

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

Eunice Burch
v.
PECO Energy Company
Hearing

Docket No.: F-2012-2328890

Pages 1 - 107

PUC-Philadelphia
801 Market Street
Suite 4063
Philadelphia, PA 19017

Wednesday, May 8, 2013
Commencing at 10:00 a.m.

BEFORE:

MARTA GUHL, Administrative Law Judge

APPEARANCES:

EUNICE BURCH, Pro Se
For the Complainant

SHAWANE L. LEE, Esquire
Exelon Business Services
2301 Market Street
Suite 22-1
Philadelphia, PA 19101
For the Respondent

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PA PUBLIC UTILITY COMMISSION
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REPORTER: JUSTIN ZEH

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P R O C E E D I N G S

1
2 -----
3 JUDGE MARTA GUHL:

4 Good morning. My name is Marta Guhl and
5 I am the Administrative Law Judge that was assigned to
6 this matter by the Pennsylvania Public Utility
7 Commission. This is the complaint of Complainant
8 Eunice Burch versus PECO Energy Company at Docket
9 Number F-2012-2328890.

10 Today is Wednesday, May the 8th, 2013.
11 Counsel for Respondent, Ms. Shawane Lee, is present.
12 Also present is the Complainant, Ms. Eunice Burch.
13 And it appears that PECO has two witnesses present as
14 well.

15 Now, it appears from the complaint that
16 the Complainant is claiming that there are incorrect
17 charges on her bill from PECO. It also appears that
18 in terms of relief, the Complainant is requesting that
19 the charges are corrected by PECO. Ms. Burch, am I
20 correct in my understanding of your complaint?

21 MS. BURCH:

22 Yes, ma'am.

23 JUDGE GUHL:

24 Now, please be aware, Ms. Burch, that it
25 is your burden of proof in this matter to show by a

1 preponderance of the evidence that your bills were too
2 high, that PECO charged you incorrectly for those
3 bills, that PECO violated the regulations or rules
4 and/or a Commission order, or somehow provided you
5 with inadequate or unreasonable service.

6 Now, it is the Commission's policy to
7 encourage settlements in these types of matters and,
8 Ms. Burch and Ms. Lee, have the parties attempted to
9 resolve this matter?

10 MS. BURCH:

11 Yes, ma'am. And, in fact, I thought the
12 matter had become resolved, until I found out that the
13 matter --- it was never resolved.

14 JUDGE GUHL:

15 Ms. Lee, were any further attempts made?
16 I know that in this particular case, there had been a
17 Certificate of Satisfaction that had been filed by
18 PECO.

19 ATTORNEY LEE:

20 Yes, Your Honor.

21 JUDGE GUHL:

22 And that Ms. Burch filed a Notice of
23 Dissatisfaction. Have there been any other further
24 attempts to resolve the matter?

25 ATTORNEY LEE:

1 No, Your Honor. But in the effort to
2 move the hearing along more expeditiously, and to make
3 it more, you know, easy for Your Honor to adjudicate
4 this matter, PECO Energy is willing to stipulate to
5 certain facts on the record. And I think that would
6 help move the case along.

7 JUDGE GUHL:

8 Okay.

9 MS. BURCH:

10 Excuse me. I don't understand what she
11 means when she's saying that PECO is willing stipulate
12 to certain facts. What does she mean?

13 JUDGE GUHL:

14 What Ms. Lee is talking about is they're
15 willing to stipulate to certain facts. They're
16 willing to agree that there these particular facts
17 are, in fact, correct and truthful.

18 MS. BURCH:

19 Okay.

20 JUDGE GUHL:

21 Do you want to discuss with Ms. Lee what
22 facts she is willing to stipulate to? Because I don't
23 know if the parties have had a chance to talk about
24 that.

25 MS. BURCH:

1 I think that we should just have the
2 hearing and either they agree or disagree, they object
3 or they don't object. Because if I say, oh, we agreed
4 to stipulation to that and we're going to disagree ---
5 let's just have the hearing. And we could still
6 expedite this --- move this thing along.

7 JUDGE GUHL:

8 Okay. Ms. Lee, any objection on behalf
9 of ---?

10 ATTORNEY LEE:

11 No, Your Honor.

12 JUDGE GUHL:

13 Okay. All right. As far as this
14 hearing goes and the procedure we're going to follow,
15 Ms. Burch, you will have an opportunity to present
16 your evidence and any witnesses first, including your
17 own testimony. Once that's done, Ms. Lee will have an
18 opportunity to cross examine you based on any
19 testimony that you provide today.

20 Then, at that point, it will be PECO's
21 turn to present their case. It looks like they have
22 two witnesses to present, so they will present their
23 witnesses one at a time. Ms. Lee will ask questions
24 of the witness first and then you will have an
25 opportunity to ask questions of each witness after she

1 is done. Okay?

2 MS. BURCH:

3 Yes.

4 JUDGE GUHL:

5 Once that is completed, what will happen
6 is at the conclusion of the hearing, I'll wait to get
7 a copy of the transcript for this hearing. I'll also
8 review the documents that I have in the record, and
9 the exhibits that the parties submit here today, I'll
10 consider. And I'll make my decision based upon that.

11 If either side disagrees with the decision that I
12 make, which will be in writing and sent to both
13 parties, you may file exceptions with the Commission.

14 If neither party files exceptions and if
15 the Commission itself does not decide to look at the
16 decision, then it will become final as a matter of
17 law.

18 Ms. Burch, do you have any questions
19 regarding the procedure for today's hearing?

20 MS. BURCH:

21 When you're saying that if there are no
22 exceptions then the decision becomes final as of the
23 law --- but could you get to appeal it to a higher
24 court?

25 JUDGE GUHL:

1 The exceptions are basically the appeal.
2 If you disagree with my decisions, you can file
3 exceptions, which would be your appeal to the
4 Commission.

5 MS. BURCH:

6 Right. But now, once the Commission
7 makes a decision, if I disagree with it ---.

8 JUDGE GUHL:

9 Well, if you disagree with the
10 Commission's decision, then what you could do is you
11 could file an appeal with the Commonwealth Court.

12 MS. BURCH:

13 Oh, okay.

14 JUDGE GUHL:

15 All right?

16 MS. BURCH:

17 Yeah.

18 JUDGE GUHL:

19 Any other questions, ma'am?

20 MS. BURCH:

21 No, Your Honor.

22 JUDGE GUHL:

23 Okay. Ms. Lee, any questions from PECO?

24 ATTORNEY LEE:

25 No, Your Honor.

1 JUDGE GUHL:

2 Okay. All right. Then if there are no
3 other questions, let us get started with Ms. Burch.

4 Ms. Burch, are you going to be
5 presenting testimony here today?

6 MS. BURCH:

7 Yes, ma'am.

8 JUDGE GUHL:

9 Okay. If you would please raise your
10 right hand?

11 -----
12 EUNICE BURCH, HAVING FIRST BEEN DULY SWORN, TESTIFIED
13 AS FOLLOWS:

14 -----
15 JUDGE GUHL:

16 All right, ma'am, please state and spell
17 your first and last name for the record.

18 A. Eunice, E-U-N-I-C-E, Burch, B-U-R-C-H.

19 JUDGE GUHL:

20 And what is your current address,
21 please, ma'am?

22 A. 4901 Stenton, S-T-E-N-T-O-N, Avenue, H-5,
23 Philadelphia, Pennsylvania, 19144.

24 JUDGE GUHL:

25 Thank you. And is this the address that

1 is involved in your billing dispute, ma'am?

2 A. Yes, ma'am.

3 JUDGE GUHL:

4 And do you own or rent that residence?

5 A. Rent it.

6 JUDGE GUHL:

7 Thank you. When did you move into the
8 address?

9 A. In August of 2010.

10 JUDGE GUHL:

11 What type of residence is it? Is it a
12 single family home, is it in an apartment building, is
13 it a multi ---?

14 A. Single family home.

15 JUDGE GUHL:

16 Is it a row home, a townhouse?

17 A. Row home.

18 JUDGE GUHL:

19 Row? And how many rooms are in the
20 address?

21 A. Two bedrooms, a kitchen, a living room and
22 another little space and a bathroom, a laundry room.

23 JUDGE GUHL:

24 Okay. How many people live at that
25 address, ma'am?

1 A. Two.

2 JUDGE GUHL:

3 And has it been two people at that
4 address since August of 2010?

5 A. Yes, ma'am.

6 JUDGE GUHL:

7 Okay. Now, what types of appliances do
8 you have there?

9 A. Refrigerator, stove, three TVs, a computer, a
10 washer/dryer, a microwave. It's central heat and two
11 lamps --- three lamps. And a NuWave oven and an iron.
12 And that's about it.

13 JUDGE GUHL:

14 Okay.

15 A. Oh, a telephone.

16 JUDGE GUHL:

17 Now, is PECO your electric utility
18 provider?

19 A. Yes, ma'am.

20 JUDGE GUHL:

21 Okay. And all of these appliances that
22 you've just indicated, are they all electric?

23 A. The stove is not electric.

24 JUDGE GUHL:

25 The stove is gas?

1 A. Yes, ma'am.

2 JUDGE GUHL:

3 What about your heating system?

4 A. The heating system is gas and electric. There's
5 a space heater in the wall in the bathroom and the
6 rest of the house is central heating.

7 JUDGE GUHL:

8 The space heater in the bathroom, is
9 that electric?

10 A. Yes, ma'am.

11 JUDGE GUHL:

12 And the central heat, that's gas?

13 A. Yes, ma'am. That's run by a thermostat, but then
14 in the summer, it's using the air.

15 JUDGE GUHL:

16 Do you have ---? Okay. So you have
17 central air? So you have air conditioning at this
18 residence?

19 A. Right, the central.

20 JUDGE GUHL:

21 Okay. And that's electric?

22 A. It's the thermostat. And, yeah, that could be
23 electric, because they charging me for it.

24 JUDGE GUHL:

25 Okay. Now, just so we're clear, what

1 are the dates that you are disputing as far as your
2 bills?

3 A. I'm disputing from June 2011 to now, the present
4 date.

5 JUDGE GUHL:

6 Okay. And you were in the residence
7 from August of 2010. Do you know what your bills were
8 prior to June of 2011?

9 A. Yes, ma'am. And I think it was January 2011,
10 they placed DaMarcus (phonetic) on the CAP program.
11 And they were billing DaMarcus \$27 a month.

12 JUDGE GUHL:

13 Okay. Who is DaMarcus?

14 A. DaMarcus is my grandson. And the PECO bill,
15 that's his account. Since DaMarcus no longer has an
16 income, I've become responsible for that billing.

17 JUDGE GUHL:

18 Okay. And he's the other party that you
19 live with at that residence?

20 A. Yes, ma'am.

21 JUDGE GUHL:

22 Okay. So you say that in January of
23 2011, you were enrolled --- that he was enrolled in
24 the CAP program?

25 A. Yes, ma'am.

1 JUDGE GUHL:

2 And what was the amount of the monthly
3 bill at that time?

4 A. They were taking \$27 a month. DaMarcus had
5 excess credit on his account and each month they would
6 take the \$27 a month from that excess credit.

7 JUDGE GUHL:

8 So did the bills change at any point?

9 A. Yes, ma'am. Once I notified PECO that the
10 household income had changed --- and the household
11 income changed effective May 1st, 2011 --- PECO
12 notified that they were increasing the bill from \$27
13 to \$42. And when I contacted PECO and I'm asking why
14 would they increase the bill, they're saying something
15 about the household didn't use enough of something.
16 And once the household reached whatever it is they
17 were talking about, then I guess the household bill
18 would go back down to \$27.

19 The issue was that when DaMarcus was placed on
20 this CAP program, DaMarcus had an income and I had an
21 income. And both our incomes together is where I
22 guess this \$27 came from per month. So once this
23 income changed --- and I'm asking PECO now what is the
24 CAP amount for the household income? To this day,
25 PECO still will not say what the CAP amount --- the

1 monthly CAP amount for the household, according to the
2 household income. And then every three months from
3 there, PECO kept going up from \$27 to \$42 to \$84 to
4 \$116 to \$144. And I'm saying, we can't afford this.

5 So then you're placed on a payment plan, but if
6 you're on the CAP program, it's supposed to be a fixed
7 amount that you are to pay each month, and it's not
8 supposed to be going up or down. And, in the
9 meantime, I still don't know what the monthly CAP
10 amount is for the household, according to the income.

11 JUDGE GUHL:

12 Okay. You said the income changed as of
13 May 1st, 2011?

14 A. Yes, ma'am.

15 JUDGE GUHL:

16 And that was your grandson lost his
17 income?

18 A. Yes, ma'am.

19 JUDGE GUHL:

20 So the only income in the household was
21 yours?

22 A. Yes, ma'am.

23 JUDGE GUHL:

24 And what is your source of income,
25 ma'am?

1 A. SSI disability.

2 JUDGE GUHL:

3 Okay. And what is your monthly income?

4 A. My monthly income ---.

5 JUDGE GUHL:

6 Gross?

7 A. At that time, it could have been, like, \$700 a
8 month. And, in the beginning, the income totaled
9 almost like \$1,400 a month. So the income --- I think
10 he was getting maybe \$600-something a month from
11 Unemployment, with my \$700, so we came almost, like
12 --- the total household was close to \$1,400 a month.

13 JUDGE GUHL:

14 Prior to May 1st, 2011?

15 A. Yes, ma'am. And then when we lost his income,
16 then it brought that household income all the way down
17 to \$700. So if the household with an income close to
18 \$1,400 was paying \$27 a month, the household now only
19 has an income of \$700 a month. And now they want me
20 to pay twice that amount, and then you want me to pay
21 three times that amount, and then you want me to pay
22 four times that amount. And that's not the purpose of
23 the CAP program.

24 The CAP program is to help me pay the bill
25 without worrying about the bill being shut off.

1 They're budget billing me. And, at the rate that ---
2 I've been receiving several shut-off notices. And I'm
3 having to pay them, these shut-off notices, in order
4 to keep the service, when I don't owe that amount of
5 money. And that's the argument.

6 JUDGE GUHL:

7 Now, do you have any of these bills that
8 you're speaking of ---

9 A. Yes, ma'am.

10 JUDGE GUHL:

11 --- with you today?

12 A. Yea, ma'am. I didn't get a chance to photocopy
13 them for you, because I was running late. And I was
14 saying, if it would become necessary, then I can,
15 after the hearing, make copies for you. But I have
16 the bills. And this is what I'm saying. The bills is
17 clearly showing that I'm being charged a budget
18 billing amount, when it should be a CAP amount. And
19 the CAP amount should be a monthly amount.

20 The budget billing charges started in August.
21 Each one of these ---.

22 JUDGE GUHL:

23 August of what year, ma'am?

24 A. August 2011. Each one of these bills is saying
25 budget billing. Each one of them say budget billing.

1 JUDGE GUHL:

2 Okay. What time period are these bills
3 for, ma'am?

4 A. These are from 2011 all the way up to 2013. And
5 they're all saying budget billing. And that's what
6 the dispute is about. I don't owe a budget billing
7 amount.

8 JUDGE GUHL:

9 All right, ma'am. You've included some
10 other things ---

11 A. Oh, okay.

12 JUDGE GUHL:

13 --- in that packet that are not bills.
14 I'm going to hand those back to you. Okay?

15 A. Okay. PECO put an insert in the electric bill
16 and it's saying something on how to calculate your
17 bill. The CAP program --- it explains the CAP program
18 to you. And the CAP program and residential rates are
19 two different programs. And as a CAP customer, you're
20 responsible for paying a flat monthly fee on time each
21 month. And it's supposed to be according to your
22 income.

23 JUDGE GUHL:

24 All right. Let me just note for the
25 record that that Complainant has handed me a packet of

1 bills. The account name is Marcus ---

2 A. Judon.

3 JUDGE GUHL:

4 --- Judon. The service address is 4901
5 Stenton Avenue, H-5, Philadelphia. Now that appears
6 to be for the time period from --- September 26th,
7 2011 is the first bill date that I have. The last
8 bill date that I have is November the 26th, 2012. Now
9 it doesn't appear to me that I have all of the bills
10 for that time period. Do you have other bills from
11 that time period, ma'am?

12 A. These from March 2011, where they were taking
13 \$27.

14 JUDGE GUHL:

15 Okay. The Complainant has just handed
16 me some further bills. These are the bill dates, the
17 same account, address and name, March 29, 2011 is the
18 first bill date that I was given. And the last bill
19 date is July 27th, 2011.

20 Do you have any other bills with you,
21 Ms. Burch?

22 A. No, ma'am, just a payment agreement.

23 JUDGE GUHL:

24 Just a payment agreement? Okay.

25 A. Yes.

1 JUDGE GUHL:

2 We'll get to that in a moment.

3 A. Okay.

4 JUDGE GUHL:

5 All right. Ms. Lee, I want to give you
6 an opportunity to review those if you need to.

7 ATTORNEY LEE:

8 We did.

9 JUDGE GUHL:

10 Okay. All right. Then I'm going to
11 mark these as Complainant Exhibit Number One. And I'm
12 just going to mark them as a packet, all the bills
13 from March 29th, 2011 through November 26th, 2012.

14 (Complainant Exhibit Number One marked
15 for identification.)

16 JUDGE GUHL:

17 I will make copies of these so I can
18 provide copies to the court reporter and also to Ms.
19 Lee, if she needs them.

20 Okay. I'm looking at these bills, Ms.
21 Burch, and it looks like the first month there's a
22 change is the bill date of June the 27th, 2011. It
23 looks like it goes to \$42 from \$27 that you were
24 talking about?

25 A. Yes, ma'am.

1 JUDGE GUHL:

2 Were there any other changes after that?

3 A. If you're looking at the budget billing, it'll
4 show you three --- they kept changing \$42 for three
5 months, I think. And after that, they started
6 changing, I think, \$84, and by the time December and
7 January rolled around, they were now saying that the
8 household owed them almost like \$300 and something.

9 JUDGE GUHL:

10 January of what year?

11 A. 2012. The last bill for 2011, does it show ---?
12 It could be the December 29th bill

13 JUDGE GUHL:

14 I have a December 28th, 2011 bill.

15 A. Right. And they're now saying I owe them \$300, I
16 think. And then after that, after the \$84, the bill
17 went up to \$116 or either \$144. This is what I'm
18 saying. The bill just kept going up and up and up,
19 and it would never come down. And I still don't know
20 what the monthly CAP amount is for the household,
21 because of the budget billing. And then you want me
22 to go on a Payment Agreement Plan. We started off
23 paying \$27.

24 JUDGE GUHL:

25 Do you know what your current account

1 balance is, ma'am?

2 A. No, ma'am.

3 JUDGE GUHL:

4 Have you been making payments on the
5 account?

6 A. Not since December --- November. November, they
7 got over \$1,200.

8 JUDGE GUHL:

9 November of 2012?

10 A. Yes, ma'am. And this is what I'm saying. The
11 household in 2011 didn't even pay \$1,000 a year. Now
12 you're getting almost close to \$2,000 on an SSI
13 income? That bill a month should be about \$10 to \$15,
14 not \$144.

15 JUDGE GUHL:

16 Have you received any assistance for
17 your bills?

18 A. I didn't have LIHEAP. I've been paying Crisis
19 and I had to go to USEF. That's where the other
20 \$1,200 came from.

21 JUDGE GUHL:

22 What was the --- who paid \$1,200?

23 A. Utility Service Emergency Fund, USEF. I think
24 it's called USEF.

25 JUDGE GUHL:

1 You didn't receive any LIHEAP
2 assistance?

3 A. LIHEAP goes to PGW, to the gas company. And the
4 only way Crisis is coming involved is once PECO gives
5 a shut-off notice.

6 JUDGE GUHL:

7 Okay. You talked about a shut-off
8 notice. When have you received shut-off notices from
9 PECO?

10 A. I received a shut-off notice from PECO in January
11 of 2012 --- rather, February of 2012, I got a shut-off
12 notice from PECO.

13 Then in March of 2012 --- no, this is from the
14 27th, that was February of 2012. That's what
15 happened. They got another payment, two shut-off
16 notices.

17 JUDGE GUHL:

18 Okay. What were the dates?

19 A. The second shut-off notice was in October of
20 2012.

21 JUDGE GUHL:

22 And the first was in February of 2012?

23 A. Yes, ma'am. Because it's 2013.

24 JUDGE GUHL:

25 And was your electric ever shut off?

1 A. No, ma'am.

2 JUDGE GUHL:

3 Now, you said that the last payment was
4 from USEF in November of 2012. But prior to that,
5 were you making payments?

6 A. No, ma'am, because they were charging me \$89.
7 They were charging me \$144. They never charged me
8 anything lower than \$27. And that's what I'm saying.
9 We started off at \$27. And that's when the household
10 had its income of close to \$1,400. The household only
11 has an income of \$700. So the CAP amount should be
12 less than \$27. And anything over \$27 is in excess.

13 JUDGE GUHL:

14 Okay. You said that you --- that the
15 household was on a payment arrangement with PECO?

16 A. After PECO sent the termination and shut off
17 notice, then PECO wants you to go into a payment
18 agreement with them. I don't want to agree to pay
19 anything because you owe me money. PECO owes the
20 household.

21 JUDGE GUHL:

22 Okay. Why do you believe that PECO owes
23 the household?

24 A. As a CAP customer, you must pay your CAP rate
25 bills on time and in full. What is the CAP rate bill

1 for me to pay on time and in full? This is what makes
2 me think so.

3 JUDGE GUHL:

4 You said that PECO had placed you on a
5 payment agreement. When did that take place?

6 A. I've got two different payment agreements. One
7 payment agreement say March 16, 2012. The next
8 payment agreement say April 26, 2012.

9 JUDGE GUHL:

10 Okay. For the March 16, 2012 one, what
11 were the terms of the payment agreement?

12 A. Your next six bills --- once you will pay each
13 month, your next six bills will include the following;
14 a deferred payment of \$12.61, a finance charge of 1.5
15 percent of past due amounts, still owing, if
16 applicable, your regular monthly electric charge on
17 your budget billing amount.

18 What To Do Now. Please pay \$12.61. This is your
19 first deferred payment amount. Your next 24 bills
20 also will include a finance charge.

