

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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HAROLD DEMPS, :
Complainant, : Docket No.:
vs. : C-2024-3052557
PECO ENERGY COMPANY-ELECTRIC, :
Respondent. :
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Pages 1 through 50 TELEPHONIC HEARING
Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA 19107

Friday, June 20, 2025
Met, pursuant to notice, at 10:28 a.m.

BEFORE: THE HONORABLE ALPHONSO ARNOLD
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2024-3052557
Hearing Date: June 20, 2025

EXHIBITS INDEX

NUMBER		IN EVIDENCE
PECO ENERGY COMPANY:		
1	(Statement of account)	47
2	(Document from PECO addressing Informal Complaint)	47
3	(Email from Western Union to PECO about double payments)	47



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

June 16, 2025

VIA E-MAIL

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

RE: Harold Demps v. PECO Energy Company
Docket No. C-2024-3052557
Date of Hearing: June 20th, 2025 @ 10:00 a.m.

Dear Judge Arnold:

Enclosed please find a copy of PECO Energy Company's Exhibits 1 through 3, 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".

Khadijah Scott

KS/ab
Enclosure

Cc: Harold Demps (via email)

EXHIBIT 1

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	Account Number:			Service Address:						Current Bill:	\$96.00	Account Balance: \$1,484.91							
2	Account Name:	HAROLD DEMPS								Billed Prior:	\$1,388.91								
3	Account Status:	ACTIVE								Balance Due:	\$1,484.91								
4	Meter Bill Group:	15																	
5				Mail To:						Credit Amount:	\$0.00	Rates:							
6				HAROLD DEMPS						Deposit Requested:	\$0.00	ELECTRIC RESIDENTIAL HEATING SERVICE							
7										Deposit On-Hand:	\$0.00								
8										CAP Pre-program Arrears:	\$0.00								
9										Payment Agreement Balance:	\$0.00								
10																			
11																			
12	Account Transaction Activity																		

