



Exelon Business Services Company
Legal Department
2301 Market Street/S23-1
Philadelphia, PA 19103
215 568 3389 Fax
www.exeloncorp.com

Direct Dial: 215.841.6841

January 23, 2013

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

**RE: Richard J. Coppola v. PECO Energy Company
PUC Docket No.: F-2012-2325791**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission are the following documents in the matter referenced above.

—	Answer
—	Answer & New Matter
<u>X</u>	Motion
—	Motion for Judgment on the Pleadings
—	Preliminary Objection
—	Exceptions
—	Reply Exceptions
—	Main Brief
—	Reply Petition

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,

Shawane Lee
Counsel for PECO Energy Company
SL/lo

Scheduling Recommendation: Call of the docket

Non Call of the docket

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

RICHARD J. COPPOLA

:
:
:
:
:

v.

DOCKET NO. F-2012-2325791

PECO ENERGY COMPANY

**MOTION OF PECO ENERGY COMPANY IN RESPONSE TO COMPLAINANT,
RICHARD COPPOLA'S MOTION TO STAY MARCH 22, 2013 HEARING**

PECO Energy Company ("PECO Energy"), pursuant to 52 Pa. Code § 1.15, hereby objects to the Complainant's request to stay the March 22, 2013 hearing date scheduled in this matter and states the following:

1. Admitted.

2. Denied. PECO Energy mailed responses to Complainant's Interrogatories on November 6, 2012. See PECO's Response to Interrogatories, attached hereto as Exhibit "1".

3. Denied.

4. Denied. PECO Energy provided responses and documentation to the Complainant's Interrogatories. However, the company objected to the Complainant's request for the personal home addresses of PECO employees; whether the employees are United States Citizens; the employees' hire date; and whether there was any disciplinary action against the employees. The request seeks information not relevant to this matter and which is not reasonably calculated to lead to the discovery of admissible evidence.

5. Denied.

6. PECO Energy neither admits nor denies the allegations in paragraph 6 of the Complainant's Motion.

7. PECO Energy neither admits nor denies the allegations in paragraph 6 of the Complainant's Motion.

8. Denied. The evidentiary hearing set by Administrative Law Judge Christopher Pell on March 22, 2013 is not a violation of due process, inappropriate or prejudicial. The discovery issues raised in the Complainant's Motion to Compel can be resolved at the evidentiary hearing as PECO Energy will present the employees at the hearing. At that time, the Complainant will have the opportunity to question the witnesses and ask them their personal residential address, their U.S. Citizenship status, and disciplinary history and counsel for PECO Energy will object accordingly.

9. By way of further response, PECO Energy avers that the Complainant's multiple motions; request for continuance, and now request to stay are designed to harass the company and prolong the litigation of this matter. PECO Energy respectfully requests a quick resolution to this matter.

WHEREFORE, PECO Energy respectfully requests that this Honorable Commission dismiss the Complainant's Motion to Stay the March 22, 2013 hearing.

Respectfully Submitted,



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
Direct Dial: 215.841.6841
Fax: 215.568.3389
Shawane.Lee@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

RICHARD J. COPPOLA

v.

PECO ENERGY COMPANY

:
:
:
:
:

DOCKET NO. F-2012-2325791

VERIFICATION

I, Shawane L. Lee, 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.



Shawane L. Lee

Date: January 23, 2013

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

RICHARD J. COPPOLA

v.

PECO ENERGY COMPANY

:
:
:
:
:

DOCKET NO. F-2012-2325791

CERTIFICATE OF SERVICE

I, Shawane L. Lee, hereby certify that I have this day served a copy of PECO Energy Company's Motion in the above matter upon all interested parties by mailing and emailing a copy, properly addressed and postage prepaid to:

Richard J. Coppola
Post Office Box 99
25 Parkside Drive
Langhorne, PA 19047



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
Direct Dial: 215.841.6841
Fax: 215.568.3389
Shawane.Lee@exeloncorp.com

Dated at Philadelphia, Pennsylvania, January 23, 2013.

Legal Department

Fax 215 568.3389
www.exeloncorp.com

Exelon Business Services Company
2301 Market Street/5231
PO Box 8699
Philadelphia, PA 19101 8699

Direct Dial: 215 841-6841

November 6, 2012

Richard Coppola
25 Parkside Drive
Langhorne, PA 19047

Re: Richard Coppola v. PECO Energy Company
PUC Docket No. : F-2012-2325791

Dear Mr. Coppola:

Enclosed are PECO Energy Company's response to Complainant's Interrogatories Directed to Respondent, Set I.

Thank you for your time and attention on this matter.

Very truly yours,



Shawane Lee
Counsel for PECO Energy Company

Encl.
s/LO

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

RICHARD J. COPPOLA, JR.	:	Docket No. F-2012-2325791
Complainant	:	
	:	
v.	:	
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

**RESPONDENT, PECO ENERGY'S RESPONSE TO COMPLAINANT'S
INTERROGATORIES DIRECTED TO RESPONDENT, SET I**

RESPONDENT, PECO Energy Company, by and through its counsel, Shawane

L. Lee, hereby submits the following Answers and Objections to Complainants' Interrogatories pursuant to 52 Pa. Code § 5.342 as follows:

GENERAL CONTINUING OBJECTIONS

1. Respondent generally objects to Complainant's Interrogatories and Requests to the extent that they purport to impose a discovery burden upon Respondent different than and/or greater than that imposed by 52 Pa. Code § 5.341, et. seq. In responding to each of these Interrogatories, Respondent has limited its response to the scope required by the applicable Pennsylvania Rules of Civil Procedure as set forth under 52 Pa. Code § 5.341, et. seq.
2. Respondent objects to Complainant's Interrogatories and Requests to the extent that responding to same would cause unreasonable annoyance, embarrassment, oppression, burden or expense.
3. Respondent objects to Complainant's Interrogatories and Requests to the extent that they are vague, overly broad and/or beyond the scope of discovery as set forth in 52 Pa. Code § 5.341, et. seq.
4. Respondent objects to Complainant's Interrogatories to the extent that they seek information, documents, or responses relating to matters that are not raised in the pleadings on the grounds that they are not relevant to this action and not reasonably calculated to lead to the discovery of admissible evidence.

5. Respondent objects to the "Definitions" contained in Complainant's Interrogatories to the extent that they seek to expand or modify the breadth and scope of 52 Pa. Code § 5.341, et. seq. or to seek to increase Respondent's duties under those Rules.

6. Respondent objects to the "Instructions" contained in Complainant's Interrogatories to the extent that they seek to expand or modify the breadth and scope of 52 Pa. Code § 5.341, et. seq. or to seek to increase Respondent's duties under those Rules.

7. Respondent objects to Complainant's Interrogatories to the extent that they seek information, documents, or responses protected by the attorney work-product doctrine or other applicable privilege. To the extent that Complainant's interrogatories can be construed to seek privileged information, Respondent objects and will provide only non-privileged information and responses.

8. Respondent objects to Complainant's Interrogatories to the extent they seek the disclosure of privileged attorney-client communications. To the extent that Complainant's interrogatories can be construed to seek privileged information or documents, Respondent objects and will provide only non-privileged information responses and documents.

9. Respondent objects to Complainant's interrogatories to the extent that they seek information that is not within Respondent's possession, custody, or control and/or is uniquely within the knowledge of Complainant in this lawsuit, or other third parties with knowledge relevant to this litigation.

10. Respondent reserves the right to supplement or amend these objections and responses upon, among other things: further investigation; discovery of additional facts; discovery of persons with knowledge of relevant information; developments in this action or any other proceedings; and the rebuttal of any of Complainant's evidence in this action.

11. By responding to any interrogatory or providing any information herewith, Complainant does not waive and expressly preserves the objections set forth herein and does not concede the relevancy or admissibility of the response.

