

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: 03/06/06
8. DOCKET NO: F-01968175	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: JONES, KAREN

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

COMP/APP CO'NTY: CHESTER

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE WANTS TO BE ABLE TO PAY HER BILL BY PHONE. COMPLAINT STATES BECAUSE OF A MESS UP ON THE PAY BY PHONE SYSTEM THE COMPANY HAS ACCUSED HER OF WRITTING BAD CHECKS.

DOCKETED

MAR 09 2006

SUMMARY
FOLDER

* Documents attached.

BCS1968175
PECO ENERGY CO

Must be returned by MARCH 6, 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

F-01968175

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name KAREN JONES *Karen Jones*

Street/P.O. Box 700 E. MARSHALL ST Apt # A-104

City WEST CHESTER State PA Zip 19380

County CHESTER

Area Code/HOME Phone 484-356-0697

Area Code/WORK Phone N/A

Utility Account Number _____
(from your bill)

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

Name N/A

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PECO

3. TYPE OF UTILITY (check one)

ELECTRIC

GAS

WATER

TELEPHONE

(local, long distance)

STEAM HEAT

WASTE WATER

MOTOR CARRIER

(taxi, moving companies, etc.)
SECRET PA P.U.C.

DOCKETED

MAR 06 2006

JULIANI
FOLLER

2006 MAR -6 AM 9:36

RECEIVED

511

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. *accused of writing bad checks, even though (explain) the automated system to pay by phone was not working effectively.*

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 the letter attached which clearly states the problem w/ Peco pay by phone system.

- 1. The system accepted my checks for years.*
- 2. My bank never had a return check from Peco or even received one.*

See checks # 2652 + 2653, 2662

5. RELIEF *3* - *the system just recently have not been processing my checks completely, but gives a confirm*

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

I would like / request that Peco agree to accept my checks by phone and do not accuse me of writing bad checks through the pay by check-phon system, which agrees that the system was short a number some times and work sometimes.

The system is not consistent w/ receiving payments by phone. please have it fix, tested and executed successfully. see addtl note.

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 Karen Jones, 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).

Karen Jones
(Signature)

2/28/06
(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
--	--

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.

February 7, 2006

To: Pennsylvania Public Utility Commission (PUC)
P.O. Box 3265
Harrisburg, PA 17105-3265

From: Karen-Ann Jones
700 E Marshall St; Apt A104
West Chester, PA 19380

Subject: Appeal to the investigation of my complaint

Dear Sir,

I received your letter and investigation regarding my complaint in regards to my account with PECO. The letter I received on February 7, 2006 did not state any reason or satisfactory to my original complaint. My complaint to PUC was the inconsistency process of the pay by phone-check system. Most of the times my check payments would go through and a couple times it did not, although I would receive a confirmation number. **Please note: I have paid by checks for many years with the same account information and I never had this problem until now.** I believe there is a problem with the pay by phone-check system. To verify this, I did a 3 way phone call with the bank, a PECO representative and this confirmed that the money was available and that the check never reached the bank. This process proved I did not bounce a check. The system gave me a confirmation number that my check was accepted, and it never reached the bank for payment.

At this time PECO wrongfully accuses me of writing bad checks, and this is untrue. When I contacted PECO, the representatives are unsure what the problem was. I requested for PUC to investigate this matter and get back to me, but this was not done correctly. PUC has requested for me to make payments by other options suggested. I disagree with the investigation and do not believe my complaint was appropriately investigated. If it was so, PUC would have seen the default in their system and accepted my checks by phone again.

Since this problem was not my fault, and again I have been paying with the same checks and institution for years without problems, I request an apology and acceptance to be able to pay by checks again and by phone. I recommend that the check system gets checked, and tested thoroughly for this ongoing problem. I also recommend for PUC to confirm with the bank the proof of my funds were available at the time of payment process. This will prove that I did not bounce any checks to PECO.

