

IN THE COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITIES COMMISSION
400 NORTH STREET,
COMMONWEALTH KEYSTONE BUILDING, 2ND FLOOR
HARRISBURG, PA 17120

MINDY JAYE ZIED,
BINNIE A. ZIED,
Complainants

v.
PECO ENERGY/EXELON,
Respondents

)
)
)
) PUC Docket No:F-2015-2500342

(67 Pages)

OBJECTIONS TO PECO'S 9/10/2015 ANSWER

BASED UPON FRAUD BY PECO, MINDY J. ZIED MOVES
FOR AN IMMEDIATE JUDGMENT IN HER FAVOR OR
ALTERNATIVELY REFERRAL TO THE UNITED STATES
COURT OF APPEALS FOR THE THIRD CIRCUIT

PECO ACCOUNT NUMBERS:

from 1968 - Binnie A. Zied - Acct. #53972-00307
from 2/25/2015- Mindy J. Zied - Acct. #53972-14144
(both Account Numbers are in dispute)
(same address)

Present Address & Address in Question:

Mindy Jaye Zied, Binnie A. Zied - customers/complainants
1948 Kentwood Street
Philadelphia, PA 19116
phone: (717)856-9607
mindyjziedcampbell@icloud.com

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SEP 15 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DATE: September 15, 2015

In Response to PECO's September 9, 2015 Answer w/objections

Objection to PECO paragraph #4:

¶4. There were no jumpers put onto the meters at 1948 Kentwood Street, Philadelphia, PA 19116, to keep track of the meter readings, as PECO claims. The tapes of the telephone calls which Ms. Zied made to PECO will show that at all times between March 23, 2014 and June 13, 2014, every PECO Employee spoken to had no knowledge that Ms. Zied's meter's were removed from the house. As to 1946 Kentwood Street, resident, Ellen Walsh, she continued to telephone PECO to have her meter put back on the wall. They informed her that she did not have to pay her bill because there had been no meter to read. Her bill was adjusted for the time period between March 23, 2014 and June 13, 2014. The report which was made by Ms. Walsh was that the bill "was excessive". Nothing that PECO claims about why the meters were removed is known by anyone but PECO. No notice was given to 1946 Kentwood Street, or the residence in question, 1948 Kentwood Street at anytime prior to the removal of the meters to either household. When there was only an ORDER to put Ms. Walsh's meter back on the wall 1946 Kentwood Street on June 13, 2014, Ms. Zied went out to ask where her meter was and was informed that he had no ORDER to put any meter back on to the residence at 1948 Kentwood Street. He had to make several calls in order to acquire permission to place those meters back onto the wall at 1948 Kentwood Street. Page 54 of the formal complaint only reflects an actual reading of the time between June 13, 2015 and June 25, 2015. The other billed amount of 925 was estimated from a meter number of a meter which was no longer on tl

wall. The other amount reflecting a different meter number was billed for 649 kw accruing an amount of \$237.04. On page 56, PECO double billed for the same period of time (June 13, 2015 - June 25, 2015) for an additional estimated 616 kw equalling \$97.11.

On page 41 of the formal complaint, (bill date-5/28/2014) PECO billed from 4/23/2014 to 5/22/2014 an "estimated" amount of 3,524 kw on a meter which was removed from the wall on March 23, and billed in the amount of \$460.34.

On page 37 of the PUC formal complaint, (bill date - 4/28/2014) as reflected on that bill the "estimated" not actual reading was billed for \$461.77, although there was no meter on the wall.

On page 33 of the Formal Complaint, bill date 3/28/2014, there was only an "estimated" meter reading as reflected on that bill which required \$475.69 due on 4/21/2014.

The credit and settlement amount by PECO reflected on page 48 of the Formal Complaint (bill date 7/30/2014) crediting the residence with \$1,514.43 and an additional \$639.03, leaving a zero balance due on 8/21/2014 was not followed through by PECO, as reflected by page 50 of the formal complaint (bill date 7/31/2014), adding a new and unfounded amount of \$772.97 back on the bill, leaving a \$133.94 balance due on 8/22/2014.

An additional bill generated one day later on 8/1/2014 (see page 52 of the formal complaint) which adds an additional \$237.04 to the bill, due on 8/25/2014, which reflects on page 54 that PECO went back to the time period between 5/22/2014 to 6/25/2014 to add \$237.04 to the zero balance.

Yet another bill (page 58 of the formal complaint), bill date 8/4/2014 now states the prior bill was \$370.98 and charges an amount of \$257.19 due on or around the same date as all three prior bills which were generated within 5 days due on 8/26/2014.

Paragraph #4

PECO states that they assessed a \$640.00 security deposit to the new account of Mindy Zied on February 25, 2015. They point to Exhibit #3. Not only will the tape of the 2/25/2015 call reveal that Ms. Zied was only required to pay \$6.00 for the service to be put on, but the amount of money paid that day was the amount due from Binnie Zied's prior bill and was the amount told for Binnie Zied to close the account, not for any deposit.

PECO commits fraud by fabricating Exhibit #3

The only amount paid on 2/25/2015 was the amount that Supervisor Natasha or Latisha from PECO said was due, \$311.91 plus the \$6.00 connection charge. PECO has fabricated their 2/25/2015 printout.

For further proof of this, Exhibit #3 ^{Here} shows that the 2/25/2015 ^{Bill} was mailed to Mindy J. Zied. However, (here at Attachment A) there was a bill date of 2/25/2015, (received on 3/2/2015) due by 3/19/2015, mailed to Binnie Zied, Account #53972-00307 showing that a payment was made of \$311.91.

The bill which was sent to Mindy J. Zied at account #53972-14144 reflects a bill date of 3/30/2015 which reflects the first time a deposit is due, (see Attachment #B) and cites an amount of \$160.00 and an additional amount of \$320.00 due on or about 4/21/2015, which Ms

Zied disputed with PECO.

Attachment C are the bills generated by PECO to Mindy J. Zied. Attachment C (here) reflects a bill from 2/25/2015 to 3/28/2015 with no deposit required or billed. Attachment C, page 2 shows a bill between 3/28/2015 to 4/23/2015 which reflects an amount of \$262.62 required to be paid with no deposit required.

Attachment D are the bills pertaining to Binnie Zied.

The problems arose after an argument between Mindy Zied and Alan Masse took place telephonically, which created the letter on page 88 of the formal complaint, dated March 5, 2015, which in part he said:

“I am writing regarding the complaint that was filed with the Pennsylvania Public Utility Commission (BCS)#3222542) regarding the deposit which was assessed on your account.

Current charges of \$326.00 (deposit installment plus \$6.00 standard connection fee) are due by 3/23/15.”

If PECO employee Alan Masse wrote a letter to Ms. Zied on March 5, 2015 and stated that the deposit plus \$6.00 was due on March 23, 2015, how could there be a charge of \$320.00 be made on 2/25/2015? That’s fraud.

Additionally, let’s review some of the emails sent from PECO’s Attorney, Shawane Lee. (See here at Attachment E)

(page 13 from PECO Attorney Shawane Lee)

Email - August 21, 2015:

“During the informal complaint dispute process, PECO held collection on the \$320.00

deposit. The BCS issued a decision on July 22, 2015, dismissing your informal complaint. At that time, PECO was no longer required to hold collection on the \$320 deposit or any portion of the account balance...On August 17, 2015 PECO sent you a ten-day termination notice. Please Note, if the PUC does not docket and serve the formal complaint on PECO prior to the expiration of the ten day period, your service will be terminated.”....

Attachment E, page 23 - PECO Attorney, Shawane Lee to Mindy Zied - September 8, 2015:

At my recommendation, PECO is offering the following to resolve your PUC case.

