

Legal Department  
2301 Market Street / S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699

Direct Dial: 215-841-6841

November 19, 2018

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

**RE: Eleni DiSabatino v. PECO Energy Company**  
**PUC Docket No.: C-2018-3005278**  
**PUC Docket No.: C-2018-3005452**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Motion to Consolidate* with regard to the matter referenced above.

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,



Shawane Lee  
Counsel for PECO Energy Company

cc: Certificate of Service

SL/ab

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

ELENI DISABATINO	:	
	:	
v.	:	DOCKET NO. C-2018-3005278
	:	DOCKET NO. C-2018-3005452
	:	
PECO ENERGY COMPANY	:	

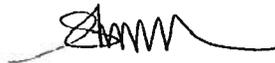
**NOTICE TO PLEAD**

Pursuant to 52 Pa. Code §§ 5.102, you are hereby notified that, if you do not file a written response denying or correcting the enclosed Motion to Consolidate of PECO Energy Company, within 20 days from service of this notice, a ruling may be entered against you. All pleadings must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served to counsel for PECO Energy Company, Shawane L. Lee, and where applicable, the Administrative Law Judge presiding over the issue.

File with:  
Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, Second Floor  
Harrisburg, PA 17120

With a copy to:  
Shawane L. Lee, Esq.  
PECO Energy Company  
2301 Market Street, S-23  
Philadelphia, PA 19103

Dated at Philadelphia, PA, November 19, 2018.



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Shawane L. Lee  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
Philadelphia, PA 19101-8699  
(215) 841-6841  
Fax: 215.568.3389

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

ELENI DISABATINO	:	
	:	
v.	:	DOCKET NO. C-2018-3005278
	:	DOCKET NO. C-2018-3005452
	:	
PECO ENERGY COMPANY	:	

**PECO ENERGY COMPANY’S MOTION TO CONSOLIDATE**

Respondent, PECO Energy Company (“PECO”), pursuant to 52 Pa. Code § 5.81(a) respectfully petitions this Honorable Commission to consolidate the matters of Eleni DiSabatino v. PECO Energy, the above referenced dockets because the two complaints contain the same allegations. In support of this request, PECO avers:

1. On or around October 11, 2018, PECO Energy was served with a Complaint filed by Complainant with the Pennsylvania Public Utility Commission (“PUC”) at Docket Number C-2018-3005278. A copy is attached as Exhibit “1”.

2. In the Complainant’s formal complaint, she disputes that she owes a \$2,800 balance from a previous service address.

3. On October 17, 2018, PECO Energy was served with a Complaint filed by Complainant with the Pennsylvania Public Utility Commission (“PUC”) at Docket Number C-2018-3005452. A copy is attached as Exhibit “2”.

4. In the Complainant’s second formal complaint, she makes the same allegations that she did in the first complaint, which disputes a \$2,800 balance from a previous service address. The complaints are identical.

5. Pursuant to 52 Pa. Code § 5.101(b), PECO filed an Answer to both Complaints. A copy of the answers is attached as Exhibit “3”.

6. PECO Energy avers that the Complaints make the same averments and contain the same allegations.

7. These Complaints should be consolidated pursuant to 52 Pa. Code § 5.81 (a), which holds:

The Commission or presiding officer, with or without motion, may order proceedings involving a common question of law or fact to be consolidated. The Commission or presiding officer may make orders concerning the conduct of the proceeding as may avoid unnecessary costs or delay.

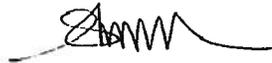
8. Both Complaints cover the same customer, address, and contain common questions of law and fact such that one hearing covering both Complaints will avoid unnecessary costs or delay to the Commission. Each Complaint relates to the same issues and facts, whether the Complainant is responsible for a \$2,800 balance from a previous service address.

9. Accordingly, the two Complaints should be consolidated to save the time, resources and the expense of the parties and the Commission.

10. The complaint at docket number C-2018-3005278 is scheduled for hearing before Administrative Law Judge Marta Guhl on December 21, 2018. PECO requests that both dockets be heard at the December 21, 2018, hearing.

**WHEREFORE**, PECO Energy Company respectfully requests that this Honorable Commission issue an Order consolidating the complaints at docket numbers C-2018-3005278 and C-2018-3005452. The Complaints are identical.

Respectfully Submitted,



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Shawane L. Lee  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
Philadelphia, PA 19103  
(215) 841-6841  
Fax: 215.568.3389

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

ELENI DISABATINO

v.

PECO ENERGY COMPANY

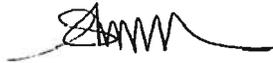
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DOCKET NO. C-2018-3005278

DOCKET NO. C-2018-3005452

**VERIFICATION**

I, Shawane L. Lee, hereby declare that I am an attorney representing PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. §4904 pertaining to false statements to authorities.



Date: November 19, 2018

\_\_\_\_\_  
Shawane L. Lee

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

ELENI DISABATINO	:	
	:	
v.	:	DOCKET NO. C-2018-3005278
	:	DOCKET NO. C-2018-3005452
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PECO ENERGY COMPANY	:	

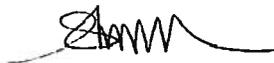
**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy of PECO Energy Company's Motion to Dismiss in the above matter upon all interested parties by mailing a copy thereof, properly addressed and postage prepaid to:

Eleni DiSabatino  
22 Wheatsheaf Lane  
Eagleville, PA 19403

Administrative Law Judge Marta Guhl  
801 Market Street, Suite 4063  
Philadelphia, PA 19107

Dated at Philadelphia, Pennsylvania, November 19, 2018



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Shawane L. Lee  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
Philadelphia, PA 19103  
(215) 841-6841  
Fax: 215.568.3389

# **EXHIBIT 1**

**Botak, Amy:(PECO)**

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**From:** eServe@pa.gov  
**Sent:** Thursday, October 11, 2018 4:01 PM  
**To:** Lee, Shawane L:(PECO)  
**Cc:** Botak, Amy:(PECO)  
**Subject:** [EXTERNAL] PA PUC eServe Notice

**Importance:** High

Dear Shawane L Lee,

A(n) **Formal Complaint** has been served in this proceeding. This document is docketed as **C-2018-3005278**.

You may view this document at

**Disabatino Formal Complaint**

You are receiving this email because you are a(n) **Respondent** for this case and have agreed to be served electronically. By selecting electronic service (eService), you have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,  
Public Utility Commission  
Commonwealth of Pennsylvania

*\* Please do not respond to this automatically generated email.*

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**Formal Complaint**

*Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.*

**To complete this form, please type or print legibly in ink.**

**1. Customer (Complainant) Information**

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Eleni DiSabatino

Street/P.O. Box 22 Wheatstreef Lane Apt # \_\_\_\_\_

City Eagleville State PA Zip 19403

County Montgomery

Telephone Number(s) Where We Can Contact You During the Day:

484) 447-6574 (home) ( ) \_\_\_\_\_ (mobile)

E-mail Address (optional): edisabedisa@design.com

Utility Account Number (from your bill) 8267453036

**If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.**

Name Eleni DiSabatino

Street/P.O. Box 818 Treetop Lane

City Namstown State PA Zip 19403

**2. Name of Utility or Company (Respondent)**

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PECO Energy

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC
- GAS
- WATER
- STEAM HEAT
- WASTEWATER/SEWER
- TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- MOTOR CARRIER (e.g. taxi, moving company, limousine)

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

The utility is threatening to shut off my service or has already shut off my service.

