



Direct Dial: 267.533.1830
khadijah.scott@exeloncorp.com

July 3, 2023

VIA E-FILING

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

RE: Victor Johnson v. PECO Energy Company
Docket No. C-2023-3041337

Dear Ms. Chiavetta:

Enclosed for filing with the Commission are the *Preliminary Objections of PECO Energy Company*.

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, PECO Energy Company

Encl.

PENNSYLVANIA PUBLIC UTILITY COMMISSION

VICTOR JOHNSON :
Complainant :
v. : DOCKET NO. C-2023-3041337
PECO ENERGY COMPANY :
Respondent :

NOTICE TO PLEAD

Pursuant to 52 Pa. Code §§ 5.101 and 5.62(c), you are hereby notified that, if you do not file a written response denying or correcting the enclosed Preliminary Objections of PECO Energy Company, within 20 days from service of this notice, a decision may be rendered against you. All pleadings, such as a Reply to Preliminary Objections, 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

Dated: July 3, 2023



Khadijah Scott
Counsel for PECO Energy Company
2301 Market Street S-23
Philadelphia, PA 19103
(267) 533-1830
Khadijah.scott@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

VICTOR JOHNSON	:	
Complainant	:	
	:	
v.	:	DOCKET NO. C-2023-3041337
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

**PRELIMINARY OBJECTION OF RESPONDENT,
PECO ENERGY COMPANY**

Respondent, PECO Energy Company (“PECO”), pursuant to 52 Pa. Code §5.101(a)(1), respectfully petitions this Honorable Commission to dismiss the instant Complaint as outside of the Commission’s jurisdiction.

1. On June 16, 2023, PECO was served with a formal complaint filed by Victor Johnson (hereafter “Complainant”). *See*, Complainant’s Complaint attached hereto as Exhibit “1”.

2. In his Complaint, the Complainant states that PECO did not resolve his high billing issue which began in 2014 or 2015 and requests that half of the bill be waived. The Complainant also requests a payment agreement, states that PECO Energy is threatening to terminate his service, that there are incorrect charges on his bill and that he is experiencing reliability and/or safety issues.

3. To the extent the Complainant seeks the court to review billing issues which began in 2014 or 2015, the Complainant is beyond the three (3) year statute of limitations in which to bring a claim. 66 Pa.C.S. §3314(a).

4. The Complainant is beyond the four (4) year statute of limitations in which to request a refund. 66 Pa.C.S. §1312(a).

5. PECO therefore files the instant Preliminary Objection.

6. Pursuant to 52 Pa. Code §5.101, preliminary objections may be filed against a complaint and dismissed for lack of Commission jurisdiction. 52 Pa. Code § 5.101(a)(1).

7. Commission procedure regarding the disposition of preliminary objections is similar to that utilized in Pennsylvania civil procedure. Equitable Small Transportation Intervenor. v. Equitable Gas Co., 1994 Pa.PUC LEXIS 69, Docket No. C-00935435 (July 18, 1994).

8. In deciding preliminary objections, the Public Utility Commission must determine, based on the factual pleadings of the petitioner, if relief or recovery is possible. Roc v. Flaherty, 527 A.2d 211 (Pa. Cmwlth 1985).

9. A complaint must be able to recover under the law to survive a preliminary objection. Milliner v. Enck, 709 A.2d 417, 418 (Pa. Super. Ct. 1998) (“preliminary objection should be sustained only where it appears with certainty that, upon the facts averred, the law will not allow the plaintiff to recover”).

10. All of the non-moving party’s averments must be taken as true for the sake of deciding the preliminary objection. County of Allegheny v. Commw. of Pa., 490 A.2d 402 (Pa. 1985).

11. The court does not, however, need to accept, “unwarranted inferences from facts, argumentative allegations, or expressions of opinions.” Feingold v. McNulty, 2009 Phila. Ct. Com. Pl LEXIS 167, *3.

12. Section 703 of the Public Utility Code, 66 Pa. C.S.A. § 703(b) provides that the Commission may dismiss any complaint without a hearing if, in its opinion, a hearing is not necessary to the public interest.

13. A hearing is required only when there is a disputed question of fact, and is not required to resolve questions of law. Dee-Dee Cab, Inc. v. Pa.Pub. Util. Comm'n, 817 A.2nd 593 (Pa.Comm. Ct. 2003), petition for allowance of appeal denied, 836 A.2d 123 (Pa. 2003).

