

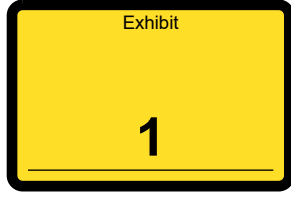
INDEX TO EXHIBITS

Docket No. F-2020-3022028

Hearing Date: December 10, 2020

PECO

- 1 Billing Statement for Dover Street
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- 3 Letter to Customer
- 4 Utility Company Report
- 5 BCS Decision Report



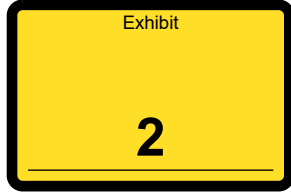
# **EXHIBIT 1**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	Account Number: 4672637137			<b>Service Address:</b>						Current Bill: \$168.55		<b>Account Balance: \$885.57</b>							
2	Account Name: LOUIS R DIFRANCO			1817 S DOVER ST						Billed Prior: \$917.07									
3	Account Status: ACTIVE			PHILADELPHIA, PA 19145						Balance Due: \$885.57									
4	Meter Bill Group: 16																		
5				<b>Mail To:</b>						Credit Amount: \$0.00		<b>Rates:</b>							
6				LOUIS R DIFRANCO						Deposit Requested: \$0.00		ELECTRIC RESIDENTIAL SERVICE							
7				1817 S DOVER ST						Deposit On-Hand: \$0.00									
8				PHILADELPHIA, PA 19145						CAP Pre-program Arrears: \$0.00									
9										Payment Agreement Balance: \$0.00									
10																			
11																			
12	Account Transaction Activity																		

