Wed Sep 11 2019, CMPLY

Priority

NON HAZARDOUS (NH)

+ Violation Number: PM15-305.3

- Violation Number: PM15-504.1

Code

PM15-504.1

Type

PLUMBING SYSTEMS-GENERAL

Date

Fri Jan 11 2019

Status

COMPLIED

4979 Old Street Road
Trevose, PA 19053
(215) 732-3450
(215) 646-3380 FAX

INITIAL ORTHOPEDIC EVALUATION

SHANICE HARPER **24 OCTOBER 2019**

Mrs. Harper presents in orthopedic consultation for evaluation and treatment of injuries she sustained in a slip and fall accident on May 19, 2019.

HISTORY

She describes the following. She was in her home when a portion of the ceiling fell on her. Rocks and drywall debris struck her about the head and neck. She leaned forward to protect her face. She had some abrasions on her legs. She developed pain in her neck, back and legs.

The following day, Mrs. Harper woke up with increased neck pain, and presented to Einstein Hospital Medical Center in Philadelphia. X-rays were performed of the cervical spine. She was prescribed Tylenol, Lidocaine patch and ibuprofen. She was given a neck brace. Mrs. Harper presented to Pain Management on May 22, 2019. She was examined and begun on a physical therapy/chiropractic program. MRI of the cervical spine was performed at Northeast Open MRI on September 3, 2019. An EMG was recommended. She wears a neck brace occasionally. She is currently receiving therapy every other week, and feels that it helps temporarily.

CURRENT COMPLAINTS

Mrs. Harper is referred by Pain Management for symptoms referable to cervical HNP.

She has frequent neck pain on the right side, with radiation to the right upper extremity to the hand. She has numbness, tingling and coldness in the 2nd, 3rd and 4th digits of the right hand. There is some radiation of pain to the right scapula region. At times her pain is increased with coughing, sneezing and rainy weather. She occasionally drops things and notes decreased grasp of the right hand. There is intermittent radiation from the neck to the occipital region then to the top of the head. She has intermittent photosensitivity and positional vertigo. She has a short term memory deficit. She has intermittent blurry vision in the right eye. She has increased anxiety when driving under overpasses or in tight enclosed driving conditions. She rates the pain in her neck as a 6, on a pain scale of 1-10.

Her back pain is increased with prolonged sitting, walking, and standing, lifting and riding in a vehicle. Her neck pain is increased with using the arms above shoulder level.

She describes the pain in her neck as cramping and of moderate intensity. She rates the pain in her upper back as a 7.

Her mother and father are alive and well with no known medical disorders.

PAST MEDICAL HISTORY

REVIEW OF SYSTEMS:

GENERAL
There is no history of recent weight loss or gain, fever or chills. She complains of fatigue and trouble sleeping.

INTEGUMENTARY
There are no rashes or skin color changes.

EARS NOSE THROAT
There is no history of decreased hearing, nosebleeds or hearing difficulty.

EYES
There is no history of vision loss or changes or glaucoma. She has blurry vision.

GENITO URINARY
Is negative for kidney disorders, urinary incontinence, frequency or urgency. She complains of sexual dysfunction.

RESPIRATORY
There is no shortness of breath or asthma.

CARDIOVASCULAR
Is negative history of heart disease, mitral valve disease, high blood pressure or swelling of the extremities.

GASTROINTESTINAL
There is no history of liver or GI ulcer disease or bowel incontinence. There is no abdominal pain or discomfort. She complains of hemorrhoids and constipation.

MUSCULOSKELETAL
Is positive for injuries sustained in this accident.

NEUROLOGIC
She complains of dizziness and short term memory deficit.

HEMATOLOGIC
There is no history of bleeding disorders or anemia.

ENDOCRINE
Is negative for thyroid disorders, diabetes mellitus, heat or cold intolerance or excessive thirst. She complains of change of appetite and is not eating as often since the accident.

PSYCHIATRIC

There are no known drug or food allergies.

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REVIEW OF STUDIES

There are no diagnostic imaging studies available for personal review. There is from Northeast Open MRI a report of the cervical spine without contrast dated 3 September 2019. The impression reads disc degeneration with eccentric disc herniation to the right at C6-C7 and to a lesser degree at C5-C6 with straightening of the normal cervical lordosis. Disc degeneration and shallow disc protrusion to the right at C4-C5. Disc degeneration with disc bulging to the left at C3-C4 and to a lesser degree at C2-C3.

From Einstein Health Care Network x-rays of the cervical spine dated 20 May 2019 report is reviewed. The findings state no fracture or dislocation. The vertebral bodies... (following page of the records from the emergency room which contain the remainder of this report are missing).

PHYSICAL EXAMINATION

Physical examination shows a 5 foot 4 inch, 127 ½ pound, 30 year old (date of birth 31 January 1989), right-handed woman in no apparent distress. She is awake, alert, oriented and cooperative. Blood pressure is 112/71, pulse 77.

Pulse oximetry shows O2 saturation 99%, pulse is 69 and regular via the pulse ox.

She is sitting comfortably and arises without difficulty. Gait and station show the left shoulder held higher than the right. We note a generally normal cervical lordosis. There is marked tenderness at the C5-C6 region and tenderness noted from the foramen magnum through C6.

The cervical spine shows flexion to 45-degrees with endpoint pain (two finger breaths of chin on chest). Extension is limited to 35-degrees with endpoint pain. Rotation is 65-degrees right with ipsilateral pain into the right medial scalenes. Rotation is 75-degrees left without pain. Lateral bending to the right is 45-degrees with ipsilateral pain and 45-degrees left without pain.

Skin has good turgor. Heart has a regular rate and rhythm. There are no trophic signs appreciated. There is no peripheral edema.

Cranial nerve exam shows extra ocular movements are intact. Pupillary response is symmetrical. The uvula is in the centerline. The tongue is without fasciculation's and protrudes in the centerline. Shoulder shrug is intact. Trigeminal nerve shows a decrease in the 1st division at the 3rd division on the right.

Occipital nerve sensation shows a decrease in the right lesser occipital nerve and in the greater occipital nerve. There is a decrease in sensation in the greater auricular nerve on the right.

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We note a decrease in sensation in the C5 and C6 dermatomes proximally on the right and through the proximal half of the right arm. Distally there is a decrease in the C6 dermatome and a decrease in the radial nerve in through the dorsal forearm into the 1st web space. We note in the hand a decrease in the first four digits on the right and a milder decrease the ulnar border of the right 5th finger. There is a decrease in the C6 distribution on the left.

One appreciates tenderness about the right long thoracic nerve and there is concomitant winging of the right scapula.

Motor exam distally shows weakness of the extensor digitorum communis on the right and the intrinsics on the right. Wrist extension is 5/5. One notes mild weakness of the deltoid on the right and of the rotator cuff.