Your current balance is \$2,333.19. PECO will:

1) Cancel the \$640 deposit requirement to your account.....

4) If your income permits you to enroll in PECO's Customer Assistance Program, (CAP) the payment agreement will be for sixty (60) months.

There is absolutely NOTHING that PECO has done which has presented evidence that they have acted in “good faith”.

This is what PECO and CAP state located at:

<http://www.rhls.org/pa-utility-law-project-pa-low-income-utility-assistance-programs/pecos-universal-service-programs/>

Freezing past debt:

*If you were not enrolled in the CAP program in the past, then when you enroll, your past debt will be frozen. This means that as long as you make your CAP payments on time and in full, PECO will not make collections on that past due amount and no fees will be applied against the debt.

Forgiving past debt:

If you pay your CAP bill on time and in full for six consecutive months, your entire outstanding debt will be forgiven.

Well, since each and every bill has been paid by Ms. Zied from the \$504 originally, and then the budget amount of \$340.00 per month since February 25, 2015, if Ms. Zied had been enrolled in CAP, then it would appear "all" of the money which PECO claims is owed them, but in reality is not, would have been forgiven, not by misleading Ms. Zied by attempting for PECO to obtain money (which they already forgave in a settlement) in a (60) month period. (misleading and deceitful at best)

On September 8, 2015, Mindy Zied responded to PECO's attorney. (See Attachment E, page 25).

PECO's citation of 52 Pa Code §56.35

(a) A public utility may require as a condition of the furnishing of residential service to an applicant, the payment of any outstanding residential account with the public utility which accrued within the past 4 years for which the applicant is legally responsible and for which the applicant was billed properly.

PECO also states:

"In this case, PECO energy determined that the Complainant has ~~been~~^{9m} resided at 1948 Kentwood Street and benefited from the service, therefore, pursuant to 52 Pa. Code 56.35, the Complainant is responsible for the bill."

Also cited in the PUC report was the criteria of a person who lived at an address for 4 years.

PECO's letter by employee, Alan Masse dated March 7, 2015 which stated that Ms. Zied had lived at 1948 Kentwood Street from 1984 was never proven, nor was any date established except for the February 25, 2015 date, and the affidavit by Binnie Zied (Formal Complaint - Attachment B) in the formal complaint clearly states that the statement by Alan Masse and that

Mindy Zied has lived at 1948 Kentwood Street since 1984 is untrue.

So, PECO has not met its burden, because they have not proved that Ms. Zied has lived 1948 Kentwood Street from 1984, nor have they provided any "Proof" of a different time other than when service was placed in her name, that being February 25, 2015.

Additionally, the key to the statute lies in the phrase: "for which the applicant was billed properly". PECO has not met this burden, either.

PECO's assertion as to properly assessing a \$640 deposit on credit risk.

On 2/25/2015, Mindy Zied was told by PECO employee, Natasha/Latasha (supervisor) that the prior credit application she filled out with PECO employee, Ebony Townes was pulled and that it was not needed to put the service in her name, due to the fact that her 96 year old mother, Binnie Zied could not communicate over the telephone due to her hearing aids.

There was no deposit required. The only way that PECO can prove that a deposit was requested/required is to produce the telephone tape of the 2/25/2015 telephone call which they have previously stated that they recorded that day with both Binnie Zied and Mindy Zied on that call. PECO has not produced that tape recorded telephone conversation.

PECO ignores how many "late charges" were accrued between 3/23/2014 and 8/15/2015

Instead of taking responsibility for their mistakes, failure to even set up an appointment 23rd and Market, which was requested time and time again for Ms. Zied to come down to discuss these bills and mistakes with them, they just kept adding late charge after late charge, with the last one being \$53.00 and change.

Both Zied's Object to PECO's request that this matter be referred to the PUC's mediation unit.

Email from PECO Attorney, Shawane Lee on 9/8/2015, (Attachment E, page 27):

"..Once PECO's answer is filed, the Commission will schedule the case for hearing. The Commission will notify you of the hearing date"

Referral should be to the Third Circuit Court of Appeals

Both Zied's would prefer you refer the matter to the Third Circuit Court of Appeals, as it has to do with discriminatory issues/allegations between the Social Security Administration, and PECO to USCA 3rd Circuit Case #15-2821 and/or USCA 3rd Circuit Case #14-4556. (*Zied v. the Commissioner of the Social Security Administration*)

Ms. Zied's Disability precludes any Mediation processes based upon communication issues and stress

As the decision by the SSA ALJ states in a November 28, 2014 decision:

in the informal complaint

"..The undersigned finds that claimant made a reasonable request to have all business conducted in writing...The undersigned instructs the field office to conduct all further business with the claimant in writing.."...

CONCLUSION

PECO has not conducted themselves in any good faith gestures to trying to fix any of the problems that they themselves have created. Month after month, they continued to evade investigating the meters which were improperly removed from 1948 Kentwood Street, and they never properly investigated each and every telephone call which Ms. Zied made on behalf of herself and her elderly mother in attempt after attempt to fix that which PECO themselves did.

Even after their alleged settlement agreement, they went back on that too, when they

began attaching past bills to a zero balance without reason or explanation, and as PECO readily admits, they were put on notice of Ms. Zied's non-physical disability, knowing that each step of the way they were adding additional stress in both her life (with the (3) 10 day shut off notices) and her elderly mother's life.

There is nothing more to say pertaining to this matter. The proof is contained here and in the PUC formal Complaint. The only missing part is a decision in Ms. Zied's favor.

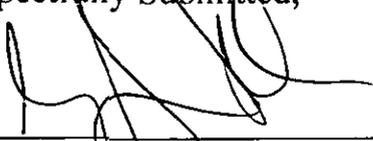
If PECO had been so right about all that they said, then why didn't they produce the 2/25/2015 "tapes" which were recorded that day?

Fraud can never be rewarded, because if it is, then more fraud with others will repeat itself. Ms. Zied provided proof that the money that PECO claims in their Exhibit #3 of an alleged \$320 deposit is nothing more than a lie. The March 7, 2015 letter shows this, the billing to Ms. Zied's account shows this, and the emails from PECO's attorney shows this.

A decision has to be made, the evidence against PECO is overwhelming. Ms. Zied should not have to suffer through any more mistakes, errors, deceitfulness than what has already taken place. Unlike PECO, Ms. Zied has met her burden in proving her side of the story, PECO has not.

A decision (immediately) should be rendered in Ms. Zied's favor, or additionally have the discrimination part of this case referred to the United States court of Appeals for the Third Circuit, 601 Market Street, 21st Floor, Philadelphia, PA.

Respectfully Submitted,



Date: September 15, 2015

Mindy J. Zied, on behalf of herself and her account,
and on behalf of Binnie A. Zied and her account.

