

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- | | | |
|--------------------------|---|-----------------------------|
| 1. REPORT DATE: 00/00/00 | : | |
| 2. BUREAU: ALJ | : | |
| 3. SECTION(S): | : | |
| 5. APPROVED BY: | : | 4. PUBLIC MEETING DATE: |
| DIRECTOR: | : | 00/00/00 |
| SUPERVISOR: | : | |
| 6. PERSON IN CHARGE: | : | 7. DATE FILED: 12/21/05 |
| 8. DOCKET NO: C-20055727 | : | 9. EFFECTIVE DATE: 00/00/00 |

PARTY/COMPLAINANT: CRABB, JACQUELINE MARIE

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

COMP/APP COUNTY: MONTGOMERY

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON HER BILL. SHE IS REQUESTING A NEW ACCOUNT IN HER NAME INCLUDING HER MIDDLE NAME AND ADDRESS TO ALSO INCLUDE HER PO BOX NUMBER. SHE ALSO WANTS PECO ENERGY TO START BILLING FOR AFTER THE RESTORED BILLING ONLY.

DOCUMENT
FOLDER

DOCKETED
JAN 04 2006

ORIGINAL

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20055727

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name MRS. JACQUELINE MARIE CRABB

Street/P.O. Box 23 School Lane P.O. Box 253 Apt # N/A

City Ardmore State PA Zip 19003

County Montgomery

Area Code/HOME Phone 484-744-7339

Area Code/WORK Phone N/A

Utility Account Number (from your bill) PeCo Energy, Phila. Act 5002 7789038 - Jacqueline M. Crabb
Qua Penna Brynmawr PA Act. 000 268 362 0268362 - Jacqueline Crabb
Verizon - 610-642-6054-762004 - Jacqueline M. Crabb

If your complaint involves utility service provided to a different address than your mailing address, please list this information below. Verizon 610-645-9791 Richard E. Crabb - Jacqueline M. Crabb (Billing)

Name Not

Street/P.O. Box ~~_____~~

City ~~_____~~ State ~~_____~~ Zip ~~_____~~

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: all of the following:

PeCo Energy - Phila. Act 5002 7789038
Qua Penna Brynmawr PA Act. 000 268 362 0268362
Verizon Phila - Act # 610-642-6054-762004
Verizon Phila - Act # 610-645-9791 Richard E. Crabb - Jacqueline M. Crabb (for Billing)

RECEIVED

2005 DEC 21 AM 9:15

PA'S BUREAU
SECRETARY'S BUREAU

20

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill.

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other *Jim requesting a new account in my name including (explain) my middle name and address to included P.O. Box 253. I would like Peco Energy to start billing for after the restored billing only.*

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

Peco Energy; high bills of 500 and over starting around the year 2002. Service shut in 2003. With the help of Rep. Connie Williams office, Cadcom, Norristown, Pa., Elder met, Brynmawr Pa and St. Marys Church, Ardmore, Pa. (I had not met Rev. Rhodes and she was willing to give me the turn on fee of 120.00) my understanding that the full amount had been paid 2521.94. when they started me with the new account number. The first bill was incorrect and I have been trying to get Peco to address this for over two years. Agreements, and budget had been made with my knowledge and now I find out that I had not gotten the correct bill for my property. Enclosed are shut off amount for up to October 25, 2004 and the first bill (which is a fraud) in the year 2005. There was no service in February 2005. The 613.72 difference in shut off amount and February's bill can't be true. No one was living in the home during that time in March of 2005 the temperature had been kept at 54°-64° most of 2005 no one was in the house. The big question is who authorized agreements and where was the mail being held? Thank you Jacqueline Marie Crabb

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I'm Requesting that Peop restore my service and do not want to be held responsible for the out standing bills. Start me off clean with a new account number. Clean up my credit rating with this billing mistakes. I notified Peop President of the problems I was having with service and they did nothing about; in fact it got worse.

I'm asking that this request be applied to Aqua Philadelphia (water company) Verizon telephone service. I would like new account for all the utilities that are involved.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

(no pymt agreements. It had not worked in the past. I don't think it will work this time.)
Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I Jacqueline Marie Crabb, 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).

Jacqueline Marie Crabb
(Signature)

December 15, 2005
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form 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 complaint for your records.

October 25, 2004

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
To Whom It May Concern:

I am a victim of identity theft/fraud last year 2003 my Peco Energy service was cut off. The service was restored 15 days later with the help of cadcom of Norristown, PA, elder net of Bryn Mawr, PA and the St. Mary's church.

