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Secretary

Ron Abrams

AUG 10 2016

PA Public Utility Commission

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

P.O. Box 3265

Harrisburg PA 17105-3265

Exceptions

I disagree with your decision and am very bothered by you did not address my problems at hand. I got a cold chill when I read it none of the problems were fixed.

Peco continues to abuse me when I call them Anita Armstrong was not the ~~only~~ person I spoke to at Peco.

I have been cursed at, threatened, hung up on and that is acceptable customer service you said. Any employer I know would <sup>not</sup> allow this conduct Employee would be fired on the spot. Peco is never truthful with me. I do not want to do business with them anymore. Your tired is would I would like to say to them but there is a monopoly and they can break any law they wish and no one will prosecute them.

Next you did not address what I asked about the budget Cap rate B you said must be on budget. But budget still not calculated correctly. Balance is always incorrect. If for example you have a credit of \$500 and the bill is \$37 pay \$37 and make balance 0 for that month. What they do is pay too much or too little and I have overpayment or underpayment entirely in winter. Pay the bill in full money is there in winter. Bill is very confusing and always incorrect. I want a zero balance every month. I don't believe in debt or payment plans. I buy a product or service I pay for it or I don't buy it. I want control over the money it is not being applied correctly to my bills. That was not addressed. I have the right to have a zero balance not some made up overpayment or hold on my money.

I wrote an answer to Peco <sup>about</sup> this complaint they did not even reply. I told the truth they meaning Peco lied again I refuse to be cheated and abused by Peco. This is just a sick game to them torturing others to make them sick like they did to me.

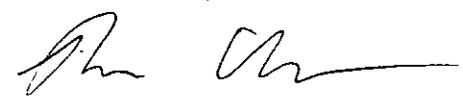
Also the harassment continues still to this day by 3rd party energy suppliers coming to my door even with a no soliciting sign and phone calls still annoying me. I am on Federal and state do not call lists, Peco violated that law giving out my name and address.

I have been a Peco customer for more than 18 yrs and have been ~~treated~~ very badly by them worst company ever very abusive, liars, dishonest uncaring. Only interested in money nothing else matters to them. Send someone to jail from that company and watch how quickly their attitude changes maybe then they will treat people like people and not like dollar amounts.

I want these problems resolved nothing was addressed. Your message to me is Peco it's OK to steal from your customers we the PUC won't do anything and it's also OK to lie. That's how I see you decision.

I told the truth. Peco lied. ~~Bottom line~~  
 PUC not doing there job here in this case  
 I want this matter rereviewed by another person that cares about the truth and what really happened to me.

Sincerely



Ron Abrams

139 Dale Rd

Willow Grove PA 19090

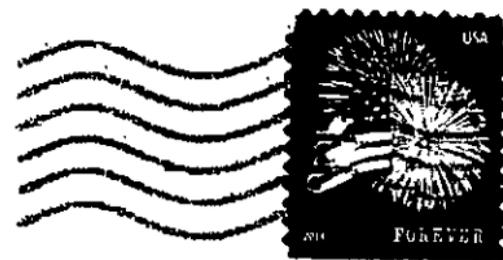
215-659-6628

cc - PECO Energy

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