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C-2024-3046450

Respondent Late-filed Exhibits # 4

Docketed per ALJ Request



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August 29, 2024

Via Email: evero@pa.gov
Eranda Vero, Adm. Law Judge
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
801 Market Street
Philadelphia, PA 19107

Re: Pamela Burton v. PECO Energy Company
PUC Docket No. C-2024-3046450

Dear Judge Vero:

As requested during the hearing held August 8, 2024, before Your Honor, enclosed please find PECO Energy's late filed Exhibits as follows:

- Late Filed Exhibit 4: All Customer Related Contacts.

If Your Honor has any questions or you require additional testimony, please do not hesitate to contact me.

Very truly yours,

Khadijah Scott

Khadijah Scott
Assistant General Counsel, PECO Energy
Encl.

cc: *Pamela Burton (Via Email)*

Late Filed Exhibit

Pamela Burton v PECO Energy Company

Customer Contacts:

9/30/2021- Miller Pipeline representative spoke to customer's son on site and provided door hanger letter. Explained that steel service would be replaced with plastic and that meter would be relocated from inside to outside of home.

10/5/2021- Miller Pipeline representative spoke to the customer and explained that meter would be moved outside and a bollard would be installed. Customer had no objections at this time.

10/13/2021 Miller Pipeline completed gas service replacement and moved meter outside.

10/15/2021 Customer contacted PECO and left a voicemail regarding their service replacement.

10/15/2021 PECO Bare Steel Service Replacement (BSSR) Program Manager spoke to customer about her service renewal and advised that a PECO representative would come to the property to discuss her meter location and evaluate options to potentially relocate meter to a different exterior location. Also discussed that the final restoration would be completed within 30-60 days weather permitting.

10/18/2021 PECO Sr Contract Coordinator (SCC) spoke to the customer on the phone and then visited the property and spoke to customer. SCC was given permission by customer to discuss with customer's son. The customer's son was understanding but stated that the customer would not be happy with anything less than the meter being moved back inside. Customer also claimed that they were not aware that a bollard would be installed. Customer informed SCC they would be filing a PUC complaint.

10/20/2021 customer called, reported that her driveway is sinking and that the meter location is not safe, so she has called her insurance company USAA to inspect. She is requesting for a PECO "supervisor or manager" to address her concerns.

10/27/2021 Customer called and left voicemail requesting to speak to a supervisor or manager and reported that due to the meter being moved outside, that there is now water in her basement.

10/27/2021 PUC complaint 003810394 filed. PECO BSSR Program Manager spoke to customer regarding meter location and sinking asphalt driveway. Advised customer that contractor would come to her property to address any issues with the driveway. Customer was not overly concerned with the restoration, but more concerned about the meter location. Customer stated that her indoor meter can be accessed by her window by breaking the window if needed. Also emailed copy of the customer notification to the customer per her request that this work was a PUC mandated program to replace all bare steel services with plastic and relocate meters outside.

10/28/21- Miller Pipeline representative went to site and installed cold patch to level out the area of the meter replacement.

11/5/21 PECO Claims registered a complaint. The customer alleged that the basement was damaged because of a gas meter relocate on 10/20/21. Our record review identified that MPL performed the work on behalf of PECO. Under the contract terms, the claim was referred to John Fricke, MPL

11/8/21- PECO BSSR Program Manager spoke to customer about her service renewal and advised that a PECO representative would come to the property to discuss her meter location and evaluate options to potentially relocate meter to a different exterior location. Also discussed that the final restoration would be completed within 30-60 days weather permitting.

11/9/21 PECO SCC went to visit the customer to inspect any water damages. Customer states that she has had water in the past, doesn't know where it is coming from and not from the window. PECO SCC was unable to find any definitive leak around the gas service replacement. PECO SCC also discussed an alternative location of her meter to be move to the bed of the customer's garden.

11/12/21 PECO SCC called and left a voicemail with the customer to arrange a meeting with a PUC representative to discuss customer's concerns and meter relocation.

11/15/21 PECO BSSR Program Manager called and left a voicemail with the customer to schedule a mutually time to discuss customer concerns and meter location with PECO SCC and PUC representative.

11/19/21 Customer called and spoke to PECO SCC and agreed to meet on Tuesday 11/23/21 at 10 am with PUC representative, PECO SCC, and Miller Pipeline representative.

11/23/21 PECO SCC, PUC representative (Nicholas Nagele) and customer met to discuss the customer's concerns and to find a resolution. The PUC rep discussed the requirements regarding the meter relocation with the customer. The customer agreed to keeping the meter outside and relocating it to her garden. The meter relocation was completed Wednesday, 12/01/21.

9/6/23 Gas Emergency Issued. GAS LEAK - ODOR FOUND; FOUND LEAK @ FACE OF METER. REPLACED METER. RE-LIT CUSTOMER APPLIANCES. PECO OK.

11/22/23 6ABC representative reached out to PECO social media team on behalf of the customer.

PECO social media team responded PECO claims representative received a copy of the Zurick denial letter dated July 2022. He is currently awaiting a response from Zurick Insurance Company to review their claim investigation. He is looking to determine if Zurick conducted a proper review involving the allegation of property damage. The case remains open.

12/2/23 PECO claims representative contacted the customer and affirmed the claim denial.

12/13 6ABC representative reached out to PECO claims and social media team regarding the customer complaint.

PECO is required per PUC mandated program to replace steel service with plastic and move all meters outside. PECO contractor Miller Pipeline spoke to the customer and provided the customer letter from PECO communicating that capital improvement work will be performed in the area and discuss the location of the meter to be moved outdoors. This customer made it known that she had special moisture resistant drywall installed when she finished her basement to the contractor, PECO SCC, and PUC

representative. The customer later did not like the location of the meter and requested to move the meter back inside.

PECO had a meeting with a PUC representative, Miller Pipeline and PECO representative to try to conclude customer's concerns and to find a resolution. The PUC rep discussed the requirements regarding the meter relocation with the customer and customer agreed to keeping the meter outside and relocating it to her garden. The meter relocation was completed Wednesday, 12/01/21.