

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: 05/12/06
8. DCKET NO: F-01931599	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: JACQUINTO, MARY

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

COMP/APP COUNTY: MONTGOMERY

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE COMPANY IS MAKING HER PAY A SECURITY DEPOSIT. THEY WANT THEIR BILL ADJUSTED AND REQUEST THAT THE \$233.00 BE RETURNED TO THEM.

DOCUMENT
 FOLDER

~~SECRET~~

MAY 22 2006

Must be returned by MAY 25, 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

110550

Formal Complaint Form

Please print or type.

F-01931599

ORIGINAL

1. CUSTOMER NAME (COMPLAINANT)

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

Name Mary Jacavinto

Street/P.O. Box 235 Creekside Drive Apt # _____

City Pottstown State PA Zip 19464

County Montgomery

Area Code/HOME Phone (610) 327-6270

Area Code/WORK Phone (610) 669-3024

Utility Account Number 40-19-75010125
(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 _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PECO ENERGY

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MAY 12 2006

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3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

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. *Security Deposit*
(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.

please see attached.

Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
PO Box 3265, Harrisburg, PA 17105-3265

**Pennsylvania Public Utility Commission
Formal Complaint:**

Section 4-B: State the Facts:

In April 2005 my husband and I made settlement on our new home; prior to settlement we contacted PECO Energy to establish an account for service. We received service without an issue, and received our first bill at the end of April. There was no mention of a security deposit until after we received our first bill.

We received a letter indicating we would be required to pay a deposit equal to approximately two months of service charges (\$466.00). The letter stated that we could avoid this deposit in certain instances: proof of ownership of the residence, verification of a certain credit score, or proof of a credit history with PECO Energy. I contacted PECO immediately, and was told to send proof of home ownership to the company. I sent the letter along with documentation within 10 days (early May), and followed up with numerous phone calls. We received our next bill, which still showed the outstanding security deposit. At that point I contacted PECO again, and was told that there was no way for them to verify if the information was received and that I did not have to resend the information. However, I resent the information. I repeatedly asked to speak with a supervisor to follow up on the situation, and was never permitted to speak with a supervisor. I was told that a supervisor could call me back, and I never received a phone call. At the end of May, I again attempted to call for a status update, and I did speak with a very helpful associate. I was instructed to fax a copy of what I originally sent to PECO Energy, so that I could verify that the information was received for my own peace of mind. I faxed the information, and I have a copy of the confirmed fax transmission.

In June, apparently in response to my fax, PECO Energy stated that they received my documentation. However, the letter stated that the information was not received prior to their deadline. When I called to inform the company that the fax had been my third attempt to contact them, I was told the exception policy was no longer offered. Again, I was not permitted to speak with a supervisor.

At that point I contacted the PUC, and was assigned an investigator. The investigation was not closed until March 2006, and the response I received was that PECO never received my documentation. I have a copy of the letter that states they were in receipt of my documentation - dated June 2005.

5. RELIEF

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

please see attached.

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.

Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
PO Box 3265, Harrisburg, PA 17105-3265

**Pennsylvania Public Utility Commission
Formal Complaint:**

Section 5: Relief:

My husband and I received the judgment on April 19, 2006. The letter stated that PECO Energy was required to receive a payment of \$233.00 for a security deposit; this amount was half of the original deposit that PECO had attempted to collect. Since opening our account, with the exception of the security deposit charges, our bills with PECO Energy have been paid on time and in full.

On April 24th 2006 we paid our current charges that were due (\$248.09), and on April 28th 2006 we paid the security deposit that we were instructed to pay (\$233.00). PECO Energy has applied both those payments toward the security deposit they originally attempted to collect (\$466.00), and our showing that our last bill is past due. They are charging us 1.25% as a late charge, and have threatened to turn off our service.

We have been paying our bill with PECO Energy, with the exception of the security deposit, on time and in full for more than 12-months at this point. That has provided them with a sufficient account history that should not require a security deposit. I request that our bill be adjusted to reflect this, so that there are no longer any outstanding charges appearing. I would also request that we receive the \$233.00 that was paid on April 28th returned to us, or at the very least put toward future charges.

PECO Energy also claims to have never received the judgment from the PUC indicating the security deposit was to be \$233.00, but they do see that the informal case was closed. If a decision is reached that PECO is permitted to hold the \$233.00 for an additional 12-months (limit of 24 months) then I request that the PECO bill be adjusted to reflect the decision. They never reversed the additional deposit, so \$233 is still showing as outstanding since they are attempting to collect \$466.00 as a deposit.

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 Mary Jacquinto, 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).

Mary Jacquinto
(Signature)

May 12, 2006
(Date)

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
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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.

