

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: 06/30/04  
 8. DOCKET NO: C-20043421 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BROCKMAN, MYRTLE

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

COMP/APP COUNTY: BUCKS

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE CAN NOT AFFORD PAYMENT. SHE WANTS HELP AND TO PAY BILL AS SHE ALWAYS PAID BEFORE.

DOCUMENT  
FOLDER

RECEIVED  
JUL 20 2004

ORIGINAL

C-20043921  
110550

Formal Complaint Form  
Pennsylvania Public Utility Commission

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name MURIEL BROCKMAN

Street/P.O.Box 3338 RICHLIEU RD Apt # E69

City Bensalem State PA Zip 19020

County Buck Area Code/Home Phone 215-245-6342  
Area Code/Work Phone \_\_\_\_\_

2. Name of company your complaint concerns. I Have no Complaint

3. What is your complaint? (Use additional paper if need more space).

I call for help. not to Complaint

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

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.

Muriel Brockman  
Signature

6/4/04  
Date

Continued on next page

6-11-04

2004 JUN 30 11:09:27

SECRET

35

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

**Mail to:**  
Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

**For more information, please contact the Secretary's Bureau at 717-772-7777.**

FORMAL JOSH-1667308

CLOSED 5/24/09

G/EE-OK

PENNSYLVANIA PUC

JUL-1 04

6 9:10

To Whom it May Concern

SECRETARY'S BUREAU

I did not call to complaint  
I really call because I needed  
some one to help me on that  
bill.  
But it turn on me  
no help

2. PECO

3 Really dont need to complaint really  
needed help to paid. I did not need  
any thing else.

4. Nothing because I had to borrow  
the money. Public Utility Comm. was  
no help to me.

I want you to tell PECO I will  
pay my bill as I have always done  
in the past about 24 yrs, just one time  
you want to put me on a budget. I  
have always had cash,

Myrtle Beckman

32

Formal Complaint Form  
Pennsylvania Public Utility Commission

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number.

Name MYRTLE BROCKMAN  
Street/P.O.Box 3338 RICHIEU RD Apt # E 67  
City Bensalem State PA Zip 19020  
County BUCK Area Code/Home Phone 215-245-6272  
Area Code/Work Phone \_\_\_\_\_

2. Name of company your complaint concerns: it was not really complaint a need help  
3. What is your complaint? (Use additional paper if need more space)

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

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.

Myrtle Brockman  
Signature

6/22-04  
Date

Continued on next page

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 \_\_\_\_\_

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

**Mail to:**  
Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

**For more information, please contact the Secretary's Bureau at 717-772-7777.**

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

DATE SERVED: July 29, 2004

C-20043421

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

DOCUMENT  
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MYRTLE BROCKMAN. 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.

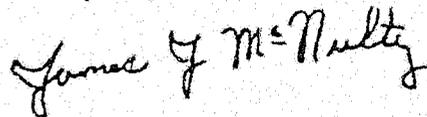
July 29, 2004

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,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty  
Secretary

KSB

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: July 29, 2004

DOCUMENT  
FOLDER

MYRTLE BROCKMAN  
Complainant

VS.

PECO ENERGY COMPANY  
Respondent

Complaint Docket  
No: C-20043421

JUL 29 2004

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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,

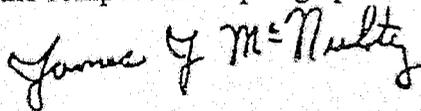
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as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

Legal Department

Telephone 215 841 5544  
www.exeloncorp.com

Business Services  
Company

Exelon Business Services Company  
2301 Market Street  
PO Box 8699  
Philadelphia, PA 19101

CONFIDENTIAL

Direct Dial: 215 841 5974  
Fax: 215 568 3389  
August 18, 2004

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

Re: Myrtle Brockman v. PECO Energy Company  
Docket No. C-20043421

ORIGINAL

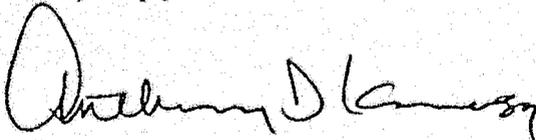
Dear Mr. McNulty:

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

- 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)
- Motion (original and 9 copies)
- Reply Motion (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,



Anthony D. Kanagy  
Counsel for PECO Energy Company

Enclosures  
cc: All Parties

RECEIVED

AUG 18 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

65

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

MYRTLE BROCKMAN

v.

