

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----x
HENSON GAINES, :
Complainant, : Case No.
vs. : C-2024-3048977
PECO ENERGY COMPANY, :
Respondent. :
-----x

Pages 1 through 30 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street
Philadelphia, PA 19170

Tuesday, July 16, 2024
Met, pursuant to notice, at 10:11 a.m.

BEFORE: THE HONORABLE CHRISTOPHER PELL
(Administrative Law Judge)

INDEX TO EXHIBITS
Docket No.: C-2024-3048977
Hearing Date: July 16, 2024

EXHIBITS INDEX

EXHIBITS	FOR EVIDENCE
PECO Exhibits:	
1 (Account Activity Statement)	28
2 (PECO'S Updated Statement)	28
3 (Gaines Account Statement)	28
4 (BCS Decision Report)	28



Direct Dial: 267-533-1830
khadijah.scott@exeloncorp.com

July 5, 2024

VIA E-MAIL

Honorable Christopher P. Pell
Pennsylvania Public Utility Commission
801 Market Street, 4th Floor
Philadelphia, PA 19107

RE: Henson Gaines v. PECO Energy Company
Docket No. C-2024-3048977
Date of Hearing: July 16th, 2024 @ 10:00 a.m.

Dear Judge Pell:

Enclosed please find a copy of PECO Energy Company's Exhibits 1 through 4, which it intends to use in the above referenced hearing. By copy of this letter, I am sending a copy of same to the Complainant.

Please call my direct dial number if you have any questions regarding this case.

Respectfully submitted,

A handwritten signature in blue ink that reads "Khadijah Scott". The signature is written in a cursive, flowing style.

Khadijah Scott

KS/ab
Enclosure

Cc: Henson Gaines (via email)

EXHIBIT 1

*** Account Information ***

*** Current Account Status ***

Account Number:	Mail To:	Current Bill:	\$89.81	Credit Amount:	\$0.00
██████████	HENSON C GAINES	Billed Prior:	\$541.20	Deposit Requested:	\$82.50
Account Status: Active	██████████	Balance Due:	\$631.01	Deposit On-Hand:	\$0.00
Requested By:	██████████████████	Service Address:	██████████	Meter Bill Grp: 14	
HENSON C GAINES	██████████████████		██████████	Rate: CAP Electric Residential Service	
██████████ Extension:			██████████		
			██████████		
			PA 19149		

DATE	CHARGE TYPE	BILLING PERIOD	READ	METER #	CHARGE AMOUNT	CREDIT AMOUNT	TOTAL BILL	BALANCE FORWARD	DUE DATE	KWH	CCF	KW
06/12/23	DEPOSIT				\$55.00							
06/15/23	ELECTRIC SERVICE	06/13/23 06/15/23	56315	117138357	\$0.70							
06/15/23	CONNECTION CHARGE - STANDARD				\$6.00							
06/15/23	Regular Bill						\$61.70		07/07			
07/12/23	Late Payment Charge				\$0.01							
07/17/23	ELECTRIC SERVICE	06/15/23 07/17/23	56315	117138357	\$10.54							
07/17/23	DEPOSIT				\$27.50							
07/17/23	Regular Bill						\$99.75	\$61.71	08/08			
08/08/23	Payment					\$99.75						
08/15/23	ELECTRIC SERVICE	07/17/23 08/15/23	56315	117138357	\$10.54							
08/15/23	CANCELED DEPOSIT				\$27.50							
08/15/23	REVENUE PROTECTION TAMPERING FEE				\$400.00							
08/15/23	Regular Bill						\$438.04		09/06			
09/07/23	Payment					\$38.04						
09/14/23	ELECTRIC SERVICE	08/15/23 09/14/23	57068	117138357	\$142.27							
09/14/23	Regular Bill						\$542.27	\$400.00	10/06	753		
10/13/23	ELECTRIC SERVICE	09/14/23 10/13/23	57487	117138357	\$84.03							
10/13/23	Regular Bill						\$626.30	\$542.27	11/06	419		
10/23/23	Payment					\$142.27						
11/13/23	ELECTRIC SERVICE	10/13/23 11/13/23	57916	117138357	\$85.77							
11/13/23	Regular Bill						\$569.80	\$484.03	12/05	429		
12/14/23	ELECTRIC SERVICE	11/13/23 12/14/23	58354	117138357	\$84.12							
12/14/23	Regular Bill						\$653.92	\$569.80	01/05	438		
01/18/24	ELECTRIC SERVICE	12/14/23 01/18/24	58818	117138357	\$89.81							
01/18/24	Regular Bill						\$743.73	\$653.92	02/09	464		
01/24/24	Deposit					\$85.22						

