

**Khadijah Scott, Esquire**  
Assistant General Counsel  
2301 Market Street / S23-1  
Philadelphia, PA 19103

Direct Dial: 215-841-6841

October 12, 2021

**VIA E-MAIL**

Honorable Marta Guhl  
Pennsylvania Public Utility Commission  
Office of Administrative Law Judge  
801 Market Street, Suite 4063  
Philadelphia, PA 19107

**RE: Keisha R. Sheffield v. PECO Energy Company**  
**Docket No. F-2021-3027880**  
**Date of Hearing: October 26<sup>th</sup>, 2021 at 10:00 a.m.**

Dear Judge Guhl:

Enclosed please find a copy of PECO Energy Company Exhibits 1 through 7, which it intends to use in the above referenced hearing. By copy of this letter, I am sending a copy of same to the Complainant.

Please call my direct dial number if you have any questions regarding this case.

Respectfully submitted,



Khadijah Scott

KS/ab  
Enclosure

Cc: Keisha Sheffield (via email)

# **EXHIBIT 1**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S			
1	Account Number: 5668104019			<b>Service Address:</b>			Current Bill: \$260.08			<b>Account Balance: \$2,130.77</b>												
2	Account Name: KEISHA R SHEFFIELD			6775 MUSGRAVE ST			Billed Prior: \$152.63			<div style="border: 2px solid black; padding: 10px; text-align: center;"> <b>EXHIBIT</b>  <hr/> PECO Exh No. 1 10/26/21 </div>												
3	Account Status: ACTIVE			PHILADELPHIA, PA 19119			Balance Due: \$260.08															
4	Meter Bill Group: 17																					
5				<b>Mail To:</b>			Credit Amount: \$0.00													<b>Rates:</b>		
6				KEISHA R SHEFFIELD			Deposit Requested: \$0.00													ELECTRIC RESIDENTIAL HEATING SERVICE		
7				6775 MUSGRAVE ST			Deposit On-Hand: \$0.00															
8				PHILADELPHIA, PA 19119			CAP Pre-program Arrears: \$0.00															
9							Payment Agreement Balance: \$1,870.69															
10																						
11																						
12	Account Transaction Activity																					

