

ACCOUNT STATEMENT

Customer Name: Catherine Robinson

Address: 116 Hillcrest Av.
West Grove, PA 19390

Account Number: 35-11-41-264538

Prepared by: A J Costello
Docket Number: F-01022100
Rate: Residential Electric
Residential Gas Heat

F-01022100

DOCUMENT
FOLDER

RECEIVED
MAY 09 2003

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Page 1

Bill Period	Days	Meter Reading - Type	Usage	Daily Avg Use	PECO Bill Amt / Budget + Agmt	Supp Chg.	Sales Tax	Amount Requestd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comments
06/15/99	30	6555-A	Elec	26.4	104.61			147.00	08/10/99		115.12	06/28/99	115.12	Previous balance BM50 #1
07/15/99		7348-A	793		44.63								149.24	
		8199-C	Gas	1.6	147.00									
		8249-E	50											
08/15/99	31	8442-A	1094	35.2	145.59			147.00	09/08/99		147.00	07/27/99	165.78	BM50 #2
		8263-E	14	4	17.95									
					147.00									
09/15/99	30	9182-E	740	24.6	97.38			147.00	10/12/99		147.00	09/01/99	145.61	BM50 #3
		8293-E	30	1.0	29.45									
					147.00									
09/16/99		9211-A												Check readings
		8301-A												
10/15/99	30	9540-A	358	11.5	47.79			147.00	11/09/99		147.00	09/29/99	91.26	BM50 #4
		8345-C	52	1.7	44.86									
					147.00									
11/12/99	27	9839-A	299	11.0	40.07			147.00	12/07/99		147.00	11/01/99	39.94	BM50 #5
	28	8412-C	67	2.3	55.61									
					147.00									
12/14/99	32	0146-A	407	12.7	53.64			147.00	01/06/00		147.00	11/24/99	138.48	BM50 #6
		8675-E	263	8.2	191.89									
					147.00									
01/14/00	31	0658-A	412	13.2	54.27			147.00	02/09/00		147.00	12/22/99	136.43	BM50 #7
		8600-E	125	4.0	90.69									
					147.00									

Reading Type Codes:

A - Actual

E - Estimated

C - Customer

R - Remote

PECO - 1087

ACCOUNT STATEMENT

Customer Name: Catherine Robinson

Address: 116 Hillcrest Av.
West Grove, PA 19380

Account Number: 35-11-41-264538

Prepared by: A J Costello

Docket Number: F-01022100

Rate: Residential Electric
Residential Gas Heat

Bill Period	Day	Meter Reading - Type	Usage	Daily Avg Use	PECO Bill Amt / Budget + Agmt	Supp Chg.	Sales Tax	Amount Reqstd	Due Date	Late Chg.	Payment	Date Pymt Rec'd	Balance	Comments
01/20/00		0735-A 8691-A												Check reading
01/20/00	37 69	0735-A 8691-A	489 279	132 40	64.59 206.84 /147.00			147.00	02/14/00		*336.85		71.01	BM 85 #7 *Bill cancel'd from 12/14/99 to 1/14/00
02/15/00	26	104C-A 8854-C	305 163	117 62	41.10 111.77 /147.00			147.00	03/09/00		147.00	01/26/00	76.88	BM50 #8
03/16/00	30	1363-A 8957-A	323 103	107 34	44.12 75.03 /108.00			108.00	04/11/00		147.00	02/25/00	49.03	BM50 #9
04/17/00	32	1693-A 9050-A	330 93	103 29	44.97 69.21 /108.00			108.00	05/10/00		108.00	03/30/00	55.21	BM50 #10
05/17/00	30	2036-A 9109-A	343 59	114 19	46.54 46.55 /108.00			108.00	06/08/00		108.00	05/03/00	40.30	BM50 #11
06/15/00	29	2413-A 9151-A	377 42	130 14	50.64 35.59			18.53	07/10/00		108.00	06/05/00	18.53	BM73 Bdgt settlement
07/18/00	33	3046-A 9190-A	633 39	191 11	83.85 33.80 /120.00			120.00	08/09/00		18.53	06/30/00	117.65	BM50 #1

