

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17105-3265

Venetta Larry
v.
PECO Energy Company

Public Meeting held September 17, 2015
2439636-ALJ
Docket No. F-2014-2439636

**JOINT STATEMENT OF CHAIRMAN GLADYS M. BROWN
AND COMMISSIONER ROBERT F. POWELSON**

Before the Commission is the Complaint of Venetta Larry (Complainant) against PECO Energy Company (Company or PECO) alleging, *inter alia*, PECO is threatening or already has shut-off service, there are incorrect charges on her bill, she is having a reliability and quality problems with her electric utility service, and that she would like a payment agreement.

In summary, we believe the presiding Administrative Law Judge (ALJ) correctly dismissed this Complaint. The record appears to show no evidence that PECO violated any Commission Order, regulation, or statutory provision. In addition, no evidence was presented to establish that the Complainant's metered usage exceeded actual usage and no evidence was presented to establish incorrect billing or charges. Lastly, the Complainant's payment history does not support the issuance of a payment agreement.

However, we would like to highlight a component of this proceeding which concerns us. The record shows that PECO, upon being informed that the Complainant's daughter was away at college, advised Ms. Larry that she could place electric service in her daughter's name to avoid termination. This appears to be an attempt to leverage the daughter's imminent move back to the Complainant's home.

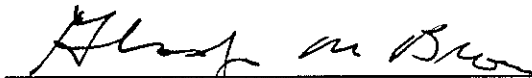
The record also indicates that the Complainant's daughter did indeed move back home and applied for service, as recommended by the Company. PECO then denied the application for service because the daughter's driver's license and financial records still listed the service address.

While we appreciate PECO's interest in helping the customer to retain service, we believe the use of 'loopholes,' such as exchanging account registrations between family members, should not be actively marketed by utilities. Such scenarios may only work to increase outstanding uncollectible amounts. This maneuvering can negatively impact the customers' willingness to make good faith efforts toward addressing their arrearages and potentially erode goodwill between customers and utilities. Finally, we believe such practices are contradictory to the intent of Chapter 14 to provide protections against rate increases for timely paying customers from other customers' delinquencies. 66 Pa. C.S. §1402(2).


Therefore, we ask PECO to refrain from providing these types of recommendations to its customers in the future.

September 17, 2015

Date



Gladys M. Brown, Chairman



Robert F. Powelson, Commissioner