Tinel's sign is positive in the right carpal tunnel and Guyon's canal with a concomitant positive Valleix phenomenon extending up through the forearm into the wrist. Phalen's' is positive with a positive Valleix phenomenon. Tinel's sign is greatly positive in the right carpal tunnel with a positive Valleix phenomenon extending into the shoulder. Wright's test is positive vascularly bilaterally but negative neurologically on the left and positive on the right with paresthesias into the 2nd, 3rd, 4th and 5th digits.

Circumferential measurements show the arms 24.5cm on the right, 25cm on the left. Forearms are 23cm bilaterally. Measurements are taken 10cm proximal and distal to the olecranon with the elbows held at 45-degrees flexion.

Lhermitte's sign is negative to equivocal. Spurling's is positive.

Deep tendon reflexes show the triceps -1, biceps and brachial radialis +1, and radial periosteal trace bilaterally.

Examination of the right shoulder shows anterior paracoracoid tenderness noted and tenderness into the glenoid labrum. Abduction is limited to 90-degrees and forward flexion 80. External rotation is 90-degrees; internal rotation allows a reach to T11 on the right versus T6 on the left. Posterior push off is positive with marked weakness and discomfort associated anteriorly. Abdominal press is negative. There is tenderness into the biceps tendon and into the glenoid labrum. We note some tenderness as well into the rotator cuff. There is weakness initiating abduction on the right and performing Two Finger test. Tin Can test shows acceptable strength but discomfort appreciated.

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There is no tenderness noted over the tempromandibular joints. The mouth opens without deviation. There is no TMJ crepitus or clicking.

IMPRESSION

Status-post direct trauma to the head, neck and shoulder girdle. This woman has symptomatic C5-C6 and C6-C7 MRI proven herniated nucleus pulposi. We note as well

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and of great import a cervical occipital syndrome with a greater occipital and right lesser occipital nerve neuropraxia. There is a right-sided trigeminal neuralgia involving divisions I and III and involvement into the greater auricular nerve as well. There is evidence of an injury into the right brachial plexus and an ulnar neuropathy and a concomitant ulnar neuropathy is appreciated.

The right shoulder exhibits findings of a labral injury, bicipital tendinitis, and a partial versus small full thickness rotator cuff tear. We question some degree of labral mediated mild instability of the shoulder.

The right upper extremity exhibits findings referable to both an ulnar and median neuropathy with findings are described above.

RECOMMENDATION

Firstly at this juncture she should continue with her current course of therapy. I have encouraged her to do home exercises including Codman exercises with range of motion of the right shoulder. These should be supplemented with active assisted range of motion of the shoulder and ultrasound and modalities to same.

For her cervical occipital syndrome we are going to start her on Hydergine 1mg q.i.d. I have given her an Rx and explained that she will have to obtain a pre-cert from her family physician. For the neuritic findings as noted she has been given an Rx for Neurontin 100mg starting with 1hs progressing to b.i.d., t.i.d. and q.i.d. and then is to increase it in a stepwise manner to 200mg ultimately q.i.d.

An MRI of the right shoulder should be performed. This study can be non-contrast but should also include STIR images. The diagnoses are as given above.

Orthopedic follow-up after her MRI has been obtained.

She may need if her cephalgia becomes uncontrollable a course of occipital nerve

while over the past couple years due to certain issues. There is no way my bill should be so high. I need help.

•••

T

Tarpley, Renee A:(PECO) Jul 24

to me

Good morning Ms Harper

Thanks for your response. As noted in the filing, you would need to identify the specific period in question for the Company and the PUC Administrative Law Judge to determine if any charges are incorrect. You may also contact our Customer Care Center (1-800-494-4000) and request a field visit to ensure the accuracy of the meter. Please be advised Company not responsible for any internal wiring issues or malfunctioning appliances that may impact your usage.

EXHIBIT

tabbies

Complainant-3

12/9/19 KD

☒ Incorrect charges are on my bill. Provide dates that are important and an explanation

communications." EXCE

me Jul 23

to Renee

I am not satisfied because I feel like I'm being over charged for months and I would like it off my balance. I have not been home off and on for a while over the past couple years due to certain issues. There is no way my bill should be so high. I need help.

•••

T

Tarpley, Renee A:(PECO) Jul 24

to me

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to ANCHOR, Briana, Megan

Hi i reported this last night. Called emergency maintenance and charlie. The wall is exposed and i am hurt. Please call 267-776-5086

me Jun 3

---------- Forwarded message --------- From: Shanic...

me Jun 10

to Todd

...

L

to me

Luke (Lemonade Inc.)
May 23, 10:28 EDT

Hi Shanice ,

I'm so sorry to hear about what happened.

I'm Luke from the Claims Experience Team, and I'm the advocate assigned to your claim. My job is to help you understand what's covered in your policy, answer any questions you have, and assist you in your claim.

To get started, it's really important that you understand that I have no conflict of interest when evaluating your claim. Our decisions are based solely on what's covered in your policy and that we have all the verification that is needed.

Account Number: 7546073024
Account Name: MICHAEL ANDREW HARPER(SHANICE)
Account Status: FINAL

Service Address:
6035 AGUSTA ST
PHILADELPHIA, PA 19149

Mail To:
MICHAEL ANDREW HARPER
6035 AGUSTA ST
PHILADELPHIA, PA 19149

Current Bill	$0.00
Billed Prior	$0.00
Balance Due	$4,556.79
Credit Amount	$0.00
Deposit Requested	$0.00
Deposit On Hand	$0.00
CAP Pre program Arrears	$0.00
Payment Agreement Balance	$0.00