13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
14	08/20/2018	LATE PAYMENT CHARGE									\$2.79							
15	08/20/2018	ELECTRIC SERVICE		07/20/2018-08/20/2018	56712	ACTUAL	120992975	1206	0		\$173.72	\$191.36	\$173.72	\$365.08	09/11/2018	\$365.08		\$0.00
16	09/18/2018	LATE PAYMENT CHARGE									\$5.40							
17	09/19/2018	ELECTRIC SERVICE		08/20/2018-09/19/2018	57507	ACTUAL	120992975	795	0		\$114.67	\$370.48	\$114.67	\$485.15	10/11/2018	\$485.15		\$0.00
18	09/24/2018		CREDIT								-\$2.35							
19	09/24/2018		PAYMENT								-\$362.73							
20	10/16/2018	LATE PAYMENT CHARGE									\$1.72							
21	10/18/2018	ELECTRIC SERVICE		09/19/2018-10/18/2018	58025	ACTUAL	120992975	518	0		\$77.76	\$121.79	\$77.76	\$199.55	11/09/2018	\$199.55		\$0.00
22	11/14/2018	LATE PAYMENT CHARGE									\$2.89							
23	11/16/2018	ELECTRIC SERVICE		10/18/2018-11/16/2018	59301	ACTUAL	120992975	1276	0		\$181.55	\$202.44	\$181.55	\$383.99	12/10/2018	\$383.99	446	\$0.00
24	12/17/2018	LATE PAYMENT CHARGE									\$5.61							
25	01/09/2019		PAYMENT								-\$383.99							
26	01/15/2019	LATE PAYMENT CHARGE									\$5.52							
27	01/23/2019	ELECTRIC SERVICE		12/19/2018-01/23/2019	63243	ACTUAL	120992975	1236	0		\$114.21	\$378.86	\$114.21	\$493.07	02/14/2019	\$493.07	964	\$0.00
28	02/21/2019	ELECTRIC SERVICE		01/23/2019-02/21/2019	63762	ACTUAL	120992975	519	0		\$77.79	\$493.07	\$77.79	\$570.86	03/15/2019	\$570.86	871	\$0.00
29	03/22/2019	ELECTRIC SERVICE		02/21/2019-03/22/2019	63959	ACTUAL	120992975	197	0		\$36.29	\$570.86	\$36.29	\$607.15	04/15/2019	\$607.15	728	\$0.00
30	03/25/2019	LATE PAYMENT CHARGE									\$8.40							
31	04/12/2019		PAYMENT								-\$307.15							
32	04/22/2019	LATE PAYMENT CHARGE									\$4.41							
33	04/22/2019	ELECTRIC SERVICE		03/22/2019-04/22/2019	64494	ACTUAL	120992975	535	0		\$81.25	\$312.81	\$81.25	\$394.06	05/14/2019	\$394.06	315	\$0.00
34	05/14/2019		PAYMENT								-\$394.06							
35	05/21/2019	ELECTRIC SERVICE		04/22/2019-05/21/2019	65016	ACTUAL	120992975	522	0		\$79.52	\$0.00	\$79.52	\$79.52	06/12/2019	\$79.52	85	\$0.00
36	06/18/2019	LATE PAYMENT CHARGE									\$1.19							
37	06/20/2019	ELECTRIC SERVICE		05/21/2019-06/20/2019	65372	ACTUAL	120992975	356	0		\$56.67	\$80.71	\$56.67	\$137.38	07/12/2019	\$137.38		\$0.00
38	07/17/2019	LATE PAYMENT CHARGE									\$2.04							
39	07/22/2019	ELECTRIC SERVICE		06/20/2019-07/22/2019	66152	ACTUAL	120992975	780	0		\$112.88	\$139.42	\$112.88	\$252.30	08/13/2019	\$252.30		\$0.00
40	07/23/2019		PAYMENT								-\$139.42							
41	08/20/2019	LATE PAYMENT CHARGE									\$1.69							
42	08/20/2019	ELECTRIC SERVICE		07/22/2019-08/20/2019	68007	ACTUAL	120992975	1855	0		\$254.70	\$114.57	\$254.70	\$369.27	09/11/2019	\$369.27		\$0.00
43	09/17/2019	LATE PAYMENT CHARGE									\$5.51							
44	09/19/2019	ELECTRIC SERVICE		08/20/2019-09/19/2019	69465	ACTUAL	120992975	1458	0		\$203.07	\$374.78	\$203.07	\$577.85	10/11/2019	\$577.85		\$0.00
45	10/14/2019		PAYMENT								-\$369.27							
46	10/16/2019	LATE PAYMENT CHARGE									\$3.05							
47	10/18/2019	ELECTRIC SERVICE		09/19/2019-10/18/2019	70445	ACTUAL	120992975	980	0		\$142.61	\$211.63	\$142.61	\$354.24	11/12/2019	\$354.24		\$0.00
48	11/06/2019		PAYMENT								-\$228.58							
49	11/06/2019	RECONNECT FEE - CUT-OUT NON-PAY									\$20.00							
50	11/13/2019		PAYMENT								-\$145.66							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt	
51	11/18/2019	ELECTRIC SERVICE		10/18/2019-11/18/2019	71800	ACTUAL	120992975	1355	0		\$193.17	\$0.00	\$193.17	\$193.17	12/10/2019	\$193.17	452	\$0.00	
52	12/12/2019		PAYMENT								-\$193.17								
53	12/19/2019	ELECTRIC SERVICE		11/18/2019-12/19/2019	78331	ACTUAL	120992975	6531	0		\$893.27	\$0.00	\$893.27	\$893.27	01/10/2020	\$893.27	732	\$0.00	
54	01/10/2020		CREDIT								-\$138.72								
55	01/23/2020	ELECTRIC SERVICE		12/19/2019-01/23/2020	85806	ACTUAL	120992975	7475	0		\$874.97	\$754.55	\$874.97	\$1,629.52	02/14/2020	\$1,629.52	911	\$0.00	8.2
56	02/06/2020		PAYMENT								-\$1,629.52								
57	02/21/2020	ELECTRIC SERVICE		01/23/2020-02/21/2020	92118	ACTUAL	120992975	6312	0		\$739.95	\$0.00	\$739.95	\$739.95	03/16/2020	\$739.95	710	\$0.00	8.9
58	03/19/2020		PAYMENT								-\$739.95								