Attachments:

Attachment A - Binnie A. Zied - bill date 2/25/2015- Acct. #53972-00307

Attachment B - Mindy J. Zied - bill date 3/30/2015 - Acct. #53972-14144

Attachment C - Mindy J. Zied's bills

Attachment D - Binnie A. Zied's bills

Attachment E - Email between Mindy J. Zied and PECO attorney

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Attachment A -
Binnie A. Zied - bill date 2/25/2015-
Acct. #53972-00307

Name: BINNIE A ZIED
 Account Number: 53972-00307
 Phone Number: 215-934-7909
 Service Address: 1948 KENTWOOD ST, PHILADELPHIA

Received 3/2/15
negotiated 3/2/15
22495

Billing Summary

Bill Date		02/25/2015
<i>Thank you for your payment of \$311.91</i>		
Budget bill charges from previous bill		\$182.32
Budget bill charges from previous bill		\$300.00
Budget bill charges from previous bill		\$300.00
Late payment charge		\$11.91
Total Other Charges		\$794.23
Current Period Charges		
Electric		\$32.18
Budget billing amount		\$505.46
Total New Charges		\$32.18
Total Amount Due on 03/19/2015		\$1,298.69

paid deposits
Where is portion of 22495 deduction from bill for
last month - 22495
deduction for 3/11/15
\$311.91

General Information

Next scheduled meter reading: March 27, 2015
 PECO, 2301 Market Street, 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 1-877-432-8384 (\$2.35 fee)

Message Center

From PECO:
 New charges contain estimated total state taxes of \$2.23, including \$1.90 for State Gross Receipts Tax.
 Your electric price to compare is \$0.0907 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.
 *** Final Bill ***
 Late payment charges will continue until bill is paid.

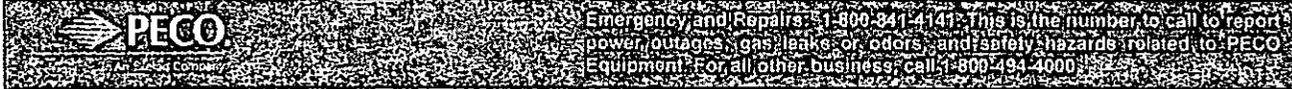
Budget Billing Deferred Balance

Last Month's Deferred Balance	\$473.28
+ Total Current Charges	\$32.18
- Current Budget Billing Amount Due	\$505.46
This Month's Deferred Balance	\$0.00

Attachment B

Mindy J. Zied - bill date 3/30/2015

Acct. #53972-14144



Page

Name: MINDY J ZIED
 Account Number: 53972-14144
 Phone Number: 215-934-7909
 Service Address: 1948 KENTWOOD ST, PHILADELPHIA

Billing Summary

Bill Date	03/30/2015
Connection charge - standard	\$6.00
Deposit	\$160.00
Deposit	\$320.00
Transfer service	\$1,299.69
Total Other Charges	\$1,785.69

Current Period Charges

Electric	\$499.60
Total New Charges	\$499.60
Total Amount Due on 04/21/2015	\$2,285.29

General Information

Next scheduled meter reading: April 27, 2015
 PECO, 2301 Market Street, 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/SmartTags - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-8384 (\$2.35 fee)

Message Center

From PECO:
 A deposit was required to establish electric service for your new address. For your convenience, we are billing the deposit for this account in 0002 installments. Payment by the due date will ensure that an additional deposit will not be billed to your account. Please call our office if you have any questions.
 New charges contain estimated total state taxes of \$34.72, including \$29.48 for State Gross Receipts Tax.
 Your electric price to compare is \$0.0868 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oce.state.pa.us.

Attachment C
Mindy J. Zied's bills

①

Name: MINDY J ZIED
 Account Number: 53972-14144

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
03/28	124785778	General Service	Tot kWh	21878 Actual	25829 Actual	3851	1	3851
Total kWh Used				3,851				

Electric Residential Heating Service - Current Period Detail Service 02/25/2015 to 03/28/2015 - 31 days

Customer charge				\$7.13
Generation Charges	3,851 kWh	X	\$0.07770	299.22
Transmission Charges	3,851 kWh	X	0.00890	34.27
Distribution Charges	3,851 kWh	X	0.04140	159.43
State Tax Adjustment				-0.45
Total Current Charges				\$499.60

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	3,851	124.2	31	37
Last Month	0	0.0	0	0
Last Year	0	0.0	0	0

Avg kWh per Month	3,851
Total Annual kWh Usage	3,851

2



Name: MINDY J ZIED ✓
Account Number: 53972-14144

Page 2

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
04/23	124755778	General Service	Total kWh	25529 Actual	27527 Actual	1998	1	1998

Total kWh Used 1,998

Electric Residential Heating Service - Current Period Detail

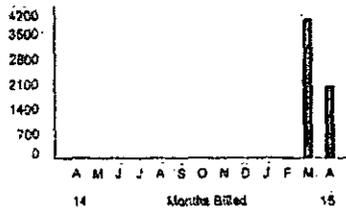
Service 03/28/2015 to 04/23/2015 - 28 days

Customer charge				\$7.12
Generation Charges	1,998 kWh	X	\$0.07770	155.24
Transmission Charges	1,998 kWh	X	0.00890	17.78
Distribution Charges	1,998 kWh	X	0.04140	82.72
State Tax Adjustment				-0.24

Total Current Charges

\$262.62

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,998	78.8	25	54
Last Month	3,651	124.2	31	37
Last Year	0	0.0	0	0

Avg kWh per Month	2,924
Total Annual kWh Usage	5,849

Name: MINDY J ZIED
 Account Number: 53972-14144

3

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-258.22
+ Total Current Charges	\$204.97
- Current Budget Billing Amount Due	\$340.00
This Month's Deferred Balance	\$-393.25

Meter Information

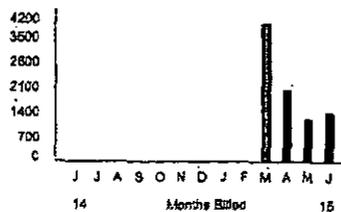
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
08/23	124765778	General Service	Tot kWh	28718 Actual	30085 Actual	1369	1	1369
Total kWh Used								1,369

Electric Residential Heating Service - Current Period Detail

Service 05/22/2015 to 08/23/2015 - 32 days

Customer charge				\$7.12
Generation Charges	1,369 kWh	X	\$0.07700	105.41
Transmission Charges	1,369 kWh	X	0.00500	6.85
Distribution Charges	1,369 kWh	X	0.06270	85.84
State Tax Adjustment				-0.25
Total Current Charges				\$204.97

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,369	42.7	32	74
Last Month	1,189	41.0	29	64
Last Year	0	0.0	0	0

Avg kWh per Month	2,101
Total Annual kWh Usage	8,407

41



Name: MINDY J ZIED
Account Number: 53972-14144
Phone Number: 215-934-7909
Service Address: 1948 KENTWOOD ST, PHILADELPHIA

Billing Summary

Bill Date	05/22/2015
Thank you for your payment of \$340.00	
Budget bill charges from previous bill	\$340.00
Deposit	\$160.00
Deposit	\$160.00
Charges from previous bill	\$499.60
Transfer service	\$780.09
Late payment charge	\$36.66
Total Other Charges	\$1,976.35

Current Period Charges

Electric	\$159.16	
Budget billing amount		\$340.00
Total New Charges	\$159.16	
Total Amount Due on 06/16/2015		\$2,316.35

General Information

Next scheduled meter reading: June 25, 2015
 PECO, 2301 Market Street, 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)

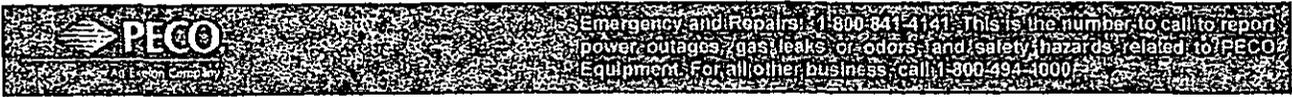
Message Center

From PECO:
 New charges contain estimated total state taxes of \$11.06, including \$9.39 for State Gross Receipts Tax.

Your electric price to compare is \$0.0866 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 \$2,058.13** includes your **Total Amount Due** and all other Arrangement/Agreement balances that are on this account.

