
Tonia Robinson,
v.
PECO Energy Company -
Electric

Initial Call-In
Telephonic

Docket No.:
C-2025-3054236

Pages 1 - 108

Judge's Chambers
Keystone Building
400 North Street
Harrisburg, PA

Monday, June 16, 2025
Commencing at 10:02 a.m.

INDEX TO EXHIBITS

Docket No. C-2025-3054236

Hearing Date: June 16, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>Joint Exhibit:</u>		
1		
Stipulations	100	100
<u>Robinson Exhibits:</u>		
1	34	101
Questions and Answers		
2	42	101
Rate Changes		
3	32	101
Bill Rates		

INDEX TO EXHIBITS (cont.)

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>PECO Exhibits:</u>		
1	24	101
	Bills and Payment Statement	
2	31	101
	Energy Checkup Results	

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON
Complainant
v.
PECO ENERGY COMPANY
Respondent

Docket No. C-2025-3054236

JOINT STIPULATION

Complainant, Tonia Robinson, and PECO Energy Company (PECO) (together, Stipulating Parties) by their respective counsel, hereby join in this Joint Stipulation. The Parties mutually stipulate and agree as follows:

I. Procedural Background

- a. On March 26, 2025, Complainant filed the instant complaint against PECO, alleging that PECO improperly failed to compute Complainant's bills under Rate RH.
- b. PECO filed an Answer to the Formal Complaint on April 16, 2025.
- c. A hearing on this Complaint is scheduled for June 16, 2025.

II. Stipulated Facts

- a. Complainant is a tenant at 1250 Alcott Street, Philadelphia, PA 19149.
- b. On May 4, 2022, Complainant received a Home Energy Audit at 1250 Alcott, Street.
- c. The Home Energy Audit was performed under Act 129 by PECO's contractor.
- d. A copy of the Home Energy Audit was provided to PECO

Joint
Exhibit

1

6/16/25 I.W.

- e. At the time of the Home Energy Audit, Complainant was enrolled in CAP and being billed at Rate R.
- f. Following the May 4, 2022 Home Energy Audit, Complainant continued to be billed at the CAP rate for Rate R.
- g. As shown in the Home Energy Audit, Complainant's primary fuel type for heating is electric, and she heats with a Central heat pump.
- h. The Home Energy Audits states that the Complainant's high usage is coming from winter months.
- i. From May 2022 to June 2024, Complainant's monthly bills totaled \$7,346.41.
- j. From May 2022 to June 2024, had Complainant been billed at the CAP rate for Rate RH, complainant's monthly bills during that period would have totaled \$5,388.16.

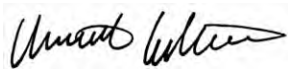
III. Admission of Documents

- a. The Stipulating Parties agree to the authenticity and admissibility of Exhibits 1, 2, and 3 circulated by counsel for Complainant on June 9, 2025, and Exhibits 1 and 2 circulated by PECO on June 9, 2025. Copies of these exhibits are attached to this Stipulation and labeled as follows:
 - i. Robinson Exhibits
 - 1. Exhibit 1 (Robinson)
 - 2. Exhibit 2 (Robinson)
 - 3. Exhibit 3 (Robinson)
 - ii. PECO Exhibits
 - 1. Exhibit 1 (PECO)

2. Exhibit 2 (PECO)

IV. **WHEREFORE**, the Stipulating Parties, by their respective counsel, respectfully request that the Honorable Deputy Chief Administrative Law Judge Christopher Pell admit the foregoing Stipulation and attached documents into the record in this proceeding.

Respectfully Submitted,



Counsel for Tonia Robinson

Charlotte Edelstein, Esq.
Joline Price, Esq.
Robert Ballenger, Esq.

Community Legal Services
1410 W. Erie Avenue
Philadelphia, PA 19140
(215) 227-4378



Counsel for PECO

Khadijah Scott
2301 Market Street, S23-1
Philadelphia, PA 19103
(267) 533-1830

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON
Complainant
v.
PECO ENERGY COMPANY
Respondent

Docket No. C-2025-3054236

ROBINSON HEARING EXHIBIT 1

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON	:	
Complainant	:	
v.	:	DOCKET NO. C-2025-3054236
	:	
	:	
PECO ENERGY COMPANY	:	
Respondent	:	
	:	

**PECO ENERGY COMPANY’S OBJECTIONS AND ANSWERS TO COMPLAINANT’S,
TONIA ROBINSON, REQUEST FOR PRODUCTION OF
DOCUMENTS/INTERROGATORIES**

I-1. Q: Please provide all records related to the LIURP audit conducted at 1250 Alcott St. Philadelphia, PA 19149 on May 4, 2022.

A: Please refer to Attachment I-1(a) for the audit conducted at 1250 Alcott St. Philadelphia, PA 19149 on May 4, 2022.

I-2. Please provide all records, including LIURP audit energy audit reports, related to any LIURP audits or other energy efficiency audits associated with PECO conducted at 1250 Alcott St. prior to May 4, 2022.

PECO does not have any documents responsive to this request. Please refer to Attachment I-1(a) for the audit conducted at 1250 Alcott St. Philadelphia, PA 19149 on May 4, 2022.

I-3. Please provide a full account history for Complainant, dating from when an account was first opened in her name at the Property to January 2025.

Please refer to Attachment I-3(a) for a full account history at 1250 Alcott St. Philadelphia PA 19149 from the PECO Customer Information System.

I-4. Please provide a summary of Complainant’s enrollment history in CAP, including all dates she was enrolled or re-enrolled in CAP, all dates when she exceeded her annual CAP credit maximum, and all dates that her annual CAP credit maximum reset.

The Complainant’s CAP enrollment history with dates when she exceeded her annual CAP credit maximum and when her annual CAP credit maximum was reset are as follows in the table below.

T. Robinson Set I Interrogatories and Requests for Production of Documents - Responses

Complainant Service Location	Date	Enrollment and CAP Credit History
Old York Rd	1/22/2005	Enrolled in CAP
Old York Rd	10/26/2017	Unenrolled in CAP
Gransback St	11/15/2017	Service connected and enrolled in CAP
Gransback St	2/22/2021	Unenrolled in CAP
Alcott St	2/20/2021	Enrolled in CAP
Alcott St	2/14/2023	Reached 100% of CAP credit maximum (\$1,897)
Alcott St	6/28/2023	Recertified CAP, changing CAP credit annual maximum
Alcott St	12/12/2023	Reached 100% of CAP credit maximum (\$1,719)
Alcott St	6/28/2024	Annual maximum CAP credit amount reset
Alcott St	October 2024	Retroactive CAP credits applied to the account (\$3,835)

I-5. PECO’s tariff states on page 21 that a customer may change to a firm rate for which the customer qualifies upon 30 days notice to the Company. What does PECO define as notice in this context?

In this context, PECO defines notice as the customer informing PECO of the request for the rate change and providing PECO with the required documentation for the requested rate change.

I-6. For each month from May 2022 to June 2024, please calculate the PECO CAP bill that would have been issued to Complainant if she had been on Rate RH with CAP at the income level PECO has in its records for Complainant for such month.

Please refer to Attachment I-6 (a).

I-7. For each month from May 2022 to June 2024, please identify the actual bill amounts charged to Complainant by PECO.

Please refer to Attachment I-7(a).

I-8. Please provide any manuals or policies relating to initiating and completing rate changes through PECO’s high bill dispute process.

Please refer to Confidential Attachment I-8(a).

I-9. Please provide any manuals or policies in use by PECO between May 2022 and June 2024 regarding PECO’s outreach concerning identifying customers who use electricity for heat.

Please refer to Confidential Attachment I-8(a).

T. Robinson Set I Interrogatories and Requests for Production of Documents - Responses

Between May 2022 and June 2024, PECO did not conduct outreach concerning identifying customer who use electricity for heat.

I-10. Please provide any customer service scripts in use by PECO between May 2022 and June 2024 related to describing or advising on the availability of Rate RH.

Please refer to Confidential Attachment I-8(a).

I-11. Please provide any written customer education and/or outreach materials in use by PECO between May 2022 and June 2024 describing the process of applying for Rate RH, including any bill inserts, flyers, applications, or webpages.

Please refer to response to I-9.

I-12. Please provide records of all contacts with PECO related to Complainant's account, between May 2022 and present, including but not limited to, a printout of contacts and credit and collections events associated with such service.

Please refer to Attachment I-3(a).

I-13. Confirm or deny: Prior to October 2024, PECO has never provided any written documentation to Complainant regarding the availability of Rate RH.

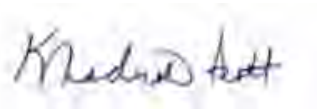
Confirm.

I-14. Confirm or deny: PECO customer service representatives never verbally explained to Complainant the availability of Rate RH.

Confirm.

I-15. Confirm or deny: PECO's LIURP contractor was not instructed by PECO to provide any information to Complainant regarding the availability of Rate RH.

Confirm.



Khadijah Scott
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Fax: 215.568.3389
Khadijah.scott@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON	:	
Complainant	:	
v.	:	DOCKET NO. C-2025-3054236
	:	
	:	
PECO ENERGY COMPANY	:	
Respondent	:	
	:	

VERIFICATION

I, Anthony Costello, hereby declare that I am a Senior Regulatory Assessor employed with PECO Energy Company; that as such I am authorized to make this verification on its behalf; that I have personal knowledge of all the facts recited in the foregoing Answers of PECO Energy Company to Complainant's Interrogatories. In addition, the information contained in Said Answers having been furnished to me by various PECO Energy Company personnel, but the facts set forth in the Answers are true to the best of my information and belief based upon the information made available to me, and that these Answers are, accordingly, verified on behalf of PECO Energy Company. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. §4904 relating to unsworn falsification to authorities.

/s/Anthony Costello

Anthony Costello, Senior Regulatory Assessor

Date: April 30, 2025

This report prepared for
 Renter
Robinson, Tonia M
1250 Alcott St
Philadelphia, PA 19149



Your Energy Advisor:
Eduardo Coelho

The survey results are based on the
FREE Energy Checkup
 Performed on **5/4/2022**

Thank you for completing your FREE Energy Checkup!
 Homes that are energy efficient use less energy, are more comfortable and healthier, cost less to run, and have less impact on the environment.

This report will show you where your home's energy efficiency performance is now, and the steps you may take to improve your home, save money and increase comfort.

Questions on your Free Energy Check Up Results? Call us at 1-888-5-PECO-SAVE (1-888-573-2672).

Property details:

Year Built	1925
Home Style	Row, Inside
Square Footage	1088
Number of Rooms	6
Number of Occupants	3
Year of Occupancy	1

Heating and Cooling:

Primary Fuel	Electric
Heat Type:	Central heat pump
Age	2
Supplemental Fuel:	
Primary A/C	Central Air Conditioner
Water Heating Fuel	Electric
Water Heating Type	Independent

Measures Installed by Your Energy Advisor:

Conservation Measure	Installed Quantity
Smart Strip with Sensor	1.00
Showerhead White 1.5 GPM	1.00

Please note that all work and materials provided under the program, including appliances, are warranted for one year from their install date.

Read what you can do to keep more of your \$

- Turn off lighting when not needed and rely on as much natural light as possible.
- Keep refrigerator at least 75% full for it to run most efficiently but not too full as to limit air circulation.
- Store liquid containers such as water jugs in refrigerator or freezer to take up empty space.
- Regularly clean refrigerator condenser coils that are on the back or underneath the unit.
- Set refrigerator temperature between 35 to 40 degrees and Freezer between 0 to 10 degrees Fahrenheit.
- Defrost any ice build-up thicker than a ¼" on manual defrost refrigerators.
- Check condition of door seals on refrigerators by placing a slip of paper in the seal. If it falls you should repair or replace the seal.
- Turn down the thermostat on your water heater to 125 degrees Fahrenheit or the warm setting.
- Minimize use of hot water whenever possible by filling the sink to wash dishes instead of running the water.
- Only dry full loads in dryer, and when possible hang clothes to dry.
- Clean dryer filter frequently. Make sure dryer hose is clear and that it exhausts to the outside.
- Keep thermostat between 68 to 70 degrees Fahrenheit during the day, and set 5 degrees lower at night.
- Use fans as much as possible to replace or supplement air conditioning.
- Raise thermostat setting to between 75 to 78 degrees Fahrenheit during the cooling season.
- Make sure you have plenty of fresh air when using products with vapors, like wall paint, and always store away from living spaces.
- Repair heating system.
- Turn off any television that is not being viewed.
- Use a timer on any television to automatically turn off for late night viewing.
- Window air conditioner should only be operated when the area is occupied.
- Minimize use of hot water by turning off the faucet while brushing teeth or shaving.

Here are the programs the energy advisor selected for your household.

Please see additional programs available in the Referrals brochure in your educational packet.

Questions on your Free Energy Check Up Results? Call us at 1-888-5-PECO-SAVE (1-888-573-2672).

Program Name

Program Contact

LIHEAP

Assistance Program

800-344-3574

Assessment Notes:

Complete with Tonia as a BDA
high usage coming from winter months
suggest heat pump service
and maintaining temps between 68 and 70 during the winter months
smoke detectors operable

Customer's Signature:

Date: 05/04/2022

Your feedback is very important to us. Let us know how we did! Please visit our Free Energy Checkup Customer Satisfaction Survey at the following website or by scanning the QR code: <https://survey7.medallia.com/?exelon-peco-free-energy>



Company Nbr	Revenue Class Nm	Bill Account Status Nm	Bill Account Nbr	Customer Full Nm	Bill Account Key	Bill Account Key	Contact Dt	Contact Typ Short Desc	Contact Typ Cd Nm	Remarks	Reporting Group Nm	User Nm	Service Address Line1 Txt	Service Address Line2 Txt	Service Address Line3 Txt	Service City Nm	Service Zip Cd	County Nm	Operating Center Nm
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84419345	84419345	2/16/2021 0:00	ADD TCPA CONSENT	CONTACT_TYP	Account phone number (215) 730-7718 has been added or updated.annot read reason: VACANT UE AT TIME OF CALL: \$202.11 SERVICE AMOUNT DUE: \$202.11 TOTAL BALANCE: \$343.18 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	NO DEPARTMENT ASSIGNED	TCPA CONSENT MAINTENANCE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84419345	84419345	2/16/2021 0:00	ADD TCPA CONSENT	CONTACT_TYP	Account phone number (267) 401-6754 has been added or updated.re: LPC please waive.	NO DEPARTMENT ASSIGNED	TCPA CONSENT MAINTENANCE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84419345	84419345	2/16/2021 0:00	CONNECT ISSUED	CONTACT_TYP	AMI Remote Connect - New Customer Winter Contact Letter Outside Chicago Low Income explained Customer's Lights On Choice / Move Assist explained UE AT TIME OF CALL: \$113.79 SERVICE AMOUNT DUE: \$113.79 TOTAL BALANCE: \$202.86 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84419345	84419345	2/16/2021 0:00	MISC - INFORMATON ON APPLYING FOR SERVICE	CONTACT_TYP	ACT-1978406040: AMI Remote Connect. New Customer Left message TIME OF CALL: 20:04 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$157.65 SERVICE AMOUNT DUE: \$157.65 TOTAL BALANCE: \$157.65 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/22/2021 0:00	CAP ACCOUNT	CONTACT_TYP	CAP RATE TRANSFERRED TO ACCOUNT: 1978406040 FROM ACCT: 1942241022 \$55 OH-DISC REM CE EQUIP FOR DEMO SOC 75 3/C 4/DAL TRUCK ACCESS CALL AHEAD DEL SVC DROP SWD A+ RES OH CE WIRE 3/C 1 SET 4/O AL 75' WTRHRD 3/C 1 SET 4/O AL 5' 120/240V TRM 446031D8 ELEC GERRYANNE 847-204-0712 CUST WILL OF ROSEMONT 847-825-4404 PER LAYLIA GILBERT 708-410-5304 TWI#4369716	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/22/2021 0:00	NET TRANSFER	CONTACT_TYP	(267) 401-6754 CALL RESULT: Gave live message to account holder TIME OF CALL: 10:39 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$288.58 SERVICE AMOUNT DUE: \$288.58 TOTAL BALANCE: \$2,102.29 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/15/2021 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	(267) 401-6754 CALL RESULT: No answer at the number dialed TIME OF CALL: 10:38 SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$288.58 SERVICE AMOUNT DUE: \$288.58 TOTAL BALANCE: \$2,102.29 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/21/2021 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	S/w Tonia. Cb 1813.71, pd 288.58, tb 2102.29. Cust ciled to pay pd bal but card declined. Says she will cl back for pymt.	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/27/2021 0:00	CREDIT ISSUES	CONTACT_TYP	A \$434.46 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN *****5891-***3105 HAS BEEN SCHEDULED FOR 09/12/2020. TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$288.58 SERVICE AMOUNT DUE: \$288.58 TOTAL BALANCE: \$2,102.29 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/27/2021 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	Non Friendly Notice	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/30/2021 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Pls process 12-month DPA on budget settlement balance of 98.73 + current bill or Budget of 1813.71	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/14/2021 0:00	MISCELLANEOUS SYSTEM CREDIT ADJUSTMENT	CONTACT_TYP	Cust had 7's re: Energy Efficiency Program. Advised Cust to visit ComEd.com website under Ways to Save to schedule Energy Assessment	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/14/2021 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	User ID: maxwelln347@gmail.com ; Name: SHEKHAN MAXWELL ; BANK ACCOUNT ENDING IN *****8746 HAS BEEN MODIFIED. TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$1,813.71 SERVICE AMOUNT DUE: \$1,813.71 TOTAL BALANCE: \$2,143.59 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/14/2021 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	(224) 676-8123 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:26 SERVICE CLASS: RES RECORD TYPE: Field Notification Call AMOUNT DUE AT TIME OF CALL: \$111.08 SERVICE AMOUNT DUE: \$111.08 TOTAL BALANCE: \$217.06 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/14/2021 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Proof of No-Income Letter/EV SO LANDLORD AGREEMENT RECONNECT SERVICE. CUST FEELS SHE WAS LIED TO BECAUSE WE COULD HAVE TOLD HER ABOUT LANDLORD AGREEMENT. APPLICANT MUST BE CONTACT BEFORE NOON, DUE TO WORK. REQ DETAIL BILL. EXP'D ACCT FINALED 5/18/18. PER CUSTFRIEND WILL APPLY FOR SERV MONDAY	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/29/2021 0:00	CREDIT ISSUES	CONTACT_TYP	REF#210514-001406 spa issued / wfm closed	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/1/2021 0:00	CREATE SPECIAL AGREEMENT	CONTACT_TYP	AMI Remote Connect. New Customer Conf S51113915 CallAhead Phone Number 312 918 5057/NUMBER OF INSTALLMENTS: 012 INSTALLMENT AMOUNT: 178.63 FINAL INSTALLMENT: 178.66 ALLOW ADVANCE PAYMENT: NO	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/7/2021 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 07/21/2021 Termination Amount: \$368.32 which is subject to change	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/14/2021 0:00	72 HOUR NOTICE	CONTACT_TYP	CI UPGRADE- CUST CALLED IN VERY CONFUSED. SHE WAS CALLING ABOUT MEDICATION & THEN STATING UNABLE TO REACH DR. STS BI-POLAR & NDS HER MEDS. I ASKED HER TO HOLD ON. SHE THEN SAID SHE WAS EVICTED & IN SHELTER. I ASKED IF SHE NDS TO CLOSE ACCT SHE SAID YES BUT CLD NOT VERIFY ANY INFO GVE WRONG ADDRES MULTIPLE TIMES/NO ACCT # AND NAME NOT EVEN CLEAR. SHE WILL	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/16/2021 0:00	CUT OUT FOR NON-PAY ISSUED	CONTACT_TYP		NO DEPARTMENT ASSIGNED	MARKETSWITCH CUTOUT	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/20/2021 0:00	CREDIT ISSUES	CONTACT_TYP	CNO OF BAL - CB \$328.07 - PD \$368.32 - TB \$696.39 - DD 08/05/21 - NMR 08/16/21 CUST will make pymt of BD on Jul 23 to be current and avoid COMP - advs process cust understood - 10 day hold - Caller: Tonia R. acc owner - No changes on FMST.	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/20/2021 0:00	CUT OUT FOR NON-PAY VOIDED	CONTACT_TYP	ACT-6035078003; OTHER; NEW MTRM 12341996; FLEX# 5353539	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/20/2021 0:00	UTILITY REPORT ? PECO REFUSED TERMS	CONTACT_TYP	AMI Remote Connect - New Customer - pwr on. husband is deceased. validated with customer - checked	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/27/2021 0:00	CREATE SPECIAL AGREEMENT	CONTACT_TYP	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 2,482.72 DOWN PAYMENT AMOUNT: 0.00NUMBER OF INSTALLMENTS: 024 INSTALLMENT AMOUNT: 103.45 FINAL INSTALLMENT: 103.37 ALLOW ADVANCE PAYMENT?: NO	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/27/2021 0:00	CREDIT ISSUES	CONTACT_TYP	S/w TONIA M ROBINSON cust called in abt nts on acc pled a 30 day hld on acc updated fsmt prov fax num to the income verdep set up DPA for 24 mths one pdl have been received and ver if cust is qualified for 60 mths PCOVID agr adv cust of bal on the acc cb 328.07 pd 368.32 bd 696.39 ldd 08/05/21 br08/16/21 prv UOW 211.	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/27/2021 0:00	VR CREDIT SELF SERVICE	CONTACT_TYP	Cust quoted payment amount to retain service \$368.32 by 2021-07-07T00:00:00 to retain service? TYPE: Field Notification Call AMOUNT DUE AT TIME OF CALL: \$450.84 SERVICE AMOUNT DUE: \$450.84 TOTAL BALANCE: \$450.84 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	SUPPORT SERVICES WEST	IVR	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/27/2021 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date: 2021-07-27 TIME OF CALL: 09:15 SERVICE CLASS: RES RECORD TYPE: Field Notification Call AMOUNT DUE AT TIME OF CALL: \$147.07 SERVICE AMOUNT DUE: \$147.07 TOTAL BALANCE: \$351.21 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/20/2021 0:00	REQUEST LETTER	CONTACT_TYP	SRS# 898062 ; Planned Outage EMAIL ; Outage window Datetime: 2023-10-04 09:00AM - 11:00AM ; Estimated Outage Duration:120 minutes ; Reason: PREVENTIVE MAINTENANCE ; NotificationStatus: sent ; Contact:MICHAEL BEALL remaining balance \$571.98 pmdg LIHEAP pmt \$488.00 pd 43.76 via IVR to restr svc. vrd pmt in BM.	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	10/11/2021 0:00	AGREEMENT DEFAULT	CONTACT_TYP	Deferred Payment Agreement Default Defaulted Amt: \$2,379.27 Reinstae Amt: \$422.80	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/2/2021 0:00	CAP - PECO	CONTACT_TYP	ERUC-30 DAY HOLD/CAO IL 60618 - SYSTEM UPDATED TO: 5943 N HAMILTON AVE # 2 CHICAGO IL 606181.66 TOTAL BALANCE: \$147.16 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/2/2021 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date: 2021-11-02 Expiration Date: 2021-12-02	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/3/2021 0:00	REQUEST ACCOUNT ACTIVITY STATEMENT	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	COMMUNITY SERVICES		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/9/2021 0:00	CAP - PECO	CONTACT_TYP	ERUC-30 DAY HOLD/30;Stop Service issued on 8/2/2019 12:00:00 AM. Shutdown will not affect anyone. Winterization Policy read. Supplier Transfer Policy read. Mailing address is not provided. ;	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/9/2021 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date: 2021-11-09 Expiration Date: 2021-12-09d of the new connect. exp dep billed	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/5/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice: SRS# 898062 HAS BEEN SCHEDULED FOR 09/30/2019. TYPE: Field Notification Call AMOUNT DUE AT TIME OF CALL: \$3,825.37 SERVICE AMOUNT DUE: \$3,825.37 TOTAL BALANCE: \$3,911.18 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/5/2022 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/10/2022 0:00	AGREEMENT DEFAULT	CONTACT_TYP	Deferred Payment Agreement Default Defaulted Amt: \$196.28 Reinstae Amt: \$345.12UE AT TIME OF CALL: \$800.60 SERVICE AMOUNT DUE: \$800.60 TOTAL BALANCE: \$1,019.59 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/10/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice Service may be terminated on or after: 07/01/2019 Termination Amount: \$911.70 which is subject to changeUE AT TIME OF CALL: \$346.41 SERVICE AMOUNT DUE: \$346.41 TOTAL BALANCE: \$348.74 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/10/2022 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/11/2022 0:00	CREDIT ISSUES	CONTACT_TYP	ADV CX WE NEED 345.12 TO REINSTATE AGMT CX CANT PAY TODAY...ADV CX ONCE WE SET UP AGMT WE CAN OFFER 9 INSTALLMENTS AT 10.31 PLUS CB *AGMT AMT IS SUBJ TO CHANGE-CX NOW STS SHE IS GOING TO CALL BACK TO MAKE PYT FOR AGMT	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/11/2022 0:00	CREDIT ISSUES	CONTACT_TYP	CONT-UPDATED FMST AND SENT OUT CAP -OUR FAX 855 358 9369	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON</															

33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/23/2022 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:01 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$430.33 SERVICE AMOUNT DUE: \$430.33 TOTAL BALANCE: \$954.31 PHN NBR UPDATED: NO EFT: Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/1/2022 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Customer abandoned call TIME OF CALL: 11:14 SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$430.33 SERVICE AMOUNT DUE: \$430.33 TOTAL BALANCE: \$954.31 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/7/2022 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Customer abandoned call TIME OF CALL: 11:11 SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$430.33 SERVICE AMOUNT DUE: \$430.33 TOTAL BALANCE: \$954.31 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/8/2022 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date : 2022-03-08 00:00 Rst: Probable Cause: Cause Undetermined	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/19/2022 0:00	CAP - PECO	CONTACT_TYP	CAP SUPPLIER REJECT LETTER SENT FOR INSPIRE ENERGY HOLDINGS, LLC ELECTRIC SUPPLIER ENROLLMENT RECEIVED 4/19/2022 CAP Application Packet# Current bill \$ 37.27 due by 12/7/22 Amount paid today \$ 148.63 Confirmation # 161445 Adv of dpa terms and conditions and all pmt methods.	FINANCIAL CALL CENTER	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/28/2022 0:00	REQUEST LETTER	CONTACT_TYP	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 05/23/2022 Termination Amount: \$1,420.47 which is subject to change UE AT TIME OF CALL: \$148.34 SERVICE AMOUNT DUE: \$148.34 TOTAL BALANCE: \$150.51 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/9/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	CAP Application Packet# C44C850036E50297EASD210148901FE42C75229BF48E7CC3CC427BEF8C8906E7048B2853752AC6569B006260EC3E0B29C4D8363CA37 AC69F1FCD9491B25FEB4F0BB4D06E5E5C86A06378E8B8915549325AF39 for one-time payment only	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/16/2022 0:00	72 HOUR NOTICE	CONTACT_TYP	[267] 401-6754 CALL RESULT: UNSUCCESSFUL TIME OF CALL: 09:17 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$1,420.47 SERVICE AMOUNT DUE: \$1,420.47 TOTAL BALANCE: \$1,420.47 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: OSI	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/16/2022 0:00	CAP - PECO	CONTACT_TYP	Univer's service: recvd email frm mngt to see if USEF mde pymnt. advsd \$171.02 dd 6/6/22 \$1,420.47BF IN \$1,591.49. no pymnt from USEF yet, cus on cap live cust send income if chngd, advsd cus have MPO option 40% tll blnce, UR until 5/26/22, sent email to see if live update abt grant \$ no med: Customer does not want to enroll in EFT. Vendor: PAR3	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/16/2022 0:00	MISCELLANEOUS	CONTACT_TYP	Stop Credit Action Effective Date : 2022-05-16 placed hold on acct for USEF pymnt per mngr D TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$90.29 SERVICE AMOUNT DUE: \$90.29 TOTAL BALANCE: \$166.63 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. Vendor: NCO	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/16/2022 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date : 2022-05-16l then, advsd cust several times only option available at this time is mps \$449.30, acct already had medical letter this year, cust req sup transferred to c1. 3.18 TOTAL BALANCE: \$860.00 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: PAR3	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/16/2022 0:00	UTILITY REPORT ? VERIFICATION REQUIRED	CONTACT_TYP	Stop Credit Action Effective Date : 2022-05-16 Cannot read reason: NOT HOME	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/20/2022 0:00	PECO-LIHEAP REMOVED FROM COLL - LIHEAP/CRISIS	CONTACT_TYP	Stop Credit Action Effective Date : 2022-05-20ARD NUMBER ENDING IN *9587 HAS BEEN MADE	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/2/2022 0:00	POST MISC DEBIT/CREDIT	CONTACT_TYP	AMOUNT : \$477.15 TRANSACTION TYPE: One-Sided Credit(Adjustment Credit) TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$13,038.41 SERVICE AMOUNT DUE: \$13,038.41 TOTAL BALANCE: \$13,038.41 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: OSI	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/6/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	**SOFT COLLECTIONS - HIGH BALANCE** Customer may receive a friendly reminder via email and/or text message regarding their past due balance. Customer communications will occur between 06/06/22 - 06/20/22.	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/4/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice: Outages, pwr strip burned out whole blding experiencing issue, open access Momentary Status: Succeeded ; Contact:TIMOTHY STALLARD	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/10/2022 0:00	CORRESPONDENCE - GENERAL	CONTACT_TYP	**NEW CAP PIPP PROGRAM OUTREACH** Beginning 11-10-22 through 11-29-22, this existing CAP FCO account will receive a postcard and/or an email announcing the forthcoming CAP PIPP program which becomes effective as early as 12-05-2022 (dependent on the account's billing schedule).	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/15/2022 0:00	CREDIT ISSUES	CONTACT_TYP	cc: to get a bill exp of why bill so high, cust acct password protected, cust verified acct number last 4 of ssn name and number but didnt remember password or last payment amount or made, adv caller will have to escalate to a sup per kc, escalated the call for cb	OPERATIONS CALL CTR & BILLING	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/15/2022 0:00	SUPERVISOR COMMENTS	CONTACT_TYP	Escalation. Customer wanted password removed from account. Verified all information with customer. Ref customer to Antoinette for Bill X REF#221115-001586.cld cus back at 267-401-6754 spk w/tonia robinson-cus asking why cur bill was so much higher than prev bill-xplnd prd bill was \$71.65 due to LIHEAP grant-xplnd LIHEAP credit is used up-cno curr bill \$202.90 due 12/5-xplnd curr bill is inline with normal usage here-cus ok-sd will apply for LIHEAP-no soff nrc issued at this time-A.Williams	OPERATIONS CALL CTR & BILLING	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/23/2022 0:00	OSC INCIDENT REQUEST	CONTACT_TYP	New OSC (Service Cloud) Incident CREATED with RefNo #221115-001586BEEEN SCHEDULED FOR 08/02/2017	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/24/2022 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 10:43 SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$71.65 SERVICE AMOUNT DUE: \$71.65 TOTAL BALANCE: \$274.55 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/2/2022 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Call was not attempted TIME OF CALL: : SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$71.65 SERVICE AMOUNT DUE: \$71.65 TOTAL BALANCE: \$274.55 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/7/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice: NUMBER ENDING IN *****1363 HAS BEEN MADE ON Fri Oct 23 2020 16:28:39 GMT+0000 [Coordinated Universal Time]	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/7/2022 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2022 0:00	CAP: FCO TO PIPP CONVERSION	CONTACT_TYP	Overage Amount : \$ 0.00 BB Settlement Credit Amount : \$ 0.00 BB Deferred Balance Charge-Off Amount : \$ 0.00	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/10/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice: Arrangement provided because hardship for the past due balance of 141.04 1st Payment of due to be made on and 2nd Payment of 141.04 due to be made on 7/11	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/10/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/23/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/20/2023 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Call was not attempted TIME OF CALL: : SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$327.55 SERVICE AMOUNT DUE: \$327.55 TOTAL BALANCE: \$380.55 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/8/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/8/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. UE AT TIME OF CALL: \$176.50 SERVICE AMOUNT DUE: \$176.50 TOTAL BALANCE: \$179.15 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/10/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	10-day termination notices were mailed to LIHEAP Crisis eligible customers. This notice is a requirement for LIHEAP Crisis grants. A letter accompanied the notice advising the customer what actions to take to apply for the LIHEAP Crisis grant. Advise the customer to call 1-800-344-HELP-4 our LIHEAP hotline for additional assistance.	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/10/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/14/2023 0:00	REACHED 90% OF THE CAP PIPP MAXIMUM CREDIT	CONTACT_TYP	Credit Used to Date: \$ 1897.00 Annual Max Credit: \$ 1897.00 UNCONNECTED ON 2020-08-19 UE AT TIME OF CALL: \$130.12 SERVICE AMOUNT DUE: \$130.12 TOTAL BALANCE: \$130.12 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. Vendor: NCO	PROJECT & SUPPORT WEST	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/14/2023 0:00	REACHED THE CAP PIPP MAXIMUM CREDIT	CONTACT_TYP	Credit Used to Date: \$ 1897.00 Annual Max Credit: \$ 1897.00	PROJECT & SUPPORT WEST	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/7/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice :due immediately Current bill \$ 604.86 due by 3/02/23 Unbilled amount \$ 96.95 Amount paid today \$ Confirmation # Total remaining balance \$	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/7/2023 0:00	CREDIT ISSUES	CONTACT_TYP	past due bal \$380.55, tb \$676.77 dd 3/8/23 nrd 3/17/23, stmnt updated advised to recertify her cap app she agreed and it was sent by mail also miss sean called to check status onliheap app no info available so advised to contact them shes agreed with response so she will contact back to them, refused to pay cause she is waiting for assistance.	FINANCIAL CALL CENTER	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/7/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. Pref Cntc:7.47 TOTAL BALANCE: \$177.47 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. Vendor: NCO	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/13/2023 0:00	PECO-LIHEAP REMOVED FROM COLL - LIHEAP/CRISIS	CONTACT_TYP	Stop Credit Action Effective Date : 2023-03-13	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/28/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. Current bill \$512.84 due by 04/06/2023, New charges \$0, Excess credit \$0, call xfd to FCC since acct is on active/collections and cust wanted to make a pmt arrangement UE AT TIME OF CALL: \$121.06 SERVICE AMOUNT DUE: \$121.06 TOTAL BALANCE: \$134.56 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. Vendor: NCO	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/11/2023 0:00	CREDIT ISSUES	CONTACT_TYP	CPI wanted to know if LIHEAP was credited. adv LIHEAP \$300.00 credited 3/29/23. Cust said LIHEAP Crisis approved for \$380.00 adv we dont have the \$380.00 yet. cust said will be credited 4/13/23. adv customer once the pmt is rcvd it will be applied to cover past due bal. Total balance \$889.61. Past due amount of \$889.61 due immediately, acct.	OPERATIONS CALL CTR & BILLING	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/18/2023 0:00	CREATE SPECIAL AGREEMENT	CONTACT_TYP	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 711.69 DOWN PAYMENT AMOUNT: 0.00 NUMBER OF INSTALLMENTS: 012 INSTALLMENT AMOUNT: 59.31 FINAL INSTALLMENT: 59.28 ALLOW ADVANCE PAYMENT?: NO. Customer wants to enroll in EFT. Vendor: NCO	MANAGER - ACCOUNTS RECEIVABLE	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/18/2023 0:00	CREDIT - APPLICATION INFORMATION	CONTACT_TYP	Total balance \$0.00, Past due amount of \$0.00 due immediately, Current bill \$0 due by 05/05/2023, New charges \$0, Excess credit \$0 s/w rp w/arrs to know if LIHEAP applied/credited to acct adv rp that acct was flagged 03/13/2023 approval of \$380.55 rp mm 05/16/2023 s/w rfp called in about payment agreement told cust starting after nrr 05/16 cust will see 1st installment of dpa \$59.31-cb updated fsmt sent cap app told cust to send it back with 2 2023 ssa letters	FINANCIAL CALL CENTER	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	197														

