.00						
	** Budget Bill Detail **	Actual Bill Amount:	158.83			BB Deferred Amount: -130.17						
10/01/13	PUC AGREEMENT				\$263.00							
10/01/13	Regular Bill						\$680.58		10/23	1124		
10/28/13	Bill Out DPJ due to Default				\$6049.00							
10/29/13	Late Payment Charge				\$93.59							
10/30/13	BUDGET BILLING	09/30/13	10/29/13	03714	121855357	\$289.00						
	** Budget Bill Detail **	Actual Bill Amount:	238.03			BB Deferred Amount: -181.08						
10/30/13	Regular Bill						\$7112.17	\$6823.17	11/21	1711		
11/26/13	BUDGET BILLING	10/29/13	11/26/13		\$289.00							
	** Budget Bill Detail **	Actual Bill Amount:	444.49			BB Deferred Amount: -25.59						
11/26/13	Regular Bill						\$7401.17	\$7112.17	12/18	3142		
12/31/13	BUDGET BILLING	11/26/13	12/31/13		\$289.00							
	** Budget Bill Detail **	Actual Bill Amount:	751.17			BB Deferred Amount: 436.58						
12/31/13	Regular Bill						\$7690.17	\$7401.17	01/23	5407		
01/31/14	BUDGET BILLING	12/31/13	01/31/14		\$289.00							
	** Budget Bill Detail **	Actual Bill Amount:	794.92			BB Deferred Amount: 942.50						
01/31/14	Regular Bill						\$7979.17	\$7690.17	02/24	5725		
02/06/14	Payment				\$7280.50							
02/12/14	Payment Agreement				\$942.50							
02/12/14	AR Budget Billing				\$289.00							
03/03/14	BUDGET BILLING	01/31/14	03/03/14		\$289.00							
	** Budget Bill Detail **	Actual Bill Amount:	731.17			BB Deferred Amount: 442.17						
03/03/14	SPECIAL PAYMENT AGREEMENT				\$260.02							
03/03/14	Regular Bill						\$549.02		03/25	5674		
04/01/14	BUDGET BILLING	03/03/14	04/01/14		\$429.00							
	** Budget Bill Detail **	Actual Bill Amount:	586.53			BB Deferred Amount: 599.70						
04/01/14	SPECIAL PAYMENT AGREEMENT				\$260.02							
04/01/14	Late Payment Charge				\$8.24							
04/09/14	Regular Bill						\$1246.28	\$557.26	04/23	4505		
04/09/14	Payment				\$300.00							
04/17/14	Payment				\$200.00							
04/29/14	Late Payment Charge				\$11.08							
05/02/14	BUDGET BILLING	04/01/14	05/02/14		\$429.00							
	** Budget Bill Detail **	Actual Bill Amount:	400.16			BB Deferred Amount: 570.86						
05/02/14	SPECIAL PAYMENT AGREEMENT				\$260.02							
05/02/14	Regular Bill						\$1446.38	\$757.36	05/27	3056		
05/15/14	Payment				\$429.00							
06/03/14	BUDGET BILLING	05/02/14	05/30/14		\$429.00							
	** Budget Bill Detail **	Actual Bill Amount:	186.98			BB Deferred Amount: 328.84						
06/03/14	SPECIAL PAYMENT AGREEMENT				\$260.02							
06/03/14	Late Payment Charge				\$10.34							
06/11/14	Regular Bill						\$1398.74	\$709.72	06/25	1223		
06/11/14	Deposit Interest				\$10.15							
06/18/14	Payment				\$11.69							
07/01/14	Payment				\$700.00							
07/02/14	BUDGET BILLING	05/30/14	06/30/14		\$429.00							
	** Budget Bill Detail **	Actual Bill Amount:	149.33			BB Deferred Amount: 49.17						
07/02/14	SPECIAL PAYMENT AGREEMENT				\$260.02							
07/02/14	Regular Bill						\$1386.22	\$697.20	07/24	967		
07/10/14	Payment				\$300.00							
07/16/14	Payment				\$389.00							

EXHIBIT “2”



July 22, 2014

Case Details Report

BCS Case #: 003099099
Customer Name: MERCEDES ORTIZ
Service Address: 3608 NORTH PERCY ST

BCS Bill Account #: 7794678002

Mailing Address: PHILADELPHIA, PA 19140

Home Phone: (267) 276-8687
Business Phone: () -
Business name: SM
Alternate contact:

Date Case Opened: 2013-05-20
PAR Case: Y
Investigator Name: BARBARA BARBUSH
Investigator Phone: (717) 787-4949
Service class: R
Previous case #:

Date Cut Out: 2013-05-28
Universal Service: Y
Contact Type: TELEPHONE
Amount in Arrears: \$0.00

Adults: 2
Children: 1
Children Ages: 16
Gross Income: \$3698.00
Miscellaneous Info:

Complaint Reason:
ON - PAR WITH DISPUTE (#63)

Customer Problem Description:
CUST STATED THAT AFTER HE HAD A CASE (3077605) DISMISSED LAST MONTH, SHE DID TALK AND COMPLAINED TO THEM ABOUT HER HIGH BILL AND THAT THERE COULD BE THE POSSIBILITY OF A FOREIGN LOAD. CO SENT SOMEONE TO CUSTOMER???'S HOME AND FOUND EVERYTHING TO BE O.K. INSTEAD, THIS PERSON TOLD CUSTOMER THAT THEY WILL SEND A COMPANY TRUCK TO CHECK PROPER WIRING AT CUSTOMER ROOF AND THE WILL RECEIVED SOME TO TYPE OF ADJUSTMENT. AFTER THIS, CUSTOMER BILL ARE STILL HIGH, SHE HAS NOT RECEIVED ANY ADJUSTMENT, AND IS NOT SURE THE COMPANY DID SEND THEIR



July 22, 2014

TRUCK TO CHECK FOR PROPER WIRING. CUST WOULD LIKE TO DISPUTE HER HIGH BILL AND REQUEST PAR.