Finally, the letter I received seems to only recommend a payment plan, but it does not clarify why I am having problems paying by phone with a check. Please re-investigate this problem, because I do not appreciate being accused of bouncing checks. I try to pay my bill the best I can, but no matter what... PECO doesn't care and the representatives, they are very disrespectful, which I regret having to even call them. Where is PECO's professionalism, courteous and understanding? I would be happy to speak with some one to provide any clarification with this case. I can be reached at 484-356-0697, but you will have to unblock your number.

Thank you,

Karen Jones



An Exelon Company

PECO Energy Company
Customer Strategies & Support
2301 Market Street, N5-1
P O Box 8699
Philadelphia, PA 19101-8699

www.exeloncorp.com

Speed
Pay

1800
252-9638
X#3

September 7, 2005

#800
915 841 4500

Steve -

Karen Jones
700 Marshall Street, A-104
West Chester, PA 19380-4420

RE: 700 Marshall Street, A-104
West Chester, PA 19380-4420

Account number: 35-05-43-418551

Dear Ms. Jones:

800
878
6001
Terry
Janet

We have been trying to contact you concerning the Informal Complaint (BCS# 1968175) that was filed with the Public Utility Commission on August 25, 2005 in reference to your PECO Energy account; however, we have not been able to reach you.

On September 2, 2005, at 10:25 AM, our office telephoned you at 484-356-0697; however, there was no answer and no answering machine on which to leave a message. A letter was mailed requesting you to contact PECO Energy by September 7, 2005.

On September 6, 2005, at 3:29 PM, our office telephoned you at 484-356-0697; however, the telephone line was busy. To date, our attempts to contact you have been unsuccessful.

In response to the Informal Complaint (BCS# 1968175) that was filed with the Public Utility Commission on August 26, 2005, the results of the investigation are as follows:

Proof of
deletion
of
number
such
as
800-878-6001

On August 8, 2005, you remitted a payment, in the amount of \$198.94, using the Speedpay telephone bill payment system. A confirmation number was provided after the transaction was completed. The confirmation number does not verify that the payment was debited from your account, only that the transaction was completed.

- The transaction was presented to your bank for payment; however, the payment was declined due to an incorrect account number that was entered during the Speedpay transaction. As a result, the payment, in the amount of \$198.94, was debited from the account on August 11, 2005.
- On August 12, 2005, PECO Energy mailed a ten-day termination notice for the past due balance of \$298.78, with a termination date of August 22, 2005. The past due balance was not paid to stop collection action, nor did you contact PECO Energy regarding the termination notice.
- After the proper termination notice procedure was completed, the electric service was terminated for nonpayment on August 24, 2005.
- PECO Energy received a medical certificate on August 25, 2005, after which the electric service was restored.

1-800-878-6001



PECO Energy Company
 Customer Strategies & Support
 2301 Market Street, N5-1
 P O Box 8699
 Philadelphia, PA 19101-8699

www.exeloncorp.com

An Exelon Company

9/22/05
 CONF# 2761544

The account balance is \$1863.87. Pay the past due balance, in the amount of \$298.78, immediately. Pay the current charges, in the amount of \$120.51, by September 19, 2005. Pay subsequent bills thereafter.

This information will be forwarded to the Public Utility Commission. The Public Utility Commission will notify you of their decision.

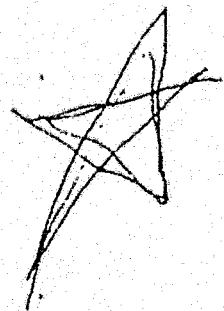
Cordially,
 Penni Williams
 Analyst
 Customer Relations East

121.51

1800 692 7380

877 - 595 - 806

9/13
 CONF# 2
 2722918



63
 77-028
 8392

76
 32
 +8.02

OK 9/27
 VISA 9/22

86.60 cable
 158.13 phone
 121.51 elec

 266.24
 123.00 cell

 143.24

9/23

Notice - w/ check payments; please note there is no fee on this notice letter.