Account Balance: $4,556.79

Rates:
ELECTRIC RESIDENTIAL SERVICE

EXHIBIT PECO-1 12/9/16 RD tabbies

Account Transaction Activity

Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
05/19/2015	CONNECTION CHARGE - STANDARD									$6.00							
05/19/2015	DEPOSIT									$75.00							
05/19/2015	ELECTRIC SERVICE		05/11/2015 - 05/19/2015	15691	ACTUAL	117862555	67	0		$11.76	$0.00	$92.76	$92.76	06/10/2015	$92.76		$0.00
06/15/2015	DEPOSIT									$75.00							
06/15/2015	ELECTRIC SERVICE		05/19/2015 - 06/15/2015	16054	ACTUAL	117862555	363	0		$59.57	$92.76	$134.57	$227.33	07/07/2015	$227.33		$0.00
06/18/2015	LATE PAYMENT CHARGE									$0.18							
07/14/2015	LATE PAYMENT CHARGE									$1.07							
07/15/2015	ELECTRIC SERVICE		06/15/2015 - 07/15/2015	16605	ACTUAL	117862555	551	0		$86.75	$228.58	$86.75	$315.33	08/06/2015	$315.33		$0.00
07/28/2015		PAYMENT								$157.66							
08/11/2015	LATE PAYMENT CHARGE									$1.30							
08/13/2015	ELECTRIC SERVICE		07/15/2015 - 08/13/2015	17281	ACTUAL	117862555	676	0		$104.81	$158.97	$104.81	$263.78	09/04/2015	$263.78		$0.00
09/09/2015	LATE PAYMENT CHARGE									$2.87							
09/14/2015	ELECTRIC SERVICE		08/13/2015 - 09/14/2015	18184	ACTUAL	117862555	903	0		$140.24	$266.65	$140.24	$406.89	10/06/2015	$406.89		$0.00
10/12/2015		PAYMENT								$263.00							
10/13/2015	LATE PAYMENT CHARGE									$2.10							
10/13/2015	ELECTRIC SERVICE		09/14/2015 - 10/13/2015	18607	ACTUAL	117862555	423	0		$69.47	$145.99	$69.47	$215.46	11/04/2015	$215.46		$0.00
11/09/2015		PAYMENT								$143.89							
11/10/2015	LATE PAYMENT CHARGE									$1.04							
11/11/2015	ELECTRIC SERVICE		10/13/2015 - 11/11/2015	18973	ACTUAL	117862555	366	0		$61.06	$72.61	$61.06	$133.67	12/03/2015	$133.67	209	$0.00
12/08/2015	LATE PAYMENT CHARGE									$1.96							
12/14/2015	ELECTRIC SERVICE		11/11/2015 - 12/14/2015	19399	ACTUAL	117862555	426	0		$69.82	$135.63	$69.82	$205.45	01/05/2016	$205.45	494	$0.00
01/12/2016	LATE PAYMENT CHARGE									$3.01							
01/15/2016	ELECTRIC SERVICE		12/14/2015 - 01/15/2016	19801	ACTUAL	117862555	402	0		$67.70	$208.46	$67.70	$276.16	02/09/2016	$276.16	632	$0.00
02/16/2016	LATE PAYMENT CHARGE									$4.03							
02/16/2016	ELECTRIC SERVICE		01/15/2016 - 02/16/2016	20431	ACTUAL	117862555	630	0		$103.90	$280.19	$103.90	$384.09	03/09/2016	$384.09	999	$0.00
03/15/2016	LATE PAYMENT CHARGE									$5.59							
03/16/2016	ELECTRIC SERVICE		02/16/2016 - 03/16/2016	20874	ACTUAL	117862555	443	0		$73.88	$389.68	$73.88	$463.56	04/07/2016	$463.56	535	$0.00
04/12/2016	LATE PAYMENT CHARGE									$6.70							
04/14/2016	BUDGET BILLING									$76.00							
04/14/2016	ELECTRIC SERVICE		03/16/2016 - 04/14/2016	21434	ACTUAL	117862555	560	0		$91.18	$470.26	$76.00	$546.26	05/06/2016	$561.44	411	$15.18
04/19/2016		PAYMENT AGREEMENT(new)								$463.56							
05/11/2016	LATE PAYMENT CHARGE									$1.14							
05/13/2016	BUDGET BILLING									$76.00							
05/13/2016	DEFERRED PAYMENT AGREEMENT									$77.70							
05/13/2016	ELECTRIC SERVICE		04/14/2016 - 05/13/2016	21865	ACTUAL	117862555	431	0		$72.11	$83.84	$153.26	$237.10	06/06/2016	$248.39	213	$11.29
06/13/2016	BILL OUT DPA									$386.30							
06/13/2016	LATE PAYMENT CHARGE									$3.44							
06/14/2016	BUDGET BILLING									$76.00							
06/14/2016	ELECTRIC SERVICE		05/13/2016 - 06/14/2016	22521	ACTUAL	117862555	656	0		$101.96	$676.84	$76.00	$707.84	07/06/2016	$740.09		$37.25
07/06/2016		PAYMENT								$643.40							
07/12/2016		TRANSFER								$20.00							
07/12/2016	LATE PAYMENT CHARGE									$1.14							
07/12/2016	RECONNECT FEE - CUT-OUT NON-PAY									$20.00							
07/15/2016	RETURNED CHECK									$643.40							
07/15/2016	RETURNED CHECK NSF CHARGE									$20.00							
07/19/2016	BUDGET BILLING									$76.00							
07/19/2016	CANCELED - ELECTRIC SERVICE		06/14/2016 - 07/19/2016	23709	ACTUAL	117862555	1188			$178.34	$703.98	$116.00	$819.98	08/10/2016	$959.57		$139.59
08/11/2016		ADJUSTMENT								$76.00							
08/11/2016	BUDGET BILLING									$139.59							

Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
08/11/2016	CANCELED - ELECTRIC SERVICE		06/14/2016 - 07/19/2016	23709	ACTUAL	117862555	1188			$178.34	$703.98	$255.59	$959.57	09/02/2016	$959.57		$0.00
08/11/2016	ELECTRIC SERVICE		06/14/2016 - 07/19/2016	23709	ACTUAL	117862555	1188	0		$178.34	$703.98	$255.59	$959.57	09/02/2016	$959.57		$0.00
08/12/2016	ELECTRIC SERVICE		07/19/2016 - 08/12/2016	24624	ACTUAL	117862555	915	0		$137.61	$743.98	$353.20	$1,097.18	09/06/2016	$1,097.18		$0.00
08/17/2016	LATE PAYMENT CHARGE									$10.67							
08/25/2016		TRANSFER								$154.41							
08/25/2016		TRANSFER TO PPA								$953.44							
08/25/2016		DEPOSIT								$154.41							
09/13/2016	BUDGET BILLING									$44.00							
09/13/2016	ELECTRIC SERVICE		08/12/2016 09/13/2016	25932	ACTUAL	117862555	1308	0		$133.13	$0.00	$44.00	$44.00	10/05/2016	$133.13		$89.13
10/11/2016	LATE PAYMENT CHARGE									$0.66							
10/12/2016	BUDGET BILLING									$44.00							
10/12/2016	ELECTRIC SERVICE		09/13/2016 - 10/12/2016	26661	ACTUAL	117862555	729	0		$48.70	$44.66	$44.00	$88.66	11/03/2016	$182.49		$93.83
10/17/2016		TRANSFER TO INPA								$44.00							
11/08/2016	LATE PAYMENT CHARGE									$0.66							
11/10/2016		PPA FORGIVEN								$79.45							
11/10/2016	BUDGET BILLING									$44.00							
11/10/2016	INPA: IN PROGRAM ARREARAGE									$1.00							
11/10/2016	ELECTRIC SERVICE		10/12/2016 11/10/2016	27302	ACTUAL	117862555	641	0		$101.01	$45.32	$45.00	$90.32	12/05/2016	$241.16	206	$150.84
12/12/2016	LATE PAYMENT CHARGE									$1.34							
12/13/2016	BUDGET BILLING									$44.00							
12/13/2016	INPA: IN PROGRAM ARREARAGE									$1.00							
12/13/2016	ELECTRIC SERVICE		11/10/2016 - 12/13/2016	28105	ACTUAL	117862555	803	0		$122.23	$91.66	$45.00	$136.66	01/04/2017	$365.73	633	$229.07
01/10/2017	LATE PAYMENT CHARGE									$2.02							
01/17/2017	BUDGET BILLING									$44.00							
01/17/2017	INPA: IN PROGRAM ARREARAGE									$1.00							
01/17/2017	ELECTRIC SERVICE		12/13/2016 - 01/17/2017	29639	ACTUAL	117862555	1534	0		$225.83	$138.68	$45.00	$183.68	02/08/2017	$594.58	982	$410.90
02/14/2017	LATE PAYMENT CHARGE									$2.70							
02/15/2017	BUDGET BILLING									$148.00							
02/15/2017	INPA: IN PROGRAM ARREARAGE									$1.00							
02/15/2017	ELECTRIC SERVICE		01/17/2017 - 02/15/2017	30784	ACTUAL	117862555	1145	0		$148.77	$186.38	$149.00	$335.38	03/09/2017	$747.05	721	$411.67
03/14/2017	LATE PAYMENT CHARGE									$4.94							
03/16/2017	BUDGET BILLING									$148.00							
03/16/2017	INPA: IN PROGRAM ARREARAGE									$1.00							
03/16/2017	ELECTRIC SERVICE		02/15/2017 - 03/16/2017	31825	ACTUAL	117862555	1041	0		$132.94	$340.32	$149.00	$489.32	04/07/2017	$885.93	618	$396.61
04/12/2017	LATE PAYMENT CHARGE									$7.18							
04/14/2017	BUDGET BILLING									$148.00							
04/14/2017	INPA: IN PROGRAM ARREARAGE									$1.00							
04/14/2017	ELECTRIC SERVICE		03/16/2017 - 04/14/2017	32789	ACTUAL	117862555	964	0		$124.55	$496.50	$149.00	$645.50	05/08/2017	$1,018.66	447	$373.16
05/15/2017	BUDGET BILLING									$148.00							
05/15/2017	INPA: IN PROGRAM ARREARAGE									$1.00							
05/15/2017	LATE PAYMENT CHARGE									$9.42							
05/15/2017	ELECTRIC SERVICE		04/14/2017 - 05/15/2017	33631	ACTUAL	117862555	842	0		$97.02	$654.92	$149.00	$803.92	06/06/2017	$1,126.10	146	$322.18
06/13/2017	LATE PAYMENT CHARGE									$11.66							
06/14/2017	BUDGET BILLING									$148.00							
06/14/2017	INPA: IN PROGRAM ARREARAGE									$1.00							
06/14/2017	ELECTRIC SERVICE		05/15/2017 06/14/2017	34459	ACTUAL	117862555	828	0		$84.83	$815.58	$149.00	$964.58	07/06/2017	$1,223.59		$259.01
07/11/2017	LATE PAYMENT CHARGE									$13.90							
07/14/2017	BUDGET BILLING									$148.00							
07/14/2017	INPA: IN PROGRAM ARREARAGE									$1.00							
07/14/2017	ELECTRIC SERVICE		06/14/2017 07/14/2017	35597	ACTUAL	117862555	1138	0		$110.44	$978.48	$149.00	$1,127.48	08/07/2017	$1,348.93		$221.45
08/03/2017		PAYMENT								$1,030.00							
08/04/2017		TRANSFER								$20.00							
08/04/2017	RECONNECT FEE - CUT OUT NON-PAY									$20.00							
08/09/2017	RETURNED CHECK (2)									$1,030.00							
08/14/2017		PPA FORGIVEN								$79.45							
08/14/2017	LATE PAYMENT CHARGE									$16.14							
08/17/2017	BUDGET BILLING									$148.00							

Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
08/17/2017	INPA IN PROGRAM ARREARAGE									$1 00							
08/17/2017	ELECTRIC SERVICE		07/14/2017 - 08/17/2017	36748	ACTUAL	117867555	1151	0		$107 36	$1,143 62	$169 00	$1,312 62	09/08/2017	$1,493 43		$180 81
09/12/2017	BUDGET BILLING									$137 00							
09/12/2017	INPA IN PROGRAM ARREARAGE									$1 00							
09/12/2017	ELECTRIC SERVICE		08/17/2017 - 09/12/2017	37388	ACTUAL	117867555	640	0		$44 63	$1,312 62	$138 00	$1,450 62	10/04/2017	$1,539 06		$88 44
09/13/2017	LATE PAYMENT CHARGE									$18 38							
10/10/2017	LATE PAYMENT CHARGE									$20 46							
10/11/2017	BUDGET BILLING									$137 00							
10/11/2017	INPA IN PROGRAM ARREARAGE									$1 00							
10/11/2017	ELECTRIC SERVICE		09/12/2017 - 10/11/2017	38166	ACTUAL	117867555	778	0		$78 36	$1,489 46	$138 00	$1,627 46	11/02/2017	$1,657 26		$29 80
10/31/2017		PAYMENT								$1,627 46							
11/01/2017		THANSFER								$20 00							
11/01/2017	RECONNECT FEE CUT-OUT NON-PAY									$20 00							
11/06/2017	RETURNED CHECK									$1,627 46							
11/07/2017	LATE PAYMENT CHARGE									$22 54							
11/09/2017		PPA FORGIVEN								$79 45							
11/14/2017	BUDGET BILLING									$137 00							
11/14/2017	INPA IN PROGRAM ARREARAGE									$1 00							
11/14/2017	ELECTRIC SERVICE		10/11/2017 - 11/14/2017	38933	ACTUAL	117867555	767	0		$78 42	$1,650 00	$158 00	$1,808 00	12/06/2017	$1,779 22	282	$28 78
11/17/2017		PAYMENT								$1,808 00							
11/27/2017	RETURNED CHECK									$1,808 00							
11/27/2017	RETURNED CHECK NSF CHARGE									$20 00							
12/12/2017	BUDGET BILLING									$137 00							
12/12/2017	INPA IN PROGRAM ARREARAGE									$1 67							
12/12/2017	LATE PAYMENT CHARGE									$24 18							
12/12/2017	ELECTRIC SERVICE		11/14/2017 - 12/12/2017	39897	ACTUAL	117867555	964	0		$94 85	$1,832 18	$158 67	$1,990 85	01/03/2018	$1,919 92	570	$70 93
12/13/2017		PPA FORGIVEN								$79 45							
01/09/2018	LATE PAYMENT CHARGE									$25 94							
01/12/2018	INPA IN PROGRAM ARREARAGE									$29 33							
01/16/2018	BUDGET BILLING									$105 00							
01/16/2018	ELECTRIC SERVICE		12/12/2017 - 01/16/2018	40982	ACTUAL	117867555	1085	0		$105 63	$2,016 79	$134 33	$2,151 12	02/07/2018	$2,080 82	1,208	$70 30
02/13/2018	LATE PAYMENT CHARGE									$27 97							
02/14/2018	BUDGET BILLING									$105 00							
02/14/2018	ELECTRIC SERVICE		01/16/2018 - 02/14/2018	41947	ACTUAL	117867555	960	0		$97 92	$2,179 09	$105 00	$2,284 09	03/08/2018	$2,206 71	799	$77 38
03/13/2018	LATE PAYMENT CHARGE									$79 44							
03/15/2018	BUDGET BILLING									$105 00							
03/15/2018	ELECTRIC SERVICE		02/14/2018 - 03/15/2018	42936	ACTUAL	117867555	994	0		$105 34	$2,313 53	$105 00	$2,418 53	04/06/2018	$2,341 49	654	$77 04
04/11/2018	LATE PAYMENT CHARGE									$31 03							
04/13/2018	BUDGET BILLING									$105 00							
04/13/2018	ELECTRIC SERVICE		03/15/2018 - 04/13/2018	43664	ACTUAL	117867555	728	0		$74 70	$2,449 56	$105 00	$2,554 56	05/07/2018	$2,447 22	643	-$107 34
05/14/2018	BUDGET BILLING									$81 00							
05/14/2018	LATE PAYMENT CHARGE									$32 11							
05/14/2018	ELECTRIC SERVICE		04/13/2018 - 05/14/2018	44278	ACTUAL	117867555	614	0		$70 21	$2,586 67	$81 00	$2,667 67	06/05/2018	$2,549 54	185	$118 13
06/01/2018		PAYMENT								$122 00							
06/04/2018		TRANSFER								$70 00							
06/04/2018	RECONNECT FEE CUT OUT NON-PAY									$20 00							
06/12/2018		PPA FORGIVEN								$79 45							
06/14/2018		PAYMENT AGREEMENT								$2,565 67							
06/18/2018	BUDGET BILLING									$81 00							
06/18/2018	ELECTRIC SERVICE		05/14/2018 - 06/16/2018	44940	ACTUAL	117867555	662	0		$71 25	$0 00	$81 00	$81 00	07/10/2018	$46 88		$127 88
07/13/2018	BUDGET BILLING									$81 00							
07/13/2018	DEFERRED PAYMENT AGREEMENT									$111 55							
07/13/2018	ELECTRIC SERVICE		06/16/2018 - 07/13/2018	45895	ACTUAL	117867555	955	0		$98 36	$81 00	$197 55	$273 55	08/06/2018	$163 03		$110 52
08/13/2018	BILL OUT DPA									$2,342 57							
08/13/2018	BUDGET BILLING									$81 00							
08/13/2018	LATE PAYMENT CHARGE									$2 00							
08/13/2018	DEFERRED PAYMENT AGREEMENT									$111 55							

Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
08/13/2018	ELECTRIC SERVICE		07/13/2018 - 08/13/2018	47031	ACTUAL	117862555	1136	0		$134.08	$275.55	$192.55	$468.10	09/04/2018	$410.66		$57.44
09/12/2018	BUDGET BILLING									$83.00							
09/12/2018	ELECTRIC SERVICE		08/13/2018 - 09/12/2018	48071	ACTUAL	117862555	1040	0		$120.99	$2,810.67	$83.00	$2,893.67	10/04/2018	$2,874.22		-$19.45
10/11/2018	BUDGET BILLING									$83.00							
10/11/2018	ELECTRIC SERVICE		09/12/2018 - 10/11/2018	48678	ACTUAL	117862555	607	0		$70.83	$2,893.67	$83.00	$2,976.67	11/02/2018	$2,945.05		$31.62
11/09/2018	ELECTRIC SERVICE		10/11/2018 11/09/2018	49158	ACTUAL	117862555	480	0		$55.73	$2,976.67	$83.00	$3,059.67	12/03/2018	$3,580.69		
11/09/2018	BUDGET BILLING									$83.00					$3,000.28	318	$59.39
11/30/2018	End of Month Balance																
12/12/2018	ELECTRIC SERVICE		11/09/2018-12/12/2018	49718	ACTUAL	117862555	560	0		$59.09	$3,059.67	$83.00	$3,142.67	01/03/2019	$3,635.92		
12/12/2018	BUDGET BILLING									$83.00					$3,059.37	860	$83.30
12/31/2018	End of Month Balance																
01/15/2019	ELECTRIC SERVICE		12/12/2018-01/15/2019	50343	ACTUAL	117862555	625	0		$32.49	$3,142.67	$83.00	$3,225.67	02/06/2019	$3,695.01		
01/15/2019	BUDGET BILLING									$83.00					$3,091.86	842	$133.81
01/31/2019	End of Month Balance																
02/14/2019	ELECTRIC SERVICE		01/15/2019-02/14/2019	50897	ACTUAL	117862555	554	0		$72.04	$3,225.67	$83.00	$3,308.67	03/08/2019	$3,727.50		
02/14/2019	BUDGET BILLING									$83.00					$3,163.90	968	$144.77
02/28/2019	End of Month Balance																
03/15/2019	ELECTRIC SERVICE		02/14/2019-03/15/2019	51352	ACTUAL	117862555	455	0		$61.40	$3,308.67	$83.00	$3,391.67	04/08/2019	$3,799.54		
03/15/2019	BUDGET BILLING									$83.00					$3,225.30	786	$166.37
03/29/2019	End of Month Balance																
04/15/2019	ELECTRIC SERVICE		03/15/2019-04/15/2019	51866	ACTUAL	117862555	514	0		$70.36	$3,391.67	$83.00	$3,474.67	05/07/2019	$3,943.94		
04/15/2019	BUDGET BILLING									$83.00					$3,295.66	421	$179.01
04/30/2019	End of Month Balance																
05/14/2019	ELECTRIC SERVICE		04/15/2019-05/14/2019	52302	ACTUAL	117862555	436	0		$68.05	$3,474.67	$61.00	$3,535.67	06/05/2019	$3,931.30		
05/14/2019	BUDGET BILLING									$61.00					$3,363.71	121	$171.96
05/31/2019	End of Month Balance																
06/13/2019	ELECTRIC SERVICE		05/14/2019-06/13/2019	52971	ACTUAL	117862555	669	0		$97.50	$3,535.67	$61.00	$3,596.67	07/05/2019	$3,999.35		
06/13/2019	BUDGET BILLING									$61.00					$3,461.21		$135.46
06/24/2019		PAYMENT AGREEMENT (reinstated)															
06/24/2019		PAYMENT								$1,338.62							
06/26/2019	RETURNED ITEM CHARGE									$3,596.67							
06/26/2019	RETURNED CHECK									$20.00							
06/28/2019	End of Month Balance									$3,596.67							
07/10/2019	LATE PAYMENT CHARGE														$4,116.85		
07/12/2019		PPA DEFAULT								$10.14							
07/15/2019	ELECTRIC SERVICE		06/13/2019 07/15/2019	54062	ACTUAL	117862555	1091	0		$635.64							
07/15/2019	DEFERRED PAYMENT AGREEMENT									$153.91	$7,903.83	$192.55	$3,096.38	08/06/2019	$3,053.83		$42.55
07/15/2019	BUDGET BILLING									$111.55							
07/18/2019		PAYMENT								$61.00							
07/23/2019	RETURNED CHECK									$3,096.38					$1,227.07		
07/23/2019	RETURNED ITEM CHARGE									$3,096.38							
08/12/2019	BILL OUT DPA									$20.00							
08/13/2019	ELECTRIC SERVICE		07/15/2019-08/13/2019	55189	ACTUAL	117862555	1127	0		$1,227.07							
08/13/2019	LATE PAYMENT CHARGE									$158.65	$4,334.05	$81.00	$4,415.06	09/04/2019	$4,470.16		$55.10
08/13/2019	BUDGET BILLING									$10.61							
08/29/2019	ELECTRIC SERVICE		08/13/2019-08/29/2019	55551	ACTUAL	117862555	367	0		$61.00							
08/29/2019	BUDGET BILLING									$53.26	$4,323.45	$199.97	$4,523.42	09/20/2019	$4,523.47		$0.00
09/25/2019	LATE PAYMENT CHARGE									$108.36							
11/15/2019	LATE PAYMENT CHARGE									$19.28							
										$14.09					$4,556.79		

