

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Deree J. Norman)	
5367 Thomas Ave)	
Philadelphia, PA 19143)	
)	C-2015-2472605
Petitioner)	
)	
Vs.)	
)	
PECO Energy Company)	
Exelon Business Services)	
2301 Market Street S23-1)	
Philadelphia, PA 19103)	
)	
Respondent)	
)	

APPLICATION FOR STAY

Pursuant to Pa. R.A.P. 1781(a), *pro se* Petitioner Deree J. Norman respectfully moves this Honorable Commission to grant Petitioner’s Application for Stay in the above-captioned matter.

INTRODUCTION

As explained more fully herein, Petitioner’s Application should be granted for the following reasons: (1) as per this request, Petitioner has exhausted all other administrative remedies and (2) the Petitioner has met the standards for granting a Stay pending appeal as set forth in Pa. Public Utility Commission vs. Process Gas Consumers Group, 467 A.2d 805, 808-809 (Pa.1983).

FACTUAL HISTORY

1. On March 18, 2015 Petitioner’s filed a complaint with the Public Utility Commission (Docket No. C-2015-2472605) against the Exelon Corporation (PECO).

2. On October 29, 2015 a telephonic hearing was held and presided over by Administrative Law Judge Mary D. Long.
3. On July 8, 2016 Judge Long entered an initial decision in favor of PECO dated June 17, 2016.
4. On August 17, 2016 Petitioner filed exceptions to Judge Long's decision.
5. On July 12, 2017 the Public Utility Commission (PUC) entered a final decision reaffirming Judge Long's decision in favor of (PECO).
6. On July 19, 2017 Petitioner contacted PUC to inquire about and appeal as that no documentation identifying Petitioner's options was provided with decision. **(Exhibit 1 pg. 10 - calls to PUC at 07/19/17, 11:14 AM and 07/19/17, 11:20 AM)**
7. On July 19, 2017 Petitioner received a call from PUC Chief Administrative Law Judge Charles E. Rainey Jr., and was informed that the matter was closed and the PUC would take no further action **(Exhibit 1a - PUC directory)** also *(See: Exhibit 1 pg. 10 - incoming 07/19/17, 2:38 PM.)*
8. On July 19, 2017 Petitioner received a second call, respectively from PUC Mediation Attorney Tiffany Hunt who reaffirmed that the matter was closed and the PUC would take no further action. *(See: Exhibit 1 pg. 9 - incoming 07/19/17, 2:38 PM) also (See: Exhibit 1a)*
9. On July 24, 2017 Petitioner was unable to obtain assistance from the Office Attorney General (OAG). *(See Exhibit 1 pg.8)*
10. On August 1st Mrs. Hunt referred Petitioner to the Commonwealth Court *(See: Ex 1 pg. 4).*
11. Petitioner submitted a Petition for Review to the Commonwealth Court on August 2, 2017, with service effectuated on PUC, OAG and PECO.
12. On August 11, 2017 Petitioner received a 10 day shut-off notice from PECO.
13. Petitioner contacted PUC and PECO to no avail. *(Phone records not yet available for this date)*
14. On August 15, 2017 Petitioner received a 72 hour shut-off notice from PECO.
15. Petitioner contacted PECO legal department, Shawane L. Lee; Assistant General Counsel, to ensure there would be no interruption of service while the above caption matter remained pending and unresolved. **(Exhibit 2 - email exchange)**

16. On August 21, 2017, despite the Petition for Review filed with the Commonwealth Court of PA as well as the filing of an Application for Stay both of which were effectuated on the PUC, the OAG and PECO, PECO terminated Petitioner's electric service.
17. Petitioner, with no means of operating his life sustaining medical equipment, was forced to stay in a hotel on August 21st and 22nd. **(Exhibit 3 – Hotel bill)**
18. Petitioner purchased a gas generator to operate his medical equipment. **(Exhibit 4 – Receipt)**
19. On August 22, 2017 Mrs. Hunt further explained that given the fact that there was no rule in Pennsylvania that would prohibit or permit a utility company's termination of service during the appeal process, the PUC would take no further action. *(Phone records not yet available)*
20. On August 29 Petitioner once again reached out to PUC Mediation Attorney Tiffany Hunt who then referred Petitioner to Bureau of Consumer Affairs (BCA)
21. Petitioner was instructed by intake representative to file a BCA complaint.
22. On September 1, 2017 the PUC filed an Answer to Petitioner's Application For Stay.
23. On September 6, 2017 Petitioner filed a Praecipe and Supplement to his Application For Stay.
24. On September 12, 2017 the Commonwealth Court Denied Petitioner's request without prejudice and referred Petitioner to Pa R.A.P. 1781(a)

STANDARD OF REVIEW

1. The procedural and or judicial errors allowed and / or committed by the Administrative Law Judge Mary D. Long in conjunction with her absolute disregard of documented facts presented by Petitioner is indicative of Petitioner's likelihood of prevailing on the merits. Judge Long's errors include but are not limited to the following:
 - a. Judge Long's failure to order a mistrial when she learned, during direct examination of a witness, that PECO's counsel had intentionally not provided PECO's witnesses, whom were calling into the telephonic hearing from different locations, with Petitioner's hearing exhibits. **(Exhibit 5 – hearing transcript)¹**
 - i. PECO witnesses, whom were calling into the telephonic hearing from

¹ Petitioner has been denied access to the written record of the hearing. Upon access to these records Petitioner would gladly specify the location of the referenced averment. In addition, this is in direct violation of 52 PA Code §§1.71 and 1.72

different locations, were provided with all of PECO's hearing exhibits.

b. Judge Long's repeated and improper reference to Petitioner's meter as an AMR Meter:

i. **(Exhibit 6; Initial Decision – Finding of Facts - ¶ 9, 10 and 11, 14 and 15)**
AMR (Automatic Meter Reading) and AMI (Advanced Metering Infrastructure) both refer to the operating systems of which a digital smart meters can send and receive data. An Analog and / or Electromechanical meter will not operate on these systems. Petitioner's meter identified by Exhibit 6 Finding of Facts - ¶ 9 as meter number 107316622 is a digital smart meter **(Exhibit 7 – Petitioner's Actual Meter)**

ii. **(Exhibit 8 - Meter comparison 1st series smart meter v. old analog meter.)**

c. Judge Long's blatant disregard of conflicting testimony by PECO witness:

i. *(See Exhibit 6 Finding of Facts - ¶ 18, 19 and 20 vs. Hearing Transcript,* where Ms. McQuilken stated she was not permitted to conduct a test on the meter.

