

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

JOSEPH A. ZECCARDI, JR.
v.
PECO ENERGY

Initial Telephonic
Hearing

Docket No.: F-01184392

DOCUMENT
FOLDER

State Office Building
1400 W. Spring Garden St.
13th Floor
Philadelphia, PA

ORIGINAL

July 28, 2003
Commencing at 1:00 p.m.

BEFORE:

CYNTHIA W. FORDHAM, Administrative Law Judge

APPEARANCES:

PRO SE
For the Complainant

PRIYA SANKAR, Esquire
PECO Energy Company
2301 Market Street
PO Box 8699
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For the Respondent

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INDEX TO WITNESSES

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

<u>WITNESS</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
Zeccardi	6			
White	11	15	28	
O'Donnell	30			

P R O C E E D I N G S

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

JUDGE CYNTHIA W. FORDHAM:

This is the time and place for a hearing in the matter of Joseph A. Zeccardi, Junior, versus PECO Energy Company at Docket Number F-01184392. I note for the record that I'm in the Philadelphia State Office Building. I'm Administrative Law Judge Cynthia Williams Fordham. There is a Court Reporter here with me and the parties are available by telephone. At this time, I would ask Mr. Zeccardi to state his name, address and telephone number for the record.

MR. ZECCARDI:

Joseph A. Zeccardi, Junior, at 205 West Avenue, Jenkintown, PA, 19046. Home phone number is 215-884-4248.

JUDGE FORDHAM:

Thank you. And Ms. Sankar, would you enter your appearance and identify any witnesses you have with you?

ATTORNEY SANKAR:

Priya Sankar, Counsel for PECO Energy, 2301 Market Street, Philadelphia, PA 19101. I have Robin White and Margret O'Donnell.

JUDGE FORDHAM:

1 Thank you. At this time, I will explain
2 the procedure. First, Mr. Zeccardi will testify.
3 After he's finished with his Direct testimony, Ms.
4 Sankar will have the opportunity to cross examine him.
5 After he's completed his testimony, then Ms. Sankar
6 will put on her witnesses. After the Direct testimony
7 of each witness, Mr. Zeccardi will have the
8 opportunity to cross examine the witness. Any
9 questions that I ask are designed to make sure that
10 the record in this case is complete.

11 After today's hearing, I will review the
12 transcript that is being generated and any exhibits
13 that are entered into evidence, and write a decision
14 which will be issued from the Harrisburg office. If
15 either party objects to my decision, you can file
16 exceptions and the full Commission will review it. If
17 no exceptions are filed and the Commission does not
18 modify my decision, it will become final by operation
19 of law and you'll receive notification of that. Mr.
20 Zeccardi, did you receive the exhibits from Ms.
21 Sankar?

22 MR. ZECCARDI:

23 Yes, I believe so, Your Honor.

24 JUDGE FORDHAM:

25 Okay. Are there any questions before we

1 begin? Okay. Hearing none, Mr. Zeccardi, I need to
2 swear you in.

3 JOSEPH A. ZECCARDI, JUNIOR, CALLED AND SWORN TO
4 TESTIFY

5 JUDGE FORDHAM:

6 Mr. Zeccardi, you have filed the
7 Complaint regarding the bills that --- certain bills
8 that you have received from PECO. At this time, you
9 can explain your Complaint. And if you need to use
10 something for numbers or months, you can refer to PECO
11 Exhibit One, which is the account statement.

12 A. I'll refer to my formal Complaint form that I
13 filled out, I believe on January 8th, 2003.

14 JUDGE FORDHAM:

15 Okay.

16 A. And my statement, again, I would just reiterate
17 that I've owned and operated this apartment building,
18 which is located at 207 West Avenue for the past 15
19 years. I've always been on PECO's suggested budget
20 program. This past budget year PECO claims that my
21 seventh payment at the end of the period was off
22 target by some \$1,400. How can this be, if the budget
23 is supposed to prevent large settlements, and what do
24 you think the Public Utility Commission should do
25 about the Complaint. I guess it's not important at

1 the moment. My point, Your Honor, is that ---.

2 JUDGE FORDHAM:

3 Please speak up.

4 A. There's five people who live in the building. It
5 was not read for a while. I took a half day off from
6 work for PECO to come, and they did come on 5/20/03.
7 I called the next day and was told that it was never
8 recorded into the system.

9 JUDGE FORDHAM:

10 So you said that you were there to let
11 the meter reader in on 5/20/03, and there was an
12 actual read at that time, but it was not recorded?

13 A. That's correct.

14 JUDGE FORDHAM:

15 Okay.

16 A. I questioned PECO about it and there was no clear
17 answer to me. So we went on, I think, until about
18 July 16th, and PECO was still not reading the meter
19 from their office location --- or rather, the premise
20 location. And I've been making, I guess, \$100
21 payments since the decision was that I was at fault
22 for the past six or seven months. And I'm just hear
23 to say that there's nothing that's changed in that
24 building. Why would this number be off by that much?

25 JUDGE FORDHAM:

1 Let's go back to that. There are how
2 many apartments in the building?

3 A. Four.

4 JUDGE FORDHAM:

5 Four. And how many people live in each
6 apartment?

7 A. There's five people in the total building. Each
8 apartment has one person and one apartment has two.

9 JUDGE FORDHAM:

10 And are they the same size apartments?

11 A. No. One is an efficiency and the other three are
12 basically the same size.

13 JUDGE FORDHAM:

14 And during the time that we're talking
15 about, approximately between 2000 and the current
16 time, have the same five people been there?

17 A. Yes.

18 JUDGE FORDHAM:

19 Ms. Sankar, do you have any Cross
20 Examination for Mr. Zeccardi?

21 ATTORNEY SANKAR:

22 No, Your Honor. Your Honor, just one
23 clarification. He said that PECO came out to his
24 property on 5/20/03. Does he mean 5/20/02?

25 A. Correct. I meant 5/20/02.

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ATTORNEY SANKAR:

Okay. Your Honor, I have no other questions.

JUDGE FORDHAM:

Okay. Mr. Zeccardi, I know that we haven't had testimony from PECO's witness yet. However, I've looked at the account statement that has been prepared and if you look at PECO Exhibit One on page three, on 5/20/02, they mention a meter change. Is it your understanding that they changed the meter at that time?

A. I don't recall when they did change it, Your Honor, but I know I was there when they did.

JUDGE FORDHAM:

Okay.

A. I don't know what date that was.

JUDGE FORDHAM:

Do you have anything further before we go to the witness for PECO?

A. No, I do not.

JUDGE FORDHAM:

Okay. Ms. Sankar, you may present your first witness.

ATTORNEY SANKAR:

Robin White.

1 JUDGE FORDHAM:

2 Ms. White, I need to swear you in.

3 ROBIN WHITE, CALLED AND SWORN TO TESTIFY

4 JUDGE FORDHAM:

5 Would you state your name and business
6 address for the record, please?

7 A. Yes, it's Robin White, W-H-I-T-E. My address is
8 2301 Market Street, Philadelphia, 19101.

9 JUDGE FORDHAM:

10 Thank you. You may proceed, Ms. Sankar.

11 DIRECT EXAMINATION

12 BY ATTORNEY SANKAR:

13 Q. Ms. White, what is your position with PECO Energy?

14 A. I'm a regulatory assessor.

15 Q. And how long have you been a regulatory assessor?

16 A. Five years.

17 Q. Can you briefly describe your duties as an
18 assessor?

19 A. I investigate customers' complaints to the Public
20 Utility Commission.

21 Q. And in the course of your employment with PECO,
22 have you become familiar with the Complaint we're
23 discussing today?

