

PECO ENERGY COMPANY
STATEMENT NO. 1 *R*

C-2015-2475726
12/5/16 *R*

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

LAURA SUNSTEIN MURPHY

v.

PECO ENERGY COMPANY

DOCKET NO. C-2015-2475726

REBUTTAL TESTIMONY

WITNESS: BRENDA EISON

SUBJECTS: PECO'S AMI Meter Deployment and
Notification Process and PECO's
Communication with Ms. Murphy
Regarding AMI installation

DATED: May 20, 2016

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1 **I. Introduction and Purpose of Testimony**

2 **Q1. Please state your name, professional position, and business address.**

3 A. My name is Brenda Eison. I am employed by PECO Energy Company ("PECO" or the
4 "Company") as Manager of Customer Service. My business address is 2301 Market Street,
5 Philadelphia, PA 19103.

6 **Q2. Please provide an overview of your qualifications.**

7 A. I am the Manager of Customer Service. I have been employed with PECO for 20 years. I
8 am currently serving as manager for PECO's AMI Meter Installation Project. I have been
9 working directly with the project for the past two years.

10 **Q3. What is the purpose of your rebuttal testimony?**

11 A. The purpose of my rebuttal testimony is to respond to: (1) PECO's AMI deployment and
12 notification process, PECO's efforts to install the AMI meter at Ms. Murphy's residence,
13 PECO's communication with Ms. Murphy regarding the AMI meter, and the Company's
14 response to her refusal to have the meter installed.

15 **II. AMI Meter Deployment and Notification Process**

16 **Q4. Can you tell us about the AMI Meter Installation Project?**

17 A. The AMI Meter Installation Project is a project that PECO established to replace PECO's
18 AMR meters throughout the company's service territory. As a part of the project, PECO is
19 removing AMR meters and replacing them with AMI meters. Among other things, the AMI
20 meter is a two way communication device that uses radio frequency "(RF)" transmissions for
21 communications.

1 **Q5. What is your role as the manager of the AMI Installation Project?**

2 **A.** My role as the manager of the AMI Installation Project is to answer questions the
3 customer may have related to the AMI installation. Some of our customers have raised concerns
4 about health, safety, and privacy. My role includes speaking with the customers about their
5 concerns. I provide them with information to address their concerns, respond to health, safety or
6 privacy related questions, and ensure that they obtain the information they need in a timely
7 manner.

8 **Q6. Please describe the AMI installation process including the notification process?**

9 **A.** PECO sends letters to its customers, informing them that it will be installing AMI meters
10 in their area. PECO sends a letter 45 days prior to installation, then sends another letter 21 days
11 before the meter is installed. If the customer has an indoor meter we advise the customer that the
12 company will require access to the meter. I have attached a copy of the 45-day letter and 21-day
13 letter as Exhibit BE-1. The letters inform the customer that if their meter is located inside and
14 not accessible, to call PECO and schedule an appointment to have the meter installed.

15 **Q7. Does PECO have contractors who are involved with the notification process?**

16 **A.** Yes. Grid One is the primary contractor we use to notify the customer about the meter
17 installation and they also install the meters.

18 **Q8. Does Grid One also make calls to the customers?**

19 **A.** Yes. Grid One makes calls to customers to let them know the customer can schedule an
20 appointment to have the meter installed.

21 **Q9. What happens if a customer refuses the meter?**

1 A. If a customer refuses the meter, the calls are transferred to me or the customer is referred
2 to me so that I can have a conversation with them and allay their concerns regarding the meter
3 installation.

4 **III. PECO's Standard Communication Regarding AMI Meters**

5 **Q10. What type of information do you give to your customers regarding the AMI meter**
6 **and the installation process?**

7 A. I give the customer information as it relates to the AMI meter; the RF levels, the safety of
8 the meter and I address the privacy related issues surrounding the meter.

9 **Q11. Do you arrange meetings or conversations with engineers?**

10 A. Yes, there have been instances when I have had customers who have asked for additional
11 information and they wanted an engineer or someone to come to their home. I have an engineer
12 who actually visits the property and educates the customer about RF levels. I have a field
13 supervisor visit the customer's home to talk with them about the meter and how it works. In
14 addition to that, I have conference calls where I have the engineering department, as well as the
15 field supervisor, on the call with me.

16 **Q12. Do you send out information to customers in writing?**

17 A. Yes. I provide letters to the customers, giving them written information about the RF
18 frequencies, safety, privacy and other issues that they have as it relates to the installation of the
19 meter. The letters have my telephone number and ask the customer to call me directly with
20 questions. As shown in Exhibit BE-2, in the letter I send to PECO's customers I discuss the RF
21 levels of the meter, the privacy, security and safety of the meter. I also discuss Act 129 and
22 explain to the customer there is no "opt out" pursuant to the statute.