21 They're telling me to pay a budget billing
22 amount. CAP program say pay a CAP rate on time and in
23 full.

24 JUDGE GUHL:

25 Okay.

1 A. This pertains to Congratulations, you qualify for
2 PECO CAP rates, and will receive a discount on your
3 PECO energy usage. As I stated earlier, PECO enclosed
4 in a bill telling you how to calculate your bill.
5 PECO is saying that you have two choices. You're
6 either a residential service, Rate R, or you're a
7 residential heating service, Rate RH. PECO is saying
8 you have to look at your bill and your bill will tell
9 you. That bill says that is the CAP program.

10 CAP program say pay your monthly bill. But the
11 residential rate program is telling you that if you
12 use 500 kilowatts during the winter or the summer,
13 they're telling you what your itemized bill would be.
14 It's telling you if you go over 500 kilowatts and
15 you're using 1,000 kilowatts during the winter hours
16 what your rate would be. And if you're using 1,000
17 kilowatts during the summer hours, what your rates
18 would be.

19 So what PECO has been doing is they've been
20 charging me a residential rate whenever the kilowatts
21 added over 1,000 or 2,000. So then how do I calculate
22 my bill? If PECO has been sending me something to
23 help me to understand how to calculate my bill, and if
24 PECO is giving me something that is explaining a
25 program for low-income households, then why am I being

1 charged a budget billing amount, when it says that
2 verified total gross household income annually or when
3 requested?

4 So then, annually, a CAP customer is to be
5 reevaluated once a year. PECO is saying we review
6 your account every three or four months. Why are you
7 reviewing my account every three or four months, if
8 you know the account is a low-income household account
9 and that your monthly amount has not increased nor
10 decreased, when it's the CAP person's responsibility
11 to notify PECO when the household income changes?

12 JUDGE GUHL:

13 Have you been providing the
14 documentation to verify your income to PECO?

15 A. I notified PECO in June, and this is why I
16 stopped paying when they started going up, because
17 PECO didn't have the common courtesy to respond back.
18 So after I notified PECO in June, I notified PECO
19 again in December. Why are you continuing to go up on
20 this bill? What is the CAP amount for this
21 household's monthly income?

22 Then it was, oh, your household is using too much
23 electric, you've got to go on the LIURP Program. What
24 do this have to do with you giving me the monthly
25 amount that this household is to pay, according to the

1 household income? And that's a problem. I still
2 don't know what the monthly amount is according to the
3 \$700 that I get a month. What am I supposed to pay
4 PECO and pay PECO in full?

5 Because if I'm paying PECO according to my
6 income, there would be no need to go on a payment
7 agreement plan. And there would be no need not to pay
8 PECO, because PECO is saying it's according to your
9 income, and you can afford to pay these amount. So
10 PECO know what the household can afford to pay, and
11 what the household cannot afford to pay. And that's
12 not what the CAP program is about. The CAP program is
13 not about getting on payment plans. It's not about
14 you receiving shut-off notices. The CAP program is to
15 prevent, to prevent your utilities from being shut
16 off. It's to prevent you from having to go into a
17 payment agreement, because this is according to your
18 income, then yes, pay in full, on time, each month.

19 JUDGE GUHL:

20 All right. You said there was a payment
21 plan issued on April 26th, 2012 as well.

22 A. Right.

23 JUDGE GUHL:

24 What were the terms of that?

25 A. It was the same thing, and this what I'm saying.

1 PECO, in January, now is saying verify household
2 income again. So we verified the household income.
3 They still would not tell us what the household
4 monthly income was going to be for the CAP program.
5 So when I go to the state representative's office, and
6 that office is calling PECO, PECO is now saying that
7 they want this information to be notarized.

8 So DaMarcus notarizes this information for PECO.
9 The household participates with the LIURP program.
10 PECO still would not tell the household the monthly
11 amount according to the household income. So then
12 they requested to resend this information again.

13 So what happened was on March the 8th, DaMarcus
14 resends information pertaining to the household. On
15 April the 25th, PECO received DaMarcus' information
16 again. And what PECO did was when they received his
17 information in March that's when they sent the April
18 agreement. When they received his information in
19 April, that's when they sent the second agreement.
20 And in the meantime, we're still disputing, because we
21 don't owe you what you're billing us for.

22 The issue is not I'm not paying a CAP amount.
23 The issue is that you're saying I'm not paying a
24 budget billing amount. And that's the issue. And
25 that's the dispute. The dispute is I'm not paying a

1 CAP amount, because you're billing me a budget billing
2 amount that the household can't afford to pay. And
3 that's it.

4 JUDGE GUHL:

5 Okay.

6 A. And that's why I'm saying, we could move this
7 thing right along, because that's the issue. The
8 issue is we should be charged a CAP amount and they're
9 constantly charging budget billing amount that the
10 household can't afford to pay.

11 JUDGE GUHL:

12 Okay. Anything else, Ms. Burch, at this
13 point?

14 A. No. But if you want, you can have a copy of the
15 transmission and a copy of what PECO sent in January.
16 And this was a request for household information.

17 JUDGE GUHL:

18 Okay.

19 A. And this is the information about the CAP
20 program. This is about the CAP program and that's how
21 to understand your bill.

22 OFF RECORD DISCUSSION

23 JUDGE GUHL:

24 Okay. I was handed a bunch of documents
25 from the Complainant. Is this it, Ms. Burch?

1 A. This was what DaMarcus used when he in the CAP
2 program and notified of his benefits. This one was
3 run out at the end of April 2011.

4 JUDGE GUHL:

5 All right. The Complainant has handed
6 me several documents. I'm going to note for the
7 record that I have a tier three Notice of Financial
8 Determination that was attached to the Complainant's
9 formal complaint already.

10 I also have attached to the formal
11 complaint a ten-day shut-off notice from September the
12 21st, 2012 and one from February 6th, 2012. I also
13 have transmission logs that appear to show when a
14 document was transmitted on March 8th, 2012 and April
15 the 25th, 2012.

16 What is this, Ms. Burch, that you just
17 handed me?

18 A. A table of contents for you.

19 JUDGE GUHL:

20 I don't need this table of contents.

21 A. Okay.

22 JUDGE GUHL:

23 I also don't need the transmission logs
24 because they're already attached to your formal
25 complaint.

1 A. Okay.

2 JUDGE GUHL:

3 And I don't need the determination, the
4 financial determination, because that was also
5 attached to your formal complaint.

6 A. Okay. Understanding your bill?

7 JUDGE GUHL:

8 Now, Complainant has given me what
9 appears to be a partial insert for a PECO bill. It's
10 Understanding Your 2012 Electric Rates and How to
11 Calculate the Bill on the one side, and then it
12 includes Residential Service Rate R Information and
13 Residential Heating Service Rate RH on the other side.

14 I also have information --- it looks
15 like part of the shut-off notice of February 7, 2012,
16 which indicates how to contact LIHEAP. I have a
17 document from the Pennsylvania Department of Public
18 Welfare, Office of Income Maintenance, addressed to
19 the Complainant, dated February the 16th, 2012,
20 indicating that they have received her request for
21 LIHEAP benefits.

22 I have two payment agreements addressed
23 to Marcus Judon at 4901 Stenton Avenue, Apartment H5,
24 Philadelphia, Pennsylvania, 19144-3048. One appears
25 to be dated March 16, 2012. The other appears to be

1 from April 26th, 2012.

2 I was also given a document dated April
3 26th, 2012, addressed to Marcus Judon at 4901 Stenton
4 Avenue, Apartment H5, Philadelphia, PA, 19144-3048,
5 indicating that Mr. Judon was qualified for the CAP
6 Rate program.

7 Now then I have a document --- it looks
8 like it was filled in on January the 10th, 2012,
9 requesting proof of the income for the CAP Rate
10 application from PECO Energy.

11 Ms. Lee, have you had the opportunity to
12 review these?

13 ATTORNEY LEE:

14 Yes, Your Honor.

15 JUDGE GUHL:

16 I'm going to mark the Understanding Your
17 2012 Electric Rates and How to Calculate Your Bill as
18 Complainant's Exhibit Two.

19 (Complainant Exhibit Number Two marked
20 for identification.)

21 JUDGE MARTA GUHL:

22 The February 7, 2012 termination notice
23 with information regarding LIHEAP, that's
24 Complainant's Exhibit Number Three.

25 (Complainant Exhibit Number Three marked

1 for identification.)

2 JUDGE GUHL:

3 The letter from the Department of Public
4 Welfare from February 16th, 2012, will be
5 Complainant's Exhibit Four.

6 (Complainant Exhibit Number Four marked
7 for identification.)

8 JUDGE GUHL:

9 The two payment agreements I'm going to
10 mark collectively as Complainant's Exhibit Five.

11 (Complainant Exhibit Number Five marked
12 for identification.)

13 JUDGE GUHL:

14 I'm going to mark the letter from PECO
15 regarding the qualification for the CAP Rate from
16 April 26th, 2012, as Complainant's Exhibit Six.

17 (Complainant Exhibit Number Six marked
18 for identification.)

19 JUDGE GUHL:

20 And the final document from January
21 10th, 2012, regarding the CAP Rate application and
22 proof of income, as Complainant's Exhibit Seven.

23 (Complainant Exhibit Number Seven marked
24 for identification.)

25 JUDGE GUHL:

1 I will be making copies of these to
2 provide to the court reporter and to the opposing
3 party. Anything else, Ms. Burch, at this point?

4 A. No, ma'am.

5 JUDGE GUHL:

6 All right. Then, at this point, I'll
7 turn it over to Ms. Lee.

8 CROSS EXAMINATION

9 BY ATTORNEY LEE:

10 Q. Now, Ms. Burch, I have a packet of documents that
11 have been previously marked as PECO Energy Exhibit One
12 through Eight.

13 (Respondent Exhibits One through Eight
14 marked for identification.)

15 ATTORNEY LEE:

16 Your Honor, May I approach?

17 JUDGE GUHL:

18 Yes.

19 BY ATTORNEY LEE:

20 Q. Now, Ms. Burch, you established service on August
21 of 2010; is that correct? Your son or ---

22 A. Grandson DaMarcus.

23 Q. --- grandson DaMarcus Judon. If you will refer
24 to PECO Exhibit One; please? This is a statement of
25 your account activity and the payments that you have

1 made to the account since you've had this account with
2 PECO Energy. Now your account was established in
3 August of --- August 24th, 2010; correct? Does that
4 sound about right?

5 A. Yes.

6 Q. Okay. Do you understand that Marcus was not
7 immediately enrolled in the CAP program when he
8 started service at the property; correct?

9 A. Yeah, I stated that earlier.

10 Q. Right. So from August 2010 until February 3rd,
11 2011, Marcus was not enrolled in the CAP program.
12 Would you agree with that?

13 A. Right. He was being charged a residential rate.

14 Q. Correct. He was being a charged just residential
15 service without the CAP rate applied; is that correct,
16 without CAP?

17 A. He wasn't on the CAP program.

18 Q. Okay. So you would agree with me that for the
19 service period August 2010 through September of 2010,
20 before he was even enrolled in CAP, you guys never
21 made a payment on your account; correct?

22 A. No. That's not correct.

23 Q. Okay. Well, this account activity statement is
24 stating that you made no payments dating from the
25 service period of August through September of 2010.

1 And you didn't make any payments in September through
2 October of 2010.

3 A. DaMarcus made two payments.

4 Q. Okay.

5 A. He paid a \$56 payment.

6 Q. All right. He paid \$56. Do you have a receipt
7 for that to substantiate the fact that Marcus made
8 this payment?

9 A. This was back in 2010 and this was before on the
10 CAP program, so no, we don't have that receipt.

11 Q. Okay.

12 A. But if I had that receipt --- it's tough to weigh
13 it with a whole bunch of papers.

14 Q. Right. Well, according ---.

15 A. And what does that have to do with the
16 matter ---?

17 Q. Well, you know, you had ---.

18 A. We trying to expedite this case.

19 Q. Right. And you had your chance to put on your
20 case.

21 A. Uh-huh (yes).

22 Q. And now PECO is going to put on theirs.

23 A. Okay.

24 Q. So you didn't make any payment in September
25 through September, from October ---.

1 A. Not me, DaMarcus.

2 Q. DaMarcus didn't. And he didn't make any payments
3 from October to November; is that correct?

4 A. I don't know.

5 Q. And then he didn't make any for November through
6 December; is that correct?

7 A. No, that's not correct, because I went and got
8 the money order for DaMarcus.

9 Q. Okay. So can you present any money orders,
10 receipts here today?

11 A. Do DaMarcus owe you for 2010?

12 Q. Let me just finish my question. Just answer the
13 question.

14 A. No. I don't have any receipts.

15 Q. Okay. Thank you. Now, our records are showing
16 that the very first payment that was made was on
17 February 11, 2011 in the amount of \$53.47. Does that
18 sound about right?

19 A. Okay. So that would have been the \$56 that he
20 paid.

21 Q. Okay. And by that time, you --- DaMarcus, that
22 is, was enrolled in the CAP program. However, you had
23 filed an informal complaint, or Marcus did, with the
24 Bureau of Consumer Services on January 3rd, 2011; is
25 that correct, requesting a payment agreement? Does

1 that sound right?

2 A. Could have, yeah.

3 Q. Okay. Well, according to our records, Marcus or
4 you filed an informal complaint on January 3rd, 2011
5 at BCS Case Number 2782041, requesting a payment
6 agreement on your balance. At that time, it was
7 \$338.79; does that sound correct?

8 A. Yes.

9 Q. Okay. And at that time, Marcus had not yet been
10 enrolled in the CAP program; correct? Now, do you
11 recall receiving a BCS Decision Report? And I am
12 marking the BCS Decision Report as PECO Energy Exhibit
13 Nine.

14 (Respondent Exhibit Number Nine marked
15 for identification.)

16 A. Okay. What I recall is that PECO --- since
17 you're saying DaMarcus didn't pay a bill in November,
18 December or January, something like that? But I
19 recall that PECO told DaMarcus that he did not have to
20 pay your bill until he got information from the CAP
21 program. Do you have that written down?

22 BY ATTORNEY LEE:

23 Q. So PECO Energy told Marcus that he didn't have to
24 pay any electricity bills at all until he got some
25 information from the company?

1 A. He had applied for the CAP program back in
2 December, I believe it was. And PECO told DaMarcus
3 back in December of 2010, that he did not have to make
4 any payments until he got information the CAP, if I'm
5 not mistaken.

6 Q. Oh, okay. So they just let him off free from
7 August through December, paying no utility bills; is
8 that correct?

9 A. I don't know what PECO did.

10 Q. Is that what you're testifying? Okay. Do you
11 have the letter that PECO sent to Marcus, saying, hey,
12 Marcus, you don't have to make any payment for ---

13 A. I may have ---.

14 Q. --- for electricity that you're using at your
15 residence?

16 A. I don't have it with me.

17 Q. Okay.

18 A. I don't have it with me.

19 Q. Back to my question. Referring to the informal
20 complaint, do you recall receiving a BCS Decision
21 Report where they issued you or Marcus a payment
22 agreement? And the payment agreement stated that you
23 had to pay \$15 a month towards your arrears, plus a
24 \$39-a-month budget bill? Okay?

25 ATTORNEY LEE:

1 Your Honor, may I approach?

2 A. No, I don't recall that. No, we never got that.

3 JUDGE GUHL:

4 Okay. This is the BCS Decision Report.

5 A. We never got it.

6 JUDGE GUHL:

7 Okay.

8 A. We never got it, because if it's something about
9 a \$39 payment, why we only taking \$27 out?

10 JUDGE GUHL:

11 All right. Counsel for PECO just handed
12 me a BCS Decision Report. It looks like the open date
13 is January 3rd, 2011. Customer name is Marcus Judon
14 and the address is 4901 Stenton Avenue, Apartment H5,
15 Philadelphia, PA, 19144.

16 A. Could I ask a question?

17 JUDGE GUHL:

18 I'm going to mark that as PECO Exhibit
19 Nine.

20 A. Can I ask you a question?

21 JUDGE GUHL:

22 What?

23 A. Or do I have to wait until she's finished?
24 Because I'm confused.

25 JUDGE GUHL:

1 Okay. We're going to go through Ms.
2 Lee's Cross Examination first. I explained that to
3 you, ---

4 A. Okay.

5 JUDGE GUHL:

6 --- so let her complete it.

7 A. Can I borrow your pen, please?

8 JUDGE GUHL:

9 All right.

10 BY ATTORNEY LEE:

11 Q. I'm referring back now to PECO Energy Exhibit
12 One. If you could take a look at the activity
13 statement, do you see on January 28th, 2011 there is a
14 notation; right? And it says under charge type,
15 account charge type, it says PUC agreement? And you
16 also see the charge amount there, \$39. And that's for
17 your budget billing amount. Do you agree with me?

18 JUDGE GUHL:

19 What page was that?

20 ATTORNEY LEE:

21 I'm referring to page one of PECO Energy
22 Exhibit One.

23 JUDGE GUHL:

24 Thank you.

25 BY ATTORNEY LEE:

1 Q. Do you see that on the account activity
2 statement, Ms. Burch? If you would turn to PECO
3 Energy Exhibit One? It states \$39. Are you looking
4 at the statement?

5 A. Uh-huh (yes).

6 Q. Okay. And you would agree with me that the
7 actual bill amount that you had to pay for that month
8 was \$89.23. However, the budget bill amount that was
9 issued and ordered by the PUC was \$39; correct?

10 JUDGE GUHL:

11 Ms. Burch, you need to answer her
12 question.

13 A. I don't know. That's what I'm saying. The only
14 thing I can say is I don't know.

15 JUDGE GUHL:

16 Okay. Ma'am, just hold on a second.
17 You need to answer her question. If there is a
18 question that she asks which you do not know the
19 answer to, you can say I don't know. But you have to
20 provide some sort of answer.

21 A. Well, I didn't know she was finished talking.

22 JUDGE GUHL:

23 Any other questions, Ms. Lee?

24 ATTORNEY LEE:

25 Yes.

1 BY ATTORNEY LEE:

2 Q. So the answer to that was I don't know?

3 A. Right.

4 Q. Right? And you can see on the activity statement
5 that in February of 2011, the budget bill amount
6 decreased to \$27 a month. That was based upon your
7 usage; is that correct?

8 A. I don't know.

9 Q. At any point, did you ever call PECO Energy and
10 request to be removed from the budget billing program?

11 A. I never knew that the household was on budget
12 billing. I don't know how the household got placed on
13 budget billing.

14 Q. Now, you testified earlier regarding the
15 appliances in your household. But you didn't mention
16 the fact that you have air purifiers in the premises;
17 is that correct?

18 A. I might have forgot that. I was trying to think
19 of all of the appliances that I have.

20 Q. How many air purifiers do you have?

21 A. About two upstairs and two downstairs. Four.

22 Q. Okay. And in addition to the air purifiers, you
23 testified about a wall unit space heater; is that
24 correct?

25 A. Yes.

1 Q. And you keep that space heater running 24 hours;
2 isn't that true?

3 A. No.

4 Q. All right. Do you have some type of an air vent
5 in your bathroom?

6 A. I've got a circulator at the top.

7 Q. Okay. In your bathroom?

8 A. Uh-huh (yes).

9 Q. And you leave that running 24 hours; is that
10 correct?

11 A. No. The circumvent (phonetic) are the --- that
12 thing comes on when you turn the lights on.

13 Q. All right, so you ---?

14 A. I guess it must be an exhaust. And as far as the
15 space heater is concerned, that space heater in the
16 bathroom wall, it shuts itself off and turns itself
17 on.

18 Q. All right.

19 ATTORNEY LEE:

20 All right, Your Honor. That's all the
21 questions I have.

22 JUDGE GUHL:

23 All right. Ms. Burch, do you want to
24 add anything based on the questions that Ms. Lee
25 has ---?

1 A. I'm confused. You said --- when you go back to
2 January, and you say something about ---?

3 JUDGE GUHL:

4 Ma'am. Ma'am. Now is not your
5 opportunity to ask questions.

6 A. No. This is a Cross Examination.

7 JUDGE GUHL:

8 No, no, no.

9 A. Oh.

10 JUDGE GUHL:

11 I am giving you an opportunity to tell
12 me anything in response to the questions that Ms. Lee
13 has asked you. Do you have anything to say in
14 response to what she's asked you?

15 A. Yes, ma'am. I told you I was confused about this
16 \$39, and then if it was \$39 in January, then how did
17 it become \$27? If he was --- if PECO is billing and
18 PECO is supposed to be billing \$39 a month, then why
19 was PECO only taking \$27 a month?

20 JUDGE GUHL:

21 Anything else, ma'am?

22 A. No, ma'am.

23 JUDGE GUHL:

24 Okay. Ms. Lee?

25 ATTORNEY LEE:

1 Your Honor, I call Richard Conway.

2 -----

3 RICHARD CONWAY, HAVING FIRST BEEN DULY SWORN,
4 TESTIFIED AS FOLLOWS:
5 -----

6 JUDGE GUHL:

7 Sir, could you please state your first
8 and last name for the record?

9 A. My name is Richard Conway, R-I-C-H-A-R-D,
10 C-O-N-W-A-Y.

11 JUDGE GUHL:

12 Can you provide me with your current
13 business address and your title with PECO Energy?

14 A. My business address is 2301 Market Street,
15 Philadelphia, Pennsylvania, 19103. My title is
16 regulatory assessor.

17 JUDGE GUHL:

18 Go ahead, Ms. Lee.

19 DIRECT EXAMINATION

20 BY ATTORNEY LEE:

21 Q. Mr. Conway, can you tell us what your duties as a
22 regulatory assessor involve?

23 A. I work in the Department of Regulatory
24 Performance, where we handle complaints that are filed
25 against the company by customers with the Pennsylvania

1 Public Utility Commission. There are informal
2 complaints and formal complaints. Informal complaints
3 are answered with a written report that I would be
4 responsible for preparing or editing. And then a
5 written decision is received from the Bureau of
6 Consumer Services and then entered into our Customer
7 Information and Management System, C-I-M-S. We call
8 it sims (pronouncing).