EXHIBIT 2

Bills & Payment Statement

Account Information	
Account Number:	3
Customer Name:	Gaines,Henson C
Meter Bill Group:	Monthly - Cycle 14
Account Status:	Active
Service Address:	
Billing Address:	
Requested By:	

Account Balances	
Current Bill:	31.53
Bill Prior:	31.53
Deposit Requested:	82.50
Deposit On-Hand:	0.00
CAP Pre-program Arrears:	0.00
Payment Agreement Balance:	473.48
Account Balance:	31.53

Rate Schedule	
Rate Schedule:	PECO Electric Residential Service

Account Activity

Transaction Date	Transaction Type	Billing Period	Reading Type	Meter #	Usage Type	Usage Qty	Current Amount	Current Balance	Payoff Amount	Payoff Balance	Total Bill	Heating Degree Days	Deferred Amt	Bill Due Dt
30-JUN-2024	MONTH-END BALANCE					0	0.00	31.53	0.00	483.48	0.00	0	451.95	
19-JUN-2024	BILL-Payment	20-MAY-24 to 19-JUN-24	Regular			0	21.53	0.00	0.00	0.00	0.00	0	0.00	
19-JUN-2024	BILL-Elec - Residential	20-MAY-24 to 19-JUN-24	Regular	A117138357	KWH	610	10.00	0.00	10.00	0.00	0.00	0	0.00	
19-JUN-2024	REGULAR BILL:	20-MAY-24 to 19-JUN-24				0	31.53	31.53	0.00	483.48	31.53	0	451.95	11-JUL-24
10-JUN-2024	PAYMENT					0	-31.53	0.00	-31.53	0.00	0.00	0	0.00	
31-MAY-2024	MONTH-END BALANCE					0	0.00	31.53	0.00	505.01	0.00	0	473.48	
20-MAY-2024	BILL-Payment	19-APR-24 to 20-MAY-24	Regular			0	21.53	0.00	0.00	0.00	0.00	0	0.00	
20-MAY-2024	BILL-Elec - Residential	19-APR-24 to 20-MAY-24	Regular	A117138357	KWH	485	10.00	0.00	10.00	0.00	0.00	0	0.00	
20-MAY-2024	REGULAR BILL:	19-APR-24 to 20-MAY-24				0	31.53	31.53	0.00	505.01	31.53	0	473.48	11-JUN-24
13-MAY-2024	PAYMENT					0	-144.47	0.00	-144.47	0.00	0.00	0	0.00	
30-APR-2024	MONTH-END BALANCE					0	0.00	144.47	0.00	639.48	0.00	0	495.01	
19-APR-2024	BILL-Payment	09-APR-24 to 19-APR-24	Regular			0	21.53	0.00	0.00	0.00	0.00	0	0.00	
19-APR-2024	BILL-Elec - Residential	21-MAR-24 to 19-APR-24	Regular	A117138357	KWH	436	10.00	0.00	10.00	0.00	0.00	0	0.00	
19-APR-2024	REGULAR BILL:	21-MAR-24 to 19-APR-24				0	31.53	144.47	0.00	639.48	31.53	0	495.01	13-MAY-24
19-APR-2024	ADJUSTMENT: Transfer -					0	516.54	0.00	516.54	0.00	0.00	0	0.00	
17-APR-2024	PAYMENT					0	-21.53	0.00	-21.53	0.00	0.00	0	0.00	
09-APR-2024	ADJUSTMENT: Set PA SA					0	-516.54	0.00	0.00	0.00	0.00	0	0.00	
22-MAR-2024	REGULAR BILL:	22-FEB-24 to 21-MAR-24				0	10.00	651.01	0.00	651.01	10.00	0	0.00	12-APR-24
21-MAR-2024	BILL-Elec - Residential	22-FEB-24 to 21-MAR-24	Regular	A117138357	KWH	409	10.00	0.00	10.00	0.00	0.00	0	0.00	
29-FEB-2024	MONTH-END BALANCE					0	0.00	641.01	0.00	641.01	0.00	0	0.00	
24-FEB-2024	REGULAR BILL:	18-JAN-24 to 22-FEB-24				0	10.00	641.01	0.00	641.01	10.00	0	0.00	15-MAR-24
22-FEB-2024	BILL-Elec - Residential	18-JAN-24 to 22-FEB-24	Regular	A117138357	KWH	485	10.00	0.00	10.00	0.00	0.00	0	0.00	

