

EXHIBIT 1

Service Reliability Report

TIFFANY MCCALL
2600 EDMONT AVE *FL 2nd CHESTER PA 19015

Account Number: 26591-68084

T-Quad: E_56G3B55122

Service Characteristics									
<input type="checkbox"/>	Single HT	<input type="checkbox"/>	Dual HT	<input type="checkbox"/>	Reg/Res HT	<input type="checkbox"/>	GS (Commercial)	<input checked="" type="checkbox"/>	X Residential

Circuit: EDMONT_004	Feeder: LINE_3344	Source Substation: CHESTER
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Circuit Miles Aerial: 2.98

Additional Information: This 4kV circuit is in Delaware County and feeds 723 customers.

Outage History				
From January 1, 2016 to October 10, 2019				
(Only outages affecting this customer are listed)				

Date of Interruption	Storm (Y/N)	Cause	Number of Customers Interrupted	Customer Interruption Duration (HH:MM)
8/30/2019 8:32:00 AM	N	<u>INTENTIONAL/SCHEDULED</u> Maintenance/System improvement Chapter-56 for tree work	30	03:18
8/4/2019 5:48:17 AM	N	<u>LOSS OF SUPPLY</u> Loss of 3344 line due to cable fault from Chester	721	00:24
4/7/2019 6:54:37 AM	N	<u>WILDLIFE - SQUIRREL</u> Loss of 3344 high side. Chester breaker opened. R1 opened and tried back restoring from Woodlyn end. Cause was a squirrel on the RM1.	725	00:01
2/1/2019 1:55:21 AM	N	<u>EQUIP FAILURE - DEF/MALFUNCTION/DETERIORATION</u> High-side breaker tripped	724	00:01
12/10/2018 7:30:46 AM	N	<u>VEG - TREE GROWTH/CONTACT</u> Momentary loss of 3344 line due to tree limb	721	00:01
3/2/2018 8:13:00 PM	Y	<u>VEG - BROKEN LIMB/TRUNK</u> Storm	3980	01:21
12/10/2016 9:53:13 AM	N	<u>INTENTIONAL/SCHEDULED</u> Maintenance/System improvement IVR sent to customers to repair downed CCMS	102	03:04
12/10/2016 6:28:57 AM	N	<u>EQUIP FAILURE - DEF/MALFUNCTION/DETERIORATION</u> Downed CCMS. All load restored via street switching and isolating	719	01:00

Reliability Enhancements			
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W/O#	Date	Status	Description
14130910	20190911	COMPLETE	L-3344 Install 2 x 3 phase reclosers
15919305	20190710	COMPLETE	L-3344 Repair squirrel damage at RM1; Edgmont sub
14308628	20161210	COMPLETE	Edgmont-004; Edgmont and Avon; CCMS down repairs

Preventative Maintenance			
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Last Routine Tree Trimming:	10/28/2017	Next Scheduled Tree Trimming:	2022
Last Circuit Patrol/Thermography:	09/15/2019	Next Scheduled Circuit Patrol/Thermography:	2020

EXHIBIT 2



C2019109809

RECEIVED

APR 9 2019

Claims Division
1-877-508-7769
Claims Division

PECO CLAIM REGISTRATION FORM

Dear PECO Customer:

To register your claim with PECO, please print out and return a completed claim registration form. You may e-mail it to pecoclaims@peco.com, fax it to 215-841-4919, or mail the form to the following address: PECO Energy, Claims Division, S16-1, 2301 Market Street, Philadelphia, PA 19103.

Once this form is received in our office, you will be contacted by one of our Case Managers.

Miss Tiffany McCall
Name

(484) 361-6922
Daytime Phone No.

2600 Edgmont Ave, 2nd Flr
Mailing Address

uniqueetee82@hotmail.com
E-mail Address

Brookhaven, PA 19015
City, State, Zip

January 2019 / sometime in
Date & Time of Loss or Damage

2159168084
PECO Energy Account No. (if applicable)

same as above mailing address
Address of Loss Location

Please describe the details of the incident and list the item(s) damaged.