59	03/23/2020	ELECTRIC SERVICE		02/21/2020-03/23/2020	96286	ACTUAL	120992975	4168	0		\$486.08	\$0.00	\$486.08	\$486.08	04/14/2020	\$486.08	584	\$0.00	7.1
60	04/15/2020		PAYMENT								-\$486.08								
61	04/15/2020		CREDIT								-\$1.75								
62	04/21/2020	ELECTRIC SERVICE		03/23/2020-04/21/2020	100615	ACTUAL	120992975	4329	0		\$504.56	\$0.00	\$502.81	\$502.81	05/13/2020	\$502.81	420	\$0.00	10.3
63	05/14/2020		PAYMENT								-\$502.81								
64	05/20/2020	ELECTRIC SERVICE		04/21/2020-05/20/2020	103322	ACTUAL	120992975	2707	0		\$319.24	\$0.00	\$319.24	\$319.24	06/11/2020	\$319.24	267	\$0.00	10.1
65	06/11/2020		PAYMENT								-\$319.24								
66	06/19/2020	ELECTRIC SERVICE		05/20/2020-06/19/2020	104573	ACTUAL	120992975	1251	0		\$164.79	\$0.00	\$164.79	\$164.79	07/13/2020	\$164.79		\$0.00	
67	07/14/2020		PAYMENT								-\$164.79								
68	07/21/2020	ELECTRIC SERVICE		06/19/2020-07/21/2020	106434	ACTUAL	120992975	1861	0		\$251.53	\$0.00	\$251.53	\$251.53	08/12/2020	\$251.53		\$0.00	
69	08/13/2020		PAYMENT								-\$251.53								
70	08/19/2020	ELECTRIC SERVICE		07/21/2020-08/19/2020	108406	ACTUAL	120992975	1972	0		\$265.94	\$0.00	\$265.94	\$265.94	09/10/2020	\$265.94		\$0.00	
71	09/18/2020		PAYMENT								-\$265.94								
72	09/18/2020	ELECTRIC SERVICE		08/19/2020-09/18/2020	109688	ACTUAL	120992975	1282	0		\$175.86	\$0.00	\$175.86	\$175.86	10/13/2020	\$175.86		\$0.00	
73	10/20/2020	ELECTRIC SERVICE		09/18/2020-10/20/2020	110289	ACTUAL	120992975	601	0		\$87.79	\$175.86	\$87.79	\$263.65	11/12/2020	\$263.65	87	\$0.00	
74	11/18/2020	ELECTRIC SERVICE		10/20/2020-11/18/2020	111348	ACTUAL	120992975	1059	0		\$129.26	\$263.65	\$129.26	\$392.91	12/10/2020	\$392.91	282	\$0.00	
75	11/24/2020		PAYMENT								-\$263.65								
76	11/25/2020		MISC BILLING ADJUSTMENT								-\$10.10								
77	11/25/2020	ELECTRIC SERVICE		10/20/2020-11/18/2020	111348	ACTUAL	120992975	1059	0		-\$10.10						282		
78	12/21/2020		PAYMENT								-\$119.16								
79	12/21/2020	ELECTRIC SERVICE		11/18/2020-12/21/2020	118425	ACTUAL	120992975	7077	0		\$810.29	\$0.00	\$810.29	\$810.29	01/12/2021	\$810.29	719	\$0.00	9.8
80	01/22/2021	ELECTRIC SERVICE		12/21/2020-01/22/2021	125805	ACTUAL	120992975	7380	0		\$847.68	\$810.29	\$847.68	\$1,657.97	02/16/2021	\$1,657.97	849	\$0.00	8.7
81	02/22/2021	ELECTRIC SERVICE		01/22/2021-02/22/2021	133256	ACTUAL	120992975	7451	0		\$857.43	\$1,657.97	\$857.43	\$2,515.40	03/16/2021	\$2,515.40	1029	\$0.00	7.2
82	03/23/2021		PAYMENT								-\$200.00								
83	03/23/2021	ELECTRIC SERVICE		02/22/2021-03/23/2021	135672	ACTUAL	120992975	2416	0		\$280.95	\$2,315.40	\$280.95	\$2,596.35	04/14/2021	\$2,596.35	640	\$0.00	
84	04/21/2021	ELECTRIC SERVICE		03/23/2021-04/21/2021	136894	ACTUAL	120992975	1222	0		\$147.34	\$2,596.35	\$147.34	\$2,743.69	05/13/2021	\$2,743.69	299	\$0.00	
85	4/27/2021	meter reading			137135	ACTUAL	120992975												
86	05/20/2021	ELECTRIC SERVICE		04/21/2021-05/20/2021	137647	ACTUAL	120992975	753	0		\$94.67	\$2,743.69	\$94.67	\$2,838.36	06/11/2021	\$2,838.36	126	\$0.00	
87	05/26/2021		PAYMENT								-\$500.00								
88	06/09/2021		PAYMENT AGREEMENT								-\$2,338.36								
89	06/21/2021	DEFERRED PAYMENT AGREEMENT									\$155.89								
90	06/21/2021	ELECTRIC SERVICE		05/20/2021-06/21/2021	138278	ACTUAL	120992975	631	0		\$91.70	\$0.00	\$247.59	\$247.59	07/13/2021	\$247.59		\$0.00	
91	07/15/2021		PAYMENT								-\$247.59								
92	07/21/2021	DEFERRED PAYMENT AGREEMENT									\$155.89								
93	07/21/2021	ELECTRIC SERVICE		06/21/2021-07/21/2021	139255	ACTUAL	120992975	977	0		\$136.24	\$0.00	\$292.13	\$292.13	08/12/2021	\$292.13		\$0.00	
94	08/17/2021	BILL OUT DPA									\$2,026.58								
95	08/19/2021	ELECTRIC SERVICE		07/21/2021-08/19/2021	140359	ACTUAL	120992975	1104	0		\$152.63	\$2,318.71	\$152.63	\$2,471.34	09/10/2021	\$2,471.34		\$0.00	
96	08/26/2021		PAYMENT AGREEMENT								-\$2,026.58								
97	08/27/2021		PAYMENT								-\$292.13								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt	
98	09/20/2021	DEFERRED PAYMENT AGREEMENT									\$155.89								
99	09/20/2021	ELECTRIC SERVICE		08/19/2021-09/20/2021	141077	ACTUAL	120992975	718	0		\$104.19	\$152.63	\$260.08	\$412.71	10/12/2021	\$412.71		\$0.00	
100	09/21/2021		PAYMENT								-\$152.63								
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## **EXHIBIT 2**

