



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

September 29, 2014

Via Federal Express:

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

RE: Nateshea M. Fenderson v. PECO Energy Company
PUC Docket No.: F-2014-2443804 and F-2014-2438574

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Motion to Consolidate* with regard to the matters referenced above. I have enclosed an extra copy of cover letter for time-stamping. Kindly return in the self-addressed envelope enclosed.

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 cursive script that reads "Shawane L. Lee". To the right of the signature is a small, stylized monogram or initials "S.L."

Shawane Lee
Counsel for PECO Energy Company

RECEIVED

SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

sl/LO
Encl.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

NATASHEA M. FENDERSON

v.

PECO ENERGY COMPANY

:
:
:
:
:
:

DOCKET NO. F-2014-2438574

DOCKET NO. F-2014-2443804

NOTICE TO PLEAD

Pursuant to 52 Pa. Code §§ 5.102, you are hereby notified that, if you do not file a written response denying or correcting the enclosed Motion to Consolidate of PECO Energy Company, within 20 days from service of this notice, a ruling may be entered against you. All pleadings must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served to counsel for PECO Energy Company, Shawane L. Lee, and where applicable, the Administrative Law Judge presiding over the issue.

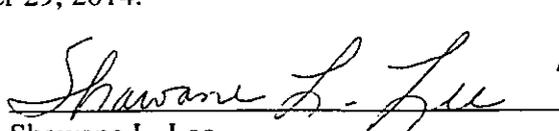
File with:

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

With a copy to:

Shawane L. Lee, Esq.
PECO Energy Company
2301 Market Street, S-23
Philadelphia, PA 19103

Dated at Philadelphia, PA, September 29, 2014.



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

RECEIVED

SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

NATASHEA M. FENDERSON	:	
	:	
v.	:	DOCKET NO. F-2014-2438574
	:	DOCKET NO. F-2014-2443804
	:	
PECO ENERGY COMPANY	:	

PECO ENERGY COMPANY’S MOTION TO CONSOLIDATE

Respondent, PECO Energy Company (“PECO”), pursuant to 52 Pa. Code § 5.81(a) respectfully petitions this Honorable Commission to consolidate the matters of Natashea Fenderson v. PECO Energy, the above referenced dockets because the two complaints involve similar issues of law and fact. In support of this request, PECO avers:

1. On or around August 21, 2014, PECO Energy was served by a Complaint filed by Complainant with the Pennsylvania Public Utility Commission (“PUC”) at Docket Number F-2014-2438574.

2. In the Complainant’s formal complaint, she alleged that PECO Energy had terminated her service while a PUC case was pending; she disputed her \$10,000 electric bill and alleged she had been denied a payment agreement. Specifically, the Complainant states:

I’ve been shut off while I had an open case with the PUC for 840.00 2 weeks later receive a shut off notice for 418 then one for \$10,000.

I’ve been denied several payment arrangement, but told I was on the CAP program. I was told that only program qualified for was medical extensions.

My bill is \$100,000! During my hardships if you can get records I called PECO trying to discuss my bill I asked for my account to be investigated due to very high balances.

3. In her request for relief, the Complaint requested:

I need to know how my bill is \$10,000 why I was told one thing and other thing reflected on my bill. How I was placed on CAP but told I was not. No one with 4 children, 1 job should be charged high monthly charges. Please see additional note. I believe that I was billed incorrectly. Mislead with information from PECO. Denied the opportunity to try and pay my balance when it was \$2,000.00.

See Exhibit "1".

4. Pursuant to 52 Pa. Code § 5.101(b), PECO timely filed an Answer to the Complaint on September 8, 2014. A copy is attached as Exhibit "2".

5. On or about September 22, 2014, PECO was served with another Complaint from Complainant at Docket No. F-2014-2443804, which is similar to the complaint filed at Docket No. F-2014-2438574. The Complainant again alleged that PECO Energy terminated or was threatening to terminate her electric service; there are incorrect charges on her bill, and requested a payment agreement. A copy is attached as Exhibit "3".

6. In the Complainant's request for relief she states:

I would be happy if I could have a honest payment arrangement. Accurate meter readings. Truthful customer service.

See Exhibit "3".

7. PECO Energy filed an Answer to the Complaint on September 29, 2014. A copy is attached as Exhibit "4".

8. PECO Energy avers that the Complaints allege the same issues of service termination, "incorrect billing", a dispute about payment agreements and high bills.

9. These Complaints should be consolidated pursuant to 52 Pa. Code § 5.81 (a), which holds:

The Commission or presiding officer, with or without motion, may order proceedings involving a common question of law or fact to be consolidated. The Commission or presiding officer may make orders concerning the conduct of the proceeding as may avoid unnecessary costs or delay.

10. Both Complaints cover the same customer, address, and contain common questions of law and fact such that one hearing covering both Complaints will avoid unnecessary costs or delay to the Commission. Each Complaint relates to the same issues and facts, whether the Complainant's electric service should be terminated; whether the Complainant's bill is accurate, and whether the Complainant should receive a payment agreement.

11. Accordingly, the two Complaints should be consolidated to save the time, resources and the expense of the parties and the Commission.

WHEREFORE, PECO Energy Company respectfully requests that this Honorable Commission issue an Order consolidating the complaints at docket numbers F-2014-2443804 and F-2014-2438574. Both complaints were filed by the same customer and involve service termination, alleged incorrect billing, high bill dispute and a request for a payment arrangement.

Respectfully Submitted,

A handwritten signature in cursive script that reads "Shawane L. Lee". To the right of the signature is a small, stylized monogram or initials "S.L.". The signature is written over a horizontal line.

Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

NATASHEA M. FENDERSON

v.

PECO ENERGY COMPANY

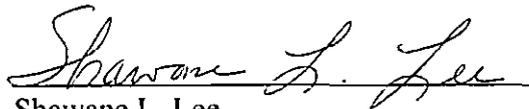
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DOCKET NO. F-2014-2438574
DOCKET NO. F-2014-2443804

VERIFICATION

I, Shawane L. Lee, hereby declare that I am an attorney representing PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. §4904 pertaining to false statements to authorities.

Date: September 29, 2014


Shawane L. Lee

RECEIVED

SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

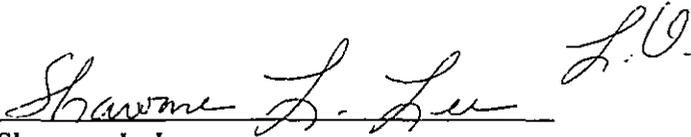
NATASHEA M. FENDERSON	:	
	:	
v.	:	DOCKET NO. F-2014-2438574
	:	DOCKET NO. F-2014-2443804
	:	
PECO ENERGY COMPANY	:	

CERTIFICATE OF SERVICE

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

Nateshea M. Fenderson
323 Wilson Street
Bristol, PA 19007

Dated at Philadelphia, Pennsylvania, September 29, 2014.


Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

RECEIVED

SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "1"

O'Neill, Leslie:(BSC)

From: eServe@pa.gov
Sent: Thursday, August 21, 2014 10:00 AM
To: Lee, Shawane L.:(BSC)
Cc: O'Neill, Leslie:(BSC)
Subject: PA PUC eServe Notice

Importance: High

Dear Shawane L Lee,

A(n) **Formal Complaint Form** has been served in this proceeding. This document is docketed as **F-2014-2438574**. You may view this document at **Formal Complaint Form**

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.*

PECO ENERGY
EXHIBIT 

PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED

Formal Complaint

AUG 15 2014

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. PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number:

Name Nateshea M. Fendersor
Street/P.O. Box 323 Wilson Apt #
City Bristol State PA Zip 19007
County Lower Bucks

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

(609) 292-5245 work (home) (609) 306-4124 (mobile)

E-mail Address (optional): Nateshea4@gmail.com

Utility Account Number (from your bill) 6434728048

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Peco Energy

3. Type of Utility Service

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

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

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.

I've been shut off while I had an open case with the PVC for 840.00 2 weeks later receive a shut off notice for 410 than one for 14,000+

- I would like a payment agreement.

I've been denied several payment arrangements, but told I was on the CAP program. I was told that only ~~the~~ program I qualified for was medical extensions.

- 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. My bill is \$10,000+! During my hard ships if you can get records I called Pecotrying to discuss my bill, I asked for my account to be investigated due to VERY High balances. See attached note

- 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).

Please see attached Note

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I need to know how my bill is \$10,000.00
why I was told one thing and other thing reflected
on my bill.

How I was placed on care but told I was not
NO ONE w/ 4 children, 1 job ~~was~~ should be charged
high monthly charges. Please see additional
note.

I believe that I was billed incorrectly.
Mislead with information from PECO.
Denied the opportunity to try and pay
my balance when it was \$2,000.00

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection from Abuse

Has a court granted a "Protection from Abuse" order 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 for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection for Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

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

Because they were rude. They were given me false information, nor were they trying to give me the opportunity to explain or come to a conclusion so that a complaint would not have to be the end result.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

However, if you are interested in receiving legal representation, you may contact the Widener Harrisburg Civil Law Clinic located at 3605 Vartan Way, Harrisburg, PA 17110, by phone at 717-541-0320 or via email at lawclinichb@mail.widener.edu.

For additional information see Widener Harrisburg's Civil Law Clinic's website <http://law.widener.edu/Academics/ClinicalProgramsandProfessionalTraining/Clinics/HarrisburgCivilLawClinic.aspx>. Based on your income, legal representation may be available to you at no cost or a reduced fee.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. 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 Undecided

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

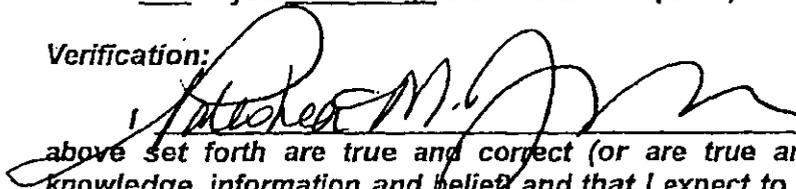
E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

Verification:

 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).


(Signature of Complainant)

RECEIVED

8/14/14
(Date)

AUG 15 2014

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

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. Filing

You may electronically file your Formal Complaint with the PUC. To do so, you need to establish an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

If you do not electronically file your Formal Complaint, mail the completed form (along with any attachments) to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Note: Formal Complaints sent by fax or e-mail will not be accepted.

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 see
attachments
have several more
will present at hearing
Acct # 6434728048

Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
BOS: 3228520

Continous page to formal Complaint

Page 2 - Quotation 4.

The issues There are several issues that have
been ignored, I've been given false information
I've sent a few documents to support my claim
If given the opportunity I will present a folder
full of bills, correspondence with Peco. Regarding
my bill (the charges), ~~payment~~ payment plans.

There is a history of false statements,
wrong bill information.

The latest incident I had an open case with
PUC in which ruled in the favor of Peco.
While my case was open I was shut off. I paid
\$410.00 to restore service. When I call the
automotive service it do not reflect the payments
I've made.

The bills are false! I have all of my bills
and documents to support my claims.
I was told I was given payment plans / CARE programs
MY BILL DO NOT REFLECT THAT. →

The Budget Billing was NEVER put on
any of my previous bills. If you note 285.00
was placed on my bill as of 8/23/13

Continue to Formal Complaint.

Natesha Fenderson BCS: 3228520

These are the areas that I will prove that the balance & allegation are false with Pecc & the PUC investigation findings.

- False payment arrangement
- VERY HIGH MONTHLY BILLS

Continuous contact to resolve the bills.

Thank you.

Natesha Fenderson

609-292-5245

Work # 8-4 p.m

M-F



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

8/11/2014

BCS: 3228520

Nathesha Fenderson
323 Wilson St
Bristol PA 19007

RECEIVED

AUG 15 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DEAR NATESHEA FENDERSON:

Recently you contacted the Bureau of Consumer Services about a complaint with PECO ENERGY. You stated you are not satisfied with our decision.

We have enclosed formal complaint forms that you must complete for the Commission to review our decision.

Sincerely,

Public Utility Commission



An Exelon Company

0120

PECO
PO BOX 13778
Philadelphia, PA 19101

2880 1 AT 0.403 7881107070801004395 009 01 GXGKIN 4 08022014

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913


Questions
1-800-494-4000
www.peco.com

8:30 am - 5:00 pm, Mon - Fri

Account Number: 6434728048
Date: August 01, 2014
Service Address:
323 WILSON ST
BRISTOL, PA 19007

You now qualify for our Customer Assistance Program (CAP)

What is CAP?

It is a discounted rate for low-income residential customers. Based on your total household income you qualify for CAP.

Once you are on CAP, you must do all of the following:

- Pay your CAP bills in full and on time.
- Tell us and verify any changes to your household income right away.
- Verify your total household income every two years
- Apply for Low-Income Home Energy Assistance Program (LIHEAP) grants when they are available.
- Take part in the Low-Income Usage Reduction Program.
- Use only PECO as your energy supplier.

Earn forgiveness of your previous balance!

Pay your CAP bill on time for 12 months and we may forgive your previous balance.

To apply for our CAP

Complete the enclosed application and return it to us with proof of income. You will still need to pay your bill during the approval process. If you do not pay your bill your service may be shut off.

If you do not pay your CAP-rate bill

If your CAP-rate bill becomes past due, we may do one of the following:

- Charge a late-payment fee.
- Ask you to enter a payment agreement.
- Shut-off your service, if you continue to not pay.

We are here to help...

If you need help completing the application, just call **1-800-774-7040**.

LIHEAP

If you need help with your LIHEAP application, call **1-800-344-3574**.

Power Pay!

Take the worry out of paying your energy bills on time. Enroll in Power Pay, the easy way to pay - contact us for more information.

Did you know...?

Using cold or warm water settings for washing your clothes may save you up to \$40 per year.





Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
Account Number: 64347-28048

Page 2

Budget billing amount \$410.00
Total New Charges \$313.19
Total Amount Due on 08/26/2014 \$10,478.01

General Information

Next scheduled meter reading: September 2, 2014
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7
- www.pcco.com/ebill - Go paperless: receive and pay your bill
- www.pcco.com/service - Start, stop and transfer your service
- www.pcco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Respond Power, 100 Dutch Hill Rd, Suite 230, Orangeburg, NY 10962, 877-973-7763

Message Center

Estimated Meter Reading.

New charges contain estimated total state taxes of \$7.00, including \$5.36 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0858 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Your gas price to compare for your rate class is \$0.7031 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool.aspx.

Your Total Account Balance of \$10,400.00 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Budget Billing Deferred Balance

Last Month's Deferred Balance \$218.80
+ Total Current Charges \$313.19
- Current Budget Billing Amount Due \$410.00
This Month's Deferred Balance \$121.99

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
07/31	018842051	General Service	Total Ccf	1996 Estimate	2012 Estimate	16	1	16
07/31	110093750	General Service	Total kWh	24985 Actual	26373 Actual	1388	1	1388

Total Ccf Used 16
Total kWh Used 1,388

(continued on next page)



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter. **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees and contractors carry a special picture identification card. You may ask to see it. If the employee or contractor cannot provide this identification, you are encouraged to contact PECO immediately at 1-800-494-4000 to report the situation. If you have any concerns for your safety or wellbeing, contact 9-1-1 immediately.

Rate Schedule: A listing of all of our rates can be found on our website at peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Please visit peco.com/help or call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month. (1.5 percent for rates GS and R)

Demand Information (Commercial Customers Only)

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charge covering the costs of billing, meter reading, equipment, and maintenance. Customers with multiple meters will have multiple customer charges on their bill.

Distribution Charges: Charges to cover the costs associated with delivering electricity and natural gas to customers.

Energy Efficiency Charge: To reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Price to Compare (PTC): The price used to evaluate offers from competitive suppliers.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

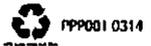
Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, please visit peco.com/help or call 1-800-403-6806.

YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill.
(Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. To enroll online, or for questions about Power Pay, visit peco.com/powerpay or call 1-800-494-4000.

FINANCIAL INSTITUTION _____

- CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

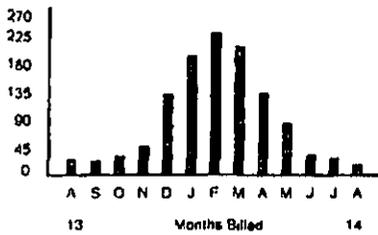
Page 3

Gas Residential Heating Service - Current Period Detail

Service 07/02/2014 to 07/31/2014 - 29 days

Customer charge				\$11.75
Natural Gas Supply Charges	16 Ccf	X	\$0.68577	10.97
Distribution Charges	16 Ccf	X	0.34816	5.57
Balancing Service Charges	16 Ccf	X	0.02697	0.43
Gas Cost Adjustment Charges	16 Ccf	X	0.01735	0.28
State Tax Adjustment				-0.08
Total Current Charges				\$28.92

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	16	0.5	29	77
Last Month	26	0.9	29	75
Last Year	25	0.8	30	81

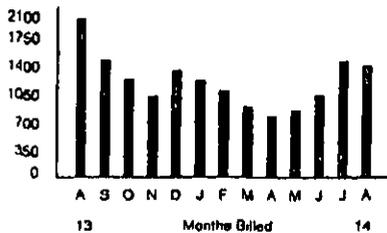
Avg Ccf per Month	95
Total Annual Ccf Usage	1,146

Electric Residential Service - Current Period Detail

Service 07/01/2014 to 07/31/2014 - 30 days

Customer charge				\$7.13
Distribution Charges	1,388 kWh	X	\$0.06040	83.84
State Tax Adjustment				-0.19
Respond Power Charges / 877-973-7763				
COMMODITY CHARGE 1,388(KWH) X 0.13940(RATE) = \$193.49				193.49
Total Current Charges				\$284.27

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,388	46.2	30	78
Last Month	1,442	49.7	29	75
Last Year	1,964	65.4	30	81

Avg kWh per Month	1,138
Total Annual kWh Usage	13,637



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter. **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees and contractors carry a special picture identification card. You may ask to see it. If the employee or contractor cannot provide this identification, you are encouraged to contact PECO immediately at 1-800-494-4000 to report the situation. If you have any concerns for your safety or wellbeing, contact 9-1-1 immediately.

Rate Schedule: A listing of all of our rates can be found on our website at peco.com. In our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Please visit peco.com/help or call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month. (1.5 percent for rates GS and R)

Demand Information (Commercial Customers Only)

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Auxiliary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from generating stations to PECO's system for delivery to its customers.

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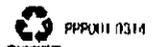
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POWER PAY - Payment Authorization

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YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill.
(Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

FINANCIAL INSTITUTION _____

- CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X
SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.

BUCKS CAO.
BUCKS COUNTY OFFICE CENTER
1214 NEW RODGERS ROAD
BRISTOL PA 19007-9987



pennsylvania
DEPARTMENT OF PUBLIC WELFARE

January 15, 2010

NATESHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007

Dear Customer,

On January 5, 2010, Governor Rendell announced that an additional \$100 supplemental LIHEAP cash grant would be issued for eligible customers who recently received a LIHEAP cash grant. This letter is to notify you that you are eligible for this supplemental cash grant. DPW will begin issuing payments in late February. Your \$100 cash grant will be sent to the heating provider that received your first cash grant, for credit to your account.

If you were eligible for a LIHEAP cash grant and it was sent directly to you, the \$100 supplemental cash grant will also be sent directly to you.

Once your heating provider receives the additional \$100 cash grant, it will show up on your next bill. Please review your bill carefully.

It is not necessary for you to take any additional action or call the County Assistance Office, for this \$100 payment to be sent.

Sincerely,

Linda T. Blanchette
Deputy Secretary
Office of Income Maintenance





An Exelon Company

PECO
Medical Certification Verification Dept.
4725 BRIDGE VIEW DR
NORTH CHARLESTON, SC 29405

Account Number: 6434728048
November 07, 2011

3338 1 AT 0.362 3338003338004178 013 02 0XDE60 5 11082011

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

For Service to:
323 WILSON ST
BRISTOL, PA 19007



Phone No: 1-888-480-1533
Fax No: 1-800-590-2799

<i>Is your service off?</i>	Yes	No
-----------------------------	------------	-----------

Part A (To Be Completed By Customer)

Name of person who is seriously ill:
Relationship to the customer:

Part B (To Be Completed By Doctor/Nurse Practitioner)

Name of person who is seriously ill:	Patient's DOB:
Relationship to the customer:	
Patient's Address (if other than above):	
Nature of illness:	
Specific reason utility service is required to prevent aggravation of the illness:	
How long do you expect the illness to last:	

Please Print Doctor/Nurse Practitioner Name

License Number

Office Address

Office Phone Number

Doctor/Nurse Practitioner Signature

Date Signed

This certificate is good for the expected length of the illness, up to a maximum of 30 days, unless you renew it.

It is your duty as a customer to arrange to make payments on all bills.



795812943

REQUEST FOR MEDICAL CERTIFICATION
(Solicitud De Un Certificado Medico)



TO BE COMPLETED BY THE COMPANY

Account No: 64347-28048 Mailing Date: October 10, 2011

Name and Service Address of Customer: Address: PECO Energy Company
 NATASHEA FENDERSON Medical Certificate Verification Dept.
 323 WILSON ST 4275 Bridge View Drive
 BRISTOL PA 19007 North Charleston SC, 29405

Mail to Customer
 Fax to Doctor Dr. Oub For Shamahd Edwards Phone No: 1-899-400-1533
 Fax No: (609)392-6739 Fax No: 1-800-590-2799

Is your service off? Yes No

Part A (To Be Completed By Customer)

Name of person who is seriously ill: Shamahd Edwards

Relationship to the customer: Son

CHECK THIS BOX IF THE SERVICE IS CURRENTLY OFF AT YOUR ADDRESS:

Part B (To Be Completed By Doctor)

Name of person who is seriously ill: Shamahd Patient's DOB: 8/24/2004 (1/27)

Relationship to the customer: Son

Patient's Address (if other than above): same

Nature of illness: Aspirine

Specific reason utility service is required to prevent aggravation of the illness: Aspirine

How long do you expect this illness to last? lifetime

Vecal CRUZ MD,
 Lotus Medical @ S.Broad
 121 South Broad St.
 Trenton, NJ 08611

Please Print Doctor's Name: _____ License Number: MA 63571

Office Address: _____ Office Phone Number: _____

Doctor's Signature: [Signature] Date Signed: 10/10/11

This certificate is good for the expected length of the illness, up to a maximum of 30 days, unless you renew it.
It is your duty as a customer to arrange to make payments on all bills



0105
PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 6434728048
November 08, 2011

3565 1 AT 0.362 3565003565004300 017 01 QXDEEP 1 11092011

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

For Service to:
323 WILSON ST
BRISTOL, PA 19007



Problem:

As of November 08, 2011, PECO will not accept medical certificates or requests to restore service due to a medical condition for any occupants living at this service address.

Our Response:

We have reviewed your account and our records indicate that we have granted at least three (3) medical condition extensions and/or restorations and you have not made the required payments on your account.

Therefore, PECO will not accept medical certificates or requests to restore service due to a medical condition until you have paid the balance that accrued prior to the medical condition hold. The amount past due on your account is \$4,411.54. Please call us at 1-888-480-1533 to find out what portion of this balance you must pay to receive another medical condition extension.

You are responsible to pay your bill on time each month. If your account is past due, please make payment today to avoid further collection action. If you would like to pay your bill via MasterCard, VISA, Debit Card, or Check-by-Phone 24 hours a day, please call 1-877-432-9384.

If you have any questions, or to find out if you are eligible for payment arrangements, please call 1-888-480-1533 between 7 am and 6 pm, Monday through Friday, and between 9 am to 1pm on Saturdays. You may also visit our business office at 2301 Market Street in Philadelphia, PA 19101. Our business hours are Monday through Friday, from 8:30 a.m. to 5:00 p.m.

To File a Complaint:

You may file a complaint regarding this matter with the Public Utility Commission (PUC) by calling 1-800-692-7380, or by writing to the following address:

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

To protect your rights, your complaint should be filed within 10 days of the date of this letter and should include the following:





Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 609-496-0277
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	12/01/2011
Thank you for your payment of \$250.59	
Charges from previous bill	\$4,337.10
Late payment charge	\$572.48
Total Other Charges	\$4,909.58

Current Period Charges

Gas	\$127.97
Electric	\$328.78
Total New Charges	\$456.75
Total Amount Due on 12/27/2011	\$5,366.33

General Information

Next scheduled meter reading: January 4, 2012
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

Customer Self Service - Manage Your Account 24/7

- www.peco.com/ebill - Go paperless; receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Message Center

New charges contain estimated total state taxes of \$24.91, including \$19.92 for State Gross Receipts Tax.

Your electric price to compare is \$0.1114 per kWh.

When paying in person, please bring the entire bill.

(continued on next page)



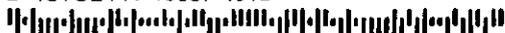
Return only this portion with your check made payable to PECO. Please write your account number on your check.

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
A convenience fee will apply.

64347 2804 80000 0000

2833 1 AV 0.337 2833002833005911 010 01 02/24 12345 12/27/11
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913



Account Number
64347-28048

Payment Receipt Stamp

Payment Amount

Please pay this amount by 12/27/2011

\$5,366.33

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

00000456750000433710



643472804800053663313615366330

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter; **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

Rate Schedule: A listing of all of our rates can be found on our website at www.peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2% per month. (1.5% for rates GS and R)

Demand Information (Commercial Customers Only)

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Distribution Charges: Charges to cover the costs associated with delivering electricity and natural gas to customers.

Energy Efficiency Charge: Charges to reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

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Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Price to Compare: The price used to evaluate offers from competitive electric generation suppliers. The Price to Compare includes generation, transmission and alternative energy charges. This is the amount you will be charged by PECO if you do not shop with a competitive electric generation supplier.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

Service Location Distribution Charge: A Service Location shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Wind Energy: A premium charge, in addition to the monthly Generation Charges, for customers participating in PECO Wind program.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Alternative Energy Portfolio Standard: Charges reflecting the costs of purchasing electricity generated through alternative resources as required by Pennsylvania's AEPS Act.

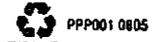
Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from the generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

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\$1 \$5 \$10 \$ _____

YES, I'd like to empower families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

FINANCIAL INSTITUTION _____

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X

SIGNATURE _____

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- CHECKING
 STATEMENT SAVINGS
 (NO PASSBOOKS)

Be sure to check the box on the front of this stub for participation in the program.



An Exelon Company

Grid One Solutions, LLC
700 Turner Way
Suite 205
Aston, PA 19014

T3 P1 *****AUTO**5-DIGIT 19067

Natasha Henderson
or Current Resident
323 Wilson St
Bristol, PA 19007-4913



Service Address:

Account: 6434728048

You flick the switch and the lights go on. But, what if there was something more? You probably don't spend much time thinking about this question, but at PECO . . .we do.

To do this, each year we continue to invest in our system to serve you better. Just like you replace equipment in your home or business, beginning in 2012 we will be replacing our current meters with newer technology.

In the next two months we will be replacing the meters in your area. When we replace your meter you will experience a brief service interruption – typically less than a minute. And, we'll let you know before we begin working to make sure you are aware.

If your electric meter is located indoors, or in another location that requires you to provide us access, please contact us at 1-855-741-9011 to schedule an appointment. If your electric meter is already accessible, simply do nothing.

In the future, these new meters will help us provide more information to help you understand how you use energy, and how to save energy and money. They will also help us provide faster and more convenient service, detect problems faster and provide the platform for new products and services.

If you have any questions please visit www.pcco.com/technology or call 1-855-741-9011.

Sincerely,

PECO Meter Installation Team



**Washington Gas
Energy Services**

A Washington Gas Affiliated Company

February 07, 2012

Natashea Senderson
323 Wilson St
Bristol, PA 19007-4913

Re: PECO Energy Account No. 6334728048.

Dear Natashea Senderson:

Thank you for selecting Washington Gas Energy Services, Inc. (WGES) as supplier for electricity generation and transmission service for your PECO Energy account referenced above. WGES will forward your electricity supply enrollment to the Utility for processing to ensure your account meets certain eligibility criteria. You will receive written notification from WGES confirming the status of your account shortly.

Once your account is accepted for enrollment, WGES will begin to supply electricity to your home, according to the terms of your WGES contract, starting with the next meter reading (as determined by PECO Energy) and continuing through the end of the term you selected at enrollment. The WGES Electricity Supply Service Agreement Terms and Conditions are printed on the reverse side of this letter – please keep it for your records.

Your fixed price of 8.3¢ per kWh will cover your electricity generation and transmission service, regardless of the season, with 5% of your electricity generated from CleanSteps™ Windpower. As always, PECO Energy remains responsible for distributing and billing your electricity. For your convenience, WGES charges will be included on your PECO Energy utility bill.

Should you have any questions about your electricity supply service program or details of this letter, call our Customer Care Specialists toll free at 1-888-236-9437 from 7:00 a.m. to 7:00 p.m. weekdays.

Sincerely,
WGES Enrollment Processing Center

Page 2, Residential Electricity Supply Service Agreement - Terms & Conditions

Background and General Conditions

This is an agreement for electricity generation and transmission service supplied to you by Washington Gas Energy Services, Inc. (WGES). WGES is licensed by the Pennsylvania Public Utility Commission ("Pennsylvania PUC") to offer and supply electricity generation and transmission in Pennsylvania. Our Pennsylvania PUC license number is A-110158. Generation prices and charges are set by the electric generation supplier you have chosen. Therefore, WGES sets generation prices and charges that you pay and supplies electricity to your electric distribution company based on how much you consume. PECO Energy Company ("PECO"), your electric distribution company ("EDC"), will then distribute (deliver) the electricity to you. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services. WGES' charges for electricity (generation and transmission) will appear on your PECO bill in a separate section.

Right of Rescission

You have the right to cancel this agreement at any time before midnight of the third business day after receiving this disclosure statement.

Terms of Electricity Supply Service

WGES electricity supply service includes all electricity generation charges, transmission charges and gross receipts taxes at the price(s) indicated on the Energy Supply Agreement. These prices apply 24 hours a day. Under this Agreement, your electricity supply service will begin on your next applicable Meter Read Date and will extend for the term specified in the Energy Supply Agreement. If you select the Variable Month to Month Plan, the monthly price indicated is only for the Beginning Month's usage, and the monthly price for each subsequent month's usage will be determined by WGES in response to changing market conditions and will be posted at www.wges.com. WGES will post the monthly variable price on or before the 25th day of each month. You must maintain EDC service for the distribution of electricity to your home. WGES' electricity supply service will be delivered to your residence using the EDC's electricity distribution wires. The distribution of electricity cannot be terminated or interrupted by the EDC as a result of any dispute between you and WGES. The price(s) charged by WGES for electricity supply service are not subject to regulation by any EDC or utility regulatory commission.

Wind Energy Service

WGES agrees to sell Wind Energy to you at the percentage, prices and source indicated on the Energy Supply Agreement. If you choose to purchase an additional percentage of electricity generated from Wind Energy at a time when a previously executed Electricity Supply Agreement between you and WGES is in effect, such election shall amend, and be incorporated into, your prior electricity agreement. WGES provides Wind Energy by purchasing wind energy credits from wind farms consistent with the wind source indicated on the Energy Supply Agreement.

Billing and Payment

You will receive a single bill from PECO that will contain their charges and WGES's charges. Payment will be due according to PECO's billing schedule and policies. You are responsible for WGES charges, EDC charges consistent with filed EDC tariffs, and for all applicable taxes. If you are exempt from sales tax, you must submit a sales tax exemption form to WGES before any exemption can be processed. You authorize WGES to access your billing and payment information for periods when charges hereunder are included on your EDC bills. Late payments will be subject to a late payment charge of 1.25% per month. WGES reserves the right to change billing methods. You will be liable for all costs, including legal fees, associated with the collection of outstanding balances.

Budget Bill Plans

Customers enrolled in the EDC's budget bill plan will continue to receive budget bills, following account reconciliation with the EDC.

Automatic Contract Renewal

If you have a fixed term agreement with us and it is approaching the expiration date or whenever we propose to change our terms of service in any type of agreement, you will receive two written notifications from us between 45 and 90 days before the expiration date or the effective date of the proposed change. We will explain your options to you in these two advance notifications. This Agreement shall be automatically renewed with the revised terms and conditions unless you cancel the renewal of this Agreement by notifying us no later than 30 days prior to the end of the term. If you have been assigned a WGES Account Manager, you can expect to receive a renewal offer with revised terms and conditions from your WGES Account Manager forty-five (45) days before the end of the term of the Agreement in which case you can accept or cancel the renewal offer by directly communicating with the WGES Account Manager. Customers on the Variable Month to Month Plan will not receive renewal notices from WGES.

Loyalty Reward

If you have a one year or longer fixed term agreement with us and you receive and pay for service for the full term of the agreement without cancellation, you will receive a credit of \$50 on your generation and transmission charges on your bill for the final month of the term of the agreement. If your final bill is less than \$50, WGES will either issue you a separate check for the amount required to reflect the \$50 credit or, if you continue receiving service from WGES, credit one of your subsequent bills with a credit for such amount.

