

PECO Cross 1

Smith, Ward L:(PECO)

From: Pritchard, Glenn A:(PECO)
Sent: Tuesday, May 30, 2017 3:26 PM
To: Smith, Ward L:(PECO)
Subject: Branagh Residence / Gas Meter Location - Left front corner, assuming adjacent to Living Room



PECO CROSS 1
44417 Phila TUC
C-2016-2576738

Smith, Ward L:(PECO)

From: Pritchard, Glenn A:(PECO)
Sent: Tuesday, May 30, 2017 3:29 PM
To: Smith, Ward L:(PECO)
Subject: Branagh Residence - Neighbor's Electric Meters



**Branagh Customer Information
Management System Contacts**

EXHIBIT "BU-1"

PECO BU-1 - 1 through 14
6/14/17 Phila TC
C-2016-2576-738

Comments:

customer lefe me a message that she has health concerns. call no answer

CONTACT HISTORY

Name Janice D Branagh
Address 117 Farview Ave
Norristown, PA 19403
Account 76104-01308
Case C-2016-2576738

06/09/12 PECO AMI CMO – SYS GEN

AMI Meter Exchange.

SUBMITTED NWA001051 FOR LANDSCAPE RESTORATION.

06/10/12

Proactive Letter Sent: Letter One Sent: Mailed to 117 FARVIE
W AVE

07/05/12

Proactive Second Letter Sent: Letter Two Sent: Mailed to 117
FARVIEW AVE

07/23/12 Rochelle Holman

- 1 >>> I did expl'd RF levels-- expl'd current meter transmitt
- 2 every 5 minutes--new mtrs transmitt less-- expl'd current me
- 3 ter is wireless--expl'd no special wiring is required when t
- 4 he new meter is replaced with the old-she states the medical
- 5 health association has not deemed the meter safe-her husban
- 6 d has cancer-negative info on internet about AMI--

07/24/12

AMI REFUSAL DUE TO HEALTH CONCERNS AFTER READING LETTER TO N
E TIMES EDITOR. SENDING LTTR EXPLAINING LEVEL OF RF OF AMI M
ETER SIMILAR TO AMR MTR THAT HAS BEEN ON HOME FOR PAST DECAD
E. RF LEVEL EXTREMELY LOW & MEETS FCC REQUIREMENTS. AMI ME
TER IS SAFE. PECO MUST COMPLY WITH PA ACT 129 LAW TO UPGRADE
EXISTING TECHNOLOGY.

08/11/15 AMI Proactive Notification

Comments:

customer left me a message that she has health concerns. call no answer

Comments:

GOS Gas-Proactive Letter Sent: Initial Letter File Exported Mailed to Address: 117 FARVIEW AVE

08/25/15 AMI Unable to Complete Installation

Comments:

GOS Gas-Hard to Access: Due Diligence Completed

08/26/15 PECO AMI Escalation

Comments:

AMI GAS. REFUSAL DUE TO HEALTH & SAFETY CONCERNS RCVD THRU GRID ONE. TIER 3/NO VERBAL CONTACT-SOFT LETTER MAILED TO EXPLAIN PECO USING TO AMI MODULES GOING FORWARD, EXTENSIVE TESTING HAS BEEN DONE AND EQUIP IS SAFE.

AMI GAS REFUSAL DO NOT FIELD UNTIL CLEARED

11/02/15 AMI Call Center Inquiry

Comments:

GOS Gas-VSI Call Center Inquiry: cust calld, - she does not want this new upgrade for her gas metr, - acct is CBU, gave her Peco's cust.serv. # 800-494-4000

01/22/16 Automated Metering Infrastructure (AMI)

Comments:

Re-engagement letter sent

02/01/16 Automated Metering Infrastructure (AMI)

Comments:

calld and stated that she does not want the meter period. she is requesting that she does not have the meter updated; she stated that she is prepared to give any info requested so that she does not have to change out her meter; requested a call from b eison

Comments:

customer left me a message that she has health concerns. call no answer

02/05/16 Change Meter Only Maintained

Comments:

ACCT-7610401308: Per B.Eison- AMI GAS refusal due to health concerns. AMI GAS REFUSAL DO NOT FIELD UNTIL CLEARED

02/05/16 Supervisor Comments EISON, BRENDA J

Comments:

spoke with customer and she informed me that she was sending me a letter along with a doctor note about her condition and her health concerns regarding the meter

02/09/16 Automated Metering Infrastructure (AMI) COLLAKU, IRIDA

Comments:

Sent a letter to the cust in response to her ltr received, addressing her health concerns regarding AMI mtrs.