# EXHIBIT

exhibitsticker.com

PECO Exh No. 2 10/26/21

Name: Keisha Sheffield Address: 6775 Mustange Dr  
 Account Number: 56681-04019 19119  
 Type of High Bill Complaint: PUC

**COST ESTIMATE**

Cooling and Refrigeration				Air Conditioning/Ventilation				Home Entertainment			
Refrigerator type	No. of	Avg. kWh's	Act. kWh's	Air Conditioning Devices	Watts	Act. kWh's		No. of	Avg. kWh's	Act. kWh's	
<input type="checkbox"/> Manual		120						<input type="checkbox"/> TV 20" to 27"	48		
<input type="checkbox"/> Top/Bottom		200						<input type="checkbox"/> TV 28" to 36"	72		
<input checked="" type="checkbox"/> Side/Side	<u>1</u>	300	<u>300</u>					<input checked="" type="checkbox"/> TV Big Screen	96	<u>384</u>	
<input type="checkbox"/> Sub Zero		450						<input type="checkbox"/> CABLE BOX	10		
<input type="checkbox"/> Stalant		100		<input type="checkbox"/> Dehumidifier	324			<input type="checkbox"/> VCR/DVD	10		
<b>Freezer type</b>				<input checked="" type="checkbox"/> Ceiling Fan	40	<u>200</u>		<input type="checkbox"/> Home Theater Stereo	25		
<input checked="" type="checkbox"/> Upright		210	<u>210</u>	<input type="checkbox"/> Standing Fan	30			<input type="checkbox"/> Computer	48		
<input type="checkbox"/> Chest		110		<input type="checkbox"/> Attic Fan	48			<input type="checkbox"/> Other			
<b>Cooking - Electric</b>				<b>Blow-In Gas and Oil</b>				<b>Other Services</b>			
<input checked="" type="checkbox"/> Range		150	<u>150</u>	<input type="checkbox"/> Furnace Fan	240			<input type="checkbox"/> Well Pump	60		
<input type="checkbox"/> Microwave		40	<u>40</u>	<input type="checkbox"/> Gasolator	150			<input type="checkbox"/> Sump Pump	12		
<input type="checkbox"/> Toaster Oven		40		<input type="checkbox"/> Oil Burner Motor	66			<input type="checkbox"/> Swimming Pool Pump (24hr/day)	270		
<input type="checkbox"/> Coffee Maker		36		<b>Hot Water</b>				<input type="checkbox"/> Hot tub heater (2hr/day)	300		
<input type="checkbox"/> Toaster		2		<input checked="" type="checkbox"/> Heat Pump	<u>5000w - 3000kwh</u>			<input type="checkbox"/> Water Bed Heater	144		
<b>Other Kitchen Appliances</b>				<input type="checkbox"/> Gasboard	<u>1200w 8kwh/day</u>			<input type="checkbox"/> Other			
<input checked="" type="checkbox"/> Dishwasher		48	<u>48</u>	<input type="checkbox"/> Space Heater				<input type="checkbox"/> Other			
<input checked="" type="checkbox"/> Exhaust Fan		5	<u>5</u>	<b>Hot Water</b>				<input type="checkbox"/> Other			
<input type="checkbox"/> Trash Compactor		8		<input checked="" type="checkbox"/> Elec WH	<u>375</u>			<input type="checkbox"/> Other			
<input type="checkbox"/> Other				250 kwh for 1 person and 125 kwh's for each additional				<b>Gas Services</b>			
<input type="checkbox"/> Other				<b>Laundry</b>				Rated			
<b>Laundry Services</b>				4 to 6 rooms - 60 kwh's				No. of Rooms			
<input checked="" type="checkbox"/> Washer	10	<u>10</u>		6 to 8 rooms - 60 kwh's				<u>9</u>			
<input checked="" type="checkbox"/> Dryer	110	<u>110</u>		9 to 12 rooms - 75 kwh's				Appl. Lighting			
<input type="checkbox"/> Iron	10			Appl. Lighting				<u>75</u>			
<input type="checkbox"/> Other				OD Lighting				OD Lighting			
				AUG KWHS SUMMER				AUG KWHS WINTER			
Electric Meter Number: <u>20993975</u> Rate: <u>RM</u> No. of Meters: <u>72</u> Size: <u>40.09</u> Gas Meter Number: <u>5507a-10347w</u>											
DATE	Reading	Usage	DAU	EST Use Next Bill	Watts	DATE	Reading	Usage	DAU	Est Use Next Bill	Cost
04/12/21	137135	241	40.3	1205							
04/11/21	136844	122.3									
Electric Meter Number:				Gas Meter Number:							
DATE	Reading	Usage	DAU	EST Use Next Bill	Watts	DATE	Reading	Usage	DAU	Est Use Next Bill	Cost

