



Exelon Business Services Company
Legal Department

2301 Market Street/S23-1
Philadelphia, PA 19103

215 568 3389 Fax
www.exeloncorp.com

Direct Dial: 215.841.6841

November 26, 2014

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

**RE: Alice T. Anderson v. PECO Energy Company
PUC Docket No.: C-2014-2448561**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Motion for Judgment on the Pleadings* 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 stylized flourish at the end.

Shawane Lee
Counsel for PECO Energy Company

cc: Certificate of Service

s/LO

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

ALICE T. ANDERSON

v.

PECO ENERGY COMPANY

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:
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:
:

DOCKET NO. C-2014-2448561

NOTICE TO PLEAD

To: Alice T. Anderson

Pursuant to 52 Pa. Code §§5.101 and 5.62(c), you are hereby notified that, if you do not file a written response denying or correcting the enclosed Motion for Judgment on the Pleadings within 20 days from service of this notice, the facts set forth by PECO Energy Company may be deemed to be true, thereby requiring no other proof. All pleadings, such as a Reply to Motion, must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served to counsel for PECO Energy Company, Shawane Lee, and where applicable, the Administrative Law Judge presiding over the issue.

Failure to respond to this Motion could result in the dismissal of your case.

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, Esquire
PECO Energy Company
2301 Market Street, S-23
Philadelphia, PA 19103

Dated: November 26, 2014



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S-23
Philadelphia, PA 19101-8699
Tel. (215) 841-6841
Fax. (215) 568-3389
shawane.lee@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

ALICE T. ANDERSON

v.

PECO ENERGY COMPANY

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DOCKET NO. C-2014-2448561

MOTION FOR JUDGMENT ON THE PLEADINGS

PECO Energy Company ("PECO"), pursuant to 52 Pa. Code §5.102, respectfully requests that your Honorable Commission dismiss the instant complaint inasmuch as Complainant requests a payment arrangement. No factual dispute has been raised in the pleadings. Pursuant to 66 Pa.C.S. §1405(c), Complainant is ineligible for a Commission-ordered payment agreement, and thus Complainant fails to state a claim upon which relief can be granted. Therefore, PECO is entitled to judgment as a matter of law.

1. On or about October 6, 2014, Complainant filed a Formal Complaint against Respondent, PECO, requesting to receive a Commission-ordered payment agreement. A copy of Complainant's Formal Complaint is attached hereto as Exhibit 1.

2. PECO was served with the Formal Complaint on October 20, 2014.

3. On November 5, 2014, PECO filed an Answer, New Matter and Notice to Plead. A copy of PECO's Answer and New Matter is attached hereto as Exhibit 2.

4. PECO averred in its New Matter that Complainant was enrolled in its Customer Assistance Program (CAP) on May 20, 2006 under Tier B. New Matter ¶1.

5. PECO averred that Complainant re-enrolled in the CAP program on July 16, 2012 under Tier B. New Matter ¶2.

6. PECO averred that Complainant's CAP Tier level changed to Tier C on February 24, 2014. New Matter ¶3.

7. PECO averred that Complainant's next scheduled recertification date is on February 24, 2016. New Matter ¶4.

8. PECO averred that Complainant's balance is \$2,981.99. New Matter ¶5.

9. PECO averred that Complainant's entire balance is comprised of CAP arrears. New Matter ¶6.

10. PECO averred that Complainant remains actively enrolled in the CAP program. New Matter ¶7.

11. As the entire balance consists of CAP arrears, PECO averred that no agreement may be issued under 66 Pa.C.S. §1405(c). New Matter ¶¶8-9.

12. To date, 20 days have passed since PECO filed its New Matter.

13. PECO has not been served with a response to its New Matter, and therefore it requests that the facts stated therein be deemed admitted. 52 Pa.Code §5.63(b) (providing that facts in new matter may be deemed admitted if there is no reply).

14. Under 66 Pa.C.S. §1405(c), the Commission is precluded from establishing a payment agreement for customers participating in CAP. Section 1405(c) states as follows: "Customer assistance program rates shall be timely paid and shall not be the subject of payment agreements negotiated or approved by the commission."

