

F-2019-3012278

CAIQIN YU  
2617 Elbridge St,  
Philadelphia PA, 19149  
August 18, 2019

BCS: 3695366

Dear Rosemary Chiavetta,;

I mailed the form of my appeal to you on August 5.

Now I write the letter to you due to PECO transferred the 3rd floor tenant bill to my home PECO account on August 8, 2019.

I logged into my home PECO account on 8/11/2019, surprised find my total amount due is \$1,028.40, They transfer the disputed bill, even added late payment charge.

This is an automatic payment account, I had to cancel this automatic payment setting, meanwhile also canceled paperless bill, because I don't often login this account.

On 8/16/2019, I called PECO, The customer service staff of the billing department said, they didn't receive any information from PUC that my appeal. Odd!!!

According to the letter that you sent me on July 5, 2019: "We will send a copy of this letter to this company (PECO), so they know you are appealing."

I prefer to believe you sent this letter copy to PECO.

This time, PECO wasn't mailing a separate, the 3rd floor bill to me, but add this bill to my home automatic payment electronic account.....

I asked them send a paper bill that only service address is my home, the staff said, I can use print bill to pay any amount.

I mailed a payment check to PECO, it was for my home bill, \$41.11. I don't want PECO to think that this payment is related to the 3rd floor bill.

In addition, I want you to know, for me, it is very difficult to speak and listen in English. So please mail or email to me instead of phone when contacting me.

Thank you.

Sincerely,

*Caiqin Yu*

Caiqin Yu

RECEIVED

2019 AUG 21 AM 9:45

PA P.U.C.  
SECRETARY'S BUREAU

Caiqin Yu  
2617 Elbridge St  
Philadelphia, PA  
19149

PHILADELPHIA, PA 190

19 JUL 2009 12:12



Secretary  
Pennsylvania Public Utility Commission  
400 North Street, Commonwealth Keystone Building, 2nd floor  
Harrisburg, PA 17120

17120-007999