13	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
14	12/18/2017	ELECTRIC SERVICE		11/15/2017-12/18/2017	51718	ACTUAL	121873974	770	0		\$114.71	\$0.00	\$96.68	\$96.68	01/09/2018	\$96.68	744	\$0.00
15	12/18/2017		EXCESS CREDIT								-\$18.03							
16	01/02/2018		PAYMENT								-\$200.00							
17	01/22/2018	ELECTRIC SERVICE		12/18/2017-01/22/2018	52748	ACTUAL	121873974	1030	0		\$149.19	\$0.00	\$45.87	\$45.87	02/13/2018	\$45.87	1191	\$0.00
18	01/22/2018		EXCESS CREDIT								-\$103.32							
19	02/02/2018		PAYMENT								-\$100.00							
20	02/20/2018	ELECTRIC SERVICE		01/22/2018-02/20/2018	53673	ACTUAL	121873974	925	0		\$134.01	\$0.00	\$79.88	\$79.88	03/14/2018	\$79.88	748	\$0.00
21	02/20/2018		EXCESS CREDIT								-\$54.13							
22	03/05/2018		PAYMENT								-\$200.00							
23	03/21/2018	ELECTRIC SERVICE		02/20/2018-03/21/2018	54631	ACTUAL	121873974	958	0		\$137.37	\$0.00	\$17.25	\$17.25	04/12/2018	\$17.25	691	\$0.00
24	03/21/2018		EXCESS CREDIT								-\$120.12							
25	04/04/2018		PAYMENT								-\$20.00							
26	04/19/2018	ELECTRIC SERVICE		03/21/2018-04/19/2018	55721	ACTUAL	121873974	1090	0		\$155.54	\$0.00	\$152.79	\$152.79	05/11/2018	\$152.79	548	\$0.00
27	04/19/2018		EXCESS CREDIT								-\$2.75							
28	04/30/2018		PAYMENT								-\$200.00							
29	05/18/2018	ELECTRIC SERVICE		04/19/2018-05/18/2018	56766	ACTUAL	121873974	1045	0		\$149.47	\$0.00	\$102.26	\$102.26	06/11/2018	\$102.26	115	\$0.00
30	05/18/2018		EXCESS CREDIT								-\$47.21							
31	05/31/2018		PAYMENT								-\$200.00							
32	06/19/2018	ELECTRIC SERVICE		05/18/2018-06/19/2018	58302	ACTUAL	121873974	1536	0		\$219.05	\$0.00	\$121.31	\$121.31	07/11/2018	\$121.31		\$0.00
33	06/19/2018		EXCESS CREDIT								-\$97.74							
34	06/25/2018		PAYMENT								-\$200.00							
35	06/29/2018		TRANSFER								-\$88.42							
36	07/19/2018	ELECTRIC SERVICE		06/19/2018-07/19/2018	60186	ACTUAL	121873974	1884	0		\$266.61	\$0.00	\$99.50	\$99.50	08/10/2018	\$99.50		\$0.00
37	07/19/2018		EXCESS CREDIT								-\$167.11							
38	07/24/2018	TRANSFER DEBIT									\$8.62							
39	08/03/2018		PAYMENT								-\$300.00							
40	08/17/2018	ELECTRIC SERVICE		07/19/2018-08/17/2018	61902	ACTUAL	121873974	1716	0		\$243.59	\$0.00	\$51.71	\$51.71	09/10/2018	\$51.71		\$0.00
41	08/17/2018		EXCESS CREDIT								-\$191.88							
42	08/29/2018		PAYMENT								-\$100.00							
43	09/18/2018	ELECTRIC SERVICE		08/17/2018-09/18/2018	63841	ACTUAL	121873974	1939	0		\$267.47	\$0.00	\$219.18	\$219.18	10/10/2018	\$219.18		\$0.00
44	09/18/2018		EXCESS CREDIT								-\$48.29							
45	10/03/2018		PAYMENT								-\$250.00							
46	10/17/2018	ELECTRIC SERVICE		09/18/2018-10/17/2018	65067	ACTUAL	121873974	1226	0		\$172.42	\$0.00	\$141.60	\$141.60	11/08/2018	\$141.60		\$0.00
47	10/17/2018		EXCESS CREDIT								-\$30.82							
48	10/26/2018		PAYMENT								-\$200.00							
49	11/15/2018	ELECTRIC SERVICE		10/17/2018-11/15/2018	65856	ACTUAL	121873974	789	0		\$115.50	\$0.00	\$57.10	\$57.10	12/07/2018	\$57.10	423	\$0.00
50	11/15/2018		EXCESS CREDIT								-\$58.40							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
13	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
51	11/26/2018		PAYMENT								-\$60.00							
52	12/18/2018	ELECTRIC SERVICE		11/15/2018-12/18/2018	66948	ACTUAL	121873974	1092	0		\$153.62	\$0.00	\$150.72	\$150.72	01/09/2019	\$150.72	859	\$0.00
53	12/18/2018		EXCESS CREDIT								-\$2.90							
54	12/31/2018		PAYMENT								-\$150.00							
55	01/15/2019	LATE PAYMENT CHARGE									\$0.01							
56	01/22/2019	ELECTRIC SERVICE		12/18/2018-01/22/2019	68125	ACTUAL	121873974	1177	0		\$108.90	\$0.73	\$108.90	\$109.63	02/13/2019	\$109.63	948	\$0.00