Company Position:

05/18/2013 CO WANTS \$5700 TO KEEP SERVICE ON

EXHIBIT “3”



July 22, 2014

BCS Decision Report

BCS Case #: 003099099 **Open Date:** 2013-05-20
Customer Name: MERCEDES ORTIZ
Service Address: 3608 NORTH PERCY ST

PHILADELPHIA, PA 19140
BCS Bill Account #: 7794678002 **Previous Case #:**
Violation Type: NO **Chapter Type:**
Decision Type: W **Section / Rule:**
Investigator Name: BARBARA BARBUSH

Decision Issued Date: 2013-09-19
Case Closed Date: 2013-09-17

Letter Description:

EGW PAR W/COMPLEX DISPUTE/NO PAYMENT AGREEMENT/LEVEL 2-4

Total Balance:	\$6297.82	Balance Date:	2013-08-21
Amount to Restore Service:	\$0.00	Amount to Continue Service:	\$0.00
Date Payment Due:		Regular Budget Amount:	\$316.00
Special Budget Payment:	\$579.00	Final Bill Monthly Payment:	\$0.00
Plus Arrears Payment:	\$263.00	End of Month Payment:	\$0.00
Current Monthly Payment:	\$0.00		
Payment Terms:	OCTOBER 2013		

PAR Description:

Resolution Description:

CASE CLOSED - ISSUED DECISION. BEGINNING OCTOBER 2013 PAY 579 SBB; 316 BB PLUS 263. BILLS BASED ON ACTUAL READINGS AND ARE CORRECT AS RENDERED. METER IS WORKING PROPERLY. ON 4/2/2013 APPLIANCE ANALYSIS OBTAINED VERIFIED POTENTIAL FOR BILLED USE AT 2034 KWH PER MTH NOT INCLUDING ELEC HEAT. ON 4/15/2013 FIELD INVEST COMPLETED WHICH VERIFIED ACCURACY OF BILLING. NO GROUNDS, DISSIPATION OR METER MIX UP EXISTED AT TIME OF VISIT. NO FOREIGN WIRING FOUND. APPLIANCE ANALYSIS TOTALED 3306 KWH AND DID NOT VERIFY POTENTIAL FOR ALL BILLED USAGE. AS A GOOD CU SVC GESTURE ACCT ADJUSTED FROM 2844.81 ACTUAL BILLS TO 2262.58 FROM 10/29/2012 TO 4/2/2013 BASED ON DAILY AVERAGE USAGE OF 110 FROM COST ESTIMATE. CO GAVE TOTAL ADJUSTMENT OF 582.23 TO DEFERRED BUD AMT OF 682.91. CO RECORDS DO NOT CONFIRM THAT CU WAS INFORMED THAT A CO TRUCK WOULD BE SENT TO PROPERTY TO

Exelon.

July 22, 2014

CHECK WIRING OR THAT BILLING ADJUSTMENT WAS NOT COMPLETED. CO IS WILLING TO INSTRUMENT TEST METER TO FURTHER VEIRFY ACCURACY UPON CU REQ.

EXHIBIT “4”



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

February 12, 2014

Mercedes Ortiz
3608 N. Percy Street
Philadelphia, PA 19140

Re: Mercedes Ortiz v. PECO Energy Company
Docket Number: F-2013-2392311

Dear Ms. Ortiz:

Per your conversation with Senior Regulatory Assessor, Renee Tarpley, this letter confirms the resolution of the above-referenced Public Utility Commission (PUC) Complaint. As the parties desire to amicably resolve the dispute without the need for further litigation, PECO Energy has agreed to resolve your formal complaint as follows:

- 1) Senior Regulatory Assessor, Renee Tarpley, provided you with a bill explanation;
- 2) PECO Energy will reinstate the PUC payment agreement. Under the agreement, you are to pay a monthly installment of \$263.00 plus your budget bill of \$289.00, which is subject to change based on usage.

This letter memorializes the entire agreement between Mercedes Ortiz and PECO Energy Company. Any other terms or promises, written or oral, not in the body of this letter will not be a part of this settlement agreement and, therefore, will be void.

I will also forward a Certificate of Satisfaction to the PUC to inform them of the status of this complaint. Unless you file a written objection to the PUC within ten (10) days, the Certificate of Satisfaction will sufficiently confirm to the PUC that the Complaint has been resolved and the file will be closed.

If you have any questions, please do not hesitate to contact me or Renee Tarpley, at 215-841-5915.

