

Legal Department  
2301 Market Street / S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699

Direct Dial: 215.841.6841

November 7, 2016

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

**RE: Jose Feliciano v. PECO Energy Company**  
**PUC Docket No.: C-2016-2559921**  
**PUC Docket No.: F-2016-2571671**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Motion to Consolidate* with regard to the matter referenced above.

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,



Shawane Lee  
Counsel for PECO Energy Company

SL/alb  
Enclosure

cc: Honorable Andrew M. Calvelli, ALJ  
Certificate of Service

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JOSE FELICIANO

v.

PECO ENERGY COMPANY

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DOCKET NO. C-2016-2559921  
DOCKET NO. F-2016-2571671

**NOTICE TO PLEAD**

Pursuant to 52 Pa. Code §§ 5.102, you are hereby notified that, if you do not file a written response denying or correcting the enclosed Motion to Consolidate of PECO Energy Company, within 20 days from service of this notice, a ruling may be entered against you. All pleadings must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served to counsel for PECO Energy Company, Shawane L. Lee, and where applicable, the Administrative Law Judge presiding over the issue.

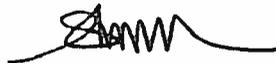
**File with:**

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

**With a copy to:**

Shawane L. Lee, Esq.  
PECO Energy Company  
2301 Market Street, S-23  
Philadelphia, PA 19103

Dated at Philadelphia, PA, November 7, 2016.



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

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JOSE FELICIANO

v.

PECO ENERGY COMPANY

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DOCKET NO. C-2016-2559921  
DOCKET NO. F-2016-2571671

**PECO ENERGY COMPANY’S MOTION TO CONSOLIDATE**

Respondent, PECO Energy Company (“PECO”), pursuant to 52 Pa. Code § 5.81(a) respectfully petitions this Honorable Commission to consolidate the matters of Jose Feliciano v. PECO Energy, the above referenced dockets because the two complaints contain the same allegations. In support of this request, PECO avers:

1. On or around August 4, 2016, PECO Energy was served with a Complaint filed by Complainant with the Pennsylvania Public Utility Commission (“PUC”) at Docket Number C-2016-2559921. A copy is attached as Exhibit “1”.

2. In the Complainant’s formal complaint, he disputes a \$275.00 credit PECO gave to him and then reversed as a part of the Customer Assistance Program (“CAP”).

3. On October 17, 2016, PECO Energy was served with a Complaint filed by Complainant with the Pennsylvania Public Utility Commission (“PUC”) at Docket Number F-2016-2571671. A copy is attached as Exhibit “2”.

4. In the Complainant’s second formal complaint, he makes the same allegations that he did in the first complaint, which disputes a \$275.00 credit that was reversed as a part of the CAP Pre-Program Arrears program.

5. Pursuant to 52 Pa. Code § 5.101(b), PECO timely filed an Answer to both Complaints. A copy of the answers is attached as Exhibit “3”.

6. PECO Energy avers that the Complaints make the same averments and essentially contain the same allegations.

7. These Complaints should be consolidated pursuant to 52 Pa. Code § 5.81 (a), which holds:

The Commission or presiding officer, with or without motion, may order proceedings involving a common question of law or fact to be consolidated. The Commission or presiding officer may make orders concerning the conduct of the proceeding as may avoid unnecessary costs or delay.

8. Both Complaints cover the same customer, address, and contain common questions of law and fact such that one hearing covering both Complaints will avoid unnecessary costs or delay to the Commission. Each Complaint relates to the same issues and facts, whether the PECO erroneously reversed a \$275.00 CAP Pre-Program Arrears forgiveness credit given to the Complainant.

9. Accordingly, the two Complaints should be consolidated to save the time, resources and the expense of the parties and the Commission.

10. The complaint at docket number C-2016-2559921 is scheduled for hearing before Administrative Law Judge Andrew M. Calvelli on November 22, 2016. PECO requests that both dockets be heard at the November 22<sup>nd</sup> hearing.

**WHEREFORE**, PECO Energy Company respectfully requests that this Honorable Commission issue an Order consolidating the complaints at docket numbers C-2016-2559921 and F-2016-2571671. The Complaints are identical.

Respectfully Submitted,



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

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JOSE FELICIANO

v.

PECO ENERGY COMPANY

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DOCKET NO. C-2016-2559921  
DOCKET NO. F-2016-2571671

**VERIFICATION**

I, Shawane L. Lee, hereby declare that I am an attorney representing PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. §4904 pertaining to false statements to authorities.



Date: November 7, 2016

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Shawane L. Lee

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JOSE FELICIANO

v.

PECO ENERGY COMPANY

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DOCKET NO. C-2016-2559921

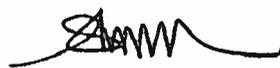
DOCKET NO. F-2016-2571671

**CERTIFICATE OF SERVICE**

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

Jose Feliciano  
511 Gardenia Road  
Levittown, PA 19057

Dated at Philadelphia, Pennsylvania, November 7, 2016



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

# **EXHIBIT “1”**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

BCS:3451418

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an Informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Jose Feliciano
Street/P.O. Box 11 Garderia Rd. Apt 7
City Levittown State PA Zip 19057
County

Telephone Number(s) Where We Can Contact You During the Day:

(215) 423-0717 (home) ( ) (mobile)

E-mail Address (optional): Jose.a.feliciano50@gmail.com
Carmen.isabel.feliciano@gmail.com

Utility Account Number (from your bill) 2749791013

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name
Street/P.O. Box
City State Zip

RECEIVED
2016 JUL 27 AM 9:43
PA P.U.C.
SECRETARY'S BUREAU

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Pecon Gas Company PO Box 13439 Phila PA 19112

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC
- GAS
- WATER
- STEAM HEAT
- WASTEWATER/SEWER
- TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- MOTOR CARRIER (e.g. taxi, moving company, limousine)

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). *275.00 was a credit they wanted to charge us for this, and this company or some representative there don't do the job right because on June 10, 2016 I spoke with Dana the Sup there, she said we did not qualify for cap, but Peo still send letters to do the same*

thing, they did before, on 6/10/16 Mrs Dora  
the supervisor took our income information she has  
to get us out of the cap program.  
Why they keep sending us letters saying we have  
credit because we are in cap program, they are  
they created a mess w/ our account there.

