

Jose / Carmen Feliciano

11 Gardenia Rd.

Levittown, PA 19057

267-423-0717

Case Number: 34511418

PUC Docket No: C- 2016- 2559921

August 31, 2016

Rosemary Chiavetta, Secretary

Pennsylvania Public Utility Commission

Commonwealth Keystone Building

400 North Street, Second Floor

Harrisburg, PA 17120

RECEIVED

SEP - 6 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: PECO Energy Company Answer to Formal Complaint

Dear Ms. Chiavetta

This is a response to the objection that PECO present for my complaint

Where is the proof of 2002 that says they took this action sixteen years ago, PECO is using a severe and improper assertion by stating that "I think". I did not think I use the statement to them I received from PECO, the stated the statement is confusing, their own system is confusing to them? The only thing here confusing is what they have taken from 2002 ("sixteen years ago") to not assume responsibility for the mistake they make, the response from them respectfully is absurd and ridiculous. Yes I sent a letter to ("BCS"), PUC and PECO just in case I need to return to "BCS" again if this is not resolve correctly as it should be. The only thing that can convince me that I am responsible for those 211.86 is a written evidence dated in 2002 confirming what they have said that ("sixteen years ago") PECO gave us that forgiveness. I'm thinking ("now I'm thinking") how many people would be affected more by the way PECO apply their forgiveness. According to paragraph eight PECO was without knowledge, which information needed PECO? We are people with integrity if they had no knowledge that was not asked or did not accept the information we gave at that time or maybe the staff did not work well collecting information they need.

Also by the way there is an error in my residence in the Certificate of Service that Wrote Mr.Shawane Lee. In the description of the customers problem, clearly it is that PECO assumes I think, without having any knowledge of what kind of people we are, I did not agree to enter into an agreement that I did not need. if they have done things correctly. What we needed was evidence to see why we were charged 275 which 211.86 after LIHEAP payment.

With the best intention that this matter is resolved in the best possible way

Sincerely,



Jose A. Feliciano



Carmen Feliciano

Cc: Exelon Business Services Company

Legal Department

under the company's Pre-Program Forgiveness program and the balance was subsequently forgiven. Under PECO's Universal Services Plan, PECO customers are entitled to one pre-program arrears forgiveness.

The Complainant re-enrolled in CAP at his current service address on February 18, 2016. At the time of his enrollment, PECO isolated a \$282.48 balance on the Complainant's account for possible forgiveness under the company's pre-program arrears forgiveness program. On May 27, 2016, the company reviewed the Complainant's account and determined that he had already received a one-time forgiveness in October 2002 when he first enrolled in CAP. Accordingly, PECO reversed the remaining portion of the isolated balance \$211.86 and returned it to the Complainant's account. The Complainant remains actively enrolled in CAP. He is scheduled to recertify in the program on February 18, 2018.

On June 21, 2016, the Complainant filed an informal complaint with the Bureau of Consumer Services ("BCS") at case number 003451418, disputing his balance. See Case Details Report #003451418, attached hereto as Exhibit "2". The BCS has not yet issued a Decision on the informal complaint.

The Complainant currently has a \$272.02 balance. See Exhibit "1". The entire balance is comprised CAP arrears. PECO avers that the Complainant is responsible for the \$211.86 balance returned to the account as he had already received one-time forgiveness in October 2002.

5. Denied.
6. Admitted
7. Admitted.

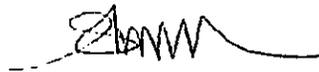
8. PECO Energy neither admits nor denies the allegations in paragraph 8. PECO is without knowledge or information sufficient to form a belief as to the truth of this averment and, therefore, such allegation is deemed denied.

9. Paragraph 9 is a Verification and Signature to which no response is required.

10. Paragraph 10 contains information regarding Filing, to which no response is required.

WHEREFORE, PECO Energy Company respectfully requests that your Honorable Commission dismiss the instant Complaint.

Respectfully Submitted,



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

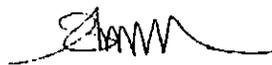
JOSE FELICIANO	:	
Complainant	:	
	:	
v.	:	DOCKET NO. C-2016-2559921
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

CERTIFICATE OF SERVICE

I, Shawane L. Lee, hereby certify that I have this day served a copy of PECO Energy Company's Answer in the above matter upon all interested parties by mailing a copy, properly addressed and postage prepaid to:

Jose Feliciano
511 Gardenia Road
Levittown, PA 19057

Dated at Philadelphia, Pennsylvania, August 22, 2016



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389
Shawane.Lee@exeloncorp.com

Exelon

August 22, 2016

Company Position:

THE CUSTOMER NEEDS TO STAY ON THE PAYMENT ARRANGEMENT TO PAY OFF THE AMOUNT DUE UNDER THE CAP PROGRAM.



