

ORIGINAL

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

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In the Matter of: :
ERVING LANDING :
 :
 :
 vs. : Docket No. C-20055651
 PECO ENERGY COMPANY :
 Billing Dispute/Requests payment :
 arrangements :
 Initial Hearing -----x

Pages 1 through 70

State Office Building
Hearing Room 1
1400 Spring Garden Street
Philadelphia, Pennsylvania

DOCUMENT
FOLDER

Thursday, March 23, 2006

Met, pursuant to notice, at 9:30 a.m.

BEFORE:

CHARLES E. RAINEY, JR., Administrative Law Judge

APPEARANCES:

LISA LUTZ, Esquire
PECO
2301 Market Street
Philadelphia, Pennsylvania 19101
(For PECO Energy Company)

ERVING LANDING
1301 Stewart Street
Philadelphia, Pennsylvania 19013
(Pro se)

Commonwealth Reporting Company, Inc.

700 Lisburn Road
Camp Hill, Pennsylvania 17011

(717) 761-7150

1-800-334-1063

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<u>WITNESSES</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
Erving Landing	6	--	--	--
Victoria Robertson	8	24	--	--
Renee Tarpley .	27	--	--	--

FORM 2

P R O C E E D I N G S

(Whereupon, the documents were marked as PECO Energy Exhibits Nos. 1 through 5 for identification.)

ADMINISTRATIVE LAW JUDGE CHARLES E. RAINEY:

Good morning. My name is Charles Rainey and I am Administrative Law Judge who's been assigned to this case and this is the case of Erving R. Landing versus PECO Energy Company at Docket No. C-20055651. I note the appearances of Erving Landing who is appearing pro se or in his own behalf and also the appearance of Lisa Lutz, Esquire who's appearing on behalf of PECO Energy Company.

Mr. Landing, as the complainant in this case, you have the burden of proving that you're entitled to the relief that you've requested. The procedure that we'll follow today is that you will first be given an opportunity to present testimony in regard to your complaint. Your testimony will be subject to any questions that I might have as well as any questions which counsel for PECO might have. In turn PECO Energy Company will be given an opportunity to put on a witness or witnesses in its defense. The testimony provided by PECO's witnesses will likewise be subject to cross-examination.

Do you have any questions with regard to either your burden of proof or the procedure that we'll

1 follow?

2 MR. LANDING: No.

3 JUDGE RAINEY: Let me ask you, I see that
4 there are a number of documents that you have in front of
5 you. Are any of those documents ones that you're
6 interested in having introduced into the record in this
7 case?

8 (Mr. Landing and Ms. Robertson speaking
9 amongst each other.)

10 JUDGE RAINEY: Just a moment. Right now I
11 just wanted to know whether or not you have any documents
12 that you might want to introduce into this record into this
13 case?

14 MR. LANDING: I don't know what the bills are
15 about. I'm listening --

16 JUDGE RAINEY: Why don't we do this. We'll
17 give you an opportunity to put on some testimony, you have
18 some documents. There may be some documents that you have
19 there also that you received from PECO Energy Company which
20 are matters which they are going to introduce today. In
21 any event, if you're referring to a document during the
22 course of your testimony, please clearly identify what that
23 document is that you are referring to. Okay.

24 Now I also I see there is a lady who is here
25 with you. Is that your wife, Mr. Landing?

1 MR. LANDING: That's my spouse, yes.

2 JUDGE RAINEY: Okay. Will she be presenting
3 any testimony herself here today?

4 MR. LANDING: She the one knows what's going
5 on, I don't.

6 JUDGE RAINEY: All right. So what we'll do
7 then at this point in time, if you'll stand and raise your
8 right hand I'll swear you in.

9 Whereupon,

10 ERVING LANDING

11 having been duly sworn, testified as follows:

12 DIRECT TESTIMONY

13 JUDGE RAINEY: Please be seated and provide
14 your full name for the record and would you spell both
15 names. You can be seated, sir.

16 THE WITNESS: Erving Landing, E-R-V-I-N-G,
17 Landing, L-A-N-D-I-N-G.

18 JUDGE RAINEY: Mr. Landing, would you provide
19 your address.

20 THE WITNESS: 1301 Stewart Street, Chester,
21 Pennsylvania.

22 JUDGE RAINEY: I'm sorry, was that Stewart
23 Street?

24 THE WITNESS: Yes, Stewart Street.

25 JUDGE RAINEY: Mr. Landing, please provide

1 information regarding your complaint.

2 THE WITNESS: (No response.)

3 JUDGE RAINEY: What's the nature of your
4 complaint?

5 MS. ROBERTSON: We --

6 JUDGE RAINEY: I'm sorry, Mrs. Landing, you
7 haven't been sworn in. What we'll do is first if you want
8 to testify we'll give you some opportunity, but first we'll
9 take some testimony from Mr. Landing and basically, Mr.
10 Landing, what was the nature -- when you filed this
11 complaint, what was the nature of the complaint that you
12 filed?

13 THE WITNESS: She filed the complaint.

14 JUDGE RAINEY: Okay. Under your name?

15 THE WITNESS: Yeah.

16 JUDGE RAINEY: Okay.

17 THE WITNESS: She's the one who takes care of
18 the bills. I don't know what's going on.

19 JUDGE RAINEY: Oh, okay. So would she be the
20 better person to testify with regard to this?

21 THE WITNESS: Yes.

22 (Witness excused.)

23 JUDGE RAINEY: Okay. Mrs. Landing, if you'll
24 stand and raise your right hand, I'll swear you in.
25 Whereupon,

FORM 2

1 VICTORIA ROBERTSON

2 having been duly sworn, testified as follows:

3 DIRECT TESTIMONY

4 JUDGE RAINEY: Okay. Please be seated and
5 provide your full name.

6 THE WITNESS: Victoria Robertson.

7 JUDGE RAINEY: Would you spell your first
8 name?

9 THE WITNESS: V-I-C-T-O-R-I-A,
10 R-C-B-E-R-T-S-O-N.

11 JUDGE RAINEY: Mrs. Robertson, would you
12 provide your address.

13 THE WITNESS: 1301 Stewart Street in
14 Chester.

15 JUDGE RAINEY: All right. And as I
16 understand it, you filed the complaint on behalf of your
17 husband?

18 THE WITNESS: Yes.

19 JUDGE RAINEY: Okay. And is the account in
20 your husband's name.

21 THE WITNESS: Yes.

22 JUDGE RAINEY: All right. What is the nature
23 of your complaint?

24 THE WITNESS: That I was charged in December
25 \$833, then I was charged --

1 JUDGE RAINEY: I'm sorry, you were charged in
2 December of 2005?

3 THE WITNESS: Four -- I mean three.

4 JUDGE RAINEY: 2003, December of 2003.

5 THE WITNESS: \$833. Then I was charged in
6 October four different bills. One was \$113 --

7 JUDGE RAINEY: Okay. Why don't we give the
8 years. You were charged in October of 2004?

9 THE WITNESS: Three. All this is in three.

10 JUDGE RAINEY: Oh, this is all in 2003.
11 Okay. Let me ask you this and I'm just looking at the
12 complaint that you filed in this particular case and it
13 states that you had originally assumed a bill that was in
14 your daughter's name?

15 THE WITNESS: Yes.

16 JUDGE RAINEY: Okay. Because she had moved?

17 THE WITNESS: Yes.

18 JUDGE RAINEY: Okay. And your complaint
19 states that the bill at that time when you assumed the
20 balance that it was \$337.43?

21 THE WITNESS: Yes.

22 JUDGE RAINEY: Is that correct. And that was
23 in. --

24 THE WITNESS: October.

25 JUDGE RAINEY: October 9th, 2003?

1 THE WITNESS: Yes.

2 JUDGE RAINEY: Okay. And then it states that
3 you paid \$175 in November of 2003; is that correct?

4 THE WITNESS: Yes.

5 JUDGE RAINEY: Okay. And then it states that
6 your husband paid \$80?

7 THE WITNESS: Correct.

8 JUDGE RAINEY: When did he pay that \$80?

9 THE WITNESS: In November.

10 JUDGE RAINEY: That was also in November of
11 2003. Okay. Now as I understand your complaint in this
12 case, that you are stating that although those payments
13 were made, that PECO never deducted those payments from the
14 account; is that correct?

15 THE WITNESS: Yes.

16 JUDGE RAINEY: Okay. And so that you're
17 stating that a total of \$255.06 was never deducted from the
18 account in terms of the outstanding balance and you have in
19 your complaint you actually do a subtraction of the balance
20 that remained on your daughter's account of \$337.43 that
21 was transferred to your husband and you subtract from that
22 \$255.06 and that was -- and that being the addition of the
23 \$175 -- and was that \$175.06 that you paid and then your
24 husband paid \$80?

25 THE WITNESS: Yes.

1 JUDGE RAINEY: All right. So you're saying
2 that there was a total of \$255.06?

3 THE WITNESS: No, I paid \$175 even he paid
4 \$80. So we paid for when he --

5 JUDGE RAINEY: Oh, I see. Okay. All right.
6 It looks like a six, but that's actually \$255 even?

7 THE WITNESS: Yes.

8 JUDGE RAINEY: All right. So that you're
9 saying that PECO never accounted for \$255 that you both
10 paid in November of 2003; is that correct?

11 THE WITNESS: Yes.

12 JUDGE RAINEY: Okay. Is that the essence of
13 your complaint in this case?

14 THE WITNESS: Not only that, they gave me --
15 I got like four bills for October. You know they -- I
16 got one -- and it shows right here, they charged us for one
17 month they charged us two different billings in one month.
18 One was \$113.98, then they charged us again \$113. Then
19 they came back and did \$107. I mean, it's all --

20 JUDGE RAINEY: So you're stating that you
21 received three different bills and --

22 THE WITNESS: Four.

23 JUDGE RAINEY: Four bills in October 2003.

24 THE WITNESS: In October.

25 JUDGE RAINEY: What type of service were you

1 receiving from PECO Energy Company; was it electric and
2 gas?

3 THE WITNESS: Electric and gas. This is all
4 theirs for October. This is all October.

5 JUDGE RAINEY: Okay. So then one complaint
6 that you have is that PECO Energy Company never accounted
7 for payments totaling \$255 that you made in November of
8 2003 and then you're also stating that you don't understand
9 three bills that you received from PECO?

10 THE WITNESS: Four bills.

11 JUDGE RAINEY: Four bills. All right.

12 THE WITNESS: And then the \$800 --

13 JUDGE RAINEY: All right. Let me go --
14 because I'm just looking at your complaint and your
15 complaint actually refers to three bills, But you're saying
16 you actually received four bills in October of 2003 and why
17 don't you give me what the amounts of those four bills were
18 and this is both combination electric and gas; is that
19 correct?

20 THE WITNESS: Yes. One says --

21 JUDGE RAINEY: All right. Are there dates on
22 those bills?

23 THE WITNESS: Uh-huh. One says 107 --

24 JUDGE RAINEY: All right. Do you have a date
25 on the bill?

1 THE WITNESS: August the 8th through August
2 the 25th, 107 and I got --

3 JUDGE RAINEY: I'm sorry, that was from
4 August the 8th of 2003?

5 THE WITNESS: Uh-huh.

6 JUDGE RAINEY: To what date?

7 THE WITNESS: August the 25th.

8 JUDGE RAINEY: To August the 25th of 2003 and
9 that was a bill for \$107?

10 THE WITNESS: Yeah, well altogether it came
11 to \$113.98.

12 JUDGE RAINEY: \$113.98. Okay. And the other
13 bill?

14 THE WITNESS: The next one is from August the
15 25th to September the --

16 JUDGE RAINEY: August 25th, 2003?

17 THE WITNESS: Uh-huh.

18 JUDGE RAINEY: Through September?

19 THE WITNESS: 24th.

20 JUDGE RAINEY: Through September 24th?

21 THE WITNESS: Uh-huh.

22 JUDGE RAINEY: 2003. And how much?

23 THE WITNESS: For \$103.57.

24 JUDGE RAINEY: \$103.57.

25 THE WITNESS: This one is -- they got this

1 one saying zero.

2 JUDGE RAINEY: So you have a bill that's --

3 THE WITNESS: It says zero on it.

4 JUDGE RAINEY: For zero. Okay. Does it have
5 a date on it?

6 THE WITNESS: It says August the 25th.

7 JUDGE RAINEY: August the 25th --

8 THE WITNESS: Through September 24th.

9 JUDGE RAINEY: Through September 24th, 2003
10 and that's zero?

11 THE WITNESS: Yes, and it got \$113 down at
12 the bottom.

13 JUDGE RAINEY: But it has \$113 down at the
14 bottom.

15 THE WITNESS: 98.

16 JUDGE RAINEY: Okay. What does it say next
17 to that amount for -- before that amount, is there an
18 explanation?

19 THE WITNESS: No.

20 JUDGE RAINEY: There's no explanation with
21 regard to that. And you received that bill after you
22 received the bill --

23 THE WITNESS: Yes.

24 JUDGE RAINEY: -- that had -- that you
25 referred to earlier for \$103.57?

1 THE WITNESS: It was three. I thought it was
2 four.

3 JUDGE RAINEY: So you received a bill for
4 \$113.98 that was supposed to represent the period of August
5 8th, 2003 to August 25th, 2003 and then you received a bill
6 for \$103.57 that was supposed to represent the period from
7 August 25, 2003 to September 24th, 2003 and then you
8 received a bill for that same period of time from August
9 25th, 2003 to September 24th, 2003, but this one said for
10 zero balance although \$103.57 appears --

11 THE WITNESS: \$113.98 was on it -- yeah,
12 \$113.98.

13 JUDGE RAINEY: Okay. That was the bill first
14 bill that I referred to. That was the bill for the period
15 August 8th, 2003 to August 25th, 2003; is that correct?

16 THE WITNESS: Yeah, then they redid it again
17 for August 25th, 2003 to September of 2003.

18 JUDGE RAINEY: Is that all in the same bill?

19 THE WITNESS: It says October bill. All of
20 them say October at the bottom.

21 JUDGE RAINEY: Okay. All right. Why don't
22 we do this because I don't have those in front of me and
23 you're referring to those and I'm not quite sure how they
24 read according to your testimony. Why don't you hand those
25 documents up and what we'll do is we'll make copies of

1 those so that everybody can see those including counsel for
2 PECO Energy Company and then maybe we'll have a better idea
3 of what it is that you're talking about.