15. The Commission's regulations at 52 Pa. Code §5.102(a) permits any party to move for summary judgment or judgment on the pleadings after the pleadings are closed, but within such time as to not delay a hearing. Under 52 Pa. Code §5.102(d)(1), the presiding officer will grant the motion if the pleadings, depositions, answers to interrogatories, admissions and affidavits show that there is no genuine issue as to a material fact and that the moving party is entitled to judgment as a matter of law.

16. The moving party bears the burden of showing that no genuine issue of material fact exists and that it is entitled to judgment as a matter of law. The Commission must view the record in the light most favorable to the non-moving party, giving that party the benefit of all reasonable inferences. *First Mortgage Co. of Pennsylvania v. McCall*, 459 A.2d 406 (Pa. Super. 1983).

17. The provision at 52 Pa. Code §5.102(c) serves judicial economy by avoiding a hearing where no factual dispute exists. If no factual issue pertinent to the resolution of the case exists, a hearing is unnecessary. *Lehigh Valley Power Committee v. Pennsylvania Public Utility Commission*, 563 A.2d. 557 (Pa. Cmwlt. 1989).

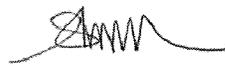
18. The pleadings in this case reveal the following:

- a. There is no factual dispute that (a) Complainant is enrolled in CAP, (b) the entire past due balance is CAP arrears, (c) the sole relief Complainant seeks is a Commission-ordered payment agreement.
- b. Under 66 Pa.C.S. §1405(c), the Commission is prohibited from ordering a payment agreement for an account holder whose past due balance consists of CAP arrears. Therefore, the Commission cannot grant the sole relief Complainant seeks.

19. Because no factual dispute exists and the Complaint fails to state a claim for which relief can be granted, PECO is entitled to judgment as a matter of law.

WHEREFORE, PECO Energy Company respectfully requests that your Honorable Commission dismiss the instant complaint with prejudice, as it relates to a request for a prohibited payment agreement on CAP arrears, and the Complaint therefore fails to state a claim upon which relief can be granted.

Respectfully submitted,



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

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

ALICE T. ANDERSON

v.

PECO ENERGY COMPANY

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DOCKET NO. C-2014-2448561

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing Motion for Judgment on the Pleadings upon the party listed below, in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a party).

Via First Class Mail
Alice T. Anderson
345 Jefferson Street
Plymouth Meeting, PA 19462



Shawane L. Lee

DATED: November 26, 2014

EXHIBIT “1”

O'Neill, Leslie:(BSC)

From: eServe@pa.gov
Sent: Monday, October 20, 2014 10:43 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-2014-2448561**. 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 Alice T. Anderson

Street/P.O. Box 345 Jefferson street Apt #

City Plymouth meeting State Pa Zip 19462

County Montgomery

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

() (home) (267) 707-3944 (mobile)

E-mail Address (optional):

Utility Account Number (from your bill) 91613-20037

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

Name

Street/P.O. Box

City State Zip

2. Name of Utility or Company (Respondent)

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

PECO

RECEIVED 2014 OCT -6 PM 12:38 PA.P.U.C. SECRETARY'S BUREAU

3. Type of Utility Service

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

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

4. Reason for Complaint

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

- The utility is threatening to shut off my service or has already shut off my service.
- 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.
- 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 on disability. I paid peco 475.00 dollars. They told me I would automatically be back on a payment agreement. I receive 721.00 a month. They wanted me to pay another 675.00 plus 277.00. I don't have that income. When I spoke to the PUC they said they couldn't help cause I'm on cap. My income speaks for itself. I need a payment arrangement. I only receive 721.00 a month. That's my only income. I'm on SSZ for a reason. I can't have my lights turn off I need help. And the PUC is refusing to help me. I'm not rich I just need help. And a payment plan would help me. Peco isn't being fair and I have charges that shouldn't be there.

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

6. Protection from Abuse

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

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

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

YES

NO

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

7. Prior Utility Contact

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

YES

NO

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

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

YES

NO

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

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

There was a person that said they can help me. Then she takes my information and said she can't help. I'm on Disability why can't ~~she~~ the PUC help a person on Disability.

