

DR. HUBERT C. HUH, D.A.C.A.  
530 HOFFMAN DRIVE  
BRYN MAWR, PENNSYLVANIA 19010

July 29, 2016

**RECEIVED**

Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

JUL 29 2016

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Dear Sir or Madam:

The following is my complaint in response to PECO's letter dated June 29, 2016, a copy of which is enclosed.

1. My name is Dr. Hubert C. Huh
2. My address is 530 Hoffman Drive, Bryn Mawr, PA 19010-1745
3. The service address is the same.
4. PECO account number is 83380-03015.
5. Their name: PECO
6. PECO will not accept further medical certificates, wants payment in full of well over half of our income at one time, and has so far indicated disinterest in making payment arrangements. Detailed description follows.
7. There has been a previous complaint, but not on this problem.
8. The previous complaint was investigated and reported on by PECO before.
9. No shut-off date has been stated in their letter of June 29, 2016.
10. We would like to make reasonable payment arrangements.

The comments of my wife, my chief care-giver, are as follows:

1. After we filed bankruptcy, a deposit of \$830 was billed by PECO. My wife called the customer service department and found out that this deposit was billed because of the bankruptcy, was supposedly authorized by the P.U.C., and was a way of getting back some of the money PECO lost because of our bankruptcy petition. **No other creditor on the bankruptcy petition has such privileges.** Further, neither Aqua Pennsylvania nor our telephone service provider has asked for any deposits from us, as a result of our bankruptcy petition.
2. The result of this deposit being billed was to put us right back where we were before filing bankruptcy, i.e., trying to pay more than we could afford in any given month because of past due amounts, dealing with shut-off notices, etc. The beneficial effects of bankruptcy (as opposed to the negative effects) apparently do not apply to debtors of PECO.

3. We feel that the reason PECO has been difficult about these payments is that they do **not** believe our only source of income is Social Security. During our earlier discussions with PECO some years ago, I was still working and had income from my business. **That is no longer the case.** I have **not** been able to work for at least the past three (3) years because of my physical and mental health. My business is closed. Further, because of the financial events of 2008 and following, while my business survived the recession, the pension program and other benefits did **not** survive. **I am not receiving any pension, nor will I ever receive one.**

In addition, any and all investment accounts, savings accounts, etc. have long since been **depleted** and **closed**. There are **no longer** any credit card accounts from which payment could be made. Our income is truly **only** Social Security, and it is an **inadequate** income.

My wife apologizes for the delay in getting this information together, mainly as a result of her ongoing care-giving activities on my behalf.

Very truly yours,



Hubert C. Huh, D.A.C.A. (J.D., Ph.D., D.P.H.)

cc: PECO  
P.O. Box 13778  
Philadelphia, PA 19101



An Exelon Company

0105

PECO  
PO BOX 13778  
Philadelphia, PA 19101

Account Number: 8338003015  
June 29, 2016

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DR HUBERT C HUH  
530 HOFFMAN DR  
BRYN MAWR PA 19010-1745



For Service to:  
530 HOFFMAN DR  
BRYN MAWR, PA 19010

**Problem:**

As of June 29, 2016, PECO will not accept medical certificates or requests to restore service due to a medical condition for any occupants living at this service address.

**Our Response:**

We have reviewed your account and our records indicate that we have granted at least three (3) medical condition extensions and/or restorations and you have not made the required payments on your account.

Therefore, PECO will not accept medical certificates or requests to restore service due to a medical condition until you have paid the balance that accrued prior to the medical condition hold. The amount past due on your account is \$1,765.94. Please call us at 1-888-480-1533 to find out what portion of this balance you must pay to receive another medical condition extension.

You are responsible to pay your bill on time each month. If your account is past due, please make payment today to avoid further collection action. If you would like to pay your bill via MasterCard, VISA, Debit Card, or Check-by-Phone 24 hours a day, please call 1-877-432-9384.

If you have any questions, or to find out if you are eligible for payment arrangements, please call 1-888-480-1533 between 7 a.m. and 7 p.m., Monday through Friday. You may also visit our business office at 2301 Market Street in Philadelphia, PA 19101, Monday through Friday, from 8:30 a.m. to 5:00 p.m.

**To File a Complaint:**

You may file a complaint regarding this matter with the Public Utility Commission (PUC) by calling 1-800-692-7380, or by writing to the following address:

Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

To protect your rights, your complaint should be filed within 10 days of the date of this letter and should include the following:



1. Your Name
2. Your Address
3. The address where this service is being used
4. Your PECO Account Number
5. Our name, (PECO)
6. A brief statement of the problem.
7. Whether a complaint about this problem was filed with the PUC before
8. Whether the problem was investigated and reported on by us before
9. The shut-off date, if any
10. How you would like the problem to be solved

If you file a complaint and do the things the PUC tells you to do, we will not shut off your service while they are handling your complaint.

### **PECO**

If you need to talk to us, please call 1-800-494-4000 between 7 a.m. and 7 p.m., Monday through Friday.





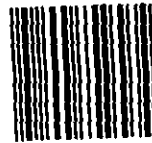
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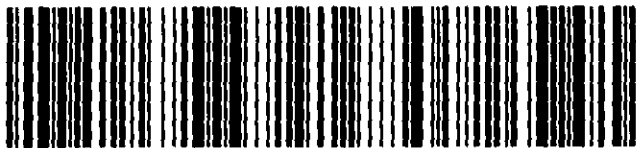


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