24 A. Yes.

25 Q. Can you look at PECO Exhibit Number One?

1 A. Yes.

2 Q. Did you prepare PECO Exhibit Number One?

3 A. A co-worker of mine prepared it and I reviewed it.

4 Q. And was it prepared in PECO Energy's ordinary
5 course of business?

6 A. Yes.

7 Q. And does it relate to Mr. Zeccardi's account?

8 A. Yes.

9 Q. Can you explain what PECO Exhibit Number One is?

10 A. This exhibit is an account statement which is
11 meant to represent row by row what each bill looked
12 like when it was issued to the customer.

13 Q. Can you explain briefly the columns on the page?

14 A. Yes, from the left to the right, the columns
15 represent the bill period, which is the date that the
16 meter was read, the number of days that are in that
17 particular billing cycle, the meter reading itself and
18 whether it was actual, estimated or remote reading.
19 The next column is usage for that bill, and then the
20 daily average use. And the next column indicates what
21 the actual bill amount was in dollars. And then
22 there's a further indication if a customer is on a
23 payment arrangement and/or if they're on a budget
24 billing schedule.

25 The next column which was switched does not apply,

1 which represents the fire charges, and the sales
2 taxes, if applicable to the account. The next column
3 indicates what we've asked the customer to pay, and
4 then the next column is the due date by which that
5 payment should be made, late charges, if they're
6 applicable, and then record of any payments that were
7 received by the time that bill was issued and the date
8 the payment was received. And the next column is the
9 balance at the time the bill was issued. And finally,
10 notation of the comments or the bill messages that may
11 have been on the bill when it was issued.

12 Q. Can you explain how the budget bill program works?

13 A. Yes. Budget billing is an optional payment plan
14 that we offer to customers. And it's meant to help
15 the customer manage their budget by knowing what their
16 bill will be each month. The way we calculate the
17 budget amount is to take the last 12 months of
18 billing, take the dollars of those billings and add
19 them up and divide that number by 11. This way, what
20 we hope to do is capture any increases and decreases
21 in billing due to seasonal changes and use. And then
22 the 12th month is actually meant to be what we call
23 settlement month, where if there's a little --- if the
24 customer used more than expected, then they would pay
25 that additional amount. Or if they had used --- if

1 they hadn't used as much as expected, then that credit
2 would just be applied to the next month's billing.

3 Every four months, the company reevaluates the new
4 previous 12 months' usage and billing to make any
5 adjustments so that we know the budget is staying
6 close to --- the budget is maintained at a level where
7 the settlement month will be as close to zero as
8 possible.

9 Q. Now, did Mr. Zeccardi use the budget bill program?

10 A. Yes, Mr. Zeccardi has this past several years been
11 on the budget program.

12 Q. And can you explain where that's shown on the
13 account statement?

14 A. Yes. The sixth column over from the left, which
15 says PECO bill amount, slash, budget plus agreement.
16 That's the column that's going to indicate the budget
17 payment or the budget amount for that billing. So,
18 for example, the very first row, the bill period
19 7/25/2000 to August 23rd, 2000, was showing electric
20 charges --- actual electric charges billed that month
21 were \$212.27, and the gas charges were \$35.15. The
22 slash 684 indicates that \$684 is the budget bill for
23 that month. So even though the customer's actual
24 billed amount is just about \$250, we're asking the
25 customer to pay the budget amount of \$684.

1 Q. And for the period in question, what was the
2 budget bill amount?

3 A. At the time that the meters were changed and
4 actual readings were obtained in May of 2002, the
5 budget was set at \$308.

6 Q. All right. And what was the budget settlement
7 amount?

8 A. On October 23rd, 2002, which is if you look on
9 page three of the billing statement --- account
10 statement, the bill issued 10/23/02 was a settlement,
11 the budget settlement month. And after account ---
12 looking at all the budget payments being in the past
13 11 months and the total dollar amount of the bill, the
14 balance owed by the customer was \$1,428.73.

15 Q. And why was the adjustment that high?

16 A. Well, when you add up all of the budgets that were
17 paid and you add up all of the billing of billed
18 usage, there's a large difference, and that large
19 difference is accounted for at the time of the meter
20 change in May of 2002. The company had previously
21 been estimating the electric usage on the account.
22 And when we obtained an actual reading, the reading
23 was much higher than we had been estimating or
24 guessing that the usage may have been. Therefore,
25 there was a large billing to account for the previous

1 under-estimated billing.

2 ATTORNEY SANKAR:

3 Your Honor, I have no other questions.

4 JUDGE FORDHAM:

5 Mr. Zeccardi, do you have any questions
6 for Ms. White?

7 MR. ZECCARDI:

8 Yes, Your Honor, I do.

9 CROSS EXAMINATION

10 BY MR. ZECCARDI:

11 Q. If this settlement was \$1,100 or whatever it was
12 you said it was this past year, what were the last
13 five-year settlements?

14 A. Year settlements? Well, the settlement in ---
15 there was no actual settlement in 2001, because you
16 were actually taken off of the budget for some reason
17 and then you wanted to go back on it. So there never
18 ended up being an actual settlement bill, per se, that
19 year. And then in 2000 ---.

20 Q. Wait a minute.

21 JUDGE FORDHAM:

22 Let her finish, and then you can ---.

23 MR. ZECCARDI:

24 Okay.

25 JUDGE FORDHAM:

1 Go ahead, Ms. White.

2 A. The budget settlement in November of 2000 is ---
3 it looks like it was \$661.63. I don't know what it
4 was the prior years.

5 BY MR. ZECCARDI:

6 Q. Well, I never requested to come off the budget. I
7 don't know where that came from, but I never requested
8 it.

9 A. Yeah, just looking --- I don't really know why I
10 don't know. I don't know why.

11 Q. And all these --- again, 15 years, they were some
12 were, I guess, estimated readings. But at some point
13 in time, PECO was in there for actual readings, so
14 there was adjustments all along the 15-year period.
15 It wasn't like PECO wasn't in there for five years and
16 just solely relied on estimated numbers. So these
17 settlement numbers had to be true settlement numbers.
18 And then all of a sudden ---?

19 A. Yeah. I'm sorry.

20 Q. And then all of a sudden we end up with one that
21 is three times what it should be.

22 MR. ZECCARDI:

23 And I stand corrected, Your Honor. There
24 may have been a new tenant in one of the --- in the
25 efficiency, but it's still a single person. The name

1 may have changed, but it's still a single person with
2 ---.

3 A. Well, there was an actual reading in --- it was
4 October --- September of 2001. And your billing was
5 adjusted then. You can see that on the second page,
6 or page two, of the billing statement. There's
7 actually two rows, 9/24/01. The first, we cancelled
8 billing. We had gotten an actual reading. You can
9 see the 136 actual reading.

