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COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

Marie Gee  
v  
PECO

Docket No.: F-01347862

ORIGINAL

State Office Building  
1400 Spring Garden  
13th Floor  
Philadelphia, PA 19128

April 7, 2004  
Commencing at 1:01 p.m.

BEFORE:

Ky Van Nguyen, Administrative Law Judge

APPEARANCES:

RECEIVED

MARIE GEE,  
Pro Se

APR 27 2004

PRIYA SANKAR, Esquire  
Exelon Business Services Company  
2301 Market Street/S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699  
For the Respondent

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

REPORTER: DANIELLE M. ZAMIAS

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

1  
2  
3 JUDGE KY VAN NGUYEN:

4 Good afternoon, everyone. We open the  
5 record for a hearing on the complaint of Marie Gee  
6 against PECO Energy Company on Docket Number  
7 P-01347862. My name is Ky Van Nguyen. I am  
8 Administrative Law Judge presiding at this hearing. I  
9 would ask the parties to identify themselves for the  
10 record. Ms. Gee?

11 MS. GEE:

12 Yes. This is Marie Gee.

13 JUDGE NGUYEN:

14 Marie Gee.

15 MS. GEE:

16 I can --- you're very low. I can barely  
17 hear you.

18 JUDGE NGUYEN:

19 Okay.

20 MS. GEE:

21 What did you say your name was?

22 JUDGE NGUYEN:

23 Did you receive a Notice of Hearing?

24 MS. GEE:

25 I didn't receive a notice that it would

1 be telephonic.

2 JUDGE NGUYEN:

3 But did you receive a Notice of Hearing?

4 MS. GEE:

5 Yes.

6 JUDGE NGUYEN:

7 My name appear on that Notice of Hearing.

8 MS. GEE:

9 Okay. Hello?

10 JUDGE NGUYEN:

11 Hello.

12 MS. GEE:

13 Okay. I can hardly -- you're fading in

14 and out.

15 JUDGE NGUYEN:

16 Okay. So tell me your address.

17 MS. GEE:

18 416 North 62nd Street.

19 JUDGE NGUYEN:

20 Okay. Thank you. Ms. Sankar?

21 ATTORNEY SANKAR:

22 Priya Sankar, Counsel for PECO Energy

23 MS. GEE:

24 Hello?

25 JUDGE NGUYEN:

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Hello.

MS. GEE:

I can't hear you. You're fading in and out.

ATTORNEY SANKAR:

Priya Sankar, Counsel for PECO Energy.  
Ms. Gee, can you hear me?

MS. GEE:

I can hear you now.

ATTORNEY SANKAR:

All right.

JUDGE NGUYEN:

Ms. Gee? Ms. Gee?

MS. GEE:

Yes?

JUDGE NGUYEN:

Before you testify, I have to swear you in first.

-----  
MARIE GEE, HAVING FIRST BEEN DULY SWORN, TESTIFIED AS  
FOLLOWS:  
-----

JUDGE NGUYEN:

Tell me what you are complaining about.

A. Excuse me?

1 JUDGE NGUYEN:

2 What you are complaining about?

3 A. Oh my goodness. What I'm complaining about is my  
4 high bills, the inconsistency of my bills from 1998.

5 JUDGE NGUYEN:

6 Since 1998?

7 A. Since 1998.

8 JUDGE NGUYEN:

9 Okay. Tell me ---?

10 A. You didn't get a copy of my complaint?

11 JUDGE NGUYEN:

12 I did.

13 A. I'm sorry?

14 JUDGE NGUYEN:

15 I did.

16 A. Oh, okay.

17 JUDGE NGUYEN:

18 I want you to testify.

19 A. I think all of my issues were outlined in that.

20 JUDGE NGUYEN:

21 I want you to ---.

22 A. I can hardly hear you. I don't know whether ---  
23 you know, what the problem is, but I can't hear you.  
24 You're facing in and out.

25 JUDGE NGUYEN:

1 Okay. Tell me the first bill you

2 A. Excuse me?

3 JUDGE NGUYEN:

4 Tell me about your first bill you thought  
5 is high.

6 A. Well I'm going to tell you the truth. I gave a  
7 whole list this morning of the bills that were high.

8 JUDGE NGUYEN:

9 Tell me about ---.

10 A. And one in particular, going back to '98, is the  
11 July 15th bill. I was charged transmission charges  
12 and transition charges on one bill and transition  
13 charges on another bill. charged to Exelon Energy. I  
14 was charged twice for the same thing.

15 JUDGE NGUYEN:

16 Tell me about that bill.

17 A. Okay. I was bill --- it was billed to my local  
18 electric company, which was PECO, however, I was being  
19 billed for Exelon charges on my bill from November 9,  
20 2000 to December 12, 2000. PECO charges \$78.89,  
21 Exelon charges was \$61.36. But I received a letter in  
22 2001 to say that my bills were not --- were no longer  
23 going to be charged to Exelon, but were going to be  
24 charged to PECO. I have a series of issues to deal  
25 with. The first thing I want to know is, when did

1 PECO take over Energy One and what happened to Energy  
2 One? Energy One was supposed to be a separate entity  
3 from PECO. PECO somehow acquired it.

4 ATTORNEY SANKAR:

5 Your Honor, I'd like to object to this.

6 JUDGE NGUYEN:

7 All right.

8 A. And they changed the name to Exelon Energy. And  
9 in that time --- in that space of time is where all of  
10 my complaints come in. My transitions and  
11 transmissions are ---

12 JUDGE NGUYEN:

13 Ms. Gee?

14 A. --- just inconsistent. My kilowatt hours are  
15 inconsistent.

16 ATTORNEY SANKAR:

17 Ms. Gee? I just objected to part of your  
18 testimony.

19 A. Well, see, I can't hear. I told the man I can't  
20 hear. I can't hear what you're saying. If he says  
21 something --- I mean, even right now he's down low.  
22 So I don't know whether you all are discussing  
23 something, whether the tape is not going on or what is  
24 happening, but I can hardly hear you.

25 JUDGE NGUYEN:

1 She objected to your testimony.

2 ATTORNEY SANKAR:

3 I am objecting to your testimony about  
4 supplier charges because it is beyond the scope of  
5 your complaint.

6 A. What do you mean it's beyond the scope of my  
7 complaint?

8 ATTORNEY SANKAR:

9 You did not mention Exelon supplier  
10 charges until today. I do not see them in the  
11 computer.

12 A. My complaint was my bills from 1998 until now,  
13 that was my complaint. My complaint was beginning  
14 1998.

15 JUDGE NGUYEN:

16 I don't have any bill from 1998. I just  
17 have bills from May 15 to January 9, 2002.

18 A. Well I was there just this morning.

19 ATTORNEY SANKAR:

20 Your Honor, in addition, I have to object  
21 to any issues arising from bills from 1998 ---.

22 A. And they're all on PECO Energy ---

23 ATTORNEY SANKAR:

24 Ms. Gee, I'm not done.

25 A. --- right now.

1                    ATTORNEY SANKAR:

2                    I'd like to object to any issues arising  
3 from bills from 1998 because the statute of  
4 limitations is three years.

5                    JUDGE NGUYEN:

6                    Okay. Objection sustained.

7 A. Objection sustained. I heard that much but when I  
8 was complaining about those bills, calling PECO  
9 Energy, they didn't do anything about this. But  
10 that's okay because if you say three years, I can go  
11 back three years with discrepancies with that.

12                   JUDGE NGUYEN:

13                    Okay. Tell me about your ---.

14 A. So, you want three years?

15                   JUDGE NGUYEN:

16                    Yes.

17 A. I was --- in 2000, you got to go to 2001?

18                   JUDGE NGUYEN:

19                    2001. May 15, 2001. How about that  
20 bill?

21 A. I had --- this is the question that I want to ask.

22                   JUDGE NGUYEN:

23                    What question do you want to ask?

24 A. The question I want to ask is when I fill out an  
25 informal complaint, that was in 2003.

1                   JUDGE NGUYEN:

2                   Yes?

3 A.    So, this three year limitation don't go back to  
4 2000; it goes as of 2004?

5                   JUDGE NGUYEN:

6                   Because they have only your bills here  
7 dated May 15, 2001. I don't have any bill from 2000.

8 A.    Well I was there just this morning. I don't  
9 understand it. I really don't understand it. And if  
10 the statute of limitations is supposed to be for three  
11 years and this is 2004, but my date of my original  
12 complaint was 2003. I don't understand that.

13                   ATTORNEY SANKAR:

14                   Your Honor, her informal complaint  
15 related to a shut off and not a high bill complaint.

16 A.    No. My formal complaint was for the high bill.  
17 You called ---

18                   JUDGE NGUYEN:

19                   Don't tell me about your bills.

20 A.    -- and said that the electric commission  
21 disputing the high balance on your bill after you paid  
22 the company \$1,463.10. It has to have your service  
23 restored on April 1st, 2003. That is what Renee  
24 McClinton wrote to you. That's not my original  
25 complaint.

1 JUDGE NGUYEN:

2 Ms. Gee?

3 A. Yes?

4 JUDGE NGUYEN:

5 Tell me about your first bill that is  
6 high.

7 A. Your Honor, all of them are high.

8 JUDGE NGUYEN:

9 Tell me ---.

10 A. All of them are high.

11 JUDGE NGUYEN:

12 Tell me ---.

13 A. We're going to start from 2000 --- do you have  
14 2004 there?

15 JUDGE NGUYEN:

16 I have 2002.

17 A. See, that's why I requested a hearing in person.  
18 Because I can't hear you, it's going in and out and it  
19 don't make sense. It seems like you all can hear me  
20 well. But I can't hear you.

21 JUDGE NGUYEN:

22 I received your bills from May 15, 2001  
23 to January 9 ---.

24 A. Excuse me?

25 JUDGE NGUYEN:

1 January 9, 2002.

2 A. You received my bills from ---?

3 JUDGE NGUYEN:

4 May 15, 2001 ---.

5 A. How come I keep hearing you go in and out? I'm  
6 missing some things. I can't --- I don't understand  
7 how come I --- can you consistently hear me speak?

8 JUDGE NGUYEN:

9 Sure.

10 A. I don't understand how come I can't consistently  
11 hear you speak.

12 JUDGE NGUYEN:

13 I don't know.

14 A. You're fading in and out and I don't understand  
15 that.

16 JUDGE NGUYEN:

17 I don't know.

18 A. But I'm missing some things. And I don't want to  
19 miss anything. But I'm missing some things. I can  
20 hardly hear you.

21 JUDGE NGUYEN:

22 I received your bills from May 15,  
23 2001 ---.

24 A. So May 15, 2001.

25 JUDGE NGUYEN:

1                    --- to January 9, 2002.

2 A. Well I don't understand that because I was just  
3 there this morning and I gave you all a copy of my  
4 bills.

5                    JUDGE NGUYEN:

6                    These are the only copies you gave me.

7 A. How many packs did you have, Your Honor?

8                    JUDGE NGUYEN:

9                    How many ---?

10 A. I left several packs there today.

11                    JUDGE NGUYEN:

12                    We have two packages.

13 A. Right.

14                    JUDGE NGUYEN:

15                    The other is Shutoff Notice and the  
16 other ---.

17 A. What is the date of the Shutoff Notice? They sent  
18 the Shutoff Notice I know you --- is that the Shutoff  
19 Notice for 2003?

20                    JUDGE NGUYEN:

21                    Yes.

22 A. Okay.

23                    JUDGE NGUYEN:

24                    Marked as ---.

25 A. Since you're there, let's start there. There

1 before this hearing, Bruce Eigelow requested that we,  
2 meaning PECO Energy and myself meet. PECO Energy  
3 sent me a letter on the day that we --- on the  
4 deadline of the date that we were supposed meet. We  
5 had a telephonic hearing which was taped. Did you get  
6 a report on that telephonic hearing 'cause I never  
7 did

8 JUDGE NGUYEN:

9 I did not.

10 A. You did not? I did not either. But at that time,  
11 Ms. Sankar told me that she was going to send to me a  
12 couple of things. One of those things was, and I'm  
13 quite sure that you should if you don't have a copy of  
14 what I transcribed from that meeting. And that was a  
15 copy of all of the bills so we could be on the same  
16 page at the next telephonic hearing that she said she  
17 was supposed to set up but never did. And a contact  
18 person for H.R. Never received any of that.

19 JUDGE NGUYEN:

20 Ms. Gee?

21 A. However ---

22 JUDGE NGUYEN:

23 Ms. Gee?

24 A. Yes? Are you saying something?

25 JUDGE NGUYEN:

1 Yes.

2 A. Hello?

3 JUDGE NGUYEN:

4 Yes.

5 A. Okay. I hear you. Hello?

6 JUDGE NGUYEN:

7 Please tell me the first bill you are  
8 saying that is high.

9 A. Your Honor?

10 JUDGE NGUYEN:

11 Yes?

12 A. Each bill that you have I think is high. Meaning,  
13 every bill that you have there I think is high.

14 JUDGE NGUYEN:

15 Why is it high?

16 A. If you look at the transition charges --- okay.  
17 Now do you have a bill from Exelon Energy, February  
18 18th, 2001 to March 9th, 2001?

19 JUDGE NGUYEN:

20 What bill is ---?

21 A. Hello?

22 JUDGE NGUYEN:

23 What bill is that?

24 A. Exelon Energy bill.

25 JUDGE NGUYEN:

1 And the billing date?

2 A. The billing date is February 16th, 2001. Do you  
3 have that? Hello?

4 JUDGE NGUYEN:

5 Yes.

6 A. Okay. On that bill, the kilowatt hours is 1,253  
7 kilowatt hours. If you look at the same bill from  
8 PECO Energy, the kilowatt hours is billed differently.

9 I don't know why that was so high anyway because I  
10 had gas heat in 1643. So the --- one of the disputes  
11 was the beginning balance from 61st Street, where I  
12 lived before I lived on 62nd Street. Okay? The  
13 kilowatt --- the energy uses and kilowatt hours differ  
14 greatly. If you look at the Exelon bills, you look at  
15 the PECO bills, they do not correspond. From the time  
16 I moved in on 61st Street until this date, my kilowatt  
17 hours per day have increased dramatically.  
18 Dramatically. So you have the Exelon bill I'm  
19 referring to?

20 JUDGE NGUYEN:

21 No.

22 A. I brought that this morning. I don't know what  
23 happened to it.

24 JUDGE NGUYEN:

25 I don't know.

1 A. You don't have that bill. Your Honor, I don't  
2 understand why you don't have that bill because I have  
3 a copy of it here. Okay. Do you have the bill for  
4 May 14th, 2001, PECO Energy with the kilowatt hours of  
5 1,515?

6 JUDGE NGUYEN:

7 I have the bill on April 12 to May 14.

8 A. Right.

9 JUDGE NGUYEN:

10 I have that bill.

11 A. Right. The kilowatt hours is 1,515. Your Honor,  
12 one of my complaints also is this, my bills have not  
13 been consistent as far as the readings. I've had some  
14 actual readings, some estimated readings. There is no  
15 excuse for that. I've always had the outside meter.  
16 That outside meter is accessible. And the last bill  
17 that I received before I moved over I had an estimated  
18 bill. It shouldn't have been estimated because PECO  
19 has access to my box at all times.

20 JUDGE NGUYEN:

21 Okay. Tell me about the Shutoff Notice.

22 A. Okay. Tell you about the Shutoff Notice?

23 JUDGE NGUYEN:

24 Yes.

25 A. Shutoff Notice - - I didn't receive notice.

1                   JUDGE NGUYEN:

2                   You did not?

3 A.    I did not receive notice.

4                   JUDGE NGUYEN:

5                   So ---.

6 A.    But that's okay. I didn't receive notice. I  
7 called PECO when they shut me off. I asked them how  
8 much I had to pay. They told me I had to pay the full  
9 amount, couldn't make no arrangements. I said okay,  
10 I'm going to pay the bill. They said well go to  
11 Dolly (phonetic). If you go to Dolly, that's in south  
12 -- west Philadelphia, we will get the payment right  
13 away. Went to Dolly, paid the money, called PECO back  
14 with the number on the receipt that same day, which  
15 was April the first, called back April the second,  
16 they told me they don't receive it. What do you mean  
17 you don't receive it? April the first you told me you  
18 did. When I called back to tell you I made the  
19 payment and does it show up you told me yes.