04/05/16 Supervisor Comments EISON, BRENDA J

Comments:

received certified letter from Doctor Szezepanski office that customer is sensitive to chemicals especially petroleum based products. Account is already on HOLD for Health refusal

03/03/16 Automated Metering Infrastructure (AMI)

Comments:

ABYSS SCRUB - 117 FARVIEW AVE NORRISTOWN PA 19403; RES GAS REFUSAL BUCKET 12/26/20 - Per B.Eison- AMI GAS refusal due to health concerns. AMI GAS REFUSAL DO NOT FIELD UNTIL CLEARED

Comments:

customer left me a message that she has health concerns. call no answer

09/20/16 Change Meter Only Issued

Comments:

REENGAGEMENT LETTER SENT 9/20/2016-Per B.Eison- AMI refusal due to health concerns. REFUSAL-DO NOT FIELD UNTIL CLEAR- In Footprint

09/20/16 AMI Appointment Process

Comments:

PECO ELEC-REFUSAL APPOINTMENT PROCESS-REENGAGEMENT LETTER

09/28/16 Supervisor Comments EISON, BRENDA J

Comments:

Mrs. Branagh sent me an e-mail regarding her concerns with the installation of the AMI meter - she had received my reengagement letter called a left a message on her phone that I had called per her request in the e-mail phone number called is 484 213 6092:

09/28/16 Gas AMI Retrofit

Comments:

PAFT:DT INST: 2016-09-28 CMNTS:

MODULE: BELOW METER# 018880569
FN# 25582670

09/30/16 Automated Metering Infrastructure (AMI)

Comments:

Mailed out ltr to the cust with info on AMI mtrs, in response to her e-mail received regarding her concerns with the installation of the AMI meter.

10/04/16 Change Meter Only Issued

Comments:

10-DAY NOTICE SENT 10/4/16-REENGAGEMENT LETTER SENT 9 20 2016 Per B Eison AMI refusal due to health concerns REFUSAL DO NOT FIELD UNTIL CLEAR In Footprint

10/05/16 Supervisor Comments EISON, BRENDA J

Comments:

Mrs. Branaugh contacted me and left me a message that she still does not want a smart meter. She stated that she has send in medical documentation that supports her not getting a smart meter. She left her phone number to call again at 484 215 6092

Comments:

customer left me a message that she has health concerns. call no answer

10/14/16 Miscellaneous HEMMINGWAY, KATRINA

Comments:

cust called in adv she recvd shut off ntc doesnt want newer mtr installed adv she already spoke to someone about it and wants to know what the next step is adv cust will xfer to dept

10/14/16 Automated Metering Infrastructure (AMI) SMITH, CAROL J

Comments:

cust states doesnt want smart meters at property and has health issues and she will contact the PUC informed customer I would not her account

10/18/16 Automated Metering Infrastructure (AMI) COLLAKU, IRIDA

Comments:

Called cust to acknowledge the PUC complaint. Cust said that she still refuses the AMI mtr due to health concerns. Adv'd cust AMI mtrs are safe, and PA Act 129 no opt-out provision. Cust said she has all PECO ltrs w info on AMI mtrs but still believes that these meters are harmful. Adv'd cust to wait for the decision from the PUC. Cust said ok.

12/07/16 Regulatory-COMMISSION BEGLEY, MICHAEL

Comments:

Called customer. asked her if she thought if moving the meter further away from her house would help resolve her concerned. she did not think so. she said it is still connected. she wants peco to wait until the last day allowable because she feels the PUC will eventually offer an opt out date.