10 Q. Well, I guess my point ---.

11 A. And there was an actual reading November 21, 2000.
12 That actually coincided with your budget billing, I
13 mean, your budget settlement. And 9/22/2000 and
14 August 23rd, 2000 are actual readings.

15 Q. Well, I guess the question is can we look at the
16 last five? Not 15, but the last five years of
17 settlement numbers and what were they? I mean,
18 there's going to be some average there that's going to
19 tell you that if these five were this, how can this
20 would be so out of whack?

21 A. Well, I don't have the year --- in front of me, I
22 don't have the years prior to 2000. But --- I don't
23 have the years prior to 2000.

24 Q. But it will rise, though. Right.

25 JUDGE FORDHAM:

1 Do you have other questions, Mr.
2 Zeccardi, for this witness?

3 MR. ZECCARDI:

4 Yes.

5 JUDGE FORDHAM:

6 Okay. You may ask them at this time.
7 You may ask your other questions at this time.

8 MR. ZECCARDI:

9 Oh, I don't have any, Your Honor.

10 JUDGE FORDHAM:

11 Oh, okay.

12 MR. ZECCARDI:

13 Sorry.

14 JUDGE FORDHAM:

15 Ms. White, if we could go through the
16 account statement a little bit more, because what I'm
17 trying to see is the amount of the budget billing.
18 You've already testified that on page one of the
19 exhibit at the beginning, the first month that we
20 have, which is from July 25th of 2000 to August 23rd,
21 of 2000, that the amount requested was \$64 --- excuse
22 me, \$684.

23 A. Yes.

24 JUDGE FORDHAM:

25 So that was his budget, it seems like,

1 through January of 2001. And then it seems that it
2 went to \$400; am I reading this correctly?

3 A. Yes, Your Honor.

4 JUDGE FORDHAM:

5 Now, if you look at the entry for
6 December 22nd of 2000, that was an estimated reading,
7 but the prior reading was an actual; is that correct?

8 A. Yes.

9 JUDGE FORDHAM:

10 And under the budget amount, it says
11 \$684, under amount requested, it says \$684, and the
12 due date is January 17th of 2001. And then if you
13 look down to the next column --- excuse me, the next
14 row under the payment column, it says 1/19/01, \$400.
15 And if you go back on that row, which is January of
16 2001, there's a \$400. So was his payment --- budget
17 payment at that time changed to \$400?

18 A. It did, actually, on January 2nd, 2001. The
19 record indicates that Mr. Zeccardi had called and
20 requested to have the budget at \$400. And we had
21 agreed to it. The budget was set at \$400 from that
22 point until November 21, 2001, when the budget was set
23 at \$308.

24 JUDGE FORDHAM:

25 So does that explain why under amount

1 requested between January and August, it says \$684 or
2 either \$679?

3 A. Well, what the --- I see what you're saying.
4 Well, you're right, that on January 19th, the
5 customer, Mr. Zeccardi, had paid \$400, but that bill
6 that we had issued the prior month was to pay \$684.
7 So I don't know why Mr. Zeccardi paid the \$400 instead
8 of the \$684. But the reason we're asking for \$684
9 after that, \$684, \$679.93, is because there was \$200
10 --- there was still \$200 missing for the full budget
11 amount. The reason it goes to \$679.93 is because
12 there was a \$4.07 miscellaneous credit placed on the
13 account so that lowered the \$200 to the --- my math is
14 not that quick, but that's what made the payment just
15 a little bit less than the \$684. It's about \$4
16 difference.

17 JUDGE FORDHAM:

18 Let's go to the next page on page two,
19 the second entry, July 24th, 2001. It seems that the
20 bills are still being estimated throughout this time,
21 and on that line, if you go to the balance, is that a
22 negative balance of \$198.66?

23 A. Yes.

24 JUDGE FORDHAM:

25 So at that time, he had overpaid?

1 A. On the budget, that's correct. He is paying a set
2 budget amount regardless of the billing, so at that
3 point in time, the actual amount of his bills were
4 less than the actual budget payments that he was
5 making every month. So at that moment in time, there
6 was a negative balance on the account.

7 JUDGE FORDHAM:

8 And that negative balance continued for a
9 number of months?

10 A. Yes, yes.

11 JUDGE FORDHAM:

12 Because I believe you said that there was
13 no settlement amount in 2001. When would the
14 settlement have occurred?

15 A. It would have been in November of 2001. And I'm
16 not really --- either Mr. Zeccardi had asked to be
17 taken off the budget and then changed his mind and
18 called the staff or there was just some odd billing
19 may have occurred with this cancellation and rebilling
20 that somehow threw the budget off. So it restarted
21 itself in October, because then the October bill
22 became the budget --- the first budget month of the
23 cycle. So it could very well have been when we got an
24 actual reading and corrected the billing, it could
25 have been a computer oddity that reset the budget to

1 start at the budget number one, therefore, never
2 actually having a budget settlement month.

3 MR. ZECCARDI:

4 Your Honor ---.

5 A. At times, there would not have been anything owed
6 anyway.

7 MR. ZECCARDI:

8 Your Honor, do I have time for rebuttal
9 here, I guess?

10 JUDGE FORDHAM:

11 I'm still asking her questions, so if you
12 have another question, at that time, you can ask it.

13 MR. ZECCARDI:

14 Well, I can tell you this. I never
15 called and requested to be taken off the budget.

16 JUDGE FORDHAM:

17 Okay.

18 MR. ZECCARDI:

19 And always PECO said this is the budget
20 amount. I just said, okay, that's the budget amount.
21 You know better than I. So twice Ms. White said I've
22 requested. It never happened.

23 JUDGE FORDHAM:

24 Okay. We're just trying to get
25 additional information at this time, and I understand

1 that that's what you said and, you know, I don't see
2 anywhere on here --- that's why I was asking what was
3 the settlement month. Because if you look at
4 September of 2001, it seems that the budget was \$400,
5 and then if you look at November of 2001, it was \$308.
6 So I thought that the October bill was the settlement
7 bill, although there's no notation on the side
8 indicating that. However, if you look at the balance,
9 it seems that the balance was \$424.33, but a negative.
10 So as Ms. White said, there was nothing owed at that
11 time; is that correct, Ms. White?

12 A. That is, Your Honor. And I want to be clear. I'm
13 not saying that I know that Mr. Zeccardi called. I'm
14 just saying there's two possible explanations since I
15 just don't really know for sure. Those are the two
16 possibilities for not having that budget settlement
17 month. And if Mr. Zeccardi says that he didn't call,
18 then I will gladly make the assumption that when we
19 cancelled and rebilled in September, that sometimes
20 when you have complicated computer entries like that
21 with cancellations for a period of time, sometimes one
22 thing sticks and other things --- strange things
23 happen and it's very likely then that the budget just
24 got reset to start at budget number one. That's a
25 possibility.

