

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
ARVELLA LOVE, :
Complainant, : Docket No.:
vs. : C-2024-3052093
PECO ENERGY COMPANY, :
Respondent. :
-----*

Pages 1 through 71 TELEPHONIC HEARING
Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA 19107

Friday, March 21, 2025
Met, pursuant to notice, at 10:03 a.m.

BEFORE: THE HONORABLE ALPHONSO ARNOLD III
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2024-3052093
Hearing Date: March 21, 2025

EXHIBITS INDEX

NUMBER	MARKED	IN EVIDENCE
PECO:		
1	(High Bill Investigation Report)	36
2	(Customer Bill dated 01/13/25)	64
3	(Customer Bill dated 02/12/25)	64
4	(Customer Bill dated 03/14/25)	64
5	(CAP History)	64
6	(Payment agreement history)	64
7	(Complaint dismissal 06/18/24)	64



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

March 18, 2025

VIA E-MAIL

Honorable Alphonso Arnold, III
Pennsylvania Public Utility Commission
801 Market Street, 4th Floor
Philadelphia, PA 19107

RE: Arvella Love v. PECO Energy Company
Docket No. C-2024-3052093
Date of Hearing: March 21st 2025 @ 10:00 a.m.

Dear Judge Arnold:

Enclosed please find a copy of PECO Energy Company's Exhibits 1 through 7, 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 style.

Khadijah Scott

KS/ab
Enclosure

Cc: Arvella Love (via email)

EXHIBIT 1



High Bill Investigation Report

High Bill Electric

Fielded By
032771-DUANE VARGAS

Date Completed
2024-05-06T00:00:00.000-05:00

Customer Name
LOVE,ARVELLA D

Customer Address
W SILVER ST, PHILADELPH,PA, 19132

Date Disputed
2024-03-27T00:00:00.000-05:00

Account No

Reason for Order

OR/WRUR Provided
 OR/WRUR Needed
 Billing Work Needed

Check All that Apply:

- General High Bill
- Rate Change.
- Meter Mix Up.
- No Issues Found
- Foreign Wiring
- Foreign Wiring Corrected
- Cost Estimate Performed
- Meter Tested

Meter No. 1
040078961

Meter No. 2

Meter No. 3

Meter Reading 1
67383
Daily Average KWH Usage

Meter Reading 2

Meter Reading 3

Meter Constant

Expected Meter Constant
1
Meter Constant Match?
Changed Landlord/Tenant Code to Landlord

Last Bill Reading Verified?
Found Meter Constant

Passing Load Test Performed

Dropped Load & Idled Meter
Appliance Used
Clocked

Of

Kwh
Watts

Test Pass/Fail
No. Of Seconds

Rate Change

Change To

Change Reason (if applicable)

Foreign Wiring

Check All that Apply:

- ◊ Transfer Service/Balance into Owner's Name.
- ◊ Transfer Account into Tenant's Name.
- ◊ Leave in Owner's name until new tenant applies.
- ◊ Remove Landlord/Tenant Code – Foreign Wiring Corrected.
- ◊ Refer to Legal.

<?end if?

High Bill Gas

| |
|-------------------------------|
| Date Disputed |
| 2024-03-27T00:00:00.000-05:00 |

| |
|------------|
| Account No |
| 2042502111 |

| |
|------------------|
| Reason for Order |
| |

- ◊ OR/WRUR Provided
- ◊ OR/WRUR Needed
- ◊ Billing Work Needed

Check All that Apply:

- ◊ General High Bill
- ◊ Rate Change.
- ◊ Meter Mix Up.
- ◊ No Issues Found
- ◊ Foreign Piping
- ◊ Foreign Piping Corrected
- ◊ Cost Estimate Performed

| |
|-------------|
| Meter No. 1 |
| 040078961 |

| |
|-------------|
| Meter No. 2 |
| |

| |
|-------------|
| Meter No. 3 |
| |

| |
|--------------|
| Module No. 1 |
| |

| |
|--------------|
| Module No. 2 |
| |

| |
|--------------|
| Module No. 3 |
| |

| |
|-----------------|
| Meter Reading 1 |
| |

| |
|-----------------|
| Meter Reading 2 |
| |

| |
|-----------------|
| Meter Reading 3 |
| |

| |
|-------------------------|
| Daily Average KWH Usage |
| |

Meter Multiplier

| |
|--|
| Expected Meter Constant |
| 1 |
| Meter Constant Match? |
| Changed Landlord/Tenant Code to Landlord |

| |
|-------------------------------|
| Last Billed Reading Verified? |
| Found Meter Constant |
| Fitting Marked Correct? |

Passing Load Test Performed

| |
|-----------------------------|
| Dropped Load & Idled Meter? |
| Appliance Used |
| Clocked |

Of

| |
|---------|
| FT Dial |
| BTUs |

| |
|------------------|
| Test Pass/Fail ? |
| No. Of Seconds |

Rate Change

| | | |
|----------------|--|------------------------------------|
| Rate Change To | | Rate Change Reason (if applicable) |
| | | |