4 THE WITNESS: Okay.

5 JUDGE RAINEY: So why don't you bring those
6 documents up. All right. Why don't we do this, we'll go
7 off the record and I'll make copies of these documents and
8 I'll come back in. Off the record.

9 (Whereupon, a short recess was taken.)

10 (Whereupon, the documents were marked as
11 Complainant Exhibit Nos. 1 through 6 for
12 identification.)

13 JUDGE RAINEY: Why don't we go back on the
14 record. There were copies of documents that were handed up
15 by Ms. Robertson that were marked off the record and we
16 will refer to those documents as Ms. Robertson gives
17 testimony -- further testimony in this matter.

18 Ms. Robertson in reference to these documents, let's look
19 at what was marked as Complainant Exhibit No. 1 or C-1.

20 THE WITNESS: Okay.

21 JUDGE RAINEY: And that's a document that
22 shows the billing date of August 27th, 2003 and under
23 summary of new charges, it states from August 8th 2003 to
24 August 25th 2003 and this document shows new charges of
25 zero as well as the new balance of zero and this is one of

1 the documents you referred to earlier; is that correct?

2 THE WITNESS: Yes.

3 JUDGE RAINEY: Okay. Now we take a look then
4 at the second document and we tried to mark these in
5 sequence or in order that they might have been received and
6 this appears to be the second page of a bill and

7 Complainant Exhibit No. 2 refers to meter readings from
8 August 8th, 2003 to August 25th, 2003; is that correct?

9 THE WITNESS: Uh-huh.

10 JUDGE RAINEY: All right. And this bill or
11 partial -- second page of a bill, it shows new charges in
12 the amount of \$93.77 as far as electric is concerned and
13 under gas it says new charges of \$14.21; is that correct?

14 THE WITNESS: Yes.

15 JUDGE RAINEY: Now the third document,
16 Complainant Exhibit No. 3 which has a billing date of
17 September 10th, 2003 and this is a summary of charges and
18 this actually -- okay. This has a summary of charges from
19 August 8th, 2003 to August 25th, 2003 and it shows new
20 charges in the amount of \$113.98 and a new balance in the
21 amount of \$113.98; is that correct?

22 THE WITNESS: Yes.

23 JUDGE RAINEY: It appears that possibly and
24 we can get some further explanation from PECO Energy
25 Company in regard to this, that C-2 -- Complainant Exhibit

1 No. 2 and Complainant Exhibit No. 3 may be related
2 documents. I just note that adding the new charges for
3 electric service with the new charges for gas service that
4 appears on Complainant Exhibit No. 2, does add up to the
5 \$107.98 that's referred to on Complainant Exhibit No. 3,
6 but we can get some further explanation with regard to
7 that.

8 Let's then move on to Complainant Exhibit No.
9 4 and Complainant Exhibit No. 4 has a billing date of
10 September 27th, 2003 and it -- under summary of new
11 charges, it says from August 25th 2003 to September 24th,
12 2003 it has new charges of zero and it has a new balance of
13 \$113.98; is that correct, Ms. Robertson?

14 THE WITNESS: Yes.

15 JUDGE RAINEY: Okay. Now with respect to
16 PECO Exhibit No. 4 -- I'm sorry, Complainant Exhibit No. 5
17 which has a billing date of October the 2nd, 2003 and
18 summary of new charges it states from August 25th, 2003 to
19 September 24th, 2003 and it shows new charges as \$102.57
20 and a new balance of \$217.55; is that correct, Ms.
21 Robertson?

22 THE WITNESS: Yes.

23 JUDGE RAINEY: And then if we look at
24 Complainant Exhibit No. 6 or C-6 which is -- appears to be
25 the second page of a bill, it represents meter readings,

1 actual meter readings from November 21st, 2003 to December
2 23rd, 2003 and under -- and this refers to -- first of all,
3 it refers to a CAP rate and for electric charges it shows
4 new charges in the amount of \$18.87 and then it also shows
5 an amount for gas under the CAP rate and the new charges in
6 the amount of \$814.41; is that correct?

7 THE WITNESS: Yes.

8 JUDGE RAINEY: Okay. All right. Now you
9 basically looking for some explanation with regard to these
10 charges?

11 THE WITNESS: Yes. The \$800 -- for December
12 \$833 -- this is what I'm saying, all these -- this month --
13 that month bill by the time December came I owed them like
14 \$1,100 and something dollars from October to December I'm
15 owing them --

16 JUDGE RAINEY: Okay. So you want some
17 explanation with regard to these bills. Okay. Let me at
18 this time ask, Ms. Lutz, do you have any questions for Ms.
19 Robertson?

20 MS. LUTZ: No, Your Honor, I do not.

21 JUDGE RAINEY: Okay. All right. What we'll
22 do -- you want to add something, Ms. Robertson?

23 THE WITNESS: They're saying that I haven't
24 been making no payment, but I haven't seen for January that
25 I made any payments, but I have a receipt for \$100. They

1 said I didn't make a payment in February.

2 JUDGE RAINEY: You say --

3 THE WITNESS: I know I did because --

4 JUDGE RAINEY: You say you have receipts?

5 THE WITNESS: I lost that -- the \$100 -- the
6 other in February, I lost that receipt because they kept
7 making me go down -- they kept making me go through all
8 this paper and I end up losing it.

9 JUDGE RAINEY: You say you had it for a
10 payment for \$100?

11 THE WITNESS: Yes, for January.

12 JUDGE RAINEY: For January of what year?

13 THE WITNESS: Of 2004 from off that bill of
14 that 1,100 -- I mean the \$1,100 -- what was the balance of
15 it 11 --

16 JUDGE RAINEY: So you're stating that you
17 made a payment of \$100 in January of 2004?

18 THE WITNESS: Uh-huh.

19 JUDGE RAINEY: But you don't have a receipt
20 for that?

21 THE WITNESS: I got the receipt for that.

22 JUDGE RAINEY: You have a receipt for that
23 payment?

24 THE WITNESS: Yes, the \$100.

25 JUDGE RAINEY: And you say that's not

1 reflected -- PECO has not reflected that payment at all?

2 THE WITNESS: January they got --

3 JUDGE RAINEY: That payment was never
4 credited to your account you're saying?

5 THE WITNESS: No.

6 JUDGE RAINEY: Okay. You have a number of
7 receipts there?

8 THE WITNESS: There.

9 JUDGE RAINEY: Okay. So you have -- are all
10 of those receipts --

11 THE WITNESS: The only one I don't have is
12 February.

13 JUDGE RAINEY: Okay. So all the receipts
14 that you do have there are receipts for payment of your gas
15 and electric -- or towards your gas and electric bills
16 which you're stating that PECO did not credit to your
17 account?

18 THE WITNESS: I don't see it.

19 JUDGE RAINEY: You don't see it. Okay. All
20 right. Maybe what they'll do when they put on testimony,
21 they'll have an opportunity to point out any credits to
22 your account that were made that you may not be able to
23 see, but if you want to hand up those receipts?

24 THE WITNESS: What I'm saying is how you
25 going to send me a bill for a month, don't even have the

1 amount that I'm owing down --

2 JUDGE RAINEY: Why don't we do this, do you
3 believe the receipts that you have represents payments that
4 you made that PECO never credited to your account; is that
5 correct?

6 THE WITNESS: Yes.

7 JUDGE RAINEY: Why don't you hand up the
8 receipts.

9 THE WITNESS: Just this one. February I
10 can't find.

11 JUDGE RAINEY: Just the one?

12 THE WITNESS: Yeah, february I can't find.

13 JUDGE RAINEY: Okay. Just that one receipt
14 there. Okay. All right. We'll just take another short
15 recess. I'll make a copy of this and we'll come back. Off
16 the record.

17 (Whereupon, a short recess was taken.)

18 (Whereupon, the document was marked as
19 Complainant Exhibit No. 7 for
20 identification.)

21 JUDGE RAINEY: Back on the record. A copy of
22 a document was -- that Ms. Robertson handed up was made and
23 we've marked this as Complainant Exhibit No. 7, C-7 and
24 this documents represents -- or is a copy of a receipt
25 which refers to the payment of \$100 and it refers to the

1 company that this amount was paid to and it refers to a
2 cash payment to PECO Energy Company; is that correct, Ms.
3 Robertson?

4 THE WITNESS: Yes.

5 JUDGE RAINEY: Okay. The date on this is
6 January 30th, 2004. That's the date on the receipt; is
7 that correct?

8 THE WITNESS: Yes.

9 JUDGE RAINEY: Okay. So I just want to be
10 then clear, Ms. Robertson, with regard to the amount that
11 you allege that PECO Energy Company did no credit to your
12 husband's account, so there was an amount you state of \$175
13 that was paid -- that you paid in November of 2003 and then
14 you also state that there was an amount of \$80 that your
15 husband paid also in November of 2003 and then you're
16 stating as well that there was an amount of \$100 that you
17 paid on January 30th, 2004 that also was not credited to
18 your account; is that correct?

19 THE WITNESS: Yes.

20 JUDGE RAINEY: Okay. Are there any other
21 amounts which you're stating PECO did not credit?

22 THE WITNESS: No.

23 JUDGE RAINEY: Okay.

24 MR. LANDING: Can I be excused for a minute?

25 JUDGE RAINEY: You want to be excused?

1 MR. LANDING: Yeah, just for a minute.

2 JUDGE RAINEY: Okay. You want to take a
3 brief recess?

4 MR. LANDING: Yes.

5 JUDGE RAINEY: Okay. We'll just take a brief
6 recess.

7 (Whereupon, a short recess was taken.)

8 JUDGE RAINEY: Back on the record. Okay.
9 We'll then allow you to stand down at least for the moment,
10 Ms. Robertson, unless you have any questions based on my
11 questions, Ms. Lutz?

12 MS. LUTZ: Your Honor, I do.

13 CROSS-EXAMINATION

14 BY MS. LUTZ:

15 Q. Ms. Robertson, if I could just ask you on the
16 receipts that you presented. On the receipt that you
17 presented and we marked as Complainant Exhibit 7, that was
18 for an amount of \$100. You indicated there was also a
19 payment of \$80. Do you have a copy of a receipt for the
20 \$80 payment?

21 A. No, I lost it.

22 Q. Okay. And do you know how you paid that?

23 A. Through a check cashing company up there in Chester
24 at Ninth and Kerlin.

25 Q. But you don't have a receipt for the \$80?

1 A. He gave me the receipt and I put it in my pocketbook
2 and when I was going through another problem, I ended up
3 losing it. It must of fell in the library. That's where I
4 think I dropped it at when I was doing copies for something
5 else for Verizon.

6 Q. Okay. Thank you.

7 MS. LUTZ: Your Honor, I have no further
8 questions.

9 JUDGE RAINEY: Just for classification, Ms.
10 Robertson, when you refer to "he," you refer to your
11 husband, Mr. Landing; is that correct?

12 THE WITNESS: Yes.

13 JUDGE RAINEY: We'll allow you to stand down
14 for the moment then, Ms. Robertson. Did you have anything
15 that you wanted to add to the testimony, Mr. Landing?

16 MR. LANDING: No.

17 JUDGE RAINEY: Okay. So we will then proceed
18 to taking testimony from PECO Energy's witness. Ms. Lutz,
19 do you have a witness?

20 MS. LUTZ: Yes, Your Honor. At this time I
21 would like to call to testify Ms. Renee Tarpley.

22 JUDGE RAINEY: Ms. Tarpley, please take the
23 witness stand. If you raise your right hand I'll swear you
24 in.

25 Whereupon,

1 RENE E TARPLEY

2 having been duly sworn, testified as follows:

3 JUDGE RAINEY: Please be seated, provide your
4 full name and spell your name.

5 THE WITNESS: Renee Tarpley, R-E-N-E-E,
6 T-A-R-P-L-E-Y.

7 JUDGE RAINEY: Ms. Tarpley, by whom are your
8 employed?

9 THE WITNESS: PECO Energy.

10 JUDGE RAINEY: What's your business title?

11 THE WITNESS: Regulatory assessor.

12 JUDGE RAINEY: What's your business address?

13 THE WITNESS: 2301 Market Street,
14 Philadelphia, Pennsylvania 19101.

15 JUDGE RAINEY: Please proceed, Ms. Lutz.

16 MS. LUTZ: Thank you, Your Honor. May I
17 approach with the exhibits?

18 JUDGE RAINEY: Yes, you may.

19 Ms. Lutz, before you proceed, let's just take
20 up before I forget and you can be seated, let me just take
21 up the complainant's exhibits. Do you have any objection
22 to the admission into evidence of Complainant Exhibits 1
23 through 7?

24 MS. LUTZ: Your Honor, I have no
25 objections.

1 JUDGE RAINEY: They will then be admitted
2 into evidence and you proceed, Ms. Lutz.

3 MS. LUTZ: Thank you.

4 (Whereupon, the documents marked as
5 Complainant Exhibit Nos. 1 through 7 were
6 received in evidence.)

7 DIRECT EXAMINATION

8 BY MS. LUTZ:

9 Q. Ms. Tarpley, by whom are you employed?

10 A. PECO Energy.

11 Q. How long have you been employed by PECO?

12 A. Approximately 20 years.

13 Q. Again your current title at PECO?

14 A. Regulatory assessor.

15 Q. Would you generally describe your duties as a
16 regulatory assessor.

17 A. I'm responsible for reviewing informal and formal
18 complaints filed with the Bureau of Consumer Services.

19 Q. Ms. Tarpley, in the course of your employment, have
20 you had the opportunity to review and become familiar with
21 the account of Mr. Erving Landing?

22 A. Yes.

23 Q. Thank you. May I refer to the pack of exhibits that
24 we have distributed. I would like to start with the
25 document that's marked as PECO Exhibit No. 4. Can you

1 please refer to what has been marked as PECO Exhibit No. 4.
2 Would you please describe this exhibit.

