

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 05/30/06
8. DOCKET NO: F-02031505	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SANTIAGO, EVA

RESPONDENT/APPLICANT: PECO ENERGY COMPANY

COMP/APP COUNTY:

UTILITY CODE: 110550

ALLEGATION OR SUBJECT

COMPLAINANT STATES RELIABILITY AND SAFETY PROBLEM WITH SERVICE DUE TO SPLIT IN WIRES. SHE WOULD LIKE THE PUC TO HAVE BACK CHARGES TAKEN OFF OF BILL.

DOCUMENT
FOLDER

DOCKETED

JUN 06 2006

ORIGINAL

Must be returned by June 8, 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

1. CUSTOMER NAME (COMPLAINANT) F-02031505

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

Name Eva Santiago

Street/P.O. Box 178 w. Allegheny ave Apt # _____

City Philadelphia State PA Zip 19133

County _____

Area Code/HOME Phone 215-426-7246

Area Code/WORK Phone Cell 267-970-6588

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 EVA SANTIAGO

Street/P.O. Box 178 w. Allegheny ave

City Philadelphia State PA Zip 19133

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: PECO Energy Company

SECRETARY'S BUREAU
2006 MAY 30 AM 9:52

3. TYPE OF UTILITY (check one)

ELECTRIC

GAS

WATER

TELEPHONE
(local, long distance)

STEAM HEAT

WASTE WATER

MOTOR CARRIER
(taxi, moving company, limousine)

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)

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.

5: RELIEF

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

Please I will Help for prombler PECO Energy Company

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 Eva Santiago, 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).

Eva Santiago
(Signature)

5/20/04
(Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

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

Notice to Customer:

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

If you want to appeal, you must return this form within 20 days of 5/10/2006. 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.

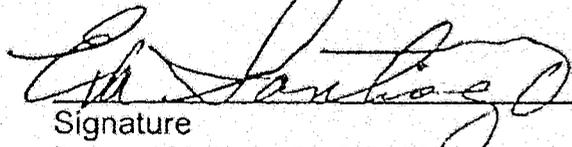
Sincerely,
Pennsylvania Public Utility Commission

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.)

EVA SANTIAGO
178 W ALLEGHENY AVENUE
PHILADELPHIA PA 19133

215-432-7918
(Area Code) Telephone Number
BCS: 2031505
Company: PECO ENERGY


Signature
Date of Mailing: 5/10/2006

Mail this completed form to:

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

RECEIVED
MAY 15 2006

24

INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

EVA SANTIAGO
178 W ALLEGHENY AVENUE
PHILADELPHIA PA 19133

Date: 5/10/2006

BCS: 2031505

Account No: 232045400487

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 dispute has been reviewed. On 2/9/05, the company initiated a field visit to check your meter because of an irregular signal. After the proper notices were issued the service was terminated for non-access to the meter. On 4/20/05, access was secured and the company found un-metered service resulting from a split in service entrance cable. Your account was properly back-billed for service from 12/31/01 to 4/29/05 in the amount of \$4,281.79.

In accordance to the regulations under the PA Code, Chapter 56, Section 14, a utility company is allowed to render a make up bill for previously unbilled utility service resulting from utility billing error, meter failure, leakage that could not reasonably have been detected or loss of service, or four or more consecutive estimated bills. Your dispute is hereby dismissed.

- Your total account balance is \$4993.73. This balance does not include any payments or bills sent out on or after 5/9/2006.

- Beginning with the BILL DUE ON OR ABOUT JUNE 23, 2006, you must pay the company a special budget amount of \$242 00 per month. This amount may change depending on any change in the amount of service you use

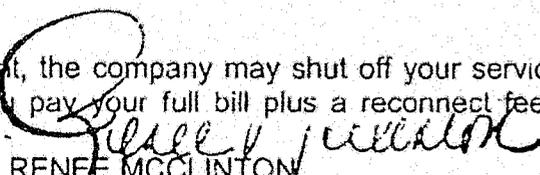
- This special budget amount includes a regular budget amount of \$159 00 per month, which is based on your monthly usage, plus \$83.00 that will be paid toward the account balance.

- 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.


