

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: 06/17/02
8. LOCKET NO: F-01115436	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CLEVELAND, LISA D.

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

COMP/APP COUNTY: MONTGOMERY

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT HER ELECTRCITY WAS SHUT OFF WITHOUT ANY NOTIFICATION. SHE ALSO IS NOT ABLE TO PAY \$170 AT THE BEGINNING OF EACH MONTH AND OFFERS TO PAY \$125 ON THE 15TH OF EACH MONTH.

DOCUMENT
FOLDER

DOCKETED
JUN 20 2002

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

6/18/02

2002 JUN 19 AM 9:20

Please Print:

F-01115436

SECRETARY'S BUREAU

110550

DCS 1115436

1. Your Name, Mailing Address and Telephone Number.

Name Lisa D. Cleveland

Street/P.O. Box 543 Corson Street Apt.# _____

City Norristown State Pa Zip 19401

County Montgomery Home Telephone-Area Code (610) 239-2181
Work Telephone-Area Code (610) 239-2181

2. Name of Company your complaint concerns: Peco Energy

3. What is your complaint?

On April 4th 2002 my electricity was shut-off by Peco Energy. I did not receive any notification in the mail or received a service call from Customer Service informing me of the shut-off or termination of my electric service. It is policy for any utility company to notify their customers of any possible interruption of their service. There was no 24, 48, 72 or 10 day notice left at my property. Had I received such a notice I would have paid the bill before my service was interrupted. Also the assistance I received from your Client/Customer Service was very unprofessional.

(If you need more space, use additional paper and attach to this form)

(-over-) → Second page

my complainant

(1)

Your Customer Service Reps were rude, very very unprofessional and did not help the matter at all. I contacted the PUC immediately to file a complainant with Peco Energy.

I was not pleased that my service was interrupted & the unprofessionalism of the CS Reps employed at Peco Energy. I was left on hold for 3 hours before the CS dept closed at 8:00pm. No one ever answered my call to let me know what I needed to do to get my electricity service restored.

On April 5th

I immediately called Peco Energy to find out what I needed to pay to have my service restored. I paid the required amount of \$457.56.

In response of the complainant made to the PUC, I received a decision from them I am



not able to agree with. I did send a request for appeal.

The decision made by the PUC is to pay \$170⁰⁰ to Peco Energy on the 2nd of each month. I am unable to pay that amount. I make \$11.75 an hour.

With the responsibility of everything, rent, phone, water, electric, car insurance, car payment, health insurance, groceries, etc, etc. with no other income. That is just impossible to pay each month.

I pray that we can agree on a better & more reasonable payment agreement.

Thank you for your cooperation

Lisa Cleveland

4. What do you want the Public Utility Commission to do about your complaint?

I would like the PUC to reconsider the payment arrangement.

I can pay \$125.00 month on the 15th of each month. I have too many other obligations in the beginning of the month. It would not be possible to pay at the beginning of each month. I am a single-parent who is trying very hard to maintain all of my responsibilities. So I would truly appreciate this assistance in this matter. Considering what I had & my children as

(If you need more space, use additional paper and attach to this form.) → second page

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.

Lisa Deena Cleveland
Original Signature of complaining person

June 14, 2002
Date

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 _____

Telephone Number-Area Code () _____

What I want the PUC to do.

We'll had to suffer with the interruption of my electric service.
I thank you again for your cooperation.

Sincerely,

Lisa D. Cleveland

NOTIFICATION OF INTENT TO APPEAL RECEIVED
(Request For Formal Complaint Forms)

2002 APR 13 11:11:20

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 4/23/2002. The Commission will send you formal complaint forms.

You must comply with the terms of 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 pursue the termination of your service.