12. Respondent incorporates each general objection in its response to each individual interrogatory and Complainant will respond specifically to the interrogatories as Respondent understands the terms used therein.

ANSWERS TO INTERROGATORIES:

Interrogatory No.1:

As you are aware, A PECO representative Mr. Robert Alicea met with briefly with Complainant at Complainant's residence:

- (a) What is Mr. Alicea's full name:

Answer: Robert Alicea

- (b) What is Mr. Alicea's physical residential address: O

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence. In addition, the requested information is not of sufficient relevance or materiality to this case to justify providing Mr. Alicea's personal residential address.

- (c) Is Mr. Alicea a United States Citizen:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

- (d) How long has Mr. Alicea been employed with PECO:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

- (a) Has Mr. Alicea ever had any disciplinary actions taken against him of any kind.

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

Interrogatory No. 2:

As you are aware, Mr. Tom Lerro communicated with Complainant in reference with Complainant's complaint:

- (a) What is Mr. Lerro's full name:

Answer: Thomas Lerro.

- (b) What is Mr. Lerro's physical residential address:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence. In addition, the requested information is not of sufficient relevance or materiality to this case to justify providing Mr. Lerro's personal residential address.

(c) Is Mr. Lerro a United States Citizen:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

(d) How long has Mr. Lerro been employed with PECO:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

(e) Has Mr. Lerro ever had any disciplinary actions taken against him of any kind.

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

Interrogatory No. 3:

As you are aware, Mr. Frank Frankenfield communicated with Complainant in reference with Complainant's complaint:

(a) What is Mr. Frankenfield's full name:

Answer: Frank Frankenfield.

(b) What is Mr. Frankenfield's physical residential address:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence. In addition, the requested information is not of sufficient relevance or materiality to this case to justify providing Mr. Frankenfield's personal residential address.

(c) Is Mr. Frankenfield a United States Citizen:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

(d) How long has Mr. Frankenfield been employed with PECO:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

- (e) Has Mr. Frankenfield ever had any disciplinary actions taken against him of any kind.

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

Interrogatory No. 4:

As you are aware, Mr. Darryl Myrick communicated with Complainant in reference with Complainant's complaint:

- (a) What is Mr. Myrick's full name:

Answer: Darryl Myrick

- (b) What is Mr. Myrick's physical residential address:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence. In addition, the requested information is not of sufficient relevance or materiality to this case to justify providing Mr. Myrick's personal residential address.

- (c) Is Mr. Myrick a United States Citizen:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

- (d) How long has Mr. Myrick been employed with PECO:

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

- (e) Has Mr. Myrick ever had any disciplinary actions taken against him of any kind.

Answer: Objection. This interrogatory seeks information neither relevant to the subject matter of this formal complaint, nor reasonably calculated to lead to the discovery of admissible evidence.

Interrogatory No. 4:

Regarding any and all field visits, testing, and any other work without limitation performed at Complainant's residence or within PECO facilities:

- (a) Identify and provide all full and complete name(s), and contact information for the individual(s) and/or business entities who performed such services and/or work:

Answer: High Bill Field Group

- (b) Submit the test methods utilized and the results of any and all work.

Answer: Verified meter readings are correct for off peak and residential. MTR# ARE CORRECT 4KW ON OP 1KW

- (c) Dates and times of all work allegedly performed.

**Answer: Field Visit - 2/20/12
8:25 a.m.**

- (d) Attach all results of any and all work.

Answer: See High Bill Report, attached at Exhibit "1".

- (a) Identify and provide all full and complete name(s), and contact information for the individual(s) and/or business entities who performed such services and/or work:

Answer: High Bill Field Group – Robert Alicea

- (b) Submit the test methods utilized and the results of any and all work.

Answer: Verified meter readings are correct for off peak and residential. Performed passing load test and dropped load.

- (c) Dates and times of all work allegedly performed.

Answer: Field Visit - 3/12/12

- (d) Attach all results of any and all work.

Answer: See attached High Bill Report at Exhibit "1".

Interrogatory No. 5:

Regarding your answer to Complainant's Complaint, you state that "PECO Energy specifically denies that the Complainant is being overcharged or there are any billing errors."

- (a) Describe in detail on what bases you assert your denial:

Answer: See Account Activity Statement from June 13, 2008 through October 18, 2012, attached at Exhibit "2". Bills are correct as rendered.

Interrogatory No. 6:

Regarding your answer to Complainant's Complaint, you state that PECO Energy "provided the documentation to the Complainant as he requested". Complainant's 311 9/2012 letter to PECO specifically requested:

- (a) "Daily KWH usage records for the last 4 years". Have you provided these records to Complainant:

Answer: Yes. See attached Account Activity Statement at Exhibit "2". Daily KWH usage indicated in far right column of statement. By way of further response, this information was previously provided to Complainant with PECO Energy's Answer to Complainant's Formal Complaint.

- (b) "Monthly bills (actual, not budgeted) for the last 4 years". Have you provided these records to Complainant:

Answer: Yes. See attached Account Activity Statement at Exhibit "2". Actual bill amount indicated on statement. By way of further response, this information was previously provided to Complainant with PECO Energy's Answer to Complainant's Formal Complaint.

- (c) Request that PECO schedule a meeting with Complainant specifically "by fax or by email". Did PECO schedule the meeting "by fax or by email:

Answer: PECO Energy provided a high bill technician to visit the Complainant's premises. Outside of this visit, no meetings with the Complainant have been scheduled.

- (d) If so, attach a copy of your "fax" or "email" to your response.

Interrogatory No. 7:

Describe in detail how and in what manner phone calls to PECO customer service by PECO customers regarding any account issues are logged and retained:

Answer: All calls or inquiries for a PECO customer account are logged into the Customer Information System by date, time, PECO employee and

remarks. See attached CIMS customer contact for Complainant's account at Exhibit "3".

Interrogatory No. 8:

Describe in detail how and in what manner phone calls to PECO billing department by PECO customers regarding any account issues are logged and retained:

Answer: PECO customers do not call the Billing department directly. All billing-related calls from PECO customers regarding any account issues are routed to the PECO Call Center.

Interrogatory No. 9:

Describe in detail how and in what manner phone calls to PECO technical department by PECO customers regarding any account issues are logged and retained:

Answer: All calls or inquiries for a PECO customer account are logged into the Customer Information System by date, time, and remarks. See attached CIMS customer contact for Complainant's account, attached at Exhibit "3".

Interrogatory No. 10:

Describe in detail how and in what manner phone calls to PECO high bill department by PECO customers regarding any account issues are logged and retained:

Answer: PECO customers do not call the Billing department directly. All billing-related calls from PECO customers regarding any account issues are routed to the PECO Call Center.

Interrogatory No. 11:

Identify each and every customer service or other representative who communicated with Complainant regarding any account issues are logged and retained:

Answer: See attached CIMS customer contact for Complainant's account, attached at Exhibit "3".

Interrogatory No. 12:

Identify each and every customer service or other representative who communicated with Complainant within the last twenty four (24) months:

Answer: See attached CIMS customer contact for Complainant's account, attached at Exhibit "3".

Interrogatory No. 13:

Regarding Requests 7, 8, 9, and 10, are PECO residential customer phone call logs, or such notes, and records, entered electronically by the PECO phone representative:

(a) If, so, can the content of such notes, records, and documents be deleted after the notes, records, and documents have been entered:

Answer: The content of notes can be deleted by the individual who originally created the note in CIMS or another user. The system will update the deleted note with the last user's name. Documents, notes and records are retained for four years only pursuant to 52 Pa. Code § 56.202.

(b) If, so, can the content of such notes, records, and documents be altered after the notes, records, and documents have been entered:

Answer: Yes. The notes in CIMS can be altered by the individual who originally created the note in CIMS or another user. The notes may be purged from the system after four years pursuant to 52 Pa. Code § 56.202. Records and documents cannot be altered or deleted. Records are retained for four years pursuant to 52 Pa. Code § 56.202.