1 JUDGE FORDHAM:

2 Okay. So during this time, you had an
3 actual read on September 24th of 2001. And when was
4 the next actual read?

5 A. When the meter was changed in May of 2002, May
6 20th, 2002.

7 JUDGE FORDHAM:

8 And during this time, Mr. Zeccardi was on
9 the budget and the budget was \$308; is that correct?

10 A. Yes.

11 JUDGE FORDHAM:

12 Now, when there was a change in the
13 meter, how much was that bill, the electric bill?

14 A. When we changed the meter and issued a new bill on
15 May --- for the billing due to the meter change on May
16 20th, 2002, we had cancelled \$588.49 in billing, and
17 the new bill was electric charges for \$1,031.42, and
18 the gas charges due May 23rd, which was \$284.91.

19 JUDGE FORDHAM:

20 Now, the cancellation, that \$588.49, that
21 was only electric charges?

22 A. It was 238 days' worth of electric charges and 59
23 days' worth of gas charges. So basically two
24 billings, the prior two bills of gas usage, but
25 electric usage back to September 24, '01.

1 JUDGE FORDHAM:

2 Now, at that time, his budget payment was
3 not changed; is that correct?

4 A. That's correct.

5 JUDGE FORDHAM:

6 And then it seems that there was a change
7 in July of 2002 to \$362?

8 A. Yes.

9 JUDGE FORDHAM:

10 Now, that would have included the \$1,000
11 when you added all of the prior charges, that would
12 have included that \$1,000 charge when you looked at
13 the last 12 months?

14 A. Yes, that would have been included.

15 JUDGE FORDHAM:

16 And then I see in October 23rd, that is
17 when it's \$1,428.73, and that's the settlement amount;
18 is that correct?

19 A. That's correct.

20 JUDGE FORDHAM:

21 And after that, his budget was increased
22 to \$430; is that correct?

23 A. Yes.

24 JUDGE FORDHAM:

25 Is that correct, Ms. White?

1 A. Yes. I didn't speak loudly enough.

2 JUDGE FORDHAM:

3 And then on the last page, the budget ---
4 I'm not sure. Was he taken off the budget on the last
5 page?

6 A. Yes. The last budget billing was in December of
7 2002, and all subsequent bills were issued on current
8 bills.

9 JUDGE FORDHAM:

10 If Mr. Zeccardi wanted to be placed back
11 on the budget, what would he have to do to do so?

12 A. He may request it and today the budget is
13 calculated at \$515.

14 JUDGE FORDHAM:

15 Mr. Zeccardi, do you want to be put back
16 on the budget?

17 MR. ZECCARDI:

18 Certainly. I was never --- well, to my
19 knowledge, I was never off of it, Your Honor.

20 JUDGE FORDHAM:

21 Well, that's why I'm looking at this
22 account statement, and according to this account
23 statement, this last year from January to the present
24 time, they've been giving you current bills. I see
25 you've been paying \$530 each time.

1 MR. ZECCARDI:

2 Correct.

3 JUDGE FORDHAM:

4 So it's as if you were still on the
5 budget. However, she's saying right now your budget
6 payment would be \$515, so that would be \$15 less than
7 you're paying.

8 MR. ZECCARDI:

9 Okay. But what about the settlement that
10 they're looking for?

11 JUDGE FORDHAM:

12 Okay. That's something that I'm going to
13 have to decide. We have another witness first.

14 MR. ZECCARDI:

15 Okay.

16 JUDGE FORDHAM:

17 Okay. Do you have any other questions
18 for Ms. White?

19 MR. ZECCARDI:

20 No, I do not.

21 JUDGE FORDHAM:

22 Ms. Sankar, do you have any Redirect?

23 ATTORNEY SANKAR:

24 Yes.

25 REDIRECT EXAMINATION

1 BY ATTORNEY SANKAR:

2 Q. I actually forgot to show you PECO Exhibit Number
3 Three.

4 ATTORNEY SANKAR:

5 Can I go ahead and do that?

6 JUDGE FORDHAM:

7 Yes, you may.

8 BY ATTORNEY SANKAR:

9 Q. Ms. White, was there an informal decision on this
10 case?

11 A. Yes.

12 Q. Can you look at PECO Exhibit Number Three?

13 A. Yes.

14 Q. Is this an accurate copy of that decision?

15 A. Yes.

16 Q. Can you tell us what the terms of that decision
17 is?

18 A. Yes, the Bureau of Consumer Services issued a
19 decision that beginning with the bill due in January
20 of 2003, the customer must pay all current bills plus
21 an additional \$100 towards the account balance at the
22 time of \$1,066.73.

23 ATTORNEY SANKAR:

24 Your Honor, I have no other questions.

25 JUDGE FORDHAM:

1 Okay. Mr. Zeccardi, do you have any
2 objections to the admission of the account statement,
3 which is PECO Exhibit One, or the document that Ms.
4 White just referenced, PECO Exhibit Three, which is
5 the BCS decision?

6 MR. ZECCARDI:

7 No, I do not.

8 JUDGE FORDHAM:

9 PECO Exhibits One and Three are admitted
10 without objection. Thank you, Ms. White. You may
11 present your next witness, Ms. Sankar.

12 ATTORNEY SANKAR:

13 Margret O'Donnell.

14 JUDGE FORDHAM:

15 Ms. O'Donnell, I need to swear you in.

16 MARGRET O'DONNELL, CALLED AND SWORN TO TESTIFY

17 JUDGE FORDHAM:

18 Now, before we start, I'd just like to
19 say the first page of PECO Exhibit Two is really kind
20 of dark, so if you could send me another copy of PECO
21 Exhibit Two a little bit lighter. I guess it's
22 colored paper and some of the writing from the
23 opposite page has come off on this. I can see some of
24 the things. Two and three are better, but one, I can
25 see the writing from the other side kind of bleeding

1 through on my copy.

2 ATTORNEY SANKAR:

3 Okay. Yes, Your Honor.

4 JUDGE FORDHAM:

5 Okay. Thank you. You may proceed. Oh,
6 I'm sorry. Ms. O'Donnell, would you state your name
7 and business address for the record, please?

8 A. Margret O'Donnell, PECO Energy, 2301 Market
9 Street, Philadelphia, 19101.

10 JUDGE FORDHAM:

11 Thank you. Ms. Sankar, you may proceed.

12 DIRECT EXAMINATION

13 BY ATTORNEY SANKAR:

14 Q. Ms. O'Donnell, can you tell me who your employer
15 is?

16 A. I work for PECO Energy.

17 Q. And what is your position with PECO Energy?

18 A. I'm a sales investigator.

19 Q. And can you briefly describe your duties as a
20 sales investigator?

21 A. I go to the properties and businesses to ensure
22 that the meter of record is, in fact, the meter that
23 serves the property. I obtain actual readings, I do
24 passing load checks with the meters to check for
25 accuracy, and I do an assessment of appliances to see

1 if the amount that we're billing coincides with the
2 appliances at the property.

3 Q. And did you conduct all of those passes on each
4 visit?

5 A. Yes.

6 Q. And how long have you been an investigator?

7 A. I've been in the field about 15 years.

8 Q. In the course of your employment with PECO Energy,
9 have you become familiar with the Complaint we're
10 discussing today?

11 A. Yes, I have.

12 Q. And how have you become familiar?

13 A. I've actually had a field appointment at the
14 property August 9th, 2002.

15 Q. And can you describe what you did during your
16 field visit?

17 A. I obtained current readings and I did a cost
18 estimate of the appliance load, and I also did a
19 passing load check with the gas meter.

