



Direct Dial: 215.841.6841
khadijah.scott@exeloncorp.com

June 15, 2022

VIA E-FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

**RE: Thuy Lam v. PECO Energy Company
Docket No. F-2022-3032683**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is the *Preliminary Objection of Respondent, PECO Energy Company*.

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Khadijah Scott".

Khadijah Scott, Esquire
Assistant General Counsel, Exelon BSC
Encl.

Cc: Thuy Lam (via email)

PENNSYLVANIA PUBLIC UTILITY COMMISSION

THUY LAM :
Complainant :
v. : DOCKET NO. F-2022-3032683
PECO ENERGY COMPANY :
Respondent :

NOTICE TO PLEAD

Pursuant to 52 Pa. Code §5.101 and 5.62(c), you are hereby notified that, if you do not file a written response denying or correcting the enclosed Preliminary Objections of PECO Energy Company, within ten (10) days from service of this notice, a decision may be rendered against you. All pleadings, such as a Reply to Preliminary Objections, must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served to counsel for PECO Energy Company, Khadijah Scott, and where applicable, the Administrative Law Judge presiding over the issue.

File with:
Rosemarie Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

With a copy to:
Khadijah Scott, Esq.
PECO Energy Company
2301 Market Street, S-23
Philadelphia, PA 19103
Khadijah.scott@exeloncorp.com

Dated: June 15, 2022



Khadijah Scott
Counsel for PECO Energy Company
2301 Market Street S-23
Philadelphia, PA 19103
215-841-6841
Khadijah.scott@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

THUY LAM

Complainant

v.

PECO ENERGY COMPANY

Respondent

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:

DOCKET NO. F-2022-3032683

**PRELIMINARY OBJECTION OF RESPONDENT,
PECO ENERGY COMPANY**

Respondent, PECO Energy Company (“PECO”), pursuant to 52 Pa. Code §5.101(a)(4), respectfully petitions this Honorable Commission to dismiss the instant Complaint as legally insufficient.

1. On May 31, 2022, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by Thuy Lam (hereafter “Complainant”) in the above captioned docket. A copy of the Complaint is attached hereto as Exhibit “1”.
2. On June 15, 2022, PECO Energy filed an Answer to the Complainant’s Complaint. A copy of the Answer is attached hereto as “Exhibit 2”.
3. In the Complaint, the Complainant alleges that PECO Energy did not credit her account with the last month of Pre-Program Arrearages (“PPA”) as agreed to in its Customer Assistance Program (“CAP”) because she did not maintain twelve (12) months of active service. See Exhibit “1”.
4. The Complainant does not dispute that she did not maintain an active account with PECO Energy for twelve months as required by its PPA program. Id.

5. In essence, the Complainant is requesting that PECO Energy credit her the outstanding balance of \$541.69 to her finalized account because she experienced a financial hardship, which caused her to end service with PECO prior to the full twelve months of active service, as required by CAP's PPA program.

6. PECO Energy therefore files the instant Preliminary Objections.

7. Pursuant to 52 Pa. Code §5.101, preliminary objections may be filed against a complaint and dismissed for legal insufficiency. 52 Pa. Code §5.101(a)(4).

8. Commission procedure regarding the disposition of preliminary objections is similar to that utilized in Pennsylvania civil procedure. Equitable Small Transportation Intervenors. v. Equitable Gas Co., 1994 Pa.PUC LEXIS 69, Docket No. C-00935435 (July 18, 1994).

9. In deciding preliminary objections, the Public Utility Commission must determine, based on the factual pleadings of the petitioner, if relief or recovery is possible. Roc v. Flaherty, 527 A.2d 211 (Pa. Cmwlth 1985).

10. A complaint must be able to recover under the law to survive a preliminary objection. Milliner v. Enck, 709 A.2d 417, 418 (Pa. Super. Ct. 1998) ("preliminary objection should be sustained only where it appears with certainty that, upon the facts averred, the law will not allow the plaintiff to recover").

11. All of the non-moving party's averments must be taken as true for the sake of deciding the preliminary objection. County of Allegheny v. Commw. of Pa., 490 A.2d 402 (Pa. 1985).

12. The court does not, however, need to accept, “unwarranted inferences from facts, argumentative allegations, or expressions of opinions.” Feingold v. McNulty, 2009 Phila. Ct. Com. Pl LEXIS 167, *3.

13. Section 703 of the Public Utility Code, 66 Pa. C.S.A. § 703(b) provides that the Commission may dismiss any complaint without a hearing if, in its opinion, a hearing is not necessary to the public interest.

14. A hearing is required only when there is a disputed question of fact, and is not required to resolve questions of law. Dee-Dee Cab, Inc. v. Pa.Pub. Util. Comm’n, 817 A.2nd 593 (Pa.Commw. Ct. 2003), petition for allowance of appeal denied, 836 A.2d 123 (Pa. 2003).

15. Here, there are no genuine issues of fact and PECO Energy is entitled to judgment as a matter of law with respect to all of the allegations in the Complaint.

I. Legal Insufficiency – Under PECO Energy’s CAP Pre-Program Arrearage Program, the Complainant is Not Entitled to any Additional Account Credits.

1. The Complainant is requesting that PECO Energy credit her the outstanding balance of \$541.69 to her finalized account because she experienced a financial hardship, which caused her to end service with PECO prior to the full twelve months of active service with PECO Energy, as required by CAP’s PPA program.

2. On April 8, 2021, the Complainant enrolled in PECO Energy’s CAP program. See, Exhibit “2”.

3. On March 1, 2022, the Complainant’s account finalized with an outstanding balance of \$541.69. Id.

4. Through its CAP Program, PECO Energy will forgive all pre-program arrearages (the delinquency before the first time enrollment on CAP) if the customer pays their new, discounted CAP Rate bill on time and in full each month. See, PECO Energy's 2016-2018 Universal Service and Energy Conservation Plan.

5. For each month in which the CAP customer pays their bill in full and on time, one-twelfth of their PPA will be forgiven and PECO will continue to apply 1/12th PPA forgiveness for payments received throughout the year on a month-to-month basis. Id.

6. It is undisputed that the Complainant did not maintain twelve months of active service with PECO Energy after her enrollment in PECO Energy's CAP program, as required by the PPA program.

7. Therefore, the Complainant does not qualify for PPA arrearage credits during the twelfth month in which she was not an active PECO Energy Customer.

8. The Complainant's outstanding balance at the time of CAP enrollment was \$6,011.55. Thus, PECO Energy credited over \$5,000.00 to the Complainant's account in PPA forgiveness during the eleven months of active service.

9. Accordingly, the Complainant's formal complaint should be dismissed as it fails to set forth a violation by PECO Energy of either the Public Utility Code, the regulations of the PUC or PECO's Electric Service Tariff as required by 52 Pa. Code §5.22(a)(4).

REQUEST FOR RELIEF

WHEREFORE, for the reasons set forth above, PECO Energy Company respectfully requests that your Honorable Commission summarily dismiss the Complainant's formal complaint, and all issues which were raised in the Complaint.