I would like a payment agreement.

Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

I cannot provide any bills or dates because PECO will not supply me with this.

I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain).

**Note:** If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

## 5. Requested Relief

**How do you want your complaint to be resolved?** Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

PECO is claiming I owe \$2800.00 from a previous address. This is incorrect, I asked for documentation and bills from PECO and they will not or cannot provide me with this information. So I would like these false charges removed they said they are shutting off my current service for non-payment.

**Note:** The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

~~YES~~ NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

several times

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

they will not or cannot do anything they said

**Note:** Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

**8. Legal Representation**

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if known) \_\_\_\_\_

**Note:** Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

**You must sign your complaint.** Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

**Verification:**

I Eleni DiSabatino, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Eleni DiSabatino  
(Signature of Complainant)

10/9/2018  
(Date)

\_\_\_\_\_  
Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

**Note:** If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. Two Ways to File Your Formal Complaint

**Electronically.** You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

**Note:** If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

**Note:** Formal Complaints sent by fax or e-mail will **not** be accepted.

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

Keep a copy of your Formal Complaint for your records.

Name: ELENI DISABATINO  
 Account Number: 82674-53036  
 Phone Number: 610-631-0818  
 Service Address: Lot 17b, 22 Wheatsheaf Ln, Eagleville

Emergency and Repair

**800-841-4141**

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.



PECO  
 2301 Market Street  
 Philadelphia, PA 19103  
 800-494-4000



GAS SUPPLY  
 PECO  
 2301 Market Street  
 Philadelphia, PA 19103  
 800-494-4000

Billing Summary

Bill Date	08/16/2018
Thank you for your payment of \$177.46 on 08/13/2018	
Charges from previous bill	\$177.46
Reinstate bad debt - Service	\$296.51
Reinstate bad debt - Service	\$20.00
Reinstate bad debt - Service	\$173.30
Reinstate bad debt - Service	\$20.00
Reinstate bad debt - Service	\$20.00
Reinstate bad debt - Service	\$20.00
REINSTATE BAD DEBT - GAS SERVICE	\$96.75
Reinstate bad debt - Service	\$2,022.00
<b>Total Other Charges</b>	<b>\$2,846.02</b>

Current Period Charges

Electric	\$144.53
Gas	\$19.57
<b>Total New Charges</b>	<b>\$164.10</b>

**Total Amount Due on 09/07/2018 \$3,010.12**

*Price starts 8/25/2018*

Online: [peco.com](http://peco.com)

In Person: 2301 Market St., Philadelphia, PA 19103

By Phone: 1-800-494-4000

Return only this portion with your check made payable to PECO. Please write your account number on your check.

- Enroll in Automatic Payment. Complete form on reverse side.
- Pledge a donation to MEAF. Complete form on reverse side.

Account # 82674-53036 **877-432-9384**

Pay by phone, a convenience fee will apply (\$2.35 fee)

**Please pay this amount by 09/07/2018 \$3,010.12**

Payment Amount \$



An Exelon Company  
 2301 Market Street  
 Philadelphia, PA 19103-1380

Pay Today!

[peco.com/ebill](http://peco.com/ebill)

Go paperless: receive and pay your bill online.

0008947 01 AV 0 375 \*\*AUTO T7 0 8860 19403-117222 -C03-B1-P08955-11 3



ELENI DISABATINO  
 LOT 17B  
 22 WHEATSHEAF LN  
 EAGLEVILLE, PA 19403-1172



PECO - Payment Processing  
 PO Box 37629  
 Philadelphia, PA 19101-0629

826745303601030101282503010124

Account Number: 82674-53036

**General Information**

Next scheduled meter reading: 09/19/2018

**1-800-494-4000**

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

**peco.com/service**

Customer Self Service - Manage Your Account 24/7  
Start, stop and move your service

**Meter Information**

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
07/21-08/16	122138728	General Service	Tot kWh	31810 Actual	32803 Actual	993	1	993
07/21-08/16	018767933	General Service	Total Ccf	6697 Actual	6706 Actual	9	1.03	9

Total kWh Used: 993  
Total Ccf Used: 9



**Electric Residential Service**

Service Period 07/21/2018 to 08/16/2018 - 26 days

PECO ELECTRIC DELIVERY		\$73.53
Customer Charge		8.45
Distribution Charges	993 kWh X 0.06520	64.74
Distribution System Improvement Charge		0.34
ELECTRIC SUPPLY		\$71.01
Generation Charges	993 kWh X 0.06619	65.73
Transmission Charges	993 kWh X 0.00532	5.28
TAXES & FEES		\$0.01
State Tax Adjustment		-0.01
<b>Total Current Charges</b>		<b>\$144.53</b>

**Message Center**

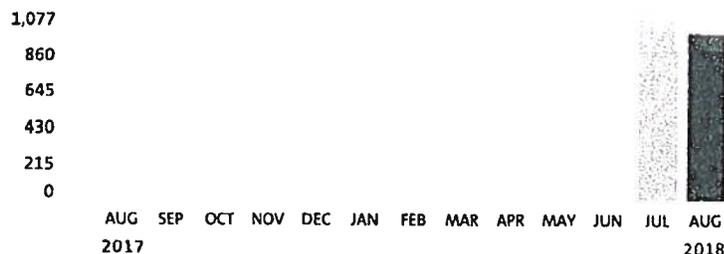
**From PECO:**

New charges contain estimated total state taxes of \$10.80, including \$8.53 for State Gross Receipts Tax.

Your electric price to compare is \$0.0715 per kWh. This may change in March, June, September and December. For more information and supplier offers visit [PAPowerSwitch.com](http://PAPowerSwitch.com) and [oca.state.pa.us](http://oca.state.pa.us).

Your gas price to compare for your rate class is \$0.5088 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit [PaGasSwitch.com](http://PaGasSwitch.com) and [oca.state.pa.us](http://oca.state.pa.us).

**Your Usage Profile**  
ANNUAL ELECTRIC USAGE



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	993	38.2	26	78
Last Month	1,077	37.1	29	78
Last Year	0	0.0	0	0

Avg kWh per Month 1,035  
Total Annual kWh Usage 2,070

**Shopping Information Box**

When shopping for a competitive electric/natural gas supplier, please provide the following:

Account Number: 82674-53036  
Electric Rate: Electric Residential Service  
Gas Rate: Gas Residential Heating Service

If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.



