

Direct Dial: 215.841.6841  
khadijah.scott@exeloncorp.com

October 10, 2022

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


**RE: Christina Fynes v. PECO Energy Company**  
**PUC Docket No. C-2022-3035452**  
**PUC Docket No. C-2022-3035459**

Dear Ms. Chiavetta:

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

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,



Khadijah Scott, Esquire  
Assistant General Counsel, Exelon BSC  
Encl.

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>CHRISTINA FYNES</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2022-3035452</b>
	:	<b>DOCKET NO. C-2022-3035459</b>
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

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**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, Khadijah Scott, 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:  
Khadijah Scott, Esq.  
PECO Energy Company  
2301 Market Street, S-23  
Philadelphia, PA 19103  
Khadijah.scott@exeloncorp.com

Dated: October 10, 2022



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

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>CHRISTINA FYNES</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2022-3035452</b>
	:	<b>DOCKET NO. C-2022-3035459</b>
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

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**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 Christina Fynes v. PECO Energy in the above referenced dockets because the two (2) Complaints are identical, contain the same allegations and concern the same questions of fact and law. In support of this request, PECO avers:

1. On September 20, 2022, PECO Energy was served with two Complaints filed by Complainant, Christina Fynes, with the Pennsylvania Public Utility Commission (“PUC”) at Docket Numbers C-2022-3035452 and C-2022-3035459. A copy of the respective Complaints are attached hereto as Exhibit “1”.
2. In the Complainant’s formal complaints, she is requesting a payment agreement.
3. The two (2) complaints are identical.
4. Pursuant to 52 Pa. Code §5.101(b), on October 10, 2022, PECO filed an Answer to the Complainant’s two (2) Complaints. A copy of the Answers are attached hereto as Exhibit “2”.

5. PECO Energy avers that the Complaints are duplicates, which make the same averments and contain the same allegations.

6. 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.

7. Both Complaints cover the same issue and actions and contain common questions of law and fact such that one hearing covering the two (2) Complaints will avoid unnecessary costs or delay to the Commission. Each Complaint relates to the same issues and facts, the Complainant's request for a payment agreement.

8. Accordingly, the two (2) Complaints should be consolidated to save the time, resources and the expense of the parties and the Commission.

9. A hearing has not yet been scheduled in either matter. PECO requests that the two (2) dockets be heard at the same hearing.

**WHEREFORE**, PECO Energy Company respectfully requests that this Honorable Commission issue an Order consolidating the complaints at docket numbers C-2022-3035452 and C-2022-3035459. The Complaints and relief sought are identical.

Respectfully Submitted,



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Khadijah Scott  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
Philadelphia, PA 19103  
Khadijah.scott@exeloncorp.com  
(215) 841-6841  
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	:	<b>DOCKET NO. C-2022-3035459</b>
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

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**VERIFICATION**

I, Khadijah Scott, 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: October 10, 2022

\_\_\_\_\_  
Khadijah Scott

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>CHRISTINA FYNES</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2022-3035452</b>
	:	<b>DOCKET NO. C-2022-3035459</b>
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

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**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy of PECO Energy Company's Motion to Consolidate in the above matter upon all interested parties by *E-mailing* a copy thereof, properly to:

CHRISTINA FYNES  
1819 SHALLCROSS AVE  
FOLCROFT PA 19032  
*Via Email: cfynes81@gmail.com*

Dated: October 10, 2022



---

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

# **EXHIBIT 1**

## Botak, Amy:(PECO)

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**From:** RA-PCESERVE@pa.gov  
**Sent:** Tuesday, September 20, 2022 2:42 PM  
**To:** Scott, Khadijah:(PECO)  
**Cc:** Botak, Amy:(PECO)  
**Subject:** [EXTERNAL]PA PUC eServe Notice

**Importance:** High

**Categories:** Red Category

**EXTERNAL MAIL. Do not click links or open attachments from unknown senders or unexpected Email.**

Dear Khadijah Scott,

A(n) **Formal Complaint** has been served in this proceeding. This document is docketed as **C-2022-3035452**. You may view this document at [Formal Complaint - Fynes](#)

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.*

*PUC has recently updated E-Service delivery E-Mail address to RA-PCESERVE@pa.gov. Please update your Address book and/or E-Mail rules accordingly.*

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 Christina Fynes

Street/P.O. Box 1819 Shallcross Ave Apt #
Folcroft PA 19032
City State Zip

County Delaware

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

(610) 803-8901 (home) ( ) (mobile)

E-mail Address (required): cfynes81@gmail.com

Utility Account Number (from your bill) 64938-30010

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

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.

I would like to set up a reasonable payment agreement. I make \$15000 per week and I can send proof if needed. I called PECO numerous times and was told I would get a call back because that is how they handle payment arrangements but never received a call back.

**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)/ Domestic Violence

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you 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 or any other 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.

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, (all required contact information). 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 \_\_\_\_\_

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, Christina Fynes, 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).

Christina Fynes 9/20/22  
(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. How 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>.

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

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

**if you are appealing a BCS decision:** follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

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.**  
**Please know that your complaint form and the utility's answer will not be published to the PUC's website.**  
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## Botak, Amy:(PECO)

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**Cc:** Botak, Amy:(PECO)  
**Subject:** [EXTERNAL]PA PUC eServe Notice

**Importance:** High

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Dear Khadijah Scott,

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[Formal Complaint - Fynes](#)

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

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City State Zip

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

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E-mail Address (required): cfynes81@gmail.com

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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

□

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

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- I would like a payment agreement.
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- 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

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

YES   
NO

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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, (all required contact information). 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 \_\_\_\_\_

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.