	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
14	01/13/2020		PAYMENT								-\$80.12							
15	01/21/2020	DEFERRED PAYMENT AGREEMENT									\$19.80							
16	01/21/2020	ELECTRIC SERVICE		12/17/2019-01/21/2020	28631	ACTUAL	127196975	528	0		\$71.07	\$0.00	\$90.87	\$90.87	02/12/2020	\$90.87	898	\$0.00
17	02/14/2020		PAYMENT								-\$90.87							
18	02/19/2020	DEFERRED PAYMENT AGREEMENT									\$19.80							
19	02/19/2020	ELECTRIC SERVICE		01/21/2020-02/19/2020	29045	ACTUAL	127196975	414	0		\$57.85	\$0.00	\$77.65	\$77.65	03/12/2020	\$77.65	733	\$0.00
20	03/02/2020		PAYMENT								-\$77.65							
21	03/19/2020	DEFERRED PAYMENT AGREEMENT									\$19.80							
22	03/19/2020	ELECTRIC SERVICE		02/19/2020-03/19/2020	29439	ACTUAL	127196975	394	0		\$54.97	\$0.00	\$74.77	\$74.77	04/13/2020	\$74.77	578	\$0.00
23	04/06/2020		PAYMENT								-\$74.77							
24	04/17/2020	DEFERRED PAYMENT AGREEMENT									\$19.80							
25	04/17/2020	ELECTRIC SERVICE		03/19/2020-04/17/2020	29766	ACTUAL	127196975	327	0		\$47.35	\$0.00	\$67.15	\$67.15	05/11/2020	\$67.15	410	\$0.00
26	05/08/2020		PAYMENT								-\$67.15							
27	05/18/2020	DEFERRED PAYMENT AGREEMENT									\$19.80							
28	05/18/2020	ELECTRIC SERVICE		04/17/2020-05/18/2020	30283	ACTUAL	127196975	517	0		\$69.05	\$0.00	\$88.85	\$88.85	06/09/2020	\$88.85	322	\$0.00
29	05/29/2020		PAYMENT								-\$88.85							
30	06/17/2020	DEFERRED PAYMENT AGREEMENT									\$19.80							
31	06/17/2020	ELECTRIC SERVICE		05/18/2020-06/17/2020	30664	ACTUAL	127196975	381	0		\$56.72	\$0.00	\$76.52	\$76.52	07/09/2020	\$76.52		\$0.00
32	07/10/2020		PAYMENT								-\$76.52							
33	07/17/2020	DEFERRED PAYMENT AGREEMENT									\$19.80							
34	07/17/2020	ELECTRIC SERVICE		06/17/2020-07/17/2020	31127	ACTUAL	127196975	463	0		\$70.07	\$0.00	\$89.87	\$89.87	08/10/2020	\$89.87		\$0.00
35	08/04/2020		PAYMENT								-\$89.87							
36	08/17/2020	DEFERRED PAYMENT AGREEMENT									\$19.80							
37	08/17/2020	ELECTRIC SERVICE		07/17/2020-08/17/2020	31692	ACTUAL	127196975	565	0		\$83.32	\$0.00	\$103.12	\$103.12	09/08/2020	\$103.12		\$0.00
38	09/15/2020		PAYMENT								-\$103.12							
39	09/16/2020	DEFERRED PAYMENT AGREEMENT									\$19.80							
40	09/16/2020	ELECTRIC SERVICE		08/17/2020-09/16/2020	32077	ACTUAL	127196975	385	0		\$59.82	\$0.00	\$79.62	\$79.62	10/08/2020	\$79.62		\$0.00
41	10/08/2020		PAYMENT								-\$79.62							
42	10/15/2020	DEFERRED PAYMENT AGREEMENT									\$19.80							
43	10/15/2020	ELECTRIC SERVICE		09/16/2020-10/15/2020	32383	ACTUAL	127196975	306	0		\$49.61	\$0.00	\$69.41	\$69.41	11/06/2020	\$69.41	48	\$0.00
44	11/06/2020		PAYMENT								-\$69.41							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt	
45	11/16/2020	DEFERRED PAYMENT AGREEMENT									\$19.80								
46	11/16/2020	ELECTRIC SERVICE		10/15/2020-11/16/2020	32769	ACTUAL	127196975	386	0		\$53.48	\$0.00	\$73.28	\$73.28	12/08/2020	\$73.28	284	\$0.00	
47	11/25/2020		MISC BILLING ADJUSTMENT								-\$5.15								
48	11/25/2020	ELECTRIC SERVICE		10/15/2020-11/16/2020	32769	ACTUAL	127196975	386	0		-\$5.15						284		
49	12/07/2020		PAYMENT								-\$73.28								
50	12/17/2020		EXCESS CREDIT								-\$5.15								
51	12/17/2020	DEFERRED PAYMENT AGREEMENT									\$19.80								
52	12/17/2020	ELECTRIC SERVICE		11/16/2020-12/17/2020	33299	ACTUAL	127196975	530	0		\$69.96	\$0.00	\$84.61	\$84.61	01/08/2021	\$84.61	618	\$0.00	
53	01/13/2021	BILL OUT DPA									\$39.61								
54	01/15/2021		PAYMENT AGREEMENT								-\$39.61								
55	01/19/2021		PAYMENT								-\$84.61								
56	01/20/2021	DEFERRED PAYMENT AGREEMENT									\$19.80								
57	01/20/2021	ELECTRIC SERVICE		12/17/2020-01/20/2021	33978	ACTUAL	127196975	679	0		\$87.03	\$0.00	\$106.83	\$106.83	02/11/2021	\$106.83	926	\$0.00	
58	02/08/2021		PAYMENT								-\$106.83								
59	02/18/2021	DEFERRED PAYMENT AGREEMENT									\$19.81								