20                   JUDGE NGUYEN:

21                   How much did you pay?

22 A.    \$1,483.10 I believe it was. Your Honor, I didn't  
23 give you that information?

24                   JUDGE NGUYEN:

25                   Yes. I ask you.

1 A. Hello?

2 JUDGE NGUYEN:

3 I ask you.

4 A. Yes.

5 JUDGE NGUYEN:

6 How much did you pay?

7 A. It was \$1,483 I believe. \$1,483.10, something  
8 like that.

9 JUDGE NGUYEN:

10 Okay. Go ahead.

11 A. Renee McClinton's report says \$1,463 but it was  
12 \$1,483.10. Now I filed an informal complaint with  
13 Renee McClinton in 2003 and it took her a couple of  
14 months. It took her from April until August to get  
15 back to me to say that the high balance is of a result  
16 of only three payments in my account since I  
17 established service with the company November 5th,  
18 2001 and that my balance was correct. Well that in  
19 turn had me to file an appeal because I know that if  
20 she did --- if she looked into the things that I asked  
21 her to look into, the details of the bill regarding  
22 the usage, the kilowatt hours and the readings and the  
23 billing, the transition, transmission and distribution  
24 and generation charges, then she should have come up  
25 with a discrepancy because I surely have. And it's

1 clear.

2 I received a letter from PECO 2001 saying that my  
3 generation charges would no longer be with Energy One,  
4 that they would be with PECO Energy. But then they  
5 billed me in 2000 already. My PECO Energy --- my  
6 Exelon bills were on PECO Energy bills in 2000, but  
7 they sent me a letter in 2001 saying that within 45  
8 days of February 19th, 2001 I would no longer receive  
9 Exelon bills. Those would all be on PECO bills. Well  
10 they were charging me on that in 2000 and beyond.  
11 Anyway, if you said something I didn't hear you, Your  
12 Honor.

13 JUDGE NGUYEN:

14 No. I didn't say anything.  
15 A. I'll give Ms. Sankar some time to say some things  
16 about what I said because, like I said, at the last  
17 telephonic hearing there was supposed to be some  
18 information forthcoming to me, the information was  
19 never forthcoming. They never did what they said they  
20 were going to do at the last telephonic hearing. Your  
21 Honor, I was greatly upset, first of all, because I  
22 sent the PUC up my complaint along with the fact that  
23 I used to work for PECO and I used to work for PECC in  
24 the legal department, and if I thought that I could  
25 resolve this matter one-on-one with PECO, I would have

1 surely done it. But as a result of my complaint, they  
2 sent me back to the same people who didn't want to  
3 hear what I had to say in the first place. Now I did  
4 what they asked me to do. I had a telephonic hearing  
5 with the people, but they never followed up on what  
6 they said that they were going to do. And if they  
7 had, everybody would have the same information right  
8 here today.

9 JUDGE NGUYEN:

10 Okay. What else do you have to tell me?

11 A. Your Honor, PECO cleverly enticed employees and  
12 the public to choose a generation company that  
13 participates and gives them a participation credit  
14 when deregulation came in. I took it. And when I  
15 took it, somehow, PECO Energy acquired Energy One,  
16 which they weren't supposed to be anything --- they  
17 weren't supposed to have any kind of connection with  
18 them but they did. They acquired and they renamed the  
19 PECO Energy. I mean, they renamed it Exelon Energy.  
20 And then renaming it Exelon Energy, all of the bills  
21 that I was receiving were piling up onto one.

22 First of all, I'm angry 'cause from '98 --- from  
23 when they fired me from being behind ten days in my  
24 bill. The bill was paid and I was fired anyway  
25 because they said it was part of an employee

1 delinquent program            employee delinquent account  
2 rule that they had. That rule was not for every  
3 employee. So it's not that I was --- that was the  
4 beginning of my harassment. That rule was not for  
5 every employee. And the reason why that rule was not  
6 for any employee is because every employee which I ---  
7 I did give you a copy of that this morning. They  
8 asked every employee to fill out a paper. Every  
9 employee did not fill out a paper and every employee  
10 was not on the personnel information system. They had  
11 meetings about it. Legal knowed that they had  
12 meetings about it. Because they were in on the  
13 meetings about it.

14            It was not company wide. Everybody in the company  
15 was not in this system. That was the beginning of my  
16 harassment. But then I began to look at my bills.  
17 And when I looked at my bills I saw that my usage was  
18 going up, up, up, up, high.

19            When the bills started going up, up, up, up, up,  
20 and then I looked. Always a discrepancy. Always a  
21 discrepancy on my bills. Sometimes I was billed 60  
22 days, sometime I'm billed 30 days ---

23                            JUDGE NGUYEN:

24                            Ms. Gee?

25 A.            --- and I look and I try to figure out why.

1                   JUDGE NGUYEN:

2                   Ms. Gee?

3 A.     Yes.

4                   JUDGE NGUYEN:

5                   Do you have anything else other than ---  
6 you're just complaining about your being fired by ---?

7 A.     I'm complaining about the charges, period.

8                   JUDGE NGUYEN:

9                   Okay.

10 A.    They've been escalating ever since I've been in  
11 this house. The other thing is ---

12                   JUDGE NGUYEN:

13                   When was you in that house?

14 A.    --- the bills from 61st Street to here ---.

15                   JUDGE NGUYEN:

16                   When was you in that house?

17 A.    2001.

18                   JUDGE NGUYEN:

19                   2001?

20 A.    Right.

21                   JUDGE NGUYEN:

22                   You are ---

23 A.    You should have a copy of that bill.

24                   JUDGE NGUYEN:

25                   You were on the 61st Street?

1 A. 61st Street.

2 JUDGE NGUYEN:

3 Okay. Do you have anything else to say?

4 A. From 1998 until 2004, I have the complaint about  
5 my bills being --- the transmission and distribution,  
6 sometimes they were billed on the same bill.

7 JUDGE NGUYEN:

8 Okay. Okay.

9 A. At different rates on the same bill. And I was  
10 charged on Exelon Energy.

11 JUDGE NGUYEN:

12 Okay.

13 A. And I have the papers right here showing it.

14 JUDGE NGUYEN:

15 I have that information already.

16 A. You have that information?

17 JUDGE NGUYEN:

18 Okay. You just told me. So. ---.

19 A. And the other complaint I had, on the previous  
20 billing, what's that?

21 JUDGE NGUYEN:

22 What?

23 A. What's that? I don't even know the other previous  
24 billing. On all of my things other previous billing.  
25 The special agreement --- the balance of the special

1 agreement differs. The other previous billing  
2 differs. As a result of me moving from there to  
3 there, this is on the billing date December 14th, 2001  
4 the one that was brought from 61st Street here which  
5 Ms. Sankar said, oh, the statute of limitations is up  
6 on that so we'll squish that. That was an improper  
7 carryover.

8 JUDGE NGUYEN:

9 Okay.

10 A. And from that time on, ---

11 JUDGE NGUYEN:

12 Ms. Gee?

13 A. -- it has been improper.

14 JUDGE NGUYEN:

15 Ms. Gee?

16 A. Yes, Judge?

17 JUDGE NGUYEN:

18 Do you have anything other than those to  
19 tell me?

20 A. Your Honor, I don't know what to say. I try to do  
21 what you tell me to do, have a meeting with the  
22 people, the people was supposed to send me certain  
23 things, they never did. I don't know how I can  
24 resolve anything.

25 JUDGE NGUYEN:

1                   Okay.

2   A.   How can I be a part in resolving something and I'm  
3 trying to do what it is I'm supposed to do, but I get  
4 no cooperation from the other side. I don't know.

5                   JUDGE NGUYEN:

6                   Ms. Gee?

7   A.   So I don't know what to say. I don't know what to  
8 say. I told you from the time --- from '98 until now,  
9 I'm dissatisfied with the bills, try to bring the  
10 bills to the office, show you --- tell you the actual  
11 readings and the --- all actual readings. When I  
12 first moved in the house ---

13                   JUDGE NGUYEN:

14                   Ms. Gee?

15   A.   they didn't have an inside meter. I called  
16 the people, made arrangements for them to come and put  
17 an inside meter in, the people came, put an inside  
18 meter in, and from there on my bills was through the  
19 roof. And I don't know why. I don't know why.

20                   JUDGE NGUYEN:

21                   Okay.

22   A.   I can't explain it. I don't know why.

23                   JUDGE NGUYEN:

24                   Okay.

25   A.   And I wish that they would explain it. I'm

1 looking at something right here 1,515.

2 JUDGE NGUYEN:

3 Ms. Gee?

4 A. Yes? Hello?

5 JUDGE NGUYEN:

6 Counsel from ---.

7 A. Hello?

8 JUDGE NGUYEN:

9 Hello.

10 A. Yes?

11 JUDGE NGUYEN:

12 Counsel from PECO Energy will cross

13 examine you.

14 A. I'm sorry?

15 JUDGE NGUYEN:

16 Ms. Sankar will cross examine you.

17 A. Ms. Sankar?

18 JUDGE NGUYEN:

19 Yeah.

20 A. Yeah. Go ahead.

21 ATTORNEY SANKAR:

22 Your Honor, I have no questions.

23 JUDGE NGUYEN:

24 Okay. You may present your case.

25 ATTORNEY SANKAR:

1 Okay. My witness is Renee Tarpley.

2 -----  
3 RENEE TARPLEY, HAVING FIRST BEEN DULY SWORN, TESTIFIED  
4 AS FOLLOWS:  
5 -----

6 MS. GEE:

7 Okay, you're talking to who now?

8 Renee I can't hear you. So you're fading out

9 A. Renee ---.

10 MS. GEE:

11 I can't hear you. I don't hear a thing.

12 Noise That's all I hear.

13 ATTORNEY SANKAR:

14 One moment, please. Okay. My witness is

15 Renee Tarpley. Would you like me --- well, she's

16 going to spell it.

17 A. R-E-N-E-E T-A-R-P-L-E-Y.

18 DIRECT EXAMINATION

19 BY ATTORNEY SANKAR:

20 Q. Ms. Tarpley, can you --- I'm sorry. What is your  
21 business address?

22 A. 2301 Market Street, Philadelphia, Pennsylvania,

23 19101.

24 Q. And who is your employer?

25 A. PECO Energy.

1 Q. And what is your position with PECO Energy?

2 A. Regulatory assessor.

3 Q. How long have you been a regulatory assessor?

4 A. Approximately six years.

5 Q. Okay. Can you briefly describe your duties  
6 as ---?

7 MS. GEE:

8 I can't hear you. It's dead. The phone  
9 is dead. I don't know whether you can hear me, but I  
10 can't hear you.

11 ATTORNEY SANKAR:

12 Okay. Can you hear now?

13 MS. GEE:

14 Yes.

15 ATTORNEY SANKAR:

16 All right.

17 BY ATTORNEY SANKAR:

18 Q. Ms. Tarpley, can you describe your duties as an  
19 assessor?

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

22 Q. Okay. And in the course of your employment ---?

23 MS. GEE:

24 I'm sorry. She said what now?

25 A. I'm responsible for filing --- for reviewing

1 informal and formal complaints filed with the Bureau  
2 of Consumer Services.

3 ATTORNEY SANKAR:

4 Did you hear that?

5 MS. GEE:

6 I heard it.

7 ATTORNEY SANKAR:

8 All right.

9 BY ATTORNEY SANKAR:

10 Q. Now, in the course of your employment with PECO,  
11 have you had the opportunity to become familiar with  
12 Ms. Goe's account?

13 A. Yes.

14 Q. Okay.

15 ATTORNEY SANKAR:

16 Your honor, I'm going to refer to PECO  
17 Exhibit One.

18 JUDGE NGUYEN:

19 Okay.

20 BY ATTORNEY SANKAR:

21 Q. Ms. Tarpley, did you prepare PECO Exhibit One?

22 A. Yes.

23 Q. And was it prepared in PECO Energy's ordinary  
24 course of business?

25 A. Yes.

1 Q. Does it relate to Ms. Gee's account?

2 A. Yes, it does.

3 Q. Okay. Can you explain what PECO Exhibit One is?

4 A. PECO Exhibit One is the account statement for Ms.  
5 Marie Gee at 416 North 62nd Street in Philadelphia,  
6 Pennsylvania. It covers the billing period from April  
7 2002 to the bill that was rendered based on a reading  
8 March 4th, 2004.

9 Q. Okay. And what is Ms. Gee's current balance?

10 A. The current balance is \$2,445.82.

11 Q. Okay. And when was Ms. Gee's last payment made?

12 A. The last payment was made September the 19th ---  
13 excuse me, September the 22nd, 2003.

14 Q. Okay. And before --- oh. In what amount?

15 A. That amount was \$131.76.

16 Q. Okay. And before that, when was the previous  
17 payment made?

18 A. The previous payment was \$50 on June 9th, 2003.

19 Q. Okay. And can you explain what the payment entry  
20 is for April 4th, 2003?

21 A. April 4th ---.

22 MS. GEE:

23 Hello?

24 ATTORNEY SANKAR:

25 Yes? Can you hear me?

1 MS. GEE:

2 Did you say April the 4th?

3 ATTORNEY SANKAR:

4 Yes. The entry ---

5 MS. GEE:

6 Okay. Go ahead.

7 ATTORNEY SANKAR:

8 --- for April 2003.

9 A. It appears the customer paid \$1,463.10 and, of  
10 that amount, \$60 was for the reconnection fee due to  
11 termination of services.

12 BY ATTORNEY SANKAR:

13 Q. Okay.

14 MS. GEE:

15 I can't hear you.

16 ATTORNEY SANKAR:

17 Well I haven't said anything.

18 MS. GEE:

19 Okay. When nobody said anything it went  
20 dead. Like you turn something off or something.  
21 That's how come I said I can't hear you.

22 ATTORNEY SANKAR:

23 Okay. I believe the telephone has a  
24 voice recognition system, that's why.

25 MS. GEE:

1 Okay

2 ATTORNEY SANKAR:

3 But we'll continue to keep our voices up.

4 BY ATTORNEY SANKAR:

5 Q. Can you turn to PECO Exhibit Two?

6 A. Yes.

7 Q. Did you prepare PECO Exhibit Two?

8 A. Yes.

9 Q. And was it prepared in PECO Energy's ordinary  
10 course of business?

11 A. Yes.

12 Q. Does it relate to Ms. Gee's account?

13 A. Yes.

14 Q. Okay. Can you explain what PECO Exhibit Two is?

15 A. PECO Exhibit Two is an account statement covering  
16 the period from December 1998 until when the account  
17 was final in November 2001 for the customer's former  
18 address as 1643 North 61st Street in Philadelphia.

19 MS. GEE:

20 Did she say a date?

21 BY ATTORNEY SANKAR:

22 Q. What is the period of this account statement?

23 A. It's from December the 11th, 1998, until when the  
24 account was final based on a reading, November 7th,  
25 2001.

1 Q Okay. And what was the final balance on this  
2 account?

3 A The final balance was \$1,249.36.

4 Q Okay. And what happened to that balance?

5 A The balance was transferred over to the customer's  
6 active account at 62nd Street.

7 Q Okay. Now let me refer to the February 13th, 2001  
8 entry Can you explain the bills for February 13,  
9 2001 and March 14, 2001?

10 A February the 13th, 2001. is the bill reflecting 33  
11 days of usage. The usage at 1,253 kilowatt hours.  
12 The PECO charges were \$96.32, and the customer had an  
13 alternate supplier, and that charge was \$68.04 as well  
14 as being on the payment agreement at a \$15 installment  
15 amount.

16 MS. GEE:

17 Okay. I didn't hear all of that what she  
18 said

19 ATTORNEY SANFAR:

20 Where did you ---?

21 MS. GEE:

22 February 13th, 2001, 33 days and was  
23 what?

24 A. 1,253 kilowatts for that billing cycle.

25 MS. GEE:

1 And that was from when to when?

2 A. That was from January the 11th to February the  
3 13th, 2001.

4 MS. GEE:

5 January the 11th to February 13th, 2001,  
6 it was 1,253 kilowatts?

7 A. That's correct.

8 MS. GEE:

9 Okay.

10 A. PECO charges \$96.32, supplier charges \$68.04 ---

11 MS. GEE:

12 Uh-huh (yes).

13 A. --- with an instalment of \$15 toward the back  
14 bill.

15 MS. GEE:

16 Right.

17 BY ATTORNEY SANKAR:

18 Q. Okay. And for March 14th, 2001?

19 A. That billing cycle was 29 days, 1,018 kilowatt  
20 hours ---

21 MS. GEE:

22 I'm sorry, what was the total of the  
23 hours?

24 A. 1,018. PECO charges \$79.21, supplier charges  
25 \$65.28, billed an instalment of \$15.

1 BY ATTORNEY SANKAR:

2 Q. Okay. Now what happened to Ms. Gee's service  
3 after March 2001?

4 MS. GEE:

5 I can't hear anything you're saying.

6 ATTORNEY SANKAR:

7 All right.

8 BY ATTORNEY SANKAR:

9 Q. What happened to Ms. Gee's service after March  
10 2001?

11 A. After March 2001, the customer supplier charges  
12 were no longer being billed by PECO Energy.

13 MS. GEE:

14 After March 2001?

15 A. March 2001.

16 BY ATTORNEY SANKAR:

17 Q. Okay. And who was the supplier?

18 A. I'm not sure who her supplier was.

19 Q. Okay. So was PECO billing for the supplier  
20 charges?

21 MS. GEE:

22 Did she say she wasn't sure who my  
23 supplier was?

24 ATTORNEY SANKAR:

25 That is correct.

1 MS. GEE:

2 Okay.

3 A. I'm sorry. Ask the question again.

4 BY ATTORNEY SANKAR:

5 Q. Was PECC billing for supplier charges?

6 A. The PECC was --- after March 2001, we were the  
7 only supplier. The customers returned to us. Prior  
8 to that I'm not sure who the alternate supplier was.