20 Q. Now, when you took the readings, did you take
21 readings for the electric and gas meter?

22 A. Yes, I did.

23 Q. And can you provide the --- well, what were the
24 results of the readings?

25 A. The electric reading indicated that the previous

1 estimated bill's usage was undercharged, under-billed,
2 and when I went back to the actual readings from when
3 the meter was set to give a truer picture of what
4 would have been used on a monthly basis, I arrived at
5 the 65.8 units for this entire --- I guess it would
6 have been three months.

7 JUDGE FORDHAM:

8 Please keep your voice up so we can hear
9 you.

10 BY ATTORNEY SANKAR:

11 Q. Ms. O'Donnell, do you want to repeat what you just
12 said?

13 A. I said based on the actual reading I took August
14 the 9th, the two previous estimated readings were low.
15 The truer picture, actual to actual, would have been
16 65.8 units per day.

17 Q. And can you review your cost analysis?

18 A. Certainly. I just did a verbal with Mr. Zeccardi,
19 and based on the left-hand column, it gives you
20 lightings. So there were 17 total rooms, five
21 televisions, four refrigerators, four microwaves,
22 coffee makers. And on the right-hand column, I
23 believe two of the tenants used the washer and dryer
24 at approximately eight loads weekly. There were four
25 window air conditioners, that looks like one central,

1 two fans. And it looks like each apartment has its
2 own circulator pump for the heating system. So I gave
3 an estimate of their winter bill versus summer bill
4 and with the potential of what the usage would be.

5 Q. And what were those --- I guess, what was your
6 estimate?

7 A. In the winter, it looks like 75 --- 2,250 for the
8 month. There was 75 units per day. In the summer,
9 3,430 a month, or 114.3 per day, is the potential.

10 Q. Now, did you conduct passing load tests?

11 A. Mr. Zeccardi declined to drop load on the
12 electric. I did do a passing load check of the gas
13 meter.

14 ATTORNEY SANKAR:

15 Your Honor, I have no other questions.

16 JUDGE FORDHAM:

17 Mr. Zeccardi, do you have any questions
18 for Ms. O'Donnell?

19 MR. ZECCARDI:

20 No questions, Your Honor. Comments, but
21 no questions.

22 JUDGE FORDHAM:

23 Okay. Ms. O'Donnell, you indicated that
24 when you read the electric meter that the previous
25 estimates were low. Could you tell me what the actual

1 reading was?

2 A. The actual reading that I obtained on the 9th on
3 the electric was 05330.

4 JUDGE FORDHAM:

5 Thank you.

6 A. You're welcome.

7 JUDGE FORDHAM:

8 I have no other questions. Do you have
9 any Redirect, Ms. Sankar?

10 ATTORNEY SANKAR:

11 No, Your Honor.

12 JUDGE FORDHAM:

13 Okay. Mr. Zeccardi, do you have any
14 objections to the admission of PECO Exhibit Two?

15 MR. ZECCARDI:

16 No.

17 JUDGE FORDHAM:

18 PECO Exhibit Two is admitted without
19 objection. Mr. Zeccardi, you may make your comments
20 at this time.

21 MR. ZECCARDI:

22 Okay. Thank you, Your Honor.

23 JUDGE FORDHAM:

24 You're welcome.

25 MR. ZECCARDI:

1 Ms. O'Donnell, I remember meeting with
2 her and going over the meters. And the reason I
3 declined for the drop load test on the, I guess, the
4 electric was that it would necessitate getting into
5 each and every apartment. That's always been 17 rooms
6 for 15 years and always had five TVs and always had
7 four microwave ovens and four toasters. Nothing
8 really changed there, as well as the air conditioners.

9 And she stated that on her reading of
10 8/9/02, that number was off from the estimates.
11 Maybe. But they just read it in May, and that was
12 their reading, so how far could it have gone from May
13 through August. That would be my only comment.

14 JUDGE FORDHAM:

15 Did you have any other comments regarding
16 the entire case? You may say those at this time.

17 MR. ZECCARDI:

18 I think as when Ms. White was presenting
19 her testimony, I mean, the glitches in the computer
20 system, the request for reductions and this, the
21 credit balance versus the negative balance, they just
22 never gave me a good feeling as to they knew what the
23 number should have been. And I continued to pay the
24 budget based on really history. I knew that the
25 billing was somewhere in the neighborhood of \$400 or

1 \$500 and they would sort out the numbers later. Now,
2 obviously, I have no faith in the numbers that they're
3 telling me that this is short by whatever it is,
4 \$1,000. That would be all.

5 JUDGE FORDHAM:

6 Thank you. Ms. Sankar?

7 ATTORNEY SANKAR:

8 Yes, Your Honor?

9 JUDGE FORDHAM:

10 Closing statement? Wait. Okay. Go
11 ahead.

12 ATTORNEY SANKAR:

13 Okay. Your Honor, the budget bill
14 payment program is an optional plan. There were
15 instances where Mr. Zeccardi asked us to lower the
16 budget bill payment and also take into consideration
17 that the bills were estimated. That resulted in that
18 high bill amount. But otherwise, PECO Energy did not
19 violate any regulations.

20 JUDGE FORDHAM:

21 Thank you. As I indicated earlier, I
22 will review the transcript and the exhibits that have
23 been entered into evidence and write a decision, which
24 will be issued from the Harrisburg office. If you
25 review my decision and there are objections, you can

1 file exceptions and the full Commission will review
2 it. If no exceptions are filed and my decision is not
3 reviewed by the Commission, it will become final by
4 operation of law, and you'll receive notification of
5 that, too.

6 I'd like to thank the parties for their
7 participation. Thank you very much.

8 ATTORNEY SANKAR:

9 Thank you.

10 MR. ZECCARDI:

11 Thank you.

12 * * * * *

13 HEARING CONCLUDED AT 2:15 P.M.

14 * * * * *

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C E R T I F I C A T E

I HEREBY CERTIFY THAT THE FOREGOING PROCEEDINGS
WERE REPORTED STENOGRAPHICALLY BY ME AND THEREAFTER
REDUCED TO TYPEWRITING AND THAT THIS TRANSCRIPT
IS A TRUE AND ACCURATE RECORD THEREOF.

SARGENT'S COURT REPORTING SERVICE, INC.

