

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: 03/16/07 |
| 8. DOCKET NO: C-20077478 | : | 9. EFFECTIVE DATE: 00/00/00 |

PARTY/COMPLAINANT: ZENGINOBUZ, EKREM U

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

COMP/APP COUNTY: PHILADELPHIA

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES SECURITY DEPOSIT IS EXCESSIVE. THEY WOULD LIKE THE PUC TO ALLOW THIRD PARTY GUARANTOR TO SIGN INSTEAD OF DEPOSIT.

**DOCUMENT
FOLDER**

DOCKETED
MAR 28 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

SECRET

2007 MAR 15 AM 9:29

REC'D

Please print or type.

C-20077478

1. CUSTOMER NAME (COMPLAINANT)

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

Name EKREM U ZENGINOBUZ

Street/P.O. Box 616 S. HANCOCK ST. Apt # 3

City PHILADELPHIA State PA Zip 19147

County PHILADELPHIA CITY

Area Code/HOME Phone 267-239-0536

Area Code/WORK Phone 267-584-0166

Utility Account Number 56044-01802 (initially 21-14-56-189898 was used)
(from your bill)

ORIGINAL

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

Name SAME AS ABOVE

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PECO ENERGY

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

25

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) I'D LIKE TO SATISFY THE DEPOSIT PAYMENT REQUIREMENT THROUGH A THIRD PARTY GUARANTOR. THE COMPANY WOULD NOT CONSIDER SUCH AN OPTION AND WANTED ME TO PAY A VERY HIGH AMOUNT (\$ 384) IN CASH UPFRONT.

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

ON OCTOBER 10, 2006, I CALLED PECO TO COMPLAIN ABOUT THE \$ 384 DEPOSIT THEY ASKED FROM ME (I TALKED TO A MRS. "BRITTANY" (NO LAST NAME WAS PROVIDED) IN ^{THEIR} CREDIT DEPARTMENT. THEY SAID I HAD NO CHOICE BUT PAY THIS VERY HIGH AMOUNT. (MY BILLS ARE \$ 50 ON AVERAGE PER MONTH). I FOUND OUT BY MYSELF THAT I CAN SATISFY DEPOSIT REQUIREMENT THROUGH A THIRD PARTY GUARANTOR, WHICH I WANTED TO DO. I WROTE TO PECO CUSTOMER SERVICE TO ASK FOR THIS ON OCT 11, 2006 AND RECEIVED NO ANSWER.

5. RELIEF THEN I WROTE TO PUC ON NOV 27, 2006 TO FORMALLY COMPLAIN.

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

I'D LIKE TO SATISFY THE DEPOSIT REQUIREMENT THROUGH A THIRD PARTY GUARANTOR. THE UNREASONABLY HIGH AMOUNT OF \$ 384 AS DEPOSIT ~~HAS~~ NOW APPEARS TO BE REDUCED TO A LOWER AMOUNT ON MY RECENT BILLS, THOUGH I HAVE NOT RECEIVED A STATEMENT TO THAT EFFECT FROM PECO ENERGY YET (IT IS NOT POSSIBLE TO UNDERSTAND HOW THE ARBITRARILY DETERMINED INITIAL AMOUNT OF \$ 384 HAS BEEN REVISED). I WOULD LIKE TO HAVE THE DEPOSIT AMOUNT THAT IS PROPERLY DETERMINED GUARANTEED BY A CURRENT PECO CUSTOMER WHO IS WILLING TO DO THAT FOR ME.

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

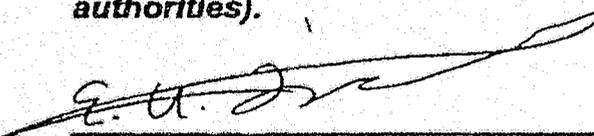
If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

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



(Signature)

March 14, 2007

(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 _____ *N/A* _____

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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: MARCH 29, 2007

C-20077478

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 EKREM ZENGINOBUZ. 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.

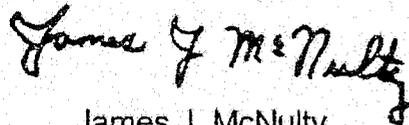
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

MARCH 29, 2007

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in black ink that reads "James J. McNulty". The signature is written in a cursive style with a large, stylized initial "J" and a long, sweeping underline.

James J. McNulty
Secretary

SS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 29, 2007

EKREM ZENGINOBUZ
Complainant

v.

PECO ENERGY COMPANY
Respondent

Complaint Docket
No: C-20077478

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PECO ENERGY COMPANY

DOCKETED
MAR 28 2007

TAKE NOTICE:

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

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

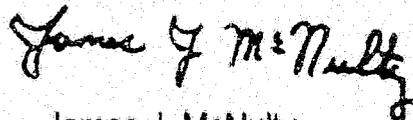
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

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

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

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

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



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

Legal Department

Exelon Business Services Company
2301 Market Street/5291
P.O. Box 8699
Philadelphia, PA 19101-8699

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

Direct Dial: 215-841-6841
April 23, 2007

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

ORIGINAL

Re: Ekrem Zenginobuz v. PECO Energy Company
Docket Number: C-20077478

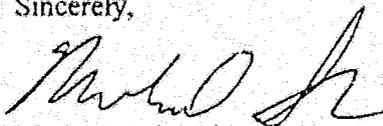
Dear Secretary McNulty:

Pursuant to 52 Pa. Code §5.24(b), PECO Energy Company certifies that the parties in the above referenced complaint have reached an accord.

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

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

Sincerely,



Michael S. Swerling
Counsel for PECO Energy Company

DOCUMENT
FOLDER

cc: Mr. Ekrem Zenginobuz
PUC Scheduling

2007 APR 25 AM 10:59
RECEIVED

BTL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

EKREM ZENGINOBUZ

COMPLAINANT

v.

PECO ENERGY COMPANY

RESPONDENT

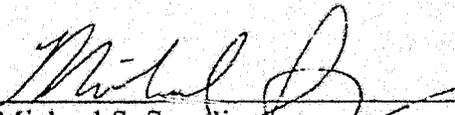
DOCKET NO. C-20077478

CERTIFICATE OF SERVICE

I, Michael S. Swerling, hereby certify that I have this day served a true and correct copy of the foregoing document upon the interested parties and in the manner indicated below.

Service by first class mail:

Mr. Ekrem Zenginobuz
616 S. Hancock Street, Apt. 3
Philadelphia, PA 19147


Michael S. Swerling
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
Michael.Swerling@exeloncorp.com

Dated: April 23, 2007

2007 APR 25 11:10:59
COMMUNICATIONS SECTION

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: May 2, 2007
SUBJECT: Ekrem Zenginobuz v. PECO Energy Company
C-20077478
TO: Wanda Zeiders
Docket Management
FROM: Linda Salome, ALJ Support Staff
Office of Administrative Law Judge

On April 26, 2007, 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: Bruce Bigelow, Mediator
Beth Plantz
Case File

DOCUMENT
FOLDER

DOCKETED
MAY 11 2007



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

IN REPLY PLEASE
REFER TO OUR FILE

June 8, 2007

C-20077478

EKREM U. ZENGINOBUZ
616 S HANCOCK
PHILADELPHIA PA 19147

EKREM U. ZENGINOBUZ
v.
PECO ENERGY COMPANY

DOCKETED
JUN 07 2007

TO WHOM IT MAY CONCERN:

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

Very truly yours,

James J. McNulty
Secretary

cc: All parties of Record

nvl

**DOCKETED
FOLDER**

BA