### TEN DAY SHUT OFF NOTICE (AVISO DE SUSPENSIÓN DE SERVICIO EN 10 DIAS)

PUC

1800-692-7388

Account Number: 8267453036  
For Service To: LOT 17B  
Date Prepared: September 24, 2018

Past Due Amt: ~~\$2,846.02~~  
New Billing: \$172.28  
Total Amount: \$3,018.30

#### Your Electric/Gas Service May Be Shut Off!

Because your bill is past due, we will shut off the service to LOT 17B on or after 8:00 a.m. on October 08, 2018. If this date is a Friday, the service shut off will occur on, or soon after, the next business day.

#### We will NOT shut off your electric/gas service if you do ONE of the following:

- Pay \$2,846.02 in full before October 08, 2018, this includes any amount you owe on your payment plan. This notice is effective for 60 days.
- Pay the catch up amount on your agreement if it has defaulted. Call 1-888-480-1533 for the amount.
- Show us a paid receipt for the past due amount.

You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away if you dispute this bill or to provide us with household income and occupant information to determine your eligibility.

To talk about your bill, please call our office at 1-888-480-1533.

157K

Bobby Allen

**WE MUST RECEIVE YOUR PAYMENT BEFORE THE SHUT-OFF DATE. WE WILL NOT ACCEPT PAYMENTS AT YOUR PROPERTY.**

Forcha

If we shut off your electric/gas service, you may have to pay all of the following before we can turn service on:

- Past Due Amount of **\$2,846.02**
- Deposit Past Due Amount of **\$0.00**
- Agreement Unbilled Balance **\$0.00**
- Total **\$2,846.02\***

\*

McKale

\*If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.

\*\*If your service is shut off, you may have to make substantial payments in order to have your service restored. In addition to any balance owed, you will have to pay a Reconnection Charge of between \$20.00 and \$1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

#### MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is seriously ill. WE WILL NOT SHUT OFF YOUR SERVICE during such an illness provided you:

1. Have your licensed physician, nurse practitioner or physician assistant certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.  
'AND'
2. Make some equitable arrangement to pay the company your current bills for service.

#### IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

Atencion | Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a 1-888-480-1533.

Send payment in the enclosed envelope or pay your bill at an authorized payment location or PECO Energy's Main Office (23rd & Market Streets Philadelphia). To pay by credit card or check by phone, call 1-877-432-9384. The service provider will charge a convenience fee of \$2.35.

See other side for more information

When paying in person, please bring the entire bill

Return only this portion with your check made payable to PECO. Please write your account number on your check.

Enroll in Automatic Payment.

Monday through Friday 7 a.m. to 7 p.m.

## **EXHIBIT 2**

**Botak, Amy:(PECO)**

---

**From:** eServe@pa.gov  
**Sent:** Wednesday, October 17, 2018 11:21 AM  
**To:** Lee, Shawane L:(PECO)  
**Cc:** Botak, Amy:(PECO)  
**Subject:** [EXTERNAL] PA PUC eServe Notice  
  
**Importance:** High

Dear Shawane L Lee,

A(n) **Formal Complaint** has been served in this proceeding. This document is docketed as **C-2018-3005452**.

You may view this document at

[Formal Complaint](#)

You are receiving this email because you are a(n) **Respondent** for this case and have agreed to be served electronically. By selecting electronic service (eService), you have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,  
Public Utility Commission  
Commonwealth of Pennsylvania

*\* Please do not respond to this automatically generated email.*

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

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1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Eleni DiSabatino

Street/P.O. Box 22 Wheatstreak Lane Apt #

City Eagleville State PA Zip 19403

County Montgomery

Telephone Number(s) Where We Can Contact You During the Day:

484) 447-6574 (home) ( ) (mobile)

E-mail Address (optional): edisabedisa@design.com

Utility Account Number (from your bill) 8267453036

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name Eleni DiSabatino

Street/P.O. Box 818 Treetop Lane

City Norristown State PA Zip 19403

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PECO Energy

RECEIVED
2010 OCT 16 AM 10:33
PA PUC
SECRETARY'S BUREAU

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER                                     |
| <input type="checkbox"/> GAS                 | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance)  |
| <input type="checkbox"/> WATER               | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT          |   |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

The utility is threatening to shut off my service or has already shut off my service.

I would like a payment agreement.

Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

I cannot provide any bills or dates because PECO will not supply me with this.

I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain).

**Note:** If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

**5. Requested Relief**

**How do you want your complaint to be resolved?** Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

PECO is claiming I owe \$2800.00 from a previous address. This is incorrect, I asked for documentation and bills from PECO and they will not or cannot provide me with this information. So I would like these false charges removed they said they are shutting off my current service for non-payment.

**Note:** The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

**6. Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

~~YES~~ NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

**7. Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Several times

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

they will not or cannot do anything they said

**Note:** Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

**8. Legal Representation**

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if known) \_\_\_\_\_

**Note:** Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

**9. Verification and Signature**

**You must sign your complaint.** Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

**Verification:**

I Eleni DiSabatino, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Eleni DiSabatino  
(Signature of Complainant)

10/9/2018  
(Date)

\_\_\_\_\_  
Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

**10. Two Ways to File Your Formal Complaint**

**Electronically.** You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

**Note:** If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

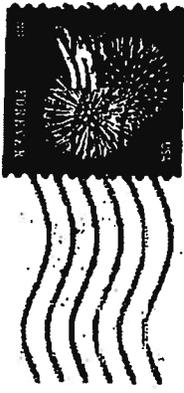
Note: Formal Complaints sent by fax or e-mail will **not** be accepted.

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

Keep a copy of your Formal Complaint for your records.



Eleni DiSabatino  
82 Wratsnes Lane  
Eagleville, PA 19403



PHILADELPHIA, PA 190

12 OCT 2018 PM 9:11

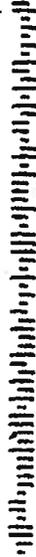
21  
THIS MAIL HAS BEEN PROCESSED  
BY THE POSTAGE DUE BUREAU  
AT HARRISBURG, PA

THIS MAIL HAS BEEN PROCESSED  
BY THE POSTAGE DUE BUREAU  
AT HARRISBURG, PA

RECEIVED  
2018 OCT 16 AM 10:32  
PA PUC  
SECRETARY'S BUREAU

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120

17120-007999



## **EXHIBIT 3**


[INFO](#)
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[&RESOURCES](#)
[PUC](#)
[US](#)
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## eFiling Successfully Transmitted

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.

**Print this page for your records.**



Docket Number:	C-2018-3005278
Description:	Eleni DiSabatino - Answer to Complaint
Transmission Date:	10/22/2018 2:29:31 PM
Filed On:	10/22/2018 2:29:31 PM
eFiling Confirmation Number:	1744373

### Uploaded File List

Eleni DiSabatino - Answer.pdf	Communication	Answer to Formal Complaint
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For filings exceeding 250 pages, the PUC is requiring that filers submit one paper copy to the Secretary's Bureau within three business days of submitting the electronic filing online. Please mail the paper copy along with copy of this confirmation page to Secretary, Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA a copy of the filing confirmation page or reference the filing confirmation number on the first page of the paper copy.