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 lawclinichb@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.

Alice T. Anderson
345 Jefferson Street
Plymouth Meeting Pa. 19462



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BY
RTIC

PAID
1962

Secretary Bureau
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-2014-2448561 |
| Description: | Alice T. Anderson - PECO Energy Company Answer and New Matter to Formal Complaint |
| Transmission Date: | 11/5/2014 10:36:06 AM |
| Filed On: | 11/5/2014 10:36:06 AM |
| eFiling Confirmation Number: | 1570955 |

Uploaded File List

| File Name | Document Class | Document Type |
|--|----------------|----------------------------|
| Alice T Anderson - Answer and New Matter.pdf | Communication | Answer to Formal Complaint |





Exelon Business Services Company
Legal Department

2301 Market Street/S23-1
Philadelphia, PA 19103

215 568 3389 Fax
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Direct Dial: 215.841.6841

November 5, 2014

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

RE: Alice T. Anderson v. PECO Energy Company
PUC Docket No.: C-2014-2448561

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Answer and New Matter 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**

s/LO

PENNSYLVANIA PUBLIC UTILITY COMMISSION

ALICE TIFFANY ANDERSON :
Complainants :
v. : DOCKET NO. C-2014-2448561
PECO ENERGY COMPANY :
Respondent :

NOTICE TO PLEAD

Pursuant to 52 Pa. Code §§ 5.101 and 5.62(c), you are hereby notified that, if you do not file a written response denying or correcting the enclosed NEW MATTER of PECO Energy Company within 20 days from service of this notice, a decision may be rendered against you. All pleadings, such as a Reply to NEW MATTER, 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:
Rosemarie Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

With a copy to:
Shawane L. Lee, Esq.
PECO Energy Company
2301 Market Street, S-23
Philadelphia, PA 19103

Dated at Philadelphia, PA, November 5, 2014



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street S-23
Philadelphia, PA 19101-8699
215-841-6863
Shawane.lee@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

| | | |
|-------------------------------|---|----------------------------------|
| ALICE TIFFANY ANDERSON | : | |
| Complainants | : | |
| | : | |
| v. | : | DOCKET NO. C-2014-2448561 |
| | : | |
| PECO ENERGY COMPANY | : | |
| Respondent | : | |

ANSWER OF RESPONDENT,
PECO ENERGY COMPANY

On October 20, 2014, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Alice Tiffany Anderson (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, Complainant states that PECO Energy is threatening to terminate or has already terminated her service. The Complainant states that she is on disability and requests a payment agreement. PECO Energy requests dismissal pursuant to 66 Pa. C.S. §1405(c).

The Complainant established service at 345 Jefferson Street, Norristown, PA 19401 under account number 91613-20037. See Account Activity Statement, attached hereto as Exhibit

“1”. The Complainant was enrolled in PECO Energy’s Customer Assistance Program (“CAP”) on May 20, 2006 under Tier B. The Complainant re-enrolled in the program on July 16, 2012 under Tier B. The Complainant’s CAP Tier Level changed to Tier C on February 24, 2014. The Complainant’s next scheduled recertification date is on February 24, 2016. The Complainant’s entire balance is comprised of CAP arrears.

On September 19, 2014, the Complainant filed an informal complaint with the Bureau of Consumer Services (“BCS”) at case number 003287361, requesting a payment agreement to stop her service from being terminated. See Case Details Report #003287361, attached hereto as Exhibit “2”. The BCS issued a Decision Report on September 26, 2014 dismissing the case pursuant to 66 Pa. C.S. §1405(c). See BCS Decision Report #003287361, attached hereto as Exhibit “3”.

The Complainant’s balance is \$2,981.99, which is comprised entirely of CAP arrears. See Exhibit “1”. The Complainant is not entitled to a PUC ordered payment agreement on her balance. 66 Pa.C.S. § 1405(c) provides that, “(c)ustomer assistance program rates shall be timely paid and shall not be the subject of payment agreements negotiated or approved by the commission.” Consequently, pursuant to 66 Pa.C.S. § 1405(c), the PUC has no jurisdiction to give the Complainant a payment agreement.

