

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

JANEE GREEN : DOCKET NO.
v. : F-2024-3047868
PECO ENERGY COMPANY :
Initial Telephonic Call in Hearing :

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Judge's Chambers
801 Market Street
Philadelphia, PA 19107

Thursday, May 30, 2024
Commencing at 10:06 a.m.

BEFORE:

DARLENE D. HEEP, ADMINISTRATIVE LAW JUDGE

REPORTER:

TIFFANY L. MAST

APPEARANCES:

KHADIJAH SCOTT, ESQ.
PECO ENERGY COMPANY
2301 Market Street
Philadelphia, PA 19103
267.533.1830
Khadijah.scott@exeloncorp.com

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CERTIFYING AGENCY
KARASCH & ASSOCIATES (800) 621-5689

I N D E X

WITNESS DIRECT CROSS REDIRECT RECROSS

JANEE GREEN 5 12

MICHAEL BEGLEY 16 26

E X H I B I T S

NUMBER IDENTIFIED/ADMITTED

Exhibit 1 17/35

Exhibit 2 22/35

Exhibit 3 22/35

Exhibit 4 25/35

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EXHIBIT

EXHIBIT 1

exhibitsticker.com

1	Account Number: [REDACTED]	Service Address:	Current Bill: \$109.82	Account Balance: \$0														
2	Account Name: JANE GREEN	[REDACTED]	Billed Prior: \$4,568.32															
3	Account Status: FINAL	[REDACTED]	Balance Due: \$0.00															
4	Meter Bill Group: 5																	
5		Mail To:	Credit Amount: \$0.00	Rates:														
6		JANE GREEN	Deposit Requested: \$0.00	ELECTRIC RESIDENTIAL SERVICE														
7		[REDACTED]	Deposit On-Hand: \$0.00															
8			CAP Pre-program Arrears: \$0.00															
9			Payment Agreement Balance: \$0.00															
10																		
11																		
12	Account Transaction Activity																	

13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
14	11/19/2019	ELECTRIC SERVICE		11/12/2019-11/19/2019	30735	ACTUAL	121827650	173	0		\$25.76	\$0.00	\$25.76	\$25.76	12/11/2019	\$25.76	187	\$0.00
15	11/19/2019	ELECTRIC SERVICE		11/19/2019-12/03/2019	31105	ACTUAL	121827650	370	0		\$25.76	\$0.00	\$25.76	\$25.76	12/11/2019	\$25.76	306	\$0.00
17	12/05/2019	ALTERNATE ELEC SERVICE									\$23.51							
18	12/05/2019	CONNECTION CHARGE - STANDARD									\$6.00							
19	12/05/2019	ELECTRIC SERVICE		11/12/2019-11/19/2019	30735	ACTUAL	121827650	173	0		\$29.86	\$0.00	\$85.13	\$85.13	12/27/2019	\$85.13	187	\$0.00
20	12/05/2019	ELECTRIC SERVICE		11/19/2019-12/03/2019	31105	ACTUAL	121827650	370	0		\$29.86	\$0.00	\$85.13	\$85.13	12/27/2019	\$85.13	306	\$0.00