1 **Q13. When a customer contacts PECO's customer service is that contact documented in**
2 **the company's business records?**

3 A. Yes. All of our contacts are documented in our Customer Information Management
4 system which stores all contacts and billing on a customer's account.

5 **Q14. How about PECO's contractor, Grid One, do they also document contacts?**

6 A. Yes. Our contractors are required to document any interaction with our customers that
7 they have.

8 **Q15. Did you review the formal complaint filed by Ms. Murphy?**

9 A. I did.

10 **Q16. As part of your review, did you review and retrieve all of the contacts in the**
11 **Customer Information Management System and the Grid One contacts?**

12 A. Yes. I have attached as Exhibit BE-3, the contacts I obtained from the Customer
13 Information Management System, which contains the PECO and Grid One contacts with Ms.
14 Murphy from January 20, 2013 until May 8, 2015.

15 **IV. PECO's Communication With Ms. Murphy**

16 **Q17. According to the contacts did PECO send a letter to Ms. Murphy to install the**
17 **AMI meter at her property?**

18 A. Yes, our records show that a letter was sent to Ms. Murphy on May 12, 2014, requesting
19 to have the meter installed. To date, the AMI meter has not been installed at her home.

20 **Q18. Did the company hear from Ms. Murphy regarding the meter installation?**

21 A. Yes. A technician went to Ms. Murphy's home on June 6, 2014, to install the AMI
22 meter. Ms. Murphy denied the technician access and said to him that her old meter works just
23 fine.

1 **Q19. Did you respond to Ms. Murphy's refusal of the meter installation?**

2 A. On June 10, 2014, I sent a letter to Ms. Murphy, which I have attached as Exhibit BE-4.
3 In the letter I explained that PECO is installing Landis + Gyr meters. I explained that there had
4 been extensive testing on the meters and the meters are safe. The letter states that the AMI
5 mandate remains in effect and installation of the meter is required by Act 129.

6 **Q20. What action did PECO take regarding Ms. Murphy's refusal of the AMI meter?**

7 A. I placed a note on Ms. Murphy's account on June 17, 2014, not to field the meter for
8 installation until it was cleared to do so.

9 **V. Ten-Day Termination Notice Requirement**

10 **Q21. Did PECO renew its efforts to gain access to install the meter?**

11 A. Yes. On March 23, 2015, we sent a ten-day termination notice to Ms. Murphy which I
12 have attached as Exhibit BE-4.

13 **Q22. Can you tell us about the ten-day termination notice?**

14 A. The ten-day termination notice states to the customer that they must provide access to the
15 meter. The notice states that the customer did not give us access to the meter and equipment. It
16 gives a telephone number to contact the company to provide access. It advises the customer that
17 their service can be terminated for failure to give access.

18 **Q23. After PECO sent the ten-day termination notice, did you receive any
19 communication regarding Ms. Murphy's termination notice?**

20 A. Yes. On March 27, 2015, PECO received a call from a doctor stating that Ms. Murphy
21 has a medical condition and the service cannot be shut off. PECO's customer service
22 representative advised the doctor to have Ms. Murphy call to schedule an appointment to give
23 access to install the meter.

1 **Q24. Did PECO Ms. Murphy contact the company to schedule an appointment?**

2 A. No. Ms. Murphy contacted the company on March 27, 2015, to discuss the ten-day
3 termination notice and the call was transferred to my group. During her call, she stated that she
4 had health problems and could not have the meter installed. She requested to speak to a
5 supervisor so I returned her call the same day. I was unable to reach her but I left her a
6 voicemail message advising her that she should have her doctor send a medical certificate to my
7 attention. I followed up with an email to Ms. Murphy relaying the same information.

8 **Q25. After Ms. Murphy's call to PECO regarding her termination notice, how did PECO**
9 **handle the meter installation?**

10 A. I coded Ms. Murphy's account to place a hold on any meter installation or service
11 termination until I received a medical certificate from her physician.

12 **VI. Medical Documentation**

13 **Q26. Did you receive additional medical information regarding Ms. Murphy?**

14 A. Yes. I received medical documentation from Dr. Peter J. Prociuk with an address of 322
15 North High Street, West Chester, PA. I have attached a copy of the medical documentation as
16 Exhibit BE-5. Dr. Prociuk's note stated that Ms. Murphy's electric service was scheduled to be
17 terminated on April 3, 2015, unless a Smart Meter is installed. His note said that the occupants
18 of the home are elderly and they have fragile health. He explained that the homeowners rely on
19 well water, which is dependent on electricity. He stated that any unnecessary or prolonged
20 interruption of their service would jeopardize Mr. and Mrs. Murphy's health. Once I received
21 Dr. Prociuk's medical documentation, I placed a 30-day hold on the account, which temporarily
22 stayed PECO's meter installation at the Murphy residence.