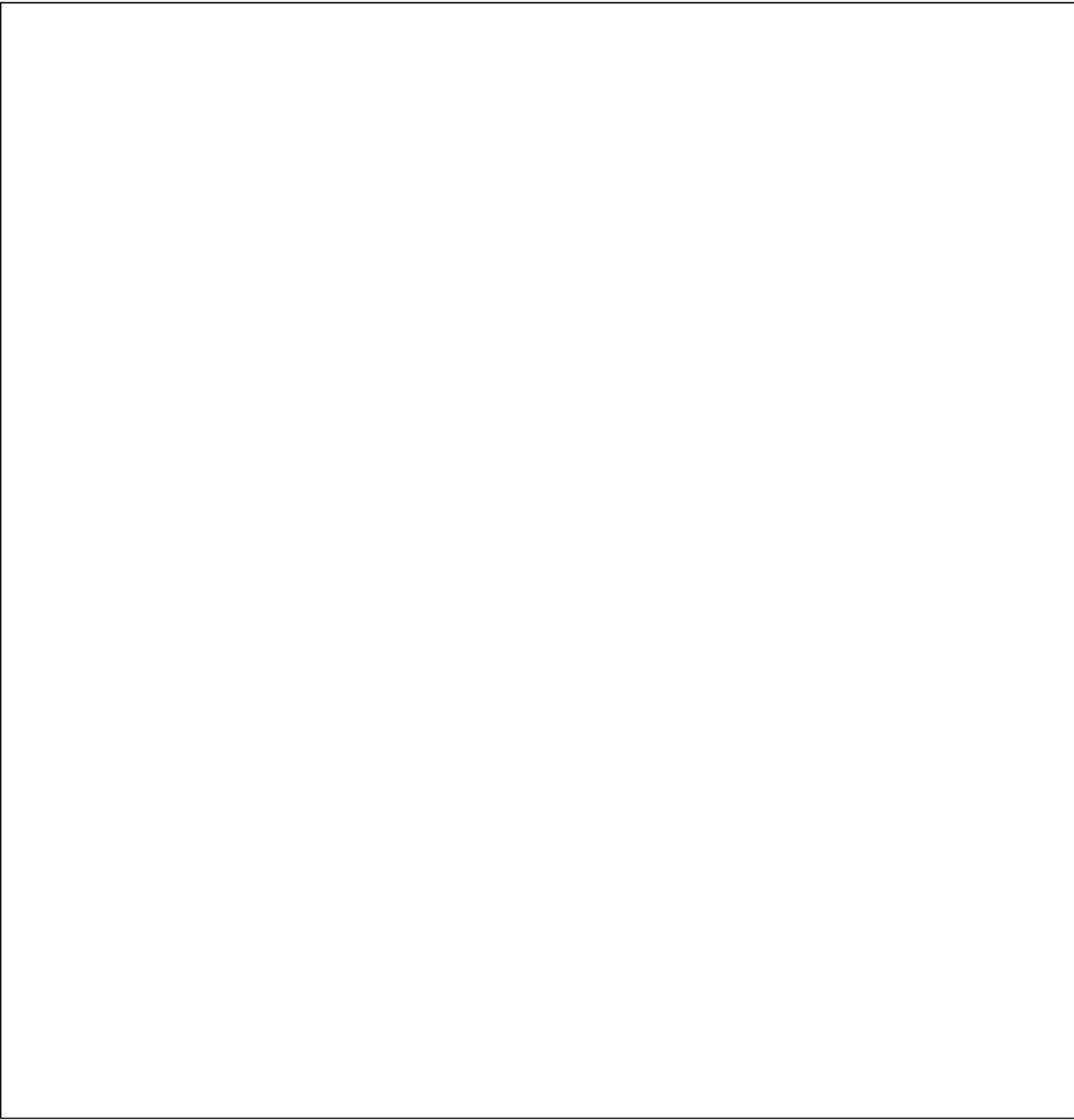
Foreign Wiring

Check All that Apply:

- ◇ Transfer Service/Balance into Owner's Name.
- ◇ Transfer Account into Tenant's Name.
- ◇ Leave in Owner's name until new tenant applies.
- ◇ Remove Landlord/Tenant Code – Foreign Wiring Corrected.
- ◇ Refer to Legal.

Meter Mixup

| Found Meter Number | Found Reading Device/Module Number | Reading | Incorrect Service Address (As Listed) | Correct Service Address (Should Be) |
|--------------------|------------------------------------|---------|---------------------------------------|-------------------------------------|
| | | | | |
| | | | | |
| | | | | |



