

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY:
DIRECTOR:
SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NC: F-01206414
- 4. PUBLIC MEETING DATE:
00/00/00
- 7. DATE FILED: 04/28/03
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: LA FLEUR, TRINA

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

CCMP/APP COUNTY: CHESTER

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES HER BILL IS TOO HIGH AND MANY ERRORS HAVE BEEN MADE. SHE WANTS PUC TO INVESTIGATE THE ERRORS AND DISCREPANCIES.

DOCUMENT
FOLDER

DOCKETED
JUN 04 2003



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

4/28/03

IN REPLY PLEASE
REFER TO OUR FILE

April 8, 2003

BCS 1206414

TRINA E. LAFLEUR
2750 COVENTRYVILLE RD
POTTSTOWN PA 19465-8513

Dear Sir/Madam:

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

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

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

Return the form to us on or before April 28, 2003 to the address listed below:

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

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

Commission Procedures for Formal Complaints

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

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

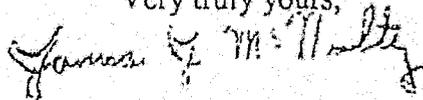
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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

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

Very truly yours,



James J. McNulty
Secretary

nvl

CC: PECO

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

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within twenty days of this date: 3/3/03. The Commission will send you formal complaint forms.

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

Thank You
Pennsylvania Public Utility Commission

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

Customer name and address
(Please correct any mistakes.)

e
TRINIA E La FLEUR
2750 COVENTRYVILLE ROAD
POTTSTOWN PA 19465-8513 *Y*

610 326-3847
(Area Code) Telephone Number

Trina E. La Fleur
Signature *3/12/03*

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1206414
Company: PECO

Date of mailing: 3/3/03

RECEIVED
2003 MAR 14 AM 10:01
PA PUC
SECRETARY'S BUREAU

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

F- 01206414

4/28/03

110550

BCS 1206 414

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name TRINA LAFLEUR

Street/P.O. Box 2750 COVENTRYVILLE ROAD Apt.# _____

City POTTSTOWN State PA Zip 19465

County CHESTER Home Telephone-Area Code (610) 326-3847
Work Telephone-Area Code () SAME

2. Name of Company your complaint concerns: PECO

3. What is your complaint?

SEE ATTACHED.

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

(-over-)

RECEIVED
2003 APR 29 PM 1:55
SECRETARY'S BUREAU

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

I would like the PUC to fully investigate the errors and discrepancies in the high bill investigation. In doing so, I believe that they will find that I did not use the amount that PECO is claiming. Five person household reduced to two does not reflect past history usage - now does high temperature - some people like myself like hot weather. I believe I am entitled to a drastic reduction in billing.

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

5. You must sign and date your complaint below.

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

Trina LaFleur
Original Signature of complaining person

4/27/03
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

BCS 1206414

PECO notified me that service would be reported through their Automatic Meter Reading Service beginning in early May. By the July 2 billing I felt that PECO had long enough to work out any kinks and phoned to see why my bill was still being estimated since I felt the usage was rather high (\$263.12). The woman I spoke with questioned my concern since she said my next bill would be over \$400. Her explanation for the estimated reading was that I lived in a rural area and I should not expect the AMR to work. Not imagining how I could have used that must service I contacted the PUC. Contact was made on August 8 with Shirley.

On August 23, I received a call from a gentleman notifying me that he would be here in 5 minutes to change the meter, he was just down the road. When he arrived he informed me that he had just received the call 20 minutes earlier. Freddie Jackson (610 842-0865) removed meter # 9U4076140 and replaced it with meter # 9U-4053165. He had wrote his name and number and that of his boss (Cathy 610 908-6914) along with the meter numbers and the time 4:17 PM on a slip of paper for me.

The next billing I received was for \$421.00. I again contacted PECO to report a high bill with no satisfaction and again contacted the PUC on August 27 (Sharon). Since my family worked diligently to cut usage I could not understand the bill, but again told them to cut usage - stop using outside lights, run pool filter at bare minimum, etc.

The next billing I received was even higher - \$453.08. After contacting PECO, I again contacted the PUC (Raphael) on September 12. By this point the representatives from the PUC were laughing because I had shut down everything possible, including air conditioners and my bill continued to climb.