I am sending

Peco resents letters telling us that we would  
received a credit from cap program again  
Mrs Dora supposed to take out us that  
day <sup>6/10/16</sup> from Cap Program.

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

### 6. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

We will not pay the credit that belongs to us is ridiculous, I do not accept that this company (Peco) gave us a discount because we was on cap program and then on 6/10/16 Mrs <sup>Dora</sup> said to me by phone they (peco) wanted the credit they gave us from cap program back, what is that?

I've made my monthly payments just 2 <sup>times</sup> were sent late because we are having economic problems. I was out of work (good) for long time. They need to put in order the mess they made

We will not pay this is not right

Not right No good sorry!!  
another thing that they (peco) applied the credit of 275.<sup>00</sup> on march 2016 and three months later they want

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

their credit <sup>to</sup> <sup>6/16</sup> back, the customers had agreed to peco contract thirty days to claim errors on the bill. or statement if clients does at the thirty days lose the rights, sorry but this is a contract between two parties, Peco and Jose Feliciano

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

N/A

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

N/A

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

- No Decision - AEL

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Both

YES

NO

- AEL

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Mrs Dora Supervisor here on 6/10/16 tell me (Carmen)  
Peco wants the credit given in march to back.  
Peco Gave 275.00 <sup>in march</sup> credit but now Peco wanted the  
credit to back on 6/2016 three months after.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC. Yes because we respect the Protocol

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Not yet

Lawyer's Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if known) \_\_\_\_\_

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

Verification:

I Jozz Feliciano, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Jozz Feliciano  
(Signature of Complainant)

7.17.16

(Date)

\_\_\_\_\_  
Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. Two Ways to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/eFiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

BUCKS CAO.  
BUCKS COUNTY OFFICE CENTER  
1214 VETERANS HIGHWAY  
BRISTOL PA 19007-0087



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

RECEIVED

2016 JUL 22 AM 9:44

PA P.U.C.  
SECRETARY'S BUREAU

June 25, 2016

JOSE FELICIANO  
11 GARDENIA RD  
LEVITTOWN PA 19057-3411

Dear Customer:

This letter is to notify you that you are eligible for an additional \$65 LIHEAP cash grant for the 2015-2016 LIHEAP season. Your additional \$65 payment will be sent to the heating provider that received your LIHEAP cash or crisis grant, for credit to your account.

Once your heating provider receives the additional \$65 cash grant, it will show up as a credit on your bill. Please review it carefully.

If you were eligible for a LIHEAP cash or crisis grant and it was sent directly to you, the additional \$65 cash grant will also be sent directly to you.

It is not necessary for you to take any further action or call the county assistance office.

Sincerely,  
The Pennsylvania Department of Human Services

7/17/16

Note:

This is another  
credit to in 3  
more months  
take back

[www.dhs.pa.gov](http://www.dhs.pa.gov)



An Exelon Company

Date: 6/30/16

Re: Account Number: 29497 SIC5  
Service Address: 11 Gardens P.O.  
Lewistown Pa 17047

Dear Customer,

You are currently enrolled in PECO's Customer Assistance Program (CAP) at the above service address. CAP is a discounted electric and/or gas rate that is offered to low income customers.

The last financial statement obtained from you indicates that you are over the income guidelines for the CAP program.

If you feel you are still eligible for the program, please supply proof of your total household income along with the completed CAP application enclosed in this mailing. You have 10 days from the date on this letter to respond. If you fail to respond, you will be removed from the CAP program.

If you need more information, or if you disagree with the findings, please call the PECO CAP Call Center at 1-800-774-7040.

Sincerely,

Universal Services

Note: Mrs supposed  
to remove us  
from this program  
(take out us)  
she don't do it.

RECEIVED



2016 JUL 22 AM 9:45  
COMMONWEALTH OF PENNSYLVANIA  
OFFICE OF ATTORNEY GENERAL

PA P.U.C.  
SECRETARY'S BUREAU

BUREAU OF CONSUMER PROTECTION  
Harrisburg Office  
15th Floor, Strawberry Square  
Harrisburg, Pennsylvania 17120  
(717) 707-9707  
June 29, 2016

Jose & Carmen Feliciano  
11 Gardenia Road  
Levittown, PA 19057

Re: PECO Energy  
BCP-16-05-009792

Dear Mr. Feliciano:

Your complaint regarding the above referenced matter has been reviewed and appears to come within the primary jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint, we believe the issues you raise will be addressed by the agency primarily responsible for dealing with these types of problems.

Please direct any further inquiries about this matter to that office. If you would like more information on this referral, please feel free to contact our office.

A copy of your complaint will remain on file for our future reference. On behalf of the Office of Attorney General, thank you for bringing this matter to our attention.

Very truly yours,

Richard A. Lebo  
Agent Supervisor

ml  
23

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

RECEIVED  
2016 JUL 26 AM 9:45  
PA P.U.C.  
SECRETARY'S BUREAU

  
Carmen Feliciano

PA 5/11/16 2706.10.16

Jose/Carmen Feliciano  
11 Gardenia Rd.  
Levittown, PA 19057  
Phone # (267) 423-0717

Bureau of Consumers  
Protection

Ref: Account # 2749781013

Peco an exelon company

RECEIVED

JUN 29 2016

PA Office of Attorney General  
Consumer Protection - Harrisburg

To whom it may concern:

They want to charge us for a sum of 275.<sup>00</sup> and others fees, that was an overpayment or credit they had given, the amount of 470.49 it is not right.

I will not pay for a sum that was already a credit or overpayment. this is what appear in written or type in the statement (bill) for 3/29/16, we don't want, we don't need an agreement.

I am including all my bills paid to this company and the confirmations numbers, the payment agreement letter too, I pay my bills with this company always, always.

Thank you so much for your help in this matter

Sincerely,

  
Jose Feliciano

  
Carmen Feliciano

Cc: PVC  
Cc: Peco



0027-0

27497-8103

JOSE FELICIANO  
11 GARDENIA RD  
LEVITTOWN PA 19057-3411

6.10.16  
Rep: Cristine  
Rep: Jessica  
Rep Rosalie  
mi transfirio  
a la una  
en español

Questions  
1-800-494-4000

[PECO.COM](http://PECO.COM)

7 a.m. - 7 p.m., Mon - Fri

Account Number: 2749781013  
Date: June 03, 2016  
Service Address:  
11 GARDENIA RD  
LEVITTOWN, PA 19057

**Payment agreement**

As you requested we have put your account on a deferred payment plan. This is to help you pay the past due amount of \$470.49 owed on your account.

