

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: Z-01104735
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 09/04/03
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: FREITICK, FRANCES K.

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

COMP/APP COUNTY: DELAWARE

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES COMPANY SHUT OFF ELECTRICITY TWICE AND WANTS TO CHARGE HER FOR TURN ON CHARGES. SHE DISPUTES THESE CHARGES. SHE WANTS AN AUDIT OF HER ACCOUNI BECAUSE SOME PAYMENTS WERE NOT REFLECTED AND SHE WANTS THE TURN ON CHARGES REMOVED FROM BILL.

DOCUMENT
FOLDER

DOCKETED
SEP 09 2003

ORIGINAL

Z - ~~01104735~~
01104735

ST 1104735
9/14/03

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

110550

SEP 6 2 2003

Please Print:

1. Your Name, Mailing Address and Telephone Number.

PA PUBLIC UTILITIES COMMISSION
PHILADELPHIA

Name FRANCES K. FREITICK

Street/P.O. Box 3632 ST. DAVID Rd Apt.#

City Newtown Square State PA Zip 19073

County Delaware Home Telephone-Area Code (610) 356 6071
Work Telephone-Area Code () NA

2. Name of Company your complaint concerns: Philadelphia Electric Co.

3. What is your complaint?

The Philadelphia Electric Co. shut my electricity off Nov. 1998 and June 1999. November 1998 I made a direct payment at Acme Market in Newtown Square November 4th 1998 as agreed via telephone with PEPCO representative. When I returned home my electricity was shut off. It took over 24 hrs before the electricity was turned on. When Dec. Bill came I disputed the \$120.- for shut off & turn on charges because I had been told that if I made the payment

(If you need more space, use additional paper and attach to this form).

(-over-)

112

continued from page 3

this would not occur. This dispute continued unresolved and in June 1999 my electricity was again shut-off, when I was out of town attending my nephew's funeral. My daughter and newborn GRANDSON (5-27-99) were here alone. She had a difficult pregnancy and was on bedrest until her delivery. He was sick was in and out of Riddle memorial hospital 3 times the first month. The electricity should never been shut off. A family friend went to Acme Market in Newtown Square and made full payment of bill. This was never reflected in my next bill and shut off and turn on charges were again disputed as they have been to this date.

I have requested an audit my Account at least 7 times (Oct 1998 to June 2001. PECO has not provided The Philadelphia Electric Co. was aware of my problems (health related, I had no control over.)

continued

The Philadelphia Electric Co. was aware that I was a survivor of 20+ years of domestic violence, they also were aware I was not receiving child support payments + maintenance on a regular basis.

The Philadelphia Electric Co. was informed of my medical conditions and that was reason for slow payments.

May 22, 1997 - mild heart attack
Haverford Mercy Hospital

Sept 27, 1997 - torn MCL (R) Knee

Bryn Mawr Hospital - out of work 12 weeks

Feb. 20, 1998 - emergency abdominal surgery

Paoli Memorial Hospital - out of work
14 weeks

November 1998 - car accident - Crozer

Chester Trauma Center - out of
work (8) eight weeks

May 4, 2002 - (R) humerus fractured
concussion

out of work 5 weeks

4. What do you want the Public Utility Commission to do about your complaint?

I want to have the PUC have Philadelphia Electric Co. to provide audit of my account from October 1998 to June 2002.

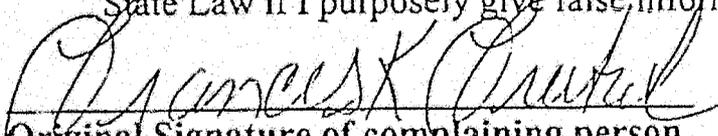
I want the shut-off and turn on charges from November 1998 and June 1999 removed from my bill (including the interest charges).

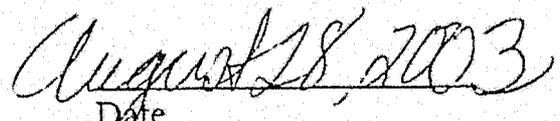
I don't know how they have my bill so high - I have tried to keep current. No answers from PECO.

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.


Original Signature of complaining person


Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code (_____) _____

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

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 6/27/2003. The Commission will send you formal complaint forms.

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

Thank You
Pennsylvania Public Utility Commission

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

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

FRANCES K FREITICK
3632 ST DAVIDS RD
NEWTOWN SQUARE PA 19073

610 356 6071
(Area Code) Telephone Number

Frances K Freitick
Signature

Mail this completed form to:

Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

ST Number:	1104735	Date of mailing:	6/27/2003
Company:	PECO ENERGY		

Sent July 5, 2003 *Juf*

REVISÉ 12/97
SECRETARY'S BUREAU
JUL 11 9:14

REC'D
37



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

9/4/03

IN REPLY PLEASE
REFER TO OUR FILE

AUGUST 15, 2003

ST 1104735

FRANCES K FREITICK
3632 ST DAVIDS RD
NEWTOWN SQUARE PA 19073

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before SEPTEMBER 4, 2003 to the address listed below:

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.
- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.

- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

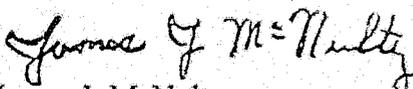
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

dbb

CC: PECO ENERGY

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: SEPTEMBER 9, 2003

FRANCES K. FREITICK
Complainant
VS.
PECO ENERGY COMPANY
Respondent

Complaint Docket
No: Z-01104735

DOCUMENT
FOLDER

DOCKETED
SEP 09 2003

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PECO ENERGY COMPANY

TAKE NOTICE:

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

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

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: SEPTEMBER 9, 2003

Z-01104735

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

DOCUMENT
FOLDER

Dear Sir/Madam:

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

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

CUSTOMER OF A UTILITY

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

COMPANY/UTILITY

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

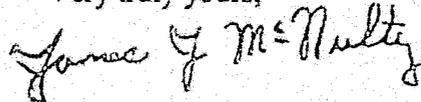
SEPTEMBER 9, 2003

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

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

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

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty
Secretary

KSB

Legal Department

Exelon Business Services Company
2301 Market Street/5231
PO Box 8699
Philadelphia, PA 19101-8699

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

ORIGINAL

Direct Dial: 215 841-6841
October 2, 2003

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

RECEIVED

OCT 02 2003

Re: **Francis Freitick v. PECO Energy Company**
Docket No. Z-01104735

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Mr. McNulty:

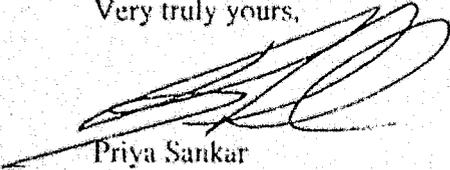
Enclosed for filing with the Commission are the following documents and copies in the matter referenced above

- X Answer (original and 3 copies)
- Answer and Motion (original and 3 copies)
- Petition (original and 3 copies)
- Answer and New Matter (original and 3 copies)
- Amended Motion (original and 3 copies)
- Exceptions (original and 9 copies)
- Reply Exceptions (original and 9 copies)
- Brief (original and 9 copies)
- Reply Brief (original and 9 copies)

**DOCUMENT
FOLDER**

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

Very truly yours,


Priya Sankar
Counsel for PECO Energy
Exelon Business Services Company

Enclosures
Cc: All Parties

RECEIVED

OCT 02 2003

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

FRANCES K. FREITICK

v

DOCKET NO. Z-01104735

PECO ENERGY COMPANY

ANSWER OF RESPONDENT PECO ENERGY COMPANY

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

1. Admitted. DOCUMENT
2. Admitted. FOLDER
3. Admitted in part and denied in part. PECO Energy admits that according to

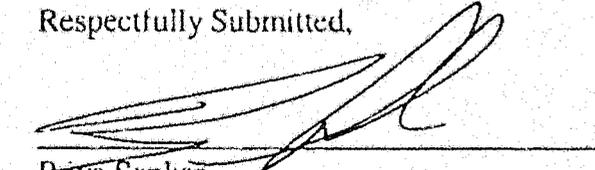
DOCKETED
OCT 15 2003

PECO Energy records Complainant's service was terminated in November 1998 and June 1999. PECO is, after reasonable investigation, without sufficient information to determine the truth of the averments and they are therefore denied. By way of further response, PECO Energy will conduct an investigation into the allegations contained in the Complaint.

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

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

Respectfully Submitted,



Priya Sankar

Counsel for PECO Energy Company
2301 Market Street, S23-1
P O. Box 8699
Philadelphia, PA 19101-8699
215-841-6841
priya.sankar@exeloncorp.com

RECEIVED

OCT 02 2003

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION
PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

FRANCES K. FREITICK

v.

PECO ENERGY COMPANY

DOCKET NO. Z-01104735

VERIFICATION

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

Date: October 2, 2003



Priya Sankar

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

FRANCES K. FREITICK

v.

PECO ENERGY COMPANY

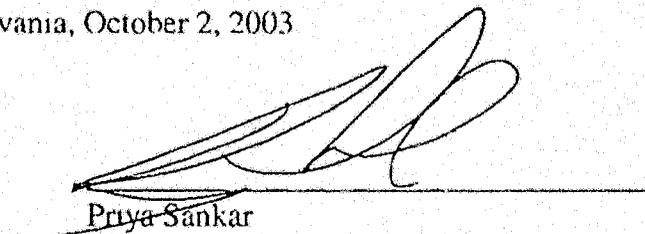
DOCKET NO. Z-01104735

CERTIFICATE OF SERVICE

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

Frances Freitick
3632 St. David Rd.
Newton Square, PA 19073

Dated at Philadelphia, Pennsylvania, October 2, 2003



Priya Sankar

Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
215-841-6841
priya.sankar@exeloncorp.com

RECEIVED

Legal Department

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

Telephone (215) 841-5544
Fax (215) 568-3389
www.exelon.com

Business Services
Company

2003 DEC -3 AM 11:08
PA P.U.C.
SECRETARY'S BUREAU

ORIGINAL

Direct Dial: 215 841 6841
December 1, 2003

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

DOCUMENT
FOLDER

Re: Frances K. Freitick v. PECO Energy Company
Docket No.: Z-01104735

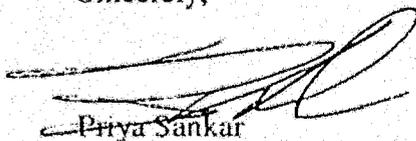
Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), PECO Energy Company certifies that the parties in the above referenced complaint have reached an accord. A hearing in this matter is no longer necessary and the matter may be closed.

By copy of this letter, I am alerting the Complainant of his/her right to object to the closing of this matter in writing to the Public Utility Commission within ten (10) days of the date of this letter.

If additional information is needed about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,



Priya Sankar
Counsel for PECO Energy Company

Cc. Frances K. Freitick
Susan Licon

DOCKETED
DEC 31 2003

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: December 2, 2003
SUBJECT: Z-01104735
Frances K. Freitick v. PECO Energy Company
TO: Wanda Zeiders
Docket Management
FROM: Elzy Ditzler, Supervisor
Office of Administrative Law Judge

DOCUMENT
FOLDER

On December 1, 2003, a Certificate of Satisfaction was filed in the above-captioned proceeding by PECO Energy Company. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ (None Assigned)
Beth Plantz
Case File

DOCKETED
DEC 09 2003