Cost Estimate

| Refrigerator Type | No Of. | Avg Kwh | Act KWH |
|-------------------|--------|---------|---------|
| TOP/BOTTOM | 2 | 200 | 400 |
| MANUAL | 2 | 120 | 240 |
| | | | |
| | | | |

| Freezer Type | No Of. | Avg Kwh | Act KWH |
|--------------|--------|---------|---------|
| CHEST | 1 | 110 | 110 |
| | | | |

| Cooking - Elect | No Of. | Avg Kwh | Act KWH |
|-----------------|--------|---------|---------|
| MICROWAVE | 2 | 40 | 80 |
| | | | |
| | | | |

| Other Kitchen Appliances | No Of. | Avg Kwh | Act KWH |
|--------------------------|--------|---------|---------|
| | | | |
| | | | |

| Laundry Service | No Of. | Avg Kwh | Act KWH |
|-----------------|--------|---------|---------|
| DRYER | 1 | 110 | 110 |
| WASHER | 1 | 10 | 10 |
| | | | |

| Home Entertainment | No Of. | Avg Kwh | Act KWH |
|--------------------|--------|---------|---------|
| COMPUTER | 2 | 48 | 96 |
| TV BIG SCR | 5 | 96 | 480 |
| CABLE BOX | 1 | 10 | 10 |
| | | | |
| | | | |

| Lighting Average | No Of. | Avg Kwh | Act KWH |
|------------------|--------|---------|---------|
| ROOMS9-12 | 1 | 75 | 75 |
| | | | |

| Electric Water Heater | No Of. | Avg Kwh | Act KWH |
|-----------------------|--------|---------|---------|
| PEOPLE | 5 | | 750 |

| Heating Electric | No Of. | Avg Kwh | Act KWH |
|------------------|--------|---------|---------|
| SPACE H | | | |
| | | | |

| Heating Gas / Oil / Propane | No Of. | Avg Kwh | Act KWH |
|-----------------------------|--------|---------|---------|
| FURN FAN | 1 | 240 | 240 |
| | | | |

| Air Condition | Btu's | Watts | Act KWH |
|---------------|-------|-------|---------|
| | | | |
| | | | |

| Other Appliances | No Of. | Avg Kwh | Act KWH |
|------------------|--------|---------|---------|
| | | | |
| CEILING F | 1 | 40 | 40 |
| DEHUMIDIF | 1 | 324 | 324 |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| Gas Service | Rated | Clocked | CCFs |
|-------------|-------|---------|------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| | |
|--------------------|------|
| Average KWH Summer | 2737 |
| Average KWH Winter | 6757 |

Completion Form

| Action | Reason | Subreason | Details |
|---------------|------------------|-----------|---------|
| COMP-Complete | ALL-All Complete | - | - |

| Type of Lock | Meter Protection |
|--------------|------------------|
| | |

| Completion Remarks: |
|----------------------------------|
| OOA-OK ON ARRIVAL (SEE COMMENTS) |

| Contact |
|---------|
| S |

| Remarks: |
|---|
| met w/ arvella/gve accss to prem &
mtr/double home/2541-43/appl analz
comp/clckd 4000w on mtr @ arrvl/pass
load spc htr/clckd 1480w of 1500w
inline/expl frwrdr report to puc & impact of
appl/arvella u/s |

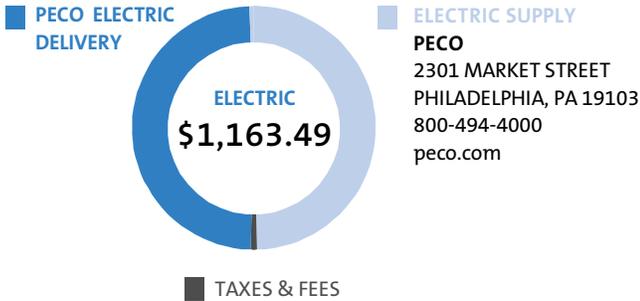
EXHIBIT 2

Name: ARVELLA D LOVE
 Account Number: [REDACTED]
 Phone Number: [REDACTED]
 Service Address: [REDACTED] W Silver St, Philadelphia

Emergency and Repair

 **800-841-4141**

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.



ELECTRIC SUPPLY
PECO
 2301 MARKET STREET
 PHILADELPHIA, PA 19103
 800-494-4000
 peco.com

Billing Summary

| | |
|------------------------------------|-------------------|
| Bill Date | 01/13/2025 |
| Charges/Credits from previous bill | \$7,997.73 |
| Total Other Charges | \$7,997.73 |

Current Period Charges

| | |
|--------------------------|----------------|
| Electric | \$10.00 |
| Total New Charges | \$10.00 |

Total Amount Due on 02/04/2025 \$8,007.73

General Information

Next scheduled meter reading: 02/14/2025

800-774-7040

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 800-494-4000 antes de la fecha de vencimiento.

peco.com/service

Customer Self Service - Manage Your Account 24/7
 Start, stop and move your service

 Online: **peco.com**

 In Person: **2301 Market St., Philadelphia, PA 19103**

 By Phone: **800-774-7040**

Return only this portion with your check made payable to PECO. Please write your account number on your check.



pecoSM
 AN EXELON COMPANY
 2301 Market Street
 Philadelphia, PA 19103-1380

Pay Today!

 **peco.com/ebill**

Go paperless: receive and pay your bill online.

- Enroll in Automatic Payment. *Complete form on reverse side.*
- Pledge a donation to MEAF. *Complete form on reverse side.*

Account # [REDACTED]  **877-432-9384**
 Pay by phone, a convenience fee will apply.