60	02/18/2021	ELECTRIC SERVICE		01/20/2021-02/18/2021	34591	ACTUAL	127196975	613	0		\$79.72	\$0.00	\$99.53	\$99.53	03/12/2021	\$99.53	945	\$0.00	
61	03/08/2021		PAYMENT								-\$99.53								
62	03/19/2021	ELECTRIC SERVICE		02/18/2021-03/19/2021	35110	ACTUAL	127196975	519	0		\$68.22	\$0.00	\$68.22	\$68.22	04/12/2021	\$68.22	708	\$0.00	
63	04/19/2021		PAYMENT								-\$68.22								
64	04/19/2021	ELECTRIC SERVICE		03/19/2021-04/19/2021	35572	ACTUAL	127196975	462	0		\$61.97	\$0.00	\$61.97	\$61.97	05/11/2021	\$61.97	362	\$0.00	
65	05/03/2021		PAYMENT								-\$61.97								
66	05/18/2021	ELECTRIC SERVICE		04/19/2021-05/18/2021	35927	ACTUAL	127196975	355	0		\$49.96	\$0.00	\$49.96	\$49.96	06/09/2021	\$49.96	151	\$0.00	
67	06/07/2021		MISCELLANEOUS								-\$1.50								
68	06/10/2021		PAYMENT								-\$49.96								
69	06/17/2021	ELECTRIC SERVICE		05/18/2021-06/17/2021	36277	ACTUAL	127196975	350	0		\$55.37	\$0.00	\$53.87	\$53.87	07/09/2021	\$53.87		\$0.00	
70	07/12/2021		PAYMENT								-\$53.87								
71	07/13/2021		MISCELLANEOUS								-\$1.50								
72	07/19/2021	ELECTRIC SERVICE		06/17/2021-07/19/2021	36749	ACTUAL	127196975	472	0		\$71.04	\$0.00	\$69.54	\$69.54	08/10/2021	\$69.54		\$0.00	
73	08/17/2021		PAYMENT								-\$69.54								
74	08/17/2021	ELECTRIC SERVICE		07/19/2021-08/17/2021	37187	ACTUAL	127196975	438	0		\$66.64	\$0.00	\$66.64	\$66.64	09/08/2021	\$66.64		\$0.00	
75	09/14/2021		PAYMENT								-\$66.64								
76	09/16/2021	ELECTRIC SERVICE		08/17/2021-09/16/2021	37691	ACTUAL	127196975	504	0		\$76.14	\$0.00	\$76.14	\$76.14	10/08/2021	\$76.14		\$0.00	
77	10/12/2021		PAYMENT								-\$76.14								
78	10/15/2021	ELECTRIC SERVICE		09/16/2021-10/15/2021	38039	ACTUAL	127196975	348	0		\$49.94	\$0.00	\$49.94	\$49.94	11/08/2021	\$49.94		\$0.00	
79	11/15/2021	ELECTRIC SERVICE		10/15/2021-11/15/2021	38453	ACTUAL	127196975	414	0		\$57.47	\$49.94	\$57.47	\$107.41	12/07/2021	\$107.41	287	\$0.00	
80	11/23/2021		PAYMENT								-\$49.94								
81	12/14/2021		PAYMENT								-\$57.47								
82	12/16/2021	ELECTRIC SERVICE		11/15/2021-12/16/2021	38948	ACTUAL	127196975	495	0		\$68.72	\$0.00	\$68.72	\$68.72	01/07/2022	\$68.72	612	\$0.00	
83	01/06/2022		PAYMENT								-\$68.72								
84	01/20/2022	ELECTRIC SERVICE		12/16/2021-01/20/2022	39591	ACTUAL	127196975	643	0		\$88.24	\$0.00	\$88.24	\$88.24	02/11/2022	\$88.24	885	\$0.00	
85	02/08/2022		PAYMENT								-\$88.24								
86	02/18/2022	ELECTRIC SERVICE		01/20/2022-02/18/2022	40173	ACTUAL	127196975	582	0		\$82.86	\$0.00	\$82.86	\$82.86	03/15/2022	\$82.86	883	\$0.00	
87	03/15/2022		MISCELLANEOUS								-\$1.50								
88	03/21/2022	ELECTRIC SERVICE		02/18/2022-03/21/2022	40685	ACTUAL	127196975	512	0		\$74.38	\$81.36	\$74.38	\$155.74	04/12/2022	\$155.74	581	\$0.00	
89	03/24/2022		PAYMENT								-\$82.86								
90	04/12/2022		MISCELLANEOUS								-\$2.00								
91	04/14/2022		PAYMENT								-\$73.00								
92	04/19/2022	ELECTRIC SERVICE		03/21/2022-04/19/2022	41112	ACTUAL	127196975	427	0		\$63.72	\$0.00	\$61.60	\$61.60	05/11/2022	\$61.60	395	\$0.00	
93	05/02/2022		PAYMENT								-\$61.60								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt	
94	05/18/2022	ELECTRIC SERVICE		04/19/2022-05/18/2022	41512	ACTUAL	127196975	400	0		\$60.34	\$0.00	\$60.34	\$60.34	06/09/2022	\$60.34	168	\$0.00	
95	05/31/2022		PAYMENT								-\$60.34								
96	06/14/2022		MISCELLANEOUS								-\$4.00								
97	06/17/2022	ELECTRIC SERVICE		05/18/2022-06/17/2022	41862	ACTUAL	127196975	350	0		\$63.17	\$0.00	\$59.17	\$59.17	07/11/2022	\$59.17		\$0.00	
98	07/11/2022		PAYMENT								-\$59.17								
99	07/19/2022	ELECTRIC SERVICE		06/17/2022-07/19/2022	42296	ACTUAL	127196975	434	0		\$76.34	\$0.00	\$76.34	\$76.34	08/10/2022	\$76.34		\$0.00	
100	08/10/2022		PAYMENT								-\$76.34								
101	08/16/2022		MISCELLANEOUS								-\$2.00								
102	08/17/2022	ELECTRIC SERVICE		07/19/2022-08/17/2022	42764	ACTUAL	127196975	468	0		\$81.49	\$0.00	\$79.49	\$79.49	09/08/2022	\$79.49		\$0.00	
103	09/06/2022		PAYMENT								-\$79.49								
