

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
MICHAEL HILLMAN, *
 Complainant *
 vs. * Case No.:
PECO ENERGY COMPANY * C-2023-3038201
 Respondent. *
-----*

Pages 20 through 168 HEARING (In Person)
 4th Floor Hearing Room
 State Office Bldg.
 801 Market Street
 Philadelphia, PA 19107

 Tuesday, June 27, 2023
Met, pursuant to notice, at 1:34 p.m.

BEFORE: THE HONORABLE DARLENE HEEP
 Administrative Law Judge

 INDEX TO EXHIBITS
 Docket No.: C-2023-3038201
 Hearing Date: June 27, 2023

EXHIBITS INDEX

EXHIBIT: COMPLAINANT: NUMBER	FOR IDENTIFICATION	IN EVIDENCE
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B (12/13/2022 final bill)	113	113
C (12/27/2022 PECO Utility Company Report)	139	139

AQUASM

Customer Name: Michael Hillman
Service Address: 301 Lincoln Ave
Apt 1F
Collingdale, PA 19023

Date:	5.2.19
Home Phone:	484.494.4285
Work Phone:	

Account Number: 0022438940061198
Mailing Address: PO BOX 27757
Philadelphia, PA 19118

*Doc# C-2023-3038204
Exhibit - A
Hillman*

Date of Initial Customer Contact:

Contact Type: Telephone E-Mail Mailed Copy Attached Website

Type of Dispute: High Bill Account Balance: \$ 63.40

Account Statement

The problem as described by the customer:

11/30/19 Mr. Hillman requested Aqua verify the meter connection at the property. This is a multi-unit property with six Aqua accounts. The CSR created an appointment to have the meter checked on 12/4/18. 2/28/19 Aqua received a certified letter, stating the customer's concerns with the utility usage at the property. The customer was not satisfied with the Company's investigation on 12/4/18. Aqua left the customer a voicemail requesting the landlord's contact information to set an appointment to further investigate the Customer's issue and to verify the meter connections at the property. An appointment was created for 3/18/19. On 3/5/19 the Pennsylvania Team Lead reviewed the account and placed a 30day dispute hold on the account. On 3/22/19 the customer called and stated he did not believe that the Company's FSR checked for foreign load.

Aqua's Response:

On 12/4/18 and 3/18/19 an Aqua technician visited the property and found no issues with the meter connection. Aqua did not have access to the radiator at that time. On 3/22/19 Mr. Hillman was sent an interim dispute letter stating Aqua was still researching the customer's concerns. Prior to scheduling another field visit the Company had to submit PA One call tickets to complete its investigation of the meter connections at the property. On 4/15/19 Aqua scheduled an appointment with the Landlord and Mr. Hillman for 4/22/19 to verify the potential foreign load Mr. Hillman believed was at the property. On 4/22/19 Aqua verified the Landlord removed the foreign load from the property. The Landlord had disconnected the radiator in the common hallway.

Aqua recommends the customer allow the company to obtain a full cycle reading after disconnection of the radiator in the common hallway. Aqua will obtain the full cycle read by June 10th, at which time Aqua will have more usage information for Mr. Hillman regarding any fluctuating that may have been due to the radiator in the common hallway.

Aqua will provide the information from the full cycle reading to Mr. Hillman. Aqua is not responsible for any financial compensation between the Landlord and Mr. Hillman resulting

2301 Market St, N5-7
Philadelphia, PA 19103

www.peco.com

Date: 12/27/22

UTILITY COMPANY REPORT
Reporte De La Compania Utilidades

Name: MICHAEL HILLMAN
Service Address: 301 LINCOLN AVE *APT 1 COLLINGDALE PA 19023
Post Office: PHILADELPHIA PA 19118
Account Number: 02974-87104

Phone Home: (215) 907-8853	Phone Work:
Mailing Address: PO BOX 27757 PHILADELPHIA PA 19118	

*Exhibit-B
Hillman***Ratepayer's Claim or Dispute:**

On 09/21/22, you contacted our office regarding your PECO account at the above address.

Results of PECO's Investigation:

Dear MICHAEL HILLMAN:

Termination notice(s) were left at the property followed by telephone notices advising of the risk of service termination prior to 06/15/21. Following the standard notification process, on 06/15/21 your electric service was terminated for non-payment with no contact. Gas service remained ON and account 2974-87104 remained active.