33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/12/2023 0:00	72 HOUR NOTICE	CONTACT_TYP	(267) 401-6754 CALL RESULT: UNSUCCESSFUL TIME OF CALL: 09:11 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$423.99 SERVICE AMOUNT DUE: \$423.99 TOTAL BALANCE: \$423.99 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: OSI	DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/12/2023 0:00	AGREEMENT DEFAULT	CONTACT_TYP	Deferred Payment Agreement Default Defaulted Amt: \$711.69 Reinstatement Amt: \$423.99	DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/12/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 06/26/2023 Termination Amount: \$1,076.37 which is subject to change included in the supplier enrollments submitted by the Municipality/Supplier. Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/13/2023 0:00	CREDIT ISSUES	CONTACT_TYP	S/w ms robinson cll to check balance. Advcd CB364 68 PD 1,076.37 TBL1,076.37 NDD 06/05 NR06/15. Asked for PYMNT. Cust refused. give the RA \$423.99 cust refused. suggested 21land send cap app	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/13/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Cust updated payment amount to retain service \$ 1076.37 by 2023-06-12T00:00:00 to retain service	SUPPORT SERVICES WEST	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/13/2023 0:00	PA REINS CALL	CONTACT_TYP	(267) 401-6754 CALL RESULT: Customer referred to discuss with operator TIME OF CALL: 10:55 SERVICE CLASS: RES RECORD TYPE: PA Reinstatement Call AMOUNT DUE AT TIME OF CALL: \$1,076.37 SERVICE AMOUNT DUE: \$1,076.37 TOTAL BALANCE: \$1,076.37 PHN NBR UPDATED: NO EFT. Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/13/2023 0:00	REQUEST LETTER	CONTACT_TYP	CAP Application Packet	DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/13/2023 0:00	UTILITY REPORT ? CUSTOMER REFUSED TERMS	CONTACT_TYP	Stop Credit Action Effective Date : 2023-06-13 CUSTOMER HAS RECEIVED A CALL ABOUT SMART METER INSTALLATION SCHEDULE. due by	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	CREDIT ISSUES	CONTACT_TYP	the appropriate actions for this account alt Collections during the Cold Weather Period, due to changes in the Cold Weather Termination criteria, set to expire 03/17/2017:3.99 TOTAL BALANCE: \$212.87 PHN NBR UPDATED: NO EFT. Customer does not want to enroll in EFT. VENDOR: PAR3	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Cs. Tonia Robinson. Cs called to placed med cert. CB: PD: TB. \$1076.37 DD: 07/05/23 Next MR: 07/17/23. Same income info. Ok on MCNR, adv provide her doctor info. Dr. Meredith Doros FAX #215-456-4923. Explained time frame 3 business day, and UR was already placed till 06/23. explained we only placed the order and we dont request DOB. I have taken >contd...	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	CREDIT ISSUES	CONTACT_TYP	REF#230616-001259 MC APPVD ON 6/16/23, EXP ON 7/17/23, SIGNED BY DR. ANNA LEIGH ANETOR-JAMISON OS019922_ARM	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Cust updated payment amount to retain service \$ 1076.37 by 2023-06-12T00:00:00 to retain serviceD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$236.57 SERVICE AMOUNT DUE: \$236.57 TOTAL BALANCE: \$236.57 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	SUPPORT SERVICES WEST	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Cust updated payment amount to retain service \$ 1076.37 by 2023-06-12T00:00:00 to retain serviceNUMBER OF INSTALLMENTS: 012 INSTALLMENT AMOUNT: 41.01 FINAL INSTALLMENT: 40.96 Deposit amount \$172.00 Total down payment amt of \$322.00 to establish DPA. Confirmation Code: 531860	SUPPORT SERVICES WEST	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	MEDICAL CONDITION	CONTACT_TYP	Stop Credit Action Effective Date : 2023-06-16ES TO EXPERIAN CUSTOMER SERVICES AT 1-855-339-7875	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	OSC INCIDENT REQUEST	CONTACT_TYP	New OSC (Service Cloud) Incident CREATED with RefNo #230616-001259THEY BUILT A NEW HOUSE - NEEDS TO CHECK WITH ELEC ON GETTING SVC CONNECTED IN THE BREAKER BOX	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	BILLING ISSUES	CONTACT_TYP	no action taken	OPERATIONS CALL CTR & BILLING	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	BILLING ISSUES	CONTACT_TYP	TONIA M ROBINSON called in asking why is her bill so high Total balance \$1486.52. Past due amount of \$1076.37 due immediately. Current bill \$410.15 due by 07 / 05 / 2023. New charges \$0. Excess credit \$0. exp for 32 days 05/12 to 06/13 2,226kwh usage compared to last month and prev year usage is the same. cust became upset and disconnected call >contd...	OPERATIONS CALL CTR & BILLING	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	BILLING ISSUES	CONTACT_TYP	cust wants to know why current charges is so high. cno b\$1076.37 c\$410.15 dd7/5/23 bt\$1486.52. advs that usage is consistent with prev year usage. the only difference is the increase in rate this year and no CAP credit was rcvd towards current bill. adv cust of such and the disconnected call. tried to call her back and it went to voicemail.	OPERATIONS CALL CTR & BILLING	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	CREDIT ISSUES	CONTACT_TYP	dpa, cst is going to try to make pymt on Friday for that, updated cst fsmt, advised cst they would have to send cap app and poi in to get back on cap, cst is going to fix and email info over, cst wanted to know why cb was so high, advised cst i would fix them over to our billing department, xfered cst over to billing	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Total balance \$1486.52, Past due amount of \$1076.37 due immediately. Current bill \$410.15 TONIA M ROBINSON ctd to check the balance, wants to dispute her bill transfer to cc	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Total balance \$1486.52, Past due amount of \$1076.37 due immediately. Current bill \$410.15 due by 07 / 05 / 2023, nmr 07/17/23 sw rp called in for a breakdown on bill, cst is already advised about med hold on acct, cst wanted to know how much will she have to pay for bill, advised cst they are eligible to reinstate dpa for \$423.99 to get back on >contd...	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/28/2023 0:00	CAP - PECO	CONTACT_TYP	CAP INC: REC'D COMPLETED CAP APP AND INCOME VERIFICATION (SSI LETTERS) FOR CAP RECERT, VERIFIED AND UPDATED FSMT, CUST VERIFIED AS LVL 1. ACCT IS ELIGIBLE FOR CAP RECERT, CAP RECERT HAS BEEN PROCESSED, NO HOLDS, COMPLETE.	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/28/2023 0:00	CAP RECERTIFICATION	CONTACT_TYP	CAP Recertification Letter	DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/30/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Total balance \$1486.52, Past due amount of \$1076.37 due immediately. Current bill \$410.15 due by 07 / 05 / 2023, RD 07/17, sw rp, fsmt up, ref211, c\$ paid RA \$423.99 + \$1.75 conf#R039286476, wfm sent, hid until 07/15, educ about cap ppp	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/30/2023 0:00	CREDIT ISSUES	CONTACT_TYP	ghost call013-***5851 HAS BEEN SCHEDULED FOR 10/29/2020	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/30/2023 0:00	MISCELLANEOUS SYSTEM CREDIT ADJUSTMENT	CONTACT_TYP	Customer paid reinstatement amount of \$423.99 via BillMatrix on 06/30. PIs reinstate Level 1 DPA terms of 6652.38 + CB due on 07/05	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/30/2023 0:00	OSC INCIDENT REQUEST	CONTACT_TYP	New OSC (Service Cloud) Incident CREATED with RefNo #230630-000552	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/30/2023 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date : 2023-06-30	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/14/2023 0:00	CREDIT ISSUES	CONTACT_TYP	REF#230630-000552 sys n dpa or wfm/whm closed--dadams to Retail Delivery Service - Res Multiple D TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$127.68 SERVICE AMOUNT DUE: \$127.68 TOTAL BALANCE: \$127.68 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/17/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 07/31/2023 Termination Amount: \$410.15 which is subject to change order and we dont request DOB 07/21/2008	DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/21/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Cs. Tonia Robinson. Cs called to placed med cert. CB: PD: TB. \$128.31 PD \$410.15 DD: 08/05/23 Next MR: 08/15/23. Same income info. Ok on MCNR, adv provide her doctor info. Dr. Meredith Doros FAX #215-456-4923. Patient DERELLE B WILLIAMS Explained time frame 3 business day, and UR was already placed till 07/31. explained we only placed the >contd...	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/21/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Read UR script for a Customer Refused (ORUR) for \$410.15 by 2023-07-17T00:00:00 to retain service	SUPPORT SERVICES WEST	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/21/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Stop Credit Action Effective Date : 2023-07-21	SUPPORT SERVICES WEST	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/21/2023 0:00	UTILITY REPORT ? PECO REFUSED TERMS	CONTACT_TYP	Stop Credit Action Effective Date : 2023-07-25	SUPPORT SERVICES WEST	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/25/2023 0:00	CREDIT ISSUES	CONTACT_TYP	REF#230725-000722 MC APPVD ON 7/25/23, EXP ON 8/24/23, SIGNED BY DR. ROBERT LOUIS BONNER JR MD045370L_ARM	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/25/2023 0:00	MEDICAL CONDITION	CONTACT_TYP	Stop Credit Action Effective Date : 2023-07-25	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/25/2023 0:00	OSC INCIDENT REQUEST	CONTACT_TYP	New OSC (Service Cloud) Incident CREATED with RefNo #230725-000722	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/4/2023 0:00	CREDIT ISSUES	CONTACT_TYP	cx wanted to know about his/her balance, gave details, all cx needs#9	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/9/2023 0:00	AGREEMENT DEFAULT	CONTACT_TYP	Deferred Payment Agreement Default Defaulted Amt: \$652.38 Reinstatement Amt: \$338.46	DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/9/2023 0:00	CREDIT ISSUES	CONTACT_TYP	rp called about hold she has and amount she has to pay, MC will expire 08/24/23, explained about RA 5583.46 (subject to change), she told me about Npc amount \$410.15, she will pay it in the next few days to stop disconnection. Total balance \$1200.53, Past due amount of \$1131.53 due immediately. Current bill \$69 due by 09 / 05 / 2023, NRD 09/14/23	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/24/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 09/07/2023 Termination Amount: \$1,131.53 which is subject to change\$0.00 New Budget Effective Month: 201701	DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/31/2023 0:00	72 HOUR NOTICE	CONTACT_TYP	(267) 401-6754 CALL RESULT: SUCCESSFUL TIME OF CALL: 17:03 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$1,131.53 SERVICE AMOUNT DUE: \$1,131.53 TOTAL BALANCE: \$1,131.53 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: OSI	DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	9/1/2023 0:00	CREDIT ISSUES	CONTACT_TYP	can also do the collec armtm, cst u expires 09/11, recap, nfating IN *1413 HAS BEEN MADE	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	9/1/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Total balance \$1200.53, Past due amount of \$1131.53 due immediately. Current bill \$69 due by 09 / 05 / 2023, New charges \$0. Excess credit \$0. have taken the appropriate actions for this account. cst ci she just lost her son and had to bury him, she dont have the money to reinstate dpa, of 538.46, infmd of bal, gave nmr, updated, fsmt, cst >contd...	FINANCIAL CALL CENTER	1250 ALCOTT ST			PHILADELPHIA	1			

33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	CREDIT ISSUES	CONTACT_TYP	cx called in to mke a pymt to hve dpa reinstated. pymt mdevia pymtus of \$128.13 conf 3362327960, no updtc to fsmr, nmr of 12/14. cx would like to apply for LIHEAP. xfer to LIHEAP. hld placed, wfm sent.9.33 TOTAL BALANCE: \$3,015.91 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	FINANCIAL CALL CENTER		1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Cust called re DPA reinstatement; reinstatement balance \$128.31 cust accepted reinstatement Credit \$ Unbilled amount \$ Amount paid today \$ Confirmation # Reference # Receipt # Total remaining balance \$	SUPPORT SERVICES WEST	IVR	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	MISCELLANEOUS SYSTEM CREDIT ADJUSTMENT	CONTACT_TYP	Customer paid reinstatement amount of \$128.31 via Paymentus on 12/12/23. Pls reinstate Level 1 DPA terms of \$59.31 pr mth. 1875268076F121485858F78A549 for one-time payment only	FINANCIAL CALL CENTER		1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	PA REINS CALL	CONTACT_TYP	(267) 401-6754 CALL RESULT: Gave live message to account holder TIME OF CALL: 11:43 SERVICE CLASS: RES RECORD TYPE: PA Reinstatement Call AMOUNT DUE AT TIME OF CALL: \$484.14 SERVICE AMOUNT DUE: \$484.14 TOTAL BALANCE: \$484.14 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	REACHED 90% OF THE CAP PIPP MAXIMUM CREDIT	CONTACT_TYP	Credit Used to Date: \$ 1719.00 Annual Max Credit: \$ 1719.00	PROJECT & SUPPORT WEST	SERVICE CHARGE CALC MODULE	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	REACHED THE CAP PIPP MAXIMUM CREDIT	CONTACT_TYP	Credit Used to Date: \$ 1719.00 Annual Max Credit: \$ 1719.00	PROJECT & SUPPORT WEST	SERVICE CHARGE CALC MODULE	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date: 2023-12-12 Enrollment Letter sent. Customer may rescind this enrollment but must rescind by 2013-08-26 in order to avoid a potential early termination fee assessed by the RES.	FINANCIAL CALL CENTER		1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/14/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Total balance \$301.07, Past due amount of \$0.00 due immediately, Current bill \$301.07 due by 01 / 03 / 2024, NMRD 01/18/23 R/P CALLED IN ART BAL AVD OF DPA UPDATED FS GAVE CAP RECERT DATE AVD OF LIHEAP AND 211 RECAP BRAND	FINANCIAL CALL CENTER		1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/4/2024 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly NoticeThreshold: No. Consumption on Cut Meter Threshold: No. Previous Premise Balance: No.		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/4/2024 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. Use Zero sales tax applied. 67 TOTAL BALANCE: \$419.88 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/8/2024 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/19/2024 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Noticeendar year and therefore may be included in Municipal Aggregation supplier enrollments. This may be why the customer was included in the supplier enrollments submitted by the Municipality/Supplier.		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/19/2024 0:00	CREDIT ISSUES	CONTACT_TYP	SW 89 TONIA M ROBINSON CX STATES SHE UNABLE TO PAY BILL AT THIS TIME JUST LOST SON / UPDATED FNSMT / OFFERED 211 & LIHEAP /AVD CX WINTER PERTECTION / NMR-2/22/24 / CAP RECERT-6/28/25Total balance \$1060.45, Past due amount of \$301.07 due immediately, Current bill \$759.38 due by 02 / 07 / 2024	FINANCIAL CALL CENTER		1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	PENDING ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/19/2024 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	(267) 401-6754 CALL RESULT: Gave live message to account holder TIME OF CALL: 11:01 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$301.07 SERVICE AMOUNT DUE: \$301.07 TOTAL BALANCE: \$1,060.45 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	PENDING ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/19/2024 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	PENDING ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/1/2024 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	10-day termination notices were mailed to LIHEAP Crisis eligible customers. This notice is a requirement for LIHEAP Crisis grants. A letter accompanied the notice advising the customer what actions to take to apply for the LIHEAP Crisis grant. Advise the customer to call 1-800-34-HELP-4 our LIHEAP hotline for additional assistance.		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	PENDING ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/1/2024 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	PENDING ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/12/2024 0:00	AGREEMENT DEFAULT	CONTACT_TYP	Deferred Payment Agreement Default Defaulted Amt: \$355.83 Reinstated Amt: \$1,060.45		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27

CC_ID	USER_ID	PER_ID	CC_DTTM	CC_CL_CD	CC_TYPE_CD	PRINT_LETTER_SW	LETTER_PRINT_DTTM	LTR_TMPL_CD	DESCR_LONG	VERSION	BATCH_CD	BATCH_NBR	CC_STATUS_FLG	CONTACT_METH_FLG	CC_DATA_AREA	ACCT_ID	PREM_ID	CL_CONTACT_ID	CC_ENTITY_FLG	ILM_DT	ILM_ARCH_SW
5007051692		5005405000	3/25/2024 11:33 AM	C&C	CMCREISSP	N			Past due Balance of: \$ 2320.60, Balance Due: \$2890.25, Current Charges: \$569.65, Bill Due Date: 04 / 10 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$2890.25	1			0	CIPC		2195641222	5131781000	5007391998	PER	3/25/2024	N
5007787236	SVC_CSF	5005405000	3/25/2024 11:36 AM	C&C	CM-PARINEUIG	N				1			0	N/A		2195641222			PER	3/25/2024	N
5003067350	SVC_CSF	5005405000	3/25/2024 11:40 AM	C&C	CMCREISSP	N			adv cust that dpa defaulted no lineup payment gave lineup phone 211 dpa reinstatement	2			0	CIPC		2195641222	5131781000	5007391998	PER	3/25/2024	N
5005080823	SVC_CSF	5005405000	4/14/2024 3:58 PM	AS11ONPC	CM-PARINEUIG	N			A Initial Outage Notification message was sent on 04/14/2024 06:19:59 via SMS	1			0	N/A		2195641222			PER	4/14/2024	N
5007104169	SVC_CSF	5005405000	4/17/2024 11:53 AM	C&C	CM-PARINEUIG	N				1			0	N/A		2195641222			PER	4/17/2024	N
5003924490		5005405000	4/17/2024 12:04 PM	C&C	CMCREISSP	N			Past due Balance of: \$ 2890.25, Balance Due: \$2890.25, Current Charges: \$569.65, Bill Due Date: 04 / 10 / 2024, nr 04 / 17 / 2024 rp wants to make a partial payment current amount 569.65 +1.75 service fee payment completed 3590960128 check ffmt same	2			0	N/A		2195641222	5131781000		PER	4/17/2024	N
5005399613	SYSUSER	5005405000	4/17/2024 12:07 PM	PMT	PMTMEMO	N			adv cap account and 211	7			0	N/A		2195641222			PER	4/17/2024	N
5007538446	SVC_CSF	5005405000	5/14/2024 6:32 PM	C&C	CM-PARINEUIG	N			SOURCE=PMTUSPC Payment: \$ 569.65	1			0	N/A		2195641222			PER	5/14/2024	N
5003464472		5005405000	5/14/2024 6:34 PM	C&C	CMCREISSP	N			Past due Balance of: \$ 2868.25, Balance Due: \$2868.25, Current Charges: \$547.65, Bill Due Date: 05 / 09 / 2024, NMR 5/16 rp called to pay cb 547.65+1.75 conf # 3638331106 ffmt updated inc lvl 1 no changes	2			0	CIPC		2195641222		5007391998	PER	5/14/2024	N
5007155349	SYSUSER	5005405000	5/14/2024 6:46 PM	PMT	PMTMEMO	N			SOURCE=PMTUSPC Payment: \$ 547.65	7			0	N/A		2195641222			PER	5/14/2024	N
5009861727	SVC_CSF	5005405000	6/21/2024 5:31 PM	IVR	CMCREISSP	N				1			0	N/A		2195641222	5131781000		PER	6/21/2024	N
5005013298	SVC_CSF	5005405000	6/21/2024 5:33 PM	C&C	CM-PARINEUIG	N				1			0	N/A		2195641222			PER	6/21/2024	N
5007527285		5005405000	6/21/2024 5:48 PM	C&C	CMCREISSP	N			Past due Balance of: \$ 2591.35, Balance Due: \$2939.04, Current Charges: \$347.69, Bill Due Date: 07 / 09 / 2024, NMR 7/17, TONIA M ROBINSON ci to req info on reinstate dpa 2533.00, subject to change - 211, last payment \$547.65 5/15, ffmt added, mad A PAYMENT 270.75 +SFE \$1.75, CONFIRMATION NUMBER 3704626176	2			0	CIPC		2195641222		5007391998	PER	6/21/2024	N
5002619077	SYSUSER	5005405000	6/22/2024 2:12 AM	PMT	PMTMEMO	N			SOURCE=PMTUSPC Payment: \$ 270.75	7			0	N/A		2195641222			PER	6/22/2024	N
5003616428	SVC_CSF	5005405000	7/8/2024 1:42 PM	IVR	CMCREISSP	N				1			0	N/A		2195641222	5131781000		PER	7/8/2024	N
5006194789	SVC_CSF	5005405000	7/8/2024 1:43 PM	C&C	CM-PARINEUIG	N				1			0	N/A		2195641222			PER	7/8/2024	N
5009655433		5005405000	7/8/2024 2:03 PM	C&C	CMCREISSP	N			Past due Balance of: \$ 2320.60, Balance Due: \$2668.29, Current Charges: \$347.69, Bill Due Date: 07 / 09 / 2024, RD 7/17, sw rp, adv no shut off nrc, cx called to pay \$347.69 conf#3733789648, educ pymt goes towards Pd first, adv system can trigger shut off for Pd, adv cl back for hid if get it, ffmt same, ref211	1			0	CIPC		2195641222		5007391998	PER	7/8/2024	N
5000083393	SYSUSER	5005405000	7/8/2024 2:12 PM	PMT	PMTMEMO	N			SOURCE=PMTUSPC Payment: \$ 347.69	7			0	N/A		2195641222			PER	7/8/2024	N
5007914232		5005405000	8/30/2024 11:16 AM	C&C	CMCREISSP	N			Balance Due: \$3246.64, Current Charges: \$439.08, Bill Due Date: 09 / 06 / 2024, NRD 09/16/24/ Rp ci about bill inf/gave int/ ffmt st (the same)/adv she is on cap/ adv 211	1			0	CIPC		2195641222		5007391998	PER	8/30/2024	N
5002386547		5005405000	9/13/2024 6:19 PM	CC	CR_BILINGING	N			Robinson, Tonia called to make a payment on acct transferred to PAYMENTUS	1			0			2195641222	5131781000		PER	9/13/2024	N
5009911398		5005405000	9/13/2024 6:42 PM	C&C	CMCREISSP	N			Past due Balance of: \$ 0.00, Balance Due: \$3246.64, Current Charges: \$439.08, Bill Due Date: 09 / 06 / 2024, PA Balance: \$0.00, cx is calling to make a pymnt of \$439.08, confirmation# 3854270636, Refused FSMT. Recap given.	2			0	CIPC		2195641222		5007391998	PER	9/13/2024	N
5005440004	SYSUSER	5005405000	9/13/2024 6:53 PM	PMT	PMTMEMO	N			SOURCE=PMTUSPC Payment: \$ 439.08	7			0	N/A		2195641222			PER	9/13/2024	N
5008400430	WIRWORK2	5005405000	9/20/2024	CA	PCCAPMISC	N			Customer bills have been paused through Oct 17, 2024 due to CCB billing issues. Customer likely will be rebilled for impacted period which could range from May-Sept 2024.	1			0			2195641222			PER	9/20/2024	N
5003664244	WIRWORK2	5005405000	10/2/2024	CA	PCCAPMISC	N			Removing customer billing pause through Oct 17, 2024.	1			0			2195641222			PER	10/2/2024	N
5009309285	LAWTAN	5005405000	10/21/2024 1:26 PM	C&C	CM_COLLHOLD	N			Collection Exception has been created - Other Exception(s) - 2024-12-20	1			0	N/A		2195641222			PER	10/21/2024	N
5007761692	LAWTAN	5005405000	10/23/2024 7:33 AM	CA	CAPRECERT1	N				1			0			2195641222	5131781000		PER	10/23/2024	N
5003485204	LAWTAN	5005405000	10/23/2024 7:34 AM	CA	CAPRECERTCMP	Y	10/23/2024 7:57 AM	CAPRECC-PO		1	LTRPRTP	174	10			2195641222	5131781000		PER	10/23/2024	N
5008885698	LAWTAN	5005405000	10/23/2024 8:36 AM	CA	CAPRECERT1	N				1			0			2195641222	5131781000		PER	10/23/2024	N
5007939454	LAWTAN	5005405000	10/23/2024 8:36 AM	CA	CAPRECERTCMP	Y	10/23/2024 11:52 PM	CAPRECC-PO		1	LTRPRTP	175	10			2195641222	5131781000		PER	10/23/2024	N
5006546252	LAWTAN	5005405000	10/23/2024 9:24 AM	CA	PCCAPMISC	N			Universal Services working account to change from R to RH...completed pipp changed to \$180.00, however, this account is on list from CLS to rework removing child SSI income...reverified ffmt removing ssi income new pipp \$2.00 amc 3835.00	1			0			2195641222			PER	10/23/2024	N
5004820300	WIRWORK2	5005405000	11/5/2024	CA	PCCAPMISC	N			Rebilling for cancelled customer bill(s) under review in November	1			0			2195641222			PER	11/5/2024	N
5007461121	LAWTAN	5005405000	11/12/2024 9:50 AM	CA	CAPRECERT1	N				2			0			2195641222	5131781000		PER	11/12/2024	N
5005912596	LAWTAN	5005405000	11/13/2024 9:51 AM	CA	CAPRECERTCMP	Y	11/13/2024 11:18 AM	CAPRECC-PO		1	LTRPRTP	189	10			2195641222	5131781000		PER	11/13/2024	N
5008134188	LAWTAN	5005405000	11/12/2024 1:01 PM	CA	PCCAPMISC	N			Universal Services - SSI for Minor/CLS account...fmt was reverified and amc and pipp changed difference from prev amc of \$2275 to new amc of 3835 is 1560.00 gave adjustments per mgr G. Luehrs for time period of 01/23 to 06/23 & 06/23 to 06/24, bills after have been canceled to be rebilled the PPP amount	1			0			2195641222			PER	11/12/2024	N
5008760056	WIRWORK2	5005405000	12/17/2024	CA	PCCAPMISC	N			Rebilling for cancelled customer bill(s) to be attempted by CCB billing batch when account enters billing window.	1			0			2195641222			PER	12/17/2024	N
5006708237	SVC_CSF	5005405000	1/23/2025 5:10 PM	AS11ONPC	AS11ONPC	N			A Estimated Time of Restoration message was sent on 01/23/2025 05:03:31 via SMS	1			0	N/A		2195641222	5131781000		PER	1/23/2025	N
5001272175	SVC_CSF	5005405000	1/23/2025 5:10 PM	AS11ONPC	AS11ONPC	N			A Estimated Time of Restoration message was sent on 01/23/2025 05:03:31 via SMS	1			0	N/A		2195641222	5131781000		PER	1/23/2025	N
5007862666		5005405000	3/28/2025 7:28 AM	C&C	CM_COLLHOLD	N			Collection Exception has been created - Other Exception(s) - 2027-04-17	1			0	N/A		2195641222			PER	3/28/2025	N
5000935409	LAWTAN	5005405000	3/28/2025 9:32 AM	CA	PCCAPMISC	N			Universal Services - updated contract quantities based on verified ffmt statement dated 10-23-2024 and rate RH	2			0			2195641222			PER	3/28/2025	N
5006894357	SVC_CSF	5005405000	3/31/2025 7:47 PM	AS11ONPC	AS11ONPC	N			PECO: We are preparing for potential severe storms today and tonight. If you lose power reply OUT here or report online at peco.com/outages.	1			0	N/A		2195641222	5131781000		PER	3/31/2025	N
5004700841	SVC_CSF	5005405000	3/31/2025 7:48 PM	AS11ONPC	AS11ONPC	N			PECO: We are preparing for potential severe storms today and tonight. If you lose power reply OUT here or report online at peco.com/outages.	1			0	N/A		2195641222	5131781000		PER	3/31/2025	N
5001986532		5005405000	4/3/2025 2:07 PM	CA	CARESPREF	N			Univer Servs sent email to billing for possible rebill from 7/2024 to current.	1			0			2195641222			PER	4/3/2025	N
5000988617		5005405000	4/8/2025 10:28 AM	BILL	BILL_MISC	N			rec'd todo requesting that the account be back billed for the 7-24 rdg to the present because there was a rate chng from r to rh so ocled the bills for serv from 7-23 to 3-18-25 for 125.65 & rebilled the 1st bill period 7-23 to 8-21-24	2			0			2195641222	5131781000		PER	4/8/2025	N
5006655267		5005405000	4/11/2025 8:33 AM	BILL	BILL_MISC	N			f/u on the acct & rebilled the elec for serv from 8-21 to 10-21-24	0			0			2195641222	5131781000		PER	4/11/2025	N
5002534336		5005405000	4/14/2025 10:19 AM	BILL	BILL_MISC	N			f/u on the acct & billed the elec for serv from 10-21 to 12-13-24	1			0			2195641222	5131781000		PER	4/14/2025	N

For each month from May 2022 to June 2024, please calculate the PECO CAP bill that would have been issued to Complainant if she had been on Rate RH with CAP at the income level PECO has in its records for Complainant for such month.