Respectfully submitted,



Khadijah Scott
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19103
(215) 841-6841
Fax: 215.568.3389
Khadijah.scott@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

THUY LAM	:	
	:	
Complainant	:	
	:	
v.	:	DOCKET NO. F-2022-3032683
	:	
PECO ENERGY COMPANY	:	
	:	
Respondent	:	

VERIFICATION

I, Khadijah Scott, hereby declare that I am counsel for PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. §4904 pertaining to false statements to authorities.

Date: June 15, 2022



Khadijah Scott

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

THUY LAM	:	
Complainant	:	
	:	
v.	:	DOCKET NO. F-2022-3032683
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

CERTIFICATE OF SERVICE

I, Khadijah Scott, hereby certify that I have this day served a copy of PECO Energy Company's Preliminary Objection in the above matter upon all interested parties by *E-mailing* a copy to:

THUY LAM
2621 W. Grand Reserve Circle
Apt. 433
Clearwater, FL 33759
Via E-mail: thuyl.fl@gmail.com

Dated: June 15, 2022



Khadijah Scott
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19103
(215) 841-6841
Fax: 215.568.3389
Khadijah.scott@exeloncorp.com

EXHIBIT 1

Botak, Amy:(PECO)

From: RA-PCESERVE@pa.gov
Sent: Tuesday, May 31, 2022 4:41 PM
To: Scott, Khadijah:(PECO)
Cc: Botak, Amy:(PECO)
Subject: [EXTERNAL]PA PUC eServe Notice

Importance: High

EXTERNAL MAIL. Do not click links or open attachments from unknown senders or unexpected Email.

Dear Khadijah Scott,

A(n) **Formal Complaint Form** has been served in this proceeding. This document is docketed as **F-2022-3032683**. You may view this document at [Formal Complaint Form - Lam](#)

You are receiving this email because you are a(n) **Respondent** for this case and have agreed to be served electronically. By selecting electronic service (eService), you have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,
Public Utility Commission
Commonwealth of Pennsylvania

** Please do not respond to this automatically generated email.
PUC has recently updated E-Service delivery E-Mail address to RA-PCESERVE@pa.gov. Please update your Address book and/or E-Mail rules accordingly.*

TIMELY

BCS CASE: 3822757

PECO-ED

Must be returned by JUNE 22, 2022

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

VIA EA ACCT RECEIVED

MAY 25 2022

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

PA PUBLIC UTILITY COMMISSION

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. (Failure to provide this information can cause your complaint to be rejected or delayed). It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Thuy Lam
Street/P.O. Box 2621 W. Grand Reserve Cir. Apt # Apt 433
City Clearwater State FL Zip 33759
County Pinellas

Telephone Number(s) (REQUIRED) Where We Can Contact You During the Day:
(703) 371-6783 (home) () same (mobile)

E-mail Address (REQUIRED): ThuyL.FL@gmail.com

Utility Account Number (from your bill) 0530042034

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name Thuy Lam
Street/P.O. Box 145 Parsons Lane
City Newtown State PA Zip 1894

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PECO

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|----------------------------------------------|-------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

Please see attached explanation of situation.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I am requesting the PUC to ^{ask PECD to} dismiss/waive the remaining balance of my last bill before I sold ^{my} house, totalling \$537.99. I am billed this full amount without any forgiveness from the CAP program because my PECD acct. was closed 1 month before the programs requirement of keeping the acct active for 12 months.

If I did not choose to sell my house in Feb. 2022, I would face foreclosure.

Please help me in asking PECD for this waiver since they were willing to assist me w/ my bill for 11 months so far due to my unemployment. I am still currently in the same situation. The only difference is I HAD TO SELL MY HOUSE, not that I want to close my acct to ~~my~~ switch providers. I am no longer in PA to continue another PECD Acct.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES
NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES
NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES
NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- a. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are **not** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, (all required contact information). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____


Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept** it.

Verification:

I Thuy Lam, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).



(Signature of Complainant)

5-25-2022

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept** it.

10. How to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be efiled or mailed.**

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.



RECEIVED

MAY 25 2022

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

About a year ago, I was approved under the program CAP (customer assistance Program) for help with our electric and gas bill due to my inability to pay for 12 months. I lost my job with Oracle Inc. when they went through a company restructure right before the pandemic. Then with the pandemic, I was not able to get rehired thus was behind on one bill after another. With the CAP program, I was able to get 1/12 of what I owe forgiven as long as I pay the minimum required each month for 12 months straight.

Unfortunately by December 2021, I no longer could keep up w/ my mortgage as well and was served foreclosure paperwork, which is also attached for your review.

Lucky, God bless, a buyer came along right in time in January so I was saved from getting foreclosed. However, the closing had to be set on Feb. 24, 2022 upon Buyer's request, therefore I had no choice but to accept their request. It was either that or foreclose. Unfortunately, this was 1 month and a few days short of the CAP program's requirement of 12 ^{staying} consecutive months with PECO.

I would not by choice decide to close my acct w/ PECO if it was not for the foreclosen enforcement.

If it were for any other reason, I would and could definitely push until after April to change anything w/ PECO. Thus because of the possibility of foreclosure, I had to do what needs to be done to avoid foreclosing on my home.

I had moved to Florida in search of more possibilities for employment thus I could not continue to have a PECO acct. otherwise I would transfer to a new address in PA and would continue to complete the CAP program.

I am currently living w/ my brother since I am still unemployed. I would not be able to afford this remaining balance from PECO.

I had file an informal complaint w/ PUC in the hopes to get assistance w/ my situation but unfortunately due to agent ^{of PUC} ~~and~~ _{Matt} not being able to connect, he was unaware of the reason why I had to discontinue my service w/ PECO 1 month too early, therefore had entered a decision based only ~~on~~ on information at hand.

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Thuy Lam
2621 W Grand Reserve Cir
Clearwater FL 33759

Date: 5/6/2022

V.

BCS: 3822757

Acct. No: 0530042034

PECO Energy

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):

STATEMENT OF COMPLAINT:

We received your informal complaint on 3/9/2022. In the complaint, you stated that you closed your PECO Energy (the Company) account on 2/26/2022 and disputed that the Company charged you the total amount without your Customer Assistance Program (CAP) discount. You were seeking the credit for the February bill to be awarded.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:

1. PECO records show that your account was enrolled in CAP on 4/8/2021, at the time of enrollment a balance of \$6,011.55 was placed in Pre-Program Arrearage (PPA) forgiveness. The account will receive 1/12th forgiveness of the PPA balance every month you make payments in full and on time.
2. According to PECO's Commission approved Universal Service Program guidelines: 6. Pre-Program Arrearages: PECO's Pre-Program Arrearage (PPA) component is a key element of PECO's CAP. It is designed to provide the customer with a fresh start and also achieve the goal of improving customer payment behaviors. PECO will forgive all Pre-Program Arrearages (the delinquency before the customer's initial enrollment in CAP), if the customer pays his / her new, discounted CAP bill on time and in full each month. The requirement to pay the bill on-time every month is intended to establish a positive payment history for the customer enabling them to remain current and out of the collection process. Customers who benefited from PPA forgiveness as an adult household member at another address may not be eligible for PPA forgiveness at a new address. CAP customers are entitled to PPA forgiveness only at their initial enrollment in CAP. If a customer is eligible for PPA forgiveness (Le. they have not received or benefited from PPA forgiveness in the past), the customer's total arrearage is set-aside and divided into 12 equal parts. Each month the CAP customer pays their new, affordable CAP bill in full and on time, one-twelfth of their PPA is forgiven. PECO allows for customers who may have missed a PPA "forgiveness" due to late or missed payments to "catch-up" on missed forgivenesses. Whenever a customer brings their bill current during the initial 12-month period of PPA set-up, PECO will forgive any missed forgivenesses the customer did not receive during that time. If the customer brings their bill current after the 12-month period or beyond, PECO will forgive all missed forgivenesses.
3. PECO records show that your account became final on 2/26/2022. At the time that the account was final billed, there was an unpaid balance of \$37.00 from the previous month's bill, current charges of \$3.70, and the PPA default amount of \$500.99 totaling \$541.69.