5. Denied.

6. Admitted

7. Admitted.

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

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

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

NEW MATTER OF RESPONDENT, PECO ENERGY COMPANY

PECO Energy Company ("PECO Energy"), pursuant to 52 Pa. Code § 5.62(b), further responds to the Complaint and states:

1. The Complainant was enrolled in PECO Energy's Customer Assistance Program ("CAP") on May 20, 2006 under Tier B.

2. The Complainant re-enrolled in the program on July 16, 2012 under Tier B.

3. The Complainant's CAP Tier Level changed to Tier C on February 24, 2014.

4. The Complainant's next scheduled recertification date is on February 24, 2016.

5. The Complainant's balance is \$2,981.99.

6. The Complainant's entire balance is comprised of CAP arrears.

7. The Complainant is actively enrolled in the CAP program.

8. 66 Pa.C.S. § 1405(c) provides that, "(c)ustomer assistance program rates shall be timely paid and shall not be the subject of payment agreements negotiated or approved by the commission."

9. Consequently, pursuant to 66 Pa.C.S. § 1405(c), the PUC has no jurisdiction to give the Complainant and Ms. Moore a payment agreement.

10. PECO Energy avers that the Complainant's complaint should be dismissed pursuant to 66 Pa. C.S. §1405(c).

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**

| | | |
|-------------------------------|---|----------------------------------|
| ALICE TIFFANY ANDERSON | : | |
| Complainants | : | |
| | : | |
| v. | : | DOCKET NO. C-2014-2448561 |
| | : | |
| 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: November 5, 2014



Shawane L. Lee

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

| | | |
|-------------------------------|---|----------------------------------|
| ALICE TIFFANY ANDERSON | : | |
| Complainants | : | |
| | : | |
| v. | : | DOCKET NO. C-2014-2448561 |
| | : | |
| 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:

Alice Tiffany Anderson
345 Jefferson Street
Plymouth Meeting, PA 19462

Dated at Philadelphia, Pennsylvania, November 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
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

November 5, 2014

Alice Tiffany Anderson
345 Jefferson Street
Plymouth Meeting, PA 19462

RE: Alice T. Anderson v. PECO Energy Company
PUC Docket No.: C-2014-2448561

Dear Ms. Anderson:

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: 91613-20037
 Account Status: Active
 Requested By: ALICE TIFFANY ANDERSON
 (267)707-3944 Extension:
 Mail To: ALICE TIFFANY ANDERSON
 345 JEFFERSON ST
 PLYMOUTH MEETING PA 19462

Current Bill: \$280.15
 Billed Prior: \$2701.84
 Balance Due: \$2981.99
 Service Address: 345 JEFFERSON ST
 NORRISTOWN PA 19401
 Credit Amount: \$0.00
 Deposit Requested: \$0.00
 Deposit On-Hand: \$0.00
 Meter Bill Grp: 12
 Rate: CAP Opt C Electric Residential Service