22	01/02/2020	LATE PAYMENT CHARGE									\$1.19							
23	01/03/2020	LATE PAYMENT CHARGE									\$0.39							
24	01/08/2020	ALTERNATE ELEC SERVICE									\$51.47							
25	01/08/2020	ELECTRIC SERVICE		12/03/2019-01/06/2020	31915	ACTUAL	121827650	810	0		\$62.79	\$86.71	\$114.26	\$200.97	01/30/2020	\$200.97	868	\$0.00
26	01/30/2020		PAYMENT								-\$85.13							
28	02/04/2020	LATE PAYMENT CHARGE									\$1.71							
29	02/07/2020	ALTERNATE ELEC SERVICE									\$50.45							
30	02/07/2020	ELECTRIC SERVICE		01/06/2020-02/05/2020	32709	ACTUAL	121827650	794	0		\$61.62	\$117.55	\$112.07	\$229.62	03/02/2020	\$229.62	763	\$0.00
32	03/02/2020		PAYMENT								-\$115.84							
33	03/06/2020	ALTERNATE ELEC SERVICE									\$53.37							
34	03/06/2020	ELECTRIC SERVICE		02/05/2020-03/05/2020	33549	ACTUAL	121827650	840	0		\$64.61	\$113.78	\$117.98	\$231.76	03/30/2020	\$231.76	693	\$0.00
35	03/09/2020	LATE PAYMENT CHARGE									\$1.68							
37	04/06/2020	ALTERNATE ELEC SERVICE									\$60.68							
38	04/06/2020	ELECTRIC SERVICE		03/05/2020-04/03/2020	34504	ACTUAL	121827650	955	0		\$72.12	\$233.44	\$132.80	\$366.24	04/28/2020	\$366.24	470	\$0.00
40	05/05/2020	ALTERNATE ELEC SERVICE									\$69.26							
41	05/05/2020	ELECTRIC SERVICE		04/03/2020-05/04/2020	35594	ACTUAL	121827650	1090	0		\$80.91	\$366.24	\$150.17	\$516.41	05/27/2020	\$516.41	374	\$0.00
43	06/04/2020	ALTERNATE ELEC SERVICE									\$87.37							
44	06/04/2020	ELECTRIC SERVICE		05/04/2020-06/03/2020	36969	ACTUAL	121827650	1375	0		\$99.56	\$516.41	\$186.93	\$703.34	06/26/2020	\$703.34	109	\$0.00
45	06/11/2020	ALTERNATE ELEC SERVICE									\$29.61							
46	06/11/2020	ELECTRIC SERVICE		06/03/2020-06/10/2020	37435	ACTUAL	121827650	466	0		\$32.95	\$516.41	\$249.49	\$765.90	07/06/2020	\$765.90		\$0.00
47	06/11/2020	ELECTRIC SERVICE		06/10/2020-07/02/2020	38971	ACTUAL	121827650	1536	0		\$32.95	\$516.41	\$249.49	\$765.90	07/06/2020	\$765.90		\$0.00
49	07/02/2020	ELECTRIC SERVICE		06/03/2020-06/10/2020	37435	ACTUAL	121827650	466	0		\$206.68	\$703.34	\$269.24	\$972.58	07/27/2020	\$972.58		\$0.00
50	07/02/2020	ELECTRIC SERVICE		06/10/2020-07/02/2020	38971	ACTUAL	121827650	1536	0		\$206.68	\$703.34	\$269.24	\$972.58	07/27/2020	\$972.58		\$0.00
52	08/03/2020	ELECTRIC SERVICE		07/02/2020-08/03/2020	41257	ACTUAL	121827650	2286	0		\$306.69	\$972.58	\$306.69	\$1,279.27	08/25/2020	\$1,279.27		\$0.00

