

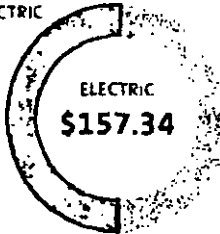
Name: **EILEEN WALDEN**
Account Number: **91635-15016**
Phone Number: **215-630-2835**
Service Address: **1838 Cobden Rd, Laverock**

Emergency and Repair

800-841-4141

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

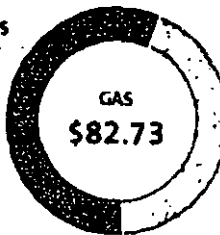
PECO ELECTRIC DELIVERY



TAXES & FEES

Constellation NewEnergy
1221 Lamar St. Suite 750
Houston TX 77010
855-465-1244

PECO GAS DELIVERY



TAXES & FEES

GAS SUPPLY
PECO
2301 Market Street
Philadelphia, PA 19103
800-494-4000

*PO 157.34
EST ACT 90.07
67.27 n pd*

Billing Summary

Bill Date **11/17/2017**
Thank you for your payment of \$76.09 on 11/03/2017

Current Period Charges

Electric	\$157.34
Gas	\$82.73
Total New Charges	\$240.07
Total Amount Due on 12/11/2017	\$240.07

General Information

Next scheduled meter reading: 12/21/2017

1-800-494-4000

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service

Customer Self Service - Manage Your Account 24/7
Start, stop and move your service

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Online: peco.com

In Person: 2301 Market St., Philadelphia, PA 19103

By Phone: 1-800-494-4000

Return only this portion with your check made payable to PECO. Please write your account number on your check.



An Exelon Company
2301 Market Street
Philadelphia, PA 19103-1380

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0103211 01 AV 0 370 **AUTO TT 0 8771 13038-722038 -C30-B1-P03214-112 4



EILEEN WALDEN
1838 COBDEN RD
LAVEROCK, PA 19038-7220

- Enroll in Automatic Payment. Complete form on reverse side.
- Pledge a donation to MEAF. Complete form on reverse side.

Account # **91635-15016** **877-432-9384**

Pay by phone, a convenience fee will apply (\$2.35 fee)

Please pay this amount by **12/11/2017** **\$240.07**

Payment Amount \$



PECO - Payment Processing
PO Box 37629
Philadelphia, PA 19101-0629

916351501601002400773450240078

EXHIBIT
Complainant
1

Complainant
Exh. 1

8771-30-0 10321 1-0001-0008786

Account Number: 91635-15016

Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
10/18-11/16	123447098	General Service	Tot kWh	25008 Actual	26088 Actual	1,080	1	1,080
10/18-11/16	020466425	General Service	Total Ccf	1597 Actual	1692 Actual	95	1	95

Total kWh Used: 1,080
Total Ccf Used: 95

Electric Residential Service

Nearly double last yr

Service Period 10/18/2017 to 11/16/2017 - 29 days

PECO ELECTRIC DELIVERY	\$79.71
Customer Charge	8.45
Distribution Charges	1,080 kWh X 0.06598 = 71.26
ELECTRIC SUPPLY	\$77.65

1,080 kWh X 0.06598
592



Constellation

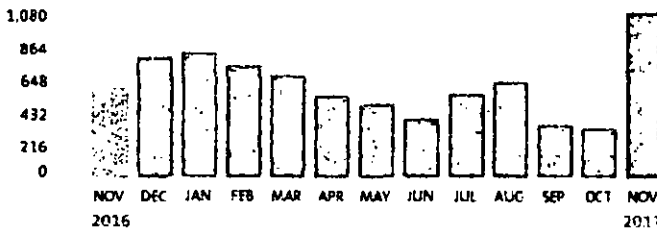
Constellation NewEnergy Charges (855-465-1244)

GENERATION AND TRANSMISSION CHARGES 1080 KH @ \$0.0718981 / KH	77.65
TAXES & FEES	-\$0.02
State Tax Adjustment	-0.02

Total Current Charges *92.60 US* \$157.34

Your Usage Profile
ANNUAL ELECTRIC USAGE

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Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,080	37.2	29	54
Last Month	330	11.4	29	70
Last Year	592	20.4	29	55
Avg kWh per Month	613			
Total Annual kWh Usage	7,364			

Message Center

From PECO:

New charges contain estimated total state taxes of \$6.81, including \$9.28 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0713 per kWh. This may change in March, June, September and December. For more information and supplier offers visit PAPowerSwitch.com and oca.state.pa.us.

Your gas price to compare for your rate class is \$0.3858 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit PaGasSwitch.com and oca.state.pa.us.

Shopping Information Box

When shopping for a competitive electric/natural gas supplier, please provide the following:

Account Number: 91635-15016
Electric Rate: Electric Residential Service
Gas Rate: Gas Residential Heating Service

If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.

11/18/16
55 (29D)

Gas Residential Heating Service

1/5 more than last yr.

Service Period 10/18/2017 to 11/16/2017 - 29 days

PECO GAS DELIVERY	\$46.56
Customer Charge	11.75
Distribution Charges	95 Ccf X 0.35001 = 33.25
Balancing Service Charges	95 Ccf X 0.01639 = 1.56
GAS SUPPLY	\$36.65
Natural Gas Supply Charges	95 Ccf X 0.36588 = 34.76
Gas Cost Adjustment Charges	95 Ccf X 0.01987 = 1.89

60 CCF



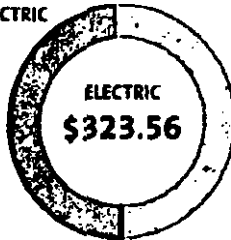
Name: **EILEEN WALDEN**
 Account Number: **91635-15016**
 Phone Number: **215-630-2835**
 Service Address: **1838 Cobden Rd, Laverock**

Emergency and Repair

1-800-841-4141

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

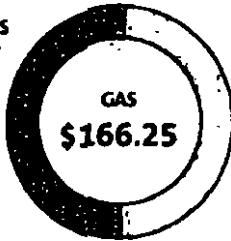
PECO ELECTRIC DELIVERY



TAXES & FEES

ELECTRIC SUPPLY
 Constellation NewEnergy
 1221 Lamar St. Suite 750
 Houston TX 77010
 855-465-1244

PECO GAS DELIVERY



TAXES & FEES

GAS SUPPLY
 PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date **12/21/2017**
 Thank you for your payment of \$240.07 on 12/04/2017

Current Period Charges

Electric	\$323.56
Gas	\$166.25
Total New Charges	\$489.81

Total Amount Due on 01/12/2018 \$489.81

General Information

Next scheduled meter reading: 01/25/2018

1-800-494-4000

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al número 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service

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Online: peco.com

In Person: 2301 Market St., Philadelphia, PA 19103

By Phone: 1-800-494-4000

Return only this portion with your check made payable to PECO. Please write your account number on your check.



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Go paperless: receive and pay your bill online.

Enroll in Automatic Payment. Complete form on reverse side.

Pledge a donation to MEAF. Complete form on reverse side.

