

RECEIVED

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Customer Information Management**

**System Contacts**

**April 16, 2014 – January 29, 2018**

**EXHIBIT "BU-1"**



**CUSTOMER CONTACT HISTORY**

**NAME:** LAWRENCE MCKNIGHT  
**ACCOUNT NUMBER:** 89900-01209  
**ADDRESS:** 258 HEYBURN RD CHADDS FORD PA 19317  
**Docket Number:** C-2017- 2621057

4/16/2014	Contact	Change Meter Only Issued	KWH; FORM:25; SIZE:047; AMR-AMI METER EXCHANGE CX
4/18/2014	Contact	AMI Proactive Notification	Corix Elec-Proactive Letter Sent: 1st Written Notification
5/5/2014	Contact	AMI Unable to Complete Install	Corix Elec-Failed (Field Attempt): Failed Field Attempt
5/12/2014	Contact	AMI Proactive Notification	Corix Elec-Proactive Second Letter Sent: 2nd Written notific ation
10/13/2014	Contact	AMI Appointment Process	Corix Elec-AM CAP Call: Auto Dialer Call: Answering Machine
10/13/2014	Contact	AMI Appointment Process	Corix Elec-AM CAP Call: Auto Dialer Call: Answering Machine
10/13/2014	Contact	AMI Appointment Process	Corix Elec-AM CAP Call: Auto Dialer Call: Answering Machine
10/14/2014	Contact	Automated Metering Infrastruct	CUST WAS SPKING W/ CORIX WHO ADVSD THE LATEST DATE TO CHNG M TR IS MID NOVEMBER CUST STTD CONSTRUCTION BEING AT THE PRO P & SHE NEEDS APPT LATER THAN MID NOV CORIX ADVSD TO SEE IF WE CAN PUSH APPT OUT INFMD IM UNABLE TO WAS ADVSD TO TRNF TO AMI WHICH I DID FOR FURTHER ASST
10/14/2014	Contact	Automated Metering Infrastruct	cus called because she has debree surrounding meter because construction being done to property and cus need latest appt available- called corix to rtu acct- sent email to back of fice to hold acct until work done and debris removed aysy
10/14/2014	Contact	Change Meter Only Issued	HOLD
10/14/2014	Contact	Change Meter Only Voided	void to reissue
10/14/2014	Contact	AMI Appointment Process	Corix Elec-AMI Appointment Confirmation Call: Customer had questions, Ck
12/2/2014	Contact	Automated Metering Infrastruct	258 HEYBURN RD CHADDS FORD PA 19317 voided cmo and reissue to 03/14/20 APPT NEEDED OST
12/2/2014	Contact	Change Meter Only Issued	APPT NEEDED ; KWH; FORM:25; SIZE:047; AMR-AMI METER EXCHANGE
12/2/2014	Contact	Change Meter Only Voided	void to reissue to 03/14/20
12/15/2014	Contact	Change Meter Only Maintained	ACCT-8990001209: HOLD CONST BEING DONE APPT NEEDED ; KWH; F ORM:25; SIZE:047; AMR-AMI METER EXCHANGE

**PECO Energy Exhibit #**

PECO  
Exhibit # BU-1

1/13/2015	Contact	Automated Metering Infrastruct	258 HEYBURN RD CHADDS FORD PA 19317, UTC PAFT 01/09/15 No Access WILL MAKE APP; UTC Voided and CMO issued to 03/14/20 A
1/13/2015	Contact	Change Meter Only Issued	APPT NEEDED ; WILL MAKE APP; KWH FORM: 2S; SIZE:047; AMR-AMI METER EXCHANGE; UTC PAFT 01/09/15 OST
1/13/2015	Contact	Change Meter Only Voided	UTC PAFT 01/09/15 No Access WILL MAKE APP
3/2/2015	Contact	Change Meter Only Maintained	ACCT-8990001209: BUSINESS ATTEMPT UNABLE TO ACCEPT CL FROM B LOCKED#;APPT NEEDED ; WILL MAKE APP; KWH FORM: 2S; SIZE:047; AMR-AMI METER EXCHANGE; UTC PAFT 01/09/15 OST
9/15/2015	Contact	AMI Appointment Process	PECO ELEC-NON BUSINESS HOURS CUSTOMER APPOINTMENT CALL
9/16/2015	Contact	Change Meter Only Issued	NO ACCESS - 2S GROUP G - NON-BUSINESS HOUR IVR CALL MADE
9/16/2015	Contact	AMI Appointment Process	PECO ELEC-BUSINESS HOURS CUSTOMER APPOINTMENT CALL
9/17/2015	Contact	Change Meter Only Issued	NO ACCESS - 2S GROUP G - BUSINESS HOUR IVR CALL MADE
9/24/2015	Contact	AMI Appointment Process	PECO ELEC-CUSTOMER APPOINTMENT PROCESS-FRIENDLY LETTER
9/25/2015	Contact	Change Meter Only Issued	NO ACCESS - 2S GROUP G - DELCO - FRIENDLY LETTER SENT; 2S; SIZE:047; AMR-AMI METER EXCHANGE
9/29/2015	Contact	AMI Appointment Process	PECO ELEC-CUSTOMER APPOINTMENT PROCESS-10-DAY NOTICE
10/3/2015	Contact	Change Meter Only Issued	NO ACCESS - 2S GROUP G - DELCO - 10-DAY NOTICE SENT; 2S; SIZE:047; AMR-AMI METER EXCHANGE
10/5/2015	Contact	Change Meter Only Issued	11/30/15 AM
10/5/2015	Contact	Change Meter Only Voided	REISSUED
10/7/2015	Credit	Payment	
10/8/2015	Contact	AMI Appointment Process	PECO ELEC-CUSTOMER APPOINTMENT PROCESS-10-DAY NOTICE
11/30/2015	Contact	Change Meter Only Completed	ACCT-8990001209 METER CHANGED AMR TO AMI NEW MTR # 127832547
3/21/2016	Contact	Miscellaneous	customer called stating there is voltage going to ground even after power shut off states electrician stated to check neutral per Kevin/ET doc issued other order aysy
3/22/2016	Contact	Miscellaneous	cust ci about voltage order, confirmed is with gos, informed cust they r the area today