9 For formal complaints, it would be my
10 responsibility to examine the case, prepare any
11 exhibits that are necessary, contact the customer, if
12 necessary; and testify as a witness at the hearing.

13 Q. As a part of your duties as a regulatory
14 assessor, did you prepare the exhibits that have been
15 previously marked as PECO Energy Exhibits One through
16 Nine?

17 A. Yes.

18 Q. And where did you obtain the information for
19 these exhibits?

20 A. All of this information came out of the Customer
21 Information and Management System.

22 Q. And are the documents that you provided kept in
23 the ordinary course of business?

24 A. Yes.

25 Q. Now, I'm referring to PECO Energy Exhibit One.

1 Can you tell us what type of account, and what the
2 account holder is that is stated on this account
3 activity statement?

4 A. Okay. And PECO's Exhibit One is an account
5 activity statement. It is an electrical residential
6 service account billed to Marcus Judon at 4901 Stenton
7 Avenue, H5, Philadelphia.

8 Q. And under what account number?

9 A. Account Number 25858-35045.

10 Q. When was this account established?

11 A. August 24th, 2010.

12 Q. All right. When Mr. Judon established the
13 account, was he enrolled in the CAP program?

14 A. No.

15 Q. All right. When did Mr. Judon enroll in the CAP
16 program?

17 A. The account was initially enrolled in CAP on
18 February 3rd, 2011.

19 Q. And do you have information regarding the CAP
20 enrollment in the exhibit? I'm referring to PECO
21 Energy Exhibit Three.

22 A. Yes. PECO Exhibit Three is a document that
23 describes the CAP history for this account. At the
24 left are the dates and the right are the events that
25 took place. So on February 3rd, 2011, the account was

1 enrolled at tier E, based on monthly income of
2 \$1,281.10 for two adults, which is 105 percent of the
3 federal poverty level.

4 Recertification was schedule for February 3rd,
5 2013. Customers are required to recertify for CAP
6 every two years, and at that date, the pre-program
7 arrears balance of \$342.79, which was the existing
8 account balance at that time, was isolated for
9 possible forgiveness. One of the benefits of being
10 enrolled in the CAP program is that we isolate the
11 balance at the time that the enrollment is processed.
12 And that balance is divided into 12, and each time the
13 customer pays a bill in full and on time, a portion of
14 that balance is forgiven until the entire PPA balance
15 has been forgiven from the account.

16 Q. Okay. Prior to Mr. Judon enrolling in the CAP
17 program, did he file an informal complaint with the
18 Bureau of Consumer Services?

19 A. Yes. The customer filed an informal complaint
20 with the Bureau of Consumer Services requesting a
21 payment agreement.

22 Q. And what was the result of that informal
23 complaint?

24 A. On January 4th, 2011, under BCS 2782041, the
25 Commission issued the customer a payment agreement

1 that had called for installments of \$15, plus budget
2 billing. All PUC payment agreements are issued with
3 budget billing. That's a requirement that the company
4 must follow when issuing a payment agreement.

5 We enter agreements into the system based on the
6 number of an installment, not necessarily an
7 installment amount. So we tried to get the
8 installment as close to that as issued in the decision
9 as possible without going over. So this agreement was
10 issued for installments of \$14.47, plus the budget
11 billing, which at that time was \$39 a month.

12 Q. Okay. Is that \$39 PUC-required budget billing
13 amount reflected on the statement?

14 A. Yes, on PECO activity statement, page one. If
15 you look to the left column date on January 28th,
16 2011, the first one says budget billing. The date
17 range is December 27th, 2010 to January 27th, 2011.
18 The budget amount was \$39. Below that the detailed
19 --- the actual bill amount for that month was \$89.23,
20 so the difference of \$50.23 was deferred.

21 Q. All right. Can you explain that to us? What is
22 the actual bill amount versus the budget bill amount?

23 A. Budget billing is a program that is intended to
24 equalize monthly payments for the customers. It's
25 intended to minimize as much as possible seasonal

1 fluctuations in customer usage. So what our system
2 does is it looks at the prior 12 months of billing
3 history, divides that by 12, and that is what is
4 established as the budget billing amount.

5 By regulation, we're required to offer this
6 program. And like I said before, whenever we issue a
7 PUC agreement, we're required to put the customer on
8 budget billing. One of the other requirements of
9 budget billing is that we review the account quarterly
10 to make sure that the actual billed amount is
11 consistent with the customer's usage. And we adjust
12 the budget billing amount depending on whether or not
13 --- if there's been an increase in the customer's
14 usage and their deferred balanced is increasing, we
15 increase the budget amount to compensate for that.

16 So in other words, a regular bill is issued on
17 January 28th, 2011 and every month a bill is issued
18 based on actual usage. In this case, it was \$89.23.
19 Since the budget amount was calculated at \$39, our
20 system deferred the \$50.23. The following month the
21 actual bill amount for February 29th, 2011 was \$49.15
22 cents. The budget amount had decreased to \$27, so the
23 difference was added to that deferred balance,
24 bringing it to \$72.38.

25 Q. Okay. So why did the budget bill decrease to \$27

1 a month?

2 A. There was a decrease in usage.

3 Q. Okay. So does budget billing have anything to do
4 with the CAP here that Mr. Judon is enrolled in at
5 PECO Energy?

6 A. None specifically. Budget billing is optional
7 for some CAP customers and required for others. But
8 the budget billing amount is not necessarily the same
9 as --- it's not determined by the CAP program.

10 Q. Okay. So I note on this account activity
11 statement ---.

12 A. Actually, can I make a clarification to that?

13 Q. The CAP program entitles the customer to a
14 discount on their usage. The bill is calculated based
15 on their usage and the full rate, and then the
16 customer is given a discount on that amount, based on
17 whatever their CAP tier is. I think we have seven cap
18 tiers. And so the CAP discount is removed, it's taken
19 against the actual bill amount. So in that respect,
20 the budget billing amount is determined by the CAP
21 discount.

22 In other words, the actual bill amount, whether
23 it's issued with a CAP discount or not, still does
24 inform the amount of the budget.

25 Q. Okay. I guess my question is, for the tier, what

1 tier is Mr. Judon enrolled on for CAP?

2 A. Currently, ---.

3 Q. And is it stated on the account activity
4 statement?

5 A. Yeah, right at the top. On the very top on page
6 one, to the left is the account information, which is
7 the account number, you know, whether it's active or
8 inactive, any sort of mailing address. And to the
9 right side, it says current account status. So that
10 shows the current bill, the balance, the balance due,
11 the billed prior amount. And it also shows what the
12 rate is. So this customer is getting CAP tier D
13 --- is on CAP, tier D as in David, Electric
14 Residential Service Account.

15 Q. Okay. Under CAP tier D, is it a requirement for
16 the customer to be enrolled in budget billing?

17 A. I do not believe so.

18 Q. So is it correct that Mr. Judon's account was
19 enrolled in budget billing as a result of the PUC
20 agreement?

21 A. That is correct.

22 Q. Now, according to your records was there at any
23 time that Mr. Judon or Ms. Burch called to notify the
24 company that they no longer wanted to be enrolled in
25 the budget billing program?

1 A. Not that I'm aware of.

2 Q. All right. So you were looking at the statement.
3 The budget bill, you said, decreased to \$27 a month;
4 is that correct?

5 A. That's correct. It decreased to \$27 as of the
6 February 28th, 2011 billing. However, as of June
7 27th, 2011, it was increased to \$42, based on an
8 increase in the customer's usage.

9 Q. Okay. So sorry, what date was that that it
10 increased?

11 A. As of the June 27th, 2011 bill.

12 Q. And how much was the new budget bill?

13 A. \$42. Customers are alerted to a change in their
14 budget amount by a bill message. So on the May 26th,
15 2011 bill, there would have been a message indicating
16 that there was going to be an increase with the
17 following month.

18 Q. Is that dated on the billing statements that are
19 provided to the customers?

20 A. Yes.

21 Q. Now, the \$42 monthly budget bill, did it change
22 again at some point?

23 A. Yes. As of the October 25th, 2011 bill, it had
24 increased to \$82 based on an increase in the
25 customer's usage.

1 Q. And can you show us where that is on PECO Energy
2 Exhibit One?

3 A. Page two of PECO Exhibit One in the left column,
4 the date, 10/25/11, budget billing --- go over sort of
5 towards the middle, where it says charge amount, \$82.

6 Q. All right. And why did the budget bill amount
7 increase to \$82?

8 A. An increase in usage.

9 Q. All right. So the budget bill has increased to
10 \$82 now as of the October 24th, 2011 to November 22nd,
11 2011 bill; correct?

12 A. Actually, it was September 25th, '11 to 10/24/11
13 bill.

14 Q. Right. Okay. Did the CAP amount discount change
15 at this point?

16 A. I don't think so.

17 Q. No?

18 A. No. At that time the customer was still enrolled
19 in tier.

20 Q. And can you tell us how the CAP works in terms of
21 the program?

22 A. When a customer is enrolled in CAP, they provide
23 income. We determine what their income is, their
24 gross monthly income. According to the Federal
25 Poverty Guidelines, the customer can be no higher than

1 150 percent of the Federal Poverty Income level. Each
2 CAP tier is for a range of a percentage. And I don't
3 know exactly what they are, they're specified in our
4 tariff, but for each level of income, the customer is
5 eligible for a different discount on their electric
6 charges. Some discounts are subject to a maximum, but
7 there is no set CAP amount. It's just a discount on
8 their full bill amount.

9 Q. Okay. So under the CAP program, would there be a
10 basic monthly amount that PECO would say, CAP, you
11 know, has to be what's charged for a customer that's
12 on CAP tier D?

13 A. No.

14 Q. All right. Is there ever a time when PECO said,
15 okay, you're on CAP tier D, or CAP tier E, and so you
16 only have to pay the company this amount, irrespective
17 of the amount that you use?

18 A. The only circumstance I can think of is that
19 there are certain CAP tiers, and I don't know what
20 they are off of the top of my head, but for gas usage,
21 I believe there is one at the lower tiers where the
22 customer had a monthly payment of \$25. But that's for
23 gas usage alone.

24 All electric service, a bill is generated based
25 on their actual usage. The full retail rate is

1 applied to that, and then a CAP discount is applied to
2 the full bill amount. So there is no set bill amount
3 each month, because the customer is on CAP.

4 Q. If a customer is enrolled in the budget billing
5 program and enrolled in a CAP program, could they see
6 their bill increase --- their budget bill increase
7 every month?

8 A. Yes, if their usage increases. They could see a
9 decrease if their usage decreases, but being on CAP,
10 and being on budget bill are two different systems,
11 they're two different things. The CAP at PECO Energy
12 is simply a discount on their usage. Budget billing
13 is a program designed to minimize monthly fluctuations
14 based on a seasonal usage.

15 Q. So budget billing is meant to give the customer
16 as much as possible the same amount to pay each month.
17 It's called budget billing because, by that idea, it's
18 meant for them to be able to budget for their energy.
19 It's not meant to save them money. That's what the
20 CAP program is for. The CAP program provides the
21 discount.

22 If the customer is enrolled in CAP without budget
23 billing, they're simply paying a discount on what
24 their full bill would have been. If the customer is
25 on budget billing, they're paying about the same

1 amount every month, because they're on budget billing.
2 If the customer is on CAP and budget billing, like I
3 said before, the discount is applied to the full bill
4 and then the full bill is used to determine the
5 monthly budget billing amount. But there isn't a
6 direct correlation and there's no specific CAP amount
7 that is meant to be paid every month.

8 I know that PECO Energy is somewhat unique in
9 that. Most utilities, I think PGW, their customer
10 assistance programs are all structured differently.
11 There are some companies that do have a specified
12 every month, but PECO Energy doesn't work that way.

13 Q. Okay. Can you tell us how many payments that Mr.
14 Judon or Ms. Burch made on the account from the time
15 that they started the service in August 24th, 2010
16 until present? And I'm not counting any LIHEAP
17 payments that came from a government source.

18 A. Okay. Only two customer-initiated payments
19 were posted to this account. On February 11th, 2011,
20 a payment of \$53.47 posted and then on April 2nd,
21 2012, a payment of \$12.61 posted.

22 MS. BURCH:

23 I object.

24 JUDGE GUHL:

25 Ma'am, what's the basis of your

1 objection?

2 MS. BURCH:

3 I object as far as the payments are
4 concerned. What difference does it make whether
5 LIHEAP made the payments or whether my mother made the
6 payments or whether he made the payments, as long as
7 PECO got paid?

8 JUDGE GUHL:

9 All right. Ma'am, that's not a legal
10 objection to his testimony.

11 MS. BURCH:

12 That was to ---.

13 JUDGE GUHL:

14 You'll have an opportunity to cross
15 examine him if you wish to on that issue.

16 MS. BURCH:

17 But he wouldn't be able to answer the
18 question.

19 JUDGE GUHL:

20 Ma'am, you'll have an opportunity to
21 cross examine the witness, but that is not a legal
22 objection, so I'm going to overrule it.

23 BY ATTORNEY LEE:

24 Q. So you testified there were two payments made on
25 the account?

1 A. That's correct.

2 Q. So from August 2010 until present, for the period
3 of this statement, that is, April 29th, 2013, can you
4 tell me the total amount of the payments that were
5 made to this account by Mr. Judon?

6 A. Well, customer-initiated payments, like I said
7 before, were \$53.47 and \$12.61, so less than \$100.

8 Q. All right. Can you tell us how many payments
9 were made from any outside government source?

10 A. There was a LIHEAP payment for \$154 that posted
11 March 24th, 2011. There was a LIHEAP crisis payment
12 that posted to the account March 15th, 2012. And then
13 there was a USEF payment that posted to the account on
14 December 7th, 2012. And then the company matched
15 that. Then a USEF payment was for \$616.47. The
16 company matched it with a similar credit of \$616.47,
17 leaving a balance of \$236, which a payment agreement
18 was issued on.

19 Q. All right. What happened with the PUC payment
20 agreement?

21 A. The PUC payment agreement that was issued on
22 January 20th, 2011 was cancelled on February 23rd,
23 2011 when the customer was enrolled in CAP.

24 Q. And was the account, either Mr. Judon or Ms.
25 Burch, were they ever offered another payment

1 agreement after the PUC agreement?

2 A. Well, in March of 2012, March 15th, 2012, we got
3 that LIHEAP payment for \$300. It was a crisis
4 payment. So on March 16th, a payment agreement was
5 issued. The balance at the time was \$602.53. The
6 LIHEAP was for \$300. Since it did not satisfy the
7 full balance, our policy is to issue a payment
8 agreement to continue to keep the customer out of
9 collection, i.e. out of crisis. So an agreement was
10 issued on March 16th, 2012 on that balance on that
11 \$302.53 with installments of \$12.61. The agreement
12 was not kept. It defaulted April 24th, 2012 due to
13 nonpayment.

14 Q. And is the default reflected on the account
15 activity statement?

16 A. Yes. On April 24th, 2012, on page two, bill out
17 DPA due to default, \$289.92. That was the remaining
18 --- an installment had come out.

19 Q. All right. Were there any other subsequent
20 payment agreements on the account?

21 A. I think on April 2012, it looks like an agreement
22 was issued on the balance of \$433.92 for installments
23 of \$10.09; that agreement was not kept. It defaulted.
24 If you look at 6/25/12, bill out DPA due to default.

25 Q. All right. I'm referring now to PECO Energy

1 Exhibit Two and it's titled Collection History for
2 Account. Are the payment agreements that you
3 discussed reflected on this exhibit?

4 A. Yes. January 4th, 2011 --- or January 3rd, 2011,
5 BCS 2782041 filed. January 4th, 2011, PUC PAR --- PAR
6 stands for payment arrangement to satisfy \$303.79 in
7 installments of \$14.47.

8 3/16/12, payment agreement to satisfy \$302.53 in
9 monthly installments of \$12.61. 4/24/12, agreement
10 default, 4/26/12, payment agreement to satisfy \$433.92
11 in monthly installments of \$10.99. And May 16th,
12 2012, customer filed another informal complaint at BCS
13 2959323. 6/25/12, the agreement that was issued on
14 4/26/12 defaulted.

15 Q. Okay. Is there a current payment agreement on
16 this account?

17 A. I actually issued the customer a payment
18 agreement on February 20th, 2013 for installments of
19 \$14.57 on the existing balance of \$145.75. Actually,
20 that agreement is in a default status right now,
21 eligible for reinstatement. If you look at page three
22 of Exhibit One, you can see ---. Let's see, 2/28/13,
23 there's a credit for \$330.25. And then right below
24 that, 2/28/13, a payment agreement for \$145.75.

25 And then the following month, \$328.13, a regular

1 bill was issued. No payment posted by the due date.
2 4/29/13 bill out DPA due to default. So the agreement
3 was defaulted. So in other words, to reinstate that
4 agreement, the customer would need to pay the billed
5 amount from March 20th, 2013 of \$75.57. That would
6 reinstate the agreement. And then the current charges
7 that were billed on April 26th, 2013 of \$61 plus
8 \$14.57 would still need to be paid.

9 Q. What is the current balance owed on this account?

10 A. The total account balance is \$267.75.

11 Q. Now, I note on the account activity statement at
12 PECO-1, page three, that there is a credit in the
13 amount of \$330.25. What was that credit for?

14 A. If we go back to PECO Exhibit Three, on 2/28/13,
15 the account was adjusted to reflect the tier D
16 discount from April 26th, 2011 to March 27, 2012. We
17 issued a credit of \$330.25.

18 Q. Okay. Now, can you just explain that to us? And
19 I'm referring now to People Energy Four. Is there an
20 explanation of this adjustment?

21 A. Right. Well, based on the customer's complaint
22 that income had been provided back as early as April
23 26th, 2011, again, on February 3rd, 2011, the account
24 was ruled a tier E. The customer claimed to have
25 provided proof of income in May of 2011. That would

1 have qualified for a tier D discount. The account was
2 not certified to tier D, until April 26th, 2012. So I
3 asked Universal Services to provide a breakdown of
4 what the bill issued at tier D would have been versus
5 what they were on tier E.

6 So if you look at PECO Exhibit Four, there's the
7 billing period, the usage, what the bill would have
8 been with the tier E discount versus what the bill
9 would have been with the tier D discount. And the
10 difference is \$330.25 for that period, from April
11 26th, 2011 to March 27th, 2012.

12 So in other words, with that credit of \$330.25,
13 the customer was billed for the CAP tier D discount
14 from April 26th, 2011 to present. And the customer
15 continues to receive the tier D discount.

16 Q. Okay. And did PECO Energy offer that --- credit
17 to resolve the formal complaint?

18 A. Yes.

19 Q. And at some point, was a Certificate of
20 Satisfaction filed and a settlement filed with regards
21 to that discount?

22 A. Yes. When I spoke with the customer, she
23 indicated that the credit of \$330.25 would satisfy her
24 complaint. And I negotiated the payment agreement
25 with her to satisfy the remaining balance as a

1 courtesy. So we were under the impression that the
2 complaint was settled.

3 Q. Okay. I'm referring now to PECO Energy Exhibit
4 Five. Is this the Certificate of Satisfaction and the
5 agreement that the company entered into with Ms.
6 Burch?

7 A. Yes.

8 Q. Okay.

9 A. This sums up the conversation that she and I had,
10 and the terms that we had reached as the settlement.

11 Q. Okay. And with regards to the \$330.25 credit,
12 irrespective of the settlement agreement, does that
13 credit --- is that still maintained on her account
14 activity statement?

15 A. Yes. It was my determination that it was fair to
16 have issued that credit. Typically, when we reach a
17 settlement with a customer and they withdraw the
18 settlement, we withdraw any of the terms that we
19 issued as a result of that settlement, so it would
20 have typically been --- I would have had to return the
21 \$335.25 to the account, and also cancel the payment
22 agreement. But in my determination, it was fair to
23 leave the credit on the account based on my
24 conversation with the customer.

25 Q. Now, at some point prior to filing the formal

1 complaint that we're here for today, did Ms. Burch
2 filed a formal complaint with the Bureau of Consumer
3 Services? And I'm referring now to PECO Energy
4 Exhibit Seven.

5 A. Yes. Earlier when I stated that on formal
6 complaints we enter a written report --- when a
7 customer files an informal complaint, the company is
8 served electronically with a case details report.
9 That's what PEPCO Exhibit Seven is.

10 So on May 15th, 2012, the customer whose name is
11 at the top, under BCS Number 2969323, filed the
12 following complaint. If you go down, complaint
13 reason, CAP dispute, customer problem description,
14 customer mailed letter, noted that lowered income was
15 provided to PECO, but CAP rate payment went up.
16 Customer wants income and CAP program renewed.

17 Q. All right. What was the result of that informal
18 complaint? And I'm referring to PECO Exhibit Eight.

19 A. This is a decision report that was received. We
20 receive a written decision electronically. It differs
21 somewhat from what the customer receives. It's my
22 understanding that the investigator who's been
23 assigned this complaint actually sends a more
24 exhaustive letter to the customer. We just, at the
25 company, get very distilled information, for lack of a

1 better term. Just the crucial information. So, in
2 other words, on August 29th, 2012, we received this
3 decision.

4 And at the bottom is basically the verdict as
5 reported to the company. Resolution description
6 decision. Investigation by the PUC found Complainant
7 Eunice Burch is not the customer of record, but lives
8 at the property with customer Marcus Judon, her
9 grandson. Customer CAP participant as of 2/3/2011,
10 was in tier E, 105 percent, and has been on budget
11 billing since 1/2011. CAP rate changed to tier D on
12 4/26 --- and that should be 2012, 57 percent.
13 However, the customer usage had jumped, so her budget
14 amount as increased from \$82 to \$144. Considered
15 correct. PUC unable to assist with terms per 1405(c).
16 Close.

17 1405(c) prohibits the Public Utility Commission
18 from assisting in terms of the CAP program.

19 Q. All right. Can you tell us, of the balance that
20 --- the final balance in this account is how much?

21 A. The total account balance after this date is
22 \$267.75. That's all CAP arrears.

23 Q. Okay.

24 ATTORNEY LEE:

25 Thank you. That's all the questions I

1 have.

