

# DOCKET # C-2020-3021199

Hearing Date: January 6, 2021

- C-1 Complaint
- C-2 Decision
- C-3 March 9 Cover Letter
- C-4 February 19, 2020 Order
- C-5 4th Amended Complaint
- P-1 Shut Off Notice
- P-2 Second Page of Notice
- P-3 Municipal Inspection
- P-4 Copy of Check
- P-5 Receipt
- P-6 Copy of Check
- P-7 Giant Receipt
- P-8 Giant Receipt
- P-9 February 1998 Letter
- P-10 Second Page of Letter
- P-11 Attachment to Letter
- P-12 PUC Document

P-13	Second Page of P-12
P-14	Affidavit
P-15	Affidavit
P-16	L&I Letter
P-17	March 8, 2014 Letter
P-18	Copy of Envelope
P-20	Commission
P-21	PUC Document
P-22	PUC Document
P-23	PUC Document
P-24	PUC Document
P-25	PUC Document
Peco-1	Tariff
Peco-2	Job Aid
Peco-3	Underwriter's Certification



If you have questions or need more information, please call us today at (888) 480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact them, call (800) 692-7380 or write to: Pennsylvania Public Utility Commission, PO BOX 3265, Harrisburg, PA 17105-3265.

#### WINTER SHUT-OFF PROVISIONS (between December 1-March 31)

If your income is below 250% of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level:				
Household Size	1	2	3	4
Monthly Income	\$2,475	\$3,338	\$4,200	\$5,063

Add \$867 for each additional household member.

- If we shut off your service during the winter months (between Dec. 1 – March 31) we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. Where street digging is required, it may take up to 7 days.

#### IMPORTANT TO KNOW – ABOUT YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-888-480-1533 (you will be required to provide us with a copy of the order).
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill: You have certain legal protections. Call us at 1-800-484-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-800-484-4000.
- Termination of service may result in extensive property damage. You are responsible for taking all steps necessary to protect the property and occupants. You may want to turn off the water so the pipes do not freeze. If you do not own the property, you are responsible for notifying your landlord that the service is off.
- Use only equipment that is made for home heating. Use all types of heaters carefully. Following all directions for safe use. NEVER use your oven, grill, or clothes dryer to heat your home. This could cause a fire or dangerous carbon monoxide gas.
- If your service is shut off, you may have to pay more than the amount on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose name are on the mortgage, deed or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service during the NON-winter months (between Apr. 1 – Nov. 30) we will restore your service within 3 days of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.

Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-888-480-1533.

PECO's business hours are Monday through Friday, from 8:30 a.m. to 5 p.m. Our business office is located at: 2301 Market Street, Philadelphia, PA 19103.

To pay by credit card or check by phone, call 1-877-432-8384.

Payment Options: For your convenience, we offer the following payment options. Call us for more information about them. Do not mail cash. Bring entire form with you when paying in person.

- Automatic Bank Payment Plan
- Budget Payment Plan
- Pay-by-Mail: PO BOX 13437  
Philadelphia, PA 19101
- Pay-in Person
- Pay-by-Phone
- Pay at Authorized Payment Locations

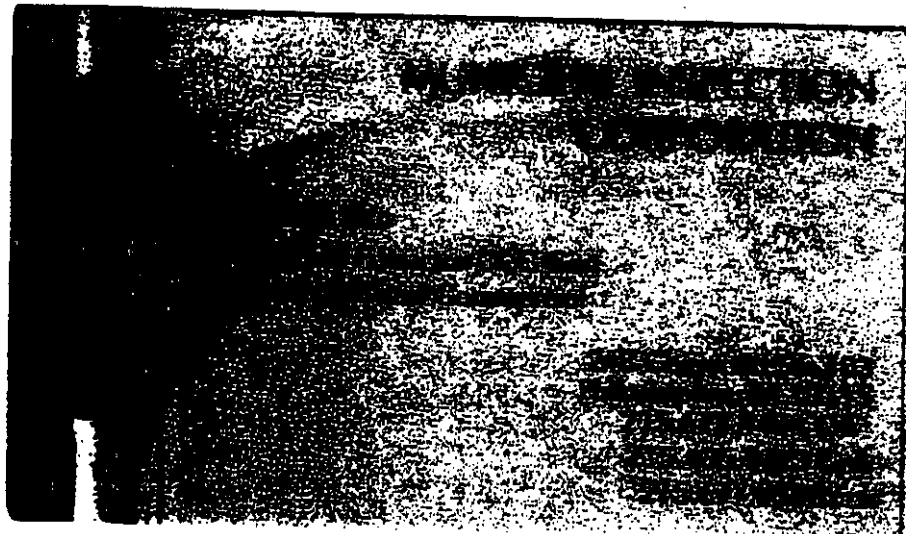
Pay ONLY where you see a PECO Authorized payment Sign.