Very truly yours,

Shawane L. Lee
Assistant General Counsel, Exelon BSC
Encl.

cc: Renee Tarpley, Senior Regulatory Assessor

PECO ENERGY
PROHIBIT 4

EXHIBIT “5”

PECO Energy Company

RULES AND REGULATIONS (continued)

17. BILLING AND STANDARD PAYMENT OPTIONS

17.1 BILLING PERIOD. Billing for service will be based upon the amount of use and the time interval of its delivery. The customer will be billed in accordance with rule 14.7. Rate values stated for direct application to monthly billing periods will be adjusted when time elapsed between readings is substantially greater or less than a month.

17.2 BILLING OPTIONS. A customer may select one of the following three billing options: (1) Consolidated EDC Billing; (2) Consolidated EGS Billing; and (3) Separate EDC/EGS Billing, as those terms are defined herein. If a customer does not make a selection, the customer shall receive Consolidated EDC Billing. When the Company provides Consolidated EDC Billing or Separate EDC Billing, it will comply with the terms and conditions of the Electric Generation Supplier Coordination Tariff.

17.3 PAYMENT.

(a) The Company's bills to customers are payable upon presentation. Payment for service received must be made on or before the due date shown on the bill. The due date shall be determined by the Company and shall be not less than twenty days from the date of transmittal of the bill for Rates R, R-H, RS-2, POL and GS (excluding Summary Billing

Accounts). The due date shall be not less than 15 days from the date of transmittal of the bill for all other rates, including Summary Billing Accounts. Notwithstanding the foregoing, the due date may be up to thirty days for accounts (including Summary Billing Accounts) with the United States of America, the Commonwealth of Pennsylvania, or any of their departments, political subdivisions, or instrumentalities. The Company may allow a reasonable amount of additional time for payment of bills on industrial and commercial accounts of creditworthy customers. If the due date that appears on a customer's bill falls on a Saturday, Sunday, bank holiday, or any other day when the offices of the Company which regularly receive payments are not open to the general public, the due date shall be extended to the next business day. The payment period will not be extended because of the customer's failure to receive a bill unless said failure is due to the fault of the Company.

(b) Payment may be made at any commercial office of the Company or at any authorized payment agency. The customer bears the risk of delivery of payment tendered on or after the date contained in any termination notice sent to the customer.

(c) The Company may require that a customer that is not creditworthy tender payment by means of a certified, cashier's, teller's, or bank check, or by wire transfer, or in cash or other immediately available funds.

(d) A customer must pay the undisputed portion of disputed bills under investigation. The Company will apply this rule to the disputed portion of disputed bills, if, and only if: (1) the Company has made diligent and reasonable efforts to investigate and resolve the dispute; (2) the result of the investigation is that the Company determines that the customer's claims are unwarranted or invalid; (3) the Commission and/or the Bureau of Consumer Services has decided a formal or informal complaint in the Company's favor and no timely appeal is filed, and (4) the customer nevertheless continues to dispute the same manner in bad faith.

17.4 PAYMENT PROCESSING. When the Company is providing Consolidated EDC Billing, Default Service or Separate EDC Billing, and the customer remits a partial payment to the Company, the payment will be applied as follows:

1. Any past due balances including those for prior PECO basic service charges, for prior EGS receivables purchased by the Company, for prior installment amounts on payment agreements, and also for any reconnection charges.
2. Any current charges including those for PECO basic service charges, for current EGS receivables purchased by the Company, and for current installment amounts on payment agreements.
3. Non-basic service charges.

17.5 LATE FEES AND COLLECTION COSTS. If payment is made at a Company office or authorized payment agency after the due date shown on the bill, a late fee will be added to the unpaid balance until the entire bill is paid. If payment is made by mail, the late fee will be added if the payment is received by the Company more than five days after the due date shown on the bill. For Rates R, R-H, RS-2, OP, POL and GS this late fee will be 1-1/2 % per month; for all other rates the late fee will be 2% per month. If the Company files suit to collect a delinquent balance on an account (whether active or inactive) or to ensure payment of current bills, the customer will be required to pay the Company's out of pocket court costs (including filing, service, and witness fees) as ordered by the court and such costs will be added to commercial and industrial accounts.

17.6 BUDGET BILLING.

(a) At the option of a customer receiving residential service under Rates R, R-H, RS-2, POL and GS, an estimated total bill for all service to be received by the customer over a twelve month period may be budgeted over the period and an average bill rendered monthly for payment each month. Any difference between the budgeted amounts so paid and the actual charges for a twelve month budget period will at the customer's option, either be amortized over the next twelve months or incorporated into the 12th month bill. Absent an indication of preference from the customer, the debit or credit will be amortized. Budget billing may be discontinued upon the customer's request at which time any difference between budget billing amounts and actual charges becomes due and payable. If a monthly budget bill is not paid, a late fee will be added to the unpaid balance of actual charges on the next billing date in accordance with Rule 17.3 and 17.5. Any such late fee will be calculated based on the lesser of budget billing arrears and actual charged arrears. The Company may also arrange budget billing for creditworthy commercial and industrial customers.

(b) When the Company provides Consolidated EDC Billing, the EGS's charges will be included in the customer's Budget Billing Plan.

(C) Denotes Change

EXHIBIT “3”

O'Neill, Leslie:(BSC)

From: eServe@pa.gov
Sent: Thursday, July 31, 2014 2:41 PM
To: Lee, Shawane L.:(BSC)
Cc: O'Neill, Leslie:(BSC)
Subject: PA PUC eServe Notice

Importance: High

Dear Shawane L Lee,

A(n) **Formal Complaint** has been served in this proceeding. This document is docketed as **C-2014-2434977**.