Senator Williams's office was assisting me out of the Manoe office. Her assistant was able to get Peco to give me a new account number, but the fraud continues, there has never been agreement. I have fraud on the old account number and also the new account number. I sent a letter to the president of Peco Energy, Dennis O'Brien and he sent me a letter in response, but nothing was ever done on the people who were on the account.

I was told that the thieves didn't steal from me, but from Peco. My good name, reputation, and credit are ruin. I was deprived of getting help from early assistance from Liheap, due to the fraud.

Enclose you will find a bill for bills with Lawrence Crabb on it. My husband has passed since 1998 and my oldest son doesn't live with me. My past bills were outrageously high and no one ever corrected this to date.

I will like a new account number with service for just my residence, only. There is no Jasmine Crabb living here and I am Jacqueline M. Crabb, Jacqueline Marie Crabb, and Mrs. Lawrence C. Crabb, Sr. widow. They are one in the same. I have been fraud on all of these names.

I never lived in Harrisburg, Philadelphia, Ycadon, or any of the other places the thieves have stated, nor is my source of heat, oil heating. This is not Section 8 Sub housing.

Please put a rush on straightening this out. I have just received another notice for shut off today. I would like to live in peace and not to be threaten every six months with cut off notices, there is only my youngest son and me living here.

Please contact me by mail I don't have a working phone at this time.

Sincerely,

(Mrs.) Jacqueline Crabb
23 School Lane
Ardmore, PA 19003

JACQUELINE M CRABB
23 SCHOOL LA
ARDMORE PA 19003

M05 -P1M-3183

We Shut Off Your Service

We shut off your PECO Energy service because you did not pay your PECO Energy Charges Past Due amount of \$ 2461.94 as of 10/26/2004.

To have your service turned on again, call us at (888) 504-2156 to make arrangements.

You may have to PAY the following to have your service turned on again

- o PAST DUE PECO ENERGY CHARGES of \$ 2461.94
- o PAST DUE DEPOSIT CHARGES of \$.00
- o Turn-on Charge of \$ 60.00 *
- o TOTAL \$ 2521.94 *
- o Security deposit equal to two months of Average Bills of PECO Energy Charges

After you take the required action, we have until the end of the following business day to turn your service back on. Also, we will not turn your service back on unless someone is at home.

Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar al numero de telefono que aparece en este documento.

* If we could not get to your meter to shut-off your service, we may have had to do extra work. This extra work may increase your turn-on charge to a maximum of \$1,500.00.

*Mageline Marie Galt
 50023-7789038
 23 School Lane
 Ardmore, Pa. 19003*

From February 2, 2005
 Hundred's Cubic Feet (Ccf) billed for 28 days
 PECO ENERGY Charges
 Total Basic Charges for 112 0000 Ccf

00295
 00112

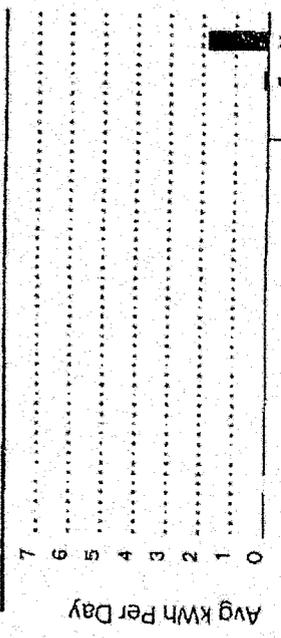
- Actual Reading

135.18
 \$135.18
 New Charges

Your Electric Use Pattern

Average kWh per month 19.5
 Total Annual kWh 78.0
 kWh per day 1.9
 Meter Reading Actual
 Average Temperature 36°

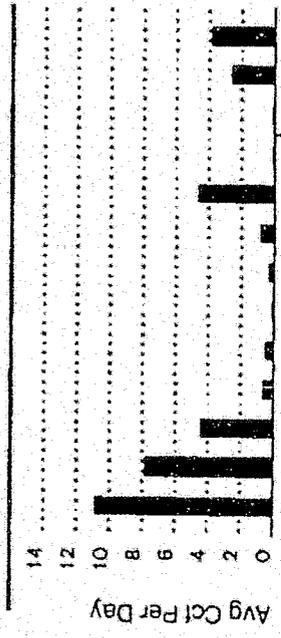
Last Year This Year



Your Gas Use Pattern

Average Ccf per month 66.5
 Total Annual Ccf 799.0
 Ccf per day 10.9
 Meter Reading Actual
 Average Temperature 38°