02/13/17 Supervisor Comments EISON, BRENDA J

Comments:

Spoke with Mrs. Branagh about the possibility of relocating the meter to the outside and she stated that she has a medical issue that she believes that installing a AMI meter in her home will harm her. Legal Department and I spoke with the customer and explained to her the safety of the AMI meters and modules the RF levels in the meters for electric and gas

Comments:

customer left me a message that she has health concerns. call no answer

Customer stated that she believed that the State Law gave her until the year 2029 to have the meter exchanged. She also stated that she wanted to wait on the opt out provision to come to the state of PA. We explained to customer that there is no current OPT out provision. She stated that she did not want to pay to have the meter removed because she does

not believe that the problem with the RF levels will change. Customer believes that RF levels will impact her health. Customer also stated that she uses a cell phone to text but rarely put the cell phone to her ear. We explained the RF levels from the cell phone versus the RF levels from the meters. Customer continued to state that she does not want to have

want to have the AMI meter installed. AMI gas module has been installed and will not be removed. Explained to customer that network supporting the AMR network will no longer exist as of April 2017,

45-Day AMI Deployment Letter

EXHIBIT "BU-2"

6/6/17 Phila T2C
C-2016-2576738

45 Day Customer Letter (Mass Deployment)

DATE

CUSTOMER NAME
CUSTOMER ADDRESS
CITY, STATE PA ZIP

Dear CUSTOMER NAME:

You flick the switch and the lights go on. But, what if there was something more? You probably don't spend much time thinking about this question, but at PECO . . .we do.

To do this, each year we continue to invest in our system to serve you better. Just like you replace equipment in your home or business, beginning in 2012 we will be replacing our current meters with newer technology.

In the next two months we will be replacing the meters in your area. When we replace your meter you will experience a brief service interruption – typically less than a minute. And, if you are home, we'll knock before we begin working to make sure you are aware.

If your electric meter is located indoors, or in another location that requires you to provide us access, please contact us at 1-855-741-9011 to schedule an appointment. If your electric meter is already accessible, simply do nothing.

In the future, these new meters will help us provide more information to help you understand how you use energy, and how to save energy and money. They will also help us provide faster and more convenient service, detect problems faster and provide the platform for new products and services.

If you have any questions please visit www.peco.com/technology or call 1-855-741-9011.

Sincerely,

PECO Meter Installation Team

21-Day AMI Deployment Letter

EXHIBIT "BU-3"

6/6/17 Phila T2C

C-2016-2576738

21 Day Customer Letter (Mass Deployment)

DATE

CUSTOMER NAME
CUSTOMER ADDRESS
CITY, STATE PA ZIP

Dear CUSTOMER NAME:

The letter is to remind you that during the next month we will be replacing the meters in your area. When we replace your meter you will experience a brief service interruption – typically less than a minute. And, if you are home, we'll knock before we begin working to make sure you are aware.

If your electric meter is located indoors, or in another location that requires you to provide us access, please contact us at 1-855-741-9011 to schedule an appointment. If your electric meter is already accessible, simply do nothing.

In the future, these new meters will help us provide more information to help you understand how you use energy, and how to save energy and money. They will also help us provide faster and more convenient service, detect problems faster and provide the platform for new products and services.

If you have any questions please visit www.peco.com/technology or call 1-855-741-9011.

Sincerely,

PECO Meter Installation Team

Gas AMI Notification Letter

EXHIBIT "BU-4"

6/6/17 Phila TRC

C-2016-2576738



An Exelon Company

DATE:
SERVICE ADDRESS:
CUSTOMER NAME:

Dear Customer,

As part of PECO's efforts to continue to provide reliable service, we are replacing the module on our current natural gas meters with newer technology. While you complete this work you will not experience any interruption to your service. In addition, the technician performing the installation will attempt to notify you before they begin working.

If our natural gas meter is located indoors, or in another location that is inaccessible, you will need to provide access. Customers, who do not accept a new natural gas module, will face service termination.

Please contact us at: 855-347-8960 to schedule an appointment for this service.

Sincerely,
PECO Installation Team

Gas AMI Door Hanger

EXHIBIT "BU-5"

4/4/17, Philg, T2C

C-2016-2576738

Gas AMI Door Hanger

We completed work at your property!

Today we replaced the module on our natural gas meter.

We were unable to install a new natural gas meter module because:

- No answer at door
- Locked fence/gate
- Dog in the yard
- Other

If we were unable to install the new module on our natural gas meter please call **VENDOR PHONE NUMBER** to schedule an appointment.

If you have any questions or need more information please visit www.peco.com/technology or call **VENDOR PHONE NUMBER**.

If you need to report a gas leak, odor or pressure issue, please call 1-800-841-4141.

Thank you



**1/22/16 - B. Eison Letter to Janice
Branagh**

EXHIBIT "BU-6"

6/6/17 Phila T2C

C-2016-2576738



An Exelon Company

January 22, 2016

JANICE D BRANAGH
117 FARVIEW AVE
NORRISTOWN PA 19403

Dear Janice,

At PECO we put our energy into keeping the lights on and gas flowing, and helping customers save energy and money. As part of these efforts, we are working to upgrade our electric and natural gas meters with newer technology.