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Reading Type Codes:

A - Actual E - Estimated C - Customer R - Remote

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08/17/00	30	3629-A	583	19.4	76.95			120.00	09/11/00		120.00	07/31/00	91.34	BM50 #2
08/16/00	29	9204-E	14	.4	16.74 /120.00									
09/18/00	32	4158-A	529	16.5	69.50			240.00	10/10/00				209.83	BM52 #3
09/15/00	30	9264-C	39	1.3	34.67 /120.00									
10/18/00	30	4466-A	308	10.2	42.31			120.00	11/09/00		240.00	10/02/00	66.52	#4
10/17/00	32	9329-E	65	2.0	54.38 /120.00									
11/15/00	28	4783-A	317	11.3	43.39			120.00	12/07/00		120.00	11/02/00	66.78	BM50 #5
11/14/00	31	9425-E	95	3.4	76.87 /120.00									
12/15/00	30	5209-A	426	14.2	56.56			120.00	01/09/01		120.00	11/29/00	221.52	BM50 #6
	31	9684-E	259	8.3	218.18 /120.00									
01/17/01	33	5554-A	745	22.5	95.10			120.00	02/12/01		120.00	01/16/01	251.11	BM50 #7
		9736-A	52	1.5	54.49 /120.00									
02/15/01	29	6522-E	568	19.5	78.08			174.00	03/13/01		120.00	01/29/01	342.95	BM50 #8
		9875-E	139	4.7	133.76 /174.00									
02/27/01	41	6969-A	1015	24.7	137.23			174.00	03/22/01		*211.84		457.34	BM50 #8 *Bill cancd'd from 1/14/01 to 2/15/01
		9934-A	198	4.8	189.00 /174.00									

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03/19/01 03/16/01	20 17	7514-A 0007-E	545 73	27.2 4.2	73.78 87.01 /174.00			174.00	04/10/01		174.00	03/09/01	444.13	BM50 #9
04/18/01 04/15/01	30 33	8170-A 0117-A	656 110	21.8 3.3	89.40 132.85 /174.00			174.00	05/10/01		174.00	03/30/01	492.38	BM50 #10
05/17/01 05/16/01	29 28	8810-A 0160-E	640 43	22.0 1.5	87.34 56.30 /174.00			174.00	06/11/01		174.00	04/27/01	462.02	BM50 #11
06/18/01 06/15/01	32 30	9779-A 0198-E	969 38	30.2 1.2	138.14 50.59			476.75	07/10/01		174.00	05/29/01	476.75	BM73 Bdgt settlement
07/17/01 07/16/01	29 32	1123-A 0240-A	1344 42	46.3 1.3	193.17 55.15			248.32	08/09/01		476.75	07/06/01	248.32	BM50
07/30/01		1714-A 0254-A												Check reading
08/16/01	30	2649-A 0273-A	1526 33	50.8 1.1	219.86 44.87			513.05	09/10/01				513.05	
09/17/01	32	3933-A 0306-A	1284 33	40.1 1.0	184.36 44.02			747.84	10/10/01	6.41			747.84	BM03
10/16/01	29	4637-A 0354-E	704 48	24.2 1.6	95.56 59.65			903.05	11/08/01				903.05	

4/09/07

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11/10/01		4956-A 0403-A												
11/14/01	29	5005-A 0453-E	368 99	12.6 3.4	52.38 115.38			1070.81	12/10/01				1070.81	
12/14/01	30	5324-A 0070-E	319 70	10.6 2.3	46.08 75.97			1,192.86	01/08/02				1,192.86	
11/27/01 - Gas Meter Change Removed Meter #002-157758 Index 0453, Installed Meter #018-810654 Index 0000														
01/16/02	33	5681-A 0109-E	357 39	10.8 1.1	50.98 40.50			1,284.44	02/11/02				1,284.44	
02/14/02	29	6042-A 0225-E	361 116	12.4 4.0	51.67 106.52			1,442.63	03/11/02				1,442.63	
03/18/02	32	0265-A 0438-A	748 213	23.3 6.6	101.49 189.57 /0.00 + 30.00			321.06	04/10/02		188.19	03/04/02	1,545.50	BM 10
03/07/02 - Electric Meter Change Removed Meter #6-1254827 Index 6525, Installed Meter #9G-3971168 Index 00000														
04/17/02	30	00790-A 0517-R	525 79	17.5 2.6	72.79 74.82 /0.00 + 30.00			177.61	05/13/02		321.06	04/08/02	1,372.05	BM 50
05/16/02	29	C1204-R 0566-R	414 49	14.2 1.6	58.50 49.13 /0.00 + 30.00			137.63	06/10/02		177.61	05/07/02	1,302.07	BM 50