23

1 **VII. Public Utility Commission Formal Complaint**

2 **Q27. Did you receive any Public Utility Commission complaints from Ms. Murphy?**

3 A. Yes. Ms. Murphy's PUC complaint was opened on April 8, 2015 at docket number C-
4 2015-2475826

5 **Q28. After Ms. Murphy filed her PUC complaint, did you reach out to her to discuss her**
6 **complaint?**

7 A. Yes, on May 8, 2015, I called Ms. Murphy and left her a voicemail message to call me so
8 that we could schedule an appointment for a PECO technician come to her home to discuss
9 radiofrequency levels.

10 **Q29. Did you ever hear back from Ms. Murphy to schedule a field visit?**

11 A. No. I did not hear back from Ms. Murphy.

12 **VII. Conclusion**

13 Q Does this conclude your rebuttal testimony?

14 A. Yes.

**PECO 45-day and 21-day
AMI notification letters**

EXHIBIT BE-1

45 Day Customer Letter (Mass Deployment)

DATE

**CUSTOMER NAME
CUSTOMER ADDRESS
CITY, STATE PA ZIP**

Dear CUSTOMER NAME:

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

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

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

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

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

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

Sincerely,

PECO Meter Installation Team

21 Day Customer Letter (Mass Deployment)

DATE

CUSTOMER NAME
CUSTOMER ADDRESS
CITY, STATE PA ZIP

Dear CUSTOMER NAME:

The letter is to remind you that during the next month we will be replacing the meters in your area. When we replace your meter you will experience a brief service interruption – typically less than a minute. And, if you are home, we'll knock before we begin working to make sure you are aware.

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

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

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

Sincerely,

PECO Meter Installation Team

Dear Sir or Madam:

This letter is in reply to your recent phone call to us regarding PECO's Advanced Metering Infrastructure (AMI) installation program. We appreciate your sincere concerns and believe that providing you with accurate information regarding the AMI program may help address these issues.

As you are aware from your previous conversations and contacts with the company on this issue, the meter previously on your home is known as Advanced Meter Reading (AMR) technology. This technology has been used by PECO for more than a decade and is installed on all residences and businesses across the PECO service territory. Our AMR system for both electric and gas service is a radio frequency-based (RF) remote data collection system.

The upgraded meter we are installing on all customers properties are known as Advanced Metering Infrastructure (AMI), and are based on similar technology to that which PECO currently uses. Essentially, the difference between the AMR (existing) and AMI (upgraded) technologies is the ability to provide additional information to customers about how they use energy. This information is not new to PECO. The difference is our ability to provide the information back to you. Whether or not a customer uses this data or other new capabilities to be offered by the company in the future is entirely the customer's choice under our program.

The total volume of RF associated with the new meters is lower than our current meters. PECO's current meters transmit readings about every 5 minutes. PECO's new meters will transmit only for less than a second every 90 minutes. Scientific studies have not identified any health concerns associated with the use of this technology. The RF volume, in fact, is extremely low – much lower than many common household devices including cell phones and microwaves. Specifically, the average RF level of the new meter is 0.00037 milliwatt per square centimeter, while RF level of the current meter is 0.008325 milliwatt per square centimeter (roughly 22.5 times greater), a cordless phone is 0.12 milliwatt per square centimeter, cell phone is 0.19 milliwatt per square centimeter and a microwave is 0.0047 milliwatt per square centimeter.

We understand our customers concerns regarding the privacy of their data. That is why this system is a physically-secured, PECO-owned, private, encrypted, fiber optic and wireless system – ensuring the privacy and security of your energy usage information. Contrary to much of the misinformation that has circulated regarding AMI meters, these meters do not provide PECO with any information regarding how a customer is using energy – only the total amount of energy used by the customer. We also have taken unprecedented steps to safety test our meters. We are confident in the independent, scientific testing results by NEETRAC, Exponent and UL. We will continue to test and monitor our meters to ensure they meet the highest safety standards.



An Exelon Company

With regard to your safety concerns, we have taken unprecedented steps to test the L&G meter. We are confident in the independent, scientific testing results by NEETRAC, Exponent and UL. We will continue to test and monitor our meters to ensure they meet the highest safety standards. Safety remains our top priority and we appreciate your cooperation.

A small number of customers have inquired whether or not they can "opt out" of having an AMI meter installed. Under Pennsylvania's Act 129 of 2008, PECO and all other large utilities in the state must install AMI meters for every customer, so we cannot offer opt-out under current law. Having two data collection systems would also undermine our ability to respond to storms and other outage events. By providing the company with more information to know remotely "who's on" and "who's off", AMI accelerates restorations during these events, helping all customers. And, through a program called Conservation Voltage Reduction (CVR), PECO can provide customers with the energy they need at required voltages with less wasted power. This allows us to meet customer demand and ensure system reliability at lower cost for all.