PECO Account: 2195641222	202205	202206	202207	202208	202209
KWH Usage	1,876	2,064	2,050	2,385	2,536
RH Bill amount (Pre-PIPP discount)	\$ 244.48	\$ 323.29	\$ 321.41	\$ 372.22	\$ 417.21
PIPP Amount	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00
Annual Max	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00
CAP Credit	\$ 111.48	\$ 190.29	\$ 188.41	\$ 239.22	\$ 284.21
Credits used to date	\$ 111.48	\$ 301.77	\$ 490.18	\$ 729.40	\$ 1,013.61
Discounted CAP Bill under RH	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00

202210	202211	202212	202301	202302	202303	202304	202305	202306	202307	202308
1,905	1,978	3,595	4,558	4,849	2,883	1,963	2,032	2,226	2,250	1,981
\$ 278.25	\$ 288.51	\$ 561.22	\$ 720.30	\$ 765.62	\$ 455.75	\$ 313.74	\$ 324.39	\$ 413.89	\$ 418.57	\$ 369.79
\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 174.00	\$ 174.00
\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,275.00	\$ 2,275.00
\$ 145.25	\$ 155.51	\$ 428.22	\$ 587.30	\$ 632.62	\$ 322.75	\$ 180.74	\$ 191.39	\$ 203.98	\$ 244.57	\$ 195.79
\$ 1,158.86	\$ 1,314.37	\$ 428.22	\$ 1,015.52	\$ 1,648.14	\$ 1,970.89	\$ 2,151.63	\$ 2,343.02	\$ 2,547.00	\$ 244.57	\$ 440.36
\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 209.91	\$ 174.00	\$ 174.00

202309	202310	202311	202312	202401	202402	202403	202404	202405	202406
2012	1414	2248	3218	4048	5483	3125	2998	1452	1896
\$ 362.54	\$ 230.23	\$ 359.78	\$ 485.28	\$ 633.16	\$ 853.85	\$ 507.08	\$ 487.47	\$ 241.59	\$ 348.02
\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00
\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00
\$ 188.54	\$ 56.23	\$ 185.78	\$ 311.28	\$ 459.16	\$ 633.65	\$ -	\$ -	\$ -	\$ -
\$ 628.90	\$ 685.13	\$ 870.91	\$ 1,182.19	\$ 1,641.35	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00
\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 220.20	\$ 507.08	\$ 487.47	\$ 241.59	\$ 348.02

Peco Account ID: 2195641222	Date	Actual Bill Amount Due
	May-22	\$1,591.49
	Jun-22	\$811.47
	Jul-22	\$0.00
	Aug-22	\$0.00
	Sep-22	\$0.00
	Oct-22	\$71.65
	Nov-22	\$274.55
	Dec-22	\$327.55
	Jan-23	\$380.55
	Feb-23	\$676.77
	Mar-23	\$1,189.61
	Apr-23	\$711.69
	May-23	\$423.99
	Jun-23	\$1,486.62
	Jul-23	\$538.56
	Aug-23	\$1,200.53
	Sep-23	\$128.31
	Oct-23	\$128.31
	Nov-23	\$128.31
	Dec-23	\$301.07
	Jan-24	\$1,060.45
	Feb-24	\$2,320.60
	Mar-24	\$2,890.25
	Apr-24	\$2,868.25
	May-24	\$2,591.35
	Jun-24	\$2,939.04

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON	:	
Complainant	:	
v.	:	DOCKET NO. C-2025-3054236
	:	
	:	
PECO ENERGY COMPANY	:	
Respondent	:	
	:	

**PECO ENERGY COMPANY’S OBJECTIONS AND ANSWERS TO COMPLAINANT’S,
TONIA ROBINSON, REQUEST FOR PRODUCTION OF
DOCUMENTS/INTERROGATORIES**

II-1. Refer to PECO’s answer to I-6. Are the calculations provided in this answer based on an income level between 51% and 100% FPL?

No. The calculations provided are based on the 4/23/2018 verified FPL of 105%.

II-2. Refer to PECO’s answer to I-6. For each month during which PECO’s CAP-FCO program was in operation, please calculate the PECO CAP-FCO bill that would have been issued to Complainant if she had been on CAP with Rate RH at the income level PECO has in its records for Complainant for such month.

Please refer to Attachment II-2(a).

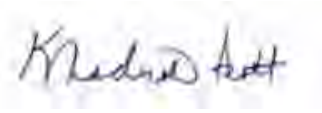
II-3. For each month from May 2022 to June 2024, please provide in an Excel spreadsheet the billing period, usage quantity in kWh, and total new charges for the billing period.

Please refer to Attachment I-7(a) for the total new charges for billing periods from May 2022 to June 2024. Refer to Attachment II-3(a) for total usage quantity in kWh for the same period.

II-4. For each month from May 2022 to June 2024, please provide a copy of Complainant’s bill.

Please refer to Attachment II-4(a) for months January 2023 to June 2024. Months prior to January 2023 are not available in bill format. Refer to Attachment II-4(b) for the activity statement for Month May 2022 to December 2022.

Note for the month of June 2024, the account was rebilled to apply a CAP PIPP Retroactive Electric Heating credit.



Khadijah Scott
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19103
(267) 533-1830
Fax: 215.568.3389
Khadijah.scott@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON	:	
Complainant	:	
v.	:	DOCKET NO. C-2025-3054236
	:	
	:	
PECO ENERGY COMPANY	:	
Respondent	:	
	:	

VERIFICATION

I, Anthony Costello, hereby declare that I am a Senior Regulatory Assessor employed with PECO Energy Company; that as such I am authorized to make this verification on its behalf; that I have personal knowledge of all the facts recited in the foregoing Answers of PECO Energy Company to Complainant's Interrogatories. In addition, the information contained in Said Answers having been furnished to me by various PECO Energy Company personnel, but the facts set forth in the Answers are true to the best of my information and belief based upon the information made available to me, and that these Answers are, accordingly, verified on behalf of PECO Energy Company. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. §4904 relating to unsworn falsification to authorities.

/s/Anthony Costello

Anthony Costello, Senior Regulatory Assessor

Date: June 5, 2025

PECO Account: 2195641222	202205	202206	202207	202208	202209	202210	202211
RH Bill amount*	\$ 244.48	\$ 323.29	\$ 321.41	\$ 372.22	\$ 417.21	\$ 278.25	\$ 288.51
FCO Credit Amount*	\$ 120.12	\$ 117.62	\$ 145.15	\$ 133.09	\$ 122.85	\$ 102.83	\$ 145.83
Discounted CAP Bill under RH*	\$ 124.36	\$ 205.67	\$ 176.27	\$ 239.13	\$ 294.36	\$ 175.42	\$ 142.68

**hypothetical*

PECO Account: 2195641222	Usage Quantity in kWh
202205	1,876
202206	2,064
202207	2,050
202208	2,385
202209	2,536
202210	1,905
202211	1,978
202212	3,595
202301	4,558
202302	4,849
202303	2,883
202304	1,963
202305	2,032
202306	2,226
202307	2,250
202308	1,981
202309	2,012
202310	1,414
202311	2,248
202312	3,218
202401	4,048
202402	5,483
202403	3,125
202404	2,998
202405	1,452
202406	1,896

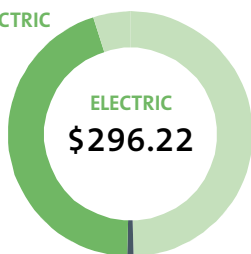
Name: TONIA M ROBINSON
 Account Number: 19784-06040
 Phone Number: 267-401-6754
 Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY
 PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date	02/14/2023
Charges from previous bill	\$380.55
Total Other Charges	\$380.55

Current Period Charges

Electric	\$296.22
Total New Charges	\$296.22

Total Amount Due on 03/08/2023 \$676.77

General Information

Next scheduled meter reading: 03/17/2023

1-800-774-7040

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 1-800-494-4000 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: 1-800-774-7040

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

2301 Market Street
 Philadelphia, PA 19103-1380

Pay Today!

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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 # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by **\$676.77**
 03/08/2023

Payment Amount \$

0015678 01 AV 0.471 **AUTO T7 0 8730 19149-371050 -C02-B1-P15693-I1 3 5



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



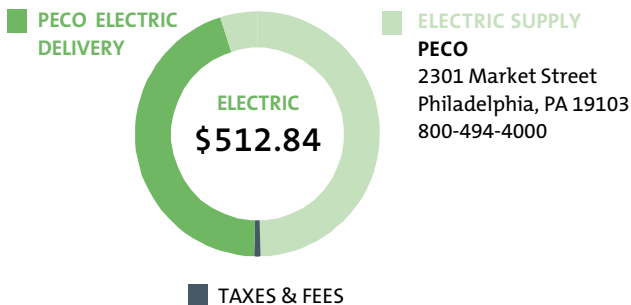
PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date	03/15/2023
Charges from previous bill	\$676.77
Total Other Charges	\$676.77

Current Period Charges

Electric	\$512.84
Total New Charges	\$512.84

Total Amount Due on 04/06/2023 \$1,189.61

General Information

Next scheduled meter reading: 04/17/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service

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Online: peco.com

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

By Phone: 1-800-774-7040

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

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

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 04/06/2023 \$1,189.61

Payment Amount \$

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 Philadelphia, PA 19103-1380

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0020071 01 AV 0.471 **AUTO T6 0 8751 19149-371050 -C02-B1-P20091-I12 4 6



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



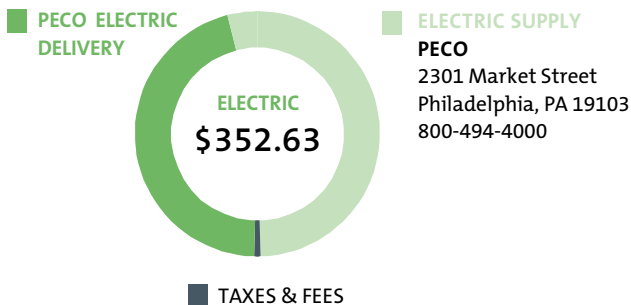
PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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

Billing Summary

Bill Date	04/13/2023
LIHEAP payment	\$380.55
LIHEAP payment	\$150.00
LIHEAP payment	\$300.00
Charges from previous bill	\$359.06
Total Other Charges	\$359.06

Current Period Charges

Electric	\$352.63
Total New Charges	\$352.63

Total Amount Due on 05/05/2023 \$711.69

General Information

Next scheduled meter reading: 05/16/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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Customer Self Service - Manage Your Account 24/7

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Online: peco.com

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

By Phone: **1-800-774-7040**

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

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

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 05/05/2023 \$711.69

Payment Amount \$

2301 Market Street
 Philadelphia, PA 19103-1380

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0020432 01 AV 0.471 **AUTO T1 0 8772 19149-371050 -C02-B1-P20452-112 4



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



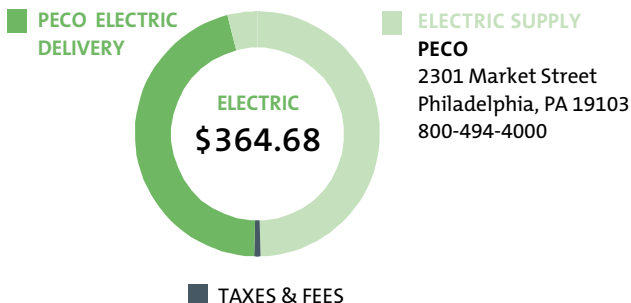
PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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

Billing Summary

Bill Date	05/12/2023
Deferred payment agreement	\$59.31
Total Other Charges	\$59.31

Current Period Charges

Electric	\$364.68
Total New Charges	\$364.68

Total Amount Due on 06/05/2023 \$423.99

General Information

Next scheduled meter reading: 06/15/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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Online: peco.com

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

By Phone: 1-800-774-7040

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 Philadelphia, PA 19103-1380

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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 # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 06/05/2023 \$423.99

Payment Amount \$

0021043 01 AV 0.471 **AUTO T7 0 8793 19149-371050 -C02-B1-P21064-I12



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



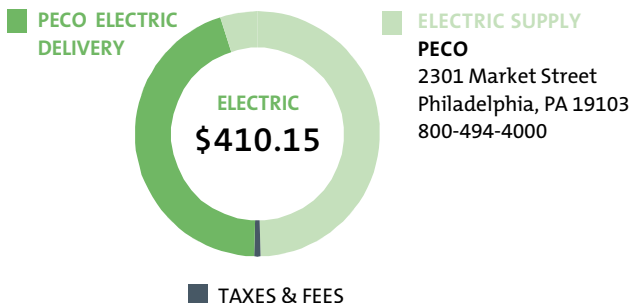
PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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

Billing Summary

Bill Date	06/13/2023
Charges from previous bill	\$1,076.37
Total Other Charges	\$1,076.37

Current Period Charges

Electric	\$410.15
Total New Charges	\$410.15

Total Amount Due on 07/05/2023 \$1,486.52

General Information

Next scheduled meter reading: 07/17/2023

1-800-774-7040

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 1-800-494-4000 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: 1-800-774-7040

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



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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 # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 07/05/2023 \$1,486.52

Payment Amount \$

0015745 01 AV 0.471 **AUTO T7 0 8814 19149-371050 -C02-B1-P15760-I12 4 6



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



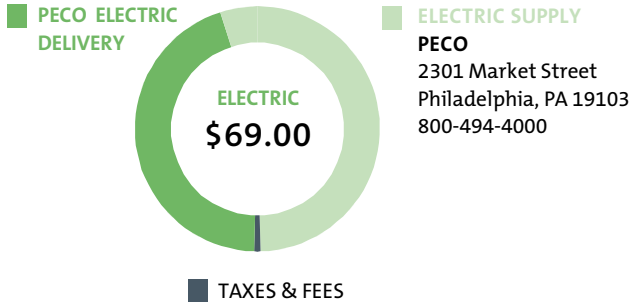
PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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 SUPPLY PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date	07/13/2023
Thank you for your payment of \$423.99 on 06/30/2023	
Charges from previous bill	\$410.15
Deferred payment agreement	\$59.31
Total Other Charges	\$469.46
Current Period Charges	
Electric	\$69.00
Total New Charges	\$69.00
Total Amount Due on 08/04/2023	\$538.46

General Information

Next scheduled meter reading: 08/15/2023

1-800-774-7040

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 1-800-494-4000 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: **1-800-774-7040**

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



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 # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 08/04/2023 \$538.46

Payment Amount \$.

0020280 01 AV 0.471 **AUTO T7 0 8835 19149-371050 -C02-B1-P20300-1123 5



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

8835-02-0020280-0001-0014739

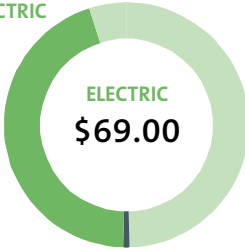
Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY

PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date	08/11/2023
Charges from previous bill	\$1,131.53
Total Other Charges	\$1,131.53

Current Period Charges

Electric	\$69.00
Total New Charges	\$69.00

Total Amount Due on 09/05/2023 \$1,200.53

General Information

Next scheduled meter reading: 09/14/2023

1-800-774-7040

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 1-800-494-4000 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: 1-800-774-7040

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



2301 Market Street
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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 # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 09/05/2023 \$1,200.53

Payment Amount \$.

0020453 01 AV 0.471 **AUTO T5 0 8856 19149-371050 -C02-B1-P20473-112



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



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 PO Box 37629
 Philadelphia, PA 19101-0629

8856-02-0020453-0001-0014848

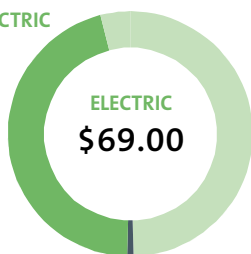
Name: TONIA M ROBINSON
 Account Number: 19784-06040
 Phone Number: 267-401-6754
 Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY

PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date 09/12/2023
 Thank you for your payment of \$666.77 on 09/11/2023
 Deferred payment agreement \$59.31
Total Other Charges \$59.31

Current Period Charges

Electric \$69.00
Total New Charges \$69.00

Total Amount Due on 10/04/2023 \$128.31

General Information

Next scheduled meter reading: 10/13/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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By Phone: 1-800-774-7040

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- Pledge a donation to MEAF. *Complete form on reverse side.*

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 10/04/2023 \$128.31

Payment Amount \$

0016183 01 AV 0.498 **AUTO TO 0 8877 19149-371050 -C02-B1-P16199-1123



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Exhibit 1-30

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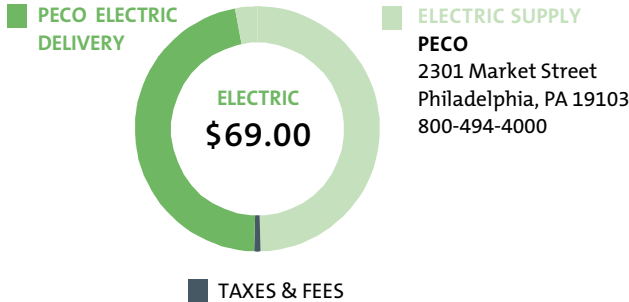
8877-02-0016183-0001-0016159

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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: 10/11/2023
 Thank you for your payment of \$128.31 on 10/03/2023
 Deferred payment agreement: \$59.31
Total Other Charges: \$59.31

Current Period Charges

Electric: \$69.00
Total New Charges: \$69.00

Total Amount Due on 11/02/2023: \$128.31

General Information

Next scheduled meter reading: 11/13/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service

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Online: peco.com

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

By Phone: 1-800-774-7040

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- Pledge a donation to MEAF. Complete form on reverse side.

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 11/02/2023: \$128.31

Payment Amount \$ [] . [] []

0020093 01 AV 0.498 **AUTO T6 0 8898 19149-371050 -C02-B1-P20113-1123



TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



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PO Box 37629
Philadelphia, PA 19101-0629

Exhibit 1-31

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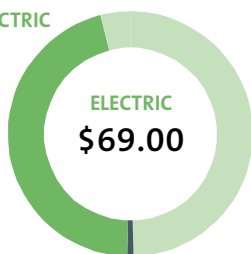
Name: TONIA M ROBINSON
 Account Number: 19784-06040
 Phone Number: 267-401-6754
 Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY

PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date 11/09/2023
 Thank you for your payment of \$128.31 on 11/06/2023
 Deferred payment agreement \$59.31
Total Other Charges \$59.31

Current Period Charges

Electric \$69.00
Total New Charges \$69.00

Total Amount Due on 12/04/2023 \$128.31

General Information

Next scheduled meter reading: 12/14/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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

By Phone: 1-800-774-7040

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

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 12/04/2023 \$128.31

Payment Amount \$

0020321 01 AV 0.498 **AUTO T5 0 8919 19149-371050 -C02-B1-P20341-1123 6




TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
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 Philadelphia, PA 19101-0629

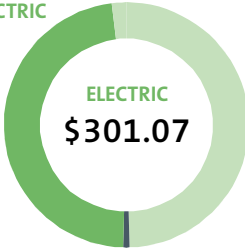
Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY PECO

2301 Market Street
Philadelphia, PA 19103
800-494-4000

Billing Summary

Bill Date 12/12/2023
Thank you for your payment of \$128.31 on 12/12/2023

Current Period Charges

Electric \$301.07
Total New Charges \$301.07

Total Amount Due on 01/03/2024 \$301.07

General Information

Next scheduled meter reading: 01/18/2024

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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

By Phone: 1-800-774-7040

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- Pledge a donation to MEAF. Complete form on reverse side.

Account # 19784-06040

 877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 01/03/2024 \$301.07

Payment Amount \$ [] . [] []

0016217 01 AV 0.498 **AUTO T4 0 8940 19149-371050 -C02-B1-P16233-112 45



TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



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PO Box 37629
Philadelphia, PA 19101-0629

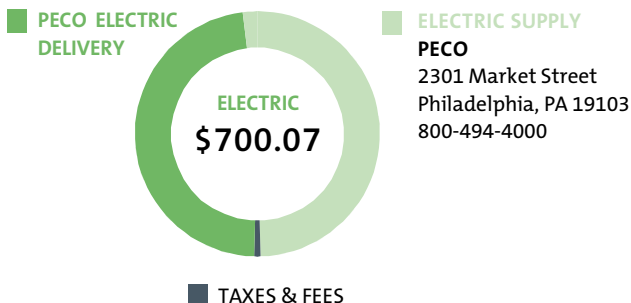
8940-02-0016217-0001-0016019

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott St, Philadelphia

Emergency and Repair

! 800-841-4141

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ELECTRIC SUPPLY PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date	01/16/2024
Charges from previous bill	\$301.07
Deferred payment agreement	\$59.31
Total Other Charges	\$360.38

Current Period Charges

Electric	\$700.07
Total New Charges	\$700.07

Total Amount Due on 02/07/2024 \$1,060.45

General Information

Next scheduled meter reading: 02/22/2024

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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By Phone: **1-800-774-7040**

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Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 02/07/2024 \$1,060.45

Payment Amount \$

0001864 01 AV 0.498 **AUTO T9 0 8710 19149-371050 -C03-B1-P01865-I12 45

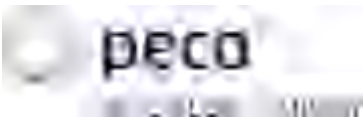


TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
PO Box 37629
Philadelphia, PA 19101-0629

8710-03-0001864-0001-0003051



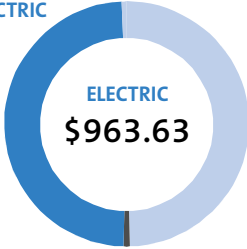
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY
PECO
2301 MARKET STREET
PHILADELPHIA, PA 19103
890-494-4000
peco.com

Billing Summary

Table with 2 columns: Description, Amount. Rows: Bill Date (02/20/2024), Charges/Credits from previous bill (\$1,060.45), Total Other Charges (\$1,060.45).

Current Period Charges

Table with 2 columns: Description, Amount. Rows: Electric (\$963.63), Total New Charges (\$963.63).

Total Amount Due on 03/13/2024 \$2,320.60

General Information

Next scheduled meter reading: 03/21/2024

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.

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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.

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 03/13/2024 \$2,320.60

Payment Amount \$

2301 Market Street
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0015617 01 AV 0.507 **AUTO T9 0 8745 19149-371050 -C02-B1-P15632-11

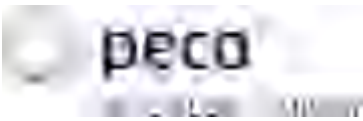


TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



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

8745-02-0015617-0001-0020889



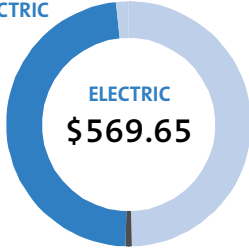
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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
\$569.65

TAXES & FEES

ELECTRIC SUPPLY
PECO
2301 MARKET STREET
PHILADELPHIA, PA 19103
890-494-4000
peco.com

Billing Summary

Bill Date	03/19/2024
Charges/Credits from previous bill	\$2,320.60
Total Other Charges	\$2,320.60

Current Period Charges

Electric	\$569.65
Total New Charges	\$569.65

Total Amount Due on 04/10/2024 \$2,890.25

General Information

Next scheduled meter reading: 04/19/2024

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.

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

By Phone: 800-774-7040

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 04/10/2024 \$2,890.25

Payment Amount \$

2301 Market Street
Philadelphia, PA 19103-1380

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peco.com/ebill

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0004324 01 AV 0.507 **AUTO T8 0 8766 19149-371050 -C03-B1-P04328-I12 4

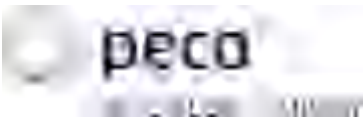


TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



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

8766-03-0004324-0001-0008840



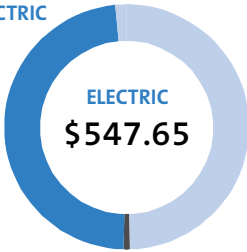
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY
PECO
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PHILADELPHIA, PA 19103
890-494-4000
peco.com

Billing Summary

Bill Date 04/17/2024
Thank you for your payment of \$569.65 on 04/17/2024
Charges/Credits from previous bill \$2,890.25
Total Other Charges \$2,320.60

Current Period Charges

Electric \$547.65
Total New Charges \$547.65

Total Amount Due on 05/09/2024 \$2,868.25

General Information

Next scheduled meter reading: 05/20/2024

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.

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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.

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 05/09/2024 \$2,868.25

Payment Amount \$

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0008001 01 AV 0.507 **AUTO T4 0 8788 19149-371050 -C03-B1-P08009-I123



TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710

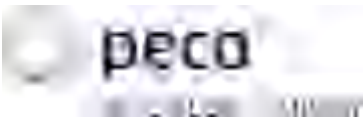


PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

Exhibit 1-37

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8788-03-0008001-0001-0007577



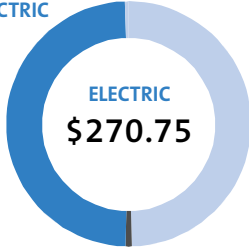
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY
PECO
2301 MARKET STREET
PHILADELPHIA, PA 19103
890-494-4000
peco.com

Billing Summary

Bill Date 05/16/2024
Thank you for your payment of \$547.65 on 05/15/2024
Charges/Credits from previous bill \$2,868.25
Total Other Charges \$2,320.60

Current Period Charges

Electric \$270.75
Total New Charges \$270.75

Total Amount Due on 06/07/2024 \$2,591.35

General Information

Next scheduled meter reading: 06/20/2024

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.

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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.

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 06/07/2024 \$2,591.35

Payment Amount \$

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Philadelphia, PA 19103-1380

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0005125 01 AV 0.507 **AUTO T4 0 8809 19149-371050 -C03-B1-P05130-112 5

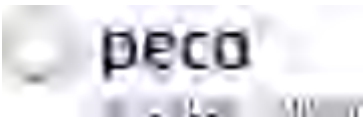


TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



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

8809-03-0005125-0001-0010324



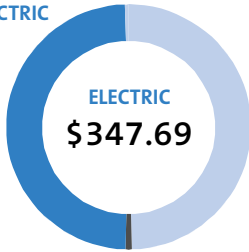
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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
\$347.69

TAXES & FEES

ELECTRIC SUPPLY
PECO
2301 MARKET STREET
PHILADELPHIA, PA 19103
890-494-4000
peco.com

Billing Summary

Bill Date	06/17/2024
Charges/Credits from previous bill	\$2,591.35
Total Other Charges	\$2,591.35

Current Period Charges

Electric	\$347.69
Total New Charges	\$347.69

Total Amount Due on 07/09/2024 \$2,939.04

General Information

Next scheduled meter reading: 07/19/2024

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.

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 07/09/2024 \$2,939.04

Payment Amount \$

2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

Go paperless: receive and pay your bill online.

0004551 01 AV 0.507 **AUTO T7 0 8831 19149-371050 -C03-B1-P04555-I12

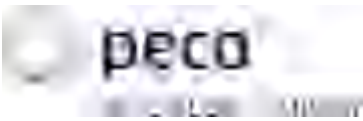


TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



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

8831-03-0004551-0001-0010202



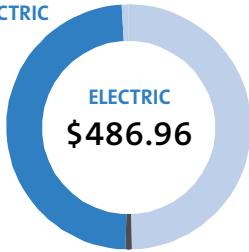
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

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

Billing Summary

Table with 2 columns: Description, Amount. Includes Bill Date (07/17/2024), Thank you for payment of \$270.75 on 06/24/2024, Thank you for payment of \$347.69 on 07/08/2024, Charges/Credits from previous bill (\$2,939.04), Total Other Charges (\$2,320.60).

Current Period Charges

Table with 2 columns: Description, Amount. Includes Electric (\$486.96), Total New Charges (\$486.96).

Total Amount Due on 08/08/2024 \$2,807.56

General Information

Next scheduled meter reading: 08/19/2024

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.

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 08/08/2024 \$2,807.56

Payment Amount \$

2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

Go paperless: receive and pay your bill online.

0001527 01 AV 0.507 **AUTO T7 0 8852 19149-371050 -C03-B1-P01528-I12 45

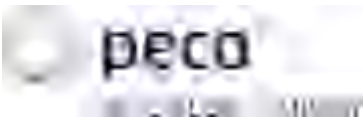


TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



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

8852-03-0001527-0001-0004645



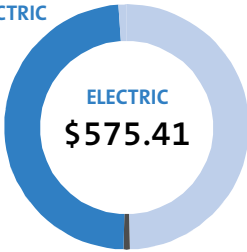
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

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

Billing Summary

Bill Date	11/13/2024
Charges/Credits from previous bill	\$3,240.54
Cancelled Charges	-\$1,359.02
CAP PIPP Retroactive Electric Heating Adjustment	-\$3,120.00
Total Other Charges	-\$1,238.48

Current Period Charges

Electric	\$10.00
Total New Charges	\$10.00

No Payment is Due \$0.00

Your remaining excess credit is \$1,228.48

General Information

Next scheduled meter reading: 12/17/2024

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.

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

No Payment is Due \$0.00

Payment Amount \$

2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

Go paperless: receive and pay your bill online.

0007414 01 AV 0.545 **AUTO T8 0 8936 19149-371050 -C03-B1-P07421-1123 5



TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



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

Exhibit 1-41

219564122201000000043400000009

8936-03-0007414-0001-0005119

Transaction DT	Product Type	Credit Source	Billing Period	Read	KWH	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance
30-DEC-2022	End of Month					0.00	0.00	0.00	0.00		327.55
13-DEC-2022	ELECTRIC SERVICE		11/10/2022-12/13/2022	54771	3595	53.00	274.55	53.00	327.55	01/04/2023	327.55
30-NOV-2022	End of Month					0.00	0.00	0.00	0.00		274.55
10-NOV-2022	ELECTRIC SERVICE		10/12/2022-11/10/2022	51176	1978	202.90	71.65	202.90	274.55	12/05/2022	274.55
31-OCT-2022	End of Month					0.00	0.00	0.00	0.00		71.65
12-OCT-2022		EXCESS CREDIT				-118.60	0.00	0.00	0.00		0.00
12-OCT-2022	ELECTRIC SERVICE		09/13/2022-10/12/2022	49198	1905	190.25	0.00	71.65	71.65	11/03/2022	71.65
30-SEP-2022	End of Month					0.00	0.00	0.00	0.00		0.00
13-SEP-2022		EXCESS CREDIT				-359.58	0.00	0.00	0.00		0.00
13-SEP-2022	ELECTRIC SERVICE		08/12/2022-09/13/2022	47293	2536	240.98	0.00	0.00	0.00	10/05/2022	0.00
31-AUG-2022	End of Month					0.00	0.00	0.00	0.00		0.00
22-AUG-2022		LIHEAP PAYMENT				-250.00	0.00	0.00	0.00		0.00
12-AUG-2022		EXCESS CREDIT				-281.29	0.00	0.00	0.00		0.00
12-AUG-2022	ELECTRIC SERVICE		07/14/2022-08/12/2022	44757	2385	171.71	0.00	0.00	0.00	09/06/2022	0.00
29-JUL-2022	End of Month					0.00	0.00	0.00	0.00		0.00
14-JUL-2022		EXCESS CREDIT				-388.53	0.00	0.00	0.00		0.00
14-JUL-2022	ELECTRIC SERVICE		06/14/2022-07/14/2022	42372	2050	107.24	0.00	0.00	0.00	08/05/2022	0.00
30-JUN-2022	End of Month					0.00	0.00	0.00	0.00		0.00
24-JUN-2022		LIHEAP PAYMENT				-1,200.00	0.00	0.00	0.00		0.00
14-JUN-2022	ELECTRIC SERVICE		05/13/2022-06/14/2022	40322	2064	174.28	637.19	174.28	811.47	07/06/2022	811.47
31-MAY-2022	End of Month					0.00	0.00	0.00	0.00		1,114.34
24-MAY-2022		PAYMENT				-477.15	0.00	0.00	0.00		0.00
13-MAY-2022	ELECTRIC SERVICE		04/14/2022-05/13/2022	38258	1876	171.02	1,420.47	171.02	1,591.49	06/06/2022	1,591.49

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON
Complainant
v.
PECO ENERGY COMPANY
Respondent

Docket No. C-2025-3054236

ROBINSON HEARING EXHIBIT 2



Topic 3: Rate Changes

Learning Goals

After completing this topic, you will be able to:

- Identify a rate change scenario
- Request documentation to verify a rate change

Overview

There are circumstances when an account qualifies for billing under a certain rate structure, but PECO does not bill the account under the respective rate structure. This module includes information about the scenarios below and the steps to take:

- Rate Change from Electric Residential Service (Rate R) to Electric Residential Heating Service (Rate RH)
- Rate change from Electric Commercial service (Rate CM) to Electric Residential Service



Rate Change – Rate R to RH

When a customer called about a possible rate change from rate R to rate RH, ask the following questions:

- Is the **primary source** of heating 100% electric heating?
- Is the heating source permanently mounted? (The customer cannot move the heating source from room to room)
 - If the answer is Yes to **both** questions:
 - Advise the customer they must send an email with the following information to PECOCustomerRelations@exeloncorp.com
 - Original Invoice with installation charges
 - Make and Model of Unit
 - Suspend the charges for the entire account for 30 days (even if the customer does not have the requested documentation but insists the primary source of heat is electric).
 - Remove EFT if the customer gives permission.
 - Issue a **Misc. High Bill Dispute WFM** including:
 - Answers to the questions above including information of when the electric heating was installed.
 - Provide an email address and a good daytime telephone number where the customer can be reached.
 - Confirm the customer will email the information.
 - Do not** schedule a MR Web appointment or issue an Investigation Order.
 - If the customer answered **No** to the initial questions inform the customer that they do not qualify for rate RH.
 - Document the action(s) taken.

