

RECEIVED

August 23, 2016

AUG 24 2016

PUBLIC UTILITY COMMISSION  
PHILADELPHIA OFFICE  
ADMINISTRATIVE LAW JUDGE

926 Northridge Drive  
Norristown, PA 19403

Administrative Law Judge Eranda Vero  
Pennsylvania Public Utility Commission  
801 Market Street - Suite 4063  
Philadelphia, PA 19107

RE: Case F-2016-2547123

Dear Judge Vero:

I am scheduled to have a hearing before you on Tuesday, August 30, 2016 at 9:30am regarding my on-going dispute with PECO. I would like to request a "telephonic hearing" instead of having to appear before your court in person.

I am requesting a telephonic hearing be granted due to my health. When I received the initial notification from the court, and even within the last few weeks, I knew it might be challenging, but was going to do my best to appear. However, I have Congestive Heart Failure, as well as numerous other health problems, and have been hospitalized twice within the last month. It can be problematic trying to walk around on a "good day" and I am still not feeling well. I don't go out in high heat or very humid weather or when it rains, as I am on supplemental oxygen 24 hours a day and must use a walker or a wheelchair for assistance. If it is at all possible, please grant me a telephonic hearing to present my case.

If you have questions or need additional information, please feel free to contact me at (610) 630-6465.

I look forward to hearing from you soon.

Sincerely,

*Geraldine Denise Cole*

RECEIVED  
2017 FEB 24 PM 12:48  
P.A.P.U.C.  
SECRETARY'S BUREAU

May 14, 2016

926 Northridge Drive  
Norristown, PA 19403

Secretary  
Public Utility Commission  
400 North Street, Commonwealth Keystone Building, 2<sup>nd</sup> floor  
Harrisburg, PA 17120

**RE: BCS: 3421608 PECO Account Number: 7023301608**

I am writing with respect to the case and PECO account number listed above. I filed an informal complaint against my gas and electric company, PECO Energy, because they were unwilling to make payment arrangements on my delinquent account. The PUC, however, was successful in obtaining an agreement, but with the special budget amount at \$302.00 per month, it is far more than I can afford to pay. I only receive disability income and the proposed payment would be an unbearable financial hardship.

It is imperative that my gas and electric service remains on. I have several medical problems - Pulmonary Hypertension, Sleep Apnea, Restrictive Lung Disease, Hypertension, Lymphedema, Insulin-dependent Diabetes, etc. My oxygen concentrator (I need supplemental oxygen 24 hours a day), Trilogy ventilator (used to treat my COPD issues and sleep apnea), compression boots (to treat the lymphedema), nebulizer, refrigeration for the insulin (I use two different types), and even the ability to maintain a comfortable temperature in my home, all require electric. I must have it to power the equipment used in managing my healthcare.

I have tried, on numerous occasions, to qualify for PECO's Customer Assistance Programs (CAPs). PECO representatives informed me of programs which provide reduced rates (25%-50% off) to qualified customers based on income, as well as for those whom have significant usage because of medical equipment which runs constantly. One program even has a component which forgives the entire delinquency on an account after receiving 12, on-time payments of the current monthly charges. But every time I've tried, I was told my income was slightly above the income guidelines. Please contact PECO again and try to negotiate a lower monthly payment, and if at all possible, inquire as to if they would be willing to forgive all or even a portion of the delinquency.

If you need additional information, or have more questions, please feel free to contact me at (610)630-6465. I look forward to hearing from you soon.

Sincerely,

Geraldine Denise Cole

# FAX COVER SHEET

**Date: 8/23/2016**

**Pennsylvania Public Utility Commission  
Administrative Law Judge – Eranda Vero**

**To: Pamela Mc Neil for Judge Vero**

**RE: Case F-2016-2547123**

**Phone: 215-560-2105 Fax: 215-560-3133**

**From: Geraldine Cole**

**Phone: 610-630-6465**

**Pages including cover sheet: 2 3\***

**RECEIVED**

**AUG 24 2016**

**PUBLIC UTILITY COMMISSION  
PHILADELPHIA OFFICE  
ADMINISTRATIVE LAW JUDGE**

Dear Ms. Mc Neil:

Thanks for taking the time to speak with me yesterday with respect to my request to have a "telephonic hearing" for my dispute with PECO Energy.

Attached is my formal request in writing. Please forward it to Judge Vero for review.

Thanks for your assistance.

Sincerely,

*Geraldine Denise Cole*

\* Also attached is a <sup>copy of</sup> letter sent to the PUC.

## Vero, Eranda

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**From:** Lee, Shawane L.:(PECO) <Shawane.Lee@exeloncorp.com>  
**Sent:** Wednesday, August 24, 2016 1:01 PM  
**To:** Vero, Eranda  
**Subject:** Re: [EXTERNAL] Geraldine Cole v PECO (F-2016-2547123)

Good afternoon Judge Vero,

PECO has no objection to a telephonic hearing.

Thank you.

> On Aug 24, 2016, at 12:58 PM, Vero, Eranda <[evero@pa.gov](mailto:evero@pa.gov)> wrote:

>

> Good afternoon Ms. Lee,

>

> Attached to this e-mail please find Ms. Cole's request to attend the hearing via telephone. As you may recall this case is schedule for CTD on August 30, 2016, at 9:30 a.m.

>

> Please let me know if you have any objections to her request. Keep in mind that exhibits need to be exchanged ahead of the hearing.

>

> Thank you!

>

>

> Eranda Vero

> Administrative Law Judge

> Pennsylvania Public Utility Commission

> 801 Market Street, Suite 4063

> Philadelphia, PA 19107

>

>

> -----Original Message-----

> From: [pcsvcsn02@pa.gov](mailto:pcsvcsn02@pa.gov) [<mailto:pcsvcsn02@pa.gov>]

> Sent: Wednesday, August 24, 2016 9:45 AM

> To: Vero, Eranda

> Subject: Scanned Document from ALPHILA01

>

> This E-mail was sent from "ALPHILA01" (Aficio MP 4002).

>

> Scan Date: 08.24.2016 09:45:03 (-0400) Queries to: [pcsvcsn02@pa.gov](mailto:pcsvcsn02@pa.gov)

>

> <201608240945.pdf>

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