Based on our previous conversation, the installation of our new meter at your property was postponed. During the past three years more than 1,700,000 new electric meters have been installed at customer homes and businesses across the area. These new meters provide more information to help customers make informed decisions about their energy use and identify opportunities to save energy and money. In addition, this technology has significantly enhanced our storm restoration efforts and enabled us to provide faster and more convenient service to our customers.

These meters are being installed as part of Pennsylvania state law, PA Act 129, requiring utilities state-wide to install new metering technology for customers. We are scheduled to complete our project by April, 2016.

When complete, we also will fully transition to an upgraded communications network. At that time, our current meter on your property will no longer be able to communicate with our network. This will impact our ability to provide you reliable service and accurate billing. We are contacting you today to inform you that we plan to install a new meter at your property. Please call 1-215-841-5950 as soon as possible to schedule an appointment.

If you have any questions please visit www.peco.com/technology.

Sincerely,

Brenda Eison
Manager, Customer Care

2/3/16 – J. Branagh Letter to B. Eison

EXHIBIT “BU-7”

4/4/17 Phila T2c

C-2016-2576738

February 3, 2016

Ms. Brenda Eison
Mgr. Customer Care
PECO

Dear Ms Eison -

I'm writing because I received a letter in the mail informing me that you needed to install a smart meter at my residence, 117 Farview Ave, Norristown Pa. 19403. I do not want this meter installed due to health issues. I have what was once severe chemical hypersensitivity for many years which at one point I was hospitalized for. We have chosen to be wired in our home because I do believe wireless radiofrequency radiation has the potential to be harmful as do many environmental medicine physicians. I have requested a doctor's note to this effect which I will be sending along. Please let me if I have to do anything further.

home 610-630-9777
cell 484-213-6092

Thank you,
Janice Branch
117 Farview Ave.
Norristown Pa. 19403

P.S. - Is my gas meter a smart meter as well?

**3/25/16 – J. Branagh Letter encl.
medical letter**

EXHIBIT “BU-8”

6/4/17 Phila TDC

C-2016-2576738

Dear Ms. Eisen -

Please see enclosed documentation on my medical conditions. Again, I do not want the smart meter installed at my house and am requesting a medical exemption. Please let me know if I need to do anything else.

Thank you,
Janice DeNito Branagh
117 Fairview Ave.
Norristown Pa. 19403
610-630-9777
484-213-6092

6



Main Line HealthCare
Physician Network

03/25/2016

JANICE BRANAGH
117 FARVIEW AVE
NORRISTOWN, PA 19403-

Date of Birth: 01/27/1956

To Whom it May Concern:

Ms. Janice Branagh is under my general medical care. She has a history of being extremely sensitive to chemicals especially petroleum based products and in 1988 had been treated for poisoning from pesticides applied at her home. As a result, she remains registered on the Pennsylvania Pesticide Hypersensitivity Registry. Please be aware that Ms Branagh also suffers from idiopathic angioedema which can result in severe throat swelling and compromise to her airway at any time.

Sincerely,

Cynthia Calbot Szczepanski MD

Cynthia L. Calbot Szczepanski MD

Document generated by: Cynthia Calbot Szczepanski 03/25/2016 03:09 PM

MLHC In Lafayette Hill
443 Germantown Pike
Lafayette Hill, PA 194441813
(484) 342-3000 (Phone)
(484) 342-3010 (Fax)

Sample Re-engagement Letter

EXHIBIT "BU-9"

6/4/17 Phila T2C

C-2016-2576738

SAMPLE RE-ENGAGEMENT LETTER

DATE

CUSTOMER NAME
CUSTOMER ADDRESS

Dear Customer,

At PECO we put our energy into keeping the lights on and gas flowing, and helping customers save energy and money. As part of these efforts, we are working to upgrade our electric and natural gas meters with newer technology.

Based on our previous conversation, the installation of our new meter at your property was postponed. During the past three years more than 1,700,000 new electric meters have been installed at customer homes and businesses across the area. These new meters provide more information to help customers make informed decisions about their energy use and identify opportunities to save energy and money. In addition, this technology has significantly enhanced our storm restoration efforts and enabled us to provide faster and more convenient service to our customers.