9 Q. Okay. So for February 2001 and March 2001, there  
10 was an alternative supplier but you don't know who  
11 that supplier was?

12 A. Exactly.

13 Q. Okay.

14 MS. GEE:

15 Okay. So she doesn't know who returned  
16 me to PECO? That's what I'm understanding?

17 ATTORNEY SANKAR:

18 Ms. Gee, you can wait until after my  
19 questioning.

20 MS. GEE:

21 Okay. All right.

22 ATTORNEY SANKAR:

23 Okay.

24 MS. GEE:

25 I keep repeating because sometimes I

1 can't hear and then sometime I'm not sure what I  
2 heard. I'll wait.

3 ATTORNEY SANKAR:

4 Okay.

5 BY ATTORNEY SANKAR:

6 Q. So from April going forward PECO was the supplier;  
7 is that correct?

8 A. That's correct.

9 Q. And are those supplier charges included in the  
10 PECO bill amount?

11 A. Not in the PECO bill amount. If moving forward in  
12 April 2001 it's in the PECO --- that's PECO charges.

13 Q. Yes. So from April 2001 moving forward, are the  
14 supplier charges included in the PECO bill amount?

15 A. Yes.

16 Q. Okay.

17 MS. GEE:

18 I can't hear a thing. I don't know  
19 whether they turned off. I'm trying to wait until  
20 it's my turn but I don't hear.

21 ATTORNEY SANKAR:

22 Okay. I haven't said anything yet.

23 MS. GEE:

24 Okay. I just didn't want to miss  
25 anything.

1 BY ATTORNEY SANKAR:

2 Q. Okay. Can you turn to PECO Exhibit Three? Did  
3 you prepare PECO Exhibit Three?

4 A. Yes.

5 Q. And is PECO Exhibit Three kept in PECO Energy's  
6 ordinary course of business?

7 A. Yes.

8 Q. Does it relate to Ms. Gee's account?

9 A. Yes.

10 Q. Okay. Can you explain what PECO Exhibit Three is?

11 A. PECO Exhibit Three is reflecting the agreements  
12 that were entered on the account on 62nd Street.  
13 Beginning with December the 18th, 2001, the customer  
14 was granted payment terms for \$15 plus the current  
15 bill. And then August 1st, 2003, reflects the BCS  
16 decision that was rendered from the informal complaint  
17 on the account to pay \$15 plus the current bill.

18 Q. Okay. Can you turn to PECO Exhibit Five? Is this  
19 an accurate copy of the BCS decision you just referred  
20 to?

21 A. Yes.

22 Q. Okay. Can you explain the terms of the decision?

23 A. The decision indicates that the customer's balance  
24 at that time was \$2,645.05 and beginning with the bill  
25 dated on or about August the 7th, 2003, the customer

1 was to pay \$15 toward the arrears plus the current  
2 bills. It also indicates the customer is to pay the  
3 bills by the due date of each month and continue the  
4 payments until the account is paid in full and no late  
5 charges were to be assessed as long as the customer  
6 paid according to decision and there are special  
7 programs available to assist with billing --- the  
8 paying the bills.

9 Q. Okay. What is Ms. Gee's average bill?

10 A. The average bill is \$165.

11 Q. And what is her current calculated budget?

12 A. \$121.

13 Q. And what is the amount of undisputed unpaid  
14 charges since the BCS decision of August 1st, 2003?

15 A. \$800.77.

16 Q. Okay. How can you turn --- off. How did you  
17 calculate that amount?

18 A. The undisputed charges were based on the time  
19 period that the BCS decision was granted on the  
20 account. So it's from the period of August 1st, 2003  
21 to March 8th, 2004, the revenue was \$932.83 minus any  
22 payments made within that time period, which was  
23 \$131.76, and you minus that from the revenue and you  
24 have a total of \$800.77 for missed revenue.

25 Q. Okay. I'm going to refer your attention to PECO

1 Exhibit Four.

2 A. Yes.

3 Q. Now is this --- did you prepare PECO Exhibit Four?

4 A. Yes.

5 Q. Okay. And is this kept in PECO Energy's ordinary  
6 course of business?

7 A. Yes.

8 Q. Does it relate to Ms. Gee's account?

9 A. Yes.

10 Q. Okay. Can you explain what PECO Exhibit Four is?

11 A. PECO Exhibit Four is company records regarding the  
12 notice of --- notices that were issued relative to the  
13 termination of service that occurred on April the 1st,  
14 2003.

15 MS. GEE:

16 You're going down. I can't hear you.

17 ATTORNEY SANKAR:

18 Okay. I did not say anything.

19 BY ATTORNEY SANKAR:

20 Q. Okay. Ms. Tarpley, when was the first attempt  
21 made?

22 A. A ten day notice was sent via postal service to  
23 the customer around March 12th with an effective date  
24 --- I'm sorry.

25 MS. GEE:

1 I can't hear a thing nobody's saying. It  
2 sounded like it was a click. I don't know whether we  
3 turned off or what happened. But I can't hear a thing  
4 nobody is saying. Hello?

5 ATTORNEY SANKAR:

6 Yes. She is answering right now.

7 MS. GEE:

8 Oh, I'm sorry. I didn't hear anything.  
9 It went dead again.

10 A. The customer was issued --- a ten day notice was  
11 sent via postal service March the 8th ---

12 MS. GEE:

13 It was not the 12th, the 8th. I'm sorry.  
14 Go ahead.

15 A. --- was March the 8th with a termination date of  
16 March 20th for the amount of \$1,423.10. The first  
17 telephone attempt to satisfy the 72 hour notice was  
18 made March the 12th, 2003, and that telephone attempt  
19 was made at 8:15 p.m., there was no answer and a  
20 message was left on the answering machine. The second  
21 telephone attempt was March the 13th, 2003, at 11:07  
22 a.m., no answer, left message. The two attempts  
23 satisfy the 72 hour notice.

24 BY ATTORNEY SANKAR:

25 Q. Okay. Can you explain what the next page is?

1 A. The next page is bill document from the  
2 representative who went to the property March 24th,  
3 2003. There was no contact at 11:03, so a 48 hour  
4 notice was left at the property.

5 Q. Okay. Can you explain --- this record --- is this  
6 the actual notice that was left at the property?

7 A. This is a copy of the actual notice that was left  
8 at the property.

9 Q. Okay. So this is what the customer would see if  
10 they got the notice?

11 A. No. This is what the bill investigator keeps as a  
12 record. The customer already got the top portion of  
13 this particular document.

14 Q. Okay. So this would be a stub?

15 A. Yes.

16 Q. Okay. Can you explain what the third page is?

17 A. A second bill attempt was made on April the 1st,  
18 contact was made is indicated with an African American  
19 female and the services were terminated upon contact.

20 Q. And when did PECO receive Ms. Gee's payment for  
21 restoration?

22 A. The payment was posted to the account April the  
23 2nd. But it was confirmed April the 1st in order for  
24 us to process the restore order.

25 Q. Okay. And when was service restored?

1 A. April the 2nd.

2 MS. GEE:

3 Okay. I don't know whether they stopped  
4 talking. I can't hear anything.

5 A. We stopped talking.

6 ATTORNEY SANKAR:

7 Okay. Your Honor, I have no other  
8 questions.

9 JUDGE NGUYEN:

10 Okay. I have a few questions for you.  
11 When did you actually setup the service?

12 A. The service was terminated April the 1st.

13 JUDGE NGUYEN:

14 And the property and that were affected  
15 by that notice?

16 A. Yes.

17 JUDGE NGUYEN:

18 Which one, 62 or 61?

19 MS. GEE:

20 Hello?

21 A. Sixty-two (62). We're talking about 62nd Street.  
22 This is all --- this occurred at 62nd Street.

23 MS. GEE:

24 I can't hear a thing. I don't know  
25 whether they stopped talking or what. I can't hear

1 nothing.

2 JUDGE NGUYEN:

3 Because we don't say nothing.

4 MS. GEE:

5 Okay.

6 JUDGE NGUYEN:

7 When did she move to or from 61 Street?

8 MS. GEE:

9 Hello?

10 A. According to our records, the services were  
11 discontinued for Ms. Gee at 61st Street November the  
12 7th, 2001.

13 JUDGE NGUYEN:

14 When did she actually receive the service  
15 on 62nd Street?

16 A. Customer requested the service effective October  
17 30th, 2001.

18 MS. GEE:

19 Okay. A bleep again.

20 JUDGE NGUYEN:

21 Tell me about your history of Ms. Gee's  
22 payment?

23 A. For which account, Your Honor?

24 JUDGE NGUYEN:

25 For the account at 21st Street.

1 A. 61st Street?

2 JUDGE NGUYEN:

3 61st Street.

4 A. Based on the information I have from 61st Street,  
5 it appears from December 1998 that the customer had  
6 made about 13 payments between December 1998 and  
7 November 2001.

8 JUDGE NGUYEN:

9 How about her history at 62nd Street?

10 A. 62nd Street, according to our records, the  
11 customer it appears made three payments, three  
12 payments since the service was initiated October 30th,  
13 2001.

14 JUDGE NGUYEN:

15 Did she pay the full amount that the  
16 company requested?

17 A. During those three times?

18 JUDGE NGUYEN:

19 Yeah.

20 A. No

21 JUDGE NGUYEN:

22 How much did she pay?

23 A. One payment was due to --- one payment was for \$50  
24 --- excuse me. Going back to --- was due to the  
25 services being terminated and that amount toward the

1 revenue was \$1,463.10. The next payment was for \$50  
2 on June 9th, 2003. And then we have a payment posted  
3 September 22nd for \$131.75.

4 JUDGE NGUYEN:

5 Ms. Gee?

6 MS GEE:

7 Yes?

8 JUDGE NGUYEN:

9 Do you have any questions for the  
10 witness?

11 MS GEE:

12 I have a lot, Your Honor.

13 JUDGE NGUYEN:

14 Okay.

15 CROSS EXAMINATION

16 BY MS GEE:

17 Q. Hello?

18 A. Yes?

19 Q. Okay.

20 MS GEE:

21 Yes. I have a lot, Your Honor.

22 BY MS GEE:

23 Q. One was in Exhibit One, where my current balance  
24 was \$2,445.82.

25 A. Yes.

1 Q. And you said that the last payment that you  
2 received was \$131.76 and \$1,483.10?

3 A. \$1,483.10 and minus the \$60 reconnection charge.

4 Q. Right. Plus the \$131.76?

5 A. Right.

6 Q. Right. So what happened to the \$50 on that one?

7 A. They're two separate payments.

8 Q. Right.

9 A. The \$50 was paid June 9th, 2003.

10 Q. And the \$131.76 was when?

11 A. September 2003.

12 Q. Right. And the \$1,483.10 was when?

13 A. April 2003.

14 Q. 2003?

15 A. That's correct.

16 Q. I was just wondering how come that payment was  
17 missed?

18 A. Missed in what capacity?

19 Q. The next question that I had was, with the  
20 February 13th ---.

21 JUDGE NGUYEN:

22 Ms. Gee? Ms. Gee?

23 MS. GEE:

24 Yes?

25 JUDGE NGUYEN:

1 Please ask the question. Don't testify.

2 MS. GEE:

3 I'm sorry?

4 JUDGE NGUYEN:

5 Don't testify now. Just ask the  
6 question.

7 MS. GEE:

8 Okay.

9 BY MS. GEE:

10 Q. The question is, is you're not sure who returned  
11 me to PECO? Is there any way you can find out?

12 A. We can find out but when I investigated the  
13 complaint from the documents I received from your  
14 formal complaint, the supplier was not an issue.

15 Q. Excuse me?

16 A. The supplier was not an issue.

17 Q. No I was just asking a question. Is there any  
18 way that it could be found out who returned me to  
19 PECO?

20 A. Yes.

21 Q. Okay. The other question was, in Exhibit Four ---  
22 okay. In Exhibit Four?

23 A. Yes?

24 Q. What happened on March the 12th? You said that  
25 was the first notice. That was the first ten day

1 notice?

2 A. No. March the 12th was a telephone attempt to  
3 satisfy --- excuse me?

4 Q. Right. But what number did you use to try to  
5 attempt me?

6 A. The number of record is (215) 473-1767.

7 Q. And that is an invalid number. And I told them  
8 that when I called to have my bill to have my new  
9 meter come in they asked me that question. And I  
10 told --- they asked me what my number was, I told them  
11 I did not have a number. And they told --- you know,  
12 they just said okay. Anytime that I was to contact  
13 them, I had to call them back because ---

14 JUDGE NGUYEN:

15 Ms. Gee?

16 MS. GEE:

17 --- it was a question as to what time ---

18 JUDGE NGUYEN:

19 Ms. Gee?

20 MS. GEE:

21 --- so PECO should have known.

22 JUDGE NGUYEN:

23 Ms. Gee?

24 MS. GEE:

25 That's okay. I'm sorry. Your Honor. I

1 forgot I was asking the question.

2 JUDGE NGUYEN:

3 Yes. Don't testify.

4 MS. GEE:

5 Okay.

6 BY MS. GEE:

7 Q. The second one was the 72 hour, you said?

8 A. Yes.

9 Q. March the 12th?

10 A. March 12th was the first attempt to satisfy the 72  
11 hour notice. You made two telephone attempts to  
12 satisfy.

13 Q. And that was at 2:15?

14 A. According to our records, yes.

15 Q. Okay. But now, according to Ms. Sankar's record,  
16 it's something different.

17 A. I'm not sure what record you're referring to with  
18 Ms. Sankar.

19 Q. Okay. This is the telephonic hearing on the 21st

20 ---

21 A. I'm not privy to that.

22 Q. --- of November. You're not familiar --- okay

23 Never mind.

24 A. I'm not privy to that information.

25 Q. I'm only supposed to ask questions. I'm sorry.

1 And you left a message. I don't know who they left a  
2 message with, but it wasn't my number. I didn't even  
3 live at that actual place. Now you said that I was  
4 given a        it was an actual notice, 48 hours prior it  
5 was left?

6 A. At the property at 62nd Street.

7 Q. Right. Okay. You also said that --- my question  
8 is that you said \$1,463.10, \$50, and \$131.75 was the  
9 only payments PECO received from me from the time I  
10 moved into 62nd Street?

11 A. According to our records, yes.

12 Q. Okay. So according to your records I paid nothing  
13 else to PECO while I was at 62nd Street but those  
14 three payments?

15 A. According to the records, yes.

16 Q. Okay. The 13 payments made in between December  
17 1998 and November 2001, do you have a list of those  
18 payments?

19 A. Yes. For 61st Street?

20 Q. Yes.

21 MS. GEE:

22 Your Honor, is it proper for me to ask  
23 her what those payment dates were and the amount?

24 A. Sure. I can run them to you.

25 MS. GEE:

1 Okay.

2 A. January 27th, 1999, \$203.98. April the 16th,  
3 1999, \$60. June 29th, 1999, \$50. August the 4th,  
4 1999, \$50. October the 5th, 1999, \$100. May 23rd,  
5 2000, \$45.19. August the 15th, 2000, \$41.09.  
6 September 25th, 2000, \$80. April 3rd, 2001, \$170.  
7 April 25th, 2001, \$490, but this is not considered a  
8 valid payment because ---.

9 BY MS. GEE:

10 Q. It was returned.

11 A. Exactly.

12 Q. Right. But there was another payment made.

13 A. May 9th, 2001, \$490. May 24th, 2001, \$91.33.  
14 August the 6th, 2001, \$227, September the 8th, 2001,  
15 \$100, and that was last payment recorded for 61st  
16 Street.

17 Q. Okay. So is that --- am I correct in saying  
18 that's 14 payments, 13 because the one was returned?  
19 Thirteen (13) because the one was returned.

20 A. Thirteen (13).

21 Q. Can't hear me I guess.

22 A. Thirteen (13). Thirteen (13). That's correct.  
23 It's 13 payments. Ms. Gee?

24 Q. Yes?

25 A. Thirteen (13) valid payments.

1 Q. Thirteen (13) valid payments. Okay. What was the  
2 current bill December 18th, 2001 in Exhibit Three?

3 When I was supposed to pay \$15 plus the current bill?

4 What was the current bill at that time?

5 A. For what date?

6 Q. December 18th, 2001.

7 A. December the 18th?

8 Q. You were going in and out. I don't know. I  
9 thought that's what I heard. That's why I kept trying  
10 to --- I didn't want to say the wrong thing.

11 A. December the 18th, 2001 had to be at your new  
12 address.

13 Q. I'm asking what was the --- I didn't say ---

14 A. I don't have that ---.

15 Q. --- what address it was. What I thought that you  
16 said was December 18th, 2001, I had to pay \$15 plus my  
17 current bill.