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13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
54	09/01/2020	ELECTRIC SERVICE		08/03/2020-09/01/2020	43311	ACTUAL	121827650	2054	0		\$275.75	\$1,279.27	\$275.75	\$1,555.02	09/23/2020	\$1,555.02		\$0.00
56	10/01/2020	ELECTRIC SERVICE		09/01/2020-10/01/2020	44779	ACTUAL	121827650	1468	0		\$200.00	\$1,555.02	\$200.00	\$1,755.02	10/23/2020	\$1,755.02		\$0.00
58	11/02/2020	ELECTRIC SERVICE		10/01/2020-11/02/2020	46106	ACTUAL	121827650	1327	0		\$181.75	\$1,755.02	\$181.75	\$1,936.77	11/24/2020	\$1,936.77	193	\$0.00
60	12/03/2020	ELECTRIC SERVICE		11/02/2020-12/03/2020	47313	ACTUAL	121827650	1207	0		\$167.00	\$1,936.77	\$167.00	\$2,103.77	12/28/2020	\$2,103.77	422	\$0.00
62	01/06/2021	ELECTRIC SERVICE		12/03/2020-01/06/2021	48696	ACTUAL	121827650	1383	0		\$189.76	\$2,103.77	\$189.76	\$2,293.53	01/28/2021	\$2,293.53	886	\$0.00
64	02/04/2021	ELECTRIC SERVICE		01/06/2021-02/04/2021	49890	ACTUAL	121827650	1194	0		\$165.89	\$2,293.53	\$165.89	\$2,459.42	02/26/2021	\$2,459.42	876	\$0.00
66	03/05/2021	ELECTRIC SERVICE		02/04/2021-03/05/2021	51007	ACTUAL	121827650	1117	0		\$154.06	\$2,459.42	\$154.06	\$2,613.48	03/29/2021	\$2,613.48	860	\$0.00
68	04/05/2021	ELECTRIC SERVICE		03/05/2021-04/05/2021	52336	ACTUAL	121827650	1329	0		\$181.77	\$2,613.48	\$181.77	\$2,795.25	04/27/2021	\$2,795.25	530	\$0.00
69	04/16/2021		LIHEAP PAYMENT															
71	05/03/2021		LIHEAP PAYMENT															
72	05/04/2021		PAYMENT AGREEMENT															
73	05/04/2021	DEFERRED PAYMENT AGREEMENT																
74	05/04/2021	ELECTRIC SERVICE		04/05/2021-05/04/2021	53566	ACTUAL	121827650	1230	0		\$169.01	\$0.00	\$202.26	\$202.26	05/26/2021	\$2,164.26	210	\$0.00
76	06/01/2021	BILL OUT DPA																
77	06/03/2021		PAYMENT AGREEMENT															
78	06/03/2021	ELECTRIC SERVICE		05/04/2021-06/03/2021	54791	ACTUAL	121827650	1225	0		\$168.98	\$202.26	\$168.98	\$371.24	06/25/2021	\$2,333.24	27	\$0.00
79	06/04/2021		PAYMENT															
81	07/02/2021	DEFERRED PAYMENT AGREEMENT																
82	07/02/2021	ELECTRIC SERVICE		06/03/2021-07/02/2021	56503	ACTUAL	121827650	1712	0		\$231.14	\$968.98	\$264.39	\$1,233.37	07/27/2021	\$3,162.12		\$0.00
84	08/02/2021	BILL OUT DPA																
85	08/03/2021	ELECTRIC SERVICE		07/02/2021-08/03/2021	58354	ACTUAL	121827650	1851	0		\$249.07	\$3,162.12	\$249.07	\$3,411.19	08/25/2021	\$3,411.19		\$0.00
86	08/24/2021		PAYMENT AGREEMENT															
87	08/24/2021	DEFERRED PAYMENT AGREEMENT																
88	08/27/2021		PAYMENT															
90	09/01/2021	DEFERRED PAYMENT AGREEMENT																
91	09/01/2021	ELECTRIC SERVICE		08/03/2021-09/01/2021	60386	ACTUAL	121827650	2032	0		\$276.40	\$0.00	\$331.59	\$3,587.59	09/23/2021	\$331.59		\$0.00
92	09/28/2021	BILL OUT DPA																
93	09/28/2021	LATE PAYMENT CHARGE																
95	10/01/2021	ELECTRIC SERVICE		09/01/2021-10/01/2021	62141	ACTUAL	121827650	1755	0		\$240.63	\$3,591.74	\$240.63	\$3,832.37	10/25/2021	\$3,832.37		\$0.00
96	10/04/2021		PAYMENT AGREEMENT															
97	10/05/2021		PAYMENT															
99	11/01/2021	DEFERRED PAYMENT AGREEMENT																
100	11/01/2021	LATE PAYMENT CHARGE																
101	11/01/2021	ELECTRIC SERVICE		10/01/2021-11/01/2021	63567	ACTUAL	121827650	1426	0		\$197.41	\$248.39	\$252.60	\$500.99	11/23/2021	\$3,701.80	42	\$0.00
102	11/08/2021		LIHEAP PAYMENT															
104	12/02/2021	DEFERRED PAYMENT AGREEMENT																
105	12/02/2021	ELECTRIC SERVICE		11/01/2021-12/02/2021	64362	ACTUAL	121827650	795	0		\$117.56	\$0.00	\$0.00	\$0.00	12/27/2021	\$2,619.36	564	\$0.00
107	01/05/2022	DEFERRED PAYMENT AGREEMENT																
108	01/05/2022	ELECTRIC SERVICE		12/02/2021-01/05/2022	65492	ACTUAL	121827650	1130	0		\$163.32	\$0.00	\$0.00	\$0.00	01/27/2022	\$2,782.68	672	\$0.00
110	02/04/2022	DEFERRED PAYMENT AGREEMENT																
111	02/04/2022	ELECTRIC SERVICE		01/05/2022-02/04/2022	66499	ACTUAL	121827650	1007	0		\$155.64	\$0.00	\$0.00	\$0.00	02/28/2022	\$2,938.32	997	\$0.00
113	03/07/2022	DEFERRED PAYMENT AGREEMENT																
114	03/07/2022	ELECTRIC SERVICE		02/04/2022-03/07/2022	67789	ACTUAL	121827650	1290	0		\$196.99	\$0.00	\$155.26	\$155.26	03/29/2022	\$3,135.31	739	\$0.00