104	09/16/2022	ELECTRIC SERVICE		08/17/2022-09/16/2022	43189	ACTUAL	127196975	425	0		\$78.67	\$0.00	\$78.67	\$78.67	10/11/2022	\$78.67		\$0.00	
105	10/06/2022		PAYMENT								-\$78.67								
106	10/11/2022		MISCELLANEOUS								-\$2.00								
107	10/17/2022	ELECTRIC SERVICE		09/16/2022-10/17/2022	43598	ACTUAL	127196975	409	0		\$68.00	\$0.00	\$66.00	\$66.00	11/08/2022	\$66.00	50	\$0.00	
108	11/07/2022		PAYMENT								-\$66.00								
109	11/15/2022	ELECTRIC SERVICE		10/17/2022-11/15/2022	44004	ACTUAL	127196975	406	0		\$67.58	\$0.00	\$67.58	\$67.58	12/07/2022	\$67.58	215	\$0.00	
110	12/06/2022		PAYMENT								-\$67.58								
111	12/14/2022		MISCELLANEOUS								-\$2.00								
112	12/16/2022	ELECTRIC SERVICE		11/15/2022-12/16/2022	44547	ACTUAL	127196975	543	0		\$81.00	\$0.00	\$79.00	\$79.00	01/09/2023	\$79.00	683	\$0.00	
113	12/29/2022		PAYMENT								-\$79.00								
114	01/11/2023		MISCELLANEOUS								-\$4.00								
115	01/19/2023	ELECTRIC SERVICE		12/16/2022-01/19/2023	45139	ACTUAL	127196975	592	0		\$81.00	\$0.00	\$77.00	\$77.00	02/10/2023	\$77.00	848	\$0.00	
116	02/17/2023	ELECTRIC SERVICE		01/19/2023-02/17/2023	45651	ACTUAL	127196975	512	0		\$81.00	\$77.00	\$81.00	\$158.00	03/14/2023	\$158.00	668	\$0.00	
117	02/28/2023		PAYMENT								-\$77.00								
118	03/15/2023		PAYMENT								-\$81.00								
119	03/20/2023	ELECTRIC SERVICE		02/17/2023-03/20/2023	46190	ACTUAL	127196975	539	0		\$81.00	\$0.00	\$81.00	\$81.00	04/11/2023	\$81.00	668	\$0.00	
120	04/07/2023		PAYMENT								-\$81.00								
121	04/18/2023	ELECTRIC SERVICE		03/20/2023-04/18/2023	46636	ACTUAL	127196975	446	0		\$79.41	\$0.00	\$79.41	\$79.41	05/10/2023	\$79.41	300	\$0.00	
122	05/12/2023		PAYMENT								-\$79.41								
123	05/15/2023		PAYMENT								-\$79.41								
124	05/17/2023	ELECTRIC SERVICE		04/18/2023-05/17/2023	47012	ACTUAL	127196975	376	0		\$68.59	\$0.00	\$0.00	\$0.00	06/08/2023	\$0.00	181	\$0.00	
125	06/16/2023	ELECTRIC SERVICE		05/17/2023-06/16/2023	47371	ACTUAL	127196975	359	0		\$75.10	\$0.00	\$64.28	\$64.28	07/10/2023	\$64.28		\$0.00	
126	07/12/2023		PAYMENT								-\$64.28								
127	07/18/2023	ELECTRIC SERVICE		06/16/2023-07/18/2023	47827	ACTUAL	127196975	456	0		\$81.00	\$0.00	\$81.00	\$81.00	08/09/2023	\$81.00		\$0.00	
128	08/10/2023		PAYMENT								-\$81.00								
129	08/11/2023		MISCELLANEOUS								-\$2.00								
130	08/16/2023	ELECTRIC SERVICE		07/18/2023-08/16/2023	48281	ACTUAL	127196975	454	0		\$81.00	\$0.00	\$79.00	\$79.00	09/07/2023	\$79.00		\$0.00	
131	09/05/2023		PAYMENT								-\$79.00								
132	09/15/2023	ELECTRIC SERVICE		08/16/2023-09/15/2023	48710	ACTUAL	127196975	429	0		\$81.00	\$0.00	\$81.00	\$81.00	10/10/2023	\$81.00		\$0.00	
133	10/05/2023		PAYMENT								-\$81.00								
134	10/10/2023		MISCELLANEOUS								-\$2.00								
135	10/16/2023	ELECTRIC SERVICE		09/15/2023-10/16/2023	49149	ACTUAL	127196975	439	0		\$78.77	\$77.41	\$78.77	\$156.18	11/07/2023	\$156.18	39	\$0.00	
136	11/14/2023	ELECTRIC SERVICE		10/16/2023-11/14/2023	49567	ACTUAL	127196975	418	0		\$75.51	\$156.18	\$75.51	\$231.69	12/06/2023	\$231.69	344	\$0.00	
137	11/15/2023		*MISCELLANEOUS								-\$2.00								
138	11/20/2023		PAYMENT								-\$80.00								
139	12/11/2023		PAYMENT								-\$74.18								
140	12/12/2023		*MISCELLANEOUS								-\$2.00								
141	12/15/2023	ELECTRIC SERVICE		11/14/2023-12/15/2023	50137	ACTUAL	127196975	570	0		\$94.89	\$73.51	\$94.89	\$168.40	01/08/2024	\$168.40	645	\$0.00	
142	12/29/2023	End of Month Balance														\$168.40			
143	01/19/2024	ELECTRIC SERVICE		12/15/2023-01/19/2024	50794	ACTUAL	127196975	657	0		\$109.71	\$168.40	\$109.71	\$278.11	02/12/2024	\$278.11	863	\$0.00	
144	01/23/2024		MISCELLANEOUS								-\$0.02								
145	01/31/2024	End of Month Balance														\$278.09			
146	2/19/2024	ELECTRIC SERVICE		01/19/2024-02/23/2024	51487	ACTUAL	127196975	693	0		\$117.20	\$278.11	\$117.20	\$395.29	3/18/2024	\$395.29		\$0.00	

