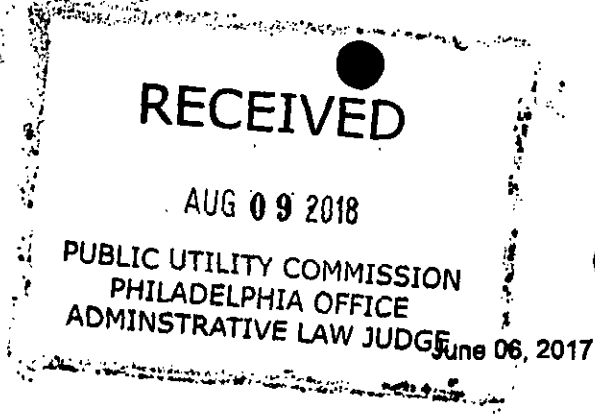


Complaint 1  
5 pages



P.O. Box 601  
Dresher, PA 19025  
800-675-0222



F-2018-3001891  
Guagenti  
V.  
PECO

Michael Guagenti  
2544 S Jessup St  
Philadelphia PA 19148

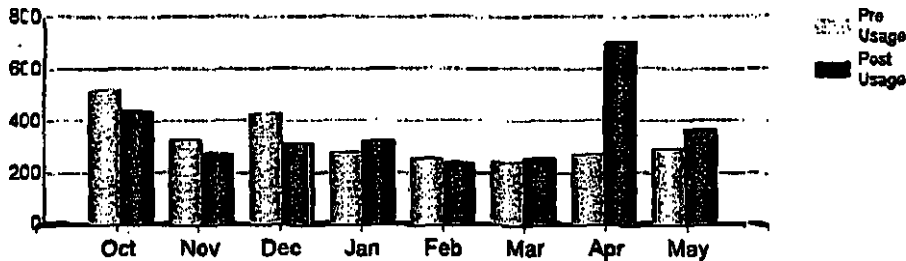
IM ID: 1104661

Dear Michael Guagenti,

Congratulations! Your monthly average use is considered typical for your household. Your efforts to conserve energy are paying off. Keep up the good work!

We recently conducted an energy survey at your residence for PECO Energy Company's Low Income Usage Reduction Program (LIURP). This letter is to inform you of your progress on conserving energy and lowering your bills since our visit to your home.

Pre and Post Usage Comparison (kWh)



Your monthly average usage for the time period since the energy survey has been completed is 290 kWh. Your monthly average usage during those same months prior to the energy survey was 322 kWh.

Please call us at 1-800-675-0222 (menu selection 4) if you would like to discuss your energy usage.

SEASONAL TIPS

Summer has arrived!

Be sure to use your air conditioning wisely.

- Set your air conditioner on a low setting while running fans to help circulate the cool air.
- Keep in mind that household appliances and lighting generate heat, which will cause your air conditioner to use more energy than necessary

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2018 NOV 19 PM 2:06  
PA PUC  
SECRETARY'S BUREAU

PECO's Low Income Usage Reduction Program is managed by CMC Energy Services

215-660-560-2105 DINNER

but Aug-24 send BACK  
When I get Them



P.O. Box 601  
Dresher, PA 19025  
800-675-0222

July 11, 2017

Michael Guagenti  
2544 S Jessup St  
Philadelphia PA 19148

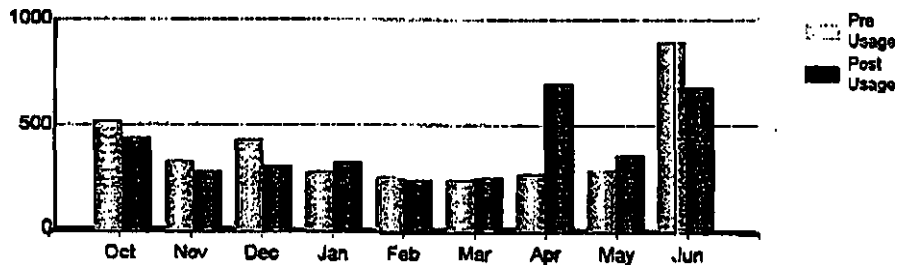
IM ID: 1104661

Dear Michael Guagenti,

Congratulations! Your monthly average use is considered typical for your household. Your efforts to conserve energy are paying off. Keep up the good work!