3/22/2016	Contact	Miscellaneous Order Completed	PECO TO CHECK NEUTRAL LINE REMOVE CUST SIDE GROUND VOLTAGE WENT TO ZERO.REFER BACK TO CHECK MTR BOX CUST IS GETING LOW VOTAGE FROM GROUND,
3/22/2016	Contact	Investigation Field-Contact	PECO TO CHECK NEUTRAL LINE REMOVE CUST SIDE GROUND VOLTAGE WENT TO ZERO.REFER BACK TO CHECK MTR BOX CUST IS GETING LOW VOTAGE FROM GROUND,
3/23/2016	Contact	Meter Reading - Other	258 HEYBURN RD CHADDS FORD PA 19317 03/22/16...Field Commen ts: . PECO TO CHECK NEUTRAL LINE REMOVE CUST SIDE GROUND VOL TAGE WENT TO ZERO.REFER BACK TO CHECK MTR BOX CUST IS GETING LOW VOTAGE FROM GROUND, . Referred to onshore. Completed M D- Follow-up Office Review
3/25/2016	Credit	Payment	
3/30/2016	Contact	Claim Issued	WIFE MRS ALEXIA MCKNIGHT (610)459-1031 Call:Anytime M- F INCIDENT LOC:258 HEYBURN RD CHADDS FORD PA 19317 2016-03-2 1 12.00.00 due to prob with neutral causing problems with eq uipmnt for business - snt claims form rqst via outlook / eml spvr bcst pf for f/u with et doc
3/30/2016	Contact	Electric Outage - Issuance	XSTR TOP OF THE OAKS REPEAT ISSUE FOR HI VLTG FLCKNG EQUIP F AILURE PROB WITH NEUTRAL ND PERM REPAIRS UPDATE 6104591031 F lickering Lights
3/30/2016	Contact	Miscellaneous	Spouse called with questions about the meter reading that wa s completed and the issue with ground voltage.. xfr to res d ept for assistance
3/30/2016	Contact	Miscellaneous	sd was trnsfr'd to resd but call was lost. cling ref eemg fo r acct ...
3/30/2016	Contact	Miscellaneous	ISSUED WR#633132 PRIOR 20 TO POWER QUALITY
3/30/2016	Contact	Miscellaneous	PQT WR# 0633132 WO# 13963817
4/6/2016	Contact	Miscellaneous	ALEXIA MCKNIGHT called regarding voltage issue at property. says serv is now out. refused to allow me to process eemg. w anted to know about voltage issue. referred to john moscow f rom wwm. left message with customer info

4/6/2016	Contact	Outage Status Request	Msg: ERT read by employee Time: 04/06/2016 18:20 Outage ID: D1604060 PROBABLE CAUSE: Cause Undetermined
4/7/2016	Contact	Miscellaneous	CLLD CUST TECH MADE CONTACT WITH MRS TODAY
4/15/2016	Contact	Meter Reading - Other	rec'd email regarding techs' comments from 3/22/16 field visit... EEMG issued by call center...no action taken by MRE
5/2/2016	Contact	Meter Reading - Other	Wife call regarding her meter
5/2/2016	Contact	Maintain Bill Account	
5/2/2016	Contact	Maintain Bill Account	ALTERNATE NUMBER WAS CHANGED FROM - TO 661-380-4957
5/17/2016	Contact	Electric Outage - Issuance	customer Top of the Oaks per google maps customer received shock in bathtub Electric Contact/Shock verified w/disp Sue
6/7/2016	Contact	Miscellaneous	CALL CENTER CALLED OVER ABOUT WORK BEING DONE AT THE PROPERTY DAY, NOTHING SHOWS WAS COMPLETED BY DELCO ELECT'S, NO NEW WORK ORDERS OR OUTAGE TICKETS FOUND EITHER.
9/7/2016	Contact	Check and Seal Meter Issued	CC NEEDED CHECK READ - Validate meter number A127832547 and close order with reading found. Back Office to review check read and issue WFM for rebill if needed.
9/10/2016	Contact	Check and Seal Meter Completed	
9/10/2016	Contact	Check and Seal Meter Completed	ACCT-8990001209 MTR 127832547 RD 18213 MTR 127832547 RD 18213
9/13/2016	Contact	Miscellaneous System Billing A	cancel elec bills from 05/25 to 08/24 based on tech reading 18213 dated 09/10/16
9/13/2016	Contact	Meter Reading - Other	258 HEYBURN RD CHADDS FORD PA 19317 fo#873771651 Departed: 2016-09-1007.43.47 Field Comments: MTR 127832547 RD 18213 completed MD- Follow-up Office Review (issued misc wfm)
9/21/2016	Contact	Cancel Service	Canceled electric rate billed 4/28/16 to 8/24/16 for \$925.68 to rebill on better estimates based on tech reading 18213 dated 09/10/16 per ESC WFM (See prev rmks)
9/21/2016	Contact	Billing Issues	ACCOUNT PROCESSED THROUGH ENTER READS FOR SERVICE - ATB electric rate 4/28/16 to 8/24/16 estimated using actual DAW 11.4 based on last actual reading 4/28/16 (16668) & tech read 9/10/16 (18213) - Still following to bill current to 9/27/16

10/18/2016	Contact	Customer Relations	I contacted the customer at 11:52 AM at 610-459-1031 to confirm receipt of the Executive complaint. The customer answered and was advised a representative from the appropriate department will contact her within 24 hours. The customer agreed and stated satisfied.
10/18/2016	Contact	Billing Issues	LAWRENCE MCKNIGHT called to say when peco was doing work at premises left plate on home rather than meter customer was concerned how 0 usage for that time frame advised cancelled rebilled from 04/28/2016-08/24/2016 with over 300 kwh each bill cycle, have credit on acct \$536.25 aysy
10/19/2016	Contact	Automated Metering Infrastructure	AR# 00960064 has been completed, and closed out on Passport. Sent letter to the customer with info on AMI meters along with the SGSM Fact Sheet.

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Supervisor Comments
10/26/16	Miscellaneous
10/19/16	Automated Metering Infrastructure (AMI)
10/18/16	Billing Issues
10/18/16	Customer Relations
09/29/16	Billing Issues
09/21/16	Billing Issues
09/21/16	Cancel Service
09/13/16	Meter Reading - Other
09/13/16	Miscellaneous System Billing Adjustment
09/10/16	Check and Seal Meter Completed

Comments:

REC CALL FROM SPOUSE ALEXIS REGARDING EXECUTIVE COMPLAINT POKE TO MY SUPERVISOR WHO STATED TO OBTAIN A CONTACT NO FOR TODAY THE CONTACT NO IS 610-616-5181 CALLER WILL BE UNAVAILABLE FROM 2PM TO 3PM EXP TO CALLER SHE WILL REC A CALL TODAY FORM EXECUTIVE LINE PROVIDED INFO VERBALLY TO MY SUPERVISOR AYSY

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Supervisor Comments
10/26/16	Miscellaneous
10/19/16	Automated Metering Infrastructure (AMI)
10/18/16	Billing Issues
10/18/16	Customer Relations
09/29/16	Billing Issues
09/21/16	Billing Issues
09/21/16	Cancel Service
09/13/16	Meter Reading - Other
09/13/16	Miscellaneous System Billing Adjustment
09/10/16	Check and Seal Meter Completed

Comments:

\*\*\*assisting rep\*\*\*cust states never rcv call back from exec complaint she filed 10/18/16, per notes letter was issued 10/19/16 from AMI, cid m.corazo and eppl situation, states will have someone from AMI contact cust today, cust # 610-616-5181 and will not be avail 2-3:00pm today..no contact w/cust

Contact Edit Actions Help

Contacted	Type
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Supervisor Comments
10/26/16	Miscellaneous
10/19/16	Automated Metering Infrastructure (AMI)
10/18/16	Billing Issues
10/18/16	Customer Relations
09/29/16	Billing Issues
09/21/16	Billing Issues
09/21/16	Cancel Service
09/13/16	Meter Reading - Other
09/13/16	Miscellaneous System Billing Adjustment
09/10/16	Check and Seal Meter Completed

Comments:

Spoke w Alexia in regards to her health concerns related to AMI mtrs. She said that this is not AMI departmnt, but wants to talk to another dprtmnt requesting a dissability accommodation to have a mtr that does not make her ill; she wants to straighten up the voltage, and wants the analog mtr back. Adv'd cust that will address her concerns w the mngr.