**MUNICIPAL INSPECTION  
CORPORATION**

**Bob Palko**

**Electrical Inspector-UCC Cert  
Residential and Commercial**

**248 Geiger Rd Ste. 103  
Philadelphia, PA 19115  
215.673.4434 Off  
215.435.4473 Cell  
215.677.9360 Fax**



P.B. 215-841-4141

TINA 1-800-999-4000

JACLYN MAHONEY 267-449-

2549 P.B. SAID EVERYTHING

IS O.K. 11-30-2018

21-800-999-4000

Nov. 19 - Jarvis  
2015

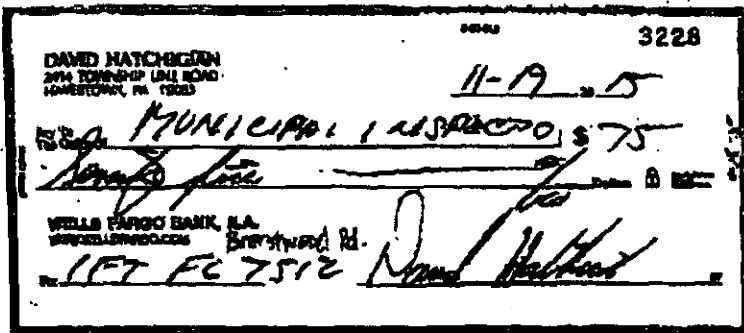
p-3



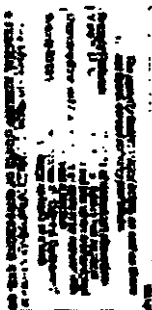
Wells Fargo Online®

View Check Copy

Check Number	Date Posted	Check Amount	Account Number
3228	11/20/15	\$75.00	CROWN CLASSIC BANKING



D. Hatchigian  
Exhibit P4  
01.06.2021



PAID TO THE ORDER OF  
CITIZENS BANK OF PA  
PHILADELPHIA, PA 19116

FOR DEPOSIT ONLY  
MEMORIAL RESERVATION CORP.  
CITY OF PHILADELPHIA

DO NOT WRITE IN THESE SPACES OR THE CHECK WILL BE VOID

p-4





Wells Fargo Online®

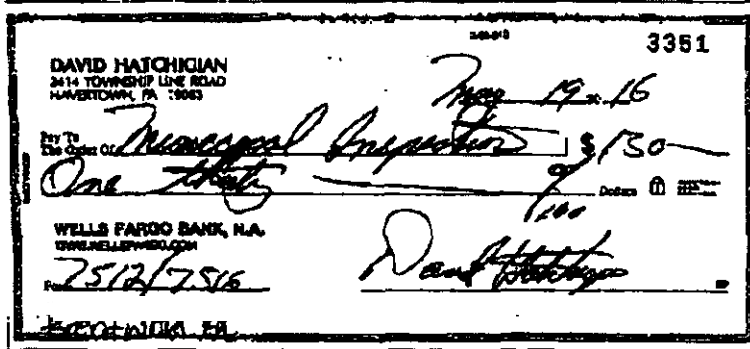
D. Hatchigian

Exhibit P6

01.06.2021

View Check Copy

Check Number	Date Posted	Check Amount	Account Number
3351	05/20/16	\$130.00	CROWN CLASSIC BANKING XXXXXXXXX



Do not write, stamp or sign on the back of this check. If you do, the check may not be cashed or deposited.

Do not use a check for cashing or depositing if the check is voided, altered, or otherwise invalid.

Do not use a check for cashing or depositing if the check is voided, altered, or otherwise invalid.

Do not use a check for cashing or depositing if the check is voided, altered, or otherwise invalid.

DO NOT WRITE, STAMP OR SIGN ON THE BACK OF THIS CHECK. IF YOU DO, THE CHECK MAY NOT BE CASHED OR DEPOSITED.

DO NOT USE A CHECK FOR CASHING OR DEPOSITING IF THE CHECK IS VOIDED, ALTERED, OR OTHERWISE INVALID.

DO NOT USE A CHECK FOR CASHING OR DEPOSITING IF THE CHECK IS VOIDED, ALTERED, OR OTHERWISE INVALID.

DO NOT USE A CHECK FOR CASHING OR DEPOSITING IF THE CHECK IS VOIDED, ALTERED, OR OTHERWISE INVALID.

Equal Housing Lender  
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P 6

# GIANT

Quality. Selection. Savings. Every Day.

660 E. LANCASTER AVENUE  
SAINT DAVIDS, PA 19087

Store Telephone: (610) 929-0781  
Pharmacy Telephone: (610) 253-2016

Store 6607 05/18/16 05:34pm

**FROZEN FOOD**

5.42 lb @ 1.19 /lb	
WT PGN DRY ICE 16Z	6.45 T
9.56 lb @ 1.19 /lb	
WT PGN DRY ICE 16Z	11.38 T
9.15 lb @ 1.19 /lb	
WT PGN DRY ICE 16Z	10.89 T
5.86 lb @ 1.19 /lb	
WT PGN DRY ICE 16Z	6.62 T
9.01 lb @ 1.19 /lb	
WT PGN DRY ICE 16Z	10.72 T
7.36 lb @ 1.19 /lb	
WT PGN DRY ICE 16Z	8.76 T
TAX	3.29
<del>AMT</del> BALANCE	58.11

\*\*\*\*\*  
Payment Type: AMER EXPRESS 00

Card: \*\*\*\*\*3004  
Payment Amt: 58.11  
BALANCE: \$  
AUTH# 536386 05/18/16 05:36pm  
\*\*\*\*\*

AMER EXPRESS 58.11  
CHANGE 0.00  
Date of Birth = xx/xx/xx KEYED  
05/18/16 05:37pm 6607 12 17 3502  
\*\*\*\*\*

Thank you for shopping at GIANT.  
My goal is to ensure your satisfaction  
every time you shop with us. If there  
is anything more I can do to improve  
your experience please call or write.  
Dave Maravich, Store Manager

Visit us on the Internet  
[www.GiantFoodStores.com](http://www.GiantFoodStores.com)

\*\*\*\*\*

Sign up at the Service Center for a  
BonusCard and start saving.

I'm glad you shopped here today.  
Your Cashier -- DENISE

P-7

P-8

# GIANT.

Quality. Selection. Savings. Every Day.