Please pay this amount by 02/04/2025 \$8,007.73

Payment Amount \$ [REDACTED]

0011387 01 AV 0.545 **AUTO T8 0 8710 19132-321341 -C02-B1-P11398-I12 4

ARVELLA D LOVE
 [REDACTED] W SILVER ST
 PHILADELPHIA, PA 19132-3213



PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629

[REDACTED]

8710-02-0011387-0001-0014986

Account Number: [REDACTED]

| | | | |
|----------|--|---------|------------------------------|
| 1 | Service Address [REDACTED] W Silver St,
Philadelphia, PA 19132 | \$10.00 | Electric Choice [REDACTED] |
|----------|--|---------|------------------------------|

Meter Information

| Read Dates | Meter Number | Load Type | Reading Type | Meter Reading | | Difference | Multiplier X | Total Usage |
|-------------|--------------|-----------------|--------------|---------------|--------------|------------|--------------|-------------|
| | | | | Previous | Present | | | |
| 12/11-01/13 | 6040078961 | General Service | Tot kWh | 86922 Actual | 93269 Actual | 6347 | 1 | 6347 |

Total kWh Used: 6,347



ELECTRIC RESIDENTIAL SERVICE CAP

Service Period 12/11/2024 to 01/13/2025 - 33 days

| | | |
|-------------------------------|------------------------|-----------------|
| PECO ELECTRIC DELIVERY | | \$574.18 |
| Customer Charge | | 10.84 |
| Distribution Charges | 3,846.67 kWh X 0.08369 | 321.93 |
| Distribution Charges | 2,500.33 kWh X 0.09655 | 241.41 |
| PECO ELECTRIC SUPPLY | | \$589.45 |
| Generation Charges | 6,347 kWh X 0.08429 | 534.99 |
| Transmission Charges | 6,347 kWh X 0.00858 | 54.46 |
| TAXES & FEES | | -\$0.14 |
| State Tax Adjustment | | -0.14 |
| CAP Adjustment | | -1,153.49 |

Total Current Charges **\$10.00**

Message Center

From PECO:

New charges contain estimated total state tax of \$79.47, including \$68.65 for State Gross Receipt Tax.

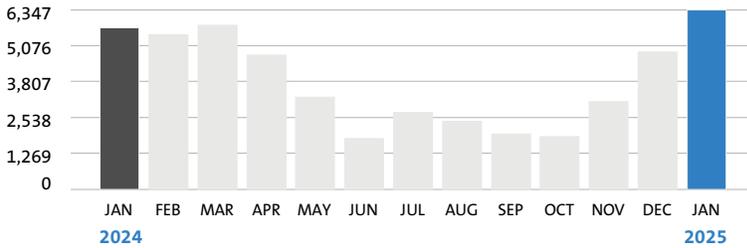
You are enrolled in PECO's Customer Assistance Program (CAP). A credit may be applied to your monthly bills to provide you affordable service.

Your Usage Profile

ANNUAL ELECTRIC USAGE

peco.com/smartideas

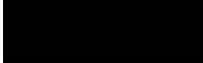
Save energy and money



| Period | Usage | Avg Daily Usage | Days | Avg Daily Temp |
|---------------|-------|-----------------|------|----------------|
| Current Month | 6,347 | 192.30 | 33 | 37 |
| Last Month | 4,867 | 162.20 | 30 | 49 |
| Last Year | 5,739 | 168.80 | 34 | 42 |

Avg kWh per Month **3,707**
Total Annual kWh Usage **44,481**



Account Number: 

8710-02-0011387-0002-0014987

Ways to Pay



Online

Visit peco.com/paybill where you can enroll in AutoPay, or make a one-time payment using your credit card or bank account.



Mobile App

Download the **PECO mobile app** for your Apple or Android device for the quickest and easiest way to manage your account and pay bill with one swipe of the finger.



Mail

Mail checks payable to PECO and write your account # on your check. Make sure to include the tear-off portion of your bill at the bottom of page 1.



Phone

Call **877-432-9384** to make a payment with a credit card, debit card, or your bank account.*



** Fees apply for card & phone payments.
No fees apply when you create a PECO My Account and pay using your bank account*

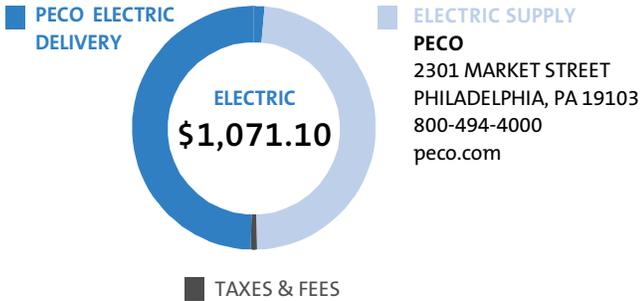
EXHIBIT 3

Name: ARVELLA D LOVE
 Account Number: [REDACTED]
 Phone Number: [REDACTED]
 Service Address: [REDACTED] W Silver St, Philadelphia

Emergency and Repair

 **800-841-4141**

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.



