
 Elliot Konstant, |
 v. | Docket No.:
 PECO Energy Company, | C-2024-3049241
 |
 Initial Call-In |
Telephonic Hearing
 Pages 1 - 57

Judge's Chambers
 State Office Building
 801 Market Street
 Philadelphia, PA

Tuesday, October 8, 2024
 Commencing at 10:05 a.m.

INDEX TO EXHIBITS

Docket No. C-2024-3049241

Hearing Date: October 8, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
Complainant's Exhibit 1	20	54
Email Chain		
Complainant's Exhibit 2	20	54
Invoice for Repair		
PECO's Exhibit 1	39	55
Claim Notes		

Email to Mr. Konstant



Eleanor Safer <eleanorsafer@gmail.com>

Fwd: PECO Claim # C2024126860

Eleanor Safer <eleanorsafer@gmail.com>

Tue, Feb 27, 2024 at 11:08 AM

To: "Howarth, Edmund Z:(PECO)" <Edmund.Howarth@exeloncorp.com>

Cc: Elliot ❤️ Konstant <elliorkon@gmail.com>, "Suglia, Renee E:(PECO)" <Renee.Suglia@peco-energy.com>

Good morning,

If it were randomly caused unrelated to PECO, we'd agree. However, a PECO technician caused this damage and PECO should be responsible for damage that they caused in a customer's home. Since PECO damaged our property, we'd like you to take responsibility for it.

On Tue, Feb 27, 2024 at 11:01AM Howarth, Edmund Z:(PECO) <Edmund.Howarth@exeloncorp.com> wrote:

Hi Mr. Konstant,

I am writing to inform you that we have received your PUC Complaint regarding this matter, and the status of your claim remains denied. A loose neutral wire on customer owned equipment is not PECO's responsibility to repair. . If you have any additional/new materials on the claim to submit, we are happy to review them at any time.

Best,

Ed Howarth

Senior Claims Case Manager

PECO Energy Company

2301 Market St., S16-1

Philadelphia, PA 19103

Claims Helpline: (215) 841-4295

edmund.howarth@exeloncorp.com

From: Eleanor Safer <eleanorsafer@gmail.com>

Sent: Friday, February 23, 2024 10:10 AM

To: Howarth, Edmund Z:(PECO) <Edmund.Howarth@exeloncorp.com>; Elliot ❤️ Konstant <elliottkon@gmail.com>

Subject: Re: PECO Claim # C2024126860

You don't often get email from eleanorsafer@gmail.com. [Learn why this is important](#)

So you're claiming that since you don't normally break things, you couldn't have this time? That's not reasonable. There was no issue until PECO showed up and then there was an issue. PECO needs to take some responsibility for that.

On Thu, Feb 22, 2024 at 9:00 PM Howarth, Edmund Z:(PECO) <Edmund.Howarth@exeloncorp.com> wrote:

Mr. Konstant:

All of the equipment you have described is customer owned with the exception of the meter itself which is owned by PECO. If your solar company installed a new panel, they may have left a connection in the panel too loose (or forgotten to tighten a connection). When PECO installs a meter, it has to be pushed in with some force and, if the panel is nearby, that could have caused an already loose connection to lose enough contact to create a power fluctuation. In a normal situation, the installation of a meter would not cause a good connection to break. You should discuss this matter with your solar company. PECO does not have an appeals process. If you have any additional/new materials on the claim to submit, we are happy to review them at any time.

Thanks,

Ed Howarth

Senior Claims Case Manager

PECO Energy Company

2301 Market St., S16-1

Philadelphia, PA 19103

Claims Helpline: (215) 841-4295

edmund.howarth@exeloncorp.com



From: Eleanor Safer <eleanorsafer@gmail.com>

Sent: Thursday, February 22, 2024 2:19 PM

To: Elliot Kon <elliorkon@gmail.com>
Cc: Howarth, Edmund Z:(PECO) <Edmund.Howarth@exeloncorp.com>
Subject: Re: PECO Claim # C2024126860

You don't often get email from eleanorsafer@gmail.com. [Learn why this is important](#)

Following up on this issue?

On Fri, Feb 16, 2024 at 9:26AM Elliot Kon <elliorkon@gmail.com> wrote:

Good morning,

Thank you for following up! Our meter is directly next to the electric panels, so the PECO tech was working very close to these things. There were no issues with our power for over a week after the solar installers completed their work. However, power issues began immediately after PECO finished the meter work. It is clear that PECO was somehow involved in this issue beginning and we would like compensation based on that. What are the next steps available to appeal this claim?