Last Year This Year



CRABB, JACQUELINE
 0023 SCHOOL LN
 ARDMORE, PA 19003-1312
 000268362/268362 0001

TRANS #	OF DAYS	METER READ	READ TYPE	CONSUMPTION	AVG DLY. USAGE	TL. CURRENT CHARGES	ADJUSTMENTS	PAYMENTS	DATE	BALANCE
BILL						\$24.42	\$235.26-		2005/03/09	\$1,002.49
OUT	0046	006167	A	16.000	34.782				2005/01/18	
ADJ							\$0.00		2005/04/29	
BILL						\$26.24	\$0.00		2005/02/03	\$978.07
READ	0028	006151	A	29.000	103.571				2004/12/03	
ADJ							\$0.00		2005/04/29	
BILL						\$43.77	\$0.00		2004/12/07	\$951.83
READ	0029	006122	A	58.000	200.000				2004/11/05	
ADJ							\$0.00		2005/04/29	
BILL						\$41.96	\$0.00		2004/11/04	\$908.06
READ	0029	006064	A	55.000	189.655				2004/10/07	
ADJ							\$0.00		2005/04/29	
BILL						\$37.25	\$0.00		2004/10/06	\$866.10
READ	0023	006009	A	48.000	145.454				2004/09/08	
ADJ							\$0.00		2005/04/29	
BILL						\$48.60	\$0.00		2004/09/10	\$828.85
READ	0043	005961	A	68.000	158.139				2004/08/06	
ADJ							\$0.00		2005/04/29	
ADJ							\$0.00		2005/04/29	
BILL						\$119.50	\$0.00		2004/07/28	\$780.25
READ	0091	005893	A	166.000	182.417				2004/06/24	
ADJ							\$0.00		2005/04/29	
BILL						\$136.14	\$0.00		2004/04/22	\$660.75
READ	0092	005727	A	196.000	213.043				2004/03/25	
ADJ							\$0.00		2005/04/29	
BILL						\$116.68	\$0.00		2004/01/30	\$524.61
READ	0089	005531	A	161.000	180.898				2003/12/24	
ADJ							\$0.00		2005/04/29	
BILL						\$96.35	\$0.00		2003/10/27	\$407.93
READ	0092	005370	A	127.000	138.043				2003/09/26	
ADJ							\$0.00		2005/04/29	
BILL						\$90.42	\$0.00		2003/07/29	\$311.58
READ	0092	005243	A	106.000	115.217				2003/06/26	
ADJ							\$0.00		2005/04/29	
BILL						\$161.45	\$0.00		2003/04/28	\$221.16
READ	0089	005137	A	246.000	275.404				2003/03/26	
PYMT								\$50.00	2003/02/28	
ADJ							\$0.00		2005/04/29	
BILL						\$120.89	\$0.00		2003/01/29	\$119.71
READ	0092	004891	A	177.000	192.391				2002/12/27	
PYMT								\$95.41	2002/11/18	
ADJ							\$0.00		2005/04/29	
BILL						\$94.23	\$0.00		2002/10/24	\$94.23
READ	0093	004714	A	139.000	149.462				2002/09/26	
PYMT								\$89.46	2002/08/07	
BILL						\$89.46	\$0.00		2002/07/25	\$89.46
READ	0091	004575	A	139.000	152.747				2002/06/25	
PYMT								\$96.62	2002/05/02	

Service to:

Account Number

AQUA
Pennsylvania

JACQUELINE CRABB
0023 SCHOOL LN
ARDMORE, PA 19003-1312

000268362 0268362
APA-MAIN DIVISION

Aqua Pennsylvania, Inc.
2 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: 800.711.4779
Fax: 610.645.1160
e Mail: custserv@aquaaamerica.com

Questions about your water service? ... Contact us before the due date.

Bill Date: **September 13, 2004**
Total Amount Due: **\$ 866.10**
Due Date: **October 06, 2004**

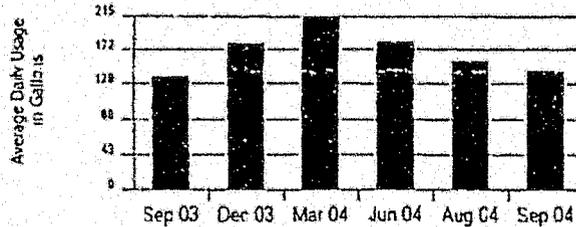
Water Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
52437817	5/8	09/08/04	33	Actual	600900	4,800	Gallons
		08/06/04		Actual	596100		
Average Daily Usage = 145 Gallons		Total Days: 33				Total Usage: 4,800	Gallons

Billing Detail

Amount Owed From Last Bill \$ 828.85
 Total Payments Received 0.00
 Balance 828.85
 Total Water Charges 37.25
 Amount Due 10/06/04 \$ 866.10

Water Usage History



Read Types: Actual Estimated Customer

Message Center

PSW is now Aqua Pennsylvania! Any questions, please call customer service at 800-711-4779.
 To pay by phone, simply call our toll free number at (800) 285-8325.
 New security standards have made it necessary for Aqua PA to discontinue walk-in service to customers at our Bryn Mawr office. Please call 1-800-711-4779, a representative will address your concerns and schedule an appointment if necessary.