PECO ENERGY COMPANY

:  
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DOCKET NO. C-20043421

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. Denied. PECO Energy specifically denies that Complainant is unable to pay

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SEP 02 2004

DOCUMENT

Complainant's gas and electric bill and strict proof thereof is hereby demanded at time of hearing. By way of further response, PECO Energy avers that Complainant's current outstanding balance is \$66.08. The Complainant's average monthly bill is currently \$92.00 and Complainant's calculated budget payment is currently \$103.00. The Complainant is enrolled in the CAP Rate Program and receives a 50% discount on the first 500 kilowatts of electric service and approximately a 40% discount on gas service.

A decision of the Bureau of Consumer Services ("BCS") issued on or about May 24, 2004 required the Complainant to pay \$367.81 by June 14, 2004 and then to pay a special budget amount of \$112.00 per month beginning July 2004. A copy of the BCS decision is attached as Exhibit A.

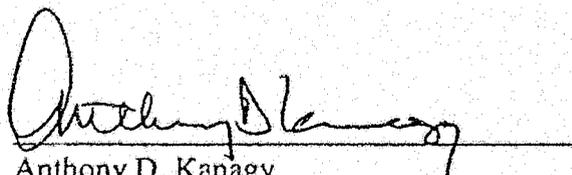
PECO Energy is without sufficient knowledge to either confirm or deny the remaining statements of this Complainant. Therefore PECO Energy denies all such averments.

RECORDED  
AUG 18 2004  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

4. 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 or remove the automatic stay on the payment arrangement set forth under the Bureau of Consumer Services decision and authorize PECO Energy Company to terminate service if said payment is not made. 56 Pa. Code § 56.174(3); Charles Stammel v. PG Energy, a Division of Southern Union Company, Docket No. C-20027994 (Order Entered May 21, 2003). PECO Energy further requests that your Honorable Commission enter an Interim Order directing payment of current undisputed consumption charges in addition to charges set forth in the Bureau of Consumer Services decision while the hearing in this matter is pending and reminding Complainant that PECO Energy Company is authorized to terminate service if Complainant fails to pay according to said Interim Order pursuant to Sections 56.174(3) and 56.81(1) of the Public Utility Code. Charles Stammel, Docket No. C-20027994 (Order Entered May 21, 2003).

Respectfully Submitted,



Anthony D. Kanagy  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699  
Direct Dial: 215.841.5974  
Fax: 215.568.3389  
anthony.kanagy@exeloncorp.com

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

MYRTLE BROCKMAN

v.

PECO ENERGY COMPANY

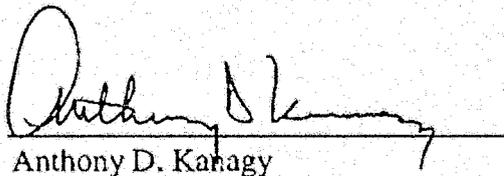
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DOCKET NO. C-20043421

VERIFICATION

I, Anthony D. Kanagy, 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: August 18, 2004

  
Anthony D. Kanagy

RECEIVED  
AUG 18 2004  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Date: 8/10/04

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

Case Number: 1667308  
Customer Name: MYRTLE BROCKMAN  
Address: 3338 RICHLIEU RD  
E-67  
BENSALEM PA 19020-1554

Opened On: 5/17/04  
Utility Type: Electric Distributor  
Account Number: 450801903078  
Company Name: PECO Energy

Prior Case: Total Balance: \$401.06 Balance Date: 5/24/04

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

Decision Issued: Y Oral Written: W  
Investigator: KWIATKOWSKI, JOSHUA PUC Decision Issued Dt: 5/24/04 PUC Case Closed Dt: 5/24/04  
Decision Recvd Dt: 5/24/04 12:25PM

Letter Description: CAP FULL CATCH-UP

To Restore Service Pay: \$0.00 To Continue Service Pay: \$367.81 By: 6/14/04  
Terms: JULY DUE DATE  
Special Budget Amount: \$112.00 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:  
YOU ARE ADVISED TO CONTACT THE DEPARTMENT OF PUBLIC WELFARE AND OTHER AVAILABLE SOCIAL AGENCIES FOR FINANCIAL ENERGY ASSISTANCE

Resolution:  
SEE CS17 FOR TERMS OF PAR. WAIVE.

AUG 18 2004  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Exhibit "A"

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

MYRTLE BROCKMAN

v.