Account # **91635-15016**

877-432-9384

Pay by phone, a convenience fee will apply (\$2.35 fee)

Please pay this amount by
01/12/2018

\$489.81

Payment Amount \$

0106545 01 AB 0 400 ALUTO T3 0 8793 19038-722038 -C30-B1-P06551-1123 56



EILEEN WALDEN
 1838 COBDEN RD
 LAVEROCK, PA 19038-7220



PECO - Payment Processing
 PO Box 37529
 Philadelphia, PA 19101-0629

916351501601004898180120489819

8793-30-01065-45-0001-00007153

Account Number: 91635-15016

Meter Information


Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
11/16-12/20	123447098	General Service	Tot kWh	26088 Actual	28375 Actual	2,287	1	2,287
11/16-12/20	020466425	General Service	Total Ccf	1692 Actual	1900 Actual	208	1	208

Total kWh Used: 2,287
Total Ccf Used: 208



Electric Residential Service

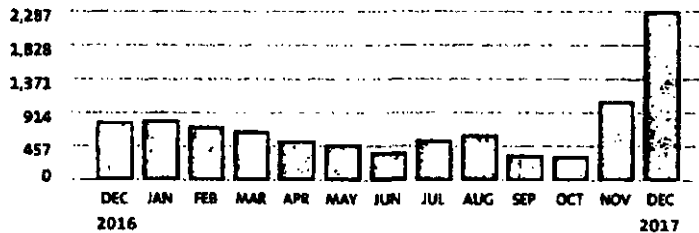
Service Period 11/16/2017 to 12/20/2017 - 34 days

PECO ELECTRIC DELIVERY	\$159.16
Customer Charge	8.45
Distribution Charges	2,287 kWh X 0.06590 = 150.71
ELECTRIC SUPPLY	\$164.43
 Constellation. An Exelon Company	
Constellation NewEnergy Charges (855-465-1244)	
GENERATION AND TRANSMISSION CHARGES 2287 KH @ \$0.0718977 / KH	164.43
TAXES & FEES	-50.03
State Tax Adjustment	-0.03

Total Current Charges \$323.56

Your Usage Profile
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Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	2,287	67.3	34	43
Last Month	1,080	37.2	29	54
Last Year	792	24.0	33	42
Avg kWh per Month	738			
Total Annual kWh Usage	8,859			

Message Center

From PECO:

New charges contain estimated total state taxes of \$13.61, including \$19.09 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0722 per kWh. This may change in March, June, September and December. For more information and supplier offers visit PAPowerSwitch.com and oca.state.pa.us.

Your gas price to compare for your rate class is \$0.3991 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit PaGasSwitch.com and oca.state.pa.us.

Shopping Information Box

When shopping for a competitive electric/natural gas supplier, please provide the following:

Account Number: 91635-15016
Electric Rate: Electric Residential Service
Gas Rate: Gas Residential Heating Service

If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.



Gas Residential Heating Service

Service Period 11/16/2017 to 12/20/2017 - 34 days

PECO GAS DELIVERY	\$85.35
Customer Charge	11.75
Distribution Charges	208 Ccf X 0.34615 = 72.00
Balancing Service Charges	208 Ccf X 0.00767 = 1.60
GAS SUPPLY	\$81.87
Natural Gas Supply Charges	208 Ccf X 0.37861 = 78.75
Gas Cost Adjustment Charges	208 Ccf X 0.01501 = 3.12



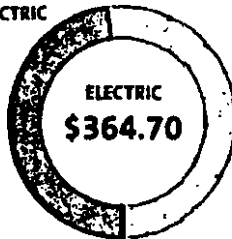
Name: **EILEEN WALDEN**
 Account Number: **91635-15016**
 Phone Number: **215-630-2835**
 Service Address: **1838 Cobden Rd, Laverock**

Emergency and Repair

800-841-4141

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

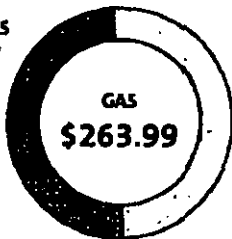
PECO ELECTRIC DELIVERY



TAXES & FEES

ELECTRIC SUPPLY
 Constellation NewEnergy
 1221 Lamar St Suite 750
 Houston TX 77010
 855-465-1244

PECO GAS DELIVERY



TAXES & FEES

GAS SUPPLY
 PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date: **01/24/2018**
 Thank you for your payment of \$489.81 on 01/08/2018

Current Period Charges

Electric	\$364.70
Gas	\$263.99
Total New Charges	\$628.69

Total Amount Due on 02/15/2018: \$628.69

General Information

Next scheduled meter reading: **02/23/2018**

1-800-494-4000

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service

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Online: peco.com

In Person: 2301 Market St., Philadelphia, PA 19103

By Phone: 1-800-494-4000

Return only this portion with your check made payable to PECO. Please write your account number on your check.



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Go paperless: receive and pay your bill online.

- Enroll in Automatic Payment. Complete form on reverse side.
- Pledge a donation to MEAF. Complete form on reverse side.

Account # **91635-15016** **877-432-9384**
Pay by phone, a convenience fee will apply (\$2.35 fee)

Please pay this amount by **02/15/2018** **\$628.69**

Payment Amount	\$			
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0103389 01 AV 0.375 **ALITO T7 0 8716 18038-722038 -C30-B1-P03402-112 4 8



EILEEN WALDEN
 1838 COBDEN RD
 LAVEROCK, PA 19038-7220



PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

916351501601006286980460628693

8716-30-0103389-0001-0009237

Account Number: 91635-15016

Meter Information


Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
12/20-01/23	123447098	General Service	Tot kWh	28375 Actual	30989 Actual	2,614	1	2,614
12/20-01/23	020466425	General Service	Total Ccf	1900 Actual	2241 Actual	341	1	341

Total kWh Used: 2,614
Total Ccf Used: 341



Electric Residential Service

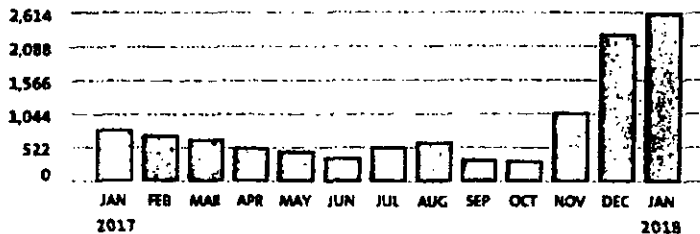
Service Period 12/20/2017 to 01/23/2018 - 34 days

PECO ELECTRIC DELIVERY	\$176.77
Customer Charge	8.45
Distribution Charges	2,614 kWh X 0.06439 = 168.32
ELECTRIC SUPPLY	\$187.95
 Constellation. An Exelon Company	
Constellation NewEnergy Charges (855-465-1244)	
GENERATION AND TRANSMISSION CHARGES 2614 KH @ \$0.719013 / KH	187.95
TAXES & FEES	-\$0.02
State Tax Adjustment	-0.02

Total Current Charges \$364.70

Your Usage Profile
ANNUAL ELECTRIC USAGE

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Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	2,614	76.9	34	31
Last Month	2,287	67.3	34	43
Last Year	819	23.4	35	39

Avg kWh per Month: 887
Total Annual kWh Usage: 10,654



Gas Residential Heating Service

Service Period 12/20/2017 to 01/23/2018 - 34 days

PECO GAS DELIVERY	\$129.40
Customer Charge	11.75
Distribution Charges	341 Ccf X 0.34345 = 117.12
Balancing Service Charges	341 Ccf X 0.00156 = 0.53
GAS SUPPLY	\$136.10
Natural Gas Supply Charges	341 Ccf X 0.38752 = 132.14
Gas Cost Adjustment Charges	341 Ccf X 0.01161 = 3.96

Message Center

From PECO:
New charges contain estimated total state taxes of \$13.86, including \$21.52 for State Gross Receipts Tax.
Your estimated electric price to compare is \$0.0722 per kWh. This may change in March, June, September and December. For more information and supplier offers, visit PAPowerSwitch.com and oca.state.pa.us.
Your gas price to compare for your rate class is \$0.3991 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit PaGasSwitch.com and oca.state.pa.us.

Shopping Information Box

When shopping for a competitive electric/natural gas supplier, please provide the following:

Account Number: 91635-15016
Electric Rate: Electric Residential Service
Gas Rate: Gas Residential Heating Service

If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.

