

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

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Lisa Herbst  
v.  
PECO Energy Company

Docket No.: C20066058

Initial  
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Pages: 1 - 16

Philadelphia State Office  
Building  
1400 Spring Garden Street  
Philadelphia, PA

**DOCKETED**  
OCT 02 2006

Tuesday, June 27, 2006  
Commencing at 1:30 p.m.

BEFORE:

KY VAN NGUYEN, Administrative Law Judge

APPEARANCES:

Lisa Lutz, Esquire  
2301 Market Street  
Philadelphia, PA  
For the Respondent

REPORTER: HILARY CULVER

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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WITNESS

DIRECT

CROSS

REDIRECT

RECROSS

Farrior

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## P R O C E E D I N G S

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ATTORNEY LUTZ:

I'll call to testify, Ms. Theresa  
Farrior.

JUDGE NGUYEN:

Ms. Farrior, stand and raise your right  
hand.

-----

THERESA FARRIOR, HAVING FIRST BEEN DULY SWORN,  
TESTIFIED AS FOLLOWS:

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JUDGE NGUYEN:

Thank you.

ATTORNEY LUTZ:

Your Honor, may I approach with the  
Exhibits?

JUDGE NGUYEN:

Yes. Before we begin, I think we should  
go over to the ---.

ATTORNEY LUTZ:

Yes, Your Honor.

JUDGE NGUYEN:

Okay. Thank you.

ATTORNEY LUTZ:

1                   Your Honor, I will qualify the witness  
2 and then make the appropriate motion.

3                   JUDGE NGUYEN:

4                   Okay.

5 DIRECT EXAMINATION

6 BY ATTORNEY LUTZ:

7 Q.   Mrs. Farrior, would you please state your business  
8 address?

9 A.   I work at PECO Energy Company at 2301 Market  
10 Street, Philadelphia, PA 19101.

11 Q.   And what is your business title?

12 A.   I'm a regulatory assessor.

13 Q.   And would you please describe your duties as a  
14 regulatory assessor?

15 A.   Yes, I review and investigate formal complaints  
16 filed against PECO Energy to the Pennsylvania Public  
17 Utility Commission.

18 Q.   Thank you. Mrs. Farrior, in the course of your  
19 employment, have you had the opportunity to review and  
20 become familiar with the account of Lisa Ann and  
21 Stephen Herbst?

22 A.   Yes.

23 Q.   Mrs. Farrior, prior to the hearing today, the  
24 Honorable Judge Nguyen issued a pre-hearing order to  
25 contact the customer. Did you attempt to contact the

1 customer prior to today's hearing?

2 A. Yes, I did send her a letter and she responded.

3 Q. And did you have a conversation with her about  
4 today's hearing?

5 A. Yes, I did.

6 Q. And did you review the time, date, and place of  
7 today's hearing?

8 A. Yes.

9 Q. And were you able to reach a settlement at that  
10 time?

11 A. No, we were not.

12 Q. And was your indication that she would be present  
13 here today?

14 A. Yes, it was.

15 ATTORNEY LUTZ:

16 Your Honor, at this time I would like to  
17 make a Motion to Dismiss for Failure to Prosecute.

18 JUDGE NGUYEN:

19 Okay. I will consider the motion.

20 ATTORNEY LUTZ:

21 Thank you, Your Honor. Would you like me  
22 to proceed?

23 JUDGE NGUYEN:

24 Yeah, please.

25 (PECO Exhibit One marked for

1 identification.)

2 BY ATTORNEY LUTZ:

3 Q. Mrs. Farrior, if I could please refer you to what  
4 has been marked as PECO Exhibit Number One. Would you  
5 generally describe this Exhibit?

6 A. Yes. PECO Energy Exhibit Number One. It's an  
7 eight page document which is a billing statement for  
8 the electric and the gas service which covers the  
9 period from December of 2001 through June of 2006. I  
10 just, you can see the certain columns on each page  
11 shows the bill period, the number of days in the  
12 billing period, the meter reading and the type so the  
13 first entry would be the electric and the second entry  
14 would be the gas, the usage, the billed amount, the  
15 due date, any payments, and of course the running  
16 account balance, and if there were certain comments  
17 which were applicable to the bill that's also  
18 included.

19 Q. Okay. Mrs. Farrior, in today's complaint, the  
20 customer had requested a further payment agreement.  
21 Does your billing exhibit account statement indicate  
22 that she had prior payments agreements or BCS  
23 decisions?

24 A. Yes. If you look at the comments area on page  
25 one, December of '01, there was a PUC Decision. If

1 you look on page three, there was a PUC agreement on  
2 March of '03. There was another one on page four,  
3 February of '04. So yes, the payment terms are  
4 itemized on the billing statement.

5 Q. Okay. So she had quite a few agreements issued by  
6 the Commission and those agreements, were they kept or  
7 not?