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Christina Fynes 9/20/22  
(Signature of Complainant) (Date)

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

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400 North Street  
Harrisburg, Pennsylvania 17120

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## **EXHIBIT 2**



Commonwealth of Pennsylvania  
**Pennsylvania Public Utility Commission**  
Harrisburg, PA 17105-3265  
**EFILING - FILING DETAIL**

Date Created	Filing Number
10/10/2022	2438420

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.

**Docket Number:** C-2022-3035452  
**Case Description:** Answer to Formal Complaint with New Matter  
**Transmission Date:** 10/10/2022 10:20 AM  
**Filed On:** 10/10/2022 10:20 AM  
**eFiling Confirmation Number:** 2438420

File Name	Document Type	Upload Date
Answer with New Matter - Formal Complaint - Christina Fynes.pdf	Answer to Formal Complaint	10/10/2022 10:20:11 AM

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, 400 North Street, Harrisburg PA 17120 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 using the links in the Filings menu at the top of the page. Filings that have been submitted within the last 30 days can be viewed by using the Recent Filings link. Older filings can be viewed by using the search options available in the Filing History link.



Direct Dial: 215.841.6841  
khadijah.scott@exeloncorp.com

October 10, 2022

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

**RE: Christina Fynes v. PECO Energy Company**  
**PUC Docket No. C-2022-3035452**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Answer to Formal Complaint with New Matter*.

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,

A handwritten signature in blue ink that reads "Khadijah Scott".

Khadijah Scott, Esquire  
Assistant General Counsel, Exelon BSC  
Encl.

Cc: Not Recommend for Call of Docket



**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>CHRISTINA FYNES</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2022-3035452</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

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

On September 20, 2022, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by CHRISTINA FYNES (hereafter "Complainant") in the above captioned docket. Pursuant to 52 Pa. Code §5.61, PECO Energy 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 Complaint, the Complainant states that the Respondent is threatening to shut off her utility service and that she is requesting a payment agreement.

PECO Energy's records reveal that the Complainant initiated service in July 2019 at 1819 Shallcross Ave., Folcroft, PA 19032 under account number 64938-30010 and receives electric and gas service. See Account Activity Statement, attached hereto as Exhibit "1".

On July 28, 2022, the Complainant received a Ten-Day Termination Notice effective on or after August 11, 2022, for a past due balance of \$5,065.85. The Complainant's current outstanding balance is \$5,166.10, with a past due balance of \$5,125.45. See, Exhibit "1". The Complainant states that the Respondent is threatening to shut off her utility service. Pursuant to 66 Pa. C.S. §1406. Termination of utility service.

- (a) Authorized termination. —A public utility may notify a customer and terminate service provided to a customer after notice as provided in subsection (b) for any of the following actions by the customer: (1) Nonpayment of an undisputed delinquent account.

The Complainant has only made two (2) payments to her account this year. See, Exhibit "1". It is undisputed that the Complainant has a delinquent balance on her account, for which the Respondent may terminate her service. *Id.* at 66 Pa. C.S. §1406.

The Complainant also requests that she be given a payment agreement. The Complainant has had multiple payment agreements. See, Payment Agreement History attached hereto as Exhibit "2". Most recently, on May 9, 2022, the Complainant entered into a twenty-four (24) month payment agreement, which defaulted on June 6, 2022. See, Exhibit "2". The Complainant has a reinstatement amount of \$1,297.38, to reinstate the prior agreement. Id. By way of further answer, the Complainant is not entitled to a PUC ordered payment agreement on her balance.

The Complainant originally enrolled in PECO's Customer Assistance Program ("CAP") in 2014 and was removed in 2015. See, CAP History attached hereto as Exhibit "3". The Complainant re-enrolled in CAP in August 2021 and is currently enrolled in the program. Id. The Complainant's outstanding account balance is \$5,166.10 and is comprised of CAP arrears. See, Exhibits "1" and "3".

Title 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 on her CAP arrearage.

On August 8, 2022, the Complainant filed an Informal Complaint with the Bureau of Consumer Services (“BCS”) under case number 003855709 requesting a payment agreement.

On August 8, 2022, the BCS issued a decision deciding:

CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT  
RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS  
8/15/2022 3:02:01 PM

See, BCS Decision #003855709, collectively attached hereto as Exhibit “4”.

PECO Energy avers that the Complainant’s complaint should be dismissed pursuant to 66 Pa.C.S. §1405(c). The Complainant’s bills and balance are correct.

5. This paragraph is a request for relief to which no answer is required. To the extent this paragraph contains factual allegations, they are denied for the reasons set forth above. See, Response to Paragraph 4.

6. Admitted

7. Denied as stated. This is an appeal from the Bureau of Consumer Services. All remaining averments are deemed denied.

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.

**NEW MATTER OF RESPONDENT, PECO ENERGY COMPANY**

PECO Energy Company ("PECO Energy"), pursuant to 52 Pa. Code § 5.62(b), further responds to the Complaint and states:

1. The Complainant enrolled in PECO's Customer Assistance Program ("CAP") in September 2014.

2. The Complainant was unenrolled from CAP in May 2015.

3. The Complainant re-enrolled in CAP in August 2022.

4. The Complainant is currently enrolled in the CAP program.

5. The Complainant's past due balance is \$5,125.45.

6. The Complainant's balance is comprised of CAP arrears.

7. Title 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."

8. Consequently, pursuant to 66 Pa.C.S. §1405(c), the PUC has no jurisdiction to give the Complainant a payment agreement.

9. PECO Energy avers that the Complainant's complaint should be dismissed pursuant to 66 Pa. C.S. §1405(c).

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

Respectfully Submitted,



---

Khadijah Scott  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
Philadelphia, PA 19103  
(215) 841-6841  
Khadijah.scott@exeloncorp.com

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>CHRISTINA FYNES</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2022-3035452</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

---

**VERIFICATION**

I, Khadijah Scott, 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.