Termination by WGES

WGES may terminate this Agreement on 25 days written notice as a result of the following: (1) non-payment by you; (2) changes in any legislation, regulation or utility tariff that adversely affect this Agreement; or (3) Acts of God. The effective termination date will occur on the next applicable meter read date, and upon termination with WGES, you will be returned to the EDC's service.

Termination by Customer & Early Cancellation Fees

You may cancel this Agreement at any time without fee by notifying WGES in writing or by calling us at 1-888-236-WGES. If you cancel this Agreement, the effective termination date will be on the next applicable meter read after PECO processes your cancellation request. Should you terminate this Agreement, you will have the option of returning to the EDC's service or choosing another electricity supplier. If you cancel the agreement before the term is completed, you will not be eligible to receive a Loyalty Reward, and WGES shall have the further right to deny you subsequent enrollment in any WGES energy supply service.

Change of Residence

If you move, you may cancel your generation service with us without penalty by contacting WGES in writing within 45 days to such change. A final meter reading will be made at your old address and your account will be closed and finalized with PPL and WGES. If you move within the PPL service territory, you may have the option of signing a new Energy Service Agreement with WGES at your new residence.

Limitation of Liability

You understand and agree that there are no warranties, either express or implied, associated with this offer or the electricity service sold under this Agreement. WGES will bear no liability to you or any third party for consequential, punitive, incidental, special or other indirect damages. This Agreement constitutes the entire Agreement between you and WGES. No statement, promise or inducement made by either party that is not contained in this Agreement shall be valid or binding.

Information Release Authorization

Through this Agreement, you authorize WGES to obtain information from the EDC that includes, but is not limited to: billing history, payment history, historical and future electricity usage, meter readings, and characteristics of electricity service.

Dispute Procedures

WGES can be reached by mail at: WGES Correspondence Center, P.O. Box 24475 Cleveland, OH 44124-0475. Please contact WGES at the address above or call our Customer Care Center toll free at 1-888-236-WGES between 7:00 am to 7:00 pm weekdays, except holidays, to answer questions or resolve any disputes regarding this Agreement. You may call the Pennsylvania Public Utility Commission at 1-800-782-1110 or write to them at the Bureau of Consumer Service, P.O. Box 3265, Harrisburg, PA 17105-3265 if you are not satisfied after discussing your terms with WGES. The Public Utility Commission's website address is www.puc.state.pa.us and more information about energy choice may be found at www.papowerswitch.com. The Office of Consumer Advocate's phone number is 717-783-5048 and their website address is www.oca.state.pa.us.

Contact Information and Dispute Resolution

Supplier Name: Washington Gas Energy Services P.O. Box 24475, Cleveland, OH 44124-0475 1-888-236-WGES (toll free) Mon. - Fri. 7:00 AM to 7:00 PM EST www.wges.com Electric Distribution Company (Provider of Last Resort): PPL Electric Utilities 827 Hausman Rd, Allentown, PA 18104 1-800-342-5775 For information about PPL's universal service programs, call 800-342-5775. Public Utility Commission: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265 Electric Competition Hotline Number 1-888-782-3228

Key Definitions

Generation Charge - Charge for the production of electricity. Transmission Charge - Charge for moving high voltage electricity from a generating facility to the distribution lines of the electric distribution company. Distribution Charge - Charge for delivering electricity from the electric distribution company to your home or business.

WGES reserves the right to cancel the availability of its electricity offers at any time.



**Washington Gas
Energy Services**

A Washington Gas Affiliated Company

February 21, 2012

Natashea Senderson
323 Wilson St
Bristol, PA 19007-4913

Re: Account Number(s): 6334728048

Dear Natashea Senderson:

Thank you for your recent application requesting Washington Gas Energy Services, Inc. (WGES) to be the natural gas supplier for your home.

Unfortunately, we are unable to continue the enrollment process until we receive information that was missing from your request.

Your application may have been incomplete for one or more of the following reasons:

- Incomplete or missing utility account number
- Incomplete contact information
- Name of applicant did not match account owner's name

To continue the enrollment process, please contact our Customer Care Center toll free at 1-888-884-9437. Our representatives are available each weekday from 7:00 a.m. to 7:00 p.m., except holidays.

We must hear from you by March 2, 2012 to continue our process with the originally offered price. If we do not hear from you, you will not be enrolled.

Sincerely,

WGES Enrollment Processing Center

21385



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 609-496-0277
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	02/03/2012
Charges from previous bill	\$5,298.48
Late payment charge	\$723.87
Total Other Charges	\$6,022.35
Current Period Charges	
Gas	\$234.67
Electric	\$195.81
Total New Charges	\$430.48
Total Amount Due on 02/27/2012	\$6,452.83

General Information

Next scheduled meter reading: March 5, 2012
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

Customer Self Service - Manage Your Account 24/7

- www.peco.com/ebill - Go paperless: receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Message Center

New charges contain estimated total state taxes of \$16.64, including \$11.55 for State Gross Receipts Tax.

Your electric price to compare is \$0.0992 per kWh.

When paying in person, please bring the entire bill.

(continued on next page)



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

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
A convenience fee will apply.

64347 2804 80000 0000

2746 1 AV 0.347 2746002746005624 010 01 GXDQZ* 123 02042012
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048 Payment Receipt Stamp

Payment Amount

Please pay this amount by 02/27/2012 \$6,452.83

00000430480000529848

PECO - PAYMENT PROCESSING
PO BOX 37628
PHILADELPHIA PA 19101-0628



643472804800064528320586452835

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. Customer Reading – A reading you give us if we cannot read your meter. Estimated Reading – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

Rate Schedule: A listing of all of our rates can be found on our website at www.peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2% per month. (1.5% for rates GS and R)

Demand Information (Commercial Customers Only)

- Registered Peak Demand: Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Alternative Energy Portfolio Standard: Charges reflecting the costs of purchasing electricity generated through alternative resources as required by Pennsylvania's AEPS Act.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from the generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charges covering the costs of billing, meter reading, equipment, and maintenance.

Distribution Charges: Charges to cover the costs associated with delivering electricity and natural gas to customers.

Energy Efficiency Charge: Charges to reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Price to Compare: The price used to evaluate offers from competitive electric generation suppliers. The Price to Compare includes generation, transmission and alternative energy charges. This is the amount you will be charged by PECO if you do not shop with a competitive electric generation supplier.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

Service Location Distribution Charge: A Service Location shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Wind Energy: A premium charge, in addition to the monthly Generation Charges, for customers participating in PECO Wind program.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6806.

YES, I'd like to empower families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill. (Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____

CHECKING

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

STATEMENT SAVINGS
(NO PASSBOOKS)

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.

BUCKS CAO,
BUCKS COUNTY OFFICE CENTER
1214 VETERANS HIGHWAY
BRISTOL, PA 19007-9987

Mail Date: 03/07/2012

NATESHEA M FENDERSON
323 WILSON ST
BRISTOL, PA 19007



pennsylvania
DEPARTMENT OF PUBLIC WELFARE
OFFICE OF INCOME MAINTENANCE
Record ID: 09/0378139 Telephone: 1-215-781-3300
Notice ID: 9007140886
COMPASS: The fast and easy way to apply for benefits
www.compass.state.pa.us

Dear Ms. Fenderson,

We received your request for the following benefits. If you have a question, please call the number listed above.

Which benefit?	This is a summary of your benefits. You can find more information inside this letter.
 Low-Income Home Energy Assistance Program (LIHEAP)- Crisis Benefits	We looked at your application and you qualify for 2011-2012 crisis energy assistance. On March 06, 2012 we approved \$300.00 to resolve your crisis. Your energy provider is PECO ENERGY COMPANY for this benefit.



If you have a disability and need this letter in large print or another format, please call our helpline at 1-800-692-7462. TDD Services are available at 1-800-451-5886.

If you do not agree with our decision, you have the right to a Fair Hearing. To learn more about Fair Hearings, read Your Right to Appeal and to a Fair Hearing.

Do you need legal help? You can get free legal help by visiting:
LEGAL AID OF SOUTHEASTERN PA
at 1290 NEW RODGERS ROAD, BOX 809, BRISTOL, PA 19007 or by calling (877) 429-5994.



Your Low-Income Home Energy Assistance Program (LIHEAP) Benefits



How much of a LIHEAP Crisis benefit did your household qualify for?

When?

March 06, 2012

How much?

\$300.00

LIHEAP funds in your account with your fuel dealer and/or utility must be used by June 30 of the next LIHEAP program year or they will be returned to the Department of Public Welfare.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 609-496-0277
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	03/05/2012
LIHEAP payment \$100.00	
Charges from previous bill	\$5,651.95
Late payment charge	\$700.88
Total Other Charges	\$6,352.83
Current Period Charges	
Gas	\$207.69
Electric	\$209.51
Total New Charges	\$417.20
Total Amount Due on 03/27/2012	\$6,770.03

General Information

Next scheduled meter reading: April 3, 2012
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

- Customer Self Service - Manage Your Account 24/7**
- www.peco.com/ebill - Go paperless: receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Message Center

New charges contain estimated total state taxes of \$17.10, including \$12.36 for State Gross Receipts Tax.
Your electric price to compare is \$0.0992 per kWh.

When paying in person, please bring the entire bill.

(continued on next page)



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

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
A convenience fee will apply.

64347 2804 80000 0000

2674 1 AV 0.347 2674002674005463 011 01 QXDTM 12345 03092012
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913



Account Number
64347-28048

Payment Receipt Stamp

Payment Amount

Please pay this amount by 03/27/2012 **\$6,770.03**

00000417200000565195

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629



643472804800067700320876770030

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter. **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

Rate Schedule: A listing of all of our rates can be found on our website at www.peco.com, in our business office, or by calling 1-800-494-4000.

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CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2% per month. (1.5% for rates GS and R)

Demand Information (Commercial Customers Only)

- Registered Peak Demand: Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Alternative Energy Portfolio Standard: Charges reflecting the costs of purchasing electricity generated through alternative resources as required by Pennsylvania's AEPS Act.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from the generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charges covering the costs of billing, meter reading, equipment, and maintenance.

Distribution Charges: Charges to cover the costs associated with delivering electricity and natural gas to customers.

Energy Efficiency Charge: Charges to reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Price to Compare: The price used to evaluate offers from competitive electric generation suppliers. The Price to Compare includes generation, transmission and alternative energy charges. This is the amount you will be charged by PECO if you do not shop with a competitive electric generation supplier.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

Service Location Distribution Charge: A Service Location shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

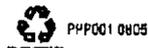
State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Wind Energy: A premium charge, in addition to the monthly Generation Charges, for customers participating in PECO Wind program.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6806.

YES, I'd like to empower families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill. (Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____

CHECKING

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

STATEMENT SAVINGS (NO PASSBOOKS)

X

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 267-212-3857
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	06/01/2012
Thank you for your payment of \$324.00	
Late payment charge	\$51.50
Total Other Charges	\$51.50
Current Period Charges	
Gas	\$46.66
Electric	\$182.30
Total New Charges	\$228.96
Total Amount Due on 06/25/2012	\$280.46

General Information

Next scheduled meter reading: July 2, 2012
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

- Customer Self Service - Manage Your Account 24/7**
- www.pECO.com/ebill - Go paperless: receive and pay your bill
 - www.pECO.com/service - Start, stop and transfer your service
 - www.pECO.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.

New charges contain estimated total state taxes of \$12.68, including \$10.76 for State Gross Receipts Tax.

Your **Total Account Balance of \$4,608.68** includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Deferred Payment Agreement

Current Payment Plan Amount	\$73.36
Payment Plan Balance	\$4,328.12
Number of Remaining Payments	59

When paying in person, please bring the entire bill.

(continued on next page)

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



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
A convenience fee will apply.

64347 2804 80000 0000

2237 1 AV 0 347 7237002237004870 010 01 0X02KB 12345 00022012
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913



Account Number **64347-28048** Payment Receipt Stamp

Payment Amount

Please pay this amount by 06/25/2012 **\$280.46**

PECO - PAYMENT PROCESSING
PO BOX 37829
PHILADELPHIA PA 19101-0629



00000228960000000000

643472804800002804621770280469



INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter: **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

Rate Schedule: A listing of all of our rates can be found on our website at www.peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month. (1.5 percent for rates GS and R)

Demand Information (Commercial Customers Only)

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Alternative Energy Portfolio Standard: Charges reflecting the costs of purchasing electricity generated through alternative resources as required by Pennsylvania's AEPS Act.

Auxiliary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from the generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charges covering the costs of billing, meter reading, equipment, and maintenance.

Distribution Charges: Charges to cover the costs associated with delivering

electricity and natural gas to customers.

Energy Efficiency Charge: Charges to reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Price to Compare: The price used to evaluate offers from competitive electric generation suppliers. The Price to Compare includes generation, transmission and alternative energy charges. This is the amount you will be charged by PECO if you do not shop with a competitive electric generation supplier.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

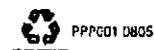
State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Wind Energy: A premium charge, in addition to the monthly Generation Charges, for customers participating in PECO Wind program.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6806.

YES, I'd like to empower local families with a pledge donation to MEAF. Please add the amount indicated to my monthly bill. (Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____

CHECKING

STATEMENT SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 267-212-3857
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	07/02/2012
Thank you for your payment of \$284.00	
Overpayment	\$-3.54
Deferred payment agreement	\$73.36
Total Other Charges	\$69.82
Current Period Charges	
Gas	\$33.00
Electric	\$233.21
Total New Charges	\$266.21
Total Amount Due on 07/24/2012	\$336.03

General Information

Next scheduled meter reading: August 1, 2012
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7
- www.peco.com/ebill - Go paperless; receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
New charges contain estimated total state taxes of \$15.79, including \$13.76 for State Gross Receipts Tax.
Your Total Account Balance of \$4,590.79 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Deferred Payment Agreement

Current Payment Plan Amount	\$73.36
Payment Plan Balance	\$4,254.76
Number of Remaining Payments	58

When paying in person, please bring the entire bill.

(continued on next page)

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



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To pay by phone call 1-877-432-9384.
A convenience fee will apply.

64347 2804 80000 0000

2498 1 AV 0.347 218800248005127 011 01 0XES0E 1234 07032012
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913



Account Number **64347-28048** Payment Receipt Stamp

Payment Amount

Please pay this amount by 07/24/2012 **\$336.03**

00000266210000000000

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0829



643472804800003360322060336038

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. Customer Reading – A reading you give us if we cannot read your meter. Estimated Reading – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

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Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

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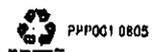
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Wind Energy: A premium charge, in addition to the monthly Generation Charges, for customers participating in PECO Wind program.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form, and mail it with your payment. For questions or more information, call 1-800-494-6806.

YES, I'd like to empower local families with a pledge donation to MEAF. Please add the amount indicated to my monthly bill. (Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

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FINANCIAL INSTITUTION _____ CHECKING

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____ STATEMENT SAVINGS

X _____
SIGNATURE

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.

BUCKS CAO.
BUCKS COUNTY OFFICE CENTER
1214 VETERANS HIGHWAY
BRISTOL PA 19007-9987



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

July 30, 2012

'833983' 090378139
NATESHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007

Dear Customer:

The Department of Public Welfare (DPW) is announcing that a \$135 supplemental Low Income Home Energy Assistance Program (LIHEAP) cash grant will be issued for eligible households who received a LIHEAP cash grant during the 2011/2012 winter season. This letter is to notify you that you are eligible for this supplemental cash grant. DPW will begin issuing payments in early August. Your \$135 cash grant will be sent to the heating provider that received your first cash grant to be credited to your account.

If you were eligible for a LIHEAP cash grant and it was sent directly to you, the \$135 supplemental cash grant will also be sent directly to you.

Once your heating provider receives the additional \$135 cash grant, it will show on your next bill. Please review your bill carefully.

It is not necessary for you to take any additional action or call the county assistance office for this \$135 payment to be sent.

Sincerely,

A handwritten signature in cursive script that reads "Lourdes R. Padilla".

Lourdes R. Padilla
Deputy Secretary
Office of Income Maintenance



0112

TEN DAY SHUT OFF NOTICE
(AVISO DE SUSPENSION DE SERVICIO EN 10 DIAS)
FOR PECO ENERGY CHARGES ONLY.

Account Number: 6434728048 Past Due Amt: \$4,409.14
For Service To: 323 WILSON ST New Billing: \$0.00
Date Prepared: September 26, 2012 Total Amount: \$4,409.14

Your Gas/Electric Service May Be Shut Off
Because your bill is past due, we will shut off the service to 323 WILSON ST
on or after 8:00 a.m. on October 10, 2012.

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

- Pay \$4,409.14 in full before October 10, 2012, 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 qualify for a payment agreement or special assistance programs. Call 1-888-480-1633 right away to provide us with household income and occupant information to determine your eligibility.
If you dispute this balance or have other billing questions, please call our office at 1-800-494-4000.

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

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

- Past Due Amount of \$4,409.14
Deposit Past Due Amount of \$0.00
Agreement Unbilled Balance \$0.00
Total \$4,409.14*

*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 up to \$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 or nurse practitioner 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 arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

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.

Atencion | Esta es un mensaje muy importante. Si usted no lo entiende, favor de llame 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 of \$3.50.

See other side for more information

When paying in person, please bring the entire bill

Recurrence: When paying in person, please bring the entire bill



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to MEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m.
1-888-480-1533

2219 1 AT 0.371 2219002210002219 007 01 CUEPDM 1 09/27/12
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number
64347-28048

Payment Receipt Stamp



Payment Amount

Please pay this amount immediately. \$4,409.14

00000000000000000000



643472804800000000022840000000

If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between Dec. 1 - Mar. 31)

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:

Household Size	1	2	3	4
Monthly Income	\$2328	\$3153	\$3978	\$4803

Add \$825 for each additional household member.

- If we shut off your service between Dec. 1 - Mar. 31, we will turn your service on within 24 hours of you meeting all requirements/conditions to have service reconnected.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-888-480-1533. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-800-494-4000.
- If your service is shut off, you will have to pay more than the amount due on the front of this notice to have your service turned back on. You also may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the "customer" and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service between Apr. 1 - Nov. 30, we will turn your service on within 3 days of you meeting all requirements/conditions to have service reconnected.

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

LIHEAP, which is the **Low-Income Home Energy Assistance Program**, has money available that could help you keep your PECO electric and gas service active during the winter. **LIHEAP** is open every year Nov. 1 to April 1 or until money runs out (*individual dates vary each year*). **DO NOT HESITATE; APPLY for LIHEAP AS SOON AS POSSIBLE DURING THE LIHEAP SEASON.**

**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6806.

YES, I'd like to empower local families with a pledge donation to MEAF. Please add the amount indicated to my monthly bill. (*Minimum \$1*)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (*Payable to PECO.*)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____

CHECKING

STATEMENT SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 267-212-3857
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Table with 2 columns: Description and Amount. Rows include Bill Date (10/01/2012), Thank you for your payment of \$301.10, Late payment charge (\$4.52), Total Other Charges (\$4.52), Current Period Charges (Gas \$30.22, Electric \$149.91), Total New Charges (\$180.13), and Total Amount Due on 10/23/2012 (\$184.65).

General Information

Next scheduled meter reading: October 30, 2012
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

- Customer Self Service - Manage Your Account 24/7
- www.peco.com/ebill - Go paperless: receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
New charges contain estimated total state taxes of \$10.29, including \$8.84 for State Gross Receipts Tax.
Your Total Account Balance of \$4,292.69 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Deferred Payment Agreement

Table with 2 columns: Description and Amount. Rows include Current Payment Plan Amount (\$73.36), Payment Plan Balance (\$4,108.04), and Number of Remaining Payments (56).

When paying in person, please bring the entire bill

(continued on next page)

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



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

64347 2804 80000 0000

2777 1 AV 0.347 2777002/770056/8 010 01 GXEDUZ 123 10022012
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048
Payment Receipt Stamp

Payment Amount

Please pay this amount by 10/23/2012 \$184.65

00000180130000000000

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629



643472804800001846522970184653



INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter. **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

Rate Schedule: A listing of all of our rates can be found on our website at www.peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month. (1.5 percent for rates GS and R)

Demand Information (Commercial Customers Only)

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Alternative Energy Portfolio Standard: Charges reflecting the costs of purchasing electricity generated through alternative resources as required by Pennsylvania's AEPS Act.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from the generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charges covering the costs of billing, meter reading, equipment, and maintenance.

Distribution Charges: Charges to cover the costs associated with delivering

electricity and natural gas to customers.

Energy Efficiency Charge: Charges to reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Price to Compare: The price used to evaluate offers from competitive electric generation suppliers. The Price to Compare includes generation, transmission and alternative energy charges. This is the amount you will be charged by PECO if you do not shop with a competitive electric generation supplier.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

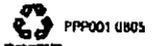
State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Wind Energy: A premium charge, in addition to the monthly Generation Charges, for customers participating in PECO Wind program.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6806.

YES, I'd like to empower local families with a pledge donation to MEAF. Please add the amount indicated to my monthly bill. (Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____

CHECKING

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

STATEMENT SAVINGS

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.

TELEPHONE NOTICE
(AVISO DE SUSPENSIÓN DE SERVICIO EN 10 DIAS)
FOR PECO ENERGY CHARGES ONLY.

Jax - 377
acct #
June 24th
1 800 494-4000
customer
svc.

Account Number: 6434728048
For Service To: 323 WILSON ST
Date Prepared: February 15, 2013

Past Due Amt: \$5,343.18
New Billing: \$477.16
Total Amount: \$5,820.34

Your Gas/Electric Service May Be Shut Off
Because your bill is past due, we will shut off the service to 323 WILSON ST on or after 8:00 a.m. on April 1, 2013.

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

- Pay \$5,343.18 in full before April 1, 2013, 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 qualify for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information, to determine your eligibility.
- If you dispute this balance or have other billing questions, please call our office at 1-800-494-4000.

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

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

- Past Due Amount of \$5,343.18
- Deposit Past Due Amount of \$0.00
- Agreement Unbilled Balance \$0.00
- Total \$5,343.18*

3

*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 up to \$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 or nurse practitioner 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 arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

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.

Atencion | Este es un mensaje muy importante. Si usted no lo entiende, favor de llame 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 of \$3.50.

See other side for more information

1 800 841-4141

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.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to NEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m.
1-800-494-4000

10994 1 AT 0.381
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number
64347-28048

Payment Receipt Stamp

Payment Amount



Please pay this amount immediately. \$5,343.18

00000000000000000000

PECO Energy Co.
PO BOX 13439
Philadelphia PA 19162-0439



643472804800000000030910000009

If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied you may file a complaint with the Public Utility Commission-(PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265 PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between Dec. 1 - Mar. 31)

- Contact us **BEFORE** the shut-off date to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:

Household Size	1	2	3	4
Monthly Income	\$2328	\$3153	\$3978	\$4803

Add \$825 for each additional household member.

- If we shut off your service between Dec. 1 - Mar. 31, we will turn your service on within 24 hours of you meeting all requirements/conditions to have service reconnected.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-888-480-1533. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-800-494-4000.
- If your service is shut off, you will have to pay more than the amount due on the front of this notice to have your service turned back on. You also may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service between Apr. 1 - Nov. 30, we will turn your service on within 3 days of you meeting all requirements/conditions to have service reconnected.

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

LIHEAP, which is the **Low-Income Home Energy Assistance Program**, has money available that could help you keep your PECO electric and gas service active during the winter. **LIHEAP** is open every year Nov. 1 to April 1 or until money runs out (*individual dates vary each year*). **DO NOT HESITATE; APPLY for LIHEAP AS SOON AS POSSIBLE DURING THE LIHEAP SEASON.**

**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**



POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____

- CHECKING
- STATEMENT SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X
SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



0041

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Your bill is past due

You have not paid the **\$5,343.18** you owe. Your balance must be paid now. Until you pay this amount, we will continue to add late-payment charges.

To avoid additional late payment charges, please pay your bill right away. If you have paid your bill in the last few days, please ignore this letter.

If you are having trouble paying

We have several programs that could help you manage your monthly bills, such as:

- budget billing to even out the cost of monthly bills throughout the year and
- payment arrangements to help you pay off past due amounts.

We are here to help...

Contact us at **1-888-480-1533** to discuss your account.

To avoid more late-payment charges, please pay now \$5,343.18 . See back for ways to pay

Questions

1-800-494-4000

www.peco.com

8:30 am - 5:00 pm, Mon - Fri

Account Number: 6434728048

Date: February 20, 2013

Service Address:

323 WILSON ST
BRISTOL PA 19007

If you do not pay

If you do not pay, your service may be shut off.

Power Pay!

Take the worry out of paying your energy bills on time. Enroll in Power Pay - just complete the form on the back and we will do the rest!

Did you know...?

Most hot water heaters are set too high. Lowering the temperature setting may lower your electric or natural gas hot water costs.

PC046P

IMPORTANT INFORMATION

To File a Complaint

If you do not agree with this report, you may file a complaint with the Public Utility Commission (PUC). You may file a complaint by calling the PUC at 1-800-692-7380, or by writing to the following address: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265, Attention: Service Termination Mediation Unit.

To protect your rights, your complaint must be filed within 10 days of the date on this report and should include the following information:

1. Your name
2. Your address
3. The address where your service is being used
4. Your account number
5. Our name, PECO
6. A brief statement of the problem
7. Whether a complaint about this problem was filed with the PUC before
8. Whether the problem was previously investigated and reported on by us
9. The shut off date, if any
10. How you would like the problem to be solved

If you file a complaint and **pay your current bills on time**, we will not shut-off your service while the PUC handles your complaint.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. We will not shut off your service during such an illness provided you:

- (a) Complete a medical certification form and have a LICENSED physician or nurse practitioner certify by phone or in writing that such illness exists and that it may be aggravated if your service is stopped; medical certification forms are available on line at www.peco.com/Customerservice/ClaimsandForms/
- (b) Make some equitable arrangement to pay the company your current bills for service.
- (c) Contact us by calling the following number: **1-888-480-1533** or have your LICENSED physician or nurse practitioner fax the completed medical certification form to **1-800-590-2799**.
- (d) HAVE YOUR LICENSED PHYSICIAN SEND A LETTER TO THE UTILITY WITHIN 7 DAYS VERIFYING THE MEDICAL CONDITION.

Ways to Pay Your PECO Bill

- Internet Payment (E-bill)
- Automatic Bank Payment Plan (Power Pay)
- Credit/Debit Card and Electronic Check



- Budget Payment Plan (Budget Billing)
- Pay-by-Mail: PO Box 13439, Phila., PA 19101
- Pay at Authorized Payment Locations

To find out more about these Convenient Payment Options, please call 1-800-494-4000 or visit our Web site, www.peco.com.



30% total recycled fiber





Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 267-212-3857
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	02/04/2013
Charges from previous bill	\$4,873.79
Late payment charge	\$542.50
Total Other Charges	\$5,416.29

Current Period Charges

Gas	\$226.64
Electric	\$177.41
Total New Charges	\$404.05

Total Amount Due on 02/26/2013 \$5,820.34

General Information

Next scheduled meter reading: March 6, 2013
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

Customer Self Service - Manage Your Account 24/7

- www.peco.com/ebill - Go paperless: receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

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New charges contain estimated total state taxes of \$15.31, including \$10.47 for State Gross Receipts Tax.

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(continued on next page)

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64347 2804 80000 0000

2684 1 AV 0.357 2084002084005517 010 01 QXR00 124 02052013
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048
Payment Receipt Stamp

Payment Amount

Please pay this amount by 02/26/2013 \$5,820.34

00000404050000487379

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629



643472804800058203430575820340



INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. Customer Reading – A reading you give us if we cannot read your meter; Estimated Reading – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

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Lumen: Unit of measurement of the quantity of light.

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Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Wind Energy: A premium charge, in addition to the monthly Generation Charges, for customers participating in PECO Wind program.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



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YES, I'd like to empower local families with a pledge donation to MEAF.
Please add the amount indicated to my monthly bill. (Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____

CHECKING

STATEMENT SAVINGS

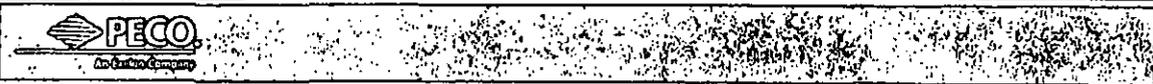
YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



0112

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

Account Number: 6434728048 Past Due Amt: \$7,267.41
For Service To: 323 WILSON ST New Billing: \$381.29
Date Prepared: July 5, 2013 Total Amount: \$7,648.70

Your Electric/Gas Service May Be Shut Off! Because your bill is past due, we will shut off the service to 323 WILSON ST on or after 8:00 a.m. on July 19, 2013.

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

- Pay \$7,267.41 in full before July 19, 2013, 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. Call 1-888-480-1533 right away if you dispute this bill or to provide us with household income and occupant information to determine your eligibility.
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 \$7,267.41
Deposit Past Due Amount of \$0.00
Agreement Unbilled Balance \$0.00
Total \$7,267.41*

*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:

- Have your licensed physician or nurse practitioner 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 arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

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.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llama 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 of \$2.35.

See other side for more information



When paying in person, please bring the entire bill

RELPH 0113 This portion with your check will be payable to PECO. Please write your account number on your check.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to NEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m. 1-888-480-1533

2136 1 AT 0.381 2136002136002136 004 01 02P58 1 07022013
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048 Payment Receipt Stamp

Payment Amount



Please pay this amount immediately. \$7,267.41

00000000000000000000

PECO Energy Co.
PO BOX 13439
Philadelphia PA 19162-0439



643472804800000000032000000006

If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3285.

WINTER SHUT-OFF PROVISIONS (between Dec. 1 - Mar. 31)

- Contact us BEFORE the shut-off date to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:

Household Size	1	2	3	4
Monthly Income	\$2,394	\$3,231	\$4,069	\$4,906

Add \$838 for each additional household member.

- If we shut off your service between Dec. 1 - Mar. 31, we will turn your service on within 24 hours of you meeting all requirements/conditions to have service reconnected.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-888-480-1533. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-800-494-4000.
- If your service is shut off, you will have to pay more than the amount due on the front of this notice to have your service turned back on. You also may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service between Apr. 1 - Nov. 30, we will turn your service on within 3 days of you meeting all requirements/conditions to have service reconnected.

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

LIHEAP, which is the **Low-Income Home Energy Assistance Program**, has money available that could help you keep your PECO electric and gas service active during the winter. **LIHEAP** is open every year Nov. 1 to Apr. 1 or until money runs out (*individual dates vary each year*). **DO NOT HESITATE; APPLY for LIHEAP AS SOON AS POSSIBLE DURING THE LIHEAP SEASON.**

**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**

PCO3308



POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____

- CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



An Exelon Company

0103

PECO
Medical Certification Verification Dept.
4725 BRIDGE VIEW DR
NORTH CHARLESTON, SC 29405

Account Number: 6434728048
July 08, 2013

3526 1 AT 0.381 3526003576005529 012 01 GXFSJM 5 07/08/2013

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

For Service to:
323 WILSON ST
BRISTOL, PA 19007



REQUEST FOR MEDICAL CERTIFICATION
(Solicitud De Un Certificado Medico)

Dear PECO Customer:

We were recently notified that someone at your service address is seriously ill and that shutting off your PECO service could cause their condition to get worse. To ensure your service is not terminated, please complete the following:

- Have the doctor/nurse practitioner treating the person who is seriously ill complete and sign the attached form; and
- Return the completed, signed form to us within 5 days of the mailing date.

Please indicate on the medical certificate if your service has been shut off.

In order to guarantee same day processing, PECO must receive this completed application by 6:00 PM, Monday through Friday.

To talk to us, please call us at 1-888-480-1533 or visit our office at 2301 Market Street in Philadelphia.

If we do not receive the completed signed form within 5 days of the above mailing date, your PECO service may be shut off after we send you the required notices. Also, PECO retains the right to verify any information supplied. Please note, forms that are incomplete or contain information that cannot be verified may be rejected.

ATENCION

Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar al número de teléfono que en este documento.





0112

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

Account Number: 6434728048 Past Due Amt: \$7,674.54
For Service To: 323 WILSON ST New Billing: \$385.04
Date Prepared: August 16, 2013 Total Amount: \$8,059.58

Your Electric/Gas Service May Be Shut Off
Because your bill is past due, we will shut off the service to 323 WILSON ST on or after 8:00 a.m. on August 29, 2013.

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

- Pay \$7,674.54 in full before August 29, 2013, 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. Call 1-888-480-1533 right away if you dispute this bill or to provide us with household income and occupant information to determine your eligibility.
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 \$7,674.54
Deposit Past Due Amount of \$0.00
Agreement Unbilled Balance \$0.00
Total \$7,674.54*

*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 or nurse practitioner 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 arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

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.