2. Petitioner is a 52-year-old asthmatic who also suffers from obesity and severe sleep apnea. PECO was supplied with medical certifications to that effect in 2014 when Petitioner was first granted SSI disability payments and again in 2017 as per medical information submitted to PECO by Dr. Jennifer Zallen and Dr. Ronald Anafi of the University of PA.

a. Petitioner requires the daily use of an electric nebulizer to dispense medication and an electric CPAP machine to regulate his breathing while sleeping. The aforementioned pieces of medical equipment are both essential elements in the assistance of Petitioner's breathing.²

i. PUC Administrative Judge Mary Long's acknowledgement of Petitioner's medical equipment. *(See: Exhibit 6, Finding of Facts ¶ 6)*

2 Petitioner is unable to safely stay at his residence without electricity to operate medical equipment.

a) Petitioner stayed in a hotel immediately after the termination of service due to his need to operate medical equipment.

b) Petitioner purchased gas powered generator (placed in rear yard) to run electrical equipment, however this is proving to be dangerous due to the carbon monoxide that is seeping into Petitioner's residence.

c) Petitioner has periodically been sleeping in a car with an AC converter adapter in order to operate medical equipment.

3. Granting the Stay will in no way adversely impact PUC or PECO.
 - a. Petitioner's PUC complaint relates to erroneous usage charged by the utility company. Upon the conclusion of this matter the utility will be entitled to a recalculation of the usage charged if the Court finds merit in Petitioner's complaint or the actual usage charged by the utility company, if the Court finds no merit in Petitioner's complaint.

Granting the Stay will not adversely affect the public interest. Petitioner is a private citizen whose residential account would have no effect on a power station, a power grid etc.....

4. Failing to grant the Stay would give way to the following:
 - a. The PUC will thereby extend to the utility company the unilateral power to preemptively establish a legal conclusion and final decision to this matter while the matter remains under judicial review.
 - b. The PUC will thereby extend to the utility company the autonomy to terminate service, thereby willfully ignoring the PUC directive established in the PUC's Rights and Responsibilities handbook (page 13) **Protection from Termination During the Dispute Process** which states *"The utility company may not shut off your service for non-payment of the bill in question during the period that you are waiting for a response to your inquiry or dispute....."*

Question: Should "a response to your inquiry or dispute" include the appeal process?

Suggested Answer: Yes.

- c. The PUC would be complicit in holding the customers "Respect for Private and Family Life", as established in Article 8 of the Human Rights Act, hostage by permitting the utility company to require payment of all prior bills in dispute to halt termination of service. After termination, the utility company would thereby align itself to be unduly enriched if customer chooses to restore service while the matter is under judicial review.
 - i. *Fact, the utility company has already terminated Petitioner's service, due to the non-payment of all past bills that were and still are in dispute and currently under judicial review.*

ii. *Fact, the utility company has assessed an exorbitant reconnection fee in order to restore service before this Honorable Court ever makes a ruling on the matter.*

1. *Petitioner's past due balance prior to termination:* \$1,980.91
2. *PECO reconnection fee* \$1,650.00
3. *PECO arrears fee* \$ 78.68

d. The PUC will thereby extend to the utility company the autonomy to willfully ignoring the PUC directive established in the PUC's Rights and Responsibilities handbook (page 15) **When Utility Service Cannot Be Shut Off** which states "**The utility cannot shut off your service for non-payment of bills: * More than four years old.....**"

i. In light of the fact that Petitioner's PUC complaint at Docket No. C-2015-2472605 contains unpaid bills in dispute from 2010, 2011 and 2012, the utility company's failure to distinguish those unpaid bills from unpaid bills that fall within the four-year time frame renders their requirement for payment of all past due bills to halt service disruption a violation of the PUC directive. (*See: Exhibit 6, Finding of Facts ¶ 31, 32 and 33*)

DISCUSSION

I. Petitioner's Final Administrative Remedy To Halt The Disruption Or Require The Reconnection Of Service Is Seeking A Stay From The Public Utility Commission.

Rule 1781(a) of the Pennsylvania Rules of Appellate Procedure which provides that applications for stays of administrative agency orders "shall ordinarily" be made in the first instance to the government unit." However, Pa. R.A.P. 1781(a).

RELIEF

Petitioner prays that this Honorable Commission issues an Order to instructing PECO to reconnect Petitioner's electric service and waive any fees associated with the disconnection and / or reconnection of Petitioner's electric service.

CONCLUSION

WHEREFORE, for the foregoing reasons, the Petitioner respectfully requests that this Honorable Commission grant the Petitioner's Application For Stay because Petitioner has complied with all required legal elements for such a request.

Date: September 14, 2017

Respectfully submitted

By: /s/ Deree J. Norman
Deree J. Norman

Exhibit 1

Usage details

Deree, (267) 304-2162

Jul. 05 - Aug. 04, 2017



- **Voice**
- **Messaging**
- **Data**
- **T-Mobile purchases**
- **Third-party purchases**

- **All**
- Charged
- Filter

Total use: 573 minutes
Total charges: \$0.00

Date & Time (Pacific)	Destination	Number	Min
08/04/17, 8:01 PM	to PHILA/PA	(215) 279-2404	26
08/04/17, 7:41 PM	to PHILA/PA	(267) 242-7098	3
08/04/17, 7:40 PM	to PHILA/PA	(267) 432-1423	1
08/04/17, 9:15 AM	to LAUREL/MD	(301) 821-5431	16
08/03/17, 1:21 PM	Incoming	(215) 803-5157	1
08/03/17, 1:15 PM	to HARRISBURG/PA	(717) 255-1650	4
08/02/17, 8:21 PM	Incoming	(215) 847-1617	60
08/02/17, 7:46 PM	Incoming	(215) 847-1617	19

08/02/17, 6:04 PM	to PHILA/PA	(215) 847-1617	1
08/02/17, 5:53 PM	to PENNSBURG/PA	(267) 313-5197	1
08/02/17, 3:50 PM	to PHILA/PA	(267) 432-1423	2
08/02/17, 3:23 PM	Incoming	(717) 255-1600	3
08/02/17, 3:16 PM	Incoming	(610) 721-7900	3
08/02/17, 2:10 PM	Incoming	(484) 632-6112	4
08/02/17, 1:22 PM	to PHILA/PA	(215) 971-6467	1
08/02/17, 1:21 PM	to PHILA/PA	(267) 538-6116	1
08/02/17, 1:19 PM	to PHILA/PA	(215) 651-3276	1
08/02/17, 1:08 PM	to PHILA/PA	(215) 605-7961	3
08/02/17, 1:02 PM	to PHILA/PA	(267) 752-8205	2
08/02/17, 1:01 PM	to PHILA/PA	(215) 410-5483	1
08/02/17, 12:55 PM	to PHILA/PA	(215) 760-7435	3
08/02/17, 12:50 PM	to PHILA/PA	(215) 834-3269	4