**What you will pay each month**

Your next six bills will include the following:

- A deferred payment of \$15.18.
- Your regular monthly electricity charge or your budget billing amount.

**What to do now**

Please pay \$15.18. This is your first deferred payment amount. Your next 31 bills also will include your regular monthly electricity charge.

Please pay \$15.18 now.

See back for ways to pay

1. No agreement
2. Servicio al cliente

last payment 141.56 Paid on 6/14/16  
Cap  
1800 774-

Rosalee  
she take my  
Phone # and  
said the supervisor going to call me  
when paying to person, please bring the entire bill.

For questions regarding your payment agreement, just call us at 1-800-494-1633

If you do not pay

If you do not pay the amount due now and each month after this:

- We will remove your account from this payment plan.
- If we do so, you may need to pay the full amount owed plus any late-payment charges.

You may not get another payment plan.

If you still do not pay

We may shut off your service.

We are here to help...

If you would like to talk to us about ways to manage your monthly payments in the future, just call us at 1-800-494-1633.

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



Rep: Dora 6/10/16

Monday through Friday 7 a.m. to 7 p.m.  
1-800-494-4000

0001211 01 AT 0.288 AUTO 1905200 10227-34111 001-0012124

JOSE FELICIANO  
11 GARDENIA RD  
LEVITTOWN PA 19057-3411

Die 10 15

100.60 Lipt  
170.00 Paid  
212.00 063  
282.00 Feb

Account Number  
27497-81013

Payment Receipt Stmt



212.00  
282.00  
Feb

Payment Amount

Feb 3 2016

282.00 Feb 18 el sist  
This downpayment amount is due immediately.

00000000000000000000

10 perdano  
Pero 1290

Divida

marzo 2016

Envo 2016  
22.06

PECO Energy Co.  
PO Box 13370  
Philadelphia PA 19162-0439

00000000000000000000

2749781013000000000061800000006



Company and Program: ...

Name: JOSE FELICIANO
Account Number: 27437-81013
Phone Number: 287-423-0717
Service Address: 11 GARDENIA RD. LEVITTOWN

Posted on 6/12/16
to paid on 6/14/16
I was to pay on 5/26/16
I send the payment late
due to economic problem
Conf # KKGC-NM673
\$139.47
\$139.47
\$139.47

Billing Summary

Bill Date:
Thank you for your payment of \$141.43

Current Period Charges

Electric
Total New Charges
Total Amount Due on 05/28/2016

General Information

Next scheduled meter reading: June 07, 2016
PECO, 2281 Market Street, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-434-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-434-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7
- Go paperless: receive and pay your bill
- Start, stop and transfer your service
- Save energy and money
- Pay by phone with credit/debit card at 1-877-433-0304 (\$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, \$23.94 of your PPA has been forgiven. Your original PPA amount was \$232.43. Your current PPA balance is \$211.88.
New charges contain estimated total state taxes of \$10.58, including \$8.23 for State Gross Receipts Tax.

141.

139.47
2.09 ← late fee
141.56

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 MSAF and complete form on reverse side.

To pay by phone call 1-877-433-0304. A convenience fee will apply.

031277 01 00 0370 \*AUTO T20000 10007-841111 001-01-01200-112



JOSE FELICIANO
11 GARDENIA RD
LEVITTOWN, PA 19057-3411

Account Number
27437-81013

Payment Receipt Stamp

141.56

Please pay this amount by 05/28/2016

\$139.47

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



274978101300001394761470139479



Name: JOSE FELICIANO
Account Number: 27497-81013
Phone Number: 287-423-0717
Service Address: 11 GARDENIA RD, LEVITTOWN

Billing Summary

Table with 2 columns: Description and Amount. Rows include Bill Date (04/03/2016), Excess credit (\$-7.39), Total Other Charges (\$-7.39), Current Period Charges (Electric \$148.82), Total New Charges (\$148.82), and Total Amount Due on 04/27/2016 (\$141.43).

General Information

Next scheduled meter reading: May 03, 2016
PECO, 2201 Market Street, Philadelphia, PA 19103-1390. If you have any questions or concerns, please call 1-800-494-6229 before the due date.
Si tiene alguna pregunta, favor de llamar al numero 1-800-494-6229 antes de la fecha de vencimiento.
Customer Self Service - Manage Your Account 24/7
- www.pECO.com/online - Go paperless: receive and pay your bill
- www.pECO.com/switching - Start, stop and transfer your service
- www.pECO.com/energysave - Save energy and money
- Pay by phone with credit/debit card at 1-877-423-0304 (\$2.50 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.

I Don't Pay march 0 balance for march because I send to much money i was overpayment on 2/29/16

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 MIAF and complete form on reverse side.

To pay by phone call 1-877-423-0304. A convenience fee will apply.

001127 01 01 0388 \*AUTO TS 06P03 1027-341111 -01-01-0112081123 037



JOSE FELICIANO
11 GARDENIA RD
LEVITTOWN, PA 19067-3411

this is for may

Account Number 27497-81013 Payment Receipt Stamp

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

2749781013000001414361180141430
Conf # KFORT-08750

PECO - PAYMENT PROCESSING
PO BOX 37028
PHILADELPHIA PA 19101-0329





Name: JOSE FELICIANO  
 Account Number: 27497-01013  
 Phone Number: 267-423-0717  
 Service Address: 11 GARDENIA RD, LEVITTOWN

march statement  
 3/29/16

March  
 no payment

**Billing Summary**

Bill Date	03/07/2016
Thank you for your payment of \$282.48	
Overpayment	
Total Other Charges	\$-282.48
	\$-282.48
<b>Current Period Charges</b>	
Electric	
Total New Charges	\$275.09
<b>Total Amount Due on 03/29/2016</b>	<b>\$275.09</b>
Your remaining excess credit is \$7.39	\$0.00

**General Information**

Next scheduled meter reading: April 07, 2016  
 PECO, 3301 Market Street, Philadelphia, PA 19103-1300. If you have any questions or concerns, please call 1-800-434-6900 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-434-6900 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- **www.peco.com** - Go paperless: receive and pay your bill
  - **www.peco.com/online** - Start, stop and transfer your service
  - **www.peco.com/online** - Save energy and money
  - Pay by phone with credit/debit card at 1-877-433-8334 (\$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 \$-7.20 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.

