

RECEIVED

NOV - 7 2016

EXCEPTIONS OF PATRICE HARRIS, COMPLAINANT

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

In re: Patrice Harris v. PECO Energy

"There is nothing hid that shall not be revealed. Nothing done in darkness shall escape the light."
Ancient Proverb

Complainant takes exception to the initial decision of the Public Utility Commission case F-2016-2537039 for the following reasons:

1. PECO's testimony in determining that high bills to complainant was based upon consideration of appliances owned by complainant and probability of watts used, rather than actual use. Complainant has a history of billing with PECO and other utilities, and has never had wattage usage anywhere closely resembling the outrageous amounts being attributed to her. During the two year period, either one or two full-time working professional people rented the facility. p18 Footnote
2. Rather than allowing evidence to determine the true origination of the high charges, PECO asked the judge not to admit evidence submitted by complainant on June 2016, a business report of a non PECO certified master electrician who verified a foreign load on complainant's hot water tank. The restaurant was open at the time and the visit was unannounced. (See motion to deny evidence as "hearsay evidence on case F-2016-2537039. Business report is attached to exceptions.)
3. PECO's technician visits and inspection may have lasted over an hour due to wait time of getting into the facility. To look at electric units, parties had to wait for owners to open restaurant, go through restaurant, out back, downstairs and through a dark tunnel. There was no easy access. p15
4. Complainant's bills were disputed at all times. p21, p.22 Complainant never agreed or asked for deferred or budget billing. A clear picture of PECO's erratic billing pattern against complainant is manifest. Termination was the threat used by PECO to force complainant to pay for charges not made by her. Termination of services were not made by PECO possibly due to knowledge that termination of complainant's service would impact the electric services of the landlord and owner of the properties in question. There was never a direct answer as to why PECO did not terminate the service.

5. In addition to the creation of mass confusion to disguise predatory practices, PECO ordered complainant to stop making payments while the complaint was active. Complainant was at all times able to make payments, as was her normal course of action for her other bills and for past utility accounts. Complainant's payment history was good. Complainant takes exception to PECO's mischaracterization of her as a dishonest beat. Complainant found herself in the position of being in a poor neighborhood where people are often taken advantage of and unable to stand against oppressors. p21
6. PECO never looked into the billing patterns of landlord. Rather they insisted that the PUC judge deny the admission of evidence by an unbiased, impartial certified electrician. The judge did not admit the electrician's report on the ground of hearsay. The report should have been admitted on the basis of being a business record. If not for that reason, it should have been admitted under a catch-all exception to prove a fact material to the case and to further the cause of justice.
7. PECO's testimony indicated meter mix ups even with the installation of new meters that were installed at 100.4 accuracy. p9, L43,44 and again p11, L60-62
8. During the hearing, complainant submitted pictures taken in June where owner had taken apart the wiring and the next day reconnected it demonstrating his ability with electrical units. This was not mentioned in the discussion.
9. The certified electrician, referred to in number 2, not only verified a case of electrical sharing (a foreign load), but also observed the lack of certified equipment on the premises. Complainant had followed through on the PUC judge's question of whether an electrician was hired. Complainant then used a professional finder, read reviews on the electrical company and paid for the knowledge and services of a reputable electrician. The report showed the untrustworthiness of PECO's reports.

10. There should be determination on the issue of kickbacks accruing to parties who are responsible for maintaining integrity in the administration of a public utility. Not only has the owner been able to freely tap into the electrical unit, but his impetus and ability to minimize his expenses is further demonstrated in the running of his round the clock businesses without using a cash register in charging food and other items in their stores. Complainant is concerned to the extent that his freedom has put her in a position where she is being charged for electricity she did not use.

11. PECO failed to maintain clean hands in its billing practices, in its failure to investigate and the blocking of evidence obtained that would insure justice in this matter. At no time did PECO express an interest in uncovering the matter of electric sharing but rather pleaded to have the matter covered up.

12. Landlord has not 1 but 2 *restaurants*, one on each side of the units which were rented by complainant p 4, L6 Additionally, landlord and family reside in the building.

13. p5, L14 The lighting and space heaters were not used on a regular basis, but for a couple of hours during the time of the 6 day book club meetings in /December and January. The electric charges during this period were not the subject of the complaint. The fans used during the July bible club were also not problematic. The electric charges during that period were reasonable.