Thank You
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

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

LISA CLEVELAND
543 CORSON STR
NORRRISTOWN PA 19401

610-239-2181
(Area Code) Telephone Number

Lisa Cleveland
Signature

Mail this completed form to:

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

ST Number:	1115436	Date of mailing:	4/23/2002
Company:	PECO ENERGY		

REVISED 12/97

27

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

6/18/02

May 29, 2002

BCS 1115436

LISA CLEVELAND
543 CORSON STR
NORRISTOWN PA 19401

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 June 18, 2002 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:

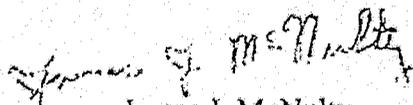
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

nvl

CC: PECO ENERGY

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: June 20, 2002

LISA D. CLEVELAND
Complainant

DOCUMENT
FOLDER

VS.

Complaint Docket
No: F-01115436

DOCKETED

JUN 20 2002

PECO ENERGY COMPANY
Respondent

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 17120, an answer (original and two 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).

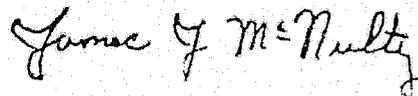
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

DATE SERVED: June 20, 2002

F-01115436

PECO ENERGY COMPANY
C/O WARD L SMITH ASSOCIATE GENERAL COUNSEL
2301 MARKET STREET
PHILADELPHIA PA 19101-8699

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by LISA D. CLEVELAND. 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.

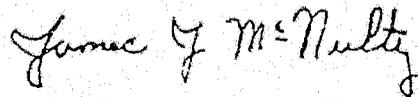
June 20, 2002

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

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

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

Very truly yours,



James J. McNulty
Secretary

dbb



An Exelon Company

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

Telephone 215 841 4000
www.exeloncorp.com

Direct Dial. 215 841 5761

July 18, 2002

FedEx

James McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17105-3265

DOCUMENT
FOLDER

RECEIVED
JUL 18 2002
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE. Lisa Cleveland v. PECO Energy Company
Docket No. F-01115436

James Campbell v. PECO Energy Company
Docket No. Z-01094811

Dear Mr. McNulty:

Please accept the referenced answers to complaint as timely filed. Wilma from your organization kindly notified me today that the original FedEx, air bill 8312 2460 9501, was empty when it arrived, thus my request.

Thank you in advance for your courtesy. If you have any questions regarding this matter, please call me.

Very truly yours,

M. T. Gregory
M. T. Gregory

DOCKETED

JUL 22 2002

Enclosures



PECO[®]

An Exelon Company

PECO Energy Company
2201 Market Street
40th Floor
Philadelphia, PA 19103-8699

Telephone 215 841 4000
www.exeloncorp.com

ORIGINAL

Direct Dial: 215 841 3606

July 12, 2002

FedEx

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

RE: Lisa Cleveland v. PECO Energy Company
Docket No. F-01115436

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)
- Petition (original and 3 copies)
- Amended Answer and New Matter (original and 3 copies)
- Motion and Supporting Brief (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)

RECEIVED
JUL 18 2002
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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,

Shari C. Gribbin
Assistant General Counsel
Exelon Business Services Company

Enclosures

cc: Certificate of Service

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Lisa Cleveland

v.

DOCKET NO F-01115436

PECO Energy Company

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 Complainant's electric bill and strict proof thereof is hereby demanded at time of
hearing.

PECO Energy avers that Complainant's current outstanding balance is
\$1061.89. The Complainant's average monthly bill is currently \$119.00 and
Complainant's calculated budget payment is currently \$135.00.

A decision of the Bureau of Consumer Services ("BCS") on or about April 23,
2002, required the Complainant to pay \$130.00 budget plus \$40.00 monthly. PECO
Energy avers that Complainant has not complied with the BCS decision. A copy of the
BCS decision is attached as Exhibit No. 1.

PECO Energy further avers proper notification of termination was made prior to
termination. A 10-day notice was mailed on March 8, 2002. On March 13 and March

DOCKETED DOCUMENT
JUL 22 2002 FOLDER

14 unsuccessful telephone attempts were made to personally notify Complainant. On March 21, there was no contact and a 48-hour notice of termination was left at the property. On March 4, service was terminated and a post-termination notice was left at the property.