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

BS-APA-01-2

Return this portion with your payment. Keep top portion for your records.

AQUA
Pennsylvania

Service To:
JACQUELINE CRABB
0023 SCHOOL LN
ARDMORE, PA 19003-1312

Water Bill

Account Number
000268362 0268362

Total Amount Due: **\$ 866.10**
Due Date: **October 06, 2004**

Amount Enclosed

\$.

Please make check payable to Aqua PA.
Print your account number on your check,
then mail to address on back.

762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Address Service Requested
SN1827 SN3005 183568 APAM
PA 19010

AUTO5-DIGIT 19003 C 9 P 18
JACQUELINE CRABB
23 SCHOOL LN
ARDMORE PA 19003-1312



00026836202683620000000866107

AQUA
Pennsylvania

JACQUELINE CRABB
0023 SCHOOL LN
ARDMORE, PA 19003-1312

000268362 0268362
APA-MAIN DIVISION

Aqua Pennsylvania, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Tel: 800.711.4779
Fax: 610.645.1160
e Mail: custserv@aquaamerica.com

Questions about your water service? ... Contact us before the due date.

Bill Date: **December 09, 2004** Total Amount Due: **\$ 978.07** Due Date: **January 03, 2005**

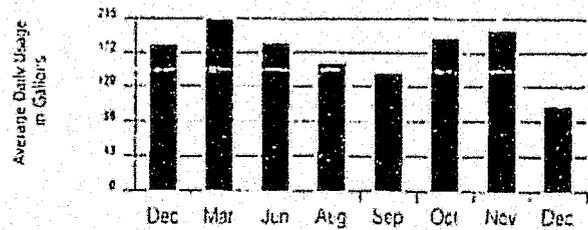
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
52437817	5/8	12/03/04	28	Actual	615100	2,900	Gallons
		11/05/04		Actual	612200		
Average Daily Usage = 103 Gallons		Total Days 28		Total Usage		2,900	Gallons

Billing Detail

Amount Owed From Last Bill \$ 951.83
 Total Payments Received 0.00
Balance..... 951.83
 Minimum Charge..... 10.00
 2 000 gallons @ \$0.005271 per gallon..... 10.54
 Next 900 gallons @ \$0.005969 per gallon..... 5.37
 Total Water Charges..... 25.91
 DSIC Charge..... 0.33
Amount Due 01/03/05 \$ 978.07

Water Usage History



Read Types: Actual Estimated Customer

Message Center

- Effective October 1, 2004 the allowable DSIC charge is 1.28 %. This reflects \$21.4 million in system improvements made by the company since July 2004. These improvements include the replacement of aging water pipes and other infrastructure as well as improvements to the quality of the water that we serve.
- PSW has changed its name to Aqua Pennsylvania. Any questions, please call customer service at (800) 711-4779.
- To pay by phone, simply call our toll free number at (800) 285-8325.
- New security standards have made it necessary for Aqua PA to discontinue walk-in service to customers at our Bryn Mawr office. Please call 1-800-711-4779, a representative will address your concerns and schedule an appointment if necessary.

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

B5-APA-01-2

Return this portion with your payment. Keep top portion for your records.

AQUA
Pennsylvania

762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Address Service Requested
SH 205 C-2005 19-903 APA/PA
F. APA/PA/PA

AUTO5-DIGIT 19003 C 10 P 21
JACQUELINE CRABB
23 SCHOOL LN
ARDMORE PA 19003-1312

Service To
JACQUELINE CRABB
0023 SCHOOL LN
ARDMORE, PA 19003-1312

Water Bill

Account Number
000268362 0268362

Total Amount Due: **\$ 978.07** Due Date: **January 03, 2005**

Amount Enclosed

\$.

Please make check payable to Aqua PA.
Print your account number on your check,
then mail to address on back.



00026836202683620000000978077

Untimely

NOTIFICATION OF INTENT TO APPEAL
(Request For Formal Complaint Forms)

Notice to Customer:

C-2005 5727

RECEIVED
2005 NOV 29 PM 1:18
SECRETARY'S OFFICE
P.U.C.

If you sign and return this form you are notifying the Public Utility Commission that you intend to appeal this informal complaint decision. Do not return this form unless you want to appeal this decision.