(c) If your response to the above is in the affirmative either in part or unqualified, explain in detail how these deletions, and/or alterations occur.

Answer: The notes in CIMS can be altered by the individual who originally created the note or another user. The system will update the deleted note with the last user's name.

(d) If your response to the above is in the affirmative either in part or unqualified, explain in detail how these deletions, and/or alterations are documented.

Answer: The deletions/alterations are documented by the individual who originally created the note in CIMS and the last user who deleted/alterated the note.

Interrogatory No. 14:

Regarding Requests 7,8,9, and 10, are PECO residential customer phone call logs, or such notes, and records, entered on any hard copy by the PECO phone representative:

(a) If, so, can the content of such notes, records, and documents be deleted after the notes, records, and documents have been entered:

Answer. No. All notes are electronically entered in the CIMS system. See above. There are no hard copies created unless they are printed from the CIMS system.

(b) If, so, can the content of such notes, records, and documents be altered after the notes, records, and documents have been entered:

Answer. See response to 13 above.

(c) If your response to the above is in the affirmative either in part or unqualified, explain in detail how these deletions, and/or alterations occur.

Answer. See response to 13 above.

(d) If your response to the above is in the affirmative either in part or unqualified, explain in detail how these deletions, and/or alterations are documented.

Answer. See response to 13 above.




Shawane Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
shawane.lee@exeloncorp.com

Dated: November 6, 2012

VERIFICATION

I, Renee Tarpley, hereby declare that I am a Senior Regulatory Assessor of PECO Energy Company; that as such I am authorized to make this verification on its behalf; that I do not have personal knowledge of all the facts recited in the foregoing Answers of PECO Energy Company to Complainant's Interrogatories, the information contained in Said Answers having been furnished to me by various PECO Energy Company personnel, but that the facts set forth in the Answers are true to the best of my information and belief based upon the information made available to me, and hat these Answers are, accordingly, verified on behalf of PECO Energy Company.

I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 relating to unsworn falsification to authorities.



Renee Tarpley

Date: 11/5/12

CERTIFICATE OF SERVICE

Shawane L. Lee, Esquire, hereby certifies that the Supplemental Interrogatory Directed to the Complainant, Thunder Hollow Apartments was served this date upon all counsel and parties listed below, by placing same in the United States regular mail, postage prepaid.

Richard Coppola
25 Parkside Drive
Langhorne, PA 19047
Complainant



SHAWANE L. LEE
Counsel for Respondent,
PECO Energy Company

Dated: November 6, 2012

EXHIBIT “1”

HIGH BILL REPORT-RESIDENTIAL SERVICE

YES NO NO ACCESS

YES NO DECLINED

ELECTRIC: YES NO DECLINED

APPLIANCE USED: _____

Wt _____ No. of Seconds: _____

CLOCKED: _____ OF _____ (min)

GAS: YES NO DECLINED

APPLIANCE USED: _____

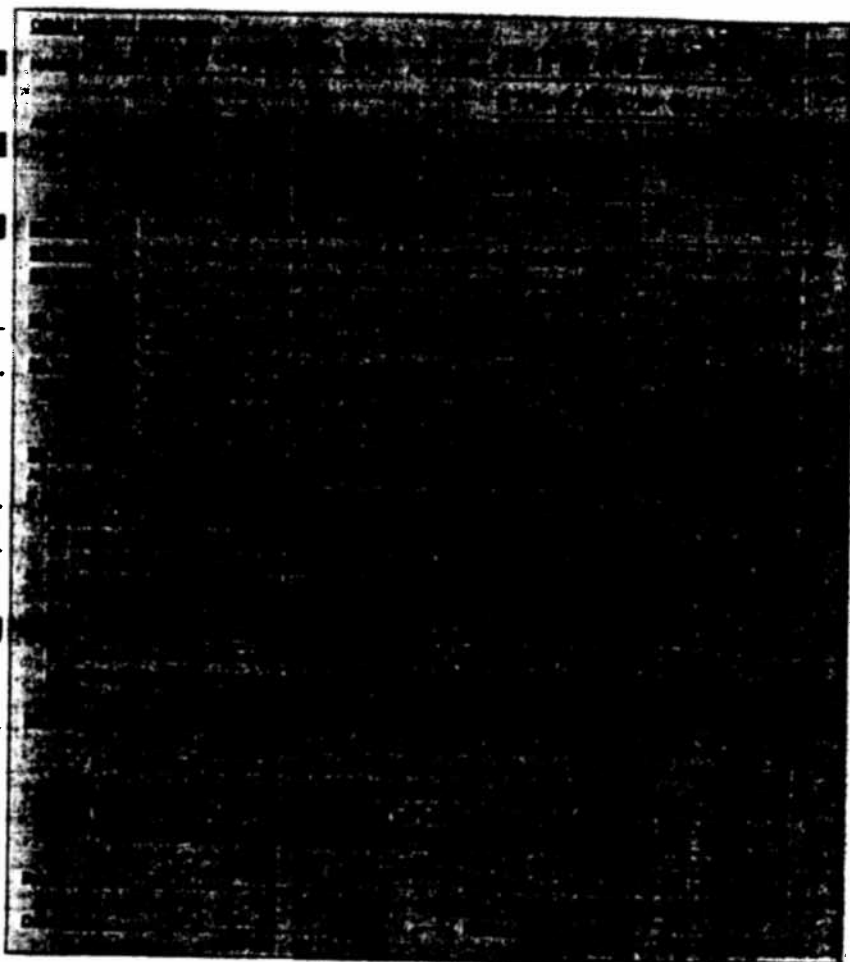
Fl Gas _____ No. of Seconds: _____

CLOCKED: _____ OF _____ (min)

YES NO NO ACCESS

DETAILS: _____

YES NO NO ACCESS



ADDITIONAL REPORT: 7:34 AM TIC 215-990-9900 U-MAN-L Ln WEST. 8:25 AM
verified with Mrs. correct for OP + R - Rang Bell + knocked HARD
FRONT DOOR - Dogs Barking INSIDE DOOR HANGING.

PECO ENERGY
EXHIBIT 1

RESIDENTIAL HIGH BILL INVESTIGATION

PECO

Name: Spooler Address: _____
 Account Number: 72029 00309

COST ESTIMATE

Type of High Bill Complaint: _____

Appliance type	No. of	Avg kWh's	Act. kWh's	Appliance type	No. of	Avg kWh's	Act. kWh's
<input type="checkbox"/> Microwave	120			<input type="checkbox"/> TV 20" to 27"	48		
<input type="checkbox"/> Top/Bottom	200			<input type="checkbox"/> TV 28" to 36"	72		
<input type="checkbox"/> Sub/Blender	300			<input type="checkbox"/> TV Big Screen	60		
<input type="checkbox"/> Sub Zwo	400			<input type="checkbox"/> CABLE BOX	10		
<input type="checkbox"/> Stove	100			<input type="checkbox"/> VCR/DVD	10		
Freezer type:				<input type="checkbox"/> Home Theater/ Stereo	25		
<input type="checkbox"/> Upright	210			<input type="checkbox"/> Computer	40		
<input type="checkbox"/> Chest	110			<input type="checkbox"/> Other: _____			
Cooking - Stovetop				<input type="checkbox"/> Well Pump	60		
<input type="checkbox"/> Range	100			<input type="checkbox"/> Sump Pump	12		
<input type="checkbox"/> Microwave	40			<input type="checkbox"/> Swimming Pool Pump (2/3 holiday)	270		
<input type="checkbox"/> Toaster Oven	40			<input type="checkbox"/> Hot tub heater (2/holiday)	300		
<input type="checkbox"/> Coffee Maker	30			<input type="checkbox"/> Water Bed Heater	144		
<input type="checkbox"/> Toaster	2			<input type="checkbox"/> Other: _____			
Other Kitchen Appliances				<input type="checkbox"/> Other: _____			
<input type="checkbox"/> Dishwasher	40			<input type="checkbox"/> Other: _____			
<input type="checkbox"/> Exhaust Fan	5			<input type="checkbox"/> Other: _____			
<input type="checkbox"/> Trash Compactor	0						
<input type="checkbox"/> Other: _____							
<input type="checkbox"/> Other: _____							
<input type="checkbox"/> Other: _____							
<input type="checkbox"/> Washer	10						
<input type="checkbox"/> Dryer	110						
<input type="checkbox"/> Iron	10						