Approximately around the date and timeframe indicated above, a power outage took place, causing my cordless phone to lose power and never operating again, ultimately damaging and causing my main contact source to be "out of commis to good"

Miss Tiffany McCall
Signature

April 04, 2019
Date

THIS FORM IS A REQUEST FOR INFORMATION ONLY AND DOES NOT CONSTITUTE ANY ADMISSION OF LIABILITY ON THE PART OF PECO ENERGY COMPANY.

Executive/Escalated Customer Complaint Investigation
 Responsible Region/Department: **Claims**

Responsible Analyst	Complaint Number AH #	Complaint Type Executive/Escalated/BBB	Response Due Date

Complainant's Name:	<i>Tiffany McCall</i>
Address:	<i>2600 Edgmont Ave., 2nd Fl. Chester, PA 19015</i>
Account Number:	<i>CIMS Acct #26591-68084 / Claims File #C2019109809</i>
Date Received:	<i>Wednesday - 4/10/2019</i>
Date of Initial Contact from Responsible Area:	<i>Wednesday - 4/10/2019 (Case Manager denying claim) Thursday - 4/11/2019 (Mgr. Claims acknowledging complaint.)</i>

CUSTOMER COMPLAINT

On 4/8/19, PECO claims department received a completed claim form from Ms. McCall indicating because of a power outage that occurred in January 2019 damages were incurred to her landline cordless phone system. Customer is looking for reimbursement of her cordless phone.

EVENTS LEADING UP TO EXECUTIVE/ESCALATED COMPLAINT (Time line -- list date and action)

4/8/19 – Claim form received regarding damage to customers cordless phone due to power outage in January 2019. Form was manually entered into CIMS.

4/9/19 – Claim registered into claims RiskMaster system and assigned to case manager for investigation.

4/10/19 – Case manager investigated the alleged claim and found no outage on the customers circuit on or around January 2019. The case manager did go further and checked for outages on the customers circuit in February 2019, where they discovered a momentary tripping on the customers circuit for a 1-minute duration. Case manager contacted the customer to discuss her claim. Case manager advised customer of no operational outages in the system in January 2019. The case manager advised the customer of a momentary outage in her area in February 2019. The customer acknowledged the outage in February 2019 and not January 2019. Case manager advised the customer her claim was denied based on Pa. PUC Tariff section 12.1.

4/10/2019 – Customer contacted JEM's office and file an executive complaint.

RESPONSIBLE AREA'S RESPONSE TO EXECUTIVE/ESCALATED COMPLAINT THAT WAS RECEIVED (Time line-- list date and action)

Action Item	Owner	Date	Comments
<i>Customer contact</i>	<i>J. Frissora</i>	<i>4/11/2019</i>	<i>Spoke to customer acknowledging complaint.</i>
<i>Customer contact</i>	<i>J. Frissora</i>	<i>4/12/2019</i>	<i>Spoke to customer reaffirming denial based on further investigation/review of file.</i>
<i>Denial letter</i>	<i>J. Frissora</i>	<i>4/12/19</i>	<i>Formal denial letter sent to customer via US mail.</i>

FINAL DISPOSITION

A faulted cable was discovered going up the TP on the 3344 Line, causing the Edgmont_001, 002, 003, and 004 circuit to sustain a momentary tripping.

Customer claim was denied per Pa. PUC Tariff section 12.1.

Submitted by	Date	Is Customer Satisfied (Yes/No)	If no, state reason
<i>Jonathan Frissora</i>	<i>4/12/2019</i>	<i>No</i>	<i>Customer believes it was PECO's negligence that the cable fault occurred.</i>



An Exelon Company

Greg A. Lund
Manager of Claims

PECO
Claims Division
2301 Market Street, S16-1
Philadelphia, PA 19103

Telephone 215.841.6815
Fax 215.841.4919
www.peco.com
www.exeloncorp.com

April 12, 2019

Tiffany McCall
2600 Edgmont Ave., 2nd Floor
Chester, PA 19015

Re: PECO Claim No: C2019109809
Date of Loss: February 1, 2019

Dear Ms. McCall,

As a follow-up to our phone conversation today (Friday 4/12/19), I wanted to provide additional insight behind our decision with the claim you filed with PECO.