**HIGH BILL REPORT-RESIDENTIAL SERVICE**

1. **LAST BILLED READING VERIFIED:**  
 YES  NO  NO ACCESS

2. **DROPPED LOAD AND IDLED METER:**  
 YES  NO  DECLINED

3. **PASSING LOAD TEST PERFORMED:**

ELECTRIC:  YES  NO  DECLINED

APPLIANCE USED: Water Test

NR: \_\_\_\_\_ No. of Seconds: \_\_\_\_\_

CLOCKED: \_\_\_\_\_ OF \_\_\_\_\_ (with)

GAR:  YES  NO  DECLINED

APPLIANCE USED: \_\_\_\_\_

FI DM: \_\_\_\_\_ No. of Seconds: \_\_\_\_\_

CLOCKED: \_\_\_\_\_ OF \_\_\_\_\_ (with)

4. **FOREIGN WIRING/FOREIGN PIPING FOUND:**

YES  NO  NO ACCESS

DETAILS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. **METER MISC FOUND:**  YES  NO  NO ACCESS

DATE	DESCRIPTION	INITIALS	REMARKS

ADDITIONAL REPORT: Met w/ Mrs. Sheffield  
Gave access to prop and MTR  
Dropped load w/ no FW or MW  
Appl anal completed  
MTR Test results Test 1 - HL 99.99% PF 100.03% LL 100.03%  
Test 2 - HL 99.98% PF 100.01% LL 100.04%  
Meter found to be accurate & working within PECO and PUC guidelines  
Expl call to Mrs. Sheffield, understands and Sat  
Forward to K. Harris

INVESTIGATOR: D. Vargas ES DATE OF INVESTIGATION: 04/27/21

**DISPUTE UTILITY REPORT**

NAME: Kristin Sheffield ADDRESS: 6775 Musgrave St

ACCOUNT NUMBER: 56681-04019 MAILING: 19119

DISPUTES THE FOLLOWING: PUC

6. **15211** DISPUTES THE FOLLOWING: PUC

6. **15212** PECO Energy POSITION ON THIS DISPUTE IS: SEE REPORT

6. **15213** Termination of service will not take place during any Informal Complaint proceedings, provided you pay the undisputed portion of bills as they become due. If you do not agree with this report you have ten days from today for filing an Informal Complaint with the Pennsylvania Public Utility Commission.

6. **15214** The closest company location is 2901 Market St. Philadelphia, Germ Street, Philadelphia, PA 19104. You may obtain additional information by writing to P.O. Box 12778, Phila., PA 19104, or by calling us at 1-800-484-4000

6. **15215** An Informal Complaint may be filed with the PUC by calling 1-800-725-1110, or by writing to P.O. Box 3265, Harrisburg, PA 17105. The following information must be included in your complaint:

a. The name of the customer

b. The address of the customer, and if different, the address at which service is provided.

c. The account number of the customer, if applicable.

d. The name of the utility.

e. A brief statement of the dispute.

f. Whether the dispute formerly has been the subject of a utility company investigation and report.

g. Whether the dispute formerly has been the subject of a PUC informal or formal complaint.

h. The date, if any, of proposed termination.

i. The relief sought.

6. **15217** Your open balance is now \$ \_\_\_\_\_ and will become delinquent on \_\_\_\_\_ unless a Payment Agreement is entered into, or an Informal Complaint is filed with the Commission. (Please. This date must be the later of 10 days from today, or the actual due date of the bill.)

\*The current bill in the amount of \$ \_\_\_\_\_ is due \_\_\_\_\_

The past due amount of \$ \_\_\_\_\_ will become delinquent on \_\_\_\_\_

Payment arrangements are: \_\_\_\_\_

By: \_\_\_\_\_ Remittance Method: \_\_\_\_\_

( ) Customer Requested Written Report

Date: \_\_\_\_\_ Mailed on \_\_\_\_\_

**PECO ENERGY ELECTRIC METER TEST**

CUSTOMER:	Keisha Sheffield	ELECTRIC METER #	120992975
ADDRESS:	6775 Musgrave St.	METER READING	137135
CITY:	Philadelphia PA 19119	METER LOC	OUTDOOR

SERVICE	RESIDENTIAL	KWH CONSTANT	1	DEMAND CONSTANT	1
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SEQ	PRIORITY	EQUIP	TEST DATE	TEST TYPE
1	270	11	4/27/2021	COMPLAINT

METER INFO					
TYPE	DIALS	CT	PT	PKH	CONTACTS
	6			7.2	

TEST RESULTS			CHECK ONE	
FL	IL	LL	PASS	FAIL
99.99%	100.03%	100.03%	X	

PASSING LOAD	
SECONDS	WATTS
5400	4.8

NOTE: For Generating Stations & Substations  
be sure to include Unit Number in Customer field.  
Leave hardcopy in Station folder.