8 A. They were not kept.

9 Q. Would you please tell us what is the current  
10 account balance and where is that noted on here?

11 A. Yes, if you look at PECO Exhibit Number One, it's  
12 the last page of this billing statement, page number  
13 eight and at the very right hand bottom corner, the  
14 account balance is \$13,120.81

15 Q. Okay. So that is her current account balance.  
16 Can you tell us when she most recently made a payment  
17 on the account?

18 A. Yes, on page eight which is the last page of the  
19 billing statement, you'll see the payment of \$340  
20 which was posted on March 31, 2006.

21 Q. Okay. And that was the last payment made on this  
22 account?

23 A. Yes.

24 Q. Mrs. Farrior, if I could direct you to the column,  
25 on the last page, the sixth column from the left it

1 says PECO bill amount/budget plus agreement. Would  
2 you please tell us for the most recent billing period  
3 of 06/13/06, would you review that box in there?

4 A. Yes. The last decision that the Commission  
5 rendered, it asked the customer to pay a \$340 budget  
6 plus a monthly installment of \$460.

7 Q. Okay. So that plus \$460 on each of those PECO  
8 bill amount columns is for the most current agreement;  
9 correct?

10 A. Yes. But I just want to make you aware that the  
11 account was taken off budget, she's no longer on the  
12 budget plan because she fell two full budgets behind.  
13 So if you see on the February bill, at the top of the  
14 page, it does indicate a budget of \$340 but she's no  
15 longer on budget so you don't see that on the most  
16 recent bill rendered in June. You just see the  
17 installment.

18 Q. Okay. And the reason she was removed again from  
19 the budget, you're indicating is because she missed  
20 two successive payments; correct?

21 A. Yes, she fell two full budgets behind.

22 Q. Okay. And then she is removed from the budget?

23 A. Correct.

24 Q. If I could move on to the Exhibits beginning with  
25 PECO Two, would you please describe this Exhibit?

1 (PECO Exhibit Two marked for  
2 identification.)

3 A. Yes. This is a summary of the payment terms that  
4 were entered on the account either negotiated through  
5 the company or via a decision rendered by the Bureau  
6 of Consumer Services. So I just --- it starts off  
7 that the customer did file a previous formal complaint  
8 back in August of 1998 and that was the docket number.  
9 As you continue further down on the page, you can see  
10 that the Company negotiated payment terms in July of  
11 2000 to pay \$15 a month plus the current bill on the  
12 balance of \$3,746.61. Subsequent terms were  
13 negotiated October 23, 2000, once again terms were  
14 negotiated to pay \$15 a month plus the current bill  
15 and the balance was \$4,295.54. We received a decision  
16 from the Bureau of Consumer Services in April of 2001  
17 where they --- the decision they rendered also  
18 included a payment agreement. She also filed another  
19 informal complaint where a decision was rendered by  
20 the Commission in February of '02. Once again, she  
21 filed another informal and a decision was rendered in  
22 February of '03. Terms were granted. In December of  
23 '03, she filed another informal complaint and terms  
24 were granted. And then she filed another informal  
25 complaint in January of '05, but they dismissed the

1 case because of previous unkept agreements. And then  
2 the most recent agreement is the decision rendered by  
3 the Bureau of Consumer Services in January of 2006.

4 BY ATTORNEY LUTZ:

5 Q. And Mrs. Farrior, is this customer currently on  
6 the CAP Discount Program?

7 A. No, she is not.

8 Q. Were financials taken recently from this customer?

9 A. Yes, we took financial early part of last week and  
10 unfortunately, she was over income for the program.

11 Q. So she does not qualify at this time for the  
12 Customer Assistance Program?

13 A. No.

14 Q. If I could briefly direct you to the other  
15 Exhibits. The first one marked PECO Three, would you  
16 please explain this?

17 (PECO Exhibit Three marked for  
18 identification.)

19 A. Yes. PECO Three is a copy of the Decision  
20 rendered by the Bureau of Consumer Services on the  
21 informal complaint that the customer had filed in  
22 January of 2001. This decision was rendered in March  
23 of 2001 and the first page just shows the income level  
24 and what the account balance was and then the second  
25 page are the terms where the customer was asked to pay

1 a \$207 budget plus \$167, I'm sorry, \$167 budget plus  
2 \$40 on the arrears. But this is just a copy of the  
3 Decision rendered by the Bureau of Consumer Services  
4 on informal case number 0888826.

5 BY ATTORNEY LUTZ:

6 Q. Okay. And if I could ask you to explain what has  
7 been marked as PECO Four?

8 (PECO Exhibit Four marked for  
9 identification.)