08/02/17, 12:44 PM	to ERIE/PA	(814) 454-2883	1
08/02/17, 12:38 PM	to PHILA/PA	(267) 639-3225	1
08/02/17, 12:37 PM	to LOUISVILLE/KY	(502) 608-2668	1
08/02/17, 12:30 PM	to PHILA/PA	(215) 235-8888	2
08/02/17, 12:19 PM	to DOYLESTOWN/PA	(215) 622-3484	2
08/01/17, 1:27 PM	to ALLENTOWN/PA	(610) 504-4118	1
08/01/17, 1:27 PM	to ALLENTOWN/PA	(610) 504-4118	1
08/01/17, 1:21 PM	to PHILA/PA	(215) 605-7961	2
08/01/17, 1:16 PM	to AMBLER/PA	(215) 920-4659	1
08/01/17, 10:38 AM	to HARRISBURG/PA	(717) 705-3822	1
08/01/17, 10:38 AM	to HARRISBURG/PA	(717) 787-4497	4
08/01/17, 10:36 AM	to HARRISBURG/PA	(717) 783-9959	1
08/01/17, 10:35 AM	to HARRISBURG/PA	(717) 783-5428	1
08/01/17, 10:32 AM	to HARRISBURG/PA	(717) 787-3988	1

08/01/17, 10:24 AM	to HARRISBURG/PA	(717) 787-3988	1
08/01/17, 12:47 AM	Incoming	(267) 432-1423	1
08/01/17, 12:30 AM	Incoming	(267) 432-1423	1
07/31/17, 6:31 PM	to UPPERDARBY/PA	(610) 623-1314	1
07/31/17, 5:40 PM	1-888 #	(888) 446-6492	1
07/31/17, 5:37 PM	1-888 #	(888) 575-0042	1
07/31/17, 5:36 PM	to PHILA/PA	(215) 922-2659	1
07/31/17, 4:28 PM	to PHILA/PA	(215) 537-4797	1
07/31/17, 3:17 PM	Incoming	(267) 432-1423	2
07/31/17, 12:21 PM	to LAUREL/MD	(301) 821-5431	5
07/31/17, 10:07 AM	to LAUREL/MD	(301) 821-5431	1
07/30/17, 6:28 PM	to PHILA/PA	(215) 387-7702	1
07/30/17, 10:11 AM	to LANCASTER/PA	(717) 333-8088	7
07/30/17, 10:09 AM	to BALACYNWYD/PA	(484) 433-8130	2

Usage details

Deree, (267) 304-2162

Jul. 05 - Aug. 04, 2017 

- **Voice**
- **Messaging**
- **Data**
- **T-Mobile purchases**
- **Third-party purchases**

- **All**
- Charged
- Filter

Total use: 573 minutes
Total charges: \$0.00

Date & Time (Pacific)	Destination	Number	Min
07/29/17, 10:11 PM	Incoming	(301) 821-5431	1
07/29/17, 12:15 PM	to PHILA/PA	(215) 922-2659	1
07/29/17, 11:33 AM	to HAVERTOWN/PA	(484) 453-8412	2
07/29/17, 11:25 AM	to BKLYN NYC/NY	(917) 586-2098	2
07/29/17, 10:51 AM	1-888 #	(888) 575-0042	1
07/29/17, 10:35 AM	1-888 #	(888) 446-6492	5
07/28/17, 4:23 PM	Incoming	(706) 495-0812	1
07/28/17, 4:00 PM	Incoming	(706) 495-0812	2

07/28/17, 2:26 PM	Incoming	(215) 350-9907	1
07/28/17, 2:14 PM	Incoming	(215) 350-9907	2
07/28/17, 1:34 PM	to PHILA/PA	(215) 760-6319	1
07/28/17, 1:32 PM	to AUGUSTA/GA	(706) 495-0812	2
07/28/17, 1:31 PM	to PHILA/PA	(215) 760-6319	2
07/28/17, 12:18 PM	Incoming	(706) 495-0812	12
07/27/17, 8:08 PM	Incoming	(215) 350-9907	1
07/27/17, 7:13 PM	to PHILA/PA	(267) 432-1423	2
07/27/17, 6:08 PM	to PHILA/PA	(215) 852-2302	2
07/27/17, 4:08 PM	Incoming	(215) 686-6662	3
07/27/17, 1:40 PM	Incoming	(267) 432-1423	1
07/27/17, 12:33 PM	Incoming	(443) 278-9260	2
07/27/17, 11:42 AM	to PHILA/PA	(267) 242-7098	1
07/27/17, 9:11 AM	Incoming	(770) 733-8221	2

07/27/17, 8:46 AM	to AUGUSTA/GA	(706) 495-0812	6
07/26/17, 8:50 PM	to LAUREL/MD	(301) 821-5431	5
07/26/17, 2:01 PM	to PHILA/PA	(267) 432-1423	1
07/26/17, 2:01 PM	Incoming	(267) 432-1423	3
07/26/17, 12:56 PM	Incoming	(267) 432-1423	2
07/26/17, 10:49 AM	to PHILA/PA	(267) 207-8205	3
07/26/17, 12:03 AM	to PHILA/PA	(267) 432-1423	2
07/25/17, 7:34 PM	to PHILA/PA	(267) 207-8205	1
07/25/17, 5:26 PM	to PHILA/PA	(267) 252-2860	1
07/25/17, 5:26 PM	to PHILA/PA	(267) 252-2860	1
07/25/17, 5:26 PM	to PHILA/PA	(267) 252-2860	3
07/24/17, 8:37 PM	to PHILA/PA	(267) 385-1364	3
07/24/17, 8:36 PM	to PHILA/PA	(267) 252-2860	1
07/24/17, 8:35 PM	to WILMINGTON/DE	(302) 584-6257	2