3 JUDGE RAINEY: Why don't we make sure that
4 Ms. Robertson has that. Do you have that document,
5 Mr. Landing and Ms. Robertson?

6 MS. ROBERTSON: It's on what page, the third?

7 THE WITNESS: No, in the bottom right-hand
8 corner.

9 (Witness pointing out document.)

10 JUDGE RAINEY: You may proceed, Ms. Lutz.

11 MS. LUTZ: Thank you, Your Honor.

12 BY MS. LUTZ:

13 Q. Ms. Tarpley, would you please describe PECO Exhibit
14 No. 4.

15 A. Upon review of the case, I reviewed the records for
16 Mr. Erving Landing at 1301 Stewart Avenue in Chester and
17 provided a detailed bill explanation of the inquiry that
18 was made in the formal complaint.

19 Q. Okay. Now if I can direct you specifically through
20 this letter. If we can first establish before we go
21 through the specifics of the letter, Ms. Tarpley. The
22 services that PECO provides to this customer?

23 A. Residential, electric and gas heat.

24 Q. And do they participate in the CAP Discount
25 Program?

1 A. Yes, they do.

2 Q. Okay. And could you give the amount of the discount
3 that's applied to their account?

4 A. A 50 percent discount on the first 500 kilowatt
5 hours of electrical usage and approximately about 20
6 percent on the gas usage.

7 Q. Okay. Now if we could go back specifically to
8 this --

9 JUDGE RAINEY: I'm sorry, let me just be
10 clear. It was 50 percent on the electric usage --

11 THE WITNESS: The first 500 kilowatt hours.

12 JUDGE RAINEY: And you say about 20
13 percent --

14 THE WITNESS: Approximately like 20 percent
15 on the gas usage.

16 JUDGE RAINEY: Thank you. Please proceed,
17 Ms Lutz.

18 MS. LUTZ: Thank you.

19 BY MS. LUTZ:

20 Q. Ms. Tarpley, when you indicated you provided a
21 billing explanation to Mr. Landing, could you specifically
22 review the bullet points addressed in your two-page letter
23 dated December 16th of 2005?

24 A. According to the complaint, the customer had
25 concerns about payments not being applied as well also

1 incorrect charges on the bill. So I reviewed the account
2 from when the bills established as of August 2003 and went
3 through the billing cycle and if you refer to the third
4 bullet on this paper on Exhibit No. 4, it's indicated that
5 the initial bill actually with a cost on it of \$113.98 was
6 issued with an estimated gas usage for 17 days with a due
7 date of October the 1st. It's showing that the electric
8 usage was \$93.77 and \$14.21 for the gas usage, plus with
9 the \$6 transfer fee, that did amount to \$113.98 due by
10 October the 1st.

11 The bill was delayed originally if we could refer to
12 the complainant's exhibit. Also we can walk through those
13 bills that she received.

14 JUDGE RAINEY: Can you do that.

15 THE WITNESS: Surely.

16 JUDGE RAINEY: That may be very helpful.

17 THE WITNESS: If we reference Complainant
18 Exhibit No. 1, this was the first bill that was issued from
19 August the 8th to August 25th, 2003 and it did have a total
20 amount due of zero because the billing was delayed. It did
21 have a due on it -- it had an original due date on the bill
22 of September the 17th, but no charges were indicated
23 because we questioned the billing.

24 JUDGE RAINEY: You questioned the billing
25 because of?

1 THE WITNESS: Of the gas reading.

2 JUDGE RAINEY: Of the reading.

3 THE WITNESS: Right. Of the reading. And
4 then what we did -- we released the bill as of September
5 the 10th we had released the bill and the charges from
6 August the 8th of 2003 to August the 25th, 2003 was the
7 \$107.98 plus the \$6 --

8 JUDGE RAINEY: Are you now referring to
9 Complainant Exhibit No. 3?

10 THE WITNESS: Yes, it was Exhibit No. 3
11 three. It's actually three, but it's the first page of
12 Exhibit 2 for the complainant. This is all one bill.

13 JUDGE RAINEY: All right.

14 THE WITNESS: And that did have a due date of
15 October the 1st and also indicated on this bill this is the
16 meter reading bill which was delayed. It referred to the
17 message center down the bottom part of your bill. It's
18 letting me know that the bill was delayed and this is the
19 actual bill or the usage from when the service was
20 initiated up until August the 25th.

21 BY MS. LUTZ:

22 Q. Ms. Tarpley, what is the total of that bill due?

23 A. \$113.98.

24 Q. Okay. So there was only one amount due of \$113.98,
25 correct?

1 A. That's correct.

2 Q. Okay. And then on the next bullet item in this
3 letter, you're indicating the following month's bill was
4 delayed due to a questionable gas reading and the bill
5 reflected the account balance of \$113.98?

6 A. Yes, if we refer to Complainant's Exhibit No. 4,
7 this is representing that particular bill. Again the
8 message center is indicating that the bill for the period
9 August 25th to September 24th has been delayed, but we did
10 let you know what your account balance was which still
11 remained to be \$113.98 with a due date of October the
12 20th.

13 JUDGE RAINEY: Were you still having problems
14 with the meter reading?

15 THE WITNESS: The gas reading.

16 JUDGE RAINEY: Still having problems.

17 THE WITNESS: Right.

18 JUDGE RAINEY: What was the nature of the
19 problem?

20 THE WITNESS: It was estimated it was
21 estimating too low, so we wanted to make sure we got an
22 actual reading on gas.

23 JUDGE RAINEY: So at this time you didn't
24 have automated --

25 THE WITNESS: They had automated, but the

1 reading was not being transmitted properly the gas. No
2 problem with the electric, but we still had to issue the
3 bill with the account balance at the time.

4 JUDGE RAINEY: So the gas you were having
5 some problems with the transmission?

6 THE WITNESS: Uh-huh.

7 JUDGE RAINEY: So that you needed to actually
8 get into the property or --

9 THE WITNESS: We corrected that problem as
10 we'll see going forward.

11 JUDGE RAINEY: Okay. All right. Go right
12 ahead, Ms. Lutz.

13 MS. LUTZ: Thank you.

14 BY MS. LUTZ:

15 Q. And the next bullet item, Ms. Tarpley, you're
16 indicating the bill was released 10/2/03 for \$103.57 and
17 the amount requested by 10/23/03 was \$217.55?

18 A. Yes, that bullet is referencing the Complainant
19 Exhibit No. 5. We released the bill October the 2nd,
20 included the past charges of \$113.98, then the usage
21 between August the 25th and September 24th for \$103.57
22 seven. That amount was requested by October 23rd, 2003.

23 Q. Okay. Now the next bullet item if you would refer
24 about the transfer of balance form, please.

25 A. Yes, we received the transfer of balance form from

1 Mr. Erving Landing dated September the 17th, 2003. He was
2 accepting responsibility of the final bill for Ms. Robin
3 Robertson in the amount of \$337.43.

4 Q. Ms. Tarpley, if I can interrupt you there. That the
5 company of the actual Transfer of Balance Form, if you
6 could please verify, is that what's been marked as PECO
7 Exhibit No. 2?

8 A. Yes, that is. That is marked as PECO Exhibit No. 2,
9 a copy of that Transfer Balance Form.

10 Q. Okay. If you could give us a moment to get to what
11 has been marked as PECO Exhibit No. 2. That Transfer
12 Balance Form. Again could you review that, please.

13 JUDGE RAINEY: Okay. Let's sure,
14 Ms. Robertson, you have that document?

15 MS. ROBERTSON: Uh-huh.

16 JUDGE RAINEY: Go right ahead.

17 BY MS. LUTZ:

18 Q. Ms. Tarpley, could you please describe that exhibit.

19 A. This is a copy of the -- I have the actual -- you
20 have copies of the Transfer of Balance Form that was signed
21 by Mr. Erving Landing accepting responsibility for the
22 final bill for Robin Robertson that previously resided at
23 1301 Stewart Avenue.

24 Q. Okay. And in your letter that bullet point explains
25 the billing reconciliation on that. Could you please

1 review that bullet point.

2 A. Yes. First I identified that the amount that was
3 transferred into the customer's account from the Transfer
4 Balance Form, I indicate the usage between September 24th
5 and October 24th, 2003 being \$56.82 and also reference the
6 past-due amount on the account for the usage of \$217.55.
7 Then a late fee of \$5.64 and then the former address debt
8 of \$337.43. This came to a total of \$698.44. That bill
9 was rendered and the customer received -- it was due date
10 of November the 18th, 2003 requesting that \$698.44.

11 Q. Okay. So, Ms. Tarpley, what you're saying is when
12 the complainant assumed the account from the daughter, they
13 believed the amount was \$337.43 and the amount of the
14 account that they assumed was actually the amount of
15 \$698.44; is that correct?

16 A. The amount from their daughter is \$337.43. The
17 other charges are after Mr. Landing accepted responsibility
18 as him being the listed rate payer.

19 Q. Okay. But that is for the other property address,
20 correct?

21 A. That is for Stewart Street.

22 Q. Okay.

23 A. And A correction to the 698 is also including the
24 \$81 deposit that was requested.

25 Q. Okay.

1 JUDGE RAINEY: Let's just be clear. This is
2 all at the same address?

3 THE WITNESS: Yes, it is.

4 MS. ROBERTSON: You know what, I'm going to
5 be honest with you, we got three 1301s where I live --

6 JUDGE RAINEY: Okay. Why don't we do this.
7 Why don't you if you can maybe jolt down your questions or
8 hold your questions. We'll give you an opportunity to ask
9 questions of Ms. Tarpley, but right now we're just taking
10 testimony from Ms. Tarpley. So I had a question of Ms.
11 Tarpley. This is all the same address; is that correct?

12 THE WITNESS: According to our records, yes,
13 it is 1301 Stewart Avenue.

14 JUDGE RAINEY: All right. So at one time the
15 account were -- gas and electric accounts were in the name
16 of their daughter?

17 THE WITNESS: That's correct, Your Honor.

18 JUDGE RAINEY: All right. Okay. So that --
19 however now it refers to former address debt. Is that
20 really -- I mean, because we're talking -- this all at the
21 same address, right? This is all 1301 Stewart Street,
22 Chester, Pennsylvania.

23 THE WITNESS: Right. But it's the former
24 address of Ms. Robertson that was transferred in based on
25 the Transfer Balance Form.

1 JUDGE RAINEY: Okay. So this is just former
2 address, that is just referring to the debt or the final
3 bill that was issued to Robin Robertson; is that correct?

4 THE WITNESS: That's correct.

5 JUDGE RAINEY: All right. Okay. And so --
6 and now then these other charges you're stating that appear
7 on PECO Exhibit No. 4 that particular bullet that you were
8 reading in the middle of the page, those were actually
9 charges that accumulated and -- were accumulated while
10 Mr. Landing was the rate payer of record; is that correct?

11 THE WITNESS: That's correct.

12 JUDGE RAINEY: Okay. All right. Go right
13 ahead.

14 MS. LUTZ: Thank you, Ms. Tarpley.

15 BY MS. LUTZ:

16 Q. So again to reiterate the amount of 698.44 includes
17 the daughter's final account balance of 337.43 for this
18 same address and it includes unpaid charges and new usage
19 charges that were incurred for this same address, the 1301
20 Stewart Avenue Street which was in Mr. Landing's, correct?

21 A. That's correct.

22 Q. Thank you. Can we review -- go down that letter
23 your next bullet point, Ms. Tarpley.

24 A. I reviewed the account for Ms. Robertson and there
25 was concern about the payments on the account and so I

1 verified that the last payment that was posted to this
2 account before it was transferred was \$142 and on July 1st,
3 2003.

4 Q. Okay.

5 A. Then there was a question about \$175 payment that
6 was made on the account that was supposedly not posted and
7 we verified that was posted to the account on November
8 13th, 2003.

9 Q. Now, Ms. Tarpley, the payment of \$175 was posted to
10 Mr. Landing's account on November 13th of 2003; is that
11 correct

12 A. That's correct.

13 Q. Okay. Now could you explain the next bullet point.

14 A. There was also a concern about a bill for well over
15 \$800 that was rendered to the customer and we can reference
16 Complainant Exhibit No. 6 and yes the customer did receive
17 an estimated billing based -- gas billing again. This is
18 again in reference to the gas bill for the usage from
19 November 21st, 2003 to December 23rd 2003. We obtained the
20 actual readings and we adjusted the bill.

21 Q. Okay.

22 A. And we did cancel out that bill the following
23 month.

24 Q. You canceled out the bill for what amount?

25 A. The canceled out the bill for \$833.28.

1 Q. Okay. That was canceled --

2 A. Yes, it was.

3 Q. Okay. And could you continue with the bullet items
4 on this letter.

5 A. I also indicated that from thereafter the bills were
6 based on actual meter readings and at the time of this
7 letter, I gave the current account balance and what it
8 reflected was unpaid consumption charges and I also
9 indicated that if there were payments that were not
10 credited to the account, that we would need proof of
11 payment to really investigate the customer's concern and I
12 also indicated that they were on a CAP Rate Program and
13 provide a brief explanation of what the discount is and at
14 that time, the discount for the gas was approximately 40
15 percent and it was adjusted.

16 Q. Okay. And then, Ms. Tarpley, in your letter you
17 indicated that if there were any proofs of payments, that
18 you offered to investigate those. Did the Landings provide
19 any proof of payments to you to investigate?

20 A. I did not receive any proof of payment.

21 Q. Okay. You also offered to discuss this matter and
22 that they should contact you. Did they contact you
23 according to this letter?

24 A. I did speak with Ms. Landing -- I'm sorry, Ms.
25 Robertson and attempted to explain our position and the

1 findings that we did based on the inquiries in our
2 complaint and she directed me that they may have some sort
3 of representative -- I mean, representation so that was the
4 end of our conversation.

5 Q. Okay. Ms. Tarpley, if we could go back to now what
6 has been marked as PECO Exhibit No. 1, the account
7 statement.