| DATE | CHARGE TYPE | BILLING PERIOD | READ | METER # | CHARGE AMOUNT | CREDIT AMOUNT | TOTAL BILL | BALANCE FORWARD | DUE DATE | KWH | CCF |
|----------|----------------------------|----------------------------|------|---------|-----------------------------|---------------|------------|-----------------|----------|------|-----|
| 11/12/12 | Miscellaneous | | | | | \$172.14 | | | | | |
| 11/12/12 | Debit Transfer Payment | | | | \$961.50 | | | | | | |
| 11/12/12 | Paid In Advance | | | | \$172.14 | | | | | | |
| 11/13/12 | PPA Forgiven | | | | | \$172.23 | | | | | |
| 11/13/12 | Payment Agreement | | | | | \$1054.71 | | | | | |
| 11/13/12 | BUDGET BILLING | 10/14/12 11/12/12 | | | \$65.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 105.83 | | | BB Deferred Amount: -197.26 | | | | | | |
| 11/13/12 | Pre-Program Arrears | | | | \$172.23 | | | | | | |
| 11/13/12 | Regular Bill | | | | | | \$65.00 | | 12/05 | 1236 | |
| 11/30/12 | Payment | | | | | \$65.00 | | | | | |
| 12/12/12 | PPA Forgiven | | | | | \$172.23 | | | | | |
| 12/12/12 | Pre-Program Arrears | | | | \$172.23 | | | | | | |
| 12/14/12 | BUDGET BILLING | 11/12/12 12/13/12 | | | \$48.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 236.65 | | | BB Deferred Amount: -8.61 | | | | | | |
| 12/14/12 | DEFERRED PAYMENT AGREEMENT | | | | \$17.58 | | | | | | |
| 12/14/12 | Regular Bill | | | | | | \$65.58 | | 01/07 | 2029 | |
| 01/02/13 | Payment | | | | | \$65.58 | | | | | |
| 01/14/13 | PPA Forgiven | | | | | \$172.23 | | | | | |
| 01/14/13 | Pre-Program Arrears | | | | \$172.23 | | | | | | |
| 01/17/13 | BUDGET BILLING | 12/13/12 01/16/13 | | | \$48.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 385.26 | | | BB Deferred Amount: 328.65 | | | | | | |
| 01/17/13 | DEFERRED PAYMENT AGREEMENT | | | | \$17.58 | | | | | | |
| 01/17/13 | Regular Bill | | | | | | \$65.58 | | 02/08 | 3186 | |
| 02/05/13 | Payment | | | | | \$65.58 | | | | | |
| 02/15/13 | PPA Forgiven | | | | | \$172.23 | | | | | |
| 02/15/13 | Pre-Program Arrears | | | | \$172.23 | | | | | | |
| 02/18/13 | BUDGET BILLING | 01/16/13 02/17/13 | | | \$48.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 208.79 | | | BB Deferred Amount: 489.44 | | | | | | |
| 02/18/13 | DEFERRED PAYMENT AGREEMENT | | | | \$17.58 | | | | | | |
| 02/18/13 | Regular Bill | | | | | | \$65.58 | | 03/12 | 1999 | |
| 03/05/13 | Payment | | | | | \$65.58 | | | | | |
| 03/19/13 | PPA Forgiven | | | | | \$172.23 | | | | | |
| 03/19/13 | BUDGET BILLING | 02/17/13 03/18/13 | | | \$48.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 163.14 | | | BB Deferred Amount: 604.58 | | | | | | |
| 03/19/13 | DEFERRED PAYMENT AGREEMENT | | | | \$17.58 | | | | | | |
| 03/19/13 | Pre-Program Arrears | | | | \$172.23 | | | | | | |
| 03/19/13 | Regular Bill | | | | | | \$65.58 | | 04/10 | 1692 | |
| 04/08/13 | Payment | | | | | \$66.00 | | | | | |