You may view this document at

Formal Complaint

You are receiving this email because you are a(n) **Respondent** for this case and have agreed to be served electronically. By selecting electronic service (eService), you have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania

** Please do not respond to this automatically generated email.*

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 MERCEDES A. ORTIZ
Street/P.O. Box 3608 N Percy ST Apt #
City Philadelphia State Pa Zip 19140
County Pa
RECEIVED 2014 JUL 25 AM 10:50 SECRETARY'S BUREAU

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

(267) 276 8687 (home) () (mobile)

E-mail Address (optional):

Utility Account Number (from your bill) 779 46 - 78002

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

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

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.

I would like a payment agreement.

I HAVE 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.

they tell me different story about my BILL

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.

they tell me to paid 260⁰⁰ + 289⁰⁰ for Budget plan But from 289⁰⁰ - they

Other (explain).

went to 429⁰⁰
we NEVER Discuss 429⁰⁰ - only 260⁰⁰
+ 289⁰⁰ Budget plan

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.

I request they tell me the truth
ONE.
When Peco call me they tell me
ONE think and they do different
thing I am tired on them lie at
me ALL the time
the person the I took on the
begin was \$260⁰⁰ from the old
Bill and 289⁰⁰ for the Budge
plan NEVER tell me that the Budge
usage that is not true because
I will NOT AGREE ON THAT.

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 (PFA)

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 From 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.

However, if you are interested in receiving legal representation, you may contact the Widener Harrisburg Civil Law Clinic located at 3605 Vartan Way, Harrisburg, PA 17110, by phone at 717-541-0320 or via email at lawclinicb@mail.widener.edu.

For additional information see Widener Harrisburg's Civil Law Clinic's website <http://law.widener.edu/Academics/ClinicalProgramsandProfessionalTraining/Clinics/HarrisburgCivilLawClinic.aspx>. Based on your income, legal representation may be available to you at no cost or a reduced fee.

If you are already 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 _____
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.

MERCEDES A-ORTZ
3608 N PERRY ST
Phila, Pa 19140

RECEIVED
2014 JUL 25 AM 10:51
PA P.U.C.
SECRETARY'S BUREAU

✓

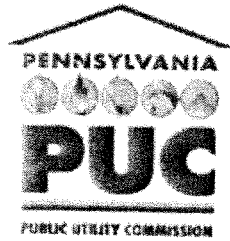


to

Secretary

Pennsylvania Public Utility Commission
400 North Street
HARRISBURG, Pennsylvania 17120

EXHIBIT “4”



PENNSYLVANIA
PUBLIC UTILITY COMMISSION

CONSUMERINFO UTILITY&INDUSTRY FILING&RESOURCES ABOUTPUC CONTACTUS

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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-2014-2434977
Description:	Mercedes A. Ortiz - PECO Energy Company Answer to Formal Complaint
Transmission Date:	8/1/2014 11:39:26 AM
Filed On:	8/1/2014 11:39:26 AM
eFiling Confirmation Number:	1558451

Uploaded File List

File Name	Document Class	Document Type
Mercedes Ortiz - Answer.pdf	Communication	Answer to Formal Complaint

PECO ENERGY
EXHIBIT 4



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

August 1, 2014

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

RE: Mercedes A. Ortiz v. PECO Energy Company
PUC Docket No.: C-2014-2434977

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Answer to Formal Complaint* with regard to the matter referenced above.

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,

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

Shawane Lee
Counsel for PECO Energy Company

Scheduling Recommendation: **Call of the Docket**

sl/LO

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MERCEDES A. ORTIZ	:	
Complainant	:	
	:	
v.	:	DOCKET NO. C-2014-2434977
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

ANSWER OF RESPONDENT,
PECO ENERGY COMPANY

On July 31, 2014, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Mercedes Ortiz (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 her Formal Complaint, the Complainant alleges that she entered into a payment agreement with PECO Energy to pay a monthly installment of \$263.00 plus her budget bill of \$289.00. The Complainant alleges that she did not agree that her budget bill was subject to change based on usage and her budget bill has now changed. PECO Energy avers that the Complainant is not entitled to another payment agreement pursuant to 66 Pa. C.S. §1405(d). Specifically, PECO Energy's records reveal the following:

The Complainant established gas and electric service at 3608 North Percy Street, Philadelphia, PA 19140 under account number 77946-78002. See Account Activity Statement, attached hereto as Exhibit "1".

On May 20, 2013, the Complainant filed an informal complaint with the BCS at case number 003099099, disputing high bills and alleging there was a foreign load at the premises. See Case Details Report #003099099, attached hereto as Exhibit "2". On September 19, 2013, the BCS issued a Decision Report, dismissing the Complainant's informal case but granted her a payment agreement on her \$6,297.82 balance. Under the agreement, the Complainant was to pay a budget bill of \$316.00 per month plus a monthly arrears payment of \$263.00. See BCS Decision Report #003099099, attached hereto as Exhibit "3". The agreement defaulted on October 28, 2013. See Exhibit "1".