4. According to PECO's Commission approved Universal Service Program guidelines: 7. Portability: Both CAP and PPA programs port as noted below; CAP Portability - PECO's CAP program is portable and moves from one premise to another premise within PECO's service territory as long as the direct transfer of service occurs within a 60-day window from the date the service was disconnected at the previous address, and the date the service was connected at the current address. PPA Portability - If a customer moves from one premise to another, previously unforgiven PPA will be transferred to the customer's new address and continue to be eligible for forgiveness as long as the customer remains CAP eligible.
5. PUC records show that I attempted to reach you by phone on 4/19/2022 at 10:50 AM and 4/22/2022 at 2:34 PM to discuss your case, the voicemail box was full and I was unable to leave a message. In addition, records show that I mailed you a letter on 4/20/2022 requesting you call me within ten days. I received your voicemail of return call on 4/29/2022. I attempted to return your call on 5/2/2022 at 9:08 AM and left a voicemail advising you to contact me by 5/4/2022 to discuss your informal complaint. At the time of writing this letter, I have not been able to speak with you directly.

I called as soon as I received Matt's letters, and I followed up every week after that and left ~~you~~ numerous voice mails as well.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. Your account was enrolled in CAP on 4/8/2021.
2. You received arrearage forgiveness on the Pre-Program Arrearage of \$6,011.55 in 1/12th installments for each in full and on time payment made.
3. Your account became final on 2/26/22.
4. You did not complete 12 months of CAP enrollment to receive the full forgiveness of the PPA balance. When the account became final, the remaining PPA balance became due. If in the future you have an active PECO account and are re-enrolled in CAP, that remaining balance may be eligible to be re-deferred for possible forgiveness.
5. You are responsible for the final account balance of \$541.69. No further adjustments are necessary at this time.

THEREFORE, IT IS DECIDED THAT:

This informal complaint is dismissed.

Matthew Bopp
Pennsylvania Public Utility Commission
Bureau of Consumer Services
Utility Complaint Investigator

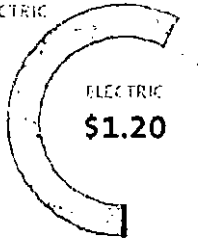
Name: THUY LAM
Account Number: 05300-42034
Phone Number: 703-371-6783
Service Address: 145 Parsons Ln, Newtown

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.

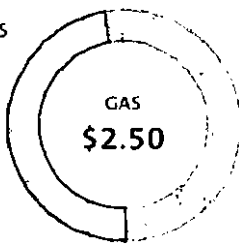
PECO ELECTRIC DELIVERY



TAXES & FEES

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

PECO GAS DELIVERY



TAXES & FEES

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

Billing Summary

Bill Date 03/01/2022
Charges from previous bill \$537.99
Total Other Charges \$537.99

Current Period Charges

Electric \$1.20
Gas \$2.50
Total New Charges \$3.70

Total Amount Due on 03/23/2022 \$541.69

General Information

Next scheduled meter reading: 03/28/2022

1-800-774-7040

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

Online: peco.com

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

By Phone: 1-800-774-7040

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



2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

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 # 05300-42034 877-432-9384
Pay by phone, a convenience fee will apply.

Automatic Payment Deducted on 03/23/2022 \$541.69

Payment Amount \$

0023152 01 SP 0.530 **SINGLP T4 1 8741 18946 -C01-B1-P23175-I



THUY LAM
145 PARSONS LN LOT 4
PINEVILLE, PA 18946



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



053004203401005416920820541692

E-Filed
12-9-21

IN THE COURT OF COMMON PLEAS OF PHILADELPHIA COUNTY, PENNSYLVANIA
CIVIL DIVISION

J.P. MORGAN MORTGAGE TRUST 2016-1
C/O U.S. BANK TRUST NATIONAL
ASSOCIATION, AS DELAWARE
TRUSTEE

Plaintiff,

v.

THUY T. LAM

Defendant.

COURT OF COMMON PLEAS OF BUCKS
COUNTY

NO. 2021-03084

CIVIL ACTION - MORTGAGE
FORECLOSURE

ORDER

AND NOW, this 9th day of December, 2021, after consideration of the
Motion of Plaintiff for Special Service upon Defendant, Thuy T. Lam, ~~and any response thereto~~,

IT IS HEREBY ORDERED AND DECREED THAT:

- (1) Plaintiff's Motion for Special Service upon Defendant is GRANTED; and
- (2) Plaintiff may effect service of the Complaint in Mortgage Foreclosure and Notice of Sale upon Defendant Thuy T. Lam by:
 - (1) Posting notice at the mortgaged premises located at 145 Parsons Lane, Newtown, PA 18940; and
 - (2) mailing a copy of the notice by certified and regular United States mail, postage prepaid, to 145 Parsons Lane, Newtown, PA 18940.

N.B. It is your responsibility
to notify all interested parties
of the above action.

J.
JUDGE ALAN M. RUBENSTEIN

Case# 2021-03084-6 - JUDGE:26 Received at County of Bucks Prothonotary on 12/09/2021 2:47 PM. Fee = \$0.00. The filer certifies that this filing complies with the provisions of the Public Access Policy of the Unified Judicial System of Pennsylvania. Case Records of the Appellate and Trial Courts that require filing confidential information and documents differently than non-confidential information and documents. E-Filed by: Teresa Valdez
Case# 2021-03084-3 - JUDGE:26 Received at County of Bucks Prothonotary on 10/21/2021 11:53 AM. Fee = \$0.00. The filer certifies that this filing complies with the provisions of the Public Access Policy of the Unified Judicial System of Pennsylvania. Case Records of the Appellate and Trial Courts that require filing confidential information and documents differently than non-confidential information and documents. E-Filed by: ALICIA SANDOVAL, Esq.

THIS ORDER/JUDGMENT WAS DOCKETED AND SENT ON 12/09/2021 PURSUANT TO PA. R. C. P. 236.