On 12/09/22 you contacted PECO and requested to close the account stopping the Gas service. On 12/14/22 you contacted PECO reporting a gas odor. PECO technicians arrived to discover a leak in the flex-hose, stopped the gas at your gas stove and referred you to have repairs made. On 12/15/22 your account was closed, with gas disconnected and final bill rendered 12/15/22 for the balance \$5,326.66 due by 01/12/23.

When we spoke on 12/21/22, I explained PECO policy regarding the disconnect of electric for non-payment. I explained that although your electric service was terminated for non-payment, the gas remained on until you requested the disconnection 12/09/22. You stated that you had contacted PECO previously to request disconnection and to close the account. When I advised that we have no record of contact between the electric termination 06/15/21 and 12/09/22 you stated that you have your own record and would call back with information. I received your message and returned your call. There was no answer and no option to leave a message.

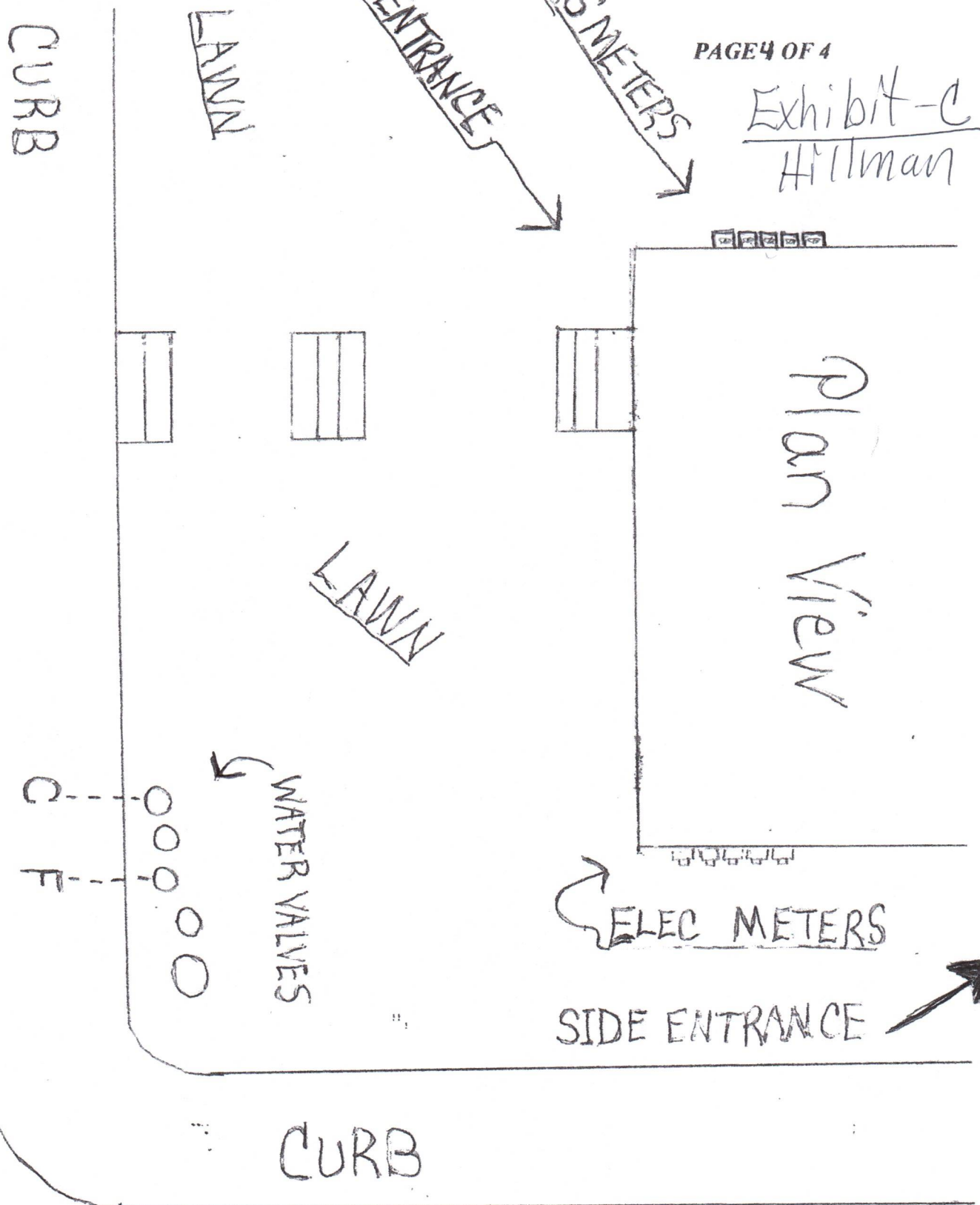
Our position is as follows: The readings obtained from electric meter 122181655 and gas meter 016386063 indicate that there was no mistake either in the previous reading(s) of your meter or in the calculation of your bill prior to or during the disputed billing period(s). The investigation included review of your daily average usage, historical comparison, weather comparison, and billing history. There were no payments submitted on this account from service start date 04/10/19 to the disconnect date 12/15/22. The account is final. As of 12/15/22 the amount due by 01/13/23 is \$5,326.66. The investigation is being closed at this time. If you have any further questions, please contact PECO at 1-800-494-4000.