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Supervisor Comments
10/26/16	Miscellaneous
10/19/16	Automated Metering Infrastructure (AMI)
10/18/16	Billing Issues
10/18/16	Customer Relations
09/29/16	Billing Issues
09/21/16	Billing Issues
09/21/16	Cancel Service
09/13/16	Meter Reading - Other
09/13/16	Miscellaneous System Billing Adjustment
09/10/16	Check and Seal Meter Completed

Comments:

...(continued)... B. Elson will call the cust back once she has the results of the findings for the neutral issue and to address both cust's issues.



Contact Edit Actions Help

Contacted	Type
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Supervisor Comments
10/26/16	Miscellaneous
10/19/16	Automated Metering Infrastructure (AMI)
10/18/16	Billing Issues
10/18/16	Customer Relations
09/29/16	Billing Issues
09/21/16	Billing Issues
09/21/16	Cancel Service
09/13/16	Meter Reading - Other
09/13/16	Miscellaneous System Billing Adjustment
09/10/16	Check and Seal Meter Completed

Comments:

CC NEEDED MI - Investigate meter A127832547 AMI Meter Investigation - check for CDE, etc. on meters that stop reading, or has poor read performance, or starts throwing alarms

Contact Edit Actions Help

Contacted	Type
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Supervisor Comments
10/26/16	Miscellaneous
10/19/16	Automated Metering Infrastructure (AMI)
10/18/16	Billing Issues
10/18/16	Customer Relations
09/29/16	Billing Issues
09/21/16	Billing Issues
09/21/16	Cancel Service
09/13/16	Meter Reading - Other
09/13/16	Miscellaneous System Billing Adjustment
09/10/16	Check and Seal Meter Completed

Comments:

25B HEYBURN RD CHADDS FORD PA 19317 FO#: 775163824, Date : 2017-02-0212.09.01 ,  
 Field Comments: FOUND BAD METER BOX INSTALL JUMPER LEFT 30 DAY REPAIR  
 NOTICE Referred to DCE Rep., Completed MDT - Follow - up Office Review

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
05/14/17	Outage Status Request
05/14/17	Outage Status Request
05/14/17	Electric Outage - Issuance
05/14/17	Outage Status Request
05/13/17	Outage Status Request
05/13/17	Electric Outage - Issuance
05/13/17	Outage Status Request
05/13/17	VRU Outage Reported - Sent to OMS
05/13/17	VRU Outage Reported - Sent to OMS
03/16/17	Meter Investigation Voided
03/16/17	Automated Metering Infrastructure (AMI)
03/16/17	Check and Seal Meter Completed
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued

Comments:  
auto void by SGSM OWM

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
05/13/17	Outage Status Request
05/13/17	Electric Outage - Issuance
05/13/17	Outage Status Request
05/13/17	VRU Outage Reported - Sent to OMS
05/13/17	VRU Outage Reported - Sent to OMS
03/16/17	Meter Investigation Voided
03/16/17	Automated Metering Infrastructure (AMI)
03/16/17	Check and Seal Meter Completed
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Automated Metering Infrastructure (AMI)
10/26/16	Supervisor Comments
10/26/16	Miscellaneous
10/19/16	Automated Metering Infrastructure (AMI)

Comments:  
ref'd to mre for dce

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type	
05/14/17	Outage Status Request	
05/14/17	Outage Status Request	
05/14/17	Electric Outage - Issuance	
05/14/17	Outage Status Request	
05/13/17	Outage Status Request	
05/13/17	Electric Outage - Issuance	
05/13/17	Outage Status Request	
05/13/17	VRU Outage Reported - Sent to OMS	
05/13/17	VRU Outage Reported - Sent to OMS	
03/16/17	Meter Investigation Voided	
03/16/17	Automated Metering Infrastructure (AMI)	
03/16/17	Check and Seal Meter Completed	
02/03/17	Meter Reading - Other	
01/19/17	Meter Investigation Issued	

Comments:

**TIME CUSTOMER CONTACTED: 05/13 18:03 CUSTOMER INDICATED PARTIAL POWER**

Contact Edit Actions Help

Contacted	Type	
05/14/17	Outage Status Request	
05/14/17	Outage Status Request	
05/14/17	Electric Outage - Issuance	
05/14/17	Outage Status Request	
05/13/17	Outage Status Request	
05/13/17	Electric Outage - Issuance	
05/13/17	Outage Status Request	
05/13/17	VRU Outage Reported - Sent to OMS	
05/13/17	VRU Outage Reported - Sent to OMS	
03/16/17	Meter Investigation Voided	
03/16/17	Automated Metering Infrastructure (AMI)	
03/16/17	Check and Seal Meter Completed	
02/03/17	Meter Reading - Other	
01/19/17	Meter Investigation Issued	

Comments:

TIME CUSTOMER CONTACTED: 05/13 18:09 CUSTOMER INDICATED DIM/FLICKERING LIGHTS

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
05/14/17	Outage Status Request
05/14/17	Outage Status Request
05/14/17	Electric Outage - Issuance
05/14/17	Outage Status Request
05/13/17	Outage Status Request
05/13/17	Electric Outage - Issuance
05/13/17	Outage Status Request
05/13/17	VRU Outage Reported - Sent to OMS
05/13/17	VRU Outage Reported - Sent to OMS
03/16/17	Meter Investigation Voided
03/16/17	Automated Metering Infrastructure (AMI)
03/16/17	Check and Seal Meter Completed
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued

Comments:

Msg: ERT read by employee Time: 05/13/2017 22:10 Outage ID: D1705130PROBABLE  
 CAUSE: Cause Undetermined

Contact Edit Actions Help

Contacted	Type
05/14/17	Outage Status Request
05/14/17	Outage Status Request
05/14/17	Electric Outage - Issuance
05/14/17	Outage Status Request
05/13/17	Outage Status Request
05/13/17	Electric Outage - Issuance
05/13/17	Outage Status Request
05/13/17	VRU Outage Reported - Sent to OMS
05/13/17	VRU Outage Reported - Sent to OMS
03/16/17	Meter Investigation Voided
03/16/17	Automated Metering Infrastructure (AMI)
03/16/17	Check and Seal Meter Completed
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued

Comments:

xst top of oaks one leg out cust on generator Partial Power

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type	
05/14/17	Outage Status Request	
05/14/17	Outage Status Request	
05/14/17	Electric Outage - Issuance	
05/14/17	Outage Status Request	
05/13/17	Outage Status Request	
05/13/17	Electric Outage - Issuance	
05/13/17	Outage Status Request	
05/13/17	VRU Outage Reported - Sent to OMS	
05/13/17	VRU Outage Reported - Sent to OMS	
03/16/17	Meter Investigation Voided	
03/16/17	Automated Metering Infrastructure (AMI)	
03/16/17	Check and Seal Meter Completed	
02/03/17	Meter Reading - Other	
01/19/17	Meter Investigation Issued	

