

CAPTION SHEET

CE 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: 02/13/06
8. DOCKET NO: C-20065877	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: OLIVER-BOOKER, DIONNE R.

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

COMP/APP COUNTY: DELAWARE

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE WOULD LIKE A PAYMENT AGREEMENT. HE HAS MADE SEVERAL PAYMENT ARRANGEMENTS THAT HE IS UNABLE TO KEEP. HE WANTS THE PUC TO PUT HIM ON AN AGREEMENT THAT HE CAN AFFORD.

DOCUMENT
FOLDER

DOCUMENTED

FEB 15 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED
2006 FEB 13 AM 9:19

110550
Please print or type.

C-20065877 ORIGINAL

SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

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

Name DiOnne R. Oliver - Booked

Street/P.O. Box 1243 CURRAN STREET Apt # B

City Chester State PA Zip 19013

County DELAWARE

Area Code/HOME Phone 484-480 5344

Area Code/WORK Phone 800-357 7501 EXT 26873 Daytime

Utility Account Number 50-17-37-435070
(from your bill)

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

Name -

Street/P.O. Box -

City - State - Zip -

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PECO

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER
(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

22

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. PECO has allowed this high balance to follow me to all (explain) of the addresses I have had since I first moved and have had service in my name I have been trying to make arrangements but, I have been struggling as a single parent and mom

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.

I am not arguing the charges as much as I am upset and worried to the point of taking my life. I need help with this matter I do not have \$4,000.00 to pay out at all I am a single mom who is struggling just to live day by day. PECO I feel should be willing to help people out who are going through this same situation that I am. I do not want to be in the dark with my child nor do I want this bill to continue going up each day so I RELIEF have desperate attention in this matter from someone who can help.

5.

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

I have had made several agreements that I have not been able to keep due to the fact that I never have enough money to live, eat and care for my twelve (12) year old daughter let alone try to pay on my bills that I have. This high balance has followed me for the past couple of years and PECO never helped me regain the ability to pay on the bill no matter how many times I have called to make arrangements to try to get help. Every place I go to to try to get help turns me down, because I "quote unquote" make too much money and I really don't when you count the fact that I have rent, my child to take care of food and still don't own a car in my apartment. I am begging for some help with this.

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.

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.

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 Dianne R. Oliver - Booker, 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).

Dianne R. Oliver - Booker
(Signature)

February 7, 2006
(Date)

TUESDAY FEBRUARY 7, 2006

To whoever reads this letter,

I AM A SINGLE MOTHER AND I AM STRUGGLING TO LIVE EACH DAY. PECO HAS NOT MADE MY LIVING ANY BETTER BY TELLING ME I OWE APPROXIMATELY \$4,000.00 ON AN ACCOUNT THAT HAS FOLLOWED ME THE LAST COUPLE OF PLACES I HAVE EVASIVED, PECO HAS NEVER ONCE OFFERED ME A PAYMENT AGREEMENT ON THIS BILL NOR DID THEY MAKE ME AWARE THAT MY ACCOUNT WOULD BE IN JEOPARDY. I AM HAUNTED BY NOT HAVING ANY ELECTRIC IN MY APARTMENT AS I HAVE A CHILD AND EVERYWHERE WE LIVE I CAN NEVER AFFORD TO CONTINUE TO LIVE IN JUST ONE PLACE COMFORTABLY. I AM ASKING FOR MERCY ON GETTING HELP WITH THIS SOMETHING I CAN AFFORD, IF COURSE. IT HAS BEEN SAID THAT I HAVE NOT KEPT PAST AGREEMENTS AND THIS VERY WELL MAY BE HOWEVER, IF YOU DON'T HAVE THE MONEY TO DO SO HOW CAN YOU PAY ANY BILLS. I AM LIVING PAYCHECK TO PAYCHECK AND I AM TRYING NOW TO FIND A PARTTIME JOB. ALONG WITH MY FULLTIME JOB PLUS MAKE TIME TO CONTINUE TO RAISE MY DAUGHTER AND KEEP MYSELF GOING. MY WHOLE PROBLEM IN THIS MATTER IS WHEN PEOPLE TELL THEY GET HELP SOMEONE WHO IS HONEST LIKE MYSELF HAS TO GO THROUGH SO MUCH JUST TO TRY TO GET SOME ATTENTION.

Thank You AND I PRAY FOR SOME HELP DIONNE R. OLIVER-CUTLER

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: February 15, 2006

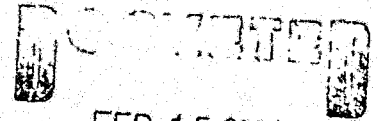
DOCUMENT
FOLDER

DIONNE R. OLIVER-BOOKER
Complainant

v.

PECO ENERGY COMPANY
Respondent

Complaint Docket
No: C-20065877



FEB 15 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: February 15, 2006

C-20065877

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 DIONNE R. OLIVER-BOOKER. 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.

February 15, 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,

James J. McNulty
Secretary

anc

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

ORIGINAL Business Services Company

Direct Dial 215 841 6841

March 6, 2006

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

DOCUMENT RECEIVED
FOLDER

MAR 6 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Dionne R. Oliver-Booker v. PECO Energy Company
PUC Docket No. C-20065877

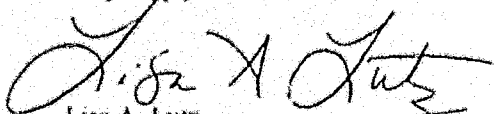
Dear Mr. McNulty:

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

- X 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)

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

SCHEDULING RECOMMENDATION: X CALL OF THE DOCKET — NON-CALL OF THE DOCKET

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

DIONNE R. OLIVER-BOOKER

v.