**No paper submission is necessary for filings under 250 pages.**

*You can view a record of this filing and previous filings you have submitted to the PUC by clicking the My Filings link in the left navigation menu.*

Customer Hotline 1-800-692-7380 | PUC Webmaster | Privacy Policy

Legal Department  
2301 Market Street / S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699

Direct Dial: 215-841-6841

October 22, 2018

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

**RE: Eleni DiSabatino, LLC v. PECO Energy Company**  
**Docket No. C-2018-3005278**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Answer to Formal Complaint* with regard to the matter referenced above.

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,



Shawane Lee  
Counsel for PECO Energy Company

***Scheduling Recommendation: Not Recommended for Call of the Docket***

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>ELENI DISABATINO</b>	:	
<b>Complainant</b>	:	
	:	
<b>v.</b>	:	<b>DOCKET NO. C-2018-3005278</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	

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**ANSWER OF RESPONDENT,**  
**PECO ENERGY COMPANY**

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On October 11, 2018, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Eleni DiSabatino (hereafter "Complainant") in the above captioned docket. Pursuant to 52 Pa. Code § 5.61, PECO responds to the Complaint and states:

1. Admitted.
2. Admitted.
3. Admitted.
4. Unless specifically admitted herein, PECO Energy denies all material allegations of fact and conclusions of law in the instant Complaint. In her formal Complaint, the Complainant disputes a \$2,800 balance from a previous address. The Complainant requests that PECO remove the charges.

The Complainant established service at 818 Treetop Lane, Norristown, PA on June 27, 2014 under account number 95161-23086. See Billing Statement, attached hereto as Exhibit "1". The Complainant enrolled in PECO's Customer Assistance Program ("CAP") on January 5, 2015. The Complainant remained actively enrolled in CAP until she finalized service at this

address on July 24, 2015. The Complainant left an unpaid balance in the amount of \$2,840.02 comprised entirely of CAP arrears.

On June 22, 2018, the Complainant established service at 22 Wheatsheaf Lane, Eagleville, PA under account number 82674-53036. See Account Activity Statement, attached hereto as Exhibit “2”. On July 2, 2018, the Complainant’s \$2,840.02 unpaid balance from 818 Treetop Lane transferred into her new account.

PECO Energy avers that the Complainant is responsible for the \$2,840.02 balance incurred at 818 Treetop Lane. See Exhibit “1”.

**Pursuant to 52 Pa. Code § 56.35– Payment of Outstanding Balance.**

(a) A public utility may require, as a condition of the furnishing of residential service to an applicant, the payment of any outstanding residential account with the public utility which accrued within the past 4 years for which the applicant is legally responsible and for which the applicant was billed properly.

The Complainant’s balance is \$2,846.02, which is comprised of CAP arrears. The Complainant is not entitled to a PUC ordered payment agreement on her balance as it is comprised of CAP arrears. 66 Pa.C.S. § 1405(c) provides that, “(c)ustomer assistance program rates shall be timely paid and shall not be the subject of payment agreements negotiated or approved by the commission.” Consequently, pursuant to 66 Pa.C.S. § 1405(c), the PUC has no jurisdiction to give the Complainant a payment agreement.

5. Denied.

6. Admitted

7. Admitted.

8. PECO Energy neither admits nor denies the allegations in paragraph 8. PECO is without knowledge or information sufficient to form a belief as to the truth of this averment and, therefore, such allegation is deemed denied.

9. Paragraph 9 is a Verification and Signature to which no response is required.

10. Paragraph 10 contains information regarding Filing, to which no response is required.

**WHEREFORE**, PECO Energy Company respectfully requests that your Honorable Commission dismiss the instant Complaint.

Respectfully Submitted,



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Shawane L. Lee  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
Philadelphia, PA 19103  
(215) 841-6841  
Fax: 215.568.3389  
Shawane.Lee@exeloncorp.com

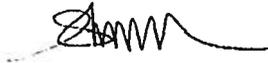
**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>ELENI DISABATINO</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2018-3005278</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	

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**VERIFICATION**

I, Shawane L. Lee, hereby declare that I am counsel for PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. § 4904 pertaining to false statements to authorities.



October 22, 2018

\_\_\_\_\_  
Shawane L. Lee

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>ELENI DISABATINO</b>	:	
<b>Complainant</b>	:	
	:	
<b>v.</b>	:	<b>DOCKET NO. C-2018-3005278</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	

---

**CERTIFICATE OF SERVICE**

I, Shawane L. Lee, hereby certify that I have this day served a copy of PECO Energy Company's Answer in the above matter upon all interested parties by mailing a copy, properly addressed and postage prepaid to:

Eleni DiSabatino  
22 Wheatsheaf Lane  
Eagleville, PA 19403

Dated at Philadelphia, Pennsylvania, October 22, 2018



---

Shawane L. Lee  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
Philadelphia, PA 19103  
(215) 841-6841  
Fax: 215.568.3389  
Shawane.Lee@exeloncorp.com

# **EXHIBIT “1”**

Account Number: 9515123086  
 Account Name: ELENI DISABATINO  
 Account Status: FINAL  
 Meter Bill Group: 19

Service Address:  
 818 TREETOP LA  
 MORRISTOWN, PA 19603

Mail To:  
 ELENI DISABATINO  
 818 TREETOP LA  
 MORRISTOWN, PA 19603  
 (610) 631-0818 Ext

Current Bill \$135.48  
 Billed Prior \$2,548.78  
 Balance Due \$0.00

Credit Amount \$0.00  
 Deposit Requested \$0.00  
 Deposit On Hand \$0.00  
 Cap Pre-program Arrears \$0.00  
 Payment Agreement Balance \$0.00

