

RECEIVED

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

MAY 25 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

LESETTE BARTELL
Complainant

DOCKET NO. C-2016-2542213

v

PECO ENERGY COMPANY

May 25, 2016

COMPLAINANT, RESPONSE &
PRELIMINARY OBJECTIONS

I am writing in regards to PECO Response. I disagree with PECO Response and the information there on. Here is my Preliminary Objectives

1. October 2012 I resided at 4756 Loring Street my past due amount that I owed PECO was \$234.45cents and was given a shut off notice to pay the amount before October 16, 2012. PECO also said that there was an unbilled agreement balance of \$1,138.40cents and the total amount will be \$1,372.85 cents which was from a prevision address. I have attached that as exhibit A,1.

2. I moved to an apartment complex from 12/2012 to 11/30/2013 where I did not need PECO Service due to the apartment complex having there own Electric Provider.

3. I moved into the apartment located at 6064 Vine Street in 12/2013; there I received a shut off notice on 1/10/2014 for failure to apply and that they will be shutting off my service on 1/15/2014 and the account numbers on this account was 0000000000. I have attached as exhibit A,2

4. I spoke to a Representative from PECO by the name of Kim on 1/14/2014 to try to get my service transferred over and was told I did not have an active account with CAP and owed no arrears.

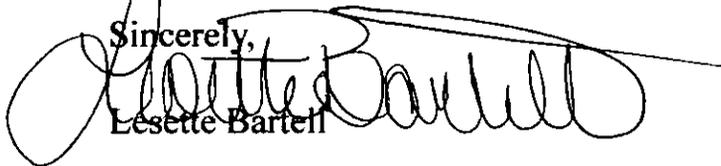
5. Service was later transferred over and went on a budget billing; I did not want to get on there Cap Program due to me not being able to file a complaint when needed regarding PECO manipulating and altering documents. There was a case open regarding that matter with the Public Utility Commission.

6. This transfer fee of this amount came after I started questioning once I received the denial letter in the amount of \$1,267.25 cents and did not have any service at that time; the transfer fee that I was told that I had to pay by PECO was \$6.00 dollars and that was applied to my first bill. If you review the account for 6064 Vine Street it will establish that information you will see that this \$544.48 cents transfer fee was never mentioned until I received funding from LIHEAP and Crisis. I mentioned that the amount should have been paid in full that is when the transfer fee of \$544.48 cents was taken in to play.

7. The amount was not \$1,753.33 cents the amount PECO said was \$1,372.85 cents from a prior account and that was Radbourne Rd and 103 S 3rd St which is way over four years.

8. I sent this letter certified mail on April 25, 2016 and have not received my return card as of today. I also do not know anything about e-filing and do not wish to submit or obtain any information that way. I would also like to mention that I received my mail on Saturday night May 21st under my door due to the postal worker putting it inside someone else's mailbox. I went to the Post Master to address this matter. I ask that my case go forward so that I can present this information in Court. I have attach as exhibit A,3

Sincerely,



Lesette Bartell



1-800-494-4000

72-Hour Shut-Off Notice
Aviso De Suspension De Servicio En 72 Horas

A, 1

DATE 1/16/14

NAME	<u>OC Curpant</u>
ADDRESS	<u>606 Vine St</u>
TELEPHONE NUMBER	<u>215 233 2200</u>
ACCOUNT NUMBER	<u>0000000000</u>

Your Service Will Be Shut Off

We will shut off your PECO service on or after 1/15/14 because

- You have a past due amount of PECO charges in the amount of \$ _____ as of _____
- You have not let us read your meter(s).
- You have a past due amount of PECO charges in the amount of \$ _____ as of _____ and you have not let us read your meter(s).
- You have not paid a past due balance of \$ _____ for PECO charges at _____ from _____ to _____
- You did not give PECO the identification (I.D.) we need when you applied for service.
- You have not applied for service.
- You have not paid the PECO deposit in the amount of \$ _____
- Other failure to apply

If we shut off your service, you may have to do the following before we turn it back on:

- Pay PECO past due amount of \$ _____
- Let us read your meter(s).
- Apply for service and/or show identification.
- Pay a turn-on charge of \$ _____
- Pay a security deposit equal to two months of average PECO charges.
- Call us right away to make payment arrangements or dispute your PECO past due bill.

****THIS NOTICE IS FOR PECO AND ITS CHARGES ONLY****

ATENCION
Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar al número de teléfono que aparece en este documento.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is seriously ill. **WE WILL NOT SHUT OFF YOUR SERVICE** during such an illness provided you:

1. Have your licensed physician or nurse practitioner certify, by phone and in writing, that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.