When paying in person, please bring the entire bill.

(continued on next page)

275.00  
 282.48



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 NEPAF and complete form on reverse side.

To pay by phone call 1-877-433-8334. A convenience fee will apply.

001123 01 AV 0 289 74170 TS 0 0743 1025-341111 401-01-0110412 00



JOSE FELICIANO  
 11 GARDENIA RD  
 LEVITTOWN, PA 19057-3411

Account Number  
 27497-01013

Payment Receipt Stamp

Payment Amount

Please pay this amount by 03/29/2016

\$0.00

PECO - PAYMENT PROCESSING  
 PO BOX 37029  
 PHILADELPHIA PA 19101-0229



2749781013000000000060890000009

275.09  
 sabriel

141.00.141



PECO is a member of the PECO Energy Group, Inc. For more information on our services, please visit our website at www.pco.com. PECO is a member of the PECO Energy Group, Inc. For more information on our services, please visit our website at www.pco.com.

Name: JOSE FELICIANO  
Account Number: 27437-01013  
Phone Number: 267-423-0717  
Service Address: 11 GARDENIA RD, LEVITTOWN

Poked on 3/1/16  
Paid on 3/3/16

CONF # KLYRX-69MKZ  
\$ 282.48

**Billing Summary**

Bill Date  
Thank you for your payment of \$212.06

02/05/2016

**Current Period Charges**

Electric  
Total New Charges  
Total Amount Due on 02/29/2016

\$282.48  
\$282.48  
**\$282.48**

**General Information**

Next scheduled meter reading: March 08, 2016  
PECO, 2201 Market Street, Philadelphia, PA 19103-1360. 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.pco.com/online](http://www.pco.com/online) - Go paperless: receive and pay your bill
  - [www.pco.com/online](http://www.pco.com/online) - Start, stop and transfer your service
  - [www.pco.com/online](http://www.pco.com/online) - Save energy and money
  - Pay by phone with credit/debit card at 1-877-433-0094 (\$2.35 fee)

**Message Center**

From PECO:  
New charges contain estimated total state taxes of \$21.48, including \$18.67 for State Gross Receipts Tax.  
Your electric price to compare is \$0.0535 per kWh. This may change in March, June, September and December. For more information and supplier offers visit [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com) and [www.pco.com/pe.com](http://www.pco.com/pe.com).

*Feb. payment*

When paying in person, please bring the entire bill.

(continued on next page)



Return only the 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 MLEAF and complete form on reverse side.

To pay by phone call 1-877-433-0094. A convenience fee will apply.

000229 01 AV 0388 \*1170 17 0 0720 1037-01111 001-01-11201-412 01 0



JOSE FELICIANO  
11 GARDENIA RD  
LEVITTOWN, PA 19057-3411

Account Number  
27437-01013

Payment Receipt Stamp

Payment Amount  
**282.48**

Please pay this amount by 02/29/2016

\$282.48

PECO - PAYMENT PROCESSING  
PO BOX 37829  
PHILADELPHIA PA 19101-0829



274978101300002824860600282486



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

Billing Summary

Table with 2 columns: Description and Amount. Rows include: Bill Date 01/08/2016, LHEAP payment \$70.00, LHEAP payment \$100.00, Overpayment, Total Other Charges \$-15.88, Current Period Charges Electric, Total New Charges \$227.94, Total Amount Due on 01/28/2016 \$212.06

General Information

Next scheduled meter reading: February 08, 2016
PECO, 2201 Market Street, Philadelphia, PA 19102-1200. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

Message Center

From PECO: New charges contain estimated total state taxes of \$17.32, including \$13.45 for State Green Receipts Tax. Your electric price to compare is \$0.0835 per kWh.

- Customer Self Service - Manage Your Account 24/7
- www.pco.com
- 1-800-494-4000
- Pay by phone with credit/debit card at 1-877-433-6384 (\$2.35 fee)

Posted on 2/1/16
To paid on 2/3/16
Conf # K3T5Z.TC/WB

Enero

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



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to PEPAC and complete form on reverse side.

To pay by phone call 1-877-433-6384. A convenience fee will apply.

00110001 01 11/03/2016 AUTO T306703 1027-01111 -001-01-011028-012 0

JOSE FELICIANO
11 GARDENIA RD
LEVITTOWN, PA 19057-3411

Account Number 27497-81013 Payment Receipt Stamp

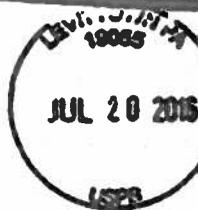
Payment Amount 212.06

Please pay this amount by 01/28/2016 \$212.06

PECO - PAYMENT PROCESSING
PO BOX 37029
PHILADELPHIA PA 19101-0329

274978101300002120660280212063

Jose Feliciano  
11 Gardenia Rd  
Levittown, PA 19057



Secretary  
Pennsylvania Public Utility Com  
400 North street  
Harrisburg, Pennsylvania 17120

# 1712080211 0000 .. i . . . . .

# **EXHIBIT “2”**

TIMELY

BCS 3451418  
PECO ENERGY

Must be returned by OCTOBER 23, 2016

# PENNSYLVANIA PUBLIC UTILITY COMMISSION

## Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case.  
If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

### 1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Jose / Carmen Feliciano

Street/P.O. Box 11 Gardenia Rd. Apt # 11

City Levittown State PA Zip 19057

County Bristol

Telephone Number(s) Where We Can Contact You During the Day:

(267) 423-0717 (home) (267) 423-0717 (mobile)

E-mail Address (optional): Carmen.isabel.feliciano@gmail.com  
or jose.o.feliciano50@gmail.com

Utility Account Number (from your bill) 77497-81019

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

RECEIVED  
OCT 12 AM 9:54  
PA. PUBLIC UTILITY  
SECRETARY'S BUREAU

### 2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. your utility or company is on your bill.

Peco Energy Company

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER                                     |
| <input type="checkbox"/> GAS                 | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance)  |
| <input type="checkbox"/> WATER               | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT          |   |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
  
- I would like a payment agreement.
  
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.  

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.
  