I. THE PUBLIC UTILITY COMMISSION LACKS THE JURISDICTION TO ISSUE THE COMPLAINANT A REFUND.

1. The Complainant alleges that PECO failed to resolve his billing issues which began in 2014 or 2015. He requests review by the Public Utility Commission to review his billing concerns and waive half of the outstanding balance.

2. The guideline for the statute of limitations is set forth at 66 Pa.C.S. §3314(a).

Pursuant to section 3314(a):

General Rule. —No action for the recovery of any penalties or forfeitures incurred under the provisions of this part, and no prosecutions on account of any matter or thing mentioned in this part, shall be maintained unless brought within three years from the date at which the liability therefor arose, except as otherwise provided in this part. 66 Pa.C.S. § 3314.

3. The Complainant is requesting that the court review a matter which stemmed from 2014 or 2015.

4. Nine (9) years later, the Complainant requests a refund of billings.

5. A nine year old claim is clearly beyond the three (3) year Statute of Limitations to which PECO Energy and the Court are bound. 66 Pa.C.S. §3314(a).

6. Pursuant to 66 Pa.C.S. § 1312(a), the Complainant is barred from obtaining a refund for the disputed charges beyond four years. Section 1312(a) specifies:

(a) **General Rule.**-- If, in any proceeding involving rates, the Commission shall determine that any rate received by a public utility was unjust or unreasonable, or was in violation of any regulation or order of the Commission, or was in excess of the applicable rate contained in an existing and effective tariff of such public utility, the Commission shall have the power and the authority to make an order requiring the public utility to refund the amount of any excess paid by any patron, in consequence of such unlawful collection, **within four years prior to the date of the filing of the complaint**, together with interest at the legal rate from the date of each such excessive payment ...

(emphasis added).

7. Title 66 Pa.C.S. §1312(a) represents a special limitation fixing the scope of the Commission's power to order refunds.

8. A nine (9) year old refund request is clearly beyond the four (4) year Statute of Limitations to which PECO Energy and the Court are bound. 66 Pa.C.S. §1312(a).

9. In this matter, the Complainant requests reimbursement of billing fees for nine (9) years, stemming from 2014.

10. Administrative Law Judge Cynthia Williams Fordham ("ALJ Fordham") reached a similar conclusion in the matter Darryl Hicks v. Philadelphia Gas Works, Docket No. C-2010-2207800 (Initial Decision entered, July 12, 2012). In that case, the Complainant disputed charges on his bill from May 2005 and a meter exchange that took place in 2005. Philadelphia Gas Works argued that the Complainant was barred from contesting his bill due to the three year statute of limitations. Id. ALJ Fordham dismissed the Complainant's case and the Complainant filed Exceptions. Id. The Commission agreed with ALJ Fordham,

dismissed the Complainant's Exceptions and adopted ALJ Fordham's Initial Decision as follows:

We find that the ALJ properly concluded that the Complainant is barred from contesting the May 2005 bill. Sections 3314(a) and 1312(a) preclude the Complainant from filing a Complaint in 2010 regarding the May 2005 meter exchange or the May 2005 bill. Accordingly, the ALJ correctly concluded that the Complainant has not met his burden of proof, pursuant to Section 332(a), *supra*, on the matter of the Company's alleged incorrect billing.

Darryl Hicks v. Philadelphia Gas Works, Docket No. C-2010-2207800 (Opinion and Order entered, February 14, 2013).

11. Accordingly, to the extent the Complainant's formal complaint seeks to have the court address billing that stemmed from 2014 or 2015, the Complainant should be dismissed as the Public Utility Commission does not have the jurisdiction to adjudicate matters outside of the three year statute of limitations or to award customer refunds outside of the proscribed statute of limitations. 52 Pa. Code §5.101(a)(1).

12. The Complainants' Complaint with regard to any billing issues prior to 2020 are outside of the PUC's jurisdiction.

REQUEST FOR RELIEF

WHEREFORE, for the reasons set forth above, PECO Energy Company respectfully requests that your Honorable Commission summarily dismiss the portion of the Complainant's

formal Complaint which seeks to address billing issues prior to 2020, which are outside of the statute of limitations.

Respectfully submitted,



Khadijah Scott
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19103
(267) 533-1830
Fax: 215.568.3389
Khadijah.scott@exeloncorp.com

VICTOR JOHNSON
Complainant

v.