57	02/08/2019		PAYMENT								-\$110.00							
58	02/20/2019	ELECTRIC SERVICE		01/22/2019-02/20/2019	69007	ACTUAL	121873974	882	0		\$125.21	\$0.00	\$124.84	\$124.84	03/14/2019	\$124.84	880	\$0.00
59	02/20/2019		EXCESS CREDIT								-\$0.37							
60	03/19/2019	LATE PAYMENT CHARGE									\$1.87							
61	03/21/2019	ELECTRIC SERVICE		02/20/2019-03/21/2019	69891	ACTUAL	121873974	884	0		\$127.98	\$126.71	\$127.98	\$254.69	04/12/2019	\$254.69	744	\$0.00
62	04/01/2019		PAYMENT								-\$300.00							
63	04/19/2019	ELECTRIC SERVICE		03/21/2019-04/19/2019	70695	ACTUAL	121873974	804	0		\$117.10	\$0.00	\$71.79	\$71.79	05/13/2019	\$71.79	335	\$0.00
64	04/19/2019		EXCESS CREDIT								-\$45.31							
65	05/20/2019	ELECTRIC SERVICE		04/19/2019-05/20/2019	71607	ACTUAL	121873974	912	0		\$131.49	\$72.87	\$131.49	\$204.36	06/11/2019	\$204.36	97	\$0.00
66	05/20/2019	LATE PAYMENT CHARGE									\$1.08							
67	05/29/2019		PAYMENT								-\$300.00							
68	06/19/2019	ELECTRIC SERVICE		05/20/2019-06/19/2019	73038	ACTUAL	121873974	1431	0		\$197.69	\$0.00	\$102.05	\$102.05	07/11/2019	\$102.05		\$0.00
69	06/19/2019		EXCESS CREDIT								-\$95.64							
70	07/01/2019		PAYMENT								-\$103.00							
71	07/19/2019	ELECTRIC SERVICE		06/19/2019-07/19/2019	74984	ACTUAL	121873974	1946	0		\$266.72	\$0.00	\$265.77	\$265.77	08/12/2019	\$265.77		\$0.00
72	07/19/2019		EXCESS CREDIT								-\$0.95							
73	07/30/2019		PAYMENT								-\$300.00							
74	08/16/2019	TRANSFER DEBIT									\$688.16							
75	08/16/2019		EXCESS CREDIT								-\$34.23							
76	08/19/2019	ELECTRIC SERVICE		07/19/2019-08/19/2019	77069	ACTUAL	121873974	2085	0		\$285.05	\$707.54	\$285.05	\$992.59	09/10/2019	\$992.59		\$0.00
77	09/17/2019	LATE PAYMENT CHARGE									\$14.61							
78	09/18/2019	ELECTRIC SERVICE		08/19/2019-09/18/2019	78799	ACTUAL	121873974	1730	0		\$239.09	\$1,007.20	\$239.09	\$1,246.29	10/10/2019	\$1,246.29		\$0.00
79	10/15/2019	LATE PAYMENT CHARGE									\$18.20							
80	10/15/2019	TRANSFER DEBIT									-\$10.21							
81	10/15/2019		EXCESS CREDIT								-\$10.21							
82	10/15/2019		TRANSFER								-\$10.21							
83	10/17/2019	ELECTRIC SERVICE		09/18/2019-10/17/2019	80177	ACTUAL	121873974	1378	0		\$196.27	\$1,254.28	\$196.27	\$1,450.55	11/08/2019	\$1,450.55		\$0.00
84	10/23/2019	TRANSFER DEBIT									\$3.05							
85	10/29/2019		PAYMENT								-\$400.00							
86	11/06/2019		TRANSFER								-\$71.29							
87	11/06/2019		EXCESS CREDIT								-\$71.29							
88	11/06/2019	TRANSFER DEBIT									-\$71.29							
89	11/07/2019	TRANSFER DEBIT									-\$71.29							
90	11/07/2019		MISCELLANEOUS								-\$71.29							
91	11/15/2019	ELECTRIC SERVICE		10/17/2019-11/15/2019	81349	ACTUAL	121873974	1172	0		\$168.50	\$917.07	\$168.50	\$1,085.57	12/09/2019	\$1,085.57	386	\$0.00
92	11/25/2019		PAYMENT								-\$200.00							
93	12/18/2019	ELECTRIC SERVICE		11/15/2019-12/18/2019	82469	ACTUAL	121873974	1120	0		\$161.65	\$885.57	\$161.65	\$1,047.22	01/09/2020	\$1,047.22	777	\$0.00
94	01/03/2020		PAYMENT								-\$200.00							
95	01/22/2020	ELECTRIC SERVICE		12/18/2019-01/22/2020	83662	ACTUAL	121873974	1193	0		\$168.04	\$847.22	\$168.04	\$1,015.26	02/13/2020	\$1,015.26	907	\$0.00
96	02/03/2020		PAYMENT								-\$200.00							
97	02/20/2020	ELECTRIC SERVICE		01/22/2020-02/20/2020	84512	ACTUAL	121873974	850	0		\$122.53	\$815.26	\$122.53	\$937.79	03/13/2020	\$937.79	714	\$0.00
98	03/04/2020		PAYMENT								-\$200.00							
99	03/20/2020	ELECTRIC SERVICE		02/20/2020-03/20/2020	85303	ACTUAL	121873974	791	0		\$113.59	\$737.79	\$113.59	\$851.38	04/13/2020	\$851.38	576	\$0.00