18 A. No, I did not.

19 Q. And I wanted to know what my current bill was at  
20 that time.

21 A. No. I didn't testify to that.

22 Q. I heard --- I wrote that down in the Exhibit ---  
23 what is it --- Exhibit Three?

24 A. Exhibit Three is a --- I testified to the  
25 agreement that was issued December the 18th, 2001.

1 Q. And what was that agreement?

2 A. To pay \$15 toward the back bill in addition to  
3 your current charges per month.

4 Q. Okay. Because I heard current bill. And do you  
5 know what those current charges were?

6 A. As of December 18th, no, I do not. My records for  
7 that particular address for Exhibit One starts with  
8 April 2002.

9 Q. Excuse me?

10 A. Per my records, the account statement for 62nd  
11 Street starts with April 2002, but because I'm able to  
12 determine from other records when the agreement was  
13 entered on the account, that's what Exhibit Three is  
14 indicating.

15 Q. Oh, okay. Because when you said 2001 I thought  
16 maybe you might have known. And also it says August  
17 13th?

18 A. August 1st, 2003, the BCS decision was entered on  
19 the account ---

20 Q. Uh-huh (yes).

21 A. --- for \$15 plus the current bill.

22 Q. Okay. Could you tell me what the current bill was  
23 at that time?

24 A. The reading was obtained August the 6th, 2003, and  
25 the current bill was \$115.13.

1 Q. Could you tell me what the kilowatt hours were per  
2 day for that month?

3 A. Per month was 810.

4 Q. Could you tell me what the kilowatt hours were on  
5 the first billing date in November --- that first  
6 month in --- what did you say had records for 2000?

7 A. April ---.

8 Q. You didn't have records for from the time I  
9 moved into 61st Street; am I correct?

10 A. I did not pull that information; wasn't relevant I  
11 felt.

12 Q. Okay. So you don't have when I moved from 61st  
13 Street in 2001, to 62nd Street?

14 A. I do have it.

15 Q. You only have going from 2002?

16 A. I have 2002 for 62nd Street.

17 Q. Okay. And what month was that? How much was the  
18 bill and how many kilowatts was that?

19 A. For April the 5th, 2002?

20 Q. April the 5th, 2002.

21 A. The reading indicated was 555 kilowatt hours of  
22 usage.

23 Q. And do you have the next --- May? The kilowatts  
24 for May?

25 A. 578.

1 Q. Do you have the kilowatts for December of that  
2 same year?

3 A. Of 2002?

4 Q. Yes.

5 A. 807.

6 Q. Do you have the kilowatts for 2003 in December?

7 A. 821.

8 Q. And what about January 2004?

9 A. 1,024.

10 Q. I'm sorry?

11 A. 1,024.

12 Q. 1,024. Okay. And February 2004?

13 A. 1,100.

14 Q. I'm sorry?

15 A. 1,100.

16 Q. That's down, 700. Okay. And March?

17 A. 1,100. 1,100. Not 700.

18 Q. You had 1,100?

19 A. 1,100 for February 2004.

20 Q. 1,100 for February 2004. And for March?

21 A. 758.

22 Q. Could you tell me what the --- I meant when ---  
23 you don't know when I moved in but for --- 2003?  
24 April 2003? Could you tell me what those kilowatt  
25 hours were?

1 A. 726.

2 MS. GEE:

3 Okay. Your Honor, I don't think I have  
4 any further questions.

5 JUDGE NGUYEN:

6 Okay.

7 MS. GEE:

8 I do have one question.

9 BY MS. GEE:

10 Q. In 1998, you said I made 13 payments, was it?

11 A. Yes.

12 Q. December '98?

13 A. Between December '98 until when you moved out,  
14 November 2001.

15 Q. Okay. Can I ask you --- for employees that  
16 are --- if I were an employee at PECO, would it be  
17 shown on my account that I was an employee?

18 A. Not to my knowledge.

19 Q. It would not be shown that I was an employee?

20 A. Not to my knowledge.

21 Q. Okay. In other words you're saying my electric  
22 bill, if I was an employee, it would not show that I  
23 was an employee on my electric bill?

24 A. Not to my knowledge.

25 Q. Okay. Now could you tell me --- no. I guess you

1 can't tell me that 'cause it's not to your knowledge.

2 MS. GEE:

3 Okay. Your Honor, I think that's it for  
4 the time being.

5 JUDGE NGUYEN:

6 Okay. Thank you very much.

7 MS. GEE:

8 But, Your Honor, I would like to say  
9 something for the record that in 1998 is when I was no  
10 longer employed by PECC and I had not been employed  
11 since except for daycare I take care of one baby.  
12 But from 1998, when PECC fired me due to me being late  
13 paying a bill ten days, I had not --- hello?

14 JUDGE NGUYEN:

15 Hello.

16 MS. GEE:

17 If you can hear me. I don't know. It's  
18 just nothing. Maybe my voice is not on recognition.  
19 I don't know. Can anybody hear me?

20 ATTORNEY SANKAR:

21 Yes.

22 A. Yeah.

23 MS. GEE:

24 Oh. I just wanted to let it be known for  
25 the record that ---

1                   JUDGE NGUYEN:

2                   Ms. Gee?

3                   MS. GEE:

4                   --- from 1998 ---

5                   JUDGE NGUYEN:

6                   Ms. Gee?

7                   MS. GEE:

8                   Yes?

9                   JUDGE NGUYEN:

10                  I will admit into the record ---

11                  MS. GEE:

12                  Thank you.

13                  JUDGE NGUYEN:

14                  --- your monthly bill dated May 15, 2001,  
15 July 6, 2001, November 7, 2001, ---

16                  MS. GEE:

17                  I'm sorry, Your Honor, I can't --- I  
18 heard you say November 7, 2001, but I don't know what  
19 you're speaking of.

20                  JUDGE NGUYEN:

21                  I'm speaking about admitting your  
22 document into the record.

23                  MS. GEE:

24                  Okay.

25                  JUDGE NGUYEN:

1                   Okay. January 9, 2002. Those bills are  
2 collectively marked as Exhibit C-1.

3                   (Exhibit C-1 marked for identification.)

4                   JUDGE NGUYEN:

5                   And PECO Shutoff Notice will be marked as  
6 Exhibit C-2.

7                   (Exhibit C-2 marked for identification.)

8                   JUDGE NGUYEN:

9                   And Exhibits C-1 and C-2 are admitted  
10 into the record. PECO Exhibit One, Exhibit Two,  
11 Exhibit Three, Exhibit Four, and Exhibit Five will be  
12 admitted into the record. Do you have anything to say  
13 as a final statement?

14                   MS. GEE:

15                   Yes. Your Honor, I wanted to say that  
16 from 11/9/2001 I have a bill from 61st Street, and  
17 from 10/11 to 11/7, I have a bill for \$48.51, which I  
18 said was an estimate from --- for 62nd Street. So  
19 there was a period that I was billed at both places  
20 when I was only at one. And my discrepancy is still  
21 that I was billed incorrectly prior to coming to 62nd  
22 Street and I'm still being billed incorrectly to 62nd  
23 Street. And I hope that if you don't have them --- I  
24 can still send another copy or bring another copy to  
25 you showing that I have been billed for transmission

1 charges from PECO Energy and Exelon the same time,  
2 same month.

3       And on July the 13th to August 11th, 1999, which  
4 Ms. Sankar says is too late, but the transmission  
5 charges were billed to Exelon One. I had been billed  
6 improperly for a long while, Your Honor, and I have  
7 called more than once to PECO complaining about a high  
8 bill. And as I said, once I was no longer an employee  
9 there, I knew that I could not get too much  
10 cooperation as was the telephonic hearing on the 21st  
11 that we discussed certain things that never happened.  
12 So, you know, Your Honor, I don't know. When they say  
13 we only made three payments - - I know that that looks  
14 bad that I only made three payments. However, you get  
15 hesitant when your       the frustration comes in when  
16 you're billed incorrectly, when you can see that  
17 you're billed incorrectly, and when you can see that  
18 if you have two suppliers, one supplier would bill you  
19 for energy uses of a certain amount of kilowatts and  
20 another supplier would bill you for another amount of  
21 kilowatts for the same period of time, that's  
22 discouraging.

23                   JUDGE NGUYEN.

24                   That's it?

25                   MS. GEE:

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That's it.

JUDGE NGUYEN:

Ms. Sankar?

ATTORNEY SANKAR:

Your Honor, I do not have any closing.

JUDGE NGUYEN:

Okay.

ATTORNEY SANKAR:

I'd just like to move to admit PECO  
Exhibits One through Five.

JUDGE NGUYEN:

Thank you. We are adjourned.

\* \* \* \* \*

HEARING CONCLUDED AT 2:06 P.M.

\* \* \* \* \*

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C E R T I F I C A T E

I HEREBY CERTIFY THAT THE FOREGOING PROCEEDINGS  
WERE REPORTED STENOGRAPHICALLY BY ME AND THEREAFTER  
REDUCED TO TYPEWRITING AND THAT THIS TRANSCRIPT  
IS A TRUE AND ACCURATE RECORD THEREOF.

SARGENT'S COURT REPORTING SERVICE, INC.

*Danielle M. Lanning*

COURT REPORTER

RECEIVED

APR 27 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



An Exelon Company

# YOUR MONTHLY BILL

Your Account Number Is: 25-08-61-083617

Your Next Scheduled Meter Reading:  
June 12, 2001

Service To: MS MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151-3930

If you have Any Questions or Concerns, Call PECO Energy at: 1-800-494-4000 Before the Due Date between 7 A.M. and 8 P.M. Mon - Fr 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: May 15, 2001

### Billing For Your Energy Use:

Balance from last bill	\$1,856.27
Payment Apr.25 - Thank You!	-\$498.00
Payment May.09 - Thank You!	-\$490.00
Returned Check	\$498.00
	<hr/>
	\$1,366.27
No Late Charge On	\$1,051.29
Late Charge=1.25%	\$314.98
Return Check Charge	\$20.00
Balance at Billing	\$1,390.21

### Cost of Energy Used:

Summary of New Charges (Details on Next Page)  
From April 12, 2001 to May 14, 2001

PECO Energy Charges..... 199.78

**DOCKETED**  
MAY 04 2004

RECEIVED

APR 27 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

DOCUMENT

New Charges	\$199.78
New Balance	\$1,589.99
<hr/>	
<b>Your Special Agreement</b>	
Special Agreement Due June 5	\$15.00
( \$454.02 Balance of Agreement)	
Other Previous Billing	\$901.19

New charges contain estimated total state taxes of \$20.77, including \$8.79 for State Gross Receipts Tax. PECO Energy's new charges contain \$25.30 Intangible Transition Charges.

<b>Total Amount Due</b>	
June 5, 2001	\$1,135.97

### MESSAGE CENTER

PECO ENERGY - Your past due balance from previous billing must be paid now or the shut off process will begin. If your service is shut off you may have to pay the past due balance and a deposit. Call us now if you have a problem. We may be able to help you with special payment terms. We will not accept payments at your property.

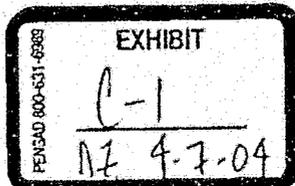
PECF04

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

■ Make checks payable to "PECO Energy".

If Paying In Person, Bring Entire Bill With You  
Due Date June 5, 2001

E-01347862





Account Number: 25-08-61-083617

Billing Details

MS MARIE GEE

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, 800-494-4000, WWW.PECO.COM

**Rate R Electric Residence Service**

Meter# 6 1305344

To June 13, 2001	51036	- Actual Reading
From April 12, 2001	<u>50349</u>	- Actual Reading
Kilowatt hours (kWh) billed for 62 days	00687	

**PECO ENERGY Charges**

From April 12, 2001 To May 31, 2001

Total Basic Charges for 544.0000 kWh ..... 78.23

From May 31, 2001 To June 13, 2001

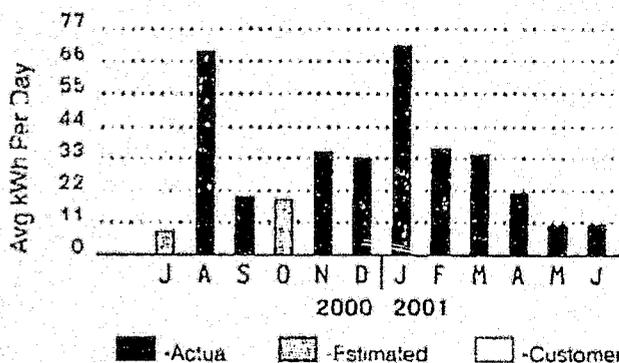
Total Basic Charges for 143.0000 kWh ..... 20.43

**New Charges \$98.66**

**Your Electric Use Pattern**

Average kWh per month 962.9  
 Total Annual kWh 11,555.0

	Last Year	This Year
kWh per day		11.0
Meter Reading		Actual
Average Temperature		71°



Account Number: 25-04-49-101626

Billing Details

MS MARIE GEE

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

**Rate R Electric Residence Service**

Meter# 9G 3753438

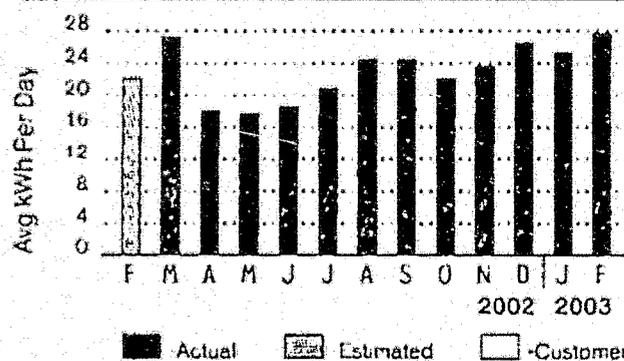
To February 5, 2003	08655	- Actual Reading
From January 7, 2003	<u>07843</u>	- Actual Reading
Kilowatt hours (kWh) billed for 29 days	00812	

**PECO ENERGY Charges**

Customer Charge		5.18
Generation and Transmission Charges (\$ .0594 X 812.0000 kWh)		48.24
Distribution Charges		34.59
Transition Charges		<u>21.68</u>
Total Basic Charges for 812.0000 kWh		109.69
State Tax Adjustment		.03
	<b>New Charges</b>	<b>\$109.72</b>

**Your Electric Use Pattern**

Average kWh per month		709.3
Total Annual kWh		8,512.0
	<u>Last Year</u>	<u>This Year</u>
kWh per day	22.4	28.0
Meter Reading	Estimated	Actual
Average Temperature	41°	28°



Account Number: 25-04-49-101626

Billing Details

MS MARIE GEE

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, 1-800-454-4000, WWW.PECO.COM

Rate R Electric Residence Service

Meter# 9G 3753438

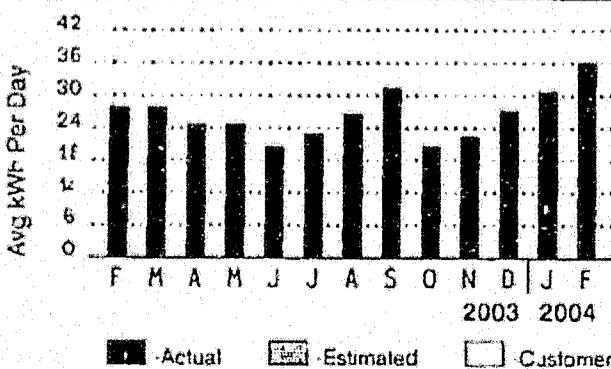
To February 5, 2004	18401	- Actual Reading
From January 6, 2004	<u>17301</u>	- Actual Reading
Kilowatt hours (kWh) billed for 30 days	01100	

**PECO ENERGY Charges**

Customer Charge		5.18
Generation and Transmission Charges (\$ 0605 X 1100 0000 kWh)		66.55
Distribution Charges		48.73
Transition Charges		<u>28.16</u>
Total Basic Charges for 1100 0000 kWh		148.62
State Tax Adjustment		<u>.31</u>
	<b>New Charges</b>	<b>\$148.31</b>

**Your Electric Use Pattern**

Average kWh per month		812.1
Total Annual kWh		9,746.0
	<u>Last Year</u>	<u>This Year</u>
kWh per day	28.0	36.6
Meter Reading	Actual	Actual
Average Temperature	28°	24°







An Exelon Company

# BILLING DETAIL

Account Number: 25-04-49-101626

Billing Details

MS MARIE GEE

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, 800-494-4000, WWW.PECO.COM

### Rate R Electric Residence Service

Meter# 6 1404011

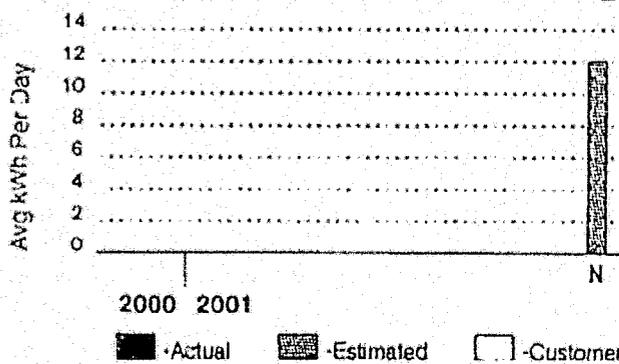
To November 5, 2001	98926	- Estimated Reading
From October 30, 2001	<u>98853</u>	- Estimated Reading
Kilowatt hours (kWh) billed for 6 days	00073	
<b>This Is An Estimated Bill</b>		

### PECO ENERGY Charges

Customer Charge .....		85
Generation and Transmission Charges (\$ .0557 X 73.0000 kWh) .....		4.06
Distribution Charges .....		3.34
Transition Charges .....		<u>1.98</u>
Total Basic Charges for 73.0000 kWh .....		10.23
	<b>New Charges</b>	<b>\$10.23</b>

### Your Electric Use Pattern

Average kWh per month	73.0
Total Annual kWh	73.0
	<u>          Last Year    This Year</u>
kWh per day	12.1
Meter Reading	Estimated
Average Temperature	57°





An Exelon Company

# YOUR MONTHLY BILL

Your Account Number Is: 25-04-49-101626

Your Next Scheduled Meter Reading:  
January 7, 2002

Service To: MS MARIE GEE  
416 N 62ND ST  
PHILADELPHIA PA 19151-4101

If you have Any Questions or Concerns, Call PECO Energy at: 1-800-494-4000 Before the Due Date between 7 A.M. and 8 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: December 12, 2001

**Billing For Your Energy Use:**

Balance from last bill	\$349.33
<u>Billing Cancelled</u>	<u>-\$343.33</u>
<b>Balance at Billing</b>	<b>\$6.00</b>

**Cost of Energy Used:**

Summary of New Charges (Details on Next Page)  
From October 30, 2001 to December 5, 2001

PECO Energy Charges ..... 29.99

<hr/>	
New Charges	\$29.99
<hr/>	
New Balance	\$35.99

New charges contain estimated total state taxes of \$3.11, including \$1.31 for State Gross Receipts Tax. PECO Energy's new charges contain \$4.43 Intangible Transition Charges.