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06/17/02	32	01706 - R 0608 - R	502 42	15.6 1.3	69.85 43.13 /0.00 + 30.00			142.98	07/10/02		137.63	06/06/02	1,277.42	BM 50
07/17/02	30	02859 - R 0640 - R	953 32	31.7 1.0	136.13 34.57 /0.00 + 30.00			200.70	08/12/02		142.98	07/09/02	1,305.14	BM 50
08/16/02	30	03902 - R 0671 - R	1243 31	41.4 1.0	178.74 33.78 /0.00 + 30.00			242.52	09/10/02		200.70	07/31/02	1,316.96	BM 50
09/16/02	31	04749 - R 0704 - R	847 33	27.3 1.0	120.68 35.48 /0.00 + 30.00			186.16	10/09/02		242.52	08/28/02	1,230.60	BM 50
10/16/02	30	05261 - R 0743 - R	512 39	17.0 1.3	71.19 40.64 /0.00 + 30.00			141.83	11/12/02		186.16	10/08/02	1,156.27	BM 50
11/14/02	29	05653 - R 0831 - R	392 88	13.5 3.0	55.72 82.66 /0.00 + 30.00			168.38	12/09/02		141.83	11/06/02	1,152.82	BM 50
12/16/02	32	06099 - R 0981 - R	446 150	13.9 4.6	62.68 132.85 /0.00 + 30.00			225.53	01/08/03		168.38	12/02/02	1,179.97	BM 50

Reading Type Codes:

A - Actual

E - Estimated

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ENERGY
 TOMER'S BILL INFORMATION
 18 4/1/84

ACCESS INFORMATION

BANK PLAN

FOLLOW-UP DATES

ROBINSON

ACCOUNT NUMBER 35 1141 264538

DATE 10/20/01

LESS BILL HIGHER THAN EVER ALL BILLS TOO HIGH
 BILL HIGHER THAN USUAL BILL HIGHER THAN NEIGHBOR OTHER _____
 BILL HIGHER THAN LAST MONTH INCREASED MORE THAN SHOULD
 BILL HIGHER THAN LAST YEAR DECREASE TOO SMALL RATE(S) IN QUESTION: _____

RECEIVED BY P M NO. 10 FORM: NO. 1 FORM: MISE STICKER: MISE CLOSED:
 REVIEW INST. TELEPHONE CHECK READING FIELD WILL MARK DIAL CARD YES NO SEND DIAL CARD GAVE DIAL CARD SEND LETTER NO. _____

HOUSEHOLD SERVICES

LAUNDRY SERVICE WATTS/MO. COST WASHER _____ DRYER _____ GAS RATED		OTHER KITCHEN SERVICE WATTS/MO. COST DISPOSAL _____ EXHAUST FAN _____		HOME ENTERTAINMENT WATTS/MO. COST TELEVISION B&W _____ COLOR 24 _____ INSTANT ON _____ RECORD PLAYER _____ STEREO SYSTEM _____ SWIMMING POOL FILTER _____ WATTS _____ HOURS/DAY _____		WATTS/MO. COST WATER PUMP _____ UNDERGROUND LINES _____ APPROX. LIGHTING 100 _____ COST _____ NO. OF ROOMS 00 Lights on + me visit		GAB RATED CLOCKE water _____ heater _____ IS _____ One Unit _____	
COOKING & REFRIGERATION WATTS/MO. COST FREE MAKER 3% _____ TOASTER 100 _____ REFRIGERATOR _____ TRIG WITH FREEZER 200 _____ MICROWAVE 40 _____		AIR CONDITIONING BTU WATTS C/A 74-76 12 hrs 1620		OTHER SERVICES WATTS MO. COST BLANKET _____ XLN _____ SLUMP PUMP _____ AUTO/TRUCK IN BLOCK HEATERS _____ VAPORIZER _____ WATER HEATER _____		OTHER LIGHTING & APPLIANCE DATA MO. COST air purifier - 25 Computer - 61 scanner - 100		METERING INFORMATION METER NUMBER 2461/820 READING TO _____ LAST READING / MAY 13 2003 DIFFERENCE _____ DAYS _____ CU. FT PER DAY _____	

