

3. SECTION(S):  
5. APPROVED BY: DIRECTOR:  
SUPERVISOR:  
6. PERSON IN CHARGE:  
8. DOCKET NO: C-20077853  
4. PUBLIC MEETING DATE: 00/00/00  
7. DATE FILED: 06/11/07  
9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: ZOMBARD-BUFF, GIOVANNI  
RESPONDENT/APPLICANT: PECO ENERGY COMPANY  
COMP/APP COUNTY: DELAWARE UTILITY CODE: 110550

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ALLEGATION OR SUBJECT

COMPLAINANT STATES THE GAS METER WAS RELOCATED TO THE FRONT OF HIS HOUSE AND IT WAS DISCOVERED THAT THERE WAS A GAS LEAK. LEAK WAS FIXED BUT COMPLAINANT IS UNSURE IF IT AFFECTED HIS BILL.

DOCUMENT FOLDER **DOCKETED**  
JUN 19 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

2007 JUN 11 AM 8:59  
SECRETARY'S BUREAU

110550  
Please print or type.

C-20077853

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

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

Name Giavanni Lombard - Buff

Street/P.O. Box 404 Aldan Ave Apt # \_\_\_\_\_

City Aldan State PA Zip 19018

County Delaware

Area Code/HOME Phone 610 284 6614

Area Code/WORK Phone 484 477 2469

Utility Account Number 83245-01705  
(from your bill)

RECEIVED

JUN 11 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PECO-ENERGY

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE  
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER  
(taxi, moving company, limousine)

2456

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.

Other.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint

On Nov. 23/2006 the gasmeter was relocated from the basement to the front of the house (see pic.) PECO and me agreed that new pavement on front porch will be done! However they have only paved/cemented one third of floor. In addition PECO discovered a massive leak on the installed gasmeter. They have replaced parts in May 07. At this point I do not know if the gas leak has affected my utility bill. ?

5. RELIEF

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

Please get in touch with PECO to resolve the problem.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

*No callback*

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

*I Giovanni Lombard-Buff*, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

*[Signature]*  
(Signature)

*05/09/2007*  
(Date)

RECEIVED  
2007 JUN 11 AM 8:54  
SECRETARY'S BUREAU

**9. LEGAL REPRESENTATION (IF ANY)**

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

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

**10. FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

*Copies* →



An Exelon Company

T.J. Coultres  
Manager of Claims  
Exelon Energy Company

Telephone 215 841 4295  
Fax 215 841 4919  
www.exeloncorp.com

PECO Energy Company  
2301 Market Street  
P.O. Box 8699  
Philadelphia PA 19101

*COPY*

January 18, 2007

Giovanni Lombard  
404 Aldan Avenue  
Aldan, PA 19018

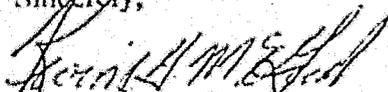
Re: Our Claim No. 2006052287

Dear Mr. Lombard.

This letter is to acknowledge receipt of the claim you recently submitted to our company. The details you supplied will allow us to initiate our investigation. If more information is required, we will contact you. The adjuster reviewing your claim is Kevin McGurk, who can be contacted at (610) 725-7192.

We will make every effort to provide you with a prompt response. Most of these matters are resolved within 35 days. When our investigation has been completed, you will be notified as to the disposition of your claim.

Sincerely,

  
Kevin McGurk  
PECO Claims Department



POOR WORK



OVERSIZED DOCUMENT(S)

PECO Energy Company  
PECO Claims Department  
2301 Market Street  
Philadelphia, PA 19101

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Mr. Kevin McGurk

Giovanni Lombard-Buff  
404 Aldan Ave.  
Aldan, PA 19018  
Tel. (610) 284 6614

Aldan, May 9, 2007

RE : 2006052287

Dear Mr. McGurk

I am writing to you in regards to my claim which I submitted January 2007. You indicated in your letter dated 01/18/2207 that most of these claims are resolved within 35 days. However up to this date I have not seen any action or received callbacks from the claims department.

Since there is and never was any communication from your side (I called several times with no answer back) I am forced to send in a complaint to the Public Utility Commission so that they will get in contact with you.

Sincerely

Giovanni Lombard-Buff

cc. PUC



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

June 4, 2007

IN REPLY PLEASE  
REFER TO OUR FILE NUMBER

GIOVANNI ZOMBARD-BUFF  
404 ALDAN AVENUE  
ALDAN PA 19018

Dear Sir/Madam:

We are returning your formal complaint form to you because there is additional information needed to process the complaint. Please follow the colored tabs marked missing information or original signature. Fill in the information requested and return them to the address listed at the top of this letter.

We are granting a 15-day extension from the date of this letter for the form to be returned. Please return the forms no later than June 19, 2007.

Once we receive the formal with the information required we will be able to process your complaint. Thank you for your cooperation in this matter.

Very truly yours,

James J. McNulty  
Secretary

Enclosures

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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: June 19, 2007

C-20077853

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

DOCUMENT  
FOLDER

Dear Mr. Smith:

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

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

CUSTOMER OF A UTILITY

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

COMPANY/UTILITY

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

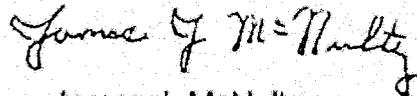
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

June 19, 2007

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

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BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: June 19, 2007

DOCUMENT  
FOLDER

GIOVANNI ZOMBARD-BUFF  
Complainant

v.

PECO ENERGY COMPANY  
Respondent

Complaint Docket  
No: C-20077853

**DOCKETED**  
JUN 19 2007

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: PECO ENERGY COMPANY

TAKE NOTICE:

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

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

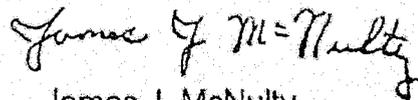
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

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

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

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



James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

**Legal Department**

Exelon Business Services Company  
2301 Market Street/S23-1  
PO Box 8699  
Philadelphia, PA 19101-8699

Telephone 215 841 4000  
Fax 215 568 3389  
www.exeloncorp.com

Business Services  
Company

Direct Dial: 215-841-6841  
July 09, 2007

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

**ORIGINAL**

**Re: Giovanni Zombard-Buff v. PECO Energy Company**  
**Docket Number: C-20077853**

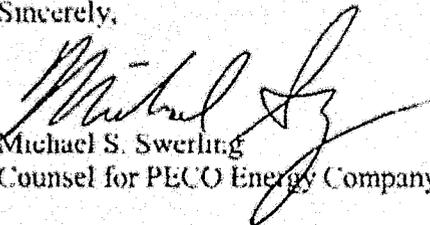
Dear Secretary McNulty:

Pursuant to 52 Pa Code §5 24(b), PECO Energy Company certifies that the parties in the above referenced complaint have reached an accord.

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

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

Sincerely,



Michael S. Swerlit,  
Counsel for PECO Energy Company

**DOCUMENT  
FOLDER**

cc: Mr. Giovanni Zombard-Buff  
PUC Scheduling

SECRET  
JUL 11 11:10:27  
MAY 20 2007







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

IN REPLY PLEASE  
REFER TO OUR FILE

August 16, 2007

C-20077853

GIOVANNI ZOMBARD-BUFF  
404 ALDAN AVENUE  
ALDAN PA 19018

GIOVANNI ZOMBARD-BUFF  
v.  
PECO ENERGY COMPANY

**DOCKETED**  
AUG 14 2007

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,  
*James J. McNulty*

James J. McNulty  
Secretary

cc: All parties of Record

nvl

**DOCUMENT  
FOLDER**