

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 11/22/04
8. DOCKET NO: C-20044005	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WOODARD, JANINE

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

COMP/APP COUNTY: DELAWARE

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE NEVER RECEIVED ANY COLLECTION NOTICES NOR COMMUNICATIONS FROM PECO REGARDING THE OUTSTANDING DEBT. SHE WANTS THE PUC TO WIPE THIS DEBT AWAY FROM HER RECORD SINCE SHE HAS BEEN A LOYAL CUSTOMER OF PECO.

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Pennsylvania Public Utility Commission

2004 NOV 22 AM 9: 27

Formal Complaint Form

SECRETARY'S BUREAU

Please Print.

C-20044005

1. Your name, mailing address, telephone number and utility account number:

Name Janine (Chavous) Woodard

Street/P.O.Box 67 Houston Road Apt # _____

City Lansdowne State PA Zip 19050

County Delaware

Area Code/Home Phone (484) 461-6746 Area Code/Work Phone (215) 291-3598

Utility Account Number 50-06-23-758041

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

County _____

2. Name of utility company your complaint concerns: PECO Energy

3. Type of Utility (circle one):

GAS

WATER

MOTOR CARRIER

STEAM HEAT

ELECTRIC

SEWER

TELEPHONE -- (LOCAL OR LONG DISTANCE)

24

4. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

I received a letter from PECO dated 11/7/03 about an uncollected debt dated 12-13 yrs ago. I never received any collections notices nor communications from PECO regarding this outstanding debt. I am appalled that they are requesting these monies now. (See Attached)

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

I want the PUC to wipe this debt away from my record since I have been a loyal customer of PECO and believe they are only trying to receive these monies because I purchased a home on 11-1-03 and they forgot to notify me or have me sent to collections earlier.

6. 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.

Janine (Chavous) Woodard
Signature

11/16/04
Date

7. 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 _____

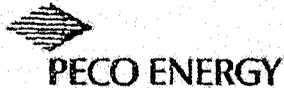
City _____ State _____ Zip _____

Area Code/Phone Number _____

8. **Mail to:**

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

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



PECO Energy Company
2301 Market Street
PO Box 8699
Philadelphia, PA 19101-8699

November 07, 2003

For Service to:

ACCOUNT NUMBER
50-06-23-758041

67 HOUSTON RD
LANSDOWNE PA
19050

JANINE L CHAVOLS

Dear Customer:

A recent review of your account indicates that you will be required to pay a deposit in order to maintain your electric service. PECO Energy is allowed to ask for a deposit or other guarantee if you have not established a credit history with PECO Energy or are found to have an unsatisfactory credit history. Our credit department has determined that you will be required to pay a deposit for the following reason:

You have an uncollected account with PECO Energy.

You will be required to pay a deposit in an amount equal to two months average energy usage and the deposit will appear on a future bill within 60 days. The deposit will be billed in three monthly installments: 50 percent payable with the first bill, 25 percent payable with the second bill, and 25 percent payable with the third bill. After PECO Energy retains the deposit for 12 months and based upon your payment and/or credit history, you may be eligible to either have your deposit and interest applied to your account or to receive a refund check. If you discontinue your service within 12 months, we will promptly apply your deposit and interest to your outstanding balance and refund any overpayment. If your service is shut-off for non-payment, the full deposit will be required before restoring your service.

PECO Energy offers a number of programs to assist customers who are having trouble meeting their monthly energy costs. Payment arrangements, budget billing plans, and other programs may be available to assist you.

If you would like to pay your bill with Mastercard, VISA, Debit Card or Check-by-phone, 24 hours a day, please call 1-877-595-8806.

If you have already paid a deposit, please disregard this letter. If you have any questions or need additional information on this matter, please call 1-800-709-8685, Monday through Friday, 8 a.m. to 5 p.m.

Sincerely,

1,093.28

Credit Department
PECO Energy

26 14 37 2696-14

*sent to Intervention
INNOVATION
1-888-272-3724*

*WCO Financial
PO Box 8547
PHILA PA 19101-8547*

1-800-494-4000

*Dispute # F15493
FAX 716-404-2118*

Account # 50-06-23-758041

JANINE L CHAVOLS

1-800-494-4000

JANINE L. CHAVOUS
67 Houston Road
Lansdowne, PA 19050

November 26, 2003

NCO Financial
P.O. Box 8547
Philadelphia, PA 19101

(716 - 404 - 2118)

RE: Dispute F15493

To Whom It May Concern:

My name is Janine Chavous and I was recently appalled to receive a collections letter dated 11/7/03 from PECO Energy about an uncollected account. I have attached a copy of that letter. When I contacted the number provided, I was told by PECO Customer Service Department that the account was from an address I occupied some 12-13 years ago. I was then referred to Innovision who provided me with a mailing address and fax number to send my complaint letter.