10 A. PECO Four is, once again, a copy of the Decision  
11 rendered by the Bureau of Consumer Services on an  
12 informal complaint that the customer filed in July of  
13 2001. The terms of the agreement that the Commission  
14 decided upon was the customer was supposed to pay \$600  
15 by March 6th, and then beginning in April to pay a  
16 budget of \$263 plus \$15. And that case number was  
17 0993773.

18 BY ATTORNEY LUTZ:

19 Q. And moving on to PECO Five?

20 (PECO Exhibit Five marked for  
21 identification.)

22 A. PECO Five, I'm sorry, this is a copy of the  
23 Decision, but we converted to a new system and it  
24 doesn't show the actual agreement that the Decision  
25 was rendered by the Commission.

1 BY ATTORNEY LUTZ:

2 Q. Okay, but this is documented on the list in PECO  
3 Two, I believe.

4 A. Yes. The decision was rendered in February of  
5 '03.

6 Q. And now PECO Six?

7 (PECO Exhibit Six marked for  
8 identification.)

9 A. PECO Six is a Decision rendered by the Commission  
10 on case number 1565671. The decision was to pay \$600  
11 by March 5th and then to pay a budget of \$299 plus \$15  
12 towards the arrears.

13 BY ATTORNEY LUTZ:

14 Q. Okay. And moving on to PECO Seven?

15 (PECO Exhibit Seven marked for  
16 identification.)

17 A. This was the Decision rendered by the Commission  
18 where they dismissed the case so there was no payment  
19 agreement entered or decided upon by the Commission so  
20 this is just the closing order or the final decision  
21 on case number 1834248 from January, I'm sorry, yes,  
22 January of 2005.

23 BY ATTORNEY LUTZ:

24 Q. Okay. And finally on PECO Eight?

25 (PECO Exhibit Eight marked for

1 identification.)

2 A. PECO Eight is the last decision rendered by the  
3 Bureau of Consumer Services. This was rendered on the  
4 case the customer initiated on December 28, 2005. The  
5 decision asks the customer to pay \$839.25 by February  
6 of 2006 and then beginning in March to pay a budget of  
7 \$340 plus \$460 towards the arrears and this was the  
8 last informal complaint that she had filed prior to  
9 the current formal complaint.

10 BY ATTORNEY LUTZ:

11 Q. And Mrs. Farricr, did the customer comply with any  
12 of these decisions?

13 A. No. No, she didn't.

14 Q. Okay. And Mrs. Farrior, what is PECO's position  
15 relative to this complaint?

16 A. Well, we're asking to reaffirm the Decision  
17 rendered by the Bureau of Consumer Services.

18 Q. And that's the most current one issued on January  
19 the 23rd of 2006; correct?

20 A. Yes, to pay a budget of \$340 plus \$460 towards the  
21 arrears.

22 Q. Okay.

23 ATTORNEY LUTZ:

24 Thank you, Your Honor. I have no further  
25 questions. I would like to move to admit PECO

1 Exhibits One through Eight into the record.

2 JUDGE NGUYEN:

3 PECO Exhibits One through Eight are  
4 admitted into the record. I have a question for you.  
5 What is the balance now?

6 ATTORNEY LUTZ:

7 Presently, the account balance is  
8 \$13,120.81.

9 JUDGE NGUYEN:

10 Now, what is her income?

11 ATTORNEY LUTZ:

12 The information that was taken last week,  
13 there is a gross monthly income of \$4,092.

14 JUDGE NGUYEN:

15 \$4000?

16 ATTORNEY LUTZ:

17 \$92 for two adults and four children.

18 JUDGE NGUYEN:

19 Okay. Thank you.

20 A. All right. Thank you.

21 ATTORNEY LUTZ:

22 Thank you, Your Honor.

23 \* \* \* \* \*

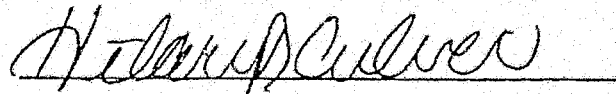
24 HEARING CONCLUDED AT 1:46 P.M.

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C E R T I F I C A T E

I hereby certify, as the  
stenographic reporter, that the foregoing  
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me, and thereafter reduced to typewriting  
by me or under my direction; and that this  
transcript is a true and accurate record  
to the best of my ability.