Please also find enclosed the SGSMS Fact sheet, general information letter and safety letter regarding the AMI Meter. I have also included the below links to the L & G Manufacture's website and the PUC general consumer website with additional information regarding the implementation of the AMI meter program.

I hope this helps to address your concerns over the new meter at your home. Should you have any additional questions about this project or any other aspect of your PECO service, please feel free to contact me at (215) 841-4225.

http://www.puc.state.pa.us/about_puc/search_results.aspx?q=smart%20meters
<http://www.landisgyr.com/about/>

Sincerely,

Brenda Eison
Meter Installation Department

CONTACT HISTORY FOR ACCOUNT

NAME: LAURA MURPHY
ACCOUNT#: 23469-01005
ADDRESS: 1191 TELEGRAPH RD WEST CHESTER PA 19380
CASE: C-2015 -2475726

1/20/13

CUSTOMER HAS BEEN REMOVED FROM THE DEPLOYMENT
FOOTPRINT D
UE TO FOOTPRINT DEPLOYMENT CHANGES

The account was removed from AMI (advanced metering infrastructure) deployment.

5/12/14

KWH; FORM:4S; SIZE:005; CT; AMR-AMI METER EXCHANGE

Account referred to install an AMI meter.

BE-3

Select Customer Contact for LAURA MURPHY

Contact Edit Actions Help

Contacted	Type	
07/03/14	VRU Outage Reported - Sent to OMS	1191 TELEGRAPH I
06/17/14	AMI Proactive Notification	
06/17/14	Change Meter Only Issued	
06/10/14	PECO AMI Escalation	
06/09/14	Change Meter Only Issued	
06/06/14	Change Meter Only Voided	
05/15/14	Change Meter Only Issued	
06/18/12	PUC Complaint	
08/09/11	Billing - Rates/Riders	
03/29/90	Miscellaneous	

Comments:
KWH; FORM:4S; SIZE:005; CT; AMR-AMI METER EXCHANGE

5/15/14 Meter change order issued to install an AMI meter.

Contact Edit Actions Help

Contacted	Type	
07/03/14	VRU Outage Reported - Sent to OMS	1191 TELEGRAPH I
06/17/14	AMI Proactive Notification	
06/17/14	Change Meter Only Issued	
06/10/14	PECO AMI Escalation	
06/09/14	Change Meter Only Issued	
06/06/14	Change Meter Only Voided	
05/15/14	Change Meter Only Issued	
06/18/12	PUC Complaint	
08/09/11	Billing - Rates/Riders	
03/29/90	Miscellaneous	

Comments:

UTC STRAIN 06/04/14 ACCESS DENIED COULDN'T VERIFY CONSTANT
 CUSTOMER REFUSED TO LET ME CHANGE METER TOLD ME HER OLD METER
 WORKS FINE

6/6/14 Account records updated that on 6/4/14, access was denied when technician arrived to install an AMI meter. The customer stated her old meter was just fine. The meter change order was voided.

Select Customer Contact for LAURA MURPHY

Contact Edit Actions Help

Contacted	Type	
07/03/14	VRU Outage Reported - Sent to OMS	1191 TELEGRAPH I
06/17/14	AMI Proactive Notification	
06/17/14	Change Meter Only Issued	
06/10/14	PECO AMI Escalation	
06/09/14	Change Meter Only Issued	
06/06/14	Change Meter Only Voided	
05/15/14	Change Meter Only Issued	
06/18/12	PUC Complaint	
08/09/11	Billing - Rates/Riders	
03/29/90	Miscellaneous	

Comments:

AMI REFUSAL DO NOT FIELD UNTIL CLEARED

6/9/14 The account was noted not to send a field rep until it cleared to do so.

Select Customer Contact for LAURA MURPHY

Contact Edit Actions Help

Contacted	Type	
07/03/14	VRU Outage Reported - Sent to OMS	1191 TELEGRAPH I
06/17/14	AMI Proactive Notification	
06/17/14	Change Meter Only Issued	
06/10/14	PECO AMI Escalation	
06/09/14	Change Meter Only Issued	
06/06/14	Change Meter Only Voided	
05/15/14	Change Meter Only Issued	
06/18/12	PUC Complaint	
08/09/11	Billing - Rates/Riders	
03/29/90	Miscellaneous	

Comments:

AMI REFUSAL DUE TO GENERAL CONCERNS RCVD THRU AMI MB. TIER 3/NO VERBAL CONTACT-SOFT LETTER MAILED TO EXPLAIN PECO USING L&G METERS GOING FORWARD, EXTENSIVE TESTING HAS BEEN DONE AND EQUIP IS SAFE. COMPANY MUST COMPLY W/ PA ACT 129 LAW TO UPGRADE EXISTING TECH. THERE IS NO OPT OUT PROVISION.