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13	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt	
147	3/22/2024	ELECTRIC SERVICE		2/23/2024-3/22/2024	51949	ACTUAL	127196975	462	0		\$84.01	\$395.29	\$84.00	\$479.30	4/15/2024	\$479.30		\$0.00	
148	4/22/2024	ELECTRIC SERVICE		3/22/2024-4/22/2024	52438	ACTUAL	127196975	489	0		\$88.43	\$479.30	\$88.43	\$567.73	5/14/2024	\$567.73		\$0.00	
149	5/21/2024	ELECTRIC SERVICE		04/22/2024-05/21/2024	52841	ACTUAL	127196975	403	0		\$74.76	\$567.73	\$74.76	\$642.49	6/12/2024	\$642.49		\$0.00	
150	6/20/2024	ELECTRIC SERVICE		05/21/2024-06/20/2024	53260	ACTUAL	127196975	419	0		\$85.17	\$642.49	\$85.17	\$727.66	7/12/2024	\$727.66		\$0.00	
151	7/22/2024	ELECTRIC SERVICE		06/20/2024-07/22/2024	53688	ACTUAL	127196975	428	0		\$86.85	\$727.66	\$86.85	\$814.51	8/13/2024	\$814.51		\$0.00	
152	8/1/2024	CAP adjustment																	
153	8/20/2024	ELECTRIC SERVICE		07/22/2024-08/20/2024	54084	ACTUAL	127196975	396	0		\$81.16	\$814.51	\$81.16	\$874.47	9/11/2024	\$874.47		\$0.00	
154	9/19/2024	ELECTRIC SERVICE		08/20/2024-09/19/2024	54427	ACTUAL	127196975	343	0		\$71.61	\$874.47	\$71.61	\$946.08	10/11/2024	\$946.08		\$0.00	
155	10/18/2024	ELECTRIC SERVICE		09/19/2024-10/18/2024	54833	ACTUAL	127196975	406	0		\$74.82	\$946.08	\$74.82	\$1,020.90	11/12/2024	\$1,020.90		\$0.00	
156	11/18/2024	ELECTRIC SERVICE		10/18/2024-11/18/2024	55278	ACTUAL	127196975	445	0		\$80.96	\$1,020.90	\$80.96	\$1,101.86	12/10/2024	\$1,101.86		\$0.00	
157	12/17/2024	ELECTRIC SERVICE		11/18/2024-12/17/2024	55812	ACTUAL	127196975	534	0		\$95.05	\$1,101.86	\$95.05	\$1,196.91	1/8/2025	\$1,196.91		\$0.00	
158	1/21/2025	ELECTRIC SERVICE		12/17/2024-01/21/2025	56544	ACTUAL	127196975	732	0		\$96.00	\$1,196.91	\$96.00	\$1,292.91	2/12/2025	\$1,292.91			
159	2/19/2025	ELECTRIC SERVICE		01/21/2025-02/19/2025	57171	ACTUAL	127196975	627	0		\$96.00	\$1,292.91	\$96.00	\$1,388.91	3/13/2025	\$1,388.91			
160	3/21/2025	ELECTRIC SERVICE		02/19/2025-03/21/2025	57735	ACTUAL	127196975	564	0		\$96.00	\$1,388.91	\$96.00	\$1,484.91	4/14/2025	\$1,484.91			
161	4/22/2025	ELECTRIC SERVICE		04/22/2025-05/22/2025	58603	ACTUAL	127196975	356	0		\$96.00	\$1,484.91	\$96.00	\$1,580.91	5/14/2025	\$1,580.91			
162											\$70.42	\$1,580.91	\$70.42	\$1,651.33	6/13/2025	\$1,651.33			