Date: October 10, 2022

\_\_\_\_\_  
Khadijah Scott

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>CHRISTINA FYNES</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2022-3035452</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

---

**CERTIFICATE OF SERVICE**

I, Khadijah Scott, 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 *E-mailing* a copy to:

CHRISTINA FYNES  
1819 SHALLCROSS AVE  
FOLCROFT PA 19032  
*Via Email: cfynes81@gmail.com*

Dated: October 10, 2022



---

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

# **EXHIBIT 1**

\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

Account Number: 64938-30010  
 Account Status: Active  
 Requested By: CHRISTINA G FYNES  
 (610)803-8901 Extension:  
 Mail To: CHRISTINA G FYNES  
 1819 SHALLCROSS AV  
 FOLCROFT PA 19032

Current Bill: \$86.81  
 Billed Prior: \$5038.60  
 Balance Due: \$5125.41  
 Service Address: 1819 SHALLCROSS AV  
 FOLCROFT PA 19032  
 Credit Amount: \$0.00  
 Deposit Requested: \$0.00  
 Deposit On-Hand: \$0.00  
 Meter Bill Grp: 09  
 Rate: CAP FCO Gas Residential Heating Svc  
 CAP FCO Electric Residential Service

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
10/07/20	GAS SERVICE	09/08/20 10/07/20	3610	015636175	\$16.65					
10/07/20	ELECTRIC SERVICE	09/08/20 10/07/20	27927	127895574	\$115.48					
10/07/20	DEFERRED PAYMENT AGREEMENT				\$75.76					
10/07/20	Regular Bill						\$1349.65	\$1141.76	10/29	815
11/06/20	GAS SERVICE	10/07/20 11/06/20	3660	015636175	\$53.97					
11/06/20	ELECTRIC SERVICE	10/07/20 11/06/20	28556	127895574	\$91.41					
11/06/20	DEFERRED PAYMENT AGREEMENT				\$75.76					
11/06/20	Regular Bill						\$1570.79	\$1349.65	11/30	629
12/09/20	GAS SERVICE	11/06/20 12/09/20	3787	015636175	\$115.43					
12/09/20	ELECTRIC SERVICE	11/06/20 12/09/20	29412	127895574	\$121.31					
12/09/20	DEFERRED PAYMENT AGREEMENT				\$75.76					
12/09/20	Regular Bill						\$1883.29	\$1570.79	12/31	856
01/05/21	Bill Out DPA due to Default				\$1287.97					
01/12/21	GAS SERVICE	12/09/20 01/12/21	4023	015636175	\$188.91					
01/12/21	ELECTRIC SERVICE	12/09/20 01/12/21	30377	127895574	\$135.55					
01/12/21	Regular Bill						\$3495.72	\$3171.26	02/03	965
02/10/21	GAS SERVICE	01/12/21 02/10/21	4273	015636175	\$199.16					
02/10/21	ELECTRIC SERVICE	01/12/21 02/10/21	31182	127895574	\$115.11					
02/10/21	Regular Bill						\$3809.99	\$3495.72	03/04	805
03/11/21	GAS SERVICE	02/10/21 03/11/21	4501	015636175	\$184.77					
03/11/21	ELECTRIC SERVICE	02/10/21 03/11/21	31936	127895574	\$107.26					
03/11/21	Regular Bill						\$4102.02	\$3809.99	04/05	754
04/09/21	GAS SERVICE	03/11/21 04/09/21	4608	015636175	\$94.75					
04/09/21	ELECTRIC SERVICE	03/11/21 04/09/21	32614	127895574	\$97.67					
04/09/21	Regular Bill						\$4294.44	\$4102.02	05/03	678
04/12/21	Payment					\$200.00				
05/10/21	GAS SERVICE	04/09/21 05/10/21	4678	015636175	\$66.17					
05/10/21	ELECTRIC SERVICE	04/09/21 05/10/21	33342	127895574	\$104.15					
05/10/21	Regular Bill						\$4264.76	\$4094.44	06/01	728
05/24/21	Payment					\$270.73				
05/24/21	RECONNECT FEE - CUT-OUT NON-PAY				\$100.00					
05/26/21	Credit					\$80.00				
06/08/21	Payment Agreement					\$4094.03				
06/08/21	Transfer					\$80.00				
06/08/21	RECONNECT FEE - CUT-OUT NON-PAY				\$80.00					
06/09/21	GAS SERVICE	05/10/21 06/09/21	4694	015636175	\$24.35					
06/09/21	ELECTRIC SERVICE	05/10/21 06/09/21	34135	127895574	\$112.84					
06/09/21	SPECIAL PAYMENT AGREEMENT				\$178.00					
06/09/21	Regular Bill						\$315.19		07/01	793