6/10/14 The AMI group was notified of the customer's concerns in regard to the installation of the AMI meter. A letter was mailed which explained the Company was using L&G going forward and extensive testing has been done assuring the equipment is safe. Letter also explained the Company must comply with Act 129 and upgrade the existing technology. There is no opt out option.

Contact Edit Actions Help

Contacted	Type	
07/03/14	VRU Outage Reported - Sent to OMS	1191 TELEGRAPH I
06/17/14	AMI Proactive Notification	
06/17/14	Change Meter Only Issued	
06/10/14	PECO AMI Escalation	
06/09/14	Change Meter Only Issued	
06/06/14	Change Meter Only Voided	
05/15/14	Change Meter Only Issued	
06/18/12	PUC Complaint	
08/09/11	Billing - Rates/Riders	
03/29/90	Miscellaneous	

Comments:

45 DAY LETTER SENT; REMOVED FROM FOOTPRINT

6/17/14 The account was removed from the process but the account was referred to send a letter to notify the customer that PECO will be in the area in the future to install an AMI meter.

Contact Edit Actions Help

Contacted	Type	
07/03/14	VRU Outage Reported - Sent to OMS	1191 TELEGRAPH I
06/17/14	AMI Proactive Notification	
06/17/14	Change Meter Only Issued	
06/10/14	PECO AMI Escalation	
06/09/14	Change Meter Only Issued	
06/06/14	Change Meter Only Voided	
05/15/14	Change Meter Only Issued	
06/18/12	PUC Complaint	
08/09/11	Billing - Rates/Riders	
03/29/98	Miscellaneous	

Comments:

PECO Elec- Removed From Footprint- 45- Day Letter

6/17/14 The account was removed from the process but a letter was sent to notify the customer that PECO will be in the area in the future to install an AMI meter.

Select Customer Contact for LAURA MURPHY

Contact Edit Actions Help

Contacted	Type
03/27/15	Automated Metering Infrastructure (AMI)
03/24/15	Change Meter Only Issued
03/23/15	AMI Appointment Process
03/10/15	Change Meter Only Issued
02/24/15	Electric Outage - Issuance
02/21/15	Automated Metering Infrastructure (AMI)
10/10/14	Restoration Confirmed
10/10/14	SMS Message Sent
10/10/14	Outage Status Request
10/10/14	Electric Outage - Issuance
10/10/14	Outage Status Request
10/10/14	VRU Outage Reported - Sent to OMS
10/10/14	Electric Outage - Issuance
10/10/14	Outage Status Request

Comments:

CUSTOMER REFUSAL NO ACCESS PROCESS

3/10/15 Account referred to start the no access process because the customer previously refused installation of the AMI meter.

Contact Edit Actions Help

Contacted	Type	
03/27/15	Automated Metering Infrastructure (AMI)	
03/24/15	Change Meter Only Issued	
03/23/15	AMI Appointment Process	
03/10/15	Change Meter Only Issued	
02/24/15	Electric Outage - Issuance	
02/21/15	Automated Metering Infrastructure (AMI)	
10/10/14	Restoration Confirmed	
10/10/14	SMS Message Sent	
10/10/14	Outage Status Request	
10/10/14	Electric Outage - Issuance	
10/10/14	Outage Status Request	
10/10/14	VRU Outage Reported - Sent to OMS	
10/10/14	Electric Outage - Issuance	
10/10/14	Outage Status Request	

Comments:

PECO Elec - Customer Appointment Process-10-Day Notice

3/23/15 The account was referred to issue a 10 day notice of termination to allow access to install an AMI meter.

Contact Edit Actions Help

Contacted	Type	
03/27/15	Automated Metering Infrastructure (AMI)	
03/24/15	Change Meter Only Issued	
03/23/15	AMI Appointment Process	
03/10/15	Change Meter Only Issued	
02/24/15	Electric Outage - Issuance	
02/21/15	Automated Metering Infrastructure (AMI)	
10/10/14	Restoration Confirmed	
10/10/14	SMS Message Sent	
10/10/14	Outage Status Request	
10/10/14	Electric Outage - Issuance	
10/10/14	Outage Status Request	
10/10/14	VRU Outage Reported - Sent to OMS	
10/10/14	Electric Outage - Issuance	
10/10/14	Outage Status Request	

Comments:

10-DAY NOTICE SENT

3/23/15 A 10 day notice of termination was mailed to allow access to install an AMI meter.