Comments:

Msg: ERT read by employee Time: 05/13/2017 22:10 Outage ID: D1705130PROBABLE  
CAUSE: Cause Undetermined

Contact Edit Actions Help

Contacted	Type
05/14/17	Outage Status Request
05/14/17	Outage Status Request
05/14/17	Electric Outage - Issuance
05/14/17	Outage Status Request
05/13/17	Outage Status Request
05/13/17	Electric Outage - Issuance
05/13/17	Outage Status Request
05/13/17	VRU Outage Reported - Sent to OMS
05/13/17	VRU Outage Reported - Sent to OMS
03/16/17	Meter Investigation Voided
03/16/17	Automated Metering Infrastructure (AMI)
03/16/17	Check and Seal Meter Completed
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued

Comments:

Crew status read by employee: Analyzed  
 CAUSE: Cause Undetermined

Outage ID: D1705130PROBABLE

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type	
05/14/17	Outage Status Request	
05/14/17	Outage Status Request	
05/14/17	Electric Outage - Issuance	
05/14/17	Outage Status Request	
05/13/17	Outage Status Request	
05/13/17	Electric Outage - Issuance	
05/13/17	Outage Status Request	
05/13/17	VRU Outage Reported - Sent to OMS	
05/13/17	VRU Outage Reported - Sent to OMS	
03/16/17	Meter Investigation Voided	
03/16/17	Automated Metering Infrastructure (AMI)	
03/16/17	Check and Seal Meter Completed	
02/03/17	Meter Reading - Other	
01/19/17	Meter Investigation Issued	

Comments:

PER CHRIS FROM POWER QUALITY 215-519-3513 - NEED TO SET PHASE SAVER.  
FOUND 120/0V. Partial Power

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
05/14/17	Outage Status Request
05/14/17	Outage Status Request
05/14/17	Electric Outage - Issuance
05/14/17	Outage Status Request
05/13/17	Outage Status Request
05/13/17	Electric Outage - Issuance
05/13/17	Outage Status Request
05/13/17	VRU Outage Reported - Sent to OMS
05/13/17	VRU Outage Reported - Sent to OMS
03/16/17	Meter Investigation Voided
03/16/17	Automated Metering Infrastructure (AMI)
03/16/17	Check and Seal Meter Completed
02/03/17	Meter Reading - Other
01/19/17	Meter Investigation Issued

Comments:

Crew status read by employee: T-Man Dispatched      Outage ID:  
D1705130PROBABLE CAUSE: Cause Undetermined

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type	
06/02/17	Revenue Protection Investigation	
05/16/17	Meter Reading - Other	
05/15/17	Meter Investigation Completed	
05/14/17	Outage Status Request	
05/14/17	Outage Status Request	
05/14/17	Electric Outage - Issuance	
05/14/17	Outage Status Request	
05/13/17	Outage Status Request	
05/13/17	Electric Outage - Issuance	
05/13/17	Outage Status Request	
05/13/17	VRU Outage Reported - Sent to OMS	
05/13/17	VRU Outage Reported - Sent to OMS	
03/16/17	Meter Investigation Voided	
03/16/17	Automated Metering Infrastructure (AMI)	
03/16/17	Check and Seal Meter Completed	

Comments:

Crew status read by employee: T-Man Dispatched  
D1705130PROBABLE CAUSE: Cause Undetermined

Outage ID:

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
06/30/17	Meter Reading - Other
06/29/17	Revenue Protection Case
06/16/17	Change Meter Only Voided
06/12/17	Change Meter Only Issued
06/02/17	Revenue Protection Investigation
05/16/17	Meter Reading - Other
05/15/17	Meter Investigation Completed
05/14/17	Outage Status Request
05/14/17	Outage Status Request
05/14/17	Electric Outage - Issuance
05/14/17	Outage Status Request
05/13/17	Outage Status Request
05/13/17	Electric Outage - Issuance
05/13/17	Outage Status Request
05/13/17	VRU Outage Reported - Sent to OMS

Comments:

OTHER PECO EQUIPMENT CALLED A PHAZESAVER  
CONNECTED TO MTRBRD. SAYSCAUTION KEEPOUTY



Contact Edit Actions Help

Contacted	Type	
06/30/17	Meter Reading - Other	
06/29/17	Revenue Protection Case	
06/16/17	Change Meter Only Voided	
06/12/17	Change Meter Only Issued	
06/02/17	Revenue Protection Investigation	
05/16/17	Meter Reading - Other	
05/15/17	Meter Investigation Completed	
05/14/17	Outage Status Request	
05/14/17	Outage Status Request	
05/14/17	Electric Outage - Issuance	
05/14/17	Outage Status Request	
05/13/17	Outage Status Request	
05/13/17	Electric Outage - Issuance	
05/13/17	Outage Status Request	
05/13/17	VRU Outage Reported - Sent to OMS	

Comments:

258 HEYBURN RD CHADDS FORD PA 19317 FO#: 591747725, Date : 2017-05-15 11:45:07 , Field  
 Comments: OTHER PECO EQUIPMENT CALLED A PHAZESAVER CONNECTED TO MTRBRD,  
 SAYSCAUTION KEEPOUT - dce rep following the account , Completed MDT - Follow - up  
 Office Review

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type	
06/30/17	Meter Reading - Other	
06/29/17	Revenue Protection Case	
06/16/17	Change Meter Only Voided	
06/12/17	Change Meter Only Issued	
06/02/17	Revenue Protection Investigation	
05/16/17	Meter Reading - Other	
05/15/17	Meter Investigation Completed	
05/14/17	Outage Status Request	
05/14/17	Outage Status Request	
05/14/17	Electric Outage - Issuance	
05/14/17	Outage Status Request	
05/13/17	Outage Status Request	
05/13/17	Electric Outage - Issuance	
05/13/17	Outage Status Request	
05/13/17	VRU Outage Reported - Sent to OMS	

Comments:

PLS VFY REPAIRS OR IF REPAIRS NOT MADE LEAVE 10 DAY NTC, CHANGE MTR IF NEEDED (BAD MTR BOX) A PHASESAVER CONNECTED TO MTRBRD, SAYSCAUTION KEEPOUT



Contact Edit Actions Help

Contacted	Type	
06/30/17	Meter Reading - Other	
06/29/17	Revenue Protection Case	
06/16/17	Change Meter Only Voided	
06/12/17	Change Meter Only Issued	
06/02/17	Revenue Protection Investigation	
05/16/17	Meter Reading - Other	
05/15/17	Meter Investigation Completed	
05/14/17	Outage Status Request	
05/14/17	Outage Status Request	
05/14/17	Electric Outage - Issuance	
05/14/17	Outage Status Request	
05/13/17	Outage Status Request	
05/13/17	Electric Outage - Issuance	
05/13/17	Outage Status Request	
05/13/17	VRU Outage Reported - Sent to OMS	

Comments:

CC NEEDED NOREAD - meter 127832547 has not been sending reads. Pls check for diff meter, error code, service issue, Set new meter. Note any findings.