PENNSYLVANIA
PUBLIC UTILITY COMMISSION

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eFiling Successfully Transmitted



Your filing has been electronically received. Upon review of the filing for conformance with the Commission's filing requirements, a notice will be issued acknowledging such compliance and assigning a Docket Number. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

Print this page for your records. The date filed on will be the current day if the filing occurs on a business day before or at 4:30 PM Harrisburg, PA time. It will be the next business day if the filing occurs after 4:30 PM Harrisburg, PA time or on weekends or holidays.

If your filing exceeds 250 pages, you are required to submit one paper copy of the filing within 3 business days of submitting the electronic filing. This paper copy can be mailed to: Secretary, Pennsylvania Public Utility Commission, Commonwealth Keystone Building, 400 North Street, 2nd Floor, Harrisburg, PA 17120 . Please print a copy of this page and attach it to the paper copy of your filing as the first page.

eFiling Confirmation	
Docket Number:	C-2016-2559921
Description:	Jose Feliciano - PECO Energy Company Answer to Formal Complaint
Transmission Date:	8/22/2016 10:15:12 AM
Filed On:	8/22/2016 10:15:12 AM
eFiling Confirmation Number:	1647185

Uploaded File List

File Name	Document Class	Document Type
Jose Feliciano - Answer.pdf	Communication	Answer to Formal Complaint



Emergency and Repairs 1-800-841-4141 This is the number to call to report power outages gas leaks or odors, and safety hazards related to PECO Equipment For all other business call 1-800-494-4000

Paid

Name: JOSE FELICIANO
 Account Number: 27497-81013
 Phone Number: 267-423-0717
 Service Address: 11 GARDENIA RD, LEVITTOWN

Billing Summary

Bill Date 08/03/2016
 Thank you for your payment of \$107.31
 LIHEAP payment \$65.00
 Charges from previous bill \$146.86
Total Other Charges \$146.86

Current Period Charges

Electric \$125.19
Total New Charges \$125.19
Total Amount Due on 08/25/2016 \$272.05

General Information

Next scheduled meter reading: **September 06, 2016**
 PECO, 2301 Market Street, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- www.peco.com/ebill - Go paperless: receive and pay your bill
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 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

From PECO:
 New charges contain estimated total state taxes of \$9.51, including \$7.39 for State Gross Receipts Tax.
 Your electric price to compare is \$0.0748 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

When paying in person, please bring the entire bill.

(continued on next page)

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- 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.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

0010110 01 AV 0.373 **AUTO T4 0 8850 19057-341111 -C01-B1-P10120-I1 3 5



JOSE FELICIANO
 11 GARDENIA RD
 LEVITTOWN, PA 19057-3411



Account Number
27497-81013

Payment Receipt Stamp

Payment Amount
125.19

*Posted on
 8.31.16
 to pay on
 9.1.16*

Please pay this amount by 08/25/2016 **\$272.05**

*Conf # KTNM4-TG48L
 8*

PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629



274978101300002720562380272050



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business call 1-800-494-4000

Name: JOSE FELICIANO
 Account Number: 27497-81013
 Phone Number: 267-423-0717
 Service Address: 11 GARDENIA RD, LEVITTOWN

Billing Summary

Bill Date	07/05/2016
Thank you for your payment of \$117.07	
Thank you for your payment of \$141.56	
Charges from previous bill	\$209.77
Late payment charge	\$2.09
Total Other Charges	\$211.86

Current Period Charges

Electric	\$107.31
Total New Charges	\$107.31
Total Amount Due on 07/27/2016	\$319.17

General Information

Next scheduled meter reading: **August 05, 2016**
 PECO, 2301 Market Street, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

Customer Self Service - Manage Your Account 24/7

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- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

From PECO:

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.

New charges contain estimated total state taxes of \$8.15, including \$6.33 for State Gross Receipts Tax.

When paying in person, please bring the entire bill.

(continued on next page)

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- 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.

To pay by phone call 1-877-432-9384.
 A convenience fee will apply.