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
07/09/21	Payment					\$315.19				
07/09/21	GAS SERVICE	06/09/21 07/09/21	4694	015636175	\$11.70					
07/09/21	ELECTRIC SERVICE	06/09/21 07/09/21	35342	127895574	\$165.92					
07/09/21	SPECIAL PAYMENT AGREEMENT				\$178.00					
07/09/21	Regular Bill						\$355.62		08/02	1207
08/09/21	GAS SERVICE	07/09/21 08/09/21	4695	015636175	\$14.25					
08/09/21	ELECTRIC SERVICE	07/09/21 08/09/21	36839	127895574	\$203.37					
08/09/21	SPECIAL PAYMENT AGREEMENT				\$178.00					
08/09/21	Late Payment Charge				\$2.67					
08/09/21	Regular Bill						\$753.91	\$358.29	08/31	1497
08/23/21	Payment Agreement					\$4313.94				
08/23/21	Paid In Advance				\$3560.03					
09/08/21	GAS SERVICE	08/09/21 09/08/21	4695	015636175	\$25.00					
09/08/21	ELECTRIC SERVICE	08/09/21 09/08/21	38238	127895574	\$92.36					
09/08/21	DEFERRED PAYMENT AGREEMENT				\$71.90					
09/08/21	Regular Bill						\$189.26		09/30	1399
10/05/21	Bill Out DPA due to Default				\$4242.04					
10/07/21	GAS SERVICE	09/08/21 10/07/21	4696	015636175	\$25.00					
10/07/21	ELECTRIC SERVICE	09/08/21 10/07/21	39150	127895574	\$57.78					
10/07/21	Regular Bill						\$4514.08	\$4431.30	10/29	912
11/05/21	GAS SERVICE	10/07/21 11/05/21	4746	015636175	\$39.16					
11/05/21	ELECTRIC SERVICE	10/07/21 11/05/21	39714	127895574	\$12.61					
11/05/21	Regular Bill						\$4565.85	\$4514.08	11/29	564
12/08/21	GAS SERVICE	11/05/21 12/08/21	4941	015636175	\$169.34					
12/08/21	ELECTRIC SERVICE	11/05/21 12/08/21	40515	127895574	\$30.35					
12/08/21	Regular Bill						\$4765.54	\$4565.85	12/30	801
01/11/22	GAS SERVICE	12/08/21 01/11/22	5168	015636175	\$226.39					
01/11/22	ELECTRIC SERVICE	12/08/21 01/11/22	41442	127895574	\$40.19					
01/11/22	Regular Bill						\$5032.12	\$4765.54	02/02	927
02/10/22	GAS SERVICE	01/11/22 02/10/22	5392	015636175	\$224.75					
02/10/22	ELECTRIC SERVICE	01/11/22 02/10/22	42254	127895574	\$37.61					
02/10/22	Regular Bill						\$5294.48	\$4765.54	03/04	812
02/24/22	LIHEAP Payment					\$500.00				
03/11/22	GAS SERVICE	02/10/22 03/11/22	5549	015636175	\$124.85					
03/11/22	ELECTRIC SERVICE	02/10/22 03/11/22	43006	127895574	\$36.73					
03/11/22	Regular Bill						\$4956.06	\$4794.48	04/04	752
04/11/22	GAS SERVICE	03/11/22 04/11/22	5663	015636175	\$96.76					
04/11/22	ELECTRIC SERVICE	03/11/22 04/11/22	43742	127895574	\$45.22					
04/11/22	Regular Bill						\$5098.04	\$4956.06	05/03	736
04/26/22	Payment					\$306.66				
05/02/22	Transfer					\$100.00				
05/02/22	RECONNECT FEE - CUT-OUT NON-PAY				\$100.00					
05/09/22	Payment Agreement					\$4891.38				
05/10/22	GAS SERVICE	04/11/22 05/10/22	5715	015636175	\$51.40					
05/10/22	ELECTRIC SERVICE	04/11/22 05/10/22	44336	127895574	\$36.33					
05/10/22	DEFERRED PAYMENT AGREEMENT				\$212.67					
05/10/22	Regular Bill						\$300.40		06/01	594
06/06/22	Bill Out DPA due to Default				\$4678.71					

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
06/09/22	GAS SERVICE	05/10/22 06/09/22	5719	015636175	\$25.45					
06/09/22	ELECTRIC SERVICE	05/10/22 06/09/22	45219	127895574	\$61.29					
06/09/22	Regular Bill						\$5065.85	\$4979.11	07/01	883
06/20/22	Payment					\$120.00				
06/24/22	Returned Electronic Check				\$120.00					
06/24/22	RETURNED ITEM CHARGE				\$20.00					
07/11/22	GAS SERVICE	06/09/22 07/11/22	5720	015636175	\$25.00					
07/11/22	ELECTRIC SERVICE	06/09/22 07/11/22	46357	127895574	\$63.66					
07/11/22	Regular Bill						\$5174.51	\$5065.85	08/02	1138
08/09/22	GAS SERVICE	07/11/22 08/09/22	5721	015636175	\$25.00					
08/09/22	ELECTRIC SERVICE	07/11/22 08/09/22	47773	127895574	\$89.09					
08/09/22	Regular Bill						\$5288.60	\$5174.51	08/31	1416
08/22/22	LIHEAP Payment					\$250.00				
09/08/22	GAS SERVICE	08/09/22 09/08/22	5722	015636175	\$25.00					
09/08/22	ELECTRIC SERVICE	08/09/22 09/08/22	48863	127895574	\$61.81					
09/08/22	Regular Bill						\$5125.41	\$5038.60	09/30	1090

## **EXHIBIT 2**

**Payment Agreement History**

Name: CHRISTINA G FYNES  
 Address: 1819 SHALLCROSS AVE FOLCROFT PA 19032  
 Account Number 64938-30010  
 Case Number C-2022-3035459

Date	Amount	Term	Installment	Status
5/9/22	\$4891.38	24	\$212.67	Defaulted
8/23/21	\$4313.94	60	\$71.90	Defaulted
5/14/20	\$1818.29	24	\$75.76	Defaulted

Account 64938-30010 for CHRISTINA G FYNES PECO

DPA Information for Account 64938-30010

Account Edit Help

**DPA Reinstatement Information**

Eligible for Reinstatement:  Reinstatement Amount:

Plan Start Date	Plan Status	Date Last Defaulted	Default Installment Remaining	Default Amount Unbilled (\$)	Date Last Updated
05/09/22	Default	06/06/22	18	3,828.03	09/30/22
08/23/21	Final	10/05/21	0	0.00	04/25/22
05/14/20	Final	01/05/21	0	0.00	05/24/21
10/30/19	Final	01/06/20	0	0.00	05/14/20