550 E. LANCASTER AVENUE  
SAINT DAVIDS, PA 19087

Store Telephone: (610) 989-0781  
Pharmacy Telephone: (610) 263-2016

Store 86507 05/22/16 01:06pm

FROZEN FOOD		
3.87 lb @ 1.19 /lb		
WT PNGN DRY ICE 16Z		4.61 T
5.72 lb @ 1.19 /lb		
WT PNGN DRY ICE 16Z		6.81 T
4.74 lb @ 1.19 /lb		
WT PNGN DRY ICE 16Z		5.64 T
3.48 lb @ 1.19 /lb		
WT PNGN DRY ICE 16Z		4.14 T
4.16 lb @ 1.19 /lb		
WT PNGN DRY ICE 16Z		4.95 T
4.82 lb @ 1.19 /lb		
WT PNGN DRY ICE 16Z		5.74 T
TAX		1.92
*** BALANCE		33.81

\*\*\*\*\*  
Payment Type: AMER EXPRESS 00

Card: \*\*\*\*\*3004  
Payment Amt: 33.81  
BALANCE: \$  
AUTH# 564064 05/22/16 01:07pm

AMER EXPRESS 33.81  
CHANGE 0.00

Date of Birth \* xx/xx/xx KEYED  
05/22/16 01:07pm 6507 13 73 172  
\*\*\*\*\*

Thank you for shopping at GIANT.  
My goal is to ensure your satisfaction  
every time you shop with us. If there  
is anything more I can do to improve  
your experience please call or write.  
Dave Margavich, Store Manager

Visit us on the Internet  
[www.GiantFoodStores.com](http://www.GiantFoodStores.com)

P-8

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## CITY OF PHILADELPHIA

DEPARTMENT OF LICENSES AND INSPECTIONS  
Municipal Services Building - 11th Floor  
Philadelphia, PA 19102-1687  
(215) 686-2400

FRANCES EGAN  
Commissioner

February, 1998

To Licensed Electrical Contractors:

This letter is being sent to you as an information service to advise you of regulations that became effective on September 15, 1997 with the new *Philadelphia Building Construction and Occupancy Code*. The letter is also intended to provide you with ample advance notice of options available to you as an electrical contractor.

By way of background, the *Philadelphia Fire Prevention Code* that became effective on January 1, 1995 required that all apartment owners install a fire alarm system in the common areas of their buildings, and single-station smoke detectors in the dwelling units, within two years (by December 31, 1996). A recent variance of general application issued by the Fire Commissioner extended that deadline until December 31, 1998.

There is no change in the code requirement that all electrical work involved in the installation, modification, repair, etc. performed on fire alarm systems, must be done under an electrical permit issued to a Licensed Electrical Contractor.

There has been, however, a change in the requirements for those who certify fire alarm systems.

As you are aware, the *Philadelphia Fire Prevention Code* has required the certification of fire alarm systems for some time. Section F-501.4 of the current *Philadelphia Fire Prevention Code* and the companion regulations require that all fire alarm systems be tested and certified upon installation, and existing fire alarm systems must be tested and certified on an annual basis by a licensed Fire Alarm Systems Inspector. Certification is not required for the single-station smoke detectors within the apartment units.

The purpose of certification is to provide an improved level of reliability that the fire alarm is properly maintained and will be operational at the time of a fire. The Department of Licenses and Inspections relies on the evaluation of the fire alarm systems by qualified persons in the private sector, who are familiar with the specific requirements of the codes and standards applicable to these very important life safety systems, for the protection of our citizens. The department is of course obligated to spot check a number of systems to verify that those who certify systems are fulfilling their obligations under their license.

**LICENSED ELECTRICAL CONTRACTORS — FIRE ALARM CERTIFICATION**

2

In order to establish the specific qualifications of persons who perform the evaluation and testing of fire alarm systems, modified regulations were established effective September 15, 1997. These regulations require such persons to obtain a license as a Fire Alarm Systems Inspector by demonstrating their knowledge of the applicable codes, standards and technology through a phased-in schedule of testing described below.

- Between now and January 1, 2000, fire alarm systems must be certified by either a Licensed Electrical Contractor or a person who is not an electrical contractor, but has satisfied the requirements that will be effective after January 1, 2000. A Fire Alarm Systems Inspector license will not be issued as a separate document to Licensed Electrical Contractors between now and January 1, 2000, since they are all eligible to certify systems during this interim period.
- After January 1, 2000, a Fire Alarm Systems Inspector license will only be issued to persons who have obtained a NICET (National Institute for Certification in Engineering Technologies) certification at Level II or higher in the Fire Alarm subfield of Fire Protection Engineering Technology. Licensed Electrical Contractors may obtain this license through the same NICET certification process and will be eligible thereby to certify existing fire alarm systems, modified fire alarm systems, and new fire alarm systems, including their own work or the fire alarm work of other electrical contractors.
- After January 1, 2002, a Fire Alarm Systems Inspector license will only be issued or renewed to persons who have obtained a NICET certification at Level III or higher in the Fire Alarm subfield of Fire Protection Engineering Technology. Licensed Electrical Contractors may obtain this license by qualifying at the NICET Level III and thus be eligible to perform the same tasks as they were under Level II before January 1, 2002.

Those who are interested in pursuing the NICET certification process should write immediately to NICET and request the "*General Information Booklet — Engineering Technician and Technologist Certification Programs*" and the latest "*Program Detail Manual for Certification in the Field of Fire Protection Engineering Technology — Subfield of Fire Alarm Systems*." NICET's mailing address for these documents is:

National Institute for Certification in Engineering Technologies (NICET)

1420 King Street

Alexandria, VA 22314-2735

Phone: 703-684-2835

I have enclosed a copy of the pertinent regulations from the Fire Prevention Code.

