

Thomas A. McCarey
285 Dayleview Road
Berwyn, PA 19312

December 16, 2017
McCarey v. PECO - 69633-07008

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Rosemary Chiavetta, Secretary
Pennsylvania Public Utilities Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

C-2017-2615980 - gas
C-2017-2615597 - electric

Dear Mrs. Chiavetta:

As Secretary of the Pennsylvania Public Utilities Commission, I would like to bring something to your attention that is very upsetting with regard to PECO for people who refuse a smart meter, especially people who refuse a smart meter for health problems.

Mistakes are made by a sub-contractor, Grid One, when they should not be made and are causing much concern for the people who are trying to go through the legal process with your department.

Many of us are in the Administrative Law Court process for a scheduled hearing and get slapped with a 72 hour shut-off notice from Grid One.

WHO EMPOWERS GRID ONE TO DO THAT?

As proof I enclose photo copies of two emails I received: one from Shawane L. Lee, Assistant General Council PECO Energy Company; one from Kathy Knight, Sr. Business Analyst Consumer Field Operations.

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I have to question the "mistake" process within PECO because I have heard that this process has happened to other people. Something has to be done from the Pennsylvania Public Utilities Commission to see that PECO functions correctly.

Mistakes like this should not happen. Are they harassment or is this a pattern?

I thank you very kindly for taking care of this matter at your level.

Sincerely,



Thomas A. McCarey

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SECRETARY'S BUREAU

Cc

Chairman Gladys M. Brown

Vice Chairman Andrew G. Place

Commissioner David W. Sweet

Commissioner John F. Coleman Jr.

Commissioner - Norman J. Kennard

Ward Smith, Esq.

Shawane L. Lee, Esq.

Kathy Knight

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Time: Fri, 15 Dec 2017 14:07:31 +0000

From: "Lee, Shawane L.:(PECO)"
<Shawane.Lee@exeloncorp.com>
To: "tom_mccarey@runbox.com" <tom_mccarey@runbox.com>

Good morning Mr. McCarey,

Thank you for reaching out to me regarding the 72-hour notice you received. As we discussed, electric service at 285 DAYLEVIEW RD BERWYN PA 19312 was initially in the name of Margery McCarey. When you filed the formal complaint, the company placed legal codes to prevent AMI installation and termination for failure to give access under Margery McCarey's account as that was the active account for the address. You recently, switched service into your name under a different account number. This account did not have the legal codes. We have now coded your new account to prevent AMI notices or termination notices until the resolution of your formal complaint.

If you have any questions, please do not hesitate to contact me directly

Very truly yours,

Shawane L. Lee, Assistant General Counsel
PECO Energy Company
Legal Department
2301 Market Street, S23-1
Philadelphia, PA 19103
Tel: (215) 841-6841
Fax: (215) 568-3389

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Time: Fri, 15 Dec 2017 13:47:07 +0000

From: "Knight, Kathleen M:(PECO)"
<Kathleen.Knight@exeloncorp.com>

To: "Tom_McCarey@runbox.com" <Tom_McCarey@runbox.com>

Good Morning Mr. McCarey,

Per our conversation yesterday, Dec. 14, 2017, the 72hr notice that was dropped at your property yesterday was dropped in error. Your account fell into our "Pending Active" population that needs an AMI meter installed. Due to the fact that your account was connected into your name July of 2017, this is the reason it was picked up to work. I assure you that your account has been pulled out of any further notices for termination moving forward and I apologize again for any inconvenience this may have caused.

Please let me know if there is anything else you need. Thank you and have a good day!

Kathy Knight

Kathy Knight

Sr. Business Analyst

Customer Field Operations

215-841-5524

Kathleen.Knight@Exeloncorp.com

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BERWYN PA 19312

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ROSEMARY CHIAVETTA, SECRETARY
PENNSYLVANIA PUC
P.O. BOX 3265
HARRISBURG PA 17105-3265



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