Billing Summary

| | |
|--|-------------------|
| Bill Date | 02/12/2025 |
| Charges/Credits from previous bill | \$8,007.73 |
| CAP PIPP Retroactive Electric Non-Heating Adjustment | -\$666.53 |
| Total Other Charges | \$7,341.20 |

Current Period Charges

| | |
|--------------------------|-----------------|
| Electric | \$293.61 |
| Total New Charges | \$293.61 |

Total Amount Due on 03/06/2025 \$7,634.81

General Information

Next scheduled meter reading: 03/18/2025

800-774-7040

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 800-494-4000 antes de la fecha de vencimiento.

peco.com/service

Customer Self Service - Manage Your Account 24/7
 Start, stop and move your service

 Online: **peco.com**

 In Person: **2301 Market St., Philadelphia, PA 19103**

 By Phone: **800-774-7040**

Return only this portion with your check made payable to PECO. Please write your account number on your check.



pecoSM
AN EXELON COMPANY
 2301 Market Street
 Philadelphia, PA 19103-1380

Pay Today!

 **peco.com/ebill**

Go paperless: receive and pay your bill online.

- Enroll in Automatic Payment. *Complete form on reverse side.*
- Pledge a donation to MEAF. *Complete form on reverse side.*

Acco [REDACTED]  **877-432-9384**
 Pay by phone, a convenience fee will apply.

Please pay this amount by 03/06/2025 \$7,634.81

Payment Amount \$ [REDACTED]

0010448 01 AV 0.54 **AUTO T2 0 8731 19132-321341 -C02-B1-P10458-112 4

ARVELLA D LOVE
 [REDACTED] W SILVER ST
 PHILADELPHIA, PA 19132-3213



PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629



8731-02-0010448-0001-0011617

Account Number [REDACTED]

| | | | |
|----------|--|----------|------------------------------|
| 1 | Service Address [REDACTED] W Silver St,
Philadelphia, PA 19132 | \$293.61 | Electric Choice I [REDACTED] |
|----------|--|----------|------------------------------|

Meter Information

| Read Dates | Meter Number | Load Type | Reading Type | Meter Reading | | Difference | Multiplier X | Total Usage |
|-------------|--------------|-----------------|--------------|---------------|--------------|------------|--------------|-------------|
| | | | | Previous | Present | | | |
| 01/13-02/12 | 6040078961 | General Service | Tot kWh | 93269 Actual | 98864 Actual | 5595 | 1 | 5595 |

Total kWh Used: 5,595



ELECTRIC RESIDENTIAL SERVICE CAP

Service Period 01/13/2025 to 02/12/2025 - 30 days

| | | |
|-------------------------------|---------------------|-----------------|
| PECO ELECTRIC DELIVERY | | \$551.49 |
| Customer Charge | | 11.29 |
| Distribution Charges | 5,595 kWh X 0.09655 | 540.20 |
| PECO ELECTRIC SUPPLY | | \$519.61 |
| Generation Charges | 5,595 kWh X 0.08429 | 471.60 |
| Transmission Charges | 5,595 kWh X 0.00858 | 48.01 |
| TAXES & FEES | | \$0.00 |
| CAP Adjustment | | -777.49 |
| Total Current Charges | | \$293.61 |

Message Center

From PECO:

New charges contain estimated total state tax of \$73.16, including \$63.19 for State Gross Receipt Tax.

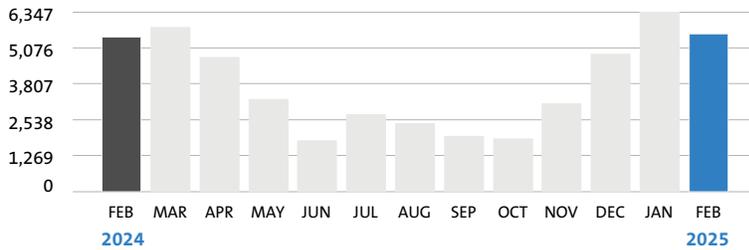
You are enrolled in PECO's Customer Assistance Program (CAP). A credit may be applied to your monthly bills to provide you affordable service.

Your Usage Profile

ANNUAL ELECTRIC USAGE

peco.com/smartideas

Save energy and money



| Period | Usage | Avg Daily Usage | Days | Avg Daily Temp |
|---------------|-------|-----------------|------|----------------|
| Current Month | 5,595 | 186.50 | 30 | 31 |
| Last Month | 6,347 | 192.30 | 33 | 40 |
| Last Year | 5,474 | 188.80 | 29 | 37 |

Avg kWh per Month **3,717**
Total Annual kWh Usage **44,602**



8731-02-0010448-0002-0011618

Ways to Pay



Online

Visit peco.com/paybill where you can enroll in AutoPay, or make a one-time payment using your credit card or bank account.



Mobile App

Download the **PECO mobile app** for your Apple or Android device for the quickest and easiest way to manage your account and pay bill with one swipe of the finger.



Mail

Mail checks payable to PECO and write your account # on your check. Make sure to include the tear-off portion of your bill at the bottom of page 1.