IN THE COURT OF COMMON PLEAS OF BUCKS COUNTY, PENNSYLVANIA
CIVIL DIVISION – LAW

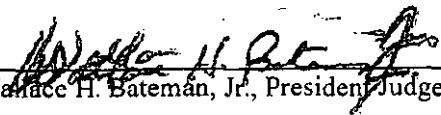
J.P. Morgan Mortgage Trust 2016-1 : NO: 2021-03084
c/o U.S. Bank Trust National Association, :
As Delaware Trustee :
Plaintiff :
v. :
Thuy T. Lam :
Defendant :

ORDER

AND NOW, this 11th day of March 2022, upon conference and consideration of the information provided to the Court, it is hereby ORDERED that:

- ___ The Conciliation Conference having been concluded, and it appearing that an agreement is not possible; the Plaintiff is authorized to proceed in the action as provided by the applicable rules of civil procedure, which may include entry of a judgment by default pursuant to Pa.R.C.P. No. 237.1 *et seq.* in the absence of the filing of a responsive pleading by defendant(s).
- X An agreement has been reached, and termination of the foreclosure is appropriate. Plaintiff shall file the appropriate Praecipe or pleading, as necessary.
- ___ An agreement has been reached which is enclosed and incorporated herein. The foreclosure case shall remain open. If Defendant(s) default(s) under the terms of the Agreement, Plaintiff may proceed with the foreclosure action upon appropriate motion and order.
- ___ Action withdrawn; case not settled. Specify:
- ___ A bankruptcy petition has been filed. Immediately upon termination of the automatic stay and/or upon release of the subject property from the jurisdiction of the U.S. Bankruptcy Court, the Plaintiff shall file a Praecipe requesting that a Conciliation Conference be scheduled and shall forward a copy of the filed Praecipe to the Office of the Court Administrator. The premises at issue in this case cannot be sold at Sheriff Sale until a Conciliation Conference is scheduled and held as required by Administrative Order No. 55.
- ___ The parties are attempting to reach an agreement. The entry of a judgment by default pursuant to Pa., R.C.P. 237.1 is delayed pending further attempts by the parties to reach or finalize an agreement. If no agreement is reached, the Plaintiff is authorized to proceed in the action as provided by the applicable rules of civil procedure, which may include entry of a judgment by default pursuant to Pa.R.C.P. No. 237.1 *et seq.* in the absence of the filing of a responsive pleading by defendant(s).
- ___ An agreement was reached via a forbearance plan which is incorporated herein.
- ___ Follow-up Conference date and time:
- X Other: **Praecipe to Discontinue Without Prejudice filed on March 3, 2022.**

BY THE COURT:


Wallace H. Bateman, Jr., President Judge




Shellpoint Mortgage Servicing

75 Beattie PL, Suite 300, Greenville, SC 29601



MARCH 17, 2022

THUY T LAM
2621 W GRAND RESERVE CIRCLE, APT 433
CLEARWATER, PA 33759

RE: Account Number.: 0568459066 
Property Address: 145 PARSONS LANE, NEWTOWN, PA 18940.

Dear THUY T LAM:

The above reference loan has been paid in full. Please find the following enclosures:

- Satisfaction/Release of Lien

If you should have any questions, we would be happy to hear from you. Shellpoint Mortgage Servicing is dedicated to providing top quality service to our customers and we hope you will consider us for future mortgage needs.

Sincerely,

Shellpoint Mortgage Servicing

Enclosure(s)

ARC04657A05A0AAA.003118.02.05.000000



BUCKS COUNTY RECORDER OF DEEDS

55 East Court Street
Doylestown, Pennsylvania 18901
(215) 348-6209

Instrument Number - 2022018000

Satisfied On 3/15/2022 At 11:43:37 AM

* Total Pages - 3

* Instrument Type - MORTGAGE SATISFACTION

Invoice Number - 1262713 User - TLF

* Mortgagor - U S BANK TRUST NATIONAL ASSOCIATION

* Mortgagee - LAM, THUY T

* Customer - SIMPLIFILE LC E-RECORDING

*** FEES**

RECORDING FEES	\$71.75
TOTAL PAID	\$71.75

Bucks County UPI Certification
On March 15, 2022 By TF

This is a certification page
DO NOT DETACH
This page is now part
of this legal document.

RETURN DOCUMENT TO:
FIRST AMERICAN MORTGAGE SOLUTIONS
3 FIRST AMERICAN WAY
SANTA ANA, CA 92707

I hereby CERTIFY that this document is
recorded in the Recorder of Deeds Office
of Bucks County, Pennsylvania.



Daniel J. McPhillips

Daniel J. McPhillips
Recorder of Deeds

* - Information denoted by an asterisk may change during
the verification process and may not be reflected on this page.

1A0CA3



ARO4657A05A0AAA.003118.03.05.000G00

EXHIBIT 2



Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Harrisburg, PA 17105-3265
EFILING - FILING DETAIL

Date Created	Filing Number
6/15/2022	2390696

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.

Docket Number: F-2022-3032683

Case Description: Thuy Lan - Answer to Formal Complaint

Transmission Date: 6/15/2022 12:16 PM

Filed On: 6/15/2022 12:16 PM

eFiling Confirmation Number: 2390696

File Name	Document Type	Upload Date
Answer to Formal Complaint.pdf	Answer to Formal Complaint	6/15/2022 12:16:13 PM

For filings exceeding 250 pages, the PUC is requiring that filers submit one paper copy to the Secretary's Bureau within three business days of submitting the electronic filing online. Please mail the paper copy along with copy of this confirmation page to Secretary, Pennsylvania Public Utility Commission, 400 North Street, Harrisburg PA 17120 a copy of the filing confirmation page or reference the filing confirmation number on the first page of the paper copy.

No paper submission is necessary for filings under 250 pages.

You can view a record of this filing and previous filings you have submitted to the PUC by using the links in the Filings menu at the top of the page. Filings that have been submitted within the last 30 days can be viewed by using the Recent Filings link. Older filings can be viewed by using the search options available in the Filing History link.



Direct Dial: 215.841.6841
khadijah.scott@exeloncorp.com

June 15, 2022

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

RE: Thuy Lam v. PECO Energy Company
PUC Docket No. F-2022-3032683

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy Company's Answer to Formal Complaint*.

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,

A handwritten signature in blue ink that reads "Khadijah Scott".

Khadijah Scott, Esquire
Assistant General Counsel, Exelon BSC
Encl.

Cc: Not Recommended for Call of Docket

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

THUY LAM	:	
	:	
Complainant	:	
	:	
v.	:	DOCKET NO. F-2022-3032683
	:	
PECO ENERGY COMPANY	:	
	:	
Respondent	:	
	:	

ANSWER OF RESPONDENT,
PECO ENERGY COMPANY

On May 31, 2022, PECO Energy Company ("PECO Energy") was served with a formal complaint filed by THUY LAM (hereafter "Complainant") in the above captioned docket. Pursuant to 52 Pa. Code §5.61, PECO Energy responds to the Complaint and states:

1. Admitted.
2. Admitted.
3. Admitted.
4. Unless specifically admitted herein, PECO Energy denies all material allegations of

fact and conclusions of law in the instant Complaint. In the Complaint, the Complainant alleges that PECO Energy did not credit her account with the last month of Pre-Program Arrearages ("PPA") as agreed to in its Customer Assistance Program ("CAP") because she did not maintain twelve (12) months of active service. The Complainant requests that PECO Energy provide a credit in the amount of \$537.99, which she avers represents an unpaid balance on her account.