On November 13, 2013, PECO Energy was served with a formal complaint filed by the Complainant at docket number F-2013-2392311. The formal complaint was resolved prior to hearing with a company issued payment agreement. See Settlement Letter, dated 2/12/14, attached hereto as Exhibit "4". Under the agreement, the Complainant was to pay a monthly installment of \$263.000 and a budget bill of \$289.00 "which is subject to change based on usage." See Exhibit "4". On April 1, 2014, the Complainant's budget bill changed from \$289.00 to \$429.00. See Exhibit "1". The company issued payment agreement is still active.

The Complainant's current balance is \$6,726.79. See Exhibit "1". PECO Energy avers that budget billing is based on the customer's average bill. Budget Billing procedures are enumerated at 52 Pa. Code § 56.14 as follows:

52 Pa. Code § 56.14. Budget billing. A gas, electric and steam heating public utility shall provide its residential customers, on a year-round rolling enrollment bases, with an optional billing procedure which averages estimated public utility service costs over a

10-month, 11-month or 12-month period to eliminate, to the extent possible, seasonal fluctuations in utility bills.

PECO Energy avers that the Complainant has been properly billed under the company's

budget billing program. Pursuant to 17.6 of PECO Energy's tariff:

17.6 BUDGET BILLING.

(a) At the option of a customer receiving residential service under Rates R, R-H, RS-2, OP, POL and GS, an estimated total bill for all service to be received by the customer over a twelve-month period may be budgeted over the period and an average bill rendered monthly for payment each month. Any difference between the budgeted amounts so paid and the actual charges for a twelve-month budget period will at the customer's option, either be amortized over the next twelve months or incorporated into the 12th month bill. Absent an indication of preference from the customer, the debit or credit will be amortized. Budget billing may be discontinued upon the customer's request at which time any difference between budget billing amounts and actual charges becomes due and payable. If a monthly budget bill is not paid, a late fee will be added to the unpaid balance of actual charges on the next billing date in accordance with Rule 17.3 and 17.5. Any such late fee will be calculated based on the lesser of budget billing arrears and actual charged arrears. The Company may also arrange budget billing for creditworthy commercial and industrial customers.

See Section 17.6 of PECO Energy's tariff, attached hereto as Exhibit "5".

Consistent with Section 17.6, the budget bill payment amount is an average of the usage over the previous 12 months. See Exhibit "5". Budget billing defers a balance at times when the payment amount requested is lower than the monthly usage or a credit when the payment amount is higher than the monthly usage. The monthly payment amount is adjusted quarterly to ensure the billed amount is consistent with actual usage so that settlement at the end of 12 months does not adversely impact the customer. PECO Energy avers that the Complainant was billed correctly and in compliance with Section 17.6 of the company's tariff.

By way of further response, PECO Energy avers that the Complainant is not entitled to another payment agreement pursuant to 66 Pa. C.S. §1405(d) as she has defaulted on a PUC agreement and has not demonstrated a significant change in income.

5. Denied.

6. Admitted.

7. Denied.


8. Denied. 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
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MERCEDES A. ORTIZ	:	
Complainant	:	
	:	
v.	:	DOCKET NO. C-2014-2434977
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

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: August 1, 2014

Shawane L. Lee

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MERCEDES A. ORTIZ	:	
Complainant	:	
	:	
v.	:	DOCKET NO. C-2014-2434977
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

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:

Mercedes A. Ortiz
3608 North Percy Street
Philadelphia, PA19140

Dated at Philadelphia, Pennsylvania, August 1, 2014.



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



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

August 1, 2014

Mercedes A. Ortiz
3608 North Percy Street
Philadelphia, PA 19140

RE: Mercedes A. Ortiz v. PECO Energy Company
PUC Docket No.: C-2014-2434977

Dear Ms. Ortiz:

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”

*** Account Information ***

*** Current Account Status ***

Account Number: 71946-78002
 Account Status: Active
 Mail To: MERCEDES A ORTIZ
 3608 N PERCY ST
 PHILADELPHIA PA 19140
 Current Bill: \$697.22
 Billed Prior: \$0.00
 Account bal: \$6726.79
 Service Address: 3608 N PERCY ST
 PHILADELPHIA PA 19140
 Deposit On-Hand: \$100.00
 Meter Bill Grp: 02
 Rate: Electric Residential Heating Service