# **EXHIBIT 3**

**CAP HISTORY**

Name: CHRISTINA G FYNES  
Address: 1819 SHALLCROSS AVE FOLCROFT PA 19032  
Account Number 64938-30010  
Case Number C-2022-3035459

9/30/14 – originally enrolled Tier B – removed when final billed 5/4/15 PECO 46120-92050  
8/11/21 – re-enrolled – next recertification 8/11/23

Status				
Date Taken	FPL %	Recertification Date	End Date	CAP Status
08/11/21	68.00	08/11/23	/ /	Enrolled in Program

Percent FPL	68	Pre-program Arrears	0.00
Yearly Energy Burden	884.00	Social Security	***_**_****
Annual Discount	2,120.10	Recertification Date	08/11/23
Start Date	08/11/21	Status	Enrolled in Program

## CAP History Continued

View Financial Statement Details for Account 64938-30010
— □ ×

Edit Help

**Statement Summary**

**Total Monthly Gross:** 
     
 **Adults:** 
     
 **Children:** 
     
  **SSN Not Matched Letter**

**Percentage Income Change:** 
     
 **Significant Life Event:**

**Statement Detail**

**Name:** 
     
 **Type of Income:** 
     
 **Total Monthly Income:**

**Social Security Number**

**Current:** 
     
 **New:** 
     
 **Gender:** 
     
 **Age:** 
     
  **Rate Payer**

	Name	Rate Payer	Social Security Number	Age	Gender	Total Monthly Income	Type of Income
	CHRISTINA FYNES	Y	***-**-5589	40	Female	736.67	Part Time Employment

# **EXHIBIT 4**



October 10, 2022

**BCS Decision Report**

**BCS Case #:** 003855709 **Open Date:** 2022-08-08  
**Customer Name:** CHRISTINA FYNES  
**Service Address:** 1819 SHALLCROSS AVE  
  
FOLCROFT, PA 19032  
**BCS Bill Account #:** 6493830010 **Previous Case #:**  
**Violation Type:** NO **Chapter Type:**  
**Decision Type:** W **Section / Rule:**  
**Investigator Name:** BUREAU OF  
CONSUMER SERVICE  
  
**Decision Issued Date:** 2022-08-08  
**Case Closed Date:** 2022-08-08

**Letter Description:**

<b>Total Balance:</b>	\$0.00	<b>Balance Date:</b>	
<b>Amount to Restore Service:</b>	\$0.00	<b>Amount to Continue Service:</b>	\$0.00
<b>Date Payment Due:</b>		<b>Regular Budget Amount:</b>	\$0.00
<b>Special Budget Payment:</b>	\$0.00	<b>Final Bill Monthly Payment:</b>	\$0.00
<b>Plus Arrears Payment:</b>	\$0.00	<b>End of Month Payment:</b>	\$0.00
<b>Current Monthly Payment:</b>	\$0.00		
<b>Payment Terms:</b>			

**PAR Description:**

**Resolution Description:**

CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 8/15/2022 3:02:01 PM



Commonwealth of Pennsylvania  
**Pennsylvania Public Utility Commission**  
Harrisburg, PA 17105-3265  
**EFILING - FILING DETAIL**

Date Created	Filing Number
10/10/2022	2438426

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.

**Docket Number:** C-2022-3035459

**Case Description:** Answer with New Matter

**Transmission Date:** 10/10/2022 10:36 AM

**Filed On:** 10/10/2022 10:36 AM

**eFiling Confirmation Number:** 2438426

File Name	Document Type	Upload Date
Answer with New Matter - Formal Complaint - Christina Fynes.pdf	Answer to Formal Complaint	10/10/2022 10:36:20 AM

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, 400 North Street, Harrisburg PA 17120 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 using the links in the Filings menu at the top of the page. Filings that have been submitted within the last 30 days can be viewed by using the Recent Filings link. Older filings can be viewed by using the search options available in the Filing History link.



Direct Dial: 215.841.6841  
khadijah.scott@exeloncorp.com

October 10, 2022

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

**RE: Christina Fynes v. PECO Energy Company**  
**PUC Docket No. C-2022-3035459**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Answer to Formal Complaint with New Matter*.

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,

A handwritten signature in blue ink that reads "Khadijah Scott".

Khadijah Scott, Esquire  
Assistant General Counsel, Exelon BSC  
Encl.

Cc: Not Recommend for Call of Docket



**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>CHRISTINA FYNES</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2022-3035459</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

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

On September 20, 2022, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by CHRISTINA FYNES (hereafter "Complainant") in the above captioned docket. Pursuant to 52 Pa. Code §5.61, PECO Energy 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 Complaint, the Complainant states that the Respondent is threatening to shut off her utility service and that she is requesting a payment agreement.

PECO Energy's records reveal that the Complainant initiated service in July 2019 at 1819 Shallcross Ave., Folcroft, PA 19032 under account number 64938-30010 and receives electric and gas service. See Account Activity Statement, attached hereto as Exhibit "1".

On July 28, 2022, the Complainant received a Ten-Day Termination Notice effective on or after August 11, 2022, for a past due balance of \$5,065.85. The Complainant's current outstanding balance is \$5,166.10, with a past due balance of \$5,125.45. See, Exhibit "1". The Complainant states that the Respondent is threatening to shut off her utility service. Pursuant to 66 Pa. C.S. §1406. Termination of utility service.

- (a) Authorized termination. —A public utility may notify a customer and terminate service provided to a customer after notice as provided in subsection (b) for any of the following actions by the customer: (1) Nonpayment of an undisputed delinquent account.

The Complainant has only made two (2) payments to her account this year. See, Exhibit "1". It is undisputed that the Complainant has a delinquent balance on her account, for which the Respondent may terminate her service. *Id.* at 66 Pa. C.S. §1406.