PECO ENERGY COMPANY

Returned Check Notice

KAREN JONES
A-104
700 E MARSHALL ST
WEST CHESTER PA 19380-4442

ACCOUNT NUMBER
35-05-43-418551

Earlier money before
Credit
213
133.07
Notice
00065
use the system & linked acct
13

Dear Customer,

Our records indicate that this is the second check returned to us by your bank within the last twelve months. We have added the amount of this check back into your account. In addition, we have added a \$20.00 returned check charge. We have also made the proper state tax adjustments as provided by the PUC. Please make future payments by cash, money order or certified check. We will not process payments made by personal check. Any check received during this period will be destroyed.

Louis Scott 120 ST *let now*

Please direct written correspondence to: PECO Energy Company
P.O. Box 13778
Philadelphia, PA 19101

Contact: Customer Service Department.

To talk to us about this notice, please call us at 1-800-494-4000 or visit our office listed on the back side of this notice.

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

Timely

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 1/31/2006. 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.)

KAREN JONES
700 E MARSHALL ST APT 104 A
WEST CHESTER PA 19380 - 2444

484-356-0697
(Area Code) Telephone Number
BCS: 1968175
Company: PECO ENERGY

Karen Jones 2/9/06
Signature
Date of Mailing: 1/31/2006

Mail this completed form to:

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

RECEIVED
2006 FEB 13 AM 9:25
P. U. C.
SECRETARY'S BUREAU

01

February 7, 2006

To: Pennsylvania Public Utility Commission (PUC)
P.O. Box 3265
Harrisburg, PA 17105-3265

From: Karen-Ann Jones
700 E Marshall St, Apt A104
West Chester, PA 19380

Subject: Appeal to the investigation of my complaint

Dear Sir

I received your letter and investigation regarding my complaint in regards to my account with PECO. The letter I received on February 7, 2006 did not state any reason or satisfactory to my original complaint. My complaint to PUC was the inconsistency process of the pay by phone-check system. Most of the times my check payments would go through and a couple times it did not, although I would receive a confirmation number. **Please note: I have paid by checks for many years with the same account information and I never had this problem until now.** I believe there is a problem with the pay by phone-check system. To verify this, I did a 3 way phone call with the bank, a PECO representative and this confirmed that the money was available and that the check never reached the bank. This process proved I did not bounce a check. The system gave me a confirmation number that my check was accepted, and it never reached the bank for payment.

At this time PECO wrongfully accuses me of writing bad checks, and this is untrue. When I contacted PECO, the representatives are unsure what the problem was. I requested for PUC to investigate this matter and get back to me, but this was not done correctly. PUC has requested for me to make payments by other options suggested. I disagree with the investigation and do not believe my complaint was appropriately investigated. If it was so, PUC would have seen the default in their system and accepted my checks by phone again.

Since this problem was not my fault, and again I have been paying with the same checks and institution for years without problems, I request an apology and acceptance to be able to pay by checks again and by phone. I recommend that the check system gets checked, and tested thoroughly for this ongoing problem. I also recommend for PUC to confirm with the bank the proof of my funds were available at the time of payment process. This will prove that I did not bounce any checks to PECO.

Finally, the letter I received seems to only recommend a payment plan, but it does not clarify why I am having problems paying by phone with a check. Please re-investigate this problem, because I do not appreciate being accused of bouncing checks. I try to pay my bill the best I can, but no matter what...PECO doesn't care and the representatives, they are very disrespectful, which I regret having to even call them. Where is PECO's professionalism, courteous and understanding? I would be happy to speak with some one to provide any clarification with this case. I can be reached at 484-356-0697, but you will have to unblock your number.

Thank you,


Karen Jones

INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

KAREN JONES
700 E MARSHALL ST APT 104 A
WEST CHESTER PA 19380 - 2444

Date: 1/31/2006

BCS: 1968175

Acct. No: 350543418551

V.

