



PECO Energy
2301 Market St.
Philadelphia, PA 19101



August 25, 2015

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SEP 3 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Carolyn Saunders
2390 Douglas Ave
Aston, PA 19014

Dear Ms. Saunders:

C-2015-2497664

I am in receipt of the Formal Complaint (~~C-2497664~~) that was filed with the Public Utility Commission (PUC). You are requesting payment arrangements.


The following information may help resolve the complaint.

- CAP Rate re-enrollment was completed 04/17/15 for Tier E.
- The previous formal complaint F-2456032 was settled. On 04/17/15, payment terms were set for a down payment of \$160.00 by May, 1, then balance of \$2,985.40 in installments of \$47.09 in addition to the monthly bill. The \$160.00 payment was not received by 05/01/15. Bill issued 04/23/15 requested \$361.09. The balance due included the \$160.00 down payment and new charges \$201.09 due 05/26/15.
- On 06/26/15, a 10 day termination notice was issued effective 07/13/15 for a past due balance of \$112.36. On 6/30/15, the payment terms balance of \$2,878.40 defaulted. A new 10-day termination notice was issued for \$2,890.67 effective 07/15/15. After proper notification, the service was shut off 07/14/15 for past due \$2,684.40.
- There was no discussion of automatic payment enrollment as part of the settlement for case #F2456032.

The past due balance \$2,803.40 is due immediately.

I can be reached at (215) 841-6547 if you have any questions.

Cordially,


Mike Begley
Regulatory Assessor
PECO Energy Company

Carolyn Saunders
2390 Douglas Avenue
Upper Chichester, Pennsylvania 19014-3504

August 31, 2015

PECO

Mike Begley

Regulatory Assessor

2301 Market Street

Philadelphia, Pennsylvania 19101

Dear Mr. Begley;

Writing in receipt of your letter dated August 25, 2015. If you read my complaint and took every word of it to suggest I want payment arrangements. I feel insulted.

How can the information you sent me resolve any complaint? I feel my complaint explains what I feel, down to your deliberate placing me in a CAP and still lying about my being a re-enrollment of CAP and you never explaining that CAP had E Tier Option, whatever that means. Enclosed in my complaint, I sent you copies of your past billings to show you I was never a CAP customer, because PECO denied me CAP years before when CAP had no Tiers. It was just CAP but if you have section this program, it is apparent that this tier has its own set of guidelines. We didn't discuss that either. I spoke only to Attorney Lee so perhaps you didn't hear our complete discussion. Were you even in the room? The terms were done over the phone so everything that was important to me, if you were there, you didn't hear. I told Attorney Lee I was unable to do any payments until April 3, 2015. I was clear I wouldn't have money until I received my SS check on the 3rd. You either hear that or whatever I said had no meaning. I paid a payment on April 3rd which you never mention in this letter. There were no terms set on March 17, 2015, we were talking about what you expected and I made clear what I could do. Even you and I spoke about this, not on the day of the hearing. You never said the expected payment was a down payment. I told you then it would be a problem with me giving you a larger payment than the \$207.09 Agreement. If I was sure that would be a problem do you really think I would have agreed to anything? The conversation between us would have ended at that point. Why would I agree to defeat from the start? You tricked me, you gave me the impression you were going to work with me.

I was the one to bring up automatic payments, I even said, I would not have to worry about the bill and that I had two other deductions from my SS on the third each month. The Attorney said she would sent

me those papers and even when some papers were sent, those papers were not among them. I called spoke to Attorney Lee to try to get the papers. You play on words in this letter, you never state we did not discuss this concern. You just admitted you felt it not important enough to be written into the Agreement. Stupid me, I trusted you. PECO wrote what they wanted and to add injury, I was never sent a copy of what was sent to Judge Buckley. I received those papers from the BSC. You got me, but that won't happen again.

Nowhere in my complaint do I speak nor make a request for payment arrangements. If you were in the room when Attorney Lee and I spoke, she nor you heard me then and you don't hear me now.

Let me make clear what I'm asking this Formal Hearing to act on. I want this Hearing to go back as far we can go, I want those monthly bills looked at and I want to have the opportunity to prove that for years PECO has overcharged me. I want an independent investigation done on my property and a chance to present legal documented proof of usage in at least the past five years.

I received one shut off notice and paid what that shut off notice required plus a little more. Where did the agreement date for default happen and when was it ever stated to me in writing or conversation about a default date? Also, this agreement, when I saw it, was completely one sided and let me make this perfectly clear, I saw it only after I received it from the BSC. I expected a settlement that spoke of everything we each was to do. I can't stress this enough, there was no discussion of a down payment to PECO. If it was discussed, we would have crease talking about any Agreement. I had no money to give you until the 3rd, if this was a problem then if we understood each other, the conversation would have stopped immediately. PECO gave me no indication my not having a March Payment a problem. You fooled me and knew you were never going to help me from the door. Fool me once shame on you.

The default date was when you knew the agreement could not be re-appealed. You could shut my electric off, stuck a Shut off notice in my files, by the way, I have not seen this so-called notice to date and make me look like an idiot. Do I owe you \$2,878.40, I "NO" I know I don't. The day of that hearing, my inner self, kept screaming don't try to work with this company, say "no" and have the hearing. I didn't trust that voice deep inside me that never steers me wrong.

Lastly, the first bill I received after the hearing was dated May 22, 2015 and the service was from 4/23/15 to 5/22/15 with a balance I question and have sent to The PUC and copies to PECO today. Is this the bill you're talking about? You have me owing \$455.18. On this bill you thank me for the \$107, I made in March. Are you saying I owed in May \$562.18 ? It doesn't make sense. I wish I had your letter before my mailings this morning. If I didn't have a \$160 to pay you at the start of this Agreement and I told you that day at the Hearing, where would I come up with close to \$600 to begin this Agreement? The Attorney had me believe you really wanted to help me and you must do this often because you're good at it. I didn't see it coming. You had decided to make payments from the start unreachable and pretend that we could work out the Agreement with no problems. Every hardship I told you, you used to benefit PECO and put in writing something you knew I was unable to do. You made sure I never saw the Agreement you sent to Judge Buckley because all you have to do is say, you sent it, like the June 29, 2015 shut off notice. You got me and you fooled me.

If my bills have been lower than \$160 per month and I've paid the \$47.09 at least three times or more, why would I still owe \$2,803.40, PECO took my money and only paid \$75 on the balance, the payments toward arrears should have doubled and all the extra money should have lowered the balance of the

bill. PECO has a history of doing this to me, you stopped me from getting help that would have paid my bill off in 2014 by adding \$700 plus more dollars, so the grant was denied and I couldn't get the help. I want a full investigation and there will be no conversation with you and me.

The only exact thing in this world is Math and when I add and subtract, your math and my math doesn't add up.

There is no more conversation between you and me, because I FEEL, YOU CAN'T BE TRUSTED.

Bread and Justice:

A handwritten signature in cursive script that reads "Carolyn Saunders". The signature is written in black ink and is positioned to the right of the typed name "Carolyn Saunders".

CC: PUC

Secretary Rosemary Chivetta



Carolyn Saunders
2390 Douglas Ave.
Aston, PA 19014

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PA 19101
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Commonwealth of Pennsylvania
Public Utility Commission
Secretary Rosemary Chiavetta
400 North Street 2nd Floor
Harrisburg, Pennsylvania 17120

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SECRETARY'S BUREAU

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