PECO ENERGY COMPANY

DOCKET NO. C-20065877

DOCUMENT
FOLD HERE

ANSWER OF RESPONDENT, PECO ENERGY COMPANY

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

1. Admitted.
2. Admitted.
3. Admitted. Complainant also receives gas service from PECO Energy Company.
4. Denied. PECO Energy denies that Complainant is unable to pay her gas and

electric bill and strict proof thereof is demanded at time of hearing. PECO Energy avers that Complainant's account balance is \$4,996.40. Complainant has a poor payment history of many missed payments. At Complainant's current address, she established service in her name in October, 2005, and has made only one payment on this account. Previous payment agreements were made but not kept by Complainant.

A decision of the Bureau of Consumer Services ("BCS") issued on or about January 23, 2006 set a monthly budget amount of \$167.00. A copy of the BCS decision is attached 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.

DOCKETED
MAR 15 2006

RECEIVED

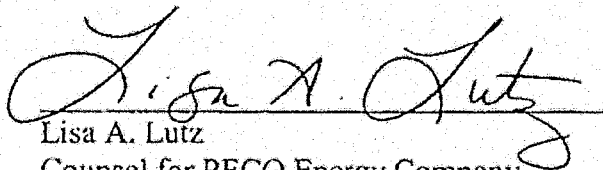
MAR 6 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

7. Admitted.

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

Respectfully Submitted,

A handwritten signature in black ink, reading "Lisa A. Lutz". The signature is written in a cursive style and is positioned above 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

DIONNE R. OLIVER-BOOKER

v.

PECO ENERGY COMPANY

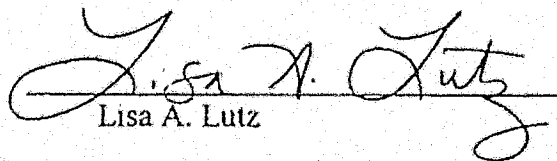
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DOCKET NO. C-20065877

VERIFICATION

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: March 6, 2006


Lisa A. Lutz

Date: 2/27/06

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

Case Number: 2027125
Customer Name: DIONNE OLIVER-BOOKEF
Address: 1243 CURRAN ST APT E
CHESTER PA 19013-2006

Opened On: 1/20/06
Utility Type: Electric Distributor
Account Number: 501737435070
Company Name: PECO Energy

Prior Case: Total Balance: \$4,763.45 Balance Date: 1/20/06

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

Decision Issued: N Oral Written: W
Investigator: MEURON, PAUL PUC Decision Issued Dt: 1/23/06 PUC Case Closed Dt: 1/23/06

Decision Recvd Dt: 1/23/06 12:25PM

Letter Description: CHAPTER 14 EGW ON DISMISS LETTER

To Restore Service Pay:	\$0.00	To Continue Service Pay:	\$0.00	By:	
Terms:					
Special Budget Amount:	\$0.00	Regular Budget Amount:	\$167.00	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:

Resolution:

COMPANY REPORT RECEIVED PRIOR PUC PAR 1791245 INCOME \$1000 HH2 NOW INCOME 1993 HH2 NO CII CASE CLOSED PER 1405-D DISMISSAL LETTER SENT.

RECEIVED

MAR 6 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Exhib. + A

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DIONNE R. OLIVER-BOOKER

v.

PECO ENERGY COMPANY

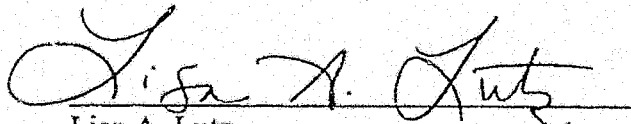
DOCKET NO. C-20065877

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:

DIONNE R. OLIVER-BOOKER
1243 Curran Street - Apt. B
Chester, PA 19013

Dated at Philadelphia, Pennsylvania, March 6, 2006.



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

RECEIVED
MAR 8 2006
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
March 15, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20065877

(See attached list)

DOCUMENT FOLDER

Dionne R. Oliver-Booker v. PECO Energy Company

Requests payment arrangements.

Hearing Notice

This is to inform you that your case is scheduled for hearing at 9:30 a.m. in Hearing Room 2 in the Philadelphia State Office Building. Your case is one of several cases that have been scheduled at this time in Hearing Room 2. You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. You should arrive at the Hearing Room no later than 9:15 a.m. and wait in the Hearing Room until the presiding Administrative Law Judge calls your case. Your case might not be the first one to be called and you should be prepared to stay in the hearing room all morning, if necessary. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

Type: Initial Hearing
Date: Thursday, April 20, 2006
Time: 9:30 a.m.
Location: Hearing Room 2
State Office Building
Broad & Spring Garden Streets
Philadelphia, PA

DOCKETED
APR 03 2006

Presiding: Administrative Law Judge Herbert Smolen
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: 215.560.2105
Fax: 215.560.3133

Attention: You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

If you intend to file exhibits, bring 4 copies with you to the hearing.

Individuals may represent themselves or be represented by an attorney. Individuals representing themselves do not need to be represented by an attorney. If you have an attorney representing you, your attorney should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Smolen
Susan Licon
Beth Plantz
Docket Section
Calendar File

#502238 09/04

#502238 03/05