Best,

--

Elliot Konstant

267-664-9386

elliorkon@gmail.com

On Wed, Feb 14, 2024, 12:53 PM Howarth, Edmund Z:(PECO) <Edmund.Howarth@exeloncorp.com> wrote:

Good afternoon Mr. Elliot,

This email is in response to the condition you experienced on February 7, 2024. Thank you for giving us the opportunity to look into this situation. We know how important reliable electric and natural gas service is in the lives of our customers.

Your electrical contractor found a neutral wire was loose in the panel that was just done for the solar panel install. PECO is only responsible for the installation of the electric meter into the meter socket. The installation of a new electric meter would not affect a neutral wire in your panel. As a result, we are not able to compensate

you for any damages that you may have suffered. I suggest you contact the company that installed the solar panels for reimbursement.

Regards,

Ed Howarth

Senior Claims Case Manager

PECO Energy Company

2301 Market St., S16-1

Philadelphia, PA 19103

Claims Helpline: (215) 841-4295

edmund.howarth@exeloncorp.com

This Email message and any attachment may contain information that is proprietary, legally privileged, confidential and/or subject to copyright belonging to Exelon Corporation or its affiliates ("Exelon"). This Email is intended solely for the use of the person(s) to which it is addressed. If you are not an intended recipient, or the employee or agent responsible for delivery of this Email to the intended recipient(s), you are hereby notified that any dissemination, distribution or copying of this Email is strictly prohibited. If you have received this message in error, please immediately notify the sender and permanently delete this Email and any copies. Exelon policies expressly prohibit employees from making defamatory or offensive statements and infringing any copyright or any other legal right by Email communication. Exelon will not accept any liability in respect of such communications. -EXCIP

--

Eleanor Safer

Stage Manager

EleanorSafer@gmail.com

561-376-0897

www.eleanorsafer.com

Pronouns: She/Her/Hers

--

Eleanor Safer

Stage Manager

EleanorSafer@gmail.com

561-376-0897

www.eleanorsafer.com

Pronouns: She/Her/Hers

--

Eleanor Safer

Stage Manager

EleanorSafer@gmail.com

561-376-0897

www.eleanorsafer.com

Pronouns: She/Her/Hers



Eleanor Safer <eleanorsafer@gmail.com>

Fwd: Invoice 1122 from Automated Digital Homes

1 message

Elliot Kon <elliorkon@gmail.com>
To: Eleanor Safer <eleanorsafer@gmail.com>

Mon, Feb 12, 2024 at 2:26 PM

----- Forwarded message -----

From: **Automated Digital Homes** <quickbooks@notification.intuit.com>
Date: Fri, Feb 9, 2024, 4:37 PM
Subject: Invoice 1122 from Automated Digital Homes
To: <elliorkon@gmail.com>
Cc: <rich@myadh.com>

INVOICE 1122 DETAILS

Automated Digital Homes

DUE 02/10/2024

\$760.00

Review and pay

Powered by QuickBooks

Dear Elliot Konstant,

Here's your invoice! We appreciate your prompt payment. All material remains the property of Automated Digital Homes until final payment had been rendered.

Thanks for your business!
Automated Digital Homes

Bill to

Elliot Konstant
1924 Schley Street
Philadelphia, Pa 19145

Ship to

Elliot Konstant
1924 Schley Street
Philadelphia, Pa 19145

Terms

Due on receipt

02/08/2024

labor

\$760.00

Jason, James & Matt: Upon arrival the dimming module had pink lights on it, we checked all of the breakers and they were in the ON position, nothing was tripped. Keypads had no power and receptacle & lights did not work on the 1st floor pantry. We went and opened the lights and receptacles looking for a bad connection. We did not find any issues with the switches or receptacles. Went back to the electric panel and started checking electrical connections. We found a neutral wire was loose in the panel that was just done for the solar panel install. We tightened the wires back up and power was reestablished to all areas. Dimming module would not come out of protect mode and will need to be replaced. (Dimming module billed separately)

4 X \$190.00

Balance due \$760.00

All materials remain the property of Automated Digital Homes until final payment had been rendered.

Review and pay

Automated Digital Homes
P.O. Box 362 Glen Mills, PA 19342 US
rich@myadh.com

If you receive an email that seems fraudulent, please check with the business owner before paying.