DATE OF READING	READING	USE	USE/DAY	EST. USE NEXT BILL	WATTS ON METER	DATE OF READING	READING	USE	USE/DAY	EST. USE NEXT BILL	WATTS METR
10/20/01	4704	771	23.3	701	432	3312/20/01	0359	51	1.5	46	NOTE
LAST BILLED READING	9/17/01	3933					0306				

LEFT CALL CARD LETTER METER READING CARD
 F-01022100

INFORMATION TO BE SHOWN ON HEATING BILL ANALYSIS FOLDER

FROM	TO	FROM	RECEIVED
NUMBER OF DEGREE DAYS		DEGREE DAYS	MAY 09 2003
AMOUNT		AMOUNT	
PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU			

PECO-2
10/3

DATE 10/20/01 3741
 Via prep MMA, answe'd I rec'd the D/L & she ex'd she can't. I'd then ex'd that PECC wouldn't be able to determine or investigate a gnd/shr/dsp & she understood.
 P/Lk gas mtr OK

FOR OFFICE USE ONLY

Unable to meter test meter. Barrel lock rusted on. Need to reschedule it.
 Ex'd to cust doesn't have to be here for test w/100% power momentarily & w/B right back on.
 OK NIPS.

Ex'd anal of use does justify her potential to use the service billed

PE w/get "E" tested & report results to PUC + they (PUC) w/contact her

she w/S/field cl'd vit.1 resch test

12:50pm fax report to Billing: 3741

ORAL UTILITY REPORT
 CONSUMER COMPLAINTS ONLY (NOT TERMINATION DISPUTES)

Address: _____
 Account Number: _____

DISPUTES THE FOLLOWING:

PECC EMPLOYEES POSITION ON THIS DISPUTE IS:

Termination of service will not take place during any interval of further Complaint until provided you pay the uncollected portion of bills as they become due.

If you do not agree with this report you have ten days from today to bring an internal or with the Pennsylvania Public Utility Commission.

The closest Company office is 2301 Market St Phila PA
 no number 860-7144 Payment can be made, or additional information may be provided at the location.

An international Consumer may file with the PUC by calling 1-800-780-1110, or by P.O. Box 3256, Harrisburg, PA 17120. The following information must be included in your file:

- The name of the payee.
- The address of the payee, and if different, the address at which service is provided.
- The account number of the payee, if applicable.
- The name of the utility.
- A brief statement of the dispute.

Whether the dispute formerly has been the subject of a utility company investigation and report.

Whether the dispute formerly has been the subject of a Commission informal or formal complaint.

The date, if any, of proposed termination.

The relief sought.

Your open balance is now \$ _____, and will become delinquent on _____.

Continuation of Payment Agreement is entered into, or an informal complaint is filed with Commission. (Note: This date must be the date of 18 days from today, or the actual due date)

The current bill is in the amount of \$ _____, or due on _____ (your date)

Our invoice of \$ _____ will become delinquent on _____ (18 day date)

ARRANGEMENTS ARE: _____

Payment Method _____

Time _____ System 36 Noted _____

Customer Requested Written Report—Report Mailed on _____

WORK

LM DATE 10/20/01

MEASUREMENT AT COMPLETION OF INTERVIEW SIGNED WORK LM DATE 10/20/01

TESTED

UNTESTED

(CUSTOMER STATEMENT)