RENEE MCCLINTON
Informal Complaint Investigator



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

IN REPLY PLEASE
REFER TO OUR FILE

May 19, 2006

BCS2031505

EVA SANTIAGO
178 W ALLEGHENY AVENUE
PHILADELPHIA PA 19133

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 8, 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:

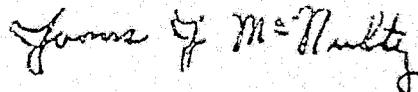
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

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

ane

cc: PECO ENERGY COMPANY

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 6, 2006

EVA SANTIAGO

Complainant

v.

PECO ENERGY COMPANY

Respondent

Complaint Docket
No: F-02031505

DOCKETED

JUN 06 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: PECO ENERGY COMPANY

**DOCUMENT
FOLDER**

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).

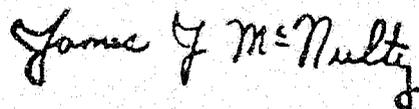
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: JUNE 6, 2006

F-02031505

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 EVA SANTIAGO. 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.

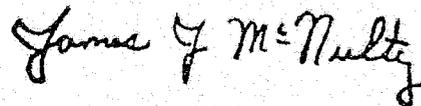
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JUNE 6, 2006

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

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

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name and title.

James J. McNulty
Secretary

SS

Legal Department

Exelon Business Services Company
2301 Market Street / 5231
PO Box 8699
Philadelphia, PA 19101-8699

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

Direct Dial 215 841 6841

June 26, 2006

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

ORIGINAL

Re: Eva Santiago v. PECO Energy Company
PUC Docket No. F-02031505

Dear Mr. McNulty:

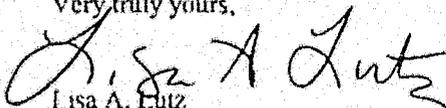
Enclosed for filing with the Commission are the following documents and copies in the matter referenced above.

- X Answer (original and 3 copies)
- Petition (original and 3 copies)
- 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.

RECEIVED

JUN 26 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY & BUREAU

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

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

EVA SANTIAGO

v.

PECO ENERGY COMPANY

:
:
:
:
:

DOCKET NO. F-02031505

ANSWER OF RESPONDENT, PECO ENERGY COMPANY

DOCKETED
JUN 28 2006

PECO Energy Company ("PECO Energy"), pursuant to 52 Pa. Code §5.61, responds to the Complaint and states:

1. Admitted.
2. Admitted.
3. Admitted in part and denied in part. PECO Energy admits it provides electric service to Complainant; PECO Energy denies it provides water or telephone service to Complainant.
4. Denied. PECO Energy specifically denies that there is a reliability, safety and/or quality problem with the electric service provided by PECO Energy to Complainant's residence at 178 W. Allegheny Avenue in Philadelphia.

By way of further answer, PECO Energy's records indicate that on February 9, 2005, a PECO Energy technician initiated a field visit to check the electric meter at Complainant's residence for an irregular signal. After proper notices were issued, service was terminated for non-access to the meter. On April 20, 2005, access was secured, and the PECO Energy technician found unmetered service, resulting from a split in the service entrance cable.

RECEIVED

JUN 26 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

The account was then back-billed for service used but not previously billed from December 31, 2001 to April 29, 2005 in the amount of \$4,281.79.

PECO Energy further denies that Complainant is unable to pay her electric bill and strict proof thereof is hereby demanded at time of hearing. PECO Energy avers that Complainant's account balance is \$4,571.31. Complainant's average monthly bill is \$149.00. Complainant has a poor payment history; Complainant has made only one payment, in the amount of \$78.09, in the past three (3) years.