CAP RATE HISTORY

NAME: MICHAEL ANDREW HARPER (SHANICE)

ACCOUNT NUMBER: 75460-73024 (closed)

CURRENT ADDRESS: 6035 AGUSTA ST PHILADELPHIA PA 19149

CASE: C-2019-3011627

***Service initiated 5/11/2015*

View CAP History for Account 75460-73024

Account Edit Help

Activity Date	CAP Activity	CAP Rate
07/12/19	Removed From Program	
08/10/18	Re-Certification Letter Sent	
07/26/18	Re-Certification Letter Sent	
03/28/18	Sent CAP Appl and No-Income Ltr	
10/06/17	Sent Proof of No-Income Letter	
10/06/17	Sent CAP Appl and No-Income Ltr	
10/17/16	CAP Rate Change	CAP FCO Electric Residential Service
08/25/16	Enrolled	xCAP Opt D1 Electric Residential Service
08/25/16	PPA Changed	xCAP Opt D1 Electric Residential Service
08/17/16	Sent CAP Application Packet	

- Enrollment based on S 1,693 mthly (Part-time Emp); 2 adults/ 2 minors
- PPA balance of S953.40 was set aside for possible forgiveness ;
- 7/12/19 Removed for failure to recertify; PPA balance S635.64 debited to account;
- 12/4/19 final account balance of S4,556.79 includes S3,053.83 CAP arrears. This final balance will be transferred to current account at 46 HOLLAND AVE *FL 1st ARDMORE PA

EXHIBIT
tabbies
PECO-2
12/9/19 RJD

PAYMENT AGREEMENT HISTORY

NAME: MICHAEL ANDREW HARPER (SHANICE)

ACCOUNT NUMBER: 75460-73024

CURRENT ADDRESS: 6035 AGUSTA ST PHILADELPHIA PA 19149

CASE: C-2019-3011627

DATE OPNED	TYPE	BALANCE	INSTALLMENTS	STATUS
04/09/16	PAR (LVL 1) ($1400 mthly-Part time Emp/2 adults/ 1 minor)	$463.56	$77.26	Not Kept
06/12/18	PAR (LVL 1) ($2844 mthly-Part time Emp/2 adults/2 minors)	$2,565.67	$111.55	Not Kept

Date Taken	Total Monthly Income	FPL	Income Level	Cap Rate Eligible	Date Verified	Taken By
04/01/19	2,844.50	132.00	1	Y	/ /	C099172

View Financial Statement Details for Account 75460-73024

Edit Help

Statement Summary

Total Monthy Gross: $2,844.50 Adults: 2 Children: 2 ☐ SSN Not Matched Letter

Percentage Income Change: 68% Significant Life Event:

Statement Detail

Name: Type of Income: Total Monthly Income: $0.00

Social Security Number

Current: New: - - Gender: Age: ☐ Rate Payer

Name	Rate Payer	Social Security Number	Age	Gender	Total Monthly Income	Type of Income
MICHAEL HARPER JR	N	***-**-0000	1	Male	0.00	
MICHAEL ANDREW HARPER	Y	***-**-5455	34	Male	1.00	Other
SHARNI HARPER	N	***-**-0000	29	Female	2,843.50	Part Time Employment
ZARIA HARPER	N	***-**-0000	4	Female	0.00	Other

EXHIBIT
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PLCO-3
12/9/19 KD

UTILITY COMPANY REPORT
Reporte De La Compania Utilidades

Date: 09/24/2018

Name: MICHAEL ANDREW HARPER	
Service Address: 6035 AGUSTA ST PHILADELPHIA PA 19149	
Post Office: PHILADELPHIA PA 19149	
Account Number: 75460-73024	

Phone Home: 267-776-5086	**Phone Work:**
MICHAEL ANDREW HARPER: 6035 AGUSTA ST PHILADELPHIA PA 19149	

Ratepayer's Claim or Dispute:

On 08/27/2018, you contacted our office regarding winter usage at the property.

Results of PECO's Investigation:

Dear MICHAEL ANDREW HARPER:

On 08/30/2018 and 09/24/2018 I telephoned 215-626-4515 (left a message) regarding the investigation. On 08/24/2018, a letter was sent asking you to contact me. To date, all of my attempts were exhausted.

Our position is as follows: daily usage increased during colder days during disputed bill period (s), readings obtained from your meter were actual, no estimated, no forced, no skipped, no MDM issues and no error codes prior/during the disputed bill period (s). The readings indicate that there was no mistake either in the previous reading of your meter or in the calculation of your bill.

The investigation concluded: seasonal usage from January 1, 2018 through current.

As you know, winter weather generally increases requirements for electricity. One example is the effect of colder weather on heating systems. As the colder weather lessens, and days get longer, the need for service should decrease resulting in a lower cost for such service.

The balance due on your account is $2893.67 as of 09/24/2018. The amount due by 10/10/2018 to avoid delinquency is $2893.67.

The investigation is being closed at this time. If you have any further questions or would like to make payment arrangements, please contact me at 215-841-5233. We at PECO Energy want you to be completely satisfied.

Cordially,
Monika Williams
Customer Relations

October 31, 2018

Michael and Shamice Harper
6035 Agusta Street
Philadelphia, PA 19149

Account Number: 75460-73024

Michael and Shamice Harper:

I am writing in response to the Informal Complaint (BCS#003657293) that was filed with the Public Utility Commission on 10/3/18.

The meter is issuing actual readings daily and does not appear to be malfunctioning. However, a field technician attempted to visit the property on 10/29/18 at the customer's request. Unfortunately, the customer stated no one was available to provide access and she was advised to contact the company to re-schedule the appointment in which she agreed.

The company is willing to have a technician re-visit the property provided the customer provides full access.

Total Balance: $3.612.31
Past Due: $2.893.67 due immediately
Current Charges: $83.00(Budget Billing)
Unbilled PPA: $635.64
Next Meter Reading: 11/13/18
The account qualifies for agreement reinstatement provided $662.65(subject to change or no longer offered) is paid immediately.

This information will be forwarded to the Public Utility Commission. The Public Utility Commission will notify you of their decision regarding your complaint.

Cordially,
Dana Hilton
215-841-6025
Analyst, Customer Service

Exelon.