Air Conditioning

Bl'r's	Walls	Act. kWh's
_____	_____	_____
_____	_____	_____
<input type="checkbox"/> Dehumidifier	300	_____
<input type="checkbox"/> Ceiling Fan	40	_____
<input type="checkbox"/> Standing Fan	20	_____
<input type="checkbox"/> Attic Fan	40	_____

<input type="checkbox"/> Furnace Fan	300	_____
<input type="checkbox"/> Chiller	100	_____
<input type="checkbox"/> Oil Burner Motor	60	_____

<input type="checkbox"/> Heat Pump	_____	_____
<input type="checkbox"/> Baseboard	_____	_____
<input type="checkbox"/> Space Heater	_____	_____

Gas/Water

Gas WH _____

250 inch for 1 person and 125 inch for each additional

4 to 8 rooms = 60 kWh's
 8 to 9 rooms = 65 kWh's
 9 to 12 rooms = 75 kWh's

Appl. Lighting: _____

OO Lighting: _____

Appliance type	No. of	Avg kWh's	Act. kWh's
<input type="checkbox"/> TV 20" to 27"	48		
<input type="checkbox"/> TV 28" to 36"	72		
<input type="checkbox"/> TV Big Screen	60		
<input type="checkbox"/> CABLE BOX	10		
<input type="checkbox"/> VCR/DVD	10		
<input type="checkbox"/> Home Theater/ Stereo	25		
<input type="checkbox"/> Computer	40		
<input type="checkbox"/> Other: _____			
<input type="checkbox"/> Well Pump	60		
<input type="checkbox"/> Sump Pump	12		
<input type="checkbox"/> Swimming Pool Pump (2/3 holiday)	270		
<input type="checkbox"/> Hot tub heater (2/holiday)	300		
<input type="checkbox"/> Water Bed Heater	144		
<input type="checkbox"/> Other: _____			
<input type="checkbox"/> Other: _____			
<input type="checkbox"/> Other: _____			

Appliance type	Rated	Checked
<input type="checkbox"/> House Heater	_____	_____
<input type="checkbox"/> Water Heater	_____	_____
<input type="checkbox"/> Range	_____	_____
<input type="checkbox"/> Dryer	_____	_____
<input type="checkbox"/> Pool Heater	_____	_____
<input type="checkbox"/> Other: _____		

Date	Reading	Usage	Cost	Rate	Usage	Cost	Rate
2/20	35453	132	26.4	792	1727		
2/15	35321	1067	36.7				
2/20	54112	8506	101.2	3036	4.50		
2/15	53606	4394	151.5				

HIGH BILL REPORT-RESIDENTIAL SERVICE

1: **BASE METER READING**
 YES NO NO ACCESS

2: **DISPUTED METER READING**
 YES NO DECLINED

3: **RESIDENTIAL TESTS PERFORMED**

ELECTRIC: YES NO DECLINED

APPLIANCE USED: refrigerator TB/F in garage

KWH: 7.2 No. of Seconds: 60.0

CLOCKED: 432 OF 440 (watts)

DATE: 09 YES NO DECLINED

APPLIANCE USED: EWH

DATE: 7.2 No. of Seconds: 5.0

CLOCKED: 484 OF 5500 (br/h)

4: **RESIDENTIAL SERVICE ACCESS**
 YES NO NO ACCESS

DETAILS: for added MFR

5: **RESIDENTIAL SERVICE ACCESS**
 YES NO NO ACCESS

ORAL UTILITY REPORT

NAME: J. Coppola Jr ADDRESS: 25 Parkside Dr - Langhorne 19047

ACCOUNT NUMBER: 77029 08309 MAILING: same

56.16201 DISPUTES THE FOLLOWING: All too High

56.16202 PECO Energy's POSITION ON THIS DISPUTE IS: SEE REPORT

56.16203 Termination of service will not take place during any informal or Formal Complaint proceedings, provided you pay the undisputed portion of bills as they become due. If you do not agree with this report you have ten days from today for filing an informal complaint with the Pennsylvania Public Utility Commission.

56.16204 The closest company location is 3300 Market St, Philadelphia, Open Circuit, Industrial Account Branch. Payments may be mailed to P.O. Box 13438, Phila., PA 19104. You may obtain additional information by writing to P.O. Box 13778, Phila., PA 19106, or by calling up at 1-800-494-4000

56.16205 An Informal Complaint may be filed with the PUC by calling 1-800-788-1116, or by writing to P.O. Box 3286, Harrisburg, PA 17110. The following information must be included in your complaint:

- The name of the customer or
- The address of the customer; and if different, the address at which service is provided.
- The account number of the customer, if applicable.
- The name of the utility.
- A brief statement of the dispute.
- Whether the dispute formerly has been the subject of a utility company investigation and report.
- Whether the dispute formerly has been the subject of a PUC informal or formal complaint.
- The date, if any, of proposed termination.
- The relief sought.

56.16206 Your open balance is \$28.27 and will become delinquent on 3-28-12 unless a Payment Agreement is entered into, or an Informal Complaint is filed with the Commission. (Note: This date must be the later of 10 days from today, or the actual due date of the bill.)

The current bill is the amount of \$ 45.00 due 3-28-12

The past due amount of \$ 33.27 will be due 3-28-12

By: R. Alvia Name of Agent: R. Alvia

Date: 3-12-12 () Customer Requested Written Report

Mailed on _____

<u>Mr C. rapid foreman call</u>		

ADDITIONAL REPORT: Verified meters; Usage billed is correct per ck. rgs.;
Att indicates pt. to use; Cust. was told (by CSR?) that OP
was billed for '300kwhs'; Showed cust. that OP is less than
100kwhs/mo (has EWH + dryer);
Mr. C.'s issue is with OP mtr. no longer being restricted,
(available 2/17), and, that OP has been caused OP kwhs
to be higher for last 24-36 months; therefore he should get
'credit' for overbilling of kwhs;
Explained that OP was not meant to reduce kwhs(usage) but,
mainly, the price per kwh; However, because of the
phasing out of the OP rate, the 'restriction' is also discontinued.
 INVESTIGATOR: R. Alvia DATE OF INVESTIGATION: 3-12-12 Cust. partially satisfied

RESIDENTIAL HIGH BILL INVESTIGATION

PECO

Name: Richard Coppola, Jr. Address: 25 Parkside Dr
 Account Number: 17829-00309 Langhorne PA 19047
 Type of High Bill Complaint: ath