PECO ENERGY

You contacted the Public Utility Commission asking for help in preventing the termination of your utility service. We looked into your records with the company and decided that:

- Your total account balance is \$2146.32. This balance does not include any payments or bills sent out on or after 9/9/2005.
- Beginning MARCH 2006, you must pay the company a special budget amount of \$178.00 per month. This amount may change depending on any change in the amount of service you use.
- This special budget amount includes a regular budget amount of \$147.00 per month, which is based on your monthly usage, plus \$31.00 that will be paid toward the account balance.
- You must make all payments by the due date of each month's bill and continue making the payments until you pay the account in full.
- The company will not charge late payment fees to your account as long as you pay according to this decision. However, the company may apply late payment fees if you do not pay on time or if you do not keep this agreement.
- Based on the information you gave us, you appear to be eligible for CAP RATE. CAP RATE is a program that may reduce your budget and forgive your outstanding balance. Our review finds this may be the best rate for you. To receive this rate, you must contact the company to apply. They will tell you how to apply for CAP RATE. If the company enrolls you in CAP RATE, they will tell you the new amount you need to pay each month.
- If you break this payment agreement, the company may shut off your service. If the company shuts off your service, they may make you pay your full bill plus a reconnect fee and a deposit to restore service.

Make all your payments by cash, certified check or money order.

THEODORE GALACCI
Investigator



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

1/31/2006

BCS No: 1968175

KAREN JONES
700 E MARSHALL ST APT 104 A
WEST CHESTER PA 19380 - 2444

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company can shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

THEODORE GALACCI
Investigator



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

Due 3/16/06

IN REPLY PLEASE
REFER TO OUR FILE

FEBRUARY 14, 2006

BCS1968175

KAREN JONES
700 E MARSHALL ST APT 104A
WEST CHESTER PA 19380-2444

DOCUMENT
FOLDER

F-01968175

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 MARCH 6, 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:**

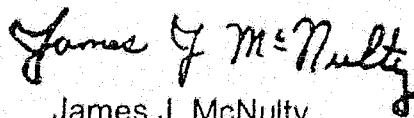
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

SS

cc: PECO ENERGY CO

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: March 9, 2006

KAREN JONES
Complainant

v.

PECO ENERGY COMPANY
Respondent

Complaint Docket
No: F-01968175

JULIUS
FOLDER
DOCKETED

MAR 09 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: March 9, 2006

F-01968175

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

Dear Mr. Smith:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by KAREN JONES. 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.

JUDGEMENT
FOLDER

March 9, 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

ddi

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

ORIGINAL

Direct Dial: 215 841 6841

March 30, 2006

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

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: **Karen Jones v. PECO Energy Company**
PUC Docket No. F-01968175

Dear Mr. McNulty:

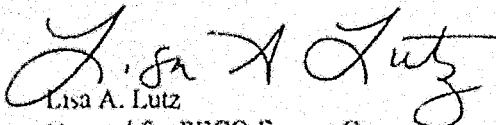
Enclosed for filing with the Commission are the following documents and copies in the matter referenced above.

- 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. Lutz
Counsel for PECO Energy Company

LAL/zr

Enc.

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

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KAREN JONES

v.

PECO ENERGY COMPANY

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DOCKET NO. F-01968175

DOCUMENT
FOLDER

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. It is admitted that Complainant submitted

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SECRETARY'S BUREAU

two checks that were not accepted and subsequently returned to Complainant's bank. The first check was returned on August 11, 2005 in an amount of \$198.94, and the second check was returned on November 10, 2005 in an amount of \$133.07. PECO Energy specifically denies experiencing difficulties or failure of the telephonic bill payment system.