PECO ENERGY
EXHIBIT

| DATE | CHARGE TYPE | BILLING PERIOD | READ | METER # | CHARGE AMOUNT | CREDIT AMOUNT | TOTAL BILL | BALANCE FORWARD | DUE DATE | KWH | CCF |
|----------|-----------------------------|----------------------------|------|---------|---------------|----------------------------|------------|-----------------|----------|------|-----|
| 04/17/13 | PPA Forgiven | | | | | | | | | | |
| 04/17/13 | CANCELED BUDGET BILLING | 03/18/13 04/16/13 | | | \$164.00 | \$172.23 | | \$580.24 | | | |
| 04/17/13 | DEFERRED PAYMENT AGREEMENT | | | | \$17.58 | \$139.66 | | | | | |
| 04/17/13 | Pre-Program Arrears | | | | \$172.23 | | | | | | |
| 04/17/13 | Regular Bill | | | | | | \$181.16 | | 05/09 | 1479 | |
| 04/22/13 | Adjustment | | | | | \$164.00 | | | | | |
| 04/22/13 | BUDGET BILLING | 03/18/13 04/16/13 | | | \$147.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 139.66 | | | | | | | | | |
| 04/22/13 | Regular Bill | | | | | BB Deferred Amount: 597.24 | | | | | |
| 05/03/13 | Payment | | | | | | \$164.16 | | 05/14 | 1479 | |
| 05/14/13 | BUDGET BILLING | 04/16/13 05/14/13 | | | \$147.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 12.00 | | | | | | | | | |
| 05/14/13 | DEFERRED PAYMENT AGREEMENT | | | | \$17.58 | BB Deferred Amount: 462.24 | | | | | |
| 05/14/13 | Regular Bill | | | | | | \$164.58 | | 06/05 | 630 | |
| 06/10/13 | Bill Out DPA due to Default | | | | \$949.23 | | | | | | |
| 06/11/13 | Late Payment Charge | | | | \$16.57 | | | | | | |
| 06/12/13 | Late Payment Charge | | | | \$14.36 | | | | | | |
| 06/13/13 | BUDGET BILLING | 05/14/13 06/13/13 | | | \$147.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 29.22 | | | | | | | | | |
| 06/13/13 | Regular Bill | | | | | BB Deferred Amount: 344.46 | | | | | |
| 06/28/13 | Payment | | | | | | \$1291.74 | \$1144.74 | 07/05 | 808 | |
| 06/28/13 | Payment Agreement | | | | | \$164.58 | | | | | |
| 07/10/13 | Late Payment Charge | | | | \$2.21 | \$949.23 | | | | | |
| 07/12/13 | PPA Forgiven | | | | | | | | | | |
| 07/12/13 | Pre-Program Arrears | | | | \$172.23 | \$172.23 | | | | | |
| 07/15/13 | BUDGET BILLING | 06/13/13 07/15/13 | | | \$144.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 92.27 | | | | | | | | | |
| 07/15/13 | DEFERRED PAYMENT AGREEMENT | | | | \$17.58 | BB Deferred Amount: 292.73 | | | | | |
| 07/15/13 | Regular Bill | | | | | | \$341.72 | \$180.14 | 08/06 | 1314 | |
| 07/29/13 | Payment | | | | | | | | | | |
| 08/12/13 | Bill Out DPA due to Default | | | | \$931.65 | \$50.00 | | | | | |
| 08/13/13 | Late Payment Charge | | | | \$17.82 | | | | | | |
| 08/16/13 | BUDGET BILLING | 07/15/13 08/16/13 | | | \$144.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 92.57 | | | | | | | | | |
| 08/16/13 | Regular Bill | | | | | BB Deferred Amount: 241.30 | | | | | |
| 08/27/13 | Payment | | | | | | \$1385.19 | \$1241.19 | 09/09 | 1316 | |
| 09/12/13 | BUDGET BILLING | 08/16/13 09/12/13 | | | \$144.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 40.09 | | | | | | | | | |
| 09/12/13 | Regular Bill | | | | | BB Deferred Amount: 137.39 | | | | | |
| 10/09/13 | Late Payment Charge | | | | \$21.44 | | \$1479.19 | \$1335.19 | 10/04 | 946 | |
| 10/11/13 | BUDGET BILLING | 09/12/13 10/11/13 | | | \$144.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 64.01 | | | | | | | | | |
| 10/11/13 | Regular Bill | | | | | BB Deferred Amount: 57.40 | | | | | |
| 11/11/13 | BUDGET BILLING | 10/11/13 11/11/13 | | | \$130.00 | | \$1644.63 | \$1500.63 | 11/05 | 1009 | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 88.26 | | | | | | | | | |
| 11/11/13 | Regular Bill | | | | | BB Deferred Amount: 15.66 | | | | | |
| 12/02/13 | LIHEAP Payment | | | | | | \$1774.63 | \$1644.63 | 12/03 | 1166 | |
| | | | | | | | \$367.00 | | | | |