Cordially,
Dorothy McCoy
Analyst, PECO Customer Relations
267-533-0101 / Dorothy.mccoy@exeloncorp.com

DOC # C-2023-3038204

Exhibit - C
Hillman

Lincoln Avenue
301



**Recommendation
From
HILLMAN**

ANDREWS AVENUE

Exhibit - D
Hillman

(Doc# C-2023-3038204)

139

1 was he paying for his usage in common areas.

2 Was a service order created as a result
3 of that call?

4 A. Yes. Yes. The service order was created
5 or to check meter for possible foreign load.

6 Q. Did the Company visit the service
7 location in response to that service order?

8 A. Yes, on March 18th, 2019.

9 Q. Did the FSR complete a foreign load
10 investigation?

11 A. No. I believe the meter was locked -
12 located in a locked basement and the FSR could not
13 gain access at that time.

14 Q. And was the Complainant -?

15 A. And the Complainant - yeah, I'm sorry.
16 The Complainant was advised to contact the property
17 owner to obtain access to the meter so that we could
18 complete our investigation.

19 Q. And as a result of that visit on 3/18,
20 did you do anything?

21 A. Yes. So in cessation of gaining access
22 to the basement, I had created service orders to
23 have the TAT - the curb stops located for each
24 individual unit.

25 Q. Okay.

Service Order Maintenance (UCASVCO 2.2.2) (0423.052) (CISF)

General | Events | Equipment

Service Order Number: 11113548

SO Type:	CURA	Work Order Type:		Target System Code:	SOMD	Area:	PA SE033
Premises:	81198	[REDACTED]				Co App:	N
Contact 1:	2243894	HILLMAN, MICHAEL				Status:	C
Contact 2:						Priority:	3
Print Now:	<input type="checkbox"/>	Reprint:	<input type="checkbox"/>	Printer:	A_SW_SO	Complaint Num:	
Need Date:	21-MAR-2019	Appointment Type:	2 Hour				
Date Created:	20-MAR-2019	Source:	UCASOGN	Follow-up Letter Format:			
Date Printed:	20-MAR-2019	Created by:	WHITEN				
Work Order No:		Region Code:		Project No:			

Notes: LOCATE, MARK & OPERATE PER REQUEST FOR MTR OPS INSPECTION.
 PAOC# 20190792444 DD 3/25-4/3 - PLEASE CALL AHEAD/ WANTS TO KNOW THE EXACT D
 WE'LL BE OUT
 Blew Out Box, Operated and Marked FSR bleik. EVT Simple.

Appointment Call Ahead... Query MD Print Order

Exhibit-E
 Hillman

Doc # C-2023-3038204

Exhibit-F

Hillman (Doc# C-2023-3038204)

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1 ATTORNEY MORRIS: He said that
2 occurred on 4/2/19.

3 JUDGE: Okay.

4 Is that everything, Ms. Morris?

5 ATTORNEY MORRIS: Yes, Your Honor.

6 JUDGE: Okay.

7 And I've taken notice of that PECO
8 Complaint and Answer.

9 I did have one question - only one
10 question for Mr. Dolan.

11 Mr. Dolan, -

12 THE WITNESS: Yes.

13 JUDGE: - when you were there on
14 April 22nd, the pipe that was feeding that radiator,
15 was that - did you verify that that was connected to
16 - previously connected to the Complainant's meter?