Atencion: 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 of \$2.35.

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.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to MEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m. 1-888-480-1533

2682 1 AT 0.381 2682/002682-007662 010 01 01/PMV 1 08162012
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048 Payment Receipt Stamp



Payment Amount

PECO Energy Co.
PO BOX 13439
Philadelphia PA 19162-0439

Please pay this amount immediately. \$7,674.54

00000000000000000000



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If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between Dec. 1 - Mar. 31)

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:

Household Size	1	2	3	4
Monthly Income	\$2,394	\$3,231	\$4,069	\$4,906

Add \$838 for each additional household member.

- If we shut off your service between Dec. 1 - Mar. 31, we will turn your service on within 24 hours of you meeting all requirements/conditions to have service reconnected.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. **Call us immediately at 1-888-480-1533.** (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-800-494-4000.
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- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
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**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**

PC03300



POWER PAY – Payment Authorization

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FINANCIAL INSTITUTION

CHECKING

SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER

X

SIGNATURE

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
 Account Number: 64347-28048
 Phone Number: 570-983-4112
 Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date		08/01/2013
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Charges from previous bill		\$5,277.84
Late payment charge		\$1,081.19
Total Other Charges		\$7,784.03
Current Period Charges		
Gas	\$36.67	
Electric	\$274.17	
Budget billing amount		\$285.00
Total New Charges	\$310.84	
Total Amount Due on 08/23/2013		\$8,069.03

General Information

Next scheduled meter reading: August 30, 2013
 PECO, 2301 Market St, Philadelphia, PA 19103-1360. If you have any questions or concerns, please call 1-800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- www.peco.com/bill - Go paperless; receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/smartideas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
 New charges contain estimated total state taxes of \$18.53, including \$16.18 for State Gross Receipts Tax.
 Your Total Account Balance of \$8,069.68 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

When paying in person, please bring the entire bill.

(continued on next page)



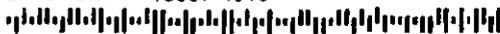
Return only this portion with your check made payable to PECO. Please write your account number on your check.

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
 A convenience fee will apply.

64347 2804 80000 0000

3641 1 AV 0.357 3641003581/007153 011 01 03F75D 1234 08/02/2013
 NATASHEA FENDERSON
 323 WILSON ST
 BRISTOL PA 19007-4913



Account Number 64347-28048 Payment Receipt Stamp

Payment Amount

Please pay this amount by 08/23/2013 \$8,069.03

00000310840000527784

PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629



643472804800080690332358069034

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter. **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

Rate Schedule: A listing of all of our rates can be found on our website at www.peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month, (1.5 percent for rates GS and R)

Demand Information (Commercial Customers Only)

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charge covering the costs of billing, meter reading, equipment, and maintenance.

- **Customer Charge Meter 2:** Monthly basic electric charge covering the costs of billing, meter reading, equipment, and maintenance for those customers with an additional residential electric meter.

Distribution Charges: Charges to cover the costs associated with delivering electricity and natural gas to customers.

Energy Efficiency Charge: Charges to reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Price to Compare (electric): The price used to evaluate offers from competitive electric generation suppliers. The Price to Compare includes generation, transmission and alternative energy charges. This is the amount you will be charged by PECO if you do not shop with a competitive electric generation supplier.

Price to Compare (gas): The price used to evaluate offers from competitive natural gas suppliers. The Price to Compare includes your Natural Gas Supply charges. This is the amount you will be charged by PECO if you do not shop with a competitive natural gas supplier.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

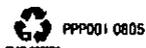
Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6606.

YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill.
(Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____

- CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X

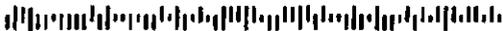
SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

0120

PECO
PO BOX 13778
Philadelphia, PA 19101

3669 1 AT 0.381 3689003669005445 013 01 GAF9ZU 4 08272013

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913


You now qualify for our Customer Assistance Program (CAP)

What is CAP?

It is a discounted rate for low-income residential customers. Based on your total household income you qualify for CAP.

Once you are on CAP, you must do all of the following:

- Pay your CAP bills in full and on time.
- Tell us and verify any changes to your household income right away.
- Verify your total household income every two years
- Apply for Low-Income Home Energy Assistance Program (LIHEAP) grants when they are available.
- Take part in the Low-Income Usage Reduction Program.
- Use only PECO as your energy supplier.

Earn forgiveness of your previous balance!

Pay your CAP bill on time for 12 months and we may forgive your previous balance.

To apply for our CAP

Complete the enclosed application and return it to us with proof of income. You will still need to pay your bill during the approval process. If you do not pay your bill your service may be shut off.



An Exelon Company

Questions

1-800-494-4000

www.peco.com

8:30 am - 5:00 pm, Mon - Fri

Account Number: 6434728048

Date: August 26, 2013.

Service Address:

323 WILSON ST
BRISTOL, PA 19007

If you do not pay your CAP-rate bill

If your CAP-rate bill becomes past due, we may do one of the following:

- Charge a late-payment fee.
- Ask you to enter a payment agreement.
- Shut-off your service, if you continue to not pay.

We are here to help...

If you need help completing the application, just call **1-800-774-7040**.

LIHEAP

If you need help with your LIHEAP application, call **1-800-344-3574**.

Power Pay!

Take the worry out of paying your energy bills on time. Enroll in Power Pay, the easy way to pay - contact us for more information.

Did you know...?

Using cold or warm water settings for washing your clothes may save you up to \$40 per year.





0112

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

Account Number: 6434728048 Past Due Amt: \$8,337.27
For Service To: 323 WILSON ST New Billing: \$393.38
Date Prepared: October 7, 2013 Total Amount: \$8,730.65

Your Electric/Gas Service May Be Shut Off! Because your bill is past due, we will shut off the service to 323 WILSON ST on or after 8:00 a.m. on October 21, 2013.

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

- Pay \$8,337.27 in full before October 21, 2013, 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. Call 1-888-480-1533 right away if you dispute this bill or to provide us with household income and occupant information to determine your eligibility.
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 \$8,337.27
Deposit Past Due Amount of \$0.00
Agreement Unbilled Balance \$0.00
Total \$8,337.27*

*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 or nurse practitioner 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 arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

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.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llame 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 of \$2.35.

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.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to MEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m. 1-888-480-1533

2332 1 AT 0.381 2332/002332-002332 011 01 041008 110062015
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048 Payment Receipt Stamp

Payment Amount



Please pay this amount immediately. \$8,337.27

PECO Energy Co.
PO BOX 13439
Philadelphia PA 19162-0439

00000000000000000000



643472804800000000032940000009

If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between Dec. 1 - Mar. 31)

- Contact us **BEFORE** the shut-off date to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:

Household Size	1	2	3	4
Monthly Income	\$2,394	\$3,231	\$4,069	\$4,906

Add \$838 for each additional household member.

- If we shut off your service between Dec. 1 - Mar. 31, we will turn your service on within 24 hours of you meeting all requirements/conditions to have service reconnected.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-888-480-1533. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-800-494-4000.
- If your service is shut off, you will have to pay more than the amount due on the front of this notice to have your service turned back on. You also may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service between Apr. 1 - Nov. 30, we will turn your service on within 3 days of you meeting all requirements/conditions to have service reconnected.

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

LIHEAP, which is the **Low-Income Home Energy Assistance Program**, has money available that could help you keep your PECO electric and gas service active during the winter. **LIHEAP** is open every year Nov. 1 to Apr. 1 or until money runs out (*individual dates vary each year*). **DO NOT HESITATE; APPLY for LIHEAP AS SOON AS POSSIBLE DURING THE LIHEAP SEASON.**

**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**

PCO33CB



POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION

- CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER

X
SIGNATURE

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Page 1

Name: NATASHEA FENDERSON
 Account Number: 64347-28048
 Phone Number: 570-983-4112
 Service Address: 323 WILSON ST, BRISTOL

1 888-480-1533

① Proff

Oct 31st agreement

Billing Summary

Bill Date		10/01/2013
Budget bill charges from previous bill	866-362-8906	\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill	6,000 medical	\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill	1-800-693-7380	\$285.00
Budget bill charges from previous bill		\$285.00
Charges from previous bill		\$5,277.84
Late payment charge		\$1,294.28
Total Other Charges		\$8,567.12

Current Period Charges

Gas		\$40.72
Electric		\$172.85
Budget billing amount	3 shk	\$285.00
Total New Charges		\$213.57

Total Amount Due on 10/23/2013 \$8,852.12

General Information

Next scheduled meter reading: October 30, 2013
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
 Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- www.peco.com/ebill - Go paperless: receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
 New charges contain estimated total state taxes of \$11.96, including \$10.20 for State Gross Receipts Tax.
 Your Total Account Balance of \$8,730.65 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

When paying in person, please bring the entire bill.

(continued on next page)



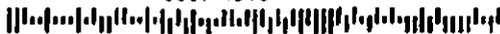
Return only this portion with your check made payable to PECO. Please write your account number on your check.

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
 A convenience fee will apply.

64347 2804 80000 0000

3649 1 AV 0.357 3640003849007403 011 01 0xFO5A 12 10022013
 NATASHEA FENDERSON
 323 WILSON ST
 BRISTOL PA 19007-4913



Account Number Payment Receipt Stamp

64347-28048

Payment Amount

Please pay this amount by 10/23/2013 \$8,852.12

PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629



00000213570000527784

643472804800088521232968852126

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. Customer Reading – A reading you give us if we cannot read your meter. Estimated Reading – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

Rate Schedule: A listing of all of our rates can be found on our website at www.peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month, (1.5 percent for rates GS and R)

Demand Information (Commercial Customers Only)

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charge covering the costs of billing, meter reading, equipment, and maintenance. Customers with multiple meters will have multiple customer charges on their bill.

Distribution Charges: Charges to cover the costs associated with delivering electricity and natural gas to customers.

Energy Efficiency Charge: To reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Price to Compare (PTC): The price used to evaluate offers from competitive suppliers.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

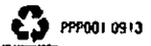
Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6806.

YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill.
(Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____ CHECKING

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____ SAVINGS

X
SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



An Exelon Company

10/24/2013

NATASHEA FENDERSON
323 WILSON ST
BRISTOL, PA, 19007

Dear NATASHEA FENDERSON,

We recently were notified of your request to purchase the electricity you use from a competitive supplier. We want to make you aware of some important information.

You are currently being billed at PECO's Customer Assistance Program (CAP) Rate for the electricity you use. By qualifying to participate in this program you receive a discounted price. To continue to receive PECO's CAP Rate, you must purchase the electricity you use from PECO.

If you would like to remain in PECO's CAP program, simply do nothing.

If you would like to be removed from PECO's CAP program and purchase the electricity or natural gas you use from a competitive supplier please contact us at 1-800-774-7040. Please be aware that the price you would be charged by a competitive supplier may be greater than the price you are charged through PECO's discounted CAP.

For more information on shopping for electricity please visit the Pennsylvania Public Utility Commission Website at www.papowerswitch.com.

Sincerely,

PECO Customer Assistance Program



An Exelon Company

0130

PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 6434728048
November 01, 2013

5436 1 AT 0.381 6436/005130/000761 019 01 GXFG38 11022013

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913



Dear NATASHEA FENDERSON,

As we previously notified you, to continue to receive PECO's discounted Customer Assistance Program (CAP) rate, your total household income must fall within the program guidelines. Because your total household income is now greater than the program guidelines, you **have been removed from PECO's Customer Assistance Program**. You can reapply to receive PECO's CAP rate if you meet the program requirements in the future.

You must **pay your past due balance right away**. If you do not, **your service may be shut off**. In addition, a 1.5% late fee also will be added, each month, to your unpaid balance. To pay your bill by telephone, please call 1-877-432-9384.

Your future bills will be based on PECO's current prices and the amount of energy you use each month. Please be aware, due to changes in Pennsylvania's electric market, the price you are charged for the electricity you use is most likely different than the price you were charged before being placed in PECO's Customer Assistance Program.

We have many programs to help you save energy and money. Also, now that you no longer receive PECO's CAP rate, you may be able to save money by purchasing the electricity you use from a competitive electric generation supplier.

Use your PECO Price to Compare to evaluate offers from competitive suppliers. Your individual Price to Compare is listed in the Message Center section on your monthly bill. You also can calculate your individual Price to Compare with PECO's Price to Compare calculator at www.pECO.com.

No matter what supplier you choose, PECO will continue to deliver your electricity and provide billing and customer support. To learn more about shopping with a competitive supplier visit www.papowerswitch.com.

If you have any questions please call us at 1-800-774-7040.

Thank you,
PECO Universal Services



KP - 150. 5pp. 40,513 6pp. 46,455

IURP - 150. \$2001.

ARES - 1200 00

MEAP.

1-800-774-7040

MAS ~~W~~ W/AR.

Mr. Peter new application -
7/8



An Exelon Company

0089

PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 6434728048

November 21, 2013

971 1 AT 0.381 09/1000071000071 005 01 GXFHTU 11222013

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

For Service to:
323 WILSON ST
BRISTOL, PA 19007



Confirmation of New Electric Generation Supplier

Dear NATASHEA FENDERSON:

Recently, we received a request to enroll your account with an electric generation supplier (EGS). Listed below is a confirmation of the effective date for this change, the name of the EGS you have chosen, and the date we may issue your first bill showing your new EGS charges.

If this information is correct, you don't need to do anything. If the information is not correct, please contact us at 1-800-494-4000 within six days of the date of this letter.

Please note the following:

- If you are receiving one bill from PECO - for your PECO and EGS charges - your billing process will not change. You will continue making payments to PECO and can continue to take advantage of all of PECO's payment options and programs. Please remember to keep your account current. If you do not pay either PECO's or the EGS charges, service to your account can be shut-off as part of our existing termination process.
- If you are a PECO Net Metering/Renewable Service customer, you will no longer receive end of year compensation from us after switching to an EGS. PECO will provide you a final credit for any energy you produced prior to the switch. You should contact your EGS to find out if they offer any credits for energy produced

The prices charged for electricity by your EGS could be higher or lower than the prices PECO charges for the same service. If you do not know the rate you will be charged by your EGS, you should contact your EGS at the number listed below. Your individual Price to Compare is listed in the Message Center section on your monthly bill. You also can calculate your individual Price to Compare with PECO's Price to Compare calculator at www.peco.com.

As your energy delivery company, PECO continues to provide you with safe, reliable delivery of electricity, whichever EGS you choose. As always, thank you for being a PECO customer.

Sincerely,

PECO Customer Care

PECO Account: 6434728048
Current Supplier: PECO ENERGY
Requested Supplier: Respond Power
Requested Supplier Number: 877-973-7763
Effective Date: December 02, 2013
Initial Billing Date: On or about January 3, 2014
Billing Agent: PECO ENERGY





Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
 Account Number: 64347-28048
 Phone Number: 484-365-3534
 Service Address: 323 WILSON ST, BRISTOL

Confirmation #
 1250259476

Billing Summary

Bill Date	10/31/2013
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Charges from previous bill	\$5,277.84
Late payment charge	\$1,405.87
Total Other Charges	\$8,963.71

Current Period Charges

Gas	\$56.09
Electric	\$139.97
Budget billing amount	

*November 15th
 opened card -*

Not Paid
~~\$285.00~~

Total New Charges

198.41
Pay
\$2.00 processing fee
\$196.06

Total Amount Due on 11/22/2013

\$9,248.71

General Information

Next scheduled meter reading: December 2, 2013
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- www.peco.com/ebill - Go paperless: receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

Estimated Meter Reading.
 You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
 New charges contain estimated total state taxes of \$10.06, including \$8.26 for State Gross Receipts Tax.
 Your **Total Account Balance of \$9,038.30** includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.
 Your budget billing amount was reviewed this month. Based on our review your budget billing amount will not change. Thank you.

When paying in person, please bring the entire bill.

(continued on next page)



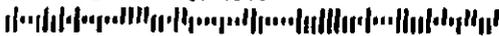
Return only this portion with your check made payable to PECO. Please write your account number on your check.

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
 A convenience fee will apply.

64347 2804 80000 0000

19171 1 AV 0.357 18171019171038871 008 01 GXFFYC 123 11012013
 NATASHEA FENDERSON
 323 WILSON ST
 BRISTOL PA 19007-4913



PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629



Account Number
64347-28048

Payment Receipt Stamp

Payment Amount

285.00
196.00
490.

Please pay this amount by 11/22/2013

\$9,248.71

00000196060000527784

643472804800092487133269248713

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter. **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

Rate Schedule: A listing of all of our rates can be found on our website at www.peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month. (1.5 percent for rates GS and R) **Demand Information (Commercial Customers Only)**

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charge covering the costs of billing, meter reading, equipment, and maintenance. Customers with multiple meters will have multiple customer charges on their bill.

Distribution Charges: Charges to cover the costs associated with delivering electricity and natural gas to customers.

Energy Efficiency Charge: To reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Price to Compare (PTC): The price used to evaluate offers from competitive suppliers.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

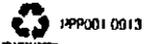
Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6808.

YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill.
(Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. If you have any questions about Power Pay, please visit www.peco.com/powerpay or call our toll-free hotline number, 1-800-494-4000.

FINANCIAL INSTITUTION _____

CHECKING

SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



An Exelon Company

PECO
Grid One Solutions
700 Turner Way
Suite 205
Aston, PA 19014

www.peco.com

NATASHEA FENDERSON
or Current Resident
323 WILSON ST
BRISTOL PA 19007

12/2/2013

Dear Customer:

We have made several attempts to contact you regarding access to your electric / gas meter. The purpose of our visit is to verify that your Automatic Meter Reading (AMR) equipment we installed is working properly. Please inform us of the best time to gain access to your meter or provide us with an alternate telephone number to schedule an appointment.

Your cooperation in this matter will be greatly appreciated. Please contact us at 1-800-254-0344 between the hours of 7:00 AM and 7:00 PM, Monday thru Friday, and 7:00 AM and 3:00 PM on Saturday to set up an appointment so we may gain access to the meter.

If you have already scheduled an appointment, please disregard this letter.

Sincerely,

Automatic Meter Reading Department
1-800-254-0344



PO Box 601
Dresher, PA 19034

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007

*NO DATE
ON NOTICE!*

DEAR NATASHEA FENDERSON,

You are currently enrolled on PECO's CAP Rate, which is a discount rate for low-income customers. One of your responsibilities as a participant in this program is to have an energy audit conducted at your home.

LIURP will assist you with meeting your Universal Service Program requirements.

Please call 1-800-675-0222, menu selection 2, to schedule an appointment for an energy auditor to visit your home and complete the audit. This service will be provided to you at no cost. You will learn how to conserve energy and lower your energy bills to further benefit from the reduced rate offered by our CAP Rate Program.

If you do not agree to an energy audit you may be removed from our Universal Service Program.

Please help us help you by calling 1-800-675-0222, menu selection 2.

Thank you.

100.50 month
7600.00
158.00
Electric

Proff



0120

PECO
PO BOX 13778
Philadelphia, PA 19101

Chandler with no income

\$70.00
SSI let
Sweet & James (school)

3566 1 AT 0.381 3566003566005407 013 01 GXFNWK 4 01747014

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913



Questions

1-800-494-4000

www.peco.com

8:30 am - 5:00 pm, Mon - Fri

Account Number: 6434728048

Date: January 23, 2014

Service Address:

323 WILSON ST
BRISTOL, PA 19007

You now qualify for our Customer Assistance Program (CAP)

What is CAP?

It is a discounted rate for low-income residential customers. Based on your total household income you qualify for CAP.

Once you are on CAP, you must do all of the following:

- Pay your CAP bills in full and on time.
- Tell us and verify any changes to your household income right away.
- Verify your total household income every two years
- Apply for Low-Income Home Energy Assistance Program (LIHEAP) grants when they are available.
- Take part in the Low-Income Usage Reduction Program.
- Use only PECO as your energy supplier.

Earn forgiveness of your previous balance!

Pay your CAP bill on time for 12 months and we may forgive your previous balance.

To apply for our CAP

Complete the enclosed application and return it to us with proof of income. You will still need to pay your bill during the approval process. If you do not pay your bill your service may be shut off.

If you do not pay your CAP-rate bill

If your CAP-rate bill becomes past due, we may do one of the following:

- Charge a late-payment fee.
- Ask you to enter a payment agreement.
- Shut-off your service, if you continue to not pay.

We are here to help...

If you need help completing the application, just call **1-800-774-7040**.

LIHEAP

If you need help with your LIHEAP application, call **1-800-344-3574**.

Power Pay!

Take the worry out of paying your energy bills on time. Enroll in Power Pay, the easy way to pay - contact us for more information.

Did you know...?

Using cold or warm water settings for washing your clothes may save you up to \$40 per year.





0105

PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 6434728048
February 04, 2014

3284 1 AT 0,403 3284/003284/003001 012 01 GXFPYG 02052014

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

For Service to:
323 WILSON ST
BRISTOL, PA 19007



Problem:

As of February 04, 2014, PECO will not accept medical certificates or requests to restore service due to a medical condition for any occupants living at this service address.

Our Response:

We have reviewed your account and our records indicate that we have granted at least three (3) medical condition extensions and/or restorations and you have not made the required payments on your account.

Therefore, PECO will not accept medical certificates or requests to restore service due to a medical condition until you have paid the balance that accrued prior to the medical condition hold. The amount past due on your account is \$8,937.00. Please call us at 1-888-480-1533 to find out what portion of this balance you must pay to receive another medical condition extension.

You are responsible to pay your bill on time each month. If your account is past due, please make payment today to avoid further collection action. If you would like to pay your bill via MasterCard, VISA, Debit Card, or Check-by-Phone 24 hours a day, please call 1-877-432-9384.

If you have any questions, or to find out if you are eligible for payment arrangements, please call 1-888-480-1533 between 7 am and 6 pm, Monday through Friday, and between 9 am to 1pm on Saturdays. You may also visit our business office at 2301 Market Street in Philadelphia, PA 19101. Our business hours are Monday through Friday, from 8:30 a.m. to 5:00 p.m.

To File a Complaint:

You may file a complaint regarding this matter with the Public Utility Commission (PUC) by calling 1-800-692-7380, or by writing to the following address:

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

To protect your rights, your complaint should be filed within 10 days of the date of this letter and should include the following:





Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 484-365-3534
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date		02/06/2014
Thank you for your payment of \$100.00		
Thank you for your payment of \$230.00		
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
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Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Charges from previous bill		\$4,523.86
Late payment charge		\$1,393.06
Total Other Charges		\$9,051.92
Current Period Charges		
Gas	\$222.29	
Electric	\$454.07	
Budget billing amount		\$285.00
Total New Charges	\$676.36	
Total Amount Due on 02/28/2014		\$9,336.92

When paying in person, please bring the entire bill.

(continued on next page)



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

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
A convenience fee will apply.

64347 2804 80000 0000

2432 1 AV 0.378 2437002432004858 010 01 0XFOEN 1234 02072014
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048
Payment Receipt Stamp

Payment Amount

Please pay this amount by 02/28/2014 \$9,336.92

00000676360000452386

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629



643472804800093369240599336927

INFORMATION ABOUT YOUR BILL

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PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

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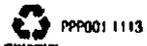
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YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill. (Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

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FINANCIAL INSTITUTION _____ CHECKING

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____ SAVINGS

X

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

0120

PECO
PO BOX 13778
Philadelphia, PA 19101

3746 1 AT 0.403 37461003741005909 014 01 02112014

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913



Questions
1-800-494-4000
www.peco.com

8:30 am - 5:00 pm, Mon - Fri

Account Number: 6434728048

Date: February 10, 2014

Service Address:

323 WILSON ST
BRISTOL, PA 19007

You now qualify for our Customer Assistance Program (CAP)

What is CAP?

It is a discounted rate for low-income residential customers. Based on your total household income you qualify for CAP.

Once you are on CAP, you must do all of the following:

- Pay your CAP bills in full and on time.
- Tell us and verify any changes to your household income right away.
- Verify your total household income every two years
- Apply for Low-Income Home Energy Assistance Program (LIHEAP) grants when they are available.
- Take part in the Low-Income Usage Reduction Program.
- Use only PECO as your energy supplier.

Earn forgiveness of your previous balance!

Pay your CAP bill on time for 12 months and we may forgive your previous balance.

To apply for our CAP

Complete the enclosed application and return it to us with proof of income. You will still need to pay your bill during the approval process. If you do not pay your bill your service may be shut off.

If you do not pay your CAP-rate bill

If your CAP-rate bill becomes past due, we may do one of the following:

- Charge a late-payment fee.
- Ask you to enter a payment agreement.
- Shut-off your service, if you continue to not pay.

We are here to help...

If you need help completing the application, just call **1-800-774-7040**.

LIHEAP

If you need help with your LIHEAP application, call **1-800-344-3574**.

Power Pay!

Take the worry out of paying your energy bills on time. Enroll in Power Pay, the easy way to pay - contact us for more information.

Did you know...?

Using cold or warm water settings for washing your clothes may save you up to \$40 per year.





An Exelon Company

Grid One Solutions, Inc.
700 Turner Way
Suite 205
Aston, PA 19014

**72 HOURS SHUT OFF NOTICE
(AVISO SUSPENSIÓN DE SERVICIO EN 72 HORAS)
FOR PECO ENERGY CHARGES ONLY**

NATASHEA FENDERSON
373 Wilson St

NO STATE
↓

Account Number: 6434728048

Your Gas / Electric Service Will Be Shut Off!

We will shut off your PECO Energy Service on or after 8:00 a.m. on _____ because:

- ____ You have a past due amount of PECO Energy charges in the amount of \$ _____ as of _____.
- You did not give us access to our meter. _____ You did not pay your security deposit.
- ____ You did not meet the requirements and/or complete the application for utility service.
- ____ Other: _____

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

- Pay \$ _____ in full before _____, this includes any amount you owe on your payment plan. This notice is effective for 60 days.
- Show us a paid receipt for the past due amount.
- Call 1-888-480-1533 right away if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment agreement or special assistance programs.
- To talk about your bill, please call our office at 1-888-480-1533.
- (X) To provide access to our meter, please call our office at 1-877-660-9776.

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

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

- Past Due Amount of _____; and
- Deposit past Due Amount of _____
- Agreement Unbilled Balance _____
- Turn-on charge of _____
- Total _____

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

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 or nurse practitioner 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 arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

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.

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 1-877-595-8808. The service provider will charge a convenience fee of 2.8% for credit/debit card payments and \$1 for checks by phone.

If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact them call (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between December 1 – March 31)

- Contact us **BEFORE** the shut off date to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level:				
Household Size	1	2	3	4
Monthly Income	\$2,394	\$3,231	\$4,069	\$4,908

Add \$779 for each additional household member.

- If we shut off your service during the winter months (between Dec. 1 – Mar. 31) we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.

IMPORTANT TO KNOW – BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-888-480-1533. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill: You have certain legal protections. Call us at 1-888-480-1533.
- If you have trouble understanding or speaking English please call us at 1-800-494-4000.
- If you have a disability or need help understanding this notice, please call us at 1-800-494-4000.
- If your service is shut off, you will have to pay more than the amount on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service during the **NON** winter months (between Apr. 1 – Nov. 30) we will restore your service within 3 days of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.

Atencion ! Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a 1-877-660-9776.

Payment Options: For your convenience, we offer the following payment options. Call us for more information about them. Do not mail cash. Bring entire form with you when paying in person.

- Automatic Bank Payment Plan
- Budget Payment Plan
- Pay-by-Mail: P.O. Box 13437
Philadelphia, PA 19101
- Pay-in-Person
- Pay-by-Phone
- Pay at Authorized Payment Locations

Pay Only where you see A PECO Energy Authorized payment Sign



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 484-365-3534
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date

03/03/2014

Thank you for your payment of \$100.00	
Thank you for your payment of \$230.00	
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Charges from previous bill	\$4,523.86
Late payment charge	\$1,393.06
Total Other Charges	\$9,051.92

Current Period Charges

Total New Charges \$0.00

Total Amount Due on 03/25/2014 \$9,051.92

When paying in person, please bring the entire bill.

(continued on next page)

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



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
A convenience fee will apply.

64347 2804 80000 0000

21 SP 0.480 0002000002000003 001 01 GXF500 03052014
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913
|||

Account Number 64347-28048
Payment Receipt Stamp

Payment Amount

Please pay this amount by 03/25/2014 \$9,051.92

00000000000000452386

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629
|||

643472804800090519240849051925

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter. **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees carry a special picture identification card. You may ask to see it.

Rate Schedule: A listing of all of our rates can be found on our website at www.peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month. (1.5 percent for rates GS and R)

Demand Information (Commercial Customers Only)

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charge covering the costs of billing, meter reading, equipment, and maintenance. Customers with multiple meters will have multiple customer charges on their bill.

Distribution Charges: Charges to cover the costs associated with delivering electricity and natural gas to customers.

Energy Efficiency Charge: To reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Price to Compare (PTC): The price used to evaluate offers from competitive suppliers.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

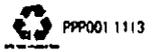
Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

POWER PAY – Payment Authorization

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6808.

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. To enroll on line, or for questions about Power Pay, visit peco.com/powerpay or call 1-800-494-4000.

YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill. (Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

FINANCIAL INSTITUTION _____

CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X _____
SIGNATURE

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
 Account Number: 64347-28048
 Phone Number: 484-365-3534
 Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date		03/07/2014
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Charges from previous bill		\$4,523.86
Late payment charge		\$1,508.01
Total Other Charges		\$9,166.87

Current Period Charges

Gas	\$208.11	
Electric	\$483.81	
Budget billing amount		\$366.00
Total New Charges	\$691.92	
Total Amount Due on 03/31/2014		\$9,532.87

When paying in person, please bring the entire bill.

(continued on next page)



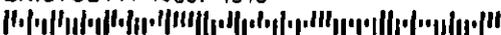
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- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
 A convenience fee will apply.

64347 2804 80000 0000

19792 1 AV 0.378 10702010702040064 070 01 QXFT4D 1234 03082014
 NATASHEA FENDERSON
 323 WILSON ST
 BRISTOL PA 19007-4913



Account Number Payment Receipt Stamp

64347-28048

Payment Amount

Please pay this amount by 03/31/2014 \$9,532.87

PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629

00000691920000452386



643472804800095328740909532870

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. Customer Reading – A reading you give us if we cannot read your meter. Estimated Reading – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

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CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Call 1-800-774-7040 for more information.

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Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Price to Compare (PTC): The price used to evaluate offers from competitive suppliers.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

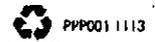
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State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, call 1-800-403-6806.

YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill.
(Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. To enroll on line, or for questions about Power Pay, visit peco.com/powerpay or call 1-800-494-4000.

FINANCIAL INSTITUTION _____

CHECKING

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

SAVINGS

X

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.



An Exelon Company

Date: 3/31/14

Account Number: 64347-28048

Dear Nateshea Fernderson

Thank you for your PECO Customer Assistance Program (CAP) application and proof of income. In order to process this request, additional information is needed. Please send the following information immediately.

*Nateshea
Shamand
Sameak*

A copy of your pay-stubs from the past 30 days *→ consecutive*

(For example, last 4 if paid weekly or 2 if paid bi-weekly)

A copy of your most recent Social Security/SSI benefits award letter *→ 2014*

- A copy of your last year's tax return and Schedule C form
- A copy of the original or amended court order for support
- A copy of your last two unemployment check stubs
- A copy of your letter from the pension board or a copy of your last pension check
- A letter from the Department of Public Welfare
- A copy of your disability award letter
- A copy of your workers' compensation award letter
- Agree to drop generation supplier to enroll in CAP. Please call 1-800-774-7040.

Other proof of residency for James (school or medical records) → if

If you do not return this information, you will not be eligible for CAP. You must pay your Reside at monthly bill on time even during the application process. If you do not pay your PECO Residence bill, your service may be shut off. To pay your PECO bill over the telephone, please call 1-877-432-9384.

need D.O.B. & SSI

To fax your information, dial 1-866-362-8906 (Toll Free).

If you have any questions, please call 1-800-774-7040.

Sincerely,
PECO Universal Services



0112

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

Account Number: 6434728048 Past Due Amt: \$9,532.87
For Service To: 323 WILSON ST New Billing: \$0.00
Date Prepared: April 1, 2014 Total Amount: \$9,532.87

Your Electric/Gas Service May Be Shut Off
Because your bill is past due, we will shut off the service to 323 WILSON ST
on or after 8:00 a.m. on April 15, 2014.

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

- Pay \$9,532.87 in full before April 15, 2014, 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. Call 1-888-480-1533 right away if you dispute this bill or to provide us with household income and occupant information to determine your eligibility.
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 \$9,532.87
Deposit Past Due Amount of \$0.00
Agreement Unbilled Balance \$0.00
Total \$9,532.87

*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 or nurse practitioner 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 arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

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.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llama 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 of \$2.35.