Contact Edit Actions Help

Contacted	Type	
06/29/17	Revenue Protection Case	
06/16/17	Change Meter Only Voided	
06/12/17	Change Meter Only Issued	
06/02/17	Revenue Protection Investigation	
05/16/17	Meter Reading - Other	
05/15/17	Meter Investigation Completed	
05/14/17	Outage Status Request	
05/14/17	Outage Status Request	
05/14/17	Electric Outage - Issuance	
05/14/17	Outage Status Request	
05/13/17	Outage Status Request	
05/13/17	Electric Outage - Issuance	
05/13/17	Outage Status Request	
05/13/17	VRU Outage Reported - Sent to OMS	
05/13/17	VRU Outage Reported - Sent to OMS	

Comments:

auto void by SGSM OWM

Contact Edit Actions Help

Contacted	Type	
08/22/17	Investigation Field-Contact	
08/22/17	Revenue Protection Case	
08/22/17	Check and Seal Meter Completed	
08/09/17	Revenue Protection Investigation	
07/25/17	Change Meter Only Maintained	
07/25/17	Change Meter Only Issued	
06/30/17	Meter Reading - Other	
06/29/17	Revenue Protection Case	
06/16/17	Change Meter Only Voided	
06/12/17	Change Meter Only Issued	
06/02/17	Revenue Protection Investigation	
05/16/17	Meter Reading - Other	
05/15/17	Meter Investigation Completed	
05/14/17	Outage Status Request	
05/14/17	Outage Status Request	

Comments:

OTHER PHASESAVER IS CONNECTED TO METERBOARD, DID NOT DROP NOTICE PECO WORKING ON UNDERGROUND LINES, PECO EQUIPMENT CALLED A

Contact Edit Actions Help

Contacted	Type
06/30/17	Meter Reading - Other
06/29/17	Revenue Protection Case
06/16/17	Change Meter Only Voided
06/12/17	Change Meter Only Issued
06/02/17	Revenue Protection Investigation
05/16/17	Meter Reading - Other
05/15/17	Meter Investigation Completed
05/14/17	Outage Status Request
05/14/17	Outage Status Request
05/14/17	Electric Outage - Issuance
05/14/17	Outage Status Request
05/13/17	Outage Status Request
05/13/17	Electric Outage - Issuance
05/13/17	Outage Status Request
05/13/17	VRU Outage Reported - Sent to OMS

Comments:

258 HEYBURN RD CHADDS FORD PA 19317 FO#: 421865947, Date : 2017-06-29 15:16.26 , Field  
 Comments: OTHER PHASESAVER IS CONNECTED TO METERBOARD, DID NOT DROP  
 NOTICE PECO WORKING ON UNDERGROUND LINES, PECO EQUIPMENT CALLED A.  
 Completed MDT - Follow - up Office Review(dce rep following the account)

Contact Edit Actions Help

Contacted	Type	
08/28/17	Regulatory-COMMISSION	258 HEYBURN RD C
08/25/17	Change Meter Only Voided	
08/24/17	COMM FORMAL	
08/24/17	PUC Complaint	
08/24/17	Check and Seal Meter Completed	
08/22/17	Investigation Field-Contact	
08/22/17	Revenue Protection Case	
08/22/17	Check and Seal Meter Completed	
08/09/17	Revenue Protection Investigation	
07/25/17	Change Meter Only Maintained	
07/25/17	Change Meter Only Issued	
06/30/17	Meter Reading - Other	
06/29/17	Revenue Protection Case	
06/16/17	Change Meter Only Voided	
06/12/17	Change Meter Only Issued	

Comments:

CC NEEDED CMO -Change meter A127832547 was jumpered due to partial pwr and UG fixed issue pls set mtr. FYI PHASESAVER IS CONNECTED TO METER BOARD.

Contact Edit Actions Help

Contacted	Type	
08/28/17	Regulatory-COMMISSION	258 HEYBURN RD C
08/25/17	Change Meter Only Voided	
08/24/17	COMM FORMAL	
08/24/17	PUC Complaint	
08/24/17	Check and Seal Meter Completed	
08/22/17	Investigation Field-Contact	
08/22/17	Revenue Protection Case	
08/22/17	Check and Seal Meter Completed	
08/09/17	Revenue Protection Investigation	
07/25/17	Change Meter Only Maintained	
07/25/17	Change Meter Only Issued	
06/30/17	Meter Reading - Other	
06/29/17	Revenue Protection Case	
06/16/17	Change Meter Only Voided	
06/12/17	Change Meter Only Issued	

Comments:

ACCT-8990001209: CC NEEDED: CMO -Change meter A127832547 was jumpered due to partial pwr and UG fixed issue pls set mtr. FYI PHASESAVER IS CONNECTED TO METER BOARD. also check repairs made since prev tech FOUND BAD METER BOX INSTALL JUMPER LEFT 30 DAY REPAIR NOTICE

Select Customer Contact for LAWRENCE MCKNIGHT



Contact Edit Actions Help

Contacted	Type	
08/28/17	Regulatory-COMMISSION	258 HEYBURN RD C
08/25/17	Change Meter Only Voided	
08/24/17	COMM FORMAL	
08/24/17	PUC Complaint	
08/24/17	Check and Seal Meter Completed	
08/22/17	Investigation Field-Contact	
08/22/17	Revenue Protection Case	
08/22/17	Check and Seal Meter Completed	
08/09/17	Revenue Protection Investigation	
07/25/17	Change Meter Only Maintained	
07/25/17	Change Meter Only Issued	
06/30/17	Meter Reading - Other	
06/29/17	Revenue Protection Case	
06/16/17	Change Meter Only Voided	
06/12/17	Change Meter Only Issued	

Comments:

ANYTIME.....PLS VFY REPAIRS OR IF REPAIRS NOT MADE LEAVE 10 DAY NTC, CHANGE MTR IF NEEDED (BAD MTR BOX) A PHAZESAVER CONNECTED TO MTRBRD, SAYS CAUTION KEEPOUT

Contact Edit Actions Help

Contacted	Type	
08/28/17	Regulatory-COMMISSION	258 HEYBURN RD C
08/25/17	Change Meter Only Voided	
08/24/17	COMM FORMAL	
08/24/17	PUC Complaint	
08/24/17	Check and Seal Meter Completed	
08/22/17	Investigation Field-Contact	
08/22/17	Revenue Protection Case	
08/22/17	Check and Seal Meter Completed	
08/09/17	Revenue Protection Investigation	
07/25/17	Change Meter Only Maintained	
07/25/17	Change Meter Only Issued	
06/30/17	Meter Reading - Other	
06/29/17	Revenue Protection Case	
06/16/17	Change Meter Only Voided	
06/12/17	Change Meter Only Issued	

Comments:

BEEN MADE,MRS UPSET,EXPLAINED PECO WILL REVISIT  
 DID NOT LEAVE NOTICE FOR PROCESSING MRS STATING REPAIRS HAVEE/T=DSO TO  
 REMOVE AUTO CART IF REPAIRS ARE MADE AND SET METRON ARRIVAL FD AUTO CART  
 STILL ATTACHED TO METER BOX,REFER TO