PECO ENERGY COMPANY
Respondent

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:
:

DOCKET NO. C-2023-3041337

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: July 3, 2023



Khadijah Scott

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

VICTOR JOHNSON	:	
Complainant	:	
	:	
v.	:	DOCKET NO. C-2023-3041337
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

CERTIFICATE OF SERVICE

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

VICTOR JOHNSON
6067 CHESTER AVE
PHILADELPHIA PA 19142
Via email: vic.tek@icloud.com

Dated: July 3, 2023



Khadijah Scott
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19103
(267) 533-1830
Fax: 215.568.3389
Khadijah.scott@exeloncorp.com

EXHIBIT 1

Botak, Amy:(PECO)

From: RA-PCESERVE@pa.gov
Sent: Friday, June 16, 2023 3:22 PM
To: Scott, Khadijah:(PECO)
Cc: Botak, Amy:(PECO)
Subject: [EXTERNAL]PA PUC eServe Notice

Importance: High

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-2023-3041337**. You may view this document at

[Formal Complaint - Johnson](#)

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), email 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 Victor Johnson

Street/P.O. Box 6067 Chester Ave Apt #

City Phila. State Pa. Zip 19142

County Phila.

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

() (home) 215 294-0833 (mobile)

Email Address (required): vic.tek@Icloud.com

Utility Account Number (from your bill) 34827-95169

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. Methods of Communication by the Commission

You have three options on how you would like to receive all communication from the Commission about your Complaint. By selecting one of the following three options, you are agreeing to receive all hearing notices, orders, and related documents about your Complaint in the manner selected.

Select one of the following options for receiving all communications from the Commission:

- a. eFiling: You agree to open and use an eFiling account – free of charge through the Commission’s website. By selecting this method you will be eServed. (This is the best way to receive, file, and submit documents).

Initial here if you are selecting eFiling: VJ

(And create an eFiling account at http://www.puc.pa.gov/efiling/default.aspx)

- b. **Email:** You agree to receive all documents by email (using the email you provided on page 1). Please note that you will only be able to receive documents from the Commission by email and will not be able to file documents by Email or Fax. To submit documents to the Commission you must create an eFiling account accessed at <http://www.puc.pa.gov/efiling/default.aspx> or mail your submissions.

Initial here if you are selecting Email service: _____

- c. **First Class Mail:** You agree to be served only by First Class Mail (at the address on page 1 of this form).

Initial here if you are selecting First Class Mail service: _____

***If you do not select one of the three options above, the Commission will serve all documents to you by First Class Mail at the address listed on page 1 of this form.**

3. **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

4. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- Electric Gas Water Wastewater/Sewer Storm Water
 Steam Heat Motor Carrier (taxi, moving co., limo)
 Telephone/Telecommunications (local, long distance)

5. **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).

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.

6. **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.

Please read the complaint. I stated what I needed PUC to help me with. Thank You.

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.

7. **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.

8. **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 9. No further contact with the utility or company is required. If you answered no, answer the question in Section 8 b. and answer the question in Section 8 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.

If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

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.

9. **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 email 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.

10. **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, Victor Johnson, 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).

Victor Johnson
(Signature of Complainant)

6.16.2023
(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.**

11. **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. Once your complaint case moves to the Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.

**TEN DAY SHUT OFF NOTICE
(AVISO DE SUSPENSION DE SERVICIO EN 10 DIAS)**

Account Number: 3482795169
For Service To: 6067 CHESTER AV
Date Prepared: June 07, 2023

Past Due Amt: \$12,004.43
New Billing: \$109.00
Total Amount: \$12,113.43

Your Electric/Gas Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 6067 CHESTER AV on or after 8:00 a.m. on June 21, 2023. If this date is a Friday, the service shut off will occur on, or soon after, the next business day.

We will NOT shut off your electric/gas service if you do ONE of the following:

- Pay \$12,004.43 in full before June 21, 2023, this includes any amount you owe on your payment plan. This notice is effective for 60 days.
- Pay the catch up amount on your agreement if it has defaulted. Call 1-888-480-1533 for the amount.
- Show us a paid receipt for the past due amount.
- You may be eligible for a payment agreement or special assistance programs which may stop the termination of your service. Call 1-888-480-1533 right away to determine if you are eligible for a payment agreement or assistance, to dispute your bill or to provide us with household income or occupant information.
- To talk about your bill, please call our office at 1-888-480-1533.

WE MUST RECEIVE YOUR PAYMENT BEFORE THE SHUT-OFF DATE. WE WILL NOT ACCEPT PAYMENTS AT YOUR PROPERTY.

If we shut off your electric/gas service, you may have to pay all of the following before we can turn service on:

- Past Due Amount of \$12,004.43
- Deposit Past Due Amount of \$0.00
- Agreement Unbilled Balance \$0.00
- Total \$12,004.43*

*If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.