8716-30-0103398-0001-00060238

Rec'd
3/24/18



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Page 1 of 3

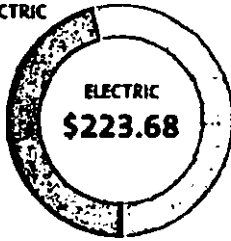
Name: EILEEN WALDEN
Account Number: 91635-15016
Phone Number: 215-630-2835
Service Address: 1838 Cobden Rd, Laverock

Emergency and Repair

800-841-4141

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

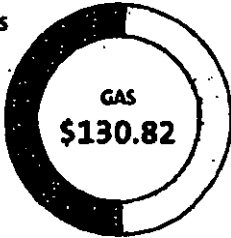
PECO ELECTRIC DELIVERY



TAXES & FEES

ELECTRIC SUPPLY
Constellation NewEnergy
1221 Lamar St. Suite 750
Houston TX 77010
855-465-1244

PECO GAS DELIVERY



TAXES & FEES

GAS SUPPLY
PECO
2301 Market Street
Philadelphia, PA 19103
800-494-4000

Billing Summary

Bill Date: 02/22/2018
Thank you for your payment of \$263.99 on 02/06/2018
Charges from previous bill: \$159.79
Late payment charge: \$2.40
Total Other Charges: \$162.19

Current Period Charges

Electric: \$223.68
Gas: \$130.82
Total New Charges: \$354.50

Total Amount Due on 03/16/2018: \$516.69

General Information

Next scheduled meter reading: 03/16/2018

1-800-494-4000

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service

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Online: peco.com

In Person: 2301 Market St., Philadelphia, PA 19103

By Phone: 1-800-494-4000

Return only this portion with your check made payable to PECO. Please write your account number on your check.



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2301 Market Street
Philadelphia, PA 19103-1380

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Go paperless: receive and pay your bill online.

Enroll in Automatic Payment. Complete form on reverse side.

Pledge a donation to MEAF. Complete form on reverse side.

Account # 91635-15016

877-432-9384

Pay by phone, a convenience fee will apply (\$2.35 fee)

Please pay this amount by
03/16/2018

\$516.69

Payment Amount: \$

0103296 01 AV 0.375 **ALUTO T6 0 8737 19038-722038 -C30-B1-P03299-1123 5



EILEEN WALDEN
1838 COBDEN RD
LAVEROCK, PA 19038-7220



PECO - Payment Processing
PO Box 37629
Philadelphia, PA 19101-0629

916351501601005166980750516696

8737-30-0103296-0001-0000337



Account Number: 91635-15016

Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
01/23-02/21	123447098	General Service	Tot kWh	30989 Actual	32489 Actual	1,500	1	1,500
01/23-02/21	020466425	General Service	Total Ccf	2241 Actual	2402 Actual	161	1	161

Total kWh Used: 1,500
Total Ccf Used: 161



Electric Residential Service

Service Period 01/23/2018 to 02/21/2018 - 29 days

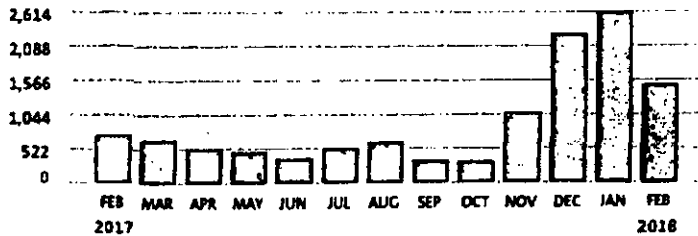
PECO ELECTRIC DELIVERY	\$103.84
Customer Charge	8.45
Distribution Charges	1,500 kWh X 0.06359 = 95.39
ELECTRIC SUPPLY	\$119.85
Constellation. An Exelon Company	
Constellation NewEnergy Charges (855-465-1244)	
Fixed Price Transactions	119.85
TAXES & FEES	-0.01
State Tax Adjustment	-0.01
Total Current Charges	\$223.68

Message Center

From PECO:
New charges contain estimated total state taxes of \$8.07, including \$13.20 for State Gross Receipts Tax.
Your estimated electric price to compare is \$0.0722 per kWh. This may change in March, June, September and December. For more information and supplier offers visit PaPowerSwitch.com and oca.state.pa.us.
Your gas price to compare for your rate class is \$0.3991 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit PaGasSwitch.com and oca.state.pa.us.

Your Usage Profile
ANNUAL ELECTRIC USAGE

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Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,500	51.7	29	40
Last Month	2,614	76.9	34	31
Last Year	737	25.4	29	40
Avg kWh per Month		951		
Total Annual kWh Usage		11,417		

Shopping Information Box

When shopping for a competitive electric/natural gas supplier, please provide the following:

Account Number: 91635-15016
Electric Rate: Electric Residential Service
Gas Rate: Gas Residential Heating Service

If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.



Gas Residential Heating Service

Service Period 01/23/2018 to 02/21/2018 - 29 days

PECO GAS DELIVERY	\$67.30
Customer Charge	11.75
Distribution Charges	161 Ccf X 0.34345 = 55.30
Balancing Service Charges	161 Ccf X 0.00156 = 0.25
GAS SUPPLY	\$64.26
Natural Gas Supply Charges	161 Ccf X 0.38752 = 62.39
Gas Cost Adjustment Charges	161 Ccf X 0.01161 = 1.87

Online: peco.com

In Person: 2301 Market St., Philadelphia, PA 19103

By Phone: 1-800-494-4000

8737-30-0102286-0001-00000008



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Page 1 of 3

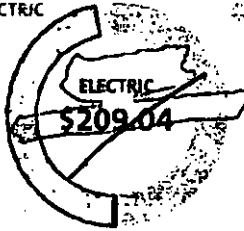
Name: **EILEEN WALDEN**
Account Number: **91635-15016**
Phone Number: **215-630-2835**
Service Address: **1838 Cobden Rd, Laverock**

***Emergency and Repair**

800-841-4141

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

PECO ELECTRIC DELIVERY

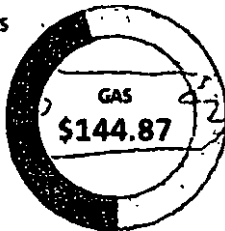


TAXES & FEES

Constellation NewEnergy
1221 Lamar St. Suite 750
Houston TX 77010
855-465-1244

Handwritten: 94.53
(67.04)
27.49

PECO GAS DELIVERY



TAXES & FEES

GAS SUPPLY

PECO
2301 Market Street
Philadelphia, PA 19103
800-494-4000

Handwritten: 144.87
27.49
172.36 ✓

Billing Summary

Bill Date: **03/26/2018**

Thank you for your payment of \$130.82 on 03/16/2018
Charges from previous bill: **\$383.47**
Late payment charge: **\$8.15**
Total Other Charges: **\$391.62**

Current Period Charges

Electric: **\$209.04**
Gas: **\$144.87**
Total New Charges: **\$353.91**

Total Amount Due on 04/17/2018: **\$745.53**

General Information

Next scheduled meter reading: **04/24/2018**

1-800-494-4000

If you have any questions or concerns, please call: 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service
Customer Self Service - Manage Your Account 24/7
Start, stop and move your service

Handwritten: PD 04/06
PD 04/06

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JUL - 5 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Online: **peco.com**

In Person: **2301 Market St., Philadelphia, PA 19103**

By Phone: **1-800-494-4000**

Return only this portion with your check made payable to PECO. Please write your account number on your check.



An Exelon Company
2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

Go paperless: receive and pay your bill online.

0107709 01 AB 0 405 **AUTO T3 0 8759 19038-722038 -C30-B1-P07716-11 34 6 8



EILEEN WALDEN
1838 COBDEN RD
LAVEROCK, PA 19038-7220



PECO - Payment Processing
PO Box 37629
Philadelphia, PA 19101-0629

- Enroll in Automatic Payment. Complete form on reverse side.
- Pledge a donation to MEAF. Complete form on reverse side.

