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June 9, 2025

**VIA E-MAIL**

Honorable Marta Guhl, ALJ  
Pennsylvania Public Utility Commission  
801 Market Street, 4<sup>th</sup> Floor  
Philadelphia, PA 19107

**RE: Fatima Bogan v. PECO Energy Company**  
**Docket No. F-2025-3053984**  
**Date of Hearing: June 10<sup>th</sup>, 2025 @ 10:00 a.m.**

Dear Judge Guhl:

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 style.

Khadijah Scott

KS/ab  
Enclosure

Cc: Fatima Bogan (via email)

# **EXHIBIT 1**

RULES AND REGULATIONS (continued)

**10.5 RIGHT OF ACCESS.** The Company's identified employees shall have access to the premises of the customer at all reasonable times for the purpose of reading meters, and for installing, testing, inspecting, repairing, removing or changing any or all equipment belonging to the Company. In the event of an emergency, the Company shall have the right to access customer owned facilities and equipment for the purpose of restoring electric service, for the purpose of rendering the electric facilities safe and reliable, or for the purpose of reducing the likelihood of damage to the Company's facilities and equipment.

**10.6 OWNERSHIP AND REMOVAL.** All equipment supplied by the Company shall remain its exclusive property, and the Company shall have the right to remove the same from the premises of the customer at any time after the termination of service from whatever cause.

## **EXHIBIT 2**

Fatima Bogan

FORMAL F3053984

Tech was at the property at 3:09pm 2/14/25

Job Information | Address | Date / Time Info. | Complaint Info | Job Comment | UDF | Job Type UDF |

Date / Time Info.

Status	Date	Time
Onsite	2/14/2025	03:09:50 PM
Reporting	2/14/2025	03:09:55 PM
Cleared	2/14/2025	03:09:58 PM

Disposal Code

Disposal Code	Description
COMP	COMPLETED

Handling Crew

Agency Code: PECO-FMS

Crew: PE-FMS0160

Crew Type:

Badge No.: 927824

Status date: 2/14/2025, Status time: 03:09:58 PM

Deferred date: , Deferred time:

Start After Date: 2/14/2025, Scheduled Date: 2/14/2025, Estimated Time: 000:20:00

Start After Time: 08:00:00 AM, Scheduled Time: 12:20:00 PM,  Is An Appointment

Tech went out on 2/19/25. The tech had access to the meter. Could not complete meter installation due to partial outage. The repairs were referred to another crew.

COMPLETION REASON

Action	Reason	Subreason	Details
Unable to Complete	UTC Refer to Another Crew	Back Office	WFM (COMED/PECO)

Lock Type:

Meter Protection Required:

Did you Print Credit and Collections Notice?:

Completion Remarks: OTHER

Additional Remarks: UNABLE TO INSTALL MTR - LIFT LINE SIDE HAS ZERO POWER - NEUTRAL TO LEFT LINE SIDE HAS ZERO VOLTAGE - CLOSED LOOPS - CLEAR PLATE - PARTIAL POWER

Contact: Successful Contact, Meter Condition:

## **EXHIBIT 3**

**PA Public Utility Commission  
Bureau of Consumer Services  
Outbound Informal Report**

Case Number: 4042110    Opened On: 2/13/25    Date Received: 2/13/25    Investigator:    BCS CASE POOL  
 Acct. Number: 6795568306    Utility Type:    Electric Distributor  
 Company Name:    PECO    Assessor Name / Number:  
 Class of Service:    R    Case Writer Name / Number: Donna Natoli

Customer Name and Service Address: Fatima Bogan ██████ Sherwood Rd, Philadelphia, PA, 19131  
 Mailing Address: Fatima Bogan ██████ herwood Rd, Philadelphia, PA, 19131    Rate: N/A  
 Total Balance: \$0.00    Heating: N

Telephone: 215-989-9002    Alternate: N/A    Due Date:    Budget: \$71.00

Report Message Type	Date	Report Details
<b>Informal Complaint</b>		
<b>Comp. Investigation Before BCS</b>		
		2/12/25 Fatima Bogan called to establish service at 4429 Sherwood Rd, Philadelphia, PA, 19131(6795568306) as of 2/15/2025. Rep processed a connect order
<b>Last Contact with Customer</b>		
	2/13/25	Customer called to see if she can her connection done before Saturday. She stated she was told to call the emergency line to speed up the connect. CSR advised that is not how that works. CSR contacted the doc and spoke to a rep who advised that it doesn't go through them. It must go through grid 1. It to early to reach grid 1 and will call again at 7:30. CSR received approval from grid 1 rep to change the date to Friday 2/14/2025. Customer said that she wants to complain that PECO locked the meter box and not the meter socket. CSR advised customer to call PUC. Customer okay.
<b>Comp. Investigation After BCS</b>		
		2/13/25 BCS 4042110 received.  02/14/2025 Tech went to property to connect service. No answer. No access. Unable to complete.  2/15/25 Deposit quote letter sent.  2/17/25 CSR spoke to Fatima Bogan. She stated that power is still off. She stated that someone was supposed to come out and turn power on Friday and install meter, but no one came out. MDM shows that we went out but there was no answer at the property. She stated that there is a lock on the meter. She stated that this is illegal. We came onto her property illegally. CSR advised her that they will contact the department to get an appointment schedule to have someone come out and install meter and turn power on. CSR advised

