

AA.00004.00000 (40/40)

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY:
DIRECTOR:
SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: C-20066930
- 4. PUBLIC MEETING DATE:
00/00/00
- 7. DATE FILED: 10/12/06
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MCGEOY, CAROL & JOSEPH
 RESPONDENT/APPLICANT: PECO ENERGY COMPANY
 COMP/APP COUNTY: CHESTER UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE IS A RELIABILTY, SAFETY OR QUALITY PROBLEM WITH THEIR UTILITY SERVICE.

DOCUMENT
FOLDER

DOCKETED

OCT 12 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED

110550

Please print or type.

C-20066930

OCT 12 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

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

Name CAROL + JOSEPH McGeoy

Street/P.O. Box 911 BRITNEY TER Apt # 0

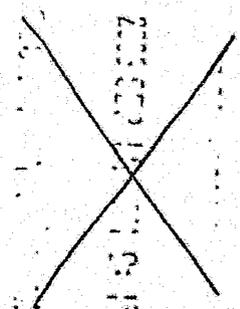
City Downingtown State PA Zip 19335

County Chester

Area Code/HOME Phone 610 518 2773

Area Code/WORK Phone 610 466 1063

Utility Account Number 35-03-74-003027
(from your bill)



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 _____

ORIGINAL

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PECO

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER
(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

11
[Handwritten signature]

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.

We've been in our home for 6 years. Typically twice per year we have had full outages lasting 2-3 days. This is due to the 6 homes in our development being on a common circuit which PECO apparently has no way of knowing when our power is out. On this said circuit we have contacted PECO on each occurrence most recently being July 18 2005

5. RELIEF

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

PECO told my husband we would have the option of being put on a different circuit at our expense. Since PECO can never identify the blown fuse on our transformer due to the circuit we are on it seems to us this is PECO's problem not ours so it should be corrected at PECO's expense

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

RECEIVED
SEP 12 11 09 AM

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

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 CAROL MC GEE & Joseph F. McGee 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).

Carol McGee Joseph F. McGee 9/9/04
(Signature) (Date)

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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 nd Floor Harrisburg, Pennsylvania 17120
--	--

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.



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

October 3, 2006

IN REPLY PLEASE
REFER TO OUR FILE NUMBER

CAROL & JOSEPH MCGEOY
911 BRITTNEY TERRACE
DOWNTOWN PA 19335

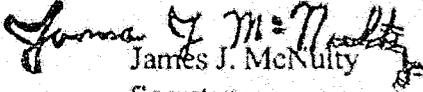
Dear Sir/Madam:

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 Wednesday, October 18, 2006.

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

anc



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: October 12, 2006

C-20066930

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 CAROL & JOSEPH MCGEOY. 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.

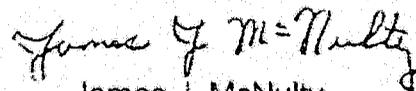
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

October 12, 2006

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

ane

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 12, 2006

DOCUMENT
FOLDER

CAROL & JOSEPH MCGEOY
Complainant

v.

PECO ENERGY COMPANY
Respondent

Complaint Docket
No: C-20066930

DOCKETED

OCT 12 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PECO ENERGY COMPANY

TAKE NOTICE:

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

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

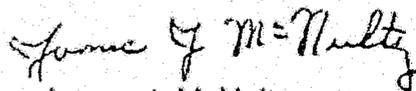
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

Legal Department

Exelon Business Services Company
2300 Market Street/523
PO Box 8699
Philadelphia PA 19104-8699

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

Business Services
Company

Direct Dial: 215 841 6841

November 3, 2006

ORIGINAL

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

RECEIVED

NOV 03 2006

Re: Carol & Joseph McGeoy v. PECO Energy Company
PUC Docket No. ~~C-20066390~~

PUBLIC UTILITY
COMMISSION

Dear Mr. McNulty:

C-20066930

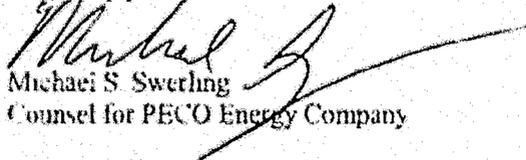
Enclosed for filing with the Commission are the following documents and copies in the matter referenced above

- Answer (original and 3 copies)
- Petition (original and 3 copies)
- Preliminary Objection (original and 3 copies)
- Reply to Motion/Petition (original and 3 copies)
- Exceptions (original and 9 copies)
- Reply Exceptions (original and 9 copies)
- Brief (original and 9 copies)
- Reply Brief (original and 9 copies)

DOCUMENT
FOLDER

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

Very truly yours,


Michael S. Swerling
Counsel for PECO Energy Company

BTL

MSS/zr

Enc.