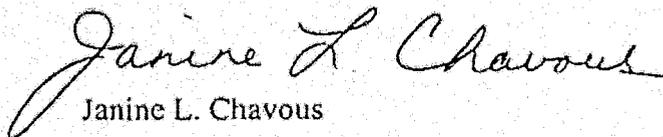
I have always been in good standing with PECO and believe it is unfair of PECO to expect me to payoff a debt that should have been addressed as I transferred services from one address to another throughout my many years of continued service.

I would appreciate a response to this inquiry within a reasonable time frame (10-14 days) via email (chavoujl@tuhs.temple.edu) or mail (67 Houston Road, Lansdowne, PA 19050) indicating that this debt has been removed and I am no longer responsible.

I have also taken the liberty in copying this letter to all parties I deemed to be appropriate.

If further information is required, please feel free to contact in a written form via mail or email.

Sincerely,


Janine L. Chavous

cc: Pennsylvania Public Utility Commission (Case #1548388)
PECO Energy

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

DATE SERVED: DECEMBER 10, 2004

C-20044005

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JANINE WOODARD. 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.

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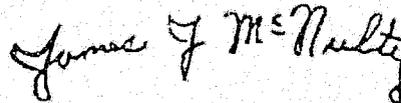
DECEMBER 10, 2004

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

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: DECEMBER 10, 2004

JANINE WOODARD
Complainant
VS.
PECO ENERGY COMPANY
Respondent

Complaint Docket
No: C-20044005

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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,

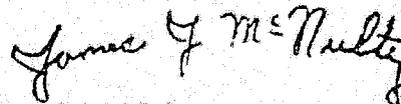
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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

ORIGINAL

ExelonSM

Legal Department

Exelon Business Services Company
2301 Market Street/ S23-1
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 30, 2004

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

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DEC 30 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Janine (Chavous) Woodard v. PECO Energy Company
Docket No. C-20044005

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)
- Petition (original and 3 copies)
- Answer and Motion (original and 3 copies)
- Motion to Dismiss (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,

Lisa A. Letz
Counsel for PECO Energy Company

LAL/zr

Enclosures

P231197

101

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JANINE WOODARD

v.

PECO ENERGY COMPANY

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DOCKET NO. C-20044005

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. Complainant also receives gas service from PECO Energy Company.
4. Admitted in part and denied in part. PECO Energy admits sending the deposit

notification letter to Complainant, dated November 7, 2003, due to an uncollected account balance from a previous address. A representative of PECO Energy further discussed this matter, via telephone, with Complainant on November 14, 2003. PECO Energy denies the requested deposit of \$82.00 was improper; as PECO is permitted to require a deposit when the applicant has an outstanding residential account for which the applicant was legally responsible for paying. 52 Pa. Code § 56.35.

By way of further answer, Complainant applied for electric service at 67 Houston Road in Lansdowne, effective October 29, 2003. PECO Energy sent the deposit notification letter for \$82.00, billed in three (3) installments, due to the uncollected balance from 1616 W. Ruscomb Street, 1st Floor in Philadelphia. Complainant had electric service at the Ruscomb Street address from April 1987 through May 1991. The final balance of the Ruscomb Street

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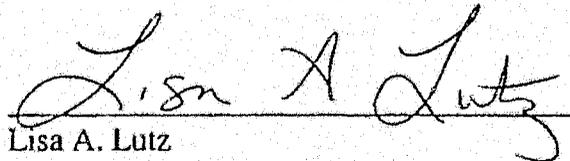
account was \$1,093.28 and this delinquent account was transferred to the collection agency, Inovision in 1998. Complainant contacted PECO Energy on January 29, 1999 and was informed of the debt and account transfer to Inovision.

PECO Energy is without sufficient knowledge to either confirm or deny the remaining statements of this Complainant. Therefore PECO Energy denies all such averments.

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

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

Respectfully Submitted,



Lisa A. Lutz
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
Lisa.Lutz@exeloncorp.com

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JANINE WOODARD

v.

PECO ENERGY COMPANY

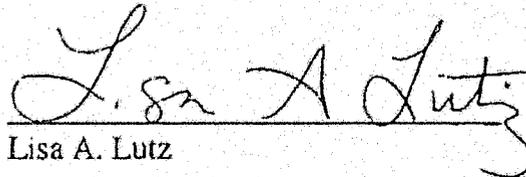
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DOCKET NO. C-20044005

VERIFICATION

I, Lisa A. Lutz, 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: December 30, 2004



Lisa A. Lutz

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JANINE WOODARD

v.

PECO ENERGY COMPANY

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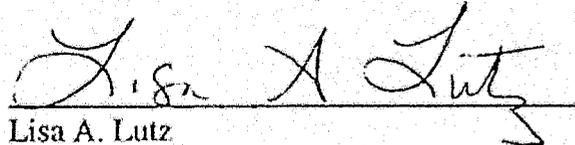
DOCKET NO. C-20044005

CERTIFICATE OF SERVICE

I, Lisa A. Lutz, 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:

Janine Woodard
67 Houston Road
Lansdowne, PA 19050

Dated at Philadelphia, Pennsylvania, December 30, 2004.



Lisa A. Lutz
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
Lisa.Lutz@excloncorp.com