17 THE WITNESS: No, Your Honor.

18 JUDGE: Okay.

19 So how do you know that that was - how
20 do you know if there was foreign load? Did you not
21 go inside?

22 THE WITNESS: Your Honor, my job was
23 very specific that day, was to identify that
24 particular valve and to take a photograph of it.

25 JUDGE: Okay. Okay. Thank you.

3-Day Shut Off Notice

DATE NOTICE ISSUED:

5-3-19

Name:

VACANT?

Service Address:

301 LINCOLN APT-E

Premise No.

61202

In order for Aqua Pennsylvania, Inc. to continue supplying water service to your residence/business, you need to take immediate action. If the information **marked** below is not provided, we will shut off the water service at the above address on or after 8:00 A.M. on

5-6-19

THIS ACTION WILL BE TAKEN FOR THE FOLLOWING REASON:

1. Your Bill For \$ _____ is Overdue. Call 1.877.987.2782 (and choose Collections).

2. Meter Operations:

- Electrical Hazard Install Meter
 Inspect or Repair Meter Equipment Exchange Meter
 Incorrect or No Meter Space Apply for Water Service

Other: _____ Call 1.877.WTR.AQUA or 1.877.987.2782.

3. Backflow Prevention: Failure to Test Backflow Device
 Failure to Install Backflow Device Call 1.800.292.5183

TO STOP THE SHUT OFF, YOU MUST DO THE FOLLOWING AT ONCE:

- Pay the total amount due or call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) to: request a payment arrangement, let us know that you made the payment, or dispute the overdue bill. If we shut off your water, you may have to pay the following charges to have your water turned back on: Overdue Amount \$ _____; Turn-On Charge \$ 50; Security Deposit \$ _____. **Payments will not be accepted by our representative. It must be paid at an authorized payment location** (call Aqua for the nearest payment location's address)
- Allow access by an Authorized Aqua Service Representative for inspection, installation or replacement of the existing meter equipment at the property. Call 1.877.987.2782 to schedule an appointment.
- Call 1.877.WTR.AQUA or 1.877.987.2782 (and choose Collections) if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice shown (on the back).
- Comunicarse con Aqua al 877.987.2782 (elija "Bobranzas" o "Collectiones" en inglés para hacernos saber que realizó el pago, o para disputar el balance atrasado. También puede comunicarse con Aqua a la dirección que aparece arriba.
- Atencion! Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a 877.987.2782.

If you have any questions or need more information, please call us, 877.987.2782. If you are not satisfied after you talk to us, you may file a complaint with the Public Utility Commission by calling 1.800.692.7380 toll free, or by writing to P.O. Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission will delay the shut off if you file a complaint before the shut off date.

Exhibit-G
Hillman

AQUA.

762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Doc# C-2023-3038204

PA-B-264 REV1017

(portion - sum judgment) Exhibit-H
Hillman

Undisputed Facts (Conclusion)

Explosive Evidence:

Doc # C-2023-3038204

- 1.) I have been stressing the ultimate dangers of foreign load, while being ignored for the past 3 and 1/2 years.
- 2.) THERE IS GAS COMING TO THE APARTMENT UNIT THAT SHOULD NOT BE SO, AFTER THE UTILITIES WERE SHUT-OFF!!!!
- 3.) There was a House Explosion (where it was leveled to the ground and damaged surrounding properties) the other day in Pottstown Pa. that killed 5 people. They say "Peco is assisting in the investigation"; like they investigated Plaintiff residence, I suppose. Peco says "there is no (record of) gas going to that home"-----there is a record of gas going to this home, after shut-off. (Exhibit 10a)
- 4.) A few months ago, the tragic fire in Philadelphia that killed 13 people (they say, a very young child was held responsible) well, who would be responsible in this predicament (plaintiffs apt) after an Explosion occurs !!!!
- 5.) There is an advertising lie out there "safety is Peco's top priority".
- 6.) Being what is considered African American---these defendants persist in depriving me of due process & equal protection of the laws and they are using the legal system to that advantage.

