

Elaine Robinson
35 Fleet Bridge St.
New Hope, PA 18938
August 1, 2015
(215) 862-5979
F-2015 2495097

Secretary
Pennsylvania Public Utility Commission
400 North Street, Commonwealth Keystone Bldg. 2nd floor
Harrisburg, PA 17120

Dear Sir/Madame:

As per our conversation of Monday, July 27, 2015,
I am enclosing the inadvertently omitted page from
the informal complaint decision which I included
in my formal complaint dated July 24, 2015. As
instructed, I have noted the docket number,
F-2015-2495097, at the top of the enclosed page.

Thank you for your acceptance and
consideration.

Respectfully submitted
Elaine Robinson

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AUG 04 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

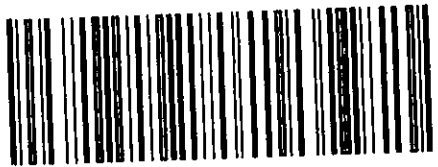
13. On 11/16/2014 and 11/10/2014, the Company attempted to contact you regarding the PUC complaint, but there was no answer; a message was left on your phone.
14. On 11/12/2014, the Company called you regarding the PUC complaint, in which:
- You stated that you did not understand why the bills were so high during winter, although you acknowledged about using space heaters during winter due to a malfunctioned heater.
 - The Company informed you that your usage increased as the temperature decreased, vice versa.
 - The Company advised you the effects of using electric space heaters on the usage.
 - The Company informed you that the budget bill amount of \$139.00 was more than the actual bill used during winter.
 - You informed the Company that that the account was supposed to be removed from the budget billing on 9/24/2014.
 - The Company informed you that they have no records of you calling them on 9/24/2014, however, you called on 10/21/2014, in which the account was removed from the budget billing program at the time, as per your request.
 - The Company informed you that the budget would take at least one billing cycle to be removed.
 - You informed the Company that you would contact the landlord regarding a malfunctioned heater.
 - The Company sent you copy of 2 year account activity statement as per your request.
 - The Company informed you that you owed \$279.15 due immediately --- your actual bill amount was \$61.79; the deferred budget was (\$215.71) at the time.
15. Your total account balance is \$768.16. This balance does not include any bills or payments sent out on or after 6/1/2015.
16. On 6/1/2015, I talked to you, in which:
- You informed me that it has been months, but you have yet to receive the account activity statement.
 - I apologized for the delay, but we, at the PUC, has a high case load, where I have been assigned to your case only on 5/27/2015.
 - I informed you that the account was removed from budget billing program on 10/21/2014.
 - You stated that someone from the PUC informed you that the account has not been removed from the budget billing program.
 - I informed you that we have no records of calls made to you about the account that was still in budget billing program.
 - You stated that you owed a balance of over \$700.00 now.
 - I informed you that you received a discount (RH) rate before, but this rate had been eliminated back in 2012.
 - I informed you that the account has been billed based on actual meter readings obtained at the property.
 - I informed you that I would send you copy of detailed account statement, which would give you all the information that you needed.
 - I also informed you of your right to file formal complaint, if you disagreed with the PUC informal complaint decision.

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ELAINE L. ROBINSON
35 W. BRIDGE STREET
NEW HOPE, PA 18938

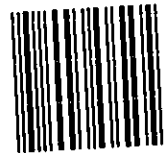
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Secretary
Pennsylvania Public Utility Commission
400 North Street
Commonwealth Keystone Building 2nd floor
Harrisburg, PA 17120

**RETURN RECEIPT
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