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Philadelphia Pennsylvania 19152
February 20, 2019

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

RE: Elsie Stevens, Complainant vs. PECO Energy Company, Respondent
Docket No. C-2019-3007630

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2019 FEB 27 AM 10:06
PA PUC
SECRETARY'S BUREAU

Dear Ms. Chiavetta:

This is in response to the correspondence dated February 6, 2019 received from Shawane L. Lee, Esquire representing PECO Energy Corporation regarding my formal complaint filed in the above-referenced docket.

First, forgive me if my responses are not in the proper, statutory format as Ms. Lee's; however, I have no legal background, but I will try my best. I still concur with my Reason for Complaint, item #4 on the original Formal Complaint dated, 1/10/19. Please note additional responses to PECO's Preliminary Objections.

RE: Preliminary Objections of Respondent, PECO Energy Company

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#1. The incorrect complainant is listed in the name of Maxine Crooks, instead of myself.

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#12 In deciding preliminary objections, I believe that the Public Utility Commission will determine, based on the factual pleadings of the petitioner, that recovery is possible.

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#16 I feel that the hearing is indeed necessary

#18 See #25 and #26

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#25 I did state in paragraph 7c of my Formal Complaint to the PUC dated January 10, 2019 that there was a delay by PECO to acknowledge the foreign wiring status

#26 Prior to Ms. Lee's correspondence, I was unaware of the detailed electric service record for my tenant, Linda Camarata's occupancy beginning in 2017. When the tenant's \$646.10 bill was suddenly transferred into my name, I repeatedly but unsuccessfully requested from Bill Cochrane and Chris Karpuk of PECO to obtain this billing information since I felt that I had the right to know once PECO transferred the debt into my name. My requests were denied.

Therefore, when I completed the Formal Complaint on January 16, 2019, I had no idea if PECO had transferred the valid amount from my tenant's to my account.

#26 (continued)

Now that I have had the opportunity to review the service/billing record (Exhibit 1), I have the following billing issues:

- a) Both Mr. Cochrane and Mr. Karpuk informed me that the tenant did not have a prior balance when she moved into my apartment; however, I note a "transfer debit" of \$403.63 on 8/15/17 (Exhibit 1)
- b) From April 2018 to October 2, 2018 the monthly current balance was low, topping \$62.95 on October 2, 2 (Exhibit 1)
- c) I question the flurry of large billing activity beginning on October 29 continuing onto and just prior to November 26, 2018 which is the **same date** that the tenant's balance was transferred into my account. (Exhibit 1)

10/29	Bill out DPA	+ \$273.94	
11/05	Payment Agreement Reinstated	- \$273.94	
11/26	Program Arrearage	+ \$278.50	
11/26	Deferred Payment Agreement	+ \$273.94	(same date as PECO letter notifying me of foreign wiring)

- d) Questioning 2 entries for "Alternate Electric Service" 1/5/2018 and 2/2/2018 (Exhibit 1)
- e) When PECO transferred the debt from my tenant's account into my name, they created a new account number for me, # 53732-87047 (Exhibit 2) for which I made a payment of \$100.00 on 1/23/19. I was assured by Mr. Karpuk that I was making this payment on time after the initial review process had been completed by PECO and would not incur any late penalties. Now, I see that I was erroneously charged TWO late payments—1/23/19 for \$8.85 and on 1/24/19 a charge of \$8.33
- f) To date, I have not been notified by PECO that they transferred the balance from my specially created Walker Street account, #53732-87047 (Exhibit 2) to my original home account of 56860-00706 (Exhibit 5) on 1/30/19. In fact, I just discovered this now when preparing this response – I have been waiting for a bill from the former account!

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#35 I do submit that I believe for the above reasons, there is dispute as to the financial responsibility of this transferred debt.

Thank you for allowing me to respond. I believe the next action will be either a PUC settlement conference or a hearing regarding my complaint.

Sincerely,



Elsie Stevens

215 671-9829 (H) 1-215-901-9228 (cell).

Snevets23@aol.com

cc: Shawane Lee, Esquire
Counsel for PECO Energy Company
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