MEMORANDUM OF GOD'S LAW WITH AUTHORITY/ THE HOLY BIBLE K.J. VERSION

- 1- Ecclesiastes 3:16.....the place of judgment.....
- 2- Proverbs 18:5.....overthrow righteous in judgment
- 3- Proverbs 21:30.....no wisdom, nor understanding nor counsel against the Lord.
- 4- Proverbs 28:5 Evil men understand not judgment.

I declare under penalty of perjury that the foregoing is true and correct.

2022 JUN 6 PM 11:00
1500-CLERK: EDD
0053-0053

Date: June 6, 2022

Mr. M. Hillman
Mr. M. Hillman, Plaintiff/Pro Per

Exhibit - I
Hillman

Doc# C-2023-3038204

Mr. M. Hillman

v.

Collingdale Borough, et al

UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF PENNSYLVANIA
601 MARKET STREET
PHILADELPHIA, PENNSYLVANIA 19106
Certification of Service
Civil Action: 21 cv 4462

CERTIFICATION OF SERVICE

I, hereby certify that on this date a true and correct copy of the foregoing Motion for Summary Judgment (w/order) Supporting Memorandum of Points & Authorities, Supporting Declaration and an Affidavit Supporting the above (and all papers filed by plaintiff to date as well as any other papers to be filed hereafter), were served upon the following via U.S. First Class Mail.

Robert J. Foster Esq.
Margaret Morris Esq.
Cira Centre 13th Floor
2929 Arch Street
Philadelphia, PA. 19104
(Counsel for Aqua)

Karen M. Romano
Kathy LE
Office of Attorney General
1600 Arch Street, Suite 300
Philadelphia, PA. 19103
(Counsel for PUC)

Suzanne McDonough
Holsten Associates
One Olive Street
Media, PA. 19063
(Counsel for Collingdale)

Lynn R. Zack
Peco Energy/Exelon
2301 Market Street S23-1
Philadelphia, PA. 19103
(Counsel for Peco)

Thomas E. Wyler Esq.
22 East Third Street
Media, PA. 19063
(Counsel for Eric Kemp)

Ronald Carnavali Jr. Esq.
1067 Menoher Boulevard
Johnstown, PA. 15905
(Counsel for Sargents)

William J. Mundy
100 Four Falls, Suite 515
1001 Conshohocken State Rd.
West Conshohocken, PA. 19428
(Counsel for Strehlow)

Date:

June 6, 2022



Mr. M. Hillman, Plaintiff/Pro Per

PHOTO COPY NOT TO BE USED FOR EVIDENCE

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to: **(AQUA)**
Ms Olivia Hawkins
762 W. Lancaster Ave.
Bryn Mawr, PA 19010




9590 9402 3846 8032 1666 81

2. Article Number (Transfer from service label)
7018 1130 0000 4836 6538

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature  Agent
 Addressee
 B. Received by (Printed Name) **Joe A.** C. Date of Delivery **2/19/19**
 D. Is delivery address different from item 1? Yes No
 If YES, enter delivery address below:

3. Service Type
- Adult Signature Restricted Delivery
 - Certified Mail®
 - Collect on Delivery
 - Insured Mail (over \$500)
 - Priority Mail Express®
 - Registered Mail™
 - Registered Mail Restricted Delivery
 - Return Receipt for Merchandise
 - Signature Confirmation™
 - Signature Confirmation Restricted Delivery

Domestic Return Receipt

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
 Domestic Mail Only

For delivery information, visit our website at www.usps.com®

BRYN MAWR PA 19010

Certified Mail Fee	\$3.50
Extra Services & Fees (check box, add fee as appropriate)	\$2.80
<input type="checkbox"/> Return Receipt (hardcopy)	\$0.00
<input type="checkbox"/> Return Receipt (electronic)	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00
<input type="checkbox"/> Adult Signature Required	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00
Postage	\$0.55
Total Postage and Fees	\$6.85

Sent To **Ms. Olivia Hawkins (AQUA)**
 Street, Apt. No., or PO Box No. **762 W. Lancaster Ave.**
 City, State, ZIP+4® **Bryn Mawr PA 19010**

PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

LANSWOWNE
 45 N UNION AVE
 LANSWOWNE PA
 19050-9998
 4144520050
 (800)275-8771 1:15 PM

Product Description Sale Qty Final Price
 First-Class Mail Letter 1 \$0.55
 (Domestic)
 (BRYN MAWR, PA 19010)
 (Weight: 0 Lb 0.90 Oz)
 (Estimated Delivery Date)
 (Friday 02/15/2019)
 Certified 1 \$3.50
 (@@USPS Certified Mail #)
 (70181130000048366538)
 Return Receipt 1 \$2.80
 (@@USPS Return Receipt #)
 (9590940238468032166681)

Total \$6.85
 Cash \$10.00
 Change (\$3.15)

Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit www.usps.com USPS Tracking or call 1-800-222-1811.

