

Marie Blitzer

(PAGE 1 OF 5)

300 Blackberry Circle

New Hope, PA 19838

C-2023-3033912

July 10, 2023

In Re: ~~C-2023-36033912~~, BCS:3821697

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The attached is a copy of the original complaint. When the complaint was filed, it was for a refund from Green Mountain Energy. When we phoned in for the hearing on October 19, 2022, it was with Peco. We are not attorneys and since my husband had passed away and the meeting was three days after what would have been his 90th birthday, I asked my daughter to speak on my behalf as I was distraught and not thinking clearly. What we got instead was a nasty judge who either woke up on the wrong side of the bed or obviously had no patience to listen to our side. The witnesses for Peco had their opportunity but whenever my daughter tried to speak, the judge shut her down (to the extent that he threatened to end the hearing completely).


The original complaint letter speaks for itself. No one, NO ONE should be taken advantage of just because they can be. My husband always handled every bill, every check written but due to his declining health, by 2013 when we relocated, I opened all utility accounts and paid all of our bills (for the first time). There is no doubt that since this unethical experience, I have learned to go over every bill I receive and check it line by line (lesson learned).

I warned all friends, family and neighbors of my very expensive experience. Since the complaint, my daughter has received two similar letters, both **authorization** forms from Peco (see attached) Both offering options for switching energy companies with the only difference being they offer by stating the service will remain the same **unless you choose/authorize the change (AS IT SHOULD BE)**. Shame on the Public Utility Commission for allowing policies and/or procedures to be handled any other way. The Pennsylvania Public Utility Commission should protect the public from allowing this to happen. It should be illegal to allow someone else to make decisions about your finances without your (signed) authorization. If this had been the case, we would not be having a hearing. The fact that this unethical practice is not regulated and seems to be condoned is truly disgraceful. Why should innocent people pay the price for what appears to be complete scam?

I have already lost thousands of dollars. I cannot incur additional costs to hire an attorney to represent me. I do believe that I am due a refund for the difference in what I paid Green Mountain Energy vs. what I would have paid Peco.

Although the last hearing did not go well, I will remain hopeful and I thank you once again for hearing my plea.

Sincerely,


Marie Blitzer

(TOTAL 5 PAGES)

Marie Blitzer

ORIGINAL COMPLAINT

300 Blackberry Circle

New Hope, PA 18938

BCS CASE: 3821697

Continuation of 4. **Reason for Complaint:**

I did not choose to use another supplier. I am not at all familiar with Green Mountain Energy nor did the person at PECO I spoke to mention this company to me. The only thing I did was ask that the name on the account be change from the previous owner's name to mine.

I did notice an increase from my last energy bills when living in New Jersey but attributed it to the electric heat that was in my new home. After months of paying the astronomical bills, I mentioned to my daughter and she questioned me regarding the electric supplier and I told her it was PECO. I was never made aware nor did I authorize that PECO pass my account onto another supplier. All I know is that I received my bill every month from Peco and paid it.

My husband and I relocated to PA because we were advised that PA is financially friendlier to seniors and to move closer to our daughters. Fast forward to February, 2022, my husband, currently 89 and I am 79 are on a fixed income. To save our money, we have learned to deal with the heightened electric bills by layering our clothing and using extra blankets to avoid putting the heat up. We have, unfortunately, been dealing with this uncomfortable situation since December 2013. In February, 2022 during a visit by my daughter she asked if we had the heat on because it was cold in the house. We had the heat on but I told her we are conservative with the usage because of the unaffordable electric bills. She asked me what my last bill was and I told her we paid \$594.06. She was aghast at my response and asked to see my bill. My daughter has a similar size house and also has electric heat (w/PECO, also in Bucks County). She asked to review my bill.

After reviewing the bill, she noticed that the supplier was not indeed PECO but Green Mountain Energy. I had never heard of this company before so I phoned PECO the next day to inquire. I was told that Green Mountain Energy was assigned to my account, with my authorization when I signed up. I argued that I absolutely did NOT authorize this, that all I did was have the name changed on the account.