Account Balance: \$0.00

Rates:  
 XCAP OPT D1 ELECTRIC RESIDENTIAL SERVICE  
 XCAP OPTION D1 GAS RESIDENTIAL HEATING SVC

Account Transaction Activity

Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Reading Degree Days	Budgeted Deferred Amt
06/27/2014	DEPOSIT	TRANSFER DEBIT FROM 1	06/27/2014 - 07/27/2014	1439	ACTUAL	118911553	1067	0	12	\$175.00	\$340.00	\$1,368.60	\$1,708.60	08/19/2014	\$1,708.60		\$0.00
07/03/2014	OVERLOOK DR		06/27/2014 - 07/27/2014	5280	ACTUAL	18582007			12	\$24.62	\$340.00	\$1,368.60	\$1,708.60	08/19/2014	\$1,708.60		\$0.00
07/28/2014	STANDARD		07/27/2014 - 08/25/2014	12276	ACTUAL	118911553	837	0	12	\$24.62	\$1,551.41	\$154.00	\$1,705.41	09/17/2014	\$1,705.41		\$0.00
07/28/2014	DEFERRED PAYMENT		07/27/2014 - 08/25/2014	5292	ACTUAL	18582007			12	\$24.62	\$1,551.41	\$154.00	\$1,705.41	09/17/2014	\$1,705.41		\$0.00
08/06/2014	GAS SERVICE		08/25/2014 - 09/24/2014	13102	ACTUAL	118911553	826	0	15	\$125.05	\$1,725.53	\$150.99	\$1,876.52	10/17/2014	\$1,876.52		\$0.00
08/26/2014	ELECTRIC SERVICE		08/25/2014 - 09/24/2014	5307	ACTUAL	18582007			15	\$25.94	\$1,725.53	\$150.99	\$1,876.52	10/17/2014	\$1,876.52		\$0.00
08/26/2014	LATE PAYMENT CHARGE		09/24/2014 - 10/23/2014	18075	ACTUAL	118911553	573	3	24	\$32.39	\$1,898.91	\$122.66	\$2,021.57	11/17/2014	\$2,021.57		\$0.00
09/23/2014	ELECTRIC SERVICE		09/24/2014 - 10/23/2014	5331	ACTUAL	18582007			24	\$32.73	\$1,898.91	\$122.66	\$2,021.57	11/17/2014	\$2,021.57		\$0.00
10/29/2014	OUT NON-PAY		10/23/2014 - 11/23/2014	14311	ACTUAL	118911553	636	0	76	\$97.91	\$2,045.40	\$199.33	\$2,245.13	12/16/2014	\$2,245.13		\$0.00
11/24/2014	GAS SERVICE		10/23/2014 - 11/23/2014	5407	ACTUAL	18582007			76	\$81.42	\$2,045.40	\$199.33	\$2,245.13	12/16/2014	\$2,245.13		\$0.00
12/23/2014	LATE PAYMENT CHARGE		11/23/2014 - 12/28/2014	15098	ACTUAL	118911553	787	0	110	\$115.65	\$2,172.05	\$241.58	\$2,413.63	01/20/2015	\$2,413.63		\$0.00
12/29/2014	ELECTRIC SERVICE		11/23/2014 - 12/28/2014	5517	ACTUAL	18582007			110	\$100.00	\$2,172.05	\$241.58	\$2,413.63	01/20/2015	\$2,413.63		\$0.00
01/05/2015	DEFERRED PAYMENT		12/28/2014 - 01/28/2015	15826	ACTUAL	118911553	728	0	148	\$141.98	\$2,172.05	\$199.65	\$2,371.70	02/20/2015	\$2,371.70		\$0.00
01/29/2015	ELECTRIC SERVICE		12/28/2014 - 01/28/2015	5665	ACTUAL	18582007			148	\$37.31	\$2,172.05	\$199.65	\$2,371.70	02/20/2015	\$2,371.70		\$0.00
01/29/2015	DEFERRED PAYMENT		01/28/2015 - 02/28/2015	16558	ACTUAL	118911553	732	0	171	\$162.36	\$2,215.65	\$214.64	\$2,430.29	03/23/2015	\$2,430.29		\$0.00
02/27/2015	ELECTRIC SERVICE		01/28/2015 - 02/28/2015	5836	ACTUAL	18582007			171	\$193.65	\$2,215.65	\$214.64	\$2,430.29	03/23/2015	\$2,430.29		\$0.00
03/10/2015	DEFERRED PAYMENT		02/28/2015 - 03/29/2015	17225	ACTUAL	118911553	607	0	117	\$34.22	\$2,215.65	\$189.07	\$2,403.66	04/21/2015	\$2,403.66		\$0.00
03/20/2015	ELECTRIC SERVICE		02/28/2015 - 03/29/2015	5853	ACTUAL	18582007			117	\$403.66	\$2,215.65	\$189.07	\$2,403.66	04/21/2015	\$2,403.66		\$0.00
04/20/2015	GAS SERVICE		03/29/2015 - 04/27/2015	17259	ACTUAL	118911553	534	0	51	\$1,987.73	\$2,291.39	\$87.96	\$2,379.35	05/20/2015	\$2,379.35		\$0.00
04/27/2015	ELECTRIC SERVICE		03/29/2015 - 04/27/2015	6004	ACTUAL	18582007			51	\$2,291.39	\$2,291.39	\$87.96	\$2,379.35	05/20/2015	\$2,379.35		\$0.00
05/12/2015	OUT NON-PAY		04/27/2015 - 05/12/2015							\$20.00							\$0.00
05/12/2015	TRANSFER									-\$2,379.35							\$0.00

Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCR	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Btu Deferred Amt
05/21/2015	RETURNED CHECK									\$2,379.35							
05/21/2015	RETURNED CHECK NSF CHARGE									\$20.00							
05/21/2015	LATE PAYMENT CHARGE	PAYMENT								-\$20.00							
05/29/2015	ELECTRIC SERVICE		04/21/2015 - 05/26/2015	18414	ACTUAL	118911553	655	0	21	\$35.39	\$3,394.74	\$108.68	\$2,503.42	06/22/2015	\$2,503.42		\$0.00
05/29/2015	GAS SERVICE		04/21/2015 - 05/27/2015	6035	ACTUAL	18582007				\$38.76	\$2,394.74	\$108.68	\$2,503.42	06/22/2015	\$2,503.42		\$0.00
06/06/2015	ELECTRIC SERVICE	PAYMENT		19427	ACTUAL	118911553	1013	0	17	-\$68.68	\$2,494.74	\$114.04	\$2,548.78	07/20/2015	\$2,548.78		\$0.00
06/26/2015	GAS SERVICE	PAYMENT	05/27/2015 - 06/25/2015	6042	ACTUAL	18582007				\$89.04	\$2,434.74	\$114.04	\$2,548.78	07/20/2015	\$2,548.78		\$0.00
07/15/2015	RETURNED CHECK									\$2,548.78							
07/20/2015	RETURNED CHECK	PAYMENT								-\$2,548.78							
07/23/2015	RETURNED CHECK NSF CHARGE									\$5,000.00							
07/23/2015	RETURNED CHECK NSF CHARGE									-\$5,000.00							
07/23/2015	RETURNED CHECK NSF CHARGE									\$20.00							
07/24/2015	ELECTRIC SERVICE		06/25/2015 - 07/24/2015	20313	ACTUAL	118911553	886	0	13	\$70.48	\$2,548.78	\$135.48	\$2,684.26	08/17/2015	\$2,684.26		\$0.00
07/24/2015	GAS SERVICE		06/25/2015 - 07/24/2015	6055	ACTUAL	18582007				\$25.00	\$2,548.78	\$135.48	\$2,684.26	08/17/2015	\$2,684.26		\$0.00
08/24/2015	LATE PAYMENT CHARGE									\$37.41							
09/29/2015	LATE PAYMENT CHARGE									\$39.45							
10/28/2015	LATE PAYMENT CHARGE									\$39.45							
10/28/2015	LATE PAYMENT CHARGE	CHARGE OFF								-\$2,840.02							
07/02/2018	TRANSFER DEBIT to 22 WHEATSHAF LN *LOT 17B EAGLEVILLE PA 19403									-\$2,840.02							

# **EXHIBIT “2”**

Account Number: 8267453036  
 Account Name: ELENI DISABATINO  
 Account Status: ACTIVE  
 Meter Bill Group: 15

Service Address:  
 LOT 17B 22 WHEATSHAEF LN  
 EAGLEVILLE, PA 19403

Mail To:  
 ELENI DISABATINO  
 LOT 17B 22 WHEATSHAEF LN  
 EAGLEVILLE, PA 19403  
 (484) 447-6574 Ext.