Domestic Return Receipt

Hillman
 Exhibit J



Service To:
MICHAEL HILLMAN
301 LINCOLN AVE APT 1F
COLLINGDALE, PA 19023-3409

Account Number
002243894 0061198
 MAIN DIVISION
 1101010 PWSID # PA1460073

Aqua Pennsylvania, Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
www.aquaamerica.com

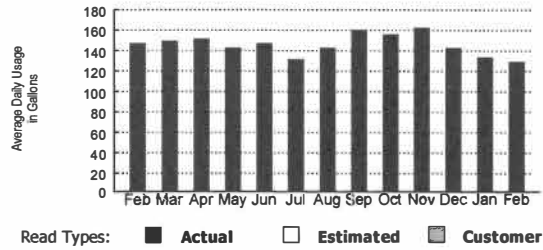
Questions about your water service?... Contact us before the due date.
 Bill Date **February 11, 2020** Total Amount Due **\$ 626.65** Current Charges Due Date **March 04, 2020**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	17024943	5/8	02/06/20	30	Actual	113500	3,900	Gallons
			01/07/20		Actual	109600		
Average Daily Usage = 130 Gallons		Total Days: 30		Total Usage:		3,900	Gallons	

Billing Detail

Amount Owed from Last Bill	\$ 693.54	
Total Payments Received	0.00	
Remaining Balance	693.54	
Adjustments	130.15	Credit
Customer Charge	18.00	
2,000 gallons @ \$0.010649 per gallon	21.30	
Next 1,900 gallons @ \$0.012608 per gallon	23.96	
Total Water Charges	63.26	
Amount Due	\$ 626.65	

Water Usage History



Message Center (see reverse side for other information)

- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the WaterSmart Alerts button at www.aquaamerica.com.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

RETURN THIS PORTION WITH YOUR PAYMENT



Aqua Pennsylvania, Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

MAKE CHECK PAYABLE TO:
Aqua PA

Account Number
002243894-0061198

Please Do Not Remit Payment To The Above Address

DUE DATE **03/04/2020** TOTAL AMOUNT DUE **\$626.65**

Cyc=10S6 1up=2209079

Seq=43257

Amount Enclosed \$

|||||
 MICHAEL HILLMAN
 PO BOX 27757
 PHILADELPHIA PA 19118-0757

AQUA PENNSYLVANIA
 PO BOX 70279
 PHILADELPHIA PA 19176-0279
 |||||

00224389400611980000000626659

QUESTIONS ABOUT YOUR BILL ?

Toll Free: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

www.aquaamerica.com

If you have a billing question or complaint, call or write to us before the due date on your bill. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment. Our customer service address is listed on the front of the bill. You may also contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Please notify our office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified.

If your bill is based on zero usage, there may be a problem with your meter reading equipment. If there is a problem with your meter reading equipment, you will be responsible for the water usage or leakage not reported on this bill. Please call customer service if you have any questions or to have your meter reading equipment serviced.

Please visit www.aquaamerica.com for Rules and Regulations governing your service, including topics like your responsibility for the customer service line, curb box and meter box/vault.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Charge: This charge covers the cost of having water service available, including operations, maintenance, meter reading, and other necessary services that are not covered under the consumption charge. It is billed whether or not you use any water.

Customer Read: Meter reading obtained from our customer.

Distribution System Improvement Charge (DSIC): The DSIC is a percentage charge that is applied to the bill. The charge covers costs associated with replacing aging distribution system facilities, such as water mains, service lines, meters, valves, fire hydrants, etc.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty of 1.25 percent on unpaid balances, not to exceed 15 percent yearly.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Minimum Charge: This charge includes a water allowance, plus the cost of having water service available, including operations, maintenance, meter reading, and other necessary services that are not covered under the consumption charge. It is billed whether or not you use any water.