2 JUDGE GUHL:

3 Ms. Burch, do you have any questions for
4 Mr. Conway?

5 MS. BURCH:

6 Yes.

7 JUDGE GUHL:

8 Go ahead.

9 CROSS EXAMINATION

10 BY MS. BURCH:

11 Q. Hi, Mr. Conway. Mr. Conway, when we were talking
12 on the telephone, and I asked you to explain budget
13 billing to me, is there any information that PECO
14 provides that will explain to the PECO customer about
15 budget billing?

16 A. An explanation of budget billing is available on
17 the company website and if a customer calls customer
18 service, any customer representative will be able to
19 explain budget billing.

20 Q. Were you able to explain budget billing to me
21 over the telephone?

22 A. I attempted to. I was under the impression that
23 you understood my explanation.

24 Q. You're saying in January 2011 is when the
25 household was placed on the CAP program. Your

1 attorney is saying that prior to January 2011 that
2 the PUC placed DaMarcus underneath its budget billing
3 program, and that's where this \$39 came from. But
4 you're also saying that once DaMarcus became involved
5 with the CAP program, that this agreement with the PUC
6 became null and void?

7 A. That's correct. The balance as of that date was
8 set aside.

9 Q. So then with budget billing, on your PECO bill
10 --- on the back of your bill, it tells you information
11 about your bill. Why isn't there any information
12 about budget billing on the back of this bill?

13 A. The information on the back of the bill is
14 prescribed by regulations. The front of the bill has
15 an explanation of where the customer is in their
16 budget billing cycle. It talks about the current
17 budget amount, the deferred amount, the last budget
18 amount and also the customer service number is there.

19 Q. PECO provides information on how to calculate
20 your bill. So now, budget billing is not on any of
21 our bills as far as information about your bill is
22 concerned. It'll tell me about everything except
23 budget billing. PECO sends you the information how to
24 calculate your bill. How would I calculate my bill to
25 assure that PECO is charging me the correct amount

1 according to the information that PECO is providing to
2 customers to use to calculate these bills? The
3 information I provided to the Hearing Officer or to
4 the Administrative Law Judge is saying how to
5 calculate your bill. And it tries to show it to you.

6 And the one side, it has Residence, R. On the
7 other side, it has Residence, RH. I'm neither one of
8 these. My bill says CAP. My bill is saying CAP. It
9 says nothing about budget billing. So how am I
10 supposed to know what I'm being charged each month?
11 If no information is available to me.

12 A. Every bill has the current monthly billing
13 period. The meter reading dates, the amount of the
14 usage and then what the charges are for that month,
15 broken down by different ---. There's transmission
16 charges and distribution charges, there's generation
17 charges, there's customer charges. All of that is on
18 the bill. If you're on CAP, at the very top of that
19 section, where it talks about what your usage is for
20 that month, it will say CAP, tier D, in your case. Or
21 CAP, tier C, or whatever CAP you're on. And then the
22 last line in that section will say CAP adjustment.
23 And that will tell you how much your CAP tier took off
24 the bill. On the ---.

25 Q. No. What I'm saying ---.

1 A. On the front of the bill, ---.

2 Q. Excuse me, no, that's not what I'm saying.

3 JUDGE GUHL:

4 Well, ma'am, you have to let him answer
5 the question. But if you have a follow-up question,
6 you can ask it.

7 MS. BURCH:

8 Okay. Okay.

9 A. So the portion of the bill that describes your
10 usage tells you how the bill was calculated. The
11 front of the bill, if you're on budget billing, tells
12 you what your current budget amount is, what your
13 current charges are and what you're deferred balance
14 is. And that's your budget billing explanation when
15 you're on budget billing. And it says budget billing.

16 The bill insert that you showed is provided to
17 all customers. As I indicated previously, every
18 customer is charged. A bill is prepared based on your
19 actual usage and the full rate. Your CAP discount is
20 applied to that. If you don't know what your CAP
21 discount is, it's available in our company tariff,
22 which is available online, or you can call the CAP
23 call center and they can explain that to you.

24 BY MS. BURCH:

25 Q. Okay. I'm going to rephrase the question because

1 you told me --- I'm confused. I want to know, how do
2 I, the customer, in being responsible for paying this
3 bill, calculate this bill? PECO is providing that as
4 a residence, you're either a Resident R, or you're a
5 Resident RH. And it's telling you to look on the back
6 of your bill. And that bill is going to tell you
7 whether you are R or RH. And if so, it's giving you,
8 as you're saying, the tariff, the distribution, 500
9 kilowatts, 1,000 kilowatts, summer; 1,000 kilowatts,
10 winter.

11 In the meantime, when I look on the back of the
12 bill, it doesn't say R, it doesn't say RH. It says
13 C-A-P.

14 A. Correct.

15 Q. So now in being notified by PECO of this CAP
16 program --- and it says you qualify for the CAP
17 program --- it's saying you are responsible as the
18 customer/consumer to pay in full a monthly amount.
19 You're saying that every two years is when the
20 customer is recertified. So if a customer is
21 recertified every two years, then why does PECO, every
22 three to four months, review the CAP household's
23 account, if they have already been certified into the
24 program? And in that schedule to be recertified again
25 for another two years, unless --- unless the household

1 income increases or the household income decreases.
2 Then it would require PECO to recertify the household
3 prior to the two year's period of time. So then my
4 question is ---.

5 ATTORNEY LEE:

6 Sorry. I thought she did ask a
7 question.

8 JUDGE GUHL:

9 Yes.

10 ATTORNEY LEE:

11 And can you just answer it?

12 BY MS. BURCH:

13 Q. My question is, again, how do I calculate
14 what ---.

15 JUDGE GUHL:

16 Ma'am --- okay.

17 ATTORNEY LEE:

18 Asked and not answered because he hasn't
19 had the opportunity to answer.

20 JUDGE GUHL:

21 Wait a second. Wait a second. Okay,
22 ma'am, it seems like you're asking more than one
23 question at a time.

24 MS. BURCH:

25 No. The basic question was, how do I

1 calculate the bill if I'm on the CAP program? I'm on
2 the CAP program.

3 JUDGE GUHL:

4 Okay, ma'am.

5 MS. BURCH:

6 And PECO is ---.

7 JUDGE GUHL:

8 Ma'am, I understand that.

9 MS. BURCH:

10 Okay.

11 JUDGE GUHL:

12 Don't argue with me. Just hold on a
13 second.

14 MS. BURCH:

15 Uh-huh (yes).

16 JUDGE GUHL:

17 Okay. But you also seemed to ask a
18 question about why your bill is reviewed every three
19 months?

20 MS. BURCH:

21 Because this is still the same question.

22 JUDGE GUHL:

23 It's not the same question, ma'am. It's
24 two different questions. So you have to give ---.

25 MS. BURCH:

1 Because we're talking about two
2 different things.

3 JUDGE GUHL:

4 Ma'am, ma'am? Do not argue with me.
5 There are two different questions. And you have to
6 give the witness an opportunity to answer each
7 question separately. All right? Ma'am?

8 MS. BURCH:

9 You're confusing me.

10 JUDGE GUHL:

11 All right. So it appears that the
12 questions that Ms. Burch was asking, first off, was
13 how does she calculate the bill herself, her monthly
14 bill? And the other one was why does PECO review the
15 bills every three months when she's a part of the CAP
16 program and she only has to be recertified every two
17 years unless there's a change in income?

18 A. I'll answer the second question first because
19 it's easier to answer. The customer, when enrolled in
20 CAP is qualified --- is required to recertify every
21 two years, unless there is some sort of change in
22 household income. If the customer experiences a
23 decrease in income, they have only to provide a CAP
24 application and whatever their proof of income is.
25 And then the company will review it to see if the

1 customer is eligible for a reduced tier. That's
2 different.

3 On budget billing, which is not the CAP program,
4 which is a separate thing entirely, as I've already
5 said, the usage is reviewed quarterly per the
6 regulations to make sure that the usage and the billed
7 amount are consistent. We're talking about two
8 different issues. So the fact that the customer's
9 budget bill was reviewed every three months is
10 correct.

11 The fact that the customer is on a certain CAP
12 tier is also correct. Now, if the customer wants ---
13 here's the thing. On the back of the bill, where I
14 just talked about, where it shows the billing period,
15 the reading dates, the usage, at the very top of that
16 section, it will say CAP, Option D, Electric
17 Residential Service. If the customer were on
18 Residential Heating Service, it would state CAP Option
19 D, Electric Residential Heating Service. It won't say
20 R or RH.

21 In the bill insert, it uses those terms R and RH
22 in parentheses as a sort of shorthand. But
23 Residential and Residential Heating are two different
24 kinds of service. If the customer was a Residential
25 Heating account, it would say so. So on that section

1 of the bill where it talks about usage, that's where
2 the customer knows that their CAP tier is, as well as
3 what kind of service they have. And below that, it's
4 broken down, the number of kilowatt hours by all of
5 the things that are charged by the company and those
6 rates.

7 The company is required to send out that bill
8 insert periodically. There's a regulation, I believe.
9 I'm not 100 percent on that. It's an informational
10 thing that we provide to all of our customers. So if
11 the customer is concerned that the bills are not ---
12 any customer is concerned that the bills are not being
13 calculated properly, they can refer to that bill
14 insert, they can look at what their usage is, they can
15 check the math there. If they're not certain that the
16 CAP discount that's applied is correct, they can refer
17 to the company tariff or the letter.

18 The CAP tiers are also reviewed quarterly. I
19 have to throw that into the mix because the company is
20 required to adjust its rates quarterly, so what the
21 customer's discount might be might change
22 periodically.

23 But if there are ever any questions, the customer
24 has only to contact the company, and also --- so
25 that's it. The usage portion of the bill is an

1 entirely separate issue from the budget billing
2 portion of the bill. On every bill, however, page one
3 at the bottom is the tear-off section. And it says
4 please pay this amount, and a dollar amount is listed
5 with a due date. When a customer is enrolled in CAP
6 and the letter says that the customer is required to
7 pay their bills, then that's what it's talking about.
8 Whatever it says in that line, please pay this amount,
9 is what the customer is expected to pay by that due
10 date.

11 Again, there is no specific payment amount that
12 any CAP customer is required to pay. It's all of
13 their usage applied discount and whether or not their
14 on budget billing. That is how the billing system
15 works.

16 JUDGE GUHL:

17 Any other questions, Mr. Burch?

18 MS. BURCH:

19 Yes, ma'am.

20 BY MS. BURCH:

21 Q. I'm still confused with this CAP program. With
22 this CAP program, it's saying you are to pay --- you
23 are agreeing to pay in full each month a discounted
24 rate. Is this discounted rate a fixed rate or is it
25 an adjustable rate?

1 A. It's an adjustable rate. The company is required
2 to get approval for its rates quarterly, so ---.

3 Q. So when the household has its income of \$1,400,
4 and this income is decreased to \$700, would the
5 household be required to ---? If the household was
6 paying \$30 month on the \$1,400 gross monthly income,
7 the household gross monthly is now \$700, would the CAP
8 amount increase or would it decrease, according to
9 the ---? Would the CAP amount increase or decrease?

10 A. The discount would change. There's a potential
11 that the discount on the full bill amount would change
12 if the customer provided proof that they had gone
13 through a decrease in income, such that their CAP tier
14 changed. But if the usage was higher, the bill might
15 be higher than the last month's bill. As I've been
16 saying all along, your usage is different every month,
17 and a bill is generated every month based on the
18 usage, and the CAP discount is applied to that. It's
19 not a specific amount.

20 The amount of your income determines how much of
21 a discount you get on the full bill. It doesn't
22 necessarily mean that if you go from CAP tier E to CAP
23 tier C, that your bill is automatically going to be
24 lower. The bill amount might not be any lower, if
25 your usage was higher.

1 Q. In understanding the CAP program, there's nothing
2 in the letter from PECO that allows PECO to increase a
3 CAP amount because of an increase in usage. What that
4 paper says is that when there is an increase in usage,
5 a high, high increase, is that the customer is to be
6 referred to the LIURP program. And, in the meantime,
7 if this CAP program is basically pursuant to a monthly
8 income, a gross monthly income, then how does the
9 household benefit if the monthly bill is going to be
10 more than the gross monthly income? How do you
11 benefit from this program?

12 A. The CAP enrollment letter, which is similar to
13 the CAP recertification letter, tells you what the
14 terms and conditions of being in the CAP program are.
15 One of them is that you're required to apply for
16 LIHEAP and, as necessary, for a LIURP audit. Those
17 are conditions of CAP enrollment. They are not
18 indicators of usage or billing. They are simply ways
19 that your bill can be paid. And through LIHEAP, it's
20 grants that are actually paid to the company, and
21 LIURP, it's an auditing process where they try to help
22 a customer decrease their usage by installing energy
23 efficient appliances, their light bulbs and stuff like
24 that.

25 Neither one of those things really have a bearing

1 on the CAP program. You are required to participate
2 in those programs, which are separate from CAP, while
3 you receive your CAP discount. The benefit of being
4 on CAP is, number one, that pre-program arrears
5 forgiveness that I spoke of earlier, where you earned
6 forgiveness of the balance that existed when you were
7 enrolled. And the other big benefit of this is that
8 you receive a discount based on what your income is.
9 Q. And this is what I'm saying, so what is the
10 amount ---? It still goes back to how do the
11 household determine their monthly bill?

12 ATTORNEY LEE:

13 Your Honor, I think this has been asked
14 and answered ---

15 MS. BURCH:

16 It hasn't been answered.

17 ATTORNEY LEE:

18 --- and testified to several times.

19 MS. BURCH:

20 It hasn't been answered.

21 ATTORNEY LEE:

22 And I don't see that is particularly
23 fair to the company to go and belabor this issue
24 because the Complainant does not understand.

25 JUDGE GUHL:

1 All right. I'm going to sustain the
2 objection on that regard. Ms. Burch, do you have any
3 other questions, additional, besides the ones you've
4 already asked?

5 MS. BURCH:

6 Yes, ma'am. When I spoke with Mr.
7 Conway on the phone and I asked about budget billing,
8 he was telling me that PECO could do --- try to
9 explain this because it's nothing that they could ---

10 JUDGE GUHL:

11 All right. Ma'am?

12 MS. BURCH:

13 --- put down in black and white.

14 JUDGE GUHL:

15 Do you have any other questions for Mr.
16 Conway beyond what you've already asked? Anything new
17 or additional?

18 MS. BURCH:

19 New or additional? I'm just back to the
20 same question.

21 JUDGE GUHL:

22 All right. Well, we're not going back
23 to the same question. We've already been there. Any
24 other question?

25 MS. BURCH:

1 Well, what was the answer?

2 JUDGE GUHL:

3 Mr. Conway has explained it several
4 times.

5 MS. BURCH:

6 How I can calculate the bill?

7 JUDGE GUHL:

8 I believe he has answered that question
9 so we're going to move on. Do you have anything else?

10 MS. BURCH:

11 No further questions.

12 JUDGE GUHL:

13 Okay.

14 MS. BURCH:

15 No questions.

16 JUDGE GUHL:

17 All right. At this point, Ms. Lee, any
18 Redirect?

19 ATTORNEY LEE:

20 No, Your Honor.

21 JUDGE GUHL:

22 Okay. I have a couple of questions for
23 Mr. Conway. I'm looking at the BSC decision report
24 that's marked as PECO Exhibit Eight. It says total
25 balance of \$1,221.75. Is that part of that a pre-CAP

1 arrearage or just ---? I just want to make sure I'm
2 getting the numbers correct.

3 A. Typically, it is. When the report is sent over
4 in response to an informal complaint, the system
5 captures service data information. It does provide a
6 total account balance, which includes outstanding
7 charges as well as anything isolated, like pre-program
8 arrears for any sort of unbilled agreement. So that,
9 I believe, does include some isolated pre-program
10 arrearages.

11 JUDGE GUHL:

12 Okay. So the total balance on the
13 Complainant's account as of today's date is \$267.75?
14 I just want to make ---.

15 A. That's correct.

16 JUDGE GUHL:

17 Okay. That's the only question I have.
18 At this point, Ms. Lee, ---?

19 ATTORNEY LEE:

20 I would call Tom Lerro.

21 JUDGE GUHL:

22 Okay.

23 -----
24 THOMAS LERRO, HAVING FIRST BEEN DULY SWORN, TESTIFIED
25 AS FOLLOWS:

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JUDGE GUHL:

Sir, you can be seated and would you please state and spell your first and last name for the record?

A. Thomas Lerro, L-E-R-R-O.

JUDGE GUHL:

And can you provide me with your business address and your title with the company?

A. 2301 Market Street, Philadelphia, PA, 19101. My title with the company is senior high-bill field foreman.

JUDGE GUHL:

Ms. Lee?

DIRECT EXAMINATION

BY ATTORNEY LEE:

Q. Mr. Lerro, can you tell us how long you've employed by PEPCO Energy?

A. As of 2013, it will be 33 years with PECO Energy.

Q. And as a part of your duties as a high-bill field foreman, do you supervise any crew?

A. Yes, I do. I have eight technicians covering the entire PECO service territory.

Q. And what do your service technicians do in their capacity as high-bill technicians?

1 A. They respond to customer complaints for high
2 bills, for wiring issues, meter mix-ups, anything that
3 comes through the call center where a customer is
4 concerned about their billing.

5 Q. When your technicians perform high-bill field
6 investigations, do they prepare a report?

7 A. Yes, they do.

8 Q. And do you review those reports?

9 A. Yes, I do. I do review the reports monthly.

10 Q. Did you have an opportunity to review a report
11 concerning a high-bill field investigation that took
12 place at 4901 Stenton Avenue, H5?

13 A. Yes, I did.

14 Q. And referring now to PECO Energy Exhibit Six, can
15 you tell us what this report states?

16 A. This is a residential high bill investigation
17 form that is completed each time the field technician
18 visits a property.

19 Q. And do you know why this particular --- the field
20 investigation was performed?

21 A. This was a request from our Public Utility
22 Commission department or regulatory to go out for a
23 PUC investigation.

24 Q. Does it state anywhere on this report that it's a
25 PUC investigation?

1 A. Yes, it does. On page two of Exhibit Six, in the
2 upper corner, there's a --- on the utility report it
3 gives you the dispute type, which is PUC. And also,
4 on page one of Exhibit Six, under type of high bill
5 complaint it notes that it's a PUC complaint.

6 Q. Okay. So I'm looking at page one of Exhibit Six.
7 Can you walk us through this report?

8 A. Yes.

9 Q. There is a cost estimate. Can you tell us what
10 that is?

11 A. Yes. What the technician does is they walk
12 through the property when they arrive, and they log in
13 every type of appliance that they see at the property.
14 In this case, for Marcus Judon, they found a top and
15 bottom refrigerator, a microwave oven, a washer and
16 --- a washer and an iron, a furnace fan, a space
17 heater mounted to the wall in the bathroom. The hot
18 water heat, they noted, was gas. A television, 27 to
19 --- I'm sorry, two TVs, 20 to 27 inches, a 32 or
20 better to 36-inch television, a cable box, four air
21 purifiers and the rest was marked for gas, which you
22 see in the right-hand side, down at the bottom.
23 Heater was gas. Hot water heater, range and the dryer
24 for the rooms were gas.

25 Q. Does it state how many rooms are in the house?

1 A. Yes, it does. It says there's five rooms at the
2 property equaling roughly an average of 50 kilowatts
3 per month.

4 Q. Fifty (50) kilowatts per month for each room?

5 A. No, no. That would be the total for all five.

6 Q. Okay. And that is for what, the lighting?

7 A. That is just lighting.

8 Q. Okay. So if you could explain that to us?

9 You're saying that there would be a usage of 50
10 kilowatt hours for lighting alone?

11 A. That is correct.

12 Q. Okay. So was your technician able to calculate
13 the amount that would be potentially used at the
14 property?

15 A. Yes, they do. The average kilowatts for the
16 winter months when there were 1,395 potential
17 kilowatts used per month.

18 Q. And can you tell us how that calculation is done?

19 A. Yes. Each appliance, when they record it through
20 the cost estimate, if you look to the right-hand side
21 of those numbers, there's a handwritten number in each
22 block. What they do is, each appliance, by an
23 electric standard, government standard, has an average
24 number of kilowatts that it can use. So they log
25 those based on --- a normal operating, say, top and

1 bottom refrigerator uses 200 kilowatts per month. A
2 normal, operating regular-sized microwave, 40 per
3 month.

4 So they take the standard. They total all of
5 those numbers up and that gives them the potential of
6 --- what appliances that are at the property have the
7 potential to use in any given month.

8 Q. So, in this case, you said it's 1,395 potential?

9 A. That is correct.

10 Q. And that's kilowatt hours per month; is that
11 correct?

12 A. That's correct.

13 Q. Did you have an opportunity to review the
14 kilowatt hour usage at Mr. Judon's property at PECO
15 Energy Exhibit One?

16 A. Yes, from the cost estimate.

17 Q. Okay. And you said in the winter months. Let's
18 take a look at one of the winter months. Okay?

19 A. Okay.

20 Q. And I referring to the winter month of, let's
21 see, December 27th, 2011 through January 29th, 2011
22 (sic). That's on page two. Can you tell us what the
23 kilowatt-hour usage was during that wintertime period?

24 A. Yes. They average anywhere between 8 and 11
25 --- 1,200 kilowatt-hours per month. It was 14 in one

1 month.

2 Q. All right. Specifically for the period December
3 27th, 2011 through January 29th, 2011 (sic), can you
4 tell us what the kilowatt-hour usage was? Is it
5 stated here on this account activity statement?

6 A. I'm looking at '11; correct?

7 Q. Sorry, what was that?

8 A. I'm looking at 2011?

9 Q. Yes.

10 A. December 28th, ---.

11 Q. That's on page two. We're looking at the
12 period ---.

13 A. December 27th to January 29th?

14 Q. Yes?

15 A. 1,581 kilowatts.

16 Q. Okay. And what was it the month before? During
17 the November 22nd, 2011 through December ---?

18 A. 2,104 kilowatts.

19 Q. Okay. So let's take a look --- these are the
20 winter months; correct?

21 A. That's correct.

22 Q. And let's take a look at the potential use. It
23 says 1,395 potential usage. Did the residence use up
24 to its potential usage?