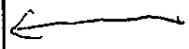
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Name: MINDY J ZIED
 Account Number: 53972-14144
 Phone Number: 215-934-7909
 Service Address: 1948 KENTWOOD ST, PHILADELPHIA

Billing Summary

Bill Date		06/23/2015 ✓
Thank you for your payment of \$340.00		
Budget bill charges from previous bill		\$340.00
Budget bill charges from previous bill		\$340.00
Deposit		\$160.00 ✓
Deposit		\$160.00 ✓
Charges from previous bill		\$499.80 ✓
Transfer service		\$440.09 ✓
Late payment charge		\$36.66 ✓
Total Other Charges		\$1,976.35
Current Period Charges		
Electric	\$204.97	
Budget billing amount		\$340.00
Total New Charges	\$204.97	
Total Amount Due on 07/15/2015		\$2,316.35



22

General Information

Next scheduled meter reading: July 27, 2015
 PECO, 2301 Market Street, 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.pesco.com/bill - Go paperless: receive and pay your bill
 - www.pesco.com/service - Start, stop and transfer your service
 - www.pesco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-8384 (\$2.35 fee)

Message Center

From PECO:
 New charges contain estimated total state taxes of \$14.24, including \$12.09 for State Gross Receipts Tax.
 Your electric price to compare is \$0.0820 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 \$1,923.10 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.



Name: MINDY J ZIED
Account Number: 53972-14144
Phone Number: 215-934-7909
Service Address: 1948 KENTWOOD ST, PHILADELPHIA

Billing Summary

Bill Date		07/23/2015
Thank you for your payment of \$340.00		
Budget bill charges from previous bill		\$340.00
Budget bill charges from previous bill		\$340.00
Budget bill charges from previous bill		\$340.00
Deposit		\$160.00 ✓
Deposit		\$160.00 ✓
Charges from previous bill		\$499.60
Transfer service		\$100.09
Late payment charge		\$36.66
Total Other Charges		\$1,976.35
Current Period Charges		
Electric		\$236.32
Budget billing amount		\$340.00
Total New Charges		\$236.32
Total Amount Due on 08/14/2015		\$2,316.35

*pd 340.00
7/31/2015
4186*



General Information

Next scheduled meter reading: August 25, 2015
PECO, 2301 Market Street, 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
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 - www.pECO.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-8384 (\$2.35 fee)

Message Center

From PECO:
New charges contain estimated total state taxes of \$16.42, including \$13.94 for State Gross Receipts Tax.
Your electric price to compare is \$0.0820 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 \$1,819.42** includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

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 PEC Equipment. For all other business call 1-800-494-0000

MINDY J ZIED

Account Number: 53972-14144

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-393.25
+ Total Current Charges	\$236.32
- Current Budget Billing Amount Due	\$340.00
This Month's Deferred Balance	\$-496.93

⑦
KWH
①077

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
07/23	124755778	General Service	Tot kWh	30085 Actual	31671 Actual	1586	1	1586

- Total kWh Used 1,586

Electric Residential Heating Service - Current Period Detail

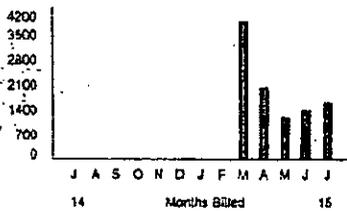
Service 06/23/2015 to 07/23/2015 - 30 days

Customer charge				\$7.12
Generation Charge	1,586 kWh	X	\$0.07700	122.12
Transmission Charges	1,586 kWh	X	0.00500	7.93
Distribution Charges	1,586 kWh	X	0.06270	99.44
State Tax Adjustment				-0.29

Total Current Charges

\$236.32

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,586	52.8	30	78
Last Month	1,369	42.7	32	74
Last Year	0	0.0	0	0

Avg kWh per Month	1,985
Total Annual kWh Usage	2,993



Emergency and Repairs: 1-800-841-2141. 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: MINDY J ZIED
Account Number: 53972-14144
Phone Number: 215-934-7909
Service Address: 1948 KENTWOOD ST, PHILADELPHIA

Billing Summary

Bill Date		08/21/2015 ✓
Thank you for your payment of \$340.00		
Budget bill charges from previous bill		\$340.00
Budget bill charges from previous bill		\$340.00
Budget bill charges from previous bill		\$340.00
Budget bill charges from previous bill		\$340.00
Deposit		\$160.00 ✓
Deposit		\$160.00 ✓
Other charges from previous bill		\$259.69
Other charges		\$53.50 ✓
Total Other Charges		\$1,993.19
Current Period Charges		
Electric	\$240.38	
Budget billing amount		\$340.00
Total New Charges	\$240.38	
Total Amount Due on 09/14/2015		\$2,333.19

pd 9/1/2015 340.00
4/96

General Information

Next scheduled meter reading: September 24, 2015
PECO, 2301 Market Street, 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 número 1-800-494-4000 antes de la fecha de vencimiento.

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Message Center

From PECO:
Now charges contain estimated total state taxes of \$16.70, including \$14.18 for State Gross Receipts Tax.

Your electric price to compare is \$0.0820 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 \$1,736.64** includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Your budget billing amount was reviewed this month and it will change to \$280.00 effective with your next bill.

When paying in person, please bring the entire bill.

(continued on next page)

Shopping Information Box

When shopping for a competitive electric/natural gas supplier, please provide the following:

Account number: 53972-14144
Gas Rate:

Electric Rate: Electric Residential Heating Service

If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.

20

Attachment D
Binnie A. Zied's bills

0897KWH



PECO Emergency and Repairs: 1-800-841-1211. This is the number to call to report power outages, gas leaks, or other and safety hazards related to PECO equipment. For all other business, call 1-800-497-7000.

Name: **BINNIE A ZIED**
 Account Number: **63972-00307**

Page 2

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-1,969.85
Total Current Charges	\$455.42
Current Budget Billing Amount Due	\$-1,514.43
This Month's Deferred Balance	\$0.00

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier	Usage
				Previous	Present			
07/24	117138091	General Service	Tot kWh	34773 Actual	7,39031 Estimate	258	X	12.9

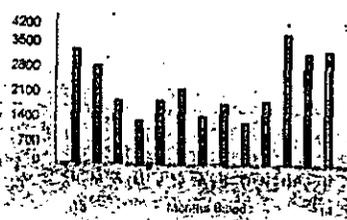
Total kWh Used: 3,258

Electric Residential Heating Service - Current Period Detail

Service 01/24/2014 to 02/24/2014 - 31 days

Customer charge				\$7.09
Generation Charges	3,258 kWh	X	\$0.08970	292.24
Transmission Charges	3,258 kWh	X	0.00800	26.08
Distribution Charges	3,258 kWh	X	0.04000	130.32
State Tax Adjustment				-0.29
Total Current Charges				\$465.42

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	3,258	105.0	31	30
Last Month	3,174	113.3	28	32
Last Year	3,258	112.3	29	35

Avg kWh per Month	2,178
Total Annual kWh Usage	26,143

Non-regular billing period



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: BINNIE A ZIED
 Account Number: 53972-00307
 Phone Number: 215-934-7909
 Service Address: 1948 KENTWOOD ST. PHILADELPHIA

Billing Summary

Bill Date		07/23/2014
Thank you for your payment of \$800.00		
Budget bill charges from previous bill		\$116.40
Budget bill charges from previous bill		\$360.00
Late payment charge		\$5.35
Total Other Charges		\$481.75
Current Period Charges		
Electric	\$241.56	
Budget billing amount		\$399.00
Total New Charges	\$241.56	
Total Amount Due on 08/14/2014		\$880.75

General Information

Next scheduled meter reading: August 28, 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.