  
Court Reporter

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Account Statement

Customer Name: Lisaann/Stephen Herbst  
 Address: 250 Washington St  
 Royersford Pa 19468-2226

Prepared by: Brigitte Litzenberger  
 Investigator: Fisher  
 Case Number: 2021996

Account Number: 40-09-07-113064  
 Rates: Residential Electric and Gas Heating

BM Period	DAYS	Meter Reading -Type	USAGE	Dly Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqsd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comment
12/12/01		897 - A 8119 - A											7,961.56	Balance brou forward PUC/DEC 40 167 BDGT issued on 4/5/01
01/14/02	33	2108 - A 8268 - A	1209 149	36.6 4.5	160.52 134.83 +40.00			2,934.55	02/06/02				8,156.91	BM 00
02/12/02	29	3000 - A 8395 - E	894 127	30.8 4.3	120.30 115.92 +40.00			3,210.77	03/07/02				8,393.13	BM 00
03/13/02		3895 - A 0000	0 0	0.0 0.0	.00 00 +15.00			627.61	04/08/02		238.22		8,156.91	*Bill canceled from 1/14/02 2/12/02 Bill held for questioning PUC/DEC 16 CG BM 04
03/13/02	58	3895 - A 36 - A	1789 37	30.8 0.6	240.72 46.04			914.37	04/09/02				8,443.67	BM 91
04/12/02	30	4786 - A 150 - A	891 114	29.7 1.3	119.90 104.79 +15.00			1,006.06	05/07/02		150.00	04/08/02	8,518.26	BM 04

**DOCUMENT FOLDER**

**DOCKETED**  
 OCT 02 2006

C-20066058  
 PHILA, 06-27-06

PECO - 1

178

Account Statement  
 Customer Name: Lisaann/Stephen Herbst  
 Address: 250 Washington St  
 Royerford Pa 19488-2226

Prepared by: Brigitte Litzenberger  
 Investigator: Fisher  
 Case Number: 2021986

Account Number: 40-09-07-113084 Rates: Residential Electric and Gas Heating

Bill Period	DAYS	Meter Reading -Type	USAGE	Diy Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Req'd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comment
05/14/02 05/14/02	32 29	5795 -A 172 -E	1009 22	31.5 0.7	135.10 26.00 +15.00			902.60	06/06/02		150.00 63.78 63.78	04/08/02 04/24/02 04/25/02	8,401.90	BM 07
06/13/02 06/13/02	30 30	6949 -A 204 -E	1154 32	38.4 1.0	165.67 34.57 +15.00			1,117.84	07/08/02				8,602.14	BM 00
07/15/02 07/15/02	32 32	8509 -A 216 -E	1580 12	48.7 0.3	225.33 17.45 +15.00			1,375.62	08/07/02				8,844.92	BM 00
08/14/02 08/14/02	30 30	10594 -A 229 -E	2085 13	69.5 0.4	302.47 18.34 +15.00			1,711.43	09/09/02				9,165.73	BM 00
09/12/02 09/12/02	29 29	12149 -A 243 -E	1555 14	53.8 0.4	224.94 19.19 +15.00			1,970.46	10/07/02				9,409.76	BM 38
10/11/02 10/11/02	29 29	13320 -A 263 -E	1171 20	40.3 0.6	156.12 24.33 +15.00			2,165.91	11/05/02				9,590.21	BM 39
11/12/02 11/12/02	32 32	14332 -A 359 -E	1012 96	31.6 3.0	135.64 89.51 +15.00			2,406.06	12/05/02				9,815.36	BM 39
12/12/02 12/12/02	30 30	15365 -A 565 -A	1033 206	34.4 6.8	138.34 180.74 +15.00			2,740.14	01/06/03				10,134.44	BM 04

Account Statement  
 Customer Name: Lisaann/Stephen Herbst  
 Address: 250 Washington St  
 Royersford Pa 19468-2226

Prepared by: Brigitte Litzenberger  
 Investigator: Fisher  
 Case Number: 2021996

Account Number: 40-09-07-113064

Rates: Residential Electric and Gas Heating

Bill Period	DAYS	Meter Reading -Type	USAGE	Dly Avg Use	Peeco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqst'd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comment
01/14/03 01/14/03	33 33	16634 - A 777 - A	1269 212	38.4 6.4	168.77 180.56 +15.00			2,780.45	02/06/03		5.00 319.02	01/03/03 01/03/03	10,159.75	BM 00
02/12/03 02/12/03	29 29	17848 - A 1000 - A	1214 223	41.8 7.6	161.46 189.54 +15.00			2,996.45	03/10/03		150.00	02/06/03	10,360.75	BM 00
03/13/03 03/13/03	29 29	18894 - A 1187 - A	1046 187	36.0 6.4	139.83 172.45 /244.00 +40.00			300.00	04/07/03		250.00 284.00	02/27/03 03/06/03	10,039.03	PUC/DEC 40 244.00 BDG1 BM 00
04/11/03 04/11/03	28 29	18888 - A 1283 - A	972 86	33.5 3.3	130.31 99.84 /244.00 +40.00			284.00	05/06/03		300.00	04/07/03	9,969.18	BM 50
05/13/03 05/13/03	32 32	21009 - A 1337 - A	1143 54	35.7 1.6	152.33 59.31 /244.00 +40.00			284.00	06/05/03		284.00	05/02/03	9,896.82	BM 50
06/12/03 06/12/03	30 30	22226 - A 1369 - A	1217 32	40.5 1.0	174.97 38.69 /244.00 +40.00			568.00	07/07/03				10,110.48	BM 52
07/14/03 07/14/03	32 32	24398 - A 1393 - A	2172 24	67.8 0.7	315.38 31.51 /260.00 +40.00			584.00	08/06/03		284.00	07/07/03	10,173.37	BM 52