<b>Total Amount Due</b>	
<b>January 2, 2002</b>	<b>\$35.99</b>

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.

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

PECO4

Account Number: 25-04-49-101626

Billing Details

MS MARIE GEE

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, 800-494-4000, WWW.PECO.COM

Rate R Electric Residence Service

Meter# 6 1404011

To December 5, 2001	01477	- Actual Reading
From October 30, 2001	98853	- Estimated Reading
Kilowatt hours (kWh) billed for 36 days	00187	

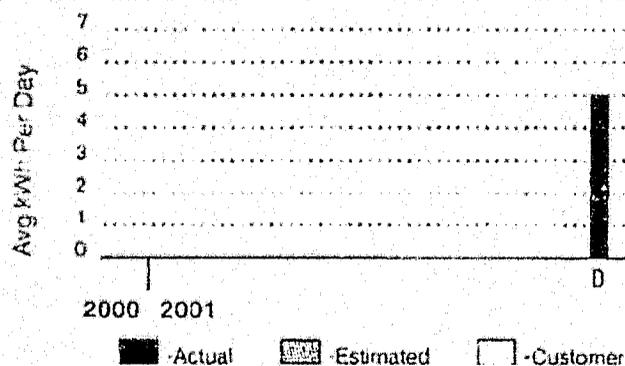
PECO ENERGY Charges

Customer Charge	5.95
Generation and Transmission Charges (\$ 0.0557 X 187.0000 kWh)	10.42
Distribution Charges	8.55
Transition Charges	5.07
Total Basic Charges for 187.0000 kWh	29.99
<b>New Charges</b>	<b>\$29.99</b>

Your Electric Use Pattern

Average kWh per month	187.0
Total Annual kWh	187.0

	Last Year	This Year
kWh per day		5.1
Meter Reading		Actual
Average Temperature		53°





Account Number: 25-04-49-101626

Billing Details

MS MARIE GEE

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, 800-494-4000, WWW.PECO.COM

**Rate R Electric Residence Service**

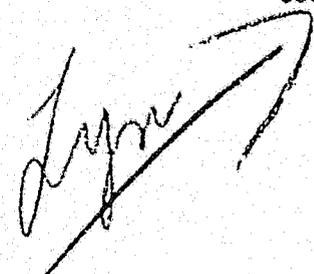
Meter# 6 1404011

To January 7, 2002	01673	- Estimated Reading
From December 5, 2001	<u>01477</u>	- Actual Reading
Kilowatt hours (kWh) billed for 33 days	00196	

This is An Estimated Bill

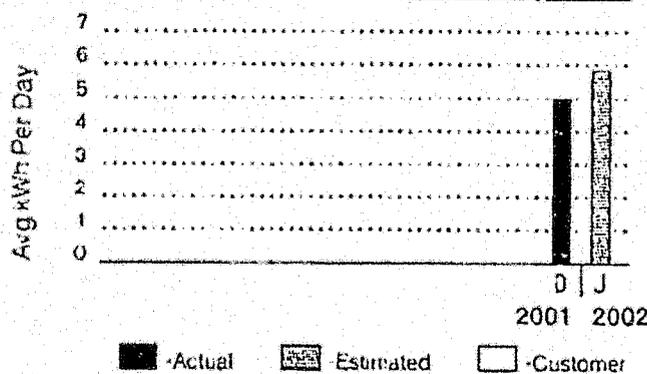
**PECO ENERGY Charges**

Customer Charge	5.10
Generation and Transmission Charges (\$ 0557 X 196.0000 kWh)	10.92
Distribution Charges	8.96
Transition Charges	5.31
Total Basic Charges for 196.0000 kWh	30.29
State Tax Adjustment	.01
<b>New Charges</b>	<b>\$30.30</b>


  
 Wed # 215-841-3753

**Your Electric Use Pattern**

Average kWh per month	19.5
Total Annual kWh	383.0
	<u>Last Year</u> <u>This Year</u>
kWh per day	5.9
Meter Reading	Estimated
Average Temperature	40°



**PECO ENERGY COMPANY**

Your Account Number is: 250449101 Past Due Amt: \$0.00  
 For Service To: 416 N 62ND ST Total Amount: \$822.52

Date Prepared: 02/19/02

Dear Customer:

We are writing to inform you that the Low Income Home Energy Assistance Program (LIHEAP) opened on November 13, 2001. According to our records, you may be eligible to receive help in paying your PECO bill. Your household may be eligible to apply for the LIHEAP Grant if your total household gross income is at or below the following income guidelines.

Household Size	Maximum Income	Household Size	Maximum Income
1	\$11,597.00	5	\$27,905.00
2	\$15,674.00	7	\$31,982.00
3	\$19,751.00	8	\$36,059.00
4	\$23,828.00	9	\$40,136.00

For each additional person add, \$4,077.00 yearly

If you have not already applied for LIHEAP, we encourage you to do so as soon as possible. Please call our toll-free line 1-800-344-3574 for an application if you have not yet received one. Your application for the CASH grant must be received NO LATER THAN March 6, 2002. If you have already applied for LIHEAP you may also be eligible for CRISIS grant. CRISIS applications must be received NO LATER THAN March 15, 2002. For additional information contact PECO at 1-800-34-HELP4. Remember, PECO can begin terminating service on April 1, 2002 for past due balances. HURRY AND APPLY FOR LIHEAP ASSISTANCE, TODAY. 1-800-344-3574.

Sincerely  
 PECO  
 Universal Service Group

See other side for more information.

**Atención**  
 Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar al número de teléfono que aparece en este documento.

Fold & Tear Here. Mail Bottom Part With Your Payment

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

Amount Enclosed , .



Account # 250449101

MS MARIE GEE  
 416 N 62ND ST  
 PHILADELPHIA, PA 19151-4101



PECO Energy Company  
48-HOUR SHUT-OFF NOTICE  
(Aviso de Suspensión de Servicio en 48 Horas)

MS MARIE GEE  
416 N 62ND ST  
PHILADELPHIA PA 19151

P26 -DAW-0086

Account Number: 25-04-49-101626

Date Prepared: 03/24/2003

Your Service Will Be Shut Off

To File a Complaint...

Because your bill is seriously past due, we will shut off the PECO Energy service on 03/26/2003 without further notice to 416 N 62ND ST

If you have any questions, or need more information, please call us at (888) 504-2156. AFTER you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC will delay the shut-off if you file a complaint before the shut-off date. To contact them call (800) 692-7389, or write to: Pennsylvania Public Utility Commission, Box 3255, Harrisburg, PA 17105-3255.

We will NOT shut off your service if you do ONE of the following:

Pay the Past Due amount of \$ 1423.10 or

Show us a paid receipt for the Past Due amount or

Call us at (888) 504 2156 right away to make payment arrangements or to dispute your past due bill.

If we shut off your service, you may have to pay the following before we will turn it back on:

Past Due Amount of \$ 1423.10

Turn-on Charge of \$ 60.00 \*

TOTAL \$ 1483.10 \*

Security deposit equal to two months of average billing

To talk to us about your bill, please call us at (888) 504-2156 or visit our PECO Energy Company office listed on the back of this notice.

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

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone living in your home is SERIOUSLY ILL

We will not shut off your service during this illness as long as you do all of the following:

1) Have the DOCTOR call or write to tell us

The name of the person who is seriously ill

What kind of illness it is

How long the person will be ill

The illness will be worse if you do not have service

2) Make payment arrangements with us for the balance you owe

Did you know that you could pay your PECO Energy bill by credit card, debit card, or check-by-phone 24 hours a day, 7 days a week?

For more information and to make a payment please call toll-free: 1-877-595-8806

Please note: A 2.8% convenience fee will be applied to each credit card or debit card transaction, by the service provider.

A \$1.00 convenience fee will be applied to each

Check-by-Phone transaction, by the service provider

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

Account Number: 25-04-49-101626

Billing Details

MS MARIE GEE

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

Rate R Electric Residence Service

Meter# 9G 3753438

To January 7, 2003	07843	- Actual Reading
From December 5, 2002	06992	- Actual Reading
Kilowatt hours (kWh) billed for 33 days	00851	

PECO ENERGY Charges

Customer Charge	5.10
Generation and Transmission Charges (\$ .0582 X 851.0000 kWh)	49.53
Distribution Charges	35.66
Transition Charges	23.40
Total Basic Charges for 851.0000 kWh	113.69
State Tax Adjustment	1.20
<b>New Charges</b>	<b>\$114.89</b>

RECEIVED

APR 27 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

DOCUMENT

DOCKETED  
MAY 04 2004

Your Electric Use Pattern

Average kWh per month	696.0
Total Annual kWh	8,352.0
	Last Year    This Year
kWh per day	5.9            25.7
Meter Reading	Estimated    Actual
Average Temperature	40°            36°

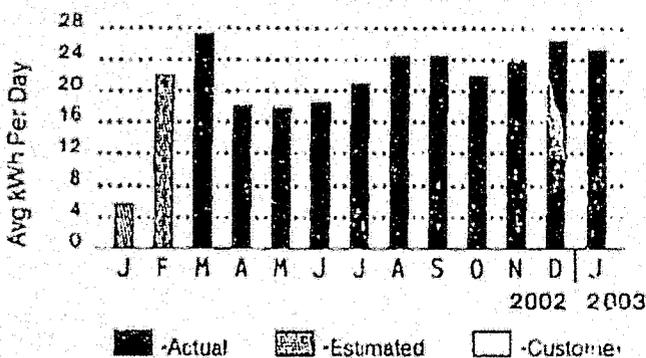


EXHIBIT  
C-2  
AF 4-7-04

F-01347862

Account Number: 25-04-49-101626      Billing Details      MS MARIE GEE

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, 800-494-4000, WWW.PECO.COM

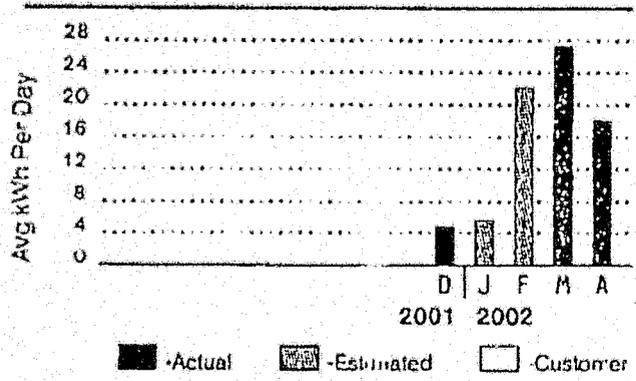
Rate R Electric Residence Service      Meter# 9G 3753438  
 To April 5, 2002      01494 - Actual Reading  
 From March 6, 2002      00939 - Actual Reading  
 Kilowatt hours (kWh) billed for 30 days      00555

**PECO ENERGY Charges**

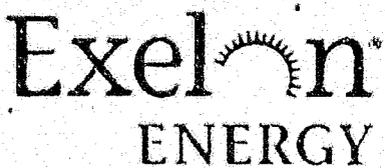
Customer Charge .....	5.10
Generation and Transmission Charges (\$ 0582 X 555 0000 kWh) .....	32.30
Distribution Charges .....	23.25
Transition Charges .....	<u>15.26</u>
Total Basic Charges for 555 0000 kWh .....	75.91
State Tax Adjustment .....	<u>72</u>
<b>New Charges</b>	<b>\$76.63</b>

**Your Electric Use Pattern**

Average kWh per month	477.2
Total Annual kWh	2,386.0
	<u>Last Year    This Year</u>
kWh per day	18.5
Meter Reading	Actual
Average Temperature	48°







A PECO Energy Enterprise

# Customer Invoice

THIS INVOICE INCLUDES YOUR FREE MONTH!

**MAILING ADDRESS:**

MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151

EXELON ENERGY ACCT. NO.: 103058 4

BILL DATE: March 15, 1999  
DUE DATE: April 5, 1999

▶ AMOUNT DUE: \$64.80

Please detach Payment Stub (Bottom Portion) and return with your payment in the enclosed envelope.

**ENERGY DETAIL**

EDG ACCOUNT NO	RATE CLASS	SERVICE ADDRESS	BILLING PERIOD	METER READINGS	USAGE	RATE	AMOUNT
250861083817 (PECO)	R	1643 N 61ST ST	FROM 01/13/99 THRU 02/11/99	E-GIN 26039 Act. END 26757 Act.	718.00 KWH	.048900	\$35.11
TOTAL CURRENT ENERGY CHARGES:							\$35.11

**BILLING CALCULATION**

Amount from Previous Bill	64.80
Balance from Previous Bill	64.80
<b>Total Outstanding Charges</b>	<b>\$64.80</b>
Current Invoice Activity:	
Exelon Energy Charges (Generation & Transmission)	35.11
JAN 1999 FREE MO.	35.11
<b>Total Charges This Period</b>	<b>\$ .00</b>
<b>Total Amount Due 04/05/1999</b>	<b>\$64.80</b>

**IMPORTANT NOTICE**

Thank you for choosing Exelon Energy! In appreciation for your renewal, we're pleased to provide you with your free month of electricity as indicated above. If you have any questions regarding your bill, please call us at 1-800-301-3500.

▲ Please detach here and return bottom portion with your payment. Keep top portion for your records. ▲



A PECO Energy Enterprise



MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151

0103058000006480 4

EXELON ENERGY ACCT. NO.	103058 4
DUE DATE:	April 5, 1999
AMOUNT DUE:	\$64.80
AMOUNT PAID:	

Please mail payment to: P.O. Box 13555, Philadelphia, Pa 19101-0355  Check here if you have made any address corrections on the back.

Please mail check payable to Exelon Energy and print your Exelon Energy account number on your check.

# Exelon<sup>®</sup> ENERGY

A PECO Energy Enterprise

## Customer Invoice

**MAILING ADDRESS:**

MARIL GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151

EXELON ENERGY ACCT. NO.: 103058 4

BILL DATE: March 25, 1999  
DUE DATE: April 14, 1999

▶ AMOUNT DUE: \$103.13

Please detach Payment Stub (Bottom Portion) and return with your payment in the enclosed envelope.

**ENERGY DETAIL**

EDC ACCOUNT NO.	RATE CLASS	SERVICE ADDRESS	BILLING PERIOD	METER READINGS	USAGE	RATE	AMOUNT
250801083617 (PECO)	R	1643 N 61ST ST	FROM 02/11/99 THRU 03/12/99	HEBIN 26757 Act ENC 27541 Act	784.00 KWH	.048800	\$38.34
TOTAL CURRENT ENERGY CHARGES:							\$38.34

**BILLING CALCULATION**

Amount from Previous Bill	64.80
Balance from Previous Bill	64.80
Total Outstanding Charges	\$64.80
Current Invoice Activity: Exelon Energy Charges (Generation & Transmission)	38.33
Total Charges This Period	\$38.33
Total Amount Due 04/14/1999	\$103.13

**IMPORTANT NOTICE**

Please call us at 1-800-301-3500 if you have any questions on this invoice.