07/24/17, 7:57 PM	Incoming	(215) 350-9907	1
07/24/17, 6:59 PM	Incoming	(215) 350-9907	2
07/24/17, 6:34 PM	to PHILA/PA	(267) 499-7369	11
07/24/17, 1:08 PM	to HARRISBURG/PA	(717) 787-3391	4
07/24/17, 12:45 PM	to PHILA/PA	(215) 339-4004	2
07/24/17, 12:43 PM	to PHILA/PA	(215) 339-4004	2
07/23/17, 3:30 PM	to FALLSTON/MD	(410) 459-7606	1
07/23/17, 3:28 PM	Incoming	(215) 852-2302	2
07/22/17, 11:23 AM	Incoming	(267) 432-1423	6
07/21/17, 2:40 PM	to PHILA/PA	(267) 499-7369	8
07/21/17, 2:23 PM	Incoming	(267) 499-7369	7
07/21/17, 1:42 PM	to PHILA/PA	(267) 499-7369	1
07/21/17, 1:38 PM	to PITTSBURGH/PA	(412) 281-7908	4
07/21/17, 1:03 PM	Incoming	(412) 281-7908	1

Usage details

Deree, (267) 304-2162

Jul. 05 - Aug. 04, 2017



- Voice
- **Messaging**
- Data
- T-Mobile purchases
- Third-party purchases

- All
- Charged
- Filter

Total use: 573 minutes
Total charges: \$0.00

Date & Time (Pacific)	Destination	Number	Min
07/21/17, 10:09 AM	to HARRISBURG/PA	(717) 787-3988	1
07/21/17, 9:21 AM	1-866 #	(866) 565-1929	3
07/20/17, 1:06 PM	Incoming	(267) 636-3264	2
07/20/17, 9:39 AM	VM Retrieval	123	1
07/20/17, 9:34 AM	1-800 #	(800) 334-1063	5
07/20/17, 9:30 AM	1-866 #	(866) 565-1929	4
07/20/17, 9:24 AM	to HARRISBURG/PA	(717) 787-3988	6
07/19/17, 2:54 PM	Incoming	(717) 787-3988	8

07/19/17, 2:38 PM	Incoming	(717) 787-1191	11
07/19/17, 12:43 PM	to GREEN LANE/PA	(267) 329-6017	3
07/19/17, 12:42 PM	Incoming	(267) 329-6017	1
07/19/17, 12:17 PM	1-888 #	(888) 480-1533	9
07/19/17, 11:20 AM	to HARRISBURG/PA	(717) 783-5331	3
07/19/17, 11:14 AM	to HARRISBURG/PA	(717) 234-7911	5
07/19/17, 9:37 AM	to PHILA/PA	(215) 686-7980	2
07/19/17, 9:36 AM	to PHILA/PA	(215) 686-2910	1
07/19/17, 9:32 AM	to PHILA/PA	(215) 686-7987	1
07/18/17, 9:53 PM	Incoming	(301) 821-5431	9
07/18/17, 5:50 PM	Incoming	(267) 252-9967	8
07/18/17, 9:19 AM	1-800 #	(800) 637-1805	3
07/18/17, 9:17 AM	1-877 #	(877) 767-2245	1
07/18/17, 9:01 AM	to PHILA/PA	(215) 686-7987	2

07/17/17, 6:21 PM	Incoming	(301) 821-5431	14
07/17/17, 6:14 AM	to PHILA/PA	(267) 432-1423	1
07/16/17, 7:23 PM	Incoming	(301) 821-5431	1
07/16/17, 4:49 PM	to LAUREL/MD	(301) 821-5431	2
07/16/17, 4:17 PM	Cust Care	(888) 531-6664	1
07/15/17, 8:36 PM	to CATONSVL/MD	(443) 668-2098	1
07/15/17, 7:54 PM	to CATONSVL/MD	(443) 668-2098	2
07/15/17, 4:17 PM	to CATONSVL/MD	(443) 668-2098	1
07/15/17, 3:34 PM	to LAUREL/MD	(301) 821-5431	3
07/14/17, 11:49 AM	to PHILA/PA	(215) 748-1000	1
07/13/17, 10:02 PM	to LAUREL/MD	(301) 821-5431	3
07/13/17, 9:27 PM	Incoming	(301) 821-5431	34
07/13/17, 5:57 PM	to PHILA/PA	(267) 432-1423	2
07/13/17, 7:38 AM	Incoming	(267) 499-7369	5

07/13/17, 6:59 AM	to PHILA/PA	(267) 499-7369	1
07/12/17, 2:59 PM	to PHILA/PA	(267) 432-1423	1
07/11/17, 7:58 PM	to PHILA/PA	(267) 252-9967	1
07/11/17, 7:53 PM	to LAUREL/MD	(301) 821-5431	5
07/11/17, 4:08 PM	to PHILA/PA	(215) 686-6667	5
07/10/17, 5:06 PM	Incoming	(610) 570-3589	3
07/10/17, 4:57 PM	1-866 #	(866) 217-0610	2
07/10/17, 4:56 PM	1-866 #	(866) 217-0610	1
07/10/17, 2:35 PM	to PHILA/PA	(215) 833-9578	1
07/09/17, 3:12 PM	to STOCKTON/CA	(209) 235-6905	1
07/08/17, 8:56 PM	to CATONSVL/MD	(443) 668-2098	1
07/08/17, 8:56 PM	to CATONSVL/MD	(443) 668-2098	1
07/08/17, 7:57 PM	Incoming	(443) 668-2098	2
07/08/17, 6:13 PM	Incoming	(267) 432-1423	2

[Download usage records](#)

Exhibit 1a



Office of Administrative Law Judge

Bureau Director's Office

Charles E. Rainey Jr., Chief Administrative Law Judge

Phone: 717-787-1191

Susan Hoffner, Executive Secretary

Phone: 717-787-4497

Fax: 717-787-0481

Legal Division

Kim Hafner, Legal Division Supervisor

Phone: 717-705-3822

Mediation Unit

Cindy Lehman, Mediation Coordinator

Phone: 717-783-5428

Tiffany Hunt, Mediation Attorney

Phone: 717-787-3988

Exhibit 2

Subject:	Re: [EXTERNAL] C-2015-2472605
From:	Lee, Shawane L.:(PECO) (Shawane.Lee@exeloncorp.com)
To:	dereenorman@yahoo.com;
Date:	Tuesday, August 15, 2017 7:02 PM

Mr. Norman,

I will forward your email correspondence regarding the termination notices to the appropriate PECO department.

Thank you.

On Aug 15, 2017, at 6:32 PM, Deree Norman <dereenorman@yahoo.com> wrote:

Ms. Lee,

The above referenced matter is currently under review in the Commonwealth Court of Pennsylvania. You were served with a copy of the Petition for Review that was submitted to the Court. Therefore, this matter has not yet been resolved. It would appear that a communication of this process has not been shared with your collections department as that I have received a 10 day Shut-Off Notice and as of today a 72 hour Shut-Off Notice. Would you please notify the appropriate departments of the status of this matter.

