

RECEIVED

JAN 27 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

January 27, 2016

Secretary of PUC
400 N. Street
2nd Floor
Commonwealth Keystone Bldg.
Harrisburg, PA 17120

Re: C-2015-2501451 McCrey v. PECO

Dear Sir or Madam:

My family and I never agreed to anything with PECO that they abided by. At present I am receiving hospice and my husband will be responsible for handling everything, however, I can speak with the phone placed to my ear.

I never received a certificate of satisfaction, PECO agreed in principal but never validated an agreement with my signature or my husband who is not on the bill but has an ability to sign on my behalf. My husband has been taking care of me and our three children and my senior sister who is disabled. We have several people in the home and we are paying our current bill.

Please reopen this case and have the hearing because, when PECO came to our home they agreed there were problems with the meters said they would make certain changes I thought they were being truthful, said they would lower the bill agreed to take all off the bill except for \$10,000. The agreement was in principal and never came to fruition they are lying and they tricked my husband while I have been ill. I am on home hospice and I need help with this situation.

They got my husband to agree to something never got my signature, which is all I can give and misrepresented the facts to the Administrative Law Judge. We never had an agreement formally and I never signed a document neither did my husband. They said they would agree to those terms but never did truly honored.

My husband should not have ever agreed to this without my permission. I was ill and PECO came to my home agreed to that there was a problem with the meters and they never owned them that they were leased and the former leasing company used a third party to calibrate and check them and they PECO acknowledged that the problem caused people to be billed at a high rate.

The PECO man said this to me in front of three people after that he told us that PECO knew the meters were faulting and thus they over billed clients. That is why my bill is so high from the past. Now with the new meter my bills are current and low the way they should be.

PECO said that they would come back to the property to place a special box on the meter and check to make sure that they relay box and the meter were properly working together because in the past the software was different and they knew because of the lack of compatibility between the software of the relay box, meter and that the third party company used a roving meter reading from a passing car to get a meter reading there had to be a problem with my account as well as other and he would put that in his report.

I never received a copy of the report from the PECO man that came to my house and PECO promised to send it to my husband and family but that never happened. Now, we realize that we fell into a trap. PUC will believe PECO because I filed so many complaints and that they are PECO so they must be telling the truth.

They are not they trapped us so, that the PUC would not see hear testimony from people who are not family members but were at my home to witness the statements and the test PECO performed.

We, are trapped because they are a company and big and they can make you believe them but they did not act in good faith. We abided by this review of our bill and usage and it proved that I was over billed for many years due to this type of meters. PECO even agreed to get the documentation from the third party billing company and provide them as they fired them and now after many years PECO own their meters something they did not do until 2015.

If, PECO did not own the meters for years and I was overbilled because of having electrical appliances and medical equipment. But PECO came to my home and saw what was in my home and said it was the meters they they used to lease.

The PUC can look at a large bill and say a lot about that but, why not look at the fact that they never informed you that thousands of customers had these leased meters and they did not in fact read their own meters but used a third party vendor. When they were charged by customers as having overbilled them they lied to you by omission never informing you that they received these meters from a third party on lease, had third party meter readers and they never calibrated them had yet another third party do that. PECO has consistently said I don't pay my bills but they never told you that they used this type of equipment and third parties all of whom were never interviewed in an Informal Complaint process and therefore decisions were rendered based upon the belief that PECO owned the meters, checked the meters and thus billed from those meters all of which is not the case until 2015.

These are facts that would have come out at trial and because we believed PECO was finally acting in good faith they promised an Agreement that never materialized. I did not have an Agreement because it never materialized.

The PUC has never had an independent fact-finder or engineer inspect the meters that were in my property now or ever, the PUC is supposed to be unbiased and they should use a third party to review the history of PECO with me and other customers because PECO did not inform you of these facts for years if ever.

How, can they say their billing is factual when they didn't handle the billing at all! They used leased meters, had third party billing company, third party meter readers and never calibrated the meters. They then disposed of those meters replaced the meters and left people like me with high usage bills on meters they never read themselves, calibrated or even owned.