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
13	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
100	04/13/2020		PAYMENT								-\$200.00							
101	04/20/2020	ELECTRIC SERVICE		03/20/2020-04/20/2020	86124	ACTUAL	121873974	821	0		\$117.55	\$651.38	\$117.55	\$768.93	05/12/2020	\$768.93	447	\$0.00
102	05/19/2020	ELECTRIC SERVICE		04/20/2020-05/19/2020	87032	ACTUAL	121873974	908	0		\$128.97	\$768.93	\$128.97	\$897.90	06/10/2020	\$897.90	273	\$0.00
103	05/29/2020		PAYMENT								-\$200.00							
104	06/18/2020	ELECTRIC SERVICE		05/19/2020-06/18/2020	88559	ACTUAL	121873974	1527	0		\$208.38	\$697.90	\$208.38	\$906.28	07/10/2020	\$906.28		\$0.00
105	06/25/2020		PAYMENT								-\$200.00							
106	07/20/2020	ELECTRIC SERVICE		06/18/2020-07/20/2020	90868	ACTUAL	121873974	2309	0		\$309.67	\$706.28	\$309.67	\$1,015.95	08/11/2020	\$1,015.95		\$0.00
107	08/18/2020	ELECTRIC SERVICE		07/20/2020-08/18/2020	92875	ACTUAL	121873974	2007	0		\$270.48	\$1,015.95	\$270.48	\$1,286.43	09/09/2020	\$1,286.43		\$0.00
108	08/31/2020		PAYMENT								-\$300.00							
109	09/10/2020		PAYMENT								-\$300.00							
110	09/17/2020	ELECTRIC SERVICE		08/18/2020-09/17/2020	94427	ACTUAL	121873974	1552	0		\$210.80	\$686.43	\$210.80	\$897.23	10/09/2020	\$897.23		\$0.00
111	10/09/2020		PAYMENT								-\$400.00							
112	10/16/2020	ELECTRIC SERVICE		09/17/2020-10/16/2020	95131	ACTUAL	121873974	704	0		\$101.13	\$497.23	\$101.13	\$598.36	11/09/2020	\$598.36	46	\$0.00
113	11/17/2020		PAYMENT								-\$200.00							
114	11/17/2020	ELECTRIC SERVICE		10/16/2020-11/17/2020	95769	ACTUAL	121873974	638	0		\$92.58	\$398.36	\$92.58	\$490.94	12/09/2020	\$490.94	298	\$0.00
115	11/20/2020		LIHEAP PAYMENT								-\$328.00							
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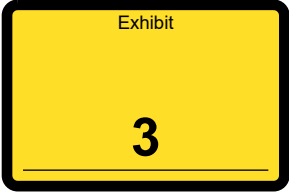