Account # **91635-15016** **877-432-9384**

Pay by phone, a convenience fee will apply (\$2.35 fee)

Please pay this amount by **04/17/2018** **\$745.53**

Payment Amount \$

916351501601007455381070745535

8759-30-0107709-0001-0010509



Account Number: 91635-15016

Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
02/21-03/23	123447098	General Service	Tot kWh	32489 Actual	33887 Actual	1,398	1	1,398
02/21-03/23	020466425	General Service	Total Ccf	2402 Actual	2558 Actual	156	1	156

Total kWh Used: 1,398
Total Ccf Used: 156



Electric Residential Service

Service Period 02/21/2018 to 03/23/2018 - 30 days

PECO ELECTRIC DELIVERY		\$97.35
Customer Charge		8.45
Distribution Charges	1,398 kWh X 0.06359	88.90
ELECTRIC SUPPLY	600 X 38.15	\$211.70



Constellation

Constellation NewEnergy Charges (855-465-1244)		47.94
Fixed Price Transactions	0.0799 X 39	(.01)
TAXES & FEES		-0.01
State Tax Adjustment		94.53
Total Current Charges		\$209.04

Message Center

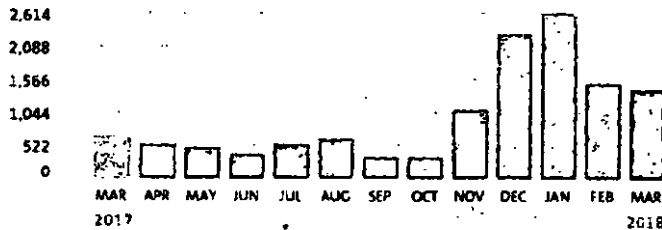
From PECO:

New Charges contain estimated total state taxes of \$7.63, including \$12.33 for State Gross Receipts Tax.

Your estimated electric price to compare is \$0.0710 per kWh. This may change in March, June, September and December. For more information and supplier offers visit PAPowerSwitch.com and oca.state.pa.us.

Your gas price to compare for your rate class is \$0.5485 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit PaGasSwitch.com and oca.state.pa.us.

Your Usage Profile
ANNUAL ELECTRIC USAGE



peco.com/smartideas
Save energy and money

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,398	46.6	30	40
Last Month	1,500	51.7	29	40
Last Year	672	23.2	29	43

Avg kWh per Month: 1,011
Total Annual kWh Usage: 12,143

Shopping Information Box

When shopping for a competitive electric/natural gas supplier, please provide the following:

Account Number: 91635-15016
Electric Rate: Electric Residential Service
Gas Rate: Gas Residential Heating Service

If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.



Gas Residential Heating Service

Service Period 02/21/2018 to 03/23/2018 - 30 days

PECO GAS DELIVERY		\$65.57
Customer Charge		11.75
Distribution Charges	156 Ccf X 0.34345	53.58
Balancing Service Charges	156 Ccf X 0.00155	0.24
GAS SUPPLY		\$80.12
Natural Gas Supply Charges	156 Ccf X 0.48482	75.63
Gas Cost Adjustment Charges	156 Ccf X 0.02878	4.49



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An Exelon Company
Page 1 of 3

JUL 5 2019

PA PUBLIC UTILITY COMMISSION

Name: EILEEN WALDEN SECRETARY'S BUREAU Emergency and Repair

Account Number: 91635-15016

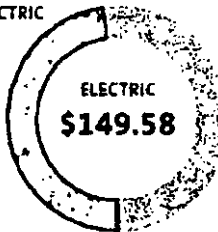
Phone Number: 215-630-2835

Service Address: 1838 Cobden Rd, Laverock

800-841-4141

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

PECO ELECTRIC DELIVERY

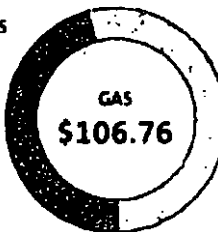


TAXES & FEES

Constellation NewEnergy
1221 Lamar St. Suite 750
Houston TX 77010
855-465-1244

490 kwatt overage
149.58 - 70.31
79.27

PECO GAS DELIVERY



TAXES & FEES

GAS SUPPLY
PECO
2301 Market Street
Philadelphia, PA 19103
800-494-4000

106.76
79.27
T = \$186.03
PO 05/02
RD 05/03

Billing Summary

Bill Date	04/23/2018
Thank you for your payment of \$172.36 on 04/06/2018	
Charges from previous bill	\$567.42
Late payment charge	\$5.75
Total Other Charges	\$573.17
Current Period Charges	
Electric	\$149.58
Gas	\$106.76
Total New Charges	\$256.34
Total Amount Due on 05/15/2018	\$829.51

General Information

Next scheduled meter reading: 05/23/2018

1-800-494-4000

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al número 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service

Customer Self Service - Manage Your Account 24/7
Start, stop and move your service

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Online: peco.com

In Person: 2301 Market St., Philadelphia, PA 19103

By Phone: 1-800-494-4000

Return only this portion with your check made payable to PECO. Please write your account number on your check



An Exelon Company
2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

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0103739 01 AV 0 375 **AUTO T7 0 8779 19038-722038 -C30-B1-P03742-1123



EILEEN WALDEN
1838 COBDEN RD
LAVEROCK, PA 19038-7220



- Enroll in Automatic Payment. Complete form on reverse side.
- Pledge a donation to MEAF. Complete form on reverse side.

Account # 91635-15016 877-432-9384
Pay by phone, a convenience fee will apply (\$2.35 fee)

Please pay this amount by 05/15/2018 \$829.51

Payment Amount \$



PECO - Payment Processing
PO Box 37629
Philadelphia, PA 19101-0629

916351501601008295181350829518

8779-30-0103739-0081-0010190

Account Number: 91635-15016

Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
03/23-04/20	123447098	General Service	Tot kWh	33887 Actual	34868 Actual	981	1	981
03/23-04/20	020466425	General Service	Total Ccf	2558 Actual	2665 Actual	107	1	107

Total kWh Used: 981
Total Ccf Used: 107



Electric Residential Service

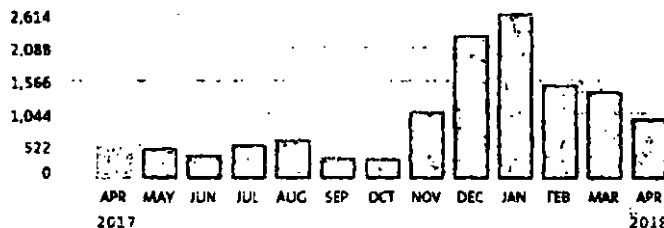
Service Period 03/23/2018 to 04/20/2018 - 28 days

PECO ELECTRIC DELIVERY		\$71.21
Customer Charge		8.45
Distribution Charges	981 kWh X 0.06359	62.38
Distribution System Improvement Charge	491×31.22	0.38
ELECTRIC SUPPLY		\$78.35
Constellation. <small>An Exelon Company</small>		
Constellation NewEnergy Charges (855-465-1244)		
Fixed Price Transactions	$0.0799 \times 491 = 39.23$	78.38
TAXES & FEES		\$0.01
State Tax Adjustment		-0.01

Total Current Charges $T = 79.27$ ✓ \$149.58

Your Usage Profile
ANNUAL ELECTRIC USAGE

peco.com/smartideas
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	981	35.0	28	47
Last Month	1,398	46.6	30	40
Last Year	541	18.7	29	55

Avg kWh per Month: 1,048
Total Annual kWh Usage: 12,583

Message Center

From PECO:
New charges contain estimated total state taxes of \$5.57, including \$8.82 for State Gross Receipts Tax.
Your estimated electric price to compare is \$0.0710 per kWh. This may change in March, June, September and December. For more information and supplier offers visit PAPowerSwitch.com and oca.state.pa.us.
Your gas price to compare for your rate class is \$0.5485 per Ccf. This may change in March, June, September and December. For more information on how to shop for natural gas visit PaGasSwitch.com and oca.state.pa.us.

Shopping Information Box

When shopping for a competitive electric/natural gas supplier, please provide the following:
Account Number: 91635-15016
Electric Rate: Electric Residential Service
Gas Rate: Gas Residential Heating Service
If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.



Gas Residential Heating Service

Service Period 03/23/2018 to 04/20/2018 - 28 days

PECO GAS DELIVERY		\$48.67
Customer Charge		11.75
Distribution Charges	107 Ccf X 0.34345	36.75
Balancing Service Charges	107 Ccf X 0.00155	0.17
GAS SUPPLY		\$58.69
Natural Gas Supply Charges	107 Ccf X 0.51444	55.05
Gas Cost Adjustment Charges	107 Ccf X 0.03401	3.64



October 13, 2019

PRIORITY MAIL

Shawane Lee, Esquire
Exelon Business Services
Legal Department
2301 Market Street/S23-1
Philadelphia, PA 19103-8699

RE: Eileen Walden v. PECO Energy Company
PUC Docket No. F-2019-3011507
Answer of Respondent

Dear Shawane Lee:

Herewith enclosed is Complainant's response concerning the referenced matter.