PECO Energy's records reveal the Complainant initiated service at 145 Parsons Ln Newtown, PA 18940 on July 10, 2015, under account number 05300-42034. See, Account Activity Statement attached hereto as Exhibit "1". On April 8, 2021, the Complainant enrolled in PECO Energy's CAP program. See, CAP History attached hereto as Exhibit "2". PECO's PPA is a part of the CAP program. PECO will forgive all pre-program arrearages (the delinquency before the first-time enrollment on CAP) if the customer pays their new, discounted CAP Rate bill on time and in full each month. See, PECO Energy's 2016-2018 Universal Service and Energy Conservation Plan. Payments will count towards meeting the forgiveness goal on a twelve-month pro rata basis. Id. For each month in which the CAP customer pays their bill in full and on time, one-twelfth of their PPA will be forgiven and PECO will continue to apply 1/12th PPA forgiveness for payments received throughout the year on a month-to-month basis. Id. PECO will also enable an enhanced forgiveness process for customers who are caught up on payments at the twelve-month mark or beyond. Id. The Complainant's outstanding balance at the time of enrollment was \$6,011.55. Thus, PECO Energy credited over \$5,000.00 to the Complainant's account in PPA forgiveness. See, Exhibit "1".

On March 9, 2022, the Complainant filed an Informal Complaint with the Bureau of Consumer Services ("BCS") under BCS #003822757 requesting that her final balance be paid with a PPA credit from the CAP program. On May 6, 2022, the BCS dismissed the Complaint stating:

DECISION ISSUED: CUSTOMER'S ACCOUNT WAS ENROLLED IN CAP ON 4/8/2021. CUSTOMER RECEIVED ARREARAGE FORGIVENESS ON THE PRE-PROGRAM ARREARAGE OF \$6,011.55 IN 1/12TH INSTALLMENTS FOR EACH IN FULL AND ON TIME PAYMENT MADE. CUSTOMER'S ACCOUNT BECAME FINAL ON 2/26/22. CUSTOMER DID NOT COMPLETE 12 MONTHS OF CAP ENROLLMENT TO RECEIVE THE FULL FORGIVENESS OF THE PPA BALANCE. WHEN THE ACCOUNT BECAME FINAL, THE REMAINING PPA BALANCE BECAME DUE. IF IN THE

FUTURE CUSTOMER HAS AN ACTIVE PECO ACCOUNT AND ARE RE-ENROLLED IN CAP, THAT REMAINING BALANCE MAY BE ELIGIBLE TO REREFERRED FOR POSSIBLE FORGIVENESS. CUSTOMER IS RESPONSIBLE FOR THE FINAL ACCOUNT BALANCE OF \$541.69. NO FURTHER ADJUSTMENTS ARE NECESSARY AT THIS TIME. CASE DISMISSED. DUE TO A MAILING RESTRICTION, THIS DECISION WILL BE DATED AND MAILED ON 5/6/2022. THE APPEAL DUE DATE FOR BOTH THE UTILITY AND CUSTOMER IS 20 DAYS FROM THE DATE ON THE WRITTEN DECISION.

See, BCS Decision #003822757, attached hereto as Exhibit “3”. (*emphasis added*)

On March 1, 2022, the Complainant’s account finalized with a balance of \$541.69. See, Final Bill dated March 1, 2022, attached hereto as Exhibit “4”. In this matter, it is undisputed that the Complainant’s account finalized prior to the twelfth month, as prescribed by the PPA program. There are no additional PPA credits owed to the Complainant. The final balance due on the account is \$541.69. The bills and balances are correct.

5. This paragraph is a request for relief to which no answer is required. To the extent this paragraph contains factual allegations, they are denied for the reasons set forth above. See, Response to Paragraph 4.

6. Admitted

7. Admitted.

8. PECO Energy neither admits nor denies the allegations in paragraph 8. PECO is without knowledge or information sufficient to form a belief as to the truth of this averment and, therefore, such allegation is deemed denied.

9. Paragraph 9 is a Verification and Signature to which no response is required.

10. Paragraph 10 contains information regarding Filing, to which no response is required.

WHEREFORE, PECO Energy Company respectfully requests that your Honorable Commission dismiss the instant Complaint.

Respectfully Submitted,



Khadijah Scott
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19103
(215) 841-6841
Fax: 215.568.3389
Khadijah.scott@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

THUY LAM

Complainant

v.

PECO ENERGY COMPANY

Respondent

:
:
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:
:

DOCKET NO. F-2022-3032683

VERIFICATION

I, Khadijah Scott, hereby declare that I am counsel for PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. § 4904 pertaining to false statements to authorities.

Date: June 15, 2022



Khadijah Scott

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

THUY LAM

Complainant

v.

PECO ENERGY COMPANY

Respondent

:
:
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DOCKET NO. F-2022-3032683

CERTIFICATE OF SERVICE

I, Khadijah Scott, hereby certify that I have this day served a copy of PECO Energy Company's Answer in the above matter upon all interested parties by E-mailing a copy to:

THUY LAM
2621 W. Grand Reserve Circle
Apt. 433
Clearwater, FL 33759
Via E-mail: thuyl.fl@gmail.com



Dated: June 15, 2022

Khadijah Scott
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19103
(215) 841-6841
Fax: 215.568.3389
Khadijah.scott@exeloncorp.com

EXHIBIT 1

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	Account Number: 530042034			Service Address:						Current Bill: \$40.70		Account Balance: \$537.99							
2	Account Name: THUY LAM			145 PARSONS LN						Billed Prior: \$500.99									
3	Account Status: FINAL			NEWTOWN, PA 18940						Balance Due: \$537.99									
4	Meter Bill Group: 18																		
5				Mail To:						Credit Amount: \$0.00		Rates:							
6				THUY LAM						Deposit Requested: \$0.00		CAP FCO ELECTRIC RESIDENTIAL SERVICE							
7				145 PARSONS LN LOT 4						Deposit On-Hand: \$0.00		CAP FCO GAS RESIDENTIAL HEATING SVC							
8				NEWTOWN, PA 18940						CAP Pre-program Arrears: \$0.00									
9										Payment Agreement Balance: \$0.00									
10																			
11																			
12	Account Transaction Activity																		

