

To: Rosemarie Chiavetta, Secretary
Pennsylvania Public Utility Commission

From: Brenda E. Brutley, Complainant

Date: July 25, 2019

Subject: Answer to New Matter/DOCKET NO. C-2019-3011309

RECEIVED

2019 AUG -1 AM 10:49

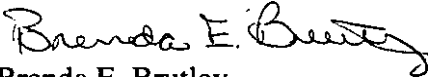
PA PUC
SECRETARY'S BUREAU

On April 10, 2019 I mailed a PECO Claim Registration Form into the company about an incident involving my car on March 20th 2019, shortly after that I received a voice mail message from Mr. Paul Golden, (the person assigned to handle my claim). It was at that time and the only time Mr. Paul Golden, reached out to me. All other contact with him was initiated by me via telephone, email or txt. (see attached). The first time I tried to reach out to him, I reached his voicemail box with a message that stated he would return to the office on March 28th, 2019. At that time it was now a day in the month of April 2019. I continued to phone him until he answered, I provided him with the claim number #C2019109710 and he stated " Oh yeah I have that" and he ask if I would email him a copy of the paid invoice for my windshield and the estimate for the damage on the driver side top door and he would be able to wrap it up. I complied and time went by and I phoned him again and asked had he received the email with my documents, Mr. Golden "Oh let me take a look, Oh okay I have it". "Do you have any pictures, I said of course I do, he provided his number and I forward the pictures of the damaged car via txt number (215-519-4858) Friday May 17th 2019. More time go by. I phone him again and I ask, any updates, Mr. Golden "Oh we don't seem to know if we were even out there, let me see maybe I can GPS it yeah that's what I'll do, we can get this wrapped up". I said okay. Its, now the month of June 2019, 3 months later than the initial complaint. I emailed him on June 5, and 6 2019, (see attached) no response. When I didn't receive any response from him after the emails. I phoned him again June 14th 2019 (see attached email) Mr. Golden " Oh yeah I spoke to our guy and he remembers (3 months later) that day and said he replaced a fuse and that was it, nothing happen, Our guys don't get into trouble for stuff, so he wouldn't have to or need to lie if he caused damage so there won't be any payment on our part okay Ms. Brutley, sorry thank you". It was at that time I filed a complaint with PUC, (see attached). Mr. Golden and PECO worker are not creditable. My reason for reaching out to PECO in the first place was due to the information provided to me by Deacon Sutton from St. John's Baptist Church security camera system which after the incident I phoned and he watched the tape and stated to me " I saw a PECO truck over your vehicle and I know for a fact a transformer blew out on the day in question".

Note: I saw a PECO utility truck parked on the street on July 26th, 2019 and walked up to it and asked a random question. What is involved in replacing a fuse when a transformer blows? A metal rod like similar to a candle stick with a metal screw like bolt that comes

off the top and the fuse is inserted in it and placed in the transformer if that's all that needed and if one of those pieces is dropped from a height the impact could absolutely cause damage to something below. I held the device in my hand to feel the weight. (heavy metal like object). I would like to thank you for taking time to look in to this matter.

Sincerely,


Brenda E. Brutley

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 Brenda E. Brutley

Street/P.O. Box 4833 WRENCK STREET Apt # 2

City PHILA State PA Zip 19141

County Philadelphia

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

(215) 204-3371 (home) (215) 514-4733 (mobile)

E-mail Address (optional): brutleyb@temple.edu

Utility Account Number (from your bill) # 96841-71176

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

Street/P.O. Box

City State Zip

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

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 WASTEWATER/SEWER
 GAS TELEPHONE/TELECOMMUNICATIONS (local, long distance)
 WATER MOTOR CARRIER (e.g. taxi, moving company, limousine)
 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 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) MY CAR, 2015 DART SXT WAS DAMAGED BY PECO WORKER WHEN A TRANSFORMER BLEW OUT ON MARCH 20th 2019. St. Johns Baptist Church REVEALED THIS INFORMATION TO ME FROM THEIR SECURITY CAMERA DEACON SUTTON (215-329-5140, STATED TO ME "I SEE A PECO TRUCK OVER YOUR CAR, AND KNOW FOR A FACT A TRANSFORMER WENT OUT ON DAY IN?"

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.

I would like PECO to pay me for the damage done to my car, windshield cracked, and top of drivers side door was dented. I was assigned to a Paul Golden, Claim # C2019109710. He requested the invoice that I had paid for the windshield and the estimate for the dent, sent via email (see attached). The second time I spoke with him he said he would have them wrapped up. I emailed him several times, no response. I spoke with him again via phone. He stated to me that he was having trouble finding information about anything happening that day in the area Broad, Belfield / Courtland Street (the side of the church). Again he said that should not be a problem. It is now June 2019, I phone him again about the status. "Oh I spoke with my guy and he said the only thing he did was replace a fuse. My guys wouldn't fix, because they don't get into trouble for breaking anything, so that's pretty much it no payment seriously. I don't think he did anything. He's never in his office and has a voice mail message saying he will be returning on March 28th 2019, it's June. Deal has number 215-936-3361, I bet he has the same message. I did everything that was ask of me, sent supporting documentation, he provided me with his cell # text pictures of my damage car. of course the tape is not reliable, however, it is the church's security camera that captured the PECO truck over my car. The clericon disclosed the information willingly to me, I had no idea what happened. Mr. Golden is wrong, please see attached documents)

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

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

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.