0012416 01 AV 0.373 *AUTO TB 0 8829 19057-341111 -C01-B1-P12428-I12 5 7



JOSE FELICIANO
 11 GARDENIA RD
 LEVITTOWN, PA 19057-3411

Posted on
7/22/16
To pay on 7/27/16
Conf # KPMBB-DYSFZ



Account Number
27497-81013

Payment Receipt Stamp

Payment Amount
107.31

Please pay this amount by 07/27/2016

\$319.17

PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629



274978101300003191762090319179



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: JOSE FELICIANO
 Account Number: 27497-81013
 Phone Number: 267-423-0717
 Service Address: 11 GARDENIA RD, LEVITTOWN

Billing Summary

Bill Date		06/03/2016
Charges from previous bill	Posted on 6/12/16	\$139.47
Late payment charge	To pay on 6/14/16	\$2.09
Total Other Charges	Cont #	\$141.56
Current Period Charges	debit papers: e/ 5/26/16	
Electric		\$117.07
Total New Charges		\$117.07
Total Amount Due on 06/27/2016	To mail at home to conf #	\$258.63

General Information

Next scheduled meter reading: July 07, 2016
 PECO, 2301 Market Street, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

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 - www.peco.com/service - Start, stop and transfer your service
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 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

From PECO:
 You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
 Your original PPA balance was \$282.48 and is currently \$211.86.
 New charges contain estimated total state taxes of \$8.89, including \$6.91 for State Gross Receipts Tax.

139.47
 2.09
 141.56
 cont # KKGC
 NML6T3

When paying in person, please bring the entire bill.

(continued on next page)

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- 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.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

0011093 01 AV 0 373 **AUTO T2 0 8808 19057-341111 -C01-B1-P11104-11 34 6



JOSE FELICIANO
 11 GARDENIA RD
 LEVITTOWN, PA 19057-3411

Account Number
 27497-81013

Payment Receipt Stamp

Payment Amount
 117.07



Please pay this amount by 06/27/2016

\$258.63

PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629

Posted on 6/22/16
 To paid on 6/24/16
 Cont # KLHJB-4R9K2



274978101300002586361790258632



Emergency and Repairs: 1-800-641-4141. This is the number to call to report power outages, gas leaks or odors and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: JOSE FELICIANO
Account Number: 27497-81013
Phone Number: 267-423-0717
Service Address: 11 GARDENIA RD, LEVITTOWN

Billing Summary

Bill Date 05/04/2016
Thank you for your payment of \$141.43

Current Period Charges

Electric \$139.47
Total New Charges \$139.47
Total Amount Due on 05/26/2016 \$139.47

General Information

Next scheduled meter reading: June 07, 2016
PECO, 2301 Market Street, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7
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- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

From PECO:
You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
Thank you. Since you paid last month's bill on time, \$23.54 of your PPA has been forgiven. Your original PPA amount was \$282.48. Your current PPA balance is \$211.86.
New charges contain estimated total state taxes of \$10.59, including \$8.23 for State Gross Receipts Tax.

6787-01-0012077-0001-0024137

When paying in person, please bring the entire bill.

(continued on next page)

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- 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.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

0012077 01 AV 0 373 AUTO T2 0 8787 19057-341111 -C01-B1-P12089-I12



JOSE FELICIANO
11 GARDENIA RD
LEVITTOWN, PA 19057-3411



Account Number
27497-81013

Payment Receipt Stamp

Payment Amount
141.56

Paid on
6/14/16

Please pay this amount by 05/26/2016

\$139.47

CONF # K1KGC NM6T3

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629



274978101300001394761470139479



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: JOSE FELICIANO
Account Number: 27497-81013
Phone Number: 267-423-0717
Service Address: 11 GARDENIA RD, LEVITTOWN

Billing Summary

Bill Date 04/05/2016
Excess credit \$-7.39
Total Other Charges \$-7.39

Current Period Charges

Electric \$148.82
Total New Charges \$148.82
Total Amount Due on 04/27/2016 \$141.43

General Information

Next scheduled meter reading: **May 06, 2016**
PECO, 2301 Market Street, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

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- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

From PECO:

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.

Thank you. Since you paid last month's bill on time and also paid your entire past due balance, \$47.08 of your PPA has been forgiven. Your original PPA amount was \$282.48. Your current PPA balance is \$235.40.

New charges contain estimated total state taxes of \$11.31, including \$8.78 for State Gross Receipts Tax.