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
07/01/11	METER READING- INITIAL		50916	105610989	\$50.00		\$50.00		07/21			
07/01/11	DEPOSIT											
07/05/11	Regular Bill				\$3336.40		\$3336.40					
07/07/11	Transfer Debit (same address 7/14/92 to 4/29/11)											
07/20/11	Payment											
08/02/11	ELECTRIC SERVICE	07/01/11 08/01/11	52620	105610989	\$298.89		\$298.89					
08/02/11	DEPOSIT				\$25.00		\$25.00					
08/02/11	CONNECTON CHARGE - STANDARD				\$6.00		\$6.00					
08/30/11	Regular Bill				\$49.96		\$49.96					
08/31/11	Late Payment Charge	08/01/11 08/30/11	53868	105610989	\$219.10		\$219.10					
08/31/11	DEPOSIT				\$25.00		\$25.00					
08/31/11	Regular Bill				\$53.25		\$53.25					
09/27/11	Late Payment Charge	08/30/11 09/29/11	55059	105610989	\$156.45		\$156.45					
09/30/11	ELECTRIC SERVICE				\$284.39		\$284.39					
09/30/11	Regular Bill	09/29/11 10/30/11	57526	105610989	\$55.60		\$55.60					
10/31/11	Late Payment Charge				\$260.00		\$260.00					
11/29/11	RECONNECT FEE - CUT-OUT NON-PAY				\$59.87		\$59.87					
12/01/11	ELECTRIC SERVICE	10/30/11 11/30/11	60966	105610989	\$381.97		\$381.97					
12/01/11	Regular Bill				\$535.68		\$535.68					
01/04/12	ELECTRIC SERVICE	11/30/11 01/03/12	65330	105610989	\$65.60		\$65.60					
01/04/12	Late Payment Charge				\$614.72		\$614.72					
02/03/12	ELECTRIC SERVICE	01/03/12 02/02/12	70364	105610989	\$595.61		\$595.61					
02/03/12	Regular Bill				\$285.00		\$285.00					
02/06/12	Payment	02/02/12 03/04/12	75236	105610989	\$325.26		\$325.26					
03/05/12	ELECTRIC SERVICE	03/04/12 04/02/12	77792	105610989	\$91.42		\$91.42					
04/03/12	ELECTRIC SERVICE				\$926.00		\$926.00					
04/03/12	Late Payment Charge	04/02/12 05/01/12	79983	105610989	\$281.80		\$281.80					
04/09/12	Regular Bill				\$7155.17		\$7155.17					
05/02/12	ELECTRIC SERVICE	05/01/12 05/31/12	81284	105610989	\$223.15		\$223.15					
05/31/12	Payment				\$282.00		\$282.00					
06/01/12	ELECTRIC SERVICE				\$6452.12		\$6452.12					
06/01/12	Regular Bill				\$6228.97		\$6228.97					
06/27/12	Payment	05/31/12 07/01/12	82510	105610989	\$191.39		\$191.39					
07/02/12	ELECTRIC SERVICE				\$50.00		\$50.00					
07/02/12	Regular Bill				\$50.00		\$50.00					
07/06/12	Payment				\$195.00		\$195.00					
07/19/12	Payment				\$50.00		\$50.00					
07/24/12	Payment											
08/01/12	Payment											
08/01/12	BUDGET BILLING	07/01/12 07/31/12	83919	105610989	\$342.00		\$342.00					
	** Budget Bill Detail **	Actual Bill Amount: 219.30										
		BB Deferred Amount: -122.70										



DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUPLICATE DATE	KWH	CCF	KV
08/30/13	BUDGET BILLING	08/01/13	08/29/13	00879	121855357	\$289.00						
		** Budget Bill Detail **		Actual Bill Amount:	142.76							
08/30/13	SPECIAL PAYMENT AGREEMENT					\$251.33						
08/30/13	Regular Bill					\$584.38	\$1746.99	\$1206.66	09/24	879		
09/18/13	Credit											
09/18/13	Payment Agreement											
09/18/13	PUC AGREEMENT											
10/01/13	BUDGET BILLING											
		** Budget Bill Detail **		Actual Bill Amount:	158.83							
10/01/13	PUC AGREEMENT	08/29/13	09/30/13	02003	121855357	\$289.00						
10/01/13	Regular Bill					\$289.00						
10/29/13	Bill Out DPA due to Default					\$289.00						
10/29/13	Late Payment Charge					\$6049.00						
10/30/13	BUDGET BILLING	09/30/13	10/29/13	03714	121855357	\$289.00						
		** Budget Bill Detail **		Actual Bill Amount:	238.09							
10/30/13	Regular Bill					\$289.09	\$7112.17	\$6823.17	11/21	1711		
11/26/13	BUDGET BILLING											
		** Budget Bill Detail **		Actual Bill Amount:	444.49							
12/31/13	Regular Bill	11/26/13	12/31/13			\$289.00	\$7401.17	\$7112.17	12/18	3142		
12/31/13	BUDGET BILLING											
		** Budget Bill Detail **		Actual Bill Amount:	751.17							
01/31/14	Regular Bill	12/31/13	01/31/14			\$289.00	\$7690.17	\$7401.17	01/23	5407		
02/06/14	Payment					\$289.00						
02/12/14	Payment Agreement											
03/03/14	AR Budget Billing											
03/03/14	BUDGET BILLING											
		** Budget Bill Detail **		Actual Bill Amount:	794.92							
03/03/14	SPECIAL PAYMENT AGREEMENT	01/31/14	03/03/14			\$7280.50	\$7979.17	\$7690.17	02/24	5725		
03/03/14	Regular Bill					\$942.50						
04/01/14	BUDGET BILLING					\$289.00						
		** Budget Bill Detail **		Actual Bill Amount:	586.53							
04/01/14	SPECIAL PAYMENT AGREEMENT	03/03/14	04/01/14			\$260.02	\$549.02		03/25	5674		
04/01/14	Late Payment Charge					\$429.00						
04/01/14	Regular Bill					\$260.02						
04/09/14	Payment					\$8.24						
04/17/14	Payment											
04/29/14	Late Payment Charge											
05/02/14	BUDGET BILLING											
		** Budget Bill Detail **		Actual Bill Amount:	400.16							
05/02/14	SPECIAL PAYMENT AGREEMENT	04/01/14	05/02/14			\$429.00	\$7979.17					
05/02/14	Regular Bill					\$260.02						
05/15/14	Payment											
06/03/14	BUDGET BILLING											
		** Budget Bill Detail **		Actual Bill Amount:	186.98							
06/03/14	SPECIAL PAYMENT AGREEMENT	05/02/14	05/30/14			\$429.00	\$1446.38	\$757.36	05/27	3056		
06/03/14	Late Payment Charge					\$260.02						
06/11/14	Regular Bill					\$10.34						
06/18/14	Payment											
07/01/14	Late Payment Charge											
07/02/14	BUDGET BILLING											
		** Budget Bill Detail **		Actual Bill Amount:	149.33							
07/02/14	SPECIAL PAYMENT AGREEMENT	05/30/14	06/30/14			\$10.15	\$1398.74	\$709.72	06/25	1223		
07/10/14	Regular Bill					\$429.00						
07/16/14	Payment					\$260.02						
		** Budget Bill Detail **		Actual Bill Amount:	49.17							
						\$300.00	\$1386.22	\$697.20	07/24	967		
						\$389.00						