Rate Change – Rate RH to R

- Issue a System Billing Escalation WFM. (**Do not** open a High Bill dispute)
- Document the WFM – Change rate from RH to R Customer no longer has electric heating.
- Include good daytime telephone number.

- Explain to the customer the rate change could take one to two billing cycles.
- Document the account with customer's request, actions taken, and information provided.



Topic 4: Supplier Rate: Previous Supplier and Supplier Slam Dispute

Learning Goals

After completing this topic, you will be able to:

- Restate the Supplier Dispute process
- Suspend the appropriate supplier charges
- Explain the Return to PECO process

Supplier Rate Dispute Process

If a customer states that the supplier rate per kWh or CCF is incorrect on their bill, suspend the specific charges, (i.e., electric and/or gas) for 30 calendar days. Remove EFT if the customer gives permission. While PECO suspends the alternate supplier charges for 30 days, this action is a **courtesy** to give the customer the opportunity to resolve the issue with the alternate supplier. PECO can supply the supplier contact information as needed.

Edit Help	
Suspended Charge Type:	Supplier Rate
Suspended Charge Status:	Open
Start Date:	08/15/11
Service Type:	Electric
Status Change Date:	08/15/11
Suspend Dollar Amount	
Amount:	57.09
Suspend Until Date:	09/14/11
<input type="checkbox"/> Non Service Charge <input checked="" type="checkbox"/> Exclude from Late Payment Charge	
Hold Entire Account	
Hold Until Date:	//
Customer Rights Given:	No
Customer Satisfied:	No
Requested By	
Name:	PECO CUSTOMER
Phone:	[215] 841-4000 Extension:
Comments:	
Customer disputes \$57.09 Charge from Elite Energy. States \$/kWh too high. Ref'd cust to Elite Energy	
OK Cancel	

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON
Complainant
v.
PECO ENERGY COMPANY
Respondent

Docket No. C-2025-3054236

ROBINSON HEARING EXHIBIT 3

Month	kWh	Amount billed (actual)	Amount Complainant would have been billed if on RH and CAP	Difference (actual-if on RH)
202205	1,876	\$171.02	\$124.36	\$46.66
202206	2,064	\$174.28	\$205.67	-\$31.39
202207	2,050	\$107.24	\$176.27	-\$69.03
202208	2,385	\$171.71	\$239.13	-\$67.42
202209	2,536	\$240.98	\$294.36	-\$53.38
202210	1,905	\$190.25	\$175.42	\$14.83
202211	1,978	\$202.90	\$142.68	\$60.22
202212	3,595	\$53.00	\$133.00	-\$80.00
202301	4,558	\$53.00	\$133.00	-\$80.00
202302	4,849	\$296.22	\$133.00	\$163.22
202303	2,883	\$512.84	\$133.00	\$379.84
202304	1,963	\$352.63	\$133.00	\$219.63
202305	2,032	\$364.68	\$133.00	\$231.68
202306	2,250	\$410.15	\$209.91	\$200.24
202307	2,250	\$69.00	\$174.00	-\$105.00
202308	1,981	\$69.00	\$174.00	-\$105.00
202309	2,012	\$69.00	\$174.00	-\$105.00
202310	1,414	\$69.00	\$174.00	-\$105.00
202311	2,248	\$69.00	\$174.00	-\$105.00
202312	3,218	\$301.07	\$174.00	\$127.07
202401	4,048	\$700.07	\$174.00	\$526.07
202402	5,483	\$963.63	\$220.20	\$743.43
202403	3,125	\$569.65	\$507.08	\$62.57
202404	2,998	\$547.65	\$487.47	\$60.18
202405	1,452	\$270.75	\$241.59	\$29.16
202406	1,896	\$347.69	\$348.02	-\$0.33
Total		\$7,346.41	\$5,388.16	\$1,958.25



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

June 9, 2025

VIA E-MAIL

Honorable Christopher Pell, ALJ
Pennsylvania Public Utility Commission
801 Market Street, 4th Floor
Philadelphia, PA 19107

RE: Tonia Robinson v. PECO Energy Company
Docket No. C-2025-3054236
Date of Hearing: June 16th, 2025 @ 10:00 a.m.

Dear Judge Pell:

Enclosed please find a copy of PECO Energy Company's Exhibits 1 through 2, 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 black ink, appearing to read "Khadijah Scott".

Khadijah Scott

KS/ab
Enclosure

Cc: Tonia Robinson (via email)
Charlotte Edelstein, Esq. (via email)
Robert Ballenger, Esq. (via email)

#: 5166655

EXHIBIT 1

Bills & Payment Statement

Account Information	
Account Number:	[REDACTED]
Customer Name:	Robinson, Tonia M
Meter Bill Group:	Monthly - Cycle 12
Account Status:	Active
Service Address:	[REDACTED] Alcott St, Philadelphia, PA 19149
Billing Address:	[REDACTED] Alcott St, Philadelphia, PA 19149
Requested By:	

Account Balances	
Current Bill:	52.00
Bill Prior:	52.00
Deposit Requested:	0.00
Deposit On-Hand:	0.00
CAP Pre-program Arrears:	0.00
Payment Agreement Balance:	0.00
Account Balance:	-718.88

Rate Schedule	
Rate Schedule:	PECO Electric Residential Heating Service

Account Activity

Transaction Date	Transaction Type	Billing Period	Reading Type	Meter #	Usage Type	Usage Qty	Current Amount	Current Balance	Payoff Amount	Payoff Balance	Total Bill	Heating Degree Days	Deferred Amt	Bill Due Dt
31-MAY-2025	MONTH-END BALANCE					0	0.00	-718.88	0.00	-718.88	0.00	0	0.00	
20-MAY-2025	REGULAR BILL:	17-APR-25 to 19-MAY-25				0	52.00	-718.88	0.00	-718.88	52.00	0	0.00	10-JUN-25
19-MAY-2025	BILL-Elec - Residential	17-APR-25 to 19-MAY-25	Regular	A122131463	KWH	1825	52.00	0.00	52.00	0.00	0.00	0	0.00	
30-APR-2025	MONTH-END BALANCE					0	0.00	-770.88	0.00	-770.88	0.00	0	0.00	
29-APR-2025	BILL-Elec - Residential	18-MAR-25 to 17-APR-25	Regular	A122131463	KWH	2992	52.00	0.00	52.00	0.00	0.00	0	0.00	
29-APR-2025	REGULAR BILL:	18-MAR-25 to 17-APR-25				0	52.00	-770.88	0.00	-770.88	52.00	0	0.00	21-MAY-25
15-APR-2025	BILL-Elec - Residential	14-FEB-25 to 18-MAR-25	Regular	A122131463	KWH	3745	52.00	0.00	52.00	0.00	0.00	0	0.00	
15-APR-2025	BILL-Elec - Residential	13-DEC-24 to 15-JAN-25	Regular	A122131463	KWH	4127	52.00	0.00	52.00	0.00	0.00	0	0.00	
15-APR-2025	BILL-Elec - Residential	15-JAN-25 to 14-FEB-25	Regular	A122131463	KWH	5195	52.00	0.00	52.00	0.00	0.00	0	0.00	
15-APR-2025	REGULAR BILL:	13-DEC-24 to 18-MAR-25				0	156.00	-822.88	0.00	-822.88	156.00	0	0.00	07-MAY-25
14-APR-2025	BILL-Elec - Residential	21-OCT-24 to 19-NOV-24	Regular	A122131463	KWH	2332	52.00	0.00	52.00	0.00	0.00	0	0.00	
14-APR-2025	BILL-Elec - Residential	19-NOV-24 to 13-DEC-24	Regular	A122131463	KWH	2405	41.60	0.00	41.60	0.00	0.00	0	0.00	
14-APR-2025	REGULAR BILL:	21-OCT-24 to 13-DEC-24				0	93.60	-978.88	0.00	-978.88	93.60	0	0.00	06-MAY-25
11-APR-2025	BILL-Elec - Residential	21-AUG-24 to 20-SEP-24	Regular	A122131463	KWH	2256	52.00	0.00	52.00	0.00	0.00	0	0.00	
11-APR-2025	BILL-Elec - Residential	20-SEP-24 to 21-OCT-24	Regular	A122131463	KWH	2306	52.00	0.00	52.00	0.00	0.00	0	0.00	
11-APR-2025	REGULAR BILL:	21-AUG-24 to 21-OCT-24				0	104.00	-1,072.48	0.00	-1,072.48	104.00	0	0.00	05-MAY-25
08-APR-2025	BILL-Elec - Residential	23-JUL-24 to 21-AUG-24	Regular	A122131463	KWH	2320	52.00	0.00	52.00	0.00	0.00	0	0.00	
08-APR-2025	REGULAR BILL:	23-JUL-24 to 21-AUG-24				0	52.00	-1,176.48	0.00	-1,176.48	52.00	0	0.00	30-APR-25
31-MAR-2025	MONTH-END BALANCE					0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	
18-MAR-2025	BILL CANCEL-Elec -	14-FEB-25 to 18-MAR-25	Regular	A122131463	KWH	3745	-20.00	0.00	-20.00	0.00	0.00	0	0.00	
18-MAR-2025	BILL-Elec - Residential	14-FEB-25 to 18-MAR-25	Regular	A122131463	KWH	3745	20.00	0.00	20.00	0.00	0.00	0	0.00	
18-MAR-2025	REGULAR BILL:	14-FEB-25 to 18-MAR-25				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	09-APR-25
28-FEB-2025	MONTH-END BALANCE					0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	
14-FEB-2025	BILL-Elec - Residential	15-JAN-25 to 14-FEB-25	Regular	A122131463	KWH	5195	20.00	0.00	20.00	0.00	0.00	0	0.00	
14-FEB-2025	BILL CANCEL-Elec -	15-JAN-25 to 14-FEB-25	Regular	A122131463	KWH	5195	-20.00	0.00	-20.00	0.00	0.00	0	0.00	
14-FEB-2025	REGULAR BILL:	15-JAN-25 to 14-FEB-25				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	10-MAR-25
31-JAN-2025	MONTH-END BALANCE					0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	
15-JAN-2025	BILL-Elec - Residential	13-DEC-24 to 15-JAN-25	Regular	A122131463	KWH	4127	20.00	0.00	20.00	0.00	0.00	0	0.00	
15-JAN-2025	BILL CANCEL-Elec -	13-DEC-24 to 15-JAN-25	Regular	A122131463	KWH	4127	-20.00	0.00	-20.00	0.00	0.00	0	0.00	

15-JAN-2025	REGULAR BILL:	13-DEC-24 to 15-JAN-25				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	06-FEB-25
31-DEC-2024	MONTH-END BALANCE					0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	
14-DEC-2024	REGULAR BILL:	19-NOV-24 to 13-DEC-24				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	06-JAN-25
13-DEC-2024	BILL-Elec - Residential	19-NOV-24 to 13-DEC-24	Regular	A122131463	KWH	2405	16.00	0.00	16.00	0.00	0.00	0	0.00	
13-DEC-2024	BILL CANCEL-Elec -	19-NOV-24 to 13-DEC-24	Regular	A122131463	KWH	2405	-16.00	0.00	-16.00	0.00	0.00	0	0.00	
30-NOV-2024	MONTH-END BALANCE					0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	
19-NOV-2024	BILL-Elec - Residential	21-OCT-24 to 19-NOV-24	Regular	A122131463	KWH	2332	19.65	0.00	19.65	0.00	0.00	0	0.00	
19-NOV-2024	BILL CANCEL-Elec -	21-OCT-24 to 19-NOV-24	Regular	A122131463	KWH	2332	-19.65	0.00	-19.65	0.00	0.00	0	0.00	
19-NOV-2024	REGULAR BILL:	21-OCT-24 to 19-NOV-24				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	11-DEC-24
18-NOV-2024	BILL-Elec - Residential	20-SEP-24 to 21-OCT-24	Regular	A122131463	KWH	2306	10.00	0.00	10.00	0.00	0.00	0	0.00	
18-NOV-2024	BILL CANCEL-Elec -	20-SEP-24 to 21-OCT-24	Regular	A122131463	KWH	2306	-10.00	0.00	-10.00	0.00	0.00	0	0.00	
18-NOV-2024	REGULAR BILL:	20-SEP-24 to 21-OCT-24				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	10-DEC-24
15-NOV-2024	BILL CANCEL-Elec -	21-AUG-24 to 20-SEP-24	Regular	A122131463	KWH	2256	-10.00	0.00	-10.00	0.00	0.00	0	0.00	
15-NOV-2024	BILL-Elec - Residential	21-AUG-24 to 20-SEP-24	Regular	A122131463	KWH	2256	10.00	0.00	10.00	0.00	0.00	0	0.00	
15-NOV-2024	REGULAR BILL:	21-AUG-24 to 20-SEP-24				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	09-DEC-24
15-NOV-2024	REGULAR BILL:	23-JUL-24 to 21-AUG-24				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	06-DEC-24
14-NOV-2024	BILL CANCEL-Elec -	23-JUL-24 to 21-AUG-24	Regular	A122131463	KWH	2320	-10.00	0.00	-10.00	0.00	0.00	0	0.00	
14-NOV-2024	BILL-Elec - Residential	23-JUL-24 to 21-AUG-24	Regular	A122131463	KWH	2320	10.00	0.00	10.00	0.00	0.00	0	0.00	
13-NOV-2024	BILL-Elec - Residential	17-JUN-24 to 23-JUL-24	Regular	A122131463	KWH	3173	10.00	0.00	10.00	0.00	0.00	0	0.00	
13-NOV-2024	REGULAR BILL:	17-JUN-24 to 23-JUL-24				0	10.00	-1,228.48	0.00	-1,228.48	10.00	0	0.00	05-DEC-24
12-NOV-2024	ADJUSTMENT: CAP PIPP			A122131463		0	-3,120.00	0.00	-3,120.00	0.00	0.00	0	0.00	
30-SEP-2024	MONTH-END BALANCE					0	0.00	1,881.52	0.00	1,881.52	0.00	0	0.00	
16-SEP-2024	BILL CANCEL-Elec -	15-AUG-24 to 16-SEP-24	Regular	A122131463	KWH	2377	-432.98	0.00	-432.98	0.00	0.00	0	0.00	
16-SEP-2024	BILL-Elec - Residential	15-AUG-24 to 16-SEP-24	Regular	A122131463	KWH	2377	432.98	0.00	432.98	0.00	0.00	0	0.00	
16-SEP-2024	REGULAR BILL:	15-AUG-24 to 16-SEP-24				0	0.00	1,881.52	0.00	1,881.52	0.00	0	0.00	08-OCT-24
16-SEP-2024	PAYMENT					0	-439.08	0.00	-439.08	0.00	0.00	0	0.00	
31-AUG-2024	MONTH-END BALANCE					0	0.00	2,320.60	0.00	2,320.60	0.00	0	0.00	
16-AUG-2024	REGULAR BILL:	17-JUL-24 to 15-AUG-24				0	0.00	2,320.60	0.00	2,320.60	0.00	0	0.00	06-SEP-24
15-AUG-2024	BILL-Elec - Residential	17-JUL-24 to 15-AUG-24	Regular	A122131463	KWH	2407	439.08	0.00	439.08	0.00	0.00	0	0.00	
15-AUG-2024	BILL CANCEL-Elec -	17-JUL-24 to 15-AUG-24	Regular	A122131463	KWH	2407	-439.08	0.00	-439.08	0.00	0.00	0	0.00	
31-JUL-2024	MONTH-END BALANCE					0	0.00	2,320.60	0.00	2,320.60	0.00	0	0.00	
17-JUL-2024	BILL CANCEL-Elec -	17-JUN-24 to 17-JUL-24	Regular	A122131463	KWH	2676	-486.96	0.00	-486.96	0.00	0.00	0	0.00	
17-JUL-2024	BILL-Elec - Residential	17-JUN-24 to 17-JUL-24	Regular	A122131463	KWH	2676	486.96	0.00	486.96	0.00	0.00	0	0.00	
17-JUL-2024	REGULAR BILL:	17-JUN-24 to 17-JUL-24				0	0.00	2,320.60	0.00	2,320.60	0.00	0	0.00	08-AUG-24
08-JUL-2024	PAYMENT					0	-347.69	0.00	-347.69	0.00	0.00	0	0.00	
30-JUN-2024	MONTH-END BALANCE					0	0.00	2,668.29	0.00	2,668.29	0.00	0	0.00	
24-JUN-2024	PAYMENT					0	-270.75	0.00	-270.75	0.00	0.00	0	0.00	
17-JUN-2024	BILL-Elec - Residential	16-MAY-24 to 17-JUN-24	Regular	A122131463	KWH	1896	347.69	0.00	347.69	0.00	0.00	0	0.00	
17-JUN-2024	REGULAR BILL:	16-MAY-24 to 17-JUN-24				0	347.69	2,939.04	0.00	2,939.04	347.69	0	0.00	09-JUL-24
31-MAY-2024	MONTH-END BALANCE					0	0.00	2,591.35	0.00	2,591.35	0.00	0	0.00	
17-MAY-2024	REGULAR BILL:	17-APR-24 to 16-MAY-24				0	270.75	2,591.35	0.00	2,591.35	270.75	0	0.00	07-JUN-24
16-MAY-2024	BILL-Elec - Residential	17-APR-24 to 16-MAY-24	Regular	A122131463	KWH	1452	270.75	0.00	270.75	0.00	0.00	0	0.00	
15-MAY-2024	PAYMENT					0	-547.65	0.00	-547.65	0.00	0.00	0	0.00	
30-APR-2024	MONTH-END BALANCE					0	0.00	2,868.25	0.00	2,868.25	0.00	0	0.00	

17-APR-2024	BILL-Elec - Residential	19-MAR-24 to 17-APR-24	Regular	A122131463	KWH	2998	547.65	0.00	547.65	0.00	0.00	0	0.00	
17-APR-2024	REGULAR BILL:	19-MAR-24 to 17-APR-24				0	547.65	2,868.25	0.00	2,868.25	547.65	0	0.00	09-MAY-24
17-APR-2024	PAYMENT					0	-569.65	0.00	-569.65	0.00	0.00	0	0.00	
31-MAR-2024	MONTH-END BALANCE					0	0.00	2,890.25	0.00	2,890.25	0.00	0	0.00	
20-MAR-2024	REGULAR BILL:	20-FEB-24 to 19-MAR-24				0	569.65	2,890.25	0.00	2,890.25	569.65	0	0.00	10-APR-24
19-MAR-2024	BILL-Elec - Residential	20-FEB-24 to 19-MAR-24	Regular	A122131463	KWH	3125	569.65	0.00	569.65	0.00	0.00	0	0.00	
29-FEB-2024	MONTH-END BALANCE					0	0.00	2,320.60	0.00	2,320.60	0.00	0	0.00	
21-FEB-2024	REGULAR BILL:	16-JAN-24 to 20-FEB-24				0	963.63	2,320.60	0.00	2,320.60	963.63	0	0.00	13-MAR-24
20-FEB-2024	BILL-Elec - Residential	16-JAN-24 to 20-FEB-24	Regular	A122131463	KWH	5483	963.63	0.00	963.63	0.00	0.00	0	0.00	
12-FEB-2024	ADJUSTMENT: CONV -					0	296.52	0.00	296.52	0.00	0.00	0	0.00	
31-JAN-2024	MONTH-END BALANCE					0	0.00	1,060.45	0.00	1,060.45	0.00	0	0.00	
16-JAN-2024	BILL-Elec - Residential	12-DEC-23 to 16-JAN-24	Regular	A122131463	KWH	4048	700.07	0.00	700.07	0.00	0.00	0	0.00	
16-JAN-2024	BILL-Payment	16-JAN-24 to 16-JAN-24	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
16-JAN-2024	REGULAR BILL:	12-DEC-23 to 16-JAN-24				0	759.38	1,060.45	0.00	1,060.45	759.38	0	0.00	07-FEB-24
31-DEC-2023	MONTH-END BALANCE					0	0.00	301.07	0.00	360.38	0.00	0	59.31	
12-DEC-2023	BILL-Elec - Residential	09-NOV-23 to 12-DEC-23	Regular	A122131463	KWH	3218	301.07	0.00	301.07	0.00	0.00	0	0.00	
12-DEC-2023	REGULAR BILL:	09-NOV-23 to 12-DEC-23				0	301.07	656.90	0.00	360.38	301.07	0	-296.52	03-JAN-24
12-DEC-2023	ADJUSTMENT: Set PA SA					0	-355.83	0.00	0.00	0.00	0.00	0	0.00	
12-DEC-2023	PAYMENT					0	-128.31	0.00	-128.31	0.00	0.00	0	0.00	
11-DEC-2023	ADJUSTMENT: CONV -					0	355.83	0.00	355.83	0.00	0.00	0	0.00	
30-NOV-2023	MONTH-END BALANCE					0	0.00	128.31	0.00	128.31	0.00	0	0.00	
09-NOV-2023	BILL-Elec - Residential	11-OCT-23 to 09-NOV-23	Regular	A122131463	KWH	2248	69.00	0.00	69.00	0.00	0.00	0	0.00	
09-NOV-2023	BILL-Payment	09-NOV-23 to 09-NOV-23	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
09-NOV-2023	REGULAR BILL:	11-OCT-23 to 09-NOV-23				0	128.31	128.31	0.00	128.31	128.31	0	0.00	04-DEC-23
06-NOV-2023	PAYMENT					0	-128.31	0.00	-128.31	0.00	0.00	0	0.00	
31-OCT-2023	MONTH-END BALANCE					0	0.00	128.31	0.00	187.62	0.00	0	59.31	
11-OCT-2023	BILL-Elec - Residential	12-SEP-23 to 11-OCT-23	Regular	A122131463	KWH	1414	69.00	0.00	69.00	0.00	0.00	0	0.00	
11-OCT-2023	BILL-Payment	11-OCT-23 to 11-OCT-23	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
11-OCT-2023	REGULAR BILL:	12-SEP-23 to 11-OCT-23				0	128.31	128.31	0.00	187.62	128.31	0	59.31	02-NOV-23
03-OCT-2023	PAYMENT					0	-128.31	0.00	-128.31	0.00	0.00	0	0.00	
30-SEP-2023	MONTH-END BALANCE					0	0.00	128.31	0.00	246.93	0.00	0	118.62	
12-SEP-2023	BILL-Payment	12-SEP-23 to 12-SEP-23	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
12-SEP-2023	BILL-Elec - Residential	11-AUG-23 to 12-SEP-23	Regular	A122131463	KWH	2012	69.00	0.00	69.00	0.00	0.00	0	0.00	
12-SEP-2023	REGULAR BILL:	11-AUG-23 to 12-SEP-23				0	128.31	128.31	0.00	246.93	128.31	0	118.62	04-OCT-23
11-SEP-2023	PAYMENT					0	-666.77	0.00	-666.77	0.00	0.00	0	0.00	
08-SEP-2023	ADJUSTMENT: Set PA SA					0	-533.76	0.00	0.00	0.00	0.00	0	0.00	
31-AUG-2023	MONTH-END BALANCE					0	0.00	1,200.53	0.00	1,200.53	0.00	0	0.00	
11-AUG-2023	BILL-Elec - Residential	13-JUL-23 to 11-AUG-23	Regular	A122131463	KWH	1981	69.00	0.00	69.00	0.00	0.00	0	0.00	
11-AUG-2023	REGULAR BILL:	13-JUL-23 to 11-AUG-23				0	69.00	1,200.53	0.00	1,200.53	69.00	0	0.00	05-SEP-23
09-AUG-2023	ADJUSTMENT: CONV -					0	593.07	0.00	593.07	0.00	0.00	0	0.00	
31-JUL-2023	MONTH-END BALANCE					0	0.00	538.46	0.00	538.46	0.00	0	0.00	
13-JUL-2023	BILL-Elec - Residential	13-JUN-23 to 13-JUL-23	Regular	A122131463	KWH	2250	69.00	0.00	69.00	0.00	0.00	0	0.00	
13-JUL-2023	BILL-Payment	13-JUL-23 to 13-JUL-23	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
13-JUL-2023	REGULAR BILL:	13-JUN-23 to 13-JUL-23				0	128.31	538.46	0.00	538.46	128.31	0	0.00	04-AUG-23

30-JUN-2023	ADJUSTMENT: Set PA SA					0	-652.38	0.00	0.00	0.00	0.00	0	0.00	
30-JUN-2023	MONTH-END BALANCE					0	0.00	1,714.91	0.00	1,121.84	0.00	0	-593.07	
30-JUN-2023	PAYMENT					0	-423.99	0.00	-423.99	0.00	0.00	0	0.00	
30-JUN-2023	MONTH-END BALANCE					0	0.00	1,062.53	0.00	469.46	0.00	0	-593.07	
30-JUN-2023	MONTH-END BALANCE					0	0.00	410.15	0.00	469.46	0.00	0	59.31	
13-JUN-2023	BILL-Elec - Residential	12-MAY-23 to 13-JUN-23	Regular	A122131463	KWH	2226	410.15	0.00	410.15	0.00	0.00	0	0.00	
13-JUN-2023	REGULAR BILL:	12-MAY-23 to 13-JUN-23				0	410.15	1,486.52	0.00	1,486.52	410.15	0	0.00	05-JUL-23
12-JUN-2023	ADJUSTMENT: CONV -					0	652.38	0.00	652.38	0.00	0.00	0	0.00	
31-MAY-2023	MONTH-END BALANCE					0	0.00	423.99	0.00	423.99	0.00	0	0.00	
12-MAY-2023	BILL-Elec - Residential	13-APR-23 to 12-MAY-23	Regular	A122131463	KWH	2032	364.68	0.00	364.68	0.00	0.00	0	0.00	
12-MAY-2023	BILL-Payment	12-MAY-23 to 12-MAY-23	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
12-MAY-2023	REGULAR BILL:	13-APR-23 to 12-MAY-23				0	423.99	423.99	0.00	423.99	423.99	0	0.00	05-JUN-23
30-APR-2023	MONTH-END BALANCE					0	0.00	0.00	0.00	59.31	0.00	0	59.31	
18-APR-2023	ADJUSTMENT: Set PA SA					0	-711.69	0.00	0.00	0.00	0.00	0	0.00	
13-APR-2023	BILL-Elec - Residential	15-MAR-23 to 13-APR-23	Regular	A122131463	KWH	1963	352.63	0.00	352.63	0.00	0.00	0	0.00	
13-APR-2023	REGULAR BILL:	15-MAR-23 to 13-APR-23				0	352.63	711.69	0.00	711.69	352.63	0	0.00	05-MAY-23
13-APR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-27.55	0.00	-27.55	0.00	0.00	0	0.00	
13-APR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-69.45	0.00	-69.45	0.00	0.00	0	0.00	
13-APR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-226.77	0.00	-226.77	0.00	0.00	0	0.00	
13-APR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-153.78	0.00	-153.78	0.00	0.00	0	0.00	
13-APR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-53.00	0.00	-53.00	0.00	0.00	0	0.00	
31-MAR-2023	MONTH-END BALANCE					0	0.00	889.61	0.00	889.61	0.00	0	0.00	
29-MAR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-25.45	0.00	-25.45	0.00	0.00	0	0.00	
29-MAR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-71.65	0.00	-71.65	0.00	0.00	0	0.00	
29-MAR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-202.90	0.00	-202.90	0.00	0.00	0	0.00	
15-MAR-2023	BILL-Elec - Residential	14-FEB-23 to 15-MAR-23	Regular	A122131463	KWH	2883	512.84	0.00	512.84	0.00	0.00	0	0.00	
15-MAR-2023	REGULAR BILL:	14-FEB-23 to 15-MAR-23				0	512.84	1,189.61	0.00	1,189.61	512.84	0	0.00	06-APR-23
28-FEB-2023	MONTH-END BALANCE					0	0.00	676.77	0.00	676.77	0.00	0	0.00	
14-FEB-2023	BILL-Elec - Residential	14-JAN-23 to 14-FEB-23	Regular	A122131463	KWH	4849	296.22	0.00	296.22	0.00	0.00	0	0.00	
14-FEB-2023	REGULAR BILL:	14-JAN-23 to 14-FEB-23				0	296.22	676.77	0.00	676.77	296.22	0	0.00	08-MAR-23
31-JAN-2023	MONTH-END BALANCE					0	0.00	380.55	0.00	380.55	0.00	0	0.00	

EXHIBIT 2



Your Free Energy Checkup Results.

This report prepared for

Renter

Robinson, Tonia M

██████████ Alcott St

Philadelphia, PA 19149

Your Energy Advisor:

Eduardo Coelho

The survey results are based on the

FREE Energy Checkup

Performed on 5/4/2022

Thank you for completing your FREE Energy Checkup!

Homes that are energy efficient use less energy, are more comfortable and healthier, cost less to run, and have less impact on the environment.

This report will show you where your home's energy efficiency performance is now, and the steps you may take to improve your home, save money and increase comfort.

Questions on your Free Energy Check Up Results? Call us at 1-888-5-PECO-SAVE (1-888-573-2672).



Property details:

Year Built	1925
Home Style	Row, Inside
Square Footage	1088
Number of Rooms	6
Number of Occupants	3
Year of Occupancy	1

Heating and Cooling:

Primary Fuel	Electric
Heat Type:	Central heat pump
Age	2
Supplemental Fuel:	
Primary A/C	Central Air Conditioner
Water Heating Fuel	Electric
Water Heating Type	Independent

Measures Installed by Your Energy Advisor:

Conservation Measure	Installed Quantity
Smart Strip with Sensor	1.00
Showerhead White 1.5 GPM	1.00

Please note that all work and materials provided under the program, including appliances, are warranted for one year from their install date.

Read what you can do to keep more of your \$

- Turn off lighting when not needed and rely on as much natural light as possible.
- Keep refrigerator at least 75% full for it to run most efficiently but not too full as to limit air circulation.
- Store liquid containers such as water jugs in refrigerator or freezer to take up empty space.
- Regularly clean refrigerator condenser coils that are on the back or underneath the unit.
- Set refrigerator temperature between 35 to 40 degrees and Freezer between 0 to 10 degrees Fahrenheit.
- Defrost any ice build-up thicker than a ¼" on manual defrost refrigerators.
- Check condition of door seals on refrigerators by placing a slip of paper in the seal. If it falls you should repair or replace the seal.
- Turn down the thermostat on your water heater to 125 degrees Fahrenheit or the warm setting.
- Minimize use of hot water whenever possible by filling the sink to wash dishes instead of running the water.
- Only dry full loads in dryer, and when possible hang clothes to dry.
- Clean dryer filter frequently. Make sure dryer hose is clear and that it exhausts to the outside.
- Keep thermostat between 68 to 70 degrees Fahrenheit during the day, and set 5 degrees lower at night.
- Use fans as much as possible to replace or supplement air conditioning.
- Raise thermostat setting to between 75 to 78 degrees Fahrenheit during the cooling season.
- Make sure you have plenty of fresh air when using products with vapors, like wall paint, and always store away from living spaces.
- Repair heating system.
- Turn off any television that is not being viewed.
- Use a timer on any television to automatically turn off for late night viewing.
- Window air conditioner should only be operated when the area is occupied.
- Minimize use of hot water by turning off the faucet while brushing teeth or shaving.



You know that help could be just a phone call away.

Here are the programs the energy advisor selected for your household.

Please see additional programs available in the Referrals brochure in your educational packet.

Questions on your Free Energy Check Up Results? Call us at 1-888-5-PECO-SAVE (1-888-573-2672).