	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
14	06/17/2020		PAYMENT								-\$393.09							
15	06/24/2020	ALTERNATE ELEC SERVICE									\$237.12							
16	06/24/2020	ELECTRIC SERVICE		05/21/2020-06/22/2020	140843	ACTUAL	32014310	2080	0		\$146.26	\$0.00	\$456.98	\$456.98	07/16/2020	\$456.98		\$0.00
17	06/24/2020	GAS SERVICE		05/21/2020-06/22/2020	4100	ACTUAL	18823475		0	72.1	\$73.60	\$0.00	\$456.98	\$456.98	07/16/2020	\$456.98		\$0.00
18	07/24/2020	ALTERNATE ELEC SERVICE									\$284.45							
19	07/24/2020	ELECTRIC SERVICE		06/22/2020-07/22/2020	143806	ACTUAL	32014310	2963	0		\$204.78	\$456.98	\$548.98	\$1,005.96	08/17/2020	\$1,005.96		\$0.00
20	07/24/2020	GAS SERVICE		06/22/2020-07/22/2020	4155	ACTUAL	18823475		0	56.65	\$59.75	\$456.98	\$548.98	\$1,005.96	08/17/2020	\$1,005.96		\$0.00
21	08/24/2020	ALTERNATE ELEC SERVICE									\$278.21							
22	08/24/2020	ELECTRIC SERVICE		07/22/2020-08/20/2020	146704	ACTUAL	32014310	2898	0		\$200.50	\$1,005.96	\$568.33	\$1,574.29	09/15/2020	\$1,574.29		\$0.00
23	08/24/2020	GAS SERVICE		07/22/2020-08/20/2020	4245	ACTUAL	18823475		0	92.7	\$89.62	\$1,005.96	\$568.33	\$1,574.29	09/15/2020	\$1,574.29		\$0.00
24	09/23/2020	ALTERNATE ELEC SERVICE									\$270.57							
25	09/23/2020	ELECTRIC SERVICE		08/20/2020-09/21/2020	149437	ACTUAL	32014310	2733	0		\$189.54	\$1,574.29	\$533.16	\$2,107.45	10/15/2020	\$2,107.45		\$0.00
26	09/23/2020	GAS SERVICE		08/20/2020-09/21/2020	4316	ACTUAL	18823475		0	73.13	\$73.05	\$1,574.29	\$533.16	\$2,107.45	10/15/2020	\$2,107.45		\$0.00
27	10/23/2020	ALTERNATE ELEC SERVICE									\$176.51							
28	10/23/2020	ELECTRIC SERVICE		09/21/2020-10/21/2020	151013	ACTUAL	32014310	1576	0		\$113.59	\$2,107.45	\$399.60	\$2,507.05	11/16/2020	\$2,507.05	74	\$0.00
29	10/23/2020	GAS SERVICE		09/21/2020-10/21/2020	4430	ACTUAL	18823475		0	117.42	\$109.50	\$2,107.45	\$399.60	\$2,507.05	11/16/2020	\$2,507.05	74	\$0.00
30	11/23/2020	ALTERNATE ELEC SERVICE									\$216.77							
31	11/23/2020	ELECTRIC SERVICE		10/21/2020-11/19/2020	152850	ACTUAL	32014310	1837	0		\$130.76	\$2,507.05	\$551.57	\$3,058.62	12/15/2020	\$3,058.62	309	\$0.00
32	11/23/2020	GAS SERVICE		10/21/2020-11/19/2020	4654	ACTUAL	18823475		0	230.72	\$204.04	\$2,507.05	\$551.57	\$3,058.62	12/15/2020	\$3,058.62	309	\$0.00
33	12/28/2020	ALTERNATE ELEC SERVICE									\$234.42							
34	12/28/2020	ELECTRIC SERVICE		11/19/2020-12/22/2020	154943	ACTUAL	32014310	2093	0		\$147.27	\$3,058.62	\$751.36	\$3,809.98	01/19/2021	\$3,809.98	718	\$0.00
35	12/28/2020	GAS SERVICE		11/19/2020-12/22/2020	5097	ACTUAL	18823475		0	456.29	\$369.67	\$3,058.62	\$751.36	\$3,809.98	01/19/2021	\$3,809.98	718	\$0.00
36	01/27/2021	ALTERNATE ELEC SERVICE									\$272.38							
37	01/27/2021	ELECTRIC SERVICE		12/22/2020-01/25/2021	157375	ACTUAL	32014310	2432	0		\$170.79	\$3,809.98	\$892.41	\$4,702.39	02/18/2021	\$4,702.39	916	\$0.00
38	01/27/2021	GAS SERVICE		12/22/2020-01/25/2021	5664	ACTUAL	18823475		0	584.01	\$449.24	\$3,809.98	\$892.41	\$4,702.39	02/18/2021	\$4,702.39	916	\$0.00
39	02/25/2021	ALTERNATE ELEC SERVICE									\$156.80							
40	02/25/2021	ELECTRIC SERVICE		01/25/2021-02/23/2021	158775	ACTUAL	32014310	1400	0		\$102.84	\$4,702.39	\$711.64	\$5,414.03	03/19/2021	\$5,414.03	966	\$0.00
41	02/25/2021	GAS SERVICE		01/25/2021-02/23/2021	6235	ACTUAL	18823475		0	588.13	\$452.00	\$4,702.39	\$711.64	\$5,414.03	03/19/2021	\$5,414.03	966	\$0.00
42	03/26/2021	ALTERNATE ELEC SERVICE									\$126.45							
43	03/26/2021	ELECTRIC SERVICE		02/23/2021-03/24/2021	159904	ACTUAL	32014310	1129	0		\$84.87	\$5,414.03	\$527.55	\$5,941.58	04/19/2021	\$5,941.58	621	\$0.00
44	03/26/2021	GAS SERVICE		02/23/2021-03/24/2021	6619	ACTUAL	18823475		0	395.52	\$316.23	\$5,414.03	\$527.55	\$5,941.58	04/19/2021	\$5,941.58	621	\$0.00