▲ Please detach here and return bottom portion with your payment. Keep top portion for your records. ▲

# Exelon<sup>®</sup> ENERGY

A PECO Energy Enterprise

MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151

Exelon<sup>®</sup>  
ENERGY

0103058000010313 4

EXELON ENERGY ACCT. NO.	103058 4
DUE DATE:	April 14, 1999
AMOUNT DUE:	\$103.13
AMOUNT PAID:	

Please mail payment to: P.O. Box 13595, Philadelphia, Pa 19101-3595

Please check here if you have made any address corrections on the back.  
Please pay this invoice to Exelon Energy and print your Exelon Energy account number on your check.



A PECO Energy Enterprise

# Customer Invoice

**MAILING ADDRESS:**

MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151

EXELON ENERGY ACCT. NO.: 103058 4

BILL DATE: April 21, 1999  
DUE DATE: May 11, 1999

▶ AMOUNT DUE: \$125.23

Please detach Payment Stub (Bottom Portion) and return with your payment in the enclosed envelope.

**ENERGY DETAIL**

EDG ACCOUNT NO.	RATE CLASS	SERVICE ADDRESS	BILLING PERIOD	METER READINGS	USAGE	RATE	AMOUNT
250861083817 PECO	R	1643 N 61ST ST	FROM 03/12/99 THRU 04/13/99	BEGIN 27541 Act. END 27993 Act.	452.00 KWH	048600	\$22.10
TOTAL CURRENT ENERGY CHARGES							\$22.10

**BILLING CALCULATION**

Amount from Previous Bill	103.13
Balance from Previous Bill	103.13
Total Outstanding Charges	\$103.13
Current Invoice Activity: Exelon Energy Charges (Generation & Transmission)	22.10
Total Charges This Period	\$22.10
Total Amount Due 05/11/1999	\$125.23

**IMPORTANT NOTICE**

Please call us at 1-800-301-3500 if you have any questions on this invoice.

▲ Please detach here and return bottom portion with your payment. Keep top portion for your records. ▲



A PECO Energy Enterprise



MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151

EXELON ENERGY ACCT. NO.: 103058 4

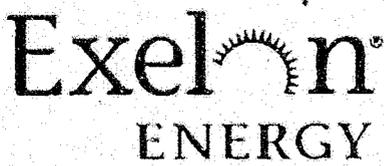
DUE DATE: May 11, 1999

AMOUNT DUE: \$125.23

AMOUNT PAID:

0103058000012523 4

Please mail payment to: P.O. Box 13595, Philadelphia, PA 19101-3595  Check here if you have made any address corrections on the back.  
Please make check payable to Exelon Energy and print your Exelon Energy account number on your check.



A PECO Energy Enterprise

# Customer Invoice

**MAILING ADDRESS:**

MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151

EXELON ENERGY ACCT. NO.: 103058 4

BILL DATE: August 17, 1999  
DUE DATE: September 6, 1999

▶ AMOUNT DUE: \$249.71

Please detach Payment Stub (Bottom Portion) and return with your payment in the enclosed envelope.

**ENERGY DETAIL**

EDC ACCOUNT NO.	RATE CLASS	SERVICE ADDRESS	BILLING PERIOD	METER READINGS	USAGE	RATE	AMOUNT
250861083617 (PECO)	R	1643 N 61ST ST	FROM 07/13/99 THRU 08/11/99	BEGIN 29766 Act. END 30539 Act.	773.00 KWH	04890C	\$37.80
TOTAL CURRENT ENERGY CHARGES:							\$37.80

**BILLING CALCULATION**

Amount from Previous Bill	211.92
Balance from Previous Bill	211.92
<b>Total Outstanding Charges</b>	<b>\$211.92</b>
Current Invoice Activity:	
Exelon Energy Charges (Generation & Transmission)	37.79
<b>Total Charges This Period</b>	<b>\$37.79</b>
<b>Total Amount Due 09/06/1999</b>	<b>\$249.71</b>

**IMPORTANT NOTICE**

Please call us at 1-800-301-3500 if you have any questions on this invoice.

▲ Please detach here and return bottom portion with your payment. Keep top portion for your records. ▲



A PECO Energy Enterprise



MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151

0103058000024471 4

EXELON ENERGY ACCT. NO. 103058 4

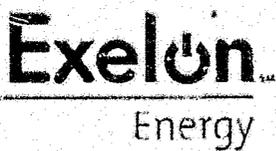
DUE DATE: September 6, 1999

AMOUNT DUE: \$249.71

AMOUNT PAID

Please mail payment to: P.O. Box 13595, Philadelphia, Pa 19101-3595

Check: Where if you have made any address corrections on the back. Please make check payable to Exelon Energy and print your Exelon Energy account number on your check.



Exelon Energy  
 PO Box 1507  
 Southeastern, PA 19399-1507

Customer Invoice

MAILING ADDRESS:

MARIE GEE  
 1643 N 61ST ST  
 PHILADELPHIA PA 19151

STATEMENT NO.: 393441  
 EXELON ENERGY ACCT NO.: 265179-2  
 BILL DATE: February 16, 2001  
 DUE DATE: March 09, 2001  
 ► AMOUNT DUE: \$ 68.04

**Account Activity**

Amount from previous invoice	117.78
Payment received on February 08, 2001 Thank you!	117.78
Balance "Not Past Due" from Previous Invoice	117.78
<b>Total Outstanding Charges</b>	<b>\$ 0.00</b>
<b>Current Invoice Activity:</b>	
Exelon Energy Charges (Generation & Transmission)	68.04
<b>Total Amount Due On March 09, 2001</b>	<b>\$ 68.04</b>

**Messages**

Welcome to Exelon Energy. We have worked very hard to bring you a user friendly invoice. We hope you like it.

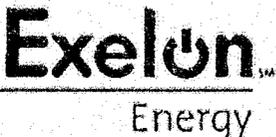
Exelon Energy Charges contains \$2.99 for State Gross Receipts Tax.

Thank you for choosing Exelon Energy! We look forward to serving you.  
 Please call us if you have any questions regarding this invoice  
 Residential Toll Free Number 1-888-406-1472  
 Small Business Toll Free Number 1-888-406-1473  
 Large Commercial & Industrial Customers 1-888-406-1471

**Consumption Details**

Local Utility Information	Rate	Service Address	Invoice Period	Meter Readings	Energy Usage	Exelon Rate	Amount
PECO Acct No 250801083017 Meter # 6 1305344 Multiplier 1	R	1643 61ST ST PHILADELPHIA PA, 19151	Begin 01/11/2001 End 02/13/2001 Days 33	47441 Actual 48694 Actual	1253 kWh	\$0.0543	\$68.04
<b>Total Current Energy Charges:</b>							<b>\$68.04</b>

▲ Please detach here and return bottom portion with your payment. Keep top portion for your records. ▲



Exelon Energy  
 PO Box 1507  
 Southeastern, PA 19399-1507



MARIE GEE  
 1643 N 61ST ST  
 PHILADELPHIA PA 19151

STATEMENT NO.: 393441

EXELON ENERGY ACCT NO.:  
 265179-2

DUE DATE:  
 March 09, 2001

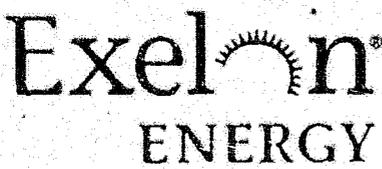
AMOUNT DUE:  
 \$ 68.04

AMOUNT PAID

02651790000006804 2

Please mail payment to P. O. Box 400, Newark, NJ 07102-0400  
 1000197-001

Check here if you have made any address corrections on the back.  
 Please make check payable to: Exelon Energy and print your Exelon Energy account number on your check.



A PECO Energy Enterprise

# Customer Invoice

**MAILING ADDRESS:**

MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151

EXELON ENERGY ACCT. NO.: 103058 4

BILL DATE: June 16, 1999  
DUE DATE: July 6, 1999

▶ AMOUNT DUE: \$170.16

Please detach Payment Stub (Bottom Portion) and return with your payment in the enclosed envelope.

**ENERGY DETAIL**

EDC ACCOUNT NO.	RATE CLASS	SERVICE ADDRESS	BILLING PERIOD	METER READINGS	USAGE	RATE	AMOUNT
250881083017 (PECO)	R	1643 N 61ST ST	FROM 05/12/99 THRU 06/11/99	BEGIN 28354 Act. END 28912 Act.	555.00 KWH	.048900	\$27.29
TOTAL CURREN* ENERGY CHARGES							\$27.29

**BILLING CALCULATION**

Amount from Previous Bill	142.88
Balance from Previous Bill	142.88
Total Outstanding Charges	\$142.88
Current Invoice Activity: Exelon Energy Charges (Generation & Transmission)	27.28
Total Charges This Period	\$27.28
Total Amount Due 07/06/1999	\$170.16

**IMPORTANT NOTICE**

Please call us at 1-800-301-3500 if you have any questions on this invoice.

▲ Please detach here and return bottom portion with your payment. Keep top portion for your records. ▲



A PECO Energy Enterprise

MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151



0103058000017016 4

EXELON ENERGY ACCT. NO.:	103058 4
DUE DATE:	July 6, 1999
AMOUNT DUE:	\$170.16
AMOUNT PAID:	

Please mail payment to: P.O. Box 13595, Philadelphia, Pa 19101-3595 | Check here if you have made any address corrections on the back  
Please make check payable to Exelon Energy and print your Exelon Energy account number on your check



PECO ENERGY

ENERGYONE

Monthly Energy Invoice

BILLING SUMMARY

MAILING ADDRESS:  
 MARIE GEE  
 1643 N 61ST ST  
 PHILADELPHIA PA 19151

PECO ENERGY/ENERGYONE ACCT NO: 1030584  
 BILL DATE: June 18, 1998  
 DUE DATE: July 18, 1998  
 AMOUNT DUE: \$56.04

Please detach Payment Stub (Bottom Portion) and return with your payment in the enclosed envelope.

ENERGY DETAIL

EDC ACCOUNT NO.	RATE CLASS	SERVICE ADDRESS	BILLING PERIOD	METER READINGS	USAGE	RATE	AMOUNT
250801053017 (PECO)	R	1643 N 61ST ST	FROM 05/12/98 THRU 06/11/98	BEGIN 21236 Act. END 21733 Act.	497 kWh	\$0.030	\$14.91
TOTAL CURRENT ENERGY CHARGES:							\$14.8

POOR ORIGINAL

BILLING CALCULATION

Amount from Previous Bill	41.13
Balance from Previous Bill	41.13
Total Outstanding Charges	\$41.13
Charges This Period:	
New Energy Charges this Period	14.91
Total Charges This Period	\$14.91
Total Amount Due 07/08/98	\$56.04

We're pleased to announce that we're changing our name to Exelon Energy. Please look for our new bill format next month!

MESSAGES

Welcome to PECO Energy/EnergyOne. You will receive a separate bill from your Electric Distribution Company (EDC), PECO Energy, for your non-energy charges. Please see the reverse side of this invoice for important service information you need to know.

Please call us at 1-800-301-7500 if you have any questions on this bill.

▲ Please detach here and return bottom portion with your payment. Keep top portion for your records. ▲

PECO ENERGY ENERGYONE

PECO Energy/EnergyOne

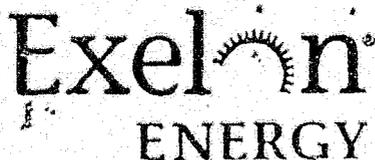
MARIE GEE  
 1643 N 61ST ST  
 PHILADELPHIA PA 19151

0103058000005604 4

PECO ENERGY/ENERGYONE ACCT NO: 1030584  
 DUE DATE: July 8, 1998  
 AMOUNT DUE: \$56.04  
 AMOUNT PAID:

Please mail payment to P.O. Box 13599, Philadelphia, Pa 19131-3595

Check here if you have made any address corrections on the back. Please make check payable to PECO Energy/Energy One and print your PECO Energy/Energy One account number on your check.



A PECO Energy Enterprise

# Customer Invoice

**MAILING ADDRESS:**

MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151

EXELON ENERGY ACCT. NO.: 103058 4

BILL DATE: December 14, 1999  
DUE DATE: January 11, 2000

▶ AMOUNT DUE: \$405.83

Please detach Payment Stub (Bottom Portion) and return with your payment in the enclosed envelope.

### ENERGY DETAIL

EDG ACCOUNT NO.	RATE CLASS	SERVICE ADDRESS	BILLING PERIOD	METER READINGS	USAGE	RATE	AMOUNT
250061083617 (PECO)	R	1643 N 61ST ST	FROM 11/09/99 THRU 12/09/99	BEGIN 32417 Act END 33732 Act	1315.00 KWH	.048000	\$64.30
TOTAL CURRENT ENERGY CHARGES							\$64.30

### BILLING CALCULATION

Amount from Previous Bill	341.53
Balance from Previous Bill	341.53
Total Outstanding Charges	\$341.53
Current Invoice Activity:	
Exelon Energy Charges (Generation & Transmission)	64.30
Total Charges This Period	\$64.30
Total Amount Due 01/11/2000	\$405.83

### IMPORTANT NOTICE

Please call us at 1-800-301-3500 if you have any questions on this invoice.

▲ Please detach here and return bottom portion with your payment. Keep top portion for your records. ▲



A PECO Energy Enterprise

MARIE GEE  
1643 N 61ST ST  
PHILADELPHIA PA 19151



0103058000040583 4

EXELON ENERGY ACCT. NO.	103058 4
DUE DATE:	January 11, 2000
AMOUNT DUE:	\$405.83
AMOUNT PAID:	

Please mail payment to: P. O. Box 13595 Philadelphia, Pa 19101-3595  Check here if you have made any address corrections on the back.

Please make check payable to Exelon Energy and print your Exelon Energy account number on your check.



Account Number: 25-04-49-101626

Billing Details

MS MARIE GEE

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

Rate R Electric Residence Service

Meter# 9G 3753438

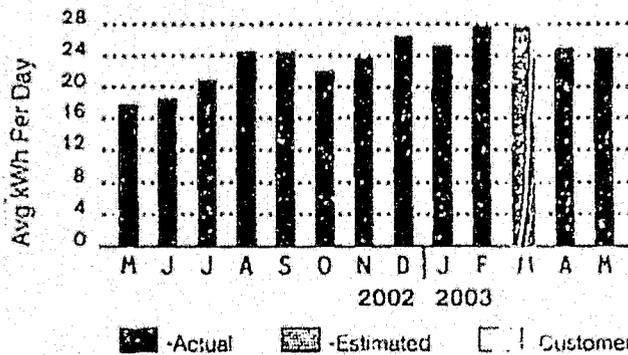
To May 6, 2003	10994	- Actual Reading
From April 4, 2003	10193	- Actual Reading
Kilowatt hours (kWh) billed for 32 days	00801	

PECO ENERGY Charges

Customer Charge	5.18
Generation and Transmission Charges (\$ .0594 X 801.0000 kWh)	47.58
Distribution Charges	34.12
Transition Charges	21.39
Total Basic Charges for 801.0000 kWh	108.27
State Tax Adjustment	.03
<b>New Charges</b>	<b>\$108.30</b>

Your Electric Use Pattern

Average kWh per month	740.5
Total Annual kWh	8,920
	<u>          Last Year      This Year</u>
kWh per day	18.0      25.0
Meter Reading	Actual      Actual
Average Temperature	59°      54°





An Exelon Company

# YOUR MONTHLY BILL

Your Account Number Is: 25-04-49-101626

Your Next Scheduled Meter Reading:  
June 5, 2003

Service To: MS MARIE GEE  
416 N 62ND ST  
PHILADELPHIA PA 19151-4101

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: May 8, 2003

**Billing For Your Energy Use:**

Balance from last bill	\$1,391.19
Balance at Billing	\$1,391.19

**Cost of Energy Used:**

Summary of New Charges (Details on Next Page)  
From April 4, 2003 to May 6, 2003

PECO Energy Charges ..... 108.30

<b>New Charges</b>	<b>\$108.30</b>
<b>New Balance</b>	<b>\$1,499.49</b>
<b>Your Special Agreement</b>	
Special Agreement Due May 29	\$15.00
( \$448.08 Balance of Agreement)	
Other Previous Billing	\$928.11

New charges contain estimated total state taxes of \$12.88, including \$8.38 for State Gross Receipts Tax. PECO Energy's new charges contain \$12.18 Intangible Transition Charges.