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: HSEPTEMBER 2, 2005. The Commission will send you formal complaint forms.

You must comply with the terms of this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments, or the utility company may pursue the termination of your service.

Thank You.
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

Jacqueline Marie Crabb
~~JACQUELINE CRABB~~
23 SCHOOL LANE P.O. BOX 253
ARDMORE PA 19003

610 202 3319
(Area Code) Telephone Number

Jacqueline Marie Crabb
Signature

Mail this completed form to:

SECRETARY
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P. O. BOX 3265
HARRISBURG, PA 17105-3265

FOR OFFICE USE ONLY	
BCS Number: 1806949	Date of mailing: HSEPTEMBER 2, 2005
Company: PECO ENERGY	

REVISED 11/97

P.S. I received notice late Identity theft/fraud continues. The various spellings of my name have been frauded. There is evidence that the account at 23 School Lane had more than one person on the account using oil and only paying \$47. The investigation of 2003. ^{Some} has assume my name under Jacqueline M. Crabb and until I get that cleared up please use Jacqueline Marie Crabb with mailing address as ^{Box} 253 Ardmore, Pa. 19003. I will be asking for a copy of the monthly bills regarding what I owe. Thank you Jacqueline Marie Crabb.

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 5, 2006

JACQUELINE MARIE CRABB
Complainant

v.

PECO ENERGY COMPANY
Respondent

Complaint Docket
No: C-20055727

DOCUMENT
FOLDER

DOCKETED
JAN 04 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PECO ENERGY COMPANY

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

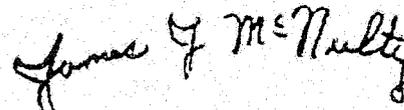
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: JANUARY 5, 2006

C-20055727

PECO ENERGY COMPANY
C/O WARD L SMITH
ASSOCIATE GENERAL COUNSEL
PO BOX 8699
PHILADELPHIA PA 19101-8699

DOCUMENT
FOLDER

Dear Mr. Smith:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JACQUELINE MARIE CRABB. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

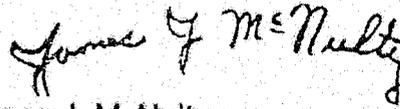
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JANUARY 5, 2006

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name and title.

James J. McNulty
Secretary

JIH

Legal Department

Exelon Business Services Company
2301 Market Street / 523-1
PO Box 8699
Philadelphia, PA 19101-8699

Telephone 215.841.5544
Fax 215.568.3389
www.exeloncorp.com

Business Services
Company

ORIGINAL

Direct Dial 215.841.6841

January 26, 2006

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

RECEIVED

JAN 26 2006

RE: Jacqueline Marie Crabb v. PECO Energy Company
PUC Docket No. C-20055727

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Mr. McNulty:

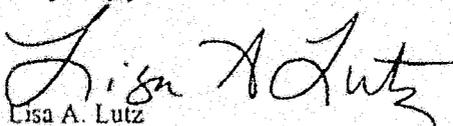
Enclosed for filing with the Commission are the following documents and copies in the matter referenced above.

- Answer (original and 3 copies)
- Petition (original and 3 copies)
- Answer and Motion (original and 3 copies)
- Motion to Dismiss (original and 3 copies)
- Reply to Motion/Petition (original and 3 copies)
- Exceptions (original and 9 copies)
- Reply Exceptions (original and 9 copies)
- Brief (original and 9 copies)
- Reply Brief (original and 9 copies)

DOCUMENT FOLDER

Also enclosed is an extra copy of this letter, which I request that you date stamp and return to me in the envelope provided as proof of filing. I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties.

Very truly yours,


Lisa A. Lutz
Counsel for PECO Energy Company

LAU/zr

Enc.

Scheduling Recommendation: Call of the Docket Non-Call of the Docket

70

RECEIVED

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION JAN 28 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

JACQUELINE MARIE CRABB

v.

PECO ENERGY COMPANY

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DOCKET NO. C-20055727

ANSWER OF RESPONDENT PECO ENERGY COMPANY

PECO Energy Company ("PECO Energy"), pursuant to 52 Pa. Code §5.61, responds to the Complaint and states:

DOCUMENT
FOLDER

1. Admitted.
2. Admitted. PECO Energy is not responding on behalf of Aqua Pennsylvania nor Verizon.
3. Admitted in part and denied in part. PECO Energy admits it provides electric and gas services to Complainant. PECO Energy denies it provides water or telephone services to Complainant.
4. Admitted in part and denied in part. PECO Energy admits that on October 28, 2004, Complainant's electric service was terminated for non-payment of \$2,461.94 after proper notice process. Electric service was restored on January 28, 2005. The electric service was terminated for delinquency on November 17, 2005 for the past due balance of \$4,071.36 after proper notice process. PECO Energy specifically denies that there are incorrect charges to Complainant's account for her electric usage.