Account Statement

Customer Name: Lisann/Stephen Herbst  
 Address: 250 Washington St  
 Royersford Pa 19468-2226

Prepared by: Brigitte Litzenberger  
 Investigator: Fisher  
 Case Number: 2021996

Account Number: 40-09-07-113084 Rates: Residential Electric and Gas Heating

Bill Period	DAYS	Meter Reading -Type	USAGE	Dly Avg Use	Paco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqs'd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comment
08/13/03 09/13/03	30 30	26407 - A 1413 - A	2099 20	69.9 0.6	304.65 27.46 /280.00 +40.00			624.00	09/08/03		280.00	08/07/03	10,245.48	BM 00
09/12/03 09/12/03	30 30	28163 - A 1431 - A	1688 18	55.5 0.6	240.99 25.43 /280.00 +40.00			684.00	10/07/03		280.00	08/14/03	10,251.90	BM 00
10/14/03 10/14/03	32 32	29438 - A 1460 - A	1275 29	39.8 0.9	169.31 36.58 /280.00 +40.00			984.00	11/08/03				10,457.79	BM 52
11/11/03 11/11/03	28 28	30443 - A 1511 - A	1005 51	35.8 1.8	134.55 58.88 +40.00			1,313.10	12/04/03	12.83			10,663.85	BM 04
12/11/03 12/11/03	30 30	31589 - A 1638 - A	1148 127	38.2 4.2	152.71 138.70 +40.00			1,680.06	01/05/04	15.55			10,970.81	BM 04
01/13/04 01/13/04	33 33	32885 - A 1814 - A	1296 178	39.2 5.3	95.03 198.18 /0.00 +40.00	75.82		2,067.07	02/09/04				11,337.82	BM 00
02/12/04 02/12/04	30 30	34491 - A 2041 - A	1606 227	53.5 7.5	117.03 250.86 /299.00 +15.00	95.72		914.00	03/09/04				11,801.43	PUC/DEC 15 299 BDGT BM 00

Account Statement

Customer Name: Lisaann/Stephen Herbst  
 Address: 250 Washington St  
 Royerford Pa 19468-2226

Prepared by: Brigitte Litzenberger  
 Investigator: Fisher  
 Case Number: 2021996

Account Number: 40-09-07-113084

Rates: Residential Electric and Gas Heating

Bill Period	DAYS	Meter Reading -Type	USAGE	Dly Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqsd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comment
03/12/04 03/12/04	29 29	35724 - A 2172 - A	1233 131	4.5	165.62 153.20 /299.00 + 15.00			628.00	04/08/04		600.00	03/03/04	11,520.25	BM 00
04/13/04 04/13/04	32 32	36922 - A 2286 - A	1198 114	37.4 3.5	161.07 140.90 /299.00 + 15.00			942.00	05/10/04				11,822.22	BM 52
05/13/04 05/13/04	30 30	37840 - A 2324 - A	918 38	30.6 1.2	124.83 51.78 /0.00 + 15.00			1,334.91	06/07/04	14.12			12,012.73	BM 04
06/14/04 06/14/04	32 32	39181 - A 2349 - A	1341 25	41.9 0.7	195.19 36.51 /0.00 + 15.00			1,598.12	07/07/04	16.51			12,260.94	BM 07
07/11/04 07/14/04	27 30	40473 - A 2364 - A	1292 15	47.8 0.5	187.92 24.79 /0.00 + 15.00			477.49	08/09/04	3.08	1,351.42	07/16/04	11,125.31	BM 00
08/12/04 8/12/04	32 29	42103 - A 2383 - A	1630 19	50.9 0.6	238.14 29.46 /0.00 + 15.00			786.02	09/07/04	5.93			11,398.84	BM 04
09/14/04 09/14/04	33 33	43768 - A 2409 - A	1865 26	50.4 0.7	243.34 37.68 /0.00 + 15.00			1,071.50	10/07/04	9.48			11,689.32	BM 07
10/14/04 10/14/04	30 30	44798 - A 2437 - A	1030 28	34.3 0.9	139.21 40.03 /0.00 + 15.00			493.96	11/08/04	3.70	775.48	10/18/04	11,096.78	BM 00



Account Statement

Customer Name: Lisaann/Stephen Herbst  
 Address: 250 Washington St  
 Royersford Pa 19488-2226

Prepared by: Brigitte Litzemberger  
 Investigator: Fisher  
 Case Number: 2021898