We recently conducted an energy survey at your residence for PECO Energy Company's Low Income Usage Reduction Program (LIURP). This letter is to inform you of your progress on conserving energy and lowering your bills since our visit to your home.

Pre and Post Usage Comparison (kWh)



Your monthly average usage for the time period since the energy survey has been completed is 325 kWh. Your monthly average usage during those same months prior to the energy survey was 385 kWh.

Please call us at 1-800-675-0222 (menu selection 4) if you would like to discuss your energy usage.

**SEASONAL TIPS**

Summer has arrived!

Be sure to use your air conditioning wisely.

- Set your air conditioner on a low setting while running fans to help circulate the cool air.
- Keep in mind that household appliances and lighting generate heat, which will cause your air conditioner to use more energy than necessary.

PECO's Low Income Usage Reduction Program is managed by CMC Energy Services



An Exelon Company

P.O. Box 601  
Dresher, PA 19025  
800-675-0222

August 08, 2017

Michael Guagenti  
2544 S Jessup St  
Philadelphia PA 19148

IM ID: 1104661

Dear Michael Guagenti,

Congratulations! Your monthly average use is considered typical for your household. Your efforts to conserve energy are paying off. Keep up the good work!

We recently conducted an energy survey at your residence for PECO Energy Company's Low Income Usage Reduction Program (LIURP). This letter is to inform you of your progress on conserving energy and lowering your bills since our visit to your home.

Your monthly average usage for the time period since the energy survey has been completed is 389 kWh. Your monthly average usage during those same months prior to the energy survey was 464 kWh.

Please call us at 1-800-675-0222 (menu selection 4) if you would like to discuss your energy usage.

#### SEASONAL TIPS

Summer has arrived!

Be sure to use your air conditioning wisely.

- Set your air conditioner on a low setting while running fans to help circulate the cool air.
- Keep in mind that household appliances and lighting generate heat which will cause your air conditioner to use more energy than necessary.



An Exelon Company

P.O. Box 601  
Dresher, PA 19025  
800-675-0222

September 06, 2017

Michael Guagenti  
2544 S Jessup St  
Philadelphia PA 19148

IM ID: 1104661

Dear Michael Guagenti,

Congratulations! Your monthly average use is considered typical for your household. Your efforts to conserve energy are paying off. Keep up the good work!

We recently conducted an energy survey at your residence for PECO Energy Company's Low Income Usage Reduction Program (LIURP). This letter is to inform you of your progress on conserving energy and lowering your bills since our visit to your home.

Your monthly average usage for the time period since the energy survey has been completed is 430 kWh. Your monthly average usage during those same months prior to the energy survey was 532 kWh.

Please call us at 1-800-675-0222 (menu selection 4) if you would like to discuss your energy usage.

#### SEASONAL TIPS

As the days get cooler  
you should have your heating system serviced  
so it runs safely and efficiently.

Remember to change your furnace filter regularly  
and keep your thermostat set between 68-70 degrees  
during the day and 5 degrees lower at night.



P.O. Box 601  
Dresher, PA 19025  
800-675-0222

October 10, 2017

Michael Guagenti  
2514 S Jessup St  
Philadelphia PA 19148

IM ID: 1104661

Dear Michael Guagenti,

We recently conducted an energy survey at your residence for PECO Energy Company's Low Income Usage Reduction Program (LIURP). This letter is to inform you of your progress on conserving energy and lowering your bills since that time.

**CONGRATULATIONS!** Based on the auditor's evaluation you have reduced your energy usage to a level considered typical for your household. We have been monitoring your progress during the past year and you have now completed the post treatment process.

Your monthly average usage for the time period since the energy survey has been completed is 487 kWh . Your monthly average usage during those same months prior to the energy survey was 578 kWh .

Please continue to use what you have learned from our auditor's visit to your home and our educator's calls. Thank you for participating in our program. Please call us at 1-800-675-0222 (menu selection 4) if you would like to discuss your energy usage in the future.

**SEASONAL TIPS**

As the days get cooler  
you should have your heating system serviced  
so it runs safely and efficiently.