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Message Center

New charges contain estimated total state taxes of \$17.48, including \$14.25 for State Gross Receipts Tax.

Your 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.pca.state.pa.us.

Your Total Account Balance of \$1,228.16 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$504.85
+Total Current Charges	\$241.56
- Current Budget Billing Amount Due	\$399.00
This Month's Deferred Balance	\$347.41

28



Emergency and Repair: 1-800-841-7111 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: BINNIE A ZIED ✓
 Account Number: 53972-00307

② 1,075 kWh

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
07/23	124755776	General Service	Tot kWh	518 Estimate	2221 Actual	1605	1	1605

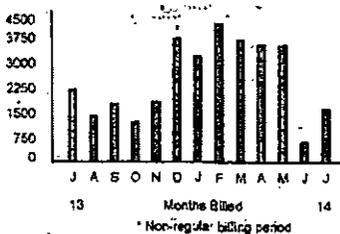
Total kWh Used 1,605

Electric Residential Heating Service - Current Period Detail

Service 06/25/2014 to 07/23/2014 - 28 days

Customer charge				\$7.13
Generation Charges	1,605 kWh	X	\$0.07860	128.15
Transmission Charges	1,605 kWh	X	0.00720	11.56
Distribution Charges	1,605 kWh	X	0.06040	96.94
State Tax Adjustment				-0.22
Total Current Charges				\$241.56

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,605	57.3	28	78
Last Month	818	18.1	34	72
Last Year	2,198	61.8	35	80

Avg kWh per Month	2,513
Total Annual kWh Usage	30,162

3



Page 1

Name: BINNIE A ZIED
Account Number: 53972-00307
Phone Number: 215-934-7909
Service Address: 1948 KENTWOOD ST, PHILADELPHIA

Billing Summary

Bill Date		11/19/2014
Thank you for your payment of \$300.00		
Budget bill charges from previous bill		\$194.23
Budget bill charges from previous bill		\$300.00
Budget bill charges from previous bill		\$300.00
Late payment charge		\$20.37
Total Other Charges		\$814.60
Current Period Charges		
Electric	\$286.65	
Budget billing amount		\$300.00
Total New Charges	\$286.65	
Total Amount Due on 12/11/2014		\$1,114.60

*Search 12/2/2014
300.00*

General Information

Next scheduled meter reading: December 28, 2014
PECO, 2301 Market St, Philadelphia, PA 19103-1390. 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.

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Message Center

New charges contain estimated total state taxes of \$20.75, including \$16.91 for State Gross Receipts Tax.

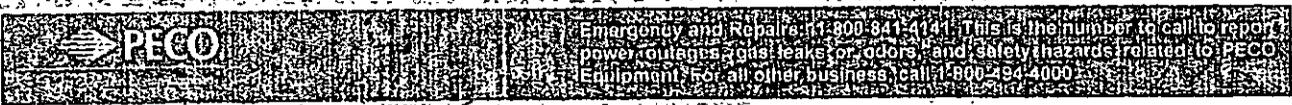
Your electric price to compare is \$0.0825 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Your Total Account Balance of \$818.73 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-284.52
+ Total Current Charges	\$286.65
- Current Budget Billing Amount Due	\$300.00
This Month's Deferred Balance	\$-297.87

4



Name: BINNIE A ZIED ✓
Account Number: 53972-00307

KWH

Page 2

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-297.87
+ Total Current Charges	\$483.56
- Current Budget Billing Amount Due	\$300.00
This Month's Deferred Balance	\$-114.31

Meter Information

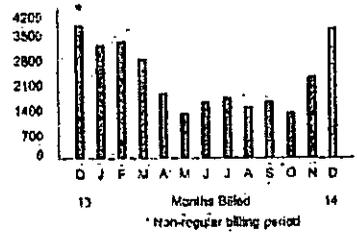
Read Date	Meter Number	Load Type	Reading Type	Meter Reading Previous	Meter Reading Present	Difference	Multiplier	Usage
12/22	124755778	General Service	Total kWh	8926 Actual	12546 Actual	3620	1	3620
Total kWh Used:		3,620						

Electric Residential Heating Service - Current Period Detail

Service 11/19/2014 to 12/22/2014 - 33 days

Customer charge			\$7.13	
Generation Charges	3,620 kWh	X	\$0.08180	296.12
Transmission Charges	3,620 kWh	X	0.00890	32.22
Distribution Charges	3,620 kWh	X	0.04100	148.42
State Tax Adjustment				-0.33
Total Current Charges				\$483.56

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	3,620	109.6	33	41
Last Month	2,285	78.1	29	51
Last Year	3,713	97.7	38	39

Avg kWh per Month	2,147
Total Annual kWh Usage	82,765

Customer CARE CASE# PHILPA 12/22/14 - I telephoned By Alleged CALLS were made - NOV. 6 - NOV. 20 - NOV. 26

5



Name: BINNIE A ZIED ✓
 Account Number: 53972-00307
 Phone Number: 215-934-7909
 Service Address: 1948 KENTWOOD ST, PHILADELPHIA

Billing Summary

Bill Date	12/22/2014 ✓
Thank you for your payment of \$300.00	
Budget bill charges from previous bill	\$204.91
Budget bill charges from previous bill	\$300.00
Budget bill charges from previous bill	\$300.00
Late payment charge	\$17.29 ✓
Total Other Charges	\$822.20

Current Period Charges

Electric	\$483.56	
Budget billing amount		\$300.00
Total New Charges	\$483.56	
Total Amount Due on 01/13/2015		\$1,122.20

General Information

Next scheduled meter reading: January 28, 2015
 PECO, 2301 Market Street, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call before the due date.
 Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

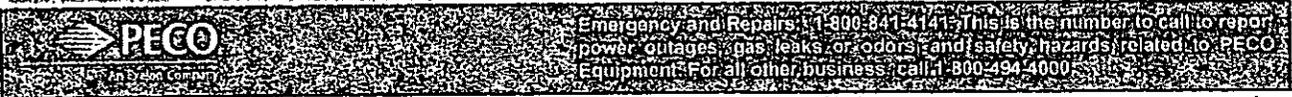
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 - www.peco.com/SmartIdeas - Save energy and money
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Message Center

From PECO:
 New charges contain estimated total state taxes of \$35.00, including \$28.53 for State Gross Receipts Tax.
 Your electric price to compare is \$0.0907 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 \$1,007.89** includes your **Total Amount Due** and all other Arrangement/Agreement balances that are on this account.
 Your budget billing amount was reviewed this month. Based on our review your budget billing amount will not change. Thank you.

32

6



Name: BINNIE A ZIED
Account Number: 53972-00307
Phone Number: 215-934-7909
Service Address: 1948 KENTWOOD ST., PHILADELPHIA

Billing Summary

Bill Date	01/26/2015
Thank you for your payment of \$300.00	
Budget bill charges from previous bill	\$204.91
Budget bill charges from previous bill	\$300.00
Budget bill charges from previous bill	\$300.00
Late payment charge	\$27.65
Total Other Charges	\$832.56

Current Period Charges

Electric	\$604.75	
Budget billing amount		\$300.00
Total New Charges	\$604.75	
Total Amount Due on 02/17/2015		\$1,132.56

General Information

Next scheduled meter reading: February 28, 2015
PECO, 2301 Market Street, 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.