Sincerely,

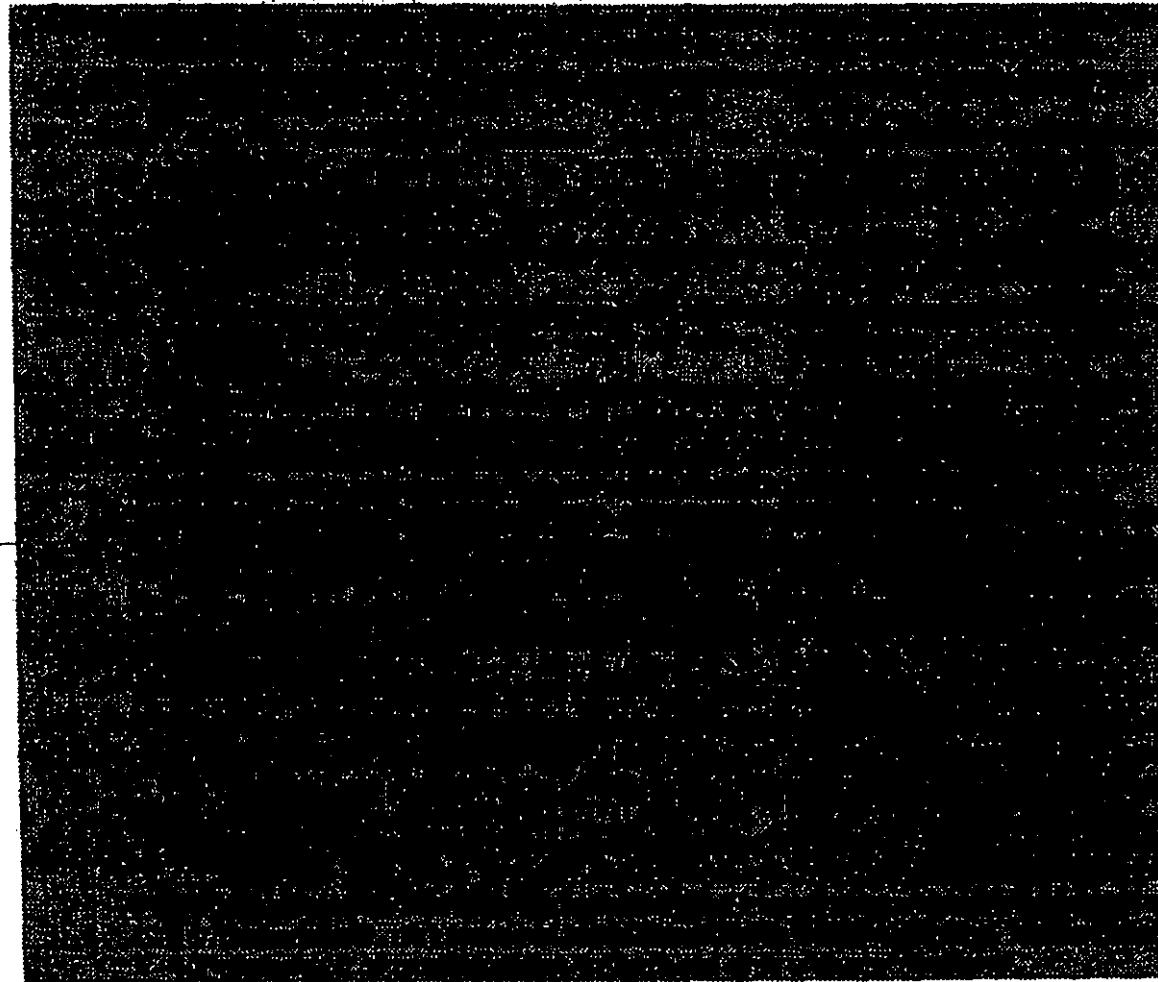
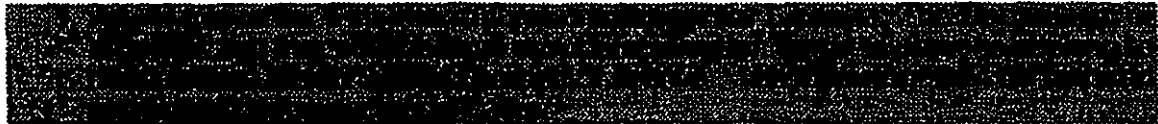
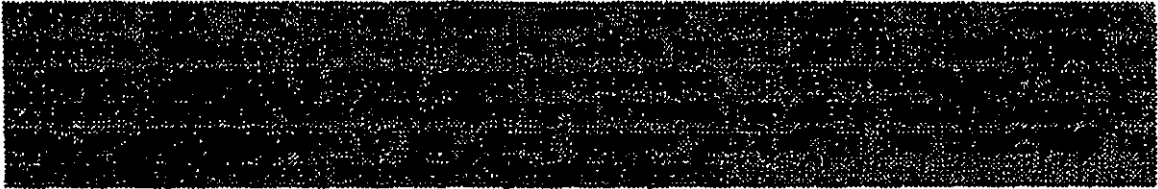


Frances Egan  
Commissioner

encl: Regulations

LICENSED ELECTRICAL CONTRACTORS — FIRE ALARM CERTIFICATION

ATTACHMENT TO LETTER OF FEBRUARY, 1998  
TO LICENSED ELECTRICAL CONTRACTORS



Chapter 14 rules apply to cash deposits; reconnection of service; termination of service; payment arrangements; and the filing of termination complaints by consumers for electric, gas and water. Under the law, a customer can only establish one payment arrangement with the PUC. The utility company has the discretion to offer more than one payment arrangement. The Public Utility Commission will work beginning in early 2015 to implement the new law with new and amended regulations, and continue to work with all parties to ensure compliance with the law, as well as protect the health and safety of Pennsylvanians. The Act protects responsible bill-paying customers from rate increases attributable to the uncollectible accounts of customers that can afford to pay their bills, but choose not to pay.