EXHIBIT 3

RULES AND REGULATIONS (continued)

18.7 RECONNECTION CHARGE. If service is terminated or discontinued by reason or act of the customer, the same customer, whether an applicant or a customer as defined at 66 Pa. C.S. § 1403, shall pay a reconnection charge prior to restoration of service at the same address within twelve months after discontinuance or termination. The reconnection charges, listed below, are based on the Company's current standard schedule of reconnection fees, which include direct labor costs, contractor costs, and material/transportation costs. All theft reconnections will be completed at the premise and will not be performed remotely.

	Reconnect Fees
Electric Reconnect at the Meter	\$ 75.00
Electric Reconnect at Tap	\$ 260.00
Electric Reconnect - Underground dig	\$ 1,650.00
Electric with dual meters	\$ 100.00
Electric Remote Reconnect (one or dual meters)	\$ 20.00

18.8 THEFT INVESTIGATION CHARGE. If the Company establishes that there has been confirmed active theft resulting from tampering with the Company meter on the customer's premises, and the customer is or was a customer as defined at Pa. C.S. § 1403 the customer shall pay a theft investigation charge in addition to any amount that the Company establishes is due for service used, but not registered on the Company's meter. The Company reserves the right to assess theft investigation charges as a precedent to reconnection of service as well as the right to assess a separate reconnection charge as described in Rule 18.7.

	Theft Investigation Fees
Electric Theft at Meter	\$400.00

PERSON ID

ACCOUNT ID

PREMISE ID

PREFERRED CONTACT METHOD

CONTACT DATE/TIME *

CONTACT CLASS *

CONTACT TYPE *

COMMENTS

RELATED RECORDS

EXHIBIT 4



July 5, 2024

Case Details Report

BCS Case #: 003946943
Customer Name: HENSON GAINES
Service Address: [REDACTED]

BCS Bill Account #: 4 [REDACTED]

Mailing Address:

Home Phone: -
Business Phone: -
Business name: CHARLENE MOTHER AUTH
Alternate contact:

Date Case Opened: 2023-10-04
PAR Case: N
Investigator Name: BCS CASE POOL
Investigator Phone: (717) 787-5468
Service class: R
Previous case #:

Date Cut Out: 9999-12-31
Universal Service: Y
Contact Type: TELEPHONE
Amount in Arrears: \$0.00

Adults: 2
Children: 2
Children Ages:
Gross Income: \$0.00
Miscellaneous Info:

Complaint Reason:
BILLING DISPUTES (# 18)

Customer Problem Description:
THE CUSTOMER STATES THAT WHEN THEY MOVED TO THIS LOCATION ON 6/5/2023 THEY TOLD THE COMPANY THAT SERVICE WAS ALREADY ON. THE CUSTOMER HAS THE SERVICE PLACED INTO HIS NAME. THE COMPANY WENT TO THE LOCATION TO PLACE THE NEW METER AND IT WAS FOUND THAT JUMPER CABLES WERE IN THE METER BOARD. THE CUSTOMER THEN RECEIVED A BILL FOR 400.00 FOR A TAMPERING FEE. THE CUSTOMER WAS NOT AWARE THAT THERE WAS ANYTHING GOING ON WITH THE METER. THE CUSTOMER JUST MOVED TO THIS LOCATION AND EVEN REQUESTED TO HAVE THIS SERVICE PLACED IN THEIR NAME. CUSTOMER DOESN'T UNDERSTAND WHY THEY WOULD



July 5, 2024

BE THE ONES CHARGED OR SUSPECTED OF TAMPERING. - RELIEF SOUGHT - TO NOT HAVE TO PAY THE 400.00 DUE TO JUST MOVING TO THIS LOCATION AND THEY ARE NOT THE ONES WHO TAMPERED WITH THIS METER. THE CELL PHONE NUMBER (484) 719 - 9622 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS CHARANSLEY_19@HOTMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position:

09/21/2023 THERE IS NOTHING THE COMPANY CAN DO. THE POSITION STANDS.