By way of background, Complainant's account has been in the name of Jacqueline Crabb since 1998; it is specifically denied that Complainant is receiving or being billed for the

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JAN 30 2006

account of her deceased husband, Lawrence Crabb. PECO avers that the credit agency, Inovision, purchased an unpaid debt from Mr. Crabb's account in November, 2000 and is pursuing collection on their own behalf. The unpaid final account balance under Mr. Crabb's account of \$784.35 was not transferred to Mrs. Crabb's account.

PECO's records indicate that Complainant's service was terminated for delinquency on May 5, 2003. When service was restored on May 15, 2003, the account was reactivated with a new account number. Upon establishing a new account number on May 15, 2003, the Complainant's unpaid final bill amount of \$403.08 was applied to the new account number.

A decision by the Bureau of Consumer Services ("BCS") was issued on September 2, 2005 and found that the customer has been billed for service in her name only since 1998, when service was established in her name, and no balance from any other address was transferred to her account. The BCS decision also found that the customer is not being held liable for the deceased husband's final balance. The BCS directed the Complainant to pay \$2,934.68 by September 12, 2005 and established a payment arrangement of a monthly budget amount (\$81.00) plus \$15.00 per month towards the account arrears, beginning September 2005. The Complainant has not complied with the decision. Complainant has not made any payments on her account since the account reactivation in May, 2003. A copy of the BCS decision is attached hereto as Exhibit A.

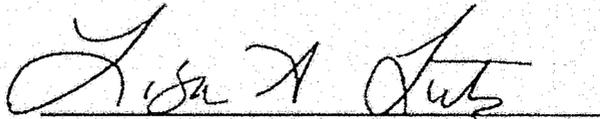
5. This paragraph is a request for relief and no answer is required.

6. PECO Energy is without sufficient information to confirm or deny this statement.

7. Admitted.

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

Respectfully Submitted,

A handwritten signature in cursive script, reading "Lisa A. Lutz", written over a horizontal line.

Lisa A. Lutz
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
lisa.lutz@exeloncorp.com

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JACQUELINE MARIE CRABB

v.

PECO ENERGY COMPANY

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DOCKET NO. C-20055727

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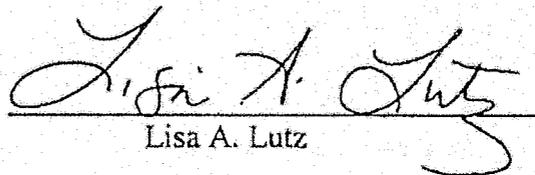
JAN 26 2006

VERIFICATION

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

I, Lisa A. Lutz, 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: January 26, 2006


Lisa A. Lutz

Date: 1/10/06

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

Case Number: 1806949
Customer Name: JACQUELINE CRABB
Address: 23 SCHOOL LANE
ARDMORE PA 19003-1312

Opened On: 11/9/04
Utility Type: Electric Distributor
Account Number: 88888888888
Company Name: PECO Energy

Prior Case: Total Balance: \$3,970.65 Balance Date:

Compliance Violation(Alleged, Actual, No): NO Chap 56/64/Other: Section/Rule:

Decision Issued: Y Oral Written: W
Investigator: FISHER, VALERIE PUC Decision Issued Dt: PUC Case Closed Dt: 9/2/05
Decision Recvd Dt: 9/2/05 06.25PM

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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JAN 26 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Resolution:

THIS CUST HAS BEEN BILLED FOR SVC IN HER NAME ONLY SINCE 1998 WHEN SVC WAS ESTABLISHED IN HER NAME AT THIS ADDRESS. NO BAL FROM ANY OTHER ADDRESS TRANSFERED TO THIS ACCT. CUST SVC WAS TERMED 5/5/03, A NEW ACCT # WAS ASSIGNED WHEN THE SVC WAS RESTORED 5/15/03. BAL FROM HER PRIOR ACCT # SAME ADDRESS WAS TRANSFERED TO THE NEW ACCT #. CO IS NOT HOLDING THIS CUST LIABLE FOR DECEASED HUSBAND'S FINAL BAL. THE CUST SHALL APY 2934.68 BY 9/12/05 THE BEG WITH THE SEP 2005 DD PAY BB 81.00 PLUS 15.00 BY THE DD EA MO UNTIL THE BAL IS PAID IN FULL. THEBB IS SUBJECT TO CHANGE/NLPC

Exhibit A

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JACQUELINE MARIE CRABB

v.