25 A. Yes, they did, and they exceeded it.

1 Q. All right. Let's take a look at the winter month
2 for the period December 26th, 2012 through January 28,
3 2013. And that's on page three of PECO One. Can you
4 tell us what the kilowatt-hour usage was?

5 A. Yes. They were from 884, 741, 742 ---.

6 Q. Okay. So that's for the winter period; correct?

7 A. That's the winter period, correct.

8 Q. So does it appear that the household decreased
9 its usage?

10 A. Yes, it did.

11 Q. Did the household, in the winter months of 2013,
12 actually use the potential that they could use,
13 possibly use?

14 A. No. They were actually up in the potential of
15 what they could use.

16 Q. All right. Now, during this field investigation,
17 what type of tests do your technicians perform to
18 determine if there's a problem at the residence?

19 A. Well, what we do is we take the reading, we
20 compare it to the last month's reading from the
21 electric meter. We drop the load --- and dropping the
22 load means that we shut everything off at the
23 property, and we determine that the meter disk, or the
24 meter itself stops running. That let's us know that
25 there's no additional wiring or anything or any

1 potential shorts at the property.

2 We also do a passing load test on the property
3 with a known load. In this case, we did the passing
4 load test with the microwave oven. We take an average
5 time of how long it takes for the disk to turn. That
6 gives us how many watts are on the meter at the time
7 when the microwave oven is running. We did that by a
8 calculation that we use and it lets us know how many
9 watts are on the meter, while just that microwave oven
10 was running. We clocked 701 kilowatt hours --- or,
11 I'm sorry, 701 watts on the meter of 700. The actual
12 microwave oven was a 700-watt microwave oven. So that
13 was well within range because it was being done by a
14 stopwatch.

15 Was there any foreign load found at the property
16 or foreign wiring? There was none. And was there any
17 new X substance? It was a single-family home. There
18 was no potential for a meter mix-up at the property.

19 Q. Did your technician take any meter readings?

20 A. Yes, they did.

21 Q. Were they able to verify the meter, the meter
22 readings with the actual bills?

23 A. Yes, they did. And the readings were in line.
24 They took the reading, a comparison between the
25 January 28th reading of 2013, and the February 20th

1 date of the field visit. They did a calculation to
2 see how much usage was in that period of time between
3 the 28th and February 20th. 595 kilowatts were used
4 in that time frame.

5 They divide that by the number of days in that
6 time frame. That gives you the 25.86, which is the
7 daily average use between the 28th and the 20th. They
8 times the daily average use by 30, which is the normal
9 average month. That gave them 776 kilowatt hours for
10 potential use. And at the time when they were there
11 when they clocked the meter, you'll see there was 947
12 watts on the meter at the time they were there.

13 Q And all this data and calculations you're
14 referring to, is that on the report?

15 A. Yes, it is, bottom of page one of PECO Exhibit
16 Six.

17 Q. Now, can you tell us, according to the notes on
18 this report, what happened during the field visit?

19 A. Okay. Eric Riley, one of my senior technicians,
20 visited the property on February the 20th.

21 Q. How many years does Mr. Riley have with the
22 company?

23 A. Mr. Riley has 27 years with PECO Energy and seven
24 this year in his position as a high-bill technician.

25 Q. Okay.

1 A. This was a PUC case he noted. He took a cost
2 estimate. Usage was justified based on the appliance
3 potential. The appliance potential is what you saw on
4 page one of Exhibit Six. Usage actually lower than
5 what the potential is. Explained that to Mrs. Burch,
6 grandmother of occupant. Performed a passing load
7 test. Meter is accurate. Dropped the load and idled
8 the disk --- which I explained on the top part what
9 that was.

10 Customer has to use an in-wall electric heating
11 unit in the bathroom due to no air vents in the
12 bathroom. Mrs. leaves it on 24 hours a day.
13 Explained to lower usage, can turn off --- to turn on
14 before going into and then shut off when leaving.

15 Also, he noted that the filter for the gas house
16 heater had not been changed regularly per customer.
17 The thermostat, when he reviewed the customer's
18 thermostat, it was actually flashing change/clear
19 filter. Some of the thermostats have a sort of ---
20 you know, when they start choking and when they can't
21 breathe, the filter light comes on on the thermostat
22 just to let the customer know that it's time to change
23 it.

24 Q. So what does the thermostat have to do with the
25 electric? I mean, does that have any effect?

1 A. Absolutely. By the blower running and the
2 thermostat not breathing --- I'm sorry, and the heater
3 not breathing, it's causing the thermostat to just
4 keep letting the heater just run. Now, the gas side
5 of that would increase, but also the electric side,
6 where it'd have to run constantly and work harder.
7 The blower motor that forces the hot air into the
8 property would just have to keep running and running
9 and running.

10 Q. Okay. Continue.

11 A. It's one of our simplest fixes on a lot of
12 problems. Customers changing filters helps reduce
13 energy costs.

14 Okay. So due to the filter, explained. A report
15 will be generated to the PUC. Mrs. Burch stated that
16 she understands and was satisfied with the field
17 visit. And it's just stating that he spent over an
18 hour at the property, was one of his notations.
19 Actually, I had requested that we put that there, the
20 field work or paperwork on it, so I know how much time
21 they spend at properties so I can match it to the
22 field reports.

23 Q. Based on this field report, were there any
24 problems that would indicate there are high bills?

25 A. No, not at all. Everything was in line. Only

1 some minor corrections that the customer could make,
2 which would help reduce the costs, and that was
3 shutting off the heater and turning it on in the
4 bathroom when entering and exiting, and cleaning up
5 some filters. And they were suggestions given by my
6 technician.

7 Q. Okay. Were there any problems noted or indicated
8 with the meter that would cause high bills?

9 A. No. The meter passed the passing load test. The
10 usage was in line and the disk was idle, telling us
11 that there was no wiring problems inside the property,
12 also.

13 Q. Okay.

14 ATTORNEY LEE:

15 Thank you. That's all the questions I
16 have.

17 JUDGE GUHL:

18 All right. Ms. Burch, do you have any
19 questions of Mr. Lerro?

20 MS. BURCH:

21 Yes.

22 CROSS EXAMINATION

23 BY MS. BURCH:

24 Q. Good afternoon, Mr. Lerro. I think I have really
25 one question. When your technician came out, did he

1 note in the report the reason why I was using the air
2 purifiers?

3 A. He did note that you were using them, and I
4 believe that he did --- let me just take a look. I
5 think I did see something, but let me check. He noted
6 that you were using the air purifiers. Mrs. uses air
7 purifiers to help clean the air due to the filter
8 being dirty.

9 Q. Right. So, in other words, changing the filters
10 is on the management and not on the tenant, and I
11 guess that's why he noted that the reason why I'm
12 using a purifier is because management has not
13 maintained the property as far as changing the
14 filters.

15 MS. BURCH:

16 No more questions.

17 JUDGE GUHL:

18 Okay. Let me just see if I have any
19 questions. I know you already explained this, but
20 just for my edification, the calculation at the bottom
21 of the first page where it came out to 947 related to
22 the meter, ---

23 A. Yes.

24 JUDGE GUHL:

25 --- can you just explain that

1 calculation, what the technician had to do to get to
2 that again?

3 A. Okay. What they do is they actually base the
4 usage --- what they do is they take the passing load
5 when they first get there. They stopwatch the disk
6 making one full revolution. There's a calculation
7 that's done. They take the number of seconds that the
8 dial took to rotate. They times that for the times or
9 the times --- the one by 3,600 is the standard
10 calculation. Then they divide the number of seconds,
11 which you'll see up top here (indicating) where it
12 says in the shaded area --- that might be hard for you
13 to read --- KH1.0?

14 JUDGE GUHL:

15 Uh-huh (yes).

16 A. That's times'd by a calculation of 3,600. They
17 take the seconds that it took for the disk to rotate.
18 That was 3.80 seconds. They divide that by the 3,600
19 and that gives them how many watts are on the meter at
20 that time. And that's a calculation based on their
21 stopwatch. It's 95 percent correct but, you know, it
22 all depends on how fast you start your watch and stop
23 it. A tenth or two-tenths of a second can make you be
24 off by 10, 15 watts.

25 But it gives us a general idea of what we're

1 looking at when we go to the property to see what is
2 on before we start shutting everything off.

3 JUDGE GUHL:

4 Now, I was looking at Exhibit One for
5 PECO, and I'm looking specifically at 2010, the winter
6 months. Let's see. It was the bill period from
7 December --- between December 27, 2010 to January
8 27th, 2011. And it looks like the kilowatt usage is
9 594?

10 A. That is correct.

11 JUDGE GUHL:

12 Okay. Is there any explanation as to
13 why it changed for the same time period from 2011?

14 A. It's very possible that were not using the space
15 heater, very possible that they were not using the
16 purifiers.

17 MS. BURCH:

18 Right. What happened was ---.

19 JUDGE GUHL:

20 All right. Just a second. I want to
21 hear Mr. Lerro.

22 A. Yeah. It's based on the usage difference, and it
23 could be that the heater wasn't being used in the
24 bathroom. That is a major part of their usage in the
25 wintertime months, that electric baseboard heater.

1 The purifiers could be a couple of different, based on
2 the usage and what the potential use is. So that's
3 why it could be much lower.

4 JUDGE GUHL:

5 Okay. I don't have any other questions.

6 MS. BURCH:

7 I ---.

8 JUDGE GUHL:

9 All right. Just a moment, Ms. Burch.

10 All right, anything else, Ms. Lee?

11 ATTORNEY LEE:

12 No, Your Honor. I would just move my
13 exhibits into the record, PECO One through Nine.

14 JUDGE GUHL:

15 All right. Ms. Burch, do you have any
16 objections to PECO's One through Nine being a part of
17 the record?

18 MS. BURCH:

19 No, ma'am.

20 JUDGE GUHL:

21 Okay. Then I will enter PECO Exhibits
22 One through Nine into the record.

23 Ms. Burch, do you want to move your
24 exhibits into the record?

25 MS. BURCH:

1 Yes, ma'am.

2 JUDGE GUHL:

3 Okay. I have Complainant's Exhibits One
4 through Seven. Ms. Lee, do you have any objection to
5 those exhibits?

6 ATTORNEY LEE:

7 None at all.

8 JUDGE GUHL:

9 All right. Then those Complainant's
10 Exhibits One through Seven are entered into the record
11 as well.

12 I just want to note that I'm going to
13 have to make copies of PECO Exhibit Nine and
14 Complainant's Exhibit One through Seven so that I can
15 provide copies to the court reporter and to the
16 opposing party.

17 MS. BURCH:

18 I just want to make a statement.

19 JUDGE GUHL:

20 All right. Okay, go ahead.

21 MS. BURCH:

22 What he was saying, it's true, that in
23 2010, the space heater in the bathroom wasn't working.
24 And what happened was in 2011, when the unit was
25 inspected, that's when Houser (phonetic) was saying

1 that it was supposed to have been heat in the
2 bathroom. And that's when they turned that space
3 heater on, in 2011. Plus, between 2010 all the way in
4 between 2011, the thermostat was changed about, like,
5 three different times. And I think that's why the
6 bill was high and how it managed to come down low, was
7 once they replaced those thermostats.

8 JUDGE GUHL:

9 All right. Anything else for Mr. Lerro
10 or can I ---?

11 ATTORNEY LEE:

12 No, Your Honor.

13 JUDGE GUHL:

14 Okay. You're excused, sir. All right.
15 At this point, Ms. Burch, anything else that you need
16 to add at this time?

17 MS. BURCH:

18 No, ma'am. And thank you. ...

19 JUDGE GUHL:

20 Anything else for PECO?

21 ATTORNEY LEE:

22 No, Your Honor.

23 JUDGE GUHL:

24 Okay. All right. Then, again, what
25 will happen is I will wait until I receive the

1 transcript for today's hearing. I'll review the
 2 documents that I've received from both parties. And I
 3 will make my decision. I will issue a written
 4 decision that will be mailed to both parties. And
 5 once you receive that decision, please review it. And
 6 if you have any objections to it, you can file
 7 exceptions with the Commission. And they will review
 8 the decision, if there are exceptions filed. The
 9 Commission can also review my decision on their own,
 10 if they wish to do so. If no one files an exception
 11 and no one --- and the Commission decides not to
 12 review it on their own, then my decision will become
 13 final.

14 So, at this point, the hearing is
 15 concluded. I thank the parties for coming to
 16 participate and I wish you a good rest of the day.
 17 And you'll be receiving a written decision from me.

18 Have a good day, everyone.

19 * * * * *

20 HEARING CONCLUDED AT 12:23 P.M.

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CERTIFICATE

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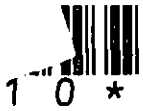
I hereby certify that the foregoing proceedings, hearing held before Judge Guhl was reported by me on 5/8/2013 and that I, Justin Zeh, read this transcript and that I attest that this transcript is a true and accurate record of the proceeding.


Court Reporter

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MAY 24 2013

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| <input type="checkbox"/> Administrative Order | <input type="checkbox"/> Orders |
| <input type="checkbox"/> Annual Report | <input type="checkbox"/> Oversized Documents |
| <input type="checkbox"/> Answers | <input type="checkbox"/> Rate Complaints |
| <input type="checkbox"/> Application | <input type="checkbox"/> Rate Filing |
| <input type="checkbox"/> BIE Formal Complaints | <input type="checkbox"/> Recommended Decision |
| <input type="checkbox"/> Certificate of Public
Convenience | <input type="checkbox"/> Report Folder |
| <input type="checkbox"/> Complaints | <input type="checkbox"/> Secretarial Letter |
| <input type="checkbox"/> Document Folder | <input type="checkbox"/> Tariff |
| <input checked="" type="checkbox"/> Exhibits | <input type="checkbox"/> Tentative Decision |
| <input type="checkbox"/> Initial Decision | <input type="checkbox"/> Transcript (Testimony) |



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: MARCUS JUDON
Account Number: 25858-35045
Phone Number: 267-581-3492
Service Address: 4901 STENTON AV, H-5, PHILADELPHIA



Billing Summary

Bill Date	03/29/2011
LIHEAP payment \$154.00	
Excess credit	\$-26.47
Overpayment	\$-154.00
Your remaining excess credit is \$153.47	
Total Other Charges	\$-180.47
Current Period Charges	
Electric	\$40.71
Total New Charges	\$40.71
Total debit balance	\$40.71

RECEIVED
MAY 24 2013
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

General Information

Next scheduled meter reading: **April 27, 2011**
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call **1-800-774-7040** 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

Message Center

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

Thank you. Since you paid last month's bill on time, \$28.57 of your PPA has been forgiven. Your original PPA amount was \$342.79. Your current PPA balance is \$314.22.

New charges contain estimated total state taxes of \$2.94, including \$2.47 for State Gross Receipts Tax.

Credit balance on this bill will be applied to your next standard bill.

Budget Billing

Total Current Charges	\$40.71
Current Budget Billing Amount	\$27.00
Current Budget Bill Balance	\$13.71
Last Month's Budget Balance	\$72.38
Total Budget Balance	\$86.09

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.

25858 3504 50000 0000

9812 1 AV 0.332 9812/009812/019852 038 01 GXCA53 345 03302011
MARCUS JUDON
4901 STENTON AVE APT H5
PHILADELPHIA PA 19144-3048



Account Number **25858-35045** Payment Receipt Stamp

Payment Amount

Please pay this amount by **04/20/2011** **\$0.00**

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

00000040710000000000



258583504500000000011100000001



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, approved by the Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for 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. (1-1/2% 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.

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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, maintenance, and service line maintenance for gas customers.

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.

Gas Transition Surcharge (GTS): Charges to move natural gas along interstate pipelines to PECO's gas delivery system.

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 highest 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.

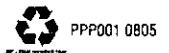
State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

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.

Name: **MARCUS JUDON**
Account Number: **25858-35045**

Meter Information								
Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
03/28	105520460	General Service	Tot kWh	40624 Actual	41013 Actual	389	1	389

Total kWh Used 389

Electric Residential Service CAP Opt E - Current Period Detail **Service 02/27/2011 to 03/28/2011 - 29 days**

Customer charge								\$7.25
Generation Charges			389 kWh	X	\$0.09070			35.28
Alt. Energy Portfolio Standard			389 kWh	X	0.00120			0.47
Transmission Charges			389 kWh	X	0.00730			2.84
Distribution Charges			389 kWh	X	0.05960			23.18
State Tax Adjustment								-0.02
CAP Adjustment								\$-28.29

Total Current Charges **\$40.71**

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	389	13.4	29	45
Last Month	479	15.4	31	36
Last Year	0	0.0	0	0

Avg kWh per Month	452
Total Annual kWh Usage	3,167



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, approved by the Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

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

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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.

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

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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.

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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.

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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 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.

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

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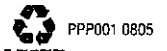
Ancillary Charge: Charges to reimburse utilities for the cost associated with operating the system that moves energy from the generating stations to PECO's system for delivery to its customers.

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, maintenance, and service line maintenance for gas customers.

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



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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

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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: MARCUS JUDON
Account Number: 25858-35045
Phone Number: 267-581-3492
Service Address: 4901 STENTON AV, H-5, PHILADELPHIA

Billing Summary

Table with 2 columns: Description, Amount. Rows include Bill Date (05/26/2011), Excess credit (\$-126.47), Total Other Charges (\$-126.47).

Current Period Charges

Table with 2 columns: Description, Amount. Rows include Electric (\$29.55), Total New Charges (\$29.55), Total debit balance (\$29.55).

General Information

Next scheduled meter reading: June 27, 2011
PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-774-7040 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

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
Thank you. Since you paid last month's bill on time, \$28.57 of your PPA has been forgiven. Your original PPA amount was \$342.79. Your current PPA balance is \$257.08.
New charges contain estimated total state taxes of \$2.13, including \$1.79 for State Gross Receipts Tax.
Your budget billing amount was reviewed this month and it will change to \$42.00 effective with your next bill.
Credit balance on this bill will be applied to your next standard bill.

Budget Billing

Table with 2 columns: Description, Amount. Rows include Total Current Charges (\$29.55), Current Budget Billing Amount (\$27.00), Current Budget Bill Balance (\$2.55), Last Month's Budget Balance (\$94.67), Total Budget Balance (\$97.22).

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.

25858 3504 50000 0000

9491 1 AV 0.337 9491/009491/019151 036 01 GXCKMH 23 05272011
MARCUS JUDON
4901 STENTON AVE APT H5
PHILADELPHIA PA 19144-3048

Account Number 25858-35045 Payment Receipt Stamp

Payment Amount box

Please pay this amount by 06/17/2011 \$0.00

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

00000029550000000000

258583504500000000011680000009

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

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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.

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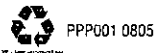
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\$1 \$5 \$10 \$ _____

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FINANCIAL INSTITUTION _____

CHECKING

YOUR BANK ACCOUNT NUMBER AND BANK ROUTING NUMBER _____

STATEMENT SAVINGS
(NO PASSBOOKS)

X

SIGNATURE _____

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Name: MARCUS JUDON
 Account Number: 25858-35045
 Phone Number: 267-581-3492
 Service Address: 4901 STENTON AV, H-5, PHILADELPHIA

Billing Summary

Bill Date 06/27/2011
 Excess credit \$-99.47
 Your remaining excess credit is \$57.47
 Total Other Charges \$-99.47

Current Period Charges

Electric \$79.72
 Total New Charges \$79.72
 Total debit balance \$79.72

General Information

Next scheduled meter reading: July 27, 2011
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call 1-800-774-7040 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

Message Center

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

Thank you. Since you paid last month's bill on time, \$28.57 of your PPA has been forgiven. Your original PPA amount was \$342.79. Your current PPA balance is \$228.51.

New charges contain estimated total state taxes of \$5.77, including \$4.83 for State Gross Receipts Tax.

Credit balance on this bill will be applied to your next standard bill.

Budget Billing

Total Current Charges \$79.72
 Current Budget Billing Amount \$42.00
 Current Budget Bill Balance \$37.72
 Last Month's Budget Balance \$97.22
 Total Budget Balance \$134.94

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.

25858 3504 50000 0000

9515 1 AV 0.337 8515009515019256 036 01 GXCRPS 345 06282011
 MARCUS JUDON
 4901 STENTON AVE APT H5
 PHILADELPHIA PA 19144-3048



Account Number 25858-35045 Payment Receipt Stamp

Payment Amount

Please pay this amount by 07/19/2011 \$0.00

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

00000079720000000000



258583504500000000012000000000

PECO BILLION 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, approved by the Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for 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. (1-1/2% 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.

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 highest 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.

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, maintenance, and service line maintenance for gas customers.



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.



An Exelon Company

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: **MARCUS JUDON**
Account Number: **25858-35045**

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Usage
				Previous	Present			
12/27	105520460	General Service	Tot kWh	39029 Actual	39623 Actual	594	1	594

Total kWh Used 594

Electric Residential Service - Current Period Detail

Service 11/22/2010 to 12/27/2010 - 35 days

Customer charge					\$5.32
Generation Charges	594 kWh	X	\$0.09190		54.59
Transmission Charges	594 kWh	X	0.00550		3.27
Distribution Charges	594 kWh	X	0.05200		30.89
Transition Charges	594 kWh	X	0.00330		1.96
State Tax Adjustment					-0.11

Total Current Charges

\$95.92

13-Month Usage (Total kWh)



Your Usage Profile

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	594	16.9	35	36
Last Month	444	15.3	29	52
Last Year	0	0.0	0	0

Avg kWh per Month	444
Total Annual kWh Usage	1,777



DO NOT MAIL THIS PORTION WITH YOUR PAYMENT

INFORMATION ABOUT YOUR BILL

Reading Your Meter: Actual Reading – Meter readings are obtained monthly from our automated meter reading system. Customer Reading – a reading you give us: Estimated Reading – when we do not get a reading, we base charges on the average temperature and on your past electric and gas use.

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

Employee Identification: All PECO employees carry a special picture identification card. Please feel free to ask to see it.