This fact sheet is designed to provide you with very important information regarding how the Act affects you and your utility service.

Your utility company can **SHUT OFF** your service if you **FAIL** to do the following:

- ✓ **PAY YOUR BILL**
- ✓ **FOLLOW THROUGH ON PAYMENT ARRANGEMENTS**
- ✓ **PAY A DEPOSIT, IF REQUIRED**
- ✓ **ALLOW THE COMPANY ACCESS TO ITS EQUIPMENT**

Before your service is shut off, your utility company will take the following steps:

- Send you a 10-Day Notice. Once you get the notice, the utility company has up to 60 days to shut off your service.
- Attempt to contact you three days prior to your shut-off date.
- During winter months (December 1 through March 31), if the utility company cannot reach you at the time of termination, they will leave a 48-hour notice at your residence.

**Medical Certification**

Your utility service will not be shut off if you or someone living in your home is certified as seriously ill by a licensed physician, physician's assistant or nurse practitioner. The utility company will require you to provide a letter from a licensed physician, physician's assistant or nurse practitioner, stating that shutting off your utility service will harm the ill person in the home.



The initial medical certification can be up to 30 days, with renewals possible.

You are still responsible to pay your bill even if there is a medical certificate for someone in your home.

The utility company can **SHUT OFF YOUR SERVICE WITHOUT GIVING YOU NOTICE** for the following reasons:

- ✓ **STEALING UTILITY SERVICE**
- ✓ **GETTING SERVICE THROUGH FRAUD**
- ✓ **TAMPERING WITH YOUR METER**
- ✓ **UNSAFE SERVICE CONDITIONS**
- ✓ **GIVING THEM A BAD CHECK TO STOP TERMINATION**

**YOUR UTILITY SERVICE CAN BE SHUT OFF ANY WEEKDAY, EXCEPT FRIDAY.**

If your service is shut off, the utility company will leave a notice telling you what you need to do to get your service restored.

**Winter Termination**

Your utility service can be shut off during the winter months (December 1 through March 31) without the PUC's prior approval if you fail to be a responsible utility customer, and provided that your household's income exceeds 250 percent of the federal poverty level (for customers of the Philadelphia Gas Works, the income exceeds 150 percent of the federal poverty level). The utility company will give you notice first and allow you the opportunity to contact them to make arrangements to avoid termination. If your income is low, you may qualify for special programs and termination protections. Please call your utility to see if you qualify.

P-12

Size of Household	150% of Poverty	250% of Poverty
1	\$1,030	\$1,715
2	\$1,375	\$2,315
3	\$1,720	\$2,915
4	\$2,065	\$3,515
For each additional person, add	\$335	\$645

Note: Monthly Federal Poverty Income Guidelines are updated every February.

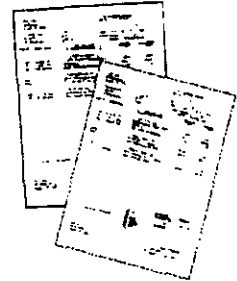
Source: Federal Register

If your service is shut off in the winter (December 1 through March 31), your utility service will be restored within 24 hours after you pay the bill and meet any other conditions of the utility company. Your service will be restored within three to seven days after you pay the bill and meet any other conditions of the utility company during the remaining months.

If your service is shut off, any adult who lived at the residence will be responsible to pay all or part of the overdue bill if that adult wants service restored in their name. Adult occupants include those over 18 years of age who lived with you during the time the outstanding balance accrued. If the utility company determines that an adult lived at the property by checking names on your mortgage, deed, lease or information from a credit reporting service, that adult will be responsible to pay all or part of the overdue bill. Payment to restore your service will depend on your household income and payment history.

#### In order to obtain new service or to reconnect service:

- You may be required to pay a deposit and a reconnect fee.
- If you have broken two or more prior payment arrangements, the utility company can require you to pay the full balance of your bill.
- Your utility company may require you to provide proof of income.



#### The utility company can require you to pay a deposit if:

- You do not have good credit or if you do have good credit, but have a bad payment history with the utility company.
- You are shut off for an overdue bill.
- If you miss or pay your bill late for two consecutive payments or three times in a 12-month period, you may have to pay a deposit.
- If you are eligible for a Customer Assistance Program (CAP), the utility should not require a deposit.

#### The amount of your deposit may be equal to two average monthly bills.

UNDER THIS LAW, CUSTOMER CAN ONLY ESTABLISH ONE PAYMENT ARRANGEMENT WITH THE PUC. THE UTILITY COMPANY, HOWEVER, COULD HAVE THE DISCRETION TO OFFER MORE THAN ONE PAYMENT ARRANGEMENT TO THE CUSTOMER.