**If your service is shut off, you may have to make substantial payments in order to have your service restored. In addition to any balance owed, you will have to pay a Reconnection Charge of between \$20.00 and \$1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is seriously ill. WE WILL NOT SHUT OFF YOUR SERVICE during such an illness provided you:

1. Have your licensed physician, nurse practitioner or physician assistant certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.
'AND'
2. Make some equitable arrangement to pay the company your current bills for service.

IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

¡Atención! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-888-480-1533.

Send payment in the enclosed envelope or pay your bill at an authorized payment location or PECO Energy's Main Office (23rd & Market Streets Philadelphia). To pay by credit card or check by phone, call 1-877-432-9384. The service provider will charge a convenience fee.

See other side for more information

When paying in person, please bring the entire bill

Return only this portion with your check made payable to PECO. Please write your account number on your check.



Enroll in Automatic Payment.
Complete form on reverse side.

Monday through Friday 7 a.m. to 7 p.m.
1-800-494-4000

0003254 01 AV 0.471 **AUTO T5 2 9211 19142-143067 -C05-P03257-I 4



VICTOR JOHNSON
6067 CHESTER AV
PHILADELPHIA PA 19142-1430

Account Number
34827-95169

Payment Receipt Stamp

Payment Amount



357-0000001 of 0000002-C05-00-9211-03257

To whom this may concern,

My name is Victor Johnson, I currently live at 6067 Chester Avenue Philadelphia Pa. 19142. I am filing a formal complaint against PECO for not resolving my electric bill. My problem with PECO started in 2014/15 when I made a complaint about my bill and how high it was. PECO responded with an investigation into the matter, and this went on for 1 year. I was renting at the time and my landlord lost our house in a legal situation. We had to move from the location. During that time PECO was still investigating how the house was utilizing the electric voltage trying to figure out why the bill was so high. Also, during that time a bill was not being generated. It was on hold while the investigation was taking place. I inquired about the bill wondering why I was not getting one. PECO stated that I would not receive one until the investigation was closed. Once I learned that we had to move, I notified PECO that I had to move, and they stated that since you are not residing at the location where you made a complaint, we must close the investigation and the amount generated during the investigation will be due in full. I said that is not fair the investigation was not completed and therefore I should not be responsible for such a large bill when I have complained multiple times about not receiving one, and what could I do during the investigation to stop the bill from getting so high? I was told by PECO that I could do nothing until the investigation was done. So why would I be responsible for an astronomical bill from an investigation that was never completed? PECO then stated that they could do nothing and have a nice Day, Click. (Meaning the phone hung up). This bill has been following me for over 8 years. I have signed up for every possible low-income assistant program and none of them will help me because the bill is too high. I am on Disability, and I am on a c-pap machine to help me breathe at night. This machine helps me to stay alive. I am suffering from an autoimmune disease and my medication must be refrigerated to stay fresh for me to use. I am also a diabetic and I need to have my electricity on to survive. Everything in my house runs on electricity. I am suffering from anxiety because I must fight with this company all the time to try and get some help. I never said that I would not pay my bill, I just wanted a payment arrangement that is affordable for me to pay. Like I said earlier I am on a fixed income and the payment arrangements I had in the past far exceeded my pay. I kept up with a payment arrangement for a whole year hoping I could be exempt from the rest of the bill. That is what I was told by PECO only to be lied to and pushed off to another plan I could not keep up with. What I need help from the commission on is to help me explain to PECO that half of that bill needs to be discarded due to the investigation they started and never completed leaving me to hold the bill that could have been prevented if they just did their job right. Also, I would need help with creating an affordable bill, and that I could stick with until the rest of my bill is resolved. I am trying my best to work with PECO my electricity is a dire need and all I ask is that PECO understand this situation, help me to get back on track with this bill after they take responsibility for not completing the investigation, and allowing the bill to get so high and letting my take the fall for it. Even the customer service reps I talk to stated that it was not fair for PECO to do this to me, and they work for the company. All my complaints should be recorded and everything that the reps were saying to me which was very mean and rude at times should be recorded as well. You can hear how dismissive and rude they were being to me. Even up to two weeks ago if you listen to my complaints, you will hear the rep being so rude and even hollering at times. Because they were so tired of talking to me or complaining. I feel as though that is not right and I just can not handle this situation on my own anymore, that is why I am reaching out to the commission for help. PECO stated that I have depleted all resources and they cannot help me anymore. I would have to pay a large percentage of the bill for them to help me and I cannot afford it at all. Thank you for allowing me to explain my case against PECO.