EXHIBIT 2

January 8, 2024

HAROLD DEMPS

██████████ ROVERS AVE

██████████ 7

PHILADELPHIA PA 19153

Account Number: ██████████

HAROLD DEMPS:

You filed a complaint with the PUC on 12/15/23 under case number 003959210. We spoke on 12/21/23. I attempted to contact you again on 1/4/24, 1/5/24 and 1/8/24, however, there was no answer and voice messages were left. Emails were also sent on 1/4/24, 1/5/24 and 1/8/24 to HAROLDDEMPS@ICLOUD.COM.

In the PUC inquiry, you stated that you are disputing bills 5/2023-12/2023 due to 2 payments posting in May 2023 (\$79.41 each) and 1 payment reversed in September 2023. You also stated that you received documentation/statement listing the original overpayment in June 2023 and paid all bills following until December 2023. You further informed you did not receive December bill, requested a duplicate bill, then received a bill of \$78.00 which you paid. You now informed that you have a shut off notice in the amount of \$231.00, company is charging you for June's balance which originally reflected a credit, you were told Western Union returned the payment, never received returned payment, contacted ShopRite payment center, waiting for documents from them to verify if payment was returned, later told ShopRite doesn't deal with Western Union, believe you do not owe amount currently shown on bill, informed you paid each bill in full per month while on CAP, and currently requesting a bill investigation.

It has been determined that 2 payments (\$79.41 each on 5/12/23 and 5/15/23) posted to the account resulting in a credit that applied to the bill which would have been due in June 2023. It was later reported by Western Union that on 5/12/23 Mastercard and Wells Fargo payments were submitted twice in error, and the company was asked to return the duplicate funds to Western Union. The returned funds resulted in the excess credit being reversed and later re-charged to all PECO accounts effected. Your account was re-charged on 9/21/23.

You called company in September regarding the balance that increased due to the reversed payment, informed the payments were made with a debit card, and confirmed the payments were successful. Company advised you to contact your bank regarding the payments and processed a lost payment dispute. You further informed that you would follow up with your bank for details of why the payment was reversed.

In October, the payment processing department closed the lost payment dispute informing duplicate payments posted in error in May and no return fees were assessed, a representative later advised you that Western Union made the duplicate payment error on 5/15/23 for amount \$79.41, and you were provided the updated balance. You informed you understood, however, declined to make payment when offered.

In November, you informed you were not willing to pay extra money that company was charging, requested a letter stating Western Union made the payment error, and later advised you declined to contact your bank because the payments in May were made via cash. A representative advised you to contact the phone number listed on the money order slip/receipt or check location where payment was made.

In December, you informed you were not receiving your bill, and company confirmed your mailing address and issued duplicate statement as requested.