Payment Methods: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to Aqua Pennsylvania: PO BOX 70279, PHILADELPHIA PA 19176-0279. DO NOT SEND CASH.

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906. Customers with bank accounts may also pay through their bank. (Call the company or your bank for details.)

In Person: Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Pennsylvania's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit www.aquaamerica.com to find the Western Union location closest to you.

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

WaterSmart e-Billing: Switch to paperless billing today. Enjoy the convenience of viewing and paying your bill online. Visit us at www.aquaamerica.com to sign up today!

Payment Terms: You should pay your bill on or before the due date.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

State Tax Adjustment Surcharge (STAS): This is a charge for certain tax changes, which the Pennsylvania Public Utility Commission allows the company to recover.



View your account, pay your current bill, check your daily balance, sign up for paperless billing, make a one-time payment.

[Get Started >](#)

[More Ways To Pay](#)

Save time and cut clutter with paperless billing!

Enroll today in WaterSmart e-Billing. You can cut the clutter of a paper bill, and we'll notify you by email when your bill is available to view online. It's simple, secure, and no additional fees.

Visit – AquaAmerica.com for more details.



Service 10:
MICHAEL HILLMAN
301 LINCOLN AVE APT 1F
COLLINGDALE, PA 19023-3409

ACCOUNT NUMBER
002243894 0061198
 MAIN DIVISION
 1101010 PWSID # PA1460073

Aqua Pennsylvania, Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
AquaAmerica.com

Questions about your water service? Contact us before the due date.

Bill Date **December 13, 2022** Total Amount Due **\$ 2,784.23** Current Charges Due Date **January 04, 2023**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
17024943	5/8	12/09/22	3	Actual	237100	0	Gallons
		12/06/22		Actual	237100		
Total Days: 3						Total Usage:	0 Gallons

Billing Detail

Amount Owed from Last Bill \$ 2,782.18
 Total Payments Received 0.00
Remaining Balance 2,782.18
 Customer Charge 2.05
 Total Water Charges 2.05
Amount Due \$ 2,784.23



Message Center (see reverse side for other information)

- Your bill may contain a Rate Case Adjustment and Distribution System Improvement Charge Credit. They reflect an adjustment for the period between when Aqua's new rates were effective on 5.19.2022 and when they were implemented, 6.20.2022. Learn more at <https://www.aquaamerica.com/our-states/pennsylvania>
- This is your final bill for service at this property.
- Coming soon: We are excited to announce that a new and improved Aqua website will be launching soon! The new site will offer user-friendly enhancements and a new look. More details will be shared soon.

RETURN THIS PORTION WITH YOUR PAYMENT



Aqua Pennsylvania, Inc. Final
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

MAKE CHECK PAYABLE TO:
Aqua PA

Account Number
002243894-0061198

Please do not remit payment to the above address

DUE DATE **01/04/2023** TOTAL AMOUNT DUE **\$2,784.23**

Cyc=1056 1ap=4113851

Seq=2713

Amount Enclosed \$



MICHAEL HILLMAN
 PO BOX 27757
 PHILADELPHIA PA 19118-0757

AQUA PENNSYLVANIA
 PO BOX 70279
 PHILADELPHIA PA 19176-0279



00224389400611980000002784234

Toll Free: 877.987.2782

Fax: 866.780.8292

AquaAmerica.com

If you have a billing question or complaint, call or write to us before the due date on your bill. When writing, please use a separate piece of paper and include your name, address and account number. Notes written on the bill may delay processing of your payment. Our customer service address is listed on the front of the bill. You may also contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Please notify our office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified.

If your bill is based on zero usage, there may be a problem with your meter reading equipment. If there is a problem with your meter reading equipment, you will be responsible for the water usage or leakage not reported on this bill. Please call customer service if you have any questions or to have your meter reading equipment serviced.

Please visit AquaAmerica.com for Rules and Regulations governing your service, including topics like your responsibility for the customer service line, curb box and meter box/vault.

Explanation Of Terms

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Charge: This charge covers the cost of having water service available, including operations, maintenance, meter reading, and other necessary services that are not covered under the consumption charge. It is billed whether or not you use any water.

Customer Read: Meter reading obtained from our customer.