14. Viewing the difference between the “estimated” initial charges to complainant for the first floor p. 5 **chart**, and the revised charges, p. 6 L20 which, according to Mr. Begley, the energy regulator, were based on **actual meter readings**, p15 **chart** the predatory billing charges were:

5/3/14\$9.93 overbilling
1/12/14.....\$84.05 overbilling
1/11/14/.....\$7.56 overbilling
12/9/14/.....\$ 767.28 overbilling
1/3/15..... **\$28.54** “underbilling”

15. Had Complainant not followed through insisting upon equitable billing, she would have paid PECO an additional \$868.74 in erroneous payments. This is demonstrated by PECO's own admission! **P15 chart** This does not take into account the overcharges complainant paid before the complaint against PECO. PECO's testimony indicated that these excessively high bills were made in error. Moving forward, PECO's charges for the first floor unit ranged between \$30 and 50 monthly. The bills were all paid regularly, unlike the foreign load charges which continued to be made on the 2nd floor.
16. Continuing in the same vein, PECO has shown a similar pattern of erroneous billing for the 2nd floor unit. The issue has been clouded by intentional mass confusion. However, the fact remains clear that PECO overbilled complainant for the first floor unit. Even by their own testimony, there is substantial evidence of erratic billing, repeated meter mix-ups, and claims of AMR readings gone afoul, all clearly indicate predatory and unfair billing practices by a public utility. P5L1; p943, p11,L58; p11, L61;
17. Estimated charges are another excuse for PECO to hide their random and arbitrary charges. PECO's excuses about a lack of AMR readings are used to justify their predatory practices. Although PECO gives a myriad of excuses to justify their action, their practices clearly indicate a major fault. No one has asked for "flawlessness". Complainant's expectation was that PECO would deal in good faith to help bring clarity to the matter. However, their duty of honest and fair dealing has not been upheld. Surprisingly, the October 12, 2016 decision of the PUC supports PECO's actions, to which I take exception.

As a customer, complainant has been met with an impossible burden. I ask that the business report of the master electrician, dated and submitted June 2016, be admitted as further evidence of the untrustworthiness of the reports generated by PECO.

I humbly request your review of the decision dated October 12, 2016.

Patrice Harris
Patrice Harris
PO Box 4862
Phila PA 19124
(215) 3004446

Adelphia Electric, LLC

Philadelphia, PA 19116

Tel: (267) 549-4012 / (267) 259-2848

"Our Customers Never Switch"

WORK ORDER

NAME <i>Patrice Harris</i>		DATE RECEIVED <input type="checkbox"/> A.M. <input type="checkbox"/> P.M.	
ADDRESS <i>4708 Oxford Ave 2nd Fl</i>		DATE PROMISED <i>06/17/16</i> <input type="checkbox"/> A.M. <input type="checkbox"/> P.M.	
CITY <i>Phila Pa 19124</i>		PHONE <i>215 300 4446</i>	
APPLIANCE		SERIAL NO.	
<input type="checkbox"/> PICK UP <input type="checkbox"/> DELIVER		<input type="checkbox"/> SERVICE <input type="checkbox"/> INSTALL	
<input type="checkbox"/> WARRANTY <input type="checkbox"/> ESTIMATE			
REPAIRED IN <input checked="" type="checkbox"/> HOME <input type="checkbox"/> SHOP	ESTIMATE	DELIVERY <input type="checkbox"/> OURS <input type="checkbox"/> PICK UP	<input type="checkbox"/> C.O.D. <input type="checkbox"/> CHG.
CUSTOMER'S COMPLAINT <i>unable to determine where 2nd h2o heater is going to.</i>			
CC# Exp: <i>Visa</i>			
QTY.	PART NO.	DESCRIPTION	AMOUNT
		<i>Checked 2nd floor apartment to ensure proper electrical separation. found 2 hot water heaters being fed from 2nd floor electrical panel. both hot water heaters do not feed 2nd fl apartment, only 1 feeds 2nd fl. but are fed from 2nd fl panel. Verified proper separation for 1st</i>	
MAJOR LABOR PERFORMED <i>fl unit, unable to gain access to 3rd fl unit. Also no electrical stickers for inspection on new panels.</i>		TOTAL PARTS, MATERIAL	
		TAX	
		LABOR	
		PICK UP, DELIVERY OR SERVICE CALL	
		TAX	
		TOTAL (C.O.D.)	<i>150.00</i>
OWNER'S SIGNATURE INDICATES SATISFACTORY PERFORMANCE OF SET AT TIME OF DELIVERY OR COMPLETION OF REPAIRS IN HOME.		SIGNATURE <i>Patrice Harris</i> <i>paid in full</i>	

GUARANTEE: ALL WORK PERFORMED BY QUALIFIED TECHNICIANS. ALL MATERIALS USED IN REPAIR OF THIS UNIT ARE OF FIRST QUALITY AND GUARANTEED FOR A PERIOD OF NINETY DAYS AFTER DATE OF REPAIR.