Thank you

Deree J. Norman
(267) 304-2162

Exhibit 3

PHILADELPHIA

Mr. Deree Norman
5357 Thomas
United States

Room Number: 1020
Arrival Date: 08-21-17
Departure Date: 08-23-17
Confirmation Number: 18649540
Page No: 1 of 1

Guest Name:

INFORMATION INVOICE

A/R No:

Folio No:

08-23-17

Date	Description	Charges	Credits
08-21-17	Cash inc		200.00
08-21-17	Room Accommodation	136.00	
08-21-17	State Sales Tax - 7 PCT	9.52	
08-21-17	City Sales Tax - 8.5 PCT	11.56	
08-22-17	Room Accommodation	136.00	
08-22-17	State Sales Tax - 7 PCT	9.52	
08-22-17	City Sales Tax - 8.5 PCT	11.56	
Total		314.16	200.00
Balance		114.16	

Exhibit 4

Subject:	Your Order Is Ready For Pickup
From:	Lowe's Home Improvement (lowes@e.lowes.com)
To:	DEREENORMAN@YAHOO.COM;
Date:	Tuesday, August 22, 2017 1:40 PM

[We'll make your project better, together.](#)

View email as a [webpage](#).



MYLOWE'S >	WEEKLY AD >	CLEARANCE >	APPLIANCES >
-------------------------------	--------------------------------	--------------------------------	---------------------------------

Dear Deree,

Your Lowe's order placed 08/22/2017 is ready for pickup at Lowe's of LOWES HOME CENTERS, LLC.

Please Bring:







Photo ID

+



This Email





Customer Service Desk

You'll need:

- a state driver's license, military ID or state ID
- this email (mobile device or printed) OR your confirmation number

Purchase Date	Confirmation Number	Delivery Method	Order Total
08/22/2017	0035236-3169	Customer Pickup	369.94

Customer Pickup (0035236)

Products Ordered	Unit Price	Quantity	Total
GEN 3300W PORT GENERATOR	349.0	1	349.0
Item 470233 Model 6431			
Pickup Location	Phone and Fax		
LOWE'S HOME CENTERS, LLC P: (610) 536-6168 #3169 116 WEST TOWNSHIP LINE RD. 116 WEST TOWNSHIP LINE RD. HAVERTOWN, PA 19083			

Payment and Billing			
Bill To	Billing Summary		
DERE E NORMAN 5367 THOMAS AVE PHILADELPHIA PA 19143 (267) 304-2162 DEREENORMAN@YAHOO.COM	Subtotal		349.0
	Customer Pickup		0.0
	Tax		20.94
	Order Total		369.94
Payment Method			
Card Type	Last 4 Digits of Card	Card Amount	
Maste	0361	369.94	
Low e's Consumer Credit Terms and Conditions			

Exhibit 5

Petitioner was denied access to a copy of the written record, PUC refused to make it available in Philadelphia.

Exhibit 6

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Deree J. Norman	:	
	:	
v.	:	C-2015-2472605
	:	
PECO Energy Company	:	

INITIAL DECISION

Before
Mary D. Long
Administrative Law Judge

INTRODUCTION

A customer who filed a formal complaint against an electric utility claiming that his bills were too high failed to sustain his burden of proof. The public utility also did not violate the Commission's regulations by rendering its monthly bills at different intervals, when each bill month was between 26 and 35 days.

HISTORY OF THE PROCEEDINGS

On March 18, 2015, Deree J. Norman (Complainant) filed a formal complaint against PECO Energy Company (PECO), which alleges that his smart meter is not registering his usage correctly and that there are incorrect charges on his bill. PECO filed an answer on April 6, 2015. By hearing notice dated May 14, 2015, this matter was assigned to me and scheduled for an evidentiary hearing on Monday, June 29, 2015.

On May 22, 2015, PECO filed a motion for a continuance, stating that neither of its employees who could testify regarding the high bill investigation were available on that date.

One was unavailable due to a pre-planned vacation. The other had been hospitalized and would not be ready to return by June 29, 2015. On May 28, 2015, the Complainant filed a written response objecting to the continuance unless PECO presented “a legitimate business and or legal reason” to support the request. He expressed concern that any continuance not be merely to delay the hearing of his dispute with PECO. By order dated June 1, 2015, the continuance was granted because the unavailability of an important witness constituted “good cause” which merits a continuance of these proceedings in accordance with the Commission’s regulations.

On June 11, 2015, the Complainant filed a motion for sanctions based on alleged violations of 18 Pa.C.S. § 4904. The basis of his motion is that PECO’s counsel “intentionally presented fraudulent statements to this Commission in its Motion for a Continuance.” By order dated June 19, 2015, the motion for sanctions was denied. The hearing was rescheduled for September 3, 2015.

By attachment to a letter dated August 24, 2015, the Complainant informed me that PECO had sent a 10-day shut off notice because the Complainant had not permitted access to his meter.

The day before the September 3, 2015 hearing I received correspondence by fax from the Complainant stating that he wished to work with PECO toward a possible resolution of the complaint and he requested that the September 3, 2015 hearing be continued.

The hearing convened as scheduled. The Complainant appeared and was self-represented. PECO appeared and was represented by counsel, Shawane L. Lee. The hearing was converted to a prehearing conference, and the Complainant expressed a desire to hire an independent engineer to advise him. Therefore, he requested that the hearing be continued. PECO did not object. PECO also advised that the shut-off notice had been sent in error and was related to the replacement of the Complainant’s current meter with a smart meter.¹ The

¹ N.T. 19-20 (September 3, 2015).

Complainant's request for a continuance was granted, and the hearing was rescheduled for October 29, 2015.

On October 29, 2015, the Complainant appeared, representing himself. PECO appeared and was represented by Attorney Lee. The Complainant notified me that he had filed a motion to compel answers to interrogatories on October 26, 2015, but had not provided a copy to me. The Complainant and PECO were permitted to present oral argument on the motion. However, without having the motion to review, I could not offer a ruling at the hearing. The Complainant was directed to provide me with a copy of his motion, which he did on October 30, 2015. PECO was permitted an opportunity to respond to the motion in writing. PECO's response was received on November 2, 2015. By interim order dated November 6, 2015, the motion was denied.

At the October 29, 2015 hearing the Complainant testified on his own behalf. The Complainant also presented the testimony of Mary McQuilken, a PECO high bill field technician, and Thomas Lerro, a field foreman for the high bill investigation group. Six exhibits were admitted into the record for the Complainant. PECO presented the testimony of one witness, Ms. McQuilken. Five exhibits were admitted into the record on behalf of PECO.