On September 12, I was contacted by PECO (Patricia) for high bill complaint investigation.

The next bill dated October 2 was for \$181.31, a considerable decrease - or so I thought.. On October 5, PECO (Ken) came to install a new meter at 10:00 AM - and reported as my new meter, Meter #9U4053165. This meter number had been installed on August 23 at 4:17. He informed me that in order for the AMR to work PECO would be installing some type of signal transmitter on the roof of my home. He also informed me that all this meter changing was because I had contacted the PUC. Just having a new roof put on, I was not very open to the idea. I contacted the PUC (Ike) on October 8 to report the meter information and roof signal.

The next billing I received dated October 10 was for a cancelled billing. From July 30 to September 27 a cancellation in the amount of \$634.39 was issued along with a message stating "This is your meter reading bill which was delayed." It took the balance from \$1,056.85 to \$422.46 but also added \$479.40 in new charges. This tells me that from July 30 through September cancelled billing was only 154.99. I called PECO to question this bill and was informed that the PUC had closed the case and this was the amount I owed and should pay. They also informed me that I had not disputed any billing prior to the July 30 service, when my initial call to PECO and the PUC was to dispute the May 30 through June 28 service billing. I again contacted the PUC on October 15 (Krista) to inform them of this.

Dispute to Investigation by Staff of The Bureau of Consumer Services:

2. PECO did not perform cost estimate on 8/8 since contact was not received from them to schedule until September 12. There are eleven rooms in my home, not twelve
3. PECO did not perform field investigation on 8/20 since contact was not received from them to schedule until September 12.
- 3f Appliances are hard-wired per township building code.
- 3i. I believe that the "potential" usage of utility service by anyone is infinite. However, as I informed the high bill person when they did come to investigate our area has been in a severe drought for over one year. While I do have a washer and electric dryer, they had not been used at all. All laundry was done at the local Laundromat due to water restrictions of having a well. Central air only run overnight and large window unit during the evening hours. Small window unit only run a few nights per week. Three televisions are listed yet it was stated that only one is watched. (Some do not even have an electrical outlet near them.) Nebulizer only run a few times per week. Pool filter maybe once a week in the evening. Oil house heater water circulator – only two people showering, again no laundry. Well pump usage down considerably as well due to two less people living in house, shorter showers, gallon jugs in toilets and toilets not flushed each time to lessen water usage which also lessens amount of well pump usage.
- 4 PECO was not informed that any air conditioner runs 24 hours a day – they do not. Husband does not have asthma.
8. Bills may be consistent with history of account, but there are two less people full time and one less part time living here. Some appliances have been done away with, such as dishwasher and older, less efficient ones replaced.

Usage Statement indicates that meter was changed March 9, 2002. There is no indication of removal of that meter and installation of a new meter in August. PECO continued to bill utility service on the old meter number through the October 10 billing.

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 5, 2003

TRINA LA FLEUR
Complainant

DOCUMENT
NUMBER

VS.

Complaint Docket
No: F-01206414

PECO ENERGY COMPANY
Respondent

JUN 04 2003

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PECO ENERGY COMPANY

TAKE NOTICE:

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

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

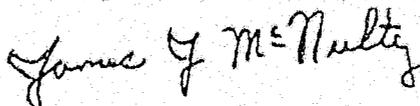
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

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

DATE SERVED: JUNE 5, 2003

F-01206414

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

DOCUMENT

Dear Sir/Madam:

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

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

CUSTOMER OF A UTILITY

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

COMPANY/UTILITY

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

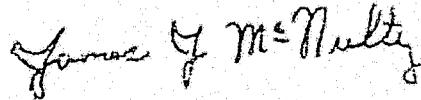
JUNE 5, 2003

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

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

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

Very truly yours,



James J. McNulty
Secretary

KSB

Legal Department

Exelon Business Services Company
2301 Market Street/23-1
PO Box 8699
Philadelphia, PA 19101-8699

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

ORIGINAL

Direct Dial: 215 841-6841
June 27, 2003

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

KJR

RECEIVED

JUN 27 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Trina La Fleur v. PECO Energy Company
Docket No. F-01206414

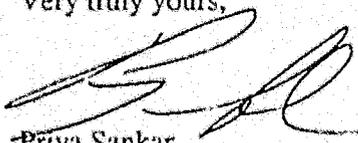
Dear Mr. McNulty:

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

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

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

Very truly yours,


Priya Sankar
Counsel for PECO Energy
Exelon Business Services Company

DOCUMENT
FOLDER

Enclosures
Cc: All Parties

86

ORIGINAL RECEIVED

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JUN 27 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

TRINA LA FLEUR

v.