By way of background, when Complainant remitted the payment by telephone on August 8, 2005, a confirmation number was provided that the transaction was complete; it does not verify payment being debited from Complainant's account but merely completion of the transaction. When presenting this August 8, 2005 transaction to Complainant's bank, it was declined for an incorrect account number, provided during the telephonic transaction. PECO Energy admits that on August 12, 2005, Complainant was mailed a 10-day termination notice for

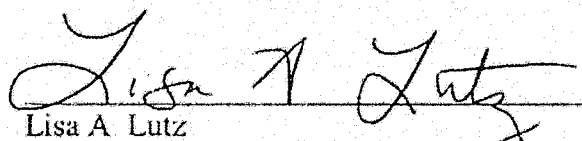
the past due balance of \$298.78, having a termination date of August 22, 2005. On August 24, 2005, electric service was terminated for non-payment. On August 25, 2005, PECO Energy received a medical certificate, and service was restored.

A decision of the Bureau of Consumer Services ("BCS") was issued on or about January 31, 2006. The BCS decision set a payment agreement for Complainant's account in the amount of \$178.00 per month, beginning March, 2006. This payment agreement includes the regular monthly budget amount of \$147.00 plus \$31.00 per month towards the account arrears. The BCS decision directed that Complainant make all payments by cash, certified check or money order. A copy of the BCS decision is attached 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,



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

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KAREN JONES

v.

PECO ENERGY COMPANY

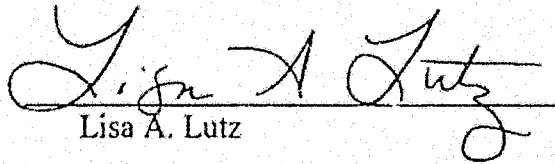
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DOCKET NO. F-01968175

VERIFICATION

I, Lisa A. Lutz, hereby declare that I am an attorney representing 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: March 30, 2006


Lisa A. Lutz

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

KAREN JONES

v.

PECO ENERGY COMPANY

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DOCKET NO. F-01968175

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 thereof Certified mail, properly addressed and postage prepaid to:

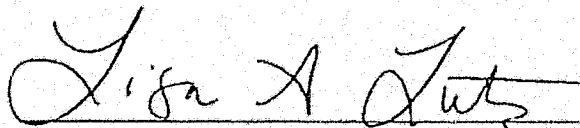
KAREN JONES
700 E. Marshall St., A-104
West Chester, PA 19380

Dated at Philadelphia, Pennsylvania, March 30, 2006.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE



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: 3/27/06

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

Case Number: 1968175
Customer Name: KAREN JONES
Address: 700 E MARSHALL ST APT 104 A
WEST CHESTER PA 19380-4420

Opened On: 8/25/05
Utility Type: Electric Distributor
Account Number: 350543418551
Company Name: PECO Energy

Prior Case: Total Balance: \$2,146.32 Balance Date: 9/9/05

Compliance

Violation(Alleged, Actual, No): NO

Chap 56/64/Other:

Section/Rule:

Decision Issued: Y

Oral Written: W

Investigator: GALACCI THEODORE

PUC Decision Issued Dt: 1/31/06

PUC Case Closed Dt: 1/31/06

Decision Recvd Dt: 1/31/06 01 25PM

Letter Description: EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLD

To Restore Service Pay: \$0.00

To Continue Service Pay: \$0.00 By:

Terms: MARCH 2006

Special Budget Amount: \$178.00

Regular Budget Amount: \$147.00 Plus Arrears Payment: \$31.00

Final Bill Monthly Payment: \$0.00

Current Bill Monthly Payment: \$0.00

End Of Month Payment: \$0.00

Par Description:

MAKE ALL YOUR PAYMENTS BY CASH, CERTIFIED CHECK OR MONEY ORDER.

Resolution:

WAIVE LPCS PAY BB + 32 BEGINNING MARCH 2006 ALL PAYMENTS BY CASH CERTIFIED CHECK OR MONEY ORDER.

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SECRETARY'S BUREAU

Exhibit A