Tranisha M. Bowen

COURT REPORTER

ACCOUNT STATEMENT

Prepared by: A J Costello

RECEIVED

CUSTOMER NAME: Joseph A. Zeccardi

F-01184392

ADDRESS: 207 West Av.
Jenkintown, PA 19046-9046

DOCKET: F-01184392

AUG 15 2003

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RATE: Residential Electric
Residential Gas Heat

ACCOUNT NUMBER: 40-18-07-418035

Page 1

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
07/25/00	29	Electric 3392 - A	1715	59.1	212.27		14.85	684.00	08/18/00		331.00	08/16/00	2010.09	BM 50
08/23/00		5107 - A											1941.36	
		Gas 1617 - A	41	1.4	35.15 / 684.00									
09/22/00	30	1658 - A	1631	54.3	202.13		14.67	684.00	10/17/00		684.00	09/20/00	1516.44	BM 50
09/25/00	33	6738 - A	49	1.4	42.28 / 684.00									
		1707 - A												
10/24/00	32	8077 - E	1339	41.8	166.84		16.62	684.00	11/6/00		684.00	10/06/00	1126.16	BM 50
10/25/00	30	1849 - A	142	4.7	110.26 / 684.00									
11/21/00	28	8105 - A	28	1.0	8.48		12.42	661.63	12/19/00		661.63	11/27/00	661.63	BM 71
12/22/00	27	2114 - A	265	9.8	198.57		27.08	684.00	01/17/01		661.63	12/21/00	478.36	Budget Settlement BM 50
	31	8142 - E	37	1.1	9.57									
		2622 - A	508	16.3	441.71 / 684.00									
01/24/01	33	8181 - E	39	1.1	9.80		35.36	684.00	02/20/01		684.00	01/19/01	702.95	BM 52
01/25/01	34	3251 - A	629	18.5	579.43 / 400.00									
02/23/01	30	8211 - E	30	1.0	8.96		28.18	684.00	03/20/01		684.00	02/15/01	800.68	BM 52
02/26/01	32	3749 - A	488	15.5	460.59 / 400.00									
03/25/01	31	8240 - E	29	0.9	8.84		28.84	684.00	04/18/01		400.00	03/16/01	874.73	BM 52
	28	4132 - A	383	13.6	438.37 / 400.00									
04/24/01	29	8262 - E	22	0.7	7.93		16.13	679.93	05/17/01		4.07	Credit 04/12/01	755.53	BM 52
	30	4354 - A	222	7.6	260.81 / 400.00						400.00			
05/23/01	29	8279 - E	17	0.5	7.28		5.88	679.93	06/18/01		400.00	05/16/01	459.26	BM 52
05/24/01	30	4427 - A	73	2.4	90.57 / 400.00									

DOCUMENT FOLDER

AUG 22 2003

Reading Type Codes: A - Actual E - Estimated C - Customer R - Remote

PECO-1 1894

ACCOUNT STATEMENT

Prepared by: A J Costello

CUSTOMER NAME: Joseph A. Zeccardi

ADDRESS: 207 West Av.

DOCKET: F-01184392

Jenkintown, PA 19048-8046

RATE: Residential Electric
Residential Gas Heat

ACCOUNT NUMBER: 40-16-07-418035

Page 2

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
06/22/01	30	8298 - E	19	0.6	7.53		4.59	679.93	07/17/01		400.00	06/21/01	140.25	BM 52
06/25/01	32	4427 - A	54	1.6	68.87 /400.00									
07/24/01	32	8322 - E	24	0.7	8.18		0.49	679.93	08/16/01		400.00	07/19/01	198.66	BM 51
07/25/01	30	4518 - A	37	1.2	49.45 /400.00		2.97							
08/23/01	30	8346 - E	24	0.8	8.18		0.49	679.93	09/17/01		400.00	08/16/01	539.97	BM 51
08/24/01	30	4553 - A	35	1.1	47.18 /400.00		2.84							
09/24/01	32	8365 - E	19	0.5	7.53		0.45	1,079.93	10/17/01				475.25	BM 53
09/25/01		4595 - A	42	1.3	53.53 /400.00		3.21							
09/24/01	124	136 - A	1857	14.9	259.00		15.55	679.93	10/30/01		*90.04	10/09/01	633.99	*Bill canceled 5/23/01 - 9/25/01
09/25/01	32	4595 - A	42	1.3	53.53 /400.00		3.21				400.00	09/27/01		BM 30
10/23/01	29	491 - E	355	12.2	50.71		3.04	424.33	11/15/01				424.33	
	28	4723 - A	128	4.5	147.08		8.83							
11/21/01	29	873 - E	382	13.1	54.19		3.25	516.33	12/18/01		400.00	10/26/01	438.34	BM 50
	32	5000 - A	277	8.6	309.95 /308.00		18.60							
12/21/01	30	1281 - E	418	13.9	58.81		3.53	208.33	01/17/02				88.54	
		5292 - A	282	9.7	271.19 /308.00		16.27							
01/24/02	34	1830 - E	539	15.8	74.39		4.46	89.67	02/19/02				463.65	
	31	5827 - A	535	17.2	465.41 /308.00		27.93							
02/21/02	28	2219 - E	389	13.8	55.27		3.32	107.67	03/18/02		300.00	02/14/02	585.73	BM 38
		6197 - A	370	13.2	324.05 /308.00		19.44							
03/25/02	32	2631 - E	412	12.8	58.23		3.49	115.67	04/17/02		300.00	03/13/02	700.85	BM 39
		6578 - A	381	11.9	333.39 /308.00		20.01							

Reading Type Codes: A - Actual E - Estimated C - Customer R - Remote

2 of 4

Prepared by: A J Costello

ACCOUNT STATEMENT

CUSTOMER NAME: Joseph A. Zeccardi

ADDRESS: 207 West Av.
Jenkintown, PA 19046-9046

DOCKET: F-01184392

RATE: Residential Electric
Residential Gas Heat

ACCOUNT NUMBER: 40-16-07-418035

Page 3

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
04/24/02	30	2997 - E	366	12.2	52.31		3.14	123.67	05/20/02		300.00	04/09/02	640.88	BM 39
04/25/02	31	6773 - A	195	6.2	174.13 /308.00		10.45							
05/23/02		0	0	0.0				131.67	06/18/02		300.00	05/16/02	340.88	Bill delayed for questionable rdg. BM 39
05/20/02	238	00000 - A	7692	32.3	1,031.42		61.88	131.67	06/25/02		*588.49	06/04/02	1,147.70	*Bill canceled 9/24/01 - 4/25/02 BM 30
05/23/02	59	6894 - R	316	5.3	284.91 /131.67		17.10							
05/20/02 - Meter Change: Removed Meter #8-1343940 Index 7828; Installed Meter #9U-2504310 Index 00000														
06/24/02	35	01469 - E	1469	41.9	211.94		12.72	308.00	07/17/02		131.67	06/20/02	1,290.95	BM 50
06/24/02	32	6941 - R	47	1.4	47.41 /308.00		2.85							
07/24/02	30	03470 - E	2001	68.7	290.13		17.41	362.00	08/19/02		308.00	07/18/02	1,330.80	BM 50
		6977 - R	36	1.2	38.03 /362.00		2.28							
08/23/02	30	06818 - R	3348	111.8	488.61		29.32	362.00	09/17/02		362.00	08/16/02	1,527.09	BM 50
		7013 - R	36	1.2	38.07 /362.00		2.29							
09/23/02	31	08560 - R	1742	56.1	252.36		15.14	362.00	10/16/02		362.00	09/12/02	1,486.56	BM 50
		7084 - R	51	1.6	50.91 /362.00		3.06							
10/23/02	30	09885 - R	1325	44.1	176.00		10.56	1,428.73	11/18/02		362.00	10/10/02	1,428.73	BM 73
		7185 - R	121	4.0	110.95 /1428.73		6.66							Budget settlement
11/21/02	29	11091 - R	1206	41.5	160.65		9.64	1,496.73	12/16/02		362.00	11/21/02	1,520.98	BM 91
		7489 - R	304	10.4	267.88 /430.00		16.08							
12/23/02	32	12471 - R	1380	43.1	183.08		10.98	1,496.73	01/21/03		430.00	12/18/02	1,753.13	BM 52
		8013 - R	524	16.3	441.59 /430.00		26.50							

Reading Type Codes: A - Actual E - Estimated C - Customer R - Remote

374

field verified current reading -
 estimated low - understood actual
 actual DMR once proper meter change
 15.8 - understood - made analysis
 reviewed appearance - load - has potential
 to have serious illness - understood -
 long period - adjustment - bill date -
 numerous estimates

FOR OFFICE USE ONLY

ORAL UTILITY REPORT
 CONSUMER COMPLAINTS ONLY (NOT TERMINATION DISPUTES)

Mr. Name _____ Address _____
 ACCT Number _____
 DISPUTES THE FOLLOWING _____

16 (5213) _____

PECO ENERGY'S POSITION ON THIS DISPUTE IS _____

16 (5213) Termination of service will not take place during any informal or formal complaint proceeding. Provided you pay the undisputed portion of bills as they become due.