Rate Schedule: Complete rate schedules are available at www.peco.com, our business office, or call 1-800-494-4000.

Basic Charges: Charges for the energy you used plus a monthly charge for maintaining your service. The Public Utility Commission approves PECO basic charges.

Charges For Late Payment: 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. (1-1/2% for GS and Residential accounts.)

Demand Information (Commercial Customers Only)

- **Registered Peak Demand:** Maximum rate for highest half hour interval of each billing period. It is measured in kilowatts (kW), averaged over a 30-minute period.
- **Determination of Billed Demand:** The billing demand will be computed to the nearest kilowatt (tenth for GS) and will never be less than the measured demand, adjusted for power factor, nor less than 25 kilowatts. Additionally, during the months of October through May, the billing demand will not be less than 40% of the maximum demand specified in the contract nor less than 80% (40% for GS) of the highest billing demand in the preceding months of June through September.
- **Generation and Transmission Demand Minimum:** Winter billing period charges to customers who participate in Electric Choice and take generation and transmission service from PECO in any summer month.

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

ELECTRIC AND GAS TERMS USED IN YOUR BILL

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

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 distribution charges to cover costs of billing, meter reading, equipment, maintenance, and for maintaining gas service lines for gas customers.

Distribution Charges:

- **Electric** charges for the use of local wires, transformers, substations and other equipment used to deliver electricity to end-use consumers from the high voltage transmission lines.
- **Gas** charges for the delivery of natural gas from the point of receipt into the natural gas distribution company's system for gas customers.
- The Public Utility Commission regulates these charges.

Energy Efficiency Charge: Charges for the reimbursement of state-required energy efficiency and conservation programs. These charges cover the cost of new programs to help customers save money by using energy more efficiently. Programs are available through 2013.

Gas Cost Adjustment (GCA): Amount billed or credited monthly for differences between projected and actual gas supply costs of the natural gas distribution company.

Gas Transition Surcharge (GTS): Interstate pipeline charges that are not included in basic charges.

Generation Charges: Charges for the production of electricity. Generation service from an electric generation supplier is competitively priced and is not regulated by the Public Utility Commission.

Intangible Transition Charge (ITC): Amount of this bill that PECO must collect to pay Transition Bondholders.

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

Natural Gas Supply Charges: Charges for basic gas supply service sold in cubic feet. The natural gas supplier you have chosen sets process and charges. Natural gas supplier charges are competitively priced and are not regulated by the Public Utility Commission.

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

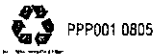
State Gross Receipts Tax: State tax on electric public utilities that we include in the basic charges.

State Tax Adjustment: A charge or credit for changes in state taxes. It may include part of the State Gross Receipts Tax

Transition Charges: Charges on every customer's bill to cover an electric utility's transition or stranded costs set by the Public Utility Commission.

Transmission Charges: Charges for moving high voltage electricity from a generation facility to the distribution lines of an electric company. 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.



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

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FINANCIAL INSTITUTION _____

- CHECKING
- STATEMENT SAVINGS (NO PASSBOOKS)

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: **MARCUS JUDON**
 Account Number: **25858-35045**
 Phone Number: **267-581-3492**
 Service Address: **4901 STENTON AV, H-5, PHILADELPHIA**

Billing Summary

Bill Date **07/27/2011**
 Excess credit **\$-57.47**
 Your remaining excess credit is **\$15.47**
 Total Other Charges **\$-57.47**

Current Period Charges

Electric **\$132.31**
 Total New Charges **\$132.31**
 Total debit balance **\$132.31**

General Information

Next scheduled meter reading: **August 25, 2011**
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call **1-800-774-7040** 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

Message Center

You are on the Customer Assistance Program (CAP) Rate. You are saving money by paying a CAP rate.
 Thank you. Since you paid last month's bill on time, \$28.57 of your PPA has been forgiven. Your original PPA amount was \$342.79. Your current PPA balance is \$199.94.
 New charges contain estimated total state taxes of \$9.57, including \$8.02 for State Gross Receipts Tax.
 Credit balance on this bill will be applied to your next standard bill.

Budget Billing

Total Current Charges **\$132.31**
 Current Budget Billing Amount **\$42.00**
 Current Budget Bill Balance **\$90.31**
 Last Month's Budget Balance **\$134.94**
 Total Budget Balance **\$225.25**

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.

25858 3504 50000 0000

19412 1 AV 0.337 19412/019412/039648 077 01 GXCWMH 234 07282011
 MARCUS JUDON
 4901 STENTON AVE APT H5
 PHILADELPHIA PA 19144-3048

Account Number **25858-35045** Payment Receipt Stamp

Payment Amount

Please pay this amount by **08/18/2011** **\$0.00**

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

00000132310000000000

258583504500000000012300000007

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, approved by the Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for 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. (1-1/2% 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, maintenance, and service line maintenance for gas customers.

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 highest 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.

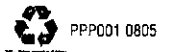
State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

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

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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

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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.

Name: **MARCUS JUDON**
 Account Number: **25858-35045**
 Phone Number: **267-581-3492**
 Service Address: **4901 STENTON AV, H-5, PHILADELPHIA**

Billing Summary

Bill Date		09/26/2011
Budget bill charges from previous bill		\$26.53
Total Other Charges		\$26.53
Current Period Charges		
Electric	\$58.31	
Budget billing amount		\$42.00
Total New Charges	\$58.31	
Total Amount Due on 10/18/2011		\$68.53

General Information

Next scheduled meter reading: **October 25, 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 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.
 Your original PPA balance was \$342.79 and is currently \$171.37.
 New charges contain estimated total state taxes of \$4.22, including \$3.53 for State Gross Receipts Tax.
 Your budget billing amount was reviewed this month and it will change to \$82.00 effective with your next bill.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$257.85
+Total Current Charges	\$58.31
- Current Budget Billing Amount Due	\$42.00
This Month's Deferred Balance	\$274.16

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.

25858 3504 50000 0000

8981 1 AV 0.337 8981/008981/018465 032 01 GXD812 134 09272011
 MARCUS JUDON
 4901 STENTON AVE APT H5
 PHILADELPHIA PA 19144-3048



Account Number **25858-35045** Payment Receipt Stamp

Payment Amount

Please pay this amount by **10/18/2011** **\$68.53**

00000058310000000000

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



258583504500000685312910068531

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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Demand Information (Commercial Customers Only)

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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.

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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.

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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.

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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 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.

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, maintenance, and service line maintenance for gas customers.



PPP001 0805

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: **MARCUS JUDON**
 Account Number: **25858-35045**
 Phone Number: **267-581-3492**
 Service Address: **4901 STENTON AV, H-5, PHILADELPHIA**

Billing Summary

Bill Date		10/25/2011
Budget bill charges from previous bill		\$26.53
Budget bill charges from previous bill		\$42.00
Total Other Charges		\$68.53
Current Period Charges		
Electric	\$43.44	
Budget billing amount		\$82.00
Total New Charges	\$43.44	
Total Amount Due on 11/16/2011		\$150.53

General Information

Next scheduled meter reading: **November 23, 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 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.
 Your original PPA balance was \$342.79 and is currently \$171.37.
 New charges contain estimated total state taxes of \$3.14, including \$2.63 for State Gross Receipts Tax.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$274.16
+Total Current Charges	\$43.44
- Current Budget Billing Amount Due	\$82.00
This Month's Deferred Balance	\$235.60

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.

25858 3504 50000 0000

9265 1 AV 0.337 0265009265016898 038 01 GXDBYY 1235 10262011
 MARCUS JUDON
 4901 STENTON AVE APT H5
 PHILADELPHIA PA 19144-3048

Account Number **25858-35045** Payment Receipt Stamp

Payment Amount

Please pay this amount by 11/16/2011 **\$150.53**

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

00000043400000000000

258583504500001505313200150530

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, approved by the Pennsylvania Public Utility Commission, for the energy you used plus a monthly charge for maintaining your service.

CAP (Customer Assistance Program): Discounted rate for 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. (1-1/2% 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, maintenance, and service line maintenance for gas customers.

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 highest 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

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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: MARCUS JUDON
 Account Number: 25858-35045
 Phone Number: 267-581-3492
 Service Address: 4901 STENTON AV, H-5, PHILADELPHIA

Billing Summary

Bill Date		11/23/2011
Budget bill charges from previous bill		\$26.53
Budget bill charges from previous bill		\$42.00
Budget bill charges from previous bill		\$82.00
Total Other Charges		\$150.53
Current Period Charges		
Electric	\$212.58	
Budget billing amount		\$82.00
Total New Charges	\$212.58	
Total Amount Due on 12/19/2011		\$232.53

General Information

Next scheduled meter reading: **December 28, 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 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.
 Your original PPA balance was \$342.79 and is currently \$171.37.
 New charges contain estimated total state taxes of \$15.39, including \$12.88 for State Gross Receipts Tax.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$235.60
+Total Current Charges	\$212.58
- Current Budget Billing Amount Due	\$82.00
This Month's Deferred Balance	\$366.18

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.

25858 3504 50000 0000

9160 1 AV 0.337 9160/009160018645 034 01 GXDG/W 123 11242011
 MARCUS JUDON
 4901 STENTON AVE APT H5
 PHILADELPHIA PA 19144-3048

Account Number **25858-35045** Payment Receipt Stamp
 Payment Amount

Please pay this amount by 12/19/2011 **\$232.53**

00000212580000000000

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

258583504500002325313530232533

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.

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.

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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.

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ELECTRIC AND GAS TERMS USED IN YOUR BILL

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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.



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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

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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: MARCUS JUDON
Account Number: 25858-35045
Phone Number: 267-581-3492
Service Address: 4901 STENTON AV, H-5, PHILADELPHIA

Billing Summary

Table with 2 columns: Description and Amount. Rows include Bill Date (12/28/2011), Budget bill charges from previous bill (\$26.53, \$42.00, \$82.00, \$82.00), Total Other Charges (\$232.53), Current Period Charges (Electric \$317.22, Budget billing amount \$82.00), Total New Charges (\$317.22), and Total Amount Due on 01/19/2012 (\$314.53).

General Information

Next scheduled meter reading: January 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.
Your original PPA balance was \$342.79 and is currently \$171.37.
New charges contain estimated total state taxes of \$22.96, including \$19.22 for State Gross Receipts Tax.
Your budget billing amount was reviewed this month and it will change to \$144.00 effective with your next bill.

Budget Billing Deferred Balance

Table with 2 columns: Description and Amount. Rows include Last Month's Deferred Balance (\$366.18), +Total Current Charges (\$317.22), - Current Budget Billing Amount Due (\$82.00), and This Month's Deferred Balance (\$601.40).

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.
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A convenience fee will apply.

25858 3504 50000 0000

9195 1 AV 0.337 9195/008195/018718 036 01 GXDKVF 1345 12282011
MARCUS JUDON
4901 STENTON AVE APT H5
PHILADELPHIA PA 19144-3048

Account Number 25858-35045
Payment Receipt Stamp

Payment Amount box

Please pay this amount by 01/19/2012 \$314.53

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

00000317220000000000



258583504500003145320190314531

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



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: MARCUS JUDON
Account Number: 25858-35045
Phone Number: 267-581-3492
Service Address: 4901 STENTON AV, H-5, PHILADELPHIA

Billing Summary

Table with columns for item description and amount. Includes Bill Date (01/30/2012), Budget bill charges from previous bill (A \$26.53, S \$42.00, O \$82.00, N \$82.00, D \$82.00), Total Other Charges (\$314.53), Current Period Charges (Electric \$215.70, Budget billing amount \$144.00), Total New Charges (\$215.70), and Total Amount Due on 02/21/2012 (\$458.53).

General Information

Next scheduled meter reading: February 28, 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.
Your original PPA balance was \$342.79 and is currently \$171.37.
New charges contain estimated total state taxes of \$14.10, including \$12.73 for State Gross Receipts Tax.

Budget Billing Deferred Balance

Table with columns for item description and amount. Includes Last Month's Deferred Balance (\$601.40), +Total Current Charges (\$215.70), - Current Budget Billing Amount Due (\$144.00), and This Month's Deferred Balance (\$673.10).

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.

25858 3504 50000 0000

18840 1 AV 0.347 18840018840038232 073 01 GXDOFA 1245 01312012
MARCUS JUDON
4901 STENTON AVE APT H5
PHILADELPHIA PA 19144-3048



Account Number 25858-35045
Payment Receipt Stamp

Payment Amount box

Please pay this amount by 02/21/2012 \$458.53

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



00000215700000000000



258583504500004585320520458532

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.

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.

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.



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

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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.

Name: **MARCUS JUDON**
 Account Number: **25858-35045**
 Phone Number: 267-581-3492
 Service Address: 4901 STENTON AV, H-5, PHILADELPHIA

Billing Summary

Bill Date 04/26/2012
 Thank you for your payment of \$12.61

Current Period Charges

Electric	\$72.31	
Budget billing amount		\$89.00
Total New Charges	\$72.31	
Total Amount Due on 05/18/2012		\$89.00

General Information

Next scheduled meter reading: **May 25, 2012**
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call **1-800-774-7040** 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.

Thank you. Since you paid last month's bill on time, \$28.57 of your PPA has been forgiven. Your original PPA amount was \$342.79. Your current PPA balance is \$114.23.

New charges contain estimated total state taxes of \$4.72, including \$4.27 for State Gross Receipts Tax.

Your **Total Account Balance of \$1,107.52** 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 \$142.00 effective with your next bill.

Budget Billing Deferred Balance

Last Month's Deferred Balance	\$601.29	
+ Total Current Charges	\$72.31	
- Current Budget Billing Amount Due	\$89.00	
This Month's Deferred Balance	\$584.60	

Deferred Payment Agreement

Current Payment Plan Amount		\$10.09
Payment Plan Balance		\$433.92
Number of Remaining Payments		43

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.

25858 3504 50000 0000

8633 1 AV 0.347 8633/008633/017523 032 01 GXDZAP 123 04272012
 MARCUS JUDON
 4901 STENTON AVE APT H5
 PHILADELPHIA PA 19144-3048



Account Number Payment Receipt Stamp

25858-35045

Payment Amount

Please pay this amount by **05/18/2012** **\$89.00**

00000072310000000000

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



258583504500000890021390089005

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

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Demand Information (Commercial Customers Only)

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ELECTRIC AND GAS TERMS USED IN YOUR BILL

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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.

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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.

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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.

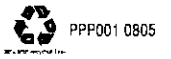
State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

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.

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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.)

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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.

Name: **MARCUS JUDON**
 Account Number: **25858-35045**
 Phone Number: **267-581-3492**
 Service Address: **4901 STENTON AV, H-5, PHILADELPHIA**

Billing Summary

Bill Date		08/24/2012
Budget bill charges from previous bill		\$1.92
Budget bill charges from previous bill		\$144.00
Budget bill charges from previous bill		\$144.00
Budget bill charges from previous bill		\$144.00
Budget bill charges from previous bill		\$89.00
Budget bill charges from previous bill		\$142.00
Budget bill charges from previous bill		\$142.00
Budget bill charges from previous bill		\$142.00
Late payment charge		\$7.65
Total Other Charges		\$956.57
Current Period Charges		
Electric	\$66.17	
Budget billing amount		\$142.00
Total New Charges	\$66.17	
<hr/>		
Total Amount Due on 09/17/2012		\$1,098.57

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.

25858 3504 50000 0000

Account Number **25858-35045** Payment Receipt Stamp

9569 1 AV 0.347 9569/009569/019701 034 01 GXEAD3 12 08252012
 MARCUS JUDON
 4901 STENTON AVE APT H5
 PHILADELPHIA PA 19144-3048



Payment Amount

Please pay this amount by 09/17/2012 **\$1,098.57**

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

00000066170000000000



258583504500010985722611098577

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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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.

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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.

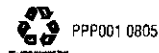
State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

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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

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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.

Name: **MARCUS JUDON**
Account Number: 25858-35045
 Phone Number: 267-581-3492
 Service Address: 4901 STENTON AV, H-5, PHILADELPHIA

Billing Summary

Bill Date		10/24/2012
Budget bill charges from previous bill		\$1.92
Budget bill charges from previous bill		\$144.00
Budget bill charges from previous bill		\$144.00
Budget bill charges from previous bill		\$144.00
Budget bill charges from previous bill		\$89.00
Budget bill charges from previous bill		\$142.00
Budget bill charges from previous bill		\$142.00
Budget bill charges from previous bill		\$142.00
Budget bill charges from previous bill		\$142.00
Budget bill charges from previous bill		\$118.00
Late payment charge		\$24.02
Total Other Charges		\$1,232.94

Current Period Charges

Electric	\$17.61	
Budget billing amount		\$118.00
Total New Charges	\$17.61	

Total Amount Due on 11/15/2012 **\$1,350.94**

General Information

Next scheduled meter reading: **November 26, 2012**
 PECO, 2301 Market St, Philadelphia, PA 19103-1380. If you have any questions or concerns, please call **1-800-774-7040** 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.
 Your original PPA balance was \$342.79 and is currently \$114.23.
 New charges contain estimated total state taxes of \$1.15, including \$1.04 for State Gross Receipts Tax.
 Your **Total Account Balance of \$1,420.62** 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.

25858 3504 50000 0000

459 1 AT 0.371 0459/000459/000957 002 01 GXEIVX 11272012
 MARCUS JUDON
 4901 STENTON AVE APT H5
 PHILADELPHIA PA 19144-3048



Account Number Payment Receipt Stamp
25858-35045

Payment Amount

Please pay this amount by 11/15/2012 **\$1,350.94**

00000017610000000000

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



258583504500013509423201350947

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.

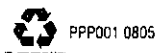
State Gross Receipts Tax: State tax on electric utilities. This is included in PECO's basic charges.

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
 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.

Name: **MARCUS JUDON**
 Account Number: **25858-35045**
 Phone Number: **215-848-3747**
 Service Address: **4901 STENTON AV, H-5, PHILADELPHIA**

Billing Summary

Bill Date		11/26/2012
Budget bill charges from previous bill		\$1.92
Budget bill charges from previous bill		\$144.00
Budget bill charges from previous bill		\$144.00
Budget bill charges from previous bill		\$144.00
Budget bill charges from previous bill		\$89.00
Budget bill charges from previous bill		\$142.00
Budget bill charges from previous bill		\$142.00
Budget bill charges from previous bill		\$142.00
Budget bill charges from previous bill		\$142.00
Budget bill charges from previous bill		\$118.00
Budget bill charges from previous bill		\$118.00
Late payment charge		\$24.02
Total Other Charges		\$1,350.94
Current Period Charges		
Electric	\$50.28	
Budget billing amount		\$118.00
Total New Charges	\$50.28	
Total Amount Due on 12/18/2012		\$1,468.94

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.

25858 3504 50000 0000

9192 1 AV 0.347 9192/009192/018751 035 01 GXEITT 1234 11272012
 MARCUS JUDON
 4901 STENTON AVE APT H5
 PHILADELPHIA PA 19144-3048

Account Number **25858-35045** Payment Receipt Stamp

Payment Amount

Please pay this amount by 12/18/2012 **\$1,468.94**

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

00000050280000000000



258583504500014689423531468948

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.

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.

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



Matching Energy Assistance Fund (MEAF) Pledge Form

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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

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.

An Exelon Company



2

Understanding Your 2012 Electric Rates And How To Calculate Your Bill.

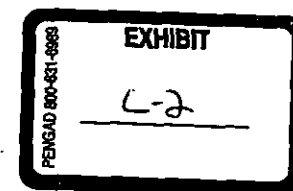
PECO is providing you, our residential customer, some basic information on how to calculate your unbundled electric bill. The two residential rate choices that are available to you are Residential Service (Rate R) and Residential Heating Service (Rate RH). A sample calculation of each rate is enclosed in this pamphlet. In addition, information on Off-Peak Service (Rate OP) for existing customer locations is available by calling 1-800-494-4000. You can find out what type of service you currently have by looking at the **Current Period** section on your electric bill. If you have any questions concerning these rates on your bill, please contact your customer consultant at the number printed on your bill.

Winter Months are October through May. Summer Months are June through September.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Residential Service – Rate R

This service is available to single, private homes, or, in certain cases, a building that has up to five dwelling units. Service is supplied through one meter. For more information concerning the application of this rate, please call 1-800-494-4000.

500 kWh-WINTER OR SUMMER Itemized Bill

Customer Charge (Fixed Dist. Service Charge)	\$7.17
Generation Charges: (\$.0783 x 500 kWh)	39.15*
Transmission Charges: (\$.0074 x 500 kWh)	3.70*
Distribution Charges: (\$.0600 x 500 kWh)	30.00
AEPS Charges: (\$.0007 x 500 kWh)	.35*
Total Basic Charges for 500 kWh	\$80.37
State Tax Adjustment: (-.05% x \$37.17)	-.02
TOTAL CURRENT CHARGES:	\$80.35

1,000 kWh-WINTER Itemized Bill

Customer Charge (Fixed Dist. Service Charge)	\$7.17
Generation Charges: (\$.0783 x 1,000 kWh)	78.30*
Transmission Charges: (\$.0074 x 1,000 kWh)	7.40*
Distribution Charges: (\$.0600 x 1,000 kWh)	60.00
AEPS Charges: (\$.0007 x 1,000 kWh)	.70*
Total Basic Charges for 1,000 kWh	\$153.57
State Tax Adjustment: (-.05% x \$67.17)	-.03
TOTAL CURRENT CHARGES:	\$153.54

1,000 kWh-SUMMER Itemized Bill

Customer Charge (Fixed Dist. Service Charge)	\$7.17
Generation Charges:	
(\$.0783 x first 500 kWh)	39.15*
(\$.0836 x next 500 kWh)	41.80*
Transmission Charges:	
(\$.0074 x 1,000 kWh)	7.40*
Distribution Charges:	
(\$.0600 x 1,000 kWh)	60.00
AEPS Charges:	
(\$.0007 x 1,000 kWh)	.70*
Total Basic Charges for 1,000 kWh	\$156.22
State Tax Adjustment: (-.05% x \$67.17)	-.03
TOTAL CURRENT CHARGES:	\$156.19

Residential Heating Service – Rate RH

This service is available to single, private homes or, in certain cases, a building that has up to five dwelling units. Service is supplied through one meter and the home must be heated by a qualified electric space heating system. For more information concerning the application of this rate, please call 1-800-494-4000.