Remember to change your furnace filter regularly  
and keep your thermostat set between 68-70 degrees  
during the day and 5 degrees lower at night

Michael Guggenti  
UPRID

F-2018-300 1891

RECEIVED

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

EXHIBIT <sup>7</sup>~~8~~

Input				Usage Type				Output			
<b>Account Information</b>								<b>CAP FCO Electric Residential Service</b>			
Date	8/2/2018			<div style="border: 1px solid black; padding: 2px;">           Account Type: <b>RES - RFP</b>            Premise: <b>Combined</b> </div>				Annual Fixed Credit	\$ -		
User	I. Rosario							Annual Energy Burden	\$ 1,440.77		
Account #	90016-01100							Overage	\$ -		
Tool Version	1.5							<b>Projected Fixed Credit</b>			
				<b>Usage Info</b>				<b>Projected Year's Bills</b>			
Service Type	Electric	Month	Year	Account Usage	Premise Usage	Combined Usage Base	Normalized Usage Base	Last year's charges based on usage	Fixed Credit (Reverse chronological)	Relative Month	Service Point Discount (chronological)
Heating	None	October	2016	439		439	443	\$ 73.04	\$ -	Nov 16	\$ -
FPL	102	September	2016	1026		1026	882	\$ 137.05	\$ -	Dec 16	\$ -
Monthly Income	\$ 1,715	August	2016	1209		1209	991	\$ 150.17	\$ -	Jan 17	\$ -
Health Usage	No	July	2016	1219		1219	1085	\$ 163.60	\$ -	Feb 17	\$ -
		June	2016	891		891	900	\$ 136.98	\$ -	Mar 17	\$ -
Current Relative Month	October	May	2016	295		295	286	\$ 50.70	\$ -	Apr 17	\$ -
Current Year	2016	April	2016	273		273	276	\$ 49.21	\$ -	May 17	\$ -
Rate Code	CRB	March	2016	244		244	271	\$ 48.48	\$ -	Jun 17	\$ -
Annual Spend	\$ 1,052.42	February	2016	254		254	264	\$ 48.44	\$ -	Jul 17	\$ -
Affordable Burden	\$ 1,440.77	January	2016	280		280	288	\$ 51.49	\$ -	Aug 17	\$ -
Annual Credit	\$ -	December	2015	430		430	525	\$ 84.41	\$ -	Sep 17	\$ -
Eligible for Phase Out?	Yes	November	2015	328		328	351	\$ 58.85	\$ -	Oct 17	\$ -
								\$ 1,052.42	\$ -		

7  
 PECO  
 Exhibit #

Input				Usage Type						Output	
Account Information				Usage Type						CAP FCO Electric Residential Service	
Date	8/2/2018			Actual <del>Actual</del>						Annual Fixed Credit	\$ -
User	I. Rosario			Premise <del>Premise</del>						Annual Energy Burden	\$ 1,440.77
Account #	90016-01100									Overage	\$ -
Tool Version	1.5			Usage Info				Projected Year's Bills		Projected Fixed Credit	
Service Type	Electric	Month	Year	Account Usage	Premise Usage	Combined Usage Base	Normalized Usage Base	Last year's charges based on usage	Fixed Credit (Reverse chronological)	Relative Month	Service Point Discount (chronological)
Heating	None	October	2017	653		653	614	\$ 92.73	\$ -	Nov 17	\$ -
FPL	102	September	2017	742		742	705	\$ 105.23	\$ -	Dec 17	\$ -
Monthly Income	\$ 1,715	August	2017	921		921	995	\$ 144.81	\$ -	Jan 18	\$ -
Health Usage	No	July	2017	1114		1114	1092	\$ 158.12	\$ -	Feb 18	\$ -
		June	2017	683		683	656	\$ 98.34	\$ -	Mar 18	\$ -
Current Relative Month	October	May	2017	366		366	373	\$ 59.97	\$ -	Apr 18	\$ -
Current Year	2017	April	2017	233		233	235	\$ 41.03	\$ -	May 18	\$ -
Rate Code	CR8	March	2017	257		257	249	\$ 43.14	\$ -	Jun 18	\$ -
Annual Spend	\$ 954.61	February	2017	241		241	272	\$ 47.19	\$ -	Jul 18	\$ -
Affordable Burden	\$ 1,440.77	January	2017	326		326	352	\$ 58.61	\$ -	Aug 18	\$ -
Annual Credit	\$ -	December	2016	313		313	326	\$ 55.01	\$ -	Sep 18	\$ -
Eligible for Phase Out?	Yes	November	2016	277		277	288	\$ 50.43	\$ -	Oct 18	\$ -
								\$ 954.61	\$ -		