	<p>at the earliest they would be come out tomorrow. CSR will contact the customer once appointment has been scheduled.</p> <p>2/18/25 CSR reached out to Grid 1 at 800-606-7981 it went directly to voicemail. A voicemail message was left to call CSR back. Customer needs meter to have service turned on.</p> <p>12:30pm CSR called customer and advised her that an appointment has been scheduled for a technician to come out and install a new meter and turn service on tomorrow. CSR advised customer that there is not a specific time frame. The appointment window is between 8:00am-5:00pm. CSR advised I will follow-up with her tomorrow.</p> <p>2/19/25 Technician reported partial power to the line. Successful contact. Unable to install meter.</p> <p>4:39pm CSR returned customer's call. She stated that the technician came out but couldn't install the meter because there was only partial power. She stated that the technician said he was going to put in an order for someone to come out and make repairs. CSR advised her there are notes on the account regarding her outage. Provided the customer with electric emergency phone number.</p> <p>2/21/25 CSR received call from customer advising that power is still off, no one came out yesterday. CSR contacted the DOC at 610-941-1872 and spoke to a rep. CSR advised him that there was an emergency order entered on 2/19, but no one has been out to the property yet. CSR advised him that this is a PUC complaint and can he get someone out today. He stated that he will send a technician but was unable to provide a time frame. CSR called customer to advise. There was no answer, voicemail message was left.</p> <p>1:03 CSR spoke to rep from the DOC. He advised that service was restored at the property. He stated that the customer's breakers were off, which was part of the problem. He also stated that he was told the grid 1 technician put jumpers on the meter. He said that CMO must be completed and is trying to get it back from grid 1. CSR attempted to contact customer to confirm that power was restored. There was no answer, voicemail message was left.</p>
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**Final Position to BCS**

Service is OFF.

Company records show that a technician went out to the property at 4429 Sherwood Rd, Philadelphia, PA, 19131 no reads from meter and check for possible theft. The technician found no display, but meter was on. He removed meter, plate, barrel locked and sealed.

There was no active service at the property, the previous rate payer stopped service as of 10/31/24.

Ms. Bogan called to connect service at [REDACTED] Sherwood Rd, Philadelphia, PA, 19131.

Company records show that Ms. Bogan called to have an appointment expedited to have a technician come out to the property to have meter installed.

Records show that a technician went to the property on 2/14/25 to install a new meter but there was no answer at the property.

A technician went to the property on 2/19/24 to install a new meter. He was unable to install due to the left line having zero power. Technician closed loops, clear plate. There is partial power.

The technician had an electric emergency order entered.

Technician went to the property on 2/21/25 made repairs and restored service.

CSR was unable to reach customer to confirm service is on.

At the address of [REDACTED] Sherwood Rd, Philadelphia, PA, 19131, there is currently no-account balance due. Next meter read 2/21/25.

FATIMA BOGAN

BUREAU OF CONSUMER SERVICES DECISION

Complaint #4042110

Decision Issued: 2/24/25

Decision Issued: This informal complaint is dismissed. Service was established in the applicant's name at [REDACTED] herwood Rd, Philadelphia, PA 19131 effective 2/12/2025. PECO Energy identified necessary repairs to the system in order to provide service to the applicant's property, notified them of the required repairs and the timeframe to complete the repairs in accordance with §56.37. PECO Energy completed the necessary repairs and power was restored to their property on 2/21/2025. If low income is verified with PECO Energy, they will waive the security deposit.

# **EXHIBIT 4**

PRIVILEGED AND CONFIDENTIAL –ATTORNEY-CLIENT COMMUNICATIONS  
FOR INTERNAL USE ONLY/ NOT FOR EXTERNAL DISTRIBUTION

**Wind/Rainstorm Talking Points**  
**February 19, 2025**  
**0000 hours**

## **KEY MESSAGES / TALKING POINTS:**

### **Situation Overview**

PECO has restored power to 98 percent of customers impacted by two days of severe winds that moved through the service area and left more than 194,000 customers without power. Winds gusting higher than 60 miles per hour moved through the region Sunday and Monday, causing downed trees and tree limbs, and damaging electric equipment, causing widespread outages for PECO customers.

More than 1,100 additional field personnel are joining alongside PECO crews to help restore service for customers. PECO is actively communicating with customers impacted by the storm, to ensure they are aware of the latest estimates for when their service will be restored. PECO's Emergency Response Organization remains activated, with crews working safely and as quickly as possible to assess damage and restore service to customers.