(REASON - SUGGESTED FOR FURTHER TREATMENT)

REASON FOR INCREASE				ACTION TO BE TAKEN			
APPLIANCE	<input type="checkbox"/>	DATE _____	DATE _____	CONFIRMATION REQUIRED?	NONE <input type="checkbox"/>	MAIL <input type="checkbox"/>	TELEPHONE <input type="checkbox"/>
EASE IN FAMILY	<input type="checkbox"/>	DATE _____	NUMBER OF ADULTS _____		FUTURE READING INSTRUCTIONS <input type="checkbox"/>		
EXPLANATION	<input type="checkbox"/>	PRESENT READING INCORRECT	<input type="checkbox"/>	CHANGE BUDGET AMOUNT	_____		
EXPLANATION	<input type="checkbox"/>	PREVIOUS READING INCORRECT	<input type="checkbox"/>	GIVE INVESTIGATOR'S READINGS TO ACCOUNTING DEPARTMENT	<input type="checkbox"/>		
FINAL	<input type="checkbox"/>	PREVIOUS READING ESTIMATED LOW	<input type="checkbox"/>	(NO REVISION IN BILL)	_____		
CHARGE EXPLANATION	<input type="checkbox"/>	RATE INCREASE	<input type="checkbox"/>	REVISE BILL (MISCELLANEOUS ORDER ATTACHED)	<input type="checkbox"/>		
				MBC SETTLED CODE	<u>P U C</u>		
				REDATE BILL	_____		

P/L - change in dot 22,000
Dial - 2 04
Sec - 39
LM
 DATE 10/20/01
20/3

1.) Pls ref PUC mtr test to rep that has a barrel lock extracted & test Elec Mtr

2.) Pls ref test to Briggatt PUC rep. aft completion

3.) Cust aware test no witness.