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.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to MEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m.
1-888-480-1533

2775 1 AT 0.403 2715002773002773 01001 GRPWC 104822814
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number
64347-28048

Payment Receipt Stamp



Payment Amount

Please pay this amount
immediately.

\$9,532.87

00000000000000000000

PECO Energy Co.
PO BOX 13439
Philadelphia PA 19162-0439



643472804800000000041050000006

If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between Dec. 1 - Mar. 31)

- Contact us **BEFORE** the shut-off date to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:

Household Size	1	2	3	4
Monthly Income	\$2,432	\$3,278	\$4,123	\$4,969

Add \$848 for each additional household member.

- If we shut off your service between Dec. 1 - Mar. 31, we will turn your service on within 24 hours of you meeting all requirements/conditions to have service reconnected.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-888-480-1533. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-888-480-1533.
- If your service is shut off, you will have to pay more than the amount due on the front of this notice to have your service turned back on. You also may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service between Apr. 1 - Nov. 30, we will turn your service on within 3 days of you meeting all requirements/conditions to have service reconnected.

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

LIHEAP, which is the **Low-Income Home Energy Assistance Program**, has money available that could help you keep your PECO electric and gas service active during the winter. **LIHEAP** is open every year Nov. 1 to Apr. 1 or until money runs out (*individual dates vary each year*). **DO NOT HESITATE; APPLY for LIHEAP AS SOON AS POSSIBLE DURING THE LIHEAP SEASON.**

**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**

1CDJ3CH



POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. To enroll online, or for questions about Power Pay, visit peco.com/powerpay or call 1-800-494-4000.

FINANCIAL INSTITUTION

- CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER

X
SIGNATURE

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



An Exelon Company

0150

PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 6434728048
April 23, 2014

3676 1 AT 0.403 JN/D003070/005270 013 01 CWFCKK D1232014

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

For Service to:
323 WILSON ST
BRISTOL, PA 19007



Dear Valued Customer:

A few years ago PECO installed an automated meter reading system for its customers. This system allows us to remotely read meters, rather than coming to your home.

Your meter is not providing remote readings. To resolve this problem, we need to replace your meter. This process will take about 30 minutes and is needed to ensure we are able to continue to provide you with reliable service.

Please call us at 1-800-591-0070 to make an appointment. Please note, because our technician may need to work inside or outside at your property, an adult needs to be present.

Thank you very much for your cooperation.

Sincerely,

PECO





0151

**METER MAINTENANCE NO ACCESS
TEN DAYS SHUT OFF NOTICE
(AVISO DE SUSPENSIÓN DE SERVICIO EN 10 DIAS)
FOR PECO ENERGY CHARGES ONLY**

2710 1 AT 0.403 2710002710002710 011 01 C&F238
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

04282014

April 28, 2014

Account Number: 6434728048

Your Electric/Gas Service Will Be Shut Off!

We will shut off your PECO Energy Service on or after 8:00 a.m. on May 11, 2014 because:

- You have a past due amount of PECO Energy charges in the amount of \$_____ as of _____.
- You did not give us access to our meter. _____ You did not pay your security deposit.
- You did not meet the requirements and/or complete the application for utility service.
- Other: _____

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

- Pay \$_____ in full before _____, this includes any amount you owe on your payment plan. This notice is effective for 60 days.
- Show us a paid receipt for the past due amount.
- Call 1-888-480-1533 right away if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment agreement or special assistance programs.
- To talk about your bill, please call our office at 1-800-494-4000.
- (X) To provide access to our meter, please call our office at 1-877-660-9776.

PC033CF

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 your service on:

- Past Due Amount of _____; and
- Deposit past Due Amount of _____
- Agreement Unbilled Balance _____
- Turn-on charge of _____
- Total _____

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

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 or nurse practitioner 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 arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

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.

Atencion | Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-877-660-9776. See other side for more information.



Monday through Friday 8:30 a.m. to 5:00 p.m.
1-877-660-9776

2710 1 AT 0.403 2710002710002710 011 01 C&F238 04282014
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number
64347-28048



If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between Dec. 1 - Mar. 31)

- Contact us BEFORE the shut-off date to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:

Household Size	1	2	3	4
Monthly Income	\$2,432	\$3,278	\$4,123	\$4,969

Add \$846 for each additional household member.

- If we shut off your service between Dec. 1 - Mar. 31, we will turn your service on within 24 hours of you meeting all requirements/conditions to have service reconnected.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-888-480-1533. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-888-480-1533.
- If your service is shut off, you will have to pay more than the amount due on the front of this notice to have your service turned back on. You also may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service between Apr. 1 - Nov. 30, we will turn your service on within 3 days of you meeting all requirements/conditions to have service reconnected.

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

LIHEAP, which is the **Low-Income Home Energy Assistance Program**, has money available that could help you keep your PECO electric and gas service active during the winter. **LIHEAP** is open every year Nov. 1 to Apr. 1 or until money runs out (*individual dates vary each year*). **DO NOT HESITATE; APPLY for LIHEAP AS SOON AS POSSIBLE DURING THE LIHEAP SEASON.**

**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**

PC033CB



POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. To enroll online, or for questions about Power Pay, visit peco.com/powerpay or call 1-800-494-4000.

FINANCIAL INSTITUTION _____

- CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X
SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter. **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees and contractors carry a special picture identification card. You may ask to see it. If the employee or contractor cannot provide this identification, you are encouraged to contact PECO immediately at 1-800-494-4000 to report the situation. If you have any concerns for your safety or wellbeing, contact 9-1-1 immediately.

Rate Schedule: A listing of all of our rates can be found on our website at peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Please visit peco.com/help or call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month. (1.5 percent for rates GS and R) **Demand Information (Commercial Customers Only)**

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charge covering the costs of billing, meter reading, equipment, and maintenance. Customers with multiple meters will have multiple customer charges on their bill.

Distribution Charges: Charges to cover the costs associated with delivering electricity and natural gas to customers.

Energy Efficiency Charge: To reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Price to Compare (PTC): The price used to evaluate offers from competitive suppliers.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

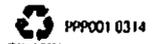
Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, please visit peco.com/help or call 1-800-403-6806.

YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill.
(Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

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FINANCIAL INSTITUTION _____

- CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X _____

SIGNATURE

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



0112

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

Account Number: 6434728048 Past Due Amt: \$289.56
For Service To: 323 WILSON ST New Billing: \$0.00
Date Prepared: April 29, 2014 Total Amount: \$289.56

Your Electric/Gas Service May Be Shut Off
Because your bill is past due, we will shut off the service to 323 WILSON ST on or after 8:00 a.m. on May 13, 2014.

- We will NOT shut off your electric/gas service if you do ONE of the following:
- Pay \$289.56 in full before May 13, 2014, 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. Call 1-888-480-1533 right away if you dispute this bill or to provide us with household income and occupant information to determine your eligibility.
- 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 \$289.56
Deposit Past Due Amount of \$0.00
Agreement Unbilled Balance \$0.00
Total \$289.56*

*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 or nurse practitioner 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 arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

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.
Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llame 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 of \$2.35.

See other side for more information



When paying in person, please bring the entire bill
REMEMBER: ONLY THIS PORTION WITH YOUR CHECK MADE PAYABLE TO PECO. PLEASE WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to MEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m.
1-888-480-1533

2400 LAT 0.403 2408937405002400 008 01 CWPYSA 1 04307074
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number
64347-28048

Payment Receipt Stamp

Payment Amount

Please pay this amount immediately. \$289.56



PECO Energy Co.
PO BOX 13439
Philadelphia PA 19162-0439



643472804800000000413300000008

PC035CF

If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

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Household Size	1	2	3	4
Monthly Income	\$2,432	\$3,278	\$4,123	\$4,969

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- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
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- If you have a disability or need help understanding this notice, please call us at 1-888-480-1533.
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- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
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**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**

PC033CB



POWER PAY – Payment Authorization

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FINANCIAL INSTITUTION

- CHECKING
- SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER

X
SIGNATURE

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 484-365-3534
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

*Confirmation
1398637576
Paid by debit
412.35*

Bill Date		05/20/2014
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
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Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$366.00
Budget bill charges from previous bill		\$410.00
Charges from previous bill		\$4,523.86
Late payment charge		\$1,628.45
Total Other Charges		\$10,063.31

Current Period Charges

Gas	\$102.12	
Electric	\$190.79	
Budget billing amount		\$410.00
Total New Charges	\$292.91	
Total Amount Due on 05/27/2014		\$10,473.31

When paying in person, please bring the entire bill.

(continued on next page)



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

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
A convenience fee will apply.

64347 2804 80000 0000

19510 1 AV 0.378 10510010510030333 070 01 OXFYH 1234 05082014
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048 Payment Receipt Stamp

Payment Amount

Please pay this amount by 05/27/2014 \$10,473.31

PECO - PAYMENT PROCESSING
PO BOX 37632
PHILADELPHIA PA 19101-0632

00000292910000452386



643472804800000000041470000008

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. **Customer Reading** – A reading you give us if we cannot read your meter. **Estimated Reading** – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

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Lumen: Unit of measurement of the quantity of light.

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PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

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Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

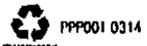
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YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill.
(Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

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FINANCIAL INSTITUTION _____

- CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.

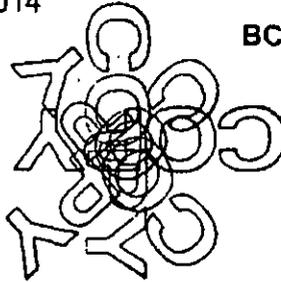


COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY
PLEASE REFER
TO OUR FILE

7/18/2014

BCS: 3228520



NATESHEA FENDERSON
323 WILSON ST.
BRISTOL PA 19007

DEAR NATESHEA FENDERSON:

This letter is in reference to the informal complaint you filed with the Pennsylvania Public Utility Commission (PUC) on 4/24/2014 against PECO ENERGY regarding . You asked the PUC to investigate.

I have received and reviewed the company report. Please contact me within 5 days of the date of this letter to discuss your complaint. I can be reached by calling 1-800-692-7380. When you call, please refer to the BCS case number at the top of this letter.

If I do not hear from you within 5 days of the date of this letter, I will proceed to resolve your complaint based on available information.

Sincerely,

CHRISTIE CRUMMY
Investigator

*Mail was held
up in Philadelphia
Society Cut
everywhere at
ASA cover ter sey
with my open
case ml
service
should
have been
re direct.*

7/25/14

1st time
Rep. Earnestine
2nd time
Christa

7/27/14

spoke w/ some
stated Mrs. Crummy true



0112

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

Account Number: 6434728048
For Service To: 323 WILSON ST
Date Prepared: July 29, 2014

Past Due Amt: \$414.70
New Billing: \$0.00
Total Amount: \$414.70

Your Electric/Gas Service May Be Shut Off!
Because your bill is past due, we will shut off the service to 323 WILSON ST
on or after 8:00 a.m. on August 12, 2014.

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

- Pay \$414.70 in full before August 12, 2014, 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. Call 1-888-480-1533 right away if you dispute this bill or to provide us with household income and occupant information to determine your eligibility.
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 \$414.70
Deposit Past Due Amount of \$0.00
Agreement Unbilled Balance \$0.00
Total \$414.70*

*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 or nurse practitioner 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 arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

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.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llama 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 of \$2.35.

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.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to NEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m.
1-888-480-1533

2781 1 AT 0.403 7781002761002761 012 01 CH06AR 1 07302014
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number
64347-28048

Payment Receipt Stamp

Payment Amount



Please pay this amount
immediately.

\$414.70



PECO Energy Co.
PO BOX 13439
Philadelphia PA 19162-0439



64347280480000000042240000005

If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between Dec. 1 - Mar. 31)

- Contact us **BEFORE** the shut-off date to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:

Household Size	1	2	3	4
Monthly Income	\$2,432	\$3,278	\$4,123	\$4,969

Add \$846 for each additional household member.

- If we shut off your service between Dec. 1 - Mar. 31, we will turn your service on within 24 hours of you meeting all requirements/conditions to have service reconnected.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-888-480-1533. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-888-480-1533.
- If your service is shut off, you will have to pay more than the amount due on the front of this notice to have your service turned back on. You also may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service between Apr. 1 - Nov. 30, we will turn your service on within 3 days of you meeting all requirements/conditions to have service reconnected.

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

LIHEAP, which is the **Low-Income Home Energy Assistance Program**, has money available that could help you keep your PECO electric and gas service active during the winter. **LIHEAP** is open every year Nov. 1 to Apr. 1 or until money runs out (*individual dates vary each year*). **DO NOT HESITATE; APPLY for LIHEAP AS SOON AS POSSIBLE DURING THE LIHEAP SEASON.**

**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**

PCO33C11



POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. To enroll online, or for questions about Power Pay, visit paco.com/powerpay or call 1-800-494-4000.

FINANCIAL INSTITUTION _____

- CHECKING
- SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X
SIGNATURE _____

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- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
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(1-800-344-3574)**



PCO133CH

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FINANCIAL INSTITUTION

- CHECKING
- SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER

X
SIGNATURE

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Be sure to check the box on the front of this stub for participation in the program.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 484-365-3534
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	08/04/2014
Thank you for your payment of \$135.00	
Thank you for your payment of \$417.65	
Thank you for your payment of \$282.65	
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$366.00
Budget bill charges from previous bill	\$410.00
Budget bill charges from previous bill	\$410.00
Budget bill charges from previous bill	\$410.00
Budget bill charges from previous bill	\$410.00
Charges from previous bill	\$3,449.95
Late payment charge	\$1,477.06
Total Other Charges	\$10,068.01

Current Period Charges

Gas \$28.92
Electric \$284.27

When paying in person, please bring the entire bill. (continued on next page)



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

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
A convenience fee will apply.

64347 2804 80000 0000

19232 1 AV 0.378 1923201023203846 003 01 0X087 124 00002014
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048
Payment Receipt Stamp

Payment Amount

Please pay this amount by 08/26/2014 **\$10,478.01**

PECO - PAYMENT PROCESSING
PO BOX 37832
PHILADELPHIA PA 19101-0832

00000313190000344995



6434728048000000000042380000005

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Your meter is read each month by our automated meter reading system. Customer Reading – A reading you give us if we cannot read your meter. Estimated Reading – If we cannot read your meter, your monthly charges will be based on the average temperature and your past electric and gas use.

Meter Reading Schedule: Your monthly meter reading is scheduled through our automated system. Your scheduled meter reading date is shown on your bill.

Employee Identification: All PECO employees and contractors carry a special picture identification card. You may ask to see it. If the employee or contractor cannot provide this identification, you are encouraged to contact PECO immediately at 1-800-494-4000 to report the situation. If you have any concerns for your safety or wellbeing, contact 9-1-1 immediately.

Rate Schedule: A listing of all of our rates can be found on our website at peco.com, in our business office, or by calling 1-800-494-4000.

Basic Charges: Charges, based on rates approved by Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for verified low-income customers. Please visit peco.com/help or call 1-800-774-7040 for more information.

Late Payment Charges: All bills are due and payable by the due date shown on the front of the bill. The due date applies to the current charges only and does not extend the due date for payment of previous charges. Past due amounts may be subject to a finance charge of 2 percent per month. (1.5 percent for rates GS and R)

Demand Information (Commercial Customers Only)

- **Registered Peak Demand:** Maximum rate for highest half hour of energy use for each billing period. It is measured in kilowatts (kW) and averaged during a 30-minute period.

Check Clearing Notification: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

ELECTRIC AND GAS TERMS USED IN YOUR BILL

Administrative Charge: Charges to reimburse utilities for the costs associated with buying electricity for customers.

Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from generating stations to PECO's system for delivery to its customers.

Balancing Service Charge: Charge for fixed and variable storage costs for each Ccf of gas delivered.

Billing Demand (kW): The calculated or measured rate of energy usage supplied after any required adjustments such as for minimums or power factor.

Ccf - Hundred Cubic Feet: Unit of measure for the gas you use. One Ccf is the amount of gas used to run an average size house heater nonstop for one hour.

Customer Charges: Monthly basic electric and/or gas charge covering the costs of billing, meter reading, equipment, and maintenance. Customers with multiple meters will have multiple customer charges on their bill.

Distribution Charges: Charges to cover the costs associated with delivering electricity and natural gas to customers.

Energy Efficiency Charge: To reimburse utilities for the costs associated with energy efficiency and conservation programs as required by Pennsylvania's Act 129.

Gas Cost Adjustment (GCA): Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase natural gas for customers.

Generation Charges: Charges to reimburse utilities for the costs to purchase electricity for customers. These charges are passed along to customers at the exact price PECO pays, with no markup. If the generation service is from an electric generation supplier, it is competitively priced and is not regulated by the Public Utility Commission.

Kilowatt Hour (kWh): Unit of measure for electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

Lumen: Unit of measurement of the quantity of light.

Natural Gas Supply Charges: Charges to reimburse utilities for the costs to purchase natural gas for customers. These charges are passed along to customers at the exact price PECO pays, with no mark up.

Peak Load Contribution: A customer's contribution to PECO's peak load at the time of highest demand from the previous summer.

PECO Smart A/C Saver – Credit: A credit for participation in the PECO Smart A/C Saver program to reduce your energy use.

Power Factor: An adjustment applied for inefficient use of power. Percentage of correction applied to the registered/measured demand (kW) to reflect the correct billing demand.

Price to Compare (PTC): The price used to evaluate offers from competitive suppliers.

Purchased Generation Adj.: Either a credit or charge reflecting the difference between utilities projected and actual costs to purchase electricity for default service customers.

Service Location Distribution Charge: A charge to receive service at a particular Service Location, which shall comprise each lighting installation and must be separately connected to a delivery point on the Company's secondary circuit.

State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

State Tax Adjustment: Either a credit or charge reflecting certain changes in state taxes. It may include part of the State Gross Receipts Tax.

Transmission Charges: Charges to move electricity from generating stations to PECO's electric delivery system. The Federal Energy Regulatory Commission regulates transmission prices and services.

Working Capital Charge: Charge to compensate PECO for costs incurred during the period when service was provided to its default service customers and when payment was received.



Matching Energy Assistance Fund (MEAF) Pledge Form

You can help needy residents in the Delaware Valley pay their energy bills by making a donation to the Matching Energy Assistance Fund (MEAF). When you do, PECO will match your contribution, dollar for dollar – to double the amount of money donated to MEAF. It's easy to make a difference in the community, just complete this form and mail it with your payment. For questions or more information, please visit peco.com/help or call 1-800-403-8808.

YES, I'd like to empower local families in my neighborhood with a pledge donation to MEAF. Please add the amount indicated to my monthly bill.
(Minimum \$1)

\$1 \$5 \$10 \$ _____

YES, I'd like to empower local families in my neighborhood with a one-time donation to MEAF.

\$ _____ One-time donation (Payable to PECO.)

POWER PAY – Payment Authorization

If you enroll in Power Pay, each bill will be automatically deducted from your checking or savings account on the date it is due. You'll still receive a monthly statement, but you'll no longer have to write a check. Please continue to pay as usual until you see a bank deduction noted on your bill. To enroll online, or for questions about Power Pay, visit peco.com/powerpay or call 1-800-494-4000.

FINANCIAL INSTITUTION _____ CHECKING
 SAVINGS

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

X

SIGNATURE _____

By signing this form, I authorize PECO to instruct my bank/savings institution to make my payments from the account listed above. I understand this authorization may be revoked by me at any time by providing PECO with a written notice to discontinue my automatic payment.

Be sure to check the box on the front of this stub for participation in the program.

EXHIBIT “2”



PENNSYLVANIA PUBLIC UTILITY COMMISSION

CONSUMERINFO UTILITY&INDUSTRY FILING&RESOURCES ABOUTPUC CONTACTUS

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eFiling Successfully Transmitted



Your filing has been electronically received. Upon review of the filing for conformance with the Commission's filing requirements, a notice will be issued acknowledging such compliance and assigning a Docket Number. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

Print this page for your records. The date filed on will be the current day if the filing occurs on a business day before or at 4:30 PM Harrisburg, PA time. It will be the next business day if the filing occurs after 4:30 PM Harrisburg, PA time or on weekends or holidays.

If your filing exceeds 250 pages, you are required to submit one paper copy of the filing within 3 business days of submitting the electronic filing. This paper copy can be mailed to: Secretary, Pennsylvania Public Utility Commission, Commonwealth Keystone Building, 400 North Street, 2nd Floor, Harrisburg, PA 17120 . Please print a copy of this page and attach it to the paper copy of your filing as the first page.

RECEIVED

SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

eFiling Confirmation	
Docket Number:	F-2014-2438574
Description:	Nateshea M. Fenderson - PECO Energy Company Answer to Formal Complaint
Transmission Date:	9/8/2014 8:48:06 AM
Filed On:	9/8/2014 8:48:06 AM
eFiling Confirmation Number:	1563158

Uploaded File List

File Name	Document Class	Document Type
Nateshea Fenderson - Answer.pdf	Communication	Answer to Formal Complaint

PECO ENERGY
EXHIBIT



Exelon.

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

September 8, 2014

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

RE: Nateshea M. Fenderson v. PECO Energy Company
PUC Docket No.: F-2014-2438574

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Answer to Formal Complaint* with regard to the matter referenced above.

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

Scheduling Recommendation: **CALL OF THE DOCKET**

s//LO

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

NATESHEA M. FENDERSON	:	
Complainant	:	
	:	
v.	:	DOCKET NO. F-2014-2438574
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

ANSWER OF RESPONDENT
PECO ENERGY COMPANY

On August 21, 2014, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Nateshea Fenderson (hereafter "Complainant") in the above captioned docket. Pursuant to 52 Pa. Code § 5.61, PECO responds to the Complaint and states:

1. Admitted.
2. Admitted.
3. Admitted.

4. Unless specifically admitted herein, PECO Energy denies all material allegations of fact and conclusions of law in the instant Complaint. In her formal complaint, the Complainant alleges that PECO Energy terminated her electric service while she had a PUC case pending. The Complainant states that she has been denied several payment arrangements although she was on PECO Energy's Customer Assistance Program ("CAP"). The Complainant disputes her \$10,000 bill and believes she has been billed incorrectly. PECO Energy avers that the Complainant is responsible for the charges. Additionally, the complaint should be dismissed pursuant to 66 Pa.C.S. § 1405(c)

The Complainant established electric service with PECO Energy at 322 Wilson Street, Bristol, PA 19007 under account number 64347-28048 on November 5, 2008. See Account Activity Statement, attached hereto as Exhibit "1". The Complainant enrolled in PECO Energy's Customer Assistance Program ("CAP) under Tier E1 on January 6, 2009. She was removed from the program on November 1, 2013 due to being over income.

On November 13, 2013, the Complainant filed an informal complaint with the Bureau of Consumer Services ("BCS") at case number 003171904, disputing her balance. She claimed that she had a balance at her previous address for \$200.00. See Case Details Report #003171904, attached hereto as Exhibit "2". On January 14, 2014, the BCS issued a Decision Report dismissing the Complainant's case as follows:

...IN ACCORDANCE WITH PA LAW YOU ARE INELIGIBLE FOR PUC PAYMENT TERMS ON YOUR ACCOUNT AS YOUR BALANCE CONTAINS CAP RATE ARREARS ACCRUED WHILE YOU WERE ENROLLED IN THE PROGRAM.

See BCS Decision Report #003171904, attached hereto as Exhibit "3".

The Complainant has filed three medical certificates. She filed a certificate on April 11, 2013, July 18, 2013 and another on September 15, 2013. With regard to medical certifications, 52 Pa. Code § 56.116, specifically states:

Whenever service is restored or termination postponed under the medical emergency procedures, *the customer shall retain a duty to make payment on all current undisputed bills* or budget billing amount.

Section 56.114(2) additionally states:

In instances when a customer has not met the obligation in § 56.116 to equitably make payments on all bills, the number of renewals for the customer's household is limited to two 30-day certifications filed for the same set of arrearages. In these instances *the public utility is not required to honor a third renewal of a medical certificate...*

PECO Energy avers that Complainant has not complied with section 56.116, regarding her duty to make payments on current bills. The last payment the Complainant made on the account was in July 21, 2014 in the amount of \$135.00. She is not eligible to receive a medical certification at this time as she has not made a sufficient amount of equitable payments to her account. As Complainant did not comply with her payment obligations under section 56.116, PECO Energy is not required to honor another medical certificate renewal.

The Complainant's balance is \$10,478.01. See Exhibit "1". The majority of this balance is comprised of CAP arrears. Accordingly, the Complainant is not entitled to a PUC ordered payment agreement on her balance. 66 Pa.C.S. § 1405(c) provides that, "(c)ustomer assistance program rates shall be timely paid and shall not be the subject of payment agreements negotiated or approved by the commission." Consequently, pursuant to 66 Pa.C.S. § 1405(c), the PUC has no jurisdiction to give the Complainant a payment agreement.

5. Denied.

6. Admitted

7. Admitted.

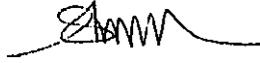
8. PECO Energy neither admits nor denies the allegations in paragraph 8. PECO is without knowledge or information sufficient to form a belief as to the truth of this averment and, therefore, such allegation is deemed denied.

9. Paragraph 9 is a Verification and Signature to which no response is required.

10. Paragraph 10 contains information regarding Filing, to which no response is required.

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

Respectfully Submitted,



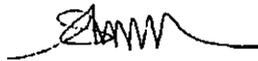
Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

NATESHEA M. FENDERSON	:	
Complainant	:	
	:	
v.	:	DOCKET NO. F-2014-2438574
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

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.



Date: September 8, 2014

Shawane L. Lee

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

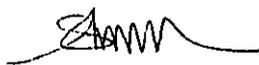
NATESHEA M. FENDERSON	:	
Complainant	:	
	:	
v.	:	DOCKET NO. F-2014-2438574
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

CERTIFICATE OF SERVICE

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

Nateshea M. Fenderson
323 Wilson Street
Bristol, PA 19007

Dated at Philadelphia, Pennsylvania, September 8, 2014.



Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
P.O. Box 8699
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389
Shawane.Lee@excloncorp.com



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

September 8, 2014

Nateshea M. Fenderson
323 Wilson Street
Bristol, PA 19007

RE: Nateshea M. Fenderson v. PECO Energy Company
PUC Docket No.: F-2014-2438574

Dear Ms. Fenderson:

Enclosed is a copy of PECO Energy Company's response to the formal complaint filed in the above-referenced docket. The law requires PECO Energy to file an answer to your Public Utility Commission complaint. Keep these papers for your records. This is not a decision on your complaint. PECO's response may include a New Matter, Motion or Preliminary Objection. Please note that if you do not respond to a New Matter, Motion, or Preliminary Objection an unfavorable decision may be rendered against you. Responses to New Matters and Motions must be filed within 20 days. Responses to Preliminary Objections must be filed within 10 days. If there is no New Matter, Motion or Preliminary Objection included, no response is required.

Soon, the Public Utility Commission will schedule either a settlement conference or a hearing on your complaint. The Commission will let you know by mail whether there will be a conference or a hearing and will include instructions on what to do next. If the matter is set for hearing, the notice will provide you with information about the date, time and place of the hearing. If we are unable to resolve your complaint and have to proceed with a hearing, a judge will be at the hearing and will decide your complaint. You must call the Public Utility Commission if you have any questions about the hearing or if you cannot attend the hearing.

Thank you for your time and attention on this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "Shawane Lee", with a long, sweeping underline.

Shawane Lee
Counsel for PECO Energy Company
SL/lo
Encl.

RECEIVED

SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "1"

*** Account Information ***

Account Number: 54347-28048
Account Status: Active
Requested By: NATASHEA FENDERSON
(484)365-3534 Extension:

Mail To: NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007

Current Bill: \$410.00
Billed Prior: \$10068.01
Balance Due: \$10478.01
Service Address: 323 WILSON ST
BRISTOL PA 19007

Credit Amount: \$0.00
Deposit Requested: \$0.00
Deposit On-Hand: \$0.00
Meter Bill Grp: 02
Rate: Gas Residential Heating Service
Supplier Electric Residential Service

*** Current Account Status ***

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
08/28/12	Late Payment Charge				\$2.98							
08/29/12	Late Payment Charge					\$2.98						
08/29/12	Payment					\$199.00						
08/30/12	GAS SERVICE	07/31/12 08/29/12	9654	018842051	\$26.54							
08/30/12	ELECTRIC SERVICE	07/31/12 08/29/12	6374	030975735	\$201.20							
08/30/12	DEFERRED PAYMENT AGREEMENT				\$73.36							
08/30/12	Regular Bill						\$301.10		09/21	1426	16	
09/26/12	Bill Out DPA due to Default				\$4108.04							
09/26/12	Late Payment Charge				\$4.52							
10/01/12	Payment					\$301.10						
10/01/12	Payment Agreement					\$4108.04						
10/01/12	GAS SERVICE	08/29/12 09/30/12	9674	018842051	\$30.22							
10/01/12	ELECTRIC SERVICE	08/29/12 09/30/12	7144	030975735	\$149.91							
10/01/12	ELE-ADDITIONAL METER		227	116093750								
10/01/12	Regular Bill						\$184.65	\$4.52	10/23	997	20	
10/30/12	GAS SERVICE	09/30/12 10/29/12	9736	018842051	\$69.06							
10/30/12	ELECTRIC SERVICE	09/30/12 10/28/12	818	116093750	\$84.77							
10/30/12	DEFERRED PAYMENT AGREEMENT				\$73.36							
10/30/12	Late Payment Charge				\$2.70							
10/30/12	Regular Bill						\$414.54	\$187.35	11/21	591	62	
11/26/12	Bill Out DPA due to Default				\$4034.68							
11/27/12	Late Payment Charge				\$61.63							
11/30/12	GAS SERVICE	10/29/12 11/29/12	9900	018842051	\$163.37							
11/30/12	ELECTRIC SERVICE	10/28/12 11/29/12	2064	116093750	\$190.98							
11/30/12	Regular Bill						\$4865.20	\$4510.85	12/26	1246	164	
01/02/13	Late Payment Charge				\$66.94							
01/03/13	GAS SERVICE	11/29/12 01/02/13	92	018842051	\$195.11							
01/03/13	ELECTRIC SERVICE	11/29/12 01/02/13	3601	116093750	\$215.93							
01/03/13	Regular Bill						\$5343.18	\$4932.14	01/25	1537	192	
01/30/13	Late Payment Charge				\$73.11							
02/04/13	GAS SERVICE	01/02/13 02/03/13	320	018842051	\$226.64							
02/04/13	ELECTRIC SERVICE	01/02/13 02/03/13	4879	116093750	\$177.41							
02/04/13	Regular Bill						\$5820.34	\$5416.29	02/26	1278	228	
03/05/13	BUDGET BILLING	02/03/13 03/04/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 375.07				BB Deferred Amount: 90.07						
03/05/13	Late Payment Charge				\$79.17							
03/05/13	Regular Bill						\$6184.51	\$5899.51	03/27	1220	205	
04/02/13	Late Payment Charge				\$83.45							
04/03/13	BUDGET BILLING	03/04/13 04/02/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 353.74				BB Deferred Amount: 158.81						
04/03/13	Regular Bill						\$6552.96	\$6267.96	04/25	1257	159	
04/30/13	Late Payment Charge				\$87.73							
05/02/13	BUDGET BILLING	04/02/13 05/01/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 219.89				BB Deferred Amount: 93.70						
05/02/13	Regular Bill						\$6925.69	\$6640.69	05/24	848	89	
05/29/13	Late Payment Charge				\$92.01							
06/03/13	BUDGET BILLING	05/01/13 06/02/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 217.88				BB Deferred Amount: 26.58						
06/03/13	Regular Bill						\$7302.70	\$7017.70	06/25	1194	44	

PECO ENERGY
EXHIBIT

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
07/02/13	BUDGET BILLING	06/02/13 07/01/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 223.13			BB Deferred Amount: -35.29							
07/02/13	Late Payment Charge				\$96.29		\$7683.99	\$7398.99	07/24	1374	24	
07/02/13	Regular Bill											
07/30/13	Late Payment Charge				\$100.04							
08/01/13	BUDGET BILLING	07/01/13 07/31/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 310.84			BB Deferred Amount: -9.45							
08/01/13	Regular Bill						\$8069.03	\$7784.03	08/23	1964	25	
08/28/13	Late Payment Charge				\$104.71							
08/30/13	BUDGET BILLING	07/31/13 08/29/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 244.41			BB Deferred Amount: -50.04							
08/30/13	Regular Bill						\$8458.74	\$8173.74	09/24	1459	23	
10/01/13	BUDGET BILLING	08/29/13 09/30/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 213.57			BB Deferred Amount: -121.47							
10/01/13	Late Payment Charge				\$108.38							
10/01/13	Regular Bill						\$8852.12	\$8567.12	10/23	1220	30	
10/29/13	Late Payment Charge				\$111.59							
10/31/13	BUDGET BILLING	09/30/13 10/29/13	E		\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 196.06			BB Deferred Amount: -210.41							
10/31/13	Regular Bill						\$9248.71	\$8963.71	11/22	1007	46	
11/22/13	Payment					\$196.06						
12/04/13	BUDGET BILLING	10/29/13 12/02/13	E		\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 354.93			BB Deferred Amount: -140.48							
12/04/13	Regular Bill						\$9327.65	\$9052.65	12/26	1331	130	
01/02/14	Payment					\$355.65						
01/07/14	BUDGET BILLING	12/02/13 01/02/14	E		\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 423.77			BB Deferred Amount: -1.71							
01/07/14	Regular Bill						\$9267.00	\$8982.00	01/29	1202	192	
01/13/14	Payment					\$230.00						
01/21/14	Payment					\$100.00						
02/04/14	Late Payment Charge				\$114.92							
02/06/14	CANCELED BUDGET BILLING	01/02/14 02/03/14	E		\$285.00			\$389.65				
02/06/14	Regular Bill						\$9336.92	\$9051.92	02/28	1081	228	
02/10/14	Adjustment											
03/03/14	Regular Bill						\$9051.92	\$9051.92	03/25			
03/05/14	Late Payment Charge				\$114.95							
03/07/14	BUDGET BILLING	02/03/14 03/05/14	A		\$366.00							
	** Budget Bill Detail **	Actual Bill Amount: 691.92			BB Deferred Amount: 617.65							
03/07/14	Regular Bill						\$9532.87	\$9166.87	03/31	878	206	
04/04/14	BUDGET BILLING	03/05/14 04/03/14	E		\$410.00							
	** Budget Bill Detail **	Actual Bill Amount: 363.52			BB Deferred Amount: 571.17							
04/04/14	Regular Bill						\$9942.87	\$9532.87	04/28	766	133	
04/07/14	Late Payment Charge				\$120.44							
05/05/14	BUDGET BILLING	04/03/14 05/01/14	E		\$410.00							
	** Budget Bill Detail **	Actual Bill Amount: 292.91			BB Deferred Amount: 454.08							
05/05/14	Regular Bill						\$10473.31	\$10063.31	05/27	838	82	
05/28/14	Payment					\$410.00						
06/04/14	BUDGET BILLING	05/01/14 06/03/14	E		\$410.00							
	** Budget Bill Detail **	Actual Bill Amount: 248.97			BB Deferred Amount: 293.05							
06/04/14	Regular Bill						\$10473.31	\$10063.31	06/26	1025	32	
07/03/14	BUDGET BILLING	06/03/14 07/02/14	E		\$410.00							
	** Budget Bill Detail **	Actual Bill Amount: 335.75			BB Deferred Amount: 218.80							
07/03/14	Regular Bill						\$10883.31	\$10473.31	07/28	1442	28	
07/21/14	Payment					\$835.30						
07/25/14	RECONNECT FEE - CUT-OUT NON-PAY				\$20.00							
08/04/14	BUDGET BILLING	07/02/14 07/31/14	E		\$410.00							
	** Budget Bill Detail **	Actual Bill Amount: 313.19			BB Deferred Amount: 121.99							
08/04/14	Regular Bill						\$10478.01	\$10068.01	08/26	1388	16	

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "2"

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "3"



September 3, 2014

BCS Decision Report

BCS Case #: 003171904 **Open Date:** 2013-11-13
Customer Name: NATESHEA FENDERSON
Service Address: 323 WILSON ST.