8 A. Yes.

9 MS. LUTZ: That's the first page of the
10 document, Mr. Landing.

11 BY MS. LUTZ

12 Q. On the account statement, could you please review
13 the first page specifically the periods marked 8/25/03 well
14 PECO Exhibit 1, Page 1, if you get at the top of it, August
15 25th, 2003, there was a 17-day bill issue. If you look at
16 the columns at the top, it has bill period, the number of
17 days, the meter reading and type, the usage for that
18 billing period, the daily average use. It will have the
19 amount of the revenue and any indication that the customer
20 is on the budget billing payment or their agreement,
21 supplier charges if they have an alternate supplier, any
22 sales tax the account warranted, the amount requested which
23 would reflect past bills also as well as current charges,
24 the due date of the bill, any late charges that have been
25 assessed on the billing period. The payment column is

1 reserved for any payments actually made or any sort of
2 adjustments that are made on the account within the billing
3 period, the date is received or action took place on the
4 account, the balance reflects the overall balance on the
5 account and the comments area is reserved for any sort of
6 bill explanations that's required.

7 Q. Thank you. In the bill periods marked 08/25/03,
8 there are actually two rows for that same billing period.
9 Could you again explain that.

10 A. Yes, usually when you see two rows like this, the
11 top row always reflects the electric usage. The bottom row
12 is always reflected for the second rate. In this case it's
13 a gas heat account. Also it gives you whatever the meter
14 reading is for that particular rate and then the revenues
15 and the usage attached to it respectively.

16 Q. Okay. Could you explain to us why the bill period
17 8/25/03 is noted twice on this account statement.

18 A. Yes. We had a question in reference to the readings
19 that we obtained from the initial bill. So we sent out the
20 bill and it did have a zero balance as you know was
21 verified from the complainant's exhibits and then the
22 following -- we released the bill and we billed the gas
23 usage on an estimated reading and it reflected \$113.98
24 which again was for the usage, plus a \$6 transfer fee which
25 is explained in the comments area.

1 Q. Okay. Could you review the next bill period marked
2 092403.

3 A. Upon regular reading date September 24th, 2003,
4 again because we did not have -- we still had questions
5 about the gas usage, we did issue the bill but we did not
6 indicate the usage because again we had questions about it,
7 but we did carry over the account balance of \$113.98 with a
8 due date of October the 20th.

9 Q. Were there any new charges on that billing period?

10 A. There was no new charges yet.

11 Q. So the \$113.98 you're indicating is the balance from
12 the previous account?

13 A. Yes, for the usage from August the 8th to August
14 25th, 2003.

15 Q. Okay. If you could now explain the next bill period
16 marked 092403.

17 A. Yes, we released the bill October the 2nd and then
18 we billed the customer \$73.07 is for the gas -- the
19 electric usage and \$30.50 for the gas usage and we added
20 the \$113.98 to that amount and it amounted to \$217.55 due
21 by October 23rd.

22 Q. So that bill reflected the unpaid balance of \$113.98
23 plus the new charges; is that correct?

24 A. That's correct.

25 Q. Okay. Now in the next bill period marked 10/24/03,

1 there is under the payment section a number marked in bold.
2 Could you explain that, please.

3 A. Yes, I wanted to highlight the amount that was
4 transferred to the account due to the transfer of balance
5 signed by Mr. Erving Landing. The \$337.43 that shows that
6 the amount was then added on the account.

7 JUDGE RAINEY: Let me be clear on something
8 because you refer to a transfer to his account. Were
9 there -- did both Robin Robertson as well as Mr. Landing
10 have simultaneous accounts with regard to this property?

11 THE WITNESS: No.

12 JUDGE RAINEY: Okay. So in looking at PECO
13 Exhibit No. 1, Mr. Robertson first -- Mr. Landing first
14 became responsible for usage starting with the bill period
15 beginning April 23rd, 2003 and this was as a result of his
16 assuming responsibility for that account after their
17 daughter Robin Robertson had moved; is that correct?

18 THE WITNESS: Right. He accepted
19 responsibility August the 8th, 2003. From then on he had
20 it in his name.

21 JUDGE RAINEY: In his name. Okay. So that's
22 when he first made application for the account to be placed
23 in his name?

24 THE WITNESS: Uh-huh.

25 JUDGE RAINEY: But it wasn't until later that

1 he had resumed responsibility for the final account balance
2 of Robin Robertson?

3 THE WITNESS: No, actually we sent out the
4 same day that he requested service, September the 8th. We
5 didn't receive it back until September 17th and then we
6 placed it on the account --

7 JUDGE RAINEY: But you stated he actually
8 made application on August the 8th?

9 THE WITNESS: That's correct.

10 JUDGE RAINEY: Okay. All right. Go right
11 ahead, Ms. Landing.

12 MS. LUTZ: Thank you.

13 BY MS. LUTZ:

14 Q. Ms. Tarpley, if I can refer you to the next row
15 which is marked bill period 11/21/03. Could you please
16 review the payment that was made at that time.

17 A. During that billing period, we did receive a payment
18 for \$175 dated -- posted November 13th, 2003.

19 Q. Okay. And according to Mrs. Robertson's testimony
20 this morning, she indicated that one of the disputed
21 payments that was not posted was a payment in November of
22 2003 for \$175. Would this account statement reflect that
23 the payment of \$175 in November of '03 was in fact credited
24 to her account?

25 A. Yes.

1 Q. So this is where it indicates that the \$175 was
2 posted to the account?

3 A. That's correct.

4 Q. Okay. And then on the balance column after that's
5 deducted, that's the outstanding balance; is that
6 correct?

7 A. That is correct.

8 Q. Okay. Now, Ms. Tarpley, if I can direct you down to
9 the very bottom of Page 1. There is -- this is marked as
10 12/23/03. Could you explain the payment note in that
11 section.

12 A. We canceled the box -- excuse me, deposit requested
13 of \$81 as of December 1st, 2003. That's what that's
14 indicating.

15 Q. Okay. Ms. Tarpley, if I can direct you to Page 2 of
16 5 of this exhibit where the bill period 12/23/03. Could
17 you please review that including the payment.

18 A. That's not actually a payment. We canceled the bill
19 of \$833.28 which represents November 21st, 2003 to December
20 23rd, 2003 once we obtained the actual gas reading. So we
21 canceled out that bill that we had issued for the gas usage
22 of \$814.41 in addition to the electric usage of \$18.87. We
23 released the bill and there was no change in the electric
24 uses, so if you look at the fifth column on 12/23, you see
25 we still are charging the 18.87 for the electric, we

1 adjuster and billed the gas on the actual reading for
2 \$122.62.

3 Q. Okay. So where it's marked payment, again I want to
4 reiterate that. You're indicating this was a bill
5 cancelation. It wasn't a new charge to the customer,
6 correct?

7 A. It was not a new charge. We canceled out the gas
8 usage from November 21st to December 23rd and rebilled it
9 for \$122.62.

10 Q. And would that have been deducted from the balance,
11 the running balance at that time?

12 A. Yes.

13 Q. Okay. If I could direct you specifically to --

14 JUDGE RAINEY: Before you do that, let me
15 just be clear with regard to what transpired here. With
16 regard to the bill period of December 23rd, 2003, you're
17 saying that the correct amount that were billed was the
18 \$18.87 for electric service, plus the \$122.62 for gas
19 service and you stated that you believe that you have the
20 correct then readings for gas at that particular time?

21 THE WITNESS: Yes.

22 JUDGE RAINEY: And then that's reflected --
23 those two amounts then are reflected -- those two amounts
24 total \$141.49?

25 THE WITNESS: Yes.

1 JUDGE RAINEY: Okay. All right. Where is
2 that then in terms of reflected on PECO Exhibit No. 1, Page
3 2?

4 THE WITNESS: Where is what, I'm sorry?

5 JUDGE RAINEY: The \$141.49 in terms of either
6 an amount -- I see the amount requested here states
7 \$156.49.

8 THE WITNESS: Right. The customer was placed
9 on the agreement for \$15 plus the current bill, so it's
10 the \$140 -- when you issue that first bill -- they were
11 placed on the agreement when we issued the first \$814 bill
12 with the gas bill on it. With the estimated gas charges.
13 So when you issue another billing, when you're correcting
14 your billing, if you already billed that installment amount
15 which is the \$15, you don't bill it again on your revised
16 bill. So you have the actual -- that line is showing the
17 \$141.49 was the revenue for the gas and the electric and
18 the \$15 installment amount. So they owe just the \$156.49
19 that was requested because the agreement, but the overall
20 balance was still \$665.68.

21 JUDGE RAINEY: Okay. All right. So the
22 amount requested then represented the \$141. 49 which was
23 the total of the electric as well as the gas bills that
24 PECO was comfortable with the gas bill at that particular
25 gas reading at that time.

1 THE WITNESS: Yes.

2 JUDGE RAINEY: That it calculated to that
3 \$122.62 amount and so then added to that the \$15 which was
4 the agreement, the Cap Rate Agreement?

5 THE WITNESS: Just an agreement.

6 JUDGE RAINEY: Just an agreement at that
7 point in time. All right. And there was an outstanding
8 balance of \$509.19?

9 THE WITNESS: That's the unbilled agreement
10 amount.

11 JUDGE RAINEY: The unbilled agreement?

12 THE WITNESS: Right.

13 MS. ROBERTSON: Excuse me?

14 JUDGE RAINEY: You'll have an opportunity to
15 ask --

16 MS. ROBERTSON: Parking.

17 JUDGE RAINEY: Oh, I see you need to feed --

18 MS. ROBERTSON: Because it's two hours.

19 JUDGE RAINEY: Certainly we don't want you to
20 get a ticket. Why don't we go off the record for a moment.

21 (Ms. Robertson leaving courtroom)

22 (Whereupon, a short recess was taken.)

23 JUDGE RAINEY: Why don't we go back on the
24 record. I'm sorry, was there an outstanding question?

25 THE WITNESS: No.

1 JUDGE RAINEY: Go ahead, Ms. Lutz.

2 MS. LUTZ: Thank you, Your Honor.

3 BY MS. LUTZ:

4 Q. Ms. Tarpley, I believe that was the general billed
5 period that was questioned by the complainant this morning.

6 I want to refer you to what has been marked as Complainant
7 Exhibit No. 7.

8 A. Yes.

9 Q. That was a payment made by the customer of \$100?

10 A. Yes.

11 Q. Could you please tell us when that payment was
12 actually made at the payment posting site that they made
13 that payment.

14 A. According to the receipt it was made January the
15 30th, 2004 at approximately 3:16 p.m.

16 Q. Okay. Now when would that payment have been posted
17 on PECO's account?

18 A. It would have been posted within two to three
19 business days.

20 Q. Okay. Would you tell us on the account statement if
21 that payment is recorded?

22 A. We did receive a payment February the 3rd, 2004 for
23 \$100.

24 Q. Okay. So that would be the disputed payment made
25 January 30th at the time that's noted on there?

1 A. Based on the receipt and the timing of the receipt
2 and looking at the records as far as the calendar days,
3 that's most likely the payment February 3rd, 2004. That's
4 when it's posted.

5 Q. Right. Okay. So if they go into a payment center,
6 you're indicating that it takes two to three business days
7 to actually be reflected on their account statement?

8 A. That's correct.

9 Q. Okay. So this payment is verified for what page of
10 the account statement again?

11 A. Page 2 of the account statement.

12 Q. Okay. And specifically where is it noted on that
13 account statement?

14 A. You look at the billing period for February 24th,
15 2004 and over to the payment column, so it indicates
16 between January the 26th and February the 24th, we did
17 receive a payment of \$100 and it posted February the 3rd,
18 2004.

19 Q. Okay. And was that payment of \$100 deducted from
20 the account balance?

21 A. Yes.

22 Q. Okay. Ms. Tarpley, if I can refer you to Page 4 of
23 5 of PECO Exhibit No. 1, could you please tell us when the
24 last payment was made on this account and how much?

25 A. Last payment received was posted March the 7th for

1 \$102. March 7th, 2006 for \$102.

2 Q. What is the current account balance on this
3 account?

4 A. \$1,696.64.

5 Q. Ms. Tarpley, if I can now refer you to PECO Exhibit
6 No. 2 we have reviewed. PECO Exhibit No. 3. Can I direct
7 you to what's been marked as PECO Exhibit No. 3. Would you
8 please describe this exhibit.

9 A. This is a copy of the closing report for the
10 informal complaint that was filed March 2nd, 2004 at BCS
11 No. 1601471. It detailed the results of our investigation
12 and communicated to the customer by Bureau of Consumer
13 Services and it states that according to the company
14 records on October the 8th, 2003, a Transfer of Balance
15 Form was received regarding the balance of the account
16 \$334.51. This balance was transferred to Erving R.
17 Landing's account from Robin Robertson's account, the
18 current rate payer's daughter. That according to company
19 records, a representative spoke with Mr. Landing confirming
20 the transfer of balance is correct.

21 That according to company records on November the
22 4th, 2003, Mrs. Landing telephoned to complain about the
23 billing for the account. That according to company
24 records, the customer indicated the company billed her
25 twice for the month of August. That according to company

1 records, the customer stated she requested service in
2 September when the account was removed from her daughter's
3 name. That according to company records, information was
4 provided confirming that service was transferred to her
5 husband's name as of August the 8th, 2003. That according
6 to company records, the customer is informed that no
7 payments have been made toward the account.

8 That according to company records, Mrs. Landing
9 stated she made payments on the account when it was still
10 in her daughter's name. That according to company records,
11 information was provided confirming no payments on the
12 account under Erving Landing's name. That according to
13 company record, the billing statement was issued to the
14 customer to review usage and payment history and that
15 according to company records on January 16th, 2004, a
16 letter was issued requesting the customer to contact the
17 company regarding the investigation concerning the gas
18 usage.

19 That according to company records, review of the
20 account was confirmed that the reading on October 4th --
21 excuse me, October 24th, 2003 was 1649. The estimated
22 reading on November 21st, 2003 was 0825. The actual
23 reading November 21st, 2003 was 711718. That caused the
24 next bill from November 21st, 2003 to December 23rd,
25 actually it should be 2003, but it indicates 2004 to

1 reflect the incorrect usage of 1,042 CCS totaling the
2 814.41, but according to company records, the previous bill
3 was canceled and rebilled on a correct usage.