- You must first contact your utility company to file a complaint or request payment arrangements. You have the right to decline the company's payment arrangement. While the PUC previously could use discretion in setting the terms of payment arrangements, under the Act, the PUC is provided with set payback periods based upon income level.
- If you break a payment arrangement you made with the company, the PUC may establish a payment arrangement using the pre-set payback amounts based upon income levels outlined in the Act. If you break a PUC payment arrangement, the PUC cannot help you unless your income level changed or you have a significant change in circumstances, such as:
  - Onset of chronic or acute illness that results in a significant loss of income.
  - Catastrophic damage to residence that resulted in significant cost to customer.
  - Loss of customer's residence.
  - Increase in the customer's number of dependents in the household.
- The utility company will work with you and explain programs that may help you depending on your income or hardship situation.
- If the outstanding balance that you owe includes unpaid charges from participation in a Customer Assistance Program (CAP), the law does not allow the PUC to establish a payment arrangement on your behalf. For those eligible to participate in a CAP, the CAP payment is usually the lowest monthly payment a utility company or the PUC can arrange for you. Your utility company determines your CAP payment by your household income and size.
- **Third Party Notification** - The third-party notification program provides additional protection against utility service shut-off. The program protects individuals who may either be away from their home for an extended time period or those who may not understand the utility company's guidelines. The program allows consumers to choose another person to receive copies of shut-off notices that are sent to them for non-payment of overdue utility bills. That person (family member or close friend) are made aware of situation before shut-off. The third party is not responsible for paying the bill. For more information about Third Party Notification contact your utility company.
- If you have a Protection from Abuse (PFA) order or a court order that provides clear evidence of domestic violence, you may receive special protections. If you need help, please contact your utility.

P-13

#### FOR FURTHER INFORMATION, CONTACT THE PUBLIC UTILITY COMMISSION:

Write  
PA Public Utility Commission  
Bureau of Consumer Services  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Visit our website  
[www.puc.pa.gov](http://www.puc.pa.gov)

Call  
1-800-692-7380  
TTY 1-877-710-7079  
(for people with speech or hearing loss)

@PA\_PUC

Facebook icon Pennsylvania Public Utility Commission



**AFFIDAVIT**

I Jaclyn Mahoney residing at 7512 Brentwood Road Philadelphia Pa. 19151 on May 18, 2016 and have never received ten (10) day shut of notice from PECO.

I further verify that statement made in this affidavit are true and correct to the best of my knowledge, information , and belief. I understand that false statements herein are made subject to the penalties of Pa. 18 C. S. §. 4909, relating to unsworn falsification to authorities.

Date 7/21/16

*Jaclyn Mahoney*  
Signature

**Commonwealth of Pennsylvania Philadelphia County**

**BEFORE ME**, the undersigned Notary Angelica M. Beltrante

On this day 21<sup>st</sup> July 2016, personally appeared Jaclyn Mahoney know to me to be a credible person and of lawful age, who being by me first duly sworn, on her oath deposes and says the above.

*Angelica M. Beltrante*  
COMMONWEALTH OF PENNSYLVANIA  
NOTARIAL SEAL  
Angelica M. Beltrante, Notary Public  
City of Philadelphia, Philadelphia County  
My Commission Expires May 23, 2017  
MEMBER, PENNSYLVANIA ASSOCIATION OF NOTARIES

IN FILE JULY 29, 2016 P-14

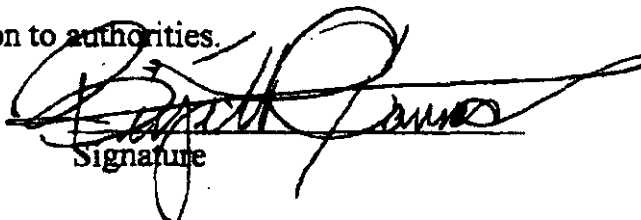
**AFFIDAVIT**

I Brijette Cannady residing at 7512 Brentwood Road Philadelphia Pa. 19151 on May 18, 2016 and have never received ten (10) day shut of notice from PECO.

I further verify that statement made in this affidavit are true and correct to the best of my knowledge, information , and belief. I understand that false statements herein are made subject to the penalties of Pa. 18 C. S.

§. 4909, relating to unsworn falsification to authorities.

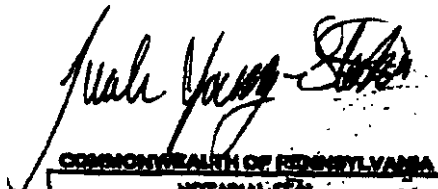
Date 8/20/16

  
Signature

**Commonwealth of Pennsylvania Philadelphia County**

**BEFORE ME**, the undersigned Notary Juele Young-Stokes

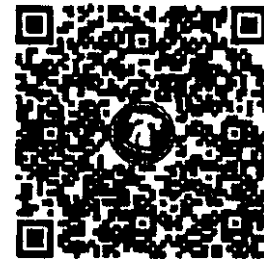
On this day 20 August 2016, personally appeared Brijette Cannady know to me to be a credible person and of lawful age, who being by me first duly sworn, on her oath deposes and says the above.

  
**COMMONWEALTH OF PENNSYLVANIA**  
**NOTARIAL SEAL**  
JUELE YOUNG-STOKES, Notary Public  
City of Philadelphia, Phila. County  
My Commission Expires March 18, 2022.

IN FILE AUGUST 21, 2016 P-15



City of Philadelphia  
Department of  
Licenses & Inspections  
P.O. Box 53310  
Philadelphia, Pa. 19105



**DISPLAY PROMINENTLY**  
if required by law

**DAVID HATCHIGIAN**  
2414 TOWNSHIP LINE RD  
HAVERTOWN, PA 19083  
USA

3202 Housing Inspection  
**DAVID HATCHIGIAN**  
7512 BRENTWOOD RD, Philadelphia, 19151-2103

Number of Units: 2

Owner Occupied?: No

THIS LICENSE IS GRANTED TO THE PERSON AND LOCATION FOR THE PURPOSE STATED ABOVE.  
IT IS SUBJECT TO IMMEDIATE CANCELLATION BY THIS DEPARTMENT FOR VIOLATIONS OF  
CITY ORDINANCES AND REGULATIONS. INQUIRIES 311 (215-686-9888).