Program Name	Program Contact
LIHEAP	Assistance Program 800-344-3574

Assessment Notes:

Complete with Tonia as a BDA
high usage coming from winter months
suggest heat pump service
and maintaining temps between 68 and 70 during the winter months
smoke detectors operable

Customer's Signature:

Date: 05/04/2022

Your feedback is very important to us. Let us know how we did! Please visit our Free Energy Checkup Customer Satisfaction Survey at the following website or by scanning the QR code: <https://survey7.medallia.com/?exelon-peco-free-energy>



**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON
Complainant
v.
PECO ENERGY COMPANY
Respondent

Docket No. C-2025-3054236

ROBINSON HEARING EXHIBIT 1



Exhibit 1-1

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON	:	
Complainant	:	
v.	:	DOCKET NO. C-2025-3054236
	:	
	:	
PECO ENERGY COMPANY	:	
Respondent	:	
	:	

**PECO ENERGY COMPANY’S OBJECTIONS AND ANSWERS TO COMPLAINANT’S,
TONIA ROBINSON, REQUEST FOR PRODUCTION OF
DOCUMENTS/INTERROGATORIES**

I-1. Q: Please provide all records related to the LIURP audit conducted at 1250 Alcott St. Philadelphia, PA 19149 on May 4, 2022.

A: Please refer to Attachment I-1(a) for the audit conducted at 1250 Alcott St. Philadelphia, PA 19149 on May 4, 2022.

I-2. Please provide all records, including LIURP audit energy audit reports, related to any LIURP audits or other energy efficiency audits associated with PECO conducted at 1250 Alcott St. prior to May 4, 2022.

PECO does not have any documents responsive to this request. Please refer to Attachment I-1(a) for the audit conducted at 1250 Alcott St. Philadelphia, PA 19149 on May 4, 2022.

I-3. Please provide a full account history for Complainant, dating from when an account was first opened in her name at the Property to January 2025.

Please refer to Attachment I-3(a) for a full account history at 1250 Alcott St. Philadelphia PA 19149 from the PECO Customer Information System.

I-4. Please provide a summary of Complainant’s enrollment history in CAP, including all dates she was enrolled or re-enrolled in CAP, all dates when she exceeded her annual CAP credit maximum, and all dates that her annual CAP credit maximum reset.

The Complainant’s CAP enrollment history with dates when she exceeded her annual CAP credit maximum and when her annual CAP credit maximum was reset are as follows in the table below.

T. Robinson Set I Interrogatories and Requests for Production of Documents - Responses

Complainant Service Location	Date	Enrollment and CAP Credit History
Old York Rd	1/22/2005	Enrolled in CAP
Old York Rd	10/26/2017	Unenrolled in CAP
Gransback St	11/15/2017	Service connected and enrolled in CAP
Gransback St	2/22/2021	Unenrolled in CAP
Alcott St	2/20/2021	Enrolled in CAP
Alcott St	2/14/2023	Reached 100% of CAP credit maximum (\$1,897)
Alcott St	6/28/2023	Recertified CAP, changing CAP credit annual maximum
Alcott St	12/12/2023	Reached 100% of CAP credit maximum (\$1,719)
Alcott St	6/28/2024	Annual maximum CAP credit amount reset
Alcott St	October 2024	Retroactive CAP credits applied to the account (\$3,835)

I-5. PECO’s tariff states on page 21 that a customer may change to a firm rate for which the customer qualifies upon 30 days notice to the Company. What does PECO define as notice in this context?

In this context, PECO defines notice as the customer informing PECO of the request for the rate change and providing PECO with the required documentation for the requested rate change.

I-6. For each month from May 2022 to June 2024, please calculate the PECO CAP bill that would have been issued to Complainant if she had been on Rate RH with CAP at the income level PECO has in its records for Complainant for such month.

Please refer to Attachment I-6 (a).

I-7. For each month from May 2022 to June 2024, please identify the actual bill amounts charged to Complainant by PECO.

Please refer to Attachment I-7(a).

I-8. Please provide any manuals or policies relating to initiating and completing rate changes through PECO’s high bill dispute process.

Please refer to Confidential Attachment I-8(a).

I-9. Please provide any manuals or policies in use by PECO between May 2022 and June 2024 regarding PECO’s outreach concerning identifying customers who use electricity for heat.

Please refer to Confidential Attachment I-8(a).

T. Robinson Set I Interrogatories and Requests for Production of Documents - Responses

Between May 2022 and June 2024, PECO did not conduct outreach concerning identifying customer who use electricity for heat.

I-10. Please provide any customer service scripts in use by PECO between May 2022 and June 2024 related to describing or advising on the availability of Rate RH.

Please refer to Confidential Attachment I-8(a).

I-11. Please provide any written customer education and/or outreach materials in use by PECO between May 2022 and June 2024 describing the process of applying for Rate RH, including any bill inserts, flyers, applications, or webpages.

Please refer to response to I-9.

I-12. Please provide records of all contacts with PECO related to Complainant's account, between May 2022 and present, including but not limited to, a printout of contacts and credit and collections events associated with such service.

Please refer to Attachment I-3(a).

I-13. Confirm or deny: Prior to October 2024, PECO has never provided any written documentation to Complainant regarding the availability of Rate RH.

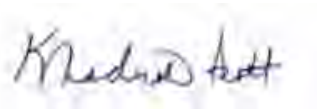
Confirm.

I-14. Confirm or deny: PECO customer service representatives never verbally explained to Complainant the availability of Rate RH.

Confirm.

I-15. Confirm or deny: PECO's LIURP contractor was not instructed by PECO to provide any information to Complainant regarding the availability of Rate RH.

Confirm.



Khadijah Scott
Counsel for PECO Energy Company
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Philadelphia, PA 19103
(267) 533-1830
Fax: 215.568.3389
Khadijah.scott@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON	:	
Complainant	:	
v.	:	DOCKET NO. C-2025-3054236
	:	
	:	
PECO ENERGY COMPANY	:	
Respondent	:	
	:	

VERIFICATION

I, Anthony Costello, hereby declare that I am a Senior Regulatory Assessor employed with PECO Energy Company; that as such I am authorized to make this verification on its behalf; that I have personal knowledge of all the facts recited in the foregoing Answers of PECO Energy Company to Complainant's Interrogatories. In addition, the information contained in Said Answers having been furnished to me by various PECO Energy Company personnel, but the facts set forth in the Answers are true to the best of my information and belief based upon the information made available to me, and that these Answers are, accordingly, verified on behalf of PECO Energy Company. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. §4904 relating to unsworn falsification to authorities.

/s/Anthony Costello

Anthony Costello, Senior Regulatory Assessor

Date: April 30, 2025

This report prepared for
 Renter
Robinson, Tonia M
1250 Alcott St
Philadelphia, PA 19149



Your Energy Advisor:
Eduardo Coelho

The survey results are based on the
FREE Energy Checkup
 Performed on **5/4/2022**

Thank you for completing your FREE Energy Checkup!
 Homes that are energy efficient use less energy, are more comfortable and healthier, cost less to run, and have less impact on the environment.

This report will show you where your home's energy efficiency performance is now, and the steps you may take to improve your home, save money and increase comfort.

Questions on your Free Energy Check Up Results? Call us at 1-888-5-PECO-SAVE (1-888-573-2672).

Property details:

Year Built	1925
Home Style	Row, Inside
Square Footage	1088
Number of Rooms	6
Number of Occupants	3
Year of Occupancy	1

Heating and Cooling:

Primary Fuel	Electric
Heat Type:	Central heat pump
Age	2
Supplemental Fuel:	
Primary A/C	Central Air Conditioner
Water Heating Fuel	Electric
Water Heating Type	Independent

Measures Installed by Your Energy Advisor:

Conservation Measure	Installed Quantity
Smart Strip with Sensor	1.00
Showerhead White 1.5 GPM	1.00

Please note that all work and materials provided under the program, including appliances, are warranted for one year from their install date.

Read what you can do to keep more of your \$

- Turn off lighting when not needed and rely on as much natural light as possible.
- Keep refrigerator at least 75% full for it to run most efficiently but not too full as to limit air circulation.
- Store liquid containers such as water jugs in refrigerator or freezer to take up empty space.
- Regularly clean refrigerator condenser coils that are on the back or underneath the unit.
- Set refrigerator temperature between 35 to 40 degrees and Freezer between 0 to 10 degrees Fahrenheit.
- Defrost any ice build-up thicker than a ¼" on manual defrost refrigerators.
- Check condition of door seals on refrigerators by placing a slip of paper in the seal. If it falls you should repair or replace the seal.
- Turn down the thermostat on your water heater to 125 degrees Fahrenheit or the warm setting.
- Minimize use of hot water whenever possible by filling the sink to wash dishes instead of running the water.
- Only dry full loads in dryer, and when possible hang clothes to dry.
- Clean dryer filter frequently. Make sure dryer hose is clear and that it exhausts to the outside.
- Keep thermostat between 68 to 70 degrees Fahrenheit during the day, and set 5 degrees lower at night.
- Use fans as much as possible to replace or supplement air conditioning.
- Raise thermostat setting to between 75 to 78 degrees Fahrenheit during the cooling season.
- Make sure you have plenty of fresh air when using products with vapors, like wall paint, and always store away from living spaces.
- Repair heating system.
- Turn off any television that is not being viewed.
- Use a timer on any television to automatically turn off for late night viewing.
- Window air conditioner should only be operated when the area is occupied.
- Minimize use of hot water by turning off the faucet while brushing teeth or shaving.

Here are the programs the energy advisor selected for your household.

Please see additional programs available in the Referrals brochure in your educational packet.

Questions on your Free Energy Check Up Results? Call us at 1-888-5-PECO-SAVE (1-888-573-2672).

Program Name

Program Contact

LIHEAP

Assistance Program

800-344-3574

Assessment Notes:

Complete with Tonia as a BDA
high usage coming from winter months
suggest heat pump service
and maintaining temps between 68 and 70 during the winter months
smoke detectors operable

Customer's Signature:

Date: 05/04/2022

Your feedback is very important to us. Let us know how we did! Please visit our Free Energy Checkup Customer Satisfaction Survey at the following website or by scanning the QR code: <https://survey7.medallia.com/?exelon-peco-free-energy>



Company Nbr	Revenue Class Nm	Bill Account Status Nm	Bill Account Nbr	Customer Full Nm	Bill Account Key	Bill Account Key	Contact Dt	Contact Typ Short Desc	Contact Typ Cd Nm	Remarks	Reporting Group Nm	User Nm	Service Address Line1 Txt	Service Address Line2 Txt	Service Address Line3 Txt	Service City Nm	Service Zip Cd	County Nm	Operating Center Nm
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84419345	84419345	2/16/2021 0:00	ADD TCPA CONSENT	CONTACT_TYP	Account phone number (215) 730-7718 has been added or updated.annot read reason: VACANT UE AT TIME OF CALL: \$202.11 SERVICE AMOUNT DUE: \$202.11 TOTAL BALANCE: \$343.18 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	NO DEPARTMENT ASSIGNED	TCPA CONSENT MAINTENANCE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84419345	84419345	2/16/2021 0:00	ADD TCPA CONSENT	CONTACT_TYP	Account phone number (267) 401-6754 has been added or updated.re: LIPC please waive.	NO DEPARTMENT ASSIGNED	TCPA CONSENT MAINTENANCE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84419345	84419345	2/16/2021 0:00	CONNECT ISSUED	CONTACT_TYP	AMI Remote Connect - New Customer Winner Contact Letter Outside Chicago Low Income explained Customer's Lights On Choice / Move Assist explained UE AT TIME OF CALL: \$113.79 SERVICE AMOUNT DUE: \$113.79 TOTAL BALANCE: \$202.86 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84419345	84419345	2/16/2021 0:00	MISC - INFORMATON ON APPLYING FOR SERVICE	CONTACT_TYP	ACT-1978406040: AMI Remote Connect. New Customer Left message TIME OF CALL: 20:04 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$157.65 SERVICE AMOUNT DUE: \$157.65 TOTAL BALANCE: \$157.65 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/22/2021 0:00	CAP ACCOUNT	CONTACT_TYP	CAP RATE TRANSFERRED TO ACCOUNT: 1978406040 FROM ACCT: 1942241022 55 OH-DISC REM CE EQUIP FOR DEMO SOC 75 3/C 4/DAL TRUCK ACCESS CALL AHEAD DEL SVC DROP SWD A+ RES OH CE WIRE 3/C 1 SET 4/O AL 75' WTRHRD 3/C 1 SET 4/O AL 5' 120/240V TRM 446031D8 ELEC GERRYANNE 847-204-0712 CUST WILL OF ROSEMONT 847-825-4404 PER LAYLIA GILBERT 708-410-5304 TWI#4369716	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/22/2021 0:00	NET TRANSFER	CONTACT_TYP	(267) 401-6754 CALL RESULT: Gave live message to account holder TIME OF CALL: 10:39 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$288.58 SERVICE AMOUNT DUE: \$288.58 TOTAL BALANCE: \$2,102.29 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/15/2021 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	(267) 401-6754 CALL RESULT: No answer at the number dialed TIME OF CALL: 10:38 SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$288.58 SERVICE AMOUNT DUE: \$288.58 TOTAL BALANCE: \$2,102.29 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/21/2021 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	S/w Tonia. Cb 1813.71, pd 288.58, tb 2102.29. Cust ciled to pay pd bal but card declined. Says she will cl back for pymt.	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/27/2021 0:00	CREDIT ISSUES	CONTACT_TYP	A \$434.46 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN *****5891-***3105 HAS BEEN SCHEDULED FOR 09/12/2020 TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$288.58 SERVICE AMOUNT DUE: \$288.58 TOTAL BALANCE: \$2,102.29 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/27/2021 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	Non Friendly Notice	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/30/2021 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Pls process 12-month DPA on budget settlement balance of 98.73 + current bill or Budget of 1813.71	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/14/2021 0:00	MISCELLANEOUS SYSTEM CREDIT ADJUSTMENT	CONTACT_TYP	Cust had 7's re: Energy Efficiency Program. Advised Cust to visit ComEd.com website under Ways to Save to schedule Energy Assessment	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/14/2021 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	User ID: maxwelln347@gmail.com ; Name: SHEKHAN MAXWELL ; BANK ACCOUNT ENDING IN *****8746 HAS BEEN MODIFIED TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$1,813.71 SERVICE AMOUNT DUE: \$1,813.71 TOTAL BALANCE: \$2,143.59 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/14/2021 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	(224) 676-8123 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:26 SERVICE CLASS: RES RECORD TYPE: Field Notification Call AMOUNT DUE AT TIME OF CALL: \$111.08 SERVICE AMOUNT DUE: \$111.08 TOTAL BALANCE: \$217.06 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/14/2021 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Proof of No-Income Letter/RSO LANDLORD AGREEMENT RECONNECT SERVICE. CUST FEELS SHE WAS LIED TO BECAUSE WE COULD HAVE TOLD HER ABOUT LANDLORD AGREEMENT. APPLICANT MUST BE CONTACT BEFORE NOON, DUE TO WORK. REQ DETAIL BILL. EXP'D ACCT FINALLED 5/18/18. PER CUSTFRIEND WILL APPLY FOR SERV MONDAY	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/29/2021 0:00	CREDIT ISSUES	CONTACT_TYP	REF#210514-001406 spa issued / wfm closed	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/1/2021 0:00	CREATE SPECIAL AGREEMENT	CONTACT_TYP	AMI Remote Connect. New Customer Conf S51113915 CallAhead Phone Number 312 918 5057NUMBER OF INSTALLMENTS: 012 INSTALLMENT AMOUNT: 178.63 FINAL INSTALLMENT: 178.66 ALLOW ADVANCE PAYMENT: NO	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/7/2021 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 07/21/2021 Termination Amount: \$368.32 which is subject to change	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/14/2021 0:00	72 HOUR NOTICE	CONTACT_TYP	CI UPGRADE- CUST CALLED IN VERY CONFUSED. SHE WAS CALLING ABOUT MEDICATION & THEN STATING UNABLE TO REACH DR. STS BI-POLAR & NDS HER MEDS. I ASKED HER TO BRING EXP'D OR OTC. SHE THEN SAID SHE WAS EVICTED & IN SHELTER. I ASKED IF SHE NDS TO CLOSE ACCT SHE SAID YES BUT CLD NOT VERIFY ANY INFO GVE WRONG ADDRESS MULTIPLE TIMES/NO ACCT # AND NAME NOT EVEN CLEAR. SHE WILL	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/16/2021 0:00	CUT OUT FOR NON-PAY ISSUED	CONTACT_TYP		NO DEPARTMENT ASSIGNED	MARKETSWITCH CUTOUT	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/20/2021 0:00	CREDIT ISSUES	CONTACT_TYP	CNO OF BAL - CB \$328.07 - PD \$368.32 - TB \$696.39 - DD 08/05/21 - NMR 08/16/21 CUST will make pymt of BD on Jul 23 to be current and avoid COMP - advs process cust understood - 10 day hold - Caller: Tonia R. acc owner - No changes on FMST.	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/20/2021 0:00	CUT OUT FOR NON-PAY VOIDED	CONTACT_TYP	ACT-6035078003: OTHER; NEW MTRM 123419961 FLEX# 5353539	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/20/2021 0:00	UTILITY REPORT ? PECO REFUSED TERMS	CONTACT_TYP	AMI Remote Connect - New Customer - pwr on. husband is deceased. validated with customer - checked	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/27/2021 0:00	CREATE SPECIAL AGREEMENT	CONTACT_TYP	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 2,482.72 DOWN PAYMENT AMOUNT: 0.00NUMBER OF INSTALLMENTS: 024 INSTALLMENT AMOUNT: 103.45 FINAL INSTALLMENT: 103.37 ALLOW ADVANCE PAYMENT: NO	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/27/2021 0:00	CREDIT ISSUES	CONTACT_TYP	S/w TONIA M ROBINSON cust called in abt rts on acc pled a 30 day hld on acc updated fsmt prov fax num to the income verdep set up DPA for 24 mths one pdl have been received and ver if cust is qualified for 60 mths PCOVID agr adv cust of bal on the acc cb 328.07 pd 368.32 bd 696.39 ldd 08/05/21 br08/16/21 pro UW 211.	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/27/2021 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Cust quoted payment amount to retain service \$368.32 by 2021-07-07T00:00:00 to retain service TYPE: Field Notification Call AMOUNT DUE AT TIME OF CALL: \$450.84 SERVICE AMOUNT DUE: \$450.84 TOTAL BALANCE: \$450.84 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	SUPPORT SERVICES WEST	IVR	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/27/2021 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date: 2021-07-27 TIME OF CALL: 09:15 SERVICE CLASS: RES RECORD TYPE: Field Notification Call AMOUNT DUE AT TIME OF CALL: \$147.07 SERVICE AMOUNT DUE: \$147.07 TOTAL BALANCE: \$551.21 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/20/2021 0:00	REQUEST LETTER	CONTACT_TYP	SRS# 898062 ; Planned Outage EMAIL ; Outage window Datetime: 2023-10-04 09:00AM - 11:00AM ; Estimated Outage Duration:120 minutes ; Reason: PREVENTIVE MAINTENANCE ; NotificationStatus: sent ; Contact:MICHAEL BEALL remaining balance \$571.98 pmdg LIHEAP pmt \$488.00 pd 43.76 via IVR to rstr svc. vrd pmt in BM.	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	10/11/2021 0:00	AGREEMENT DEFAULT	CONTACT_TYP	Deferred Payment Agreement Default Defaulted Amt: \$2,379.27 Reinstae Amt: \$422.80	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/2/2021 0:00	CAP - PECO	CONTACT_TYP	ERUC-30 DAY HOLD/CAGO IL 60618 - SYSTEM UPDATED TO: 3943 N HAMILTON AVE # 2 CHICAGO IL 606181.66 TOTAL BALANCE: \$147.16 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/2/2021 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date: 2021-11-02 Expiration Date: 2021-12-02	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/3/2021 0:00	REQUEST ACCOUNT ACTIVITY STATEMENT	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	COMMUNITY SERVICES		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/9/2021 0:00	CAP - PECO	CONTACT_TYP	ERUC-30 DAY HOLD/30:Stop Service issued on 8/2/2019 12:00:00 AM. Shutoff will not affect anyone. Winterization Policy read. Supplier Transfer Policy read. Mailing address is not provided. ;	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/9/2021 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date: 2021-11-09 Expiration Date: 2021-12-09d of the new connect. exp dep billed	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/5/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice: SRS# 898062 HAS BEEN SCHEDULED FOR 09/30/2020 TYPE: Field Notification Call AMOUNT DUE AT TIME OF CALL: \$3,825.37 SERVICE AMOUNT DUE: \$3,825.37 TOTAL BALANCE: \$3,911.18 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/5/2022 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/10/2022 0:00	AGREEMENT DEFAULT	CONTACT_TYP	Deferred Payment Agreement Default Defaulted Amt: \$196.28 Reinstae Amt: \$345.12UE AT TIME OF CALL: \$800.60 SERVICE AMOUNT DUE: \$800.60 TOTAL BALANCE: \$1,019.59 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/10/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice Service may be terminated on or after: 07/01/2019 Termination Amount: \$911.70 which is subject to changeUE AT TIME OF CALL: \$346.41 SERVICE AMOUNT DUE: \$346.41 TOTAL BALANCE: \$348.74 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/10/2022 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/11/2022 0:00	CREDIT ISSUES	CONTACT_TYP	ADV CX WE NEED 345.12 TO REINSTATE AGMT CX CANT PAY TODAY...ADV CX ONCE WE SET UP AGMT WE CAN OFFER 9 INSTALLMENTS AT 10.31 PLUS CB *AGMT AMT IS SUBJ TO CHANGE-CX NOW STS SHE IS GOING TO CALL BACK TO MAKE PYT FOR AGMT	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/11/2022 0:00	CREDIT ISSUES	CONTACT_TYP	CONT-UPDATED FMST AND SENT OUT CAP -OUR FAX 855 358 9369	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBIN															

33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/23/2022 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:01 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$430.33 SERVICE AMOUNT DUE: \$430.33 TOTAL BALANCE: \$954.31 PHN NBR UPDATED: NO EFT: Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/1/2022 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Customer abandoned call TIME OF CALL: 11:14 SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$430.33 SERVICE AMOUNT DUE: \$430.33 TOTAL BALANCE: \$954.31 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/7/2022 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Customer abandoned call TIME OF CALL: 11:11 SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$430.33 SERVICE AMOUNT DUE: \$430.33 TOTAL BALANCE: \$954.31 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/8/2022 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date: 2022-03-08 00:00 Rst: Probable Cause: Cause Undetermined	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/19/2022 0:00	CAP - PECO	CONTACT_TYP	CAP SUPPLIER REJECT LETTER SENT FOR INSPIRE ENERGY HOLDINGS, LLC ELECTRIC SUPPLIER ENROLLMENT RECEIVED 4/19/2022 CAP Application Packet# Current bill \$ 37.27 due by 12/7/22 Amount paid today \$ 148.63 Confirmation # 161445 Adv of dpa terms and conditions and all pymt methods.	FINANCIAL CALL CENTER	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/28/2022 0:00	REQUEST LETTER	CONTACT_TYP	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 05/23/2022 Termination Amount: \$1,420.47 which is subject to change UE AT TIME OF CALL: \$148.34 SERVICE AMOUNT DUE: \$148.34 TOTAL BALANCE: \$150.51 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/9/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	CAP Application Packet# C4C850036E50297EASD210148901FE42C75229BF48E7CC3CC427BEF8C8906E7048B28537526C6569B006260EC3E0829C4D8363CA37 AC69F1FCD9491BA25FEBD4F08B4D06E5E8586A06378E8B8915549325AF39 for one-time payment only	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/16/2022 0:00	72 HOUR NOTICE	CONTACT_TYP	[267] 401-6754 CALL RESULT: UNSUCCESSFUL TIME OF CALL: 09:17 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$1,420.47 SERVICE AMOUNT DUE: \$1,420.47 TOTAL BALANCE: \$1,420.47 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: OSI	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/16/2022 0:00	CAP - PECO	CONTACT_TYP	Univer's service: recvd email frm mngt to see if USEF mde pymnt. advsd \$171.02 dd 6/6/22 \$1,420.47BF IN \$1,591.49. no pymnt from USEF yet, cus on cap live cust send income if chnged, advsd cus have MPO option 40% tll blnce, UR until 5/26/22, sent email to see if live update abt grant \$ no med: Customer does not want to enroll in EFT. Vendor: PAR3	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/16/2022 0:00	MISCELLANEOUS	CONTACT_TYP	Stop Credit Action Effective Date: 2022-05-16 placed hold on acct for USEF pymnt per mngr D TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$90.29 SERVICE AMOUNT DUE: \$90.29 TOTAL BALANCE: \$166.63 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. Vendor: NCO	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/16/2022 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date: 2022-05-16l then, advsd cust several times only option available at this time is mpo \$449.30, acct already had medical letter this year, cust req sup transferred to c1. 3.18 TOTAL BALANCE: \$860.00 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: PAR3	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/16/2022 0:00	UTILITY REPORT ? VERIFICATION REQUIRED	CONTACT_TYP	Stop Credit Action Effective Date: 2022-05-16 Cannot read reason: NOT HOME	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	5/20/2022 0:00	PECO-LIHEAP REMOVED FROM COLL - LIHEAP/CRISIS	CONTACT_TYP	Stop Credit Action Effective Date: 2022-05-20ARD NUMBER ENDING IN *9587 HAS BEEN MADE	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/2/2022 0:00	POST MISC DEBIT/CREDIT	CONTACT_TYP	AMOUNT: \$477.15 TRANSACTION TYPE: One-Sided Credit(Adjustment Credit) TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$13,038.41 SERVICE AMOUNT DUE: \$13,038.41 TOTAL BALANCE: \$13,038.41 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: OSI	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/6/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	**SOFT COLLECTIONS - HIGH BALANCE** Customer may receive a friendly reminder via email and/or text message regarding their past due balance. Customer communications will occur between 06/06/22 - 06/20/22.	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/4/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice# NUMBER ENDING IN *****1363 HAS BEEN MADE ON Fri Oct 23 2020 16:28:39 GMT+0000 [Coordinated Universal Time]	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/10/2022 0:00	CORRESPONDENCE - GENERAL	CONTACT_TYP	Contact:TIMOTHY STALLARD	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/10/2022 0:00	CORRESPONDENCE - GENERAL	CONTACT_TYP	**NEW CAP PIPP PROGRAM OUTREACH** Beginning 11-10-22 through 11-29-22, this existing CAP FCO account will receive a postcard and/or an email announcing the forthcoming CAP PIPP program which becomes effective as early as 12-05-2022 (dependent on the account's billing schedule).	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/15/2022 0:00	CREDIT ISSUES	CONTACT_TYP	cc: to get a bill exp of why bill so high, cust acct password protected, cust verified acct number last 4 of ssn name and number but didnt remember password or last payment amount or made, adv caller will have to escalate to a sup per kc.escalated the call for cb	OPERATIONS CALL CTR & BILLING	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/15/2022 0:00	SUPERVISOR COMMENTS	CONTACT_TYP	Escalation. Customer wanted password removed from account. Verified all information with customer. Ref customer to Antoinette for Bill X REF#221115-001586.cld cus back at 267-401-6754.spk w/tonia robinson-cus asking why cur bill was so much higher than prev bill xprd prev bill was \$71.65 due to LIHEAP grant.xplndLIHEAP credit is used up-cno curr bill \$202.90 due 12/5.xplnd curr bill is inline with normal usage here-cus ok-sd will apply for LIHEAP-no soff nrc issued at this time-A.Williams	OPERATIONS CALL CTR & BILLING	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/15/2022 0:00	SUPERVISOR COMMENTS	CONTACT_TYP	New OSC (Service Cloud) Incident CREATED with RefNo #221115-001586BEEEN SCHEDULED FOR 08/02/2017	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	11/24/2022 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 10:43 SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$71.65 SERVICE AMOUNT DUE: \$71.65 TOTAL BALANCE: \$274.55 PHN NBR UPDATED: NO EFT:	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/2/2022 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Call was not attempted TIME OF CALL: SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$71.65 SERVICE AMOUNT DUE: \$71.65 TOTAL BALANCE: \$274.55 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/7/2022 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice# NUMBER ENDING IN *****1363 HAS BEEN MADE ON Fri Oct 23 2020 16:28:39 GMT+0000 [Coordinated Universal Time]	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/7/2022 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2022 0:00	CAP: FCO TO PIPP CONVERSION	CONTACT_TYP	Overage Amount : \$ 0.00 BB Settlement Credit Amount : \$ 0.00 BB Deferred Balance Charge-Off Amount : \$ 0.00	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/10/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice#Arrangement provided because hardship for the past due balance of 141.04 1st Payment of due to be made on and 2nd Payment of 141.04 due to be made on 7/11	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/10/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/23/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/20/2023 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Call was not attempted TIME OF CALL: SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$327.55 SERVICE AMOUNT DUE: \$327.55 TOTAL BALANCE: \$380.55 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/8/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/8/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. UE AT TIME OF CALL: \$176.50 SERVICE AMOUNT DUE: \$176.50 TOTAL BALANCE: \$179.15 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. Vendor: NCO	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/10/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	10-day termination notices were mailed to LIHEAP Crisis eligible customers. This notice is a requirement for LIHEAP Crisis grants. A letter accompanied the notice advising the customer what actions to take to apply for the LIHEAP Crisis grant. Advise the customer to call 1-800-344-HELP-4 our LIHEAP hotline for additional assistance.	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/10/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/14/2023 0:00	REACHED 90% OF THE CAP PIPP MAXIMUM CREDIT	CONTACT_TYP	Credit Used to Date: \$ 1897.00 Annual Max Credit: \$ 1897.00SCONNECTED ON 2020-08-19UE AT TIME OF CALL: \$130.12 SERVICE AMOUNT DUE: \$130.12 TOTAL BALANCE: \$130.12 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. Vendor: NCO	PROJECT & SUPPORT WEST	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/14/2023 0:00	REACHED THE CAP PIPP MAXIMUM CREDIT	CONTACT_TYP	Credit Used to Date: \$ 1897.00 Annual Max Credit: \$ 1897.00	PROJECT & SUPPORT WEST	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/7/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Notice _due immediately Current bill \$ 604.86 _due by _3/02_ Unbilled amount \$ _96.95_ Amount paid today \$ _ Confirmation # _ Total remaining balance \$ _	DESCRIPTION UNDEFINED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/7/2023 0:00	CREDIT ISSUES	CONTACT_TYP	past due bal \$380.55, tb \$676.77 dd 3/8/23 nrd 3/17/23, stmnt updated advised to recertify her cap app she agreed and it was sent by mail also miss sean called to check status onliheap app no info available so advised to contact them shesadagreed with response so she will contact back to them, refused to pay cause she is waiting for assistance.	FINANCIAL CALL CENTER	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/7/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. Pref Cntc:7.47 TOTAL BALANCE: \$177.47 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. Vendor: NCO	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/13/2023 0:00	PECO-LIHEAP REMOVED FROM COLL - LIHEAP/CRISIS	CONTACT_TYP	Stop Credit Action Effective Date: 2023-03-13	COMMUNITY SERVICES	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	3/28/2023 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. Current bill \$512.84 due by 04/06/2023, New charges \$0, Excess credit \$0, call xfd to FCC since acct is on actvecollections and cust wanted to make a pmt arrangementUE AT TIME OF CALL: \$121.06 SERVICE AMOUNT DUE: \$121.06 TOTAL BALANCE: \$134.56 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. Vendor: NCO	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/11/2023 0:00	CREDIT ISSUES	CONTACT_TYP	CPI wanted to know if LIHEAP was credited. adv LIHEAP \$300.00 credited 3/29/23. Cust said LIHEAP Crisis approved for\$380.00 adv we dont have the \$380.00 yet. cust said wll becredited 4/13/23. adv customer once the pmt is rcvd it will be applied to cover past due bal. Total balance \$889.61, Past due amount of \$889.61 due immediately, acct.	OPERATIONS CALL CTR & BILLING	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/18/2023 0:00	CREATE SPECIAL AGREEMENT	CONTACT_TYP	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 711.69 DOWN PAYMENT AMOUNT: 0.00NUMBER OF INSTALLMENTS: 012 INSTALLMENT AMOUNT: 59.31 FINAL INSTALLMENT: 59.28 ALLOW ADVANCE PAYMENT?: NO. Customer wants to enroll in EFT. Vendor: NCO	MANAGER - ACCOUNTS RECEIVABLE	1250 ALCOTT ST	PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27	
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	4/18/2023 0:00	CREDIT - APPLICATION INFORMATION	CONTACT_TYP	Total balance \$0.00, Past due amount of \$0.00 due immediately, Current							