4 Q. Thank you. Now, Ms. Tarpley, could I please refer
5 you to what has been marked as PECO Exhibit No. 5. Would
6 you please describe this exhibit.

7 A. PECO Exhibit 5 after the conversation with
8 Mrs. Landing, she requested additional information so a
9 letter was prepared December the 30th, 2005 and I prepared
10 the account statement for the daughter's account from the
11 period September 2002 to when it was final August the 8th,
12 2003 to verify what the final bill balance was of \$337.43.

13 Q. Okay. Does this exhibit include the account
14 statement that you sent for Ms. Robin Robertson's
15 account?

16 A. Yes, it did.

17 Q. And could you tell us what was the final account
18 balance that was transferred to Mr. Erving Landing's
19 account?

20 A. That amount was \$337.43.

21 Q. Where is that reflected on this account statement?

22 A. It's marked 3 of 3 and it's the last row, the fourth
23 column from your right.

24 Q. That was the amount that you indicated was on the
25 account statement referred to earlier in your testimony,

1 correct?

2 A. That's correct.

3 Q. Okay. Ms. Tarpley, what is PECO's final position
4 relative to this account?

5 A. Our position is that the bill is correct as rendered
6 and the customer is responsible for the formal address
7 debit that was placed on the account per their request. At
8 this time, we would like the customer to continue on the
9 CAP Rate Program as well as the agreement that was rendered
10 at a \$10 installment amount plus the budget until the
11 unpaid balance is eliminated.

12 Q. Thank you.

13 MS. LUTZ: Your Honor, I have no further
14 questions for Ms. Tarpley.

15 JUDGE RAINEY: Let me just follow up with a
16 couple questions. Ms. Tarpley, with regard to the
17 agreement that you referred to. When was the agreement --
18 and it's a payment agreement that you're referring to?

19 THE WITNESS: Yes, they're reinstated in CAP
20 rate program September the 20th, 2005 and at that time we
21 granted them another payment arrangement for a \$10
22 installment amount plus budget billing.

23 JUDGE RAINEY: When you say \$10, that's \$10
24 toward their arrears?

25 THE WITNESS: \$10 toward the arrears, yes,

1 Your Honor.

2 JUDGE RAINEY: And the budget amount
3 presently is?

4 THE WITNESS: The budget amount presently is
5 \$116.

6 JUDGE RAINEY: There was previously a payment
7 agreement that required a \$15 arrearage?

8 THE WITNESS: Yes, that was of issue back in
9 December 2003 at \$15 plus the current bill.

10 JUDGE RAINEY: And Mr. Landing was enrolled
11 in the CAP Rate Program at that time?

12 THE WITNESS: September 2005.

13 JUDGE RAINEY: That was the first time they
14 were enrolled?

15 THE WITNESS: That's not the first time.
16 They actually had advantage of the CAP rate when that
17 balance was transferred over because at Ms. Robertson's
18 account, she was on the CAP Rate Program and when we
19 transferred the balance, that rate also went into that
20 account.

21 JUDGE RAINEY: Okay. Then that account -- so
22 that at the inception of service and Mr. Landing's name, he
23 had benefit of the CAP Rate Program?

24 THE WITNESS: Yes, Your Honor.

25 JUDGE RAINEY: Okay. So was from the period

1 starting August 8th, 2003 and that went into what period of
2 time before you --

3 THE WITNESS: That went up until -- according
4 to our records, the customer had the advantage and then
5 when they got the actual information based on their income,
6 that's when it reinstated at September 2005. So I would
7 come off around it looks like to me -- they never came off,
8 we just transitioned and corrected our records to make sure
9 it reflected his income.

10 JUDGE RAINEY: Do you have any record of the
11 alleged payment of \$80 in November of 2003?

12 THE WITNESS: No, I looked on -- as well I
13 pulled the records for both accounts and I didn't have the
14 \$80 payment and I did explain to Ms. Robertson to submit
15 the information, I'll gladly investigate when we conversed
16 in December.

17 JUDGE RAINEY: Mr. Landing, do you have any
18 questions for Ms. Tarpley?

19 MR. LANDING: I'm in the dark.

20 JUDGE RAINEY: And your wife went to feed the
21 meter.

22 MR. LANDING: Where she parked there was
23 two-hour parking on the street down here. I'm in the dark
24 about this. How do you get our gas readings, they just
25 estimate it or somebody come out and read them?

1 JUDGE RAINEY: You can ask Ms. Tarpley that
2 question.

3 THE WITNESS: We have automatic meter reading
4 devices where it's electronically transmitted to the
5 system, so we don't have anyone come out to the property
6 and read the meter any longer.

7 JUDGE RAINEY: The \$814.41 as I understand
8 it, Ms. Tarpley, was associated with a problem reading the
9 gas meter?

10 THE WITNESS: Right. With the estimated
11 readings that -- right. Estimated readings in the
12 beginning. We were getting the actual readings, but they
13 were questionable, so we just rendered a bill and when we
14 verified that the actual readings that we were getting were
15 actually his usage, we adjusted the bill. We canceled out
16 the bill and took it from there. From that point on his
17 pattern of usage was showing that it was very consistent.
18 That's why I emphasis that it's actual readings moving
19 forward.

20 JUDGE RAINEY: The nature of the correction
21 that was made because of the problems that PECO was having
22 with the actual reads that it was receiving with regards to
23 gas, what exactly did PECO do to then become comfortable
24 with the actual readings?

25 THE WITNESS: We verified that that was the

1 actual reading. We had somebody actually verify. That was
2 the actual physical reading of the gas meter and then we
3 went forward with the last reading and got December 23rd
4 and we adjusted the billing from there.

5 JUDGE RAINEY: Okay. I guess that's what I'm
6 questioning about. When you say you adjusted the billing,
7 you adjusted the billing downward from the 800 and -- the
8 \$814.41, right, you adjusted it down --

9 THE WITNESS: Yes, to 122.62. That 814.41
10 was actually based on an estimated reading, a low estimated
11 reading to an actual reading. That's why it was 1042 CCS.
12 But when we verified the actual reading correct, we
13 adjusted from an actual to an actual. That's why the usage
14 is only 149 CCS. So we canceled out that large bill and
15 based it on actual and that's why it was only \$122.62.

16 JUDGE RAINEY: So your estimated reading
17 actually you're stating -- I'm not clear. Are you saying
18 that the estimated reading was an overestimated or an under
19 estimation?

20 THE WITNESS: The estimated reading appeared
21 to be like it was underestimated somewhat because we're
22 getting -- we estimated -- these are estimations at like
23 2.4 or .5 or something like that. But we thought given the
24 customer the benefit of the doubt and he wasn't quite into
25 his heating season, we estimated low as if he was in

1 nonheating and then when we got the actual reading, we saw
2 this is actually what he's using from actual to actual.
3 That's when we issued that next bill. That bill of
4 December 23rd. So if you look at the bill prior to that --
5 November 21st, 2003, we estimated the gas usage at 825
6 based on the reading of 825. The reading of 825 to 1867 is
7 warranted -- it states from -- they took it from that
8 estimate to the actual reading and they said this is 1,042
9 CCS, but we kept verifying that this is his actual gas
10 reading. It was confirmed, so then we canceled it out and
11 we billed the customer from the actual 1718 to the 1867.

12 JUDGE RAINEY: Okay. So it was just that
13 \$814.41, the bill resulted from you're having taken a low
14 estimate and then you went to a much higher actual reading
15 and so -- but you're saying that you then canceled out that
16 low estimation?

17 THE WITNESS: Right.

18 JUDGE RAINEY: Okay. To get to a reading
19 which resulted in a gas bill of \$122.62 as opposed to a gas
20 bill of \$814.41?

21 THE WITNESS: That's correct. That's exactly
22 what happened with the bill.

23 JUDGE RAINEY: in getting to the \$122 bill
24 which represented a reading of 1867, I see you just used
25 that -- did you in correcting that bill use a -- at all use

1 a starting bill from November 21st, 2003?

2 THE WITNESS: The prior one Your Honor where
3 it says the November 21st -- the first time we got the
4 actual reading 1718. On the first page of the third column
5 from the bottom -- see we thought that reading was wrong.

6 JUDGE RAINEY: But it actually turned out to
7 be right?

8 THE WITNESS: Yes, it actually turned out to
9 be correct.

10 JUDGE RAINEY: Just note for the record that
11 Ms. Robertson is back. Ms. Robertson, I know you didn't
12 have the benefit all of the responses of Ms. Tarpley, but
13 did you have any questions for her?

14 MS. ROBERTSON: Yeah. If she's saying they
15 took out the money for -- that they took out that \$800 and
16 why is this bill in January -- I mean, well she -- it's
17 still saying I owe \$337. I don't see where the \$175 even
18 touched it.

19 JUDGE RAINEY: You mean in terms where that
20 adjustment was made for your payment?

21 MS. ROBERTSON: January should show --

22 JUDGE RAINEY: Actually --

23 MS. ROBERTSON: January and none of my bills
24 have showed --

25 JUDGE RAINEY: Actually, I think -- why don't

1 you do this and you can do this fair quickly, Ms. Tarpley.
2 If you can go back over PECO Exhibit No. 1 and show where
3 the reflected payments were made where there was a credit
4 for the payments of the \$175 and the \$100 that Ms.
5 Robertson stated that were made with regard to Mr.
6 Landing's account.

7 MS. ROBERTSON: Can I ask a question first
8 before she answer this?

9 JUDGE RAINEY: Let her answer this question
10 first. So we won't be too confused. Will you do that, Ms.
11 Tarpley. You've done that before, but why don't you go
12 over it real quickly.

13 THE WITNESS: If you refer to the first page
14 of Exhibit No. 1, in the third row under the payment column
15 \$175 was posted November 13th, 2003. That reduced the
16 balance to \$529.98?

17 JUDGE RAINEY: Do you see that?

18 MS. ROBERTSON: Okay.

19 JUDGE RAINEY: Do you see that?

20 MS. ROBERTSON: Yes, I do.

21 JUDGE RAINEY: Okay. Then \$100.

22 THE WITNESS: The \$100 payment according to
23 the receipt provided was made after three o'clock on
24 January the 30th and it was posted to the account February
25 the 3rd, 2004.

1 JUDGE RAINEY: Okay. It's your testimony
2 that you have no record of the \$80 payment?

3 THE WITNESS: There's no record of an \$80
4 payment.

5 JUDGE RAINEY: Ms. Robertson stated that was
6 made on November --

7 THE WITNESS: Well she said --

8 JUDGE RAINEY: Let me finish my question.
9 The court reporter can only take down one person at a time.
10 That Ms. Robertson stated that was made in November of
11 2003, you're stating, Ms. Tarpley, the \$80 that she had
12 stated, PECO had no record of that payment?

13 THE WITNESS: No record of that.

14 JUDGE RAINEY: What's your follow-up
15 question, Ms. Robertson?

16 MS. ROBERTSON: Well why do the Better
17 Business got a record of it what they sent us. The \$80 is
18 on there from Better Bureau Business.

19 JUDGE RAINEY: I don't know what you're
20 reading from. That's another document? Can I see that
21 document. I don't have that document.

22 (Ms. Robertson handing judge document.)

23 JUDGE RAINEY: This is a document that's
24 dated August the 8th 2005. Do you this, Ms. Lutz?

25 MS. LUTZ: Yes, I do, Your Honor.

1 JUDGE RAINEY: I'm just looking at it. It
2 has the same BCS number as what has been marked as PECO
3 Exhibit No. 3. It comes in a different form and it has an
4 August 8th, 2005 date on this.

5 MS. ROBERTSON: The first one --

6 JUDGE RAINEY: Why don't we do this. This is
7 another document you're referring to that I don't have a
8 copy of it. I don't know that it states the same things
9 that has appeared on PECO Exhibit No. 3. Let me make a
10 very quick copy of this and I'll come back. Is there any
11 other documents that you want to refer to.

12 MS. ROBERTSON: This is the rest of it.

13 JUDGE RAINEY: What is that? Why don't you
14 bring that up. Okay. This is just notification of your
15 intent to appeal the BCS Decision, so I don't really need
16 that document. Let me just very quickly make a copy of
17 this document.

18 (Whereupon, the document was marked as
19 Complainant Exhibit No. 8 for
20 identification.)

21 JUDGE RAINEY: The document that Ms.
22 Robertson handed us was a copy for everyone and was marked
23 as Complainant Exhibit No. 8 and before we took that brief
24 recess, Ms. Robertson, you were referring to this document?

25 MS. ROBERTSON: Yes.

1 JUDGE RAINEY: And let's just state for the
2 record that this is a Bureau of Consumer Services Decision
3 with a date of August the 8th, 2005 on it and exactly what
4 was it that you were referring to, Ms. Robertson?

5 MS. ROBERTSON: She said the \$80 was never --
6 was not counted because they never got it. He gave me the
7 receipt. I had it, I just lost it.

8 JUDGE RAINEY: Specifically with regard to
9 this document, were you referring then to the second page
10 of this document?

11 JUDGE RAINEY: Under findings?

12 MS. ROBERTSON: Yes.

13 JUDGE RAINEY: These are the findings and
14 where it states at No. 3 that according to company records,
15 Mrs. Landing's payments of \$170 and \$80 were made towards
16 the account; is that what you're referring to?

17 MS. ROBERTSON: Yes.

18 JUDGE RAINEY: Okay. Let's get a response
19 then from Ms. Tarpley with regard to that.

20 THE WITNESS: Your Honor, that information is
21 incorrect. We never indicated that even when we responded
22 to the Bureau of Consumer Service at the informal level
23 that those payments were made.

24 JUDGE RAINEY: Now I note that this document
25 doesn't appear to refer to the \$100 payment that you stated

1 Ms. Tarpley that the company's records do reflect having
2 been made; is that correct?

3 THE WITNESS: Yes.

4 JUDGE RAINEY: Do you have any additional
5 questions, Ms. Robertson?

6 MS. ROBERTSON: No.

7 JUDGE RAINEY: Okay. All right. Let's take
8 care of this document. Ms. Lutz, any objection to the
9 admission into evidence of Complainant's Exhibit No. 8?