A further day of hearing was scheduled for January 21, 2016. The hearing convened as scheduled and both parties appeared. PECO offered the additional testimony of Mr. Lerro and also testimony of Teresa Ferrier and Richard King. PECO offered five additional exhibits which were admitted into the record.

On January 14, 2016, before the scheduled hearing, the Complainant filed a document entitled Motion for Judgment on the Pleadings. At the conclusion of the hearing, I instructed the parties that the Complainant's Motion for Judgment on the Pleadings would be considered a partial final brief inasmuch as it included a discussion of the evidentiary record and was therefore not an appropriate motion for judgement on the pleadings. The Complainant was provided with an opportunity to file a supplemental brief and include any additional argument

based on the evidence in the record he may wish to present.² PECO filed a responsive brief. Following the receipt of the transcripts and briefs the record was closed by order dated April 5, 2016.

FINDINGS OF FACT

1. The Complainant, Deree J. Norman, resides at 5367 Thomas Avenue, Philadelphia, Pennsylvania where he receives electricity service from PECO. (N.T. 47)
2. PECO is a jurisdictional public utility.
3. The Complainant has lived at the service address since 2004 or 2005 (N.T. 57)
4. The Complainant lives alone. (N.T. 56)
5. The Complainant's home is a row home. (N.T. 57-58)
6. The Complainant's electrical appliances include two televisions, one laptop, one vacuum cleaner, one toaster, one can opener, one George Foreman grill, one refrigerator/freezer, one range, one nebulizer, one C-Pap machine, one air purifier, one air conditioner, one steam mop, two DVD players, one lamp, seven light bulbs, a circular saw, two radios, one iron, one heating pad, one hair dryer, two sewing machines, one digital TV converter box, and some strands of Christmas lights. (N.T. 58-59)
7. The Complainant also has three ceiling fans with light fixtures. (N.T. 79)

² The Complainant also filed a motion for summary judgment. Summary judgement is not appropriate when the evidentiary record has been completed and both sides have presented their evidence. The argument made in the Complainant's motion is virtually identical to the arguments raised in his brief. Therefore, the motion was not considered in rendering this decision.

8. The Complainant's home was heated by gas, but in 2009 the gas was disconnected due to a gas leak and has not been used since. (N.T. 59)
9. The meter at the service address is an AMR meter identified by meter number 107316622. (N.T. 147; Ex. C-14)
10. The meter installed at the service address is an AMR meter which does not have the ability to receive communication from PECO; it can only send information to PECO. (N.T. 85; 213; 232-33)
11. Readings from the Complainant's AMR meter are transmitted to PECO daily. (N.T. 201)
12. The meter on the house communicates with the "MCC", which is a device on a pole within a neighborhood of properties. (N.T. 203)
13. At midnight the MCC transfers the meter readings to PECO's customer information system, known as CIMS. (N.T. 203-204)
14. PECO has not yet installed an AMI or "smart meter" at the Complainant's service address. (N.T. 213)
15. Only actual data is transmitted to PECO from the Complainant's meter; no statistical data is transmitted to PECO from the Complainant's AMR meter. (N.T. 213-14)
16. None of the Complainant's bills were based on estimated meter readings; all the meter readings were actual readings. (N.T. 205)
17. Mary McQuilken, a PECO high bill field technician, visited the service address in August 2011. (N.T. 82; Ex. P-10)

18. Ms. McQuilken read the meter and calculated the Complainant's average daily usage from the Complainant's last bill reading. (N.T. 84)

19. Ms. McQuilken clocked the meter using a stopwatch to measure how many watts are flowing through the meter. (N.T. 132-33)

20. Ms. McQuilken inventoried some of the appliances that she could see during her visit, but did not perform a complete inventory. (N.T. 82; 134)

21. Ms. McQuilken asked to see the kerosene heaters that the Complainant said he used to heat his home during the winter, but he told her that they had been sent out for service. (N.T. 84; see also N.T. 75-76)

22. Ms. McQuilken and Mr. Lerro visited the service address on September 24, 2015 for the purpose of a high bill investigation. (N.T. 139; Ex. P-12)

23. Ms. McQuilken and Mr. Lerro were accompanied by Mike Janiszewski, an electrician hired by the Complainant. (N.T. 78; 139; 186)

24. Ms. McQuilken, along with Mr. Lerro and Mr. Janiszewski, went from room to room to list every appliance that they saw. (N.T. 139)

25. In addition to a pass load test, Ms. McQuilken performed an actual meter test to verify the accuracy of the meter, which involved pulling the meter out of the meter board, and placing a tester in the unit. (N.T. 140, 148; 187)

26. The actual meter test indicated that the meter was operating properly. (N.T. 149; Ex. P-13)

27. There was no foreign wiring at the property. (N.T. 188)

28. The appliance usage used on the PECO utility report is an estimate of a potential average that could be used at the property based on national averages. (N.T. 94; Exs. P-10-11)

29. Ms. McQuilken calculated that the potential winter use based on the appliances that she saw was 717 kWhs per month. (N.T. 142; Ex. P-12)

30. Ms. McQuilken calculated that the potential summer use based on the appliances that she saw was 677 kWhs per month. (N.T. 143; Ex. P-13)

31. The Complainant's consumption in kWh during the winter of 2010-2011³ was:

Sept	378
Oct	169
Nov	282
Dec	1084
Jan	982
Feb	585
Total	3480

32. The Complainant's consumption in kWh during the winter of 2011-2012⁴ was:

Sept	166
Oct	143
Nov	150
Dec	142
Jan	141
Feb	124

³ Ex. C-10; Ex. P-15.

⁴ Ex. C-10; Ex. P-15.

Total	866

33. The Complainant's consumption in kWh during the winter of 2012-2013⁵

was:

Sept	121
Oct	126
Nov	192
Dec	255
Jan	301
Feb	310
Total	1305

34. The Complainant's consumption in kWh during winter of 2013-2014⁶

was:

Sept	221
Oct	484
Nov	1245
Dec	1505
Jan	1273
Feb	973
Total	5701

⁵ Ex. C-10; Ex. P-15.

⁶ Ex. C-10; Ex. P-15.