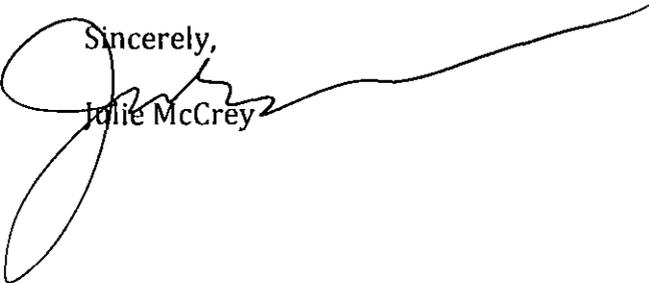
All these facts would have come out and the PUC would have had to have an independent investigation because you would have had to look at all of the meters from all customers with high bills over the years and found that they have been cheated and you have been lied to.

So, please reopen my case I want my day in court, whether or not I have to come in there in my hospital bed or gurney or wheelchair. There is absolute proof of these allegations. That is why this bill is so high not me, not my children but PECO is at fault and they know it. Investigate the truth about the meters.

Please accept this letter as my request to open my formal complaint back up and schedule a hearing as soon as possible.

Sincerely,

Julie McCrey



FedEx Express **NEW Package**
US Airbill

FedEx Tracking Number **8079 5786 4437**

Form ID No **0200**

Revised 12/10/10

1 From
Date **1-27-2016**
Sender's Name **Julie Hill Gray** Phone **202-76-6844**
Company **BTD - IEX Incident News**
Address **1131 CHRISTIAN ST**
City **Shiloh, TN** State **TN** ZIP **37157**

2 Your Internal Billing Reference

3 To
Recipient's Name **Secretary of PUC** Phone **717-772-7777**
Company **PUC**
Address **400 N. Street 2nd**
City **Harrisburg** State **PA** ZIP **17120**

HOLD Weekday
FedEx location address
REQUIRED. NOT available for FedEx First Overnight.
 HOLD Saturday
FedEx location address
REQUIRED. Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.

4 Express Package Service * To most locations. **
NOTE: Service order has changed. Please select carefully.

Next Business Day
 FedEx First Overnight
Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
 FedEx Priority Overnight
Next business morning * Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
 FedEx Standard Overnight
Next business afternoon * Saturday Delivery NOT available.

2 or 3 Business Days
 FedEx 2Day A.M.
Second business morning * Saturday Delivery NOT available.
 FedEx 2Day
Second business afternoon * Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
 FedEx Express Saver
Third business day * Saturday Delivery NOT available.

5 Packaging * Declared value limit \$200
 FedEx Envelope* **FedEx Pak*** **FedEx Box** **FedEx Tube** **Other**

6 Special Handling and Delivery Signature Options
 SATURDAY Delivery
NOT available for FedEx Standard Overnight, FedEx 2Day A.M., or FedEx Express Saver.
 No Signature Required
Package may be left without obtaining a signature for delivery.
 Direct Signature
Someone at recipient's address may sign for delivery. Fee applies.
 Indirect Signature
If no one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only. Fee applies.
Does this shipment contain dangerous goods?
 No **Yes** As per attached Shipper's Declaration **Yes** Shipper's Declaration not required **Dry Ice** Dry Ice, 3, UN 1845 _____ kg
 Cargo Aircraft Only
Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box.

7 Payment Bill to:
Enter FedEx Acct. No. or Credit Card No. below. Obtain recip. Acct. No.
 Sender Acct. No. in Section 1 will be billed. **Recipient*** **Third Party** **Credit Card** **Cash/Check**
Total Packages _____ Total Weight _____ lbs. Credit Card Acct. _____



8079 5786 4437

*Our liability is limited to US\$100 unless you declare a higher value. See the current FedEx Service Guide for details.

644

fedex.com 1.800.GoFedEx 1.800.463.3339

fedex.com 1.800.GoFedEx 1.800.463.3339