33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/12/2023 0:00	72 HOUR NOTICE	CONTACT_TYP	(267) 401-6754 CALL RESULT: UNSUCCESSFUL TIME OF CALL: 09:11 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$423.99 SERVICE AMOUNT DUE: \$423.99 TOTAL BALANCE: \$423.99 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: OSI		DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/12/2023 0:00	AGREEMENT DEFAULT	CONTACT_TYP	Deferred Payment Agreement Default Defaulted Amt: \$711.69 Reinstatement Amt: \$423.99		DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/12/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 06/26/2023 Termination Amount: \$1,076.37 which is subject to change included in the supplier enrollments submitted by the Municipality/Supplier. Customer does not want to enroll in EFT. VENDOR: NCO		DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/13/2023 0:00	CREDIT ISSUES	CONTACT_TYP	S/w ms robinson cll to check balance. Advcd CB364.68 PD 1,076.37 TBL1,076.37 NDD 06/05 NR06/15. Asked for PYMNT. Cust refused. give the RA \$423.99 cust refused. suggested 21land send cap app	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/13/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Cust updated payment amount to retain service \$ 1076.37 by 2023-06-12T00:00:00 to retain service	SUPPORT SERVICES WEST	IVR	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/13/2023 0:00	PA REINS CALL	CONTACT_TYP	(267) 401-6754 CALL RESULT: Customer referred to discuss with operator TIME OF CALL: 10:55 SERVICE CLASS: RES RECORD TYPE: PA Reinstatement Call AMOUNT DUE AT TIME OF CALL: \$1,076.37 SERVICE AMOUNT DUE: \$1,076.37 TOTAL BALANCE: \$1,076.37 PHN NBR UPDATED: NO EFT. Customer does not want to enroll in EFT. VENDOR: NCO		DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/13/2023 0:00	REQUEST LETTER	CONTACT_TYP	CAP Application Packet		DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/13/2023 0:00	UTILITY REPORT ? CUSTOMER REFUSED TERMS	CONTACT_TYP	Stop Credit Action Effective Date : 2023-06-13 CUSTOMER HAS RECEIVED A CALL ABOUT SMART METER INSTALLATION SCHEDULE. due by	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	CREDIT ISSUES	CONTACT_TYP	the appropriate actions for this account alt Collections during the Cold Weather Period, due to changes in the Cold Weather Termination criteria, set to expire 03/17/2017 3.99 TOTAL BALANCE: \$212.87 PHN NBR UPDATED: NO EFT. Customer does not want to enroll in EFT. VENDOR: PAR3	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Cs. Tonia Robinson. Cs called to placed med cert. CB: PD: TB. \$1076.37 DD: 07/05/23 Next MR: 07/17/23. Same income info. Ok on MCNR, adv provide her doctor info. Dr. Meredith Doros FAX #215-456-4923. Explained time frame 3 business day, and UR was already placed till 06/23. explained we only placed the order and we dont request DOB. I have taken >contd...	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	CREDIT ISSUES	CONTACT_TYP	REF#230616-001259 MC APPVD ON 6/16/23, EXP ON 7/17/23, SIGNED BY DR. ANNA LEIGH ANETOR-JAMISON OS019922_ARM	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Cust updated payment amount to retain service \$ 1076.37 by 2023-06-12T00:00:00 to retain serviceD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$236.57 SERVICE AMOUNT DUE: \$236.57 TOTAL BALANCE: \$236.57 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	SUPPORT SERVICES WEST	IVR	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Cust updated payment amount to retain service \$ 1076.37 by 2023-06-12T00:00:00 to retain serviceNUMBER OF INSTALLMENTS: 012 INSTALLMENT AMOUNT: 41.01 FINAL INSTALLMENT: 40.96 Deposit amount \$172.00 Total down payment amt of \$322.00 to establish DPA. Confirmation Code: 531860	SUPPORT SERVICES WEST	IVR	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	MEDICAL CONDITION	CONTACT_TYP	Stop Credit Action Effective Date : 2023-06-16ES TO EXPERIAN CUSTOMER SERVICES AT 1-855-339-7875	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/16/2023 0:00	OSC INCIDENT REQUEST	CONTACT_TYP	New OSC (Service Cloud) Incident CREATED with RefNo #230616-001259THEY BUILT A NEW HOUSE - NEEDS TO CHECK WITH ELEC ON GETTING SVC CONNECTED IN THE BREAKER BOX	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	BILLING ISSUES	CONTACT_TYP	no action taken	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	BILLING ISSUES	CONTACT_TYP	TONIA M ROBINSON called in asking why is her bill so high Total balance \$1486.52. Past due amount of \$1076.37 due immediately. Current bill \$410.15 due by 07/05/2023. New charges \$0. Excess credit \$0. exp for 32 days 05/12 to 06/13 2.226kwh usage compared to last month and prev year usage is the same. cust became upset and disconnected call >contd...	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	BILLING ISSUES	CONTACT_TYP	cust wants to know why current charges is so high. cno b51076.37 c5410.15 dd7/5/23 bd51486.52. advs that usage is consistent with prev year usage. the only difference is the increase in rate this year and no CAP credit was rcvd towards current bill. adv cust of such and she disconnected call. tried to call her back and it went to voicemail.	OPERATIONS CALL CTR & BILLING		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	CREDIT ISSUES	CONTACT_TYP	dpa, cst is going to try to make pymt on Friday for that, updated cst fsmt, advised cst they would have to send cap app and poi in to get back on cap, cst is going to fix and email info over, cst wanted to know why cb was so high, advised cst i would fix them over to our billing department, xfered cst over to billing	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Total balance \$1486.52. Past due amount of \$1076.37 due immediately. Current bill \$410.15 TONIA M ROBINSON ctd to check the balance, wants to dispute her bill transfer to cc	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/27/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Total balance \$1486.52. Past due amount of \$1076.37 due immediately. Current bill \$410.15 due by 07/05/2023, nmr 07/17/23 sw rp called in for a breakdown on bill, cst is already advised about med hold on acct, cst wanted to know how much will she have to pay for bill, advised cst they are eligible to reinstate dpa for \$423.99 to get back on >contd...	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/28/2023 0:00	CAP - PECO	CONTACT_TYP	CAP INC: REC'D COMPLETED CAP APP AND INCOME VERIFICATION (SSI LETTERS) FOR CAP RECERT, VERIFIED AND UPDATED FSMT, CUST VERIFIED AS LVL 1. ACCT IS ELIGIBLE FOR CAP RECERT, CAP RECERT HAS BEEN PROCESSED, NO HOLDS, COMPLETE.	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/28/2023 0:00	CAP RECERTIFICATION	CONTACT_TYP	CAP Recertification Letter		DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/30/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Total balance \$1486.52. Past due amount of \$1076.37 due immediately. Current bill \$410.15 due by 07/05/2023, RD 07/17, sw rp, fsmt up, ref211, c5 paid RA \$423.99 + \$1.75 conf#R039286476, wfm sent, hid until 07/15, educ about cap papp	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/30/2023 0:00	CREDIT ISSUES	CONTACT_TYP	ghost call013-***5851 HAS BEEN SCHEDULED FOR 10/29/2020	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/30/2023 0:00	MISCELLANEOUS SYSTEM CREDIT ADJUSTMENT	CONTACT_TYP	Customer paid reinstatement amount of \$423.99 via BillMatrix on 06/30. PIs reinstate Level 1 DPA terms of 6652.38 + CB due on 07/05	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/30/2023 0:00	OSC INCIDENT REQUEST	CONTACT_TYP	New OSC (Service Cloud) Incident CREATED with RefNo #230630-000552	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	6/30/2023 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date : 2023-06-30	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/14/2023 0:00	CREDIT ISSUES	CONTACT_TYP	REF#230630-000552 sys ti dpa or wfm/whm closed--dadams to Retail Delivery Service - Res Multiple D TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$127.68 SERVICE AMOUNT DUE: \$127.68 TOTAL BALANCE: \$127.68 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/17/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 07/31/2023 Termination Amount: \$410.15 which is subject to change order and we dont request DOB 07/21/2008	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/21/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Cs. Tonia Robinson. Cs called to placed med cert. CB: PD: TB. \$128.31 PD \$410.15 DD: 08/05/23 Next MR: 08/15/23. Same income info. Ok on MCNR, adv provide her doctor info. Dr. Meredith Doros FAX #215-456-4923. Patient DERELLE B WILLIAMS Explained time frame 3 business day, and UR was already placed till 07/31. explained we only placed the >contd...	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/21/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Read UR Script for a Customer Refused (ORUR) for \$410.15 by 2023-07-17T00:00:00 to retain service	SUPPORT SERVICES WEST	IVR	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/21/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Stop Credit Action Effective Date : 2023-07-21	SUPPORT SERVICES WEST	IVR	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/21/2023 0:00	UTILITY REPORT ? PECO REFUSED TERMS	CONTACT_TYP	Stop Credit Action Effective Date : 2023-07-25	SUPPORT SERVICES WEST	IVR	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/25/2023 0:00	CREDIT ISSUES	CONTACT_TYP	REF#230725-000722 MC APPVD ON 7/25/23, EXP ON 8/24/23, SIGNED BY DR. ROBERT LOUIS BONNER JR MD045370L_ARM	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/25/2023 0:00	MEDICAL CONDITION	CONTACT_TYP	Stop Credit Action Effective Date : 2023-07-25 Cannot read reason: BUSINESS HOURS	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	7/25/2023 0:00	OSC INCIDENT REQUEST	CONTACT_TYP	New OSC (Service Cloud) Incident CREATED with RefNo #230725-000722	NO DEPARTMENT ASSIGNED	EUCUSTOMERCARE	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/4/2023 0:00	CREDIT ISSUES	CONTACT_TYP	cx wanted to know about his/her balance, gave details, all cx needs#9	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/9/2023 0:00	AGREEMENT DEFAULT	CONTACT_TYP	Deferred Payment Agreement Default Defaulted Amt: \$652.38 Reinstatement Amt: \$38.46		DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/21/2023 0:00	CREDIT ISSUES	CONTACT_TYP	rp called about hold she has and amount she has to pay, MC will expire 08/24/23, explained about RA 5583.46 (subject to change), she told me about Npc amount \$410.15, she will pay it in the next few days to stop disconnection. Total balance \$1200.53. Past due amount of \$1131.53 due immediately. Current bill \$69 due by 09/05/2023. NRD 09/14/23	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/24/2023 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 09/07/2023 Termination Amount: \$1,131.53 which is subject to change\$0.00 New Budget Effective Month: 201701		DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	8/31/2023 0:00	72 HOUR NOTICE	CONTACT_TYP	(267) 401-6754 CALL RESULT: SUCCESSFUL TIME OF CALL: 17:03 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$1,131.53 SERVICE AMOUNT DUE: \$1,131.53 TOTAL BALANCE: \$1,131.53 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: OSI		DESCRIPTION UNDEFINED	1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	9/1/2023 0:00	CREDIT ISSUES	CONTACT_TYP	can also do the collec armtm, cst u expires 09/11, recap, nfating IN *1413 HAS BEEN MADE	FINANCIAL CALL CENTER		1250 ALCOTT ST			PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	9/1/20												

33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	CREDIT ISSUES	CONTACT_TYP	cx called in to mke a pymt to hve dpa reinstated. pymt mdevia pymtus of \$128.13 conf 3362327960, no updtc to fsmr, nmr of 12/14. cx would like to apply for LIHEAP. xfer to LIHEAP. hld placed, wfm sent.9.33 TOTAL BALANCE: \$3,015.91 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	FINANCIAL CALL CENTER		1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	IVR CREDIT SELF SERVICE	CONTACT_TYP	Cust called re DPA reinstatement; reinstatement balance \$128.31 cust accepted reinstatement Credit \$ Unbilled amount \$ Amount paid today \$ Confirmation # Reference # Receipt # Total remaining balance \$	SUPPORT SERVICES WEST	IVR	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	MISCELLANEOUS SYSTEM CREDIT ADJUSTMENT	CONTACT_TYP	Customer paid reinstatement amount of \$128.31 via Paymentus on 12/12/23. Pls reinstate Level 1 DPA terms of \$59.31 pr mth. 1875268076F1214858585F78A549 for one-time payment only	FINANCIAL CALL CENTER		1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	PA REINS CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Gave live message to account holder TIME OF CALL: 11:43 SERVICE CLASS: RES RECORD TYPE: PA Reinstatement Call AMOUNT DUE AT TIME OF CALL: \$484.14 SERVICE AMOUNT DUE: \$484.14 TOTAL BALANCE: \$484.14 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	REACHED 90% OF THE CAP PIPP MAXIMUM CREDIT	CONTACT_TYP	Credit Used to Date: \$ 1719.00 Annual Max Credit: \$ 1719.00	PROJECT & SUPPORT WEST	SERVICE CHARGE CALC MODULE	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	REACHED THE CAP PIPP MAXIMUM CREDIT	CONTACT_TYP	Credit Used to Date: \$ 1719.00 Annual Max Credit: \$ 1719.00	PROJECT & SUPPORT WEST	SERVICE CHARGE CALC MODULE	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/12/2023 0:00	REMOVE FROM COLLECTION - OTHER	CONTACT_TYP	Stop Credit Action Effective Date: 2023-12-12 Enrollment Letter sent. Customer may rescind this enrollment but must rescind by 2013-08-26 in order to avoid a potential early termination fee assessed by the RES.	FINANCIAL CALL CENTER		1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	12/14/2023 0:00	CREDIT ISSUES	CONTACT_TYP	Total balance \$301.07, Past due amount of \$0.00 due immediately, Current bill \$301.07 due by 01 / 03 / 2024, NMRD 01/18/23 R/P CALLED IN ART BAL AVD OF DPA UPDATED FS GAVE CAP RECERT DATE AVD OF LIHEAP AND 211 RECAP BRAND	FINANCIAL CALL CENTER		1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/4/2024 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly NoticeThreshold: No. Consumption on Cut Meter Threshold: No. Previous Premise Balance: No.		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/4/2024 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. Use Zero sales tax applied. 67 TOTAL BALANCE: \$419.88 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/8/2024 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/19/2024 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	Non Friendly Noticeendar year and therefore may be included in Municipal Aggregation supplier enrollments. This may be why the customer was included in the supplier enrollments submitted by the Municipality/Supplier.		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/19/2024 0:00	CREDIT ISSUES	CONTACT_TYP	SW 89 TONIA M ROBINSON CX STATES SHE UNABLE TO PAY BILL AT THIS TIME JUST LOST SON / UPDATED FNSMT / OFFERED 211 & LIHEAP /AVD CX WINTER PERTECTION / NMR-2/22/24 / CAP RECERT-6/28/25Total balance \$1060.45, Past due amount of \$301.07 due immediately, Current bill \$759.38 due by 02 / 07 / 2024	FINANCIAL CALL CENTER		1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	PENDING ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/19/2024 0:00	PROACTIVE CUSTOMER CALL	CONTACT_TYP	[267] 401-6754 CALL RESULT: Gave live message to account holder TIME OF CALL: 11:01 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$301.07 SERVICE AMOUNT DUE: \$301.07 TOTAL BALANCE: \$1,060.45 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	PENDING ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	1/19/2024 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	PENDING ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/1/2024 0:00	CORRESPONDENCE - COLLECTIONS	CONTACT_TYP	10-day termination notices were mailed to LIHEAP Crisis eligible customers. This notice is a requirement for LIHEAP Crisis grants. A letter accompanied the notice advising the customer what actions to take to apply for the LIHEAP Crisis grant. Advise the customer to call 1-800-34-HELP-4 our LIHEAP hotline for additional assistance.		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	PENDING ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/1/2024 0:00	WINTER TERMINATION PROTECTION	CONTACT_TYP	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	NO DEPARTMENT ASSIGNED	SYSTEM GENERATED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27
33	RESIDENTIAL	PENDING ACTIVE	1978406040	TONIA M ROBINSON	84473539	84473539	2/12/2024 0:00	AGREEMENT DEFAULT	CONTACT_TYP	Deferred Payment Agreement Default Defaulted Amt: \$355.83 Reinstated Amt: \$1,060.45		DESCRIPTION UNDEFINED	1250 ALCOTT ST		PHILADELPHIA	19149	PHILADELPHIA	PHILADELPHIA 27

CC_ID	USER_ID	PER_ID	CC_DTTM	CC_CL_CD	CC_TYPE_CD	PRINT_LETTER_SW	LETTER_PRINT_DTTM	LTR_TMPL_CD	DESCR_LONG	VERSION	BATCH_CD	BATCH_NBR	CC_STATUS_FLG	CONTACT METH_FLG	CC_DATA_AREA	ACCT_ID	PREM_ID	CL_CONTACT_ID	CC_ENTITY_FLG	ILM_DT	ILM_ARCH_SW
5007051692		5005405000	3/25/2024 11:33 AM	C&C	CMCREISSP	N			Past due Balance of: \$ 2320.60, Balance Due: \$2890.25, Current Charges: \$569.65, Bill Due Date: 04 / 10 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$2890.25	1			0	C1PC		2195641222	5131781000	5007391998	PER	3/25/2024	N
5007787236	SVC_CSF	5005405000	3/25/2024 11:36 AM	C&C	CM-PARINELEG	N				1			0	N/A		2195641222			PER	3/25/2024	N
5003067350	SVC_CSF	5005405000	3/25/2024 11:40 AM	C&C	CMCREISSP	N			adv cust that dpa defaulted no lineup payment gave lineup phone 211 dpa reinstatement	2			0	C1PC		2195641222	5131781000	5007391998	PER	3/25/2024	N
5005080823	SVC_CSF	5005405000	4/14/2024 3:58 PM	AS11ONPC	CM-PARINELEG	N			A Initial Outage Notification message was sent on 04/14/2024 06:19:59 via SMS	1			0	N/A		2195641222			PER	4/14/2024	N
5007104169	SVC_CSF	5005405000	4/17/2024 11:53 AM	C&C	CM-PARINELEG	N				1			0	N/A		2195641222			PER	4/17/2024	N
5003924490		5005405000	4/17/2024 12:04 PM	C&C	CMCREISSP	N			Past due Balance of: \$ 2890.25, Balance Due: \$2890.25, Current Charges: \$569.65, Bill Due Date: 04 / 10 / 2024, nr 04 / 17 / 2024 rp wants to make a partial payment current amount 569.65 +1.75 service fee payment completed 3590960128 check ffmt same	2			0	N/A		2195641222	5131781000		PER	4/17/2024	N
5005399613	SYSUSER	5005405000	4/17/2024 12:07 PM	PMT	PMTMEMO	N			adv cap account and 211	7			0	N/A		2195641222			PER	4/17/2024	N
5007538446	SVC_CSF	5005405000	5/14/2024 6:32 PM	C&C	CM-PARINELEG	N			SOURCE=PMTUSPC Payment: \$ 569.65	1			0	N/A		2195641222			PER	5/14/2024	N
5003464472		5005405000	5/14/2024 6:34 PM	C&C	CMCREISSP	N			Past due Balance of: \$ 2868.25, Balance Due: \$2868.25, Current Charges: \$547.65, Bill Due Date: 05 / 09 / 2024, NMR 5/16 rp called to pay cb 547.65+1.75 conf # 3638331106 ffmt updated inc lvl 1 no changes	2			0	C1PC		2195641222		5007391998	PER	5/14/2024	N
5007155349	SYSUSER	5005405000	5/14/2024 6:46 PM	PMT	PMTMEMO	N			SOURCE=PMTUSPC Payment: \$ 547.65	7			0	N/A		2195641222			PER	5/14/2024	N
5009861727	SVC_CSF	5005405000	6/21/2024 5:31 PM	IVR	CMCREISSP	N				1			0	N/A		2195641222	5131781000		PER	6/21/2024	N
5005013298	SVC_CSF	5005405000	6/21/2024 5:33 PM	C&C	CM-PARINELEG	N				1			0	N/A		2195641222			PER	6/21/2024	N
5007527285		5005405000	6/21/2024 5:48 PM	C&C	CMCREISSP	N			Past due Balance of: \$ 2591.35, Balance Due: \$2939.04, Current Charges: \$347.69, Bill Due Date: 07 / 09 / 2024, NMR 7/17, TONIA M ROBINSON ci to req info on reinstate dpa 2533.00, subject to change - 211, last payment \$547.65 5/15, ffmt added, mad A PAYMENT 270.75 +SFE \$1.75, CONFIRMATION NUMBER 3704626176	2			0	C1PC		2195641222		5007391998	PER	6/21/2024	N
5002619077	SYSUSER	5005405000	6/22/2024 2:12 AM	PMT	PMTMEMO	N			SOURCE=PMTUSPC Payment: \$ 270.75	7			0	N/A		2195641222			PER	6/22/2024	N
5003616428	SVC_CSF	5005405000	7/8/2024 1:42 PM	IVR	CMCREISSP	N				1			0	N/A		2195641222	5131781000		PER	7/8/2024	N
5006194789	SVC_CSF	5005405000	7/8/2024 1:43 PM	C&C	CM-PARINELEG	N				1			0	N/A		2195641222			PER	7/8/2024	N
5009655433		5005405000	7/8/2024 2:03 PM	C&C	CMCREISSP	N			Past due Balance of: \$ 2320.60, Balance Due: \$2668.29, Current Charges: \$347.69, Bill Due Date: 07 / 09 / 2024, RD 7/17, sw rp, adv no shut off nrc, cx called to pay \$347.69 conf#3733789648, educ pymt goes towards Pd first, adv system can trigger shut off for Pd, adv cl back for hid if get it, ffmt same, ref211	1			0	C1PC		2195641222		5007391998	PER	7/8/2024	N
5000083393	SYSUSER	5005405000	7/8/2024 2:12 PM	PMT	PMTMEMO	N			SOURCE=PMTUSPC Payment: \$ 347.69	7			0	N/A		2195641222			PER	7/8/2024	N
5007914232	SVC_CSF	5005405000	8/30/2024 11:16 AM	C&C	CMCREISSP	N			Balance Due: \$3246.64, Current Charges: \$439.08, Bill Due Date: 09 / 06 / 2024, NRD 09/16/24/ Rp ci about bill inf/gave int/ ffmt st/ the same/ adv she is on cap/ adv 211	1			0	C1PC		2195641222		5007391998	PER	8/30/2024	N
5002386547		5005405000	9/13/2024 6:19 PM	CC	CR_BILINGING	N			Robinson, Tonia called to make a payment on acct transferred to PAYMENTUS	1			0			2195641222	5131781000		PER	9/13/2024	N
5009913398		5005405000	9/13/2024 6:42 PM	C&C	CMCREISSP	N			Past due Balance of: \$ 0.00, Balance Due: \$3246.64, Current Charges: \$439.08, Bill Due Date: 09 / 06 / 2024, PA Balance: \$0.00, cx is calling to make a pymnt of \$439.08, confirmation# 3854270636, Refused FSMT, Recap given.	2			0	C1PC		2195641222		5007391998	PER	9/13/2024	N
5005440004	SYSUSER	5005405000	9/13/2024 6:53 PM	PMT	PMTMEMO	N			SOURCE=PMTUSPC Payment: \$ 439.08	7			0	N/A		2195641222			PER	9/13/2024	N
5008400430	WIRWORK2	5005405000	9/20/2024	CA	PCCAPMISC	N			Customer bills have been paused through Oct 17, 2024 due to CCB billing issues. Customer likely will be rebilled for impacted period which could range from May-Sept 2024.	1			0			2195641222			PER	9/20/2024	N
5003664244	WIRWORK2	5005405000	10/2/2024	CA	PCCAPMISC	N			Removing customer billing pause through Oct 17, 2024.	1			0			2195641222			PER	10/2/2024	N
5009309285	LAWTAN	5005405000	10/21/2024 1:26 PM	C&C	CM_COLLHOLD	N			Collection Exception has been created - Other Exception(s) - 2024-12-20	1			0	N/A		2195641222			PER	10/21/2024	N
5007761692	LAWTAN	5005405000	10/23/2024 7:33 AM	CA	CAPRECERT1	N				1			0	10		2195641222	5131781000		PER	10/23/2024	N
5003485204	LAWTAN	5005405000	10/23/2024 7:34 AM	CA	CAPRECERTCMP	Y	10/23/2024 7:57 AM	CAPRECC-PO		1	LTRPRTP		174	10		2195641222	5131781000		PER	10/23/2024	N
5008885698	LAWTAN	5005405000	10/23/2024 8:36 AM	CA	CAPRECERT1	N				1			0	10		2195641222	5131781000		PER	10/23/2024	N
5007939454	LAWTAN	5005405000	10/23/2024 8:36 AM	CA	CAPRECERTCMP	Y	10/23/2024 11:52 PM	CAPRECC-PO		1	LTRPRTP		175	10		2195641222	5131781000		PER	10/23/2024	N
5006546252	LAWTAN	5005405000	10/23/2024 9:24 AM	CA	PCCAPMISC	N			Universal Services working account to change from R to RH...completed pipp changed to \$180.00, however, this account is on list from CLS to rework removing child SSI income...reverified ffmt removing ssi income new pipp \$2.00 amc 3835.00	1			0			2195641222			PER	10/23/2024	N
5004820300	WIRWORK2	5005405000	11/5/2024	CA	PCCAPMISC	N			Rebilling for cancelled customer bill(s) under review in November	1			0			2195641222			PER	11/5/2024	N
5007461121	LAWTAN	5005405000	11/12/2024 9:50 AM	CA	CAPRECERT1	N				2			0	10		2195641222	5131781000		PER	11/12/2024	N
5005912596	LAWTAN	5005405000	11/13/2024 9:51 AM	CA	CAPRECERTCMP	Y	11/13/2024 11:18 AM	CAPRECC-PO		1	LTRPRTP		189	10		2195641222	5131781000		PER	11/13/2024	N
5008134188	LAWTAN	5005405000	11/12/2024 1:01 PM	CA	PCCAPMISC	N			Universal Services - SSI for Minor/CLS account...fmt was reverified and amc and pipp changed difference from prev amc of \$2275 to new amc of 3835 is 1560.00 gave adjustments per mgr G. Luehrs for time period of 01/23 to 06/23 & 06/23 to 06/24, bills after have been canceled to be rebilled the PPP amount	1			0			2195641222			PER	11/12/2024	N
5008760056	WIRWORK2	5005405000	12/17/2024	CA	PCCAPMISC	N			Rebilling for cancelled customer bill(s) to be attempted by CCB billing batch when account enters billing window.	1			0			2195641222			PER	12/17/2024	N
5006708237	SVC_CSF	5005405000	1/23/2025 5:10 PM	AS11ONPC	CM-PARINELEG	N			A Estimated Time of Restoration message was sent on 01/23/2025 05:03:31 via SMS	1			0	N/A		2195641222	5131781000		PER	1/23/2025	N
5001272175	SVC_CSF	5005405000	1/23/2025 5:10 PM	AS11ONPC	CM-PARINELEG	N			A Estimated Time of Restoration message was sent on 01/23/2025 05:03:31 via SMS	1			0	N/A		2195641222	5131781000		PER	1/23/2025	N
5007862666		5005405000	3/28/2025 7:28 AM	C&C	CM_COLLHOLD	N			Collection Exception has been created - Other Exception(s) - 2027-04-17	1			0	10		2195641222			PER	3/28/2025	N
5000935409	LAWTAN	5005405000	3/28/2025 9:32 AM	CA	PCCAPMISC	N			Universal Services - updated contract quantities based on verified ffmt statement dated 10-23-2024 and rate RH	2			0			2195641222			PER	3/28/2025	N
5006894357	SVC_CSF	5005405000	3/31/2025 7:47 PM	AS11ONPC	CM-PARINELEG	N			PECO: We are preparing for potential severe storms today and tonight. If you lose power reply OUT here or report online at peco.com/outages.	1			0	N/A		2195641222	5131781000		PER	3/31/2025	N
5004700841	SVC_CSF	5005405000	3/31/2025 7:48 PM	AS11ONPC	CM-PARINELEG	N			PECO: We are preparing for potential severe storms today and tonight. If you lose power reply OUT here or report online at peco.com/outages.	1			0	N/A		2195641222	5131781000		PER	3/31/2025	N
5001986532		5005405000	4/3/2025 2:07 PM	CA	CARESREF	N			Univer Servs sent email to billing for possible rebill from 7/2024 to current.	1			0			2195641222			PER	4/3/2025	N
5000988617		5005405000	4/8/2025 10:28 AM	BILL	BILL_MISC	N			rec'd todo requesting that the account be back billed for the 7-24 rdg to the present because there was a rate chng from r to rh so ocled the bills for serv from 7-23 to 3-18-25 for 125.65 & rebilled the 1st bill period 7-23 to 8-21-24	2			0			2195641222	5131781000		PER	4/8/2025	N
5006655267		5005405000	4/11/2025 8:33 AM	BILL	BILL_MISC	N			f/u on the acct & rebilled the elec for serv from 8-21 to 10-21-24	2			0			2195641222	5131781000		PER	4/11/2025	N
5002534336		5005405000	4/14/2025 10:19 AM	BILL	BILL_MISC	N			f/u on the acct & billed the elec for serv from 10-21 to 12-13-24	1			0			2195641222	5131781000		PER	4/14/2025	N

For each month from May 2022 to June 2024, please calculate the PECO CAP bill that would have been issued to Complainant if she had been on Rate RH with CAP at the income level PECO has in its records for Complainant for such month.

PECO Account: 2195641222	202205	202206	202207	202208	202209
KWH Usage	1,876	2,064	2,050	2,385	2,536
RH Bill amount (Pre-PIPP discount)	\$ 244.48	\$ 323.29	\$ 321.41	\$ 372.22	\$ 417.21
PIPP Amount	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00
Annual Max	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00
CAP Credit	\$ 111.48	\$ 190.29	\$ 188.41	\$ 239.22	\$ 284.21
Credits used to date	\$ 111.48	\$ 301.77	\$ 490.18	\$ 729.40	\$ 1,013.61
Discounted CAP Bill under RH	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00

202210	202211	202212	202301	202302	202303	202304	202305	202306	202307	202308
1,905	1,978	3,595	4,558	4,849	2,883	1,963	2,032	2,226	2,250	1,981
\$ 278.25	\$ 288.51	\$ 561.22	\$ 720.30	\$ 765.62	\$ 455.75	\$ 313.74	\$ 324.39	\$ 413.89	\$ 418.57	\$ 369.79
\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 174.00	\$ 174.00
\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,547.00	\$ 2,275.00	\$ 2,275.00
\$ 145.25	\$ 155.51	\$ 428.22	\$ 587.30	\$ 632.62	\$ 322.75	\$ 180.74	\$ 191.39	\$ 203.98	\$ 244.57	\$ 195.79
\$ 1,158.86	\$ 1,314.37	\$ 428.22	\$ 1,015.52	\$ 1,648.14	\$ 1,970.89	\$ 2,151.63	\$ 2,343.02	\$ 2,547.00	\$ 244.57	\$ 440.36
\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 133.00	\$ 209.91	\$ 174.00	\$ 174.00

202309	202310	202311	202312	202401	202402	202403	202404	202405	202406
2012	1414	2248	3218	4048	5483	3125	2998	1452	1896
\$ 362.54	\$ 230.23	\$ 359.78	\$ 485.28	\$ 633.16	\$ 853.85	\$ 507.08	\$ 487.47	\$ 241.59	\$ 348.02
\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00
\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00
\$ 188.54	\$ 56.23	\$ 185.78	\$ 311.28	\$ 459.16	\$ 633.65	\$ -	\$ -	\$ -	\$ -
\$ 628.90	\$ 685.13	\$ 870.91	\$ 1,182.19	\$ 1,641.35	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00	\$ 2,275.00
\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 174.00	\$ 220.20	\$ 507.08	\$ 487.47	\$ 241.59	\$ 348.02

Peco Account ID: 2195641222	Date	Actual Bill Amount Due
	May-22	\$1,591.49
	Jun-22	\$811.47
	Jul-22	\$0.00
	Aug-22	\$0.00
	Sep-22	\$0.00
	Oct-22	\$71.65
	Nov-22	\$274.55
	Dec-22	\$327.55
	Jan-23	\$380.55
	Feb-23	\$676.77
	Mar-23	\$1,189.61
	Apr-23	\$711.69
	May-23	\$423.99
	Jun-23	\$1,486.62
	Jul-23	\$538.56
	Aug-23	\$1,200.53
	Sep-23	\$128.31
	Oct-23	\$128.31
	Nov-23	\$128.31
	Dec-23	\$301.07
	Jan-24	\$1,060.45
	Feb-24	\$2,320.60
	Mar-24	\$2,890.25
	Apr-24	\$2,868.25
	May-24	\$2,591.35
	Jun-24	\$2,939.04

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON	:	
Complainant	:	
v.	:	DOCKET NO. C-2025-3054236
	:	
	:	
PECO ENERGY COMPANY	:	
Respondent	:	
	:	

**PECO ENERGY COMPANY’S OBJECTIONS AND ANSWERS TO COMPLAINANT’S,
TONIA ROBINSON, REQUEST FOR PRODUCTION OF
DOCUMENTS/INTERROGATORIES**

II-1. Refer to PECO’s answer to I-6. Are the calculations provided in this answer based on an income level between 51% and 100% FPL?