8766-01-0011377-0001-0022726

When paying in person, please bring the entire bill.

(continued on next page)

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- 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.

To pay by phone call 1-877-432-9384.
A convenience fee will apply.

0011377 01 AV 0 388 **AUTO T5 0 8766 19057-341111 -C01-B1-P11388-1123 567



JOSE FELICIANO
11 GARDENIA RD
LEVITTOWN, PA 19057-3411



Account Number
27497-81013

Payment Receipt Star

Payment Amount
141.43

April

Please pay this amount by 04/27/2016

\$141.43

Posted on 4.30.16
To paid on 5.3.16

274978101300001414361180141430

Conf # KFORT-08750

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629





Emergency and Repairs 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment For all other business, call 1-800-494-4000

Name: JOSE FELICIANO
Account Number: 27497-81013
Phone Number: 267-423-0717
Service Address: 11 GARDENIA RD, LEVITTOWN

Billing Summary

Bill Date 03/07/2016
Thank you for your payment of \$282.48
Overpayment \$-282.48
Total Other Charges \$-282.48

March

Current Period Charges

Electric \$275.09
Total New Charges \$275.09
Total Amount Due on 03/29/2016 \$0.00
Your remaining excess credit is \$7.39

General Information

Next scheduled meter reading: April 07, 2016
PECO, 2301 Market Street, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

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- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

From PECO:
You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
Your original PPA balance was \$282.48 and is currently \$282.48.
New charges contain estimated total state taxes of \$20.90, including \$16.23 for State Gross Receipts Tax.
Your Total Account Balance of \$-7.39 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.
Credit balance on this bill will be applied to your next standard bill.

8745-01-0011638-0001-0023263

When paying in person, please bring the entire bill.

(continued on next page)

Return only this portion with your check made payable to PECO. Please write your account number on your check.



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.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

0011638 01 AV 0 388 **AUTO T5 0 8745 19057-341111 -C01-B1-P11649-I2 56



JOSE FELICIANO
11 GARDENIA RD
LEVITTOWN, PA 19057-3411



Account Number
27497-81013

Payment Receipt Stamp

Payment Amount box

Please pay this amount by 03/29/2016

\$0.00

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629



274978101300000000060890000009



Emergency and Repairs: 1-800-941-4141 This is the number to call to report power outages gas leaks or odors and safety hazards related to PECO Equipment For all other business call 1-800-494-4000

Name: JOSE FELICIANO
 Account Number: 27497-81013
 Phone Number: 267-423-0717
 Service Address: 11 GARDENIA RD, LEVITTOWN

Posted on 3/1/16
 Paid on 3/3/16

CONF # KLYRX - G9MKZ
 \$ 282.48

Billing Summary

Bill Date 02/05/2016
 Thank you for your payment of \$212.06

Current Period Charges

Electric	\$282.48
Total New Charges	\$282.48
Total Amount Due on 02/29/2016	\$282.48

General Information

Next scheduled meter reading: **March 09, 2016**
 PECO, 2301 Market Street, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

Message Center

From PECO:
 New charges contain estimated total state taxes of \$21.46, including \$16.67 for State Gross Receipts Tax.
 Your electric price to compare is \$0.0835 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Customer Self Service - Manage Your Account 24/7

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- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
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8724-01-0012329-0001-0024650

When paying in person, please bring the entire bill. (continued on next page)

Return only this portion with your check made payable to PECO. Please write your account number on your check.



- 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.

To pay by phone call 1-877-432-9384.
 A convenience fee will apply.

0012329 01 AV 0 388 **AUTO T7 0 8724 19057-341111 -C01-B1-P12341-I12 56 8



JOSE FELICIANO
 11 GARDENIA RD
 LEVITTOWN, PA 19057-3411



Account Number 27497-81013
 Payment Receipt Stamp

Payment Amount
282.48

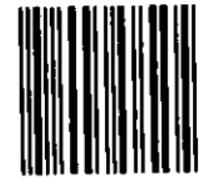
Please pay this amount by 02/29/2016 **\$282.48**

PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629



274978101300002824860600282486

Jose/Carmen Feliciano
11 Gardenia Rd
Levittown, PA 19057



1000

17120

U.S. POSTAGE
PAID
LEVITTOWN, PA
19055
SEP 08, 16
AMOUNT

\$6.89

R2304N118008-06

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE
CERTIFIED MAIL



7016 0600 0001 1653 2253

Rosemary Chiavetta Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

1712080075 0000