AND

2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

Atencion ! Este es un mensaje muy importante. Si usted no lo entiende, favor de llama a 1-800-494-4000.

Pay your bill at an authorized payment location or at PECO (23rd & Market Streets, Philadelphia). To pay by credit card or check by phone, call 1-877-432-0384. The service provider will charge a convenience fee of \$3.50.

See other side for more information



0112
A, 2

TEN DAY SHUT OFF NOTICE
(AVISO DE SUSPENSION DE SERVICIO EN 10 DIAS)
FOR PECO ENERGY CHARGES ONLY.

Account Number: 9098362129
For Service To: 4756 LORING ST
Date Prepared: October 2, 2012

Past Due Amt: \$234.45
New Billing: \$0.00
Total Amount: \$234.45

Your Gas/Electric Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 4756 LORING ST on or after 8:00 a.m. on October 16, 2012.

We will NOT shut off your gas/electric service if you do ONE of the following:

- Pay \$234.45 in full **before** October 16, 2012, this includes any amount you owe on your payment plan. This notice is effective for **60 days**.
- Pay the catch up amount on your agreement if it has defaulted. Call 1-888-480-1533 for the amount.
- Show us a paid receipt for the past due amount.
- You may qualify for a payment agreement or special assistance programs. Call **1-888-480-1533** right away to provide us with household income and occupant information to determine your eligibility.
- If you dispute this balance or have other billing questions, please call our office at **1-800-494-4000**.

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

If we shut off your gas/electric service, you may have to pay all of the following before we can turn service on:

- Past Due Amount of **\$234.45**
- Deposit Past Due Amount of **\$0.00**
- Agreement Unbilled Balance **\$1,138.40**
- Total **\$1,372.85***

*If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service

†If your service is shut off, you may have to make substantial payments in order to have your service restored. In addition to any balance owed, you will have to pay a Reconnection charge of up to \$1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is seriously ill. WE WILL NOT SHUT OFF YOUR SERVICE during such an illness provided you:

1. Have your licensed physician or nurse practitioner certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.

'AND'

2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

Atención: Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-888-480-1533.

Send payment in the enclosed envelope or pay your bill at an authorized payment location or PECO Energy's Main Office 2370 & Market Streets Philadelphia. To pay by credit card or check by phone, call 1-877-432-9384. The service provider will charge a convenience fee of \$3.50.

See other side for more information.



Return only this portion with your check made payable to PECO Energy Co.



An Exelon Company

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m.
1-888-480-1533

Handwritten initials: AJ

AT 037
PHILADELPHIA PA 19136-4107

Account Number
90983-62129

Payment Received

Payment Amount



PECO Energy Co.
PO BOX 13159
Philadelphia PA 19162-0439

Please pay this amount
immediately

\$234.4

00000000000000000000



9098362129000000000022900000009

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A13

7015 1520 0000 3792 6783

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com

HARRISBURG PA 17120

Certified Mail Fee	\$3.30	
Extra Services & Fees (check box, add fee as appropriate)		0146
<input type="checkbox"/> Return Receipt (hardcopy)	\$ 2.70	
<input type="checkbox"/> Return Receipt (electronic)	\$ 0.00	05 Postmark Here
<input type="checkbox"/> Certified Mail Restricted Delivery	\$ 0.00	
<input type="checkbox"/> Adult Signature Required	\$ N/A	
<input type="checkbox"/> Adult Signature Restricted Delivery	\$ N/A	
Postage	\$1.57	04/25/2016
Total Postage and Fees	\$7.57	

Send To
 PENNSYLVANIA Public Utility
 700 NORTH OFFSET
 HARRISBURG PA 17120

PS Form 3800, April 2016 PSN 7530-02-000-9047 See Reverse for Instructions

Label #
 3350340212235240588439

Customer Postage - \$1.41
 =====
 Issue Postage: \$6.16

Total: \$6.16

Paid In Cash \$20.00
 Change Due -\$13.84

Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit USPS.com USPS Tracking or call 1-800-222-1811

Order stamps at usps.com/shop or call 1-800-Stamp24. Go to usps.com/clicknship to print shipping labels with postage. For other information call 1-800-ASK-USPS

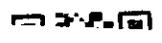
Get your mail when and where you want it with a secure Post Office Box. Sign up for a box online at usps.com/poboxes.