PECO ENERGY COMPANY

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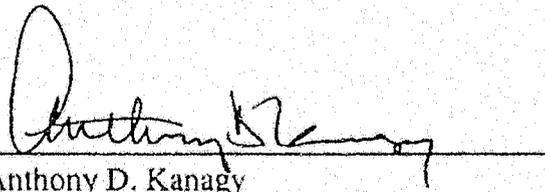
DOCKET NO. C-20043421

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, properly addressed and postage prepaid to:

Myrtle Brockman  
3338 Richlieu Road  
Apartment E67  
Bensalem, PA 19020

Dated at Philadelphia, Pennsylvania, August 18, 2004



Anthony D. Kanagy  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699  
Direct Dial: 215.841.5974  
Fax: 215.568.3389  
anthony.kanagy@exeloncorp.com

AUG 18 2004  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

ORIGINAL

Exelon®

Legal Department

Telephone 215 841 5444

Fax 215 568 3389

www.exeloncorp.com

Business Services  
Company

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

Direct Dial: 215.841.5974

Fax: 215.568.3389

August 24, 2004

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

Re: Myrtle Brockman v. PECO Energy Company  
Docket No.: C-20043421

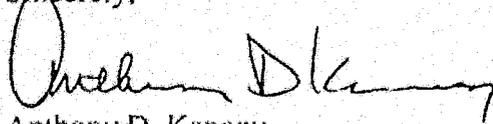
Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), PECO Energy Company certifies that the parties in the above referenced complaint have reached an accord. A hearing in this matter is no longer necessary and the matter may be closed.

By copy of this letter, I am alerting the Complainant of his/her 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 for your assistance.

Sincerely,



Anthony D. Kanagy  
Counsel for PECO Energy Company

DOCUMENTED  
AUG 31 2004

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2004 AUG 27 PM 12: 58

SECRETARY'S BUREAU

Myrtle Brockman  
Susan Licon

DOCUMENT  
FOLDER

54

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

**DATE:** August 25, 2004  
**SUBJECT:** C-20043421 Myrtle Brockman v. PECO Energy Company  
**TO:** Wanda Zeiders  
Docket Management  
**FROM:** Susan Licon, Scheduling Officer  
Office of Administrative Law Judge

On August 24, 2004, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ (None Assigned)  
Beth Plantz  
Case File

DOCUMENT  
FOLDER

**DOCKETED**  
SEP 01 2004



**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

**Business Services  
Company**

Direct Dial: 215.841.5974  
Fax: 215.568.3389  
August 24, 2004

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

**Re: Myrtle Brockman v. PECO Energy Company  
Docket No.: C-20043421**

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. A hearing in this matter is no longer necessary and the matter may be closed.

By copy of this letter, I am alerting the Complainant of his/her 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 for your assistance.

Sincerely,

Anthony D. Kanagy  
Counsel for PECO Energy Company

Cc: Myrtle Brockman  
Susan Licon

Legal Department

Exelon Business Services Company  
2301 Market Street / 231  
PO Box 8699  
Philadelphia, PA 19101 8699

Telephone: 215 841 5544  
Fax: 215 568-2484  
www.exeloncorp.com

Business Services  
Company

Direct Dial: 215 841 5974

# ORIGINAL

September 7, 2004

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

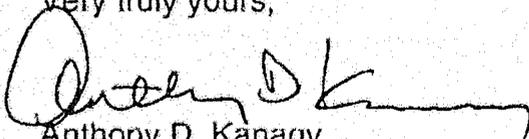
RE: **Myrtle Brockman v. PECO Energy Company**  
**Pa. PUC Docket No.: C-20043421**

Dear Secretary McNulty:

Enclosed is a copy of Withdrawal of Complaint signed by the Complainant in the above-referenced case. The Complainant has agreed to withdraw the complaint without prejudice. Please send me a final order or closing notice in this matter.

Thank you for your help and if you have any questions regarding this request, please call my direct dial number (215) 841-5974.

Very truly yours,

  
Anthony D. Kanagy  
Counsel for PECO Energy Company

ADK/zr

Enc.

RECEIVED

SEP - 7 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

DOCUMENT  
FOLDER

88

**ORIGINAL**

WITHDRAWAL OF  
PENNSYLVANIA PUBLIC UTILITY COMMISSION FORMAL COMPLAINT  
Myrtle Brockman v. PECO Energy Company  
Docket No.: C-20043421

The circumstances causing the above Pennsylvania Public Utility Commission formal complaint have been resolved, and I wish to withdraw this complaint.

Myrtle Brockman  
Myrtle Brockman

8/25/04  
Date

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SEP - 7 2004

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

DOCKETED

SEP 09 2004

DOCUMENT  
FOLDER



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

IN REPLY PLEASE  
REFER TO OUR FILE

October 27, 2004

C-20043421

MYRTLE BROCKMAN  
3338 RICHLIEU RD E67  
BENSALEM PA 19020

**DOCKETED**

OCT 28 2004

**DOCUMENT**

MYRTLE BROCKMAN  
v.  
PECO ENERGY COMPANY

TO WHOM IT MAY CONCERN:

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

Very truly yours,

James J. McNulty  
Secretary

nvl

cc: All parties of Record  
Office of ALJ