Thank you for your cooperation,



Eileen Walden
Complainant
1838 Cobden Road
Laverock, PA 19038

cc: Admin Law Judge Marta Guhl, w/encl
Griesing Law LLC – Edward Fisher, Angela Lorenz, w/encl
Secretary, PA Public Utility Commission, w/encl

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SECRETARY'S BUREAU

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OCT 21 2019

PUBLIC UTILITY COMMISSION
PHILADELPHIA OFFICE
ADMINISTRATIVE LAW JUDGE



Complainant
Exh. 2

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

EILEEN WALDEN	:	
Complainant	:	
	:	
v.	:	DOCKET NO. F-2019-3011507
	:	
PECO ENERGY COMPANY	:	
Respondent	:	
	:	

COMPLAINANT RESPONDS

Respondent remains steadfast in its refusal to address the critical issue in complaint. It has successfully forestalled answering the questions that would end debate for nearly two years and counting. Despite its expertise and sophisticated technology, Respondent uses a load test to evaluate the accuracy of its smart meter with which it communicates and which displays a calculated result without explaining or evidencing the tests validity. Respondent's Answer to Complainant's amended complaint evidences a continuation of the same approach of evasion and outright denial. Complainant herein addresses the mistated facts and denial of evidence on the record contained therein.

- 1) Respondent's blanket denial of "...all material allegations of fact...in the instant complaint" "unless admitted" contradicts by result its receipt of complainant's letter and the Notice of Formal Dispute cited in complaint at paragraphs 5 and 6 respectively.

The Feb 06, 2018 letter challenged PECO's Utility Report's finding issued on Jan 29 because it did not disclose the method by which the cited load test established the meter's accuracy of the electrical power used or how the load test conducted with a stopwatch and manually calculated validated the internal calculation of energy units necessary for kWh conversion. According to PECO's billing statement, a Meter Multiplier is a "value that is applied to energy units to convert data from the meter into actual energy usage (kWh/Ccf)." The meter displays the result of that calculation in kWhs. The question of whether PECO's security had been breached was also raised. The letter informed PECO of complainant's intent to submit a Formal Dispute because the sudden and unexplained spike in kWh readings was not resolved but ongoing. PECO neither responded nor made any attempt to address. See copy of Feb 06 letter attached as Exhibit A.

The Notice of Formal Dispute dated Mar 11, 2018 was sent by certified mail on Mar 14 and again by certified mail on Mar 29, 2018. It was also included in the filing of an informal complaint with the PUC's Bureau of Consumer Services, "BCS". The notice addressed the matters in contention as asserted in the Feb 06 letter and requested information regarding the meter's manufacturer, multiplier, and test methodology. Complainant contended that "[t]he amount by which the kWhs increased alone would require a significant increase in frequency of use in a single person household as well as changes in electrical connections by way of additions sufficient to sustain the levels reported. The fact that no such changes happened leaves the accuracy of the meter suspect." Respondent has not explained why or how its smart meter suddenly spiked in the instant case although it is responsible for knowing and obligated to address. PECO did not deny its receipt of the Formal Dispute before or during BCS's investigation. See copy of Formal Dispute attached as Exhibit B.

PECO's policy states in part that an expressed dissatisfaction or disagreement with the utility company's response becomes a dispute when the utility company is notified that "the matter is not resolved" "in writing or by phone."

"The Company must respond to your dispute within 30 days...and must provide...all the information necessary for you to make a decision on whether you need to proceed further with the matter...includ[ing] informing you of all related company rules (tariffs)".
PECO's How To Contact Us Guide, Pg 22.

PECO did not respond in violation of its own stated policy.

2) Respondent's assertion that "...Complainant declined an appliance analysis..." is wrong by omission. Permission was given for the visual inspection requested and conducted. An appliance analysis is not an analysis per se but rather an inventory. That is, a visual inspection according to the PECO technician who conducted said inspection on Jan 23, 2018. The appliances, devices visually inspected verified to Respondent that complainant's only major consumer of power in use during the fall/winter season is a gas powered furnace, not electric. An account of that inspection is detailed in the Formal Dispute filed with PECO, Exhibit B, and was not then refuted or its receipt denied until now.

3) Respondent's Utility Reports are not customer friendly for lack of definition and explanation. Although the test is identified, what it is, what it does, how it does it are not disclosed. Critical to the matters in complaint is how a load test establishes the accuracy of a smart meter that communicated with Respondent's system and registers a calculated result. Respondent provides no evidence or explanation evidencing the result asserted obtained for either test except its word that it is accurate.

Regarding the Apr 13th visit, Respondent asserts that “[a]n additional meter reading was obtained, which verified the accuracy of the last billed meter reading.” Respondent’s Utility Report issued on July 2, 2018 does not so evidence. Respondent further asserts that “[t]he technician determined the Complainant has been properly billed for her usage.” The technician made no determination about billings according to Respondent’s Utility Report. See copy attached as Exhibit C.

Of note, the citing of complainant’s 1500 watt space heater by both Utility Reports without disclosing relevance provoked confusion for complainant because the space heater is not the complainant’s primary source of heat, has been used consistently for over a decade and, the kWh equivalent is minimal--1,494 watts equates to 1.5 kWhs and 1,080 watts equates to 1.08 kWh. Respondent’s technological capability includes communicating directly with its smart meter. That capability notwithstanding, Respondent chose to schedule field visits to conduct load tests to determine whether its smart meter with which it communicates is accurate.

4) Regarding Respondent’s assertion about BCS’s decision, Complainant considers that decision in favor of Respondent did not, does not, validate either the test results obtained or the method used to obtain them. Based on the recitation of facts presented in its decision, BCS accepted Respondent’s results without regard to its validity or verifiability because Respondent said the meter was accurate and did not exceed limitations proscribed under Title 52 Pa C.S.

@57.20(c). As such, the BCS decision did not settle or otherwise address:

Whether Respondent exercised due diligence in addressing Complainant’s multiple alerts of false readings?

Whether the tests conducted by Respondent accurately assessed the performance and output of its smart meter?

Whether a smart meter that displays widely divergent readings for the same electrical connections and their use, so divergent as to create an 'anomalous event', is credible?

Whether reality, the actual electrical connections and usage borne out by repetition over time overcomes a load test that conflicts?

5) Regarding Respondent's summation that "...Complainant's bills are correct,"

Complainant contends in the absence of any information /explanation providing otherwise, that Respondent's load tests are not sufficient to establish the accuracy of its billings in the instant case. Because Respondent's tests do not evidence investigation or examination of the calculation of energy units necessary for kWh conversion and Respondent does not contend otherwise, 'load testing' the accuracy of a smart meter whose reading depends on that calculation must be found incomplete without. There's been no discussion of Respondent's ability to send commands to its smart meter and whether any erroneous command or system glitch occurred that explains the false readings complainant's meter commenced to display in late Nov 2017.

Stunning is the allegation by result that a smart meter that registers widely divergent readings for the same electrical connections, same usage, same weather conditions is accurate. Respondent fails to explain how a smart meter that registers 737 kWhs in Feb 2016 can register 1500 kWhs in Feb 2017 for relatively the same usage, same electrical connections, same weather conditions can be accurate. This divergence was repeated for six consecutive billing cycles with no change in circumstance respecting electrical connections or their use to support. The surge began in Nov 2017 with a report of 1080 kWhs as compared to 592 in Nov 2016. The surge peaked in Jan 2018 with a report of 2614 kWhs as compared to 819 in Jan 2017. The smart meter reverted to near normal readings based on Respondent's billing statement for May 2018. See billing comparison chart attached as Exhibit D.

When Respondent was informed multiple times post the initial call on Jan 05, 2018 that the meter continued to inflate kWh usage even higher than before, PECO elected to do nothing even though it knew or had reason to know that a spike in usage occurred and it had the technical means, capability to sort out the accuracy issue of its smart meter to which its system is linked.