I spoke with a representative, Paul Golden and was assigned claim number #C2019109710. He stated to me he believed his guy that replaced a fuse, and that pretty much I didn't have a claim and it was nothing further to talk about. I disagree, he stated to me on two occasions he would be wrapping it up. After I emailed and text him request for documentation

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 Brenda E. Brandy, 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).

Brenda E. Brandy _____ 6-27-19
(Signature of Complainant) (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, 2nd Floor
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.

Xerox WorkCentre 5335

Transmission Report

G3-ID
Local Name
Company Logo

Date & Time : 04/10/2019 10:47 AM
Page : 1 (Last Page)

The job has been sent.
Original Size: 8.5 x 11"

CLAIM # C2019109710

PECO CLAIM REGISTRATION FORM

Claims Division
1-877-538-7769

Dear PECO Customer:

To officially register your claim, please complete and return this form in the enclosed self-addressed return envelope, or fax to 215-841-4919.

Our Address is: PECO Energy, Claims Division, S16-1, 2301 Market Street, Philadelphia, PA 19103

Once this form is received in our office, you will be contacted by one of our Case Managers.

Name Brenda E. Brutley (215) 204-3371
Daytime Phone No.
Address 4833 Wanamack St Apt 2 brutleyb@temple.edu
E-mail Address
City, State, Zip Phila, PA 19141
Date & Time of Loss or Damage MARCH 20th Wed 7:00am - 8:00pm
Address of Loss Location between Crestland St. 15th St of St. John's Evangelist Church
Bank - SeffelsidePECO Account No. (if applicable)

Please describe the details of the incident and list the item(s) damaged.
Windshield of my 2015 DODGE SXT VEHICLE

WAS CRACKED AND TOP OF DRIVER SIDE CRACKED. DOWN BELOW

413-529-5146 Sister of St. John's Church received security camera and told me a transformer went out on March 20th and PECO saw the truck over my vehicle on tape.
Signature Brenda E. Brutley Date 4-10-2019

THIS FORM IS A REQUEST FOR INFORMATION ONLY AND DOES NOT CONSTITUTE ANY ADMISSION OF LIABILITY ON THE PART OF PECO ENERGY COMPANY.

#	Job	Remote Station	Start Date & Time	Duration	Pages	Protocol	Contents	Status
1	4455	215 841 4919	4-10; 10:47 AM	17 Secs	1/1	ECM		Completed

PECO CLAIM REGISTRATION FORM

Claims Division
1-877-538-7769

Dear PECO Customer: *Claim # C2019109710*

To officially register your claim, please complete and return this form in the enclosed self-addressed return envelope, or fax to 215-841-4919.

Our Address is: **PECO Energy, Claims Division, S16-1, 2301 Market Street, Philadelphia, PA 19103**

Once this form is received in our office, you will be contacted by one of our Case Managers.

Brenda E Brutley
Name

(215) 204-3571
Daytime Phone No.

4833 Warwick St. Apt 2
Address

brutleyb@temple.edu
E-mail Address

PHILA, PA 19141
City, State, Zip

MARCH 20th Wed 7:00am - 2:00pm
Date & Time of Loss or Damage

PECO Account No. (if applicable)

between
Countdown St. 15th Side of St. Johns
Address of Loss Location Evangelist Church
Below + SE of Church

Please describe the details of the incident and list the item(s) damaged.

Item(s) of my 2015 DART SXT VEHICLE

WAS CRACKED AND TOP OF DRIVER'S DOOR DENTED. DEACON

Below
Sutton of St. Johns Church viewed security camera

and told me a transformer went out on March 20th and PECO

Brenda E. Brutley
Signature

4-10-2019
Date

SAW THE PECO
TRUCK OVER MY
VEHICLE ON TAPE.

15-329-5146
Fax number

THIS FORM IS A REQUEST FOR INFORMATION ONLY AND DOES NOT CONSTITUTE ANY ADMISSION OF LIABILITY ON THE PART OF PECO ENERGY COMPANY.





Brenda E. Brutley

From: Brenda E. Brutley
Sent: Thursday, May 2, 2019 8:41 AM
To: Paul.Golden@Peco-Energy.com
Subject: Claim#C2019109710
Attachments: DOC065.PDF

Mr. Golden

In the attachment you will find a paid receipt for my car windshield replacement and an estimate for the body work that needs to be done.