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
  
- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

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.

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, statement enclosed

In the statement there is nothing written about what they say about the action taken by them on forgiven on 2002 amount, no letters PECO sent, to let us know the action taken, this is an invention of them to recover some money and they want it do this. The statement only explains that we send a very large payment that covered the monthly bill and we had credits that would be apply in the next bill

in order of this statement we do not owe anything to PECO.  
(statement sent by PECO in relation to this problem including.)  
they must return the Lineap credit to our account.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

**Note:** You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

**Note:** If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

**Note:** You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

**Note:** Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC. *-yes I do*

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if known) \_\_\_\_\_

**Note:** Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

**You must sign your complaint.** Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

**Verification:**

I Jose/Carmen Feliciano, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Jose Feliciano (Signature of Complainant) 10.3.16 (Date)

\_\_\_\_\_  
Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

**Note:** If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. Two Ways to File Your Formal Complaint

**Electronically.** You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/eFiling/default.aspx>.

**Note:** If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

**Note:** Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.



Emergency and Repairs: 1-800-494-4000. 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

0027-D

JOSE FELICIANO  
11 GARDENIA RD  
LEVITTOWN PA 19057-3411

Questions  
1-800-494-4000

PECO.COM  
7 a.m. - 7 p.m., Mon - Fri

Account Number: 2748781013  
Date: June 08, 2016  
Service Address:  
11 GARDENIA RD  
LEVITTOWN, PA 19057

**Payment agreement**

*I do not request  
← nothing.*

As you requested we have put your account on a deferred payment plan. This is to help you pay the past due amount of \$478.48 owed on your account

*→ as if I pay  
my bill each  
month*

**What you will pay each month**

Your next six bills will include the following:

- A deferred payment of \$15.18.
- Your regular monthly electricity charge or your budget billing amount.

**What to do now**

Please pay \$15.18. This is your first deferred payment amount. Your next 31 bills also will include your regular monthly electricity charge.

Please pay \$15.18 now.

See back for ways to pay

*where there is an explanation of  
what they invented after (forgiven)*

For questions regarding your payment agreement, just call us at 1-800-494-1533

**If you do not pay**

If you do not pay the amount due now and each month after this:

- We will remove your account from this payment plan.
- If we do so, you may need to pay the full amount owed plus any late-payment charges.
- You may not get another payment plan.

**If you still do not pay**

We may shut off your service.

We are here to help...

If you would like to talk to us about ways to manage your monthly payments in the future, just call us at 1-800-494-1533.

Carmen. isabd. Elidano@gmail.com



Emergency and Repair: 1-800-431-4444 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 1-800-431-4333

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	← it says here, Peco says forgiven?	2-7.39
Total Other Charges		2-7.39

**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 08, 2016  
PECO, 2301 Market Street, Philadelphia, PA 19103-1300. If you have any questions or concerns, please call 1-800-431-4333 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-431-4333 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- [www.pco.com](#) - Go paperless: receive and pay your bill
  - [www.pco.com/movingservice](#) - Start, stop and transfer your service
  - [www.pco.com/energysavings](#) - Save energy and money
  - Pay by phone with credit/debit card at 1-877-433-0334 (\$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 \$223.43. Your current PPA balance is \$223.43.  
New charges contain estimated total state taxes of \$11.51, including \$3.78 for State Gross Receipts Tax.

Conf # for email  
10.3.16  
N M13422715



Emergency and Repair: 1-800-894-7447. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other services, call 1-800-434-4000

Name: JOSE FELICIANO  
Account Number: 27497-01013  
Phone Number: 267-423-0717  
Service Address: 11 GARDENIA RD, LEVITTOWN

**Billing Summary**

Bill Date	03/07/2016
Thank you for your payment of \$202.48	
Overpayment	
Total Other Charges	\$-202.48
	\$-202.48
<b>Current Period Charges</b>	
Electric	
Total New Charges	\$275.00
Total Amount Due on 03/23/2016	\$275.00
Your remaining excess credit is \$7.39	\$0.00

March

**General Information**

Next scheduled meter reading: April 07, 2016  
PECO, 2201 Market Street, Philadelphia, PA 19103-1300. If you have any questions or concerns, please call 1-800-434-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-434-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- [www.pECO.com/onlinebill](http://www.pECO.com/onlinebill) - Go paperless: receive and pay your bill
  - [www.pECO.com/stoptransfer](http://www.pECO.com/stoptransfer) - Start, stop and transfer your service
  - [www.pECO.com/stoptransfer](http://www.pECO.com/stoptransfer) - Save energy and money
  - Pay by phone with credit/debit card at 1-877-423-4004 (\$2.35 fee)

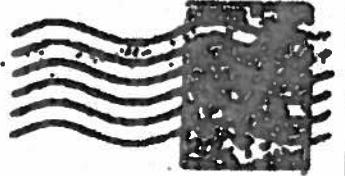
**Message Center**

**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 \$202.48 and is currently \$202.48.  
New charges include estimated total state taxes of \$20.00, including \$10.23 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.

Josef Carmen Feliciano  
11 Gardenia Rd.  
Levittown, PA 19057

PHILADELPHIA PA 190

04 OCT 2016 PM 4 L



21

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

17120-007538



# **EXHIBIT “3”**



**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION**

CONSUMER INFO UTILITY & INDUSTRY FILING & RESOURCES ABOUT PUC CONTACT US

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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

PECO ENERGY  
EXHIBIT **3**



An Exelon Company

Legal Department  
2301 Market Street / S23-1  
Philadelphia, PA 19101-8699

Direct Dial: 215-841-6841

August 22, 2016

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

**RE: Jose Feliciano v. PECO Energy Company**  
**PUC Docket No.: C-2016-2559921**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy's Answer to Formal Complaint*.

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "Shawane Lee", with a stylized flourish at the end.

Shawane Lee  
Counsel for PECO Energy Company

SL/ab  
Enclosure

cc: *Scheduling Recommendation: Call of the Docket*

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

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

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**ANSWER OF RESPONDENT,**  
**PECO ENERGY COMPANY**

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On August 4, 2016, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Jose Feliciano (hereafter "Complainant") in the above captioned docket.