BCS Bill Account #: 6434728048 **Previous Case #:**
Violation Type: NO **Chapter Type:**
Decision Type: W **Section / Rule:**
Investigator Name: TIMOTHY PLATT

Decision Issued Date: 2014-01-14
Case Closed Date: 2014-01-14

Letter Description:
EGW PAR W/COMPLEX DISPUTE/NO PAYMENT AGREEMENT/LEVEL 1

Total Balance: \$9035.29 **Balance Date:** 2014-01-14
Amount to Restore Service: \$0.00 **Amount to Continue Service:** \$0.00
Date Payment Due: **Regular Budget Amount:** \$0.00
Special Budget Payment: \$0.00 **Final Bill Monthly Payment:** \$0.00
Plus Arrears Payment: \$0.00 **End of Month Payment:** \$0.00
Current Monthly Payment: \$0.00
Payment Terms:

PAR Description:
YOU APPEAR TO QUALIFY FOR LIHEAP. IF YOU QUALIFY, THE LIHEAP PROGRAM WILL MAKE A PAYMENT TO HELP KEEP YOUR SERVICE ON. YOU MUST APPLY TO RECEIVE THIS HELP. PLEASE CALL LIHEAP AT 1-866-857-7095 TO APPLY.

Resolution Description:
CLOSED WITH DECISION. DECISION LETTER SENT:DECIDED THAT:1.THIS INFORMAL COMPLAINT IS DISMISSED. 2.YOU MUST CONTACT THE COMPANY TO APPLY TO RE-ENROLL IN CAP RATE OR TO DISCUSS THE PAYMENT REQUIRED TO BE ELIGIBLE FOR NEW PAYMENT TERMS ON YOUR ACCOUNT. CONCLUDED THAT:1.IN ACCORDANCE WITH PA LAW YOU ARE INELIGIBLE FOR PUC PAYMENT TERMS ON YOUR ACCOUNT AS YOUR BALANCE CONTAINS CAP RATE ARREARS ACCRUED WHILE YOU WERE ENROLLED IN THE PROGRAM.2.IN ACCORDANCE WITH PA REGULATION AND CURRENT PUC PROCEDURES, AS YOU HAVE USED THREE MEDICAL CERTIFICATES IN THE PAST AND YOUR ACCOUNT HAS NOT BEEN BROUGHT TO ZERO DELINQUENT BALANCE, YOU ARE INELIGIBLE FOR ANY ADDITIONAL MEDICAL CERTIFICATES AT THIS TIME. 3.AT THE INCOME YOU

Exelon.

September 3, 2014

REPORTED TO THE PUC, YOU APPEAR TO REMAIN ELIGIBLE TO REENROLL IN CAP RATE.

RECEIVED

SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "3"

O'Neill, Leslie:(BSC)

From: eServe@pa.gov
Sent: Monday, September 22, 2014 9:20 AM
To: Lee, Shawane L.:(BSC)
Cc: O'Neill, Leslie:(BSC)
Subject: PA PUC eServe Notice

Importance: High

Dear Shawane L Lee,

A(n) **Formal Complaint Form** has been served in this proceeding. This document is docketed as **F-2014-2443804**. You may view this document at **Formal Complaint Form**

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.*

PECO ENERGY
EXHIBIT 3

Must be returned by September 11, 2014

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number:

Name Nateshea M. Fenderson

Street/P.O. Box 323 Wilson St. Apt # _____

City Bristol State PA Zip 19007

County Bucks

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

(609) 292-5245 ^{work} (home) () (mobile)

E-mail Address (optional): NATESHEA4@gmail.com

Utility Account Number (from your bill) _____

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PECO energy company

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SEP 10 2014
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

3. Type of Utility Service

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

The utility is threatening to shut off my service or has already shut off my service.

I would like a payment agreement.

Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain).

Please see attached documents

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I would be happy if I could have a honest payment arrangement.

Accurate meter readings

Truthful customer service.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)

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

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

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

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

However, if you are interested in receiving legal representation, you may contact the Widener Harrisburg Civil Law Clinic located at 3605 Vartan Way, Harrisburg, PA 17110, by phone at 717-541-0320 or via email at lawclinichb@mail.widener.edu.

For additional information see Widener Harrisburg's Civil Law Clinic's website <http://law.widener.edu/Academics/ClinicalProgramsandProfessionalTraining/Clinics/HarrisburgCivilLawClinic.aspx>. Based on your income, legal representation may be available to you at no cost or a reduced fee.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. 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 (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

Verification:

Nathaniel M. Anderson, 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).

Nathaniel M. Anderson (Signature of Complainant) September 4, 2014 (Date)

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

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. Two Ways 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>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

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

Note: Formal Complaints sent by fax or e-mail will not be accepted.

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.

①

Moved to 323 approx 11/2008. Services was interrupted at previous address for the amount of \$896.09. Balance had to be paid before I had services switched to current address (so I was told). The balance was paid ~~and~~ except for \$200.00. I was told that my services was reconnected at my ~~current~~ ^{old} address & that I had a balance of 896.00 that was added on to my bill. This was on 10/14/09. I disputed the charges then. I was told that I had to submit proof that I did not reside at 1200 Marion Village, Apt 3. I sent ~~the~~ ^{the proof} and was told it would be taking care of.

(Please see attached)

Because I was faced w/ hardship with my son. I applied for CAP. I had no outstanding balances. On or around 4/2010 I applied for LITREP & when I checked my bill I noticed I had a payment plan balance of \$1,113.24.

① I thought that the \$896.00 was removed from my account

② I was not made aware of "ANY" payment arrangements

③ I called the FUC & no-one ever ~~contacted~~ ^{returned} my call.

(2)
In approx 2/2011 I was struggling to pay the and although I was receiving CAP, however, my bills were approx. \$4000-\$500 per month.

In which made my bill \$2,561.52 including the \$896.09 that was supposed to be removed.

I contact PECO. They insisted that they corrected the bill and that the balance of \$2,561.52 was from the usage I accumulated at my residence. (Please see attached)

I spoke with Deborah Shinn, Customer Service Analyst after requesting further assistance. She was sending someone to check my meters and try to figure out why my bills was high. That never happened. (Please see attached)

The beginning of 2010 I was removed from CAP program & received a letter after requesting to be placed back on the program. I had no idea I was removed. (Please see attached) CAP was ~~reinstated~~ ~~approved~~ NOT reinstated until following year. Nor, was I granted a payment arrangement.

On 4/2011, I again called to ask for the (2) CAP program or a payment arrangement. I was told that I only qualified for a medical extension. Two weeks later I received a letter stating that I could not get a medical extension (see attached)

5/6/7/8/9/10/11/12/2011, I was not a CAP customer. Although I was told I qualified, I was not billed as such. Yes, I returned the required documents. (See Attached)

1/2/3/2012, I received NO CAP assistance. (see attached)

On 4/9/12, I received a letter stating I was placed on a payment arrangement, See attached.

From 4/9 - 11/29/2012 all requested monies were received. I called to inform customer service that I was paying 1/2 of my bill the day before the due date & the other half the day after and they told me that I would

That was due to my services being interrupted.

(4)

Therefore I paid.

\$135.00 from one credit card

\$417.65 from another

285.00 from the other.

That was the last payment rec'd
from PECO from me.

Emergency and Repairs: 1-800-241-4141. This is the number to call to report power outages, gas leaks or other safety hazards related to PECO equipment. For all other business, call 1-800-241-4141.

NATASHEA FENDERSON
Address: 323 WILSON ST, BRISTOL
Number: 609-496-0825
Account Number: 64347-28048
Bill Date: 07/02/2009

Current Period ... continued

<u>Electric Residential Service: CAP Opt D</u>		Service 06/02/2009 to 07/01/2009 - 29 Days	
Customer charge			\$5.31
Generation Charges	650 kwh	X \$0.02720	17.68
Generation Charges	60 kwh	X 0.05630	3.38
Transmission Charges	650 kwh	X 0.00270	1.76
Transmission Charges	60 kwh	X 0.00550	0.33
Distribution Charges	650 kwh	X 0.02250	14.63
Distribution Charges	60 kwh	X 0.04640	2.78
Transition Charges	650 kwh	X 0.01170	7.61
Transition Charges	60 kwh	X 0.02420	1.45
State Tax Adjustment			-0.18
Total current charges			\$54.75
Your Electric CAP savings this month is \$60.46			

Other Basic Charges

Thank you for your payment of \$386.72	
Reconnect charge	\$75.00
Charges from previous bill	\$3.80
Late payment charge	\$0.36
Total other charges	\$79.16
Total amount due	\$158.91

Message Center

You are on the Customer Assistance Program(CAP) Rate. You are saving money by paying a CAP Rate bill.

Your original PPA balance was \$896.09 and is currently \$896.09.

New charges contain estimated total state taxes of \$4.25, including \$3.23 for State Gross Receipts Tax. PECO Energy's new charges contain \$7.10 Intangible Transition Charges.

To learn more about the new bill format, please visit www.pecoservice.com.



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

NATASHEA FENDERSON
Service Address: 323 WILSON ST, BRISTOL
Phone Number: 609-496-0825
Account Number: 64347-28048
Issue Date: 05/03/2010

Current Period ... continued

<u>Electric Residential Service CAP Opt D</u>		Service 04/01/2010 to 05/02/2010 - 31 Days	
Customer charge			\$5.32
Generation Charges	650 kWh	X 50.02520	16.38
Generation Charges	253 kWh	X 0.06100	15.43
Transmission Charges	650 kWh	X 0.00270	1.76
Transmission Charges	253 kWh	X 0.00550	1.39
Distribution Charges	650 kWh	X 0.02220	15.73
Distribution Charges	253 kWh	X 0.04510	12.97
Transition Charges	650 kWh	X 0.01370	8.91
Transition Charges	253 kWh	X 0.03420	8.65
State Tax Adjustment			-0.14
Total current charges			\$85.60
Your Electric CAP savings this month is \$57.47			

Other Basic Charges

LIHEAP payment \$400.00	
LIHEAP payment \$100.00	
Deferred payment agreement	\$48.40
Total other charges	\$48.40
Total amount due	\$201.14

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.

New charges contain estimated total state taxes of \$6.89, including \$5.05 for State Gross Receipts Tax. PECO's new charges contain \$15.93 Intangible Transition Charges.

If you were on our budget billing program, your bill this month would have been \$183.00. To begin using budget billing, please pay this amount rather than the amount shown on your bill. Your account will automatically be placed on budget billing.

Your Usage Profile

DEFERRED PAYMENT ARRANGEMENT

Current Payment Plan Amount	\$48.40
Payment Plan Balance	\$1,113.24
# of Remaining Payments	23

continued ...





An Exelon Company

0103

PECO
Medical Certification Verification Dept.
4725 BRIDGE VIEW DR
NORTH CHARLESTON, SC 29405

Account Number: 6434728048
July 26, 2010

2535 1 AT 0.357 2535/01/2535003647 00H 01 0X002H 107272010
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

For Service to:
323 WILSON ST
BRISTOL, PA 19007



REQUEST FOR MEDICAL CERTIFICATION
(Solicitud De Un Certificado Medico)

Dear PECO Customer:

We were recently notified that someone at your service address is seriously ill and that shutting off your PECO service could cause their condition to get worse. To ensure your service is not terminated, please complete the following:

- Have the doctor/nurse practitioner treating the person who is seriously ill complete and sign the attached form; and
- Return the completed, signed form to us within 5 days of the mailing date.

Please indicate on the medical certificate if your service has been shut off.

In order to guarantee same day processing, PECO must receive this completed application by 6:00 PM, Monday through Friday.

To talk to us, please call us at 1-888-480-1533 or visit our office at 2301 Market Street in Philadelphia.

If we do not receive the completed signed form within 5 days of the above mailing date, your PECO service may be shut off after we send you the required notices. Also, PECO retains the right to verify any information supplied. Please note, forms that are incomplete or contain information that cannot be verified may be rejected.

ATENCION

Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar al número de teléfono que en este documento.





An Exelon Company

PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 6434728048
December 14, 2010

15605 1 AT 0.357 15605015605015605 048 01 GYBRVB 12/14/2010
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913
|||||

Dear Valued Customer:

You are currently enrolled in PECO's Customer Assistance Program (CAP). CAP is a discounted residential electric and gas rate.

Beginning January 2011, PECO will provide additional benefits to our electric and gas CAP Rate customers. We are increasing our discount levels and applying those discounts to your entire energy bill. Your discount is based upon your total gross household income. PECO will automatically place you in the level that reflects your total household income as noted in our records.

All CAP Rate discount percentages may change in the future. The electric discount percentage also will change once a year based in part on wholesale electric price changes. The gas discount percentage will change quarterly, based in part on gas wholesale price changes.

We are committed to helping you find ways to use less energy and save money. PECO Smart Ideas, our full suite of energy efficiency programs, offers many ways to help. To learn more, visit www.peco.com/SmartIdeas or call 1-888-5-PECO-SAVE (1-888-573-2672).

If you have any questions, please call us at 1-800-774-7040.

Sincerely,
PECO Universal Services





PECO
Customer Insights
2301 Market Street, N5-1
Philadelphia, PA 19101-8699

www.exeloncorp.com

An Exelon Company

February 28, 2011

Natasha Fenderson
323 Wilson St
Bristol, PA 19007

Account Number: 64347-28048

Dear Ms. Fenderson:

Please contact me regarding the question you have about your account. I can be reached at 215-841-4362.

Please contact me before 3/7/11.

Cordially,

Deborah Shinn
Analyst, Customer Service

Requested meter visit and disputed back bill.
No corrections made to bill, no one came out
to examine meters. Was told that it was nothing
to be done.



An Exelon Company

0120

PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 6434728048
March 08, 2011

5424 1 AT 0.354 547408547/003954 015 01 GXCBAC 4 83097011

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

For Service to:
323 WILSON ST
BRISTOL, PA 19007



Dear NATASHEA FENDERSON,

You may be eligible for PECO's CAP Rate. CAP Rate is a discounted residential rate for low-income customers. Eligibility is based on your total gross household income before taxes. If you are eligible for the CAP Rate program your previous balance at the time of enrollment may be set aside for possible forgiveness. Each month that you pay your current discounted CAP Rate charges in full and on-time, 1/12th of your set aside balance may be forgiven. If you were previously enrolled or re-certified on CAP Rate, you received forgiveness of your previous balance, at that time. If you had an amount forgiven in the past, you are not eligible for another one.

As a CAP Rate customer you MUST:

1. Pay your CAP Rate bills on time
2. Be on the budget plan
3. Not be a customer of a competitive electric generation supplier
4. Verify total gross household income when requested
5. Apply for Low-Income Home Energy Assistance Program (LIHEAP) grant when available. Please call 1-800-34-HELP-4 for help with the LIHEAP application
6. Participate in the usage reduction program (LURP) if you are identified as a high energy user
7. Report any change in your household income immediately

Also, if you use less energy you will pay less. PECO Smart Ideas offers many programs to help you save energy and money. To learn more, visit www.peco.com/SmartIdeas or call 1-888-5-PECO-SAVE (1-888-573-2672).

We have enclosed a CAP Rate application for you. Please fill out and submit the application and provide proof of your total gross household income. If you need help with your application, please call 1-800-774-7040.

CAP Rate approval may not be decided before the mailing of your next energy bill. You will still need to pay your bill during the approval process. If you pay your bill late, a late fee may be charged. If you do not pay your bill, your service may be shut off. You may pay your bill with MasterCard, Visa, Debit Card or Check-by-phone, 24 hours a day by calling 1-877-432-9384, or mail your payment to:

PECO
PO BOX 13437
Philadelphia, PA 19101

If you have any questions, please call us at 1-800-774-7040.

Sincerely,
PECO Universal Services

NO CAP RATE





Emergency and Repair: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 609-496-0277
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Table with 2 columns: Description and Amount. Rows include Bill Date (05/03/2011), Charges from previous bill (\$3,078.00), Late payment charge (\$214.30), Total Other Charges (\$3,292.30), Current Period Charges (Gas \$116.18, Electric \$111.48), Total New Charges (\$227.66), and Total amount due on 06/25/2011 (\$3,519.96).

General Information

Next scheduled meter reading: June 2, 2011
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

- Customer Self Service - Manage Your Account 247
- www.peco.com/ebill - Go paperless; receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Message Center

New charges contain estimated total state taxes of \$9.08, including \$6.76 for State Gross Receipts Tax.

Your electric price to compare is \$0.0999 per kWh.

NO CAP RATE

When paying in person, please bring the entire bill.

(continued on next page)

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



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

64347 2804 8000 0000

2652 1 AV 0.337 2652002552005472 011 01 QXCGFM 124 05042011
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913



Account Number 64347-28048 Payment Receipt Stamp

Payment Amount box

Please pay this amount by 05/25/2011 \$3,519.96

00000227660000307800

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0829



643472804800035199611453519963



Emergency and Repairs: 1-800-831-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
05/02	018842051	General Service	Total Ccf	8297 Actual	8393 Actual	96	1	96
05/02	082213962	General Service	Total kWh	10247 Actual	10901 Actual	654	1	654

Total Ccf Used 96
 Total kWh Used 654

Gas Residential Heating Service - Current Period Detail

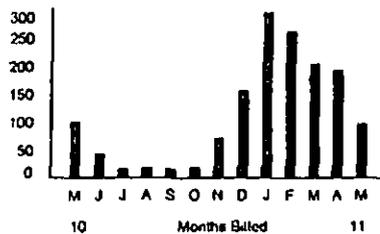
Service 04/03/2011 to 05/02/2011 - 29 days

Customer charge					\$11.75
Natural Gas Supply Charges	96 Ccf	X	\$0.65725		63.10
Distribution Charges	96 Ccf	X	0.38853		37.30
Balancing Service Charges	96 Ccf	X	0.03905		3.75
Gas Cost Adjustment Charges	96 Ccf	X	0.00444		0.43
State Tax Adjustment					-0.15

Total Current Charges

\$116.18

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	96	3.3	29	58
Last Month	193	6.2	31	44
Last Year	100	3.2	31	59

Avg Ccf per Month	115
Total Annual Ccf Usage	1,388

Electric Residential Service - Current Period Detail

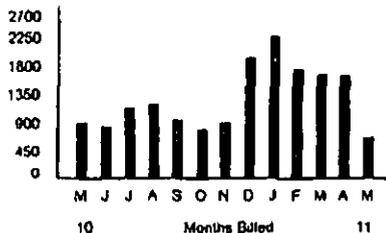
Service 04/03/2011 to 05/02/2011 - 29 days

Customer charge					\$7.20
Generation Charges	654 kWh	X	\$0.09140		59.78
Alt. Energy Portfolio Standard	654 kWh	X	0.00120		0.78
Transmission Charges	654 kWh	X	0.00730		4.77
Distribution Charges	654 kWh	X	0.05960		38.98
State Tax Adjustment					-0.03

Total Current Charges

\$111.48

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	654	22.5	29	58
Last Month	1,837	52.8	31	44
Last Year	903	29.1	31	59

Avg kWh per Month	1,305
Total Annual kWh Usage	15,663

NO CAP RATE





An Exelon Company

0105
PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 6434728048
June 24, 2011

2575 1 AT QEE
NATASHEA FERRELLSON
323 WILSON ST
BRISTOL PA 19007-4913
[Barcode]

For Service to:
323 WILSON ST
BRISTOL, PA 19007

Problem:

As of June 24, 2011, PECO will not accept medical certificates or requests to restore service due to a medical condition for any occupants living at this service address.

Our Response:

We have reviewed your account and our records indicate that we have granted at least three (3) medical condition extensions and/or restorations and you have not made the required payments on your account.

Therefore, PECO will not accept medical certificates or requests to restore service due to a medical condition until you have paid the balance that accrued prior to the medical condition hold. The amount past due on your account is \$3,695.26. Please call us at 1-888-480-1533 to find out what portion of this balance you must pay to receive another medical condition extension.

You are responsible to pay your bill on time each month. If your account is past due, please make payment today to avoid further collection action. If you would like to pay your bill via MasterCard, VISA, Debit Card, or Check-by-Phone 24 hours a day, please call 1-877-432-9384.

If you have any questions, or to find out if you are eligible for payment arrangements, please call 1-888-480-1533 between 7 am and 6 pm, Monday through Friday, and between 9 am to 1pm on Saturdays. You may also visit our business office at 2301 Market Street in Philadelphia, PA 19101. Our business hours are Monday through Friday, from 8:30 a.m. to 5:00 p.m.

To File a Complaint:

You may file a complaint regarding this matter with the Public Utility Commission (PUC) by calling 1-800-692-7380, or by writing to the following address:

Pennsylvania Public Utility Commission
P.O. Box 3266
Harrisburg, PA 17105-3266

To protect your rights, your complaint should be filed within 30 days of the date of this letter and should include the following:

64347-362-8906

PAID OFF DATE





Emergency and Repairs: 1-800-831-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048
 Phone Number: 609-498-0277
 Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	07/01/2011
Charges from previous bill	\$3,431.75
Late payment charge	\$314.50
Total Other Charges	\$3745.75

Current Period Charges

Gas	\$1,111.11
Electric	\$1,111.11
Water	\$1,111.11
Other	\$1,111.11
Total Current Period Charges	\$4,444.44

General Information

Next scheduled meter reading August 2, 2011
 PECO, 2301 Market St, Philadelphia, PA 19103-3300. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

Customer Self Service - Manage Your Account 24/7

- www.peco.com/ebill - Go paperless; receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$5.50 fee)

NO CAPS
 RATE

When paying in person, please bring the entire bill.

(continued on next page)



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

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
 A convenience fee will apply.

64347 2804 80000 0000

2844 1 AV 0.337
 NATASHEA FENDERSON
 323 WILSON ST
 BRISTOL PA 19007-4913

Account Number: 64347-28048
 Payment Receipt Stamp

Payment Amount

Please pay this amount by 07/26/2011 **\$3,905.81**

00000159120000343375

PECO - PAYMENT PROCESSING
 PO BOX 37529
 PHILADELPHIA PA 19101-0629



643472804800039058512073905859

TX Report

P 1
 11/04/2011 12:42
 Serial No. 578E32147
 TC: 616458

Start Time	Time	Prints	Result	Note
11-04 12:41	00:00:24	001/001	OK	

er, PUL: Poll, ORG: Original, FME: Frame Erase TX,
 Aixed Original, CALL: Manual Communication, CSRC: CSRC, FWD: Forward, PC: PC-FAX,
 Bind, SP: Special Original, FCODE: F-Code, RTX: Re-Tx, RLV: Relay, MBX: Confidential,
 L: Bulletin, SIP: SIP-Fax, IPADR: IP Address Fax, I-FAX: Internet Fax

OK: Communication OK, S-OK: Stop Communication, PW-OFF: Power Switch OFF,
 TEL: RX from TEL, NG: Other Error, Cont: Continus, No Ans: No Answer,
 Refuse: Receipt Refused, Busy: Busy, M-Full: Memory Full,
 LQVR: Receiving length Over, POVER: Receiving page Over, FIL: File Error,
 DC: Decode Error, MDN: MDN Response Error, DSN: DSN Response Error.

Rejected?

10/20/2011 12:42 FAX 578E32147 10/10/2011 11:03:23 AM PAGE 2/002 FAX SERVER 2002 3/2

REQUEST FOR MEDICAL CERTIFICATION
 (Solicitado De Un Certificado Medico)



TO BE COMPLETED BY THE COMPANY

Address No: 64047-28048 Billing Date: October 13, 2011

Name and Service Address of Customer: Address: PECO Energy Company
 KATAGGA FENDERSON 4273 Bridge View Drive
 330 WILSON ST North Charleston SC, 29405
 BROOKLYN PA 19007

Read to Customer Phone No: 1-855-632-6333
 Pass to Doctor Dr. O'Connell Fax No: 1-800-632-2799
 Fax No: (856) 281-4732

Is your service off? Yes No

Part A (To be Completed by Customer)

Name of person who is seriously ill: Shemuel Edward

Relationship to the customer: Son

CHECK THIS BOX IF THE SERVICE IS CURRENTLY OFF AT YOUR ADDRESS:

Part B (To be Completed by Doctor)

Name of person who is seriously ill: Shemuel Title: SSU

Relationship to the customer: Son

Patient's Address (if other than above): same

Nature of illness: Asstoma

Specific reason utility service is required to prevent aggravation of the illness: breath

How long do you expect the illness to last? 1 year

Vedat O'Neil MD,
 Lotus Medical & S. Bro
 771 South Grand St.
 1st floor NJ 08011

License Number: MA 63571

Office Address: [Signature] Office Phone Number: 1010100

Doctor's Signature: [Signature] Date Signed: [Blank]

This certificate is good for the expected length of the illness, up to a maximum of 30 days, unless you renew it.
 It is your duty, as a customer, to arrange to make payments on all bills.



Emergency and Repairs: 1-800-841-4141 This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
Account Number: 64347-28048

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
11/30	018842051	General Service	Total Ccf	8581 Actual	8712 Actual	131	1	131
11/30	082213962	General Service	Tot kWh	17806 Actual	19687 Actual	1881	1	1881

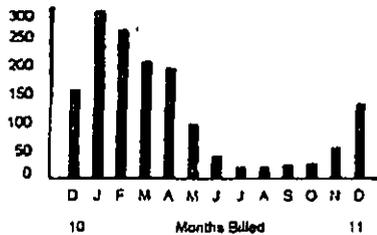
Total Ccf Used 131
Total kWh Used 1,881

Gas Residential Heating Service - Current Period Detail

Service 10/30/2011 to 11/30/2011 - 31 days

Customer charge					\$11.75
Natural Gas Supply Charges	131 Ccf	X	50.45243		59.27
Distribution Charges	131 Ccf	X	0.36353		50.90
Balancing Service Charges	131 Ccf	X	0.04330		5.67
Gas Cost Adjustment Charges	935 Ccf	X	0.00000		0.00
State Tax Adjustment					0.00
Total Current Charges					\$123.59

13-Month Usage (Total Ccf)



Your Usage Profile

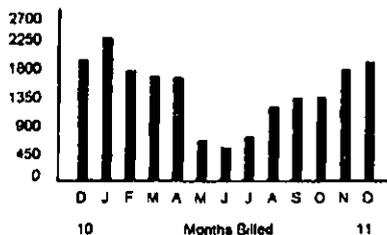
Period	Usage	Avg Daily Usage	Days	Avg Daily Cost
Current Month	131	4.2	31	\$1.18
Last Month	54	1.7	31	\$0.48
Last Year	155	4.9	31	\$1.25
Avg Ccf per Month				1.00
Total Annual Ccf Usage				1,200

Electric Residential Service - Current Period Detail

Service 10/30/2011 to 11/30/2011 - 31 days

Customer charge					\$7.25
Generation Charges	1,881 kWh	X	50.13270		153.18
Alt. Energy Portfolio Standard	1,881 kWh	X	0.00140		2.63
Transmission Charges	1,881 kWh	X	0.00750		13.73
Distribution Charges	1,881 kWh	X	0.05960		112.11
State Tax Adjustment					-0.07
Total Current Charges					\$328.78

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Cost
Current Month	1,881	60.8	31	\$1.18
Last Month	1,775	57.2	31	\$0.98
Last Year	1,923	58.2	33	\$1.25
Avg kWh per Month				1,394
Total Annual kWh Usage				16,738

12/1/11

NO CAP

DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 609-496-0277
Service Address: 323 WILSON ST. BRISTOL

NO CAP RATE

Billing Summary

Bill Date	09/22/2011
MEAF payment \$100.00	
Charges from previous bill	
Rate payment change	
Total Other Charges	
Amount Due	
\$4,429.17	

General Information

Next scheduled meter reading: September 23, 2011
PECO, 2001 Market St, Philadelphia, PA 19103-1330. If you have any questions or concerns, please call 1-800-434-4000 before the due date.

Message Center

Use online meter estimates with some rates of \$0.00, including \$0.00 for State Gross Revenue Tax.
Your electric price to compare is \$0.1021 per kWh.

Customer Self Service - Manage Your Account 24/7

- www.peco.com/ebill - Go paperless: receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

When paying in person, please bring the entire bill. (continued on next page)



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

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
A convenience fee will apply.

64347 2804 80000 0000

2882 1 AV 0.337 268200782000000 010 01 0000279 123 09012011
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048
Payment Receipt Stamp

Payment Amount

Please pay this amount by 09/22/2011 \$4,429.17

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

00000271060000373345

643472804800044291712654429173



An Exelon Company

0103

PECO
Medical Certification Verification Dept.
4725 BRIDGE VIEW DR
NORTH CHARLESTON, SC 29405

Account Number: 6434728048
November 07, 2011

3336 1 AT 0 362 33362804804477 011 21 2011 5 11:02:011

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

For Service to:
323 WILSON ST
BRISTOL, PA 19007



REQUEST FOR MEDICAL CERTIFICATION
(Solicitud De Un Certificado Medico)

Dear PECO Customer:

We were recently notified that someone at your service address is seriously ill and that shutting off your PECO service could cause their condition to get worse. To ensure your service is not terminated, please complete the following:

- Have the doctor/nurse practitioner treating the person who is seriously ill complete and sign the attached form; and
- Return the completed, signed form to us within 5 days of the mailing date.

Please indicate on the medical certificate if your service has been shut off.

In order to guarantee same day processing, PECO must receive this completed application by 6:00 PM, Monday through Friday.

To talk to us, please call us at 1-888-430-1533 or visit our office at 2301 Market Street in Philadelphia.

If we do not receive the completed signed form within 5 days of the above mailing date, your PECO service may be shut off after we send you the required notices. Also, PECO retains the right to verify any information supplied. Please note, forms that are incomplete or contain information that cannot be verified may be rejected.