December 5, 2019

BCS Decision Report

BCS Case #:	00365729	**Open Date:**	2018-10-03
Customer Name:	MICHAEL HARPER		
Service Address:	6035 AUGUSTA STREET		
	PHILADELPHIA, PA 19149		
BCS Bill Account #:	8888888888	**Previous Case #:**	
Violation Type:	NO	**Chapter Type:**	
Decision Type:	W	**Section / Rule:**	
Investigator Name:	MARIA VELEZ		
Decision Issued Date:	2019-06-14		
Case Closed Date:	2019-06-12		

Letter Description:

Total Balance:	$3999.35	**Balance Date:**	2018-11-01
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 ISSUED - THE ACCOUNT IS ENROLLED IN THE CUSTOMER ASSISTANCE PROGRAM. THE BILLS ARE BASED ON ACTUAL METER READINGS. THE COMPANY IS WILLING TO HAVE A TECHNICIAN RE-VISIT THE PROPERTY AND THE CUSTOMER MUST GRANT FULL ACCESS. THE BILLS ARE CONSIDERED CORRECT AS RENDERED. CASE DISMISSED.

F.V. 6-6-19

1:52am File

267 776 5086

Disp. 5-30-19

BG 12

Customer Name: MICHAEL ANDREW HARPER
Premise Address: 6035 AGUSTA ST PHILADELPHIA PA 19149
Primary Phone: (267) 776-5086 Extension: Unlisted: No
Alternate Phone: Extension: Unlisted: No

Bill Account Information

Bill Account: 75460-73024 Master Bill Account:
Account Status: Collection Status: Not In Collections
Account Type: Service Revenue Class: Residential
Priority Level: Electronic Funds: No

Contacted	Type	
05/05/19	Outage Update Message Callout	6035 AGUSTA ST P
05/31/19	Customer Relations	
05/31/19	Customer Relations	
05/30/19	Billing Issues	
05/30/19	Billing Issues	
05/13/19	HIGH BILL	
05/13/19	Misc High Bill Dispute	
05/13/19	Credit Issues	
04/30/19	Credit Issues	
04/30/19	Credit Issues	
04/15/19	Supervisor Comments	
03/28/19	Correspondence - General	
01/19/19	Winter Termination Protection	
01/03/19	Supervisor Comments	

Comments:

5/30 please verify meter & justify load (267) 776-5086 please call mrs harper 1/2 prior thank you

Display Outstanding Money for Account 75460-73024

Money Edit Help

Outstanding Balance Summary

New Charges:	$0.00	Excess Credit Amount:	$0.00
Current Bill:	$61.00	Unbilled Balance:	$635.64
Balance Forward:	$3,474.67	Bill Due Date:	06/05/19
Balance Due:	$3,535.67	Next Read Date:	06/17/19

Collection Activity Information

Next Collection Action: Date Next Action: / /

Financial Activity

Date	Source	Debits $	Credits $
05/15/19	REGULAR BILL	0.00	0.00
04/17/19	BUDGET BILLING	61.00	0.00
04/15/19	REGULAR BILL	0.00	0.00
03/15/19	REGULAR BILL	83.00	0.00
03/15/19	BUDGET BILLING	0.00	0.00
02/15/19	REGULAR BILL	83.00	0.00
02/14/19	BUDGET BILLING	0.00	0.00
01/15/19	REGULAR BILL	83.00	0.00

58.32 sec
444.444

11.97
2165.41

1000 24.55 sec
976.24 Sent

EXHIBIT
tabbies
PLCO-7
12/9/19 KD

HIGH BILL REPORT-RESIDENTIAL SERVICE

[illegible]

☑ YES ☐ NO ☐ NO ACCESS

[illegible]

☑ YES ☐ NO ☐ DECLINED

[illegible]

ELECTRIC: ☑ YES ☐ NO ☐ DECLINED

APPLIANCE USED: Microwave

KH: 7.2 No. of Seconds: 26.55

CLOCKED: 976.27 OF 1000 (watts)

GAS: ☐ YES ☐ NO ☐ DECLINED

APPLIANCE USED: _____

Ft Dial: _____ No. of Seconds: _____

CLOCKED: _____ OF _____ (btu's)

[illegible]

☐ YES ☑ NO ☐ NO ACCESS

DETAILS: _____

[illegible] ☐ YES ☑ NO ☐ NO ACCESS

ORAL UTILITY REPORT

NAME: Michael Andrew Harper ADDRESS 6035 Angora St Phila PA 19149

ACCOUNT NUMBER: 75460-73024 MAILING _____

§ 56.182(1) DISPUTES THE FOLLOWING: ATH

§ 56.182(2) PECO Energy's POSITION ON THIS DISPUTE IS: SEE REPORT

§ 56.182(3) 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.

§ 56.182(4) 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.

§ 56.182(5) The closest company location is 2301 Market St. Philadelphia. (hand delivered, authorized third party notified). Payments may be mailed to P.O. Box 15439, Phila., PA 19101. You may obtain additional information by writing to P.O. Box 13778, Phila., PA 19101, or by calling us at 1-800-494-4000

§ 56.182(6) An Informal Complaint may be filed with the PUC by calling 1-800-782-1110, or by writing to P.O. Box 3265, Harrisburg, PA 17120. The following information must be included in your complaint.

a. The name of the customer
b. The address of the customer, and if different, the address at which service is provided.
c. The account number of the customer, if applicable.
d. The name of the utility.
e. A brief statement of the dispute.
f. Whether the dispute formerly has been the subject of a utility company investigation and report.
g. Whether the dispute formerly has been the subject of a PUC informal or formal complaint.
h. The date, if any, of proposed termination.
i. The relief sought.

§ 56.182(7) Your open balance is now $ 3536.67 and will become delinquent on 6-24-19 unless a Payment Agreement is entered into, or an Informal Complaint is filed with the Commission. (Note: This date must be the later of 10 days from today, or the actual due date of the bill.)

The current bill in the amount of $ 62.00 is due 6-24-19

The past due amount of $ 3474.67 will become delinquent on 6-24-19

Payment arrangements are: will call cust. service

By: Jennifer Ortiz

Date: 6-6-19

Remarks Noted: ✓

( ) Customer Requested Written Report

Mailed on: _____

ADDITIONAL REPORT: 7:52 am Adv enroute, met w/ Mr Harper, verified meter #'s, Rdg Ok, Appl lists & POT is just for Summer & winter, PL test passed, explain A/C units in the summer & furnace fan/circulator runs gas forces air heat in the winter, explain Budget Billing, went through DRS, explain meter working, Gave OAUR, Mr Harper U/S/C

INVESTIGATOR: Jennifer Ortiz DATE OF INVESTIGATION: 6-6-19

Name: Michael Andrew Harper

Address:

Account Number 75460-73024

Type of High Bill Complaint: AIH

COST ESTIMATE

Cooking and Refrigeration

Refrigerator type	No of	Avg Kwh's	Act Kwh's
☐ Manual		120	
☑ Top/Bottom	1	200	200
☐ Side/Side		300	
☐ Sub Zero		450	
☐ Student		100	
Freezer type			
☐ Upright		210	
☐ Chest		110	
Cooking - Electric			
☐ Range		150	
☑ Microwave		40	40
☑ Toaster Oven		40	40
☐ Coffee Maker		38	
☐ Toaster		2	
Other Kitchen Appliances			
☐ Dishwasher		48	
☐ Exhaust Fan		5	
☐ Trash Compactor		8	
☐ Other			
☐ Other			
☐ Other			