Select Customer Contact for LAURA MURPHY

Contact Edit Actions Help		
Contacted	Type	
03/27/15	Remove from Collection - Other	
03/27/15	Miscellaneous	
03/27/15	Miscellaneous	
03/27/15	Credit Issues	
03/27/15	Automated Metering Infrastructure (AMI)	
03/24/15	Change Meter Only Issued	
03/23/15	AMI Appointment Process	
03/10/15	Change Meter Only Issued	
02/24/15	Electric Outage - Issuance	
02/21/15	Automated Metering Infrastructure (AMI)	
10/10/14	Restoration Confirmed	
10/10/14	SMS Message Sent	
10/10/14	Outage Status Request	
10/10/14	Electric Outage - Issuance	
10/10/14	Outage Status Request	

Comments:

DR CALLED STATING CUSTOMER HAS MEDICAL CONDITION AND CANT HAVE SERVICE SHUT OFF EXPL WE DONT ISSUE MEDICAL HERE REF TO CUSTOMER SERVICE EXPL THIS IS NOT A BILLING ISSUE IT IS AN ACCESS ISSUE HE DOESNT KNOW IF CUSTOMER WANTS TO SET AN APPT INFORMED HIM TO HAVE THEM CALL SO WE CAN SEE ABOUT SCHEDULING AN APPT

3/27/15 A Doctor called stating the customer has a medical condition and cannot have the service shut off. Rep referred the Doctor to customer service and confirmed the issue was an access issue. The Doctor didn't know if the customer wanted to set an appointment. The rep advised the Doctor to have the customer call about scheduling an appointment.

Select Customer Contact for LAURA MURPHY

Contact Edit Actions Help

Contacted	Type
03/27/15	Remove from Collection - Other
03/27/15	Miscellaneous
03/27/15	Miscellaneous
03/27/15	Credit Issues
03/27/15	Automated Metering Infrastructure (AMI)
03/24/15	Change Meter Only Issued
03/23/15	AMI Appointment Process
03/10/15	Change Meter Only Issued
02/24/15	Electric Outage - Issuance
02/21/15	Automated Metering Infrastructure (AMI)
10/10/14	Restoration Confirmed
10/10/14	SMS Message Sent
10/10/14	Outage Status Request
10/10/14	Electric Outage - Issuance
10/10/14	Outage Status Request

Comments:

CCI REF TO AMI METER NOTICE////MADE X FEE TO CUST SER FOR ASSI NO FURTHER ACCOUNT ACTION WAS TAKEN///

3/27/15 The call was transferred to Customer Service.

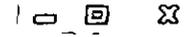
Contact Edit Actions Help

Contacted	Type	
03/27/15	Remove from Collection - Other	
03/27/15	Miscellaneous	
03/27/15	Miscellaneous	
03/27/15	Credit Issues	
03/27/15	Automated Metering Infrastructure (AMI)	
03/24/15	Change Meter Only Issued	
03/23/15	AMI Appointment Process	
03/10/15	Change Meter Only Issued	
02/24/15	Electric Outage - Issuance	
02/21/15	Automated Metering Infrastructure (AMI)	
10/10/14	Restoration Confirmed	
10/10/14	SMS Message Sent	
10/10/14	Outage Status Request	
10/10/14	Electric Outage - Issuance	
10/10/14	Outage Status Request	

Comments:
 c/c rec'd 10 day notice abt having svr interrupted warn xfer to Raheem/Ami for assistance

3/27/15 The customer called in regard to the 10 day termination notice. The call was transferred to the AMI group.

Select Customer Contact for LAURA MURPHY



Contact Edit Actions Help

Contacted	Type	
03/27/15	Remove from Collection - Other	
03/27/15	Miscellaneous	
03/27/15	Miscellaneous	
03/27/15	Credit Issues	
03/27/15	Automated Metering Infrastructure (AMI)	
03/24/15	Change Meter Only Issued	
03/23/15	AMI Appointment Process	
03/10/15	Change Meter Only Issued	
02/24/15	Electric Outage - Issuance	
02/21/15	Automated Metering Infrastructure (AMI)	
10/10/14	Restoration Confirmed	
10/10/14	SMS Message Sent	
10/10/14	Outage Status Request	
10/10/14	Electric Outage - Issuance	
10/10/14	Outage Status Request	

Comments:

LAURA MURPHY cid to speak with AMI original call dropped xfrd back to AMI

3/27/15 The customer wanted to speak to the AMI group . The call was transferred back to AMI department.

Contact Edit Actions Help

Contacted	Type	
03/27/15	Automated Metering Infrastructure (AMI)	
03/27/15	PECO - AMI Appointment	
03/27/15	Remove from Collection - Other	
03/27/15	Miscellaneous	
03/27/15	Miscellaneous	
03/27/15	Credit Issues	
03/27/15	Automated Metering Infrastructure (AMI)	
03/24/15	Change Meter Only Issued	
03/23/15	AMI Appointment Process	
03/10/15	Change Meter Only Issued	
02/24/15	Electric Outage - Issuance	
02/21/15	Automated Metering Infrastructure (AMI)	
10/10/14	Restoration Confirmed	
10/10/14	SMS Message Sent	
10/10/14	Outage Status Request	

Comments:

STOP CREDIT ACTION EFFECTIVE DATE : 2015-03-27

3/27/15 A hold was placed on the account.