PECO ENERGY COMPANY

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DOCKET NO. C-20055727

CERTIFICATE OF SERVICE

I 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 thereof Certified mail, properly addressed and postage prepaid to:

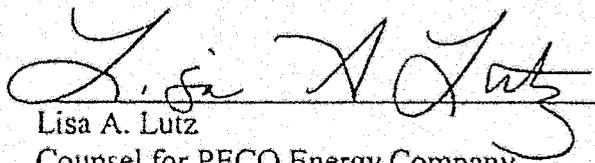
Jacqueline Marie Crabb
P.O. Box 253
23 School Lane
Ardmore, PA 19003

RECEIVED

JAN 26 2006

Dated at Philadelphia, Pennsylvania, January 26, 2006.

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Lisa A. Lutz
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
lisa.lutz@exeloncorp.com



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
February 2, 2006

IN REPLY PLEASE
REFER TO OUR FILE

Re: C-20055727
C-20055728
C-20055729

(SEE ATTACHED LIST)

C-20055727 - Jacqueline Marie Crabb v. PECO Energy Company
C-20055728 - Jacqueline Marie Crabb v. Aqua Pennsylvania, Inc.
C-20055729 - Jacqueline Marie Crabb v. Verizon Pennsylvania Inc.

Billing Dispute

Motion Judge Assignment Notice

This is to inform you that a preliminary motion was filed on the above-captioned case. This motion is being assigned to Chief Administrative Law Judge Veronica A. Smith for ruling. The Commission rule of practice at 52 Pa. Code §5.101 specifies that the person who filed the complaint has ten (10) days from the date the motion was served on you to file an answer.

If you file any pleading or document relating to this motion with the Secretary of the Commission, please provide a duplicate copy to the judge.

Procedural questions or comments should be directed to the judge at:

717-787-5452

DOCUMENT
FOLDER

pc: SA Rumsey
Cherie Pyle, Scheduling Officer
Beth Plantz
Docket Section

DOCKETED
FEB 13 2006

February 3, 2006

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

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2006 FEB -9 AM 8:55
SECRETARY'S BUREAU

RE: Jacqueline Marie Crabb v. PECO Energy Company
PUC Docket No: C-20055727
PUC C-20055729 v. Verizon Pennsylvania Inc

Dear Mr McNulty:

In reply to the letters from Peco Energy Company, Lisa A. Lutz and Verizon Pennsylvania Company, Katherine E. Lovette I disagree with their findings.

Exelon had not been my energy source and with Verizon Pennsylvania, my account numbers with them had not been 610-645-6054. My average bill with Verizon should have been \$20.00. The monthly bills always included additional \$34 00. The disconnection date stated is incorrect.

I'm requesting to have service restored and to start me with new account numbers with my given name. I am a victim of identity theft and fraud, my accounts have been compromised.

Please schedule a hearing as soon as possible and I would like to have separate meetings with each company involved.

Very truly yours,

Jacqueline Marie Crabb (me)
(Mrs.) Jacqueline Marie Crabb
23 School Lane P.O. Box 253
Ardmore, PA 19003

cc: Lisa Lutz, Esq.
Katherine E. Lovette, Esq.

BB

Legal Department

Exelon Business Services Company
2301 Market Street / 523-1
PO Box 8699
Philadelphia, PA 19101 8699

Telephone 215 841 5544
Fax 215 568 3389
www.exeloncorp.com

Business Services
Company

ORIGINAL

Direct Dial: 215.841.6841

February 6, 2006

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

**DOCUMENT
FOLDER**

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FEB 06 2006

**RE: Jacqueline Marie Crabb v. PECO Energy Company
PUC Docket No. C-20055727 and C-20055729**

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

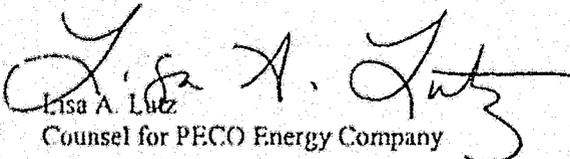
Dear Mr. McNulty.

Enclosed for filing with the Commission are the following documents and copies in the matter referenced above.

- _____ Answer (original and 3 copies)
- _____ Petition (original and 3 copies)
- _____ Answer and Motion (original and 3 copies)
- _____ Motion to Dismiss (original and 3 copies)
- X Reply to Motion/Petition of Verizon Pennsylvania, Inc. (original and 3 copies)
- _____ Exceptions (original and 9 copies)
- _____ Reply Exceptions (original and 9 copies)
- _____ Brief (original and 9 copies)
- _____ Reply Brief (original and 9 copies)

Also enclosed is an extra copy of this letter, which I request that you date stamp and return to me in the envelope provided as proof of filing. I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties.