COST ESTIMATE

Refrigerator type	No. of	Avg Kw/h's	Act Kw/h's	Air Conditioning	Watts	Act Kw/h's	No. of	Avg Kw/h's	Act Kw/h's
<input type="checkbox"/> Manual		120		<input checked="" type="checkbox"/> Heat Pumps approx 2 units (3200W ea.) (pt. @ 10 hrs/day)			<input type="checkbox"/> TV 20" to 27"	48	
<input checked="" type="checkbox"/> Top/Bottom		200					<input type="checkbox"/> TV 28" to 38"	72	
<input type="checkbox"/> Side/Slide		300					<input checked="" type="checkbox"/> TV Big Screen	98	
<input checked="" type="checkbox"/> Sub Zero		450		<input type="checkbox"/> Dehumidifier	324		<input checked="" type="checkbox"/> CABLE BOX	10	
<input type="checkbox"/> Student		100		<input type="checkbox"/> Ceiling Fan	40		<input checked="" type="checkbox"/> VCR/DVD	10	
Freezer type				<input type="checkbox"/> Standing Fan	30		<input checked="" type="checkbox"/> Home theater Stereo	25	
<input type="checkbox"/> Upright		210		<input type="checkbox"/> Airc Fan	48		<input checked="" type="checkbox"/> Computer	48	
<input type="checkbox"/> Chest		110		<input checked="" type="checkbox"/> Furnace Fan	240	480	<input type="checkbox"/> Well Pump	60	
Cooking Electric				<input type="checkbox"/> Circulator	150	5/w	<input checked="" type="checkbox"/> Sump Pump	12	
<input checked="" type="checkbox"/> Range		150		<input type="checkbox"/> Oil Burner Motor	66		<input type="checkbox"/> Swimming Pool Pump (12hr/day)	270	
<input checked="" type="checkbox"/> Microwave		40		<input checked="" type="checkbox"/> Heat Pump	395A/140W	285k/yr	<input type="checkbox"/> Hot tub heater (2hr/day)	300	
<input type="checkbox"/> Toaster Oven		40		<input type="checkbox"/> Baseboard	33A/1750W	2370	<input type="checkbox"/> Water Bed Heater	144	
<input type="checkbox"/> Coffee Maker		38		<input type="checkbox"/> Space Heater	(pt. @ 10 hrs/day)		Other:		
<input type="checkbox"/> Toaster		2		Getters/Watts			Other:		
Other Kitchen Appliances				<input checked="" type="checkbox"/> Elec WH	80 gal 5500	375k/yr	Other:		
<input checked="" type="checkbox"/> Dishwasher		48		250 kw/h for 1 person and 125 kw/h's for each adult/child			Other:		
<input type="checkbox"/> Exhaust Fan		5					Other:		
<input type="checkbox"/> Trash Compactor		8					Other:		
<input type="checkbox"/> Other:							Other:		
<input type="checkbox"/> Other:							Other:		
<input type="checkbox"/> Other:							Other:		
Laundry Appliances							House Heater		
<input checked="" type="checkbox"/> Washer		10					Water Heater		
<input checked="" type="checkbox"/> Dryer		110					Range	N/A	
<input type="checkbox"/> Iron		10					Dryer		
							Pool Heater		
							Other		

1048

AVG KW/H'S SUMMER: 2019 AVG KW/H'S WINTER: 1399

DATE	Reading	Usage	Cost	Est Use Next Bill	DATE	Reading	Usage	Cost	Est Use Next Bill
3-12	56120	2514	96.6	2900	432W	2-15	53606	4394	(57.50W) 29 days
2-15	53606	4394	(57.50W)	29 days	1-17	49212	5286	(51.10W) 35 days	
3-12	36144	923	31.8	754		2-15	35221	1067	(35 days)

warmer weather, last yr = 2213 kw/h's

EXHIBIT “2”

CUAR038

PECO Account Activity Statement

Date: 10/23/12
Page: 1 of 7

*** Account Information ***

*** Current Account Status ***

Account Number:
77029-00309
Account Status: Active

Mail To:
RICHARD COPPOLA JR
25 PARKSIDE DR
LANGHORNE PA 19047

Current Bill: \$0.00
Billed Prior: \$0.00
Balance Due: \$0.00
Service Address:
25 PARKSIDE DR
LANGHORNE PA 19047

Rate: Electric Off-Peak Service (OP)
Electric Residential Heating Service (R)

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH/DAV	OP KWH/DAV
06/13/08	Electric Service OP	05/13/08 06/12/08	69693	058090636	\$72.88		\$72.88				
06/13/08	Electric Service R	05/13/08 06/12/08	85783	058085427	\$168.14		\$168.14				
06/13/08	BUDGET BILLING	05/13/08 06/12/08			\$270.00		\$270.00				
** Budget Bill Detail ** Actual Bill Amount: 241.02 BB Deferred Amount: 138.85											
06/13/08	Regular Bill										
06/17/08	Payment					\$294.00					
07/16/08	Electric Service OP	06/12/08 07/15/08	70999	058090636	\$91.74		\$91.74				
07/16/08	Electric Service R	06/12/08 07/15/08	86943	058085427	\$188.52		\$188.52				
07/16/08	BUDGET BILLING	06/12/08 07/15/08			\$270.00		\$270.00				
** Budget Bill Detail ** Actual Bill Amount: 280.26 BB Deferred Amount: 149.11											
07/16/08	Regular Bill										
08/14/08	Electric Service OP	07/15/08 08/13/08	72355	058090636	\$89.65		\$89.65				
08/14/08	Electric Service R	07/15/08 08/13/08	87837	058085427	\$144.08		\$144.08				
08/14/08	BUDGET BILLING	07/15/08 08/13/08			\$270.00		\$270.00				
** Budget Bill Detail ** Actual Bill Amount: 232.73 BB Deferred Amount: 111.84											
08/14/08	Regular Bill										
08/18/08	Payment					\$244.00					
09/11/08	Payment					\$279.00					
09/11/08	Payment					\$20.00					
09/15/08	Electric Service OP	08/13/08 09/14/08	73651	058090636	\$84.92		\$84.92				
09/15/08	Electric Service R	08/13/08 09/14/08	88856	058085427	\$164.96		\$164.96				
09/15/08	BUDGET BILLING	08/13/08 09/14/08			\$270.00		\$270.00				
** Budget Bill Detail ** Actual Bill Amount: 249.88 BB Deferred Amount: 91.72											
09/15/08	Regular Bill										
10/08/08	Payment					\$241.00					
10/14/08	Electric Service OP	09/14/08 10/13/08	74370	058090636	\$49.13		\$49.13				
10/14/08	Electric Service R	09/14/08 10/13/08	89759	058085427	\$114.79		\$114.79				
10/14/08	BUDGET BILLING	09/14/08 10/13/08			\$270.00		\$270.00				
** Budget Bill Detail ** Actual Bill Amount: 163.92 BB Deferred Amount: -14.36											
10/14/08	Regular Bill										
11/12/08	Electric Service OP	10/13/08 11/11/08	75405	058090636	\$68.74		\$68.74				
11/12/08	Electric Service R	10/13/08 11/11/08	90837	058085427	\$137.42		\$137.42				
11/12/08	BUDGET BILLING	10/13/08 11/11/08			\$270.00		\$270.00				
** Budget Bill Detail ** Actual Bill Amount: 196.16 BB Deferred Amount: -88.20											
11/12/08	Regular Bill										
11/19/09	Payment					\$270.00					
12/15/08	Electric Service OP	11/11/08 12/14/08	77806	058090636	\$153.44		\$153.44				
12/15/08	Electric Service R	11/11/08 12/14/08	92447	058085427	\$165.81		\$165.81				
12/15/08	BUDGET BILLING	11/11/08 12/14/08			\$270.00		\$270.00				
** Budget Bill Detail ** Actual Bill Amount: 319.25 BB Deferred Amount: -38.95											
12/15/08	Regular Bill										
12/17/08	Payment					\$270.00					