© Intuit, Inc. All rights reserved. [Privacy](#) | [Security](#) | [Terms of Service](#)

EXHIBIT 1

Event Number: EV20240126471	Date of Event: 02/07/2024
Claim Number: C2024126860	Date of Claim: 02/13/2024
Claimant Name: KONSTANT, ELLIOT	

Entered By:	Edmund Howarth	Date Time Created:	02/14/2024 8:05 AM
Note Type:	G General	Subject:	
Activity:	02/14/2024	Important:	No
Note Text:	<p>14-Feb-2024 9:00 AM (Edmund Howarth)</p> <p>The claimant stated a PECO tech installed a new electric meter on 02/07/24, which resulted in a partial outage. The claimant was seeking reimbursement for an electrician. The invoice stated the outage was caused by a loose neutral wire in the panel. The claim was denied since the loose neutral wire is customer owned equipment that would not be contacted during a new meter installation.</p> <p>23-Feb-2024 10:12 AM (Edmund Howarth)</p> <p>I spoke to Meter Technician Steve Murray. Murray installed the solar meter at the claimant's residence. Murray stated he removed the old meter and installed the new solar meter without issue. Murray did not touch the electrical panel while in the residence. Murray stated he checked for continuity in the meter socket resulting in 240 volts across the top, and 120 volts on each side, prior to installing the new solar meter. After the meter was installed and secured in the meter socket, he confirmed the meter was active and left the residence. Murray did not observe a loose neutral in the meter socket during the meter installation.</p> <p>The claimant requested to appeal the denial. He was advised we do not have an internal appeal process.</p> <p>27-Feb-2024 10:30 AM (Edmund Howarth)</p> <p>Event Number: P24020700075</p> <p>Return to Previous Page </p>		
	<p>ITEMVALUE</p> <p>EVENT'S DISPATCH GROUP PCN2 </p> <p>TIME OFF 02/07/24 16:52 </p> <p>TIME ON 02/08/24 11:57 </p> <p>FIRST MANUAL ETR NO ETR </p>		

LAST ETR | 02/07/24 19:00 |

OUTAGE DURATION (MIN) | 1145 |

EVENT STATUS | CLOSED |

CIRCUIT | OREGON_014 |

EVENT TYPE | PO |

DEVICE NAME | H_162B5C86423 |

NUMBER OF CUSTOMERS | 0 |

DISPATCH TIME | N.A. |

CIS REMARKS | MDC: PECO OK 124 124 248V UL INTERNAL ISSUE REFERRED

TO ELECTRICIAN |

CHRONOLOGY | N.A. |

|

Crew Information

DISPATCHERStatus TimeUNIT_STATUSStatusNameCrew

IDAgencyDGroupFNAMELNAMELocationUCUST4Name

0 | 20240208120605ES | UC | UC |

| PE-DO00174 | PHL | FSR | PE-DO00174 | |

XY(268994298,23026641):152G6F1:J_152G6F14852 | DANIEL GANT |

0 | 20240208104841ES | AR | ARRIV |

| PE-DO00174 | PHL | FSR | PE-DO00174 | |

XY(268939817,22129765):162B5C8:H_162B5C86423 | DANIEL GANT |

0 | 20240208104830ES | ER | ER |

| PE-DO00174 | PHL | FSR | PE-DO00174 | |

XY(268939817,22129765):162B5C8:H_162B5C86423 | DANIEL GANT |

0 | 20240208104825ES | AK | AK |

| PE-DO00174 | PHL | FSR | PE-DO00174 | |

XY(268939817,22129765):162B5C8:H_162B5C86423 | DANIEL GANT |

110338 | 20240208073946ES | DA | DISP ASSGN |

MORRIS HUNT

| PE-DO00174 | PHL | FSR | PE-DO00174 | |

XY(268939817,22129765):162B5C8:H_162B5C86423 | DANIEL GANT |

27-Feb-2024 10:41 AM (Edmund Howarth)

PUC complaint received.

EXHIBIT 2

Botak, Amy:(PECO)

From: Howarth, Edmund Z:(PECO)
Sent: Wednesday, February 14, 2024 12:54 PM
To: elliotkon@gmail.com
Subject: PECO Claim # C2024126860



Good afternoon Mr. Elliot,

This email is in response to the condition you experienced on February 7, 2024. Thank you for giving us the opportunity to look into this situation. We know how important reliable electric and natural gas service is in the lives of our customers.

Your electrical contractor found a neutral wire was loose in the panel that was just done for the solar panel install. PECO is only responsible for the installation of the electric meter into the meter socket. The installation of a new electric meter would not affect a neutral wire in your panel. As a result, we are not able to compensate you for any damages that you may have suffered. I suggest you contact the company that installed the solar panels for reimbursement.

Regards,

Ed Howarth

Senior Claims Case Manager
PECO Energy Company
2301 Market St., S16-1
Philadelphia, PA 19103
Claims Helpline: (215) 841-4295
edmund.howarth@exeloncorp.com