Phone

Call **877-432-9384** to make a payment with a credit card, debit card, or your bank account.*



** Fees apply for card & phone payments.
No fees apply when you create a PECO My Account and pay using your bank account*

EXHIBIT 4

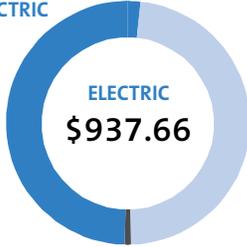
Name: ARVELLA D LOVE
 Account Number: [REDACTED]
 Phone Number: [REDACTED]
 Service Address: [REDACTED] W Silver St, Philadelphia

Emergency and Repair

 **800-841-4141**

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

 **PECO ELECTRIC DELIVERY**



 **ELECTRIC SUPPLY**
PECO
 2301 MARKET STREET
 PHILADELPHIA, PA 19103
 800-494-4000
 peco.com

 **TAXES & FEES**

Billing Summary

| | |
|------------------------------------|-------------------|
| Bill Date | 03/14/2025 |
| Charges/Credits from previous bill | \$7,634.81 |
| Total Other Charges | \$7,634.81 |

Current Period Charges

| | |
|--------------------------|-----------------|
| Electric | \$937.66 |
| Total New Charges | \$937.66 |

Total Amount Due on 04/07/2025 \$8,572.47

General Information

Next scheduled meter reading: 04/17/2025

800-774-7040

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 800-494-4000 antes de la fecha de vencimiento.

peco.com/service

Customer Self Service - Manage Your Account 24/7
 Start, stop and move your service

 Online: **peco.com**

 In Person: **2301 Market St., Philadelphia, PA 19103**

 By Phone: **800-774-7040**

Return only this portion with your check made payable to PECO. Please write your account number on your check.



pecoSM
 AN EXELON COMPANY
 2301 Market Street
 Philadelphia, PA 19103-1380

Pay Today!

 **peco.com/ebill**

Go paperless: receive and pay your bill online.

- Enroll in Automatic Payment. *Complete form on reverse side.*
- Pledge a donation to MEAF. *Complete form on reverse side.*

Account [REDACTED]  **877-432-9384**
 Pay by phone, a convenience fee will apply.

Please pay this amount by 04/07/2025 \$8,572.47

Payment Amount \$ [REDACTED]

0016497 01 AV 0.54 **AUTO T2 0 8753 19132-321341 -C03-B1-P16513-112 4

ARVELLA D LOVE
 [REDACTED] SILVER ST
 PHILADELPHIA, PA 19132-3213



PECO - PAYMENT PROCESSING
 PO BOX 37629
 PHILADELPHIA PA 19101-0629



8753-03-0016497-0001-0022526

Account Number: [REDACTED]

| | | | |
|----------|--|----------|-------------------------------|
| 1 | Service Address [REDACTED] W Silver St,
Philadelphia, PA 19132 | \$937.66 | Electric Choice ID [REDACTED] |
|----------|--|----------|-------------------------------|

Meter Information

| Read Dates | Meter Number | Load Type | Reading Type | Meter Reading | | Difference | Multiplier X | Total Usage |
|-------------|--------------|-----------------|--------------|---------------|---------------|------------|--------------|-------------|
| | | | | Previous | Present | | | |
| 02/12-03/14 | 6040078961 | General Service | Tot kWh | 98864 Actual | 103767 Actual | 4903 | 1 | 4903 |

Total kWh Used: 4,903



ELECTRIC RESIDENTIAL SERVICE CAP

Service Period 02/12/2025 to 03/14/2025 - 30 days

| | | |
|-------------------------------|---------------------|-----------------|
| PECO ELECTRIC DELIVERY | | \$484.67 |
| Customer Charge | | 11.29 |
| Distribution Charges | 4,903 kWh X 0.09655 | 473.38 |
| PECO ELECTRIC SUPPLY | | \$452.99 |
| Generation Charges | 4,903 kWh X 0.08381 | 410.92 |
| Transmission Charges | 4,903 kWh X 0.00858 | 42.07 |
| TAXES & FEES | | \$0.00 |
| CAP Adjustment | | 0.00 |
| Total Current Charges | | \$937.66 |

Message Center

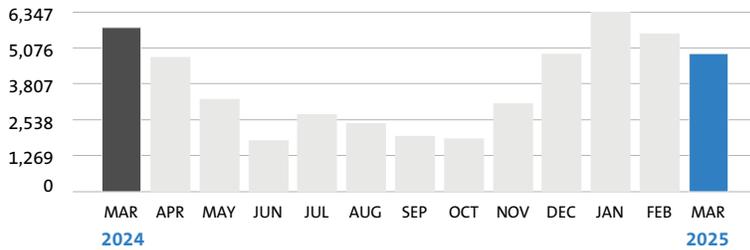
From PECO:

New charges contain estimated total state tax of \$64.04, including \$55.32 for State Gross Receipt Tax.

You are enrolled in PECO's Customer Assistance Program (CAP). A credit may be applied to your monthly bills to provide you affordable service.

Your Usage Profile
ANNUAL ELECTRIC USAGE

peco.com/smartideas
Save energy and money



| Period | Usage | Avg Daily Usage | Days | Avg Daily Temp |
|---------------|-------|-----------------|------|----------------|
| Current Month | 4,903 | 163.40 | 30 | 40 |
| Last Month | 5,595 | 186.50 | 30 | 33 |
| Last Year | 5,819 | 166.30 | 35 | 45 |

Avg kWh per Month **3,641**
Total Annual kWh Usage **43,686**



8753-03-0016497-0002-0022527

Ways to Pay



Online

Visit peco.com/paybill where you can enroll in AutoPay, or make a one-time payment using your credit card or bank account.