Contact Edit Actions Help

Contacted	Type	
08/24/17	COMM FORMAL	
08/24/17	PUC Complaint	
08/24/17	Check and Seal Meter Completed	
08/22/17	Investigation Field-Contact	
08/22/17	Revenue Protection Case	
08/22/17	Check and Seal Meter Completed	
08/09/17	Revenue Protection Investigation	
07/25/17	Change Meter Only Maintained	
07/25/17	Change Meter Only Issued	
06/30/17	Meter Reading - Other	
06/29/17	Revenue Protection Case	
06/16/17	Change Meter Only Voided	
06/12/17	Change Meter Only Issued	
06/02/17	Revenue Protection Investigation	
05/16/17	Meter Reading - Other	

Comments:

ACCT-8990001209 closed loops

Contact Edit Actions Help

Contacted	Type
08/28/17	Outage Status Request
08/28/17	Electric Outage - Issuance
08/28/17	Regulatory-COMMISSION
08/25/17	Change Meter Only Voided
08/24/17	COMM FORMAL
08/24/17	PUC Complaint
08/24/17	Check and Seal Meter Completed
08/22/17	Investigation Field-Contact
08/22/17	Revenue Protection Case
08/22/17	Check and Seal Meter Completed
08/09/17	Revenue Protection Investigation
07/25/17	Change Meter Only Maintained
07/25/17	Change Meter Only Issued
06/30/17	Meter Reading - Other
06/29/17	Revenue Protection Case

Comments:

C-2017-2621057

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
08/28/17	Outage Status Request
08/28/17	Electric Outage - Issuance
08/28/17	Regulatory-COMMISSION
08/25/17	Change Meter Only Voided
08/24/17	COMM FORMAL
08/24/17	PUC Complaint
08/24/17	Check and Seal Meter Completed
08/22/17	Investigation Field-Contact
08/22/17	Revenue Protection Case
08/22/17	Check and Seal Meter Completed
08/09/17	Revenue Protection Investigation
07/25/17	Change Meter Only Maintained
07/25/17	Change Meter Only Issued
06/30/17	Meter Reading - Other
06/29/17	Revenue Protection Case

Comments:

C2621057 PUC rights not given to customer. Customer Satisfied-NO. Referred to Teresa Ferrier

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
08/28/17	Outage Status Request
08/28/17	Electric Outage - Issuance
08/28/17	Regulatory-COMMISSION
08/25/17	Change Meter Only Voided
08/24/17	COMM FORMAL
08/24/17	PUC Complaint
08/24/17	Check and Seal Meter Completed
08/22/17	Investigation Field-Contact
08/22/17	Revenue Protection Case
08/22/17	Check and Seal Meter Completed
08/09/17	Revenue Protection Investigation
07/25/17	Change Meter Only Maintained
07/25/17	Change Meter Only Issued
06/30/17	Meter Reading - Other
06/29/17	Revenue Protection Case

Comments:

auto void by SGSM OWM

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
08/28/17	Outage Status Request
08/28/17	Electric Outage - Issuance
08/28/17	Regulatory-COMMISSION
08/25/17	Change Meter Only Voided
08/24/17	COMM FORMAL
08/24/17	PUC Complaint
08/24/17	Check and Seal Meter Completed
08/22/17	Investigation Field-Contact
08/22/17	Revenue Protection Case
08/22/17	Check and Seal Meter Completed
08/09/17	Revenue Protection Investigation
07/25/17	Change Meter Only Maintained
07/25/17	Change Meter Only Issued
06/30/17	Meter Reading - Other
06/29/17	Revenue Protection Case

Comments:

**CUSTOMER COMPLAINT JOB,PER CUSTOMER WORK IS FIXED AND NEEDS PHASE SAVER REMOVED & METER SET Lights Ok/Unknown**

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type
11/08/17	Billing Issues
11/01/17	Supplier Enrollment
10/12/17	Billing Issues
09/24/17	Outage Update Message Callout
08/30/17	Electric Outage - Issuance
08/29/17	Meter Reading - Other
08/29/17	Meter Reading - Other
08/28/17	Outage Status Request
08/28/17	Electric Outage - Issuance
08/28/17	Regulatory-COMMISSION
08/25/17	Change Meter Only Voided
08/24/17	COMM FORMAL
08/24/17	PUC Complaint
08/24/17	Check and Seal Meter Completed
08/22/17	Investigation Field-Contact

Comments:

258 HEYBURN RD CHADDS FORD PA 19317 FO#: 276806011, Date : 2017-08-22 14.05.26  
 Field Comments: BEEN MADE, MRS UPSET, EXPLAINED PECO WILL REVISIT DID NOT LEAVE NOTICE FOR PROCESSING MRS STATING REPAIRS HAVEE/T=DSO TO REMOVE AUTO CART

Contact Edit Actions Help

Contacted	Type
11/08/17	Billing Issues
11/01/17	Supplier Enrollment
10/12/17	Billing Issues
09/24/17	Outage Update Message Callout
08/30/17	Electric Outage - Issuance
08/29/17	Meter Reading - Other
08/29/17	Meter Reading - Other
08/28/17	Outage Status Request
08/28/17	Electric Outage - Issuance
08/28/17	Regulatory-COMMISSION
08/25/17	Change Meter Only Voided
08/24/17	COMM FORMAL
08/24/17	PUC Complaint
08/24/17	Check and Seal Meter Completed
08/22/17	Investigation Field-Contact

Comments:

258 HEYBURN RD CHADDS FORD PA 19317 IF REPAIRS ARE MADE AND SET METRON ARRIVAL FD AUTO CART STILL ATTACHED TO METER BOX.REFER TO , - dce rep following the account Completed MDT - Follow - up Office Review

Contact Edit Actions Help

Contacted	Type
10/12/17	Billing Issues
09/24/17	Outage Update Message Callout
08/30/17	Electric Outage - Issuance
08/29/17	Meter Reading - Other
08/29/17	Meter Reading - Other
08/28/17	Outage Status Request
08/28/17	Electric Outage - Issuance
08/28/17	Regulatory-COMMISSION
08/25/17	Change Meter Only Voided
08/24/17	COMM FORMAL
08/24/17	PUC Complaint
08/24/17	Check and Seal Meter Completed
08/22/17	Investigation Field-Contact
08/22/17	Revenue Protection Case
08/22/17	Check and Seal Meter Completed

Comments:

. Lights Ok/Unknown

Select Customer Contact for LAWRENCE MCKNIGHT



Contact Edit Actions Help

Contacted	Type	
03/14/18	Regulatory-COMMISSION	258 HEYBURN RD
02/21/18	Billing Issues	
01/29/18	Meter Reading - Other	
01/25/18	Outage Update Message Callout	
11/08/17	Billing Issues	
11/01/17	Supplier Enrollment	
10/12/17	Billing Issues	
09/24/17	Outage Update Message Callout	
08/30/17	Electric Outage - Issuance	
08/29/17	Meter Reading - Other	
08/29/17	Meter Reading - Other	
08/28/17	Outage Status Request	
08/28/17	Electric Outage - Issuance	
08/28/17	Regulatory-COMMISSION	
08/25/17	Change Meter Only Voided	

Comments:

OUTAGE PROACTIVE CALL PLANNED FOR 09/24/2017 12:00 TO 09/24/2017 14:00; Outage Reason: replace x arm; Department: dso