Current Bill \$172.28  
 Billed Prior \$2,846.02  
 Balance Due \$2,846.02

Credit Amount: \$1.00  
 Deposit Requested: \$0.00  
 Deposit On Hand \$0.00  
 CAR Pre-program Arrear: \$0.00  
 Payment Agreement Balance: \$0.00

Account Balance: \$2,846.02

Rates:  
 ELECTRIC RESIDENTIAL SERVICE  
 GAS RESIDENTIAL HEATING SERVICE

Account Transaction Activity

Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
06/22/2018	CONNECTION CHARGE STANDARD									\$6.00	\$6.00	\$3,017.48	\$3,023.48	08/14/2018	\$3,023.48		\$0.00
07/02/2018	THROAT DEBIT from 818 PA 19403									\$21.42	\$156.04	\$3,017.48	\$3,023.48	08/14/2018	\$3,023.48		\$0.00
07/23/2018	GAS SERVICE		06/22/2018 - 07/21/2018	6697	ACTUAL	1876/933	1077	0	11	\$2840.02	\$6.00	\$3,017.48	\$3,023.48	08/14/2018	\$3,023.48		\$0.00
07/23/2018	ELECTRIC SERVICE		06/22/2018 - 07/21/2018	31810	ACTUAL	122138728				\$156.04	\$6.00	\$3,017.48	\$3,023.48	08/14/2018	\$3,023.48		\$0.00
08/13/2018	GAS SERVICE	PAYMENT								-\$177.46	\$195.57	\$2,846.02	\$164.10	09/07/2018	\$3,010.12		\$0.00
08/16/2018	ELECTRIC SERVICE	PAYMENT								\$164.10	\$2,846.02	\$172.28	\$3,018.30	10/09/2018	\$3,018.30		\$0.00
09/17/2018	ELECTRIC SERVICE	PAYMENT								\$21.28	\$151.00	\$172.28	\$3,018.30	10/09/2018	\$3,018.30		\$0.00
10/12/2018	ELECTRIC SERVICE	PAYMENT								-\$172.28	\$151.00	\$172.28	\$3,018.30	10/09/2018	\$3,018.30		\$0.00

2



# PENNSYLVANIA

PUBLIC UTILITY COMMISSION

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Docket Number:	C-2018-3005452
Description:	Eleni DiSabatino - Answer to Formal Complaint
Transmission Date:	11/19/2018 10:41:08 AM
Filed On:	11/19/2018 10:41:08 AM
eFiling Confirmation Number:	1748213

### Uploaded File List

E DiSabatino - Answer.pdf	Communication	Answer to Formal Complaint
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For filings exceeding 250 pages, the PUC is requiring that filers submit one paper copy to the Secretary's Bureau within three business days of submitting the electronic filing online. Please mail the paper copy along with copy of this confirmation page to Secretary, Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA a copy of the filing confirmation page or reference the filing confirmation number on the first page of the paper copy.

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Legal Department  
2301 Market Street / S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699

Direct Dial: 215-841-6841

November 19, 2018

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

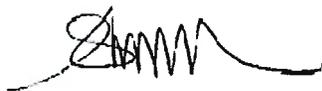
**RE: Eleni DiSabatino v. PECO Energy Company**  
**Docket No. C-2018-3005452**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Answer to Formal Complaint* with regard to the matter referenced above.

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,



Shawane Lee  
Counsel for PECO Energy Company

***Scheduling Recommendation: Not Recommended for Call of the Docket***

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>ELENI DISABATINO</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2018-3005452</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	

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**ANSWER OF RESPONDENT,**  
**PECO ENERGY COMPANY**

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On October 17, 2018, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Eleni DiSabatino (hereafter "Complainant") in the above captioned docket. Pursuant to 52 Pa. Code § 5.61, PECO responds to the Complaint and states:

1. Admitted.
2. Admitted.
3. Admitted.
4. Unless specifically admitted herein, PECO Energy denies all material allegations of fact and conclusions of law in the instant Complaint. In her formal Complaint, the Complainant disputes a \$2,800 balance from a previous address. The Complainant requests that PECO remove the charges.

The Complainant established service at 818 Treetop Lane, Norristown, PA on June 27, 2014 under account number 95161-23086. See Billing Statement, attached hereto as Exhibit "1". The Complainant enrolled in PECO's Customer Assistance Program ("CAP") on January 5, 2015. The Complainant remained actively enrolled in CAP until she finalized service at this

address on July 24, 2015. The Complainant left an unpaid balance in the amount of \$2,840.02 comprised entirely of CAP arrears.

On June 22, 2018, the Complainant established service at 22 Wheatsheaf Lane, Eagleville, PA under account number 82674-53036. See Account Activity Statement, attached hereto as Exhibit “2”. On July 2, 2018, the Complainant’s \$2,840.02 unpaid balance from 818 Treetop Lane transferred into her new account.

PECO Energy avers that the Complainant is responsible for the \$2,840.02 balance incurred at 818 Treetop Lane. See Exhibit “1”.

**Pursuant to 52 Pa. Code § 56.35– Payment of Outstanding Balance.**

(a) A public utility may require, as a condition of the furnishing of residential service to an applicant, the payment of any outstanding residential account with the public utility which accrued within the past 4 years for which the applicant is legally responsible and for which the applicant was billed properly.

The Complainant’s balance is \$2,846.02, which is comprised of CAP arrears. The Complainant is not entitled to a PUC ordered payment agreement on her balance as it is comprised of CAP arrears. 66 Pa.C.S. § 1405(c) provides that, “(c)ustomer assistance program rates shall be timely paid and shall not be the subject of payment agreements negotiated or approved by the commission.” Consequently, pursuant to 66 Pa.C.S. § 1405(c), the PUC has no jurisdiction to give the Complainant a payment agreement.

5. Denied.
6. Admitted
7. Admitted.

8. PECO Energy neither admits nor denies the allegations in paragraph 8. PECO is without knowledge or information sufficient to form a belief as to the truth of this averment and, therefore, such allegation is deemed denied.