DATE	CHANGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH/DAU	OP KWH/DAU
01/16/09	Electric Service OP	12/14/08 01/15/09	81095	058090636	\$208.50		\$208.50				
01/16/09	Electric Service R	12/14/08 01/15/09	94085	058085427	\$167.83		\$167.83				
01/16/09	BUDGET BILLING	12/14/08 01/15/09			\$270.00		\$270.00				
01/16/09	Regular Bill	** Actual Bill Amount: 376.33						BB Deferred Amount: 67.38			
01/23/09	Payment					\$270.00					
02/17/09	Electric Service OP	01/15/09 02/16/09	84674	058090636	\$228.93		\$228.93				
02/17/09	Electric Service R	01/15/09 02/16/09	95459	058085427	\$150.45		\$150.45				
02/17/09	BUDGET BILLING	01/15/09 02/16/09			\$270.00		\$270.00				
02/17/09	Regular Bill	** Actual Bill Amount: 379.38						BB Deferred Amount: 176.76			
02/27/09	Payment					\$275.00					
03/18/09	Electric Service OP	02/16/09 03/17/09	87024	058090636	\$151.92		\$151.92				
03/18/09	Electric Service R	02/16/09 03/17/09	96670	058085427	\$138.55		\$138.55				
03/18/09	BUDGET BILLING	02/16/09 03/17/09			\$270.00		\$270.00				
03/18/09	Regular Bill	** Actual Bill Amount: 290.47						BB Deferred Amount: 197.23			
03/25/09	Payment					\$275.00					
04/08/09	Payment					\$260.00					
04/16/09	Electric Service OP	03/17/09 04/15/09	88448	058090636	\$93.87		\$93.87				
04/16/09	Electric Service R	03/17/09 04/15/09	97807	058085427	\$133.14		\$133.14				
04/16/09	BUDGET BILLING	03/17/09 04/15/09			\$260.00		\$260.00				
04/16/09	Regular Bill	** Actual Bill Amount: 227.01						BB Deferred Amount: 164.24			
04/19/09	Payment					\$241.00					
05/15/09	Electric Service OP	04/15/09 05/14/09	89310	058090636	\$58.64		\$58.64				
05/15/09	Electric Service R	04/15/09 05/14/09	98723	058085427	\$117.00		\$117.00				
05/15/09	BUDGET BILLING	04/15/09 05/14/09			\$260.00		\$260.00				
05/15/09	Regular Bill	** Actual Bill Amount: 175.64						BB Deferred Amount: 79.88			
05/15/09	Payment					\$260.00					
06/04/09	Payment					\$260.00					
06/16/09	Electric Service OP	05/14/09 06/15/09	90347	058090636	\$69.62		\$69.62				
06/16/09	Electric Service R	05/14/09 06/15/09	99683	058085427	\$156.79		\$156.79				
06/16/09	BUDGET BILLING	05/14/09 06/15/09			\$268.00		\$268.00				
06/16/09	Regular Bill	** Actual Bill Amount: 226.41						BB Deferred Amount: 38.29			
07/09/09	Payment					\$268.00					
07/16/09	Electric Service OP	06/15/09 07/15/09	91430	058090636	\$72.50		\$72.50				
07/16/09	Electric Service R	06/15/09 07/15/09	00635	058085427	\$155.57		\$155.57				
07/16/09	BUDGET BILLING	06/15/09 07/15/09			\$268.00		\$268.00				
07/16/09	Regular Bill	** Actual Bill Amount: 228.07						BB Deferred Amount: -1.64			
08/11/09	Payment					\$280.00					
08/14/09	Electric Service OP	07/15/09 08/13/09	92784	058090636	\$89.49		\$89.49				
08/14/09	Electric Service R	07/15/09 08/13/09	01548	058085427	\$148.98		\$148.98				
08/14/09	BUDGET BILLING	07/15/09 08/13/09			\$268.00		\$268.00				
08/14/09	Regular Bill	** Actual Bill Amount: 238.47						BB Deferred Amount: -31.17			
09/14/09	Payment					\$256.00					
09/15/09	Electric Service OP	08/13/09 09/14/09	93894	058090636	\$80.46		\$80.46				
09/15/09	Electric Service R	08/13/09 09/14/09	02539	058085427	\$148.98		\$148.98				
09/15/09	BUDGET BILLING	08/13/09 09/14/09			\$268.00		\$268.00				
09/15/09	Regular Bill	** Actual Bill Amount: 242.60						BB Deferred Amount: -56.57			

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH/DAU	OP KWH/DAU
10/14/09	Electric Service OP	09/14/09 10/13/09	94531	058090636	\$39.54						
10/14/09	Electric Service R	09/14/09 10/13/09	03479	058085427	\$118.89						
10/14/09	BUDGET BILLING	09/14/09 10/13/09			\$268.00						
		** Budget Bill Detail **			Actual Bill Amount: 158.43						
10/14/09	Regular Bill						\$536.00	\$268.00	11/16	940/32.4	557/19.2
10/15/09	Payment					\$268.00					
11/06/09	Payment					\$269.00					
11/12/09	Electric Service OP	10/13/09 11/11/09	95692	058090636	\$76.14						
11/12/09	Electric Service R	10/13/09 11/11/09	04441	058085427	\$120.50						
11/12/09	BUDGET BILLING	10/13/09 11/11/09			\$268.00						
		** Budget Bill Detail **			Actual Bill Amount: 196.64						
11/12/09	Regular Bill						\$267.00		12/14	962/33.1	1141/39.3
12/14/09	Payment					\$267.00					
12/15/09	Electric Service OP	11/11/09 12/14/09	97485	058090636	\$117.00						
12/15/09	Electric Service R	11/11/09 12/14/09	05871	058085427	\$154.67						
12/15/09	BUDGET BILLING	11/11/09 12/14/09			\$268.00						
		** Budget Bill Detail **			Actual Bill Amount: 271.67						
12/15/09	Regular Bill						\$268.00		01/15	1430/43.3	1793/54.3
01/14/10	Payment					\$268.00					
01/16/10	Electric Service OP	12/14/09 01/15/10	01046	058090636	\$227.81						
01/16/10	Electric Service R	12/14/09 01/15/10	07293	058085427	\$154.08						
01/16/10	BUDGET BILLING	12/14/09 01/15/10			\$268.00						
		** Budget Bill Detail **			Actual Bill Amount: \$381.89						
01/16/10	Regular Bill						\$268.00		02/18	1422/44.4	3561/111.2
02/13/10	Payment					\$268.00					
02/16/10	Electric Service OP	01/15/10 02/15/10	04518	058090636	\$234.42						
02/16/10	Electric Service R	01/15/10 02/15/10	08787	058085427	\$165.38						
02/16/10	BUDGET BILLING	01/15/10 02/15/10			\$241.00						
		** Budget Bill Detail **			Actual Bill Amount: 399.80						
02/16/10	Regular Bill						\$241.00		03/19	1494/48.1	3472/112.0
03/17/10	Payment					\$241.00					
03/17/10	Electric Service OP	02/15/10 03/16/10	06755	058090636	\$152.68						
03/17/10	Electric Service R	02/15/10 03/16/10	10138	058085427	\$154.36						
03/17/10	BUDGET BILLING	02/15/10 03/16/10			\$241.00						
		** Budget Bill Detail **			Actual Bill Amount: 307.04						
03/17/10	Regular Bill						\$482.00	\$241.00	04/19	1351/46.5	2237/77.1
03/19/10	Payment					\$241.00					
04/15/10	Electric Service OP	03/16/10 04/14/10	07896	058090636	\$80.15						
04/15/10	Electric Service R	03/16/10 04/14/10	11246	058085427	\$135.65						
04/15/10	BUDGET BILLING	03/16/10 04/14/10			\$241.00						
		** Budget Bill Detail **			Actual Bill Amount: 215.80						
04/15/10	Regular Bill						\$482.00	\$241.00	05/17	1108/38.2	1141/39.3
04/19/10	Payment					\$241.00					
05/14/10	Electric Service OP	04/14/10 05/13/10	08847	058090636	\$67.58						
05/14/10	Electric Service R	04/14/10 05/13/10	12279	058085427	\$129.89						
05/14/10	BUDGET BILLING	04/14/10 05/13/10			\$241.00						
		** Budget Bill Detail **			Actual Bill Amount: 197.47						
05/14/10	Regular Bill						\$482.00	\$241.00	06/16	1033/35.6	951/32.7
05/18/10	Payment					\$241.00					
06/15/10	Electric Service OP	05/13/10 06/14/10	10099	058090636	\$87.50						
06/15/10	Electric Service R	05/13/10 06/14/10	13363	058085427	\$182.34						
06/15/10	BUDGET BILLING	05/13/10 06/14/10			\$258.00						
		** Budget Bill Detail **			Actual Bill Amount: 269.84						
06/15/10	Regular Bill						\$499.00		07/16	1084/33.8	1252/39.1
06/16/10	Payment					\$245.00					