Pursuant to 52 Pa. Code § 5.61, PECO responds to the Complaint and states:

1. Admitted.
2. Admitted.
3. Admitted.

4. Unless specifically admitted herein, PECO Energy denies all material allegations of fact and conclusions of law in the instant Complaint. In his formal Complaint, the Complainant disputes a \$275.00 credit PECO gave to him and then reversed as a part of the Customer Assistance Program ("CAP"). The Complainant states that he will not pay it.

The Complainant established electric service at 11 Gardenia Road, Levittown, PA under account number 27497-81013. See Account Activity Statement, attached hereto as Exhibit "1".

The Complainant was initially enrolled in PECO Energy's Customer Assistance Program ("CAP") on October 10, 2002 at a previous service address 2973 Weikel Street, Philadelphia, PA. At the time of his enrollment, PECO isolated the balance on the account for forgiveness

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,



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

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**JOSE FELICIANO**

**Complainant**

v.

**PECO ENERGY COMPANY**

**Respondent**

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**DOCKET NO. C-2016-2559921**

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**VERIFICATION**

I, Shawane L. Lee, hereby declare that I am counsel for PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. § 4904 pertaining to false statements to authorities.



Date: August 22, 2016

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Shawane L. Lee

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**JOSE FELICIANO**

**Complainant**

v.

**PECO ENERGY COMPANY**

**Respondent**

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**DOCKET NO. C-2016-2559921**

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**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



**PENNSYLVANIA**  
PUBLIC UTILITY COMMISSION

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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:	F-2016-2571671
Description:	Jose Feliciano - PECO Energy Company Answer to Formal Complaint
Transmission Date:	11/7/2016 10:20:51 AM
Filed On:	11/7/2016 10:20:51 AM
eFiling Confirmation Number:	1656137

**Uploaded File List**

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



An Exelon Company

Legal Department  
2301 Market Street / S23-1  
Philadelphia, PA 19101-8699

Direct Dial: 215-841-6841

November 7, 2016

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

**RE: Jose Feliciano v. PECO Energy Company**  
**PUC Docket No.: F-2016-2571671**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy's Answer to Formal Complaint*.

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "Shawane Lee", with a stylized flourish at the end.

Shawane Lee  
Counsel for PECO Energy Company

SL/ab  
Enclosure

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**JOSE FELICIANO**

**Complainant**

v.

**PECO ENERGY COMPANY**

**Respondent**

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**DOCKET NO. F-2016-2571671**

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**ANSWER OF RESPONDENT,**  
**PECO ENERGY COMPANY**

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On October 17, 2016, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Jose Feliciano (hereafter "Complainant") in the above captioned docket. Pursuant to 52 Pa. Code § 5.61, PECO responds to the Complaint and states:

1. Admitted.

2. Admitted.

3. Admitted.

4. Unless specifically admitted herein, PECO Energy denies all material allegations of fact and conclusions of law in the instant Complaint. In his formal Complaint, the Complainant disputes a \$275.00 credit PECO gave to him and then reversed as a part of the Customer Assistance Program ("CAP"). The Complainant states that he will not pay it.

The Complainant established electric service at 11 Gardenia Road, Apartment 11, Levittown, PA under account number 27497-81013. See Account Activity Statement, attached hereto as Exhibit "1". The Complainant was initially enrolled in PECO Energy's Customer Assistance Program ("CAP") on October 10, 2002 at a previous service address 2973 Weikel

Street, Philadelphia, PA. At the time of his enrollment, PECO isolated the balance on the account for forgiveness 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". On September 19, 2016, the BCS issued a Decision Report, dismissing the informal complaint as follows:

**THE CUSTOMER WAS ONLY ELIGIBLE FOR FORGIVENESS ON THE ACCOUNT BALANCE OF THE FIRST ENROLLMENT INTO THE CUSTOMER ASSISTANCE PROGRAM. THE CUSTOMER'S ACCOUNT WAS REMOVED FROM THE COMPANY PAYMENT AGREEMENT PER HER REQUEST. THE CUSTOMER'S ACCOUNT WAS REMOVED FROM CUSTOMER ASSISTANCE PROGRAM FOR BEING OVER THE INCOME GUIDELINES. CASE DISMISSED.**

See BCS Decision Report #003451418, attached hereto as Exhibit "3".

The Complainant filed a formal complaint at docket number C-2016-2559921, disputing the reversal of the CAP PPA forgiveness. PECO filed an answer to the Complaint on August 22, 2016. The case is scheduled for hearing before Administrative Law Judge Andrew M. Calvelli on November 22, 2016.

The Complainant currently has a \$246.18 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,



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

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**JOSE FELICIANO**  
Complainant

v.

**PECO ENERGY COMPANY**  
Respondent

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**DOCKET NO. F-2016-2571671**

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**VERIFICATION**

I, Shawane L. Lee, hereby declare that I am counsel for PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. § 4904 pertaining to false statements to authorities.



Date: November 7, 2016

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Shawane L. Lee

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**JOSE FELICIANO**

**Complainant**

v.

**PECO ENERGY COMPANY**

**Respondent**

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**DOCKET NO. F-2016-2571671**

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**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, November 7, 2016



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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

# **EXHIBIT 1**

\*\*\* Account Information \*\*\*

Account Number: 21497-81013  
 Account Status: Active  
 Requested By: JORG FELICIANO  
 (267)423-0717 Extension:

Bill To:  
 JORG FELICIANO  
 11 GARDENIA RD  
 LEVITTOWN PA 19057

Current Bill:  
 Billed Prior:  
 Balance Due:  
 Service Address:  
 11 GARDENIA RD  
 LEVITTOWN PA 19057