Input				Usage Type						Output	
Account Information				<div style="display: flex; justify-content: space-around;"> <span>Account</span> <span>Appl</span> </div> <div style="display: flex; justify-content: space-around;"> <span>Premise</span> <span>Combined</span> </div>						CAP FCO Electric Residential Service	
Date	8/2/2018							Annual Fixed Credit	\$ -		
User	I. Rosario							Annual Energy Burden	\$ 1,440.77		
Account #	90016-01100							Overage	\$ -		
Tool Version	1.5							Projected Fixed Credit			
		Usage Info				Projected Year's Bills					
Service Type	Electric	Month	Year	Account Usage	Premise Usage	Combined Usage Base	Normalized Usage Base	Last year's charges based on usage	Fixed Credit (Reverse chronological)	Relative Month	Service Point Discount (chronological)
Heating	None	June	2018	826		826	859	\$ 126.23	\$ -	Jul 18	\$ -
FPL	102	May	2018	453		453	439	\$ 67.72	\$ -	Aug 18	\$ -
Monthly Income	\$ 1,715	April	2018	221		221	212	\$ 37.10	\$ -	Sep 18	\$ -
Health Usage	No	March	2018	248		248	236	\$ 40.22	\$ -	Oct 18	\$ -
		February	2018	237		237	256	\$ 43.21	\$ -	Nov 18	\$ -
Current Relative Month	June	January	2018	332		332	325	\$ 52.80	\$ -	Dec 18	\$ -
Current Year	2018	December	2017	279		279	271	\$ 45.85	\$ -	Jan 19	\$ -
Rate Code	CR8	November	2017	338		338	338	\$ 54.85	\$ -	Feb 19	\$ -
Annual Spend	\$ 968.87	October	2017	653		653	614	\$ 92.73	\$ -	Mar 19	\$ -
Affordable Burden	\$ 1,440.77	September	2017	742		742	705	\$ 105.23	\$ -	Apr 19	\$ -
Annual Credit	\$ -	August	2017	921		921	995	\$ 144.81	\$ -	May 19	\$ -
Eligible for Phase Out?	Yes	July	2017	1114		1114	1092	\$ 158.12	\$ -	Jun 19	\$ -
								\$ 968.87	\$ -		

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NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

EXHIBIT 

Customer Name  
Customer Address  
City, State Zip Code

For Service to:  
Service Address  
City, State Zip Code

Dear Customer Name,

We recently informed you of changes to the PECO Customer Assistance Program (CAP) to help make electric and natural gas service even more affordable for our low-income customers. As part of these changes, PECO will change how CAP customers receive benefits. **Instead of discounted rates**, beginning with November 2016 bills, customers who qualify, will receive a **credit on their monthly bill**, which is based on their **total household income and the energy they use**.

**In reviewing your household income and energy use, we have determined that you currently do not qualify for a monthly credit applied to your electric service.** Even though you do not qualify for a monthly credit now, you may qualify in the future. We will review your energy use each quarter to determine if you may qualify in the future. In the meantime, to help you transition to the new program we will provide a \$4.17 monthly credit to your account for the next 12 consecutive months, for a total of \$50. You also can still take advantage of the benefits CAP provides, including debt forgiveness for any past balance you may have had set aside.

To continue to participate in CAP, you must:

- Pay your bills in full and on time
- Verify your total household income every two years, or when requested
- Apply for Low-Income Home Energy Assistance Program (LIHEAP) grants when they are available
- Take part in the Low-Income Usage Reduction Program (LIURP) if your household is identified as a high energy user
- Report any changes to your household income

If your bill becomes past due, we may do the following:

- Charge a late-payment fee
- Shut off your service

We are committed to helping every customer meet their energy needs, and the changes we are making to CAP are part of this effort. From monthly discounts and credits on your PECO bill to performing energy efficiency work in your home, we provide needed assistance to more than 150,000 PECO customers each year. For questions or assistance, please call 1-800-774-7040.

Sincerely,

PECO  
Exhibit # 68