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 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

From PECO:
New charges contain estimated total state taxes of \$42.03, including \$35.88 for State Gross Receipts Tax.
Your electric price to compare is \$0.0907 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 \$1,323.00** includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-114.31
+ Total Current Charges	\$604.75
- Current Budget Billing Amount Due	\$300.00
This Month's Deferred Balance	\$190.44

33

7



Name: BINNIE A ZIED ✓
Account Number: 53972-00307

Page 2

081
KWH

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
02/24	124755776	General Service	Tot kWh	17074 Actual	21436 Actual	4362	1	4362

Total kWh Used 4,362

Electric Residential Heating Service - Current Period Detail

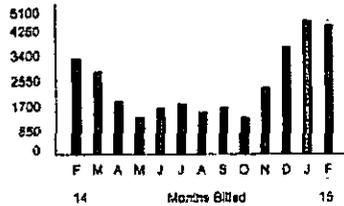
Service 01/26/2015 to 02/24/2015 - 29 days

Customer charge				\$7.13
Generation Charges	4,362 kWh	X	\$0.08180	358.81
Transmission Charges	4,362 kWh	X	0.00890	38.82
Distribution Charges	4,362 kWh	X	0.04140	180.59
State Tax Adjustment				-0.51

Total Current Charges

\$582.84

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	4,362	150.4	29	27
Last Month	4,528	128.3	35	35
Last Year	3,258	105.0	31	30

Avg kWh per Month	2,352
Total Annual kWh Usage	28,227

9



Name: BINNIE A ZIED ✓
Account Number: 53972-00307
Phone Number: 215-934-7909
Service Address: 1948 KENTWOOD ST, PHILADELPHIA

Billing Summary

Bill Date	02/24/2015
Thank you for your payment of \$300.00	
Budget bill charges from previous bill	\$184.23
Budget bill charges from previous bill	\$300.00
Budget bill charges from previous bill	\$300.00
Late payment charge	\$11.91
Total Other Charges	\$806.14

Why the 300.00 electric fee from 1/3/15?

Current Period Charges

Electric	\$582.84	
Budget billing amount		\$300.00
Total New Charges	\$582.84	
Total Amount Due on 03/18/2015		\$1,106.14

General Information

Next scheduled meter reading: March 27, 2015
PECO, 2301 Market Street, 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.

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Message Center

From PECO:
New charges contain estimated total state taxes of \$40.50, including \$34.39 for State Gross Receipts Tax.
Your electric price to compare is \$0.0907 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oce.state.pa.us.
Your Total Account Balance of \$1,579.42 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$190.44
+ Total Current Charges	\$582.84
- Current Budget Billing Amount Due	\$300.00
This Month's Deferred Balance	\$473.28

11



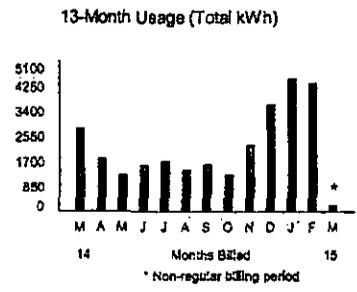
Name: BINNIE A ZIED ✓
Account Number: 53972-00307

081 kWh

Page 2

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
02/25	124765778	General Service	Tot kWh	21436 Actual	21678 Actual	242	1	242
Total kWh Used		242						

Electric Residential Heating Service - Current Period Detail		Service 02/24/2015 to 02/25/2015 - 1 days	
Customer charge			\$0.24
Generation Charges	242 kWh X \$0.08180		19.80
Transmission Charges	242 kWh X 0.00890		2.15
Distribution Charges	242 kWh X 0.04140		10.02
State Tax Adjustment			-0.03
Total Current Charges			\$32.18



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	242	242.0	1	17
Last Month	4,362	150.4	29	27
Last Year	2,790	96.2	29	38

Avg kWh per Month	2,138
Total Annual kWh Usage	25,679

12



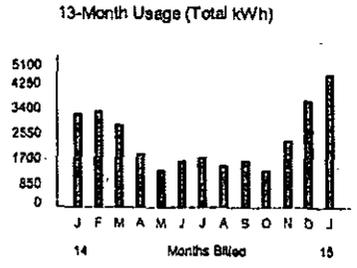
Name: BINNIE A ZIED
Account Number: 53972-00307

KWH

Page 2

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier	Usage
				Previous	Present			
01/26	124755778	General Service	Tot kWh	12546 Actual	17074 Actual	4528	X	4528
Total kWh Used		4,528						

Electric Residential Heating Service - Current Period Detail		Service 12/22/2014 to 01/26/2015 - 35 days	
Customer charge			\$7.13
Generation Charges	4,528 kWh	X	\$0.08180
Transmission Charges	4,528 kWh	X	0.00890
Distribution Charges	4,528 kWh	-X	0.04140
State Tax Adjustment			-0.53
Total Current Charges			\$604.75



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	4,528	129.3	35	35
Last Month	3,620	109.8	33	41
Last Year	3,174	113.3	28	32

Avg kWh per Month	2,260
Total Annual kWh Usage	27,123

38

Attachment E

Email between Mindy J. Zied and PECO attorney

CORRESPONDENCE WITH PECO

"D"

AUGUST 6, 2015 EMAIL FROM PECO

On Aug 6, 2015, at 2:14 PM, Lee, Shawane L.:(PECO) <Shawane.Lee@exeloncorp.com> wrote:

Ms. Zied,

I am an attorney in PECO's legal department. I understand you would like to speak to someone because you believe that you have been discriminated against in some manner. Can you give me a call at (215) 841-6841 to discuss your issue?

I look forward to speaking to you soon.

Thank you.

Shawane L. Lee, Assistant General Counsel

PECO Energy

Legal Department

2301 Market Street, S23-1

Philadelphia, PA 19103

Tel: (215) 841-6841

Fax: (215) 568-3389

 Please consider the environment before printing this e-mail.

AUGUST 7, 2015 EMAIL RESPONSE TO PECO

From: Mindy Zied-Campbell <mindyziejedcampbell@icloud.com>
Date: August 7, 2015 at 11:20:50 AM EDT
To: "Lee, Shawane L.:(PECO)" <Shawane.Lee@exeloncorp.com>
Subject: Re: PECO complaint - Account #53972-14144

August 7, 2015

Dear Mr. Lee:

Thank you for getting back to me pertaining to this problem. I have a time limit to put in to the P.U.C. For an appeal, which your customer service representative (.Bill Adams) told me if I do not do, my electric will be cut off, (referring to the problem which began when PECO removed the electric meters from 1948 Kentwood Street, Philadelphia., Pa.from March 23, 2014 until around June 13, 2014 without explanation.

However, because I am presently obligated to put an opening brief in to the Third Circuit Court of Appeals, and the fact I am disabled, I am unable at at this very moment to be distracted by getting into another issue, but will be able to get back to you after August 18, pertaining to these matters.

I am sure that if we can resolve these issues at that time, I would be able to withdraw my appeal from the Public Utilities Commission.

So, with due respect, hold that thought, and I will be back in touch with you within the next few weeks when I can.

Thanks for your contacting me.

Sincerely Yours,

Mindy Zied

AUGUST 7, 2015 AUTOMATIC RESPONSE
FROM PECO

Automatic reply: email from LEE 8/7 -PECO complaint - Account #53972-14144

From: Mindy Zied-Campbell <mindyziedcampbell@icloud.com>
To: mindy_24@netzero.net

From: "Lee, Shawane L.:(PECO)" <Shawane.Lee@exeloncorp.com>
Date: August 7, 2015 at 11:21:16 AM EDT
To: Mindy Zied-Campbell <mindyziedcampbell@icloud.com>
Subject: **Automatic reply: PECO complaint - Account #53972-14144**

I am out of the office today and return Monday, August 10th. I will be checking emails. If your inquiry requires immediate assistance, please contact my legal assistant Amy Botak at (215) 841-5121.