1,000 kWh-WINTER Itemized Bill

Customer Charge (Fixed Dist. Service Charge)	\$7.17
Generation Charges:	
(\$.0790 x first 600 kWh)	47.40*
(\$.0597 x next 400 kWh)	23.88*
Transmission Charges:	
(\$.0074 x 1,000 kWh)	7.40*
Distribution Charges:	
(\$.0406 x 1,000 kWh)	40.60
AEPS Charges:	
(\$.0007 x 1,000 kWh)	.70*
Total Basic Charges for 1,000 kWh	\$127.15
State Tax Adjustment: (-.05% x \$47.77)	-.02
TOTAL CURRENT CHARGES:	\$127.13

1,000 kWh-SUMMER Itemized Bill

Customer Charge (Fixed Dist. Service Charge)	\$7.17
Generation Charges:	
(\$.0790 x first 500 kWh)	39.50*
(\$.0844 x next 500 kWh)	42.20*
Transmission Charges:	
(\$.0074 x 1,000 kWh)	7.40*
Distribution Charges:	
(\$.0600 x 1,000 kWh)	60.00
AEPS Charges:	
(\$.0007 x 1,000 kWh)	.70*
Total Basic Charges for 1,000 kWh	\$156.97
State Tax Adjustment: (-.05% x \$67.17)	-.03
TOTAL CURRENT CHARGES:	\$156.94

*If you are receiving competitive energy supply, these PECO charges will not appear. Instead, the charges from your competitive energy supplier will be shown.

0137

February 7, 2012

Dear MARCUS JUDON:

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, 2012 because you did not fully pay for service you have used.

LIHEAP (Low Income Home Energy Assistance Program) has Crisis Grant money available **NOW** that could help you keep your electric or gas service on. **YOU SHOULD APPLY NOW!** The program is scheduled to close on March 30, 2012 and the money could be gone before that date.

The maximum LIHEAP Crisis Grant you could receive is \$300.00. 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	215-560-1583
York County	717-771-1100

You must provide the following information to apply for a LIHEAP Crisis Grant:

1. Names of all people in your household
2. Dates of birth for all household members
3. Proof of income for all household members
4. Social Security Numbers for all household members
5. Your most recent PECO bill
6. **Copy of the PECO termination notice included in this mailing**

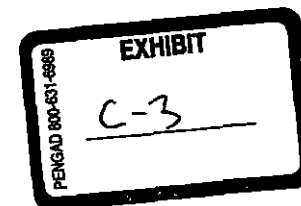
The 2011-2012 LIHEAP season income guidelines are as follows:

PCO24P

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MAY 24 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



LIHEAP DISTRICT.
PHILADELPHIA
1348 W. SEDGLEY AVE.
PHILADELPHIA, PA 19132

4



pennsylvania
DEPARTMENT OF PUBLIC WELFARE
OFFICE OF INCOME MAINTENANCE
Record ID: 51/3624166 Telephone: 1-215-560-1583
Notice ID: 9006991233
COMPASS: The fast and easy way to apply for benefits
www.compass.state.pa.us


Mail Date: 02/16/2012

EUNICE BURCH
4901 STENTON AVE APT H5
PHILADELPHIA, PA 19144-3048

PENGAD 800-692-7462
EXHIBIT
C-4

Dear Ms. Burch,

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 February 15, 2012 we approved \$300.00 to resolve your crisis. Your energy provider is PECO ENERGY COMPANY for this benefit.

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MAY 24 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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.

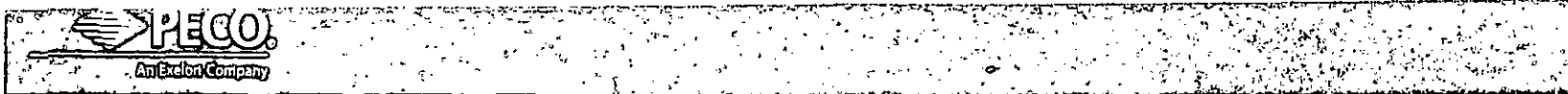
If you do not agree with our decision, you have the right to a Fair Hearing. To learn more about Fair Hearings, read Your Right to Appeal and to a Fair Hearing.

Do you need legal help? You can get free legal help by visiting:
PHILADELPHIA LEGAL ASSISTANCE
at 42 S. 15TH ST. STE 500, PHILADELPHIA, PA 19102 or by calling (215) 981-3800.



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

<input checked="" type="checkbox"/> How much of a LIHEAP Crisis benefit did your household qualify for?	
When?	How much?
February 15, 2012	\$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.	



0027-D

RECEIVED

MAY 24 2013

MARCUS JUDON
4901 STENTON AVE APT H5
PHILADELPHIA PA 19144-3048

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

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

Account Number: 2585835045

Date: March 16, 2012

Service Address:

4901 STENTON AV
H-5
PHILADELPHIA PA 19144

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 **\$302.53** 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 \$12.61.
- 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 \$12.61. This is your first deferred payment amount. Your next 24 bills also will include a finance charge and your regular monthly electricity charge.

Please pay \$12.61 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

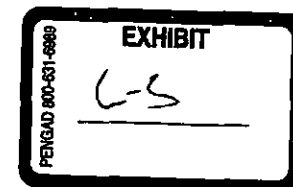
We may shut off your service.

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**.

PCO42P

When paying in person, please bring the entire bill.



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) 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; and
- (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**.
- (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/ehome.



30% total recycled fiber

0027-D

MARCUS JUDON
4901 STENTON AVE APT H5
PHILADELPHIA PA 19144-3048

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 **\$433.92** 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 \$10.09.
- 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 \$10.09. This is your first deferred payment amount. Your next 43 bills also will include a finance charge and your regular monthly electricity charge.

Please pay \$10.09 now.

See back for ways to pay

Questions

1-800-494-4000

www.peco.com

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

Account Number: 2585835045

Date: April 26, 2012

Service Address:

4901 STENTON AV
H-5
PHILADELPHIA PA 19144

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

973 1 AT 0.371 1345000973001345 002 01 GXDZBH 1 04272012
MARCUS JUDON
4901 STENTON AVE APT H5
PHILADELPHIA PA 19144-3048

Account Number
25858-35045

Payment Receipt Stamp

Payment Amount

This downpayment amount
is due immediately.

\$0.00

000000000000000000000000

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



258583504500000000021390000009

IMPORTANT INFORMATION

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Ways to Pay Your PECO Bill

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- 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/ehome.



POWER PAY Payment Authorization

Power Pay is an electronic system that automatically pays your PECO bill for you each month. 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 and you'll save money on postage as well. Continue to pay as usual until you see a bank deduction noted on your bill—then you'll know you are enrolled in Power Pay. If you have any questions about Power Pay, please call our free hotline number, **1-800-494-4000**.

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

Financial Institution _____

- Checking
 Statement Savings

Your Bank Account Number and Bank Routing Number _____

Signature _____ Date _____



An Exelon Company

.0125

PECO
PO BOX 13778
Philadelphia, PA 19101

Account Number: 2585835045
April 26, 2012

6

1629 1 AT 0.371 1629/001629/002257 006 01 GXDZBI 04272012

RECEIVED

MAY 24 2012

MARCUS JUDON
4901 STENTON AVE APT H5
PHILADELPHIA PA 19144-3048



PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear MARCUS JUDON,

Congratulations! You qualify for PECO's CAP Rate and will receive a discount on your PECO energy usage.

- **Residential Electric (Rate R)** - An average household uses about 650 kilowatt hours (kWhs) of electricity per month. As a CAP Rate D customer, you will receive a 70 percent discount on the first 650 kWhs you use each month from October through May, and the first 650 kWhs you use each month from June through September. This means that if you use 650 kWh a month, your bill for electric service will be about \$33.14, with a maximum savings of \$77.33 compared to PECO's standard rates. However, if you use more than 650 kWhs a month, you will be billed at PECO's non-discounted residential rate. To make sure you are billed only at the discounted rate, you should use energy as efficiently as possible.
- **Residential Electric Heat (Rate RH)** - You will receive a 45 percent discount on the first 650 kWhs you consume, with a maximum discount amount of \$42.53 for the months of October - May and a maximum discount of \$50.01 for the months of June - September. If you use more than 650 kWh's you will pay the full residential heat rate.
- **Residential Gas** - You will receive a 32 percent discount on the gas portion of your bill. The actual amount of this discount will depend upon wholesale natural gas prices. However, with your discount the natural gas that we deliver to you will be below the wholesale price. You also will receive a discount on our natural gas delivery charge. If you have residential gas service your minimum gas bill will be \$10 a month. If you have residential gas heating service your minimum gas bill will be \$25 a month.

All CAP Rate discount percentages are subject to change. The electric discount percentage can change once a year based on wholesale electric price changes. The gas discount percentage can change quarterly based on gas wholesale price changes.

You can save money by using less electricity and natural gas. PECO Smart Ideas, our full suite of energy saving programs can help. To learn more, visit www.peco.com/SmartIdeas or call 1-888-5-PECO-SAVE (1-888-573-2672).

As a CAP Rate customer, you **MUST**:

1. Pay your CAP Rate bills on time and in full
2. Be on the budget plan
3. Not have an alternate supplier
4. Verify total gross household income annually or when requested
5. Apply for Low-Income Home Energy Assistance Program (LIHEAP) grant when available. Please call 1-800-34HELP4 for help with the LIHEAP application
6. Participate in the usage reduction program (LIURP) if your household is identified as a high user
7. Report any change in your household income immediately

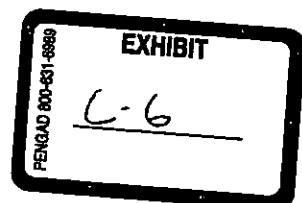
Now that you are enrolled in our CAP program, your previous balance at the time of enrollment may possibly be set aside. Each month that you pay your current discounted CAP Rate charges in full and on-time, 1/12th of your set aside balance will be forgiven. However, if you were previously enrolled or re-certified on CAP Rate and received forgiveness of a previous balance, you are not eligible again at this time.

If you pay your bill late, a late payment fee may be charged. If you do not pay your bill, your service may be shut off. To pay your balance by credit/debit card or e-check, please call 1-877-432-9384 or visit us online at www.peco.com. You will be charged a convenience fee by Bill Matrix for each credit /debit card and electronic transaction.

If you have any questions, please call us at 1-800-774-7040.

Sincerely,

PECO Universal Services





An Exelon Company

7

Date: 1/10/12

Account Number: 25858-3525

Dear Customer; Damarcos Sudor

Thank you for your CAP Rate application and proof of income. In order to process it, additional information is needed. Please send the following information within 10 business days.

- A copy of your pay-stubs (last 4 if paid weekly or 2 if paid bi-weekly)
- A copy of your most recent Social Security/SSI benefits award letter
- 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 Welfare - complete letter
- A copy of your disability award letter
- A copy of your workman's compensation award letter
- Agree to drop generation supplier to enroll in CAP Rate. Please call 1-800-774-7040.

Per SA [initials] Advise [initials] Other. Advising budget is based on usage so more used more pays for and with out. Proper information can NOT issue higher discount

If you do not return this information you will not be eligible for the Customer Assistance Rate Program. You must pay your monthly bill on time during the application process. If you do not pay your bill, your service may be terminated. To pay your bill over the telephone, please call 1-877-432-9384.

To fax information dial 1-866-362-8906 (Toll Free).

If you have any questions, please call 1-800-774-7040.

Sincerely,
PECO Universal Services

RECEIVED

MAY 24 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PECO Energy

P.O. Box 16468

Pittsburgh, PA 15242

EXHIBIT

67

PECO 800-81-6986

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MAY 24 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "1"

*** Account Information ***

*** Current Account Status ***

Account Number: 28858-35345
Account Status: Active
Requested By: MARCUS JUDON
(215)248-3747 Extension:
Mail To: MARCUS JUDON
APT #5
4901 STENTON AVE
PHILADELPHIA PA 19144

Current Bill: \$61.00
Billed Prior: \$206.75
Balance Due: \$267.75
Service Address: 4901 STENTON AV
H-5
PHILADELPHIA PA 19144

Credit Amount: \$0.00
Deposit Requested: \$0.00
Deposit On-Hand: \$0.00
Meter Bill Grp: 19
Rate: CAP Opt D Electric Residential Service

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
08/24/10	CANCELED DEPOSIT				\$17.50							
08/26/10	CONNECTION CHARGE - STANDARD				\$6.00							
08/26/10	Regular Bill						\$23.50		09/17			
09/24/10	ELECTRIC SERVICE	08/24/10 09/23/10	38132	105520460	\$48.91							
09/24/10	CANCELED DEPOSIT				\$8.75							
09/24/10	Regular Bill						\$81.16	\$23.50	10/18	286		
10/25/10	ELECTRIC SERVICE	09/23/10 10/24/10	38585	105520460	\$74.39							
10/25/10	CANCELED DEPOSIT				\$8.75							
10/25/10	Late Payment Charge				\$0.73							
10/25/10	Regular Bill						\$165.03	\$81.89	11/16	453		
11/23/10	ELECTRIC SERVICE	10/24/10 11/22/10	39029	105520460	\$73.04							
11/23/10	DEPOSIT											
11/23/10	Late Payment Charge				\$1.85							
11/23/10	Regular Bill						\$239.92	\$166.88	12/15	444		
12/21/10	Late Payment Charge				\$2.95							
12/26/10	ELECTRIC SERVICE	11/22/10 12/27/10	39623	105520460	\$95.92							
12/26/10	DEPOSIT											
12/26/10	Regular Bill						\$338.79	\$242.87	01/19	594		
01/04/11	Payment Agreement					\$303.79						
01/28/11	BUDGET BILLING	12/27/10 01/27/11			\$39.00							
	** Budget Bill Detail **	Actual Bill Amount: 59.23			BB Deferred Amount: 50.23							
01/28/11	PUC AGREEMENT				\$14.47							
01/29/11	Regular Bill						\$53.47		02/22	522		
02/03/11	Miscellaneous					\$289.32						
02/03/11	Transfer To PPA					\$142.79						
02/11/11	Payment					\$53.47						
02/29/11	BUDGET BILLING	01/27/11 02/27/11			\$27.00							
	** Budget Bill Detail **	Actual Bill Amount: 49.15			BB Deferred Amount: 72.38							
02/28/11	Regular Bill						\$-26.47		03/22	479		
03/24/11	LIHEAP Payment					\$154.00						
03/29/11	PPA Forgiven					\$28.57						
03/29/11	BUDGET BILLING	02/27/11 03/28/11			\$27.00							
	** Budget Bill Detail **	Actual Bill Amount: 40.71			BB Deferred Amount: 86.09							
03/29/11	Pre-Program Arrears				\$28.57							
03/29/11	Regular Bill						\$-153.47		04/20	389		
04/27/11	PPA Forgiven					\$28.57						
04/27/11	BUDGET BILLING	03/28/11 04/26/11			\$27.00							
	** Budget Bill Detail **	Actual Bill Amount: 35.58			BB Deferred Amount: 94.67							
04/27/11	Pre-Program Arrears				\$28.57							
04/27/11	Regular Bill						\$-126.47		05/19	333		
05/26/11	PPA Forgiven					\$28.57						
05/26/11	BUDGET BILLING	04/26/11 05/25/11			\$27.00							
	** Budget Bill Detail **	Actual Bill Amount: 29.55			BB Deferred Amount: 97.22							
05/26/11	Pre-Program Arrears				\$28.57							
05/26/11	Regular Bill						\$-99.47		06/17	269		
06/24/11	PPA Forgiven					\$28.57						
05/24/11	Pre-Program Arrears				\$28.57							
06/27/11	BUDGET BILLING	05/25/11 06/26/11			\$42.00							
	** Budget Bill Detail **	Actual Bill Amount: 79.72			BB Deferred Amount: 134.94							

PECO ENERGY
EXHIBIT

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MAY 24 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
06/27/11	Regular Bill							\$-57.47	07/19	744		
07/26/11	PPA Forgiven					\$28.57						
07/26/11	Pre-Program Arrears				\$28.57							
07/27/11	BUDGET BILLING	06/26/11 07/26/11			\$42.90							
	** Budget Bill Detail **	Actual Bill Amount: 132.31			BB Deferred Amount: 225.25							
07/27/11	Regular Bill							\$-15.47	08/18	1020		
08/25/11	PPA Forgiven					\$28.57						
08/25/11	BUDGET BILLING	07/26/11 08/24/11			\$42.00							
	** Budget Bill Detail **	Actual Bill Amount: 74.60			BB Deferred Amount: 257.85							
08/25/11	Pre-Program Arrears				\$28.57		\$26.53		09/16	693		
09/25/11	Regular Bill											
09/26/11	BUDGET BILLING	08/24/11 09/25/11			\$42.00							
	** Budget Bill Detail **	Actual Bill Amount: 58.31			BB Deferred Amount: 274.16							
09/26/11	Regular Bill						\$68.53	\$26.53	10/10	565		
10/25/11	BUDGET BILLING	09/25/11 10/24/11			\$82.00							
	** Budget Bill Detail **	Actual Bill Amount: 43.44			BB Deferred Amount: 235.60							
10/25/11	Regular Bill						\$150.53	\$68.53	11/16	396		
11/23/11	BUDGET BILLING	10/24/11 11/22/11			\$82.00							
	** Budget Bill Detail **	Actual Bill Amount: 212.58			BB Deferred Amount: 366.16							
11/13/11	Regular Bill						\$232.53	\$150.53	12/19	1492		
12/29/11	BUDGET BILLING	11/22/11 12/27/11			\$82.00							
	** Budget Bill Detail **	Actual Bill Amount: 217.22			BB Deferred Amount: 601.40							
12/29/11	Regular Bill						\$314.53	\$232.53	01/19	2104		
01/30/12	BUDGET BILLING	12/27/11 01/29/12			\$144.00							
	** Budget Bill Detail **	Actual Bill Amount: 215.70			BB Deferred Amount: 673.10							
01/30/12	Regular Bill						\$458.53	\$314.53	02/21	1581		
02/29/12	BUDGET BILLING	01/29/12 02/27/12			\$144.00							
	** Budget Bill Detail **	Actual Bill Amount: 99.34			BB Deferred Amount: 628.44							
02/28/12	Regular Bill						\$602.53	\$458.53	03/21	850		
03/15/12	LINEAF Payment				\$300.00							
03/16/12	Payment Agreement				\$302.53							
03/23/12	PPA Forgiven				\$28.57							
03/29/12	BUDGET BILLING	02/27/12 03/27/12			\$144.00							
	** Budget Bill Detail **	Actual Bill Amount: 116.95			BB Deferred Amount: 601.29							
03/28/12	DEFERRED PAYMENT AGREEMENT				\$12.61							
03/28/12	Pre-Program Arrears				\$28.57							
03/28/12	Regular Bill						\$156.61		04/19	960		
04/02/12	Payment						\$12.61					
04/24/12	Bill Out DPA due to Default				\$289.92							
04/26/12	PPA Forgiven											
04/26/12	Payment Agreement				\$28.57							
04/26/12	BUDGET BILLING	03/27/12 04/25/12			\$89.00							
	** Budget Bill Detail **	Actual Bill Amount: 72.31			BB Deferred Amount: 584.60							
04/26/12	Pre-Program Arrears				\$28.57							
04/26/12	Regular Bill						\$89.00		05/18	892		
05/25/12	BUDGET BILLING	04/25/12 05/24/12			\$142.00							
	** Budget Bill Detail **	Actual Bill Amount: 47.10			BB Deferred Amount: 489.70							
05/25/12	DEFERRED PAYMENT AGREEMENT				\$10.09							
05/25/12	Regular Bill						\$241.09	\$89.00	06/19	735		
06/25/12	Bill Out DPA due to Default				\$423.83							
06/25/12	BUDGET BILLING	05/24/12 06/23/12			\$142.00							
	** Budget Bill Detail **	Actual Bill Amount: 46.97			BB Deferred Amount: 394.67							
06/26/12	Late Payment Charge				\$0.42							
06/26/12	Regular Bill						\$807.34	\$665.34	07/18	737		
07/24/12	Late Payment Charge				\$2.55							
07/26/12	BUDGET BILLING	06/25/12 07/25/12			\$142.00							
	** Budget Bill Detail **	Actual Bill Amount: 83.46			BB Deferred Amount: 336.13							
07/26/12	Regular Bill						\$951.89	\$809.89	08/17	976		
08/22/12	Late Payment Charge				\$4.66							

