

Notification of Intent to Appeal BCS Decision
and
Request for Formal Complaint Forms

Send this ONLY if you want to appeal this informal decision.

If you intend to appeal this decision, you must return this form to the Secretary of the Commission by 9/29/2024. (You **MUST** meet this filing deadline).

This form is NOT your Formal Complaint form. The formal complaint form will be sent to you when the Secretary's Office receives this document. (This form is your intent to appeal).

- Your appeal begins when your signed and dated formal complaint form is received by the Secretary, who will then serve your formal complaint on the utility. (Please know the utility may also appeal the BCS decision).
- The utility must file an Answer to your complaint and they must send you a copy. The Complaint and Answer is then sent to the Office of Administrative Law Judge to schedule a hearing and assign a Judge to your case.
- The Judge will then send you directions to follow as your complaint proceeds through the process.
- *You do not need a lawyer to file an appeal or a formal complaint.*
- **You must attend the hearing and offer evidence to prove your complaint has merit.**
Hearings may be held in person or by telephone.

Even if you appeal the informal decision, **you must continue to pay current bills and undisputed charges from your utility.** Failure to pay your current bill and undisputed charges could result in the termination of your utility service.

Yes, I want to appeal this decision.

Customer name and address:
(Please correct any mistakes)

Jeane Dandreamatteo
251 Beechwood Rd
Chester PA 19015

(Area Code) Telephone Number

Signature

044 484-716-5808
(Cell Phone Number)

Permission to Text: Yes: No:

BCS: 3992454
Company: PECO Energy

Date of Mailing: 9/9/2024
Filing Due Date: 9/29/2024(You **MUST** meet this deadline).

Send this completed appeal form one of three ways:

1. **Mail by overnight delivery to (deposit date preserves your filing date):**
Secretary - Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

(Note: if you send by regular mail, you risk not meeting the filing deadline).

2. **Email to: RA-PCAppeals@pa.gov**
3. **Fax to: 717-265-8273**



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120

9/9/2024

BCS No: 3992454

Jeane Dandreamatteo
251 Beechwood Rd
Chester PA 19015

Dear Jeane Dandreamatteo,

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company has the right to shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

Matthew Blake
Investigator

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jeane Dandreamatteo
251 Beechwood Rd
Chester PA 19015

Date: 9/9/2024

V.

BCS: 3992454

PECO Energy

Acct. No: 3720308000

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):

STATEMENT OF COMPLAINT:

We received your informal complaint on 6/4/2024. In the complaint, you stated that you are disputing your bills from 11/2023 – Present for your PECO Energy (the Company) account. You stated that you paid the balance of your prior PUC payment arrangement, and the Company continues to charge you an additional \$93.00 per month. You asked the PUC's assistance to review your account and credit for any potential payments.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:

1. PUC records indicate that you established a PUC payment arrangement on 4/13/2023 on an outstanding balance of \$3,337.29. (Case# 3900641).
2. According to 66 Pennsylvania law at Pa. C.S. §1405(d), Number of payment arrangements, absent a change in income, the commission shall not establish or order a public utility to establish a second or subsequent payment arrangement if a customer has defaulted on a previous payment arrangement established by a commission order or decision. A public utility may, at its discretion, enter into a second or subsequent payment arrangement with a customer.
3. The Company reported that they received a payment of \$3,189.79 from the PA Homeowners Assistance Fund (PAHAF) to be applied to your account. The Company reported that they attempted to contact you on 6/5/2024 (1:38pm) and 6/10/2024 (11:50am) on where to allocate the funds. A message was left both times. The Company has no record of your response.
4. The Company reported that in absence of direction from you on where to allocate your funds, your current balance at that time was satisfied. A credit remained on your account to be applied to future bills until the funds were exhausted.
5. A PUC review of your account indicates that the PAHAF grant subsequent credits were issued correctly.

6. According to 52 Pa. Code § 56.24. Application of partial payments among several bills for public utility service. In the absence of written instructions, a disputed bill or a payment arrangement, payments received by a public utility which are insufficient to pay a balance due both for prior service and for service billed during the current billing period shall first be applied to the balance due for prior service.
7. The Company reported that as of 9/6/2024 your total account balance is \$3,669.73. That amount does not include any bills rendered or payments made since that date. That amount is subject to change.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. You are active on a PUC payment arrangement and not eligible for one at this time.
2. The PAHAF credits were correctly applied to your account.

THEREFORE, IT IS DECIDED THAT:

This informal complaint is dismissed.

If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Matthew Blake
Investigator