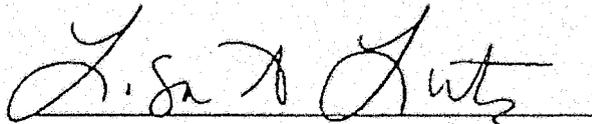
A decision of the Bureau of Consumer Services ("BCS") issued on or about May 10, 2006 set a payment agreement of a special monthly budget amount of \$242.00, beginning June 23, 2006. The BCS-directed monthly special budget amount of \$242.00 includes the regular monthly budget amount of \$159.00, plus the monthly arrears payment of \$83.00. The BCS decision also found that the account was appropriately back-billed for un-metered service from a split in the service entrance cable during the period of December 31, 2001 to April 29, 2005 in the amount of \$4,281.79. In accordance with regulations, the BCS found that PECO Energy is allowed to render a make-up bill for previously unbilled electric service resulting from billing error, meter failure and/or leakage that could not reasonably be detected for four or more consecutive estimated bills. 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. PECO Energy further requests that your Honorable Commission enter an Interim Order directing payment of current undisputed

consumption charges, pursuant to 66 Pa. Code §1410(2), and reminding Complainant that PECO Energy Company is authorized to terminate service if Complainant fails to pay pursuant to Sections 56.174(3) and 56.81(1) of the Public Utility Code.

Respectfully Submitted,

A handwritten signature in cursive script, appearing to read "Lisa A. Lutz", written over a horizontal line.

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

EVA SANTIAGO

v.

PECO ENERGY COMPANY

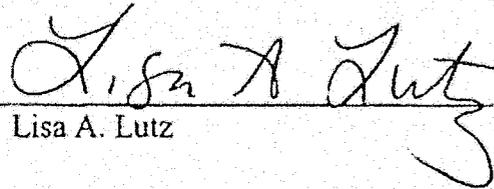
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DOCKET NO. F-02031505

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: June 26, 2006



Lisa A. Lutz

Date 6/26/06

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

Case Number: 2031505
Customer Name: EVA SANTIAGO
Address: 178 W ALLEGHENY AVENUE
PHILADELPHIA PA 19133-3918

Opened On: 2/6/06
Utility Type: Electric Distributor
Account Number: 232045400487
Company Name: PECO Energy

Prior Case: Total Balance: \$4,993.73 Balance Date: 5/9/06
Compliance
Violation(Alleged, Actual, No): NO Chap 56/64/Other: Section/Rule:
Decision issued: Y Oral Written: W
Investigator: CLEA, JOHN PUC Decision Issued Dt: 5/10/06 PUC Case Closed Dt: 5/9/06
Decision Recvd Dt: 5/9/06 11 25AM

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: BILL DUE ON OR ABOUT JUNE 23, 2006
Special Budget Amount: \$242.00 Regular Budget Amount: \$159.00 Plus Arrears Payment: \$83.00
Final Bill Monthly Payment: \$0.00 Current Bill Monthly Payment: \$0.00
End Of Month Payment: \$0.00

Par Description:

RECEIVED

JUN 26 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Resolution:

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 DISPUTE HAS BEEN REVIEWED. ON 2/9/05, THE COMPANY INITIATED A FIELD VISIT TO CHECK YOUR METER BECAUSE OF AN IRREGULAR SIGNAL. AFTER THE PROPER NOTICES WERE ISSUED THE SERVICE WAS TERMINATED FOR NON-ACCESS TO THE METER. ON 4/20/05, ACCESS WAS SECURED AND THE COMPANY FOUND UN-METERED SERVICE RESULTING FROM A SPLIT IN SERVICE ENTRANCE CABLE. YOUR ACCOUNT WAS PROPERLY BACK-BILLED FOR SERVICE FROM 12/31/01 TO 4/29/05 IN THE AMOUNT OF \$4,281.79. IN ACCORDANCE TO THE REGULATIONS UNDER THE PA CODE CHAPTER 56, SECTION 14, A UTILITY COMPANY IS ALLOWED TO RENDER A MAKE UP BILL FOR PREVIOUSLY UNBILLED UTILITY SERVICE RESULTING FROM UTILITY BILLING ERROR, METER FAILURE, LEAKAGE THAT COULD NOT REASONABLY HAVE BEEN DETECTED OR LOSS OF SERVICE, OR FOUR OR MORE CONSECUTIVE ESTIMATED BILLS???. YOUR DISPUTE IS HEREBY DISMISSED. YOUR TOTAL ACCOUNT BALANCE IS \$4993.73. THIS BALANCE DOES NOT INCLUDE ANY PAYMENTS OR BILLS SENT OUT ON OR AFTER 5/9/2006 BEGINNING WITH THE BILL DUE ON OR ABOUT JUNE 23, 2006. YOU MUST PAY THE COMPANY A SPECIAL BUDGET AMOUNT OF \$242.00 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 \$159.00 PER MONTH, WHICH IS BASED ON YOUR MONTHLY USAGE, PLUS \$83.00 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

Exhibit A

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

EVA SANTIAGO

v.