At the height of the storm, approximately 150,000 customers were impacted simultaneously, with total outages exceeding 194,000 since the beginning of the storm on Sunday.

**Service has been restored for 98 percent of customers impacted by the storm.**

As of 11:30 p.m., on Tuesday, February 18, there are approximately 3,9000 customers without service.

- Bucks County = 600
- Chester County = 900
- Delaware County = 1,100
- Montgomery County = 800
- Philadelphia County = 350
- York County = Scattered

### **Key Messages**

#### **What happened?**

- A strong cold front, with rain and severe winds gusting higher than 60 mph, moved through the PECO service area on Sunday and Monday, causing downed trees and tree limbs, damaging electric equipment, and impacting service to our customers.
- PECO's Emergency Response Organization was activated, with crews working safely and as quickly as possible to assess damage and restore service for customers.

### What are we doing?

- **PECO's Emergency Response Organization remains activated**, and our dedicated field crews and support personnel are working tirelessly around the clock to restore service for our customers.
- **Crews have restored service to 98 percent of all customers impacted by the storm.**
- In addition to PECO personnel, approximately 1,100 additional field resources are supporting storm restoration efforts.
- We've mobilized a massive restoration workforce, with crews coming from as far away as Canada to help us get the lights back on. Crews from our sister utility, ComEd in Chicago are also supporting storm restoration efforts for our customers.

### Estimated Time of Restoration

- Estimated restoration times are being updated continually as crews assess the damage for individual outages.
- **We expect to restore service to nearly all remaining customers by 11 p.m. on Wednesday, February 19.**
- This estimate can change based on restoration progress and the extent of damage our crew's encounter.
- We understand the frustration customers may be feeling by being without electricity.
- PECO crews, as well as resources from our mutual assistance partners are working around the clock to restore service as quickly and safely as possible to all impacted customers.

### What should customers know/do?

- PECO works throughout the year to ensure that its people are prepared for storms and extreme weather.
- PECO has teams of employees, both in the field and back office, and on call to respond quickly if needed and supplement the company's 24x7 staffing.
- PECO is committed to keeping our customers informed and providing updates throughout the duration of the storm.
- We appreciate their patience and understanding as we work to restore their service.
- **Customers should also take steps to prepare for severe weather.**
  - Have a flashlight with fresh batteries on each floor of your home.
  - Have a supply of bottled water and easy-to-prepare, non-perishable foods available.
  - Charge cell phones and other mobile devices.
  - More tips are available at [peco.com/safety](http://peco.com/safety).
- **PECO customers are encouraged to report an outage.** Customers experiencing any issues with their electric or natural gas service should contact PECO at 1-800-841-4141 or report an outage through our mobile app.

### When outages occur:

- Customers experiencing any issues with their electric or natural gas service should contact PECO at 1-800-841-4141.
- Customers also can easily report issues with electric service at [peco.com](http://peco.com) using their phone, tablet or computer or through PECO's mobile app.

- PECO’s free mobile app allows customers to easily access their account information on the go. Customers can report an outage, stay up to date on the restoration status, pay their bill, check their usage and more. The PECO free mobile app is available through the App Store or Google Play.
  - Through our customer preference center, PECO customers can choose to receive a message via text, email or phone, when power is out in their area, when power is restored, or when the estimated restoration time for their outage changes. Customers should visit [peco.com/alerts](http://peco.com/alerts) to sign up.
  - PECO also has a two-way texting program for outages. By texting “ADDOUTAGE” to MYPECO (697326), customers can enroll in the program, report outages and check the status of their outage through text messaging. To use this service a customer’s mobile number must be registered with their account.
  - Customers can find additional information at [peco.com/outages](http://peco.com/outages). Follow us on Facebook at [facebook.com/pecoconnect](https://facebook.com/pecoconnect) and on X at [X.com/pecoconnect](https://X.com/pecoconnect).

### **Safety around storm damage**

- The safety of our customers, communities and employees comes first.
  - **Always stay away from any storm damaged electrical equipment**, especially downed power lines and tree limbs that may come into contact with power lines.
  - **Contact PECO at 1-800-841-4141 immediately** if you encounter damaged electrical equipment.
  - Don't connect your generator directly to your home's wiring. Never use a generator indoors or in an attached garage. Read and adhere to the manufacturer's instructions for safe operation.

### **SPS Technologies Fire in Abington Township**

- PECO is monitoring the fire at SPS Technologies in Abington Township, and we are working with local emergency responders and officials to assess safety conditions, and support response efforts. Due to the fire, crews have limited access to the area. No customers have experienced outages as a result of the fire, however; some customers may still be experiencing storm related outages.

### **Preventing and minimizing outages**

- PECO is investing approximately \$9.3 billion during the next five years across its electric and natural gas systems to complete targeted system enhancements and corrective maintenance, invest in new equipment, inspect equipment, and perform necessary tree trimming and other vegetation management. This proactive effort will strengthen the local energy grid to help prevent those outages that can be prevented and to reinforce the grid against the increasing impacts of severe storms.

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