# **EXHIBIT 2**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	Account Number: 4053938019			<b>Service Address:</b>						Current Bill: \$0.00		<b>Account Balance: \$0</b>							
2	Account Name: LOUIS R DIFRANCO			2351 S BUCKNELL ST						Billed Prior: \$0.00									
3	Account Status: FINAL			PHILADELPHIA, PA 19145						Balance Due: \$0.00									
4	Meter Bill Group: 3																		
5				<b>Mail To:</b>						Credit Amount: \$0.00		<b>Rates:</b>							
6				LOUIS R DIFRANCO						Deposit Requested: \$0.00		ELECTRIC RESIDENTIAL SERVICE							
7				1817 S DOVER ST						Deposit On-Hand: \$0.00									
8				PHILADELPHIA, PA 19145						CAP Pre-program Arrears: \$0.00									
9										Payment Agreement Balance: \$0.00									
10																			
11																			
12	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
14	11/29/2018	ELECTRIC SERVICE		11/09/2018-11/29/2018	34212	ACTUAL	127819836	51	0		\$13.58	\$0.00	\$19.58	\$19.58	12/21/2018	\$19.58	503	\$0.00
15	11/29/2018	CONNECTION CHARGE - STANDARD									\$6.00							
16	12/12/2018		PAYMENT								-\$100.00							
17	12/14/2018		TRANSFER								-\$1.56							
18	01/02/2019	ELECTRIC SERVICE		11/29/2018-01/02/2019	34219	ACTUAL	127819836	7	0		\$3.86	\$0.00	\$0.00	\$0.00	01/24/2019	\$0.00	828	\$0.00
19	01/02/2019		EXCESS CREDIT								-\$80.42							
20	02/06/2019	ELECTRIC SERVICE		01/02/2019-02/05/2019	36115	ESTIMATE	127819836	1896	0		\$278.26	\$0.00	\$200.14	\$200.14	02/28/2019	\$200.14	1099	\$0.00
21	02/06/2019		EXCESS CREDIT								-\$78.12							
22	03/05/2019	LATE PAYMENT CHARGE									\$3.00							
23	03/07/2019	ELECTRIC SERVICE		02/05/2019-03/06/2019	38377	ESTIMATE	127819836	2262	0		\$336.85	\$203.14	\$336.85	\$539.99	03/29/2019	\$539.99	796	\$0.00
24	03/18/2019		PAYMENT								-\$300.00							
25	04/03/2019	LATE PAYMENT CHARGE									\$3.60							
26	04/05/2019	ELECTRIC SERVICE		03/06/2019-04/04/2019	40287	ESTIMATE	127819836	1910	0		\$285.70	\$243.59	\$285.70	\$529.29	04/29/2019	\$529.29	582	\$0.00
27	05/06/2019	CANCELED - ELECTRIC SERVICE		04/04/2019-04/22/2019	41473	ESTIMATE	127819836	1186			\$220.13	\$537.18	\$220.13	\$757.31	05/28/2019	\$757.31	93	\$0.00
28	05/06/2019	CANCELED - ELECTRIC SERVICE		04/04/2019-04/22/2019	41473	ESTIMATE	127819836	1186			\$220.13	\$537.18	\$220.13	\$757.31	05/28/2019	\$757.31	93	\$0.00
29	05/06/2019	CANCELED - ELECTRIC SERVICE		04/22/2019-05/03/2019	0	ACTUAL	121054625	0			\$220.13	\$537.18	\$220.13	\$757.31	05/28/2019	\$757.31	45	\$0.00
30	05/06/2019	CANCELED - ELECTRIC SERVICE		05/03/2019-05/03/2019	0	ACTUAL	121054625	0			\$220.13	\$537.18	\$220.13	\$757.31	05/28/2019	\$757.31		\$0.00
31	05/06/2019	LATE PAYMENT CHARGE									\$7.89							
32	06/04/2019	LATE PAYMENT CHARGE									\$11.19							
33	06/05/2019	CANCELED - ELECTRIC SERVICE									\$110.59	\$768.50	\$110.59	\$879.09	06/27/2019	\$879.09		\$0.00
34	07/02/2019	LATE PAYMENT CHARGE									\$12.85							
35	07/18/2019	CANCELED - ELECTRIC SERVICE		04/04/2019-04/22/2019	41473	ESTIMATE	127819836	1186			-\$220.13	\$537.18	\$191.71	\$728.89	08/09/2019	\$728.89	93	\$0.00
36	07/18/2019	ELECTRIC SERVICE		04/04/2019-04/22/2019	41473	ESTIMATE	127819836	1186			\$168.01	\$537.18	\$191.71	\$728.89	08/09/2019	\$728.89	93	\$0.00
37	07/18/2019	CANCELED - ELECTRIC SERVICE		04/04/2019-04/22/2019	41473	ESTIMATE	127819836	1186			-\$220.13	\$537.18	\$191.71	\$728.89	08/09/2019	\$728.89	93	\$0.00
38	07/18/2019	ELECTRIC SERVICE		04/04/2019-04/22/2019	41473	ESTIMATE	127819836	1186			\$168.01	\$537.18	\$191.71	\$728.89	08/09/2019	\$728.89	93	\$0.00
39	07/18/2019	CANCELED - ELECTRIC SERVICE		04/22/2019-05/03/2019	0	ACTUAL	121054625	0			-\$220.13	\$537.18	\$191.71	\$728.89	08/09/2019	\$728.89	45	\$0.00
40	07/18/2019	ELECTRIC SERVICE		04/22/2019-05/03/2019	0	ACTUAL	121054625	0			\$168.01	\$537.18	\$191.71	\$728.89	08/09/2019	\$728.89	45	\$0.00
41	07/18/2019	CANCELED - ELECTRIC SERVICE		05/03/2019-05/03/2019	0	ACTUAL	121054625	0			-\$220.13	\$537.18	\$191.71	\$728.89	08/09/2019	\$728.89		\$0.00
42	07/18/2019	ELECTRIC SERVICE		05/03/2019-05/03/2019	0	ACTUAL	121054625	0			\$168.01	\$537.18	\$191.71	\$728.89	08/09/2019	\$728.89		\$0.00