After the PUC inquiry was filed, you were again informed of payment reversal due to duplicate payment filing in May (payment processed twice- not 2 separate payments made). You confirmed you did not have receipt copies of cash payments made, insisted 2 payments were made separately within days of each other, and declined to contact ShopRite (location where payment was made) to follow up.

ShopRite bookkeeper informed company that FirstTech (3rd party) is utilized to process PECO payments and also confirmed they (ShopRite) do not keep payment receipts past 90 days.

FirstTech confirmed no cash payments from you were submitted in May 2023. Company confirmed payments in May were submitted as Home Banking and not cash payments as you previously informed. Due to previous notations where you informed payments in May were made by debit card, then later made via cash, it appears you are providing different information to the company. Company further confirmed via payment processing department that Mastercard and Wells Fargo sends payments received to Western Union to process, Western sends the payments to PECO via Mastercard's Remote Payment and Presentment Service (RPPS), on 5/12/23 Western sent a duplicate payment file to Mastercard which caused multiple PECO customers to receive credit 2 times on their accounts, however, only submitted payment for 1.

There is no record of a bill received for \$78.00 in December and as of October 2023 through current, no bills have generated for less than \$150.00. There is also no record of a shut off notice sent for \$231.00.

As mentioned in the PUC inquiry, you previously informed company that you contacted ShopRite, were waiting for documents from them to verify if payment was reversed/returned, later informed you were told ShopRite has no dealings with Western Union, now decline to follow up with ShopRite further, and believe you do not owe amount currently shown on bill.

Company has since confirmed 1 payment in May was submitted via Home Banking electronic funds, ShopRite's payment vendor has confirmed that no cash payments were received by you, and company's payment processing department further confirmed that a duplicate payment file was submitted in May which caused the credit in June. Bills rendered as correct.

Company is willing to further investigate payment concerns, however, proof that funds were submitted and deducted twice from you or your bank institution is needed (copy of the front & back of canceled check, tracer results from a money order, copy of receipt from an authorized payment center, confirmation number of payment submitted electronically, and/or copy of the bank statement showing payment(s)..).

An attempt to advise you of the company position was done, however, no successful contact has been made. To date, there is balance of \$168.40 due which includes past \$73.51 due immediately and current \$94.89 due 1/8/24. Next meter read 1/23/24.

You may re-apply for CAP anytime at 1-800-774-7040 and contact LIHEAP at 1-866-857-7095 for assistance. You may also visit www.peco.com and complete the application(s) online. PUC to render final decision.

This information will be forwarded to the Public Utility Commission. The Public Utility Commission will notify you of their decision regarding your complaint.

Cordially,
K'nisha F.
267-533-0197
Customer Relations

EXHIBIT 3

From: Graig C Feliz <Graig.Feliz@westernunion.com>
Sent: Thursday, August 10, 2023 3:01 PM
To: Wood, Kayla M:(PECO) <Kayla.Wood@exeloncorp.com>; Dremonas, Chrissa:(BSC - TSA) <Chrissa.Dremonas@exeloncorp.com>
Subject: [EXTERNAL]PECO Duplicate Payments - Western Union

Hello Kayla, Chrissa,

Hope all is well.

Your contact was provided by Alana Moulton at Wells Fargo (PECO Concentrator). We've been trying to get this one resolved for a long time now so I'm hoping you can help.

As an originator, Western Union sends payments to PECO via Mastercard RPPS. Mastercard has identified Wells Fargo as the concentrator for PECO. On May 12, 2023, Western Union sent a duplicate file to Mastercard which caused 370 PECO customers to receive credit 2x on their accounts (they only paid for one). We have been in contact with Wells Fargo since the beginning. Normally, this type of request would flow through Wells Fargo. That said, we were told by Wells Fargo that starting July 1, 2023 Wells Fargo would not be handling these cases going forward and that we would need to coordinate these items with the billers directly. **What we are asking is for PECO to reverse the duplicate payments and return the funds to Western Union.** Below is the summary of the impacted transaction count and dollar amount. I have the complete list of transactions ready to share, which includes payment amount and customer account number, but I wanted reach out first to make sure that I was reaching the right audience. Looking forward to your response.

BILLER	Number of Payments	Amount
PECO	370	\$52,210.39

Graig Féliz
Supervisor | Client Support Operations
New York, USA (Eastern Standard Time)

graig.feliz@westernunion.com