No. The calculations provided are based on the 4/23/2018 verified FPL of 105%.

II-2. Refer to PECO’s answer to I-6. For each month during which PECO’s CAP-FCO program was in operation, please calculate the PECO CAP-FCO bill that would have been issued to Complainant if she had been on CAP with Rate RH at the income level PECO has in its records for Complainant for such month.

Please refer to Attachment II-2(a).

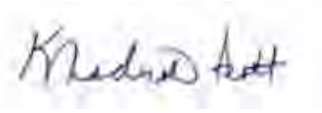
II-3. For each month from May 2022 to June 2024, please provide in an Excel spreadsheet the billing period, usage quantity in kWh, and total new charges for the billing period.

Please refer to Attachment I-7(a) for the total new charges for billing periods from May 2022 to June 2024. Refer to Attachment II-3(a) for total usage quantity in kWh for the same period.

II-4. For each month from May 2022 to June 2024, please provide a copy of Complainant’s bill.

Please refer to Attachment II-4(a) for months January 2023 to June 2024. Months prior to January 2023 are not available in bill format. Refer to Attachment II-4(b) for the activity statement for Month May 2022 to December 2022.

Note for the month of June 2024, the account was rebilled to apply a CAP PIPP Retroactive Electric Heating credit.



Khadijah Scott
Counsel for PECO Energy Company
2301 Market Street, S23-1
Philadelphia, PA 19103
(267) 533-1830
Fax: 215.568.3389
Khadijah.scott@exeloncorp.com

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON	:	
Complainant	:	
v.	:	DOCKET NO. C-2025-3054236
	:	
	:	
PECO ENERGY COMPANY	:	
Respondent	:	
	:	

VERIFICATION

I, Anthony Costello, hereby declare that I am a Senior Regulatory Assessor employed with PECO Energy Company; that as such I am authorized to make this verification on its behalf; that I have personal knowledge of all the facts recited in the foregoing Answers of PECO Energy Company to Complainant's Interrogatories. In addition, the information contained in Said Answers having been furnished to me by various PECO Energy Company personnel, but the facts set forth in the Answers are true to the best of my information and belief based upon the information made available to me, and that these Answers are, accordingly, verified on behalf of PECO Energy Company. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. §4904 relating to unsworn falsification to authorities.

/s/Anthony Costello

Anthony Costello, Senior Regulatory Assessor

Date: June 5, 2025

PECO Account: 2195641222	202205	202206	202207	202208	202209	202210	202211
RH Bill amount*	\$ 244.48	\$ 323.29	\$ 321.41	\$ 372.22	\$ 417.21	\$ 278.25	\$ 288.51
FCO Credit Amount*	\$ 120.12	\$ 117.62	\$ 145.15	\$ 133.09	\$ 122.85	\$ 102.83	\$ 145.83
Discounted CAP Bill under RH*	\$ 124.36	\$ 205.67	\$ 176.27	\$ 239.13	\$ 294.36	\$ 175.42	\$ 142.68

**hypothetical*

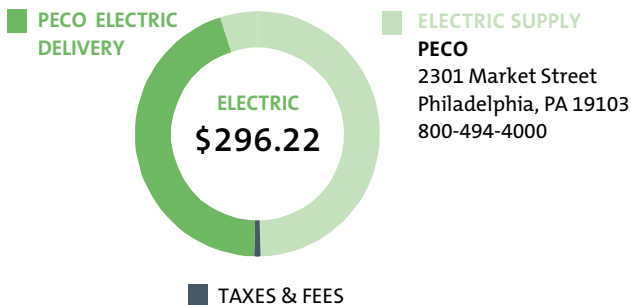
PECO Account: 2195641222	Usage Quantity in kWh
202205	1,876
202206	2,064
202207	2,050
202208	2,385
202209	2,536
202210	1,905
202211	1,978
202212	3,595
202301	4,558
202302	4,849
202303	2,883
202304	1,963
202305	2,032
202306	2,226
202307	2,250
202308	1,981
202309	2,012
202310	1,414
202311	2,248
202312	3,218
202401	4,048
202402	5,483
202403	3,125
202404	2,998
202405	1,452
202406	1,896

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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

Billing Summary

Bill Date	02/14/2023
Charges from previous bill	\$380.55
Total Other Charges	\$380.55

Current Period Charges

Electric	\$296.22
Total New Charges	\$296.22

Total Amount Due on 03/08/2023 \$676.77

General Information

Next scheduled meter reading: 03/17/2023

1-800-774-7040

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 1-800-494-4000 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: 1-800-774-7040

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



2301 Market Street
 Philadelphia, PA 19103-1380

Pay Today!

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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 # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 03/08/2023 \$676.77

Payment Amount \$

0015678 01 AV 0.471 **AUTO T7 0 8730 19149-371050 -C02-B1-P15693-I1 3 5



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

8730-02-0015678-0001-0015427

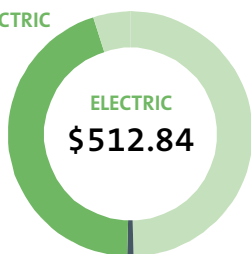
Name: TONIA M ROBINSON
 Account Number: 19784-06040
 Phone Number: 267-401-6754
 Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY
 PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date	03/15/2023
Charges from previous bill	\$676.77
Total Other Charges	\$676.77

Current Period Charges

Electric	\$512.84
Total New Charges	\$512.84

Total Amount Due on 04/06/2023 \$1,189.61

General Information

Next scheduled meter reading: 04/17/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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Online: peco.com

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

By Phone: 1-800-774-7040

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

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by
 04/06/2023 **\$1,189.61**

Payment Amount \$

0020071 01 AV 0.471 **AUTO T6 0 8751 19149-371050 -C02-B1-P20091-I12 4 6



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



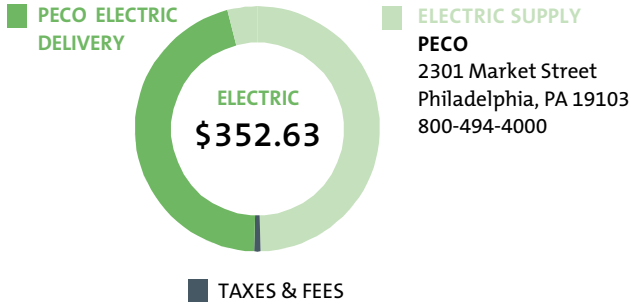
PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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	04/13/2023
LIHEAP payment	\$380.55
LIHEAP payment	\$150.00
LIHEAP payment	\$300.00
Charges from previous bill	\$359.06
Total Other Charges	\$359.06

Current Period Charges

Electric	\$352.63
Total New Charges	\$352.63

Total Amount Due on 05/05/2023 \$711.69

General Information

Next scheduled meter reading: 05/16/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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

By Phone: **1-800-774-7040**

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- Pledge a donation to MEAF. *Complete form on reverse side.*

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 05/05/2023 \$711.69

Payment Amount \$

0020432 01 AV 0.471 **AUTO T1 0 8772 19149-371050 -C02-B1-P20452-112 4



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

8772-02-0020432-0001-0014675

Name: TONIA M ROBINSON
 Account Number: 19784-06040
 Phone Number: 267-401-6754
 Service Address: 1250 Alcott 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	05/12/2023
Deferred payment agreement	\$59.31
Total Other Charges	\$59.31

Current Period Charges

Electric	\$364.68
Total New Charges	\$364.68

Total Amount Due on 06/05/2023 \$423.99

General Information

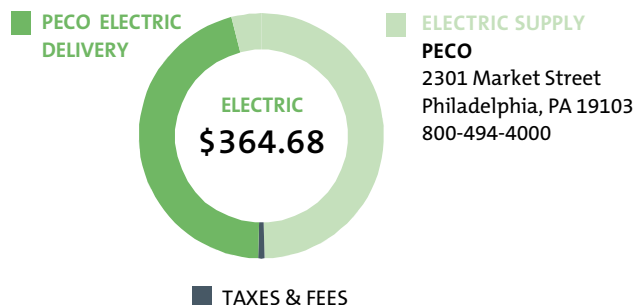
Next scheduled meter reading: 06/15/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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Online: peco.com

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

By Phone: 1-800-774-7040

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0021043 01 AV 0.471 **AUTO T7 0 8793 19149-371050 -C02-B1-P21064-I12



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



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

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by **06/05/2023** **\$423.99**

Payment Amount \$



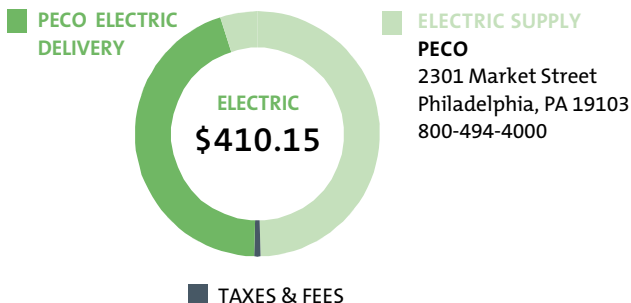
PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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

Billing Summary

Bill Date	06/13/2023
Charges from previous bill	\$1,076.37
Total Other Charges	\$1,076.37

Current Period Charges

Electric	\$410.15
Total New Charges	\$410.15

Total Amount Due on 07/05/2023 \$1,486.52

General Information

Next scheduled meter reading: 07/17/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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

By Phone: 1-800-774-7040

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

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 07/05/2023 \$1,486.52

Payment Amount \$

0015745 01 AV 0.471 **AUTO T7 0 8814 19149-371050 -C02-B1-P15760-I12 4 6



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



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 Philadelphia, PA 19101-0629

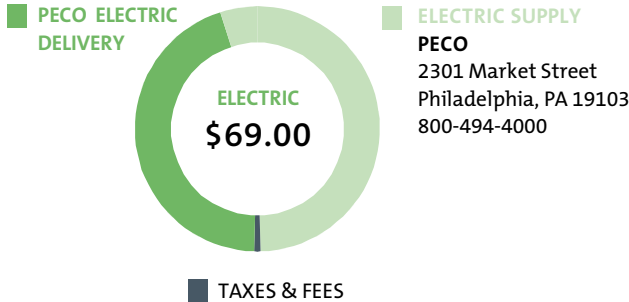
8814-02-0015745-0001-0015704

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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 SUPPLY PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date	07/13/2023
Thank you for your payment of \$423.99 on 06/30/2023	
Charges from previous bill	\$410.15
Deferred payment agreement	\$59.31
Total Other Charges	\$469.46
Current Period Charges	
Electric	\$69.00
Total New Charges	\$69.00
Total Amount Due on 08/04/2023	\$538.46

General Information

Next scheduled meter reading: 08/15/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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Online: peco.com

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

By Phone: **1-800-774-7040**

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

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 08/04/2023 \$538.46

Payment Amount \$

0020280 01 AV 0.471 **AUTO T7 0 8835 19149-371050 -C02-B1-P20300-1123 5



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



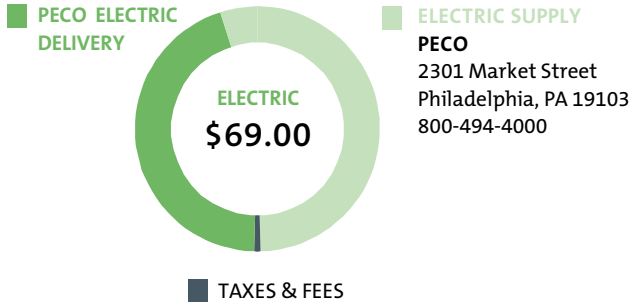
PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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	08/11/2023
Charges from previous bill	\$1,131.53
Total Other Charges	\$1,131.53

Current Period Charges

Electric	\$69.00
Total New Charges	\$69.00

Total Amount Due on 09/05/2023 \$1,200.53

General Information

Next scheduled meter reading: 09/14/2023

1-800-774-7040

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 1-800-494-4000 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: 1-800-774-7040

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



2301 Market Street
 Philadelphia, PA 19103-1380

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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 # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 09/05/2023 \$1,200.53

Payment Amount \$

0020453 01 AV 0.471 **AUTO T5 0 8856 19149-371050 -C02-B1-P20473-112



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

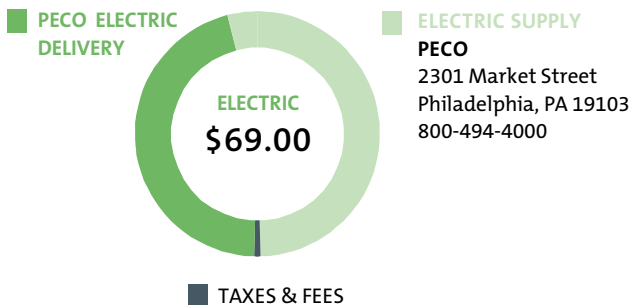
8856-02-0020453-0001-0014848

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date **09/12/2023**
 Thank you for your payment of \$666.77 on 09/11/2023
 Deferred payment agreement \$59.31
Total Other Charges \$59.31

Current Period Charges

Electric \$69.00
Total New Charges \$69.00

Total Amount Due on 10/04/2023 \$128.31

General Information

Next scheduled meter reading: 10/13/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service

Customer Self Service - Manage Your Account 24/7
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Online: peco.com

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

By Phone: **1-800-774-7040**

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



2301 Market Street
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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 # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 10/04/2023 \$128.31

Payment Amount \$

0016183 01 AV 0.498 **AUTO TO 0 8877 19149-371050 -C02-B1-P16199-1123



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

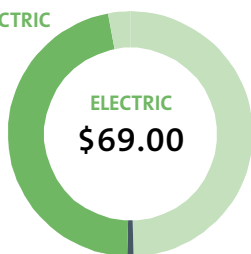
Name: TONIA M ROBINSON
 Account Number: 19784-06040
 Phone Number: 267-401-6754
 Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY
 PECO
 2301 Market Street
 Philadelphia, PA 19103
 800-494-4000

Billing Summary

Bill Date 10/11/2023
 Thank you for your payment of \$128.31 on 10/03/2023
 Deferred payment agreement \$59.31
 Total Other Charges \$59.31

Current Period Charges

Electric \$69.00
 Total New Charges \$69.00

Total Amount Due on 11/02/2023 \$128.31

General Information

Next scheduled meter reading: 11/13/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service

Customer Self Service - Manage Your Account 24/7
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Online: peco.com

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

By Phone: 1-800-774-7040

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

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0020093 01 AV 0.498 **AUTO T6 0 8898 19149-371050 -C02-B1-P20113-1123



TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



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

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 11/02/2023 \$128.31

Payment Amount \$



PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Exhibit 1-31

197840604001001283133060128312

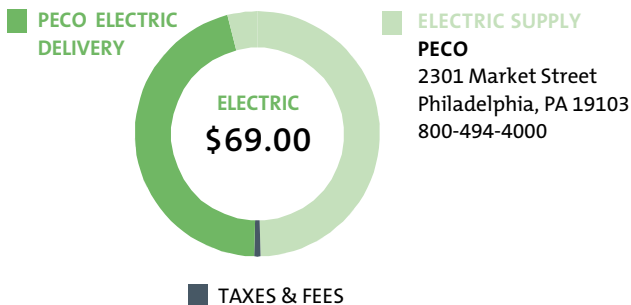
8898-02-0020093-0001-0014479

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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: 11/09/2023
 Thank you for your payment of \$128.31 on 11/06/2023
 Deferred payment agreement: \$59.31
Total Other Charges: \$59.31

Current Period Charges

Electric: \$69.00
Total New Charges: \$69.00

Total Amount Due on 12/04/2023: \$128.31

General Information

Next scheduled meter reading: 12/14/2023

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

peco.com/service

Customer Self Service - Manage Your Account 24/7
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Online: peco.com

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

By Phone: 1-800-774-7040

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

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 12/04/2023: \$128.31

Payment Amount \$ [] . [] []

0020321 01 AV 0.498 **AUTO T5 0 8919 19149-371050 -C02-B1-P20341-1123 6



TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
PO Box 37629
Philadelphia, PA 19101-0629

8919-02-0020321-0001-0014791

Name: TONIA M ROBINSON
Account Number: 19784-06040
Phone Number: 267-401-6754
Service Address: 1250 Alcott 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 12/12/2023
Thank you for your payment of \$128.31 on 12/12/2023

Current Period Charges

Electric \$301.07
Total New Charges \$301.07

Total Amount Due on 01/03/2024 \$301.07

General Information

Next scheduled meter reading: 01/18/2024

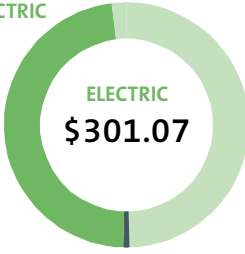
1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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TAXES & FEES

ELECTRIC SUPPLY PECO

2301 Market Street
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800-494-4000

Online: peco.com

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

By Phone: 1-800-774-7040

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- Pledge a donation to MEAF. Complete form on reverse side.

Account # 19784-06040

 877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 01/03/2024 \$301.07

Payment Amount \$ [] . [] []

0016217 01 AV 0.498 **AUTO T4 0 8940 19149-371050 -C02-B1-P16233-112 45



TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
PO Box 37629
Philadelphia, PA 19101-0629

8940-02-0016217-0001-0016019

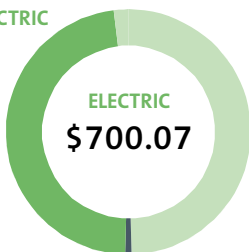
Name: TONIA M ROBINSON
 Account Number: 19784-06040
 Phone Number: 267-401-6754
 Service Address: 1250 Alcott St, Philadelphia

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.

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TAXES & FEES

ELECTRIC SUPPLY

PECO
 2301 Market Street
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 800-494-4000

Billing Summary

Bill Date	01/16/2024
Charges from previous bill	\$301.07
Deferred payment agreement	\$59.31
Total Other Charges	\$360.38

Current Period Charges

Electric	\$700.07
Total New Charges	\$700.07

Total Amount Due on 02/07/2024 \$1,060.45

General Information

Next scheduled meter reading: 02/22/2024

1-800-774-7040

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 1-800-494-4000 antes de la fecha de vencimiento.

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By Phone: 1-800-774-7040

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- Pledge a donation to MEAF. *Complete form on reverse side.*

Account # 19784-06040

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 02/07/2024 \$1,060.45

Payment Amount \$

0001864 01 AV 0.498 **AUTO T9 0 8710 19149-371050 -C03-B1-P01865-I12 45



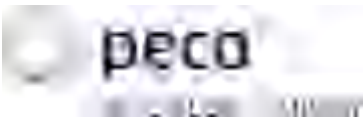
TONIA M ROBINSON
 1250 ALCOTT ST
 PHILADELPHIA, PA 19149-3710



PECO - Payment Processing
 PO Box 37629
 Philadelphia, PA 19101-0629

Exhibit 1-34

197840604001010604540381060458



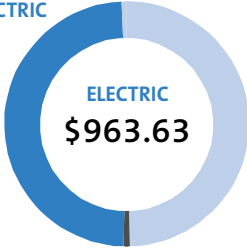
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

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890-494-4000
peco.com

Billing Summary

Table with 2 columns: Description, Amount. Rows: Bill Date (02/20/2024), Charges/Credits from previous bill (\$1,060.45), Total Other Charges (\$1,060.45)

Current Period Charges

Table with 2 columns: Description, Amount. Rows: Electric (\$963.63), Total New Charges (\$963.63)

Total Amount Due on 03/13/2024 \$2,320.60

General Information

Next scheduled meter reading: 03/21/2024

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.

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By Phone: 800-774-7040

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 03/13/2024 \$2,320.60

Payment Amount \$

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0015617 01 AV 0.507 **AUTO T9 0 8745 19149-371050 -C02-B1-P15632-11

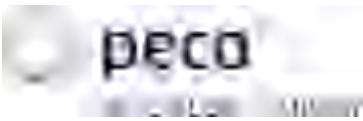


TONIA M ROBINSON 1250 ALCOTT ST PHILADELPHIA, PA 19149-3710



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8745-02-0015617-0001-0020889



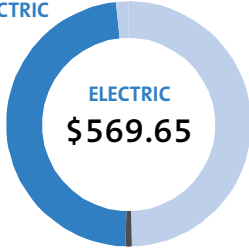
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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.

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TAXES & FEES

ELECTRIC SUPPLY
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890-494-4000
peco.com

Billing Summary

Table with 2 columns: Description, Amount. Rows include Bill Date (03/19/2024), Charges/Credits from previous bill (\$2,320.60), Total Other Charges (\$2,320.60).

Current Period Charges

Table with 2 columns: Description, Amount. Rows include Electric (\$569.65), Total New Charges (\$569.65).

Total Amount Due on 04/10/2024 \$2,890.25

General Information

Next scheduled meter reading: 04/19/2024

800-774-7040

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 04/10/2024 \$2,890.25

Payment Amount \$

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0004324 01 AV 0.507 **AUTO T8 0 8766 19149-371050 -C03-B1-P04328-I12 4

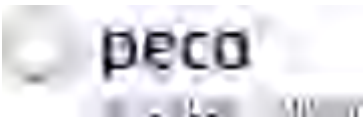


TONIA M ROBINSON
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PHILADELPHIA PA 19101-0629

8766-03-0004324-0001-0008840



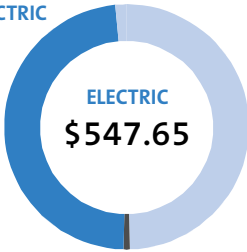
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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.

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TAXES & FEES

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890-494-4000
peco.com

Billing Summary

Bill Date 04/17/2024
Thank you for your payment of \$569.65 on 04/17/2024
Charges/Credits from previous bill \$2,890.25
Total Other Charges \$2,320.60

Current Period Charges

Electric \$547.65
Total New Charges \$547.65

Total Amount Due on 05/09/2024 \$2,868.25

General Information

Next scheduled meter reading: 05/20/2024

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.

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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.

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 05/09/2024 \$2,868.25

Payment Amount \$

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0008001 01 AV 0.507 **AUTO T4 0 8788 19149-371050 -C03-B1-P08009-I123



TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710

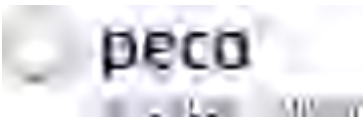


PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

Exhibit 1-37

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8788-03-0008001-0001-0007577



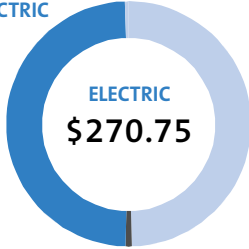
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY
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890-494-4000
peco.com

Billing Summary

Bill Date 05/16/2024
Thank you for your payment of \$547.65 on 05/15/2024
Charges/Credits from previous bill \$2,868.25
Total Other Charges \$2,320.60

Current Period Charges

Electric \$270.75
Total New Charges \$270.75

Total Amount Due on 06/07/2024 \$2,591.35

General Information

Next scheduled meter reading: 06/20/2024

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.

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By Phone: 800-774-7040

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

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 06/07/2024 \$2,591.35

Payment Amount \$

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0005125 01 AV 0.507 **AUTO T4 0 8809 19149-371050 -C03-B1-P05130-112 5

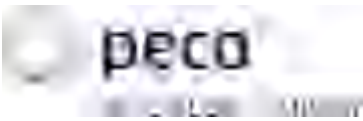


TONIA M ROBINSON
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PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

8809-03-0005125-0001-0010324



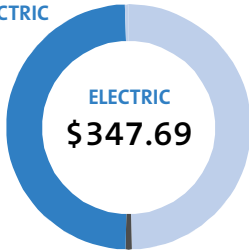
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

ELECTRIC SUPPLY
PECO
2301 MARKET STREET
PHILADELPHIA, PA 19103
890-494-4000
peco.com

Billing Summary

Table with 2 columns: Description, Amount. Rows: Bill Date (06/17/2024), Charges/Credits from previous bill (\$2,591.35), Total Other Charges (\$2,591.35).

Current Period Charges

Table with 2 columns: Description, Amount. Rows: Electric (\$347.69), Total New Charges (\$347.69).

Total Amount Due on 07/09/2024 \$2,939.04

General Information

Next scheduled meter reading: 07/19/2024

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.

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By Phone: 800-774-7040

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 07/09/2024 \$2,939.04

Payment Amount \$

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0004551 01 AV 0.507 **AUTO T7 0 8831 19149-371050 -C03-B1-P04555-I12



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1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710

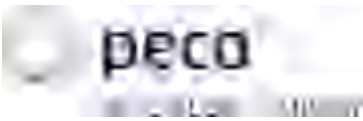


PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

Exhibit 1-39

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8831-03-0004551-0001-0010202



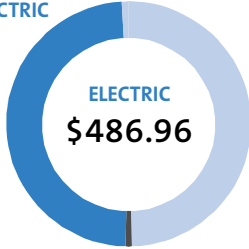
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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.

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TAXES & FEES

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

Billing Summary

Table with 2 columns: Description, Amount. Includes Bill Date (07/17/2024), Thank you for payment of \$270.75 on 06/24/2024, Thank you for payment of \$347.69 on 07/08/2024, Charges/Credits from previous bill (\$2,939.04), Total Other Charges (\$2,320.60).

Current Period Charges

Table with 2 columns: Description, Amount. Includes Electric (\$486.96), Total New Charges (\$486.96).

Total Amount Due on 08/08/2024 \$2,807.56

General Information

Next scheduled meter reading: 08/19/2024

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.

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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.

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

Please pay this amount by 08/08/2024 \$2,807.56

Payment Amount \$

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Philadelphia, PA 19103-1380

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0001527 01 AV 0.507 **AUTO T7 0 8852 19149-371050 -C03-B1-P01528-I12 45

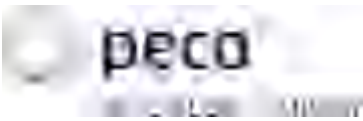


TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



PECO - PAYMENT PROCESSING
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PHILADELPHIA PA 19101-0629

8852-03-0001527-0001-0004645



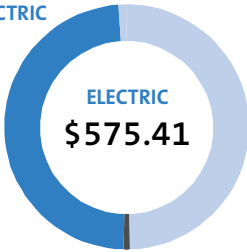
Name: TONIA M ROBINSON
Account Number: 2195641222
Phone Number: 980-365-8107
Service Address: 1250 Alcott St, Philadelphia

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



TAXES & FEES

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PECO
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PHILADELPHIA, PA 19103
800-494-4000
peco.com

Billing Summary

Table with 2 columns: Description, Amount. Rows include Bill Date (11/13/2024), Charges/Credits from previous bill (\$3,240.54), Cancelled Charges (-\$1,359.02), CAP PIPP Retroactive Electric Heating Adjustment (-\$3,120.00), Total Other Charges (-\$1,238.48).

Current Period Charges

Table with 2 columns: Description, Amount. Rows include Electric (\$10.00), Total New Charges (\$10.00).

No Payment is Due \$0.00

Your remaining excess credit is \$1,228.48

General Information

Next scheduled meter reading: 12/17/2024

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.

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

Account # 2195641222

877-432-9384

Pay by phone, a convenience fee will apply.

No Payment is Due \$0.00

Payment Amount \$

2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

Go paperless: receive and pay your bill online.

0007414 01 AV 0.545 **AUTO T8 0 8936 19149-371050 -C03-B1-P07421-1123 5



TONIA M ROBINSON
1250 ALCOTT ST
PHILADELPHIA, PA 19149-3710



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

Exhibit 1-41

219564122201000000043400000009

8936-03-0007414-0001-0005119

Transaction DT	Product Type	Credit Source	Billing Period	Read	KWH	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance
30-DEC-2022	End of Month					0.00	0.00	0.00	0.00		327.55
13-DEC-2022	ELECTRIC SERVICE		11/10/2022-12/13/2022	54771	3595	53.00	274.55	53.00	327.55	01/04/2023	327.55
30-NOV-2022	End of Month					0.00	0.00	0.00	0.00		274.55
10-NOV-2022	ELECTRIC SERVICE		10/12/2022-11/10/2022	51176	1978	202.90	71.65	202.90	274.55	12/05/2022	274.55
31-OCT-2022	End of Month					0.00	0.00	0.00	0.00		71.65
12-OCT-2022		EXCESS CREDIT				-118.60	0.00	0.00	0.00		0.00
12-OCT-2022	ELECTRIC SERVICE		09/13/2022-10/12/2022	49198	1905	190.25	0.00	71.65	71.65	11/03/2022	71.65
30-SEP-2022	End of Month					0.00	0.00	0.00	0.00		0.00
13-SEP-2022		EXCESS CREDIT				-359.58	0.00	0.00	0.00		0.00
13-SEP-2022	ELECTRIC SERVICE		08/12/2022-09/13/2022	47293	2536	240.98	0.00	0.00	0.00	10/05/2022	0.00
31-AUG-2022	End of Month					0.00	0.00	0.00	0.00		0.00
22-AUG-2022		LIHEAP PAYMENT				-250.00	0.00	0.00	0.00		0.00
12-AUG-2022		EXCESS CREDIT				-281.29	0.00	0.00	0.00		0.00
12-AUG-2022	ELECTRIC SERVICE		07/14/2022-08/12/2022	44757	2385	171.71	0.00	0.00	0.00	09/06/2022	0.00
29-JUL-2022	End of Month					0.00	0.00	0.00	0.00		0.00
14-JUL-2022		EXCESS CREDIT				-388.53	0.00	0.00	0.00		0.00
14-JUL-2022	ELECTRIC SERVICE		06/14/2022-07/14/2022	42372	2050	107.24	0.00	0.00	0.00	08/05/2022	0.00
30-JUN-2022	End of Month					0.00	0.00	0.00	0.00		0.00
24-JUN-2022		LIHEAP PAYMENT				-1,200.00	0.00	0.00	0.00		0.00
14-JUN-2022	ELECTRIC SERVICE		05/13/2022-06/14/2022	40322	2064	174.28	637.19	174.28	811.47	07/06/2022	811.47
31-MAY-2022	End of Month					0.00	0.00	0.00	0.00		1,114.34
24-MAY-2022		PAYMENT				-477.15	0.00	0.00	0.00		0.00
13-MAY-2022	ELECTRIC SERVICE		04/14/2022-05/13/2022	38258	1876	171.02	1,420.47	171.02	1,591.49	06/06/2022	1,591.49

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON
Complainant
v.
PECO ENERGY COMPANY
Respondent

Docket No. C-2025-3054236

ROBINSON HEARING EXHIBIT 2





Topic 3: Rate Changes

Learning Goals

After completing this topic, you will be able to:

- Identify a rate change scenario
- Request documentation to verify a rate change

Overview

There are circumstances when an account qualifies for billing under a certain rate structure, but PECO does not bill the account under the respective rate structure. This module includes information about the scenarios below and the steps to take:

- Rate Change from Electric Residential Service (Rate R) to Electric Residential Heating Service (Rate RH)
- Rate change from Electric Commercial service (Rate CM) to Electric Residential Service



Rate Change – Rate R to RH

When a customer called about a possible rate change from rate R to rate RH, ask the following questions:

- Is the **primary source** of heating 100% electric heating?
- Is the heating source permanently mounted? (The customer cannot move the heating source from room to room)
 - If the answer is Yes to **both** questions:
 - Advise the customer they must send an email with the following information to PECOCustomerRelations@exeloncorp.com
 - Original Invoice with installation charges
 - Make and Model of Unit
 - Suspend the charges for the entire account for 30 days (even if the customer does not have the requested documentation but insists the primary source of heat is electric).
 - Remove EFT if the customer gives permission.
 - Issue a **Misc. High Bill Dispute WFM** including:
 - Answers to the questions above including information of when the electric heating was installed.
 - Provide an email address and a good daytime telephone number where the customer can be reached.
 - Confirm the customer will email the information.
 - Do not** schedule a MR Web appointment or issue an Investigation Order.
 - If the customer answered **No** to the initial questions inform the customer that they do not qualify for rate RH.
 - Document the action(s) taken.