Printed in USA by www.cotr@adell.com • 1-800-370-5501

Name: PATRICE HARRIS
 Account Number: 19713-51042
 Phone Number: 215-300-4446
 Service Address: APT, 2ND FLOOR, 4708 OXFORD AVE,
 PHILADELPHIA

Billing Summary

Bill Date		09/08/2016
Budget bill charges from previous bill		\$224.00
Budget bill charges from previous bill		\$224.00
Budget bill charges from previous bill		\$224.00
Budget bill charges from previous bill		\$224.00
Budget bill charges from previous bill		\$293.00
Budget bill charges from previous bill		\$293.00
Budget bill charges from previous bill		\$293.00
Budget bill charges from previous bill		\$293.00
Charges from previous bill		\$2,738.06
Late payment charge		\$173.57
Total Other Charges		\$4,979.63

Current Period Charges

Electric	\$36.86	
Budget billing amount		\$254.00
Total New Charges	\$36.86	
Total Amount Due on 09/30/2016		\$5,233.63

General Information

Next scheduled meter reading: **October 11, 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
- 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:
 New charges contain estimated total state taxes of \$2.80, including \$2.17 for State Gross Receipts Tax.
 Your electric price to compare is \$0.0775 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.
 Your **Total Account Balance of \$5,141.85** includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

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.

0013174 01 AV 0.373 **AUTO T9 0 8875 19124-088282 -C02-B1-P13187-I1 345 8



PATRICE HARRIS
 PO BOX 4862
 PHILADELPHIA, PA 19124-0862



Account Number
19713-51042

Payment Receipt Stamp

Payment Amount

Please pay this amount by 09/30/2016 **\$5,233.63**

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



197135104200052336362745233635

Name: **PATRICE HARRIS**

Page 2

Account Number: **19713-51042**

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$125.36
+ Total Current Charges	\$36.86
- Current Budget Billing Amount Due	\$254.00
This Month's Deferred Balance	\$-91.78

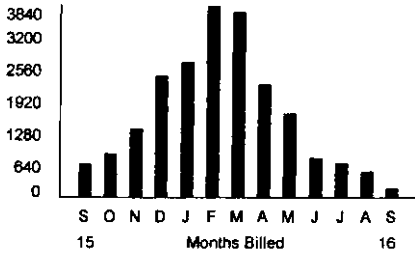
Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
09/08	124407368	General Service	Tot kWh	43198 Actual	43391 Actual	195	1	195
Total kWh Used						195		

Electric Residential Heating Service - Current Period Detail

Service 08/09/2016 to 09/08/2016 - 30 days

Customer charge				\$8.43
Generation Charges	195 kWh	X	\$0.07108	13.86
Transmission Charges	195 kWh	X	0.00648	1.26
Distribution Charges	195 kWh	X	0.06826	13.31
Total Current Charges				\$36.86

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	195	6.5	30	80
Last Month	525	18.1	29	80
Last Year	676	22.5	30	79
Avg kWh per Month				1,752
Total Annual kWh Usage				21,034

Shopping Information Box

When shopping for a competitive electric/natural gas supplier, please provide the following: **Account number: 19713-51042**
Electric Rate: Electric Residential Heating Service **Gas Rate:**
 If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.


CERTIFICATE OF SERVICE

I hereby certify that on the 3rd day of November 2016, I mailed a true copy of the foregoing document by United States mail to the parties listed below:

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

Attorney Shawane Lee
PECO Energy Legal Department
2302 Market Street/s23-1
Philadelphia, PA 19101-8699

Furthermore, a copy of the foregoing document was e-mailed to the Office of Special Assistants at ra-OSA@pa.gov.



Patrice Harris
PO Box 4862
Philadelphia, PA 19124
(215) 300-4446

RECEIVED

NOV - 7 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Harris

P.O. Box 4862
Phila, PA 19124



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

171053265 8099