LICENSE CODE	LICENSE NO.	COMMERCIAL ACTIVITY LIC.	EXPIRES AT END OF	EFFECTIVE DATE
3202	368029	017147	2/2016	3/14/2015

The Philadelphia Property Maintenance Code (Section PM-102.8.4) requires an owner offering residential property for rent to provide to the tenant, at the inception of each tenancy, a Certificate of Rental Suitability issued by the Department of Licenses and Inspections no more than sixty (60) days prior to the inception of the tenancy. Visit the Licenses, Permits & Certificates section at [www.phila.gov](http://www.phila.gov) to obtain this required Rental Suitability Certificate.

### LICENSE

Interpreter services available. | خدمات الترجمة الشفهية متوفرة لدينا | አገልግሎት ለተሳተፊዎች ለተሰጠች | 提供口译服务 | Services d'interprétation disponibles. | 통역이 제공됩니다. | Доступна услуга по переводу с/на русский язык. | Se brindan servicios de interpretación. | Có sẵn dịch vụ thông dịch.

P-16

8-22-16 4:59



PECO  
Customer Relations  
2301 Market Street, N5-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699

www.pECO.com

An Exelon Company

D. Hatchigian

Exhibit P17

01.06.2021

March 6, 2014

David Hatchigian  
7512 Brentwood Rd  
Philadelphia, PA 19151

Account Number: 84200-73247

Dear Mr. Hatchigian:

In response to the Informal Complaint (BCS #03323044) that was filed with the Bureau of Consumer Services on 3/4/14.

I attempted to contact you at 610-448-7267 but there was no answer. I left a message requesting a call back.

The request for an Underwriters Certificate of Inspection for the above property was made based on a Company policy, not a law, statute or section of our tariff. The Company requires an Underwriter Certificate of Inspection to protect the safety of our customers and their property before service is energized under the following conditions:

- Hazardous Condition
- Unsafe Condition
- Meter Removed
- Service is off 6 months or longer
- Judgment of the Company

Service for the above address was energized and a new service account was initiated for the tenant upon receipt of the Underwriters Certificate of Inspection.

If you have any additional questions or concerns, I can be reached at 215-841-4362.

This information will be provided to the Public Utility Commission. The Public Utility Commission will notify you of their decision.

Cordially,

Deborah Shinn  
Business Analyst

P-17  
Case ID: 160800065  
PLANTIFF EXHIBIT

D. Hatchigian

Exhibit P18

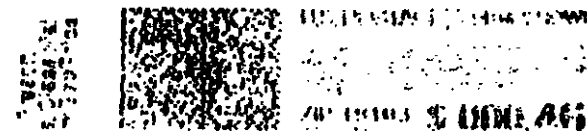
01.06.2021

exhibitster.com



An Exelon Company

PECO  
Customer Strategies & Support  
2303 Market Street, N5-1  
PO Box 8699  
Philadelphia, PA 19101-8699



06 45 MAILED AT 090 03-10-2015

David Hatchigian  
7512 Brentwood Rd  
Philadelphia, PA 19151

19151 19151



P-18

Case ID: 160800065

PI ANTIEE CVL

7-5-2017 2:49



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE



The following definitions apply when considering Customer Service and Billing Practices:

**Account Balance:** The amount of current service which has been properly billed in addition to any accrued arrearages.

**Delinquent Account:** Charges for utility service that have not been paid in full by the due date stated on the bill or otherwise agreed upon; provided that the account may not be deemed delinquent if: prior to the due date, a payment or settlement agreement with the utility has been entered into by the ratepayer, a timely filed notice of dispute is pending before the utility, or, an informal or formal complaint is timely filed with and is pending before the Commission.

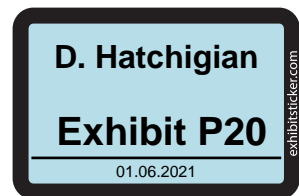
**Discontinuance of Service:** The cessation of service with the consent of the ratepayer.

**Payment Agreement:** A mutually satisfactory written agreement whereby a ratepayer or applicant who admits liability for billed service is permitted to amortize or pay the unpaid balance of the account in one or more payments over a reasonable period of time.

**Reasonable Period of Time:** The utility, through its employees, shall exercise good faith and fair judgment in attempting to enter a reasonable settlement or payment agreement or otherwise equitably to resolve the matter. Factors to be taken into account when attempting to enter into a reasonable settlement or payment agreement include the size of the unpaid balance, the ability of the ratepayer to pay, the payment history of the ratepayer and the length of time over which the bill accumulated.

**Termination of Service:** Cessation of service, whether temporary or permanent, without the consent of the ratepayer.

**Unauthorized use of utility service:** Unreasonable interference or diversion of service, including meter tampering (any act which affects the proper registration of service through a meter), by-passing (unmetered service that flows through a device connected between a service line and customer-owned facilities), and unauthorized service restoral.



P-20

PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Bureau of Consumer Services / Chapter 56 Information Sheet

**Standard Residential Service Termination Procedures  
(52 PA Code §56.91-.99)**

Chapter 56 of the Commission's regulations explains termination of service procedures for nonpayment of residential bills. The following is an outline of those procedures for standard residential service accounts:

1. **Ten (10) Days Prior to Service Termination**

Mail or deliver a written notice to the customer at least ten (10) days prior to the proposed date of termination (§56.91). (see Attachment A)

2. **Three (3) Days Prior to Service Termination**

Attempt to make personal contact, by telephone on two separate days at two different times of day or one time in person, at least three (3) days prior to the proposed termination date (§56.93). (see Attachment B)

3. **Day of Service Termination**

- a. Make personal contact on the date of termination with a responsible adult. If personal contact is made, the company may terminate service.
- b. If no personal contact is made, the company must leave another notice and wait forty-eight (48) hours before terminating service. After forty-eight (48) hours service termination is permitted (§56.94). (see Attachment C).
- c. When service is terminated, a post termination notice must be left at the affected dwelling (§56.95) (see Attachment D).