These meters are being installed as part of Pennsylvania state law, PA Act 129, requiring utilities state-wide to install new metering technology for customers. We are scheduled to complete our project by April, 2016.

When complete, we also will fully transition to an upgraded communications network. At that time, our current meter on your property will no longer be able to communicate with our network. This will impact our ability to provide you reliable service and accurate billing. We are contacting you today to inform you that we plan to install a new meter at your property. Please call 1-215-841-5950 as soon as possible to schedule an appointment.

If you have any questions please visit www.peco.com/technology.

Sincerely,

Brenda Eison,

Manager, Customer Care

**9/27/16 – Email from J. Branagh to B.
Eison**

EXHIBIT “BU-10”

6/6/17 Phila T2C
C-2016-2576738

Collaku, Irida:(Contractor - PECO)

From: Eison, Brenda J:(PECO)
Sent: Wednesday, September 28, 2016 7:31 AM
To: Collaku, Irida:(Contractor - PECO)
Subject: FW: [EXTERNAL] regardng letter concerning smart meter

Irida

I want to send her some information in writing as well. I will call her today.

Brenda

From: idenitobranagh@verizon.net [mailto:idenitobranagh@verizon.net]
Sent: Tuesday, September 27, 2016 9:58 PM
To: Eison, Brenda J:(PECO)
Subject: [EXTERNAL] regardng letter concerning smart meter

Dear Ms. Eison-

My name is Janice D, Branagh Acct #7610401308. I recently received a letter regarding installation of a PECO smart meter. A few months ago after the first letters were sent out I responded and asked that you not install a smart meter on my property due to medical reasons. I provided a letter from my physician as documentation. I still do not want it installed. I will do whatever you require such as calling in the meter readings so that you will not have to install a smart meter on my property. Please contact me on my cell at 484-213-6092 if you need any further information.

Thank you,

Janice D. Branagh
117 Farview Ave.
Norristown Pa. 19403

**9/30/16 Letter from B. Eison to J.
Branagh**

EXHIBIT "BU-11"

6/4/17 Phila PC

C-2016-2576-738



An Exelon Company

September 30, 2016

JANICE D BRANAGH
117 FARVIEW AVE
NORRISTOWN PA 19403

Dear Janice,

This letter is to inform you that we received your letter regarding our upgraded meters and wanted to address your concerns:

The upgraded meters we are installing are known as Advanced Metering Infrastructure (AMI), and are based on similar technology to that which PECO currently uses. All upgraded equipment, just like our existing AMR system, meets Federal Communications Commission (FCC) requirements.

Essentially, the difference between the AMR (existing) and AMI (upgraded) technologies is their ability to provide additional information to customers about how they use energy. This additional information is captured through the technology in the new meter and will be provided to customers through a Web-based application. The AMI meters that PECO is installing also contain a device that will allow the meters to communicate with compatible, customer-purchased devices in the future. Currently, these functions are not enabled, but they may be at a future date. Again, the AMI meters and these functions communicate in the same way as the meters currently in use, with lower cumulative radio frequency (RF) emissions. Cumulative RF volumes, including the typical distance and duration of transmissions of the AMI meter technology that we've selected for this project, are not just lower than that of many other household devices including a cell phone, but in fact are several orders of magnitude - more than 500 times - lower (0.19 milliwatts per square centimeter for a cellular phone versus 0.00037 milliwatts per square centimeter for an AMI meter). Also, unlike the cell phone which is most often held up to the ear, or a microwave oven which is most often located in a heavily-trafficked area of the home, most meters in PECO's service territory are located outside the home or in customer basements, resulting in decreased RF level with the additional distance.

With regard to privacy, your security is one of our top priorities. That is why this 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. We will also continue to work with the National Institute of Standards and Technology (NIST), the Federal Energy Regulatory Commission (FERC), and the Pennsylvania Public Utility Commission to ensure we continue to ensure the privacy of our system and your vital customer information.

We also understand that customers may simply not want a new meter, but under Pennsylvania law (Act 129 of 2008) all Pennsylvania utilities are required to install new metering technology for every customer in our service territory.

Act 129 mandates strict timetables for system installation. While it may seem simple to allow some customers to "opt-out" of receiving an AMI meter, in fact, this would be extremely costly as a second, manual data collection system would have to be established from the ground up for a small number of customers. And, shifting these costs onto the majority of customers would be unfair and inconsistent with sound public policy.