STD#	11603926	PECO SER. #	
------	----------	-------------	--

REMARKS	Meter found to be accurate & working within Peco & PUC guidelines.
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TESTED BY	D.Vargas	DATE	4/27/2021
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# **EXHIBIT 3**



**HIGH BILL REPORT-RESIDENTIAL SERVICE**

**1. LAST BILLED READING VERIFIED:**

YES  NO  NO ACCESS

**2. DROPPED LOAD AND IDLED METER**

YES  NO  DECLINED

**3. PASSING LOAD TEST PERFORMED:**

ELECTRIC:  YES  NO  DECLINED

APPLIANCE USED: \_\_\_\_\_

KH: \_\_\_\_\_ No. of Seconds: \_\_\_\_\_

CLOCKED: \_\_\_\_\_ OF \_\_\_\_\_ (watts)

GAS:  YES  NO  DECLINED

APPLIANCE USED: \_\_\_\_\_

FI Dial: \_\_\_\_\_ No. of Seconds: \_\_\_\_\_

CLOCKED: \_\_\_\_\_ OF \_\_\_\_\_ (btu's)

**4. FOREIGN WIRING/FOREIGN PIPING FOUND:**

YES  NO  NO ACCESS

DETAILS: \_\_\_\_\_

**5. METER MIX-UP FOUND:**  YES  NO  NO ACCESS

METER NUMBER	READING	AS LISTED	SHOULD BE

**ADDITIONAL REPORT:**

Heat w/feather. No man found reviewed PAN w/ cust. she claims heat hasn't been on - usage indicates otherwise - Asked her to turn on heat pump - she stated she did, only fan came on - Compressor w/out came on - Explain can't verify hwy load - Cust complaining about previous flv from a year ago - she req call back from Foreman/Supv - Closing HBL

**ORAL UTILITY REPORT**

NAME: Keisha Letfield ADDRESS: 6775 Musgrave St

ACCOUNT NUMBER: 56681-84019 MAILING: \_\_\_\_\_

**56.152(1)** DISPUTES THE FOLLOWING: ATH

**56.152(2)** PECO Energy's POSITION ON THIS DISPUTE IS: SEE REPORT

**56.152(3)** Termination of service will not take place during any Informal or Formal Complaint proceedings, provided you pay the undisputed portion of bills as they become due.

**56.152(4)** If you do not agree with this report you have ten days from today for filing an informal complaint with the Pennsylvania Public Utility Commission.

**56.152(5)** The closest company location is 2301 Market St. Philadelphia. Gave closest authorized payment location. Payments may be mailed to P.O. Box 13439, Phila., PA 19101. You may obtain additional information by writing to P.O. Box 13778, Phila., PA 19101, or by calling us at 1-800-494-4000

**56.152(6)** An Informal Complaint may be filed with the PUC by calling 1-800-782-1110, or by writing to P.O. Box 3265, Harrisburg, PA 17120. The following information must be included in your complaint.

a. The name of the customer

b. The address of the customer, and if different, the address at which service is provided.

c. The account number of the customer, if applicable.

d. The name of the utility.

e. A brief statement of the dispute.

f. Whether the dispute formerly has been the subject of a utility company investigation and report.

g. Whether the dispute formerly has been the subject of a PUC informal or formal complaint.

h. The date, if any, of proposed termination.

i. The relief sought

**56.152(7)** Your open balance is now \$ 1657.97, and will become delinquent on 3/16/21 unless a Payment Agreement is entered into, or an Informal Complaint is filed with the Commission.

(Note: This date must be the later of 16 days from today, or the actual due date of the bill.)

\*The current bill in the amount of \$ \_\_\_\_\_ is due \_\_\_\_\_

The past due amount of \$ \_\_\_\_\_ will become delinquent on \_\_\_\_\_

Payment arrangements are: \_\_\_\_\_

By: Em ut Remarks Noted:

Date: 2-22-21 ( ) Customer Requested Written Report

Mailed on \_\_\_\_\_

INVESTIGATOR: Em ut

DATE OF INVESTIGATION: 2-22-21

# **EXHIBIT 5**

**HIGH BILL REPORT-RESIDENTIAL SERVICE**

**1. LAST BILLED READING VERIFIED:**

YES  NO  NO ACCESS

**2. DROPPED LOAD AND IDLED METER**

YES  NO  DECLINED

**3. PASSING LOAD TEST PERFORMED:**

ELECTRIC:  YES  NO  DECLINED

APPLIANCE USED: elec dryer

KH: 72 No. of Seconds: 5.3

CLOCKED: 4890.9 OF 5400 (watts)

GAS:  YES  NO  DECLINED

APPLIANCE USED: \_\_\_\_\_

Fl Dial: \_\_\_\_\_ No. of Seconds: \_\_\_\_\_

CLOCKED: \_\_\_\_\_ OF \_\_\_\_\_ (btu's)

**4. FOREIGN WIRING/FOREIGN PIPING FOUND:**

YES  NO  NO ACCESS

DETAILS: \_\_\_\_\_

**5. METER MID-UP FOUND:**  YES  NO  NO ACCESS

METER NUMBER	READING	AS LISTED	SHOULD BE

ADDITIONAL REPORT: 10am adv enroute, met w/keisha, Verified meter #9  
Pdg OK, APPL LSTD & POT is justified, PL test OK, keisha has been  
updating property w/elec appliances, stated Gas heat not working,  
have space heaters, explain winter usage, stated no one goes  
to property, went through DMU, gave. ORUB, keisha ULSC