Thank You.

beb/Brenda E. Brutley
Telecom Support Specialist
Tech Ctr 3rd flr
215-204-3371
brutleyb@temple.edu

J & S COLLISION AND AUTO REPAIR
 1638 WEST HUNTING PARK AVE.
 PHILADELPHIA, PA. 19140
 Phone: 215-457-4002 Fax: 215-457-2675

INVOICE

15185

INVOICE

Date: 04/19/2019

BOUTLEY, BRENDA

2015 Dodge - Dart SXT - 2.4L, In-Line4 (144CI) VIN(B)

Lic #: KDK6273

Odometer In : 45644

Home 215-514-4733 -- Office 215-204-3371

VIN #: 1C3CDFBB0 FD286456

Engine Hrs In : 45644.0

Engine Hours Out : 45644.0

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Ext
FRONT WINDSHEILD	1.00	175.00	175.00	REPLACE FRONT WINDSHIELD	1.18	100.00
DW1953 GTY				Hazardous Materials		10.00
Shop Supplies			10.00			

Org. Estimate 388.80 Revisions 0.00 Current Estimate 388.80

Labor:	100.00
Parts:	185.00
HazMat:	10.00
SubTotal:	295.00
Tax:	23.60
Total:	318.60
Bal Due:	\$0.00

 **PAID**

[Payments - American Express - \$318.60]

Vehicle Received: 4/18/2019

Customer Number : 4959

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts is one year. Warranty on labor is 90 days. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____

Date _____

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body Refinish	2.0	50.00	0.00	0.00	100.00 T		
	9.0	50.00	0.00	0.00	450.00 T	Total Replacement Parts Amount	0.00
					Taxable Labor 550.00		
			@ 8.000 %		Labor Tax 44.00		
Labor Summary	11.0				594.00		
III. Additional Costs					<u>Amount</u>	IV. Adjustments	<u>Amount</u>
Taxable Costs					11.00	Customer Responsibility	0.00
Sales Tax			@ 8.000%		0.88		
Total Additional Costs					11.88		
						I. Total Labor:	594.00
						II. Total Replacement Parts:	0.00
						III. Total Additional Costs:	11.88
						Gross Total:	605.88
						IV. Total Adjustments:	0.00
						Net Total:	605.88

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

Brenda E. Brutley

From: Brenda E. Brutley
Sent: Friday, May 31, 2019 10:42 AM
To: Paul.Golden@Peco-Energy.com
Subject: Claim # C2019109710

Hi Mr. Golden

I know I am not the only claimant you have, however when we spoke via phone a couple of weeks ago, you stated to me you would be wrapping mine up. Please update.

Thank You.

beb/*Brenda E. Brutley*
Telecom Support Specialist
Tech Ctr 3rd flr
215-204-3371
brutleyb@temple.edu

Brenda E. Brutley

From: Brenda E. Brutley
Sent: Wednesday, June 5, 2019 4:55 PM
To: Paul.Golden@Peco-Energy.com
Subject: FW: Claim # C2019109710

Update. Haven't heard from you.

beb/Brenda E. Brutley
Telecom Support Specialist
Tech Ctr 3rd flr
215-204-3371
brutleyb@temple.edu

From: Brenda E. Brutley
Sent: Friday, May 31, 2019 10:42 AM
To: Paul.Golden@Peco-Energy.com
Subject: Claim # C2019109710

Hi Mr. Golden

I know I am not the only claimant you have, however when we spoke via phone a couple of weeks ago, you stated to me you would be wrapping mine up. Please update.

Thank You.

beb/Brenda E. Brutley
Telecom Support Specialist
Tech Ctr 3rd flr
215-204-3371
brutleyb@temple.edu

Brenda E. Brutley

From: Brenda E. Brutley
Sent: Friday, June 14, 2019 10:18 AM
To: Paul.Golden@Exeloncorp.com
Subject: FW: Claim#C2019109710

beb/Brenda E. Brutley
Telecom Support Specialist
Tech Ctr 3rd flr
215-204-3371
brutleyb@temple.edu

From: Brenda E. Brutley
Sent: Friday, June 14, 2019 10:17 AM
To: Paul.Golden@Peco-Energy.com
Subject: Claim#C2019109710

Thank you for looking into the claim I submitted. I am not satisfied with the result after you spoke with the worker that was on the job over my car on the day in question. I will be submitting this to the **Utility Commissioner Office** and **Channel 10 Harrison**.

beb/Brenda E. Brutley
Telecom Support Specialist
Tech Ctr 3rd flr
215-204-3371
brutleyb@temple.edu

4833 WARNACK St. Apt 2
Phila PA 19141



RECEIVED

2019 AUG -1 AM 10:49

PA PUC
SECRETARY'S OFFICE

ROSEMARIE CHAVETTA
PENNSYLVANIA Public Utility Commission
Commonwealth KEYSTONE Building
400 North Street, Second Flr
HARRISBURG, PA 17120