10 MS. LUTZ: No, Your Honor.

11 (Whereupon, the document marked as
12 Complainant Exhibit No. 8 was received in
13 evidence.)

14 JUDGE RAINEY: You have redirect?

15 MS. LUTZ: Yes, Your Honor.

16 JUDGE RAINEY: Go ahead.

17 BY MS. LUTZ:

18 Q. Ms. Tarpley, would you explain to us exactly how the
19 Bureau of Consumer Services gets the data that they input
20 into this particular statement that said, "According to the
21 records -- according to company records, the payments of
22 \$170 and \$80 were made towards the account." Where did
23 that information come from?

24 A. That information apparently was from the
25 interpretation by the customer because our final position

1 did not indicate that those payments were made.

2 Q. Okay. So when an informal complaint is made, does
3 the company actually submit some kind of records to the BCS
4 on the company's final position?

5 A. Yes, we actually submit records of our investigation
6 to the Bureau of Consumer Services and they review the
7 information and then make their decision.

8 Q. Okay. Did you review those records prior to today's
9 hearing?

10 A. Yes, I did.

11 Q. And are you verifying that the company has a record
12 that it submitted to the BCS that the payments of \$170 and
13 \$80 were not made to the accompany?

14 A. Yes, I did. I did review that they were not made.

15 Q. So this statement made in this Decision appears to
16 be some kind of clerical or typographical error?

17 A. It appears to be so.

18 Q. Okay.

19 MS. LUTZ: Your Honor, I would ask if you
20 would like the company to submit as a late filed exhibit,
21 the final position to the BCS which seems to be in
22 opposition to this statement, we would be willing to do
23 so.

24 JUDGE RAINEY: Is this the company's response
25 to this BCS Decision?

1 MS. LUTZ: That's correct. That indicated
2 they did not make those payments which in here they're
3 saying according to company records, they did make the
4 payments which we believe is a clerical typographical
5 error.

6 JUDGE RAINEY: That would be fine. If you
7 want to submit that. That would be then PECO late filed
8 Exhibit No. --

9 MS. LUTZ: It would be No. 6.

10 JUDGE RAINEY: No. 6. And we would ask that
11 that be submitted within five days from today.

12 MS. LUTZ: Thank you, Your Honor. And I have
13 no further questions for, Ms. Tarpley.

14 JUDGE RAINEY: We would ask that that late
15 filed exhibit also be filed with the secretary of the
16 commission.

17 MS. LUTZ: Yes, Your Honor.

18 JUDGE RAINEY: Did you have any questions
19 based on --

20 MS. ROBERTSON: I didn't give them that
21 information because how I know how much usage. I didn't
22 give that information to them. I don't know our usage.

23 JUDGE RAINEY: Did you have any further
24 questions?

25 MS. ROBERTSON: No, that's it.

1 JUDGE RAINEY: Okay. All right. At this
2 time then -- you have some exhibits, Ms. Lutz, that have
3 not been moved.

4 MS. LUTZ: Yes, Your Honor, at this time I
5 would like to admit PECO Exhibits 1 through 5 into the
6 record.

7 JUDGE RAINEY: So admitted into evidence.
8 (Whereupon, the documents marked as PECO
9 Exhibit Nos. 1 through 5 were received in
10 evidence.)

11 JUDGE RAINEY: And we anticipate then also
12 admitting into evidence PECO late filed Exhibit No. 6. Mr.
13 Landing, Ms. Robertson, you'll have then seven days from
14 the date you received PECO late filed Exhibit No. 6 to
15 write to me with regard to any objections to that document,
16 otherwise we will admit that document into evidence in this
17 case as well. So in that case then, Ms. Lutz, why don't
18 you just submit that document to me and if it's admitted,
19 then we will make sure that secretary gets that document.

20 MS. ROBERTSON: What document is this?

21 JUDGE RAINEY: They're going to filing a
22 what's going to be marked as PECO late filed Exhibit No. 6
23 which is going to be their correction of the Bureau of
24 Consumer Services Decision which was marked as Complainant
25 Exhibit No. 8 and specifically that second page where it

1 says the findings of the Bureau of Consumer Services that
2 was referred to, they're stating they sent something to BCS
3 correcting that particular statement. All right.

4 If there is nothing further to be taken up
5 here this morning, I would like to thank the parties and
6 the witness for appearing. I will be rendering a written
7 decision with regard to this case and then if there is
8 nothing further, then this hearing is adjourned. Thank
9 you.

10 MS. LUTZ: Thank you.

11 MR. LANDING: Thank you, Your Honor.

12 (Witness excused.)

13 (Whereupon, at 3:01 p.m., the hearing was
14 adjourned.)

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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 proceedings were taken stenographically by 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.

COMMONWEALTH REPORTING COMPANY, INC.

By: Tammy L. Cohen
Tammy L. Cohen

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2005 FEB 12 AM 9:42

SECRETARIAT'S BUREAU

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FORM 2

DOCUMENT FOLDER

RECEIVED

Account Statement
 Customer Name: Erving R Landing
 Address: 1301 Stewart Av
 Chester Pa 19013-2637

Prepared by: Regulatory Performance
 Formal PUC
 Docket #C-20055651

Account Number: 50-17-21-120076

Rates: Electric, Residential & Gas - CAP Rate

2005 APR 12 AM 9:47
 SECRETARY'S BUREAU

Bill Period	DAYS	Meter Reading -Type	U S A G E	Dly Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqstid	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comments
08/25/03	17	12676 - A	0	0.0					09/17/03					Bill delayed questionable reading
08/25/03	17	594 - A	0	0.0										
08/25/03	17	12676 - A	653	38.4	93.77			113.98	10/01/03				*113.98	*Initial bill includes \$6.00 Transfer Fee Delayed bill issued; BM B1
08/25/03	17	1590 - E	10	0.5	14.21									
09/24/03	30	13200 - A	0	0.0				113.98	10/20/03				*113.98	*Bill delayed questionable reading
09/24/03	30	717 - A	0	0.0										
09/24/03	30	13200 - A	524	17.4	73.07			217.55	10/23/03				*217.55	*Delayed bill issued BM B1
09/24/03	30	717 - A	23	0.7	30.50									
10/24/03	30	13456 - A	256	8.5	21.11			698.44	11/18/03	5.64	^337.43-	10/09/03	*698.44	*Deposit Request: \$81.00 ^Former Address Debit BM 04
10/24/03	30	756 - A	39	1.3	35.71									
11/21/03	28	13655 - A	0	0.0				529.98	12/16/03	6.54	175.00	11/13/03	529.98	Bill delayed questionable reading BM 04
11/21/03	28	1718 - A	0	0.0										
11/21/03	28	13655 - A	199	7.1	17.56			605.19	12/22/03				605.19	Delayed bill issued BM B1
11/21/03	28	825 - E	69	2.4	57.65									
12/23/03	32	13875 - A	220	6.8	18.87			848.28	01/20/04		*81.00	12/01/03	1,357.47	*Deposit

EXHIBIT
 3/23/06
 3/23/06 - 7/11/06
 PHENAD 830-631-0399

Exhibit #1
 C-20055651

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

Account Statement

Customer Name:
Erving R Landing
1301 Stewart Av
Chester Pa 19013-2637

Prepared by: Regulatory Performance
Formal PUC
Docket #C-20055651

Account Number: 50-17-21-120076

Rates: Electric, Residential & Gas --CAP Rate

Bill Period	D A Y S	Meter Reading -Type	U S A G E	Dly Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqstid	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comments
12/23/03	32	1867 - A	1042	32.5	814.41 + 15.00									
12/23/03	32	13875 - A	220	6.8	18.87			156.49	02/10/04		*833.28	01/20/04	665.68	*Bill canceled from 11/21/03 to 12/23/03 BM 81
12/23/03	32	1867 - A	149	4.6	122.62									
01/26/04	34	14099 - A	224	6.5	19.11			348.17	02/18/04				842.36	
01/26/04	34	2057 - A	190	5.5	157.57 + 15.00									
02/24/04	29	14319 - A	220	7.5	18.99			427.78	03/18/04	3 10	100.00	02/03/04	906.97	BM 03
02/24/04	29	2228 - A	171	5.8	142.52 + 15.00									
03/25/04	30	14520 - A	201	6.7	17.80			462.30	04/19/04		100.00	03/15/04	926.49	
03/25/04	30	2336 - A	108	3.6	101.72 + 15.00									
04/26/04	32	14695 - A	175	5.4	16.17			563.10	05/19/04				1,012.29	
04/26/04	32	2406 - A	70	2.1	69.63 + 15.00									
05/25/04	29	15084 - A	389	13.4	29.61			521.76	06/17/04		119.00	05/04/04	955.95	
05/25/04	29	2435 - A	29	1.0	33.05 + 15.00									
06/24/04	30	15487 - A	403	13.4	30.50			594.97	07/19/04				1,014.16	
06/24/04	30	2458 - A	23	0.7	27.71 + 15.00									
07/26/04	32	16111 - A	624	19.5	52.70			560.38	08/18/04		130.00	07/06/04	964.57	
07/26/04	32	2481 - A	23	0.7	27.71 + 15.00									
08/25/04	30	16664 - A	553	18.4	43.48			642.11	09/20/04				1,031.30	

Account Statement

Customer Name:
Erving R Landing
1301 Stewart Av
Chester Pa 19013-2637

Prepared by: Regulatory Performance
Formal PUC
Docket #C-20055651

Account Number: 50-17-21-1200/6

Rates: Electric, Residential & Gas --CAP Rate

Bill Period	D A Y S	Meter Reading -Type	U S A G E	Dly Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqstd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comments
08/25/04	30	2499 - A	18	0.6	23.25 + 15.00									
09/24/04	30	17130 - A	466	15.5	34.46			716.60	10/19/04				1,090.79	
09/24/04	30	2519 - A	20	0.6	25.03 + 15.00									
10/26/04	32	17437 - A	307	9.5	24.47			686.08	11/18/04		120.00	10/05/04	1,045.27	
10/26/04	32	2567 - A	48	1.5	50.01 + 15.00									
11/23/04	28	17684 - A	247	8.8	20.70			802.12	12/20/04				1,146.31	
11/23/04	28	2649 - A	82	2.9	80.34 + 15.00									
12/27/04	34	18013 - A	329	9.6	25.85			919.50	01/19/05		75.00	12/03/04	1,248.69	
12/27/04	34	2815 - A	166	4.8	151.53 + 15.00									
01/26/05	30	18247 - A	234	7.8	19.87			957.09	02/22/05		150.00	01/26/05	1,271.28	
01/26/05	30	2984 - A	169	5.6	152.72 + 15.00									
02/23/05	28	18465 - A	218	7.7	18.80			1,140.95	03/21/05				1,440.14	
02/23/05	28	3150 - A	166	5.9	150.06 + 15.00									
03/25/05	30	18682 - A	217	7.2	18.74			1,188.34	04/20/05		150.00	03/08/05	1,472.53	
03/25/05	30	3326 - A	176	5.8	163.65 + 15.00									
04/26/05	32	18883 - A	201	6.2	17.74			1,297.14	05/19/05				1,566.33	
04/26/05	32	3403 - A	77	2.4	76.06 + 15.00									
05/25/05	29	19053 - A	170	5.8	15.79			1,224.46	06/20/05		150.00	05/12/05	1,478.65	
05/25/05	29	3447 - A	44	1.5	46.53 + 15.00									
06/27/05	33	19500 - A	447	13.5	33.14			1,239.64	07/20/05		62.32	06/14/05	1,478.83	
06/27/05	33	3470 - A	23	0.6	29.36									

Account Statement
 Customer Name: Erving R Landing
 Address: 1301 Stewart Av
 Chester Pa 19013-2637

Account Number: 50-17-21-120076

Prepared by Regulatory Performance
 Form: PJC
 Docket #C-20055651

Rates: Electric, Residential & Gas -CAP Rate

Bill Period	D A Y S	Meter Reading -Type	U S A G E	Dly Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqstd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comments
07/26/05	29	20157 - A	657	22.6	56.80			1,265.27	08/18/05		70.00	07/22/05	1,489.46	
07/26/05	29	3487 - A	17	0.5	23.83									
08/26/05	31	20758 - A	601	19.3	49.56			1,366.54	09/20/05	15.82			1,575.73	BM 04
08/26/05	31	3501 - A	14	0.4	20.89									
09/27/05	32	21172 - A	414	12.9	18.59			129.00	10/20/05		30.63	09/19/05	1,526.05	BCS Decision \$10 + Bldgt
09/27/05	32	3516 - A	15	0.4	22.36						60.00	09/13/05		
10/26/05	29	21356 - A	184	6.3	11.12			258.00	11/21/05				1,569.79	BM 52
10/26/05	29	3541 - A	25	0.8	32.62									
11/23/05	28	21520 - A	164	5.8	10.46			247.00	12/20/05		100.00	11/09/05	1,519.71	BM 52
11/23/05	28	3612 - A	71	2.5	79.46						40.00	11/28/05		
12/27/05	34	21733 - A	213	6.2	12.06			256.00	01/19/06		120.00	12/27/05	1,635.14	
12/27/05	34	3779 - A	167	4.9	223.37									
01/26/06	30	21906 - A	173	5.7	10.76			182.00	02/21/06		239.00	01/24/06	1,593.15	
01/26/06	30	3910 - A	131	4.3	186.25									
02/23/06	28	22074 - A	168	6.0	1155.00			347.00	03/20/06		102.00	03/07/06	1,696.64	
02/23/06	28	4047 - A	137	4.8	194.48									

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



PECO an Exelon Company
 Customer Service Center
 2301 Market Street, No. 3
 PO Box 8699
 Philadelphia, PA 19101 8699

Telephone 215.841.4000
 www.exeloncorp.com

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An Exelon Company

2006 APR 12 AM 9:47

PA PUC
 SECRETARY'S BUREAU

September 8, 2003

Erving Landing
 1301 Stewart Av
 Chester Pa 19013-2637

DOCUMENT
 FOLDER

RE: 1301 Stewart Av
 Chester Pa 19013-2637

TRANSFER OF BALANCE FORM

We have talked with you and have explained why we want to transfer a balance to your current account. Please read it carefully, sign it, and mail the original in the envelope provided. The transfer information is shown below.