AUGUST 20, 2015 EMAIL TO PECO W/ATTACH.

From: Mindy Zied-Campbell [mailto:mindyziedcampbell@icloud.com]
Sent: Thursday, August 20, 2015 6:22 PM
To: Lee, Shawane L.:(PECO)
Subject: Re: PECO complaint - Account #53972-14144

Dear Mr. Lee,

I was told recently by your customer relations person, Bill Adams that if I had appealed the PUC decision, (which I did) it would deter any shut off notices (which it didn't) would you please fix this problem? Ironically, the 10 day shut off notice was generated on the exact day I submitted my Opening Brief to the Third Circuit Court of Appeals in Zied v. Commissioner of SSA - USCA 3rd Circuit #14-4556.

As I indicated to a fellow attorney in your office, a 96 year old person resides at this residence. I telephoned just now, but the credit dept. said there was nothing that dept could do. This is getting quite tiring.

I have enclosed both the PUC letter, and the 10 day shut off notice. Please take notice that PECO was sent a copy of the letter on August 14, 2015 by the PUC as indicated at the bottom of the letter.

Thanks for your time.

Mindy Jaye Zied

**TEN DAY SHUT OFF NOTICE
(AVISO DE SUSPENSIÓN DE SERVICIO EN 10 DÍAS)**

Account Number: 551131414
Pay Service To: 1144 KENTWOOD ST
Date Served: August 11, 2014

Past Due Amt: \$1,478.42
New Billing: \$0.00
Total Amount: \$1,478.42

Your Electricity Service May Be Shut Off

Because you did not pay your bill, you will have all the electricity in 1144 KENTWOOD ST shut off after 5:00 p.m. on August 11, 2014. If you have a power outage, the outage should not last longer than 48 hours after the next business day.

We will NOT shut off your electricity service if you do ONE of the following:

- 1. Pay the \$1,478.42 in full before August 11, 2014. The amount due appears on your separate bill.
- 2. The work is done on or before the date.
- 3. You are a participant in one of our programs of late labeled. Call 1-800-456-1623 for the amount.
- 4. There are no past due bills for the past 12 months.
- 5. You have been approved for a payment arrangement or special assistance program. Call 1-800-456-1623 right away if you decide that you are unable to pay. You must be approved for these and special programs to discontinue your electricity. For more about your bill, please call our office at 1-800-456-1623.

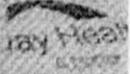
WE MUST RECEIVE YOUR PAYMENT BEFORE THE SHUT-OFF DATE. WE WILL NOT ACCEPT PAYMENTS AT YOUR PROPERTY.

If we shut off your electricity service, you may have to pay all of the following before we can bring service on:

- 1. Past Due Amount of **\$1,478.42**
- 2. Deposit Past Due Amount of **\$220.00**
- 3. Payment Unbilled Service **\$9.00**
- 4. Total **\$1,797.42**

If your electricity is shut off, you may be required to pay any additional bills that have become due due to meters you own or rent.

If you own your meter, you may have to make additional payments in order to have your service restored. It will take one business day after you have paid a deposit of \$220.00 to have your service restored. This fee amount is set by the City of Kentwood and is subject to change without notice. You may also be required to pay a deposit equal to the amount you owe on your meter.



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COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 North Street, HARRISBURG, PA 17120

IF REPLY PLEASE
REFER TO OUR FILE
PHONE: 717-772-7777

August 14, 2015

BCS: 3322542

MINDY ZIED
1948 KENTWOOD STREET
PHILADELPHIA PA 19116

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services. We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

****Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before September 4, 2015 to the address listed below:

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

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return this formal complaint form to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing.
- We also send the company a copy of your completed formal complaint form. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge. We will notify both you and the company by mail when the hearing date is set.
- It can take three to six months until a hearing is scheduled after you file the formal complaint. If you cannot travel to your hearing, you can request that the hearing be held by phone, this is called a telephonic hearing.

Sincerely,

Rosemary Chiavetta
Secretary

nvi
cc: PECO ENERGY

AUGUST 21, 2015 EMAIL FROM PECO

15

From: "Lee, Shawane L.: (PECO)" <Shawane.Lee@exeloncorp.com>
Date: August 21, 2015 at 6:53:01 AM EDT
To: Mindy Zied-Campbell <mindyziejedcampbell@icloud.com>
Subject: RE: PECO complaint - Account #53972-14144

Good morning Ms. Zied,

You filed an informal complaint with the Bureau of Consumer Services (BCS) on March 2, 2015, disputing a \$320.00 security deposit assessed to the account. During the informal complaint dispute process, PECO held collection on the \$320.00 deposit. The BCS issued a Decision on July 22, 2015, dismissing your informal complaint. At that time, PECO was no longer required to hold collection on the \$320.00 or any portion of the account balance.

You stated that you filed an appeal of the BCS Decision, which is a "formal complaint" filed with the Public Utility Commission (PUC). Once the PUC docket your formal complaint and serves PECO, PECO is required to hold collection on the balance in dispute. As of today, your formal complaint has not been docketed and PECO has not been served with your complaint. Once PECO is served with the complaint, the company will follow the appropriate regulations and hold collection. However, until then, the account is subject to collections and termination for past due balances.

On August 17, 2015, PECO sent you a ten-day termination notice. Please note, if the PUC does not docket and serve the formal complaint on PECO prior to the expiration of the ten day period, your service will be terminated.

I recommend that you contact the PUC to determine the status of your appeal (formal complaint). I trust this responds to your inquiry.

Thank you.

Shawane L. Lee, Assistant General Counsel
Exelon Business Services Company, LLC
Legal Department
2301 Market Street, S23-1
Philadelphia, PA 19103
Tel: (215) 841-6841
Fax: (215) 568-3389



Please consider the environment before printing this e-mail.

AUGUST 21, 2015 EMAIL TO PECO

15

From: Mindy Zied-Campbell <mindyjziedcampbell@icloud.com>
Date: August 21, 2015 at 10:19:03 AM EDT
To: "Lee, Shawane L.:(PECO)" <Shawane.Lee@exeloncorp.com>
Subject: Re: PECO complaint - Account #53972-14144

August 21, 2015

Dear Mr. Lee, I am tied up in Federal Court at the moment, and have obligations in that Court that require time limits. With that being said, pertaining to your original email, and my several complaints to PECO pertaining to my discrimination complaints with your company, as well as the Statute of Limitations in the Commonwealth of Pennsylvania, because of the circumstances surrounding the times, dates, erroneous information and the verbal attack on my disability by your employees, it is my belief that this whole sordid affair is linked with other employees from both Government and State employees.

In the Third Circuit there is a rule that reflects "imputed notice" to the attorney of the entity in question. FYI, since you are aware of the discrimination complaints, and the fact my mother is a shareholder in Exelon, you will both be getting a copy of the PUC Complaint, but understand, that as to liability, you have been placed on notice that I am clearly alleging a "Civil Conspiracy"; "Disability and Racial Discrimination"; and "Retaliation" by your (PECO) employees and myself for past telephone conversations and actions which have taken place, which are clearly linked to the issues which are already in Federal Court.

Your email substantiates my prior suspicions of that, as to the indication that no matter what your employees state, it just doesn't matter, and you have no intention of trying to fix this problem, nor investigate it.

I don't know whether your original contact with me was based upon the actual discrimination complaints I filed with your company, or my conversation with another Attorney with PECO who I spoke with and discussed these problems with, Mr. William J. Donahue.

Your shut off notices as well as Alan Masses letter outright accusing me of living at this residence since 1986 (without any credible support) are already papers that are contained in my federal court record. The PUC complaint will not dissolve the damage and injuries that your company has instilled upon me.