DATE	CHANGE TYPE	BILLING PERIOD	READ	METER #	CHANGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH/DAU	OP KWH/DAU
07/15/10	Electric Service OP	06/14/10 07/14/10	11685	058090636	\$87.50		\$87.50				
07/15/10	Electric Service R	06/14/10 07/14/10	14379	058085427	\$182.34		\$182.34				
07/15/10	BUDGET BILLING	06/14/10 07/14/10			\$258.00		\$258.00				
	** Budget Bill Detail **	Actual Bill Amount:	280.16								
		BB Deferred Amount:	70.17								
07/15/10	Regular Bill					\$254.00	\$512.00		08/16	1016/33.8	1586/52.8
07/19/10	Payment										
08/13/10	Electric Service OP	07/14/10 08/12/10	13405	058090636	\$118.47		\$118.47				
08/13/10	Electric Service R	07/14/10 08/12/10	15274	058085427	\$149.67		\$149.67				
08/13/10	BUDGET BILLING	07/14/10 08/12/10			\$258.00		\$258.00				
	** Budget Bill Detail **	Actual Bill Amount:	268.14								
		BB Deferred Amount:	80.31								
08/13/10	Regular Bill					\$266.00	\$516.00		09/15	895/30.8	1720/59.3
08/17/10	Payment										
09/14/10	Electric Service OP	08/12/10 09/13/10	14830	058090636	\$98.94		\$98.94				
09/14/10	Electric Service R	08/12/10 09/13/10	16251	058085427	\$163.83		\$163.83				
09/14/10	BUDGET BILLING	08/12/10 09/13/10			\$258.00		\$258.00				
	** Budget Bill Detail **	Actual Bill Amount:	262.77								
		BB Deferred Amount:	85.08								
09/14/10	Regular Bill					\$269.00	\$508.00		10/15	977/30.5	1425/44.5
09/15/10	Payment										
10/13/10	Electric Service OP	09/13/10 10/12/10	15559	058090636	\$52.87		\$52.87				
10/13/10	Electric Service R	09/13/10 10/12/10	17224	058085427	\$125.29		\$125.29				
10/13/10	BUDGET BILLING	09/13/10 10/12/10			\$258.00		\$258.00				
	** Budget Bill Detail **	Actual Bill Amount:	178.16								
		BB Deferred Amount:	5.24								
10/13/10	Regular Bill					\$258.00	\$497.00		11/15	973/33.5	729/25.1
10/18/10	Payment										
11/13/10	Electric Service OP	10/12/10 11/10/10	16690	058090636	\$79.51		\$79.51				
11/13/10	Electric Service R	10/12/10 11/10/10	18123	058085427	\$119.64		\$119.64				
11/13/10	BUDGET BILLING	10/12/10 11/10/10			\$258.00		\$258.00				
	** Budget Bill Detail **	Actual Bill Amount:	199.15								
		BB Deferred Amount:	-53.61								
11/13/10	Regular Bill					\$270.00	\$497.00		12/13	899/31.0	1131/39.0
11/15/10	Payment										
12/14/10	Electric Service OP	11/10/10 12/13/10	18956	058090636	\$154.62		\$154.62				
12/14/10	Electric Service R	11/10/10 12/13/10	19169	058085427	\$130.95		\$130.95				
12/14/10	BUDGET BILLING	11/10/10 12/13/10			\$258.00		\$258.00				
	** Budget Bill Detail **	Actual Bill Amount:	285.57								
		BB Deferred Amount:	-26.04								
12/14/10	Regular Bill					\$258.00	\$485.00		01/14	1046/31.7	2266/68.7
12/16/10	Payment										
01/18/11	Electric Service OP	12/13/10 01/17/11	23655	058090636	\$363.64		\$363.64				
01/18/11	Electric Service R	12/13/10 01/17/11	20755	058085427	\$175.54		\$175.54				
01/18/11	BUDGET BILLING	12/13/10 01/17/11			\$258.00		\$258.00				
	** Budget Bill Detail **	Actual Bill Amount:	539.18								
		BB Deferred Amount:	255.14								
01/18/11	Regular Bill					\$227.00	\$227.00		02/18	1586/45.3	4699/134.2
02/10/11	Payment										
02/16/11	Electric Service OP	01/17/11 02/15/11	27248	058090636	\$319.24		\$319.24				
02/16/11	Electric Service R	01/17/11 02/15/11	21980	058085427	\$148.35		\$148.35				
02/16/11	BUDGET BILLING	01/17/11 02/15/11			\$274.00		\$274.00				
	** Budget Bill Detail **	Actual Bill Amount:	467.59								
		BB Deferred Amount:	448.73								
02/16/11	Regular Bill					\$274.00	\$274.00		03/21	1225/42.2	3593/123.8
03/16/11	Payment										
03/17/11	Electric Service OP	02/15/11 03/16/11	29531	058090636	\$203.49		\$203.49				