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 enter an Order directing payment and authorizing PECO Energy Company to terminate service if said payment is not made. If an Order directing payment is entered, PECO Energy Company requests that Complainant be required to make a lump sum payment equal to the amount of the payments missed under the Bureau of Consumer Services decision, less any payments actually made. PECO Energy further requests that, pursuant to Bernecker v. Bell Atlantic-PA, Inc., Pa. PUC Docket No. F-00231398 (1995), this Honorable Commission enter an Interim Order directing payment while the hearing in this matter is pending and authorizing PECO Energy Company to terminate service if Complainant fails to pay according to said Interim Order.

Respectfully submitted,



Shari C. Gribbin
Assistant General Counsel
Exelon Business Services Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
215/841-3606
email: shari.gribbin@exeloncorp.com

PA. PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
DECISION DATA

4/23/2002

BCS CASE NUMBER 1115436 BCS UTILITY CODE: 0011

CUSTOMER NAME: LISA CLEVELAND
ADDRESS: 543 CORSON STR
NORRRISTOWN, PA 19401

DATE CASE CLOSED 4/23/2002
TOTAL/FINAL ACCOUNT BALANCE: \$1,103.74
DATE OF ACCOUNT BALANCE: 4/12/2002
NO. 2'S (OFFS)
TO HAVE SERVICE RESTORED PAY: \$0.00
NO. 3'S (REMEDI)
TO KEEP SERVICE ON PAY THIS AMOUNT: \$0.00 BY
TERMS BEGINNING: MAY 02
SPECIAL BUDGET OR OPTIONAL PAYMENT AMOUNT: \$170.00
REGULAR BUDGET AMOUNT: \$130.00
PLUS PAYMENT TOWARD ARREARS: \$40.00
FINAL BILL MONTHLY PAYMENT: \$0.00
CURRENT BILL MONTHLY PAYMENT: \$0.00
END OF MONTH PAYMENT: \$0.00
10 DAY PAYMENT OR RECONNECT AMOUNT: \$0.00
BEGINNING WITH THE BILL DATED:
CUSTOMER WILL PAY CB PLUS: \$0.00

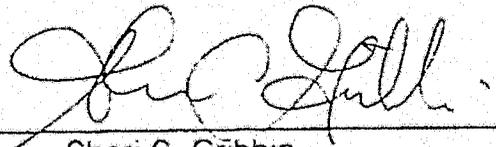
INVESTIGATOR - LIONEL GONZALEZ

PECO Exhibit # 1

VERIFICATION

I, Shari C. Gribbin, hereby declare that I am an attorney 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: July 12, 2002



Shari C. Gribbin

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Lisa Cleveland

v

DOCKET NO. F-01115436

PECO ENERGY COMPANY

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:

Lisa Cleveland
543 Corson street
Norristown, PA 19401

Dated at Philadelphia, Pennsylvania, July 12, 2002.



Shari C. Gribbin
Assistant General Counsel
Exelon Business Services Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
215/841-3606
email. shari.gribbin@exeloncorp.com



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

August 30, 2002

In Re: F-01115436

(See attached list)

DOCKETED
SEP 03 2002

Lisa D. Cleveland v. PECO Energy Company

Dispute regarding shut off and requests payment arrangements.

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above captioned case will be held as follows:

Type: Initial telephone hearing
Date: Friday, October 25, 2002
Time: 10:00 a.m.
Presiding: Administrative Law Judge Debra Paist
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

DOCUMENT

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

At the above date and time, the Presiding Officer will contact the parties as follows:

Lisa D. Cleveland	(610) 239-2181
Shari C. Gribbin, Esquire	(215) 841-3606

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc. Judge Paist
Susan Licon
Beth Plantz
Docket Section
Calendar File