\*\*\* Current Account Status \*\*\*

Credit Amount: \$0.00  
 Deposit Requested: \$0.00  
 Deposit On-Hand: \$0.00

Date: 08/17/16  
 Page: 1 of 2

Water Bill Grp: 05  
 Rate: Electric Residential Heating Service

DATE	CHARGE TYPE	DISTING NUMBER	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUO DATE	DUO	CCY	EV
07/09/15	ELECTRIC SERVICE	06/22/15	07/09/15	284	134434636		\$31.07					
07/09/15	ELF-ADDITIONAL METER			70	127907836							
07/09/15	ELF-ADDITIONAL METER			914	124752327							
07/09/15	CONDUCTOR CHARGE - STANDARD						\$6.00					
07/31/15	Payment											
08/04/15	ELECTRIC SERVICE	07/09/15	08/04/15	198	127907836		\$27.35					
08/04/15	Regular Bill											
09/01/15	Late Payment Charge						\$0.41					
09/02/15	ELECTRIC SERVICE	08/04/15	09/02/15	602	127907836		\$68.41					
09/02/15	Regular Bill											
09/03/15	Payment											
09/23/15	Late Payment Charge						\$1.02					
10/02/15	ELECTRIC SERVICE	09/23/15	10/02/15	1070	127907836		\$68.78					
10/02/15	Regular Bill											
10/04/15	Payment											
11/02/15	ELECTRIC SERVICE	10/02/15	11/02/15	1733	127907836		\$93.77					
11/02/15	Late Payment Charge						\$1.02					
11/02/15	Regular Bill											
11/04/15	Payment											
12/01/15	Late Payment Charge						\$1.40					
12/02/15	Payment											
12/03/15	ELECTRIC SERVICE	11/02/15	12/03/15	2858	127907836		\$152.72					
12/03/15	Regular Bill											
12/10/15	LINEMAN Payment						\$94.24					
01/06/16	ELECTRIC SERVICE	12/03/15	01/06/16	4557	127907836		\$227.94					
01/06/16	Regular Bill											
02/03/16	Payment											
02/05/16	ELECTRIC SERVICE	01/06/16	02/05/16	6597	127907836		\$382.48					
02/05/16	Regular Bill											
02/18/16	Transfer To PPA											
03/03/16	Payment											
03/07/16	ELECTRIC SERVICE	02/05/16	03/07/16	8641	127907836		\$275.09					
03/07/16	Regular Bill											
04/05/16	PPA Forgiven											
04/05/16	ELECTRIC SERVICE	03/07/16	04/05/16	9709	127907836		\$148.82					
04/05/16	Pre-Program Arrear						\$47.08					
04/05/16	Regular Bill											
05/03/16	Payment											
05/04/16	PPA Forgiven											
05/04/16	ELECTRIC SERVICE	04/05/16	05/04/16	10705	127907836		\$139.47					
05/04/16	Pre-Program Arrear						\$23.54					
05/04/16	Regular Bill											
06/01/16	Late Payment Charge						\$2.09					
06/03/16	ELECTRIC SERVICE	05/04/16	06/03/16	11552	127907836		\$117.07					
06/03/16	Regular Bill											
06/06/16	Payment Agreement											
06/10/16	Miscellaneous											
06/14/16	Public Transfer Payment											
06/14/16	Payment											

UCC ENERGY  
 17



## **EXHIBIT 2**

August 22, 2016

## Case Details Report

**BCS Case #:** 003451418 **BCS Bill Account #:** 2749781013  
**Customer Name:** JOSE FELICIANO  
**Service Address:** 11 GARDENIA RD

**Mailing Address:** LEVITTOWN, PA 19057 3411

**Home Phone:** (267) 423-0717  
**Business Phone:** () -  
**Business name:** CARMEN FELICIANO  
**Alternate contact:**

**Date Case Opened:** 2016-06-21 **Date Cut Out:** 9999-12-31  
**PAR Case:** Y  
**Investigator Name:** BCS CASE POOL  
**Investigator Phone:** (717) 787-0000 **Universal Service:** N  
**Service class:** R **Contact Type:** LETTER  
**Previous case #:** **Amount in Arrears:** \$0.00

**# Adults:** 0  
**# Children:** 0  
**Children Ages:**  
**Gross Income:** \$0.00  
**Miscellaneous Info:**

**Complaint Reason:**  
CAP DISPUTE (#67)

### **Customer Problem Description:**

CUSTOMER THINKS SHE MADE AND OVERPAYMENTS SINCE SHE RECEIVED A BILL THAT SHOWED AND ZERO AMOUNT DUE AND THEN SHE RECEIVED A BILL FOR 275 AND THINKS SHE HAS A CREDIT FOR 470.49. SHE ATTACHED HER BILLS WHICH ARE VERY CONFUSING AND DOES NOT WANT TO BE PLACED ON A PAYMENT ARRANGEMENT. CUSTOMER IS ON CAP WHICH IS GIVING HER CREDITS. THE CUSTOMER DOES NOT UNDERSTAND THAT IF SHE PAYS THE BILLS BEFORE IT IS DUE AND BEFORE THE BILL COMES OUT SHE WILL GET A ZERO AMOUNT DUE AND WHEN THE NEXT BILL COMES OUT THIS IS WHERE SHE IS GETTING THE AMOUNT DUE.

**Exelon.**

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**August 22, 2016**

**Company Position:**

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

**EXHIBIT "1"**

\*\*\* Account Information \*\*\*

Account Number: 27497-81013  
 Account Status: Active  
 Requested By: JOSE FELICIANO  
 (267)423-0717 Extension:

Mail To:  
 JOSE FELICIANO  
 11 GARDENIA RD  
 LEVITTOWN PA 19057

Current Bill: \$125.19  
 Billed Prior: \$146.86  
 Balance Due: \$272.05  
 Service Address: 11 GARDENIA RD  
 LEVITTOWN PA 19057

\*\*\* Current Account Status \*\*\*

Credit Amount: \$0.00  
 Deposit Requested: \$0.00  
 Deposit On-Hand: \$0.00  
 Meter Bill Grp: 05  
 Rate: Electric Residential Heating Service