16 (5214) If you do not agree with this report you have ten days from today for filing an informal complaint with the Pennsylvania Public Utility Commission.

16 (5215) The closest Company office is 2702 MARKET ST PHILA
 telephone number 800-414-9045. Payments can be made, or additional information may be obtained at this location. GIVE CLOSEST PAY/LOCATION S.

16 (5216) An informational complaint may be filed with the PUC by calling 1-800-782-1110, or by direct writing to P.O. Box 2265, Harrisburg, PA 17120. The following information must be included in your complaint:

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

16 (5217) Your open balance is now \$ _____ and will become delinquent on _____ unless a Settlement or Payment Agreement is entered into, or an informal complaint is filed with the Commission (Note: This date must be the later of 16 days from today or the actual due date of the bill).

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

The bill due amount of \$ _____ will become delinquent on _____ (16 day date).

PAYMENT ARRANGEMENTS ARE _____

Customer Requested Written Report - Report Made on _____

CUSTOMER ATTITUDE AT COMPLETION OF INTERVIEW
 Satisfied _____
 Not Satisfied _____

REASON FOR INCREASE _____

NEW APPLIANCE _____
 INCREASE IN FAMILY _____
 RATE EXPLANATION _____
 SEASONAL _____
 FUEL CHARGE EXPLANATION _____

Mr. DeLiged drop load,
 passing load check -
 trouble to read plate rating
 low gph - warn away
 150 gallon gwh meter \$0,000
 BTU meter 1/2 ft. = 39,446 BTU -
 Gas meter accurate - understood
 also reviewed cooking hot
 water and dryer for 5
 tenants average 45 months
 city - gas - water - notified -
 reviewed Bgt - Mr. DeLiged
 actual meter reads were
 obtained and questioned why
 they weren't read for billing
 also went to meter when
 pmk meter to be activated
 so a meter to receive any
 more estimated bills - refer to
 meter writer - understood
 will be contacted with
 actuals

DATE 8/9/02

ACTION TO BE TAKEN
 CONFIRMATION REQUIRED? _____
 CHANGE BUDGET AMOUNT _____
 GIVE INVESTIGATOR'S READING(S) TO ACCOUNTING DEPARTMENT
 REVISE BILL (MISCELLANEOUS ORDER ATTACHED)
 HBC SETTLED CODE _____
 REDATE BILL _____

POOR ORIGINAL

ESTIMATE

PECO Energy Company

Customer Name: *4 Apts* *5 Leonard Jolie*

Customer Number: *401607 418035*

Division Office: *401607*

Bill Estimate (1 month): *\$ 11.00*

Customer # appears on the monthly bill.

Typical Household Services

Appliance and Period of Use	Avg. Watts	Average One Month KWH	Adjusted For Your Family	Appliance and Period of Use	Avg. Watts	Average One Month KWH	Adjusted For Your Family
<input type="checkbox"/> Lighting (Winter months)				<input type="checkbox"/> Laundry Service			
<input type="checkbox"/> 4-5 Rooms		50		<input checked="" type="checkbox"/> Washer, automatic	512	10	20
<input type="checkbox"/> 6-8 Rooms		65	125	<input type="checkbox"/> Dryer	4,856	110	100
<input type="checkbox"/> 9-12 Rooms		75	43	<input type="checkbox"/> Iron	1,100	10	
<input type="checkbox"/> Outdoor Floodlight	214	71		<input type="checkbox"/> Water Heating			
<input type="checkbox"/> Television, Radio and Stereo				<input type="checkbox"/> For one adult	4,474	250	
<input type="checkbox"/> Television, color (tube type)	300	72		<input type="checkbox"/> Infants up to 18 months of age		125	
<input type="checkbox"/> Television, color (solid state)	200	48	240	<input type="checkbox"/> Add for each additional adult or child		75	
<input type="checkbox"/> Television, B & W (tube type)	160	38		<input type="checkbox"/> Heating, Air Conditioning and Ventilation			
<input type="checkbox"/> Television, B & W (solid state)	55	13		<input type="checkbox"/> Heating plant, in peak season			
<input type="checkbox"/> Radio (tube type)	71	6		<input type="checkbox"/> Room Heater (2 Hrs/day)	1,300	78	
<input type="checkbox"/> Radio (solid state)	25	2		<input type="checkbox"/> Quartz Heater (10 Hrs/day)	1,500	450	
<input type="checkbox"/> Radio/Record Player	109	10		<input type="checkbox"/> Oil Burner or Stoker Motor (Peak)	266	64	
<input type="checkbox"/> Stereo set, portable	42	5		<input type="checkbox"/> Furnace Fan, air system (Peak)	400	240	
<input type="checkbox"/> Stereo set, large console	208	25		<input type="checkbox"/> Circulator, water system (Peak)	250	150	600 W
<input type="checkbox"/> Refrigeration				<input type="checkbox"/> Air Conditioner (Window)	1,500	360	
<input type="checkbox"/> Refrig.-Freezer (Man. Defrost) 14 cu. ft.	326	100		<input type="checkbox"/> 12,000 BTU/Hr. (1 Ton, 8 Hrs/day)			720
<input type="checkbox"/> Refrig.-Freezer (Pan. Defrost) 14 cu. ft.	505	160		<input type="checkbox"/> Air Conditioner/Heat Pump (Central)	4,500	1,000	1000
<input type="checkbox"/> Refrig.-Freezer (Auto. Defrost) 14 cu. ft.	615	200	800	<input type="checkbox"/> 36,000 BTU/Hr. (3 Tons, 12 Hrs/day)			
<input type="checkbox"/> Refrig.-Freezer (Side by Side) 15 cu. ft.	750	300		<input type="checkbox"/> Window Fan (Peak)	171	30	
<input type="checkbox"/> Freezer (Man. Defrost) 15 cu. ft.	341	100		<input type="checkbox"/> Desk Type Fan (Peak)	88	7	
<input type="checkbox"/> Freezer (Auto Defrost) 15 cu. ft.	440	150		<input type="checkbox"/> Kitchen Exhaust Fan	88	5	60
<input type="checkbox"/> Cooking				<input type="checkbox"/> Dehumidifier (Peak)	525	300	
<input type="checkbox"/> Range	12,200	150	160	<input type="checkbox"/> Humidifier (Peak)	177	35	
<input type="checkbox"/> Microwave Oven / 2 (Based on full use)	1,500	40		<input type="checkbox"/> Attic Fan (Peak)	370	48	
<input type="checkbox"/> Roaster (3 Hrs/week)	1,333	162		<input type="checkbox"/> Other Services			
<input type="checkbox"/> Deep Fat Fryer (1 Hr/week)	1,448	6		<input type="checkbox"/> Dishwasher with heater (2 Cycles/day)	1,200	48	
<input type="checkbox"/> Fry Pan (3 Hrs/week)	1,196	14		<input type="checkbox"/> Bed Covering (Peak)	177	24	
<input type="checkbox"/> Broiler or Rotisserie (1.5 Hrs/week)	1,436	8		<input type="checkbox"/> Hair Dryer (15 Min/day)	1,500	10	
<input type="checkbox"/> Toaster (1 Hr/week)	146	2		<input type="checkbox"/> Water Pump (Shallow)	1,060	30	
<input type="checkbox"/> Sandwich Grill or Hot Plate (1 Hr/wk)	1161	2		<input type="checkbox"/> Deep	1,736	60	
<input type="checkbox"/> Coffee Maker (2 Hrs/week)	894	7		<input type="checkbox"/> Lawn Mower (Peak)	780	5	
<input type="checkbox"/> Drip Coffee Maker (1 Hr/day)	1,400	38	152	<input type="checkbox"/> Vacuum Cleaner (3 Hrs/week)	630	7	
<input type="checkbox"/> Slow Cooker	175	11		<input type="checkbox"/> Swim Pool circ. pump & filter system	575	410	
<input type="checkbox"/> Miscellaneous Appliances: (Multiply 2 KWH times each check)				<input type="checkbox"/> Above-ground or in-ground pools @ 24 Hrs/day	10/ft		
<input type="checkbox"/> Blender				<input type="checkbox"/> Heating Cable			
<input type="checkbox"/> Bottle Warmer				<input type="checkbox"/> Water Bed Heater (Thermostat cycle 10 Hrs/day in cool weather)	360	108	
<input type="checkbox"/> Can Opener							
<input type="checkbox"/> Egg Cooker							
<input type="checkbox"/> Food Mixer							
<input type="checkbox"/> Ice Cream Freezer							
<input type="checkbox"/> Juicer							
<input type="checkbox"/> Knife Sharpener							
<input type="checkbox"/> Sauce Pan							
<input type="checkbox"/> Waffle Iron							
<input type="checkbox"/> Warming Tray							
<input type="checkbox"/> Waste Disposal							
<input type="checkbox"/> Heat Lamp							
<input type="checkbox"/> Heating Pad							
<input type="checkbox"/> Razor							
<input type="checkbox"/> Tooth Brush							
<input type="checkbox"/> Vibrator							
<input type="checkbox"/> Clock							
<input type="checkbox"/> Floor Polisher							
<input type="checkbox"/> Sewing Machine							
<input type="checkbox"/> Sun Lamp							
<input type="checkbox"/> Tape Recorder							
<input type="checkbox"/> Workshop Equip.							