Contact Edit Actions Help

Contacted	Type
03/27/15	Automated Metering Infrastructure (AMI)
03/27/15	PECO - AMI Appointment
03/27/15	Remove from Collection - Other
03/27/15	Miscellaneous
03/27/15	Miscellaneous
03/27/15	Credit Issues
03/27/15	Automated Metering Infrastructure (AMI)
03/24/15	Change Meter Only Issued
03/23/15	AMI Appointment Process
03/10/15	Change Meter Only Issued
02/24/15	Electric Outage - Issuance
02/21/15	Automated Metering Infrastructure (AMI)
10/10/14	Restoration Confirmed
10/10/14	SMS Message Sent
10/10/14	Outage Status Request

Comments:

CCI abt ami mtr. cust stated due to health problems she cannot have new mtr installed, trs to PAFT

3/27/15 The customer called stating due to health problems she cannot have the meter installed. The call was transferred and a call back was referred to the Supervisor.

Select Customer Contact for LAURA MURPHY

Contact Edit Actions Help

Contacted	Type
03/27/15	Automated Metering Infrastructure (AMI)
03/27/15	PECO - AMI Appointment
03/27/15	Remove from Collection - Other
03/27/15	Miscellaneous
03/27/15	Miscellaneous
03/27/15	Credit Issues
03/27/15	Automated Metering Infrastructure (AMI)
03/24/15	Change Meter Only Issued
03/23/15	AMI Appointment Process
03/10/15	Change Meter Only Issued
02/24/15	Electric Outage - Issuance
02/21/15	Automated Metering Infrastructure (AMI)
10/10/14	Restoration Confirmed
10/10/14	SMS Message Sent
10/10/14	Outage Status Request

Comments:

REC'VD CALL FRM MS MURPHY WHO DOESNT WANT SMART METER AND SHE ALSO STATES SHE HAS A MEDICAL CONDITION AND WANTS MEDICAL CERT CALLED HER BACK AND LEFT MESSAGE SHE COULD HAVE DR SEND MEDICAL NOTE TO PECO ATTN B EISON AND WE WILL HAVE IT NOTED SENT EMAIL ALSO

3/27/15 The Supervisor tried an unsuccessful telephone attempt to contact Mrs. Murphy. A message was left advising that she can have her Doctor send a medical certificate to PECO, to the attention of B. Eison and the account would be updated. An email was sent with the same information.

Contact Edit Actions Help

Contacted	Type
04/08/15	COMM FORMAL
04/08/15	PUC Complaint
04/08/15	Special Regulatory Stop Credit
04/08/15	Regulatory-COMMISSION
04/01/15	Supervisor Comments
03/27/15	Change Meter Only Maintained
03/27/15	Miscellaneous
03/27/15	Automated Metering Infrastructure (AMI)
03/27/15	PECO - AMI Appointment
03/27/15	Remove from Collection - Other
03/27/15	Miscellaneous
03/27/15	Miscellaneous
03/27/15	Credit Issues
03/27/15	Automated Metering Infrastructure (AMI)
03/24/15	Change Meter Only Issued

Comments:

received medical documentation from Mr. Peter J. Prociuk 322 North High Street West Chester PA 610 701 5702 account on hold due to medical issue

4/1/15 A medical certificate was received. A 30 day hold was placed on the account.

Select Customer Contact for LAURA MURPHY

Contact Edit Actions Help

Contacted	Type
04/08/15	COMM FORMAL
04/08/15	PUC Complaint
04/08/15	Special Regulatory Stop Credit
04/08/15	Regulatory-COMMISSION
04/01/15	Supervisor Comments
03/27/15	Change Meter Only Maintained
03/27/15	Miscellaneous
03/27/15	Automated Metering Infrastructure (AMI)
03/27/15	PECO - AMI Appointment
03/27/15	Remove from Collection - Other
03/27/15	Miscellaneous
03/27/15	Miscellaneous
03/27/15	Credit Issues
03/27/15	Automated Metering Infrastructure (AMI)
03/24/15	Change Meter Only Issued

Comments:
customer filed formal at docket # C2015- 2475726

4/8/15 PECO was notified Mrs. Murphy filed an formal complain at Docket # C-2015-247526.

Select Customer Contact for LAURA MURPHY

Contact Edit Actions Help

Contacted	Type
06/01/15	Supplier Enrollment
05/08/15	Supervisor Comments
04/27/15	Change Meter Only Maintained
04/13/15	COMM FORMAL
04/08/15	COMM FORMAL
04/08/15	PUC Complaint
04/08/15	Special Regulatory Stop Credit
04/08/15	Regulatory-COMMISSION
04/01/15	Supervisor Comments
03/27/15	Change Meter Only Maintained
03/27/15	Miscellaneous
03/27/15	Automated Metering Infrastructure (AMI)
03/27/15	PECO - AMI Appointment
03/27/15	Remove from Collection - Other
03/27/15	Miscellaneous

Comments:

ACCT-2346901005: HOLD-MEDICAL PER B. EISON
10-DAY NOTICE SENT

4/27/15 A 10 day notice to allow access to install an AMI meter was scheduled to be mailed but it wasn't due to the medical hold on the account.