According to PECO's published announcement when it commenced upgrading its then digital meter in 2012, smart meters are "...digital meters that wirelessly provide secure, two-way communication between the meter and PECO and also provide you with more information about your energy usage", @PECO.com. Per that announcement, PECO's smart meter technology allows it to monitor a customer's usage and detect when a spike in usage occurs. PECO can identify/detect theft or meter tampering, connect/disconnect service. Most important is that two-way communication capability allows PECO's system to send commands directly to the individual smart meters of its customers.

EXHIBIT A

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Complainant
Exh. 3

February 06, 2018

PECO
2301 Market Street, N2-1
Philadelphia, PA 19103

Re: Acct #91635-15016
Utility Company Report Received Feb 01, 2018. Copy Attached
Notice Of Intent To File Formal Dispute*

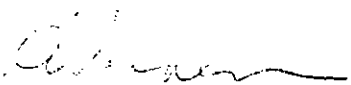
Be advised that the above referenced report is unsigned, was prepared by other than the technician who performed the so-called "load test," contains inaccuracies, and does not disclose or otherwise define the method/basis PECO uses to establish and validate the accuracy of its smart meter.

The false meter reading issue, first verbally complained of on Jan 05, 2018, commenced to occur during the period covered by the Nov bill date and continues unabated to date. The dramatic increase in the average daily kWh usage from 25kwh to 77kwh with no change in electrical connections or additions to a single person household suggests a security breach that has programmatically altered the registering of kWh's given that the increase/decrease appears to be systematic and unaffected by electrical switch-offs within the household.

*Periodic manual readings are continuing and other measures introduced as part of a troubleshooting effort to identify/verify household usage. My findings will be included as part of a formal dispute as permitted by PECO's dispute/resolution procedures notwithstanding the above referenced report's directive to file complaint with the Public Utility Commission. PECO should receive by the next bill date.

Consistent with PECO's earlier advisement, I have deferred payment of the charges for Electric Residential Service in the amount of \$364.70 for bill date Jan 24, 2018 believing that I have already overpaid PECO for electrical service based on inflated charges that exceed the established norm that is pending final resolution.

Payment of the Gas Service charges in the amount of \$263.99 was electronically paid yesterday, Feb 05, 2018.


Eileen Walden
Account Holder
1838 Cobden Road
Laverock, PA 19038

7017 1450 0000 7191 3909

US		CERTIFIED MAIL SERVICE	
POSTNET		POSTNET	
PHI		PHI	
<input type="checkbox"/> A complete true picture of the Cardholder's Mail <input type="checkbox"/> A complete list of all mail pieces for your mailbox <input type="checkbox"/> A complete list of all mail pieces for your mailbox <input type="checkbox"/> A complete list of all mail pieces for your mailbox		<input type="checkbox"/> A complete true picture of the Cardholder's Mail <input type="checkbox"/> A complete list of all mail pieces for your mailbox <input type="checkbox"/> A complete list of all mail pieces for your mailbox <input type="checkbox"/> A complete list of all mail pieces for your mailbox	
Important Information: For any purchase-related information, please contact the Post Office. For any purchase-related information, please contact the Post Office. For any purchase-related information, please contact the Post Office.			

1-800-990-0000 and visit www.usps.com

EXHIBIT B

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NOV 18 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Complainant
Exh. 4

March 11, 2018

PECO
2301 Market Street
Philadelphia, PA 19103

Re: Acct #91635-15016
Verbal Communication of 01/05/2018 Re Dec 2017 kWh Billing
Written Communications Dated Jan 08, Jan 18, and Feb 06, 2018
Notice of Formal Dispute

Dear Sir/Madam:

As a followup to the communications referenced above, I submit that the billings PECO issued for the months of Nov, Dec 2017, Jan, and Feb 2018 are obviously discrepant. Preadvisement of the matter disputed as contained in the communication dated 02/06/2018 anticipated an earlier submission date. However, in noting that the unjustified escalation of kwhs continued thruout the month of February and continues to date, submission was delayed to include PECO's latest complete billing statement which arrived by mail on March 03, 2018.

The billing discrepancies at issue present a stark contrast to the billings that directly precede and lie in contradiction to the pattern of usage established over the last 10 years at least. There has been no change in electrical connections or in the frequency of use of those connections in this single person household to sustain and explain the huge level of kwhs reported on the billings at issue in my view. The amount by which the kwhs increased alone would require a significant increase in frequency of use in a single person household as well as changes in electrical connections by way of additions sufficient to sustain the levels reported. The fact that no such changes happened leaves the accuracy of the meter suspect.

The meter's inaccuracy is made obvious by comparison. Prior billings establish a consistent pattern of use of generally specific electrical connections that fall well below the kwhs reported in the billings found discrepant. As shown in Attachment A, comparable billing cycles definitively argue against the meter's accuracy because there has been no change in connection or use. Consider that from the year 2010 to 2016, the daily kwh usage reported does not exceed:

22.1 for Nov billings compared to 37.2 kwhs reported in Nov 2017

25.5 for Dec billings compared to 67.3 kwhs reported in Dec 2017

28.1 for Jan billings compared to 76.9 kwhs reported in Jan 2018

26.8 for Feb billings compared to 51.7 kwhs reported in Feb 2018

Additionally, the last three preceding years as shown in Attachment B evidence the same consistency of use month after month without exception.

Results of routine and daily meter monitoring efforts conducted in Jan and Feb 2018 are shown in Attachment C and D. The results reveal kwh fluctuations that are more extreme than the gradations evidenced in prior billings. The meter registered readings of up to 100 kwhs per day and most of the higher readings occurred at the beginning of the month. As this single person

Meter Discrepancy -- Acct...15016
March 11, 20018
Page Two

household uses a gas furnace, gas stove, gas dryer, gas water heater, existing electrical appliances/devices are insufficient in number and use to support a daily usage of even 30 kwhs as prior billings establish. The fifty-two minute power outage mentioned in my Jan 18 letter did not effect kwh usage as initially thought. The reduction in daily kwh was brief but then reoccurred in advance of PECO's scheduled visit on Jan 23. The total circuit breaker shut-offs referenced in Attachments C and D also depressed kwh increases. The most peculiar incident that directly provoked suspicion were the readings on Jan 26 when the meter reversed course: 31198 at 9:38am vs 31163 at 6:10pm.

PECO's Visit on Jan 23 and Utility Company Report issued Jan 29, 2018

A PECO technician checked the meter by, as he explained, timing the horizontal bars that appear beneath the digital readout on the meter's face with a stopwatch and calculating the results which were not disclosed for any test at any time. Turning the gas furnace on by what the technician called an emergency switch instead of the thermostat triggered a higher reading, perhaps due to a circuit breaker shut-off, he said. However, turning the gas furnace on via the thermostat yielded a normal reading, he said. The technician was advised that the furnace was routinely turned on/off via the thermostat and thereby could not be responsible for the increased kwhs reported; the gas furnace is routinely maintained, the latest was done in Oct of 2017 without incident.

The technician was permitted to visually check the gas furnace that is housed in the same room as the gas water heater, gas dryer, washer and microwave. The technician also visually checked the air conditioning unit and one of two 1500watt space heaters--only one is used at any time--that he said yielded normal readings. He was told of the 2 baseboard heaters in the basement that are rarely used. As the visual check did not include inspection or testing of any kind, I declined further visual checks due to the need for more information than such visual checks could provide.

The technician concluded his visit with the advisement that the meter was performing accurately according to his tests. Although he insisted the meter was correct in count, he acknowledged its inconsistency with the normal usage established by prior billings. He also advised that I could take up the matter with the PUC if I chose. Relevant unanswered questions remain: how calculated readings with a stopwatch serve to verify the accuracy of the meter and whether that verification method is PECO's standard policy.

PECO's Utility Company Report arrived on Feb 1st. I sent notice to PECO on Feb 6th that I could not accept an unsigned report prepared by an individual that was not the technician who performed the tests as authentic. That aside, the assertions it contained were troubling. Contrary to what was asserted, to my knowledge the meter was never "idled." No calculations were disclosed by the technician or included in the report and no appliance analysis was offered. Use of the space heaters has not changed over the five or more years they have been in use.