Very truly yours,


Lisa A. Lutz
Counsel for PECO Energy Company

LAL/zr

Enc.

cc: Jacqueline Marie Crabb
Katherine E. Lovette, Esquire

P231197

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

FEB 06 2006

JACQUELINE MARIE CRABB

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

v.

DOCKET NOS. C-20055727
C-20055729

VERIZON PENNSYLVANIA INC.,
PECO ENERGY COMPANY, et al.

**REPLY OF PECO ENERGY COMPANY TO
MOTION OF VERIZON PENNSYLVANIA INC.
TO DISMISS THE FORMAL COMPLAINT FILED BY JACQUELINE MARIE CRABB
OR, IN THE ALTERNATIVE, TO JOIN INDISPENSABLE PARTY OR TO
CONSOLIDATE PROCEEDINGS**

PECO Energy Company ("PECO Energy"), pursuant to 52 Pa. Code § 5.103, hereby
replies to the Motion of Verizon Pennsylvania Inc. and states the following:

REPLY TO MOTION TO DISMISS

1. - 8. PECO Energy makes no response as to all averments made by Verizon PA.

**REPLY TO MOTION TO JOIN INDISPENSABLE PARTY OR TO
CONSOLIDATE PROCEEDINGS**

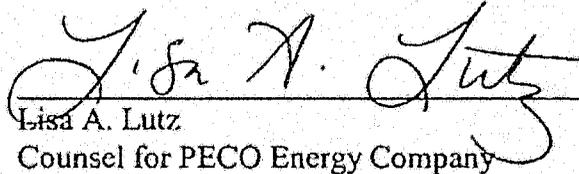
1. PECO Energy makes no response as to this averment.
2. Admitted.
3. Admitted in part and denied in part. The Formal Complaints involve issues
concerning Complainant's PECO account, along with other non-PECO accounts. PECO Energy
makes no response on behalf of Verizon PA or Aqua Pennsylvania.

4. Admitted.

5. Admitted.

6. PECO Energy has no objections to this request.
7. PECO Energy has no objections to this request.
8. PECO Energy has no objections to this request.

Respectfully Submitted,



Lisa A. Lutz

Counsel for PECO Energy Company

2301 Market Street, S23-1

P.O. Box 8699

Philadelphia, PA 19101-8699

Direct Dial: 215.841.6841;

Fax: 215.568.3389

Lisa.Lutz@exeloncorp.com

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JACQUELINE MARIE CRABB

v.

VERIZON PENNSYLVANIA INC.,
PECO ENERGY COMPANY, et al.

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DOCKET NOS. C-20055727
C-20055729

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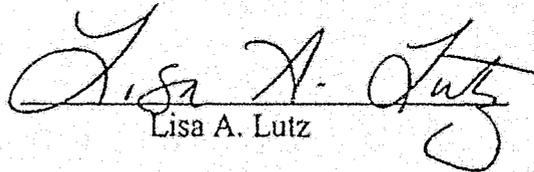
FEB 08 2006

VERIFICATION

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

I, Lisa A. Lutz, 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: February 6, 2006


Lisa A. Lutz

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JACQUELINE MARIE CRABB

v.

VERIZON PENNSYLVANIA INC.,
PECO ENERGY COMPANY, et al.

DOCKET NOS. C-20055727

C-20055729

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FEB 06 2006

CERTIFICATE OF SERVICE

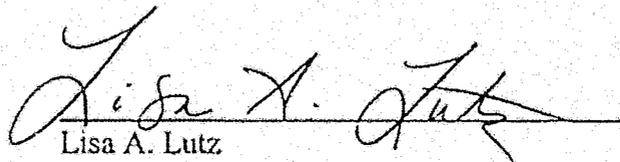
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

I, Lisa A. Lutz, 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:

Jacqueline Marie Crabb
P.O. Box 253
23 School Lane
Ardmore, PA 19003

Katherine E. Lovette, Esquire
Janet L. Miller, Esquire
Hawke McKeon Sniscak & Kennard LLP
Harrisburg Energy Center
100 North Tenth Street, P.O. Box 1778
Harrisburg, PA 17104

Dated at Philadelphia, Pennsylvania, February 6, 2006.



Lisa A. Lutz
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
Direct Dial: 215.841.6841;
Fax: 215.568.3389
Lisa.Lutz@excloncorp.com