Select Customer Contact for LAURA MURPHY

Contact Edit Actions Help

Contacted	Type
06/01/15	Supplier Enrollment
05/08/15	Supervisor Comments
04/27/15	Change Meter Only Maintained
04/13/15	COMM FORMAL
04/08/15	COMM FORMAL
04/08/15	PUC Complaint
04/08/15	Special Regulatory Stop Credit
04/08/15	Regulatory-COMMISSION
04/01/15	Supervisor Comments
03/27/15	Change Meter Only Maintained
03/27/15	Miscellaneous
03/27/15	Automated Metering Infrastructure (AMI)
03/27/15	PECO - AMI Appointment
03/27/15	Remove from Collection - Other
03/27/15	Miscellaneous

Comments:

called customer and left message for her to call me regarding scheduling a RF technician to come out to discuss her RF concerns at her home

5/8/15 A telephone attempt was made to contact Mrs. Murphy and a message was left to call the office in regard to scheduling an appointment to have a radio frequency tech come to her home to discuss radio frequency issues at her home.

10-DAY TERMINATION NOTICE

EXHIBIT BE-4



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

Account Number: 2346901005
 For Service To: 1191 TELEGRAPH RD WEST CHESTER PA 19380
 Date Prepared: March 20, 2015

Past Due Amount: \$ _____
 New Billing: \$ _____
 Total Amount: \$ _____

Your Electric/Natural Gas Service May Be Shut Off

Your electric/natural gas service will be shut off to 1191 TELEGRAPH RD WEST CHESTER PA 19380 on or after April 3, 2015 because:

- You have a past due amount of \$ _____ as of _____.
- You did not give us access to our meter and your equipment.
- You did not pay your security deposit.
- You did not meet the requirements and/or complete the application for utility service.
- Other: _____

We will NOT shut off your electric/natural gas service if you:

- Pay \$ _____ in full on or before _____, this includes any amount you owe on your payment plan. This notice is effective for 60 days.
- Pay the required security deposit of _____.
- Pay the catch up amount on your agreement if it is defaulted. Call 1-888-480-1533 for the amount.
- Show us a paid receipt for the past due amount.
- Provide us access to our meter and your equipment. Call 215-841-5950

You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away if you dispute your bill or to provide us with household income and occupant information. To talk about your bill, please call our office at 1-888-480-1533.

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

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

- Past Due Amount of _____
- Deposit Past Due Amount of _____
- Agreement Unbilled Balance of _____
- Reconnection Charge of _____
- Total _____

*If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.

**If your service is shut off, you may have to make substantial payments to have your service restored. In addition to any balance owed, you will have to pay a Reconnection Charge of between \$20.00 and \$1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is SERIOUSLY ILL. WE WILL NOT SHUT OFF YOUR SERVICE during such an illness provided you:

1. Have your licensed physician or nurse practitioner certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.
AND
2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

Antes de descontinuar el servicio de utilidades, por favor lea el reverso de esta notificación. Usted puede ser elegible para ciertas protecciones contra el corte de servicio.

**MEDICAL NOTE – PETER
PROCIUK, M.D.**

EXHIBIT BE-5

Peter J. Prociuk, M.D.
322 North High Street,
West Chester, PA 19380
Tel: 610-701-5702 Fax: 610-701-4225
www.drpeterprociuk.com
peterprociukmd@gmail.com

March 27, 2015

PECO
Brenda Eison, Supervisor
2301 Market St.
Philadelphia, PA 19103

Re: Acct # 234-690-1005
1191 Telegraph Rd., West Chester, PA 19382
Medical Necessity To Keep Electricity On

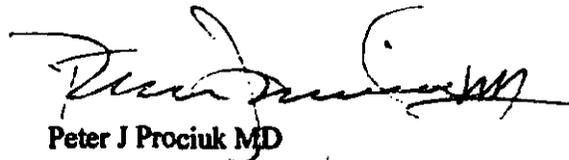
Dear Ms. Eison,

I understand that PECO will shut off electricity on April 3, 2015 unless a new smart meter is installed on the above mentioned property, to which Laura and John Murphy, the owners, are opposed. I have no interest in the outcome of this dispute but it is an unequivocal medical necessity for electric service to be maintained without interruption.

Both the owners are elderly and in fragile health for a number of reasons which is documented extensively by a number of health care providers. Their water comes from a well and is dependent on electricity. Any unnecessary or prolonged interruption in electric service would seriously jeopardize their health.

Your attention, understanding and courtesy in resolving this important health issue is greatly appreciated.

Sincerely,



Peter J Prociuk MD