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KV
07/09/15	ELECTRIC SERVICE	06/22/15 07/09/15	284	124434626	\$21.07		\$27.07		07/31	111		
07/09/15	ELE-ADDITIONAL METER		70	127907836								
07/09/15	ELE-ADDITIONAL METER		914	124752237								
07/09/15	CONNECTION CHARGE - STANDARD				\$6.00							
07/31/15	Regular Bill											
08/04/15	ELECTRIC SERVICE	07/09/15 08/04/15	198	127907836	\$27.35		\$27.07		07/31	111		
09/01/15	Late Payment Charge				\$0.41		\$27.35		08/26	128		
09/02/15	ELECTRIC SERVICE	08/04/15 09/02/15	602	127907836	\$68.41		\$96.17		09/24	404		
09/03/15	Regular Bill											
09/29/15	Late Payment Charge				\$1.02		\$28.00					
10/02/15	ELECTRIC SERVICE	09/02/15 10/02/15	1070	127907836	\$68.78		\$137.97		10/26	468		
10/06/15	Regular Bill											
11/02/15	ELECTRIC SERVICE	10/02/15 11/02/15	1733	127907836	\$93.77		\$163.02		11/24	663		
11/02/15	Late Payment Charge				\$1.02		\$69.25		11/24	663		
11/04/15	Payment											
12/01/15	Late Payment Charge				\$1.40		\$154.12		12/28	1125		
12/02/15	Payment											
12/03/15	ELECTRIC SERVICE	11/02/15 12/03/15	2858	127907836	\$152.72		\$212.06		01/28	1699		
12/03/15	Regular Bill											
12/10/15	LIHEAP Payment											
01/06/16	ELECTRIC SERVICE	12/03/15 01/06/16	4557	127907836	\$227.94		\$282.48		02/29	2040		
01/06/16	Regular Bill											
02/03/16	Payment											
02/05/16	ELECTRIC SERVICE	01/06/16 02/05/16	6597	127907836	\$282.48		\$-7.39		03/29	2044		
02/18/16	Transfer To PPA											
03/03/16	Payment											
03/07/16	ELECTRIC SERVICE	02/05/16 03/07/16	8641	127907836	\$275.09		\$141.43		04/27	1068		
03/07/16	Regular Bill											
04/05/16	PPA Forgiven											
04/05/16	ELECTRIC SERVICE	03/07/16 04/05/16	9709	127907836	\$148.82		\$139.47		05/26	996		
04/05/16	Pre-Program Arrears				\$47.08		\$258.63		06/27	847		
05/03/16	Regular Bill											
05/04/16	PPA Forgiven											
05/04/16	ELECTRIC SERVICE	04/05/16 05/04/16	10705	127907836	\$139.47		\$141.56					
05/04/16	Pre-Program Arrears				\$23.54							
06/01/16	Late Payment Charge				\$2.09							
06/03/16	ELECTRIC SERVICE	05/04/16 06/03/16	11552	127907836	\$117.07		\$470.49					
06/03/16	Regular Bill											
06/06/16	PPA Adjusted											
06/06/16	Payment Agreement											
06/10/16	Miscellaneous											
06/10/16	Debit Transfer Payment											
06/14/16	Payment											

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**EXHIBIT "2"**



November 7, 2016

**Case Details Report**

BCS Case #: 003451418  
Customer Name: JOSE FELICIANO  
Service Address: 11 GARDENIA RD

BCS Bill Account #: 2749781013

Mailing Address: LEVITTOWN, PA 19057 3411

Home Phone: (267) 423-0717  
Business Phone: () -  
Business name: CARMEN FELICIANO  
Alternate contact:

Date Case Opened: 2016-06-21  
PAR Case: Y  
Investigator Name: BCS CASE POOL  
Investigator Phone: (717) 787-0000  
Service class: R  
Previous case #:

Date Cut Out: 9999-12-31

Universal Service: N  
Contact Type: LETTER  
Amount in Arrears: \$0.00

# Adults: 0  
# Children: 0  
Children Ages:  
Gross Income: \$0.00  
Miscellaneous Info:

Complaint Reason:  
CAP DISPUTE (#67)

**Customer Problem Description:**  
CUSTOMER THINKS SHE MADE AND OVERPAYMENTS SINCE SHE RECEIVED A BILL THAT SHOWED AND ZERO AMOUNT DUE AND THEN SHE RECEIVED A BILL FOR 275 AND THINKS SHE HAS A CREDIT FOR 470.49. SHE ATTACHED HER BILLS WHICH ARE VERY CONFUSING AND DOES NOT WANT TO BE PLACED ON A PAYMENT ARRANGEMENT. CUSTOMER IS ON CAP WHICH IS GIVING HER CREDITS. THE CUSTOMER DOES NOT UNDERSTAND THAT IF SHE PAYS THE BILLS BEFORE IT IS DUE AND BEFORE THE BILL COMES OUT SHE WILL GET A ZERO AMOUNT DUE AND WHEN THE NEXT BILL COMES OUT THIS IS WHERE SHE IS GETTING THE AMOUNT DUE.

**Exelon.**

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**November 7, 2016**

**Company Position:**

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

**EXHIBIT "3"**



November 7, 2016

**BCS Decision Report**

<b>BCS Case #:</b>	003451418	<b>Open Date:</b>	2016-06-21
<b>Customer Name:</b>	JOSE FELICIANO		
<b>Service Address:</b>	11 GARDENIA ROAD		

	LEVITTOWN, PA 19057 3411		
<b>BCS Bill Account #:</b>	2749781013	<b>Previous Case #:</b>	
<b>Violation Type:</b>	NO	<b>Chapter Type:</b>	
<b>Decision Type:</b>	W	<b>Section / Rule:</b>	
<b>Investigator Name:</b>	MARIA VELEZ		

<b>Decision Issued Date:</b>	2016-09-19
<b>Case Closed Date:</b>	2016-09-15

**Letter Description:**  
EGW PAR W/COMPLEX DISPUTE/NO PAYMENT AGREEMENT/LEVEL 2-4

<b>Total Balance:</b>	\$283.77	<b>Balance Date:</b>	2016-07-19
<b>Amount to Restore Service:</b>	\$0.00	<b>Amount to Continue Service:</b>	\$0.00
<b>Date Payment Due:</b>		<b>Regular Budget Amount:</b>	\$0.00
<b>Special Budget Payment:</b>	\$0.00	<b>Final Bill Monthly Payment:</b>	\$0.00
<b>Plus Arrears Payment:</b>	\$0.00	<b>End of Month Payment:</b>	\$0.00
<b>Current Monthly Payment:</b>	\$0.00		
<b>Payment Terms:</b>			

**PAR Description:**

**Resolution Description:**  
DECISION ISSUED - THE CUSTOMER WAS ONLY ELIGIBLE FOR FORGIVENESS ON THE ACCOUNT BALANCE OF THE FIRST ENROLLMENT INTO THE CUSTOMER ASSISTANCE PROGRAM. THE CUSTOMER'S ACCOUNT WAS REMOVED FROM THE COMPANY PAYMENT AGREEMENT PER HER REQUEST. THE CUSTOMER'S ACCOUNT WAS REMOVED FROM CUSTOMER ASSISTANCE PROGRAM FOR BEING OVER THE INCOME GUIDELINES. CASE DISMISSED.