Additionally, there are substantial operational advantages of automated metering that saves customers money, improves operational performance and reduces impacts to the environment through reduced truck rolls and emissions. Because of PECO's transition to AMR metering more than a decade ago, PECO customers have saved significantly, as expensive and less accurate manual collection of meter data was eliminated.

More importantly, our ability to respond to emergency outage events has been substantially enhanced due to automated metering technology. Three large storms in the last half of 2011 provided a great example of how advanced technology can help us respond to emergencies by enhancing our ability to know who's on and who's off -- the most critical information during any emergency event. During Hurricane Irene, for example, our ability to remotely test whether customers did or did not have service accelerated our ability to restore power to all of our customers by at least 24 hours. It would be a disservice to all our customers to eliminate these critical technological capabilities or create "blind spots" in our system that would slow restoration times for all.

Operationally, partial deployment is impossible because our systems must provide coverage to all customers within a given geographic footprint. And, given the benefits our customers have experienced from our existing automated metering systems, we strongly believe these systems are in the broad public interest. We plan to replace the Sensus meter that is currently on your home with the L+G meter.

In 2014, we began upgrading our natural gas meters with new modules. Our upgraded natural gas meters will provide new functionality and enhanced communication with our system.

With this system we will be able to provide you more information about how you use natural gas. 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.

The completed system will be a physically secured, PECO-owned, private, fiber optic and wireless system – ensuring the privacy and security of your natural gas usage information.

During natural gas meter upgrades, the meter itself is not typically changed. Only the module that transmits your usage information to PECO will be upgraded and will record the natural gas used by customers in the same automated way as our current meter modules.

- PECO has worked closely with Underwriters Laboratory (UL), a leading testing and Certification Company, to establish a protocol for independent testing and analysis, which is now being replicated at utilities across the country.
- UL has conducted safety performance tests using the UL safety requirement for utility meters and found the meters we are using are fully compliant with these tests.
- PECO will continue to test and monitor its meters to ensure they meet the highest safety standards.
- As per the implementation order :
Governor Edward Rendell signed Act 129 of 2008 (“the Act” or “Act 129”) into law on October 15, 2008. The Act took effect 30 days thereafter on November 14, 2008. Among other things, the Act specifically directed that within nine months of its effective date, electric distribution companies (“EDCs”) are to file, with the Commission for approval, a smart meter technology procurement and installation plan. 66 Pa.C.S. § 2807(f)(1).
- Scientific studies have not identified any health concerns associated with the AMI meter.

Should you have any further questions, please feel free to contact me directly at (215) 841-4298.

Sincerely,

Brenda Eison
Customer Care Manager

Sample 10-Day Termination Notice

EXHIBIT "BU-12" 4/4/17 *Phike*
C-2014-2574738 *T2C*



SAMPLE

10-DAY SHUT OFF NOTICE
(AVISO DE SUSPENSION DE SERVICIO EN 10 DIAS)

Account Number: Past Due Amount: \$
For Service To: New Billing: \$
Date Prepared: Total Amount: \$

Your Electric/Natural Gas Service May Be Shut Off

Your electric/natural gas service will be shut off to on or after because:

- You have a past due amount of \$ as of
X You did not give us access to our meter and your equipment.
You did not pay your security deposit.
You did not meet the requirements and/or complete the application for utility service.
Other:

We will NOT shut off your electric/natural gas service if you:

- Pay \$ in full on or before this includes any amount you owe on your payment plan. This notice is effective for 60 days.
Pay the required security deposit of
Pay the catch up amount on your agreement if it is defaulted. Call 1-888-480-1533 for the amount.
Show us a paid receipt for the past due amount.
X Provide us access to our meter and your equipment. Call 215-841-5950

You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away if you dispute your bill or to provide us with household income and occupant information. To talk about your bill, please call our office at 1-888-480-1533.

WE MUST RECEIVE YOUR PAYMENT, ACCESS OR INFORMATION BEFORE THE SHUT-OFF DATE. WE WILL NOT ACCEPT PAYMENTS AT YOUR PROPERTY.

If we shut off your electric/natural gas service, you may have to pay all of the following before we can turn service on:

- Past Due Amount of
Deposit Past Due Amount of
Agreement Unbilled Balance of
Reconnection Charge of
Total

*If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.