It is sad that you prefer to be a defendant rather than to have investigated this matter in an attempt to try and resolve it.

Sincerely Yours,

Mindy Jaye Zied

16

AUGUST 31, 2015 EMAIL TO PECO

17

From: mindy_24@netzero.net [mailto:mindy_24@netzero.net]
Sent: Monday, August 31, 2015 9:35 AM
To: Lee, Shawane L.:(PECO)
Subject: [EXTERNAL] Re Zied - BCS - 3322542-Formal complaint filed

August 31, 2015

As you requested, on August 25, 2015, a Formal Complaint was filed with the PUC. The tracking number is:781205600717 - Fed Ex Ground, and they received it at 10:15 a.m.

Please make sure you do not cut off the electric today, as you instructed, once a formal complaint is filed, it detains the cut off of the electric.

Mindy J. Zied

SEPTEMBER 4, 2015 EMAIL FROM PECO

19

RE: [EXTERNAL] Re Zied - BCS - 3322542-Formal complaint filed

From: "Lee, Shawane L.: (PECO)" <Shawane.Lee@exeloncorp.com>

To: "mindy_24@netzero.net" <mindy_24@netzero.net>

Sent: Fri, Sep 04, 2015 08:21 AM

Hello Ms. Zied,

I have received your formal complaint filed with the PUC. I would like to propose a resolution for your complaint. Can you give me a call or let me know whether you want me to relay the proposed resolution via email.

Thanks,

Shawane

Shawane L. Lee, Assistant General Counsel
Exelon Business Services Company, LLC
Legal Department
2301 Market Street, S23-1
Philadelphia, PA 19103
Tel: (215) 841-6841
Fax: (215) 568-3389



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20

SEPTEMBER 4, 2015 EMAIL RESPONSE
TO PECO

21

Re: in response to your September 4 email

From: "mindy_24@netzero.net" <mindy_24@netzero.net>

To: Shawane.Lee@exeloncorp.com

Sent: Fri, Sep 04, 2015 08:29 PM

Dear Mr. Lee,

Thanks for getting back to me. I would be more than happy to review your proposed resolution via email.

Thank You,

Mindy

dc

SEPTEMBER 8, 2015 EMAIL FROM PECO

23

RE: [EXTERNAL] Re: in response to your September 4 email

From: "Lee, Shawane L. (PECO)" <Shawane.Lee@exeloncorp.com>
To: "mindy_24@netzero.net" <mindy_24@netzero.net>
Sent: Tue, Sep 08, 2015 01:59 PM

Good afternoon Ms. Zied,

At my recommendation, PECO is offering the following to resolve your PUC case. Your current balance is \$2,333.19. PECO will:

- 1) Cancel the \$640.00 deposit requirement to your account. PECO will credit the \$320.00 deposit you have paid.
- 2) Credit \$747.45 arising from estimated billing.
- 3) After the credits to your account, your remaining balance will be \$945.74. PECO will issue you a twenty-four (24) month payment agreement on your balance. Under the agreement, you are to pay \$39.40 per month plus the budget bill.
- 4) If your income permits you to enroll in PECO's Customer Assistance Program (CAP), the payment agreement will be for sixty (60) months.

At your soonest convenience, let me know if you accept PECO's offer.

Thank you.

Shawane L. Lee, Assistant General Counsel
Exelon Business Services Company, LLC
Legal Department
2301 Market Street, S23-1
Philadelphia, PA 19103
Tel: (215) 841-6841
Fax: (215) 568-3389



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29

SEPTEMBER 8, 2015 RESPONSE EMAIL
TO PECO

25

On Sep 8, 2015, at 2:46 PM, "Mindy Zied-Campbell" <mindyjziedcampbell@icloud.com> wrote:

September 8, 2015

Mr. Lee, I don't know what PUC Complaint you were reading, but 1st, there was never a \$640.00 deposit, except for the error of the PUC investigator who obtained incorrect information.

Second, based upon the fact I was never told a deposit was needed, and that any application which I filed was cancelled, I never agreed to pay \$340 for a deposit, and based upon the fact that issue of fact is still being disputed, I never paid that deposit.

Last but not least you have totally ignored the entire (4) bills accrued within the four day period between July 30 and August 4, 2014 when your company improperly added the money plus some back onto the bill which was calculated in the settlement. Also, it is illegal to attach monies from one person's bill to a new account especially when your company employees instructed Binnie Zied not to pay said bill pending resolution to the dispute.

I will be in further contact with Exelon in Chicago and will relay your answer to them.

Thus, I will be looking forward to:

- (1) Your answer to the PUC, which if I'm not mistaken is due within 20 days;
- (2) Your reasoning as to why you removed the meters off of 1948 Kentwood Street for 2 1/2 months and charged \$470.00 each of those months;
- (3) The tape previously requested of the phone conversation of the initial opening of my account;
- (4) The proof and source which led to the letter by your employee, Alan Masse as to the fact that I have lived at this residence since 1984.

Mindy J. Zied

96

SEPTEMBER 8, 2015 RESPONSE FROM PECO

From: "Lee, Shawane L.:(PECO)" <Shawane.Lee@exeloncorp.com>
Date: September 8, 2015 at 2:50:31 PM EDT
To: Mindy Zied-Campbell <mindyziedcampbell@icloud.com>
Subject: Re: [EXTERNAL] Re: response - BCS - 3322542-Formal complaint filed

Ms. Zied,

I will advise PECO that you reject the company's offer. Once PECO's answer is filed, the Commission will schedule the case for hearing. The Commission will notify you of the hearing date.

Regards,

Shawane Lee

FROM: Mindy Jaye Zied
1948 KENTWOOD ST
PHILADELPHIA PA 19116
US

SHIP DATE: 15SEP15
ACTWGT: 1.00 LB
CAD: 6992287/S9F01601
DIMMED: 13 X 11 X 2 IN

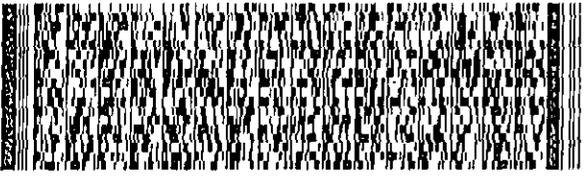
Per: 05/25/2015 12:03/15

TO Public Utilities Commission

400 North street
Comm. Keystone Bldg 2nd floor
Harrisburg PA 17120

(US)

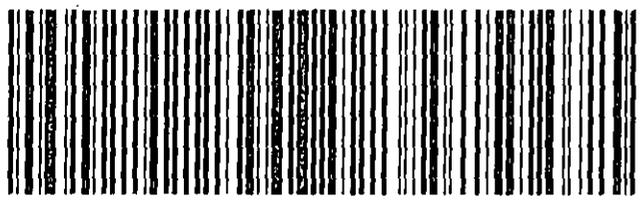
(111) 111-1111 REF: DEPT:



TRK# 7813 3320 2652

17120

9622 0019 0 (000 448 1902) 1.00 7813 3320 2652



IN THE COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITIES COMMISSION
400 NORTH STREET,
COMMONWEALTH KEYSTONE BLDG, 2ND FLOOR
HARRISBURG, PA 17120

9-4573
PD NR 100 Y
17120-0211-99
M 259 00 43 11-10 26 74033
PES COMMISS
RGM

Mindy Jaye Zied
1948 Kentwood Street
Philadelphia, PA 19116

 CMPC
To: PUC
Agency: PUC
Floor:
External Carrier: FEDEX GROUND
9/16/2015 9:31:26 AM

00781333202652