**ORAL UTILITY REPORT**

NAME: Keisha R Sheffield ADDRESS: 6775 Musgrave  
Phila Pa 19119

ACCOUNT NUMBER: 50681-04019 MAILING \_\_\_\_\_

58.152(1) DISPUTES THE FOLLOWING: ATH

58.152(2) PECO Energy's POSITION ON THIS DISPUTE IS: SEE REPORT

58.152(3) Termination of service will not take place during any Informal or Formal Complaint proceedings, provided you pay the undisputed portion of bills as they become due. If you do not agree with this report you have ten days from today for filing an informal complaint with the Pennsylvania Public Utility Commission.

58.152(4) The closest company location is 2301 Market St. Philadelphia, Gays closed, authorized removal location. Payments may be mailed to P.O. Box 13439, Phila., PA 19101. You may obtain additional information by writing to P.O. Box 13778, Phila., PA 19101, or by calling us at 1-800-494-4000

58.152(6) An Informal Complaint may be filed with the PUC by calling 1-800-782-1110, or by writing to P.O. Box 3265, Harrisburg, PA 17120. The following information must be included in your complaint:

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

58.152(7) Your open balance is now \$ 570.86, and will become delinquent on 3-15-19 unless a Payment Agreement is entered into, or an Informal Complaint is filed with the Commission.

(Note: This date must be the later of 16 days from today; or the actual due date of the bill.)

The current bill in the amount of \$ 77.79 is due 3-15-19

The past due amount of \$ 493.07 will become delinquent on 3-15-19

Payment arrangements are: \_\_\_\_\_

By: Jennifer O'Neil

Remarks Noted:   
 Customer Requested Written Report

Date: 2-22-19

Mailed on \_\_\_\_\_

INVESTIGATOR: Jennifer O'Neil

DATE OF INVESTIGATION: 2-22-19



# **EXHIBIT 6**

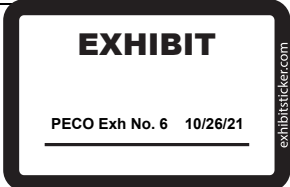


**UTILITY COMPANY REPORT**  
**Reporte De La Compania Utilidades**

<b>Date:</b> 1/14/20	<b>Prepared By:</b> John B.
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<b>Name:</b> KEISHA R SHEFFIELD
<b>Mailing Address:</b> 6775 MUSGRAVE ST PHILADELPHIA PA 19119
<b>Account Number:</b> 56681-04019

<b>Primary Phone:</b> (215) 209-9836	<b>Alternate Phone:</b>
<b>Service Address:</b> 6775 MUSGRAVE ST PHILADELPHIA PA 19119	



**Problem As You Described It**

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On 12/26/19 you contacted our office regarding your PECO bill.

**Our Response**

---

On 1/9/20 our high bill technician met with you regarding a high bill complaint. The technician verified you were eligible for Residential Heat service going forward. We have cancelled/revised the following bills:

- 10/18/19 to 12/19/19
  - Original billing was for at 1,086.44 (Residential Rate)
  - Revised billing is for \$947.72 (Residential Heat Rate)

This is a savings of \$138.72.

The balance on your account is \$754.55 as of 10/12/21. The amount due by 1/30/20 to avoid delinquency is \$754.55.

The investigation is being closed at this time. If you have questions regarding the High Bill Investigation, please contact our High Bill Back Office at 1-844-542-6164. Or if you need payment arrangements, please contact our Financial Care Center at 1-888-480-1533.

Cordially,  
Jennifer O.  
High Bill Field



## UTILITY COMPANY REPORT

### To file a Complaint

If you do not agree with this report you may file a Complaint with the Public Utility Commission (PUC). You may file a complaint by calling the PUC at 1-800-692-7380 or by writing to the following address:

Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg PA 17105-3265  
Attention: Service Termination Mediation Unit

To protect your rights your complaint should be filed within 10 days of the date on this report and should include the following information:

1. Your name.
2. Your address.
3. The address where this service is being used.
4. Your account number.
5. Our name, PECO Energy Company.
6. A brief statement of the problem.
7. Whether a Complaint about this problem was filed with the PUC before.
8. Whether the problem was investigated and reported by us on or before the shut-off date, if any.
9. How you would like the problem to be solved.