**If your service is shut off, you may have to make substantial payments to have your service restored. In addition to any balance owed, you will have to pay a Reconnection Charge of between \$20.00 and \$1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is SERIOUSLY ILL. WE WILL NOT SHUT OFF YOUR SERVICE during such an illness provided you:

- 1. Have your licensed physician or nurse practitioner certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.
AND
2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

Atencion ! Este es un mensaje muy importante. Si usted no lo entiende, favor de llame a 1-888-480-1533

Send payment in the enclosed envelope or pay your bill at an authorized payment location or PECO's Main Office (23rd & Market Streets Philadelphia). To pay by credit card or check by phone, call 1-877-432-9384. The service provider will charge a convenience fee of \$2.35 See other side for more information.



An Exelon Company

858 T5 P1



If you have questions or need more information, please call us today at 1-800-494-4000. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact them call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between December 1 - March 31)

- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:				
Household Size	1	2	3	4
Monthly Income	\$2,394	\$3,231	\$4,069	\$4,906

Add \$838 for each additional household member.

- If we shut off your service during the winter months (between Dec. 1 - Mar. 31) we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.

IMPORTANT TO KNOW - ABOUT YOUR UTILITY SERVICE

- If you currently have a valid Protection From Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-888-480-1533. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-888-480-1533 right away to provide us with household income and occupant information. Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill: You have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-800-494-4000.
- Termination of service may result in extensive property damage. You are responsible for taking all steps necessary to protect the property and occupants. You may want to turn off the water so the pipes do not freeze. If you do not own the property, you are responsible for notifying your landlord that the service is off.
- Use only equipment that is made for home heating. Use all types of heaters carefully. Follow all directions for safe use. NEVER use your oven, grill, or clothes dryer to heat your home. This could cause a fire or dangerous carbon monoxide gas.
- If your service is shut off, you may have to pay more than the amount on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- If we shut off your service during the NON-winter months (between Apr. 1 - Nov. 30) we will restore your service within 3 days of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.

Atencion | Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-888-480-1533

PECO's business office hours are Monday through Friday, from 8:30 a.m. to 5 p.m. Our business office is located at: 2301 Market Street, Philadelphia, Pa. 19103.

To pay by credit card or check by phone, call 1-877-432-9384.

Payment Options: For your convenience, we offer the following payment options. Call us for more information about them. Do not mail cash. Bring entire form with you when paying in person.

- Automatic Bank Payment Plan
- Budget Payment Plan
- Pay-by-Mail: P.O. Box 13437
Philadelphia, Pa. 19101
- Pay-in-Person
- Pay-by-Phone
- Pay at Authorized Payment Locations

Pay ONLY where you see a PECO authorized payment sign.



An Exelon Company

BCS Case Details Report #003485352

EXHIBIT "BU-13"

4/6/17 Phila REC

C-2016-2574738

BCS Decision Report #003485352

EXHIBIT "BU-14"

6/6/17 Phila TC

C-2016-2576738

November 30, 2016

BCS Decision Report

BCS Case #: 003485352 Open Date: 2016-10-17
Customer Name: JANICE BRANAGH
Service Address: 117 FARVIEW AVE

NORRISTOWN, PA 19403
BCS Bill Account #: 8888888888 Previous Case #:
Violation Type: NO Chapter Type:
Decision Type: O Section / Rule:
Investigator Name: JULIA BYNDAS

Decision Issued Date: 2016-11-04
Case Closed Date: 2016-11-04

Letter Description:
SHORT BLANK LETTER

Total Balance:	\$150.80	Balance Date:	2016-10-26
Amount to Restore Service:	\$0.00	Amount to Continue Service:	\$0.00
Date Payment Due:		Regular Budget Amount:	\$0.00
Special Budget Payment:	\$0.00	Final Bill Monthly Payment:	\$0.00
Plus Arrears Payment:	\$0.00	End of Month Payment:	\$0.00
Current Monthly Payment:	\$0.00		
Payment Terms:			

PAR Description:

Resolution Description:
DISMISS COMPLAINT. VERBAL CLOSE. CUSTOMER UNDERSTOOD SMART METERS ARE A PART OF ACT 129, AND INFORMALLY PUC IS NOT ABLE TO WAIVE THE REQUIREMENTS FOR A SMART METER TO BE INSTALLED AT HER PROPERTY. CUSTOMER DOES WANT TO PURSUE HER COMPLAINT AND I ADVISED CUSTOMER I WILL MAIL FORMAL FORMS TO HER. CUSTOMER SATISFIED.