If you do not want to be responsible for this account balance, do not sign this form. We will not transfer it to your current account or discontinue your gas or electric service for the balance in question. However, we will continue to investigate the matter. If our investigation shows that you are responsible to pay the balance, we may take legal action against you.

BALANCE INFORMATION

Amount of balance to be transferred: \$337.43

SEP 19 2003

From Previous Account:

Name on Bill: Robin Robertson
 Account Number: 501721120068
 Service Address: 1301 Stewart Av
 Service Period: 3/6/98-8/8/03

To Current Account:

Name on Bill: Erving Landing
 Account Number: 501721120076
 Service Address: 1301 Stewart Av
 Service Period: 8/8/03-Present

I understand that I am allowing PECO Energy Company to transfer the balance shown above to my current account.

ERVING LANDING 9-17-03
 (SIGNATURE) (DATE)

You may contact a Customer Consultant at (800) 494-4000 to discuss this matter or to set up a payment arrangement.

EXHIBIT
 PE-20035657
 PECO-2
 3/23/04 Phil JTC

PECO Exhibit #2

Date: 12/15/05

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

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Case Number: 1601471
Customer Name: ERVING LANDING
Address: 1301 STORE ST
CHESTER PA 19013-2637

Opened On: 3/2/04
Utility Type: Electric Distributor
Account Number: 501721120076
Company Name: PECO Energy

Prior Case: Total Balance: \$1,271.28 Balance Date: 1/10/05
Compliance Violation(Alleged, Actual, No): NO Chap 58/64/Other: Section/Rule:
Decision Issued: N Oral Written: O
Investigator: SCATTON, DENNIS PUC Decision Issued Dt: PUC Case Closed Dt: 8/5/05
Decision Recvd Dt: 8/5/05 11:25AM

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:

DOCUMENT
FOLDER

Resolution:

INVESTIGATION BY STAFF OF THE BUREAU OF CONSUMER SERVICES REVEALED: 1. THAT ACCORDING TO COMPANY RECORDS, ON OCTOBER 8, 2003, A TRANSFER OF BALANCE FORM WAS RECEIVED REGARDING THE BALANCE OF ACCOUNT \$334.51. THIS BALANCE WAS TRANSFERRED TO ERVING R LANDING'S ACCOUNT FROM ROBIN ROBERTSON'S ACCOUNT (CURRENT RATEPAYER'S DAUGHTER). THAT ACCORDING TO COMPANY RECORDS A REPRESENTATIVE SPOKE WITH MR. LANDING, CONFIRMING THE TRANSFER OF BALANCE IS CORRECT. 2. THAT ACCORDING TO COMPANY RECORDS, ON NOVEMBER 4, 2003, MRS LANDING TELEPHONE TO COMPLAIN ABOUT THE BILLING FOR THE ACCOUNT. THAT ACCORDING TO COMPANY RECORDS, THE CUSTOMER INDICATED THE COMPANY BILLED HER TWICE FOR THE MONTH OF AUGUST. THAT ACCORDING TO COMPANY RECORDS, THE CUSTOMER STATED SHE REQUESTED SERVICE IN SEPTEMBER WHEN THE ACCOUNT WAS REMOVED FROM HER DAUGHTER'S NAME. THAT ACCORDING TO COMPANY RECORDS, INFORMATION WAS PROVIDED CONFIRMING THE SERVICE WAS TRANSFERRED TO HER HUSBAND'S NAME AS OF AUGUST 8, 2003. THAT ACCORDING TO COMPANY RECORDS, THE CUSTOMER WAS INFORMED NO PAYMENTS HAD BEEN MADE TOWARDS THE ACCOUNT. THAT ACCORDING TO COMPANY RECORDS, MRS. LANDING STATED SHE MADE PAYMENTS ON THE ACCOUNT WHEN IT WAS STILL IN HER DAUGHTER'S NAME. THAT ACCORDING TO COMPANY RECORDS, INFORMATION WAS PROVIDED CONFIRMING NO PAYMENTS ON THE ACCOUNT UNDER ERVING LANDING'S NAME. THAT ACCORDING TO COMPANY RECORDS, A BILLING STATEMENT WAS ISSUED TO THE CUSTOMER TO REVIEW USAGE AND PAYMENT HISTORY. 3. THAT ACCORDING TO COMPANY RECORDS, ON JANUARY 16, 2004, A LETTER WAS ISSUED REQUESTING THE CUSTOMER TO CONTACT THE COMPANY REGARDING THE INVESTIGATION CONCERNING THE GAS USAGE. THAT ACCORDING TO COMPANY RECORDS A REVIEW OF THE ACCOUNT CONFIRMED THE READING ON OCTOBER 24, 2003 WAS 1649. THE ESTIMATED READING ON NOVEMBER 21, 2003 WAS 0825. THE ACTUAL READING NOVEMBER 21, 2003 WAS 1718. THAT ACCORDING TO COMPANY RECORDS, THIS CAUSED THE NEXT BILL FROM NOVEMBER 21, 2003 TO DECEMBER 23, 2004 TO REFLECT THE INCORRECT USAGE OF 1042 CCF, TOTALING \$814.41. THAT ACCORDING TO COMPANY RECORDS THE PREVIOUS BILL WAS CANCELLED AND REBILLED ON THE CORRECT USAGE OF

EXHIBIT
PECO-3
3/23/06 m.k.d.c.

PECO Exhibit #3

C260557651

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December 16, 2005

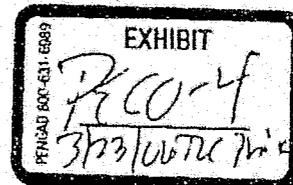
PUC
SECRETARY'S BUREAUErving R Landing
1301 Stewart Avenue
Chester, PA 19013
Account #50-17-21-120076DOCUMENT
FOLDER

Dear Mr. Landing:

We have received your Formal complaint filed with the Public Utility Commission (PUC) at Docket#C-20055651. The following information may help to resolve your complaint. An account statement has been provided for your review.

- You are indicating that there are incorrect charges on your bill. Additionally, payments of \$170.00 and \$80.00 were not credited to the account.
- You have been the customer of record at 1301 Stewart Avenue since 8/8/03.
- The initial bill for \$113.98 was issued with estimated gas usage for 17 days and a due date of 10/1/03. This bill included the transfer fee of \$6.00.
- The following month's bill was delayed due to a questionable gas reading. Therefore, the bill reflected the account balance of \$113.98 due by 10/20/03.
- The bill was released 10/2/03 for \$103.57 (usage 8/25/03 to 9/24/03). The amount requested by 10/23/03 was \$217.55 (\$113.98 + \$103.57).
- You assumed responsibility of the former address debt from your daughter, Robin Robertson in the amount of \$337.43. This amount was transferred to your account 10/9/03.
 - Usage 9/24/03 to 10/24/03 \$ 56.82
 - Past due \$ 217.55
 - Late Fees \$ 5.64
 - Former Address Debt \$ 337.43
 - \$ 698.44**
- The last payment posted to Ms. Robertson's account was \$142.00 on 7/1/03.
- A payment of \$175.00 was posted to your account on 11/13/03. Payments are first applied to the oldest arrearage; then current billing.
- Company cancelled the incorrect gas billing from 11/21/03 to 12/23/03 for 1042 ccfs and \$814.41; rebilled on actual meter readings for 149 ccfs and \$122.82 resulting in an account balance of \$665.68.
- Subsequent billings have been rendered on actual meter readings.
- The account balance of \$1,519.71 reflects unpaid consumption charges due to partial payments.
- If there are payments not credited to your account, proof of payment must be provided for the Company to properly investigate your concerns.
- You are on the CAP Rate program effective 9/20/05 receiving a 50% discount on the 1st 500 kwhs of electric usage and approximately a 40% discount on all gas usage. A payment agreement was granted to pay \$10.00 installments towards the arrears and monthly budget billing.
- The amount required to bring the agreement current is \$247.00.

C20055651



PECO Exhibit #4

1 of 2

If you are satisfied with the information provided and there is no need to further pursue this matter or have additional concerns, please contact me at (215) 841-5915 or the attorney of record, Lisa Lutz at (215) 841-6841.

Cordially,

Renee Tarpley
Regulatory Assessor



PECO Energy Company
2307 Market Street
PO Box 8699
Philadelphia, PA 19101-5699

www.exeloncorp.com

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P. P. SC
SECRETARY'S BUREAU

December 30, 2005

Mrs. Erving Landing
1301 Stewart Avenue
Chester, PA 19013
Account #50-17-21-120076

DOCUMENT
FOLDER

RE: Account for "Robin Robertson"
1301 Stewart Avenue

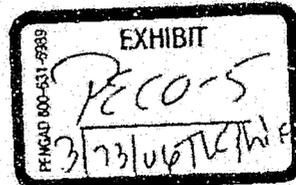
Dear Mrs. Landing

On December 19, 2005, you had a discussion with PECO Energy attorney, Lisa Lutz regarding the former address balance from 1301 Stewart Avenue. An account statement for the period 9/2002 to 8/8/03 is enclosed for your review. The final bill balance of \$337.43 was transferred as requested to the current account

If any questions or concerns, please contact me at (215) 841-5915 or Mrs. Lutz at (215) 841-6841.

Very truly yours,

Renee Tarpley
Regulatory Assessor



C20055251

PECO Exhibit #5
1 of 3

Account Statement
 Customer Name:
 Address:

Robin Robertson
 1301 Stewart Avenue
 Chester, PA 19013

Prepared by: Regulatory Performance
 Formal PUC

Account Number: 50-17-21-120068

Rates: Residential Electric & Gas heat

Bill Period	DAYS	Meter Reading -Type	U S A G E	Diy Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqstd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comments
09/24/02		08106 -A 0691 -A											538.17	Prior balance
10/24/02	30	08411 -A 0717 -A	305 26	10.1 .86	6.28 22.18 +15.00	17.42		205.96	11/18/02		160.00	10/7/02	424.05	
11/22/02	29	08639 -A 0803 -A	228 86	7.8 2.9	15.47 58.81 +15.00	13.02		206.19	12/17/02		95.00	11/26/02	404.88	
12/26/02	34	08915 -A 0967 -A	276 34	8.1 4.8	6.18 96.82 +15.00	15.76		137.21	01/21/03		200.00	12/27/02	323.64	
01/27/03	32	09180 -A 1142 -A	265 175	8.2 5.4	6.13 101.19 +15.00	15.13		275.28	02/19/03		*36.69		409.40	*CAP Rate charge off
02/24/03	28	09403 -A 1294 -A	223 152	7.9 5.4	5.61 88.63 +15.00	12.98		150.06	03/18/03		250.00	02/10/03	267.02	
03/25/03	29	09672 -A 1417 -A	269 123	9.2 4.2	5.94 88.73 +15.00	15.66		172.71	04/17/03		100.00	03/24/03	277.95	
04/24/03	30	10011 -A 1487 -A	339 80	11.3 2.6	6.13 61.84 +15.00	19.73		271.34	05/18/03				365.05	
05/23/03	29	10262 -A 1528 -A	251 32	8.6 1.1	5.89 29.05 +15.00	14.61		191.01	06/18/03		150.00	05/06/03	264.60	
06/24/03	32	10700 -A 1554 -A	438 25	13.6 .78	6.41 25.17	25.48		252.20	07/21/03				321.67	

Account Statement
 Customer Name:
 Address:

Robin Robertson
 1301 Stewart Avenue
 Chester, PA 19013

Prepared by: Regulatory Performance
 Formal PUC

Account Number: 50-17-21-120068

Rates Residential Electric & Gas heat

Bill Period	DAYS	Meter Reading -Type	U S A G E	Diy Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqstd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comments
07/25/03	31	11551 -A 1573 -A	851 19	27.4 .61	30.88 21.08 +15.00	49.56		202.65	08/19/03		142.00	07/01/03	281.19	
08/08/03	14	12023 -FA 1580 -FA	472 7	33.7 .50	48.00 8.24	27.47		337.43	08/17/03				337.43	BM 93-- FINAL BILL
											*337.43		0.00	*Transferred to active acct/same address for "Erving Landing"

Reading Type Codes: A - Actual E - Estimated C - Customer R - Remote/Actual

3 of 3



An Exelon Company

BILLING DETAIL

Account Number: 50-17-21-120076

Billing Details

ERVING R LANDING

Energy Used This Month

Meter Reading Information and New Charges

General Information

PECO ENERGY, 2301 MARKET ST, PHILADELPHIA, PA, 19101, WALK-IN BUSINESS HOURS MONDAY THROUGH FRIDAY 8.30 AM TO 5.00 PM, 1-800-494-4000, WWW.PECO.COM

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SECURITY

Rate R Electric Residence Service

Meter# 9G 3226477

To August 25, 2003	12676	- Actual Reading
From August 8, 2003	<u>12023</u>	- Actual Reading
Kilowatt hours (kWh) billed for 17 days	00653	

PECO ENERGY Charges

Customer Charge		2.94
Generation and Transmission Charges (\$.0594 X 283.3500 kWh)		
(\$.0666 X 369.6500 kWh)		41.45
Distribution Charges		30.37
Transition Charges		<u>18.99</u>
Total Basic Charges for 653.0000 kWh		93.75
State Tax Adjustment		<u>.02</u>
	New Charges	\$93.77

Rate GR Gas General Service - Residential

Meter# 018 836721

To August 25, 2003	01590	- Estimated Reading
From August 8, 2003	<u>01580</u>	- Estimated Reading
Hundreds Cubic Feet (Ccf) billed for 17 days	00010	

PECO ENERGY Charges

Customer Charge		4.08
Natural Gas Supply Charges (\$.66521 X 10.0000 Ccf)		6.65
Distribution Charges		3.24
Gas Cost Adjustment Charges		<u>.26</u>
Total Basic Charges for 10.0000 Ccf		14.23
State Tax Adjustment		<u>-.02</u>
	New Charges	\$14.21