Mobile App

Download the **PECO mobile app** for your Apple or Android device for the quickest and easiest way to manage your account and pay bill with one swipe of the finger.



Mail

Mail checks payable to PECO and write your account # on your check. Make sure to include the tear-off portion of your bill at the bottom of page 1.



Phone

Call **877-432-9384** to make a payment with a credit card, debit card, or your bank account.*



** Fees apply for card & phone payments.
No fees apply when you create a PECO My Account and pay using your bank account*

EXHIBIT 5

ARVELLA LOVE

CAP HISTORY

CAP Details

| | | | | | |
|---------------------------|------------|------------------------------|-----------------------|----------------------------|------------|
| CURRENT ENROLLMENT DATE: | 07-11-2023 | CAP STATUS: | ENROLLED | ELECTRIC | |
| ORIGINAL ENROLLMENT DATE: | 07-11-2023 | ENROLLED IN HEALTH USAGE: | -- | MONTHLY PIPP AMOUNT: | \$4.00 |
| NEXT RECERTIFY DATE: | 07-11-2025 | HEALTH USAGE EFFECTIVE DATE: | ---- | ANNUAL ENERGY BURDEN: | \$51.53 |
| REMOVAL DATE: | -- | ELECTRIC SERVICE TYPE: | Electric Service Only | ANNUAL MAXIMUM CREDIT: | \$3,016.00 |
| REMOVAL REASON: | -- | GAS SERVICE TYPE: | -- | MINIMUM BILL: | \$10.00 |
| | | | | PIPP CREDITS USED TO DATE: | \$3,016.00 |
| | | | | PIPP CREDITS REMAINING: | \$0.00 |
| | | | | ANNUAL CREDITS START DATE: | 07-11-2024 |
| | | | | ANNUAL CREDITS RESET DATE: | 07-11-2025 |

| GAS | | TOTALS | |
|----------------------------|---------|----------------------------|------------|
| MONTHLY PIPP AMOUNT: | \$--.00 | MONTHLY PIPP AMOUNT: | \$4.00 |
| ANNUAL ENERGY BURDEN: | \$--.00 | ANNUAL ENERGY BURDEN: | \$51.53 |
| ANNUAL MAXIMUM CREDIT: | \$--.00 | ANNUAL MAXIMUM CREDIT: | \$3,016.00 |
| MINIMUM BILL: | \$--.00 | MINIMUM BILL: | \$10.00 |
| PIPP CREDITS USED TO DATE: | \$0.00 | PIPP CREDITS USED TO DATE: | \$3,016.00 |
| PIPP CREDITS REMAINING: | \$--.00 | PIPP CREDITS REMAINING: | \$0.00 |
| ANNUAL CREDITS START DATE: | ---- | | |
| ANNUAL CREDITS RESET DATE: | ---- | | |

PIPP Monthly Credit History

| RELATIVE MONTH | SERVICE POINT 1 DISCOUNT | SERVICE POINT 2 DISCOUNT | TOTALS |
|----------------|--------------------------|--------------------------|---------|
| 03-2025 | 0 | 0 | 0 |
| 02-2025 | 777.49 | 0 | 777.49 |
| 01-2025 | 1153.49 | 0 | 1153.49 |
| 12-2024 | 857.98 | 0 | 857.98 |
| 11-2024 | 0 | 0 | 0 |
| 10-2024 | 227.04 | 0 | 227.04 |
| 09-2024 | 0 | 0 | 0 |
| 08-2024 | 0 | 0 | 0 |
| 07-2024 | 0 | 0 | 0 |
| 06-2024 | 0 | 0 | 0 |
| 05-2024 | 0 | 0 | 0 |
| 04-2024 | 0 | 0 | 0 |

CUSTOMER CONTACT INFO Love,Arvella D, [REDACTED] W Silver St, (PECO) Cap Assistance Program/(PECO) >= 75% of the CAP Amount utilized by Customer, Contacted 01-13-2025 CUSTOMER CONTACT ID 6836728955

OPEN USER ID SYSUSER System, English

PERSON ID [REDACTED] Love,Arvella D

ACCOUNT ID [REDACTED] Love,Arvella D, (PECO) Residential, \$8,572.47, 2042502111

PREMISE ID [REDACTED] W Silver St, Philadelphia, PA, 19132

PREFERRED CONTACT METHOD Not Applicable

CONTACT DATE/TIME 01-13-2025 10:40PM

CONTACT CLASS (PECO) Cap Assistance Program

CONTACT TYPE CC2THROLD (PECO) >= 75% of the CAP Amount utilized by Customer

COMMENTS 83% of the cap amount is utilized by the customer on 2025-01-13

CUSTOMER CONTACT INFO

Love,Arvella D, 2541 W Silver St, (PECO) Cap Assistance Program/(PECO) >= 90% of the CAP Amount utilized by Customer, Contacted 02-12-2025