Laundry Service

☑ Washer	10	10
☐ Dryer	110	
☐ Iron	10	

Air Conditioning and Ventilation

Air Conditioning Btu's		Watts	Act Kwh's
8000	x 24 hrs		768
5000	x 24 hrs		480
☐ Dehumidifier		324	
☑ Ceiling Fan	3	40	120
☑ Standing Fan		30	30
☐ Attic Fan		48	

Heating-Gas and Oil

☑ Furnace Fan	240	240
☑ Circulator	150	150
☐ Oil Burner Motor	65	

Heating Electric

☐ Heat Pump	
☐ Baseboard	
☐ Space Heater	

Hot Water

Gallons/Watts

☐ Elec WH

250 kwh for 1 person and 125 kwh's for each adult/child

Lighting

4 to 5 rooms - 50 kwh's
6 to 8 rooms - 65 kwh's
9 to 12 rooms - 75 kwh's

No of Rooms: 65

Approx Lighting

OD Lighting

Home Entertainment

	No. of	Avg. Kwh's	Act Kwh's
☐ TV 20" to 27"		48	
☐ TV 32" to 36"		72	
☑ TV Big Screen	2	96	192
☑ CABLE BOX	2	10	20
☐ VCR/DVD		10	
☑ Home theater/ Stereo	1	25	25
☐ Computer		48	
☐ Other			

Other Services

☐ Well Pump	60
☐ Sump Pump	12
☐ Swimming Pool Pump(12hr/day)	270
☐ Hot tub heater (2hr/day)	300
☐ Water Bed Heater	144
☐ Other	
☐ Other	
☐ Other	

GAS SERVICE

	Rated	Clocked
☑ House Heater		
☑ Water Heater		
☑ Range		
☑ Dryer		
☐ Pool Heater		
☐ Other		

QAU

AVG KWH'S SUMMER: 1990/30 = 66.33

QAU

AVG KWH'S WINTER: 1132/30 = 37.73

Electric Meter Number: 178625555 Code: B Rate: Kh: 7.2 Dec: 15.87

DATE	Reading	Usage	DAU	Est Use Next Bill	Watts
6-6	52402	500	21.7	652.1	1633.27
5-14	52302	436			

Gas Meter Number:

DATE	Reading	Usage	DAU	Rate	H dial	Dec	Est Use Next Bill	ccf's

Electric Meter Number:

DATE	Reading	Usage	DAU	Rate	Kh	Dec	Est Use Next Bill	Watts

Gas Meter Number:

DATE	Reading	Usage	DAU	Rate	H dial	Dec	Est Use Next Bill	ccf's

PECO
An Exelon Company

PECO Energy
2301 Market St.-15th fl
Philadelphia, PA 19101

August 28, 2019

MICHAEL ANDREW HARPER (SHANICE)
6035 AGUSTA ST
PHILADELPHIA PA 19149
Account #75460-73024

Dear Mrs Harper:

This is regarding your Formal complaint filed with the Public Utility Commission at Docket # C-2019-3011627. The InPerson hearing is scheduled for Friday, September 20, 2019 at 10:00 a.m. at State Offices, 801 Market Street- 4th fl. You are alleging incorrect charges on your bill and requesting another payment agreement for existing balance of .$4,470.16.

- You were enrolled in the Customer Assistance Program (CAP) 8/25/16 and. at that time, the account balance $953.44 (PPA) was set aside for possible forgiveness. You were removed 7/12/19 and the PPA balance of $635.64 was debited to the account. An application has been enclosed if interested in re-enrollment.
- Since 8/25/16. there have been six (6) payments submitted whereas 5 have been returned items for not being valid.
- Company has granted two payment agreements that have not been kept.
- Efforts were made to address your high bill concerns in August & October 2018. but Company was not provided full access to do so. Bills are issued on actual meter readings and usage reflects seasonal demand patterns; specifically during the summer months. The Company is willing to have a technician re-visit the property when full access provided. Please be advised that Company is not responsible for any malfunctioning appliances or internal wiring that may impact your usage.
- Unfortunately, the account is not eligible for a new payment agreement unless a significant payment of $1,490.05 (1/3rd of current account balance) is received prior to hearing date by *Cash, Money Order of Certified Check*. An upfront payment in good faith is required because prior agreements were not kept and the unsatisfactory payment history.
- Please be advised that unpaid charges after complaint filing (7/18/19) are subjected to collection activity.

If any questions, I can be reached at *(215) 841-5915.*

Cordially.
Renee Tarpley, MSM
SR Regulatory Assessor, PECO Energy

PECO
An Exelon Company

PECO Energy
2301 Market St.-15th fl
Philadelphia, PA 19101

October 25, 2019

SHANICE HARPER & MICHAEL HARPER
46 HOLLAND AVE – 1ST FL
ARDMORE, PA 19003

RE: 6035 AGUSTA ST, PHILA PA
ACCT#75460-73024

Dear Mrs Harper:

This is regarding your Formal complaint filed with the Public Utility Commission (PUC) at Docket C-2019-3011627. The InPerson hearing has been re- scheduled for Monday December 9, 2019 at 10:00 a.m. to be held at State Offices, 801 Market St- 4th fl. You are disputing the collection activity initiated on the account; requesting a payment agreement and "incorrect charges"

- You filed the complaint 7/18/19.
- On 6/24/19, you submitted a payment of $3,596.67 and the payment agreement initially issued 6/14/18 was reinstated on the remaining balance of $1,338.62.
- ON 6/26/19 , Company was notified the payment of $3,596.67 was returned and a $20.00 returned item fee was assessed on the account.
- On 7/18/19, a payment of $3,096.38 was authorized on the account which was returned on 7/23/19 and a $20.00 returned item fee was assessed on the account.
- Collection activity will occur when delinquent charges exist. There were no payments in good faith ***from 6/1/18 to 7/18/19.***
- Company completed a field visit on 6/6/19 in the presence of Mr Harper, the ratepayer of record. The accuracy of the meter was verified and potential for billed usage justified based on the appliance analysis. Company is not responsible for any malfunctioning appliances or internal wiring issues that may impact your usage. No adjustments are warranted.
- The account was finaled 8/29/19 and final bill issued for $4,523.42 that includes $216.18 in late fees. Upon closing of the Formal complaint, the unpaid debt will be transferred to the active account at 46 Holland Ave- 1st fl.
- A Customer Assistance Program Fixed Credit Option (CAP FCO) application is enclosed. This is Company's program for low -income customers (150% FPL or below) that may provide monthly credits toward usage.

If any questions, please contact me at (215) 841-5915 prior to hearing date.

Cordially,
Reneé Tarpley, MSM
SR Regulatory Assessor