TO ENERGY
 CUSTOMER'S BILL INFORMATION | ACCESS INFORMATION | BANK PLAN | FOLLOW-UP DATES

10 4/1/84
 G

ROBINSON ACCOUNT NUMBER 35-11-41-264538 DATE 11-10-01

TELEPHONE NUMBER _____ WORK _____

ESS

BILL HIGHER THAN EVER ALL BILLS TOO HIGH

BILL HIGHER THAN USUAL BILL HIGHER THAN NEIGHBOR OTHER _____

BILL HIGHER THAN LAST MONTH INCREASED MORE THAN SHOULD

BILL HIGHER THAN LAST YEAR DECREASE TOO SMALL RATE(S) IN QUESTION: _____

RECEIVED BY: M P M

NO. 10 FORM: _____ NO. 1 FORM: _____ MDSE. STICKER: _____ MDSE. CLOSED: _____

TELEPHONE CHECK READING FIELD WILL MARK DIAL CARD YES NO SEND DIAL CARD GAVE DIAL CARD SEND LETTER NO. _____

HOUSEHOLD SERVICES

LAUNDRY SERVICE	OTHER KITCHEN SERVICE	HOME ENTERTAINMENT	WATTS/MO. COST	GAS RATED	CLOCKS
WATT/MO COST <input type="checkbox"/>	DISHWASHER <input type="checkbox"/>	TELEVISION B&W <input type="checkbox"/>	WATER PUMP <input type="checkbox"/>	HOUSE HEATER <input type="checkbox"/>	
	DROPS <input type="checkbox"/>	COLOR <input type="checkbox"/>	UNDERGROUND LINES <input type="checkbox"/>	WATER HEATER <input type="checkbox"/>	
	EXHAUST FAN <input type="checkbox"/>	INSTANT ON <input type="checkbox"/>	APPROX. DRAINING COST <input type="checkbox"/>	RANGE <input type="checkbox"/>	
	AIR CONDITIONING	RECORD PLAYER <input type="checkbox"/>	NO. OF ROOMS <input type="checkbox"/>	DROVER <input type="checkbox"/>	
COOKING & REFRIGERATION	BTU _____ WATTS _____	STEREO SYSTEM <input type="checkbox"/>		AIR CONDITIONER <input type="checkbox"/>	
WATT/MO COST <input type="checkbox"/>		SWIMMING POOL FILTER <input type="checkbox"/>		POOL/HEATER <input type="checkbox"/>	
TOASTER <input type="checkbox"/>		WATTS _____ <input type="checkbox"/>		OTHER <input type="checkbox"/>	
TOASTER <input type="checkbox"/>		HOURS/DAY _____ <input type="checkbox"/>			
		OTHER SERVICES			
	DEHUMIDIFIER <input type="checkbox"/>	WATTS MO. COST	OTHER LIGHTING & APPLIANCE DATA	METERING INFORMATION	
	OIL BURNER <input type="checkbox"/>	BLANKET <input type="checkbox"/>	MO. COST	METER NUMBER	
	CIRCULATOR <input type="checkbox"/>	TOWN <input type="checkbox"/>		READING TODAY /	
REFRIGERATOR <input type="checkbox"/>	FURNACE FAN <input type="checkbox"/>	SUMP PUMP <input type="checkbox"/>		LAST READING / 10/20/01	
WITH FREEZER <input type="checkbox"/>	SPACE HEATER <input type="checkbox"/>	AUTO/TRUCK IN BLOOD HEATERS <input type="checkbox"/>		DIFFERENCE	
	ATTIC FAN <input type="checkbox"/>	VAPORIZER <input type="checkbox"/>		DAYS	
	WINDOW FAN <input type="checkbox"/>	WATER HEATER <input type="checkbox"/>		CU. FT. PER DAY	

MC 4827 DISC. CONSTANT 3.6 SEC 40.8 METER NO. 7758 DISC. CONSTANT 1 dial 2 SEC 0

DATE OF READING	READING	USE	USE/DAY	EST. USE NEXT BILL	WATTS ON METER	DATE OF READING	READING	USE	USE/DAY	EST. USE NEXT BILL	WATTS ON METER
11/10/01	4966	329	13	395	317	(25) 11/10/01	0463	49	1.9	59	none
10/16/01	4637	704	24.2			LAST BILLED READING 10/16/01	0354	48	1.6	Est.	

NOT HOME (DATE - INITIAL) _____ LEFT CALL CARD

ONE - NO ANSWER (DATE - INITIAL) _____

MAY 09 2003 RECEIVED

INFORMATION TO BE SHOWN ON HEATING BILL ANALYSIS FOLDER

TO F-022100 FROM PA PUBLIC UTILITY COMMISSION 10/3
 SECRETARY'S BUREAU

DATE

Mrs

11/10/01

Strictly at prop to Elec mtr test meter

See attached "Meter Test"

Exp'd to Mrs mtr tested accurate will receive official report fr PUC.

FOR OFFICE USE ONLY

ORAL UTILITY REPORT
CONSUMER COMPLAINTS ONLY (NOT TERMINATION DISPUTES)

Name _____ Address _____
Account Number _____

DISPUTED THE FOLLOWING:

REGO ENERGY'S POSITION ON THIS DISPUTE IS:

Termination of service not in effect during any informal or Formal Complaints period, provided you pay the undisputed portion of bills as they become due.

If you do not agree with this reason you have ten days from today for filing an informal with the Pennsylvania Public Utility Commission.

The utility Company office is at 2301 Market St Phila PA
No number 700 444 4000. Penalties can be imposed. Additional information may be if at this location. Provided closest Payment Location

An intercomplaint Complaints may be filed with the PUC by calling 1-800-762-1110, or by a P.O. Box 286, Harrisburg, PA 17120. The following information must be included in your complaint:

- 1. The name of the respondent.
- 2. The address of the respondent, and if different, the address of which service is provided.
- 3. The account number of the respondent, if applicable.
- 4. The name of the utility.
- 5. A brief statement of the dispute, whether the dispute formerly has been the subject of a utility company investigation and report.
- 6. Whether the dispute formerly has been the subject of a Commission informal or formal complaint.
- 7. The date, if any, of proposed termination. The total amount.