Account Number: 40-09-07-113064

Rates: Residential Electric and Gas Heating

Bill Period	DAYS	Meter Reading -Type	USAGE	Dly Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Requestd	Due Date	Late Chg.	Payment	Date Pymt Recd	Balance	Comment
07/14/05 2/14/05	31 30	57052 - A 3332 - A	2229 18	71.9 0.6	327.09 29.85 /0.00 + 15.00			843.50	08/08/05	5.82	289.20	08/21/05	11,311.32	BM 04
08/12/05 08/12/05	29 29	59722 - A 3348 - A	2670 16	92.0 0.5	392.62 27.33 /0.00 + 15.00			1,070.10	09/08/05	7.84	216.19	07/21/05	11,522.92	BM 04
09/14/05 09/14/05	33 33	61651 - A 3367 - A	1929 19	58.4 0.5	282.50 31.41 /0.00 + 40.00			353.91	10/11/05		270.00	08/18/05	11,586.83	PAR 16 + CE BM 00
10/13/05 10/13/05	29 29	62814 - A 3389 - A	1163 22	40.1 0.7	156.32 35.72 /0.00 + 40.00			590.37	11/07/05	4.42			11,763.29	BM 03
11/11/05 11/11/05	29 29	63729 - A 3440 - A	915 51	31.5 1.7	124.09 73.37 /0.00 + 40.00			855.06	12/08/05	7.32	353.91- 353.91	11/11/05 11/09/05	*11,987.98	*Returned check charge of \$19.91 ^Return Chk BM 07
12/13/05 12/13/05	32 32	64814 - A 3581 - A	1085 141	33.9 4.4	146.18 210.12 /0.00 + 40.00			1,281.90	01/05/06	10.54			12,354.82	BM 04
01/13/06 01/13/06	31 31	66523 - R 3686 - R	1709 105	55.1 3.3	227.30 180.05 /0.00 + 40.00			839.25	02/08/06		870.00	01/12/06	11,892.17	BM 00

Account Statement  
 Customer Name: Lisann/Stephen Herbst  
 Address: 250 Washington St  
 Royersford Pa 19468-2226

Prepared by: Brigitte Litzemberger  
 Investigator: Fisher  
 Case Number: 2021996

Account Number: 40-09-07-113084 Rates: Residential Electric and Gas Heating

Bill Period	DAYS	Meter Reading -Type	USAGE	Dly Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Requestd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comment
02/13/08 03/13/08	31 31	68704 - R 3777 - R	2181 91	70.3 2.9	310.18 157.08 /340.00 + 480.00			1,639.25	03/08/08				12,359.41	BM 00
03/15/08 03/15/08	30 30	70300 - R 3885 - R	1598 108	53.2 3.6	228.35 180.24 /340.00 + 460.00			2,439.25	04/10/08				12,768.00	BM 52
04/13/08 04/13/08	29 29	71435 - R 3988 - R	1135 81	39.1 2.7	183.89 133.33 /0.00 + 460.00			3,052.30	05/08/08		340.00	03/31/06	12,725.22	BM 00
05/15/08 05/15/08	32 32	72404 - R 4001 - R	969 35	30.2 1.0	140.67 61.69 /0.00 + 460.00			3,714.66	06/07/08				12,927.58	BM 00
06/13/08 06/13/08	29 29	73372 - R 4025 - R	968 24	33.3 0.8	149.90 43.33 /0.00 + 460.00			4,367.89	07/06/08				13,120.81	BM 00

Reading Type Codes: A - Actual E - Estimated C - Customer

Lisa Herbst

Payment Terms History

8/5/98 - Formal - Docket #C-00981345 - settled - customer enrolled in CAP

7/22/00 - Terms negotiated to pay \$15.00 + current bill - balance \$3746.61

10/23/00 - Terms negotiated to pay \$15.00 + current bill - balance \$4295.54

4/5/01 - BCS decision to pay \$40.00 + \$167.00 budget - balance \$4903.10  
Case #0888826

2/11/02 - BCS decision to pay \$600.00 by 3/6/02 then pay \$15.00 + 263.00 budget -  
balance \$8156.91 - Case # 0993773

2/11/03 - BCS decision to pay \$800.00 by 3/6/03, then pay \$40.00 + \$284.00 budget -  
balance \$10,159.75 -Case #1300040

12/3/03 - BCS decision to pay \$15.00 + \$299.00 budget - balance \$10,970.81 -  
Case #156567

1/11/05 - BCS dismissed the case # 1832438 - balance \$11,715.63

1/23/06- BCS decision to pay \$839.25 by 2/16/06, then pay \$460.00 + \$340.00 budget -  
balance is \$12354.82 - Case #2021996

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C-20066058  
PHILA, 06-27-06