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
08/24/12	BUDGET BILLING	07/25/12 08/23/12			\$142.00							
	** Budget Bill Detail **	Actual Bill Amount: 66.17			BB Deferred Amount: 260.30							
08/24/12	Regular Bill						\$1098.57	\$956.57	09/17	862		
09/24/12	Late Payment Charge				\$16.37							
09/25/12	BUDGET BILLING	08/23/12 09/24/12			\$118.00							
	** Budget Bill Detail **	Actual Bill Amount: 27.77			BB Deferred Amount: 170.07							
09/25/12	Regular Bill						\$1232.94	\$1114.94	10/17	525		
10/24/12	BUDGET BILLING	09/24/12 10/23/12			\$118.00							
	** Budget Bill Detail **	Actual Bill Amount: 17.61			BB Deferred Amount: 69.68							
10/24/12	Regular Bill						\$1350.94	\$1232.94	11/15	280		
11/26/12	BUDGET BILLING	10/23/12 11/25/12			\$118.00							
	** Budget Bill Detail **	Actual Bill Amount: 50.28			BB Deferred Amount: 1.96							
11/26/12	Regular Bill						\$1468.94	\$1350.94	12/18	726		
12/07/12	UESF GSAP Payment					\$616.47						
12/20/12	Miscellaneous					\$616.47						
12/20/12	Payment Agreement					\$236.00						
12/27/12	PPA Forgiven					\$28.57						
12/27/12	BUDGET BILLING	11/25/12 12/26/12			\$118.00							
	** Budget Bill Detail **	Actual Bill Amount: 54.90			BB Deferred Amount: -61.14							
12/27/12	DEFERRED PAYMENT AGREEMENT				\$10.26							
12/27/12	Pre-Program Arrears				\$28.57							
12/27/12	Regular Bill						\$128.26		01/18	754		
01/23/13	Bill Out EPA due to Default				\$225.74							
01/29/13	BUDGET BILLING	12/26/12 01/28/13			\$61.00							
	** Budget Bill Detail **	Actual Bill Amount: 67.95			BB Deferred Amount: -54.19							
01/29/13	Regular Bill						\$415.00	\$354.00	02/20	884		
02/27/13	BUDGET BILLING	01/28/13 02/26/13			\$61.00							
	** Budget Bill Detail **	Actual Bill Amount: 46.69			BB Deferred Amount: -68.50							
02/27/13	Regular Bill						\$476.00	\$415.00	03/21	741		
02/28/13	Credit					\$330.25						
02/28/13	Payment Agreement					\$145.75						
03/28/13	PPA Forgiven					\$28.57						
03/28/13	BUDGET BILLING	02/26/13 03/27/13			\$61.00							
	** Budget Bill Detail **	Actual Bill Amount: 46.84			BB Deferred Amount: -82.66							
03/28/13	DEFERRED PAYMENT AGREEMENT				\$14.57							
03/28/13	Pre-Program Arrears				\$28.57							
03/28/13	Regular Bill						\$75.57		04/22	742		
04/26/13	BUDGET BILLING	03/27/13 04/25/13			\$61.00							
	** Budget Bill Detail **	Actual Bill Amount: 29.59			BB Deferred Amount: -114.07							
04/26/13	DEFERRED PAYMENT AGREEMENT				\$14.57							
04/26/13	Regular Bill						\$151.14	\$75.57	05/20	541		
04/29/13	Bill Out EPA due to Default				\$116.61							

RECEIVED

MAY 24 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT "2"

COLLECTION HISTORY FOR ACCOUNT

NAME: MARCUS JUDON

ADDRESS: 4901 STENTON AVE, H-5 PHILADELPHIA PA 19144

ACCOUNT: 25858-35045

DOCKET: F-2012-2328890

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08/24/10 Service established PA PUBLIC UTILITY COMMISSION
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12/06/10 Ten day notice of termination issued for \$165.03

12/10/10 72 hour notice call

12/13/10 Oral utility report issued for \$165.03 by 12/28/10

01/03/11 BCS 2782041 filed, \$338.79 removed from collections

01/04/11 PUC PAR to satisfy \$303.79 in monthly installments of \$14.47 ✓

02/03/11 Account enrolled in CAP Rate, pre-program arrears of \$342.79
isolated

03/16/12 Payment agreement to satisfy \$302.53 in monthly installments of
\$12.61 ✓

04/24/12 Agreement default

04/26/12 Payment agreement to satisfy \$433.92 in monthly installments of
\$10.99 ✓

05/16/12 BCS 2969323 filed, \$637.15 removed from collections

06/25/12 Agreement default

08/30/12 BCS 2969323 closed

09/21/12 Ten day notice of termination issued for \$1,098.57

09/28/12 Oral utility report issued for \$1,098.57 by 10/08/12

10/12/12 F-2012-2328890 received, \$1,232.94 removed from collections

PECO EXHIBIT #

2

Display Collection Activity Detail for Account 25858-35045

Edit Help

Date	Activity	Amount(\$)
12/28/10	Proactive Customer Call	239.92
12/28/10	Deposit Review	0.00
12/28/10	Expire UR	165.03
12/13/10	Halt Collections	165.03
12/10/10	72 Hour Notice 1	165.03
12/06/10	Disconnect Notice	165.03
12/06/10	Deposit Review	0.00
11/29/10	Proactive Call 4	165.03

View Collection Exception for 25858-35045



Exception Edit Help

Collection Exception Activity Type:

Utility Report | Verification Required

MCNR Status

Type of Equipment:

MCNR Balance: 0.00

Effective Date: 12/13/10

Issue Written Letter

Expiration Date: 12/28/10

Medical Condition Application

Hold Days: 15

Collection Exception Detail

Financial Statement Date: 12/13/10 Total Arrears: 165.03

Display Collection Activity Detail for Account 25858-35045

Edit Help

Date	Activity	Amount(\$)
01/03/11	Suspended Charge	338.79

Display Collection Activity Detail for Account 25858-35045

Edit Help

Date	Activity	Amount(\$)
05/16/12	Suspended Charge	637.15

Display Collection Activity Detail for Account 25858-35045

Edit Help

Date	Activity	Amount(\$)
09/25/12	72 Hour Notice 1	1,098.57
09/21/12	Disconnect Notice	1,098.57

View Collection Exception for 25858-65045

Exception Edit Help

Collection Exception Activity Type:

Utility Report I PECO Refused Terms

MCNR Status

Type of Equipment:

MCNR Balance: 0.00

Effective Date: 09/28/12

Issue Written Letter

Expiration Date: 10/08/12

Medical Condition Application

Hold Days: 10

Collection Exception Detail

Financial Statement Date 06/26/12 Total Arrears: 1,098.57

Display Collection Activity Detail for Account 25858-65045

Edit Help

Date	Activity	Amount(\$)
10/12/12	Suspended Charge	1,232.94

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EXHIBIT "3"

CAP History

Name **Marcus Judon**
Address **4901 Stenton Ave., H-5**
 Philadelphia, PA 19144
Account **25858-35045**
Case **F-2012- 2328890**

2/03/11 Enrolled, tier E, based on monthly income of \$1,281.10 for 2 adults (105%
FPL)
 Recertification scheduled 2/03/13
 Pre-Program Arrears (PPA) of \$342.79* isolated for possible forgiveness

4/26/12 Recertified, tier D, based on monthly income of \$721.10 for 2 adults (57%
FPL)
 Recertification scheduled 4/26/14

2/28/13 Account adjusted to reflect tier D discount from 4/26/11 to 3/27/12
 Account credited \$330.25

* PPA remaining \$57.09

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EXHIBIT "4"

Bill Period	Usage	CAP tier E	CAP tier D
4/26/11-5/25/11	269 kWh	\$29.55	\$15.03
5/25/11-6/26/11	744 kWh	\$79.72	\$47.00
6/26/11-7/26/11	1020 kWh	\$132.31	\$99.96
7/26/11-8/24/11	693 kWh	\$74.60	\$42.25
8/24/11-9/25/11	565 kWh	\$58.31	\$30.16
9/25/11-10/24/11	396 kWh	\$43.44	\$22.47
10/24/11-11/22/11	1492 kWh	\$212.58	\$179.45
11/22/11-12/27/11	2104 kWh	\$317.22	\$284.09
12/27/11-1/29/12	1581 kWh	\$215.70	\$181.39
1/29/12-2/27/12	850 kWh	\$99.34	\$65.03
2/27/12-3/27/12	960 kWh	\$116.85	\$82.54
Total		\$1,379.62	\$1,049.37
Difference			\$330.25

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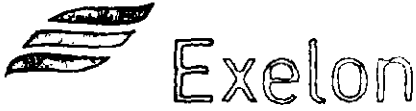
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EXHIBIT "5"



Direct Dial: 215.841.6841

February 28, 2013

Eunice Burch
4901 Stenton Ave., H-5
Philadelphia, PA 19144

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PA PUBLIC UTILITY COMMISSION
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**Re: Eunice Burch v. PECO Energy Company
PUC Docket No. : F-2012-2328890**

Dear Ms. Burch:

Per your telephone conversation with Regulatory Assessor, Richard Conway, and this letter confirms the settlement of the above-referenced Public Utility Commission (PUC) Complaint. As the parties desire to amicably resolve the dispute without the need for further litigation, PECO Energy has agreed to resolve your formal complaint as follows:

- (1) PECO Energy credited your account \$330.25 to adjust the CAP tier from E to D for the period of April 2011 to April 2012 ;
- (2) PECO Energy processed a ten month (10) month payment agreement on your balance of \$145.75. Under the agreement, you are to pay \$14.62 per month plus your budget bill, beginning with the bill issued in March.

This letter memorializes the entire agreement between Eunice Burch and PECO Energy Company. Any other terms or promises, written or oral, not in the body of this letter will not be a part of this settlement agreement and, therefore, will be void.

I will also forward a Certificate of Satisfaction to the PUC to inform them of the status of this complaint. Unless you file a written objection to the PUC within ten (10) days, the Certificate of Satisfaction will sufficiently confirm to the PUC that the Complaint has been resolved and the file will be closed.

If you have any questions, please do not hesitate to contact me or Richard Conway at 215-841-6031.

Very truly yours,

Shawane L. Lee
Assistant General Counsel, Exelon BSC
Encl.

SL:lo

cc: Richard Conway, Regulatory Assessor, PECO Energy

PECO ENERGY
EXHIBIT 5

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

EUNICE BURCH

v.

PECO ENERGY COMPANY

:
:
:
:
:

DOCKET NO. F-2012-2328890

CERTIFICATE OF SATISFACTION

I, Shawane Lee, Esquire, representing PECO Energy Company ("PECO") in this matter, hereby certify that the issues raised in the Formal Complaint filed by Complainant with the Pennsylvania Public Utility Commission and docketed at Complaint Docket No. F-2012-2328890 has been satisfied.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code §5.24(b). Unless Complainant files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint shall be withdrawn and the Commission's file closed.



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

Date: February 28, 2013

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EXHIBIT "6"

RESIDENTIAL HIGH BILL INVESTIGATION

PECO

Name: Marcus Judon Address: 4901 Stanton Ave H-5
 Account Number: 25858-35045
 Type of High Bill Complaint: pu

Refrigerator and Freezer				Air Conditioning			Home Electronics			
Refrigerator type	No. of	Avg kWh's	Act. kWh's	A/C Units	Watts	Act. kWh's	No. of	Avg. kWh's	Act. kWh's	
<input type="checkbox"/> Manual		120					<input checked="" type="checkbox"/> TV 20" to 27"	11	48	96
<input checked="" type="checkbox"/> Top/Bottom	1	200	200				<input checked="" type="checkbox"/> TV 32" to 36"	1	72	72
<input type="checkbox"/> Side/Side		300					<input type="checkbox"/> TV Big Screen		96	
<input type="checkbox"/> Sub Zero		450					<input type="checkbox"/> CABLE BOX	1	10	10
<input type="checkbox"/> Stupant		100		<input type="checkbox"/> Dehumidifier	324		<input type="checkbox"/> VCR/DVD		10	
Freezer type				<input type="checkbox"/> Ceiling Fan	40		<input type="checkbox"/> Home theater/ Stereo		25	
<input type="checkbox"/> Upright		210		<input type="checkbox"/> Standing Fan	30		<input type="checkbox"/> Computer		48	
<input type="checkbox"/> Chest		110		<input type="checkbox"/> Attic Fan	48		<input type="checkbox"/> Other:			
Cooking - Electric				Other Appliances			Other Electronics			
<input checked="" type="checkbox"/> Range		150		<input checked="" type="checkbox"/> Furnace Fan	240	240	<input type="checkbox"/> Well Pump		60	
<input checked="" type="checkbox"/> Microwave		40	40	<input type="checkbox"/> Circulator	150		<input type="checkbox"/> Sump Pump		12	
<input type="checkbox"/> Toaster Oven		40		<input type="checkbox"/> Oil Burner Motor	66		<input type="checkbox"/> Swimming Pool Pump (12hr/day)		270	
<input type="checkbox"/> Coffee Maker		36		<input type="checkbox"/> Heat Pump			<input type="checkbox"/> Hot tub heater (2hr/day)		300	
<input type="checkbox"/> Toaster		2		<input type="checkbox"/> Baseboard	750 w	540	<input type="checkbox"/> Water Bed Heater		144	
Other Kitchen Appliances				<input type="checkbox"/> Space Heater			<input checked="" type="checkbox"/> Other: Air purifiers			
<input type="checkbox"/> Dishwasher		48		Wall mount bathroom			<input type="checkbox"/> Other: 16 w x 2 x 24 = 23			
<input type="checkbox"/> Exhaust Fan		5		<input type="checkbox"/> Elec WH	GAS	X 24 hrs	<input type="checkbox"/> Other: 72 w x 2 x 24 = 104			
<input type="checkbox"/> Trash Compactor		8		250 kWh for 1 person and 125 kWh's for each adult/child			<input type="checkbox"/> Other:			
<input type="checkbox"/> Other:				Room Sizing			<input type="checkbox"/> House Heater			
<input type="checkbox"/> Other:				4 to 5 rooms = 50 kWh's	No. of Rooms	5 = 50	<input checked="" type="checkbox"/> Water Heater			
<input type="checkbox"/> Other:				6 to 8 rooms = 66 kWh's			<input type="checkbox"/> Range			
<input checked="" type="checkbox"/> Washer	10		10	9 to 12 rooms = 75 kWh's			<input type="checkbox"/> Dryer			
<input type="checkbox"/> Dryer		110		Approx. Lighting:			<input type="checkbox"/> Pool Heater			
<input type="checkbox"/> Iron		10	10	OO Lighting			<input type="checkbox"/> Other:			

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AVG kWh's SUMMER					AVG kWh's WINTER				
DATE	Reading	Usage	DAU	Est Use Next BR	DATE	Reading	Usage	DAU	Est Use Next BR
0220	59986	595	25.86	776	947				
0628	59391	884							

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

PECO ENERGY EXHIBIT 6

HIGH BILL REPORT-RESIDENTIAL SERVICE

YES NO NO ACCESS

YES NO DECLINED

YES NO DECLINED

YES NO DECLINED

YES NO DECLINED

ELECTRIC: YES NO DECLINED

APPLIANCE USED: MICROWAVE OWN

Wt: 1.0 No. of Seconds: 5.13

CLOCKED: 70 OF 700 (mins)

GAS: YES NO DECLINED

APPLIANCE USED:

PI Dist: No. of Seconds:

CLOCKED: OF (hrs)

YES NO NO ACCESS

N/A

DETAILS:

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

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YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

YES NO NO ACCESS

ORAL UTILITY REPORT

NAME: Marcus Judon ADDRESS: 4901 Stanton Ave
HS

ACCOUNT NUMBER: 25758-35045 MILEAGE: _____

DISPUTES THE FOLLOWING: PUC

ISSUES: PUCO Energy's POSITION ON THIS DISPUTE OR SEE REPORT

REASON: Termination of service will not take place during any Informal or Formal Complaint proceedings, provided you pay the undisputed portion of bills as they become due.

REASON: If you do not agree with this report you have ten days from today for filing an Informal Complaint with the Pennsylvania Public Utility Commission.

REASON: The closest company location is 2201 Market St, Philadelphia, PA 19103. Hours of operation: Monday - Friday, 9:00 AM - 5:00 PM. Phone: PA 19101. You may obtain additional information by writing to P.U.C. Box 12772, Phila., PA 19101, or by calling us at 1-800-494-6000.

REASON: An Informal Complaint may be filed with the PUC by calling 1-800-762-1114, or by writing to P.O. Box 3285, Harrisburg, PA 17120. The following information must be included in your complaint:

- The name of the customer
- The address of the customer and a return address at which copies of notices may be sent
- The account number of the customer, if applicable
- The name of the utility
- A total statement of the dispute
- Whether the dispute formerly has been the subject of a utility company investigation and report
- Whether the dispute formerly has been the subject of a PUC Informal or Formal Complaint
- The date of any proposed resolution
- The total amount

REASON: Your open balance is now \$ _____ and will become delinquent on _____ unless a Payment Agreement is entered into, or an Informal Complaint is filed with the Commission.

REASON: (Check this only when the total of 10 days from today, or the stated due date of the bill, is due)

The current bill in the amount of \$ _____ is due

The past due amount of \$ _____ will become delinquent on _____

Payment arrangements are _____

By: _____ () Customer Requested Waiver Report

Date: _____ Mailed to: _____

ADDITIONAL REPORT: PUC CASE - Took cost est - usage justified based on Appl POT - usage actually lower than potential - Explnd that to Ms Burch (Grandmother & occupant) - performed plm, mtr is accurate - D/L + idled disk, No shorts/grounds - Explnd that to Ms Burch - cust has to use an in wall elec htng unit in bathroom due to no air vents in bathroom - Leaves on 24 hrs - Explnd to lower usage can turn on B-Y going in & then, s/o when leaving - Also filter for GTH not being changed regularly per cust - T-stat is flashing to change/clean filter - GTH working harder - ms uses Air purifiers to help clean air due to filter - Explnd a report w/ B part to the PUC (Ms Burch yls with field visit) (Here over 1 hour)

INVESTIGATOR: Eric M...

DATE OF INVESTIGATION: 2/20/13

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EXHIBIT "7"

Case Details Report

BCS Case #: 002969323
Customer Name: EUNICE BURCH
Service Address: 4901 STENTON AVE APT H 5

BCS Bill Account #: 2585835045

Mailing Address: PHILADELPHIA, PA 19144

Home Phone: () -
Business Phone: () -
Business name:
Alternate contact:

Date Case Opened: 2012-05-15
PAR Case: N
Investigator Name: TERRY SEAVER
Investigator Phone: (717) 705-0622
Service class: R
Previous case #: 2841434

Date Cut Out: 9999-12-31
Universal Service: N
Contact Type: LETTER
Amount in Arrears: \$0.00

Adults: 0
Children: 0
Children Ages:
Gross Income: \$0.00
Miscellaneous Info:

Complaint Reason:
CAP DISPUTE (#67)

Customer Problem Description:
CUST MAILED LETTER, NOTING THAT LOWERED INCOME WAS PROVIDED TO PECO, BUT CAP RATE PAYMENT WENT UP. CUST WANTS INCOME AND CAP PROG REVIEWED.

Company Position:
CO RAISED CUSTS CAP PAYMENT

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SECRETARY'S BUREAU

EXHIBIT "8"

BCS Decision Report

BCS Case #: 002969323 Open Date: 2012-05-15
Customer Name: EUNICE BURCH
Service Address: 4901 STENTON AVE APT H 5

PHILADELPHIA, PA 19144
BCS Bill Account #: 2585835045 Previous Case #: 2841434
Violation Type: NO Chapter Type:
Decision Type: W Section / Rule:
Investigator Name: TERRY SEAVER

Decision Issued Date:
Case Closed Date: 2012-08-29

Letter Description:

Total Balance:	\$1221.75	Balance Date:	
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:

Resolution Description:

DECISION. INVESTIGATION BY THE PUC FOUND: COMPLAINANT (EUNICE BURCH) IS NOT THE CUSTOMER OF RECORD BUT LIVES AT THE PROPERTY WITH CUST (MARCUS JUDON, HER GRANDSON). CUST CAP PARTICIPANT AS OF 2/3/2011. WAS IN TIER E (105%) AND HAS BEEN ON BUDGET BILLING SINCE 1/2011. CAP RATE CHANGED TO TIER D ON 4/26/2012 (57%) HOWEVER THE CUSTOMER USAGE HAD JUMPED SO HER BUDGET AMOUNT HAS INCREASED FROM \$82.00 TO \$144.00. CONSIDERED CORRECT. PUC UNABLE TO ASSIST WITH TERMS PER 1405 (C).
CLOSE.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PECO ENERGY
EXHIBIT 8

BCS Decision Report

BCS Case #: 002782041 Open Date: 2011-01-03
Customer Name: MARCUS JUDON
Service Address: 4901 STENTON AVE APT H5

PHILADELPHIA, PA 19144
BCS Bill Account #: 2585835045 Previous Case #:
Violation Type: NO Chapter Type:
Decision Type: W Section / Rule:
Investigator Name: ROBERTA PORR

Decision Issued Date: 2011-01-06
Case Closed Date: 2011-01-04

Letter Description:

EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLDS

Total Balance:	\$338.79	Balance Date:	2011-01-03
Amount to Restore Service:	\$0.00	Amount to Continue Service:	\$0.00
Date Payment Due:		Regular Budget Amount:	\$39.00
Special Budget Payment:	\$54.00	Final Bill Monthly Payment:	\$0.00
Plus Arrears Payment:	\$15.00	End of Month Payment:	\$0.00
Current Monthly Payment:	\$0.00		
Payment Terms:	FEBRUARY 2011 DUE DATE		

PAR Description:

BY LAW YOU MUST PAY ANY CURRENT BILLS DUE BEFORE THIS PAYMENT ARRANGEMENT STARTS.

Resolution Description:

BB 39 + 15 = 54... LEVEL 1 BEGINNING FEBRUARY 2011 DUE DATE... WAIVE LPCS...BY LAW THE COMPANY IS PERMITTED TO CHARGE A SECURITY DEPOSIT. THE COMPANY IS REQUIRING YOU PAY \$35.00 IMMEDIATELY TO SATISFY THE OUTSTANDING BALANCE OF YOUR SECURITY DEPOSIT. ANY PAYMENTS YOU MAKE WILL BE APPLIED TO THE SECURITY DEPOSIT FIRST.

PECO.9

Report Message Type	Date	Report Details
Full PAR		
Last Contact With Customer	2011-01-03	<p>The customer's grandmother Eunice contacted the company and representative:</p> <ul style="list-style-type: none"> -Explained current and past due bills and due dates. -The customer declined offer to pay by phone. -The customer called to check on status of CAP application. -Obtained financial information which reflected no change since last agreement. -Read utility report script for a verification required still standing utility report for \$165.03 by 12/28/10. -Quoted PUC rights and phone number.
Final Position to BCS		<p>SERVICE IS ON</p> <p>On 1/3/11 the customer reported income of \$1,281.00 from unemployment compensation and Social Security with 2 adults = level 1. A CAP Rate application was sent; enrollment is pending income verification. Company requires customer to provide documented income verification to be considered for CAP or to receive PUC level 1 and level 2 agreements.</p> <p>The customer provided the company with level 1 income and is no longer in threat of termination.</p> <p>The customer has a current bill \$98.87 due 1/19/11 and a past due balance of \$239.92 due immediately. The customer's balance includes a deposit in the amount of \$35. Final position is customer pays the past due balance immediately and then pays all bills as rendered or provides income verification for CAP/payment arrangements.</p>