Distribution System Improvement Charge (DSIC): The DSIC is a percentage charge that is applied to the bill. The charge covers costs associated with replacing aging distribution system facilities, such as water mains, service lines, meters, valves, fire hydrants, etc.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling customer service with that reading. Note: revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty of 1.25 percent on unpaid balances, not to exceed 18 percent yearly.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Minimum Charge: This charge includes a water allowance, plus the cost of having water service available, including operations, maintenance, meter reading, and other necessary services that are not covered under the consumption charge. It is billed whether or not you use any water.

Payment Methods: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to Aqua Pennsylvania: PO Box 70279, Philadelphia, PA 19176-0279. **Do not send cash.**

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906. Customers with bank accounts may also pay through their bank. Call customer service or your bank for details.

In Person: Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Pennsylvania's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit AquaAmerica.com to find the Western Union location closest to you.

WaterSmart e-Billing: Switch to paperless billing today. Enjoy the convenience of viewing and paying your bill online. Visit us at AquaAmerica.com to sign up today!

Payment Terms: You should pay your bill on or before the due date.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

State Tax Adjustment Surcharge (STAS): This is a charge for certain tax changes, which the Pennsylvania Public Utility Commission allows the company to recover.



View your account, pay your current bill, check your daily balance, sign up for paperless billing, make a one-time payment



(Scan with smartphone)

Save time and cut clutter with paperless billing!

Enroll today in WaterSmart e-Billing. You can cut the clutter of a paper bill, and we'll notify you by email when your bill is available to view online. It's simple, secure, and free of charge.

Visit AquaAmerica.com for more details or use your smartphone camera to link directly to the site.

You will need your 16 digit account number and mailing address ZipCode printed on the front of your statement.



An Exelon Company

2301 Market St, N5-7
Philadelphia, PA 19103

www.peco.com

Date: 12/27/22

UTILITY COMPANY REPORT
Reporte De La Compania Utilidades

Name: MICHAEL HILLMAN
Service Address: 301 LINCOLN AVE *APT 1 COLLINGDALE PA 19023
Post Office: PHILADELPHIA PA 19118
Account Number: 02974-87104

Phone Home: (215) 907-8853	Phone Work:
Mailing Address: PO BOX 27757 PHILADELPHIA PA 19118	

*Exhibit - c
Hillman*

Ratepayer's Claim or Dispute:

On 09/21/22, you contacted our office regarding your PECO account at the above address.

Results of PECO's Investigation:

Dear MICHAEL HILLMAN:

Termination notice(s) were left at the property followed by telephone notices advising of the risk of service termination prior to 06/15/21. Following the standard notification process, on 06/15/21 your electric service was terminated for non-payment with no contact. Gas service remained ON and account 2974-87104 remained active.

On 12/09/22 you contacted PECO and requested to close the account stopping the Gas service. On 12/14/22 you contacted PECO reporting a gas odor. PECO technicians arrived to discover a leak in the flex-hose, stopped the gas at your gas stove and referred you to have repairs made. On 12/15/22 your account was closed, with gas disconnected and final bill rendered 12/15/22 for the balance \$5,326.66 due by 01/12/23.

When we spoke on 12/21/22, I explained PECO policy regarding the disconnect of electric for non-payment. I explained that although your electric service was terminated for non-payment, the gas remained on until you requested the disconnection 12/09/22. You stated that you had contacted PECO previously to request disconnection and to close the account. When I advised that we have no record of contact between the electric termination 06/15/21 and 12/09/22 you stated that you have your own record and would call back with information. I received your message and returned your call. There was no answer and no option to leave a message.

Our position is as follows: The readings obtained from electric meter 122181655 and gas meter 016386063 indicate that there was no mistake either in the previous reading(s) of your meter or in the calculation of your bill prior to or during the disputed billing period(s). The Investigation included review of your daily average usage, historical comparison, weather comparison, and billing history. There were no payments submitted on this account from service start date 04/10/19 to the disconnect date 12/15/22. The account is final. As of 12/15/22 the amount due by 01/13/23 is \$5,326.66. The investigation is being closed at this time. If you have any further questions, please contact PECO at 1-800-494-4000.

Cordially,
Dorothy McCoy
Analyst, PECO Customer Relations
267-533-0101 / Dorothy.mccoy@exeloncorp.com

Doc# C-2023-3038204