Contact Edit Actions Help

Contacted	Type	
03/14/18	Regulatory-COMMISSION	258 HEYBURN RD
02/21/18	Billing Issues	
01/29/18	Meter Reading - Other	
01/25/18	Outage Update Message Callout	
11/08/17	Billing Issues	
11/01/17	Supplier Enrollment	
10/12/17	Billing Issues	
09/24/17	Outage Update Message Callout	
08/30/17	Electric Outage - Issuance	
08/29/17	Meter Reading - Other	
08/29/17	Meter Reading - Other	
08/28/17	Outage Status Request	
08/28/17	Electric Outage - Issuance	
08/28/17	Regulatory-COMMISSION	
08/25/17	Change Meter Only Voided	

Comments:

Rec'd account from Estimation Project -Unable to provide actual bill due to no available current reading

Select Customer Contact for LAWRENCE MCKNIGHT

Contact Edit Actions Help

Contacted	Type	
03/14/18	Regulatory-COMMISSION	258 HEYBURN RD
02/21/18	Billing Issues	
01/29/18	Meter Reading - Other	
01/25/18	Outage Update Message Callout	
11/08/17	Billing Issues	
11/01/17	Supplier Enrollment	
10/12/17	Billing Issues	
09/24/17	Outage Update Message Callout	
08/30/17	Electric Outage - Issuance	
08/29/17	Meter Reading - Other	
08/29/17	Meter Reading - Other	
08/28/17	Outage Status Request	
08/28/17	Electric Outage - Issuance	
08/28/17	Regulatory-COMMISSION	
08/25/17	Change Meter Only Voided	

Comments:

Customer enrolled with Frontier Utilities(8300) and enrollment letter sent.

Contact Edit Actions Help

Contacted	Type	
03/14/18	Regulatory-COMMISSION	258 HEYBURN RD
02/21/18	Billing Issues	
01/29/18	Meter Reading - Other	
01/25/18	Outage Update Message Callout	
11/08/17	Billing Issues	
11/01/17	Supplier Enrollment	
10/12/17	Billing Issues	
09/24/17	Outage Update Message Callout	
08/30/17	Electric Outage - Issuance	
08/29/17	Meter Reading - Other	
08/29/17	Meter Reading - Other	
08/28/17	Outage Status Request	
08/28/17	Electric Outage - Issuance	
08/28/17	Regulatory-COMMISSION	
08/25/17	Change Meter Only Voided	

Comments:

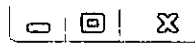
**OUTAGE PROACTIVE CALL PLANNED FOR 01/26/2018 07:00 TO 01/26/2018 17:00; Outage Reason: Hello this is a friendly reminder regarding the appointment that you scheduled with PEECO for tomorrow. The techng the work will attempt to contact you again before coming to your property. ; Department: CFO**

Contact Edit Actions Help

Contacted	Type	
01/29/18	Meter Reading - Other	258 HEYBURN RD
01/25/18	Outage Update Message Callout	
11/08/17	Billing Issues	
11/01/17	Supplier Enrollment	
10/12/17	Billing Issues	
09/24/17	Outage Update Message Callout	
08/30/17	Electric Outage - Issuance	
08/29/17	Meter Reading - Other	
08/29/17	Meter Reading - Other	
08/28/17	Outage Status Request	
08/28/17	Electric Outage - Issuance	
08/28/17	Regulatory-COMMISSION	
08/25/17	Change Meter Only Voided	
08/24/17	COMM FORMAL	
08/24/17	PUC Complaint	

Comments:

258 HEYBURN RD CHADDS FORD PA 19317 FO# 750780004 Departed: 2018-01-2609.56.44 Field Comments: . PHASE SAVER BEEN REMOVE CUST DENIED ACCESS TO INSTALL MTR. STATED DO TO PENDING LAWSUIT REFER BACK TO PECO ; Sent Email For Follow Up: . ; Completed MDT- Follow-up Office Review



Contact Edit Actions Help

Contacted	Type	
03/14/18	Regulatory-COMMISSION	258 HEYBURN RD
02/21/18	Billing Issues	
01/29/18	Meter Reading - Other	
01/25/18	Outage Update Message Callout	
11/08/17	Billing Issues	
11/01/17	Supplier Enrollment	
10/12/17	Billing Issues	
09/24/17	Outage Update Message Callout	
08/30/17	Electric Outage - Issuance	
08/29/17	Meter Reading - Other	
08/29/17	Meter Reading - Other	
08/28/17	Outage Status Request	
08/28/17	Electric Outage - Issuance	
08/28/17	Regulatory-COMMISSION	
08/25/17	Change Meter Only Voided	

Comments:

Estimated Billing Work Down Project...No canc / rebill performed..pending elec CMO but cust refused access to change meter...no rdgs being rec'd from current meter.

Contact Edit Actions Help

Contacted	Type	
03/14/18	Regulatory-COMMISSION	258 HEYBURN RD
02/21/18	Billing Issues	
01/29/18	Meter Reading - Other	
01/25/18	Outage Update Message Callout	
11/08/17	Billing Issues	
11/01/17	Supplier Enrollment	
10/12/17	Billing Issues	
09/24/17	Outage Update Message Callout	
08/30/17	Electric Outage - Issuance	
08/29/17	Meter Reading - Other	
08/29/17	Meter Reading - Other	
08/28/17	Outage Status Request	
08/28/17	Electric Outage - Issuance	
08/28/17	Regulatory-COMMISSION	
08/25/17	Change Meter Only Voided	

Comments:

need RVM set - reached out to power quality

**RECEIVED**

MAY 7 - 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**October 19, 2016**

**Executive Complaint w/Response**

**EXHIBIT "BU-2"**

PCN040 880-281-8288  
**EXHIBIT**  
BU-2

**From:** Collaku, Irida:(Contractor - PECO)  
**Sent:** Wednesday, October 19, 2016 12:27 PM  
**To:** Smith, Keely:(Contractor - PECO); Eison, Brenda J:(PECO)  
**Subject:** FW: Executive Complaint from Dr. Alexia McKnight/89900-01209/610-459-1031  
**Importance:** High

Hi Keely,

Can you please close this case on Passport? AR#00960064

Thanks,  
Irida

**From:** Eison, Brenda J:(PECO)  
**Sent:** Tuesday, October 18, 2016 2:07 PM  
**To:** Collaku, Irida:(Contractor - PECO)  
**Subject:** FW: Executive Complaint from Dr. Alexia McKnight/89900-01209/610-459-1031  
**Importance:** High

Post Refusal – Send our normal information along with fact sheet. AMI installed November, 2015.

Brenda

**From:** Corazo, Maryellen:(PECO)  
**Sent:** Tuesday, October 18, 2016 12:02 PM  
**To:** Collaku, Irida:(Contractor - PECO); Eison, Brenda J:(PECO); Boyle, Carolanne:(PECO); Arrington, Mark A.:(PECO)  
**Cc:** Armstead, Anita H:(PECO); Beck, Bonnie:(PECO); Colarelli, Kelly A:(PECO); Hilton, Dana L:(PECO); McGill, Karen:(PECO); Masi, Carol S:(PECO); Adams, Craig L:(PECO); Kobulsky, Joseph F:(PECO); Innocenzo, Michael A:(PECO); Murray, Kelly A:(PECO); Jiruska, Frank J:(PECO)  
**Subject:** Executive Complaint from Dr. Alexia McKnight/89900-01209/610-459-1031  
**Importance:** High

Good Afternoon,

Please be advised:

We received the attached Executive Complaint on 10/18/16 from CLA's office.