P-24

Other issues to remember are:

1. Terminations are prohibited on Friday, Saturday, Sunday, a bank holiday, a Commission holiday, or any day preceding a holiday described above (§56.82).
2. Companies must comply with the medical emergency provisions (§56.111-.118).
3. If the customer contacts the company to dispute either the bill or the specific reason for termination, the company is to make a diligent attempt to settle the dispute. The company is to explain its position if they cannot reach a mutually satisfactory conclusion.
4. In all cases, the customer has ten (10) days to appeal the company's decision to the Commission. The company must inform the customer of this right. This is called an appeal period and the company cannot take any action to terminate until after the appeal period. Chapter 56.141 - .181 further outlines the requirements for handling disputes.

Please read Subchapter F of Chapter 56 for further details on the termination process.

The following four pages are samples of the termination notices to be used in this process. The Bureau suggests that companies use similar formats.

That pursuant to 52 Pa. Code §1.96, this informal opinion is provided solely as an aid to you. It is not binding upon the Commonwealth or the Commission. Informal opinions are subject to withdrawal or change at any time to conform to new or different interpretations the law.

Attachment ADate, 2009

Date Notice Issued

**10-DAY SHUT OFF NOTICE**

Your bill for **\$XXX.xx** is overdue. Because your bill is overdue, we will shut off natural gas service to **Service address** on or after **Time a.m./p.m.** on **Date, 2009**.

To stop the shut off, you must do one (1) of the following at once:

1. Pay the total amount overdue.
2. Call **Company phone number** or visit **Company address** to make a payment, to let us know that you made a payment; or to dispute the overdue bill.
4. Call **Company phone number** if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice shown below.

**MEDICAL EMERGENCY NOTICE**

If someone living in your home is seriously ill, we will turn your natural gas service back on during this illness if you do two (2) things:

1. Have a doctor certify by phone or in writing to the Company that the illness exists and that the person will be in danger if you do not have natural gas service.

**AND**

2. Make arrangements to pay your overdue and current bills by calling the **Company Name at Company phone number**.

If we shut off your natural gas service, you may have to pay the following charges to have your natural gas service turned back on.

Overdue Amount	<b>\$XXX.xx</b>
Turn-on Charge	<b>\$ XX.xx</b>
Security Deposit	\$ _____
Total Amount Due	<b><u>\$XXX.xx</u></b>

If you have questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the Public Utility Commission by calling (800)-692-7380 toll free, or by writing to P. O. Box 3265, Harrisburg, PA 17105-3265. The Public Utility Commission will delay the shut off if you file the complaint before the shut off date.

Attachment BDate, 2009

Date Notice Issued

**3-DAY SHUT OFF NOTICE**

Your bill for **\$XXX.xx** is overdue. Because your bill is overdue, we will shut off natural gas service to **Service address** or after **Time a.m./p.m.** on **Date, 2009**.

To stop the shut off, you must do one (1) of the following at once:

1. Pay the total amount overdue.
2. Call **Company phone number** or visit **Company address** to make a payment, to let us know that you made a payment; or to dispute the overdue bill.
3. Call **Company phone number** if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice shown below.

**MEDICAL EMERGENCY NOTICE**

If someone living in your home is seriously ill, we will turn your natural gas service back on during this illness if you do two (2) things:

1. Have a doctor certify by phone or in writing to the Company that the illness exists and that the person will be in danger if you do not have natural gas service.

**AND**

2. Make arrangements to pay your overdue and current bills by calling **Company name at Company phone number**.

If we shut off your natural gas service, you may have to pay the following charges to have your natural gas service turned back on.

Overdue Amount	<b>\$XXX.xx</b>
Turn-on Charge	<b>\$ XX.xx</b>
Security Deposit	<b>\$ _____</b>
Total Amount Due	<b><u>\$XXX.xx</u></b>

If you have questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the Public Utility Commission by calling (800)-692-7380 toll free, or by writing to P. O. Box 3265, Harrisburg, PA 17105-3265. The Public Utility Commission will delay the shut off if you file the complaint before the shut off date.

P-24

Case ID: 160800065

Attachment CDate, 2009

Date Notice Issued

**48-HOUR SHUT OFF NOTICE**

Your bill for **\$XXX.xx** is overdue. Because your bill is overdue, we will shut off natural gas service to **Service address** on or after **Time a.m./p.m.** on **Date, 2009**

To stop the shut off, you must do one (1) of the following at once:

1. Pay the total amount overdue.
2. Call **Company phone number** or visit **Company address** to make a payment, to let us know that you made a payment; or to dispute the overdue bill.
3. Call **Company phone number** if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice shown below.

**MEDICAL EMERGENCY NOTICE**

If someone living in your home is seriously ill, we will turn your natural gas service back on during this illness if you do two (2) things:

1. Have a doctor certify by phone or in writing to the Company that the illness exists and that the person will be in danger if you do not have natural gas service.

**AND**

2. Make arrangements to pay your overdue and current bills by calling **Company name at Company phone number.**

If we shut off your natural gas service, you may have to pay the following charges to have your natural gas service turned back on.

Overdue Amount	<b>\$XXX.xx</b>
Turn-on Charge	<b>\$ XX.xx</b>
Security Deposit	
Total Amount Due	<b><u>\$XXX.xx</u></b>

If you have questions or need more information, please call us. If you are not satisfied after you talk to us, you may file a complaint with the Public Utility Commission by calling (800)-692-7380 toll free, or by writing to P. O. Box 3265, Harrisburg, PA 17105-3265. The Public Utility Commission will delay the shut off if you file the complaint before the shut off date.

P25