



PECO
Customer Service Center
2301 Market Street, N4-2
P.O. Box 8699
Philadelphia, PA 19101-8699

www.peco.com

An Exelon Company

November 4, 2014

ARTHUR LARSON
176 HART AVE
DOYLESTOWN PA 18901

Dear Mr. Larson:

Thank you for your recent inquiry regarding PECO's upgraded meters, our latest technology initiative. We hope to provide you with some additional information that you will find helpful.

At PECO, keeping the lights on and providing tools and information to help customers understand how they use energy – and save energy and money – is always a priority. The next step in our journey involves enhancements to our electric delivery system.

With this project we will be able to provide more information to customers about how they use electricity, and what steps they can take to manage their energy use – information previously only available to our largest customers. However, this information is not new to PECO. Unlike other utilities across the country that are moving from a manual to fully automated digital system, all of this information has been available to PECO for more than a decade through our current automated metering technology. The difference, with this new meter technology, is our ability to provide the information to you.

This modernization also includes the completion of a secure, private, PECO-owned, encrypted fiber optic and wireless system. This will ensure the privacy and security of customers' energy usage information. Indeed, as our customer, your privacy is extremely important to us. Accordingly, we will continue to work with the National Institute of Standards and Technology (NIST), the Federal Energy Regulatory Commission (FERC), and the Pennsylvania Public Utility Commission to ensure we continue to take steps to protect it.

All Pennsylvania utilities are required to install new metering technology for customers as part of Pennsylvania's 2008 Act 129 law. We look forward to continuing to work with all of our customers to successfully meet this state required mandate.

Again, we hope you find this information helpful. Please contact me at (215) 841-4298 should you have any other questions regarding this project or any other aspect of your PECO service.

Sincerely,
Brenda Eison
PECO Meter Installation Team

If you have questions or need more information, please call us today at 1-800-494-4000. 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 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between December 1 – March 31)

- 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 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 – ABOUT 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.
- Termination of service may result in extensive property damage. You are responsible for taking all steps necessary to protect the property and occupants. You may want to turn off the water so the pipes do not freeze. If you do not own the property, you are responsible for notifying your landlord that the service is off.
- Use only equipment that is made for home heating. Use all types of heaters carefully. Follow all directions for safe use. NEVER use your oven, grill, or clothes dryer to heat your home. This could cause a fire or dangerous carbon monoxide gas.
- If your service is shut off, you may 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 un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-888-480-1533

PECO's business office hours are Monday through Friday, from 8:30 a.m. to 5 p.m. Our business office is located at: 2301 Market Street, Philadelphia, Pa. 19103.

To pay by credit card or check by phone, call 1-877-432-9384.

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 authorized payment sign.



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