Your own obligation under § _____ and the original obligations on _____ Settlement or Payment Agreement is entered into, or an informal complaint is filed with violation. (Note: This case must be the case of 10 days from today, or the actual due date of)

The current bill in the amount of \$ _____, is due on _____ (due date)
due amount of \$ _____ will become delinquent on _____ (10 day date).

IF ARRANGEMENTS ARE _____

_____ Remarks Filed _____
_____ Date _____ System 38 Alford _____

Customer Provided Written Record—Report Made on _____

CUSTOMER ATTITUDE AT COMPLETION OF INTERVIEW SIGNED _____ LM DATE 11/10/01

TESTED _____ (CUSTOMER STATEMENT)

REASON - SUGGESTED FOR FURTHER TREATMENT

REASON FOR INCREASE		DATE	NUMBER OF ADULTS	NUMBER OF CHILDREN
APPLIANCE	<input type="checkbox"/>	_____	_____	_____
EASE IN FAMILY	<input type="checkbox"/>	DATE _____	_____	_____
EXPLANATION	<input type="checkbox"/>	PRESENT READING INCORRECT	<input type="checkbox"/>	
EXPLANATION	<input type="checkbox"/>	PREVIOUS READING INCORRECT	<input type="checkbox"/>	
SCALE	<input type="checkbox"/>	PREVIOUS READING ESTIMATED LOW	<input type="checkbox"/>	
CHARGE EXPLANATION	<input type="checkbox"/>	RATE INCREASE	<input type="checkbox"/>	

ACTION TO BE TAKEN

CONFIRMATION REQUIRED? NONE MAIL TELEPHONE

FUTURE READING INSTRUCTIONS

CHANGE BUDGET AMOUNT _____

GIVE INVESTIGATOR'S READING(S) TO ACCOUNTING DEPARTMENT

(NO REVISION IN BILL)

REVISE BILL (MISCELLANEOUS ORDER ATTACHED)

HBC SETTLED CODE P U C

REDATE BILL _____

APPROVED FOR FILING

LM

DATE 11/10/01

293

She U/S / field work complete

Work

1) PLS ref to regulatory.

PUC Elec Test

PECO ENERGY ELECTRIC METER TEST

CUSTOMER: Catherine Robinson
 ADDRESS: 116 Hillcrest Av., West Grove Plog: OD

QUAD: QUAD: ACCT. NO: 35 11 41-264538
 KEY NO: POLE NO:

PHONE NO: 6101869.9771	METER READ INSTR:	TEST DATE	TEST TYPE	AVERAGE AS FOUND	REPORT	SEALS	FOUND	LEFT
ELECTRIC METER # 6-1254827	SEQ 270	MM-DD-YY 11-10-01	WHM	FL 98.5	LL 1100.4	WHM	24	24

ELEC. SERVICE METER CONSTANT	CONSTANT	OP SWITCH OR REGISTER WITH THIS METER	SCALE	SC	CD	DEM		
DEMAND METER	CONSTANT	FOUND	CHANGED	TYPE	Dials	CT	PT	Contacts
		DS	4					

WITHOUT COMP SERIES TEST AS LEFT				WITH COMP SERIES TEST FOUND				BALANCE TEST						
FL	IL	LL	AVE.	FL	IL	LL	AVE.	FL	IL	LL	AVE.	DIAL	FOUND	LEFT
98.5			100.3									WHM	49	49
98.6			100.6									PD		

REMARKS: Found WHM to be within PUC standards.
 300w time usit
 Dial hand ratio found OK, left OK

PROGRAM NO: _____ MULTIPLE: _____

CTM: _____ KH: _____

BK: _____ KE: _____

VTR: _____ TF: _____

CTR: _____ PKH: _____

CTS: _____ DEM. CONTACTS _____

PTS: _____ EDT # _____

CRVS: _____ LPR PH # () _____

DATE: _____ TECH INIT: _____ REMARKS: _____

DATE: _____ TECH INIT: _____ REMARKS: _____

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

February 26, 2002

BCS No: 1022100

CATHERINE ROBINSON
116 HILLCREST AVE
WEST GROVE PA 19390

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. The decision resulting from that investigation is attached. A copy of this decision has also been sent to your utility company. This decision is binding on all parties and unless it is appealed will become final 20 days after the date of this letter.