EXHIBIT “2”



August 1, 2014

TRUCK TO CHECK FOR PROPER WIRING. CUST WOULD LIKE TO DISPUTE HER
HIGH BILL AND REQUEST PAR.

Company Position:

05/18/2013 CO WANTS \$5700 TO KEEP SERVICE ON

EXHIBIT “3”



August 1, 2014

BCS Decision Report

BCS Case #: 003099099 Open Date: 2013-05-20
Customer Name: MERCEDES ORTIZ
Service Address: 3608 NORTH PERCY ST

PHILADELPHIA, PA 19140
BCS Bill Account #: 7794678002 Previous Case #:
Violation Type: NO Chapter Type:
Decision Type: W Section / Rule:
Investigator Name: BARBARA BARBUSH

Decision Issued Date: 2013-09-19
Case Closed Date: 2013-09-17

Letter Description:

EGW PAR W/COMPLEX DISPUTE/NO PAYMENT AGREEMENT/LEVEL 2-4

Total Balance:	\$6297.82	Balance Date:	2013-08-21
Amount to Restore Service:	\$0.00	Amount to Continue Service:	\$0.00
Date Payment Due:		Regular Budget Amount:	\$316.00
Special Budget Payment:	\$579.00	Final Bill Monthly Payment:	\$0.00
Plus Arrears Payment:	\$263.00	End of Month Payment:	\$0.00
Current Monthly Payment:	\$0.00		
Payment Terms:	OCTOBER 2013		

PAR Description:

Resolution Description:

CASE CLOSED - ISSUED DECISION. BEGINNING OCTOBER 2013 PAY 579 SBB; 316 BB PLUS 263. BILLS BASED ON ACTUAL READINGS AND ARE CORRECT AS RENDERED. METER IS WORKING PROPERLY. ON 4/2/2013 APPLIANCE ANALYSIS OBTAINED VERIFIED POTENTIAL FOR BILLED USE AT 2034 KWH PER MTH NOT INCLUDING ELEC HEAT. ON 4/15/2013 FIELD INVEST COMPLETED WHICH VERIFIED ACCURACY OF BILLING. NO GROUNDS, DISSIPATION OR METER MIX UP EXISTED AT TIME OF VISIT. NO FOREIGN WIRING FOUND. APPLIANCE ANALYSIS TOTALED 3306 KWH AND DID NOT VERIFY POTENTIAL FOR ALL BILLED USAGE. AS A GOOD CU SVC GESTURE ACCT ADJUSTED FROM 2844.81 ACTUAL BILLS TO 2262.58 FROM 10/29/2012 TO 4/2/2013 BASED ON DAILY AVERAGE USAGE OF 110 FROM COST ESTIMATE. CO GAVE TOTAL ADJUSTMENT OF 582.23 TO DEFERRED BUD AMT OF 682.91. CO RECORDS DO NOT CONFIRM THAT CU WAS INFORMED THAT A CO TRUCK WOULD BE SENT TO PROPERTY TO

Exelon.

August 1, 2014

CHECK WIRING OR THAT BILLING ADJUSTMENT WAS NOT COMPLETED. CO IS WILLING TO INSTRUMENT TEST METER TO FURTHER VEIRFY ACCURACY UPON CU REQ.

EXHIBIT “4”



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

February 12, 2014

Mercedes Ortiz
3608 N. Percy Street
Philadelphia, PA 19140

Re: Mercedes Ortiz v. PECO Energy Company
Docket Number: F-2013-2392311

Dear Ms. Ortiz:

Per your conversation with Senior Regulatory Assessor, Renee Tarpley, this letter confirms the resolution of the above-referenced Public Utility Commission (PUC) Complaint. As the parties desire to amicably resolve the dispute without the need for further litigation, PECO Energy has agreed to resolve your formal complaint as follows:

- 1) Senior Regulatory Assessor, Renee Tarpley, provided you with a bill explanation;
- 2) PECO Energy will reinstate the PUC payment agreement. Under the agreement, you are to pay a monthly installment of \$263.00 plus your budget bill of \$289.00, which is subject to change based on usage.

This letter memorializes the entire agreement between Mercedes Ortiz and PECO Energy Company. Any other terms or promises, written or oral, not in the body of this letter will not be a part of this settlement agreement and, therefore, will be void.

I will also forward a Certificate of Satisfaction to the PUC to inform them of the status of this complaint. Unless you file a written objection to the PUC within ten (10) days, the Certificate of Satisfaction will sufficiently confirm to the PUC that the Complaint has been resolved and the file will be closed.