ATENCION

Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar al número de teléfono que en este documento.





Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 609-496-0277 ✓ CELL
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	01/04/2012
Charges from previous bill	\$4,793.85
Late payment charge	\$844.39
Total Other Charges	\$5,438.24
Current Period Charges	
Gas ✓	\$248.65
Electric ✓	\$255.88
Total New Charges	\$504.63
Total Amount Due on 01/26/2012	\$5,942.87

General Information

Next scheduled meter reading: February 3, 2012
PECO, 2301 Market St, Philadelphia, PA 19103-1360. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

- Customer Self Service - Manage Your Account 24/7
- www.peco.com/ebill - Go paperless: receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Message Center

New charges contain estimated total state taxes of \$20.81, including \$15.10 for State Gross Receipts Tax.

Your electric price to compare is \$0.0992 per kWh.

WGS → 0.083 per kWh
+ \$50 credit

When paying in person, please bring the entire bill.

(continued on next page)

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



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

64347 2804 80000 0000

2354 1 AV 0.337 7334002334/004840 010 01 GX00000 12345 01052012
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913



Account Number 64347-28048 Payment Receipt Stmt.

Payment Amount

Please pay this amount by 01/26/2012

000005046300000

PECO - PAYMENT PROCESSING
PO BOX 37829
PHILADELPHIA PA 19101-0829



643472804800059438720



Emergency and Repairs: 1-800-941-4141 This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
Account Number: 64347-28048

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading			Multiplier X	Usage
				Previous	Present	Difference		
02/02	018842051	General Service	Total Ccf	8948 Actual	9170 Actual	222	1	222
02/02	082213962	General Service	Tot kWh	21250 Actual	22435 Actual	1185	1	1185

Total Ccf Used 222
Total kWh Used 1,185

Gas Residential Heating Service - Current Period Detail

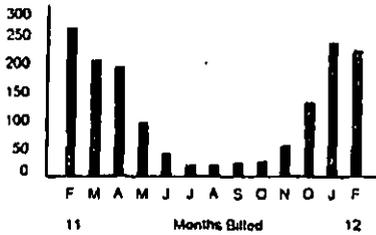
Service 01/03/2012 to 02/02/2012 - 30 days

Customer charge					\$11.75
Natural Gas Supply Charges	222 Ccf	X	\$0.58312		129.45
Distribution Charges	222 Ccf	X	0.37608		83.49
Balancing Service Charges	222 Ccf	X	0.03434		7.62
Gas Cost Adjustment Charges	222 Ccf	X	0.01167		2.59
State Tax Adjustment					0.23

Total Current Charges

\$234.67

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	222	7.4	30	38
Last Month	230	8.9	34	44
Last Year	260	8.9	29	29

Avg Ccf per Month	105
Total Annual Ccf Usage	1,270

Electric Residential Service - Current Period Detail

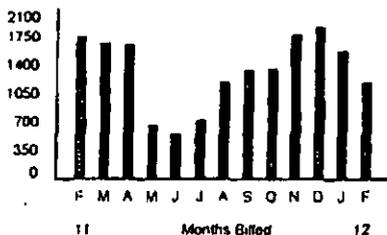
Service 01/03/2012 to 02/02/2012 - 30 days

Customer charge					\$7.20
Generation Charges	1,185 kWh	X	\$0.09180		108.78
Transmission Charges	1,185 kWh	X	0.00740		8.77
Distribution Charges	1,185 kWh	X	0.06000		71.10
State Tax Adjustment					-0.04

Total Current Charges

\$195.81

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,185	39.5	30	38
Last Month	1,583	45.9	34	44
Last Year	1,747	60.2	29	29

Avg kWh per Month	1,290
Total Annual kWh Usage	15,486

Handwritten initials/signature



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
03/04	010842051	General Service	Total Ccf	9170 Actual	9366 Actual	196	1	196
03/04	082213982	General Service	Tot kWh	22435 Actual	23708 Actual	1271	1	1271

Total Ccf Used 196
 Total kWh Used 1,271

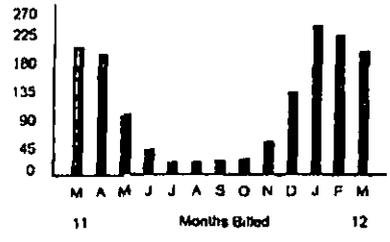
Gas Residential Heating Service - Current Period Detail Service 02/02/2012 to 03/04/2012 - 31 days

Customer charge				\$11.75
Natural Gas Supply Charges	196 Ccf	X	\$0.57681	113.05
Distribution Charges	196 Ccf	X	0.37608	73.71
Balancing Service Charges	196 Ccf	X	0.03445	6.75
Gas Cost Adjustment Charges	196 Ccf	X	0.01345	2.64
State Tax Adjustment				-0.21

Total Current Charges

\$207.69

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	196	6.3	31	41
Last Month	222	7.4	30	38
Last Year	204	7.0	29	38

Avg Ccf per Month	105
Total Annual Ccf Usage	1,262

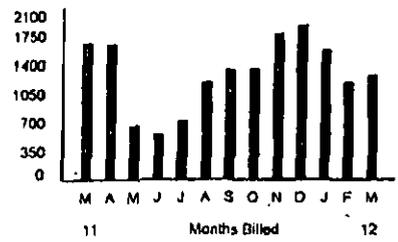
Electric Residential Service - Current Period Detail Service 02/02/2012 to 03/04/2012 - 31 days

Customer charge				\$7.20
Generation Charges	1,271 kWh	X	\$0.09180	116.68
Transmission Charges	1,271 kWh	X	0.00740	9.41
Distribution Charges	1,271 kWh	X	0.06000	76.26
State Tax Adjustment				-0.04

Total Current Charges

\$209.51

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,271	41.0	31	41
Last Month	1,185	39.5	30	38
Last Year	1,661	57.2	29	38

Avg kWh per Month	1,258
Total Annual kWh Usage	15,096

NO CHARGE





**Washington Gas
Energy Services**

A Washington Gas Affiliated Company

February 07, 2012

Natashea Senderson
323 Wilson St
Bristol, PA 19007-4913

Re: PECO Account No. 6334728048
Washington Gas Energy Services, Inc. Natural Gas Supply Service Agreement

Dear Natashea Senderson:

Thank you for selecting WGES to supply your natural gas in the PECO (Utility) customer choice program. WGES will forward your natural gas supply agreement to the Utility for processing to ensure your account meets certain eligibility criteria. You will receive written notification from WGES confirming the status of your account within 60 days from the date of this letter.

By choosing WGES, you have selected a fixed price of \$ 0.54 per Ccf* for guaranteed price protection against uncertain, future gas prices.

If your account meets the eligibility criteria, WGES will supply your natural gas according to the terms of your WGES contract, starting with the next meter reading (as determined by PECO) and continuing through the end of the term you selected at enrollment. WGES charges will be itemized on your PECO bill, and Utility charges for Distribution Service, monthly Customer Charges, and various taxes will remain at current rates. As always, the Utility maintains responsibility for safely delivering and billing your natural gas.

The WGES Natural Gas Supply Service Agreement General Terms and Conditions are printed on the reverse side of this letter for your records. These are the terms you agreed to during your recent enrollment with WGES.

Should you have any questions about your natural gas supply agreement or the details of this letter, call our Customer Care Specialists toll-free at 1-888-236-9437 from 7:00 a.m. to 7:00 p.m. weekdays. For inquiries about your PECO bill or for Utility service related inquiries, please call PECO at (800) 265-6177.

Again, thank you for choosing WGES. We look forward to satisfying your energy needs.

Sincerely,
WGES Enrollment Processing Center

* Stated price excludes Utility balancing charge.



**Washington Gas
Energy Services**

A Washington Gas Affiliated Company

February 07, 2012

Natashea Senderson
323 Wilson St
Bristol, PA 19007-4913

Re: PECO Energy Account No. 6334728048

Dear Natashea Senderson:

Thank you for selecting Washington Gas Energy Services, Inc. (WGES) as supplier for electricity generation and transmission service for your PECO Energy account referenced above. WGES will forward your electricity supply enrollment to the Utility for processing to ensure your account meets certain eligibility criteria. You will receive written notification from WGES confirming the status of your account shortly.

Once your account is accepted for enrollment, WGES will begin to supply electricity to your home, according to the terms of your WGES contract, starting with the next meter reading (as determined by PECO Energy) and continuing through the end of the term you selected at enrollment. The WGES Electricity Supply Service Agreement Terms and Conditions are printed on the reverse side of this letter – please keep it for your records.

Your fixed price of 8.3¢ per kWh will cover your electricity generation and transmission service, regardless of the season, with 5% of your electricity generated from CleanSteps™ Windpower. As always, PECO Energy remains responsible for distributing and billing your electricity. For your convenience, WGES charges will be included on your PECO Energy utility bill.

Should you have any questions about your electricity supply service program or details of this letter, call our Customer Care Specialists toll free at 1-888-236-9437 from 7:00 a.m. to 7:00 p.m. weekdays.

Sincerely,
WGES Enrollment Processing Center



**Washington Gas
Energy Services**

A Washington Gas Affiliated Company

February 21, 2012

Natashea Senderson
323 Wilson St
Bristol, PA 19007-4913

Re: Account Number(s): 6334728048

Dear Natashea Senderson:

Thank you for your recent application requesting Washington Gas Energy Services, Inc. (WGES) to be the electricity generation and transmission supplier for your home.

Unfortunately, we are unable to continue the enrollment process until we receive information that was missing from your request.

Your application may have been incomplete for one or more of the following reasons:

- Incomplete or missing utility account number
- Incomplete contact information
- Name of applicant did not match account owner's name

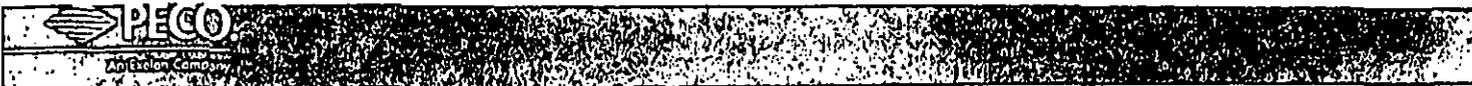
To continue the enrollment process, please contact our Customer Care Center toll free at 1-888-884-9437. Our representatives are available each weekday from 7:00 a.m. to 7:00 p.m., except holidays.

We must hear from you by March 2, 2012 to continue our process with the originally offered price. If we do not hear from you, you will not be enrolled.

Sincerely,

WGES Enrollment Processing Center

21407



0027-D

NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Questions

1-800-494-4000

www.peco.com

8:30 am - 5:00 pm, Mon - Fri

Account Number: 6434728048

Date: April 09, 2012

Service Address:

323 WILSON ST
BRISTOL PA 19007

Payment agreement

As you requested we have put your account on a deferred payment plan. This is to help you pay the past due amount of **\$4,401.48** owed on your account. You may also have to pay finance charges of 1.5% on the amount you still owe.

What you will pay each month

Your next six bills will include the following:

- A deferred payment of \$73.36.
- A finance charge of 1.5% of the past due amount still owing if applicable.
- Your regular monthly electricity charge or your budget billing amount.

What to do now

Please pay \$73.36. This is your first deferred payment amount. Your next 60 bills also will include a finance charge and your regular monthly electricity charge.

Please pay \$73.36 now.

See back for ways to pay

For questions regarding your payment agreement, just call us at 1-888-480-1533

If you do not pay

If you do not pay the amount due now and each month after this:

- We will remove your account from this payment plan.
- If we do so, you may need to pay the full amount owed plus any late-payment charges.
- You may not get another payment plan.

If you still do not pay

We may shut off your service.

We are here to help...

If you would like to talk to us about ways to manage your monthly payments in the future, just call us at 1-888-480-1533.

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.



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

Monday through Friday 8:30 a.m. to 5:00 p.m.
1-800-494-4000

1801 1 AT 0.371 0548001801000340 008 01 QXK134Z .1 04102012
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number
64347-28048

Payment Receipt Stamp

Payment Amount

This downpayment amount is due immediately.

\$0.00

00000000000000000000

PECO Energy Co.
PO BOX 13439
Philadelphia PA 19162-0439



643472804800000000021220000003

000000



mmmmmm



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Asst. Mgr

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
05/31	018842051	General Service	Total Ccf	9563 Actual	9599 Actual	36	1	36
05/31	030975735	General Service	Tot kWh	367 Actual	1642 Actual	1275	1	1275

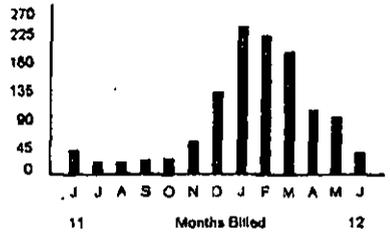
Total Ccf Used 36
 Total kWh Used 1,275

Gas Residential Heating Service CAP Opt E1 - Current Period Detail Service 05/01/2012 to 05/31/2012 - 30 days

Customer Charge				\$11.75
Natural Gas Supply Charges	36 Ccf X	\$0.53424		19.23
Distribution Charges	36 Ccf X	0.37608		13.54
Balancing Service Charges	36 Ccf X	0.03522		1.27
Gas Cost Adjustment Charges	36 Ccf X	0.02552		0.92
State Tax Adjustment				-0.05

Total Current Charges **\$46.66**

13-Month Usage (Total Ccf)



Your Usage Profile

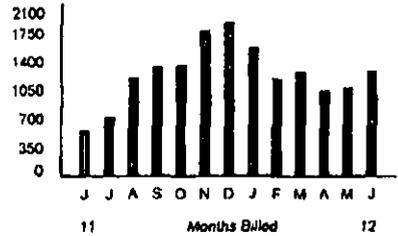
Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	36	1.2	30	68
Last Month	93	3.2	29	58
Last Year	41	1.3	30	67
Avg Ccf per Month				97
Total Annual Ccf Usage				1,185

Electric Residential Service CAP Opt E1 - Current Period Detail Service 05/01/2012 to 05/31/2012 - 30 days

Customer charge				\$7.17
Generation Charges	1,275 kWh X	\$0.09320		118.83
Alt. Energy Portfolio Standard	1,275 kWh X	0.00070		0.89
Transmission Charges	1,275 kWh X	0.00740		9.44
Distribution Charges	1,275 kWh X	0.06000		76.50
State Tax Adjustment				-0.04
CAP Adjustment				\$-30.49

Total Current Charges **\$182.30**

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,275	42.5	30	68
Last Month	1,069	36.6	29	56
Last Year	548	18.2	30	67
Avg kWh per Month				1,303
Total Annual kWh Usage				15,644



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
07/01	018842051	General Service	Total Ccf	9599 Actual	9622 Actual	23	1	23
07/01	030975735	General Service	Tot kWh	1642 Actual	3279 Actual	1037	1	1637

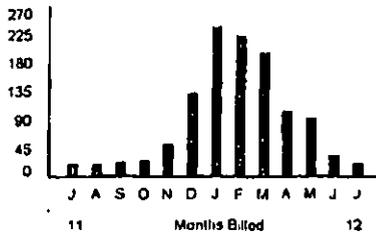
Total Ccf Used 23
Total kWh Used 1,637

Gas Residential Heating Service CAP Opt E1 - Current Period Detail Service 05/31/2012 to 07/01/2012 - 31 days

Customer Charge				\$11.75
Natural Gas Supply Charges	23 Ccf X		\$0.48917	11.25
Distribution Charges	23 Ccf X		0.37608	8.65
Balancing Service Charges	23 Ccf X		0.03360	0.77
Gas Cost Adjustment Charges	23 Ccf X		0.02668	0.81
State Tax Adjustment				-0.03

Total Current Charges **\$33.00**

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	23	0.7	31	74
Last Month	36	1.2	30	68
Last Year	21	0.7	29	76

2012 June - July 14th

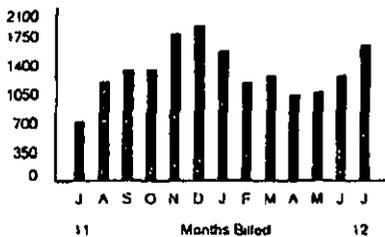
Avg Ccf per Month	0.7
Total Annual Ccf Usage	1,167

Electric Residential Service CAP Opt E1 - Current Period Detail Service 05/31/2012 to 07/01/2012 - 31 days

Customer charge				\$7.17
Generation Charges	500 kWh	X	\$0.07830	39.15
Generation Charges	1,137 kWh	X	0.08360	95.05
Alt. Energy Portfolio Standard	1,637 kWh	X	0.00070	1.15
Transmission Charges	1,637 kWh	X	0.00740	12.11
Distribution Charges	1,637 kWh	X	0.06000	98.22
State Tax Adjustment				-0.05
CAP Adjustment				\$-19.59

Total Current Charges **\$233.21**

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,637	52.8	31	74
Last Month	1,275	42.5	30	68
Last Year	716	24.8	29	76

Avg kWh per Month	1,380
Total Annual kWh Usage	16,565



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 267-212-3857
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Table with 2 columns: Description and Amount. Rows include Bill Date (08/01/2012), Thank you for your payment of \$340.00, Deferred payment agreement (\$73.36), Overpayment (\$-3.97), Total Other Charges (\$62.39), Current Period Charges (Gas, Electric), Total New Charges (\$24.40), and Total Amount Due on 08/23/2012 (\$62.00).

General Information

Next scheduled meter reading: August 30, 2012
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.

- Customer Self Service - Manage Your Account 24/7
- www.peco.com/ebill - Go paperless: receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$3.50 fee)

Message Center

You are on the Customer Assistance Program (CAP) Plan. You are saving money by paying a CAP rate.
New charges contain estimated total state taxes of \$15.99, including \$4.05 for State Gross Receipts Tax.
Your Total Account Balance of \$4,515.40 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Deferred Payment Agreement

Table with 2 columns: Description and Amount. Rows include Current Payment Plan Amount (\$73.36), Payment Plan Balance (\$4,181.40), and Number of Remaining Payments (57).

When paying in person, please bring the entire bill. (continued on next page)



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

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

64347 2804 8000 0000

2335 1 AV 0.347 2335002335004780 010 01 QUESAP 12 08022012
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913



Account Number 64347-28048 Payment Receipt Stamp

Payment Amount box

Please pay this amount by 08/23/2012 \$334.00

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

00000264610000000000



643472804800003340022360334007



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

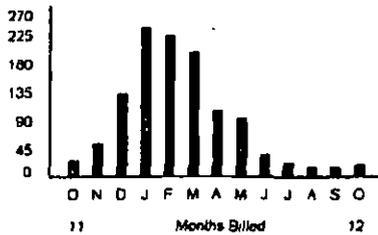
Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
09/30	018842051	General Service	Total Ccf	9654 Actual	9674 Actual	20	1	20
09/21	030975735	General Service	Tot kWh	6374 Actual	7144 Actual	770	1	770
09/30	118093750	General Service	Tot kWh	0 Actual	227 Actual	227	1	227

Total Ccf Used 20
 Total kWh Used 997

Gas Residential Heating Service CAP Opt E1 - Current Period Detail **Service 08/29/2012 to 09/30/2012 - 32 days**

Customer Charge				\$11.75
Natural Gas Supply Charges	20 Ccf X		\$0.48917	9.78
Distribution Charges	20 Ccf X		0.37606	7.52
Balancing Service Charges	20 Ccf X		0.03360	0.67
Gas Cost Adjustment Charges	20 Ccf X		0.02688	0.53
State Tax Adjustment				-0.03
Total Current Charges				\$30.22

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	20	0.6	32	71
Last Month	16	0.5	29	78
Last Year	27	0.9	30	71
Avg Ccf per Month				95
Total Annual Ccf Usage				1,147

in Aug

Electric Residential Service CAP Opt E1 - Current Period Detail **Service 08/29/2012 to 09/30/2012 - 32 days**

Customer charge				\$7.17
Generation Charges	997 kWh	X	\$0.09470	94.42
Alt. Energy Portfolio Standard	997 kWh	X	0.00070	0.70
Transmission Charges	997 kWh	X	0.00960	9.57
Distribution Charges	997 kWh	X	0.06000	59.82
State Tax Adjustment				-0.03
CAP Adjustment				\$-21.74
Total Current Charges				\$149.91

(continued on next page)



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Budget Billing Deferred Balance

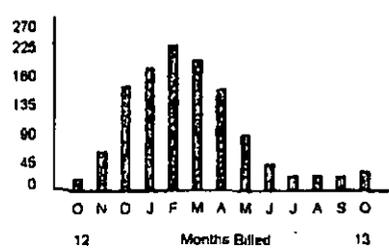
Last Month's Deferred Balance	\$-50.04
+ Total Current Charges	\$213.57
- Current Budget Billing Amount Due	\$285.00
This Month's Deferred Balance	\$-121.47

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
09/30	016842051	General Service	Total Ccf	889 Actual	919 Actual	30	1	30
09/30	116083750	General Service	Tot kWh	14195 Actual	15415 Actual	1220	1	1220
Total Ccf Used						30		
Total kWh Used						1,220		

Gas Residential Heating Service CAP Opt E1 - Current Period Detail Service 08/29/2013 to 09/30/2013 - 32 days

Customer Charge			\$11.75
Natural Gas Supply Charges	30 Ccf X	\$0.52013	15.60
Distribution Charges	30 Ccf X	0.35936	10.78
Balancing Service Charges	30 Ccf X	0.03557	1.07
Gas Cost Adjustment Charges	30 Ccf X	0.05341	1.60
State Tax Adjustment			-0.08
Total Current Charges			\$40.72

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	30	0.9	32	69
Last Month	23	0.7	29	74
Last Year	20	0.6	32	71
Avg Ccf per Month				103
Total Annual Ccf Usage				1,245

(continued on next page)

DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repair: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

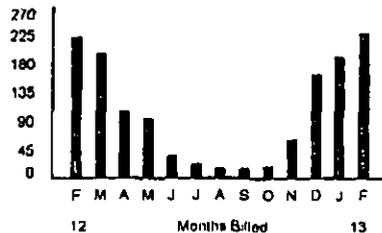
Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
02/03	018842051	General Service	Total Ccf	92 Actual	320 Actual	228	1	228
02/03	116093750	General Service	Tot kWh	3601 Actual	4879 Actual	1278	1	1278

Total Ccf Used 228
 Total kWh Used 1,278

Gas Residential Heating Service CAP Opt E1 - Current Period Detail Service 01/02/2013 to 02/03/2013 - 32 days

Customer Charge				\$11.75
Natural Gas Supply Charges	228 Ccf X	\$0.52161		118.93
Distribution Charges	228 Ccf X	0.36258		82.66
Balancing Service Charges	228 Ccf X	0.03777		8.61
Gas Cost Adjustment Charges	228 Ccf X	0.02256		5.14
State Tax Adjustment				-0.45
Total Current Charges				\$226.64

13-Month Usage (Total Ccf)



Your Usage Profile

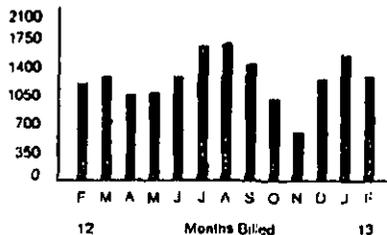
Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	228	7.1	32	36
Last Month	192	5.6	34	43
Last Year	222	7.4	30	38

Avg Ccf per Month	95
Total Annual Ccf Usage	1,150

Electric Residential Service CAP Opt E1 - Current Period Detail Service 01/02/2013 to 02/03/2013 - 32 days

Customer charge				\$7.17
Generation Charges	1,278 kWh X	\$0.07660		97.89
Alt. Energy Portfolio Standard	1,278 kWh X	0.00070		0.89
Transmission Charges	1,278 kWh X	0.00960		12.27
Distribution Charges	1,278 kWh X	0.06190		79.11
State Tax Adjustment				-0.18
CAP Adjustment				\$-19.74
Total Current Charges				\$177.41

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,278	39.9	32	36
Last Month	1,537	45.2	34	43
Last Year	1,185	39.5	30	36

Avg kWh per Month	1,253
Total Annual kWh Usage	15,037



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

February 16, 2013

0137

Dear NATASHEA FENDERSON:

Energy Assistance Could Be a Phone Call Away
PECO's LIHEAP HELPLINE
1-800-34-HELP-4
(1-800-344-3574)

Your PECO service will be terminated on or after April 1, 2013 because you did not fully pay for service you have used.

The Low Income Home Energy Assistance Program (LIHEAP) has Crisis Grant money available **NOW** that could help you keep your electric or gas service on. **YOU MUST APPLY NOW!** The program is scheduled to close on March 29, 2013 and the money could be gone before that date.

The maximum LIHEAP Crisis Grant you could receive is \$400.00. Even if you already received a LIHEAP Cash Grant, you may still be eligible for a LIHEAP Crisis Grant.

If you have not already applied for the grant, you can do so at your County Assistance Office. **Most heating systems will not work without electricity, so have your Crisis Grant directed to PECO to help with your electric bill.**

If you already received a LIHEAP Cash Grant, all you need to do is call your local County Assistance Office at the number listed below. Your Crisis application can be reviewed and approved over the phone.

Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)

Or, you can call your local County Assistance Office at the numbers below:

Bucks County	215-781-3393
Chester County	610-466-1042
Delaware County	610-447-3099
Montgomery County	610-272-1752
Philadelphia County	215-562-1583
York County	717-771-1100

You must provide the following information to apply for a LIHEAP-Crisis Grant:

- Names of all people in your household
- Dates of birth for all household members
- Proof of income for all household members (for last 30 days)
- Social Security Numbers for all household members
- A recent PECO bill, and heating bill if you receive service to heat your home through a company other than PECO
- Remember to designate PECO as your vendor of choice on your LIHEAP application (Question #4 on the LIHEAP application)
- Copy of the PECO termination notice included in this mailing**

The 2012-2013 LIHEAP season income guidelines are as follows:

<u>Household Size</u>	<u>Gross Yearly Income</u>
Four	\$34,575
Six	\$46,455

For each additional person, add \$ 5,940

Sincerely,
PECO Universal Services



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Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks, or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

General Information

Next scheduled meter reading: May 2, 2014
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
 Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- www.peco.com/ebill - Go paperless: receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Respond Power, 100 Dutch Hill Rd, Suite 230, Orangeburg, NY 10962, 877-973-7763

Message Center

Estimated Meter Reading.

New charges contain estimated total state taxes of \$6.24, including \$3.14 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0877 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Your gas price to compare for your rate class is \$0.7250 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool.aspx.

Your Total Account Balance of \$10,514.04 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$617.65
+Total Current Charges	\$363.52
- Current Budget Billing Amount Due	\$410.00
This Month's Deferred Balance	\$571.17

Meter Information

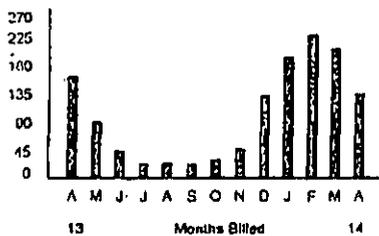
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
04/03	018842051	General Service	Total Ccf	1721 Estimate	1854 Estimate	133	1	133
04/02	116093750	General Service	Tot kWh	20914 Actual	21680 Actual	766	1	766
Total Ccf Used						133		
Total kWh Used						766		

Gas Residential Heating Service - Current Period Detail

Service 03/05/2014 to 04/03/2014 - 29 days

Customer charge				\$11.75
Natural Gas Supply Charges	133 Ccf	X	\$0.70266	93.45
Distribution Charges	133 Ccf	X	0.34816	46.31
Balancing Service Charges	133 Ccf	X	0.03240	4.31
Gas Cost Adjustment Charges	133 Ccf	X	0.02235	2.97
State Tax Adjustment				-0.44
Total Current Charges				\$158.35

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	133	4.6	29	41
Last Month	206	6.8	30	31
Last Year	158	5.4	29	42

Avg Ccf per Month	97
Total Annual Ccf Usage	1,170

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DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

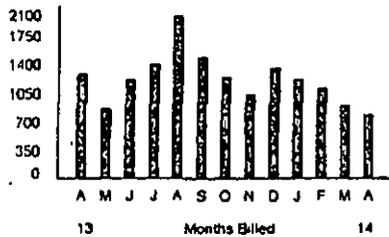
Page 3

Electric Residential Service - Current Period Detail

Service 03/04/2014 to 04/02/2014 - 29 days

Customer charge				\$7.13
Distribution Charges	766 kWh	X	\$0.06040	46.27
State Tax Adjustment				-0.11
Respond Power Charges / 877-973-7763				
COMMODITY CHARGE 766.00(KWH) X 0.19828(RATE) = \$151.88				151.88
Total Current Charges				\$205.17

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	766	26.4	29	40
Last Month	878	30.2	29	31
Last Year	1,257	43.3	29	42

Avg kWh per Month	1,193
Total Annual kWh Usage	14,324



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

Name: **NATASHEA FENDERSON**
 Account Number: **64347-28048**

Page 2

General Information

Next scheduled meter reading: **June 3, 2014**
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call **1-800-494-4000** before the due date.
 Si tiene alguna pregunta, favor de llamar al numero **1-800-494-4000** antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- www.peco.com/ebill - Go paperless: receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at **1-877-432-9384** (\$2.35 fee)

Respond Power, 100 Dutch Hill Rd, Suite 230, Orangeburg, NY 10962.
 877-973-7763

Message Center

Estimated Meter Reading.

New charges contain estimated total state taxes of \$5.71, including \$3.40 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0877 per kWh. This may change in March, June, September and December. For more information and supplier offers, visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Your gas price to compare for your rate class is \$0.7250 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool.aspx.

Your **Total Account Balance of \$10,927.39** includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$571.17
+ Total Current Charges	\$292.91
- Current Budget Billing Amount Due	\$410.00
This Month's Deferred Balance	\$454.08

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
05/01	010842031	General Service	Total Ccf	1834 Estimate	1936 Estimate	82	1	82
05/01	116093750	General Service	Tot kWh	21680 Actual	22510 Actual	838	1	838

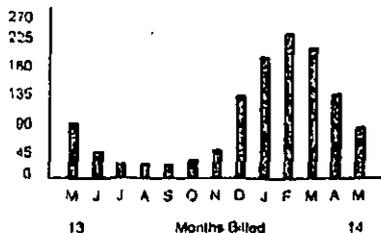
Total Ccf Used 82
 Total kWh Used 838

Gas Residential Heating Service - Current Period Detail

Service 04/03/2014 to 05/01/2014 - 28 days

Customer charge					\$11.75
Natural Gas Supply Charges	82 Ccf	X	\$0.70286		57.62
Distribution Charges	82 Ccf	X	0.34816		28.55
Balancing Service Charges	82 Ccf	X	0.03240		2.66
Gas Cost Adjustment Charges	82 Ccf	X	0.02235		1.83
State Tax Adjustment					-0.29
Total Current Charges					\$102.12

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	82	2.9	28	64
Last Month	133	4.5	29	41
Last Year	80	3.0	29	55
Avg Ccf per Month				68
Total Annual Ccf Usage				1,163

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DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



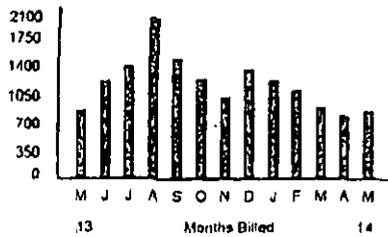
Emergency and Repairs: 1-800-831-7131. This is the number to call on reports of power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Electric Residential Service - Current Period Detail **Service 04/02/2014 to 05/01/2014 - 29 days**

Customer charge				\$7.13
Distribution Charges	838 kWh	X	\$0.06040	50.62
State Tax Adjustment				-0.12
Respond Power Charges / 877-973-7763				
COMMODITY CHARGE 838(KWH) X 0.15890(RATE) = \$133.16				133.16
Total Current Charges				\$190.79

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	838	28.9	29	54
Last Month	706	26.4	29	40
Last Year	848	29.2	29	55

Avg kWh per Month	1,192
Total Annual kWh Usage	14,314



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141 This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Universal CAP RATE Program
 David
 Part time \$10.00

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-35.29
+ Total Current Charges	\$310.84
- Current Budget Billing Amount Due	\$285.00
This Month's Deferred Balance	\$-9.45

{ \$385.00 } ▶

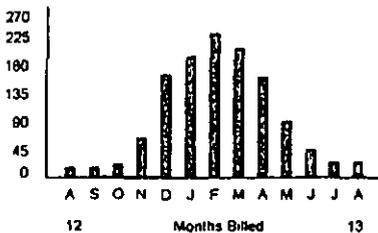
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
07/31	018842051	General Service	Total Ccf	841 Actual	808 Actual	25	1	25
07/31	116003750	General Service	Tot kWh	10772 Actual	12736 Actual	1964	1	1964

Total Ccf Used 25
 Total kWh Used 1,964

Gas Residential Heating Service CAP Opt E1 - Current Period Detail Service 07/01/2013 to 07/31/2013 - 30 days

Customer Charge			\$11.75
Natural Gas Supply Charges	25 Ccf X	\$0.54791	13.70
Distribution Charges	25 Ccf X	0.35936	8.98
Balancing Service Charges	25 Ccf X	0.03794	0.95
Gas Cost Adjustment Charges	25 Ccf X	0.05431	1.36
State Tax Adjustment			-0.07
Total Current Charges			\$36.67

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	25	0.8	30	81
Last Month	24	0.8	29	74
Last Year	18	0.5	30	81

Avg Ccf per Month	102
Total Annual Ccf Usage	1,228

Letter from Employer -
 S.S.I awards -

1-500 -
 692 - 7380

Utility

Sept 5th }
 medical condition

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4694.59 }
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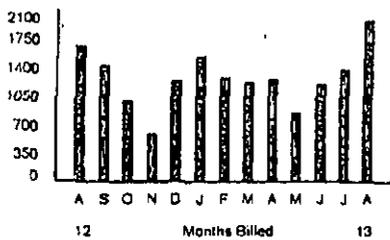
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Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Electric Residential Service CAP Opt E1 - Current Period Detail Service 07/01/2013 to 07/31/2013 - 30 days

Customer charge				\$7.09
Generation Charges	1,964 kWh	X	\$0.07860	154.37
Transmission Charges	1,964 kWh	X	0.00750	14.73
Distribution Charges	1,964 kWh	X	0.06100	119.80
State Tax Adjustment				-0.27
CAP Adjustment				\$-21.55
Total Current Charges				\$274.17

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,964	65.4	30	81
Last Month	1,074	42.3	25	74
Last Year	1,089	55.8	30	81

Avg kWh per Month	1,244
Total Annual kWh Usage	14,932



Emergency and Repairs: 1-800-841-4141 This is the number to call to
power outages, gas leaks or odors, and safety hazards related to
Equipment. For all other business, call 1-800-494-4000

Page 1

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 570-983-4112
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	08/30/2013
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Budget bill charges from previous bill	\$285.00
Charges from previous bill	\$5,277.84
Late payment charge	\$1,185.90
Total Other Charges	\$8,173.74

Current Period Charges

Gas	\$34.67	
Electric	\$209.74	
Budget billing amount		\$285.00
Total New Charges	\$244.41	

Total Amount Due on 09/24/2013 **\$8,458.74**

General Information

Next scheduled meter reading: October 1, 2013
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any
questions or concerns, please call 1-800-494-4000 before the due date.
Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de
la fecha de vencimiento.