Our investigation reveals that your service was momentarily interrupted on February 1, 2019, as a result of an unplanned circuit tripping due to a faulted cable. While we strive to ensure reliable service for all of our customers, there are times when circumstances beyond our control impact our ability to meet this goal. Unfortunately, this was one of those times.

PECO's responsibility, as it relates to claims, is governed by section 12.1 of the PECO Energy Electric Service Tariff, which is commissioned by the Pennsylvania Public Utility Commission (PUC). Section 12.1 of the tariff covers the limitation of liability for service interruptions and variations. The tariff notes the company does not guarantee continuous, regular and uninterrupted supply of service, and the company is also not liable for any damages due to any causes beyond the Company's control. I have attached a copy of the tariff for your review.

We fully understand and empathize with the impact this outage had on you. However, our obligation is not to pay all claims, but only those that we are legally responsible for. Under the circumstance, we cannot pay for your damages associated with this event.

Should you have any questions, please feel free to contact my office at 215-841-4243.

Very truly yours,

Jonathan S. Frissora 
Manager, Claims Case Mgmt.
2301 Market St., S16-1 Philadelphia, PA 19103
O: (215)841-4243 F: (215)841-4919
Email: jonathan.frissora@exeloncorp.com

PECO Energy Company

Electric Service Tariff

COMPANY OFFICE LOCATION

2301 Market Street

Philadelphia, Pennsylvania 19101

For List of Communities Served, See Page 4.

Issued April 20, 2016

Effective April 1, 2016

**ISSUED BY: C. L. Adams – President & CEO
PECO Energy Distribution Company
2301 MARKET STREET
PHILADELPHIA, PA. 19101**

NOTICE

RULES AND REGULATIONS (continued)
12. SERVICE CONTINUITY

12.1 LIMITATION ON LIABILITY FOR SERVICE INTERRUPTIONS AND VARIATIONS. The Company does not guarantee continuous, regular and uninterrupted supply of service. The Company may, without liability, interrupt or limit the supply of service for the purpose of making repairs, changes, or improvements in any part of its system for the general good of the service or the safety of the public or for the purpose of preventing or limiting any actual or threatened instability or disturbance of the system. The Company is also not liable for any damages due to accident, strike, storm, riot, fire, flood, legal process, state or municipal interference, or any other cause beyond the Company's control.

In all other circumstances, the liability of the Company to customers or other persons for damages, direct or consequential, including damage to computers and other electronic equipment and appliances, loss of business, or loss of production caused by any interruption, reversal, spike, surge or variation in supply or voltage, transient voltage, or any other failure in the supply of electricity shall in no event, unless caused by the willful and/or wanton misconduct of the Company, exceed an amount in liquidated damages equivalent to the greater of \$1000 or two times the charge to the customer for the service affected during the period in which such interruption, reversal, spike, surge or variation in supply or voltage, transient voltage, or any other failure in the supply of electricity occurs. In addition no charge will be made to the customer for the affected service during the period in which such interruption, reversal, spike, surge or variation in supply or voltage, transient voltage, or any other failure in the supply of electricity occurs. A variety of protective devices and alternate power supplies that may prevent or limit such damage are available for purchase by the customer from third parties.

The Company makes no warranty as to merchantability or fitness for a particular purpose, express or implied, by operation of law or otherwise. To the extent applicable under the Uniform Commercial Code or on any theory of contract or products liability, the Company limits its liability in accordance with the previous paragraph to any Customer or third party for claims involving and including, but not limited to, strict products liability, breach of contract, and breach of actual or implied warranties of merchantability or fitness for an intended purpose.

12.2 ADDITIONAL LIMITATIONS ON LIABILITY IN CONNECTION WITH DIRECT ACCESS. Other than its duty to deliver electric energy and capacity, the Company shall have no duty or liability to a customer receiving Competitive Energy Supply arising out of or related to a contract or other relationship between such a customer and an EGS.

The Company shall implement customer selection of an EGS consistent with applicable rules of the Commission and shall have no liability to a customer receiving Competitive Energy Supply arising out of or related to switching EGSs, unless the Company is negligent in switching or failing to switch a customer.