The Complainant also requests that she be given a payment agreement. The Complainant has had multiple payment agreements. See, Payment Agreement History attached hereto as Exhibit "2". Most recently, on May 9, 2022, the Complainant entered into a twenty-four (24) month payment agreement, which defaulted on June 6, 2022. See, Exhibit "2". The Complainant has a reinstatement amount of \$1,297.38, to reinstate the prior agreement. Id. By way of further answer, the Complainant is not entitled to a PUC ordered payment agreement on her balance.

The Complainant originally enrolled in PECO's Customer Assistance Program ("CAP") in 2014 and was removed in 2015. See, CAP History attached hereto as Exhibit "3". The Complainant re-enrolled in CAP in August 2021 and is currently enrolled in the program. Id. The Complainant's outstanding account balance is \$5,166.10 and is comprised of CAP arrears. See, Exhibits "1" and "3".

Title 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 on her CAP arrearage.

On August 8, 2022, the Complainant filed an Informal Complaint with the Bureau of Consumer Services (“BCS”) under case number 003855709 requesting a payment agreement.

On August 8, 2022, the BCS issued a decision deciding:

CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT  
RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS  
8/15/2022 3:02:01 PM

See, BCS Decision #003855709, collectively attached hereto as Exhibit “4”.

PECO Energy avers that the Complainant’s complaint should be dismissed pursuant to 66 Pa.C.S. §1405(c). The Complainant’s bills and balance are correct.

5. This paragraph is a request for relief to which no answer is required. To the extent this paragraph contains factual allegations, they are denied for the reasons set forth above. See, Response to Paragraph 4.

6. Admitted

7. Denied as stated. This is an appeal from the Bureau of Consumer Services. All remaining averments are deemed denied.

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.

**NEW MATTER OF RESPONDENT, PECO ENERGY COMPANY**

PECO Energy Company ("PECO Energy"), pursuant to 52 Pa. Code § 5.62(b), further responds to the Complaint and states:

1. The Complainant enrolled in PECO's Customer Assistance Program ("CAP") in September 2014.

2. The Complainant was unenrolled from CAP in May 2015.

3. The Complainant re-enrolled in CAP in August 2022.

4. The Complainant is currently enrolled in the CAP program.

5. The Complainant's past due balance is \$5,125.45.

6. The Complainant's balance is comprised of CAP arrears.

7. Title 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."

8. Consequently, pursuant to 66 Pa.C.S. §1405(c), the PUC has no jurisdiction to give the Complainant a payment agreement.

9. PECO Energy avers that the Complainant's complaint should be dismissed pursuant to 66 Pa. C.S. §1405(c).

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

Respectfully Submitted,



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Khadijah Scott  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
Philadelphia, PA 19103  
(215) 841-6841  
Khadijah.scott@exeloncorp.com

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>CHRISTINA FYNES</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2022-3035459</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

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**VERIFICATION**

I, Khadijah Scott, 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.

Date: October 10, 2022



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Khadijah Scott

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>CHRISTINA FYNES</b>	:	
<b>Complainant</b>	:	
	:	
v.	:	<b>DOCKET NO. C-2022-3035459</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

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**CERTIFICATE OF SERVICE**

I, Khadijah Scott, 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 *E-mailing* a copy to:

CHRISTINA FYNES  
1819 SHALLCROSS AVE  
FOLCROFT PA 19032  
*Via Email: cfynes81@gmail.com*

Dated: October 10, 2022



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

# **EXHIBIT 1**

\*\*\* Account Information \*\*\*

\*\*\* Current Account Status \*\*\*

Account Number: 64938-30010  
 Account Status: Active  
 Requested By: CHRISTINA G FYNES  
 (610)803-8901 Extension:  
 Mail To: CHRISTINA G FYNES  
 1819 SHALLCROSS AV  
 FOLCROFT PA 19032

Current Bill: \$86.81  
 Billed Prior: \$5038.60  
 Balance Due: \$5125.41  
 Service Address: 1819 SHALLCROSS AV  
 FOLCROFT PA 19032  
 Credit Amount: \$0.00  
 Deposit Requested: \$0.00  
 Deposit On-Hand: \$0.00  
 Meter Bill Grp: 09  
 Rate: CAP FCO Gas Residential Heating Svc  
 CAP FCO Electric Residential Service