Bill #: 1000502069400
 Clerk: 05

All sales final on stamps and postage
 Refunds for guaranteed services only
 Thank you for your business

HELP US SERVE YOU BETTER
 TELL US ABOUT YOUR RECENT
 POSTAL EXPERIENCE

Go to:
<https://postalexperience.com/Pos>
 or scan this code with your mobile device:



A,3

A receipt for your records

First delivery service, on
a line of fixed 21 years of age
7 to the address: Street
Address: authorized agent
40
United Mail service, or
a of mailing, it should have a
would that a person's on
and, please present your
United Office" but
a) received a person's, on the
order is how that order person
the recipient, apply
and deposit the money to

Overbrook Post Office
PHILADELPHIA, Pennsylvania
191519998
4165411111-0000
04/25/2016 (800) 275-0000 10 55 51 24

Description	Amount
Postage	\$1.57
Postage - Large Env.	2.50
Expected Delivery: Wed 04/27/16	
Certified Mail	\$3.30
USPS Certified Mail #:	
7011120000037926783	
Return Receipt	\$2.70
Customer Postage	-\$1.41
Issue Postage:	\$6.16
Total:	\$6.16

Paid by:
Cash \$20.00
Change due -\$13.84

Text your tracking number to
USPS to get the latest
status. Standard Message and Data
rates may apply. You may also visit
USPS.com USPS Tracking or call
1-800-222-1811

Order stamps at usps.com/shop or
call 1-800-Stamp24. Go to
usps.com/clicknship to print
shipping labels with postage. For
other information call
1-800-ASK-USPS

Get your mail when and where you
want it with a secure Post Office
Box. Sign up for a box online at
usps.com/poboxes.

Bill #: 1000502069400
Clerk: 05

All sales final on stamps and postage
Refunds for guaranteed services only
Thank you for your business

HELP US SERVE YOU BETTER

TELL US ABOUT YOUR RECENT
POSTAL EXPERIENCE

Go to:
<https://postalexperience.com/Pos>
or scan this code with your mobile
device:





Pennsylvania Public Utility
400 North Street
Harrisburg, PA. 17120
Secretary

PLY TO SEAL

PRESS FIRMLY TO SEAL



U.S. POSTAGE
PAID
PHILADELPHIA, PA
19151
MAY 25 16
AMOUNT
\$22.95
R2305K142485-02

PRIORITY MAIL ★

5/28/2016 10:42:47 AM

To: PUC
Agency PUC
Floor:
External Carrier: EXPRESS



ly 2013 OD: 15 x 9.5

001000059

WRITE FIRMLY WITH BALL POINT PEN ON HARD SURFACE TO MAKE ALL COPIES LEGIBLE.

CUSTOMER USE ONLY

FROM: (PLEASE PRINT) PHONE ()

*LETTE Fratelli
604 Olive Street 271
Philadelphia PA 19139*

PAYMENT BY ACCOUNT (if applicable)

DELIVERY OPTIONS (Customer Use Only)

SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional Insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options

No Saturday Delivery (delivered next business day)
 Sunday/Holiday Delivery Required (additional fee, where available*)
 10:30 AM Delivery Required (additional fee, where available*)
*Refer to USPS.com® or local Post Office™ for availability.

TO: (PLEASE PRINT) PHONE ()

*Pennsylvania
400 North Street
Philadelphia PA 19120*

ZIP + 4® (U.S. ADDRESSES ONLY)



INTERNATIONAL USE LABEL HERE

UNITED STATES POSTAL SERVICE® | **PRIORITY MAIL EXPRESS™**

ORIGIN (POSTAL SERVICE USE ONLY)

1-Day 2-Day Military DPO

PO ZIP Code <i>19151</i>	Scheduled Delivery Date (MM/DD/YY) <i>7/14/16</i>	Postage <i>\$ 22.95</i>	
Date Accepted (MM/DD/YY) <i>5/25/16</i>	Scheduled Delivery Time <input type="checkbox"/> 10:30 AM <input type="checkbox"/> 3:00 PM <input type="checkbox"/> 12 NOON	Insurance Fee \$	COD Fee \$
Time Accepted <i>12:39 PM</i>	10:30 AM Delivery Fee \$	Return Receipt Fee \$	Live Animal Transportation Fee \$
Weight <i>X</i>	Flat Rate \$	Sunday/Holiday Premium Fee \$	Total Postage & Fees <i>\$ 22.95</i>
Acceptance Employee Initials <i>JC</i>			

DELIVERY (POSTAL SERVICE USE ONLY)

Delivery Attempt (MM/DD/YY)	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Delivery Attempt (MM/DD/YY)	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature

For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
\$100.00 Insurance Included.

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