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
45	04/07/2021	ALTERNATE ELEC SERVICE									\$42.00							
46	04/07/2021	ELECTRIC SERVICE		03/24/2021-04/02/2021	160279	ACTUAL	32014310	375	0		\$27.97	\$5,414.03	\$597.52	\$6,011.55	04/29/2021	\$6,011.55	82	\$0.00
47	04/07/2021	ELECTRIC SERVICE		04/02/2021-04/22/2021	160979	ACTUAL	32014310	700	0		\$27.97	\$5,414.03	\$597.52	\$6,011.55	04/29/2021	\$6,011.55	213	\$0.00
48	04/08/2021		TRANSFER TO PPA								-\$6,011.55							
49	04/22/2021	ELECTRIC SERVICE		03/24/2021-04/02/2021	160279	ACTUAL	32014310	375	0		\$8.00	\$0.00	\$37.21	\$37.21	05/14/2021	\$37.21	82	\$0.00
50	04/22/2021	ELECTRIC SERVICE		04/02/2021-04/22/2021	160979	ACTUAL	32014310	700	0		\$8.00	\$0.00	\$37.21	\$37.21	05/14/2021	\$37.21	213	\$0.00
51	04/22/2021	GAS SERVICE		03/24/2021-04/22/2021	6814	ACTUAL	18823475		0	200.85	\$29.21	\$0.00	\$37.21	\$37.21	05/14/2021	\$37.21	295	\$0.00
52	05/14/2021		PAYMENT								-\$37.21							
53	05/21/2021		PPA FORGIVEN								-\$1,001.92							
54	05/21/2021	ELECTRIC SERVICE		04/22/2021-05/21/2021	162084	ACTUAL	32014310	1105	0		\$12.00	\$0.00	\$39.87	\$39.87	06/14/2021	\$39.87	111	\$0.00
55	05/21/2021	GAS SERVICE		04/22/2021-05/21/2021	6937	ACTUAL	18823475		0	126.69	\$27.87	\$0.00	\$39.87	\$39.87	06/14/2021	\$39.87	111	\$0.00
56	06/07/2021		PAYMENT								-\$39.87							
57	06/21/2021		PPA FORGIVEN								-\$500.96							
58	06/22/2021	ELECTRIC SERVICE		05/21/2021-06/22/2021	164211	ACTUAL	32014310	2127	0		\$72.79	\$0.00	\$99.81	\$99.81	07/14/2021	\$99.81		\$0.00
59	06/22/2021	GAS SERVICE		05/21/2021-06/22/2021	7015	ACTUAL	18823475		0	80.34	\$27.02	\$0.00	\$99.81	\$99.81	07/14/2021	\$99.81		\$0.00
60	07/09/2021		PAYMENT								-\$99.81							
61	07/21/2021		PPA FORGIVEN								-\$500.96							
62	07/22/2021	ELECTRIC SERVICE		06/22/2021-07/22/2021	166221	ACTUAL	32014310	2010	0		\$12.00	\$0.00	\$37.00	\$37.00	08/13/2021	\$37.00		\$0.00
63	07/22/2021	GAS SERVICE		06/22/2021-07/22/2021	7051	ACTUAL	18823475		0	37.08	\$25.00	\$0.00	\$37.00	\$37.00	08/13/2021	\$37.00		\$0.00
64	08/20/2021	ELECTRIC SERVICE		07/22/2021-08/20/2021	168764	ACTUAL	32014310	2543	0		\$63.72	\$37.00	\$88.72	\$125.72	09/13/2021	\$125.72		\$0.00
65	08/20/2021	GAS SERVICE		07/22/2021-08/20/2021	7102	ACTUAL	18823475		0	52.53	\$25.00	\$37.00	\$88.72	\$125.72	09/13/2021	\$125.72		\$0.00
66	08/26/2021		PAYMENT								-\$125.72							
67	09/20/2021		PPA FORGIVEN								-\$1,001.92							
68	09/21/2021	ELECTRIC SERVICE		08/20/2021-09/21/2021	171706	ACTUAL	32014310	2942	0		\$169.45	\$0.00	\$194.45	\$194.45	10/13/2021	\$194.45		\$0.00
69	09/21/2021	GAS SERVICE		08/20/2021-09/21/2021	7174	ACTUAL	18823475		0	74.16	\$25.00	\$0.00	\$194.45	\$194.45	10/13/2021	\$194.45		\$0.00
70	10/13/2021		PAYMENT								-\$194.45							
71	10/20/2021		PPA FORGIVEN								-\$500.96							
72	10/20/2021	ELECTRIC SERVICE		09/21/2021-10/20/2021	172000	ACTUAL	32014310	294	0		\$12.00	\$0.00	\$37.00	\$37.00	11/12/2021	\$37.00		\$0.00
73	10/20/2021	GAS SERVICE		09/21/2021-10/20/2021	7205	ACTUAL	18823475		0	31.93	\$25.00	\$0.00	\$37.00	\$37.00	11/12/2021	\$37.00		\$0.00
74	11/12/2021		PAYMENT								-\$37.00							
75	11/18/2021	ELECTRIC SERVICE		10/20/2021-11/18/2021	172239	ACTUAL	32014310	239	0		\$12.00	\$0.00	\$37.00	\$37.00	12/10/2021	\$37.00	333	\$0.00
76	11/18/2021	GAS SERVICE		10/20/2021-11/18/2021	7234	ACTUAL	18823475		0	29.87	\$25.00	\$0.00	\$37.00	\$37.00	12/10/2021	\$37.00	333	\$0.00
77	11/19/2021		PPA FORGIVEN								-\$500.96							
78	12/10/2021		PAYMENT								-\$37.00							
79	12/17/2021		PPA FORGIVEN								-\$500.96							
80	12/21/2021	ELECTRIC SERVICE		11/18/2021-12/21/2021	172552	ACTUAL	32014310	313	0		\$12.00	\$0.00	\$37.00	\$37.00	01/12/2022	\$37.00	643	\$0.00
81	12/21/2021	GAS SERVICE		11/18/2021-12/21/2021	7349	ACTUAL	18823475		0	118.45	\$25.00	\$0.00	\$37.00	\$37.00	01/12/2022	\$37.00	643	\$0.00
82	01/12/2022		PAYMENT								-\$37.00							
83	01/20/2022		PPA FORGIVEN								-\$500.96							
84	01/25/2022	ELECTRIC SERVICE		12/21/2021-01/25/2022	173143	ACTUAL	32014310	591	0		\$12.00	\$0.00	\$37.00	\$37.00	02/16/2022	\$37.00	971	\$0.00
85	01/25/2022	GAS SERVICE		12/21/2021-01/25/2022	7663	ACTUAL	18823475		0	323.42	\$25.00	\$0.00	\$37.00	\$37.00	02/16/2022	\$37.00	971	\$0.00
86	02/16/2022		PAYMENT								-\$37.00							
87	02/23/2022		PPA FORGIVEN								-\$500.96							
88	02/23/2022	ELECTRIC SERVICE		01/25/2022-02/23/2022	173619	ACTUAL	32014310	476	0		\$12.00	\$0.00	\$37.00	\$37.00	03/17/2022	\$37.00	819	\$0.00
89	02/23/2022	GAS SERVICE		01/25/2022-02/23/2022	7925	ACTUAL	18823475		0	269.86	\$25.00	\$0.00	\$37.00	\$37.00	03/17/2022	\$37.00	819	\$0.00
90	03/01/2022		PPA DEFAULT								-\$500.99							
91	03/01/2022	ELECTRIC SERVICE		02/23/2022-02/26/2022	173663	ACTUAL	32014310	44	0		\$1.20	\$500.99	\$40.70	\$541.69	03/23/2022	\$541.69	60	\$0.00
92	03/01/2022	GAS SERVICE		02/23/2022-02/26/2022	7950	ACTUAL	18823475		0	25.75	\$2.50	\$500.99	\$40.70	\$541.69	03/23/2022	\$541.69	60	\$0.00
93	03/17/2022		PAYMENT								-\$537.99							
94	03/23/2022		PAYMENT								-\$3.70							

EXHIBIT 2

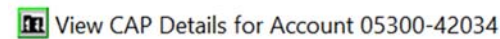
CAP HISTORY

NAME: THUY LAM

ACCOUNT: 05300-42034

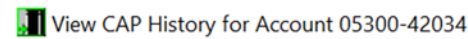
ADDRESS: 145 PARSONS LN NEWTOWN PA 18940

CASE: Docket# F-2022-3032683

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Edit Help

Percent FPL		Pre-program Arrears	0.00
Yearly Energy Burden	0.02	Social Security	***.***.***
Annual Discount	4,378.00	Recertification Date	04/08/23
Start Date	04/08/21	Status	Enrolled in Program

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Account Edit Help

Activity Date	CAP Activity	CAP Rate
04/08/21	Enrolled	CAP FCO Electric Residential Service
04/08/21	PPA Changed	CAP FCO Electric Residential Service
03/02/21	Sent CAP Appl and No-Income Ltr	
02/22/21	Sent CAP Application Packet	
11/09/20	Sent CAP Appl and No-Income Ltr	

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Edit Help

Fixed Credit Totals	Service Point 1	Service Point 2	Totals
	Electric Residential Service	Gas Residential Heating Service	
Annual Fixed Credit:	2,354.81	2,023.19	4,378.00
Annual Energy Burden:	0.01	0.01	0.02
Overage:	725.09	872.56	1,597.65

EXHIBIT 3



June 15, 2022

AND MAILED ON 5/6/2022. THE APPEAL DUE DATE FOR BOTH THE UTILITY AND CUSTOMER IS 20 DAYS FROM THE DATE ON THE WRITTEN DECISION.