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
13	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
43	07/18/2019		LATE PAYMENT CHARGE								-\$24.04							
44	07/18/2019	CANCELED - ELECTRIC SERVICE									\$10.63	\$537.18	\$191.71	\$728.89	08/09/2019	\$728.89		\$0.00
45	07/18/2019	CANCELED - ELECTRIC SERVICE									-\$97.52	\$537.18	\$191.71	\$728.89	08/09/2019	\$728.89		\$0.00
46	07/19/2019	CANCELED - ELECTRIC SERVICE									\$4.99	\$537.18	\$196.70	\$733.88	08/12/2019	\$733.88		\$0.00
47	08/14/2019	LATE PAYMENT CHARGE									\$7.89							
48	08/16/2019		TRANSFER								-\$741.77							
49	11/06/2019	ELECTRIC SERVICE		04/04/2019-04/22/2019	41473	ESTIMATE	127819836	1186			-\$42.60	\$0.00	\$0.00	\$0.00	12/02/2019	\$0.00	93	\$0.00
50	11/06/2019	ELECTRIC SERVICE		04/04/2019-04/22/2019	41473	ESTIMATE	127819836	1186			-\$42.60	\$0.00	\$0.00	\$0.00	12/02/2019	\$0.00	93	\$0.00
51	11/06/2019	ELECTRIC SERVICE		04/22/2019-05/03/2019	0	ACTUAL	121054625	0			-\$42.60	\$0.00	\$0.00	\$0.00	12/02/2019	\$0.00	45	\$0.00
52	11/06/2019	ELECTRIC SERVICE		05/03/2019-05/03/2019	0	ACTUAL	121054625	0			-\$42.60	\$0.00	\$0.00	\$0.00	12/02/2019	\$0.00		\$0.00
53	11/06/2019		CON/DISCON ERROR								-\$28.69							
54	11/06/2019		ADJUSTMENT								-\$42.60							
55	11/06/2019	CANCELED - ELECTRIC SERVICE									-\$13.07	\$0.00	\$0.00	\$0.00	12/02/2019	\$0.00		\$0.00
56	11/06/2019	CANCELED - ELECTRIC SERVICE									-\$4.99	\$0.00	\$0.00	\$0.00	12/02/2019	\$0.00		\$0.00
57	11/06/2019	CANCELED - ELECTRIC SERVICE									-\$10.63	\$0.00	\$0.00	\$0.00	12/02/2019	\$0.00		\$0.00
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**EXHIBIT 3**

