

Carolyn Saunders
2390 Douglas Avenue
Upper Chichester, Pennsylvania 19014-3504
Case Number C-2015- 2497664

RECEIVED
2015 OCT 26 AM 11:04
PA. P.U.C.
SECRETARY'S BUREAU

October 22, 2015

Pennsylvania Public Utility Commission

Of Pennsylvania

Secretary Rosemary Chiavetta

Commonwealth Keystone Building

400 North Street, Second Floor

Harrisburg, Pennsylvania 17120

RE: Carolyn Saunders V. PECO Energy Company

Docket Number: C-2015-2497664

Dear Secretary Rosemary Chiavetta:

On October 16, 2015, I contacted the Office of the PUC Advisory Council. Enclosed is a copy of my letter to them and a copy I sent to the PUC Board of Commissioners. I am using this letter to file objections and the reason for my action. I don't know if my service will be terminated again because I am raising these Objections but I feel I must. I have been unhappy and feel if I don't raise concerns, I make not be able to keep this Agreement. I feel strongly even though there's my granddaughter and I living at home, the usage will be off the chart when winter months set in. Especially when I looked at 2014 billings. She and I were the only ones living on the property last year and I keep my thermostat set on 70. My oil never changes and I get a 100 gallons of oil bi-weekly most months in the winter. If the temperature changes that much so should my oil bill. When I buy oil, I have some left in my tank. I feel, what I receive from this Hearing, was all I was going to get. To get my service restored was in PECO's favor. If the bill was at \$154 to \$160, I can pay that but if my bill goes to the figures of 2014, I'm defeated from this Agreement's start. I don't want PECO to take my LIHEAP grant because I need it for the oil. I don't change the thermostat, no matter what the weather outside, I can't understand why the bill increases. And it doesn't just increase a little but the bills are double or triple.

To tell the truth, I really believe my granddaughter and I can't use over \$150 a month for electric. I use air in the summer and fans the winter months for usage should be the close to the summer months usage. We do whatever it takes to stay warm in the winter without turning up the thermostat and the heater is about 4 years old. Each year I have it serviced. For the reason listed in the letter address to Ms. Tilley, without repeating myself, is the reason why I believe this Agreement is good for PECO. My high bills were not addressed, nor the medical emergency issue, in this Hearing. With these two concerns alone, I am at the mercy of PECO.

PECO felt I should not come to the PUC with complaints, but I see nowhere else I can go. I had to pay to get the service restored after being without service for over three months. The cost of going from place to place and eating, during this time, put me behind in all my other bills. I think, Administrative Law Judge Heep agreed, that the Agreement received by the BSC was not the Agreement I was sent, had the Staff investigated just that, my service may not have been off so long, I'm not sure. Do I feel Judge Heep was fair, I think she wanted to help me get my electric back on as quickly as possible, but I had to think of what can and I believe will happen in months to come. If the electric get shut off again because I received a monthly bill closed to \$500, which is half of my SS, I will not be able to ever restore my electric again. Do I think PECO will offer me help, the answer is NO, I saw what they did with the MEAF grant and when I complained to you, I heard how upset they were because I did.

When I got off the phone after the Hearing and everytime I think about PECO which is often, I know I better do something.

I want my electric to stay on but I must be assured that someone other than PECO or I get assistance from an Attorney in the state to protect me and my family rights. I have no other money and I do have other bills, food and medical needs. I don't want PECO to take my all my money and I can't pay for oil, water and food this winter. We don't have much and I try not to cook because the stove is electric. I can't afford to get sick but there will be days I will not be able to work. I'm thinking about all of this and so is PECO.

Even though, I was trying to take care of my granddaughter and paying out this extra money, I knew I had better pay that \$208 to PECO and I was right because they wanted me to pay even when the service was off. I'm thinking like PECO and I'm telling you they are going to punish me with usage that I'm sure me and my child won't be using.

Sincerely:



10/22/2015

CC: PECO Energy

PUC Board of Commissioners

PUC Advisory Council

Legal Department
2301 Market Street / S23-1
Philadelphia, PA 19101-8699

Direct Dial: 215-841-6841
Fax: 215-568-3389

October 19, 2015

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

Re: Carolyn Saunders v. PECO Energy Company
Docket Number: C-2015-2497664

RECEIVED
2015 OCT 26 AM 11:04
PA.P.U.C.
SECRETARY'S BUREAU

Dear Ms. Saunders:

Pursuant to our agreement at the telephonic hearing yesterday before Administrative Law Judge Darlene Davis Heep, this letter confirms the resolution of the above-referenced Public Utility Commission (PUC) Complaint. As the parties desire to amicably resolve the dispute without the need for further litigation, PECO Energy has agreed to resolve your formal complaint as follows:

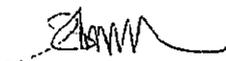
- 1) You have agreed to pay \$176.18. The company received \$178.13 on 10/16.
- 2) The company will restore your electric service.
- 3) PECO Energy will process a payment agreement on your \$2,549.26 balance. Under the agreement, you are to pay a monthly installment of \$50.99 plus your budget bill, which is subject to change based on usage. Your current budget bill is \$154.00.

This letter memorializes the entire agreement between Carolyn Saunders and PECO Energy Company. Any other terms or promises, written or oral, not in the body of this letter will not be a part of this settlement agreement and, therefore, will be void.

I will also forward a Certificate of Satisfaction to the PUC to inform them of the status of this complaint. Unless you file a written objection to the PUC within ten (10) days, the Certificate of Satisfaction will sufficiently confirm to the PUC that the Complaint has been resolved and the file will be closed.

If you have any questions, please do not hesitate to contact me or Michael Begley, at 215-841-6547.

Very truly yours,



Shawane L. Lee
Assistant General Counsel, PECO Energy
Encl.

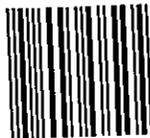
cc: Michael Begley

FROM:

Coolyn Sanders
2340 Douglas Avenue
Upper Chichester,
Pennsylvania 19014-9504



1000



17120

U.S. POSTAGE
PAID
ASTON, PA
19014
OCT 23 15
AMOUNT
\$1.64
R2305K141410-54

TO:

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

17120