If you have any questions, please do not hesitate to contact me or Renee Tarpley, at 215-841-5915.

Very truly yours,

Shawane L. Lee
Assistant General Counsel, Exelon BSC
Encl.

cc: Renee Tarpley, Senior Regulatory Assessor

PECO ENERGY
EXHIBIT 4

EXHIBIT “5”

PECO Energy Company

RULES AND REGULATIONS (continued)

17. BILLING AND STANDARD PAYMENT OPTIONS

17.1 BILLING PERIOD. Billing for service will be based upon the amount of use and the time interval of its delivery. The customer will be billed in accordance with rule 14.7. Rate values stated for direct application to monthly billing periods will be adjusted when time elapsed between readings is substantially greater or less than a month.

17.2 BILLING OPTIONS. A customer may select one of the following three billing options: (1) Consolidated EDC Billing; (2) Consolidated EGS Billing; and (3) Separate EDC/EGS Billing, as those terms are defined herein. If a customer does not make a selection, the customer shall receive Consolidated EDC Billing. When the Company provides Consolidated EDC Billing or Separate EDC Billing, it will comply with the terms and conditions of the Electric Generation Supplier Coordination Tariff.

17.3 PAYMENT.

(a) The Company's bills to customers are payable upon presentation. Payment for service received must be made on or before the due date shown on the bill. The due date shall be determined by the Company and shall be not less than twenty days from the date of transmittal of the bill for Rates R, R-H, RS-2, POL and GS (excluding Summary Billing Accounts). The due date shall be not less than 15 days from the date of transmittal of the bill for all other rates, including Summary Billing Accounts. Notwithstanding the foregoing, the due date may be up to thirty days for accounts (including Summary Billing Accounts) with the United States of America, the Commonwealth of Pennsylvania, or any of their departments, political subdivisions, or instrumentalities. The Company may allow a reasonable amount of additional time for payment of bills on industrial and commercial accounts of creditworthy customers. If the due date that appears on a customer's bill falls on a Saturday, Sunday, bank holiday, or any other day when the offices of the Company which regularly receive payments are not open to the general public, the due date shall be extended to the next business day. The payment period will not be extended because of the customer's failure to receive a bill unless said failure is due to the fault of the Company.

(b) Payment may be made at any commercial office of the Company or at any authorized payment agency. The customer bears the risk of delivery of payment tendered on or after the date contained in any termination notice sent to the customer.

(c) The Company may require that a customer that is not creditworthy tender payment by means of a certified, cashier's, teller's, or bank check, or by wire transfer, or in cash or other immediately available funds.

(d) A customer must pay the undisputed portion of disputed bills under investigation. The Company will apply this rule to the disputed portion of disputed bills, if, and only if: (1) the Company has made diligent and reasonable efforts to investigate and resolve the dispute; (2) the result of the investigation is that the Company determines that the customer's claims are unwarranted or invalid; (3) the Commission and/or the Bureau of Consumer Services has decided a formal or informal complaint in the Company's favor and no timely appeal is filed, and (4) the customer nevertheless continues to dispute the same manner in bad faith.

17.4 PAYMENT PROCESSING. When the Company is providing Consolidated EDC Billing, Default Service or Separate EDC Billing, and the customer remits a partial payment to the Company, the payment will be applied as follows:

1. Any past due balances including those for prior PECO basic service charges, for prior EGS receivables purchased by the Company, for prior installment amounts on payment agreements, and also for any reconnection charges.
2. Any current charges including those for PECO basic service charges, for current EGS receivables purchased by the Company, and for current installment amounts on payment agreements.
3. Non-basic service charges.

17.5 LATE FEES AND COLLECTION COSTS. If payment is made at a Company office or authorized payment agency after the due date shown on the bill, a late fee will be added to the unpaid balance until the entire bill is paid. If payment is made by mail, the late fee will be added if the payment is received by the Company more than five days after the due date shown on the bill. For Rates R, R-H, RS-2, OP, POL and GS this late fee will be 1-1/2 % per month; for all other rates the late fee will be 2% per month. If the Company files suit to collect a delinquent balance on an account (whether active or inactive) or to ensure payment of current bills, the customer will be required to pay the Company's out of pocket court costs (including filing, service, and witness fees) as ordered by the court and such costs will be added to commercial and industrial accounts.

17.6 BUDGET BILLING.

(a) At the option of a customer receiving residential service under Rates R, R-H, RS-2, POL and GS, an estimated total bill for all service to be received by the customer over a twelve month period may be budgeted over the period and an average bill rendered monthly for payment each month. Any difference between the budgeted amounts so paid and the actual charges for a twelve month budget period will at the customer's option, either be amortized over the next twelve months or incorporated into the 12th month bill. Absent an indication of preference from the customer, the debit or credit will be amortized. Budget billing may be discontinued upon the customer's request at which time any difference between budget billing amounts and actual charges becomes due and payable. If a monthly budget bill is not paid, a late fee will be added to the unpaid balance of actual charges on the next billing date in accordance with Rule 17.3 and 17.5. Any such late fee will be calculated based on the lesser of budget billing arrears and actual charged arrears. The Company may also arrange budget billing for creditworthy commercial and industrial customers.

(b) When the Company provides Consolidated EDC Billing, the EGS's charges will be included in the customer's Budget Billing Plan.

(C) Denotes Change