Rate Change – Rate RH to R

- Issue a System Billing Escalation WFM. (**Do not** open a High Bill dispute)
- Document the WFM – Change rate from RH to R Customer no longer has electric heating.
- Include good daytime telephone number.

- Explain to the customer the rate change could take one to two billing cycles.
- Document the account with customer's request, actions taken, and information provided.



Topic 4: Supplier Rate: Previous Supplier and Supplier Slam Dispute

Learning Goals

After completing this topic, you will be able to:

- Restate the Supplier Dispute process
- Suspend the appropriate supplier charges
- Explain the Return to PECO process

Supplier Rate Dispute Process

If a customer states that the supplier rate per kWh or CCF is incorrect on their bill, suspend the specific charges, (i.e., electric and/or gas) for 30 calendar days. Remove EFT if the customer gives permission. While PECO suspends the alternate supplier charges for 30 days, this action is a **courtesy** to give the customer the opportunity to resolve the issue with the alternate supplier. PECO can supply the supplier contact information as needed.

Edit Help	
Suspended Charge Type:	Supplier Rate
Suspended Charge Status:	Open
Start Date:	08/15/11
Service Type:	Electric
Status Change Date:	08/15/11
Suspend Dollar Amount	
Amount:	57.09
Suspend Until Date:	09/14/11
<input type="checkbox"/> Non Service Charge <input checked="" type="checkbox"/> Exclude from Late Payment Charge	
Hold Entire Account	
Hold Until Date:	//
Customer Rights Given:	No
Customer Satisfied:	No
Requested By	
Name:	PECO CUSTOMER
Phone:	[215] 841-4000 Extension:
Comments:	
Customer disputes \$57.09 Charge from Elite Energy. States \$/kWh too high. Ref'd cust to Elite Energy	
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONIA ROBINSON
Complainant
v.
PECO ENERGY COMPANY
Respondent

Docket No. C-2025-3054236

ROBINSON HEARING EXHIBIT 3



Month	kWh	Amount billed (actual)	Amount Complainant would have been billed if on RH and CAP	Difference (actual-if on RH)
202205	1,876	\$171.02	\$124.36	\$46.66
202206	2,064	\$174.28	\$205.67	-\$31.39
202207	2,050	\$107.24	\$176.27	-\$69.03
202208	2,385	\$171.71	\$239.13	-\$67.42
202209	2,536	\$240.98	\$294.36	-\$53.38
202210	1,905	\$190.25	\$175.42	\$14.83
202211	1,978	\$202.90	\$142.68	\$60.22
202212	3,595	\$53.00	\$133.00	-\$80.00
202301	4,558	\$53.00	\$133.00	-\$80.00
202302	4,849	\$296.22	\$133.00	\$163.22
202303	2,883	\$512.84	\$133.00	\$379.84
202304	1,963	\$352.63	\$133.00	\$219.63
202305	2,032	\$364.68	\$133.00	\$231.68
202306	2,250	\$410.15	\$209.91	\$200.24
202307	2,250	\$69.00	\$174.00	-\$105.00
202308	1,981	\$69.00	\$174.00	-\$105.00
202309	2,012	\$69.00	\$174.00	-\$105.00
202310	1,414	\$69.00	\$174.00	-\$105.00
202311	2,248	\$69.00	\$174.00	-\$105.00
202312	3,218	\$301.07	\$174.00	\$127.07
202401	4,048	\$700.07	\$174.00	\$526.07
202402	5,483	\$963.63	\$220.20	\$743.43
202403	3,125	\$569.65	\$507.08	\$62.57
202404	2,998	\$547.65	\$487.47	\$60.18
202405	1,452	\$270.75	\$241.59	\$29.16
202406	1,896	\$347.69	\$348.02	-\$0.33
Total		\$7,346.41	\$5,388.16	\$1,958.25



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

June 9, 2025

VIA E-MAIL

Honorable Christopher Pell, ALJ
Pennsylvania Public Utility Commission
801 Market Street, 4th Floor
Philadelphia, PA 19107

RE: Tonia Robinson v. PECO Energy Company
Docket No. C-2025-3054236
Date of Hearing: June 16th, 2025 @ 10:00 a.m.

Dear Judge Pell:

Enclosed please find a copy of PECO Energy Company's Exhibits 1 through 2, 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 black ink, appearing to read "Khadijah Scott".

Khadijah Scott

KS/ab
Enclosure

Cc: Tonia Robinson (via email)
Charlotte Edelstein, Esq. (via email)
Robert Ballenger, Esq. (via email)

#: 5166655



EXHIBIT 1

Bills & Payment Statement

Account Information	
Account Number:	██████████
Customer Name:	Robinson, Tonia M
Meter Bill Group:	Monthly - Cycle 12
Account Status:	Active
Service Address:	██████████ Alcott St, Philadelphia, PA 19149
Billing Address:	██████████ Alcott St, Philadelphia, PA 19149
Requested By:	

Account Balances	
Current Bill:	52.00
Bill Prior:	52.00
Deposit Requested:	0.00
Deposit On-Hand:	0.00
CAP Pre-program Arrears:	0.00
Payment Agreement Balance:	0.00
Account Balance:	-718.88

Rate Schedule	
Rate Schedule:	PECO Electric Residential Heating Service

Account Activity

Transaction Date	Transaction Type	Billing Period	Reading Type	Meter #	Usage Type	Usage Qty	Current Amount	Current Balance	Payoff Amount	Payoff Balance	Total Bill	Heating Degree Days	Deferred Amt	Bill Due Dt
31-MAY-2025	MONTH-END BALANCE					0	0.00	-718.88	0.00	-718.88	0.00	0	0.00	
20-MAY-2025	REGULAR BILL:	17-APR-25 to 19-MAY-25				0	52.00	-718.88	0.00	-718.88	52.00	0	0.00	10-JUN-25
19-MAY-2025	BILL-Elec - Residential	17-APR-25 to 19-MAY-25	Regular	A122131463	KWH	1825	52.00	0.00	52.00	0.00	0.00	0	0.00	
30-APR-2025	MONTH-END BALANCE					0	0.00	-770.88	0.00	-770.88	0.00	0	0.00	
29-APR-2025	BILL-Elec - Residential	18-MAR-25 to 17-APR-25	Regular	A122131463	KWH	2992	52.00	0.00	52.00	0.00	0.00	0	0.00	
29-APR-2025	REGULAR BILL:	18-MAR-25 to 17-APR-25				0	52.00	-770.88	0.00	-770.88	52.00	0	0.00	21-MAY-25
15-APR-2025	BILL-Elec - Residential	14-FEB-25 to 18-MAR-25	Regular	A122131463	KWH	3745	52.00	0.00	52.00	0.00	0.00	0	0.00	
15-APR-2025	BILL-Elec - Residential	13-DEC-24 to 15-JAN-25	Regular	A122131463	KWH	4127	52.00	0.00	52.00	0.00	0.00	0	0.00	
15-APR-2025	BILL-Elec - Residential	15-JAN-25 to 14-FEB-25	Regular	A122131463	KWH	5195	52.00	0.00	52.00	0.00	0.00	0	0.00	
15-APR-2025	REGULAR BILL:	13-DEC-24 to 18-MAR-25				0	156.00	-822.88	0.00	-822.88	156.00	0	0.00	07-MAY-25
14-APR-2025	BILL-Elec - Residential	21-OCT-24 to 19-NOV-24	Regular	A122131463	KWH	2332	52.00	0.00	52.00	0.00	0.00	0	0.00	
14-APR-2025	BILL-Elec - Residential	19-NOV-24 to 13-DEC-24	Regular	A122131463	KWH	2405	41.60	0.00	41.60	0.00	0.00	0	0.00	
14-APR-2025	REGULAR BILL:	21-OCT-24 to 13-DEC-24				0	93.60	-978.88	0.00	-978.88	93.60	0	0.00	06-MAY-25
11-APR-2025	BILL-Elec - Residential	21-AUG-24 to 20-SEP-24	Regular	A122131463	KWH	2256	52.00	0.00	52.00	0.00	0.00	0	0.00	
11-APR-2025	BILL-Elec - Residential	20-SEP-24 to 21-OCT-24	Regular	A122131463	KWH	2306	52.00	0.00	52.00	0.00	0.00	0	0.00	
11-APR-2025	REGULAR BILL:	21-AUG-24 to 21-OCT-24				0	104.00	-1,072.48	0.00	-1,072.48	104.00	0	0.00	05-MAY-25
08-APR-2025	BILL-Elec - Residential	23-JUL-24 to 21-AUG-24	Regular	A122131463	KWH	2320	52.00	0.00	52.00	0.00	0.00	0	0.00	
08-APR-2025	REGULAR BILL:	23-JUL-24 to 21-AUG-24				0	52.00	-1,176.48	0.00	-1,176.48	52.00	0	0.00	30-APR-25
31-MAR-2025	MONTH-END BALANCE					0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	
18-MAR-2025	BILL CANCEL-Elec -	14-FEB-25 to 18-MAR-25	Regular	A122131463	KWH	3745	-20.00	0.00	-20.00	0.00	0.00	0	0.00	
18-MAR-2025	BILL-Elec - Residential	14-FEB-25 to 18-MAR-25	Regular	A122131463	KWH	3745	20.00	0.00	20.00	0.00	0.00	0	0.00	
18-MAR-2025	REGULAR BILL:	14-FEB-25 to 18-MAR-25				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	09-APR-25
28-FEB-2025	MONTH-END BALANCE					0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	
14-FEB-2025	BILL-Elec - Residential	15-JAN-25 to 14-FEB-25	Regular	A122131463	KWH	5195	20.00	0.00	20.00	0.00	0.00	0	0.00	
14-FEB-2025	BILL CANCEL-Elec -	15-JAN-25 to 14-FEB-25	Regular	A122131463	KWH	5195	-20.00	0.00	-20.00	0.00	0.00	0	0.00	
14-FEB-2025	REGULAR BILL:	15-JAN-25 to 14-FEB-25				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	10-MAR-25
31-JAN-2025	MONTH-END BALANCE					0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	
15-JAN-2025	BILL-Elec - Residential	13-DEC-24 to 15-JAN-25	Regular	A122131463	KWH	4127	20.00	0.00	20.00	0.00	0.00	0	0.00	
15-JAN-2025	BILL CANCEL-Elec -	13-DEC-24 to 15-JAN-25	Regular	A122131463	KWH	4127	-20.00	0.00	-20.00	0.00	0.00	0	0.00	

15-JAN-2025	REGULAR BILL:	13-DEC-24 to 15-JAN-25				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	06-FEB-25
31-DEC-2024	MONTH-END BALANCE					0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	
14-DEC-2024	REGULAR BILL:	19-NOV-24 to 13-DEC-24				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	06-JAN-25
13-DEC-2024	BILL-Elec - Residential	19-NOV-24 to 13-DEC-24	Regular	A122131463	KWH	2405	16.00	0.00	16.00	0.00	0.00	0	0.00	
13-DEC-2024	BILL CANCEL-Elec -	19-NOV-24 to 13-DEC-24	Regular	A122131463	KWH	2405	-16.00	0.00	-16.00	0.00	0.00	0	0.00	
30-NOV-2024	MONTH-END BALANCE					0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	
19-NOV-2024	BILL-Elec - Residential	21-OCT-24 to 19-NOV-24	Regular	A122131463	KWH	2332	19.65	0.00	19.65	0.00	0.00	0	0.00	
19-NOV-2024	BILL CANCEL-Elec -	21-OCT-24 to 19-NOV-24	Regular	A122131463	KWH	2332	-19.65	0.00	-19.65	0.00	0.00	0	0.00	
19-NOV-2024	REGULAR BILL:	21-OCT-24 to 19-NOV-24				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	11-DEC-24
18-NOV-2024	BILL-Elec - Residential	20-SEP-24 to 21-OCT-24	Regular	A122131463	KWH	2306	10.00	0.00	10.00	0.00	0.00	0	0.00	
18-NOV-2024	BILL CANCEL-Elec -	20-SEP-24 to 21-OCT-24	Regular	A122131463	KWH	2306	-10.00	0.00	-10.00	0.00	0.00	0	0.00	
18-NOV-2024	REGULAR BILL:	20-SEP-24 to 21-OCT-24				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	10-DEC-24
15-NOV-2024	BILL CANCEL-Elec -	21-AUG-24 to 20-SEP-24	Regular	A122131463	KWH	2256	-10.00	0.00	-10.00	0.00	0.00	0	0.00	
15-NOV-2024	BILL-Elec - Residential	21-AUG-24 to 20-SEP-24	Regular	A122131463	KWH	2256	10.00	0.00	10.00	0.00	0.00	0	0.00	
15-NOV-2024	REGULAR BILL:	21-AUG-24 to 20-SEP-24				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	09-DEC-24
15-NOV-2024	REGULAR BILL:	23-JUL-24 to 21-AUG-24				0	0.00	-1,228.48	0.00	-1,228.48	0.00	0	0.00	06-DEC-24
14-NOV-2024	BILL CANCEL-Elec -	23-JUL-24 to 21-AUG-24	Regular	A122131463	KWH	2320	-10.00	0.00	-10.00	0.00	0.00	0	0.00	
14-NOV-2024	BILL-Elec - Residential	23-JUL-24 to 21-AUG-24	Regular	A122131463	KWH	2320	10.00	0.00	10.00	0.00	0.00	0	0.00	
13-NOV-2024	BILL-Elec - Residential	17-JUN-24 to 23-JUL-24	Regular	A122131463	KWH	3173	10.00	0.00	10.00	0.00	0.00	0	0.00	
13-NOV-2024	REGULAR BILL:	17-JUN-24 to 23-JUL-24				0	10.00	-1,228.48	0.00	-1,228.48	10.00	0	0.00	05-DEC-24
12-NOV-2024	ADJUSTMENT: CAP PIPP			A122131463		0	-3,120.00	0.00	-3,120.00	0.00	0.00	0	0.00	
30-SEP-2024	MONTH-END BALANCE					0	0.00	1,881.52	0.00	1,881.52	0.00	0	0.00	
16-SEP-2024	BILL CANCEL-Elec -	15-AUG-24 to 16-SEP-24	Regular	A122131463	KWH	2377	-432.98	0.00	-432.98	0.00	0.00	0	0.00	
16-SEP-2024	BILL-Elec - Residential	15-AUG-24 to 16-SEP-24	Regular	A122131463	KWH	2377	432.98	0.00	432.98	0.00	0.00	0	0.00	
16-SEP-2024	REGULAR BILL:	15-AUG-24 to 16-SEP-24				0	0.00	1,881.52	0.00	1,881.52	0.00	0	0.00	08-OCT-24
16-SEP-2024	PAYMENT					0	-439.08	0.00	-439.08	0.00	0.00	0	0.00	
31-AUG-2024	MONTH-END BALANCE					0	0.00	2,320.60	0.00	2,320.60	0.00	0	0.00	
16-AUG-2024	REGULAR BILL:	17-JUL-24 to 15-AUG-24				0	0.00	2,320.60	0.00	2,320.60	0.00	0	0.00	06-SEP-24
15-AUG-2024	BILL-Elec - Residential	17-JUL-24 to 15-AUG-24	Regular	A122131463	KWH	2407	439.08	0.00	439.08	0.00	0.00	0	0.00	
15-AUG-2024	BILL CANCEL-Elec -	17-JUL-24 to 15-AUG-24	Regular	A122131463	KWH	2407	-439.08	0.00	-439.08	0.00	0.00	0	0.00	
31-JUL-2024	MONTH-END BALANCE					0	0.00	2,320.60	0.00	2,320.60	0.00	0	0.00	
17-JUL-2024	BILL CANCEL-Elec -	17-JUN-24 to 17-JUL-24	Regular	A122131463	KWH	2676	-486.96	0.00	-486.96	0.00	0.00	0	0.00	
17-JUL-2024	BILL-Elec - Residential	17-JUN-24 to 17-JUL-24	Regular	A122131463	KWH	2676	486.96	0.00	486.96	0.00	0.00	0	0.00	
17-JUL-2024	REGULAR BILL:	17-JUN-24 to 17-JUL-24				0	0.00	2,320.60	0.00	2,320.60	0.00	0	0.00	08-AUG-24
08-JUL-2024	PAYMENT					0	-347.69	0.00	-347.69	0.00	0.00	0	0.00	
30-JUN-2024	MONTH-END BALANCE					0	0.00	2,668.29	0.00	2,668.29	0.00	0	0.00	
24-JUN-2024	PAYMENT					0	-270.75	0.00	-270.75	0.00	0.00	0	0.00	
17-JUN-2024	BILL-Elec - Residential	16-MAY-24 to 17-JUN-24	Regular	A122131463	KWH	1896	347.69	0.00	347.69	0.00	0.00	0	0.00	
17-JUN-2024	REGULAR BILL:	16-MAY-24 to 17-JUN-24				0	347.69	2,939.04	0.00	2,939.04	347.69	0	0.00	09-JUL-24
31-MAY-2024	MONTH-END BALANCE					0	0.00	2,591.35	0.00	2,591.35	0.00	0	0.00	
17-MAY-2024	REGULAR BILL:	17-APR-24 to 16-MAY-24				0	270.75	2,591.35	0.00	2,591.35	270.75	0	0.00	07-JUN-24
16-MAY-2024	BILL-Elec - Residential	17-APR-24 to 16-MAY-24	Regular	A122131463	KWH	1452	270.75	0.00	270.75	0.00	0.00	0	0.00	
15-MAY-2024	PAYMENT					0	-547.65	0.00	-547.65	0.00	0.00	0	0.00	
30-APR-2024	MONTH-END BALANCE					0	0.00	2,868.25	0.00	2,868.25	0.00	0	0.00	

17-APR-2024	BILL-Elec - Residential	19-MAR-24 to 17-APR-24	Regular	A122131463	KWH	2998	547.65	0.00	547.65	0.00	0.00	0	0.00	
17-APR-2024	REGULAR BILL:	19-MAR-24 to 17-APR-24				0	547.65	2,868.25	0.00	2,868.25	547.65	0	0.00	09-MAY-24
17-APR-2024	PAYMENT					0	-569.65	0.00	-569.65	0.00	0.00	0	0.00	
31-MAR-2024	MONTH-END BALANCE					0	0.00	2,890.25	0.00	2,890.25	0.00	0	0.00	
20-MAR-2024	REGULAR BILL:	20-FEB-24 to 19-MAR-24				0	569.65	2,890.25	0.00	2,890.25	569.65	0	0.00	10-APR-24
19-MAR-2024	BILL-Elec - Residential	20-FEB-24 to 19-MAR-24	Regular	A122131463	KWH	3125	569.65	0.00	569.65	0.00	0.00	0	0.00	
29-FEB-2024	MONTH-END BALANCE					0	0.00	2,320.60	0.00	2,320.60	0.00	0	0.00	
21-FEB-2024	REGULAR BILL:	16-JAN-24 to 20-FEB-24				0	963.63	2,320.60	0.00	2,320.60	963.63	0	0.00	13-MAR-24
20-FEB-2024	BILL-Elec - Residential	16-JAN-24 to 20-FEB-24	Regular	A122131463	KWH	5483	963.63	0.00	963.63	0.00	0.00	0	0.00	
12-FEB-2024	ADJUSTMENT: CONV -					0	296.52	0.00	296.52	0.00	0.00	0	0.00	
31-JAN-2024	MONTH-END BALANCE					0	0.00	1,060.45	0.00	1,060.45	0.00	0	0.00	
16-JAN-2024	BILL-Elec - Residential	12-DEC-23 to 16-JAN-24	Regular	A122131463	KWH	4048	700.07	0.00	700.07	0.00	0.00	0	0.00	
16-JAN-2024	BILL-Payment	16-JAN-24 to 16-JAN-24	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
16-JAN-2024	REGULAR BILL:	12-DEC-23 to 16-JAN-24				0	759.38	1,060.45	0.00	1,060.45	759.38	0	0.00	07-FEB-24
31-DEC-2023	MONTH-END BALANCE					0	0.00	301.07	0.00	360.38	0.00	0	59.31	
12-DEC-2023	BILL-Elec - Residential	09-NOV-23 to 12-DEC-23	Regular	A122131463	KWH	3218	301.07	0.00	301.07	0.00	0.00	0	0.00	
12-DEC-2023	REGULAR BILL:	09-NOV-23 to 12-DEC-23				0	301.07	656.90	0.00	360.38	301.07	0	-296.52	03-JAN-24
12-DEC-2023	ADJUSTMENT: Set PA SA					0	-355.83	0.00	0.00	0.00	0.00	0	0.00	
12-DEC-2023	PAYMENT					0	-128.31	0.00	-128.31	0.00	0.00	0	0.00	
11-DEC-2023	ADJUSTMENT: CONV -					0	355.83	0.00	355.83	0.00	0.00	0	0.00	
30-NOV-2023	MONTH-END BALANCE					0	0.00	128.31	0.00	128.31	0.00	0	0.00	
09-NOV-2023	BILL-Elec - Residential	11-OCT-23 to 09-NOV-23	Regular	A122131463	KWH	2248	69.00	0.00	69.00	0.00	0.00	0	0.00	
09-NOV-2023	BILL-Payment	09-NOV-23 to 09-NOV-23	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
09-NOV-2023	REGULAR BILL:	11-OCT-23 to 09-NOV-23				0	128.31	128.31	0.00	128.31	128.31	0	0.00	04-DEC-23
06-NOV-2023	PAYMENT					0	-128.31	0.00	-128.31	0.00	0.00	0	0.00	
31-OCT-2023	MONTH-END BALANCE					0	0.00	128.31	0.00	187.62	0.00	0	59.31	
11-OCT-2023	BILL-Elec - Residential	12-SEP-23 to 11-OCT-23	Regular	A122131463	KWH	1414	69.00	0.00	69.00	0.00	0.00	0	0.00	
11-OCT-2023	BILL-Payment	11-OCT-23 to 11-OCT-23	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
11-OCT-2023	REGULAR BILL:	12-SEP-23 to 11-OCT-23				0	128.31	128.31	0.00	187.62	128.31	0	59.31	02-NOV-23
03-OCT-2023	PAYMENT					0	-128.31	0.00	-128.31	0.00	0.00	0	0.00	
30-SEP-2023	MONTH-END BALANCE					0	0.00	128.31	0.00	246.93	0.00	0	118.62	
12-SEP-2023	BILL-Payment	12-SEP-23 to 12-SEP-23	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
12-SEP-2023	BILL-Elec - Residential	11-AUG-23 to 12-SEP-23	Regular	A122131463	KWH	2012	69.00	0.00	69.00	0.00	0.00	0	0.00	
12-SEP-2023	REGULAR BILL:	11-AUG-23 to 12-SEP-23				0	128.31	128.31	0.00	246.93	128.31	0	118.62	04-OCT-23
11-SEP-2023	PAYMENT					0	-666.77	0.00	-666.77	0.00	0.00	0	0.00	
08-SEP-2023	ADJUSTMENT: Set PA SA					0	-533.76	0.00	0.00	0.00	0.00	0	0.00	
31-AUG-2023	MONTH-END BALANCE					0	0.00	1,200.53	0.00	1,200.53	0.00	0	0.00	
11-AUG-2023	BILL-Elec - Residential	13-JUL-23 to 11-AUG-23	Regular	A122131463	KWH	1981	69.00	0.00	69.00	0.00	0.00	0	0.00	
11-AUG-2023	REGULAR BILL:	13-JUL-23 to 11-AUG-23				0	69.00	1,200.53	0.00	1,200.53	69.00	0	0.00	05-SEP-23
09-AUG-2023	ADJUSTMENT: CONV -					0	593.07	0.00	593.07	0.00	0.00	0	0.00	
31-JUL-2023	MONTH-END BALANCE					0	0.00	538.46	0.00	538.46	0.00	0	0.00	
13-JUL-2023	BILL-Elec - Residential	13-JUN-23 to 13-JUL-23	Regular	A122131463	KWH	2250	69.00	0.00	69.00	0.00	0.00	0	0.00	
13-JUL-2023	BILL-Payment	13-JUL-23 to 13-JUL-23	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
13-JUL-2023	REGULAR BILL:	13-JUN-23 to 13-JUL-23				0	128.31	538.46	0.00	538.46	128.31	0	0.00	04-AUG-23

30-JUN-2023	ADJUSTMENT: Set PA SA					0	-652.38	0.00	0.00	0.00	0.00	0	0.00	
30-JUN-2023	MONTH-END BALANCE					0	0.00	1,714.91	0.00	1,121.84	0.00	0	-593.07	
30-JUN-2023	PAYMENT					0	-423.99	0.00	-423.99	0.00	0.00	0	0.00	
30-JUN-2023	MONTH-END BALANCE					0	0.00	1,062.53	0.00	469.46	0.00	0	-593.07	
30-JUN-2023	MONTH-END BALANCE					0	0.00	410.15	0.00	469.46	0.00	0	59.31	
13-JUN-2023	BILL-Elec - Residential	12-MAY-23 to 13-JUN-23	Regular	A122131463	KWH	2226	410.15	0.00	410.15	0.00	0.00	0	0.00	
13-JUN-2023	REGULAR BILL:	12-MAY-23 to 13-JUN-23				0	410.15	1,486.52	0.00	1,486.52	410.15	0	0.00	05-JUL-23
12-JUN-2023	ADJUSTMENT: CONV -					0	652.38	0.00	652.38	0.00	0.00	0	0.00	
31-MAY-2023	MONTH-END BALANCE					0	0.00	423.99	0.00	423.99	0.00	0	0.00	
12-MAY-2023	BILL-Elec - Residential	13-APR-23 to 12-MAY-23	Regular	A122131463	KWH	2032	364.68	0.00	364.68	0.00	0.00	0	0.00	
12-MAY-2023	BILL-Payment	12-MAY-23 to 12-MAY-23	Regular			0	59.31	0.00	0.00	0.00	0.00	0	0.00	
12-MAY-2023	REGULAR BILL:	13-APR-23 to 12-MAY-23				0	423.99	423.99	0.00	423.99	423.99	0	0.00	05-JUN-23
30-APR-2023	MONTH-END BALANCE					0	0.00	0.00	0.00	59.31	0.00	0	59.31	
18-APR-2023	ADJUSTMENT: Set PA SA					0	-711.69	0.00	0.00	0.00	0.00	0	0.00	
13-APR-2023	BILL-Elec - Residential	15-MAR-23 to 13-APR-23	Regular	A122131463	KWH	1963	352.63	0.00	352.63	0.00	0.00	0	0.00	
13-APR-2023	REGULAR BILL:	15-MAR-23 to 13-APR-23				0	352.63	711.69	0.00	711.69	352.63	0	0.00	05-MAY-23
13-APR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-27.55	0.00	-27.55	0.00	0.00	0	0.00	
13-APR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-69.45	0.00	-69.45	0.00	0.00	0	0.00	
13-APR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-226.77	0.00	-226.77	0.00	0.00	0	0.00	
13-APR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-153.78	0.00	-153.78	0.00	0.00	0	0.00	
13-APR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-53.00	0.00	-53.00	0.00	0.00	0	0.00	
31-MAR-2023	MONTH-END BALANCE					0	0.00	889.61	0.00	889.61	0.00	0	0.00	
29-MAR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-25.45	0.00	-25.45	0.00	0.00	0	0.00	
29-MAR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-71.65	0.00	-71.65	0.00	0.00	0	0.00	
29-MAR-2023	ADJUSTMENT: LIHEAP			A122131463		0	-202.90	0.00	-202.90	0.00	0.00	0	0.00	
15-MAR-2023	BILL-Elec - Residential	14-FEB-23 to 15-MAR-23	Regular	A122131463	KWH	2883	512.84	0.00	512.84	0.00	0.00	0	0.00	
15-MAR-2023	REGULAR BILL:	14-FEB-23 to 15-MAR-23				0	512.84	1,189.61	0.00	1,189.61	512.84	0	0.00	06-APR-23
28-FEB-2023	MONTH-END BALANCE					0	0.00	676.77	0.00	676.77	0.00	0	0.00	
14-FEB-2023	BILL-Elec - Residential	14-JAN-23 to 14-FEB-23	Regular	A122131463	KWH	4849	296.22	0.00	296.22	0.00	0.00	0	0.00	
14-FEB-2023	REGULAR BILL:	14-JAN-23 to 14-FEB-23				0	296.22	676.77	0.00	676.77	296.22	0	0.00	08-MAR-23
31-JAN-2023	MONTH-END BALANCE					0	0.00	380.55	0.00	380.55	0.00	0	0.00	

EXHIBIT 2





Your Free Energy Checkup Results.

This report prepared for
 Renter
Robinson, Tonia M
 [REDACTED] Alcott St
 Philadelphia, PA 19149



Your Energy Advisor:
Eduardo Coelho

The survey results are based on the
FREE Energy Checkup
 Performed on 5/4/2022

Thank you for completing your FREE Energy Checkup!
 Homes that are energy efficient use less energy, are more comfortable and healthier, cost less to run, and have less impact on the environment.

This report will show you where your home's energy efficiency performance is now, and the steps you may take to improve your home, save money and increase comfort.

Questions on your Free Energy Check Up Results? Call us at 1-888-5-PECO-SAVE (1-888-573-2672).

Property details:

Year Built	1925
Home Style	Row, Inside
Square Footage	1088
Number of Rooms	6
Number of Occupants	3
Year of Occupancy	1

Heating and Cooling:

Primary Fuel	Electric
Heat Type:	Central heat pump
Age	2
Supplemental Fuel:	
Primary A/C	Central Air Conditioner
Water Heating Fuel	Electric
Water Heating Type	Independent

Measures Installed by Your Energy Advisor:

Conservation Measure	Installed Quantity
Smart Strip with Sensor	1.00
Showerhead White 1.5 GPM	1.00

Please note that all work and materials provided under the program, including appliances, are warranted for one year from their install date.

Read what you can do to keep more of your \$

- Turn off lighting when not needed and rely on as much natural light as possible.
- Keep refrigerator at least 75% full for it to run most efficiently but not too full as to limit air circulation.
- Store liquid containers such as water jugs in refrigerator or freezer to take up empty space.
- Regularly clean refrigerator condenser coils that are on the back or underneath the unit.
- Set refrigerator temperature between 35 to 40 degrees and Freezer between 0 to 10 degrees Fahrenheit.
- Defrost any ice build-up thicker than a ¼" on manual defrost refrigerators.
- Check condition of door seals on refrigerators by placing a slip of paper in the seal. If it falls you should repair or replace the seal.
- Turn down the thermostat on your water heater to 125 degrees Fahrenheit or the warm setting.
- Minimize use of hot water whenever possible by filling the sink to wash dishes instead of running the water.
- Only dry full loads in dryer, and when possible hang clothes to dry.
- Clean dryer filter frequently. Make sure dryer hose is clear and that it exhausts to the outside.
- Keep thermostat between 68 to 70 degrees Fahrenheit during the day, and set 5 degrees lower at night.
- Use fans as much as possible to replace or supplement air conditioning.
- Raise thermostat setting to between 75 to 78 degrees Fahrenheit during the cooling season.
- Make sure you have plenty of fresh air when using products with vapors, like wall paint, and always store away from living spaces.
- Repair heating system.
- Turn off any television that is not being viewed.
- Use a timer on any television to automatically turn off for late night viewing.
- Window air conditioner should only be operated when the area is occupied.
- Minimize use of hot water by turning off the faucet while brushing teeth or shaving.



You know that help could be just a phone call away.

Here are the programs the energy advisor selected for your household.

Please see additional programs available in the Referrals brochure in your educational packet.

Questions on your Free Energy Check Up Results? Call us at 1-888-5-PECO-SAVE (1-888-573-2672).

Program Name	Program Contact
LIHEAP	Assistance Program 800-344-3574

Assessment Notes:

Complete with Tonia as a BDA
high usage coming from winter months
suggest heat pump service
and maintaining temps between 68 and 70 during the winter months
smoke detectors operable

Customer's Signature:

Date: 05/04/2022

Your feedback is very important to us. Let us know how we did! Please visit our Free Energy Checkup Customer Satisfaction Survey at the following website or by scanning the QR code: <https://survey7.medallia.com/?exelon-peco-free-energy>