If you do not agree with any part of this decision you may appeal it by filing a formal complaint. You can do this by completing the attached Request for Formal Complaint Forms. Return this form to the Public Utility Commission and the formal complaint forms will be mailed to you. If you wish to appeal you must return this form to the Public Utility Commission by the date shown on the form. Your complaint will be assigned to an Administrative Law Judge and a hearing date will be assigned.

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 is permitted to terminate your utility service.

If you have any questions about the terms and conditions of this decision or about the Public Utility Commission's appeal procedures, you may call me toll free at 1-800-782-1110, or you may call me directly at 717-717-783-1678.

Sincerely,

DOCKETED

MAY 13 2003

Felix J. Bassi
Utility Complaint Investigator

DOCUMENT
FOLDER

F-01027100

ANTHONY COSTELLO
PECO ENERGY
2301 MARKET ST FIRST S12-3
P O BOX 8699
PHILADELPHIA PA 19101

RECEIVED

MAY 09 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PECO-4
10/3

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

CATHERINE ROBINSON
116 HILLCREST AVE
WEST GROVE PA 19390

V. PECO ENERGY
2301 MARKET ST FIRST S12-3
P O BOX 8699
PHILADELPHIA PA 19101

BCS No: 1022100

Acct. No: 351141264538

Decision On Informal Complaint by the Bureau of Consumer Services:

Statement of Complaint:

A summary of the customer's complaint is as follows:

Customer is disputing the amount of her budget based on the electric consumed. Customer believes that company meter is substandard and should not be used. Customer has conducted own tests showing the meter not meeting standards. Customer wants new meter installed. Customer unhappy with lack of response from company also. See customer letter.

After Investigation by the Bureau of Consumer Services It Is Decided:

1. That the informal complaint of Catherine Robinson is DISMISSED.
2. That on 10/20/01 the company conducted a field visit and obtained additional readings for (electric) 4704 and (gas) 0357 verifying the last billed reading to be correct. The investigator offered to drop the load but the customer declined. A passing load test was conducted on the gas meter using 22,000 Btu's, rendering 19,015 Btu's and verifying the meter accuracy.
3. That during the field visit an appliance analysis was conducted and showed that the potential was there for the billed use. A meter test could not be conducted at the time of the field visit due to a rusted barrel lock. On 10/23/01, an appointment was scheduled for 10/24/01 to remove the barrel lock. A meter test was scheduled for 11/10/01.
4. That a meter test was conducted on 11/10/01. Additional readings were obtained of 4966(electric) and 0403 (gas), which verified the last billed reading to be correct. An instrument test was conducted at full load, as found at 98.6 and as left 98.6. At light load, as found 100.6 and as left 100.6. The findings are within PUC guidelines.
5. That the customer's meter is a DS type, which is not a type listed on the sheet provided by the customer identified as Subj.: Obsolete and Unsafe Electric Watt-hour Meters. The customer's meter is used for Residential and not Commercial use, which is most significant. The company meter is within PUC guidelines, is reading accurately and is not obsolete.
6. That the customer's account balance is \$1,442.63, current bill \$158.19 due 3/11/02. Customer's past due is \$1,284.44. The following payment arrangement is provided:
COMMENCING MARCH 2002, PAY CURRENT BILL PLUS \$30.00 PER MONTH TO BE APPLIED TOWARDS THE UNPAID BALANCE UNTIL PAID IN FULL.

February 26, 2002

Date

Signature

Felix J. Bassi

Utility Complaint Investigator

Bureau of Consumer Services

PA Public Utility Commission

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

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 twenty days of this date: February 26, 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.)

CATHERINE ROBINSON
116 HILLCREST AVE
WEST GROVE PA 19390

(Area Code) Telephone Number

Signature

Mail this completed form to:

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

FOR OFFICE USE ONLY

BCS Number: 1022100

Date of mailing: February 26, 2002

Company: PECO ENERGY
2301 MARKET ST FIRST S12-3
P O BOX 8699
PHILADELPHIA PA 19101