Meter Discrepancy – Acct...15016

March 11, 2018

Page Three

Yet, the Report asserts that the space heater was “clocked at 1494 watts out of 1500 watts” despite the technician’s “normal reading” advisement. That assertion suggests PECO decided the space heater is at fault for the high kwh usage by result. But the fact that a 1500 watt appliance takes one hour to register 1.5 kwhs argues against that assertion. What is meant by the assertion “We found no meter mix up or foreign wiring at the time of our visit”? What constitutes a “meter mixup” and how can “foreign wiring” attach to the meter?

While appreciative of the 1487 kwh reduction offset proposed for the Dec 2017 billing, the offset represents less than one third of the total 4,743 kwhs overcharged to date and thereby less than one third of the associated cost. This is unacceptable and more importantly the issue of inflated kwhs has yet to be solved.

The effect of the discrepant billings in terms of kwhs are:

1. The November 2017 bill charged 1,080 kwhs. The average usage during any prior November billing cycle in the last 10 years does not exceed 642kwh for a 29-day billing cycle. The average daily kwh use for the November billings over the last 7 years, excluding 2017, yields an overall average of about 19 kwh per day. Based on that daily average, the November bill inflated electricity usage by 529 kwh: $1,080 \text{ minus } 551 (19 \times 29 = 551) = 529 \text{ kwh}$.

2. The December 2017 bill charged 2,287 kwhs. The average usage during any prior December billing cycle in the last 10 years does not exceed 844kwh for a 33-day billing cycle. The average daily kwh use for the December billings over the last 7 years, excluding 2017, yields an overall average of about 21.5 kwh per day. Based on that daily average, the December bill inflated electricity usage by 1,556 kwh: $2,287 \text{ minus } 731 (21.5 \times 34 = 731) = 1,556 \text{ kwh}$.

3. The January 2018 bill charged 2,614 kwhs. The average usage during any prior January billing cycle in the last 10 years does not exceed 855kwh for a 34-day billing cycle. The average daily kwh use for the January billings over the last 8 years, excluding 2018, yields an overall average of about 22.4 kwh per day. Based on that daily average, the January bill inflated electricity usage by 1,854 kwh: $2,614 \text{ minus } 760 (22.36 \times 34 = 760) = 1,854 \text{ kwh}$.

4. The February 2018 bill charged 1,500 kwhs. The average usage during any prior February billing cycle in the last 10 years does not exceed 761 kwh for a 29-day billing cycle. The average daily kwh use for the February billings over the last 8 years, excluding 2018, yields an overall average of about 24 kwh per day. Based on that daily average, the February bill inflated electricity usage by 804 kwh: $1,500 \text{ minus } 696 (24 \times 29 = 696) = 804 \text{ kwh}$.

5. Total kwhs charged = 7,481. Total kwhs overcharged = 4,743

Meter Discrepancy – Acct...15016

March 11, 2018

Page Four

The effect of the discrepant billings in terms of costs are:

- 1a. The November 2017 bill charged \$157.34 for 1,080kwhs; 551 kwhs yields a cost of \$84.39 resulting in a cost overcharge = \$72.95.
- 2a. The December 2017 bill charged \$323.56 for 2,287kwhs; 731 kwhs yields a cost of \$109.15 resulting in a cost overcharge = \$214.41.
- 3a. The January 2018 bill charged \$364.70 for 2,614 kwhs; 760 yields a cost of \$112.01 resulting in a cost overcharge of \$252.69.
- 4a. The February 2018 bill charged \$223.68 for 1,500 kwhs; 696 yields a cost of \$108.31 resulting in a cost overcharge = \$115.37.
- 5a. Total cost charged = \$1,069.28. Total cost overcharged = \$655.42

See supporting details provided in Attachment A.

PECO's Smart Meter Multiplier

As indicated above, conditions that could explain the dramatic rise in the kwh usage experienced are either the electrical connections and their use, or the meter readings are inaccurate. I have addressed the former; the latter requires more information be provided by PECO such as among others: who manufacturers the meter, number of like incidents reported, reports of defective meter units. (The technician's finding, although contradicted by the Utility Report is not based on an objective analysis of the meter in my view.)

The information that is provided on PECO's billing statement establishes certain facts relevant to the meter's accuracy. Such as, the formula used to calculate kwh usage and system/program access. The meter displays a calculation result. Any element/part of the formula that is used in calculating kwh usage that is changed or corrupt, changes/corrupts the result. So that, the meter's data could be accurate but change or corruption of the value (or energy units) applied will change/corrupt the result. The formula referred to is PECO's Meter Multiplier that is defined as "A value that is applied to energy units to convert data from the meter into actual energy usage (kwh/ccf)," found on its billing statement. PECO routinely accesses its customer's meter each month via its automated meter reading system to retrieve the customer's kwh usage thus establishing its exclusivity of access and interface capability.

Meter Discrepancy – Acct...15016
March 11, 2018
Page Five


Resolution

In conclusion, it is understood that given the nature of this complaint, resolution cannot be achieved without PECO's cooperation and commitment to solve what continues to be a mystery.

In accord with PECO's policy governing the dispute process, I can expect PECO's response to the matters raised herein within the next thirty days. In the interim, while I'm given to understand that no payment is required until the matter in dispute is resolved, consistent with the estimated charges for electric services cited on Pages 3 and 4, I submit that overpayment has resulted for the billings in dispute when reconciled with the payments made as cited below; future payments will be timely made on the same basis until resolution is achieved.

<u>Bill Date</u>	<u>Charged</u>	<u>Paid</u>	<u>Actual Est Due</u>	<u>Balance (Overpaid) Due</u>
Nov 2017	\$157.34	\$157.34	\$84.39	(72.95)
Dec 2017	\$323.56	\$323.56	\$109.15	(214.41)
Jan 2018	\$364.70	\$ -0-	\$112.01	\$112.01
Feb 2018	\$223.68	\$ -0-	\$108.31	\$108.31
Total:		\$480.90	\$413.86	(67.04)

I will respond to any request for additional information should PECO find necessary.



Eileen Walden
Customer Acct 91635-15016
1838 Cobden Road
Laverock, PA 19038-7220
215-630-2835
attms Communications dated Jan 08, 18, Feb 06, 2018
Utility Report
Attachments A, B, C, D

COMPARABLE BILLING STATEMENT COMPARISON

<u>YEAR</u>	<u>KWH</u>	<u>AV TEMP</u>	<u>AV DAILY USE</u>
<u>November:</u>			
2017	1080	54	37.2
2016	592	55	20.4
2015	510	57	18.2
2014	574	51	19.7
2013	570	51	19.5
2012	339	50	11.6
2011	679	50	21.9
2010	642	53	22.1
<u>December:</u>			
2017	2287	43	67.3
2016	792	42	24.0
2015	687	49	20.8
2014	721	41	21.8
2013	777	38	23.5
2012	463	45	14.9
2011	619	47	19.9
2010	844	38	25.5
<u>January:</u>			
2018	2614	31	76.9
2017	819	39	23.4
2016	716	40	20.5
2015	789	35	22.5
2014	889	33	24.6
2013	625	38	17.8
2012	592	39	16.9
2011	1014	35	28.1
2010	855	33	25.1
<u>February:</u>			
2018	1500	40	51.7
2017	737	40	25.4
2016	743	37	25.6
2015	733	27	25.2
2014	714	31	25.5
2013	583	34	18.8
2012	534	41	18.4
2011	753	35	26.8
2010	761	32	26.2