This complaint will be worked under AR#00960064 with a due date of 11/1/16.

The complaint has been assigned to AMI.

The customer, Dr. Alexia McKnight, wrote in to CLA's office regarding the Smart Meter at her property and health issues that she contends are caused by the meter.

PECO  
Exhibit #. B4-2

# New Metering Technology



At PECO, we put our energy into keeping the lights on and gas flowing, and helping customers save energy and money.

To do this, each year we continue to invest in our system to serve our customers better. Just like our customers replace equipment in their homes and businesses, beginning in 2012, we will be replacing our current meters with newer technology.

It's all part of our ongoing efforts to provide more information to help you understand how you use energy, and how to save energy and money.

## What is happening and when?

Beginning in 2012, we will begin replacing our current electric meters with newer metering technology.

## How will it benefit you?

These new meters will help us provide more information to help you understand how you use energy, and how to save energy and money. For example, in the future, we will launch an interactive Website that will show you how and when you use energy, and what steps you can take to use less energy and save more money.

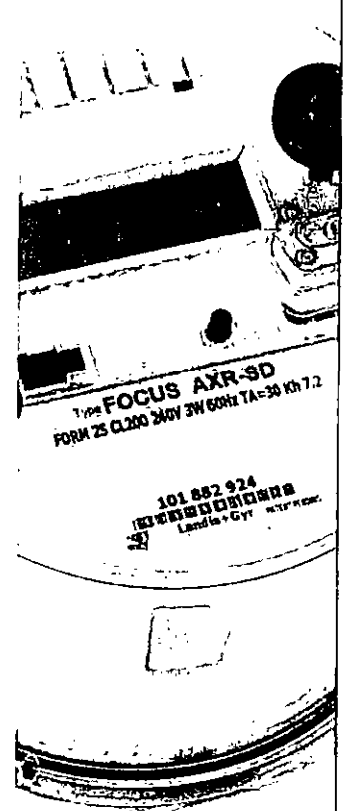
## We'll also be able to:

- More quickly connect or disconnect service—providing faster, more convenient service for customers who are moving in, out or around the neighborhoods we serve; and quick support to local fire departments and other officials during an emergency.
- Identify potentially dangerous situations like tampered meters and theft of electricity.
- Detect problems faster and have more information – helping us deploy our field forces more effectively
- Provide the platform for future new products and services to customers.

Along with this effort, PECO also continues to invest in our energy delivery system. Each year we install more pieces of advanced equipment to identify and correct problems before outages occur or, if an outage does occur, reroute power to restore service faster.

## Still Have Questions? We Have Answers...

For more information, visit [www.peco.com/technology](http://www.peco.com/technology) or call 1-855-741-9011.



For more information:  
**1-855-741-9011**

[www.peco.com/  
technology](http://www.peco.com/technology)



## Other Helpful Information

### CAN I REQUEST TO GET A METER SOONER THAN PLANNED?

The new meters are being installed in local communities based on important criteria including the completion of upgrades to PECO's local electric delivery network, local demographics and topography, and other system opportunities. For \$17, customers can request to receive a meter earlier than planned.

**DO I HAVE TO GET A NEW METER?** Yes, this project is part of Pennsylvania's 2008 Act 129 which requires utilities state-wide to install new metering technology for all customers.

**HOW CAN I USE MY ENERGY INFORMATION?** With this system, we will be able to provide you more information about how you use electricity. This information is not new to PECO. Unlike other utilities across the country moving from a manual system to fully automated digital system, all of this information has been available to PECO for more than a decade through our current metering system. Essentially, the difference with this new technology is our ability to provide the information to you.

Once you know a bit more about how you are using energy, you can make changes in your home to take control of your energy use and save energy and money.

### HOW WILL YOU KEEP MY ENERGY USE INFORMATION PRIVATE?

Your security is one of our top priorities. That is why our completed system will be a physically secured, PECO-owned, private, encrypted, fiber optic and wireless system—ensuring the privacy and security of your energy usage information.

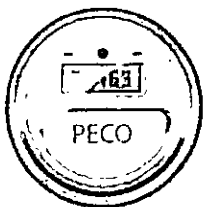
**WHAT ABOUT RADIO FREQUENCY?** Each day all of us are exposed to both natural and man-made radio frequency (RF) energy. Did you know that the earth's surface and even our own human bodies produce RF?

Many factors impact RF levels including distance, location (is the device outdoors or located behind a wall or other structure?) and amount of use. These meters will only transmit less than one second every 90 minutes and during emergencies.

The total volume of RF associated with the new meters is lower than our current meters. It is extremely low—much lower than many common household devices including cordless phones, cell phones and microwaves (see below).

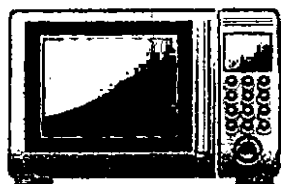
Levels of RF are measured in milliwatts. And the Federal Communications Commission limits exposure to RF at 1 milliwatt per square centimeter.

### AVERAGE RF LEVELS\*



METER

**0.00037 milliwatt**  
per square centimeter



MICROWAVE OVEN

**0.0047 milliwatt**  
per square centimeter



CORDLESS PHONE

**0.12 milliwatt**  
per square centimeter



CELL PHONE

**0.19 milliwatt**  
per square centimeter

\*Based on FCC standard which averages exposure during 30 minutes of use.

RECEIVED

MAY 7 - 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Meter Box Repair Notice**

**2/2/17**

**EXHIBIT "BU-3"**





PECO

1-800-494-4000

**IMPORTANT NOTICE - REPAIRS OR ACCESS NEEDED**  
**Aviso Importante - Necesidad de Acceso o Reparaciones**

DATE 2-2-17

NAME	
ADDRESS <u>258 Heyburn rd.</u>	
TELEPHONE NUMBER	ACCOUNT NUMBER <u>8790001209</u>

We could not install metering equipment at your property because of the reason we checked below:

- There are defects that must be repaired. You may need an electrician to make the repairs. You must have the repairs made within 30 days. If you do not have the repairs made within 30 days, we will shut off your service after we send you the required notices. Below is a list of the defects that need to be repaired. \*
- We need to get into your property. Please call us at 1-800-494-4000 or visit our PECO Energy Business Office to arrange for us to get into your property. Our office address is listed on the back of this notice. If you do not let us in within 30 days to install the metering equipment, we will shut off your service. We would first send you the required notices. \*

To talk about your service, please call us at 1-800-494-4000, or visit our PECO Energy Business Office listed on the back of this notice.

Customer's Or Responsible Adult's Signature	Telephone Number
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Report by Inspector

Fault Bad meter box

See other side for more information.

<b>ATENCION</b>
Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar al numero de telefono que aparece en este documento.

196-02815 Rev. 10/96 RP

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PECO  
Exhibit # B43