<b>Total Amount Due</b>	..
<b>May 29, 2003</b>	<b>\$1,051.41</b>

**MESSAGE CENTER**

▼ 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 **May 29, 2003**

Please Pay **\$1,051.41**  
Amount Enclosed

Account # **25-04-49-101626**

\*\*\*\*\*AUTO\*\*5-DIGIT 19151  
1977006-052059-000406 T000257 P312 PAV

MS MARIE GEE  
416 N 62ND ST  
PHILADELPHIA PA 19151-4101



INFORMAL COMPLAINT DECISION  
BUREAU OF CONSUMER SERVICES, INFORMAL COMPLAINT UNIT  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

MARIE GEE  
416 N 62<sup>ND</sup> STREET  
PHILADELPHIA PA 19151

*Lovity* 215-569-1999

Date: 8/1/2003

BCS No: 1347862

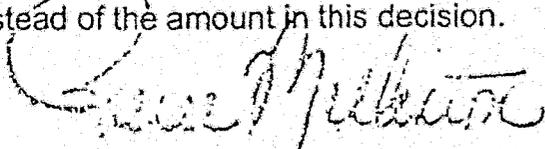
Account No: 25-04-49-101626

v.

PECO ENERGY

You contacted the Public Utility Commission disputing the high balance on your bill after you paid the company \$1463.10 to have your service restored on April 1, 2003. The Informal Complaint Unit reviewed the case with you. The remaining high balance is a result of \$1,249.36 being transferred to your current account from a prior address at 1643 N 61<sup>st</sup> Street, Philadelphia, PA on December 13, 2001. The high balance is also a result of only three payments to the account(s) since you established service with the company on November 5, 2001. Your balance is correct.

- Your total account balance is \$1,645.05. This balance does not include any payments or bills sent out on or after 8/1/2003.
- Beginning with the bill dated on or about August 7, 2003, you must pay the company all current bills, PLUS \$15.00 per month toward the arrears.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or you do not keep this agreement.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.

  
RENEE MCCLINTON  
Investigator

T



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

8/1/2003

BCS No: 1347862

MARIE GEE  
416 N 62<sup>ND</sup> STREET  
PHILADELPHIA PA 19151

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. We have also sent a copy of this decision to your utility company. This decision is binding on all parties, and unless you or the company appeals this decision, it will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date indicated on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms your appeal will begin. The Commission will assign your complaint to an Administrative Law Judge, and a hearing date will be scheduled.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call 1-800-782-1110.

Sincerely,

RENEE MCCLINTON  
Investigator

Enclosure

PECO ENERGY  
25-04-49-101626

Legal Department

Exelon Business Services Company  
430 Market Street, S231  
PO Box 8699  
Philadelphia, PA 19101-8699

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

Business Services  
Company

Direct Dial: 215 841 5604

November 7, 2003

Marie Gee  
416 N. 62<sup>nd</sup> Street  
Philadelphia, PA 19151

RE: Marie Gee v. PECO Energy Co.; PUC Docket No. F-01347862

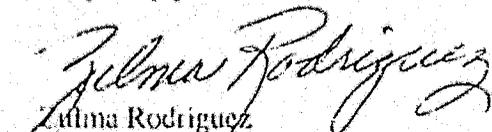
Dear Ms. Gee:

I am writing on behalf of PECO Energy Company regarding the above-referenced Complaint filed with the Public Utility Commission. We have repeatedly called the telephone number listed on your complaint but have been unable to contact you by telephone. We need to speak to you as soon as possible regarding this case, to set up a telephone conference to discuss the issues raised in your Complaint. This conference may allow you the opportunity to address your concerns and reach an amicable resolution of the matter.

Please be so kind as to contact our office upon receipt of this letter to schedule a telephone conference. We would like to speak with you by phone to see if we can settle this matter, but we need to hear from you by as soon as possible since the due date has past. If we have not heard from you by telephone or letter by November 21, 2003, our only recourse will be to contact the Mediator in this case and request a hearing.

We hope to speak with you soon, to resolve the matter and retain you as a valued PECO customer. If you have any questions or concerns, feel free to call us at the number listed below.

Very truly yours,

  
Zulma Rodriguez  
Legal Division, Exelon Business Services Company  
For Priya Sankar, Attorney

(215-841-6841 or 215-841-5604)

cc: Mr. Bruce Bigelow, Mediator

Legal Department

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

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

Business Services  
Company

Direct Dial: 215 841-6841

December 3, 2003

via e-mail and first class mail

Mr. Bruce Bigelow  
ADR/Mediation Coordinator  
G-23, North Office Building  
PO Box 3265  
Harrisburg, PA 17105-3265

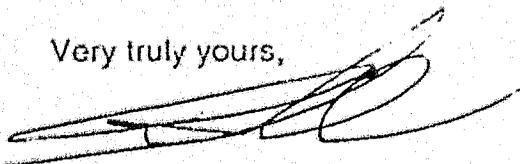
**RE: Marie Gee v. PECO Energy Company**  
**Docket No. F-01347862**

Dear Mr. Bigelow:

This letter is to inform you that a telephonic settlement conference was held November 21, 2003, between PECO Energy and Ms. Gee, pursuant to the Interim Order Setting Settlement Conference.

At this time, PECO Energy would like to request a formal mediation session. PECO Energy estimates that the session should last no longer than two hours. PECO Energy hopes to resolve this matter amicably. If you have any questions, please feel free to contact me. Thank you.

Very truly yours,



Priya Sankar  
Counsel for PECO Energy Company

cc: All Parties

POOR ORIGINAL

11/21/03 1:05 - 1:30 p.m.

Priya Shankar

I've received your complaint and would like to know how would you like your complaint resolved

How were you harassed? I see payment of \$148310 on April 2nd, does that sound accurate?

I can check records to see if 48 hours given you

Notice sent 3/10 w/ termination date of 3/20 or soon after

1<sup>st</sup> telephone contact 3/12 - 8:15 p.m. - NA

left message

2<sup>nd</sup> phone contact - 3/13 - 11:07 a.m. - NA - message

3<sup>rd</sup> - field contact 3/24 - 11:03 a.m. - NA - left

48 hr notice

4<sup>th</sup> - field contact 4/1/03 1:28 p.m. - contact

made w/ attempt to post termination

Records show payment made on 4/2

asked where was payment made

POOR ORIGINAL

Does not know exact number of days  
payment sent to authorize pay center to  
appear at PECO

Does not know exact procedure - Customer  
Service knows procedure

\* if payment made on or before 1<sup>st</sup>, and  
service terminated on or after the 1<sup>st</sup>,  
will recommend that disconnection charges  
be reimbursed

How would you like this resolved

1:21 pm Glad Smith, Supervisor (supposedly)  
Entered Room - She gave him a synopsis of  
what had transpired so far -

\*\* Heard Beep - they were recording conversation  
without prior notification or consent

Marie has stated how she wanted complaint  
resolved (stop harassment, job back, consistency in bills)

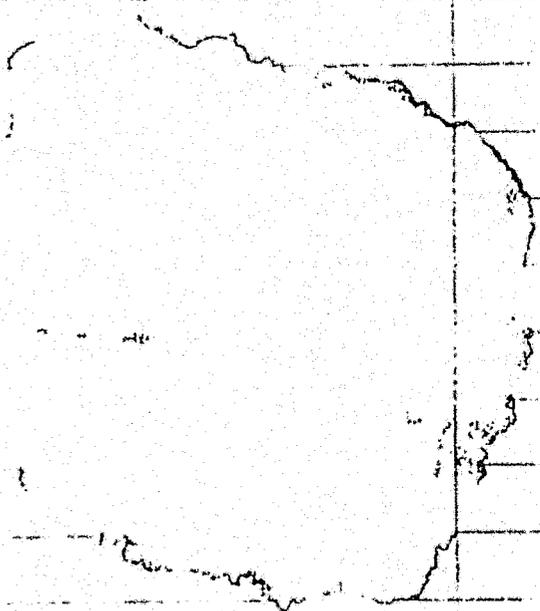
Glad stated that he was not authorized to  
talk about employment but is authorizing

Priya and He is authorized to Discuss  
and resolve Billing - He will recommend that  
you talk to HR

He has not reviewed complaint or billing  
prior to teleconference, but He will sit  
down and go over bills. ~~It~~ <sup>HE</sup> will  
check to see if the non consistency  
of bills are ~~harassing~~ a form  
of Harassment, if so, it will be  
stopped immediately

Priya - Will send out an HR contact and  
meet Billing statements. Will set up another  
tele conference

**POOR ORIGINAL**



February 19, 2001

Marie Gee  
1643 N. 61<sup>st</sup> Street  
Philadelphia, PA 19151

RE: 250861083617

Dear Ms. Gee,

Our records indicate that you have not paid recent bills for our generation charges. Therefore, this letter will serve as notice that we are canceling your Exelon Energy electric generation service agreement within the next 45 days and your account will be returned to your local Electric Distribution Company at that time.

If you have any questions about the cancellation of your Exelon Energy service you can reach us Monday - Friday from 8 a.m. - 7 p.m. at 1.877.232.3695.

Sincerely,

*Ryan F. Dougherty*

Ryan F. Dougherty  
Credit & Collections Management

Marie

LEGAL DEPARTMENT  
2301 Market Street  
S23-1

August 17, 1992

TO: Legal Department  
FROM: James W. Durham *[Signature]*  
Senior Vice President & General Counsel  
SUBJECT: Employee Accounts

PECo has established a new Employee Delinquent Account Policy for situations where accounts for which an employee or their spouse is responsible remain unpaid.

In order to uniformly implement the new policy, it is necessary to identify employee and spouse accounts. Attached is a copy of your Personal Information Form (PIF) which will be used for this purpose.

If you live within the service territories of PECO or its subsidiaries, please fill in the 12-digit account number of the address at which you live in the "ACCT NO" field.

In the Account Responsibility Code, indicate either "Y" for yes if the account is in your name or that of your spouse. Enter "N" for no if you live outside PECO's service territory.

Please complete your PIF by August 21. Attorneys should return their form to Theresa Rykaczewski. All other employees should return their forms to Karen Simpson.

JWD/kms  
Attachment

EMPLOYEE ID  
160485269

EFF DATE

EMPLOYEE NAME  
GEE, MARIE L

SUFFIX PREFIX  
MS

HOME DEPARTMENT  
LEGAL  
2301 MARKET ST  
PHILA PA 19101

\*\*\* CURRENT ADDRESS DATA - TRANS 005

ADDRESS LINE 1: 1643 N 61ST ST  
ADDRESS LINE 2:  
RES CODE: 1  
HOME PHONE: 215-473-1767  
WORK PHONE: EXT: 4279

CITY: PHILA  
STATE: PA  
ZIP: 19151  
HOME GRID: 1014  
ACCT RESP CODE: ACCT NO:  
MAIL STOP: S23-1

\*\*\* NEW ADDRESS DATA - TRANS 005

ADDRESS LINE 1:  
ADDRESS LINE 2:  
RES CODE:  
HOME PHONE:  
WORK PHONE:

MUNIC CODE:  
HOME GRID:  
ACCT RESP CODE:  
CITY:  
STATE:  
ZIP:  
ACCT RESP CODE: ACCT NO:  
MAIL STOP:  
BOROUGH OR TOWNSHIP:

\*\*\* EMERGENCY CONTACT DATA - TRANS 005

NAME: SIMS, ELAINE  
PHONE1: 215-877-8863  
NAME:  
PHONE1:

RELATIONSHIP: MOTHER  
PHONE2:  
RELATIONSHIP:  
PHONE2:

\*\*\* PERSONAL DATA - TRANS 005

SEX: F  
BLOOD TYPE:  
ETHNICITY: B  
EDUC LEVEL: 04

DATE OF BIRTH: 09/13/1956  
MARITAL STATUS: S  
HANDICAP:  
EDUC LEVEL YR:

SSN/SIN: 160-48-5269  
MILITARY STATUS:  
REFERRAL SOURCE:  
PAYROLL NUMBER: 040039  
RACF ID:

\*\*\* PERSONAL ACTION DATA - TRANS 003

EMPLOYMENT DATE: 02/17/1981  
ORIGINAL HIRE DATE: 02/17/1981

PERSONAL INFORMATION FORM (PIF)

Employee Signature: \_\_\_\_\_

Entered By: \_\_\_\_\_



An Exelon Company

PECO an Exelon Company  
Customer Service Center  
2501 Market Street, N.J. 3  
PO Box 8699  
Philadelphia, PA 19101-8699

Telephone 215-831-4000  
www.pECO.com

April 2, 2004

Marie Gee  
416 N 62nd St  
Philadelphia PA 19151-4101

RE: 416 N 62nd St  
Philadelphia PA 19151-4101

Dear Ms. Gee:

Thank you for your recent inquiry. We are glad to comply with your request for the following bill information:

Account Number: 25-04-49-101626  
Previous Balance: \$2,342.02  
Payments: \$0.00  
Late Charges: \$0.00  
Balance at Billing: \$2,342.02 on: 03/08/04

**PECO ENERGY Charges**

Rate: R		
To: 03/04/04	19159	Actual
From: 02/05/04	18401	Actual
Usage: 758 (kWh)		
Customer Charges .....		\$5.18
Distribution Charges .....		\$33.58
Transition Charges .....		\$19.40
Generation and Transmission Charges .....		\$45.86
PA State Tax Adjustments .....		\$0.22-
Total Basic Charges .....		\$103.80
<b>Total New Charges: \$103.80</b>		

New charges contain \$6.12 for State Gross Receipts Tax. PECO Energy's new charges contain \$14.15 Intangible Transition Charges.

Total Open Balance: \$2,445.82 (Includes special agreement balance of \$1,525.05)  
Total Amount Due: \$920.77 (Includes past due of \$801.97 + special agreement installment of \$15.00)  
Due Date: 3/29/04

We at PECO Energy want you to be completely satisfied. If you have any further questions or requests, please contact us at (800) 494-4000.

Cordially,  
*Josette S. Womack*  
Customer Consultant

RECEIVED Page 1

APR 27 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Prepared by Regulatory Performance  
Format PUC  
Docket #F-1347862

Rates Residential Electric

DOCUMENT

Account Statement  
Customer Name: Ms Maree Gee  
Address: 416 N 62nd St  
Philadelphia Pa 19151-4101  
Account Number: 25-04-49-101626  
CURRENT ADDRESS

Bill Period	DAYS	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
04/05/02	30	1494 - R	555	18.5	76.63 + 15.00			910.02	04/30/02				1,553.10	Pymt agmt \$15 + CB issued 12/18/01
05/07/02	32	2072 - R	578	18.0	79.61 + 15.00			1,004.63	05/30/02				1,632.71	
06/06/02	30	2639 - R	567	18.9	79.40 + 15.00			1,099.03	07/01/02				1,712.11	
07/08/02	32	3316 - R	677	21.1	95.58 + 15.00			1,209.61	07/31/02				1,807.69	
08/06/02	29	4034 - R	718	24.7	101.59 + 15.00			1,326.20	08/29/02				1,909.28	
09/05/02	30	4777 - R	743	24.7	105.39 + 15.00			1,446.59	09/30/02				2,014.67	
10/04/02	29	5422 - R	645	22.2	88.34 + 15.00			1,549.93	10/29/02				2,103.01	
11/05/02	32	6185 - R	763	23.8	103.54 + 15.00			1,668.47	12/02/02				2,206.55	
12/05/02	30	6992 - R	807	26.9	109.21 + 15.00			1,806.71	12/30/02	14.03			2,329.79	BM 03
01/07/03	33	7843 - R	851	25.7	114.89 + 15.00			1,952.18	01/30/03	15.58			2,460.26	BM 07
02/05/03	28	8655 - R	812	28.0	109.72 + 15.00			2,094.10	03/03/03	17.20			2,587.18	BM 07
03/06/03	29	9467 - R	812	28.0	109.72 + 15.00			2,237.58	03/31/03	18.76			2,715.66	BM 07
04/04/03	29	10193 - R	726	25.0	98.63 + 15.00			928.11	04/29/03		1,483.10	04/02/03	1,391.19	*Reconnect Fee
05/06/03	32	10894 - R	801	25.0	108.30			1,051.41	05/29/03				1,499.49	