SCHEDULING RECOMMENDATION: CALL OF THE DOCKET NON-CALL OF THE DOCKET

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

CAROL & JOSEPH MCGEOY

v.

PECO ENERGY COMPANY

DOCKET NO. C-20066930

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.

4. Admitted in part and denied in part. PECO Energy admits that Complainant experienced multiple service outages over the past several years. PECO Energy denies there are service, reliability or quality problems with Complainant's electric service.

By way of further answer, PECO Energy admits that in 2004, Complainant experienced one equipment related outage, which was fixed, lasting 20 minutes. PECO Energy admits that in 2005, Complainants experienced one extended outage, which was caused by trees falling on wires.

By way of further answer, PECO Energy admits that Complainants experienced three extended outages in 2006. One outage was due to a large tree that fell on PECO Energy service equipment lasting 2 hours and 29 minutes. One outage was due to a lightning strike and lasted 1 hour and 44 minutes. The other outage was due to severe winds from a bad storm on

RECEIVED

NOV 03 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION
CENTRAL RECORDS

DOCKETED

NOV 07 2006

DOCUMENT
FOLDER

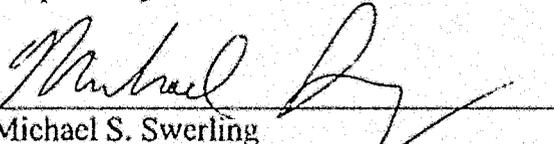
July 18, 2006 that caused massive damage to PECO Energy service equipment, lasting 23 hours and 55 minutes.

A decision by the Bureau of Consumer Services ("BCS") issued on August 31, 2006 recognized that Complainant's service was "restored ASAP after a storm of huge magnitude resulted in loss of service." As the BCS pointed out in its decision, over 400,000 customers lost power in that July 18, 2006 storm, and PECO Energy endeavors to restore service "in a way that benefits the most customers at one time. This means that they start with large circuit problems and then work their way down to smaller problems such as fuse and transformer issues." The Complainant's problem during the July 18, 2006 storm was of smaller magnitude being that it was a blown fuse on his transformer. A copy of the BCS decision is attached hereto as Exhibit A.

5. This paragraph is a request for relief and no answer is required.
6. PECO Energy is without sufficient information to confirm or deny this statement.
7. Admitted.

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

Respectfully Submitted,



Michael S. Swerling
Counsel for PECO Energy Company
2301 Market Street, S23-1, P.O. Box 8699
Philadelphia, PA 19101-8699
Direct Dial: 215.841.6841; Fax: 215.568.3389
Michael.Swerling@exeloncorp.com

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CAROL & JOSEPH MCGEOY

v.

PECO ENERGY COMPANY

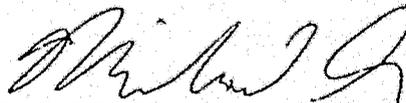
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DOCKET NO. C-20066930

VERIFICATION

I, Michael S. Swerling, hereby declare that I am counsel for 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: November 03, 2006



Michael S. Swerling

REGISTERED

NOV 03 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Date: 10/25/06

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

Case Number: 2113052
Customer Name: JOSEPH F MCGEOY
Address: 911 BRITTNEY TER
DOWNTOWN PA 19335-0

Opened On: 7/20/06
Utility Type: Electric Distributor
Account Number: 350374003027
Company Name: PECO Energy

Prior Case: Total Balance: \$327.65 Balance Date:

Compliance Violation(Alleged, Actual, No): NO Chap 56/64/Other: Section/Rule:

Decision Issued: N Oral Written: 0
Investigator: MILLIGAN, RANDY PUC Decision Issued Dt: PUC Case Closed Dt: 8/31/06

Decision Recvd Dt: 8/31/06 12:25PM

Letter Description:

To Restore Service Pay:	\$0.00	To Continue Service Pay:	\$0.00	By:	
Terms:					
Special Budget Amount:	\$0.00	Regular Budget Amount:	\$0.00	Plus Arrears Payment:	\$0.00
Final Bill Monthly Payment:	\$0.00	Current Bill Monthly Payment:	\$0.00		
End Of Month Payment:	\$0.00				

Par Description:

RECORDED
NOV 03 2006

Resolution:

CASE CLOSED - CU SERVICE RESTORED ASAP AFTER A STORM OF HUGE MAGNITUDE RESULTED IN LOSS OF SERVICE. DEAR MR. MCGEOY: THIS IS IN RESPONSE TO THE INFORMAL COMPLAINT THAT YOUR WIFE CAROL FILED WITH THE PENNSYLVANIA PUBLIC UTILITY COMMISSION (PUC) AGAINST PECO ENERGY ON JULY 20, 2006. BRIEFLY, THE COMPLAINT WAS THAT YOU AND 5 HOMES AROUND YOU SEEM TO BE OVERLOOKED WHEN THE COMPANY RESTORES POWER AFTER A STORM. I HAVE CONTACTED PECO ENERGY ON YOUR BEHALF AND FOUND: 1) THAT ON JULY 18, 2006, YOUR SERVICE WENT OFF AS A RESULT OF A STORM OF HUGE MAGNITUDE. 2) THAT THERE WERE APPROXIMATELY 400,000 CUSTOMERS WHO LOST POWER AS A RESULT OF THE STORM. 3) THAT PECO ATTEMPTS TO RESTORE SERVICE IN A WAY THAT BENEFITS THE MOST CUSTOMERS AT ONE TIME. THIS MEANS THAT THEY START WITH LARGE CIRCUIT PROBLEMS AND THEN WORK THEIR WAY DOWN TO SMALLER PROBLEMS SUCH AS FUSE AND TRANSFORMER ISSUES. 4) THAT AFTER THE PROBLEM WITH THE LARGE CIRCUIT WAS RESOLVED, THE BLOWN FUSE ON YOUR TRANSFORMER WAS NOT IDENTIFIED. 5) THAT AFTER YOU CONTACTED THE COMPANY TO ADVISE THEM THAT YOU WERE STILL WITHOUT POWER, THE FUSE ON YOUR TRANSFORMER WAS REPLACED, THUS RESTORING YOUR SERVICE. THE COMPANY OBVIOUSLY REGRETS THE DELAY THAT YOU EXPERIENCED IN HAVING YOUR POWER RESTORED. PLEASE UNDERSTAND THAT THE COMPANY DID THE BEST THAT THEY COULD HUMANLY DO UNDER THE CIRCUMSTANCES AND MAGNITUDE OF THE STORM. WITH THIS LETTER, I WILL CLOSE YOUR INFORMAL COMPLAINT. IF FOR SOME REASON YOUR CONCERN HAS NOT BEEN ADDRESSED TO YOUR SATISFACTION, YOU MAY TAKE THIS MATTER TO THE FORMAL LEVEL AND HAVE YOUR CASE HEARD BY AN ADMINISTRATIVE LAW JUDGE; PLEASE LET ME KNOW IF YOU WANT ME TO SEND YOU FORMAL COMPLAINT FORMS. I CAN BE REACHED AT 1-800-782-1110 OR 717-772-1205.

Exhibit "A"

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CAROL & JOSEPH MCGEOY

v.

PECO ENERGY COMPANY

DOCKET NO. C-20066930

CERTIFICATE OF SERVICE

I, Michael S. Swerling, 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, properly addressed and postage prepaid to:

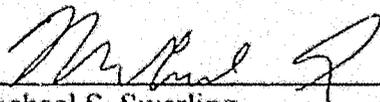
CAROL & JOSEPH MCGEOY
911 Brittney Terrace
Downingtown, PA 19335

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NOV 03 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Dated at Philadelphia, Pennsylvania, November 03, 2006.



Michael S. Swerling
Counsel for PECO Energy Company
2301 Market Street, S23-1, P.O. Box 8699
Philadelphia, PA 19101-8699
Direct Dial: 215.841.6841; Fax: 215.568.3389
Michael.Swerling@exeloncorp.com