KWH Subtotal (Column A)

1520

KWH Subtotal (Column B)

730

Total 1 month KWH estimate

2250

How to Estimate Your Electric Service Bill

- Identify the appliances you use in your home.
- The average.
- Size, the.
- acco.
- More
- your
- rating
- Mult.
- to ob.

POOR ORIGINAL

Example: A 75 watt bulb used 60 hours (2 hours per day)

$75 \text{ watts} \times 60 \text{ hours} = 4,500 \text{ Watt Hours}$

$4,500 \div 1,000 = 4.5 \text{ KWH}$

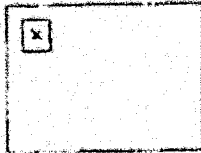
Estimated KWH amount for each appliance in the right-hand column. Add the entries to obtain your 1-month KWH use.

Average cost per KWH is determined by dividing all charges by the KWH used.

Example: $\$68.38 \div 500 \text{ KWH} = \0.137 or 13.7 cents

Example: $4.5 \text{ KWH} \times \$0.137 = \0.62

373



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

December 18, 2002

BCS No:

1184392

JOSEPH Z. ZECCARDI, JR.
205 W AVENUE
JENKINTOWN PA 19046

The Bureau of Consumer Services (BCS) has completed its investigation into your informal complaint. Attached is the decision resulting from that investigation. 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 717-772-1204.

DOCUMENT
FOLDER

Sincerely,

DOCKETED

AUG 22 2003

Kathleen S. Gilson
Utility Complaint Investigator

RECEIVED

AUG 15 2003

F-01184392

PEC6-3

144

Enclosure

12/19/2002

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

JOSEPH Z. ZECCARDI, JR.
205 W AVENUE
JENKINTOWN PA 19046

v.

PECO ENERGY COMPANY
2301 MARKET ST
S-15-2
P.O. BOX 8099
PHILADELPHIA PA 19101-8699

Case Number: 1184392

Account Number: 40-16-07-418035

Decision on Informal Complaint by the Bureau of Consumer Services:

Statement of Complaint:

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

Mr. Zeccardi disputes a bill in the amount of \$1,031.42 issued on May 20, 2002.

Investigation By Staff Of The Bureau Of Consumer Services Revealed:

- 1) That on May 20, 2002, the company obtained actual meter readings which resulted in a total bill for gas and electric in the amount of \$1,395.31.
- 2) That the the prior bills since September 24, 2001 were based on estimated meter readings.
- 3) That on August 9, 2002 the company performed a high bill investigation which revealed the following.
 - a) Actual meter readings were obtained which supported the billed readings. It was determined that the prior estimates were too low, which resulted in the large make-up bill.
 - b) A cost analysis was completed which revealed that the potential for usage exists.
- 4) That the customer's past due account balance is \$1,066.73.

Based On These Findings, The Bureau Of Consumer Services Concludes:

Because the previous estimated readings were too low, the actual readings on May 20, 2002 resulted in a make up bill for previous unbilled service. Per PUC regulations, the company is permitted to rebill for previous unbilled service resulting from previous low estimates. The cost estimate indicated that the potential for usage exists.

Therefore It Is Decided:

- 1) That the informal complaint of Joseph A. Zeccardi, Jr. is dismissed. The bills are correct as rendered.
- 2) That beginning with the bill due in January, 2003, the customer must pay all current bills as due plus an additional \$100 00 a month toward the account balance of \$1,066.73.
- 3) That payments shall be made in this manner until the account balance is paid in full.
- 4) That the company shall not assess late payment charges as long as the terms of this decision are met.

December 18, 2002
Date

Signature
Kathleen S. Gilson
Utility Complaint Investigator
Bureau of Consumer Services
PA Public Utility Commission

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: December 18, 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.)

JOSEPH Z. ZECCARDI, JR.
205 W AVENUE
JENKINTOWN PA 19046

(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: 1184392

Date of mailing: December 18, 2002

Company: PECO ENERGY COMPANY

2301 MARKET ST

S-15-2

P.O. BOX 8099

PHILADELPHIA PA 19101-8699

REVISED 11/91

12/19/2002

404