RECORDED  
MAY 04 2004

EXHIBIT  
F-1347862

F-01347862

Ex

4-7-04

Prepared by Regulatory Performance  
 Format Puc  
 Docket #F- 1347862

Account Statement  
 Customer Name  
 Address

Ms Marie Gee  
 416 N 62nd St  
 Philadelphia Pa 19151-4101

Account Number: 25-04-49-101626

**CURRENT ADDRESS**

Bill Period	D A Y S	Meter Reading -Type	U S A G E	Dly Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg	Saes Tax	Amount Reqstd	Due Date	Late Chg	Payment	Date Pymt Rec'd	Balance	Comments
					+ 15.00									
06/05/03	30	11631 - R	637	21.2	89.69 + 15.00			1,106.10	06/30/03		50.00	06/09/03	1,539.18	
07/07/03	32	12376 - R	747	23.3	105.87 + 15.00			1,226.97	07/30/03				1,645.05	
08/06/03	30	13188 - R	810	27.0	115.13 + 15.00			130.13	09/02/03				1,760.18	BCS Decision \$15 + CB
09/05/03	30	14142 - R	954	31.8	136.30 + 15.00			283.06	09/30/03	1.63			1,898.11	BM 03
10/06/03	31	14787 - R	655	21.1	89.49 + 15.00			255.79	10/29/03		131.76	09/22/03	1,855.84	
11/04/03	29	15456 - R	659	22.7	90.01 + 15.00			360.80	12/01/03				1,945.85	
12/04/03	30	16277 - R	821	27.3	110.87 + 15.00			486.67	12/29/03				2,056.72	
01/06/04	33	17301 - R	1024	31.0	136.99 + 15.00			638.66	01/29/04				2,183.71	
02/05/04	30	18401 - R	1100	36.6	148.31 + 15.00			801.97	03/01/04				2,342.02	
03/04/04	28	19159 - R	758	27.0	103.80 + 15.00			920.77	03/29/04				2,445.82	

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

RECEIVED

APR 27 2004

Account Statement  
Customer Name:  
Address:

Marie Gee  
1643 N 61<sup>st</sup> Street PA  
Philadelphia Pa 19151  
PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Prepared by Regulatory Performance  
Investigator: Formal Puc  
Docket #F-01347862

Account Number: 25-08-61-083617

Rates: Residential Electric

Bill Period	D A Y S	Meter Reading -Type	U S A G E	Diy Avg Use	Peco Bill Amt /Budget + Agmt	Supp Chg.	State Tax	Amount Reqstd	Due Date	Late Chg	Payment	Date Pymt Rec'd	Balance	Comment
12-11-98		24965 - A											104.35	Previous Bc
01-13-99	33	26039 - A	1074	32.5	98.33			203.98	2-8-99	1.30			203.98	BM 03
02-11-99	29	26757 - A	718	24.7	50.98			51.00	3-9-99		203.98	01-27-99	51.00	
03-12-99	29	27541 - A	784	27.0	55.20			106.84	4-6-99	64			106.84	BM 03
04-13-99	32	27993 - A	452	14.1	33.99			142.16	5-6-99	1.33			142.16	BM 03
05-12-99	29	28354 - A	361	12.4	28.17			111.36	6-7-99	1.03	60.00	4-16-99	111.36	BM 03
06-11-99	30	28912 - A	558	18.6	41.32			154.06	7-6-99	1.38			154.06	BM 03
07-13-99	32	29766 - A	854	26.6	63.24			168.60	8-5-99	1.30	50.00	6-29-99	168.60	BM 03
08-11-99	29	30539 - A	773	26.6	57.24			177.32	9-7-99	1.48	50.00	8-4-99	177.32	BM 03
09-10-99	30	31003 - A	466	15.5	34.84			214.36	10-5-99	2.20			214.36	BM 04
10-12-99	32	31576 - A	571	17.8	41.54			157.33	11-4-99	1.43	100.00	10-5-99	157.33	BM 03
11-9-99	28	32417 - A	841	30.0	58.77			218.05	12-2-99	1.95			218.05	BM 04
12-9-99	30	33732 - A	1315	43.8	89.02			309.75	1-3-00	2.68			309.75	BM 04
01-11-00	33	35809 - A	2177	65.9	144.10			457.65	2-3-00	3.80			457.65	BM 04
02-10-00	30	37311 - A	1402	46.7	96.65			559.90	3-6-00	5.60			559.90	BM 04

DOCUMENT

DOCKETS

MAY 04 2004

EXHIBIT  
L  
DZ 4-7-01

F-01347862

Account Statement  
 Customer Name  
 Address

Mane Gee  
 1643 N 61<sup>st</sup> Street  
 Philadelphia Pa 19151

Prepared by Regulatory Performance  
 Investigator Formal Puc  
 Docket #F-01347862

Account Number: 25-08-61-083617

Rates: Residential Electric

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	Comment
03-13-00	32	38375 - A	1064	33.2	74.57			641.28	4-5-00	6.81			641.28	BM 04
04-13-00	31	38989 - A	614	19.8	45.19			694.21	5-8-00	7.74			694.21	BM 04
05-12-00	29	39303 - A	314	10.8	25.80	17.05		85.98	6-5-00	19			737.05	Pymt Agmt \$15 + CB
06-12-00	31	39481 - A	178	5.7	16.72 +15.00	9.67		89.56	7-5-00		45.19	5-23-00	718.25	
07-12-00	30	39747 - E	266	8.8	22.47 +15.00	14.44		137.00	8-7-00	.30			755.46	BM 02
08-11-00	30	41860 - A	2113	70.4	160.18 +15.00	114.74		326.98	9-5-00	36			1,030.74	BM 03
09-13-00	33	42563 - A	703	21.3	53.16	38.17		469.92	10-5-00	.83	41.09	8-15-00	1,081.81	BM 03
10-12-00		33212 - A			+15.00			444.86*	11-6-00	2.07	80.00	9-25-00	1,003.88	BM 03/* Questionab reading - bil held
10-12-00	29	43134 - E	571	19.6	42.38 +15.00	31.01		487.24	11-9-00				1,077.27	BM 81
11-09-00	28	44142 - A	1008	36.0	70.93 +15.00	54.73		607.29	12-4-00	3.11			1,206.04	BM 04
12-12-00	33	45272 - A	1130	34.2	78.89 +15.00	61.36		759.55	1-4-01	3.64			1,349.93	BM 04
01-11-01	30	47441 - A	2169	72.3	146.73 +15.00	117.78		987.35	2-6-01	4.71			1,619.15	BM 04

Account Statement

Customer Name: Mare Gee  
 Address: 1643 N 61<sup>st</sup> Street  
 Philadelphia Pa 19151

Prepared by Regulatory Performance  
 Investigator: Formal Puc  
 Docket #F-01347862

Account Number: 25-08-61-083617

Rates: Residential Electric

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	Comment
02-13-01	33	48694 -A	1253	37.9	96.32 +15.00	68.04		1,222.34	3-7-01	5.89			1,789.40	BM 04
03-14-01	29	49712 -A	1018	35.1	79.21 +15.00	55.28		1,392.50	4-5-01	7.91			1,931.80	BM 04
04-12-01	29	50349 -A	637	21.9	86.95 +15.00			1,387.25	5-7-01	7.52	170.00	4-3-01	1,856.27	BM 04
05-14-01	32	51864 -A	1515	47.3	199.78 +15.00			1,135.97	6-5-01	3.94	498.00 490.00 498.00*	4-25-01 5-9-01 Debit	1,589.99	BM 04/ *Returned chk
06-13-01		51036 -A			+15.00			1,059.64*	7-5-01		91.33	5-24-01	1,498.66	*Bill held/ Questionab reading
4-12 to 5-31	49	50893 -E	544	11.1	78.23			958.52	7-30-01		199.78*		1,397.54	*Bill cancd 4/12 to 5/14 Revised bill issued 4/12 to 6/13. BM 81
06-13-01	13	51036 -A	143	11.1	20.43									
07-12-01	29	51165 -A	129	4.4	21.69 +15.00			995.21	8-6-01				1,419.23	
08-13-01	32	51447 -A	282	8.8	41.34 +15.00			826.87	9-5-01	2.32	227.00	8-6-01	1,235.89	BM 03
09-12-01	30	51692 -E	245	8.1	36.59 +15.00			780.27	10-9-01	1.81	100.00	9-8-01	1,174.29	BM 03
10-11-01	29	51840 -E	148	5.1	24.11 +15.00			821.83	11-5-01	2.45			1,200.85	
11-07-01	27	52183-FA	343	12.7	48.51			1249.36	12-3-01				1,249.36	BM 93/ Trnsfd to ne acct #25-04 49-101626

## DEFINITIONS

The attached Account Statement gives the details of each bill you received. Below are brief explanations of the information provided on the Account Statement.

**Bill Period:** The period of time the bill covers from the date of last month's meter reading to the date of the current month's metering reading.

**Days:** The total number of days in the billing period.

**Meter Reading-Type:**

A meter reading is normally taken from the meter each month. The Company may also estimate the meter reading, use the reading you provide, or use a remote reading if you have an Automatic Meter Reading device. This section of the Account Statement will indicate what the reading was and how it was obtained.

**Usage:** The amount of kilowatt-hours of electricity or 100 cubic feet of gas used during the billing period.

**Daily Avg Use:**

Daily Average Use - This indicates the average amount of kilowatt-hours of electricity or 100 cubic feet of gas used on a daily basis during the billing period.

**PECO Bill Amt/Budget/Agmt:**

The amount of the PECO charges for the billing period or the budget amount if the account is on the Budget Plan. This section may also reflect a payment agreement installment amount. The installment amount will only appear if the account is on a monthly payment agreement.

**Supp Chg.:** The charges that the generation supplier has asked PECO to include on the bill. The charges will be for the current month (if the generation supplier sent them) and/or past charges if any charges were previously delayed. The statement will not reflect any generation supplier charges if the account is not signed up with a generation supplier.

**Sales Tax:** The amount of Pennsylvania sales tax applied to the bill. This will not appear if you are a residential customer or a commercial customer who is exempt from sales tax.

**Amount Reqstd:**

Amount Requested - The amount you were requested to pay, which may include a total of current charges, past due charges, and monthly payment arrangement installment amounts. Past due charges are already considered delinquent and due immediately.

**Due Date:** The date by which you must pay your current charges to avoid being considered past due.

**Late Chg.:** The amount of any late payment charges applied when a previous unpaid balance is carried over to the next billing period.

**Payment:** This section lists all payments made since the last bill was issued.

**Date Pymt Rec'd:**

The date that each payment was credited to your account.

**Balance:** The total amount of money owed PECO as of the day the bill was mailed.

**Comments:** The specific messages that were on the bill. It will also provide an explanation of anything that is out of the ordinary from a regular monthly bill.

45 MARIE GEE

25-04-49-101626

03/30 PENDING ACMT /RMK  
OTHER-CR PUC/LIT HBC-CL

416 N 62ND ST

SP-AGR

PHILADFLPHIA PA 19151

TEL-215-473-1767

\*\*\*\*\* CREDIT 3 \*\*\*\*\* NEXT FORMAT CRED

ACTV	AGMT	TYPE	AGMT-PUC	DATE	OPN	08/01/03	AMOUNT	1645.05	INST	15.00
TYPE	DATE	OPN	AMOUNT	INSTALL	EXT	DATE	DATE	CLD	DISPOSITION	
*LEVEL 1A	12/18/01		703.08	15.00			08/04/03		RENEGOTIATED	
LEVEL 1I	12/10/01						12/10/01		FSMT INFO ONLY	

RECEIVED

APR 27 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

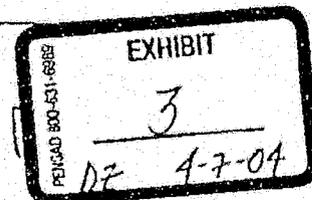
DOCKETED

MAY 04 2004

COLLECTION SYSTEM

DOCUMENT

F-61347862



UTIL200

Phone Vendor Account Inquiry Screen

10/10/03 10:34:52

Account: 25-04-49-101626

Name: MS MARIE GEE Resident'1  
 Addr: 416 N 62ND ST  
PHILADELPHIA PA 19151  
 Phone: (215)4731767

Shut Off Date: 03/20/03

Past Due: 0001423.10  
 Total Due: 0002237.58

	Phone Rep.	Date	Time	Code
First Attempt		<u>03/12/03</u>	<u>20:15</u>	<u>NAM1</u>
Second Attempt		<u>03/13/03</u>	<u>11:07</u>	<u>NAM2</u>

Press f4 to view more records

**DOCKETED**

MAY 04 2004

**DOCUMENT RECEIVED**

APR 27 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

F-01347862

EXHIBIT  
4  
 DE 4-7-04

PECO Energy Company

MS MARIE GEE

250449101626  
416 N 62ND ST

RECEIVED \$

ON

BY

FOR PROPERTY AT

416 N 62ND ST

PHILADELPHIA PA  
19151

RES

124 [1423.10] [1691.30]  
CURRENT PAST DUE TOTAL

P26 25-04-49-101626

P26 -DAW-0086

LAST EXTENSION	HRC	METER NO	LAST ACTUAL DATE	LAST BILLED DATE	USE TYPES
SONP	02	3438C	0107070784	03-080946	
PAYMENT					

ACCESS INST:

SPEC AGREEMENT	478
UNBL INST	15
AVG	96.00

COLL INST	KEY	V R INST
TURN ON	10-01	80

BADCK	1	2
-------	---	---

DATE	AMOUNT	CLASSIFICATION
		9-9630000
TYPE	DEBIT	AMOUNT

QUR	AMOUNT	PAST DUE	TOTAL
03-30	124.72	143.48	03-03
	00	147.08	01-30
	00	1276.00	

RES

Meter Numbers

- 1 9G 3753478
- 2 White Door
- 3

QUAD 52D2B5 SC  
FIRST 03/20/2003

19999EMP | 215-473-J76  
99990OWNER

NOTICE TYPE [FIRST] [ ]  
CALL DATE 03/20/2008

MIB	MPSE	SAI	EMP	VP	ACCOUNT NUMBER
					25-04-49-101626

P26 -DAW-0086

11.03

8324

3-24-03 48 hr notice

PECO Energy Company

MS MARIE GEE

LAST EXTENSION	HRK.	DATE	METER NO.	LAST METER DATE	LAST BILLED DATE	USE TYPES
SC NP	02	R	3438C	0107C	084103-0609467	
PAYMENT						
ACCESS INST.						
SPEC AGREEMENT						
UNRL	478					
NET	15					
AVR	56.00					
CELL PRG	032103/24/03					

250449101626  
416 N 62ND ST

DUAD 5212E5  
SECOND 03/24/2003

9999EMP | 215-473-1767  
9999OWNER

25-04-49-101626  
M/L  
H/H 4/15

F26 -TXH-0020

DATE	AMOUNT	CLASSIFICATION
08	00	9 9630000

Meter Numbers  
1 9G 3753438  
2  
3

1.78

NOTICE TYPE	CWOC	Call Date
SECOND		03/24/2003

DUE	AMOUNT	CUR	PAST DUE	TOTAL
03-3	124.72		143.48	03-03
			147.09	01-30
			1276.01	

RES

DUE	AMOUNT	CUR	PAST DUE	TOTAL
03-3	124.72		143.48	03-03
			147.09	01-30
			1276.01	

RES

ON PROPERTY AT  
416 N 62ND ST  
PHILADELPHIA PA  
19151

ACCOUNT NUMBER	25-04-49-101626
AMOUNT PAID	
CODE	

10/26

4-1-03

Termination



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

8/1/2003

BCS No: 1347862

MARIE GEE  
416 N 62<sup>ND</sup> STREET  
PHILADELPHIA PA 19151

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. We have also sent a copy of this decision to your utility company. This decision is binding on all parties, and unless you or the company appeals this decision, it will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date indicated on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms your appeal will begin. The Commission will assign your complaint to an Administrative Law Judge, and a hearing date will be scheduled.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures you may call 1-800-782-1110.

DOCUMENT

Sincerely,

**DOCKETED**

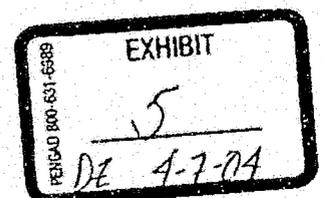
MAY 04 2004

RENEE MCCLINTON  
Investigator

Enclosure

PECO ENERGY  
25-04-49-101626

F-01347862



**INFORMAL COMPLAINT DECISION  
BUREAU OF CONSUMER SERVICES, INFORMAL COMPLAINT UNIT  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MARIE GEE  
416 N 62<sup>ND</sup> STREET  
PHILADELPHIA PA 19151

Date: 8/1/2003

BCS No: 1347862

v.

Account No: 25-04-49-101626

PECO ENERGY

You contacted the Public Utility Commission disputing the high balance on your bill after you paid the company \$1463.10 to have your service restored on April 1, 2003. The Informal Complaint Unit reviewed the case with you. The remaining high balance is a result of \$1,249.36 being transferred to your current account from a prior address at 1643 N 61<sup>st</sup> Street, Philadelphia, PA on December 13, 2001. The high balance is also a result of only three payments to the account(s) since you established service with the company on November 5, 2001. Your balance is correct.

- Your total account balance is \$1,645.05. This balance does not include any payments or bills sent out on or after 8/1/2003.
- Beginning with the bill dated on or about August 7, 2003, you must pay the company all current bills, PLUS \$15 00 per month toward the arrears.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or you do not keep this agreement.
- The Company has special programs that may help you to pay your bill. If you do qualify for these programs, the Company may lower your monthly bill. If the Company enrolls you in a special program, they will tell you the new amount you need to pay each month. You should pay that amount instead of the amount in this decision.

RENEE MCCLINTON  
Investigator