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	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
113	03/31/2022		PAYMENT								-\$155.26							
115	04/05/2022	DEFERRED PAYMENT AGREEMENT									\$55.19							
117	04/05/2022	ELECTRIC SERVICE		03/07/2022-04/05/2022	68953	ACTUAL	121827650	1164	0		\$178.62	\$0.00	\$233.81	\$233.81	04/27/2022	\$3,158.67	458	\$0.00
118	05/02/2022	BILL OUT DPA									\$2,924.86							
120	05/03/2022		PAYMENT AGREEMENT								-\$2,924.86							
121	05/03/2022		PAYMENT								-\$233.81							
122	05/04/2022	DEFERRED PAYMENT AGREEMENT									\$55.19							
123	05/04/2022	ELECTRIC SERVICE		04/05/2022-05/04/2022	70166	ACTUAL	121827650	1213	0		\$185.67	\$0.00	\$240.86	\$240.86	05/26/2022	\$3,110.53	278	\$0.00
124	05/31/2022	BILL OUT DPA									\$2,869.67							
125	06/03/2022	ELECTRIC SERVICE		05/04/2022-06/03/2022	71614	ACTUAL	121827650	1448	0		\$226.85	\$3,110.53	\$226.85	\$3,337.38	06/27/2022	\$3,337.38		\$0.00
127	06/13/2022		PAYMENT AGREEMENT								-\$2,869.67							
128	06/14/2022		PAYMENT								-\$240.86							
129	07/05/2022	DEFERRED PAYMENT AGREEMENT									\$55.19							
131	07/05/2022	ELECTRIC SERVICE		06/03/2022-07/05/2022	73526	ACTUAL	121827650	1912	0		\$300.48	\$226.85	\$355.67	\$582.52	07/27/2022	\$3,397.00		\$0.00
132	07/11/2022		PAYMENT								-\$226.85							
133	08/01/2022	BILL OUT DPA									\$2,814.48							
135	08/03/2022	ELECTRIC SERVICE		07/05/2022-08/03/2022	75766	ACTUAL	121827650	2240	0		\$350.23	\$3,170.15	\$350.23	\$3,520.38	08/25/2022	\$3,520.38		\$0.00
136	08/25/2022	RECONNECT FEE - CUT-OUT NON-PAY									\$20.00							
137	09/01/2022	ELECTRIC SERVICE		08/03/2022-09/01/2022	77995	ACTUAL	121827650	2229	0		\$367.98	\$3,520.38	\$387.98	\$3,908.36	09/23/2022	\$3,908.36		\$0.00
139	10/03/2022	ELECTRIC SERVICE		09/01/2022-10/03/2022	79513	ACTUAL	121827650	1518	0		\$253.96	\$3,908.36	\$253.96	\$4,162.32	10/25/2022	\$4,162.32		\$0.00
141	11/01/2022	ELECTRIC SERVICE		10/03/2022-11/01/2022	80562	ACTUAL	121827650	1049	0		\$178.74	\$4,162.32	\$178.74	\$4,341.06	11/23/2022	\$4,341.06	224	\$0.00
143	12/02/2022	ELECTRIC SERVICE		11/01/2022-12/02/2022	81386	ACTUAL	121827650	824	0		\$153.69	\$4,341.06	\$153.69	\$4,494.75	12/27/2022	\$4,494.75	449	\$0.00
145	01/05/2023	ELECTRIC SERVICE		12/02/2022-01/05/2023	81750	ACTUAL	121827650	364	0		\$73.57	\$4,494.75	\$73.57	\$4,568.32	01/27/2023	\$4,568.32	842	\$0.00
147	02/03/2023	ELECTRIC SERVICE		01/05/2023-02/03/2023	82063	ACTUAL	121827650	313	0		\$65.44	\$4,568.32	\$65.44	\$4,633.76	02/27/2023	\$4,633.76	682	\$0.00
149	02/24/2023	ELECTRIC SERVICE		02/03/2023-02/24/2023	82274	ACTUAL	121827650	211	0		\$44.38	\$4,568.32	\$109.82	\$4,678.14	03/20/2023	\$4,678.14	433	\$0.00
150	05/31/2023		CHARGE OFF								-\$4,678.14							
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	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
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13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
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UTILITY COMPANY REPORT
Reporte De La Compania Utilidades