35. The Complainant's consumption in kWh during the winter of 2014-2015⁷

was:

Sept	194
Oct	117
Nov	455
Dec	632
Jan	690
Feb	540
Total	2628

36. The Complainant's usage for the winter of 2015 was consistent with the potential usage calculated by Ms. McQuilken. (N.T. 144-45)

37. Christmas lights and space heaters are high consumption generators. (N.T. 211)

38. The seasonal usage pattern at the Complainant's service address is variable. (N.T. 206; Exs. C-10; P-15)

39. All of the billing cycles for Complainant's bills for the periods between October 2010 through October 2015 were between 26 and 35 days in length. (N.T. 219-20; Ex. C-9; Ex. P-15)

⁷ Exs. P-1; P-15

DISCUSSION

Section 701 of the Public Utility Code (Code), provides that any person may complain, in writing, about any act or thing done or omitted to be done by a public utility in violation, or claimed violation, of any law which the Commission has the jurisdiction to administer, or of any regulation or order of the Commission.⁸ A person seeking affirmative relief from the Commission has the burden of proof.⁹

In this matter, the Complainant is the party seeking affirmative relief from the Commission; therefore, he has the burden of proof. This means that he must establish a material fact by a preponderance of the evidence, and must show that the company has violated the Public Utility Code or Commission regulations.¹⁰ Specifically, it is the Complainant's burden to demonstrate that his bills are incorrect because his consumption is not properly recorded or is falsely recorded by presenting facts to support his argument.

The Complainant's burden of proof is governed by *Waldron v. Philadelphia Electric Co.*¹¹ In *Waldron*, the Commission concluded that a complainant may establish a *prima facie* case by showing that: (1) the number of occupants of the household has not changed; (2) the potential for energy utilization is low; and (3) the prior billing history shows no previous abnormalities.

The Commonwealth Court broadened the Commission's ruling in *Waldron* in *Milkie v. Pa. Pub. Util. Comm'n.*¹² The Commonwealth Court held that the Commission's

⁸ 66 Pa.C.S. § 701.

⁹ 66 Pa.C.S. § 332(a).

¹⁰ *Se-Ling Hosiery, Inc. v. Margulies*, 364 Pa. 45, 70 A.2d 854 (1950); *Feinstein v. Philadelphia Suburban Water Company*, 50 Pa. PUC 300 (1976).

¹¹ 54 Pa. PUC 98 (1980).

¹² 768 A.2d 1217 (Pa.Cmwlt. 2001) (*Milkie*).

requirement that the complainant must establish certain specific elements in order to make out a *prima facie* case was too restrictive. The Commonwealth Court ruled that even where the utility has presented evidence that it has tested the customer's meter and found it to be accurate; the customer may prove his or her case by circumstantial evidence that the metered usage exceeded actual usage. The Commission may consider the billing history of the account, any change in usage pattern or any other relevant facts or circumstances that come to light during the proceeding.¹³ Further, the Commission has also held that in response to a high bill complaint, the accuracy of a meter test alone is not conclusive evidence and does not by itself mandate a finding against a complaint and in favor of a utility.¹⁴ This rule protects the complainant from dismissal because of his inability to produce direct proof that the meter malfunctioned.

The Complainant did not prove his theory that PECO is manipulating the information from his meter to generate fraudulent or incorrect consumption data. The Complainant also did not prove with direct or circumstantial evidence that his bills are incorrect.

The Complainant has been very clear that his complaint about his bills is not about the amount of his bills. Rather, it is his view that the usage recorded on his meter

is a result of communication between PECO's meter and the base station and the algorithms that are used to compute this usage. . . . [E]ach of these meters collect, distribute and receive synchronized data which has been accumulated from many different sources and finally changed with input into PECO's meter with the cash module.

The data comes from a comparison of house-to-house information, house-to-street, house-to-radius, house-to-zip code, house-to-neighbor, house-to-city. . . . [T]he data consists of historic data, present data, current data and projected data.

All the data is compiled, and under a number of series of mathematic algorithms, usage is determined. . . .

¹³ *Bennett v. Peoples Natural Gas Co.*, Docket No. C-2009-2122979 (Opinion and Order entered October 13, 2010); *Thomas v. PECO Energy Co.*, Docket No. C-2010-2187197 (Opinion and Order entered November 15, 2011).

¹⁴ *Bennett*, at 7.

[T]he usage that is being displayed and recorded on my account is fraudulent.¹⁵

In short, in the Complainant's view, PECO's computer system is manipulating the consumption data generated by his meter so that the consumption used to calculate his bill does not actually reflect the electricity that his appliances are using.¹⁶

PECO counters that there is no "algorithm" used to generate the Complainant's usage; the consumption recorded on his meter is simply transmitted to the company and his bill is calculated based on that consumption. PECO observes that the Complainant's argument appears to be premised on the operation of a smart meter. However, there is no smart meter installed at the Complainant's residence.

The Complainant failed to sustain his burden of proof. Although the meter tests performed by PECO are not necessarily determinative, he must present more than mere speculation to support his claims that his consumption is incorrect. The Complainant offered no evidence to support his contention that PECO is manipulating the consumption read by his meter by sending information into his meter to change the reading. The only evidence offered by the Complainant was selected pages from meter manuals. While the documents generally describe "two-way networks" it does not prove that PECO is sending information into the Complainant's meter to falsify his consumption reading. Even if the meter had the ability to receive information from PECO, the Complainant did not offer any evidence to support his notion that PECO is collecting data from other sources and directing the data into his meter in order to falsify his consumption reading.

The convincing evidence in the record shows that the meter installed at the Complainant's service address is an AMR meter. Only actual data is reported from the meter on

¹⁵ N.T. 48-49.

¹⁶ N.T. 67.

a daily basis. The meter is only capable of sending information to PECO. It is not capable of receiving any information or instruction from PECO or any other source.

The Complainant also did not prove by any circumstantial evidence that his meter is not accurately reporting his consumption. He has only complained that his winter consumption is not accurately reported. A review of his consumption history demonstrates that his winter consumption fluctuates significantly from one winter season to the next. For example, in the winter of 2011-2012 and the winter of 2012-2013, his monthly consumption never exceeded his potential usage, as estimated by Ms. McQuilken during the September 24, 2015 high bill investigation. However, during the winter of 2010-2011, he exceeded the potential monthly usage in two months; during the winter of 2013-2014, he exceeded the potential monthly usage in four months. Therefore, there is no consistent pattern of usage.

His gas is capped and has not been used for heating his home since 2009. He insists that he does not use electric space heaters to heat his home. The Complainant claims that he heats his home with kerosene heaters, but he produced no evidence that those heaters exist. When Ms. McQuilken visited in August 2011, he claimed that they had been sent out to have the wicks replaced. At the hearing, he did not produce any service receipts, kerosene receipts, or photographs to support his testimony.