PECO - 2  
10/1

PA. PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
CLOSING DATA

BCS CASE NUMBER: 0888826

DATE CASE OPENED: 01/09/01

CUSTOMER NAME: LISA STEPHEN HERBST  
SVC. ADDRESS: 250 WASHINGTON STREET  
ROYERSFORD PA 19468  
MAILING ADDRESS: SM

ACCOUNT #: 400907113064

INCOME LEVEL : 2  
TOTAL BALANCE/BASIC: 4,903.10  
PRIOR CASE NO: 0776904

RESOLUTION:

AMOUNT MONEY SAVED: .00

COMPLIANCE VIOLATION (ALLEGED, ACTUAL, NO): NO  
CHAP 56/64/OTHER: SECTION/RULE:

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DECISION ISSUED [Y]  
INVESTIGATOR: TROUTT  
CLOSING DATE 03/23/01

ORAL/WITTEN: [W]

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REGULATORY  
PERFORMANCE

PA. PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
DECISION DATA

BCS CASE NUMBER: 0888826

CUSTOMER NAME: LISA STEPHEN HERBST  
ADDRESS: 250 WASHINGTON STREET  
ROYERSFORD PA 19468

---

DATE CASE CLOSED : 03/23/01  
DECISION TYPE: STRAIGHT WAIVE LPC'S  
TOTAL OR FINAL ACCOUNT BALANCE: 4,903.10  
DATE OF ACCOUNT BALANCE: JANUARY 12, 2001

NO. 2'S (OFFS)  
TO HAVE SERVICE RESTORE PAY :NO. 3'S (REMEDS)  
TO KEEP YOUR SERVICE ON PAY THIS AMOUNT : BY

TERMS: BEGINNING : APRIL 18, 2001 (EXTEND APRIL DUE DATE)

SPECIAL BUDGET OR OPTIONAL PAYMENT AMOUNT : 207.00  
REGULAR BUDGET AMOUNT : 167.00  
PLUS PAYMENT TOWARD ARREARS : 40.00

FINAL BILL MONTHLY PAYMENT : .00

CURRENT BILL MONTHLY PAYMENT : .00

END OF MONTH PAYMENT : .00

PA. PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
CLOSING DATA

BCS CASE NUMBER: 0993773

DATE CASE OPENED: 07/31/01

CUSTOMER NAME: LISA M HERBST  
SVC. ADDRESS: 250 WASHINGTON ST  
ROYERSFORD PA 19468  
MAILING ADDRESS:

COMPANY NAME: PECO ENERGY

ACCOUNT #: 400907113064

INCOME LEVEL : 1  
TOTAL BALANCE/BASIC: 8,156.91  
PRIOR CASE NO: 0776904

RESOLUTION: ASKING 600 UPFRONT PAYMENT (MAX FOR L-1) BY 3/6/02,  
THEN BEGINNING 4/02DD; SB278 (BB263+15)..WAIVE LPCS..  
CUST BAL IS UP 3253.81 SINCE LAST PUC PAR

AMOUNT MONEY SAVED: 88,888.88

COMPLIANCE  
VIOLATION (ALLEGED, ACTUAL, NO): NO  
CHAP 56/64/OTHER: SECTION/RULE:

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DECISION ISSUED [Y]  
INVESTIGATOR: RUDY  
CLOSING DATE 02/11/02

ORAL/WRITTEN: [W]

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REGULATORY  
PERFORMANCE



Date: 6/19/06

PA. Public Utility Commission  
Bureau Of Consumer Services  
Inbound Closing Report

Case Number: 1300040  
Customer Name: LISAANN/STEPHEN HERBST  
Address: 250 WASHINGTON ST  
ROYERSFORD PA 19468-2226

Opened On: 12/31/02  
Utility Type: Electric Distributor  
Account Number: 400907113064  
Company Name: PECO Energy

Prior Case:

Total Balance: \$0.00

Balance Date:

Compliance Violation(Alleged, Actual, No):

Chap 58/64/Other:

Section/Rule:

Decision Issued:

Oral Written:

Investigator: gaumer,

PUC Decision Issued Dt:

PUC Case Closed Dt: 2/26/03

Decision Recvd Dt:

Letter Description: \*\* Closing information is not available for the case - converted from old CA:

To Restore Service Pay: \$0.00

To Continue Service Pay: \$0.00 By:

Terms:

Special Budget Amount: \$0.00

Regular Budget Amount: \$0.00 Plus Arrears Payment: \$0.00

Final Bill Monthly Payment: \$0.00

Current Bill Monthly Payment: \$0.00

End Of Month Payment: \$0.00

Par Description:

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FOLDER

Resolution:

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

Date: 6/19/06

PA. Public Utility Commission  
Bureau Of Consumer Services  
Inbound Closing Report

Case Number: 1585871  
Customer Name: LISA STEPHEN HERBST  
Address: 250 WASHINGTON ST  
ROYERSFORD PA 19468-0