PECO ENERGY COMPANY

:
:
:
:
:

DOCKET NO. F-01206414

ANSWER OF RESPONDENT PECO ENERGY COMPANY

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

1. Admitted.
2. Admitted.
3. Admitted in part and denied in part. It is admitted that PECO Energy

estimated Complainant's usage. It is denied that PECO Energy's billing is inaccurate.

By way of further response, PECO Energy installed Complainant's manual electric meter (No. 6-1853906) with an automated meter reader (AMR) (No. 9U-4076140) on March 9, 2002. According to PECO Energy records, PECO Energy estimated Complainant's usage in May 2002, June 2002, August 2002 and September 2002 billings because the AMR was not transmitting Complainant's usage. Complainant provided an actual reading in July 2002. A utility may estimate usage for billing purposes when its equipment fails to function. 52 Pa. Code § 56.12 (3). Complainant's usage was rebilled from July 30, 2002 to September 27, 2002. On October 5, 2002, PECO Energy replaced the existing AMR (No. 9U-4076140) with a new AMR (No. 9U-

DOCUMENT
FOLDER

DOCKETED
JUL 01 2003

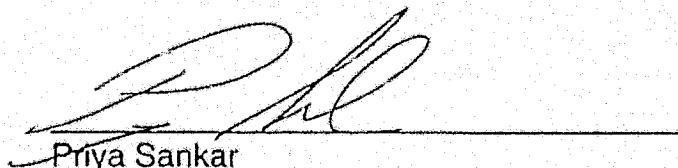
4053165). PECO Energy has obtained actual readings from October 2002 to the present.

Denied. PECO Energy denies that it did not conduct a high bill investigation on August 20, 2002. By way of further response, PECO Energy conducted a high bill field investigation on August 20, 2003. A passing load test was conducted and an idle disk was obtained. Foreign wiring or ground dissipation was found. The PECO Energy representative conducted an appliance analysis and concluded that the Complainant had a potential to use the estimated billed usage.

PECO Energy is, after reasonable investigation, without knowledge or information sufficient to form a belief as to the truth of the remaining averments of this paragraph and they are therefore denied.

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

Respectfully submitted,



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

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

TRINA LA FLEUR

v.

PECO ENERGY COMPANY

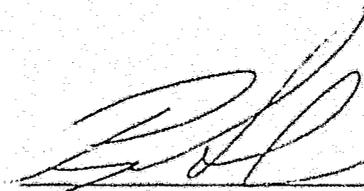
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DOCKET NO. F-01206414

VERIFICATION

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

Date: June 27, 2003



Priya Sankar

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

TRINA LA FLEUR

v.

PECO ENERGY COMPANY

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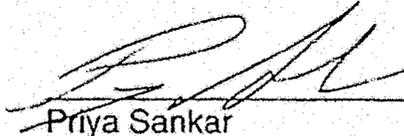
DOCKET NO. F-01206414

CERTIFICATE OF SERVICE

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

Trina La Fleur
2750 Coventryville Rd.
Pottstown, PA 19465-8513

Dated at Philadelphia, Pennsylvania, June 27, 2003.



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



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

August 18, 2003

In Re: F-01206414

(SEE ATTACHED LIST)

Trina LaFleur v. PECO Energy Company

Billing dispute.

DOCUMENT
FOLDER

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial telephonic hearing.
Date: Wednesday, January 28, 2004
Time: 1:00 p.m.
Presiding: Administrative Law Judge Robert P. Meehan
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
Telephone: (412) 565-3550
Fax: (412) 565-5692

DOCKETED
AUG 22 2003

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

At the above date and time, the Presiding Officer will contact the parties as follows:

Trina Lafleur	610.326.3847
Priya Sankar, Esquire	215.841.6841

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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

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

pc: Judge Meehan
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File