DOCUMENT FOLDER

Your Electric Use Pattern

Average kWh per month	653.0
Total Annual kWh	653.0
	<u>Last Year</u> <u>This Year</u>
kWh per day	38.4
Meter Reading	Actual
Average Temperature	78*

Your Gas Use Pattern

Average Ccf per month	10.0
Total Annual Ccf	10.0
	<u>Last Year</u> <u>This Year</u>
Ccf per day	0.5
Meter Reading	Estimated
Average Temperature	78*

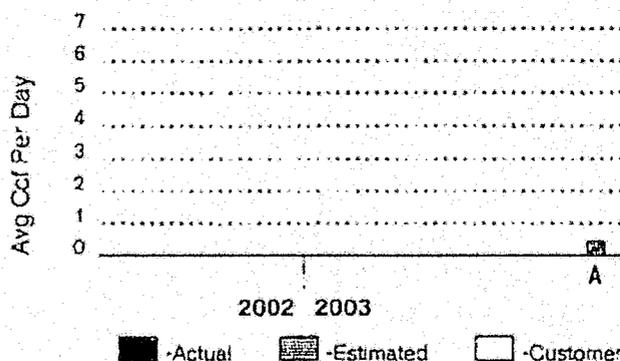
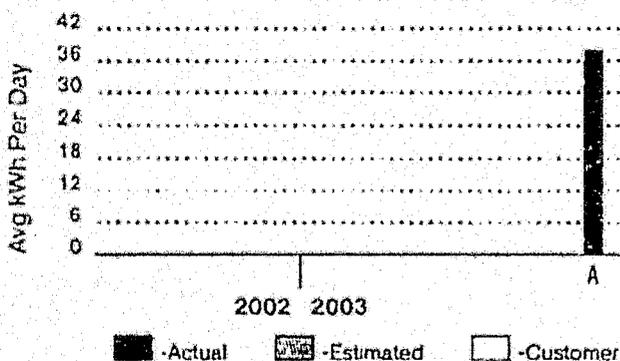


EXHIBIT
C-20055651
Complement-2
3/23/06 RCP/mis
PECO35



An Exelon Company

YOUR MONTHLY BILL

Your Account Number Is: 50-17-21-120076

Your Next Scheduled Meter Reading:
October 24, 2003

Service To: ERVING R LANDING
1301 STEWART AV
CHESTER PA 19013-2637

If you have Any Questions or Concerns, Call
PECO Energy at: 1-800-494-4000 Before the
Due Date between 7 A.M. and 6 P.M. Mon - Fri,
on Sat between 9 A.M. - 1 P.M.; or write P.O.
Box 8699 , Phila., PA 19101.
Si tiene alguna pregunta o queja, llame al
1-800-494-4000 antes de la fecha vencida.

Billing Date: September 26, 2003

Billing For Your Energy Use:

Balance from last bill \$113.98
Balance at Billing \$113.98

Cost of Energy Used:

Summary of New Charges

From August 25, 2003 to September 24, 2003

PECO Energy Charges00

New Charges \$.00

New Balance \$113.98

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SECRETARY'S BUREAU

DOCUMENT
FOLDER

Total Amount Due
October 20, 2003 \$113.98

MESSAGE CENTER

PECO ENERGY - Your bill for the period Aug 25 to Sept 24 has been delayed. We are sorry for the inconvenience and will correct this situation as soon as possible.

▼ Fold & Tear Here. Mail Bottom Part With Your Payment. ▼

PECF04

- Make checks payable to "PECO Energy".
- Please print your account number on your check.
- Check here if you have included a message.

If Paying In Person, Bring Entire Bill With You

Due Date October 20, 2003

Please Pay \$113.98
Amount Enclosed

Account # 50-17-21-120076

*****AUTO**5-DIGIT 19013
2044354-003475-003050 T000031 P080 RAV

ERVING R LANDING
1301 STEWART AV
CHESTER PA 19013-2637



5017211200760011398000113980001139801 8 10200

C20055651
EXHIBIT
Complaint 4
3-23 Oct 2003



An Exelon Company

YOUR MONTHLY BILL

Your Account Number Is: 50-17-21-120076

Your Next Scheduled Meter Reading:
October 24, 2003

Service To: ERVING R LANDING
1301 STEWART AV
CHESTER PA 19013-2637

If you have Any Questions or Concerns, Call
PECO Energy at: 1-800-494-4000 Before the
Due Date between 7 A.M. and 6 P.M. Mon - Fri,
on Sat between 9 A.M. - 1 P.M.; or write P.O.
Box 8699 , Phila., PA 19101.

Si tiene alguna pregunta o queja, llame al
1-800-494-4000 antes de la fecha vencida.

Billing Date: October 2, 2003

Billing For Your Energy Use:

Balance from last bill	\$113.98
Balance at Billing	\$113.98

Cost of Energy Used:

Summary of New Charges (Details on Next Page)

From August 25, 2003 to September 24, 2003

PECO Energy Charges..... 103.57

SECRETARY'S BUREAU

2003 SEP 12 AM 9:47

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New Charges \$103.57

New Balance \$217.55

New charges contain estimated total state taxes of \$9.39,
including \$4.31 for State Gross Receipts Tax. PECO Energy's new
charges contain \$9.77 Intangible Transition Charges.

Total Amount Due October 23, 2003	\$217.55
--	-----------------

MESSAGE CENTER

PECO ENERGY - This is your meter reading bill which was delayed. We are sorry for any problems this may have caused you. We want to give you prompt and courteous service at all times. Thank you for your cooperation.

PECF04

▼ Fold & Tear Here. Mail Bottom Part With Your Payment. ▼

- Make checks payable to "PECO Energy".
- Please print your account number on your check.
- Check here if you have included a message.

If Paying In Person, Bring Entire Bill With You

Due Date **October 23, 2003**

Please Pay **\$217.55**

Amount Enclosed

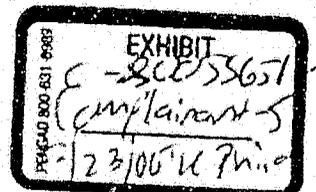
Account # **50-17-21-120076**

*****AUTO**3-DIGIT 190
2048368-072384-000050 T000281 P313 RAT

ERVING R LANDING
1301 STEWART AV
CHESTER PA 19013-2637



5017211200760021755000113980001139801 8 10230





An Exelon Company

BILLING DETAIL

Account Number: 50-17-21-120076

Billing Details

ERVING R LANDING

Energy Used This Month

Meter Reading Information and New Charges

General Information

PECO ENERGY, 2301 MARKET ST, PHILADELPHIA, PA, 19101, WALK IN BUSINESS HOURS MONDAY THROUGH FRIDAY 8:30 AM TO 5:00 PM, 1-800-774-7040, WWW.PECO.COM

Rate R-J Customer Assistance Program (CAP) Rate Meter# 9G 3226477

To December 23, 2003	13875	- Actual Reading
From November 21, 2003	<u>13655</u>	- Actual Reading
Kilowatt hours (kWh) billed for 32 days	00220	

PECO ENERGY Charges

Customer Charge		5.18
Generation and Transmission Charges (\$.0287 X 220.0000 kWh)		6.31
Distribution Charges		4.53
Transition Charges		2.84
Total Basic Charges for 220.0000 kWh		18.86
State Tax Adjustment		.01
New Charges		\$18.87

Rate GRJ Customer Assistance Program (CAP) Rate Meter# 018 836721

To December 23, 2003	01867	- Actual Reading
From November 21, 2003	<u>00825</u>	- Estimated Reading
Hundreds Cubic Feet (Ccf) billed for 32 days	01042	

PECO ENERGY Charges

Total Basic Charges for 1042.0000 Ccf		814.41
New Charges		\$814.41

11/20/03 11:00 AM

SECRETARY'S REAU

2005 APR 12 AM 9:47

RECEIVED

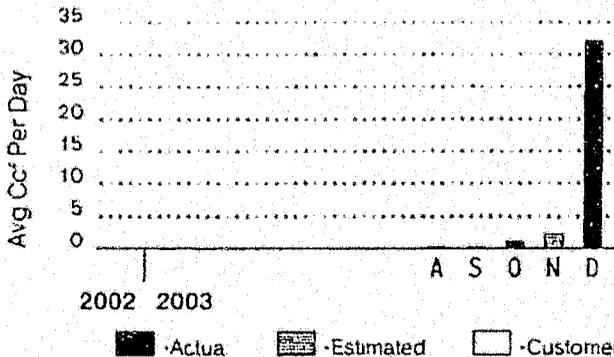
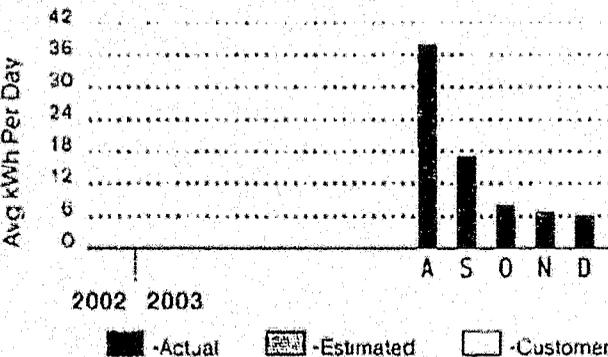
DOCUMENT FOLDER

Your Electric Use Pattern

Average kWh per month	463.0
Total Annual kWh	1,852.0
	<u>Last Year</u> This Year
kWh per day	68
Meter Reading	Actual
Average Temperature	39°

Your Gas Use Pattern

Average Ccf per month	295.7
Total Annual Ccf	1,183.0
	<u>Last Year</u> This Year
Ccf per day	32.5
Meter Reading	Actual
Average Temperature	39°



C20055651
 EXHIBIT
 (My Account - k
 2/23/05
 PECO

DOCUMENT FOLDER

AMERACASH PAYMENTS
9TH STREET CHECK CASHING
610 W. 9TH STREET
CHESTER, PA 19013

Date: 01-30-2004 Time: 15:16
TELLER: *store188Store ID#: 188

AP NUM: 188086004
PAY TO: RECD ENERGY
ACCT#: 501721120076

CASH PAID:	\$100.00
TOTAL PAID:	\$100.00

REGULAR PAYMENT

PLEASE VERIFY THAT YOUR ACCOUNT
NUMBER AND AMOUNT PAID ARE CORRECT
BEFORE LEAVING THIS LOCATION.

THANK YOU

For Questions Call: 215-589-0674

674

RECEIVED
2005 JAN 12 AM 9:48
SECRET. INQUIRY BUREAU

EXHIBIT
- 2005 SEP 27
Uw/kin/mjg
3/23/06/TC/Phisak
8888-109-008 (000) 0000

PECO ENERGY

ERVING LANDING
1301 STORE ST v.
CHESTER PA 19013

RECEIVED
2005 APR 12 PM 5:16
SECRET
ACCOUNT NUMBER

BCS No: 1601471

Decision On Informal Complaint By The Bureau Of Consumer Services:

Statement Of Complaint:

A summary of the customer's complaint is as follows: That the customer is disputing a bill received in December 2003 for \$842.36. That the customer states the account was under daughter's name Robin Robertson. That the customer requested the balance be transferred to his new account for \$320.00. That the customer states that the bills were transferred in August 2003.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

1. That according to company records, on October 8, 2003, a transfer of balance form was received regarding the balance of account \$334.51. This balance was transferred to Erving R Landing's account from Robin Robertson's account (current ratepayer's daughter). That according to company records a representative spoke with Mr. Landing, confirming the transfer of balance is correct.
2. That according to company records, on November 4, 2003, Mrs Landing telephone to complain about the billing for the account. That according to company records, the customer indicated the company billed her twice for the month of August. That according to company records, the customer stated she requested service in September, when the account was removed from her daughter's name. That according to company records, information was provided confirming the service was transferred to her husband's name as of August 8, 2003. That according to company records, the customer was informed no payments had been made towards the account. That according to company records, Mrs. Landing stated she made payments on the account when it was still in her daughter's name. That according to company records, information was provided confirming no payments on the account under Erving Landing's name. That according to company records, a billing statement was issued to the customer to review usage and payment history.
3. That according to company records, on January 16, 2004, a letter was issued requesting the customer to contact the company regarding the investigation concerning the gas usage. That according to company records a review of the account confirmed the reading on October 24, 2003 was 1649. The estimated reading on November 21, 2003 was 0825. The actual reading November 21, 2003 was 1718. That according to company records, this caused the next bill from November 21, 2003 to December 23, 2004 to reflect the incorrect usage of 1042 ccf, totaling \$814.41. That according to company records, the previous bill was cancelled and rebilled on the correct usage of 149 ccf based on actual reading totaling \$122 62 for gas.

DOCUMENT
FOLDER

EXHIBIT
C-20055651
Complaintant-8
3/23/04-M19-7LC

PECO 800-631-5808

Based On These Findings, The Bureau of Consumer Services Concludes:

1. That the PUC has jurisdiction over this dispute.
2. That according to company records Mr. Landing took responsibility for the billing.
3. That according to company records, Mrs. Landing payments of \$170.00 and \$80.00 were made towards the account.
4. That according to company records, the last payment posted towards the account under Robin Robertson was \$142.00 on July 1, 2003.
5. That according to company records, a payment of \$175.00 was made towards the account for Erving Landing on November 13, 2003. That according to company records the billing for gas from October 24, 2003 to November 21, 2003 was incorrect due to an estimated reading of 0825. That according to company record this caused the next bill from November 21, 2003 to December 23, 2003 to be high, with excessive usage of 1042 ccfs totaling \$814.41.
6. That according to company records, the gas reading as of October 24, 2003 was 1649. That according to company records, the correct reading for November 21, 2003 was 1718. That according to company records, the actual gas billing from November 21, 2003 to December 23, 2003 was 149 ccf, totaling \$122.62. That according to company records, the account was adjusted.

Therefore It Is Decided:

1. That the informal complaint of Erving Landing is dismissed.
2. That the customer should contact the company to establish payment arrangements.
3. That according to company records, an inaccurate estimated read caused the disputed billing.

ss
Date AUGUST 8, 2005

Signature

Dennis Scatton
Utility Complaint Investigator
Bureau of Consumer Services
PA Public Utility Commission