December 13, 2019

LOUIS R DIFRANCO  
1817 S DOVER ST.,  
PHILADELPHIA PA 19145

RE: 1817 S DOVER ST.

BCS Case: 003749588      Account Number: 46726-37137

Dear Mr. Louis Difrancu,

I am writing in response to the Informal Complaint (BCS#003749588) that was filed with the Public Utility Commission on 11/15/19.

You called the company on 11/08/18 to establish service at 2351 S Bucknell Street, Philadelphia, Pa 19145 acct#(40539-38019). You made two payments (\$100.00 and \$300.00) on that account. On 07/19/19 due to no request for restoration the account was discontinued, and a final bill was rendered for \$733.88 and sent to the mailing address – 1817 S Dover Street, Philadelphia Pa 19145.

The company was not notified that a tenant moved out of 2351 S Bucknell Street. Nonetheless, the company adjusted the final date to 04/30/19 and credited the account \$71.29.

A balance of \$741.77 was transferred to 1817 S Dover Street, Philadelphia Pa 19145 acct#(46726-37137) on 08/16/19.

Company records show that a payment of \$400.00 made on 10/29/19 was posted to 1817 S Dover Street acct#(46726-37137) and not 2351 S Bucknell Street acct#(40539-38019) as you stated in your complaint.

The company's final position is that you requested service at 2351 S Bucknell Street on 11/08/18 and you are responsible for all charges incurred at the premise. The final balance was correctly transferred to the active account at 1817 S Dover Street. A credit was provided to reflect the adjustment for the end of service date.

You have a total bill of \$885.57 due immediately. The next meter read date is 12/20/19. You are required to pay all bills as rendered in full and on time.

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

Please contact me at (215) 841-4897 if you have any questions.

Cordially,

Bertrand Mitchell  
Analyst, Customer Relations



# **EXHIBIT 4**



UTILITY COMPANY REPORT  
Reporte De La Compania Utilidades

Date: November 7, 2019

Name: LOUIS R DIFRANCO
<b>Mailing Address:</b> 1817 S DOVER ST PHILADELPHIA PA 19145
<b>Account Number: 46726-37137</b>

<b>Phone Home:</b> (215) 432-0333	<b>Phone Work:</b>
<b>Service Address:</b> 2351 S BUCKNELL ST PHILADELPHIA PA 19145	

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**Problem As You Described It:**

You contacted our office on October 25, 2019 disputing all charges that transferred from 2351 S BUCKNELL ST PHILADELPHIA PA 19145 to your active account because you stated power was out since last tenant moved out and there was a fire.

**Results of PECO's Investigation:**

Dear LOUIS R DIFRANCO:

Thank You for your recent inquiry:

On October 25, 2019, you called to begin an investigation into this account with the company. It was discovered the balance of \$1388.36 was still due on the above account.

PECO discovered that there was no contact to disconnect the service at 2351 S BUCKNELL ST PHILADELPHIA PA 19145 when you claimed your tenant moved out. Furthermore, we spoke with you and you stated that you did not create a lease for the tenant that lived here during the disputed billing period. The bill image also showed that the electric usage did not show a significant decrease till after April 2019. So as a courtesy, a billing adjustment was submitted and processed on the above account to remove all charges after April 31, 2019 and you received a credit amount of \$71.29 for Connect/Disconnect error, which brings your current balance to \$917.07 given your most recent payment made for \$400.00. As of today, the balance due on the account is \$917.07 and it is due and payable on November 28,2019.

As of November 7, 2019, this dispute is being closed.

If you have any further questions please contact us at 215-841-4207 or if you would like to see about making payment arrangements, please contact Credit at 1-888-480-1533, or visit our PECO Energy Company office. Our office address is shown on the next page. We at PECO Energy want you to be completely satisfied.

Cordially,

**Mr. Konneh**

F.A.D. Consultant

## **UTILITY COMPANY REPORT**

### **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

To protect your rights your complaint should 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 this service is being used.
4. Your account number.
5. Our name, PECO Energy Company.
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 investigated and reported on by us before the shut-off date, if any.
9. How you would like the problem to be solved.

If you file a complaint and do the things the PUC tells you to do, we will not shut off your service while they are handling your complaint.

### **PECO ENERGY COMPANY**

If you need to talk to us, please call 1-800-494-4000, between 7:00 a.m. and 7:00 p.m., Monday through Friday.

PECO Energy Company's Business Office hours are Monday through Friday, from 8:30 a.m. to 5:00 p.m. Our Business Office is located at:

2301 Market Street, Philadelphia, PA 19101



# **EXHIBIT 5**