9. Paragraph 9 is a Verification and Signature to which no response is required.

10. Paragraph 10 contains information regarding Filing, to which no response is required.

**WHEREFORE**, PECO Energy Company respectfully requests that your Honorable Commission dismiss the instant Complaint.

Respectfully Submitted,



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Shawane L. Lee  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
Philadelphia, PA 19103  
(215) 841-6841  
Fax: 215.568.3389  
Shawane.Lee@exeloncorp.com

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

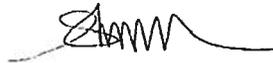
<b>ELENI DISABATINO</b>	:	
<b>Complainant</b>	:	
	:	
<b>v.</b>	:	<b>DOCKET NO. C-2018-3005452</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	

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**VERIFICATION**

I, Shawane L. Lee, hereby declare that I am counsel for PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. § 4904 pertaining to false statements to authorities.

November 19, 2018



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Shawane L. Lee

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>ELENI DISABATINO</b>	:	
<b>Complainant</b>	:	
	:	
<b>v.</b>	:	<b>DOCKET NO. C-2018-3005452</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	

---

**CERTIFICATE OF SERVICE**

I, Shawane L. Lee, hereby certify that I have this day served a copy of PECO Energy Company's Answer in the above matter upon all interested parties by mailing a copy, properly addressed and postage prepaid to:

Eleni DiSabatino  
22 Wheatsheaf Lane  
Eagleville, PA 19403

Dated at Philadelphia, Pennsylvania, November 19, 2018



---

Shawane L. Lee  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
Philadelphia, PA 19103  
(215) 841-6841  
Fax: 215.568.3389  
Shawane.Lee@exeloncorp.com

# **EXHIBIT “1”**

Account Number: 9516123096  
 Account Name: ELEM DISABATING  
 Account Status: FINAL  
 Meter Bill Group: 19

Service Address:  
 818 TRICTOP LA  
 NORRISTOWN, PA 19403

Mail To:  
 ELEM DISABATING  
 818 TRICTOP LA  
 NORRISTOWN, PA 19403  
 (610) 631-0818 EXT

Current Bill: \$135.48  
 Billed Prior: \$2,548.78  
 Balance Due: \$0.00

Account Balance: \$0.00  
 Credit Amount: \$0.00  
 Deposit Requested: \$0.00  
 Deposit On Hand: \$0.00  
 CAP Pre-program Arrears: \$0.00  
 Payment Agreement Balance: \$0.00

Account Transaction Activity

Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KWH	CFE	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Dhrs	Budget Bill Deferred Amt
06/27/2014	DEPOSIT		06/27/2014 - 07/27/2014	11439	ACTUAL	118911553	1067	0	12	\$175.00	\$340.00	\$1,368.60	\$1,708.60	08/19/2014	\$1,708.60	516	\$0.00
07/28/2014	OVERLOOK OR NORRISTOWN PA 19403		06/27/2014 - 07/27/2014	5280	ACTUAL	18582007			17	\$162.98	\$340.00	\$1,368.60	\$1,708.60	08/19/2014	\$1,708.60	844	\$0.00
08/06/2014	ELECTRIC SERVICE	PAYMENT	07/27/2014 - 08/25/2014	12276	ACTUAL	118911553	837	0	12	-\$175.00	\$1,551.41	\$154.00	\$1,705.41	09/17/2014	\$1,705.41	844	\$0.00
08/26/2014	ELECTRIC SERVICE	PAYMENT	07/27/2014 - 08/25/2014	5282	ACTUAL	18582007			12	\$175.00	\$1,551.41	\$154.00	\$1,705.41	09/17/2014	\$1,705.41	844	\$0.00
09/25/2014	ELECTRIC SERVICE		08/25/2014 - 09/24/2014	13107	ACTUAL	118911553	826	0	15	\$20.12	\$1,725.53	\$150.99	\$1,876.52	10/17/2014	\$1,876.52	844	\$0.00
10/24/2014	ELECTRIC SERVICE		08/25/2014 - 09/24/2014	5307	ACTUAL	18582007			15	\$25.94	\$1,725.53	\$150.99	\$1,876.52	10/17/2014	\$1,876.52	844	\$0.00
10/24/2014	ELECTRIC SERVICE		09/24/2014 - 10/23/2014	13675	ACTUAL	118911553	573	1	24	\$88.93	\$1,898.93	\$122.66	\$2,021.57	11/17/2014	\$2,021.57	844	\$0.00
10/24/2014	ELECTRIC SERVICE		09/24/2014 - 10/23/2014	5331	ACTUAL	18582007			24	\$33.73	\$1,898.93	\$122.66	\$2,021.57	11/17/2014	\$2,021.57	844	\$0.00
10/29/2014	ELECTRIC SERVICE		10/23/2014 - 11/23/2014	14311	ACTUAL	118911553	636	0	76	\$97.91	\$2,095.80	\$199.33	\$2,295.13	12/16/2014	\$2,295.13	844	\$0.00
11/24/2014	ELECTRIC SERVICE		10/23/2014 - 11/23/2014	5407	ACTUAL	18582007			76	\$81.42	\$2,095.80	\$199.33	\$2,295.13	12/16/2014	\$2,295.13	844	\$0.00
12/23/2014	ELECTRIC SERVICE		11/23/2014 - 12/28/2014	15008	ACTUAL	118911553	787	1	110	\$125.29	\$2,172.05	\$241.58	\$2,413.63	01/20/2015	\$2,413.63	844	\$0.00
12/29/2014	ELECTRIC SERVICE		11/23/2014 - 12/28/2014	5517	ACTUAL	18582007			110	\$115.65	\$2,172.05	\$241.58	\$2,413.63	01/20/2015	\$2,413.63	844	\$0.00
01/08/2015	ELECTRIC SERVICE		12/28/2014 - 01/26/2015	15008	ACTUAL	118911553	787	1	110	\$115.65	\$2,172.05	\$241.58	\$2,413.63	01/26/2015	\$2,413.63	844	\$0.00
01/08/2015	ELECTRIC SERVICE		12/28/2014 - 01/26/2015	5517	ACTUAL	18582007			110	\$115.65	\$2,172.05	\$241.58	\$2,413.63	01/26/2015	\$2,413.63	844	\$0.00
01/26/2015	ELECTRIC SERVICE		01/26/2015 - 02/26/2015	15826	ACTUAL	118911553	728	0	148	\$17.31	\$0.00	\$193.65	\$193.65	02/20/2015	\$193.65	1,008	\$0.00
01/29/2015	ELECTRIC SERVICE		01/26/2015 - 02/26/2015	5665	ACTUAL	18582007			148	\$141.98	\$0.00	\$193.65	\$193.65	02/20/2015	\$193.65	1,008	\$0.00
02/26/2015	ELECTRIC SERVICE		02/26/2015 - 03/26/2015	16558	ACTUAL	118911553	712	0	171	\$32.22	\$32.22	\$214.64	\$246.86	03/23/2015	\$246.86	1,126	\$0.00
03/26/2015	ELECTRIC SERVICE		02/26/2015 - 03/26/2015	5876	ACTUAL	18582007			171	\$162.36	\$32.22	\$214.64	\$246.86	03/23/2015	\$246.86	1,126	\$0.00
03/26/2015	ELECTRIC SERVICE		03/26/2015 - 04/25/2015	17225	ACTUAL	118911553	607	0	117	\$40.53	\$214.64	\$189.02	\$403.66	04/21/2015	\$403.66	844	\$0.00
04/20/2015	ELECTRIC SERVICE		03/26/2015 - 04/25/2015	5933	ACTUAL	18582007			117	\$114.20	\$214.64	\$189.02	\$403.66	04/21/2015	\$403.66	844	\$0.00
04/27/2015	ELECTRIC SERVICE		04/27/2015 - 05/27/2015	17759	ACTUAL	118911553	534	0	51	\$31.12	\$2,291.39	\$87.96	\$2,379.35	05/20/2015	\$2,379.35	326	\$0.00
05/12/2015	ELECTRIC SERVICE		04/27/2015 - 05/27/2015	6004	ACTUAL	18582007			51	\$56.76	\$2,291.39	\$87.96	\$2,379.35	05/20/2015	\$2,379.35	326	\$0.00
05/12/2015	ELECTRIC SERVICE		05/12/2015 - 05/27/2015		ACTUAL					-\$20.00	\$2,379.35		\$2,379.35		\$2,379.35	326	\$0.00

Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	Ccf	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget/Bill Deferred Amt
05/21/2015	RETURNED CHECK RETURNED CHECK NSF CHANGE	PAYMENT								\$20.00							
05/21/2015	LATE PAYMENT CHARGE									-\$20.00							
05/29/2015	ELECTRIC SERVICE		04/27/2015 - 05/26/2015	18414	ACTUAL	118911553	655	0		\$35.39	\$2,394.76	\$108.68	\$2,503.42	06/22/2015	\$2,503.42		\$0.00
06/08/2015	ELECTRIC SERVICE		04/27/2015 - 05/27/2015	6075	ACTUAL	18582007			21	\$39.92	\$2,394.76	\$108.68	\$2,503.42	06/22/2015	\$2,503.42		\$0.00
06/26/2015	ELECTRIC SERVICE		05/26/2015 - 06/25/2015	19427	ACTUAL	118911553	1013	0		-\$68.68							
07/02/2015	GAS SERVICE		05/27/2015 - 06/25/2015	64072	ACTUAL	18582007			17	\$89.04	\$2,434.74	\$114.04	\$2,548.78	07/20/2015	\$2,548.78		\$0.00
07/15/2015	RETURNED CHECK	PAYMENT								\$25.00	\$2,434.74	\$114.04	\$2,548.78	07/20/2015	\$2,548.78		\$0.00
07/20/2015	RETURNED CHECK	PAYMENT								-\$2,548.78							
07/23/2015	RETURNED CHECK RETURNED CHECK NSF CHANGE									-\$5,000.00							
07/23/2015	RETURNED CHECK NSF CHANGE									\$5,000.00							
07/23/2015	RETURNED CHECK NSF CHANGE									\$20.00							
07/24/2015	ELECTRIC SERVICE		06/25/2015 - 07/24/2015	20313	ACTUAL	118911553	886	0		\$20.00	\$2,548.78	\$135.48	\$2,684.26	08/17/2015	\$2,684.26		\$0.00
07/24/2015	GAS SERVICE		06/25/2015 - 07/24/2015	6055	ACTUAL	18582007			13	\$70.48	\$2,548.78	\$135.48	\$2,684.26	08/17/2015	\$2,684.26		\$0.00
07/27/2015	LATE PAYMENT CHARGE									\$75.00	\$2,548.78	\$135.48	\$2,684.26	08/17/2015	\$2,684.26		\$0.00
08/24/2015	LATE PAYMENT CHARGE									\$37.41							
09/29/2015	LATE PAYMENT CHARGE									\$39.45							
10/28/2015	LATE PAYMENT CHARGE									\$39.45							
10/28/2015	LATE PAYMENT CHARGE									-\$2,840.02							
07/02/2018	TRANSFER DEBIT to 22 WILKINSHIRE LN #10T 378 ENGLEVILLE PA 19023									-\$2,840.02							

**EXHIBIT “2”**

Account Number: 8287430016  
 Account Name: ELENI DISABATINO  
 Account Status: ACTIVE  
 Meter Bill Group: 15

Service Address:  
 LOT 170 22 WHEATSHAW LN  
 EAGLEVILLE, PA 19403

Mail To:  
 ELENI DISABATINO  
 LOT 170 22 WHEATSHAW LN  
 EAGLEVILLE, PA 19403  
 (484) 947-6574 Ext.

Current Bill: \$172.28  
 Billed Prior: \$2,846.02  
 Balance Due: \$2,846.02

Credit Amount: \$2.00  
 Deposit Requested: \$0.00  
 Deposit On Hand: \$0.00  
 Cap Pre-Program Arrears: \$0.00  
 Payment Agreement Balance: \$0.00

**Account Balance: \$2,846.02**

Rates:  
 ELECTRIC RESIDENTIAL SERVICE  
 GAS RESIDENTIAL HEATING SERVICE

Account Transaction Activity

Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Am't Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
06/22/2018	CONNECTION CHARGE STANDARD									\$6.00							
07/23/2018	TRANSFER FROM TRIP PA 19403																
07/23/2018	GAS SERVICE		06/22/2018 - 07/21/2018	6697	ACTUAL	18767933	1077	0	11	\$7,840.07	\$6.00	\$3,017.48	\$3,023.48	08/14/2018	\$3,023.48		\$0.00
07/23/2018	ELECTRIC SERVICE		06/22/2018 - 07/21/2018	11810	ACTUAL	:27138728				\$21.42	\$6.00	\$3,017.48	\$3,023.48	08/14/2018	\$3,023.48		\$0.00
08/13/2018		PAYMENT								\$177.46	\$2,846.02	\$164.10	\$3,010.12	09/07/2018	\$3,010.12		\$0.00
08/16/2018	GAS SERVICE		07/21/2018 - 08/16/2018	6706	ACTUAL	10767233	993	0	9	\$19.57	\$2,846.02	\$164.10	\$3,010.12	09/07/2018	\$3,010.12		\$0.00
08/27/2018	ELECTRIC SERVICE		07/21/2018 - 08/16/2018	32803	ACTUAL	17718478				\$144.53	\$2,846.02	\$164.10	\$3,010.12	09/07/2018	\$3,010.12		\$0.00
09/17/2018	GAS SERVICE		08/16/2018 - 09/17/2018	6717	ACTUAL	18767933	1067	0	11	\$164.10	\$2,846.02	\$172.28	\$3,018.30	10/09/2018	\$3,018.30		\$0.00
09/17/2018	ELECTRIC SERVICE		08/16/2018 - 09/17/2018	33870	ACTUAL	122188728				\$31.28	\$2,846.02	\$172.28	\$3,018.30	10/09/2018	\$3,018.30		\$0.00
10/12/2018		PAYMENT								\$151.00	\$2,846.02	\$172.28	\$3,018.30		\$2,846.02		\$0.00

CP