PECO ENERGY COMPANY

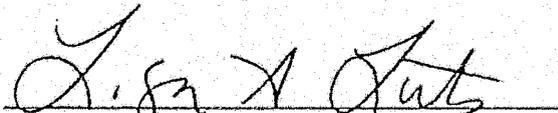
DOCKET F-02031505

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:

EVA SANTIAGO
178 W. Allegheny Avenue
Philadelphia, PA 19133

Dated at Philadelphia, Pennsylvania, June 26, 2006.



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

RECEIVED

JUN 26 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
August 3, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: F-02031505

(See attached list)

DOCUMENT
FOLDER

Eva Santiago v. PECO Energy Company

Service/Billing dispute.

Hearing Notice

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

Type: Initial Hearing

Date: Friday, September 1, 2006

Time: 10:00 a.m.

Location: In an available hearing room
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, PA 19130

Presiding: Administrative Law Judge Charles E. Rainey, Jr.
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: 215.560.2105
Fax: 215.560.3133

DOCKETED
SEP 18 2006

DOCUMENT FOLDER

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

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

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 at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Rainey
Susan Licon
Beth Plantz
Docket Section
Calendar File



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
August 8, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: F-02031505

(See letter of 8-3-06)

DOCUMENT
FOLDER

Eva Santiago v. PECO Energy Company

Service/Billing dispute.

Hearing Cancellation/Reschedule Notice

This is to inform you that the initial hearing on the above-captioned case previously scheduled for September 1, 2006 has been canceled.

The hearing has been rescheduled as follows:

Type: Initial Hearing

Date: Friday, September 29, 2006

Time: 10:00 a.m.

Location: In an available hearing room
Philadelphia State Office Building
Broad and Spring Garden Streets
Philadelphia, PA 19130

Presiding: Administrative Law Judge Charles E. Rainey, Jr.
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: 215.560.2105
Fax: 215.560.3133

DOCKETED
OCT 2 - 2006

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

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

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 at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Rainey
Susan Licon
Beth Plantz
Docket Section
Calendar File

Legal Department

Exelon Business Services Company
2301 Market Street / 523-1
PO Box 8699
Philadelphia, PA 19101-8699

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

Business Services
Company

Direct Dial. 215 841 6841

August 10, 2006

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

ORIGINAL

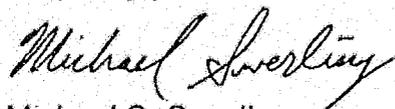
RE: Eva Santiago v. PECO Energy Company
Pa. PUC Docket No.: F-02031505

Dear Secretary McNulty:

Please find original and three copies of Entry of Appearance of Michael S. Swerling to be filed in the above referenced matter scheduled for Friday, September 1, 2006.

Thank you.

Very truly yours,



Michael S. Swerling
Counsel for PECO Energy Company

DOCUMENT
FOLDER

MSS/zr

Enc.

cc: Eva Santiago
ALJ Charles E. Rainey, Jr.
Sue Licon (via fax)

RECEIVED

AUG 11 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

EVA SANTIAGO

v.

PECO ENERGY COMPANY

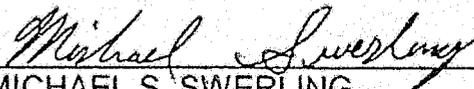
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DOCKET NO. F-02031505

ENTRY OF APPEARANCE

TO JAMES MCNULTY, SECRETARY:

Kindly enter my appearance on behalf of Respondent PECO Energy
Company in the above-captioned matter.



MICHAEL S. SWERLING
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19101-8699
215-841-6841
michael.swerling@exeloncorp.com

DOCUMENT
FOLDER

Dated: August 10, 2006

DOCKETED

SEP 12 2006