PECO Account Activity Statement

| DATE | CHARGE TYPE | BILLING PERIOD | READ | METER # | CHARGE AMOUNT | CREDIT AMOUNT | TOTAL BILL | BALANCE FORWARD | DUE DATE | KWH | CCF |
|----------|-----------------------------|----------------------------|------|---------|---------------|---------------|------------|-----------------|----------|------|-----|
| 12/10/13 | PPA Forgiven | | | | | | | | | | |
| 12/10/13 | Pre-Program Arrears | | | | | \$172.23 | | | | | |
| 12/12/13 | BUDGET BILLING | 11/11/13 12/12/13 | | | \$172.23 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 242.84 | | | \$130.00 | | | | | | |
| 12/12/13 | Regular Bill | | | | | | | | | | |
| 01/15/14 | BUDGET BILLING | 12/12/13 01/15/14 | | | \$130.00 | | \$1537.63 | \$1407.63 | 01/03 | 2124 | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 384.20 | | | | | | | | | |
| 01/15/14 | Regular Bill | | | | | | | | | | |
| 02/14/14 | BUDGET BILLING | 01/15/14 02/14/14 | | | \$130.00 | | \$1667.63 | \$1537.63 | 02/06 | 3046 | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 372.26 | | | | | | | | | |
| 02/14/14 | Regular Bill | | | | | | | | | | |
| 03/17/14 | BUDGET BILLING | 02/14/14 03/17/14 | | | \$152.00 | | \$1797.63 | \$1667.63 | 03/11 | 2970 | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 386.06 | | | | | | | | | |
| 03/17/14 | Regular Bill | | | | | | | | | | |
| 04/15/14 | BUDGET BILLING | 03/17/14 04/15/14 | | | \$152.00 | | \$1949.63 | \$1797.63 | 04/08 | 3165 | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 301.52 | | | | | | | | | |
| 04/15/14 | Regular Bill | | | | | | | | | | |
| 05/08/14 | LIHEAP Payment | | | | | \$82.62 | \$2101.63 | \$1949.63 | 05/07 | 2572 | |
| 05/09/14 | Payment Agreement | | | | | \$2019.01 | | | | | |
| 05/14/14 | BUDGET BILLING | 04/15/14 05/14/14 | | | \$152.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 125.86 | | | | | | | | | |
| 05/14/14 | DEFERRED PAYMENT AGREEMENT | | | | | | | | | | |
| 05/14/14 | Regular Bill | | | | | \$84.13 | | | | | |
| 06/10/14 | Bill Out DPA due to Default | | | | | | \$236.13 | | 06/05 | 1385 | |
| 06/10/14 | Late Payment Charge | | | | \$1934.88 | | | | | | |
| 06/13/14 | BUDGET BILLING | 05/14/14 06/13/14 | | | \$3.54 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 62.63 | | | \$152.00 | | | | | | |
| 06/13/14 | Regular Bill | | | | | | | | | | |
| 07/14/14 | Late Payment Charge | | | | | | \$2326.55 | \$2174.55 | 07/07 | 970 | |
| 07/15/14 | BUDGET BILLING | 06/13/14 07/15/14 | | | \$33.77 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 98.57 | | | \$268.00 | | | | | | |
| 07/15/14 | Regular Bill | | | | | | | | | | |
| 08/04/14 | Payment | | | | | | \$2628.32 | \$2360.32 | 08/06 | 1305 | |
| 08/04/14 | Payment Agreement | | | | | \$475.80 | | | | | |
| 08/12/14 | Late Payment Charge | | | | | \$1850.75 | | | | | |
| 08/13/14 | PPA Forgiven | | | | \$4.02 | | | | | | |
| 08/13/14 | BUDGET BILLING | 07/15/14 08/13/14 | | | \$172.21 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 61.32 | | | \$268.00 | | | | | | |
| 08/13/14 | DEFERRED PAYMENT AGREEMENT | | | | | | | | | | |
| 08/13/14 | PPA: PRE-PROGRAM ARREARAGE | | | | | \$84.13 | | | | | |
| 08/13/14 | Regular Bill | | | | \$172.21 | | | | | | |
| 09/09/14 | Reinstate AR from DPA- Cr | | | | | | \$657.92 | \$305.79 | 09/04 | 1050 | |
| 09/09/14 | Reinstate AR from DPA- Db | | | | | \$1850.75 | | | | | |
| 09/09/14 | Bill Out DPA due to Default | | | | \$1850.75 | | | | | | |
| 09/09/14 | Late Payment Charge | | | | \$1766.62 | | | | | | |
| 09/12/14 | BUDGET BILLING | 08/13/14 09/12/14 | | | \$9.30 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 58.96 | | | \$268.00 | | | | | | |
| 09/12/14 | Regular Bill | | | | | | | | | | |
| | | | | | | | \$2701.84 | \$2433.84 | 10/06 | 1043 | |