Date: October 27, 2023

Janee Green
[REDACTED]
Account Number: [REDACTED]

Phone: [REDACTED]	Phone Work: [REDACTED]
[REDACTED]	[REDACTED]

Problem As You Described It:

You contacted our office on October 25, 2023, stating that you never lived at the property located at [REDACTED]

Our Response:

Dear Janee Green,

Thank you for your recent inquiry.

According to Company records, you contacted PECO regarding never living at the property located at 4706 Smick St. Philadelphia, PA 1912

You stated live at [REDACTED]

On October 25, 2023, we telephoned you to discuss your dispute. Our attempt was unsuccessful, [REDACTED] I sent letters requesting that you send proof that you did not live in the property located at [REDACTED]

We received the documentation sent in by you, Unfortunately the documentation shows that you live at [REDACTED]. It does not show that you did not have any affiliation a [REDACTED]. I attempted to contact you today October 27, 2023 but was unsuccessful. I could not leave a message because your mailbox is full.

It is PECO's position, that you are responsible for the balance at [REDACTED] The balance due on the account is \$ 4,678.14. If you are able to prove that you never lived or do not have an affiliation to the property at [REDACTED] we can re-visit your dispute at that time.

The investigation is being closed as of October 27, 2023. The balance owed is \$ 4768.14.

If you have any further questions, please contact us at 800-494-4000. We at PECO Energy want you to be completely satisfied. We will be closing your dispute at this time.

We at PECO Energy want you to be completely satisfied.

Cordially,
Daphne Adams
Revenue Management

UTILITY COMPANY REPORT

To file a Complaint

If you do not agree with this report, you may file a Complaint with the Public Utility Commission (PUC).

You may file a complaint by calling the PUC at **1-800-692-7380** or by writing to the following address:

***Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg PA 17105-3265***

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

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

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

PECO ENERGY COMPANY

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

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

2301 Market Street, Philadelphia, PA 19101



pecoSM

AN EXELON COMPANY

EXHIBIT

EXHIBIT 3

exhibitstick.com

2301 Market Street N4-2
PO Box 8699
Philadelphia, PA 19101-8699

October 25, 2023

JANEE GREEN

[REDACTED]

RE: [REDACTED]

[REDACTED]

Account Number(s): [REDACTED]

Dear Janee Green,

A dispute is open, and we are conducting an investigation on the above address regarding the responsibility for service. This letter marks the formal beginning of your Address Dispute. You may or may not need to submit documents to support your claims.

In order to aid in our investigation, supportive documents may be of assistance. Examples of supportive documents include:

A signed lease or move out letter on company letterhead that shows the date the property was vacated, settlement sheet (signed), utility bills (not PECO bills), paystubs.

You must submit proof that you never lived at [REDACTED]

The balance on the account as of today is \$ 4,678.14.

Please provide your name and PECO account number on all documents submitted. If you are unsure of what to send, please contact 267-533-0656

It is very important that we receive your documents within 7 days from the date of this letter. We at PECO Energy want you to be completely satisfied. If you have any further questions or requests, please contact us at 267-533-0944 or fax your documents to 215-841-4020 (Attention F.A.D) or email to PECO_FAD@exeloncorp.com.



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2301 Market Street N4-2
PO Box 8699
Philadelphia, PA 19101-8699

Below are some examples of documents you may submit to validate your claim.

- Ownership Papers/Deed
- Lease
- IRS Tax forms
- Tax Bills
- Utility Bills
- Social Security Documentation
- Liheap Payments
- Payment Stub for time period in
- W-2 Form for time period in question
- Verification of Payment
- Identity Theft Affidavit (Identity Theft)
- Police Report (Identity Theft)
- Birth Certificate (Minor)

Cordially,
Daphne Adams
PECO - Revenue Management
2301 Market Street
04-NW-044F
Philadelphia, PA 19103
267-533-0656
Daphne.adams@exeloncorp.com



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JANEE GREEN

RE: [REDACTED]
[REDACTED]

Dear JANEE GREEN,

In response to the Informal Complaint (BCS # 3956376) that was filed with the Public Utility Commission on 11/20/23 the results of the investigation are as follows:

Janee Green established electric service at [REDACTED] effective 11/12/2019.

PECO determined that you could have resided at and affiliated with this address prior to complaint.

Last Payment made in the amount of \$226.85 posted on 7/11/22.

Company records indicate balance due to unsatisfactory payment history and agreement default.

Company records indicate proof of income was received by Janee Green.

Company records indicate Janee Green was advised to provide: a signed lease, move out letter on company letterhead that shows the date the property was vacated, settlement sheet (signed), utility bills (not PECO bills), paystubs during the disputed time frame, social security documentation, W-2 Form for period in question, Identity theft affidavit and police report (Identity Theft).

Company records indicate Janee Green did not provide the requested documentation to support her complaint.

The company explained to Ms. Green she is responsible for the balance due \$4,678.14 (due to affiliation): she understood.

At the above address there is a balance in the amount of \$4,678.14, total other charges \$4,633.76 final electric charges \$44.38, final due date 3/20/23 and final meter reading 03/08/23

PUC to render final decision.

Cordially,

Monika W

Analyst