Opened On: 12/30/03  
Utility Type: Electric Distributor  
Account Number: 400907113064  
Company Name: PECO Energy

Prior Case: 1300040

Total Balance: \$10,970.81 Balance Date: 12/30/03

Compliance

Violation(Alleged, Actual, No): NO

Chap 58/64/Other:

Section/Rule:

Decision Issued: Y

Oral Written: W

Investigator: GAUMER, COLLEEN

PUC Decision Issued Dt: 1/31/04

PUC Case Closed Dt: 1/29/04

Decision Recvd Dt: 1/29/04 04:25PM

Letter Description: EGW REPEATER/NO LPCS/BUDGET +

To Restore Service Pay: \$0.00

To Continue Service Pay: \$600.00 By: 3/5/04

Terms: APRIL DUE DATE

Special Budget Amount: \$314.00

Regular Budget Amount: \$299.00 Plus Arrears Payment: \$15.00

Final Bill Monthly Payment: \$0.00

Current Bill Monthly Payment: \$0.00

End Of Month Payment: \$0.00

Par Description:

YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES FOR FINANCIAL ENERGY ASSISTANCE.

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Resolution:

SEE CS17 FOR TERMS OF PAR. WAIVE.

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

Date: 8/19/06

PA. Public Utility Commission  
Bureau Of Consumer Services  
Inbound Closing Report

Case Number: 1834248  
Customer Name: LISAANN HERBST  
Address: 250 WASHINGTON ST  
ROYERSFORD PA 18468-2226

Opened On: 1/11/05  
Utility Type: Electric Distributor  
Account Number: 400907113064  
Company Name: PECO Energy

Prior Case:  
Compliance  
Violation(Alleged, Actual, No): NO  
Decision Issued: N  
Investigator: KWATKOWSKI, JOSHUA

Total Balance: \$11,715.63 Balance Date:  
Chap 89/84/Other: Section/Rule:  
Oral Written:  Section/Rule:  
PUC Decision Issued Dt: PUC Case Closed Dt: 1/20/05  
Decision Recvd Dt: 1/20/05 10:25AM

Letter Description:

To Restore Service Pay: \$0.00 To Continue Service Pay: \$0.00 By:  
Terms:  
Special Budget Amount: \$0.00 Regular Budget Amount: \$0.00 Plus Arrears Payment: \$0.00  
Final Bill Monthly Payment: \$0.00 Current Bill Monthly Payment: \$0.00  
End Of Month Payment: \$0.00

Per Description:

DOCUMENT  
FOLDER

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Resolution:

DISMISS CASE NO APPARENT CONTACT WITH CO. ALSO INCOME APPEARS TO HAVE INCREASED SINCE THE LAST PUC PAR 1565671.

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SECRETARY'S BUREAU

PEG-7

Date: 6/27/06

PA. Public Utility Commission  
Bureau Of Consumer Services  
Inbound Closing Report

Case Number: 2021996  
Customer Name: LISAANN/STEPHEN HERBST  
Address: 250 WASHINGTON ST  
ROYERSFORD PA 19468-0

Opened On: 12/28/05  
Utility Type: Electric Distributor  
Account Number: 400907113054  
Company Name: PECO Energy

Prior Case:

Total Balance: \$12,354.82 Balance Date:

Compliance

Violation(Alleged, Actual, No): NO

Chap 56/84/Other:

Section/Rule:

Decision Issued: N

Oral Written:

Investigator: FISHER, VALERIE

PUC Decision  
Issued Dt:

PUC Case  
Closed Dt: 1/23/06

Decision Recvd Dt: 1/23/06 09:25AM

Letter Description:

To Restore Service Pay: \$0.00

To Continue Service Pay: \$0.00 By:

Terms:

Special Budget Amount: \$0.00

Regular Budget Amount: \$0.00 Plus Arrears Payment: \$0.00

Final Bill Monthly Payment: \$0.00

Current Bill Monthly Payment: \$0.00

End Of Month Payment: \$0.00

Par Description:

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Resolution:

DUE TO SEVERAL PRIOR UNKEPT PUC ARRANGEMENTS, THE PUC IS NOT AUTHORIZED TO ISSUE TERMS ON THE BAL PER THE CO THE CUST MUST PAY 839.25 BY 2/15/06 THEN BEG IN MARCH 2006, PAY THE CURRENT BB OF 340.00 PLUS 460.00 TOWARD THE ARREARS BY THE DD EA MO UNTIL THE BAL IS PAID IN FULL. THE BB IS SUBJECT TO CHANGE/NLPCTHE CO DID FINAL BILL THIS CUST PRIOR ACCT IN JUNE 2000 AS REQUESTED BY THE CUST. THE CO IS WITHIN THEIR RIGHT TO TRANSFER THE UNPAID PRIOR ACCT BAL TO THIS CUST ACTIVE ACCT

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