CUSTOMER CONTACT ID



OPEN

USER ID

SYSUSER

System, English

PERSON ID



Love,Arvella D

ACCOUNT ID



Love,Arvella D, (PECO) Residential, \$8,572.47, 2042502111

PREMISE ID



/ Silver St, Philadelphia, PA, 19132

PREFERRED CONTACT METHOD

Not Applicable

CONTACT DATE/TIME

02-12-2025 11:42PM

CONTACT CLASS

(PECO) Cap Assistance Program

CONTACT TYPE

CC1THRHD (PECO) >= 90% of the CAP Amount utilized by Customer

COMMENTS

100% of the cap amount is utilized by the customer on 2025-02-12

EXHIBIT 6

ARVELLA LOVE

PAYMENT AGREEMENT HISTORY

Financial Information ^

Current Balance \$8,572.47



Last Payment 11-22-2023, \$126.38

Last Billed 03-14-2025, \$8,572.47, Due Date 04-07-2025

Previous Bill 02-12-2025, \$7,634.81

Next Bill Date 04-15-2025

Main ⓘ



Record Actions ⓘ

| | |
|----------------------------------|---|
| INFORMATION | (PECO) Special Payment Agreement (SPA), Love,Arvella D, Granted, Create
Date/Time:04-25-2024 11:12AM |
| ACCOUNT ID | Love,Arvella D, (PECO) Residential, \$8,572.47,
[REDACTED] ⌵ |
| PAYMENT ARRANGEMENT REQUEST TYPE | (PECO) Special Payment Agreement (SPA) |
| STATUS | Granted |
| REQUEST DATE | 04-25-2024 |
| TOTAL PA AMOUNT | \$7,116.69 |
| REQUEST REASON | |
| REQUEST RESULT | Eligible |
| DOWN PAYMENT AMOUNT | \$0.00 |
| DOWN PAYMENT DUE DATE | |
| NUMBER OF INSTALLMENTS | 36 |
| INSTALLMENT AMOUNT | \$197.69 |
| PAYMENT ARRANGEMENT | Payment Arrangement, Closed, 04-25-2024 - 10-21-2024, \$0.00, 2049421004 ⌵ |

Record Information

Main ⓘ



Record Actions ⓘ

| | |
|-------------------------------------|---|
| INFORMATION | (PECO) Deferred Payment Agreement (DPA),
Love,Arvella D, Granted, Create
Date/Time:11-22-2023 06:36PM |
| ACCOUNT ID | Love,Arvella D, (PECO) Residential, \$8,572.47,
2042502111 Ⓞ |
| PAYMENT ARRANGEMENT
REQUEST TYPE | (PECO) Deferred Payment Agreement (DPA) |
| STATUS | Granted |
| REQUEST DATE | 11-22-2023 |
| TOTAL PA AMOUNT | \$3,616.91 |
| REQUEST REASON | Conversion |
| REQUEST RESULT | Eligible |
| DOWN PAYMENT AMOUNT | \$0.00 |
| DOWN PAYMENT DUE DATE | 08-30-2023 |
| NUMBER OF INSTALLMENTS | 34 |
| INSTALLMENT AMOUNT | \$106.38 |
| PAYMENT ARRANGEMENT | Payment Arrangement, Closed, 11-22-2023 -
01-08-2024, \$0.00, 2046987766 Ⓞ |

Record Information

EXHIBIT 7

Arvella Love

Bureau of Consumer Services Decision

| | | | | |
|--------------------------|--|---|---|--------------|
| CUSTOMER CONTACT INFO | Love,Arvella D, 2541 W Silver St, Philadelphia, (EU) General/(EU) Regulatory - Commission, Contacted 06-18-2024 | | CUSTOMER CONTACT ID | 6832094210 |
| OPEN | <input type="checkbox"/> | USER ID | C916159 | KAKOU, EZANI |
| PERSON ID | <input checked="" type="checkbox"/> | <input type="text" value="██████████"/> | <input type="text" value="Love,Arvella D"/> | |
| ACCOUNT ID | <input checked="" type="checkbox"/> | <input type="text" value="██████████"/> | <input type="text" value="Love,Arvella D, (PECO) Residential, \$8,572.47, 2042502111"/> | |
| PREMISE ID | <input checked="" type="checkbox"/> | <input type="text" value="██████████"/> | <input type="text" value="W Silver St, Philadelphia, PA, 19132"/> | |
| PREFERRED CONTACT METHOD | <input type="text"/> | | | |
| CONTACT DATE/TIME | <input type="text" value="06-18-2024"/> | <input type="text" value="11:20AM"/> | | |
| CONTACT CLASS | <input type="text" value="(EU) General"/> | | | |
| CONTACT TYPE | <input type="text" value="CMREGCOMM"/> | <input type="text" value="(EU) Regulatory - Commission"/> | | |
| COMMENTS | <p>PUC DEC: 06/18/2024 Decision issued, dismissed. The Company sent proper notification that the customer was approaching their maximum CAP benefit for the year. The Company properly established a payment arrangement for the customer. All bills have been rendered on actual meter readings. Customer was advised to contact the Company to have the meter tested and to ensure that there is no foreign load occurring. The PUC is unable to provide another payment arrangement due to the CAP enrollment and arrears. Appeal rights and assistance options provided. BCS#3970114</p> | | | |