Request for Formal Complaint Forms
(Notification of Intent to Appeal)

Notice to Customer:

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 4/13/2006. The Commission will send you formal complaint forms if you return this form.

You must comply with 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 shut off your service.

Sincerely,
Pennsylvania Public Utility Commission

Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

MARY JACQUINTO
235 CREEKSIDE DR
POTTSTOWN PA 19464

(610) 327-6270
(Area Code) Telephone Number
BCS: 1931599
Company: PECO ENERGY

Mary C. Jacquinto - 4/18/2006
Signature
Date of Mailing: 4/13/2006

Mail this completed form to:

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

RECEIVED

APR 27 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

98



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

IN REPLY PLEASE
REFER TO OUR FILE

May 5, 2006

BCS1931599

MARY JACQUINTO
235 CREEKSIDE DRIVE
POTTSTOWN PA 19464

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 MAY 25, 2006 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:**

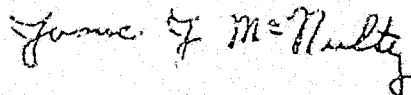
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

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cc: PECO ENERGY COMPANY

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: May 22, 2006

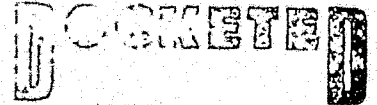
DOCUMENT
FOLDER

MARY JACQUINTO
Complainant

v.

PECO ENERGY COMPANY
Respondent

Complaint Docket
No: F-01931599



MAY 22 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).

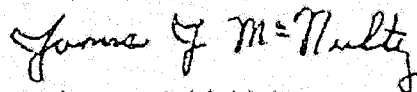
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: May 22, 2006

F-01931599

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 MARY JACQUINTO. 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.

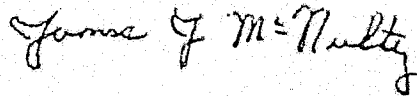
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

May 22, 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,

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

James J. McNulty
Secretary

ane

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

ORIGINAL

Direct Dial: 215 841 6841

June 12, 2006

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

DOCUMENT FOLDER

RECEIVED

JUN 12 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

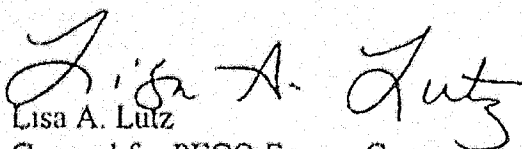
RE: **Mary Jacquinto v. PECO Energy Company**
Pa. PUC Docket No.: F-01931599
FILING OF CERTIFICATE OF SATISFACTION

Dear Secretary McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of a Certificate of Satisfaction in connection with the above-referenced case. This Certificate indicates that PECO Energy Company and the Complainant have resolved the issues raised in the Formal Complaint. Unless the Complainant files an objection to the enclosed Certificate of Satisfaction within ten (10) days, the Formal Complaint should be withdrawn and the Commission's file closed.

If you have any questions with regard to this filing, please contact me at 215.841.6841. Thank you.

Sincerely,


Lisa A. Lutz
Counsel for PECO Energy Company

LAL/zr

cc: Ms. Mary Jacquinto
Sue Licon

ORIGINAL

RECEIVED

JUN 12 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

MARY JACQUINTO
COMPLAINANT

v.

PECO ENERGY COMPANY
RESPONDENT

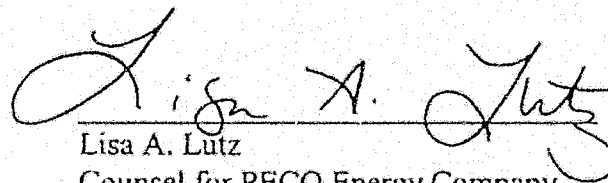
DOCKET NO. F-01931599

DOCUMENT
FOLDER

CERTIFICATE OF SATISFACTION

I, Lisa A. Lutz, Esquire, representing PECO Energy Company ("PECO") in this matter, hereby certify that the issues raised in the Formal Complaint filed by Complainant with the Pennsylvania Public Utility Commission and docketed at Complaint Docket No.F-01931599 have been satisfied.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code §5.24(b). Unless Complainant files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint shall be withdrawn and the Commission's file closed.



Lisa A. Lutz
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
lisa.lutz@exeloncorp.com

Date: June 12, 2006

DOCKETED
JUN 16 2006

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: June 13, 2006
SUBJECT: F-01931599 Mary Jacquinto v. PECO Energy Company
TO: Wanda Zeiders
Docket Management
FROM: Susan Licon, ALJ Support Staff
Office of Administrative Law Judge

DOCUMENT
FOLDED

On June 12, 2006, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, 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: (None Assigned)
Beth Plantz
Case File

DOCKETED
JUN 16 2006