THREE YEAR BILLING STATEMENT COMPARISON

<u>YEAR</u>	<u>KWH</u>	<u>AV TEMP</u>	<u>AV DAILY USE</u>
2018			
February	1500	40	51.7
January	2614	31	76.9
2017			
December	2287	43	67.3
November	1080	54	37.2
October	330	70	11.4
September	349	70	12.0
August	625	77	20.2
July	546	79	20.2
June	387	70	11.9
May	486	62	15.7
April	541	55	18.7
March	672	43	23.2
February	737	40	25.4
January	819	39	23.4
2016			
December	792	42	24.0
November	592	55	20.4
October	366	64	12.8
September	527	77	18.2
August	948	82	29.6
July	528	78	17.6
June	312	72	9.8
May	500	58	17.2
April	548	53	18.9
March	616	48	21.2
February	743	37	25.6
January	716	40	20.5
2015			
December	687	49	20.8
November	510	57	18.2
October	449	62	15.5
September	379	76	12.6
August	660	80	21.2
July	467	78	15.5
June	302	75	10.4
May	374	65	12.0
April	430	53	14.3
March	706	36	24.3
February	733	27	25.2
January	789	35	22.5

METER READING RESULTS – JANUARY 2018

<u>DAY</u>	<u>TIME</u>	<u>READING</u>	<u>KWH INCREASE</u>
04/05	4:39-3:23pm	29811/29893	82
06	4:30pm	29993	100
07	4:45pm	30090	97
08	2:15pm	30172	82
13/14	8:45-8:00am	30417/30471	54*
16/17	11:15-11:20am	30613/30674	61
18	11:20am	30748	74
19	11:25am	30817	69
20	11:45am	30886	69
21	11:30am	30926	40
22	11:20am	30967	41
23**	9:40am	30997	30
24	10:00am	31036	39
25	11:40am	<u>31091</u>	55
26	9:38am	31198	107
	6:10pm	<u>31163</u>	<u>72</u>
27	11:30am	31203	40
28	12:31pm	31240	37
29	1:14pm	31278	38
30	1:40pm	31327	49
31	1:00pm	31392	65

*Power Outage -- 4:20am-5:12am, Feb 13

**PECO = Actual 30989 Jan 23

Meter readings show regressive count that reduced daily total by 35.

METER READING RESULTS – FEBRUARY 2018

<u>DAY</u>	<u>TIME</u>	<u>READING</u>	<u>KWH INCREASE</u>
02/03	12:20-12:00pm	31516/31613	97
04	12:00pm	31686	73
04/05	6:25-5:25pm	31699/31757	58
06	5:27pm	31823	66
06/07	11:44-11:38am	31805/31869	64
07/08	5:48-6:02pm	31891/31960	69
08/09	12:05am -11:27pm	31981/32039	58
10	11:37pm	32091	52
10/11	5:05-5:00pm	32074/32109	35
11/12	9:20-9:33pm	32100/32133	33
12/13	11:54-11:48pm	32161/32221	60
13/14	7:18-7:16am	32172-32231	59
15	7:47am	32267	36*
16	8:25am	32289	22
18/19	11:48-11:41pm	32417/32457	40
20	10:57am-12:01pm	32434/32488	31
20/21**	6:17-5:30pm	32480/32499	19
22	6:14pm	32527	28
23	5:42pm	32576	49
23/24	11:37-11:32pm	32590/32625	35
25	10:52pm	32664	39
26	11:04pm	32702	38
27	11:33pm	32742	40
28	11:15pm	32775	33*
01 (March)	11:12pm	32801	26

*Total Circuit Breaker Shut-off

**Actual Read by PECO = 32489 Feb 21

Notes: Furnace heat off at night post Feb 03 except Feb 17 thru 19.
Furnace heat off all day and night on Feb 20, 21, and 22.

EXHIBIT C

RECEIVED

NOV 18 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Complainant
Exh. 5



UTILITY COMPANY REPORT
Reporte De La Compania Utilidades

Date: 7/2/18	Prepared By: CHRISTOPHER K.
------------------------	---------------------------------------

Name: EILEEN WALDEN
Service Address: 1838 COBDEN RD LAVEROCK PA 19038
Post Office: LAVEROCK PA 19038
Account Number: 91635-15016

Phone Home: (215) 630-2835	Phone Work:
Mailing Address: 1838 COBDEN RD LAVEROCK PA 19038	

Problem As You Described It

On 4/10/18 you initially contacted our office regarding your PECO bill.

Our Response

On 4/13/18 our technician verified that your meter number and reading are correct. We successfully dropped the load and idled the meter. A passing load test verified the accuracy of your meter. We clocked your space heater at 1,080 watts out of 1,500 watts. We found no meter mix-up or foreign wiring. We tested your meter's accuracy. Your meter tested 99.98% accurate on the first test and 99.96% accurate on the second test. The results are within the accuracy guidelines of both PECO and the PUC. Our technician found no ground faults.

The balance on your account is \$716.87 as of 7/2/18. The amount due by 7/13/18 to avoid delinquency is \$716.87.

The investigation is being closed at this time. If you have any further questions, or need payment arrangements please call our Financial Care Center at 1-888-480-1533.

Cordially,
Andrew L.
High Bill Field

EXHIBIT D

RECEIVED

NOV 18 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



Complainant
Exh. 6

PER PECO ENERGY BILLING STATEMENTS

<u>BILL MO/YR</u>	<u>KWH</u>	<u>AVG TEMP</u>
NOV 2018	268	50
2017	1080	54
2016	592	55
DEC 2018	374	38
2017	2287	43
2016	792	42
JAN 2019	423	35
2018	2614	31
2017	819	39
2016	716	40
FEB 2019	406	35
2018	1500	40
2017	737	40
2016	743	37
MAR 2019	393	40
2018	1398	40
2017	672	43
2016	616	48
APR 2019	327	55
2018	981	47
2017	541	55
2016	548	53
MAY 2019	205	62
2018	336	62
2017	486	62
2016	500	58

Billing cycles represented in bold are in dispute.

October 15, 2016

Shawane L. Lee, Esquire
Exelon Business Services
Legal Department
2301 Market Street, Suite S23-1
Philadelphia, PA 19103-8699

RE: Eileen Walden v. PECO Energy Company
PUC Docket No. F-2019-3011507
Complainant Responds -- Document Correction

Dear Shawane Lee:

The enclosed page 6 of the referenced document has been amended to include an additional paragraph. Please replace or add to the Complainant Responds document as you may determine appropriate.

Thank you for your cooperation,



Eileen Walden
1838 Cobden Road
Laverock, PA 19038-7220
encl

cc: Admin Law Judge Marta Guhl, w/encl
Griesing Law LLC – Edward Fisher, Angela Lorenz, w/encl
Secretary, PA Public Utility Commission, w/encl

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NOV 18 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RECEIVED

OCT 17 2019

PUBLIC UTILITY COMMISSION
PHILADELPHIA OFFICE
ADMINISTRATIVE LAW JUDGE



Complainant
Exh. 7

When Respondent was informed multiple times post the initial call on Jan 05, 2018 that the meter continued to inflate kWh usage even higher than before, PECO elected to do nothing even though it knew or had reason to know that a spike in usage occurred and it had the technical means, capability to sort out the accuracy issue of its smart meter to which its system is linked.

According to PECO's published announcement when it commenced upgrading its then digital meter in 2012, smart meters are "...digital meters that wirelessly provide secure, two-way communication between the meter and PECO and also provide you with more information about your energy usage", @PECO.com. Per that announcement, PECO's smart meter technology allows it to monitor a customer's usage and detect when a spike in usage occurs. PECO can identify/detect theft or meter tampering, connect/disconnect service. Most important is that two-way communication capability allows PECO's system to send commands directly to the individual smart meters of its customers.

The dramatic tell that convinced Complainant that Respondent's load test did not/could not detect the smart meter's false readings was the accumulation of kWhs that occurred when no electricity was in use. As part of Complainant's troubleshooting efforts cited in Exhibit B, Attachments C and D, Complainant shutoff the main circuit breaker at 11:48pm on Feb 13 when the meter read 32,221. The next morning, Feb 14 at 7:16am, the meter read 32231, an increase of 10kWhs even though electrical power was shutoff. The main circuit breaker was again shutoff overnight at 12am, Feb 15 when the meter read 32261. At 7:47am Feb 15, the meter read 32267, an increase of 6kWhs even though electrical power was shutoff.