Customer Self Service - Manage Your Account 24/7

- www.peco.com/ehill - Go paperless: receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving
money by paying a CAP rate.

New charges contain estimated total state taxes of \$14.27, including \$12.37
for State Gross Receipts Tax.

Your Total Account Balance of \$8,408.70 includes your Total Amount Due
and all other Arrangement/Agreement balances that are on this account.



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
Account Number: 64347-28048

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-121.47
+ Total Current Charges	\$196.06
- Current Budget Billing Amount Due	\$285.00
This Month's Deferred Balance	\$-210.41

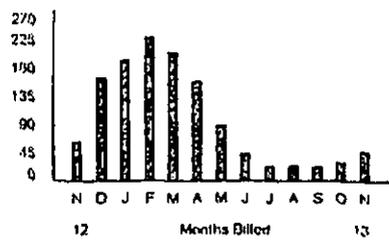
Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
10/29	018842051	General Service	Total Ccf	918 Actual	965 Estimate	-46	1	46
10/29	116093750	General Service	Tot kWh	15415 Actual	16422 Actual	1007	1	1007

Total Ccf Used 46
Total kWh Used 1,007

Gas Residential Heating Service CAP Opt E1 - Current Period Detail Service 09/30/2013 to 10/29/2013 - 29 days

Customer Charge			\$11.75
Natural Gas Supply Charges	46 Ccf X	\$0.51828	23.84
Distribution Charges	46 Ccf X	0.35936	16.53
Balancing Service Charges	46 Ccf X	0.03541	1.63
Gas Cost Adjustment Charges	46 Ccf X	0.05335	2.45
State Tax Adjustment			-0.11
Total Current Charges			\$56.09

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	46	1.5	29	61
Last Month	30	0.9	32	69
Last Year	62	2.1	29	61

Avg Ccf per Month	102
Total Annual Ccf Usage	1,229

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



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

64347 2804 80000 0000

2636 1 AV 0.357 29310025036006383 009 01 GXFAFI 123 04312913
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number
64347-28048

Payment Receipt Stamp

Payment Amount

Please pay this amount by 09/24/2013 **\$8,458.74**

PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

00000244410000527784

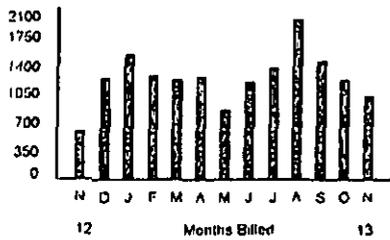
643472804800084587432678458749

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Electric Residential Service CAP Opt E1 - Current Period Detail **Service 09/30/2013 to 10/29/2013 - 29 days**

Customer charge				\$7.09
Generation Charges	1,007 kWh	X	\$0.08600	86.60
Transmission Charges	1,007 kWh	X	0.00750	7.55
Distribution Charges	1,007 kWh	X	0.08100	81.43
State Tax Adjustment				-0.14
CAP Adjustment				\$-22.56
Total Current Charges				\$139.97

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,007	34.7	29	61
Last Month	1,220	38.1	32	69
Last Year	501	21.1	28	61

Avg kWh per Month	1,300
Total Annual kWh Usage	15,304



RESPOND POWER



majorenergy let me work for you.

www.respondpower.com

SALES AGREEMENT 1391433 www.majorenergy.com

RESPOND POWER, LLC
100 Dutch Hill Road, Suite 230, Orangeburg, NY 10962
1-877-973-7763 • fax: (347) 274-0890

MAJOR ENERGY SERVICES, LLC
100 Dutch Hill Road, Suite 230, Orangeburg, NY 10962
1-888-625-6760 • fax: (347) 274-0890

Agent Name: [Handwritten Name] Agent Code: [Handwritten Code]

Residential Commercial Service Type: Electricity Gas Both Best Time to Call: [Handwritten]

Electric Account or Customer Number: [Handwritten Number]

Gas Account Number: [Handwritten Number]

First Name: [Handwritten Name] Last Name: [Handwritten Name]

Business Name (Commercial): [Handwritten] Title: [Handwritten]

Customer Address: [Handwritten Address]

City: [Handwritten] State: [Handwritten] Zip: [Handwritten]

Telephone: [Handwritten] Work Phone: [Handwritten]

E-mail: [Handwritten]

Language: [Handwritten]

RESPOND POWER — ELECTRIC:

The initial term of this agreement is:
VARIABLE FIXED RATE

The price for electricity is _____ per kwh fixed rate.

The fixed rate term for this agreement is:
6 months 12 months

MAJOR ENERGY — GAS:

The initial term of this agreement is:
VARIABLE FIXED RATE

The price for gas is _____ per Therm fixed rate.

The fixed rate term for this agreement is:
6 months 12 months

- 1) I understand that the Energy Consultant is representing Respond Power, LLC and Major Energy Services LLC and is not from my local utility company.
2) My local Electric utility company is: PECO Energy Duquesne Light PPL Electric Utilities Met-Ed Penelec WPP
My local Gas utility company is: PECO Energy Columbia Gas of Pennsylvania UGI Gas National Fuel Gas of Pennsylvania
3) I understand that by choosing Respond Power and/or Major Energy as my electric and/or gas supplier, my local utility will continue to deliver my electric and/or gas, read my meter, bill me and respond to gas leaks and/or electric outages or any other emergency.
4) I am over 18 and the account holder, spouse of the account holder, or authorized to make account decisions.
5) I will continue to receive one bill from my local utility company.
6) I have received a copy of the Terms and Conditions.

Print Name: [Handwritten] Relationship to Account Holder: _____

Customer Signature: [Handwritten] Date: [Handwritten]

TPV Confirmation #: [Handwritten]





Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks, or odors, and safety hazards related to PECO. Equipment: For all other business, call 1-800-494-4000.

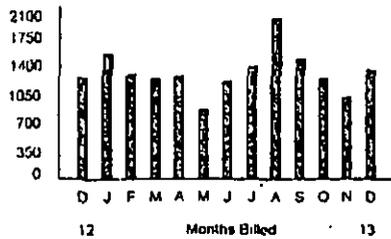
Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Electric Residential Service - Current Period Detail

Service 10/29/2013 to 12/02/2013 - 34 days

Customer charge				\$7.09
Generation Charges	1,331 kWh	X	\$0.08970	119.39
Transmission Charges	1,331 kWh	X	0.00800	10.65
Distribution Charges	1,331 kWh	X	0.06100	81.19
State Tax Adjustment				-0.19
Total Current Charges				\$218.13

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,331	39.1	34	46
Last Month	1,007	34.7	29	51
Last Year	1,246	38.9	32	45

Avg kWh per Month	1,307
Total Annual kWh Usage	15,680

DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-494-4000. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048
 Phone Number: 484-365-3534
 Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date	12/04/2013	
Thank you for your payment of \$196.06		
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Charges from previous bill		\$5,081.78
Late payment charge		\$1,405.87
Total Other Charges		\$9,052.65
Current Period Charges		
Gas	\$136.80	
Electric	\$218.13	
Budget billing amount		\$285.00
Total New Charges	\$354.93	
Total Amount Due on 12/26/2013		\$9,337.65

When paying in person, please bring the entire bill.

(continued on next page)

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



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
 A convenience fee will apply.

64347 2804 80000 0000

1889 1 AV 0 357 1689001889003405 007 01 OXF/OG 1234 12052013
 NATASHEA FENDERSON
 323 WILSON ST
 BRISTOL PA 19007-4913



Account Number **64347-28048** Payment Receipt Stamp

Payment Amount

Please pay this amount by 12/26/2013 **\$9,337.65**

00000354930000508178

PECO - PAYMENT PROCESSING
 PO BOX 37829
 PHILADELPHIA PA 19101-0629



643472804800093376533609337658



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Page 2

General Information

Next scheduled meter reading: January 3, 2014
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

Customer Self Service - Manage Your Account 24/7

- www.peco.com/ebill - Go paperless: receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

Estimated Meter Reading.

New charges contain estimated total state taxes of \$16.50, including \$12.87 for State Gross Receipts Tax.

Your electric price to compare is \$0.0977 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Your gas price to compare for your rate class is \$0.5449 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool.aspx.

Your Total Account Balance of \$9,197.17 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-210.41
+Total Current Charges	\$354.93
- Current Budget Billing Amount Due	\$285.00
This Month's Deferred Balance	\$-140.48

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
12/02	018842051	General Service	Total Ccf	965 Estimate	1095 Estimate	130	1	130
12/02	116093750	General Service	Total kWh	16422 Actual	17753 Actual	1331	1	1331
Total Ccf Used						130		
Total kWh Used						1,331		

Gas Residential Heating Service - Current Period Detail

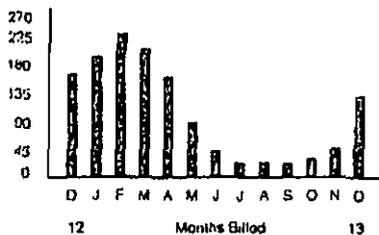
Service 10/29/2013 to 12/02/2013 - 34 days

Customer charge				\$11.75
Natural Gas Supply Charges	130 Ccf	X	\$0.52034	67.64
Distribution Charges	130 Ccf	X	0.35870	46.63
Balancing Service Charges	130 Ccf	X	0.03528	4.59
Gas Cost Adjustment Charges	130 Ccf	X	0.04972	6.46
State Tax Adjustment				-0.27

Total Current Charges

\$136.80

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	130	3.8	34	48
Last Month	46	1.5	29	61
Last Year	164	5.2	31	45

Avg Ccf per Month	99
Total Annual Ccf Usage	1,105

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DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-891-2141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Page 2

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-9.45
+ Total Current Charges	\$244.41
- Current Budget Billing Amount Due	\$285.00
This Month's Deferred Balance	\$-50.04

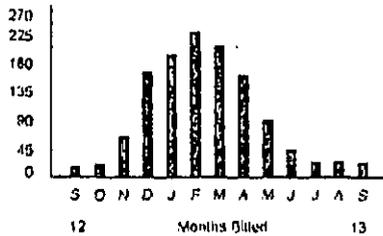
Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
08/29	018842051	General Service	Total Ccf	866 Actual	880 Actual	23	1	23
08/29	118193750	General Service	Total kWh	12736 Actual	14195 Actual	1459	1	1459

Total Ccf Used 23
 Total kWh Used 1,459

Gas Residential Heating Service CAP Opt E1 - Current Period Detail Service 07/31/2013 to 08/29/2013 - 29 days

Customer Charge			\$11.75
Natural Gas Supply Charges	23 Ccf X	\$0.54791	12.60
Distribution Charges	23 Ccf X	0.35936	8.27
Balancing Service Charges	23 Ccf X	0.03794	0.87
Gas Cost Adjustment Charges	23 Ccf X	0.05431	1.25
State Tax Adjustment			-0.07
Total Current Charges			\$34.67

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	23	0.7	29	74
Last Month	25	0.8	30	81
Last Year	10	0.5	20	78

Avg Ccf per Month	102
Total Annual Ccf Usage	1,235

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DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



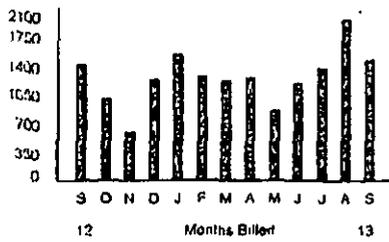
Emergency and Repairs: 1-800-844-4411 This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Page 3

Electric Residential Service CAP Opt E1 - Current Period Detail				Service 07/31/2013 to 08/29/2013 - 29 days	
Customer charge					\$7.09
Generation Charges	1,459 kWh	X	\$0.08600		125.47
Transmission Charges	1,459 kWh	X	0.00750		10.94
Distribution Charges	1,459 kWh	X	0.06100		89.00
State Tax Adjustment					-0.20
CAP Adjustment					\$-22.56
Total Current Charges					\$209.74

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,459	50.3	29	74
Last Month	1,974	65.4	30	81
Last Year	1,428	48.1	29	78

Avg kWh per Month	1,247
Total Annual kWh Usage	14,965



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks, or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Page 2

General Information

Next scheduled meter reading: April 3, 2014
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
 Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

Customer Self Service - Manage Your Account 24/7

- www.peco.com/ebill - Go paperless; receive and pay your bill
- www.peco.com/service - Start, stop and transfer your service
- www.peco.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Respond Power, 100 Dutch Hill Rd, Suite 230, Orangeburg, NY 10962, 877-973-7763

Message Center

Estimated Meter Reading.

New charges contain estimated total state taxes of \$7.42, including \$3.49 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0877 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oa.state.pa.us.

Your gas price to compare for your rate class is \$0.7250 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool.aspx.

Your Total Account Balance of \$10,150.52 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Your budget billing amount was reviewed this month and it will change to \$410.00 effective with your next bill.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$291.73
+ Total Current Charges	\$691.92
- Current Budget Billing Amount Due	\$366.00
This Month's Deferred Balance	\$617.65

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
03/05	016842051	General Service	Total Ccf	1515 Estimate	1721 Estimate	206	1	206
03/04	116093750	General Service	Tot kWh	20036 Actual	20914 Actual	878	1	878

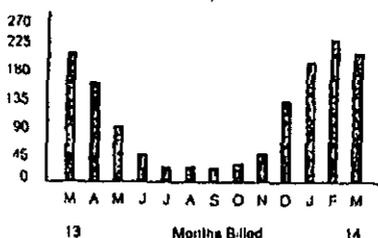
Total Ccf Used 206
 Total kWh Used 878

Gas Residential Heating Service - Current Period Detail

Service 02/03/2014 to 03/05/2014 - 30 days

Customer charge				\$11.75
Natural Gas Supply Charges	206 Ccf	X	\$0.57821	119.11
Distribution Charges	206 Ccf	X	0.34816	71.72
Balancing Service Charges	206 Ccf	X	0.03297	6.79
Gas Cost Adjustment Charges	206 Ccf	X	-0.00328	-0.68
State Tax Adjustment				-0.58
Total Current Charges				\$208.11

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	206	6.9	30	31
Last Month	328	7.1	32	29
Last Year	205	7.0	29	36

Avg Ccf per Month	98
Total Annual Ccf Usage	1,198

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DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

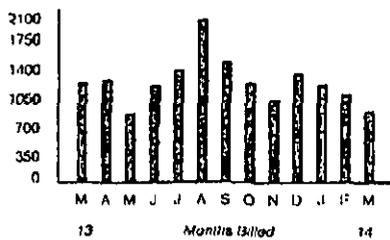
Page 3

Electric Residential Service - Current Period Detail

Service 02/03/2014 to 03/04/2014 - 29 days

Customer charge				\$7.09
Distribution Charges	878 kWh	X	\$0.05940	52.15
State Tax Adjustment				-0.12
Respond Power Charges / 877-973-7763				
COMMODITY CHARGE 1,081.00(KWH) X 0.1899(RATE) = \$205.28				205.28
COMMODITY CHARGE 878.00(KWH) X 0.24990(RATE) = \$219.41				219.41
Total Current Charges				\$483.81

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	878	30.2	29	31
Last Month	1,081	33.7	32	29
Last Year	1,220	32.0	29	36

Avg kWh per Month	1,234
Total Annual kWh Usage	14,815



power outages, gas leaks, or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048

Page 2

General Information

Next scheduled meter reading: March 6, 2014
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
Si tiene alguna pregunta, favor de llamar al número 1-800-494-4000 antes de la fecha de vencimiento.

Customer Self Service - Manage Your Account 24/7

- www.pECO.com/bill - Go paperless: receive and pay your bill
- www.pECO.com/service - Start, stop and transfer your service
- www.pECO.com/SmartIdeas - Save energy and money
- Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Message Center

Corrected Bill

?



NO BILL ATTACHED!

Bill received for the month was \$625.00



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141 - This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

General Information

Next scheduled meter reading: March 5, 2014
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
 Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- www.pECO.com/ebill - Go paperless; receive and pay your bill
 - www.pECO.com/service - Start, stop and transfer your service
 - www.pECO.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Respond Power, 100 Dutch Hill Rd, Suite 230, Orangeburg, NY 10962, 877-973-7763

Message Center

Estimated Meter Reading.
 New charges contain estimated total state taxes of \$8.50, including \$4.20 for State Gross Receipts Tax.
 Your estimated electric price to compare is \$0.0977 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oCA.state.pa.us.
 Your gas price to compare for your rate class is \$0.5449 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool.aspx.
 Your Total Account Balance of \$9,726.67 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.
 Your budget billing amount was reviewed this month and it will change to \$366.00 effective with your next bill.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-1.71
+ Total Current Charges	\$676.36
- Current Budget Billing Amount Due	\$285.00
This Month's Deferred Balance	\$389.65

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
02/03	018842051	General Service	Total Ccf	1287 Estimate	1515 Estimate	228	1	228
02/03	116093750	General Service	Tot kWh	18955 Actual	20036 Actual	1081	1	1081

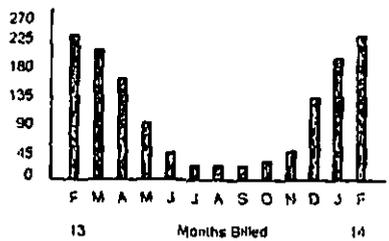
Total Ccf Used 228
 Total kWh Used 1,081

Gas Residential Heating Service - Current Period Detail

Service 01/02/2014 to 02/03/2014 - 32 days

Customer charge				\$11.75
Natural Gas Supply Charges	228 Ccf	X	\$0.55332	126.16
Distribution Charges	228 Ccf	X	0.34816	79.38
Balancing Service Charges	228 Ccf	X	0.03309	7.54
Gas Cost Adjustment Charges	228 Ccf	X	-0.00840	-1.92
State Tax Adjustment				-0.62
Total Current Charges				\$222.29

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	228	7.1	32	29
Last Month	192	6.1	31	39
Last Year	228	7.1	32	36

Avg Ccf per Month	90
Total Annual Ccf Usage	1,195

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DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

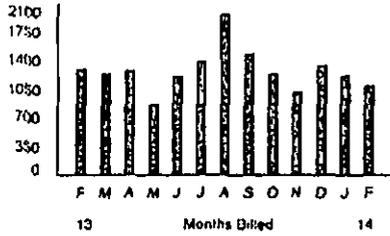
Name: NATASHEA FENDERSON
Account Number: 64347-28048

Electric Residential Service - Current Period Detail

Service 01/02/2014 to 02/03/2014 - 32 days

Customer charge				\$7.09
Distribution Charges	1,081 kWh	X	\$0.05940	64.21
State Tax Adjustment				-0.15
Respond Power Charges / 877-973-7763				
COMMODITY CHARGE 1,081.00(KWH) X 0.35423(RATE) = \$382.92				382.92
Total Current Charges				\$454.07

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,081	33.7	32	29
Last Month	1,202	38.7	31	39
Last Year	1,279	39.9	32	36

Avg kWh per Month	1,263
Total Annual kWh Usage	15,157





Emergency and Repairs: 1-800-341-4141 is the number to call to report power outages, gas leaks, or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: **NATASHEA FENDERSON**
 Account Number: **64347-28048**

General Information

Next scheduled meter reading: **February 4, 2014**
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
 Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- www.peco.com/ebill - Go paperless: receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Respond Power, 100 Dutch Hill Rd, Suite 230, Orangeburg, NY 10962.
 877-973-7763

Message Center

Estimated Meter Reading.
 New charges contain estimated total state taxes of \$8.52, including \$4.62 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0977 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Your gas price to compare for your rate class is \$0.5449 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool.aspx.

Your **Total Account Balance of \$9,265.29** includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$-140.48
+Total Current Charges	\$423.77
- Current Budget Billing Amount Due	\$285.00
This Month's Deferred Balance	\$-1.71

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
01/02	018842051	General Service	Total Ccf	1195 Estimate	1287 Estimate	192	1	192
01/02	116093750	General Service	Total kWh	17753 Actual	18955 Actual	1202	1	1202

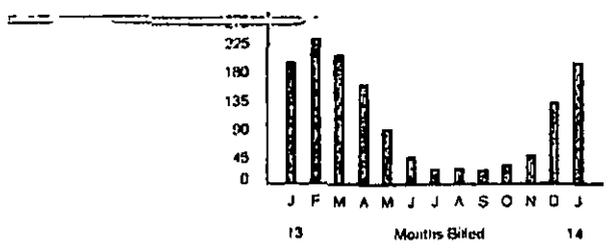
Total Ccf Used 192
 Total kWh Used 1,202

Gas Residential Heating Service - Current Period Detail **Service 12/02/2013 to 01/02/2014 - 31 days**

Customer charge				\$11.75
Natural Gas Supply Charges	192 Ccf	X	\$0.55332	106.24
Distribution Charges	192 Ccf	X	0.34816	66.85
Balancing Service Charges	192 Ccf	X	0.03309	6.35
Gas Cost Adjustment Charges	192 Ccf	X	-0.00840	-1.61
State Tax Adjustment				-0.39

Total Current Charges **\$189.19**

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	192	6.1	31	39
Last Month	130	3.8	34	48
Last Year	192	5.6	34	43

Avg Ccf per Month	99
Total Annual Ccf Usage	1,195

(continued on next page)

DO NOT MAIL THIS PORTION WITH YOUR PAYMENT





Emergency and Repairs: 1-800-847-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-924-0000

Name: NATASHEA FENDERSON
 Account Number: 64347-28048
 Phone Number: 484-365-3534
 Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Bill Date		01/07/2014
Thank you for your payment of \$355.65		
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Budget bill charges from previous bill		\$285.00
Charges from previous bill		\$4,807.44
Late payment charge		\$1,324.56
Total Other Charges		\$8,982.00
Current Period Charges		
Gas	\$189.19	
Electric	\$234.58	
Budget billing amount		\$285.00
Total New Charges	\$423.77	
Total Amount Due on 01/29/2014		\$9,267.00

When paying in person, please bring the entire bill.

(continued on next page)

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



- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
- Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384.
 A convenience fee will apply.

64347 2804 80000 0000

1457 1 AV 0.357 1427/CD1437/003014 007 01 GXFMD2 1234 0108/2014
 NATASHEA FENDERSON
 323 WILSON ST
 BRISTOL PA 19007-4913

Account Number 64347-28048
 Payment Receipt Stamp

Payment Amount

Please pay this amount by 01/29/2014 \$9,267.00

00000423770000480744

PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629



643472804800092670040299267000



An Exelon Company

Grid One Solutions, LLC
790 Turner Way
Suite 205
Aston, PA 19014

T4 P1 *****AUTO**S-DIGIT 19007

Natasha Fenderson
or Current Resident
323 Wilson St
Bristol, PA 19007-4913



Service Address: 323 Wilson St

Account: 6434728048

You flick the switch and the lights go on. But, what if there was something more? You probably don't spend much time thinking about this question, but at PECO . . . we do.

To do this, each year we continue to invest in our system to serve you better. Just like you replace equipment in your home or business, beginning in 2012 we will be replacing our current meters with newer technology.

In the next two months we will be replacing the meters in your area. When we replace your meter you will experience a brief service interruption – typically less than a minute. And, we'll let you know before we begin working to make sure you are aware.

If your electric meter is located indoors, or in another location that requires you to provide us access, please contact us at 1-855-741-9011 to schedule an appointment. If your electric meter is already accessible, simply do nothing.

In the future, these new meters will help us provide more information to help you understand how you use energy, and how to save energy and money. They will also help us provide faster and more convenient service, detect problems faster and provide the platform for new products and services.

If you have any questions please visit www.peco.com/technology or call 1-855-741-9011.

Sincerely,

PECO Meter Installation Team

RESPOND POWER

100 Dutch Hill Rd, Orangeburg, NY 10962

RP-PA-6434728048-14734N-66-1--66
Natashea Fenderson
323 Wilson St
Bristol, PA 19007-4913

February 10, 2014 ?

Dear Natashea Fenderson,

Please be advised that there was a billing error with the supply portion of your most recent electric bill; an issue that has since been resolved. We have worked with your utility on this matter and things are fixed going forward.

Please do not pay the supply portion (Respond Power charge) on your last electric bill. Instead, only remit payment for your utility's portion. Adjustments will be shown on your next bill and will include accurate charges for both months. If you have already paid your full utility bill, you will be automatically issued a credit on your next month's bill that reflects this month's actual charge.

We know that you have choices when it comes to choosing your energy supplier and we appreciate your business. The extreme weather in the northeast has driven energy costs for everyone (including your utility) to all-time highs. To combat these extreme market prices, Respond Power has introduced a special fixed rate offer in your area that guarantees your rate will not increase for an entire year – especially during the summer months when electric rates are at their highest. Your utility – who will be increasing their rates very shortly - cannot offer you this price protection, but Respond Power can.

To join our new, special price protection energy plan, or if you have any questions about your bill please contact our customer service department at 877-9-RESPND or email us at service@respondpower.com.

Thank you for your continued business and thank you for being part of the Respond Power family.

Regards,



Christopher Johnson
Director of Customer Service and Quality Control



NO DATE!
Received on 8/11/14

Dear Customer,

You are currently receiving PECO's CAP Rate, which is a discount rate for low-income customers. One of your responsibilities as a participant in this program is to have an energy audit conducted at your home.

LIURP will assist you with meeting your Universal Service Program requirements.

Please call 1-800-675-0222 to schedule an appointment for an energy auditor to visit your home and complete the audit. This service will be provided to you at no cost. You will learn how to conserve energy and lower your energy bills to further benefit from the reduced rate offered by our Cap Rate Program.

If you do not agree to an energy audit you may be removed from our Universal Service Program.

Please help us help you by calling 1-800-675-0222 today. Menu selection 2.

Thank you.

0133

PECO Energy Co.
PO Box 13778
Philadelphia, PA 19101

Account Number: 64347-28048
Date: 8-11-14

Dear Natashea Fenderson,

You do not qualify for PECO's CAP Rate. Your income is over the income guidelines. CAP Rate is a discounted residential rate for low-income customers. Enrollment is based on your total gross household income.

~~Do not pay for this service. Please call 1-800-774-7040 for more information.~~

~~PECO Energy Company~~
PO Box 13437
Philadelphia, PA 19101

If you have any questions, please call 1-800-774-7040.

Sincerely,

PECO Universal Services



An Exelon Company

PECO
323 WILSON ST
ERISTOL PA 19007

Account Number 653-725048

Issue Date

WATSON
323 WILSON ST
ERISTOL PA 19007-4913

For Service at
323 WILSON ST
ERISTOL PA 19007

Problem:

As of August 18, 2014, PECO will not accept medical certificates or requests to restore service due to a medical condition for any occupants living at this service address.

Our Response:

We have reviewed your account and our records indicate that we have granted at least three (3) medical condition extensions and/or restorations and you have not made the required payments on your account.

Therefore, PECO will not accept medical certificates or requests to restore service due to a medical condition until you have paid the balance that accrued prior to the medical condition hold. The amount past due on your account is \$10,068.01. Please call us at 1-888-480-1533 to find out what portion of this balance you must pay to receive another medical condition extension.

You are responsible to pay your bill on time each month. If your account is past due, please make payment today to avoid further collection action. If you would like to pay your bill via MasterCard, VISA, Debit Card, or Check-by-Phone 24 hours a day, please call 1-877-432-9384.

If you have any questions, or to find out if you are eligible for payment arrangements, please call 1-888-480-1533 between 7 am and 6 pm, Monday through Friday, and between 9 am to 1pm on Saturdays. You may also visit our business office at 2301 Market Street in Philadelphia, PA 19101. Our business hours are Monday through Friday, from 8:30 a.m. to 5:00 p.m.

To File a Complaint:

You may file a complaint regarding this matter with the Public Utility Commission (PUC) by calling 1-800-692-7380, or by writing to the following address:

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

To protect your rights, your complaint should be filed within 10 days of the date of this letter and should include the following:





Emergency and Repairs: 1-800-494-4000 This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000

Name: NATASHEA FENDERSON
 Account Number: 64347-28048

Page 2

General Information

Next scheduled meter reading: August 1, 2014
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-494-4000 before the due date.
 Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

- Customer Self Service - Manage Your Account 24/7**
- www.peco.com/ebill - Go paperless: receive and pay your bill
 - www.peco.com/service - Start, stop and transfer your service
 - www.peco.com/SmartIdeas - Save energy and money
 - Pay by phone with credit/debit card at 1-877-432-9384 (\$2.35 fee)

Respond Power, 100 Dulch Hill Rd, Suite 230, Orangeburg, NY 10962, 877-973-7763

Message Center

Estimated Meter Reading.

New charges contain estimated total state taxes of \$7.43, including \$5.55 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0858 per kWh. This may change in March, June, September and December. For more information and supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Your gas price to compare for your rate class is \$0.7031 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit http://www.puc.pa.gov/consumer_info/natural_gas/natural_gas_shopping/gas_shopping_tool.aspx.

Your Total Account Balance of \$11,102.11 includes your Total Amount Due and all other Arrangement/Agreement balances that are on this account.

Your budget billing amount was reviewed this month. Based on our review your budget billing amount will not change. Thank you.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$293.05
+ Total Current Charges	\$335.75
- Current Budget Billing Amount Due	\$410.00
This Month's Deferred Balance	\$218.80

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
07/02	018842051	General Service	Total Ccf	1968 Estimate	1996 Estimate	28	1	28
07/01	116093750	General Service	Tot kWh	23543 Actual	24985 Actual	1442	1	1442

Total Ccf Used 28
 Total kWh Used 1,442

Gas Residential Heating Service - Current Period Detail

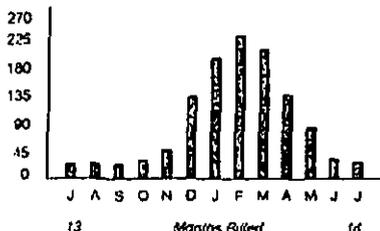
Service 06/03/2014 to 07/02/2014 - 29 days

Customer charge					\$11.75
Natural Gas Supply Charges	28 Ccf	X	\$0.68577		19.20
Distribution Charges	28 Ccf	X	0.34816		9.75
Balancing Service Charges	28 Ccf	X	0.02697		0.76
Gas Cost Adjustment Charges	28 Ccf	X	0.01735		0.49
State Tax Adjustment					-0.12

Total Current Charges

\$41.83

13-Month Usage (Total Ccf)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	28	0.9	29	75
Last Month	32	0.9	33	85
Last Year	24	0.8	29	74

Avg Ccf per Month	96
Total Annual Ccf Usage	1,156

(continued on next page)



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

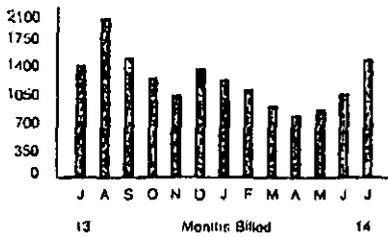
Name: NATASHEA FENDERSON
Account Number: 64347-28048

Electric Residential Service - Current Period Detail

Service 06/02/2014 to 07/01/2014 - 29 days

Customer charge				\$7.13
Distribution Charges	1,442 kWh	X	\$0.06040	87.10
State Tax Adjustment				-0.20
Respond Power Charges / 877-973-7763				
COMMODITY CHARGE 1,442(KWH) X 0.13862(RATE) = \$199.89				199.89
Total Current Charges				\$293.92

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,442	49.7	29	75
Last Month	1,025	32.0	32	85
Last Year	1,374	47.3	29	74

Avg kWh per Month	1,104
Total Annual kWh Usage	14,213



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT



Emergency and Repairs: 1-800-841-4141. This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment. For all other business, call 1-800-494-4000.