In contrast, PECO tested the Complainant's meter and determined that it was operating properly. There is no indication that there is a problem with the consumption recorded during the summer months. Although the Complainant's usage during the winter at times exceeds the potential for use calculated during the field investigation, the usage potential is only based on national averages. And it is only based on the appliances that the investigator's observed. The Complainant produced no evidence to prove that he does not heat his home with electricity during the winter. He does not use gas to heat his home if the gas line was capped. Therefore, he failed to prove that the fluctuation of his winter consumption from one season to the next is the result of faulty meter readings by PECO.

The Complainant also argues that PECO violated the Public Utility Code because the billing periods are not consistent. Section 56.2 of the Commission’s regulation defines a billing month as a “period of not less than 26 days and not more than 35 days.”¹⁷ None of the billing periods for the Complainant’s account were outside of this range of days. The Commission’s regulations permit a utility to vary the number of days in a billing month. Therefore, PECO did not violate the Public Utility Code.

The Complainant also challenges the exclusion from the evidentiary record of his proposed exhibits 17-22. These exhibits were printouts of weather reports from a website “weatherspark.com.” While historical weather reports from recognized authoritative sources may be admissible, the Complainant did not know where the data reported on “weatherspark.com” originated.

Generally, Commonwealth agencies are not bound by the rules of evidence.¹⁸ As the Pennsylvania Supreme Court stated, in administrative matters, “information admitted into evidence must have sufficient indicia of reliability ...”¹⁹ As the authenticity and accuracy of the weather information presented in the exhibits could not be established, the material was not admitted into the record.

In sum, the Complainant failed to sustain his burden of proof. Therefore, his complaint must be dismissed.

CONCLUSIONS LAW

1. The Commission has jurisdiction over the parties and subject matter of this dispute. 66 Pa.C.S. § 701.

¹⁷ 52 Pa.Code § 56.2.

¹⁸ 2 Pa.C.S. § 505.

¹⁹ *Gibson v. W.C.A.B.*, 861 A.2d 938, 944 (Pa. 2004).

2. The Complainant bears the burden of proof. 66 Pa.C.S. § 332.

3. The Complainant failed to prove that his consumption was not reported accurately to PECO's billing system. 66 Pa.C.S. § 332.

4. PECO did not violate Section 56.2 of the Commission's regulations. 52 Pa.Code § 56.2.

5. The Complainant's proposed exhibits which purported to include historical weather data were properly excluded from evidence. *Gibson v W.C.A.B.*, 861 A.2d 938 (Pa. 2004).

ORDER

THEREFORE,

IT IS ORDERED:

1. That the formal complaint of Deree J. Norman v. PECO Energy Company at Docket No. C-2015-2472605 is dismissed.

2. That the Secretary mark the docket closed.

Date: June 17, 2016

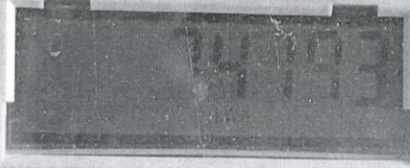
_____/s/
Mary D. Long
Administrative Law Judge

Exhibit 7

Schlumberger
CENTRON™



0 012 215 328



CL200 240V 3W TYPE C1SC 30 TA 1.0Kh FCC ID: F9CC1C-1

PECO ENERGY 9C-3955223 CA 0.5
EM 2S
60HZ



1NF107316622 02

107 316 622

S 48-0002

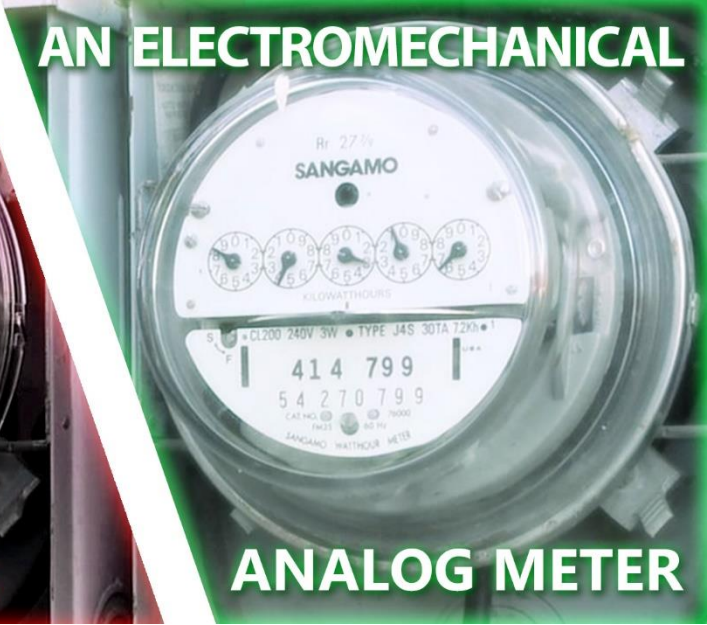
Schlumberger
WATTHOUR METER
USA
02/02

Exhibit 8



A DIGITAL

"SMART" METER



AN ELECTROMECHANICAL

ANALOG METER

CERTIFICATE OF SERVICE

I, Deree John C. Norman, do hereby certify that on this 15th day of September, 2017, I caused to be served a true and correct copy of Petitioner's Application For Stay and all accompanying papers in the above-captioned matter to the following via the Commissions electronic system and / or electronic mail.

Shawane L. Lee Esquire
Attorney for Respondent PECO Energy Company
Exelon Business Services
2301 Market Street S23-1
Philadelphia, PA 19103
Shawane.Lee@exeloncorp.com

Honorable Mary D. Long
Administrative Judge for the Pa. Public Utility Commission
Pa. Public Utility Commission
Piatt Place, Suite 220
301 5th Ave
Pittsburgh, PA 15222
malong@pa.gov

Date: September 15, 2017

By: /s/ Deree J. Norman
Deree J. Norman

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Deree J. Norman)	
5367 Thomas Ave)	
Philadelphia, PA 19143)	
)	C-2015-2472605
Petitioner)	
)	
Vs.)	
)	
PECO Energy Company)	
Exelon Business Services)	
2301 Market Street S23-1)	
Philadelphia, PA 19103)	
)	
Respondent)	

PROPOSED ORDER

AND NOW, this ___ day of _____, 2017, upon consideration of Petitioner’s Application For Stay and any responses hereto, it is hereby **ORDERED** and **DECREED** that the Application is **GRANTED**. It is further hereby **ORDERED** and **DECREED** that:

- 1) The Exelon Corporation (PECO) will immediately reconnect Petitioner’s electric service.
- 2) The Exelon Corporation (PECO) will waive any and all cost associated with the disconnection and reconnection of Petitioner’s electric service.

BY THE COURT:

J.