CUAR038

PECO Account Activity Statement

Date: 10/23/14

Page: 4 of 4

| DATE | CHARGE TYPE | BILLING PERIOD | READ | METER # | CHARGE AMOUNT | CREDIT AMOUNT | TOTAL BILL | BALANCE FORWARD | DUE DATE | KWH | CCF |
|----------|--------------------------|---------------------------|------|---------|---------------|----------------------------|------------|-----------------|----------|-----|-----|
| 10/13/14 | BUDGET BILLING | 09/12/14 10/13/14 | | | \$241.00 | | | | | | |
| | ** Budget Bill Detail ** | Actual Bill Amount: 58.53 | | | | BB Deferred Amount: 125.41 | | | | | |
| 10/13/14 | Late Payment Charge | | | | \$39.15 | | | | | | |
| 10/13/14 | Regular Bill | | | | | | \$2981.99 | \$2740.99 | 11/04 | 955 | |

EXHIBIT “2”



October 23, 2014

Case Details Report

BCS Case #: 003287361
Customer Name: ALICE T ANDERSON
Service Address: 345 JEFFERSON ST.

BCS Bill Account #: 9161320037

Mailing Address: PLYMOUTH MEETING, PA 19462

Home Phone: () -
Business Phone: () -
Business name:
Alternate contact: NO EMAIL

Date Case Opened: 2014-09-19
PAR Case: Y
Investigator Name: BCS CASE POOL
Investigator Phone: (717) 787-0000
Service class: R
Previous case #:

Date Cut Out: 2014-10-04
Universal Service: N
Contact Type: TELEPHONE
Amount in Arrears: \$657.13

Adults: 2
Children: 1
Children Ages: 15
Gross Income: \$721.00
Miscellaneous Info:
NO EMAIL

Complaint Reason:
ON - PAR NEEDED (# 61)

Customer Problem Description:
WAS ON BUDGET BILLING AND BUDGET AMOUNT WAS INCREASED. NEEDS AFFORDABLE PAR TO PREVENT SHUT OFF.

Company Position:
09/18/2014 TO PAY 277.30, AND ADDITIONAL 657.13 TO PREVENT SHUT OFF

EXHIBIT “3”



October 23, 2014

BCS Decision Report

BCS Case #: 003287361 Open Date: 2014-09-19
Customer Name: ALICE ANDERSON
Service Address: 345 JEFFERSON ST.

PLYMOUTH MEETING, PA 19462
BCS Bill Account #: 9161320037 Previous Case #:
Violation Type: NO Chapter Type:
Decision Type: W Section / Rule:
Investigator Name: BUREAU OF
CONSUMER SERVICE

Decision Issued Date: 2014-09-26
Case Closed Date: 2014-09-24

Letter Description:

| | | | |
|----------------------------|--------|-----------------------------|--------|
| Total Balance: | \$0.00 | Balance Date: | |
| Amount to Restore Service: | \$0.00 | Amount to Continue Service: | \$0.00 |
| Date Payment Due: | | Regular Budget Amount: | \$0.00 |
| Special Budget Payment: | \$0.00 | Final Bill Monthly Payment: | \$0.00 |
| Plus Arrears Payment: | \$0.00 | End of Month Payment: | \$0.00 |
| Current Monthly Payment: | \$0.00 | | |
| Payment Terms: | | | |

PAR Description:

YOU DON'T NEED A LAWYER TO FILE A FORMAL COMPLAINT BEFORE THE PUC. HOWEVER, YOU MAY USE A LAWYER OF YOUR CHOICE. YOU MAY QUALIFY FOR LEGAL REPRESENTATION AT NO COST OR AT A REDUCED FEE BASED ON YOUR INCOME. CONTACT OR VISIT THE WIDENER HARRISBURG CIVIL

Resolution Description:

CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 10/1/2014