I got my daughter involved and authorized her to handle the matter since my husband is not well and I am his full-time caretaker. PECO pointed the finger at Green Mountain Energy and Green Mountain Energy pointed the finger back at PECO. Neither organization was able to support their claim that I authorized this and both said that they mailed me information (PECO at sign up and Green Mountain Energy on follow-up/renewal).

I did not receive any information from PECO regarding Green Mountain Energy when I signed up. As far as Green Mountain Energy, I could not say if they sent anything or not. Not familiar with the company, if they sent anything, it would have ended up, unopened, in the garbage bin along with all the other junk mail.

Bottom line, we are out thousands of dollars due to this fraudulent act forced upon us. We are an elderly couple on a fixed income and we certainly did NOT agree to pay twice as much for electric as we need to (when I mentioned this to Green Mountain Energy, they said that their price would have been lower than PECO to start). Due to this fraudulent act, my husband and I are out thousands of dollars. I do not have the old bills on file but the last bill breaks down as follows:

2,716 kWh used w/Green Mountain Energy @ \$0.16300/kWh = \$442.71 vs.

w/PECO @ \$0.0702/kWh = \$190.66 - difference of **\$252.05**

This is for 1 month. Without copies of the back bills (December 2013-January 2022) it is not possible to accurately do the math. If PECO or Green Mountain Energy would supply these back bills my daughter will take the time to accurately calculate our loss. If you take the average kWh shown on the last bill (1629.2) and times that number by the effected months, (97 months) the overcharge is estimated between \$14K-\$15K. I understand that this number is not exact but as you can see, my husband and I are out thousands of dollars that were taken from us illegally. I believe that we were fully taken advantage of and it was deceitful of PECO to switch suppliers on us without our authorization. I also believe that Green Mountain Energy's practices are designed to trap people (they said they sent out a renewal letter stating that if they do not hear back from you, your contract with them would automatically be renewed). Why? Why not send out a letter that states if we do not hear from you, your contract would be cancelled? I bet if the so-called letter was sent back with a cancellation, they would have followed up with a phone call trying to convince you to resign.

Something needs to be done about this practice of praying on people that are not aware and taking advantage of the innocent.

IMPORTANT NOTICE ACTION REQUESTED

UTILITY COMPANY: PECO
ENCLOSED: AUTHORIZATION FORM

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P0246/T11446

***** ECRWSH ** R001

Donnamarie Lauterio
7349 Easton Rd.
Pipersville, PA 18947-9522



NOTICE TO THE STATE OF PENNSYLVANIA RESIDENTS:

Energy deregulation in the state of Pennsylvania allows you to select the energy supply used to power your home.

- 1 Simply sign and return the form below.**
- 2 Get 100% clean, pollution-free energy.**

WHAT'S INVOLVED IN CHOOSING CLEAN ENERGY:

It's easy. All that's needed is your permission to switch. Just complete the attached form and return it to CleanChoice Energy in the postage paid envelope.

NOTE: There is no interruption in service, no fee from us to switch, no new equipment, no service call, no change in reliability.

BENEFITS OF CHOOSING CLEAN ENERGY:

- Reduce air pollution
- Reduce toxic waste
- Promote a healthier future

OTHER CONSIDERATIONS:

Your electricity will still be delivered, billed and serviced by PECO. You are simply telling PECO to switch your electric supply to CleanChoice Energy.

BLITZER
(5 OF 5)

IMPORTANT NOTICE ACTION REQUESTED

UTILITY COMPANY: PECO
ENCLOSED: AUTHORIZATION FORM

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P0085/T05820

AUTO
Donnamarie Lauterio
659 Limekiln Rd.
Doylestown, PA 18901-2335



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BLITZER
(P. 4 OF 5)



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 FCM LG ENV
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Rosemary Chiavetta
 PA Public Utility Commission
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 HARRISBURG, PA 17120

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