

2/3/2020

Secretary

PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Re: F-2019-3013395

To whom it may concern:

This letter is to inform your office of two things. First, Joe and I missed the scheduled hearing due to one of us being called into work and the other suffering from a medical issue. Second, due to a sudden family issue we cannot continue to pursue this case at this time. But, since this wasn't the first time, and I'm sure it won't be the last time, that we had to deal with such outright stupidity and unprofessionalism, we realize that next time we will just have to hire a lawyer and take any legal steps necessary to put an end to any more issues. We know for a fact that we are not the only customers that have had major issues with Peco and specifically their billing and collections department. As recently as last week I heard about another case of a customer being given a run around when they tried to justify certain charges on their bill. These kind of incidents are unacceptable.

Thank you for your time,  
Cynthia Rao & Joseph Epp

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SECRETARY'S BUREAU

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