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH/DAU	OP KWH/DAU
12/14/11	Electric Service R	11/10/11 12/13/11	32850	058085427	\$163.17		\$163.17				
12/14/11	BUDGET BILLING	11/10/11 12/13/11			\$348.00		\$348.00				
	** Budget Bill Detail **	Actual Bill Amount:	490.04		BB Deferred Amount:	292.01					
12/14/11	Regular Bill				\$5.27	\$704.54	\$704.54	\$3.27	01/17	1258/33.1	3543/107.4
12/20/11	Late Payment Charge										
01/17/12	Payment										
01/18/12	Electric Service OP	12/13/11 01/17/12	49312	058090636	\$664.98		\$664.98				
01/18/12	Electric Service R	12/13/11 01/17/12	34254	058085427	\$186.46		\$186.46				
01/18/12	BUDGET BILLING	12/13/11 01/17/12			\$348.00		\$348.00				
	** Budget Bill Detail **	Actual Bill Amount:	851.44		BB Deferred Amount:	795.45					
01/18/12	Regular Bill				\$353.27		\$353.27	\$5.27	02/21	1404/40.1	5286/151.0
02/16/12	Electric Service OP	01/17/12 02/15/12	53606	058090636	\$553.07		\$553.07				
02/16/12	Electric Service R	01/17/12 02/15/12	35321	058085427	\$146.70		\$146.70				
02/16/12	BUDGET BILLING	01/17/12 02/15/12			\$435.00		\$435.00				
	** Budget Bill Detail **	Actual Bill Amount:	699.77		BB Deferred Amount:	1060.22					
02/16/12	Regular Bill				\$788.27		\$788.27		03/19	1067/36.7	4394/151.5
02/20/12	Electric Meter Reading										
03/12/12	Electric Meter Reading				54112	058090636					
03/12/12	Electric Meter Reading				56120	058090636					
03/16/12	Electric Service OP	02/15/12 03/15/12	56209	058090636	\$328.34		\$328.34				
03/16/12	Electric Service R	02/15/12 03/15/12	36216	058085427	\$126.41		\$126.41				
03/16/12	BUDGET BILLING	02/15/12 03/15/12			\$435.00		\$435.00				
	** Budget Bill Detail **	Actual Bill Amount:	454.75		BB Deferred Amount:	1079.97					
03/16/12	Regular Bill				\$123.27		\$123.27	\$353.27	04/18	895/30.9	2603/89.7
04/16/12	Electric Service OP	03/15/12 04/15/12	57539	058090636	\$169.69		\$169.69				
04/16/12	Electric Service R	03/15/12 04/15/12	36994	058085427	\$113.56		\$113.56				
04/16/12	BUDGET BILLING	03/15/12 04/15/12			\$435.00		\$435.00				
	** Budget Bill Detail **	Actual Bill Amount:	283.25		BB Deferred Amount:	928.22					
04/16/12	Regular Bill				\$1658.27		\$1658.27	\$788.27	05/17	778/25.1	1330/42.9
05/14/12	Payment										
05/15/12	Payment										
05/15/12	Electric Service OP	04/15/12 05/14/12	58352	058090636	\$104.41		\$104.41				
05/15/12	Electric Service R	04/15/12 05/14/12	37770	058085427	\$133.31		\$133.31				
05/15/12	BUDGET BILLING	04/15/12 05/14/12			\$435.00		\$435.00				
	** Budget Bill Detail **	Actual Bill Amount:	217.72		BB Deferred Amount:	710.94					
05/15/12	Regular Bill				\$440.27		\$440.27		06/15	776/26.7	813/28.0
06/07/12	Payment										
06/14/12	Electric Service OP	05/14/12 06/13/12	59201	058090636	\$109.53		\$109.53				
06/14/12	Electric Service R	05/14/12 06/13/12	38693	058085427	\$159.47		\$159.47				
06/14/12	BUDGET BILLING	05/14/12 06/13/12			\$452.00		\$452.00				
	** Budget Bill Detail **	Actual Bill Amount:	269.00		BB Deferred Amount:	527.94					
06/14/12	Regular Bill				\$439.27		\$439.27		07/16	923/30.7	849/28.3
07/16/12	Electric Service OP	06/13/12 07/15/12	60645	058090636	\$171.53		\$171.53				
07/16/12	Electric Service R	06/13/12 07/15/12	39527	058085427	\$131.62		\$131.62				
07/16/12	BUDGET BILLING	06/13/12 07/15/12			\$452.00		\$452.00				
	** Budget Bill Detail **	Actual Bill Amount:	303.15		BB Deferred Amount:	379.09					
07/16/12	Regular Bill				\$891.27		\$891.27		08/16	834/26.1	1444/45.1
08/14/12	Electric Service OP	07/15/12 08/13/12	61826	058090636	\$140.60		\$140.60				
08/14/12	Electric Service R	07/15/12 08/13/12	40384	058085427	\$135.13		\$135.13				
08/14/12	BUDGET BILLING	07/15/12 08/13/12			\$452.00		\$452.00				
	** Budget Bill Detail **	Actual Bill Amount:	275.73		BB Deferred Amount:	202.82					
08/14/12	Regular Bill				\$1343.27		\$1343.27	\$439.27	09/14	857//29.5	1181/40.7
09/13/12	Electric Service OP	08/13/12 09/13/12	62885	058090636	\$126.26		\$126.26				
09/13/12	Electric Service R	08/13/12 09/13/12	41193	058085427	\$127.82		\$127.82				
09/13/12	BUDGET BILLING	08/13/12 09/12/12			\$452.00		\$452.00				
	** Budget Bill Detail **	Actual Bill Amount:	254.08		BB Deferred Amount:	4.90					
09/13/12	Regular Bill				\$1795.27		\$1795.27	\$891.27	10/15	809/26.9	1059/35.3

PECO Account Activity Statement

Date: 10/23/12
Page: 7 of 7

DATE	CHANGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH/DAU	OP KWH/DAU
09/19/12	Late Payment Charge										
10/12/12	Electric Service Charge	09/13/12 10/12/12	63605	058080636	\$20.15						
10/12/12	Electric Service R	09/13/12 10/12/12	41969	058085437	\$95.40						
10/12/12	BUDGET BILLING	09/12/12 10/11/12			\$116.72						
10/12/12	Regular Bill	** Budget Bill Detail **			\$386.00						
10/18/12	Payment	Actual Bill Amount: 212.12				BB Deferred Amount: -168.98					
							\$2301.42	\$1363.42	11/14	776/26.7	720/24.8
							\$2201.42				

EXHIBIT “3”

CUSTOMER : RICHARD COPPOLA ACCT #77029-00309

Select Customer Contact for RICHARD COPPOLA JR

Completed	
10/24/12	Billing - Rates/Riders
10/22/12	Billing Issues
10/22/12	Request Account Activity Statement
09/25/12	COMM FORMAL
09/25/12	COMM INFRML CONSUMER
09/24/12	COMM FORMAL
09/24/12	PUC Complaint
09/17/12	Special Regulatory Stop Credit
08/21/12	COMM INFRML CONSUMER
06/06/12	Miscellaneous
05/31/12	Customer Relations
05/24/12	Regulatory-COMMISSION
05/22/12	Customer Relations
05/21/12	Customer Relations
05/21/12	Customer Relations
05/14/12	Web Billing and Payment Enrollment
05/14/12	Misc PUC - Customer Relations
05/14/12	COMM INFRML CONSUMER
05/14/12	PUC Complaint
04/19/12	HIGH BILL
04/18/12	HIGH BILL
04/18/12	Customer Relations
04/04/12	Customer Relations
03/28/12	Routine Tree Trimming
03/23/12	Customer Relations
03/23/12	Misc High Bill Dispute
03/23/12	HIGH BILL
03/23/12	Request Account Activity Statement
03/14/12	Miscellaneous
03/13/12	Billing Follow Up Pend Bill
03/13/12	Billing Follow Up Pend Bill
03/13/12	HIGH BILL
03/12/12	Investigation Field-Contact
03/12/12	High Bill Completed

CUSTOMER : RICHARD COPPOLA ACCT #77029-00309

03/12/12	Investigation Field-Contact
03/12/12	High Bill Completed
03/12/12	Misc - Verify any Service Transaction
03/12/12	Miscellaneous
03/08/12	Billing - Awaiting Bill Adjustment
02/27/12	Supervisor Comments
02/27/12	Miscellaneous
02/24/12	Miscellaneous
02/24/12	High Bill Issued
02/23/12	HIGH BILL
02/23/12	HIGH BILL
02/23/12	Billing High Bill KWH Usage
02/20/12	Leave Door Hanger Completed
02/20/12	High Bill Completed

02/13/12	HIGH BILL
02/13/12	HIGH BILL
02/13/12	Billing Issues
02/10/12	Maintain Summary Billing
02/10/12	Billing - Awaiting Bill Adjustment
02/10/12	Misc High Bill Dispute
02/10/12	HIGH BILL
02/10/12	High Bill Issued
02/10/12	Request Account Activity Statement
02/10/12	Request Account Activity Statement
01/12/12	Proactive Customer Call
11/10/11	Correspondence - Collections
11/04/11	Proactive Customer Call
10/28/11	Proactive Customer Call
10/21/11	Proactive Customer Call
10/17/11	Billing - Rates/Riders
03/16/11	VRU Payment Received
02/04/11	Maintain Budget Billing
02/04/11	Credit - Budget Billing
11/27/96	Miscellaneous

CUSTOMER : RICHARD COPPOLA ACCT #77029-00309

4/15/2010	12:45:20	933501025	1	cci spoke to wife verified ss# cno cb, dd
4/15/2010	12:45:20	933501025	1	TIME OF CALL: 11:08 SERVICE CLASS: RES RECORD TYPE: Field Notification Call AMOUNT DUE AT TIME OF CALL: \$507.35 SERVICE AMOUNT DUE: \$507.35 TOTAL BALANCE: \$710.72 PHN NBR UPDATED: NO EFT
2/12/2010	13:09:59	240084959	1	QUOTED TO CUST THE TOTAL KWH AMT USED AT PROP FOR 2009=32,892 KWH AYSY