

Dear Sir/Madam,

My family has experienced unexpected and significant financial hardships as a result of major injuries sustained in an automobile accident and the loss of employment due to company layoff. In addition, our circumstances have significantly changed as my daughter has been diagnosed with Bi-Polar Disorder and, as a result, has spent several months under hospitalization and ongoing medical expenses which I am currently supporting as a single parent. Although I continue to work with my creditors on payment arrangements based on my current and ongoing financial situation, I am in need of assistance with my outstanding PECO bill.

Over the past several months, I have attempted to work with PECO regarding arrangements on past due payments based on significant changes in my financial circumstance as described. I've explained that, in addition to past financial hardships, my circumstances have significantly changed as a result of my daughter's disability and subsequent hospitalization and ongoing medical care.

On February 24, 2016, I was assessed via phone by PECO and confirmed that my household was eligible for Customer Assistance Program (CAP) based on my current financial circumstances. At that time, I was provided a CAP application which was completed (including all requested documents) and forwarded via fax at 1-866-362-8906. Subsequently, I called PECO Customer Service and confirmed receipt of the application by PECO and that it was being processed with details to be forwarded. However, I have still not received confirmation of CAP status or a response to the CAP request. In addition, I have contacted PECO and formally requested details of outstanding balance amounts including past due amounts from previous and current residence, clarification of amounts determined under CAP, fees assessed (including late fees, interest, and any other applicable charges), confirmation and status on the outstanding CAP application, and any documentation on payment arrangement options available. However, I have not received any of the requested documentation or information.

In addition, I have made PECO aware that electricity at my residence is critical as my son has life-threatening disability (chronic asthma) and must use doctor-ordered nebulizer treatments multiple times on a daily basis. Per PECO Customer Service, I submitted medical certification based on this critical (life sustaining) medical circumstances and a medical certification were completed by my son's doctor within 24 hours of the request to PECO. However, the request was not processed even though all of the required information was provided to PECO per their stated requirements regarding medical certifications.

Therefore, I am respectfully requesting assistance on the above items including obtaining detailed and itemized documentation regarding past due amounts, status on the recent CAP request, assistance in setting up a payment arrangement for the outstanding arrears (CAP and/or non-CAP) that is reasonable and affordable based on my existing financial situation, and that any and all termination of service be discontinued.

Regards,

Eric Hudson