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

### PECO ENERGY COMPANY

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

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

2301 Market Street, Philadelphia, PA 19101

# **EXHIBIT 7**

**Case Details Report**

**BCS Case #:** 003782850  
**Customer Name:** KEISHA SHEFFIELD  
**Service Address:** 6775 MUSGRAVE ST

**BCS Bill Account #:** 8888888888

**Mailing Address:** PHILADELPHIA, PA 19119

**Home Phone:** ( ) -  
**Business Phone:** ( ) -  
**Business name:**  
**Alternate contact:**

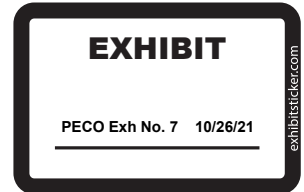
**Date Case Opened:** 2021-03-23  
**PAR Case:** N  
**Investigator Name:** BCS CASE POOL  
**Investigator Phone:** (717) 787-5468  
**Service class:** R  
**Previous case #:**

**Date Cut Out:** 9999-12-31  
**Universal Service:** N  
**Contact Type:** TELEPHONE  
**Amount in Arrears:** \$0.00

**# Adults:** 2  
**# Children:** 0  
**Children Ages:**  
**Gross Income:** \$4333.33  
**Miscellaneous Info:**

**Complaint Reason:**  
BILLING DISPUTES (# 18)

**Customer Problem Description:**  
18 ??? HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILL(S) FROM THE MONTH(S) OF . CU HAS BEEN HAVING HIGH BILLING ISSUE FOR A FEW YEARS. SHE CONVERTED EVERYTHING TO ELECTRIC. HER DINING ROOM LIGHT HAS BEEN FLICKERING SINCE NOVEMBER. AN ELECTRICIAN CHECKED EVERYTHING SINCE THEN AND SAID EVERYTHING IS FINE IN HER HOME. HER METER HAS BEEN READING/MOVING EVEN WHILE ALL HER POWER IS OFF. A TECH CAME OUT IN FEB BUT HE SAID THAT HE WAS JUST THERE TO READ THE METER. HE TOLD HER THAT HER METER IS RUNNING HIGH AND THAT HE WOULD HAVE PECO ,TOM MIER-FOREMAN, CALL HER. CU THOUGHT IT WAS SUPPOSED TO DO A HOME ASSESSMENT. HE SAID HE DOESN'T DO THAT. THIS IS A ROW HOME SO THERE IS A POSSIBILITY OF FOREIGN WIRING? SHE GOT SEVERAL HIGH BILLS





**October 12, 2021**

WITHIN A FEW WEEKS APART BECAUSE OF MAIL ISSUES. CU SAYS THAT FOR ABOUT 3 YEARS HER BILLS RAN HIGH EVEN THOUGH SHE WASN'T STAYING THERE MOST OF THE TIME. SHE WAS STAYING AT ANOTHER HOME. MOST OF THE APPLIANCES, ETC WERE NOT ON. CU NEEDS THE PUC TO REVIEW HER HIGH BILLS AND HELP HER GET SOMEONE TO PAY ATTENTION TO WHAT COULD BE GOING ON OR WHY THE BILLS ARE SO HIGH. CU MAY NEED A PAR THE CELL PHONE NUMBER (215) 209 - 9836 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS SHEFFIELD28@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

**Company Position:**

PAY 700-800 A MONTH A MANAGER WAS SUPPOSED TO CONTACT HER SOMETIME AFTER FEB 22, 2021.



October 12, 2021

**BCS Decision Report**

**BCS Case #:** 003782850 **Open Date:** 2021-03-23  
**Customer Name:** KEISHA SHEFFIELD  
**Service Address:** 6775 MUSGRAVE ST

PHILADELPHIA, PA 19119  
**BCS Bill Account #:** 8888888888 **Previous Case #:**  
**Violation Type:** NO **Chapter Type:**  
**Decision Type:** W **Section / Rule:**  
**Investigator Name:** NICOLE LIPSCOMB

**Decision Issued Date:** 2021-05-11  
**Case Closed Date:** 2021-05-12

**Letter Description:**

**Total Balance:** \$2596.35 **Balance Date:** 2021-04-22  
**Amount to Restore Service:** \$0.00 **Amount to Continue Service:** \$0.00  
**Date Payment Due:** **Regular Budget Amount:** \$391.00  
**Special Budget Payment:** \$0.00 **Final Bill Monthly Payment:** \$0.00  
**Plus Arrears Payment:** \$0.00 **End of Month Payment:** \$0.00  
**Current Monthly Payment:** \$0.00  
**Payment Terms:**

**PAR Description:**

**Resolution Description:**  
DECISION ISSUED; CASE DISMISSED UTI IS PERMITTED TO CHARGE FOR SERVICE THAT PASSED THROUGH THE METER UTI REPORTED NO FOREIGN LOAD OR METER MIX-UP UTI REPORTED THAT METER TESTED WITHIN ACCEPTABLE LIMITS THIS CUSTOMER QUALIFIES FOR NEW UTILITY PAYMENT TERMS IN ACCORDANCE WITH THE COMMISSION'S PUBLIC UTILITY SERVICE TERMINATION MORATORIUM PROCLAMATION OF DISASTER EMERGENCY-COVID-19, DOCKET NO. M-2020-3019244 (EMERGENCY ORDER REVISED AND RATIFIED ON MARCH 18, 2021, EFFECTIVE APRIL 1, 2021).