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
10/07/20	GAS SERVICE	09/08/20 10/07/20	3610	015636175	\$16.65					
10/07/20	ELECTRIC SERVICE	09/08/20 10/07/20	27927	127895574	\$115.48					
10/07/20	DEFERRED PAYMENT AGREEMENT				\$75.76					
10/07/20	Regular Bill						\$1349.65	\$1141.76	10/29	815
11/06/20	GAS SERVICE	10/07/20 11/06/20	3660	015636175	\$53.97					
11/06/20	ELECTRIC SERVICE	10/07/20 11/06/20	28556	127895574	\$91.41					
11/06/20	DEFERRED PAYMENT AGREEMENT				\$75.76					
11/06/20	Regular Bill						\$1570.79	\$1349.65	11/30	629
12/09/20	GAS SERVICE	11/06/20 12/09/20	3787	015636175	\$115.43					
12/09/20	ELECTRIC SERVICE	11/06/20 12/09/20	29412	127895574	\$121.31					
12/09/20	DEFERRED PAYMENT AGREEMENT				\$75.76					
12/09/20	Regular Bill						\$1883.29	\$1570.79	12/31	856
01/05/21	Bill Out DPA due to Default				\$1287.97					
01/12/21	GAS SERVICE	12/09/20 01/12/21	4023	015636175	\$188.91					
01/12/21	ELECTRIC SERVICE	12/09/20 01/12/21	30377	127895574	\$135.55					
01/12/21	Regular Bill						\$3495.72	\$3171.26	02/03	965
02/10/21	GAS SERVICE	01/12/21 02/10/21	4273	015636175	\$199.16					
02/10/21	ELECTRIC SERVICE	01/12/21 02/10/21	31182	127895574	\$115.11					
02/10/21	Regular Bill						\$3809.99	\$3495.72	03/04	805
03/11/21	GAS SERVICE	02/10/21 03/11/21	4501	015636175	\$184.77					
03/11/21	ELECTRIC SERVICE	02/10/21 03/11/21	31936	127895574	\$107.26					
03/11/21	Regular Bill						\$4102.02	\$3809.99	04/05	754
04/09/21	GAS SERVICE	03/11/21 04/09/21	4608	015636175	\$94.75					
04/09/21	ELECTRIC SERVICE	03/11/21 04/09/21	32614	127895574	\$97.67					
04/09/21	Regular Bill						\$4294.44	\$4102.02	05/03	678
04/12/21	Payment					\$200.00				
05/10/21	GAS SERVICE	04/09/21 05/10/21	4678	015636175	\$66.17					
05/10/21	ELECTRIC SERVICE	04/09/21 05/10/21	33342	127895574	\$104.15					
05/10/21	Regular Bill						\$4264.76	\$4094.44	06/01	728
05/24/21	Payment					\$270.73				
05/24/21	RECONNECT FEE - CUT-OUT NON-PAY				\$100.00					
05/26/21	Credit					\$80.00				
06/08/21	Payment Agreement					\$4094.03				
06/08/21	Transfer					\$80.00				
06/08/21	RECONNECT FEE - CUT-OUT NON-PAY				\$80.00					
06/09/21	GAS SERVICE	05/10/21 06/09/21	4694	015636175	\$24.35					
06/09/21	ELECTRIC SERVICE	05/10/21 06/09/21	34135	127895574	\$112.84					
06/09/21	SPECIAL PAYMENT AGREEMENT				\$178.00					
06/09/21	Regular Bill						\$315.19		07/01	793

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
07/09/21	Payment					\$315.19				
07/09/21	GAS SERVICE	06/09/21 07/09/21	4694	015636175	\$11.70					
07/09/21	ELECTRIC SERVICE	06/09/21 07/09/21	35342	127895574	\$165.92					
07/09/21	SPECIAL PAYMENT AGREEMENT				\$178.00					
07/09/21	Regular Bill						\$355.62		08/02	1207
08/09/21	GAS SERVICE	07/09/21 08/09/21	4695	015636175	\$14.25					
08/09/21	ELECTRIC SERVICE	07/09/21 08/09/21	36839	127895574	\$203.37					
08/09/21	SPECIAL PAYMENT AGREEMENT				\$178.00					
08/09/21	Late Payment Charge				\$2.67					
08/09/21	Regular Bill						\$753.91	\$358.29	08/31	1497
08/23/21	Payment Agreement					\$4313.94				
08/23/21	Paid In Advance				\$3560.03					
09/08/21	GAS SERVICE	08/09/21 09/08/21	4695	015636175	\$25.00					
09/08/21	ELECTRIC SERVICE	08/09/21 09/08/21	38238	127895574	\$92.36					
09/08/21	DEFERRED PAYMENT AGREEMENT				\$71.90					
09/08/21	Regular Bill						\$189.26		09/30	1399
10/05/21	Bill Out DPA due to Default				\$4242.04					
10/07/21	GAS SERVICE	09/08/21 10/07/21	4696	015636175	\$25.00					
10/07/21	ELECTRIC SERVICE	09/08/21 10/07/21	39150	127895574	\$57.78					
10/07/21	Regular Bill						\$4514.08	\$4431.30	10/29	912
11/05/21	GAS SERVICE	10/07/21 11/05/21	4746	015636175	\$39.16					
11/05/21	ELECTRIC SERVICE	10/07/21 11/05/21	39714	127895574	\$12.61					
11/05/21	Regular Bill						\$4565.85	\$4514.08	11/29	564
12/08/21	GAS SERVICE	11/05/21 12/08/21	4941	015636175	\$169.34					
12/08/21	ELECTRIC SERVICE	11/05/21 12/08/21	40515	127895574	\$30.35					
12/08/21	Regular Bill						\$4765.54	\$4565.85	12/30	801
01/11/22	GAS SERVICE	12/08/21 01/11/22	5168	015636175	\$226.39					
01/11/22	ELECTRIC SERVICE	12/08/21 01/11/22	41442	127895574	\$40.19					
01/11/22	Regular Bill						\$5032.12	\$4765.54	02/02	927
02/10/22	GAS SERVICE	01/11/22 02/10/22	5392	015636175	\$224.75					
02/10/22	ELECTRIC SERVICE	01/11/22 02/10/22	42254	127895574	\$37.61					
02/10/22	Regular Bill						\$5294.48	\$4765.54	03/04	812
02/24/22	LIHEAP Payment					\$500.00				
03/11/22	GAS SERVICE	02/10/22 03/11/22	5549	015636175	\$124.85					
03/11/22	ELECTRIC SERVICE	02/10/22 03/11/22	43006	127895574	\$36.73					
03/11/22	Regular Bill						\$4956.06	\$4794.48	04/04	752
04/11/22	GAS SERVICE	03/11/22 04/11/22	5663	015636175	\$96.76					
04/11/22	ELECTRIC SERVICE	03/11/22 04/11/22	43742	127895574	\$45.22					
04/11/22	Regular Bill						\$5098.04	\$4956.06	05/03	736
04/26/22	Payment					\$306.66				
05/02/22	Transfer					\$100.00				
05/02/22	RECONNECT FEE - CUT-OUT NON-PAY				\$100.00					
05/09/22	Payment Agreement					\$4891.38				
05/10/22	GAS SERVICE	04/11/22 05/10/22	5715	015636175	\$51.40					
05/10/22	ELECTRIC SERVICE	04/11/22 05/10/22	44336	127895574	\$36.33					
05/10/22	DEFERRED PAYMENT AGREEMENT				\$212.67					
05/10/22	Regular Bill						\$300.40		06/01	594
06/06/22	Bill Out DPA due to Default				\$4678.71					