EXHIBIT 4

Name: THUY LAM
Account Number: 05300-42034
Phone Number: 703-371-6783
Service Address: 145 Parsons Ln, Newtown

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.

Billing Summary

Bill Date 03/01/2022
Charges from previous bill \$537.99
Total Other Charges \$537.99

Current Period Charges

Electric \$1.20
Gas \$2.50
Total New Charges \$3.70

Total Amount Due on 03/23/2022 \$541.69

General Information

Next scheduled meter reading: 03/28/2022

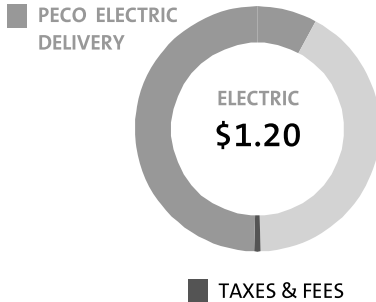
1-800-774-7040

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.

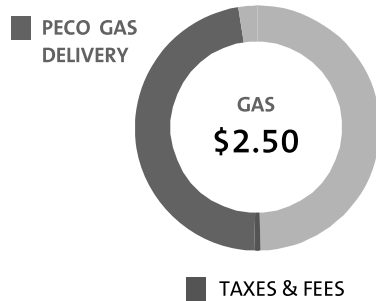
peco.com/service

Customer Self Service - Manage Your Account 24/7

Start, stop and move your service



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



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

Online: peco.com

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

By Phone: 1-800-774-7040

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.

0023152 01 SP 0.530 **SNGLP T4 1 8741 18946 -C01-B1-P23175-I



THUY LAM
145 PARSONS LN LOT 4
PINEVILLE, PA 18946



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

Account # 05300-42034

877-432-9384

Pay by phone, a convenience fee will apply.

Automatic Payment Deducted on 03/23/2022 \$541.69

Payment Amount \$



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



053004203401005416920820541692

8741-01-0023152-0001-0000829

Account Number: 05300-42034

Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
02/23-02/26	032014310	General Service	Tot kWh	173619 Actual	173663 Actual	44	1	44
02/23-02/26	018823475	General Service	Total Ccf	7925 Actual	7950 Actual	25	1.03	26

Total kWh Used: 44

Total Ccf Used: 26



Electric Residential Service CAP

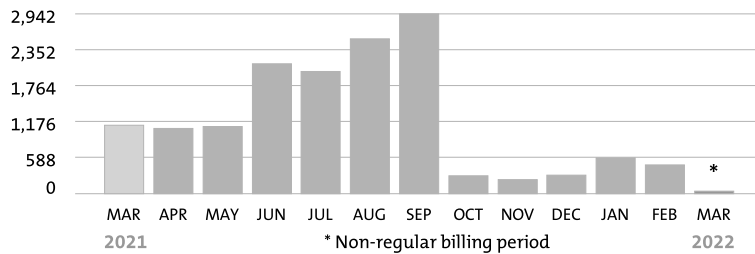
Service Period 02/23/2022 to 02/26/2022 - 3 days

PECO ELECTRIC DELIVERY	\$4.30
Customer Charge	1.05
Distribution Charges	44 kWh X 0.07388 3.25
ELECTRIC SUPPLY	\$3.09
Generation Charges	44 kWh X 0.06390 2.81
Transmission Charges	44 kWh X 0.00633 0.28
CAP Credit	-6.19

Total Current Charges \$1.20

Your Usage Profile
ANNUAL ELECTRIC USAGE

peco.com/smartideas
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	44	14.7	3	45
Last Month	476	16.4	29	37
Last Year	1,129	38.9	29	44

Avg kWh per Month 1,146
Total Annual kWh Usage 13,759

Message Center

From PECO:

You are enrolled in PECO's Customer Assistance Program (CAP). A credit may be applied to your monthly bills to provide you affordable service.

New charges contain estimated total state taxes of \$0.09, including \$0.07 for State Gross Receipts Tax.

The amount of this bill will be automatically deducted from your bank account on March 23, 2022.

This bill reflects a previously billed balance that was not deducted from your bank account. We have included both your previous bill and current amount on this bill.

*** Final Bill ***

Late payment charges will continue until bill is paid.

8741-01-0023152-0001-0000830



Gas Residential Heating Service CAP

Service Period 02/23/2022 to 02/26/2022 - 3 days

PECO GAS DELIVERY	\$13.68
Customer Charge	1.36
Distribution Charges	26 Ccf X 0.43295 11.26
Balancing Service Charges	26 Ccf X 0.04077 1.06
GAS SUPPLY	\$15.13
Natural Gas Supply Charges	26 Ccf X 0.55308 14.38
Gas Cost Adjustment Charges	26 Ccf X 0.02880 0.75
TAXES & FEES	\$0.02
State Tax Adjustment	0.02
CAP Credit	-26.33

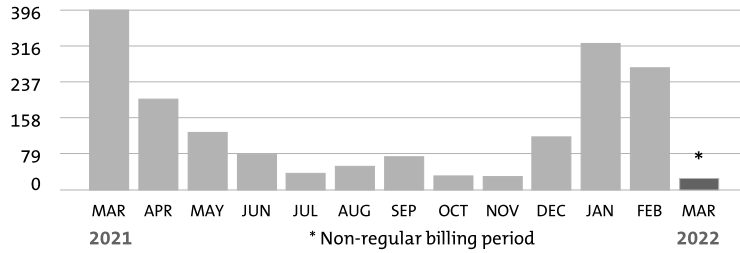
Total Current Charges \$2.50



Account Number: 05300-42034

Your Usage Profile
ANNUAL GAS USAGE

peco.com/smartideas
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	26	8.7	3	45
Last Month	270	9.3	29	37
Last Year	396	13.7	29	44
Avg Ccf per Month	114			
Total Annual Ccf Usage	1,371			

Ways to Pay



Online

Visit peco.com/paybill where you can enroll in AutoPay, or make a one-time payment using your credit card or bank account.



Mobile App

Download the PECO mobile app for your Apple or Android device for the quickest and easiest way to manage your account and pay bill with one swipe of the finger.



Mail

Mail checks payable to PECO and write your account # on your check. Make sure to include the tear-off portion of your bill at the bottom of page 1.



Phone

Call 1-877-432-9384 to make a payment with a credit card, debit card, or your bank account.*



* Fees apply for card & phone payments.
No fees apply when you create a PECO My Account and pay using your bank account

8741-01-0023152-0002-0000830