Name: NATASHEA FENDERSON
Account Number: 64347-28048
Phone Number: 484-365-3534
Service Address: 323 WILSON ST, BRISTOL

Billing Summary

Table with columns for item description and amount. Includes Bill Date (07/03/2014), Budget bill charges from previous bill (multiple entries), Current Period Charges (Gas, Electric, Budget billing amount), Total New Charges (\$335.75), and Total Amount Due on 07/28/2014 (\$10,883.31).

When paying in person, please bring the entire bill.

(continued on next page)



When only this portion will your check made payable to PECO. Please write your account number on your check.

- Check here to enroll in Power Pay automatic account debit and complete form on reverse side.
Check here to pledge a donation to MEAF and complete form on reverse side.

To pay by phone call 1-877-432-9384. A convenience fee will apply.

64347 2804 80000 0000

19415 1 AV 0.378 194150194150039065 070 01 QXG445 123 0/042014
NATASHEA FENDERSON
323 WILSON ST
BRISTOL PA 19007-4913

Account Number 64347-28048 Payment Receipt Stamp

Payment Amount box

Please pay this amount by 07/28/2014 \$10,883.31

00000335750000411386

PECO - PAYMENT PROCESSING
PO BOX 37632
PHILADELPHIA PA 19101-0632



643472804800000000042090000006

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NI

PECO

It looks like you have enabled Internet Explorer Compatibility View. Gmail works best if you turn this off. [Learn how to do this](#) [Dismiss](#)

Mail

7 of 7

COMPOSE

Home Solar Grants - sunrun.com - Go Solar For \$0 Down With Sunrun. Free install Upkeep & Maintenance.

Inbox (81)

Starred

Important

Sent Mail

Drafts (18)

Circles

(imap)Drafts

Search people...
sxy8kalllynglr
lnd6@gmail.com
wants to be able to
chat with you. Okay?

yes no
6089548193
anon2
BettyAnn Griffin
bettyann.griffin

PECO (Payment Receipt)

Inbox

DoNotReplyPECO@billmetrics.com
to me

12/31/13

Your payment will be reflected on your PECO account within two business days

Your online payment of \$355.65 has been received. Your confirmation number is: 1360095721

Payment Date: 12/31/2013
Payment Amount: \$355.65

Please save it for future reference. If you have questions about your PECO account, please call the PECO Energy Customer Care Center at 1-800-494-4000. If you are a business customer, please call PECO Energy's Business Customer Service Center at 1-800-220-7328.



Click here to Reply or Forward

Home Solar Grants
Go Solar For \$0 Down With Sunrun. Free install Upkeep & Maintenance.
sunrun.com

Ads - Why this ad?

Invest in Oil
Immediate Co-
Low Investment
www.cruderoy

Invest in Oil
Earn Direct O-
Ownership. Lc
Potential!
www.crude.co

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2) View genea
genealogy.com

Dealers Can
Save \$300 - \$-
Propane! Get:
Saving.
www.propano.

Mail

Compose

New York PUC - chooseenergy.com/PUC - Get Multiple Utilities Quotes & Choose the Best Plan for You!

- Inbox (81)
- Starred
- Important
- Sent Mail
- Drafts (15)
- Circles

(imap)Drafts

Search people...

skoy6kxylng
 ho65@gmail.com
 wants to be able to
 chat with you. Okay?

yes no

6098548183

enon2

BettyAnn Griffin

betyann.griffin

case #3171904/ Nateshea Fenderson vs. PECO/ acct # 6434728048

label

Platt, Tim

Add to circles

Platt, Tim <t.platt@pa.gov>
 to me

Jan 13

DEAR NATESHEA FENDERSON:

This email is in reference to the informal complaint you filed with the Pennsylvania Public Utility Commission (PUC) on 11/13/2013 against PECO ENERGY regarding the pending termination of your service, your prior balance and possible payment terms. You asked the PUC to investigate.

We have received and reviewed the company report. We attempted to contact you at the phone number you provided but were unable to reach you. Our records show that we were unable to leave a voice message on our first call attempt and that a voice message was left requesting a callback on our second call attempt.

Please contact me within 10 days of the date of this email to discuss your complaint. I can be reached by calling directly at 1-717-783-8966 or by calling indirectly at 1-800-892-7380. When you call, please refer to the BCS case number at the top of this email.

If I do not hear from you within 10 days of the date of this email, I will proceed to resolve your complaint based on available information.

Federal Solar
 Go Solar For 1
 Save 30% On
 Bill
 sunrun.com

Invest In Oil
 Long Reserve
 ROI, 1031 Exc
 Incentives
 www.cruelroy

Subaru 2014
 Massive Disc
 Get Your Sub
 www.subaru.c

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 1) Simply erte

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Mail

5 of 7

COMPOSE

Federal Solar Rebates - sunrun.com - Go Solar For \$0 Down With Sunrun. Free Install Upkeep & Maintenance.

Inbox (81)

Starred

Important

Sent Mail

Drafts (18)

Circles

(imap)Drafts

...

...

Search people...

skoy@karlyngir
1006@gmail.com
wants to be able to
chat with you. Okay?

yes no

6099549193

anon2

BettyAnn Griffin

baityann.griffin

PECO (Payment Receipt)

Inbox

DeNo(RReplyPECO@billmatrix.com
to me

May 27

Your payment will be collected on your PECO account within two business days

Your online payment of \$410.00 has been received. Your confirmation number is: 1398637570

Payment Date: 05/27/2014

Payment Amount: \$410.00

Please save it for future reference. If you have questions about your PECO account, please call the PECO Energy Customer Care Center at 1-800-494-4000. If you are a business customer, please call PECO Energy's Business Customer Service Center at 1-800-220-7328.

Click here to Reply or Forward

Federal Solar Rebates
Go Solar For \$0 Down With Sunrun. Free Install Upkeep & Maintenance.
sunrun.com

Ads - Why this ad?

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Low Investment
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Earn Direct Oil
Ownership. LC
Potential!
www.crudeoil

Free Genea
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2) View genea
genealogy.com

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quote.
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Mail

4 of 7

COMPOSE

Home Solar Grants - sunrun.com - Go Solar For \$0 Down With Sunrun. Free Install Upkeep & Maintenance.

Inbox (81)

Your Formal Complaint

Inbox

Ferrier, Ter

Starred

Add to circles

Important

Ferrier, Teresa Anne;(PECO)

Aug 22

Sent Mail

Good Morning, I tried to reach you at 609-292-5245 but was unsuccessful. I am...

Drafts (16)

Nateshea Fenderson <nateshea4@gmail.com>

Aug 22

Circles

to Teresa

Images/Drafts

Good Afternoon Mrs. Teresa Ferrer:

...

I've been at work all week and I have an answering service, I have no message here, nor do I have a missed call from your area. No problem. This will be the 5th time someone has come out to access my indoor meter. Please give me a date & time, I will work around your schedule. Thank you. Nateshea

Search people ...

skoy6kaistyngr
fo66@gmail.com
wants to be able to
chat with you. Okay?

yes no

6098548193

anon2

BettyAnn Griffin

betyann.griffin

Nateshea Fenderson <nateshea4@gmail.com>

Aug 22

to Teresa

Hi Mrs. Teresa

I just called you from my office at 609-292-5245. I pushed 0 and spoke with a person by the name of Sherwin who stated you were out of the office and would be returning Monday. She would send you a message that I called. You can return my call at 609-292-5245. Thank you. Nateshea

Free Genea
1) Simply enter
2) View genea
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Ag & Industria
www.flmeters

Custom POI
Quality design
Point of Purch
ctiotgroup.dit

Cold Calling
Learn Modern
Technical To
Examples.



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

September 8, 2014

Nateshea M. Fenderson
323 Wilson Street
Bristol, PA 19007

RE: Nateshea M. Fenderson v. PECO Energy Company
PUC Docket No.: F-2014-2438574

Dear Ms. Fenderson:

Enclosed is a copy of PECO Energy Company's response to the formal complaint filed in the above-referenced docket. The law requires PECO Energy to file an answer to your Public Utility Commission complaint. Keep these papers for your records. This is not a decision on your complaint. PECO's response may include a New Matter, Motion or Preliminary Objection. Please note that if you do not respond to a New Matter, Motion, or Preliminary Objection an unfavorable decision may be rendered against you. Responses to New Matters and Motions must be filed within 20 days. Responses to Preliminary Objections must be filed within 10 days. If there is no New Matter, Motion or Preliminary Objection included, no response is required.

Soon, the Public Utility Commission will schedule either a settlement conference or a hearing on your complaint. The Commission will let you know by mail whether there will be a conference or a hearing and will include instructions on what to do next. If the matter is set for hearing, the notice will provide you with information about the date, time and place of the hearing. If we are unable to resolve your complaint and have to proceed with a hearing, a judge will be at the hearing and will decide your complaint. You must call the Public Utility Commission if you have any questions about the hearing or if you cannot attend the hearing.

Thank you for your time and attention on this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "Shawane Lee".

Shawane Lee
Counsel for PECO Energy Company
SL/lo
Encl.

4 Mrs. Natesha Fenderson
323 Wilson Street
Bridal, PA 19007

RECEIVED

SEP 10 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Secretary
Pennsylvania Public Utility Commission
400 North Street, Commonwealth
Keystone Building, 2nd floor
Harrisburg, PA 17120

EXPRESS[®]
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TO: PUC SECRETARY BUREAU (PUC)
Agency: PUC
Floor:
External Carrier: Express Mail

9/12/2014 10:10:45 AM

VERY URGENT

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SEP 10 2014
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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



CMPC



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Riverton, NJ 08077

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PHONE: _____
PA Public Utility Commission
400 North Street
Camden, NJ 08102
17120

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Time Accepted <i>1:30</i>	10:30 AM Delivery Fee <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM \$	Return Receipt Fee \$
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SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "4"



PENNSYLVANIA
PUBLIC UTILITY COMMISSION

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Your filing has been electronically received. Upon review of the filing for conformance with the Commission's filing requirements, a notice will be issued acknowledging such compliance and assigning a Docket Number. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

Print this page for your records. The date filed on will be the current day if the filing occurs on a business day before or at 4:30 PM Harrisburg, PA time. It will be the next business day if the filing occurs after 4:30 PM Harrisburg, PA time or on weekends or holidays.

If your filing exceeds 250 pages, you are required to submit one paper copy of the filing within 3 business days of submitting the electronic filing. This paper copy can be mailed to: Secretary, Pennsylvania Public Utility Commission, Commonwealth Keystone Building, 400 North Street, 2nd Floor, Harrisburg, PA 17120 . Please print a copy of this page and attach it to the paper copy of your filing as the first page.

eFiling Confirmation	
Docket Number:	F-2014-2443804
Description:	Nateshea M. Fenderson - PECO Energy Company Answer to Formal Complaint
Transmission Date:	9/29/2014 8:31:14 AM
Filed On:	9/29/2014 8:31:14 AM
eFiling Confirmation Number:	1565591

Uploaded File List

File Name	Document Class	Document Type
Nateshea M Fenderson - Answer.pdf	Communication	Answer to Formal Complaint

PECO ENERGY
EXHIBIT 4



Exelon Business Services Company
Legal Department

2301 Market Street/S23-1
Philadelphia, PA 19103

215 556 3389 Fax
www.exeloncorp.com

Direct Dial: 215.841.6841

September 29, 2014

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

RE: Nateshea M. Fenderson v. PECO Energy Company
PUC Docket No.: F-2014-2443804

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Answer to Formal Complaint* with regard to the matter referenced above.

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 black ink, appearing to read "Shawane Lee", with a long horizontal flourish extending to the right.

Shawane Lee
Counsel for PECO Energy Company

Scheduling Recommendation: **NOT CALL OF THE DOCKET**

s/LO

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

NATESHEA M. FENDERSON	:	
Complainant	:	
	:	
v.	:	DOCKET NO. F-2014-2443804
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

ANSWER OF RESPONDENT,
PECO ENERGY COMPANY

On August 21, 2014, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Nateshea Fenderson (hereafter "Complainant") in the above captioned docket. Pursuant to 52 Pa. Code § 5.61, PECO responds to the Complaint and states:

1. Admitted.
2. Admitted.
3. Admitted.

4. Unless specifically admitted herein, PECO Energy denies all material allegations of fact and conclusions of law in the instant Complaint. In her formal complaint, the Complainant alleges that PECO Energy has terminated or is threatening to terminate her electric service. The Complainant requests a payment agreement. The Complainant disputes her bill and believes she has been billed incorrectly. The Complainant additionally requests accurate meter readings and truthful customer service. PECO Energy avers that the Complainant is responsible for the charges. Additionally, the complaint should be dismissed pursuant to 66 Pa.C.S. § 1405(c)

The Complainant established electric service with PECO Energy at 322 Wilson Street, Bristol, PA 19007 under account number 64347-28048 on November 5, 2008. See Account Activity Statement, attached hereto as Exhibit "1". The Complainant enrolled in PECO Energy's Customer Assistance Program ("CAP) under Tier E1 on January 6, 2009. She was removed from the program on November 1, 2013 due to being over income.

On November 13, 2013, the Complainant filed an informal complaint with the Bureau of Consumer Services ("BCS") at case number 003171904, disputing her balance. She claimed that she had a balance at her previous address for \$200.00. See Case Details Report #003171904, attached hereto as Exhibit "2". On January 14, 2014, the BCS issued a Decision Report dismissing the Complainant's case as follows:

...IN ACCORDANCE WITH PA LAW YOU ARE INELIGIBLE FOR PUC PAYMENT TERMS ON YOUR ACCOUNT AS YOUR BALANCE CONTAINS CAP RATE ARREARS ACCRUED WHILE YOU WERE ENROLLED IN THE PROGRAM.

See BCS Decision Report #003171904, attached hereto as Exhibit "3".

The Complainant has filed three medical certificates. She filed a certificate on April 11, 2013, July 18, 2013 and another on September 15, 2013. With regard to medical certifications, 52 Pa. Code § 56.116, specifically states:

Whenever service is restored or termination postponed under the medical emergency procedures, *the customer shall retain a duty to make payment on all current undisputed bills* or budget billing amount.

Section 56.114(2) additionally states:

In instances when a customer has not met the obligation in § 56.116 to equitably make payments on all bills, the number of renewals for the customer's household is limited to two 30-day certifications filed for the same set of arrearages. In these instances *the public utility is not required to honor a third renewal of a medical certificate...*

PECO Energy avers that Complainant has not complied with section 56.116, regarding her duty to make payments on current bills. The last payment the Complainant made on the account was in July 21, 2014 in the amount of \$135.00. She is not eligible to receive a medical certification at this time as she has not made a sufficient amount of equitable payments to her account. As Complainant did not comply with her payment obligations under section 56.116, PECO Energy is not required to honor another medical certificate renewal.

The Complainant's balance is \$10,478.01. See Exhibit "1". The majority of this balance is comprised of CAP arrears. Accordingly, the Complainant is not entitled to a PUC ordered payment agreement on her balance. 66 Pa.C.S. § 1405(c) provides that, "(c)ustomer assistance program rates shall be timely paid and shall not be the subject of payment agreements negotiated or approved by the commission." Consequently, pursuant to 66 Pa.C.S. § 1405(c), the PUC has no jurisdiction to give the Complainant a payment agreement.

5. Denied.

6. Admitted

7. Admitted.

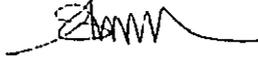
8. PECO Energy neither admits nor denies the allegations in paragraph 8. PECO is without knowledge or information sufficient to form a belief as to the truth of this averment and, therefore, such allegation is deemed denied.

9. Paragraph 9 is a Verification and Signature to which no response is required.

10. Paragraph 10 contains information regarding Filing, to which no response is required.

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

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Shawane L. Lee', with a horizontal line extending to the left and a flourish to the right.

Shawane L. Lee
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19101-8699
(215) 841-6841
Fax: 215.568.3389

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

NATESHEA M. FENDERSON
Complainant

v.

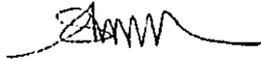
PECO ENERGY COMPANY
Respondent

:
:
:
:
:
:
:

DOCKET NO. F-2014-2443804

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.



Date: September 29, 2014

Shawane L. Lee



Exelon Business Services Company
Legal Department

2301 Market Street/S2314
Philadelphia, PA 19103

215 566 3389 Fax
www.exeloncorp.com

Direct Dial: 215 841-6841

September 29, 2014

Nateshea M. Fenderson
323 Wilson Street
Bristol, PA 19007

RE: Nateshea M. Fenderson v. PECO Energy Company
PUC Docket No.: F-2014-2443804

Dear Ms. Fenderson

Enclosed is a copy of PECO Energy Company's response to the formal complaint filed in the above-referenced docket. The law requires PECO Energy to file an answer to your Public Utility Commission complaint. Keep these papers for your records. This is not a decision on your complaint. PECO's response may include a New Matter, Motion or Preliminary Objection. Please note that if you do not respond to a New Matter, Motion, or Preliminary Objection an unfavorable decision may be rendered against you. Responses to New Matters and Motions must be filed within 20 days. Responses to Preliminary Objections must be filed within 10 days. If there is no New Matter, Motion or Preliminary Objection included, no response is required.

Soon, the Public Utility Commission will schedule either a settlement conference or a hearing on your complaint. The Commission will let you know by mail whether there will be a conference or a hearing and will include instructions on what to do next. If the matter is set for hearing, the notice will provide you with information about the date, time and place of the hearing. If we are unable to resolve your complaint and have to proceed with a hearing, a judge will be at the hearing and will decide your complaint. You must call the Public Utility Commission if you have any questions about the hearing or if you cannot attend the hearing.

Thank you for your time and attention on this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "Shawane Lee", with a long, sweeping underline.

Shawane Lee
Counsel for PECO Energy Company
SL/lo
Encl.

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SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "1"

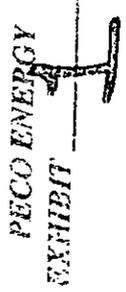
*** Account Information ***

Account Number: 54347-28048
 Account Status: Active
 Requested By: NATASHEA FENDERSON
 (484)365-3534 Extension:
 Mail To: NATASHEA FENDERSON
 323 WILSON ST
 BRISTOL PA 19007

*** Current Account Status ***

Current Bill: \$410.00
 Billed Prior: \$10068.01
 Balance Due: \$10478.01
 Service Address: 323 WILSON ST
 BRISTOL PA 19007
 Credit Amount: \$0.00
 Deposit Requested: \$0.00
 Deposit On-Hand: \$0.00
 Meter Bill Grp: 02
 Rate: Gas Residential Heating Service
 Supplier Electric Residential Service

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
08/28/12	Late Payment Charge				\$2.98							
08/29/12	Late Payment Charge					\$2.98						
08/29/12	Payment					\$199.00						
08/30/12	GAS SERVICE	07/31/12 08/29/12	9654	018842051	\$26.54							
08/30/12	ELECTRIC SERVICE	07/31/12 08/29/12	6374	030975735	\$201.20							
08/30/12	DEFERRED PAYMENT AGREEMENT				\$73.36							
08/30/12	Regular Bill						\$301.10		09/21	1426	16	
09/26/12	Bill Out DPA due to Default				\$4108.04							
09/26/12	Late Payment Charge				\$4.52							
10/01/12	Payment					\$301.10						
10/01/12	Payment Agreement					\$4108.04						
10/01/12	GAS SERVICE	08/29/12 09/30/12	9674	018842051	\$30.22							
10/01/12	ELECTRIC SERVICE	08/29/12 09/30/12	7144	030975735	\$149.91							
10/01/12	ELE-ADDITIONAL METER		227	116093750								
10/01/12	Regular Bill						\$184.65	\$4.52	10/23	997	20	
10/30/12	GAS SERVICE	09/30/12 10/29/12	9736	018842051	\$69.06							
10/30/12	ELECTRIC SERVICE	09/30/12 10/28/12	818	116093750	\$84.77							
10/30/12	DEFERRED PAYMENT AGREEMENT				\$73.36							
10/30/12	Late Payment Charge				\$2.70							
10/30/12	Regular Bill						\$414.54	\$187.35	11/21	591	62	
11/26/12	Bill Out DPA due to Default				\$4034.68							
11/27/12	Late Payment Charge				\$61.63							
11/30/12	GAS SERVICE	10/29/12 11/29/12	9900	018842051	\$163.37							
11/30/12	ELECTRIC SERVICE	10/28/12 11/29/12	2064	115093750	\$190.98							
11/30/12	Regular Bill						\$4865.20	\$4510.85	12/26	1246	164	
01/02/13	Late Payment Charge				\$66.94							
01/03/13	GAS SERVICE	11/29/12 01/02/13	92	018842051	\$195.11							
01/03/13	ELECTRIC SERVICE	11/29/12 01/02/13	3601	116093750	\$215.93							
01/03/13	Regular Bill						\$5343.18	\$4932.14	01/25	1537	192	
01/30/13	Late Payment Charge				\$73.11							
02/04/13	GAS SERVICE	01/02/13 02/03/13	320	018842051	\$226.64							
02/04/13	ELECTRIC SERVICE	01/02/13 02/03/13	4879	116093750	\$177.41							
02/04/13	Regular Bill						\$5820.34	\$5416.29	02/26	1278	228	
03/05/13	BUDGET BILLING	02/03/13 03/04/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount:	375.07			BB Deferred Amount:	90.07					
03/05/13	Late Payment Charge				\$79.17							
03/05/13	Regular Bill						\$6184.51	\$5899.51	03/27	1320	205	
04/02/13	Late Payment Charge				\$33.45							
04/03/13	BUDGET BILLING	03/04/13 04/02/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount:	353.74			BB Deferred Amount:	158.81					
04/03/13	Regular Bill						\$6552.96	\$6267.96	04/25	1257	159	
04/30/13	Late Payment Charge				\$87.73							
05/02/13	BUDGET BILLING	04/02/13 05/01/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount:	219.89			BB Deferred Amount:	93.70					
05/02/13	Regular Bill						\$6925.69	\$6640.69	05/24	848	89	
05/29/13	Late Payment Charge				\$92.01							
06/03/13	BUDGET BILLING	05/01/13 06/02/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount:	217.88			BB Deferred Amount:	26.58					
06/03/13	Regular Bill						\$7302.70	\$7017.70	06/25	1194	44	



DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
07/02/13	BUDGET BILLING	06/02/13 07/01/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 223.13				BB Deferred Amount: -35.29						
07/02/13	Late Payment Charge				\$96.29		\$7583.99	\$7398.99	07/24	1374	24	
07/02/13	Regular Bill											
07/30/13	Late Payment Charge				\$100.04							
08/01/13	BUDGET BILLING	07/01/13 07/31/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 310.84				BB Deferred Amount: -9.45						
08/01/13	Regular Bill						\$8069.03	\$7784.03	08/23	1964	25	
08/28/13	Late Payment Charge				\$104.71							
08/30/13	BUDGET BILLING	07/31/13 08/29/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 244.41				BB Deferred Amount: -50.04						
08/30/13	Regular Bill						\$8458.74	\$8173.74	09/24	1459	23	
10/01/13	BUDGET BILLING	08/29/13 09/30/13			\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 213.57				BB Deferred Amount: -121.47						
10/01/13	Late Payment Charge				\$108.38							
10/01/13	Regular Bill						\$8852.12	\$8567.12	10/23	1220	30	
10/29/13	Late Payment Charge				\$111.59							
10/31/13	BUDGET BILLING	09/30/13 10/29/13	E		\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 196.06				BB Deferred Amount: -210.41						
10/31/13	Regular Bill						\$9248.71	\$8963.71	11/22	1007	46	
11/22/13	Payment					\$196.06						
12/04/13	BUDGET BILLING	10/29/13 12/02/13	E		\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 354.93				BB Deferred Amount: -140.48						
12/04/13	Regular Bill						\$9337.65	\$9052.65	12/26	1331	130	
01/02/14	Payment					\$355.65						
01/07/14	BUDGET BILLING	12/02/13 01/02/14	E		\$285.00							
	** Budget Bill Detail **	Actual Bill Amount: 423.77				BB Deferred Amount: -1.71						
01/07/14	Regular Bill						\$9267.00	\$8982.00	01/29	1202	192	
01/13/14	Payment					\$230.00						
01/21/14	Payment					\$100.00						
02/04/14	Late Payment Charge				\$114.92							
02/06/14	CANCELED BUDGET BILLING	01/02/14 02/03/14	E		\$285.00			\$389.65				
02/06/14	Regular Bill						\$9336.92	\$9051.92	02/28	1081	228	
02/10/14	Adjustment											
03/03/14	Regular Bill					\$285.00						
03/05/14	Late Payment Charge				\$114.95							
03/07/14	BUDGET BILLING	02/03/14 03/05/14	A		\$366.00							
	** Budget Bill Detail **	Actual Bill Amount: 691.92				BB Deferred Amount: 617.65						
03/07/14	Regular Bill						\$9532.87	\$9166.87	03/31	678	206	
04/04/14	BUDGET BILLING	03/05/14 04/03/14	E		\$410.00							
	** Budget Bill Detail **	Actual Bill Amount: 363.52				BB Deferred Amount: 571.17						
04/04/14	Regular Bill						\$9942.87	\$9532.87	04/28	766	133	
04/07/14	Late Payment Charge				\$120.44							
05/05/14	BUDGET BILLING	04/03/14 05/01/14	E		\$410.00							
	** Budget Bill Detail **	Actual Bill Amount: 292.91				BB Deferred Amount: 454.08						
05/05/14	Regular Bill						\$10473.31	\$10063.31	05/27	838	82	
05/28/14	Payment					\$410.00						
06/04/14	BUDGET BILLING	05/01/14 06/03/14	E		\$410.00							
	** Budget Bill Detail **	Actual Bill Amount: 248.97				BB Deferred Amount: 293.05						
06/04/14	Regular Bill						\$10473.31	\$10063.31	06/26	1025	32	
07/03/14	BUDGET BILLING	06/03/14 07/02/14	E		\$410.00							
	** Budget Bill Detail **	Actual Bill Amount: 335.75				BB Deferred Amount: 218.80						
07/03/14	Regular Bill						\$10883.31	\$10473.31	07/28	1442	28	
07/21/14	Payment					\$835.30						
07/25/14	RECONNECT FEE - CUT-OUT NON-PAY				\$20.00							
08/04/14	BUDGET BILLING	07/02/14 07/31/14	E		\$410.00							
	** Budget Bill Detail **	Actual Bill Amount: 313.19				BB Deferred Amount: 121.99						
08/04/14	Regular Bill						\$10478.01	\$10058.01	08/26	1388	16	

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SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "2"



September 29, 2014

Case Details Report

BCS Case #: 003228520 BCS Bill Account #: 6434728048
Customer Name: NATESHEA FENDERSON
Service Address: 323 WILSON ST.
BRISTOL, PA 19007
Mailing Address:
Home Phone: () -
Business Phone: (609) 292-5245
Business name:
Alternate contact: NO PREFERRED CONTACT TIME
Date Case Opened: 2014-04-24 Date Cut Out: 2014-04-24
PAR Case: Y
Investigator Name: BCS CASE POOL
Investigator Phone: (717) 787-0000 Universal Service: Y
Service class: R Contact Type: TELEPHONE
Previous case #: Amount in Arrears: \$10000.00
Adults: 3
Children: 4
Children Ages: 10, 10, 12, 16
Gross Income: \$3000.00
Miscellaneous Info:
NO PREFERRED CONTACT TIME

Complaint Reason:
ON - PAR WITH DISPUTE (#63)

Customer Problem Description:
CONSUMER FRUSTRATED IN AN ATTEMPT TO RESOLVE THE ARREARS ISSUE AND
COULD NOT SEEM TO GET STRAIGHT FROM THE UTILITY CARRIER.

Company Position:
04/24/2014 CONSUMER MUST FORWARD DOCUMENTATION TO STOP THE SHUT-
OFF FOR THE CAP RATE PROGRAM.

RECEIVED

SEP 29 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "3"



September 29, 2014

BCS Decision Report

BCS Case #: 003171904 Open Date: 2013-11-13
Customer Name: NATESHEA FENDERSON
Service Address: 323 WILSON ST.

BRISTOL, PA 19007
BCS Bill Account #: 6434728048 Previous Case #:
Violation Type: NO Chapter Type:
Decision Type: W Section / Rule:
Investigator Name: TIMOTHY PLATT

Decision Issued Date: 2014-01-14
Case Closed Date: 2014-01-14

Letter Description:
EGW PAR W/COMPLEX DISPUTE/NO PAYMENT AGREEMENT/LEVEL 1

Total Balance:	\$9035.29	Balance Date:	2014-01-14
Amount to Restore Service:	\$0.00	Amount to Continue Service:	\$0.00
Date Payment Due:		Regular Budget Amount:	\$0.00
Special Budget Payment:	\$0.00	Final Bill Monthly Payment:	\$0.00
Plus Arrears Payment:	\$0.00	End of Month Payment:	\$0.00
Current Monthly Payment:	\$0.00		
Payment Terms:			

PAR Description:
YOU APPEAR TO QUALIFY FOR LIHEAP. IF YOU QUALIFY, THE LIHEAP PROGRAM WILL MAKE A PAYMENT TO HELP KEEP YOUR SERVICE ON. YOU MUST APPLY TO RECEIVE THIS HELP. PLEASE CALL LIHEAP AT 1-866-857-7095 TO APPLY.

Resolution Description:
CLOSED WITH DECISION. DECISION LETTER SENT:DECIDED THAT:1.THIS INFORMAL COMPLAINT IS DISMISSED. 2.YOU MUST CONTACT THE COMPANY TO APPLY TO RE-ENROLL IN CAP RATE OR TO DISCUSS THE PAYMENT REQUIRED TO BE ELIGIBLE FOR NEW PAYMENT TERMS ON YOUR ACCOUNT. CONCLUDED THAT:1.IN ACCORDANCE WITH PA LAW YOU ARE INELIGIBLE FOR PUC PAYMENT TERMS ON YOUR ACCOUNT AS YOUR BALANCE CONTAINS CAP RATE ARREARS ACCRUED WHILE YOU WERE ENROLLED IN THE PROGRAM.2.IN ACCORDANCE WITH PA REGULATION AND CURRENT PUC PROCEDURES, AS YOU HAVE USED THREE MEDICAL CERTIFICATES IN THE PAST AND YOUR ACCOUNT HAS NOT BEEN BROUGHT TO ZERO DELINQUENT BALANCE, YOU ARE INELIGIBLE FOR ANY ADDITIONAL MEDICAL CERTIFICATES AT THIS TIME. 3.AT THE INCOME YOU

Exelon.

September 29, 2014

REPORTED TO THE PUC, YOU APPEAR TO REMAIN ELIGIBLE TO REENROLL IN CAP RATE.

From: (215) 841-8853
Leslie O'Neil
2301 Market Street, S23-1
Philadelphia, PA 19103

Origin ID: REDA



Ship Date: 29SEP14
ActWgt: 3 0 LB
CAD: 104242296/NET3550

Delivery Address Bar Code



SHIP TO: (717) 787-1399

BILL SENDER

Rosemary Chiavetta, Secretary
Pa. Public Utility Commission
400 NORTH ST, 2nd Fl. - West
Commonwealth Keystone Bldg.
HARRISBURG, PA 17120

Ref #
Invoice #
PO #
Dept #

RECEIVED

TUE - 30 SEP AA
STANDARD OVERNIGHT

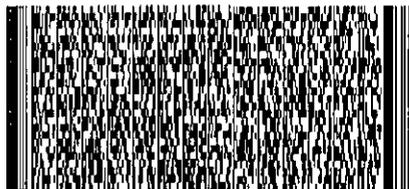
SEP 29 2014

TRK# 7713 0860 5639

0201

PA 17120
PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
MDT

EN MDTA



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