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH
06/09/22	GAS SERVICE	05/10/22 06/09/22	5719	015636175	\$25.45					
06/09/22	ELECTRIC SERVICE	05/10/22 06/09/22	45219	127895574	\$61.29					
06/09/22	Regular Bill						\$5065.85	\$4979.11	07/01	883
06/20/22	Payment					\$120.00				
06/24/22	Returned Electronic Check				\$120.00					
06/24/22	RETURNED ITEM CHARGE				\$20.00					
07/11/22	GAS SERVICE	06/09/22 07/11/22	5720	015636175	\$25.00					
07/11/22	ELECTRIC SERVICE	06/09/22 07/11/22	46357	127895574	\$63.66					
07/11/22	Regular Bill						\$5174.51	\$5065.85	08/02	1138
08/09/22	GAS SERVICE	07/11/22 08/09/22	5721	015636175	\$25.00					
08/09/22	ELECTRIC SERVICE	07/11/22 08/09/22	47773	127895574	\$89.09					
08/09/22	Regular Bill						\$5288.60	\$5174.51	08/31	1416
08/22/22	LIHEAP Payment					\$250.00				
09/08/22	GAS SERVICE	08/09/22 09/08/22	5722	015636175	\$25.00					
09/08/22	ELECTRIC SERVICE	08/09/22 09/08/22	48863	127895574	\$61.81					
09/08/22	Regular Bill						\$5125.41	\$5038.60	09/30	1090

## **EXHIBIT 2**

**Payment Agreement History**

Name: CHRISTINA G FYNES  
 Address: 1819 SHALLCROSS AVE FOLCROFT PA 19032  
 Account Number 64938-30010  
 Case Number C-2022-3035459

Date	Amount	Term	Installment	Status
5/9/22	\$4891.38	24	\$212.67	Defaulted
8/23/21	\$4313.94	60	\$71.90	Defaulted
5/14/20	\$1818.29	24	\$75.76	Defaulted

Account 64938-30010 for CHRISTINA G FYNES PECO

DPA Information for Account 64938-30010

Account Edit Help

**DPA Reinstatement Information**

Eligible for Reinstatement:  Reinstatement Amount:

Plan Start Date	Plan Status	Date Last Defaulted	Default Installment Remaining	Default Amount Unbilled (\$)	Date Last Updated
05/09/22	Default	06/06/22	18	3,828.03	09/30/22
08/23/21	Final	10/05/21	0	0.00	04/25/22
05/14/20	Final	01/05/21	0	0.00	05/24/21
10/30/19	Final	01/06/20	0	0.00	05/14/20

## **EXHIBIT 3**

**CAP HISTORY**

Name: CHRISTINA G FYNES  
Address: 1819 SHALLCROSS AVE FOLCROFT PA 19032  
Account Number 64938-30010  
Case Number C-2022-3035459

9/30/14 – originally enrolled Tier B – removed when final billed 5/4/15 PECO 46120-92050  
8/11/21 – re-enrolled – next recertification 8/11/23

Status				
Date Taken	FPL %	Recertification Date	End Date	CAP Status
08/11/21	68.00	08/11/23	/ /	Enrolled in Program

Percent FPL	68	Pre-program Arrears	0.00
Yearly Energy Burden	884.00	Social Security	***_**_****
Annual Discount	2,120.10	Recertification Date	08/11/23
Start Date	08/11/21	Status	Enrolled in Program

## CAP History Continued

View Financial Statement Details for Account 64938-30010
— □ ×

Edit Help

**Statement Summary**

**Total Monthly Gross:** 
**Adults:** 
**Children:** 
 **SSN Not Matched Letter**

**Percentage Income Change:** 
**Significant Life Event:**

**Statement Detail**

**Name:** 
**Type of Income:** 
**Total Monthly Income:**

**Social Security Number**

**Current:** 
**New:** 
**Gender:** 
**Age:** 
 **Rate Payer**

	Name	Rate Payer	Social Security Number	Age	Gender	Total Monthly Income	Type of Income
	CHRISTINA FYNES	Y	***-**-5589	40	Female	736.67	Part Time Employment

# **EXHIBIT 4**



October 10, 2022

**BCS Decision Report**

**BCS Case #:** 003855709 **Open Date:** 2022-08-08  
**Customer Name:** CHRISTINA FYNES  
**Service Address:** 1819 SHALLCROSS AVE

**BCS Bill Account #:** 6493830010 **Previous Case #:**  
**Violation Type:** NO **Chapter Type:**  
**Decision Type:** W **Section / Rule:**  
**Investigator Name:** BUREAU OF  
CONSUMER SERVICE

**Decision Issued Date:** 2022-08-08  
**Case Closed Date:** 2022-08-08

**Letter Description:**

<b>Total Balance:</b>	\$0.00	<b>Balance Date:</b>	
<b>Amount to Restore Service:</b>	\$0.00	<b>Amount to Continue Service:</b>	\$0.00
<b>Date Payment Due:</b>		<b>Regular Budget Amount:</b>	\$0.00
<b>Special Budget Payment:</b>	\$0.00	<b>Final Bill Monthly Payment:</b>	\$0.00
<b>Plus Arrears Payment:</b>	\$0.00	<b>End of Month Payment:</b>	\$0.00
<b>Current Monthly Payment:</b>	\$0.00		
<b>Payment Terms:</b>			

**PAR Description:**

**Resolution Description:**  
CASE CLOSED - DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 8/15/2022 3:02:01 PM