The Company shall have no duty or liability with respect to electric energy before it is delivered by an EGS to a point of delivery on the PECO Energy distribution system. After its receipt of electric energy and capacity at the point of delivery, the Company shall have the same duty and liability for distribution service to customers receiving Competitive Energy Supply as to those receiving electric energy and capacity from the Company.

12.3 EMERGENCY LOAD CONTROL. Pursuant to order of Pennsylvania Public Utility Commission, the following provision is incorporated in this Tariff:

Whenever the demands for power on all or part of the Company's system exceed or threaten to exceed the capacity then actually and lawfully available to supply such demands, or whenever system instability or cascading outages could result from actual or expected transmission overloads or other contingencies, or whenever such conditions exist in the system of another public utility or power pool with which the Company's system is interconnected and cause a reduction in the capacity available to the Company from that source or threaten the integrity of the Company's system, a load emergency situation exists. In such case, the Company shall take such reasonable steps as the time available permits to bring the demands within the then-available capacity or otherwise control load. Such steps shall include but shall not be limited to reduction or interruption of service to one or more customers, in accordance with the Company's procedures for controlling load.

The Company shall establish procedures for controlling load including schedules of load shedding priorities to be followed in compliance with the foregoing paragraph, may revise such procedures from time to time, and shall revise them if so required by Pennsylvania Public Utility Commission. A copy of such procedures or of the revision thereof currently in effect shall be kept available for public inspection at the Company's Principle Office, and another such copy shall be kept on file with the Pennsylvania Public Utility Commission.

12.4 EMERGENCY ENERGY CONSERVATION. Pursuant to order of the Pennsylvania Public Utility Commission, the following provision is incorporated in this Tariff:

Whenever events occur which are actually resulting, or in the judgment of the Company threaten to result, in a restriction of the fuel supplies available to the Company or its energy suppliers, such that the amount of electric energy which the Company is able to supply is or will be adversely affected, an emergency energy situation exists.

In the event of an emergency energy conservation situation, the Company shall take such reasonable measures as it believes necessary and proper to conserve available fuel supplies. Such measures may include, but shall not be limited to reduction, interruption, or suspension of service to one or more of its customers or classes of customers in accordance with the Company's procedure for emergency energy conservation.

The Company shall establish procedures for emergency energy conservation, including, if it deems necessary, schedules of service interruption and suspension priorities to be followed as prescribed by the foregoing paragraph.

The Company may revise such procedure from time to time, and shall revise them if so required by the Pennsylvania Public Utility Commission. A copy of such procedures or of the revision thereof currently in effect shall be kept available for public inspection at each office at which the Company maintains a copy of its Tariff for public inspection, and another such copy shall be kept on file with the Pennsylvania Public Utility Commission.

12.5 NOTICE OF TROUBLE. The customer must immediately notify the Company if service is interrupted or is otherwise unsatisfactory due to defects, trouble, or accident, affecting the supply of service.

BCS Decision Report

BCS Case #: 003703766 **Open Date:** 2019-05-21
Customer Name: TIFFANY MCCALL
Service Address: 2600 EDGMONT AVENUE
2ND FLOOR
BROOKHAVEN, PA 19015
BCS Bill Account #: 2659168084 **Previous Case #:**
Violation Type: NO **Chapter Type:**
Decision Type: O **Section / Rule:**
Investigator Name: JOSE DIAZ

Decision Issued Date: 2019-08-28
Case Closed Date: 2019-08-23

Letter Description:
SHORT BLANK LETTER

Total Balance:	\$373.97	Balance Date:	2019-06-05
Amount to Restore Service:	\$0.00	Amount to Continue Service:	\$0.00
Date Payment Due:		Regular Budget Amount:	\$95.00
Special Budget Payment:	\$0.00	Final Bill Monthly Payment:	\$0.00
Plus Arrears Payment:	\$0.00	End of Month Payment:	\$0.00
Current Monthly Payment:	\$0.00		
Payment Terms:			

PAR Description:

Resolution Description:
VERBAL CLOSE - SPOKE WITH CUSTOMER. ISSUE HAS NOT BEEN RESOLVED. PROVIDED CUSTOMER WITH FORMAL COMPLAINT PROCESS INFORMATION. CUSTOMER UNDERSTOOD AND VERBALLY AGREED TO CLOSING INFORMAL CASE.