

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Explanatory Cover Sheet

Date of Filing: July 29, 2025

Docket Number: C-2025-3056409

Filed By: Andrew Wiegand

Utility/Entity Type: Peco Energy / Electric

Reason for Filing:

This filing is being submitted to provide a copy of an email communication between the utility, Peco, and the customer in reference to matters relevant to the above-captioned docket. The communication is submitted for inclusion in the formal record and/or to clarify factual matters under Commission review.

Contact Information:

Andrew Wiegand
204 Elmwood Lane
Coatesville, PA 19320



Andrew Wiegand <[REDACTED]>

Re: FORMAL PUC COMPLAINT C-2025-3056409 ACCT # 6722999000 & case number 4047187

1 message

Andrew Wiegand <[REDACTED]> Fri, Jul 25, 2025 at 10:52 PM
To: "Crespo, Lisa M:(PECO)" <Lisa.Crespo@exeloncorp.com>
Cc: "Scott, Khadijah:(PECO)" <Khadijah.Scott@exeloncorp.com>, jekrupa@pa.gov

Hello,

Can you please confirm whether you are part of PECO's Solar Team? I've been informed on multiple occasions that the regular PECO customer service team is unable to assist with solar-related accounts, so I want to ensure this is reaching the correct department.

I also need clarification on why there has been no response to multiple inquiries submitted by Jessica Krupa to your office on 5/23/2025, 5/29/2025, 6/17/2025, 7/3/2025, and 7/16/2025. These messages relate to an ongoing billing dispute I first reported in Summer of 2024, which to my knowledge has still not been resolved.

The last update I received was on or about March 21, 2025; the previous update from prior to Christmas indicated that when PECO attempted to implement corrections to widespread issues affecting solar accounts, the changes made things worse and were subsequently rolled back. Since then, I have not received any clear updates or resolutions regarding my account.

Frankly, I'm frustrated that I have to continue repeating the same issues that PECO is already well aware are impacting all solar customers. I am requesting a clear update on the status of my account and an explanation for the lack of communication, particularly regarding the outstanding PUC inquiries.

8/4/2023 was the last bill where the addition and subtraction of banked distribution credits appeared to be calculated correctly in the message center.

The last correct bill was 2/6/2024. Every bill since then has been plagued with issues affecting solar customers since you implemented your billing template updates.

3/11/2024 the bill in Meter Information indicates that my total kWh Used was 1,131, however actually it was 660 kWh. You are adding both the in and out meters which you cannot do. This basic math has been wrong since 3/11/2024 and continues to be incorrect as of the most recent bill on 7/11/2025. Over 1.5 years and you have yet to learn how to do basic addition and print the bill correctly.

4/11/2024 the bill in Meter Information indicates that my total kWh Used was 959, however actually it was 463 kWh. You are adding both the in and out meters which you cannot do. I have 33 kWh in banked distribution. Bill states "Your remaining banked distribution kWh is 33."

5/10/2024 the bill in Meter Information indicates that my total kWh Used was 865, however actually it was 326 kWh. You are adding both the in and out meters which you cannot do. An additional 213 kWh should be added to the banked distribution. However, the bill goes to state "Your previous banked distribution kWh is 33. Your current change in banked distribution kWh is 213. Your current Adjustment to Banked Distribution kWh due to settlement is -246. Your remaining banked Distribution kWh is 0." This is where you begin to forget how addition and subtraction works. When you add $33+213=246$ (positive number) the remaining banked distribution needs to be a positive +246.

6/10/2024 the bill in Meter Information indicates that my total kWh Used was 1,038, however actually it was 640 kWh. You are adding both the in and out meters which you cannot do. You had me purchase 242 kWh for distribution, generation and transmission, however there was +246 in banked distortion so the net after this month should had left +4kWh in banked distribution. However, you state "Your remaining banked distribution kWh is 0" Once again you fail on basic addition and subtraction.

7/11/2024 the bill in Meter Information indicates that my total kWh Used was 1,268, however actually it was 793 kWh. You are adding both the in and out meters which you cannot do. You had me purchase 318 kWh for distribution, generation and transmission, however there was +4 in banked distortion so the net after this month should have left 0kWh in banked distribution. And I should have only purchased 314 kWh for distribution, generation, transmission.

10/29/2024 the bill in Meter Information indicates that my total kWh Used was 1,040, however actually it was 727 kWh. You are adding both the in and out meters which you cannot do.

11/7/2024 the bill in Meter Information indicates that my total kWh Used was 1,314, however actually it was 766 kWh. You are adding both the in and out meters which you cannot do.

11/14/2024 the bill in Meter Information indicates that my total kWh Used was 610, however actually it was 421 kWh. You are adding both the in and out meters which you cannot do.

11/22/2024 the bill in Meter Information indicates that my total kWh Used was 1,037, however actually it was 427 kWh. You are adding both the in and out meters which you cannot do. "Your remaining banked distribution kWh is 183"

12/6/2024 the bill in Meter Information indicates that my total kWh Used was 774,

however actually it was 547 kWh. You are adding both the in and out meters which you cannot do. Bill states “your previous Banked Distribution kWh is 183. Current change in Banked Distribution kWh is -183.” Based on this math I should have only been purchasing 137 distribution, generation and transmission. However, I purchased 320 kWh in Generation and Transmission.

1/9/2025 the bill in Meter Information indicates that my total kWh Used was 820, however actually it was 732 kWh. You are adding both the in and out meters which you cannot do.

2/10/2025 the bill in Meter Information indicates that my total kWh Used was 546, however actually it was 407 kWh. You are adding both the in and out meters which you cannot do.

3/10/2025 the bill in Meter Information indicates that my total kWh Used was 756, however actually it was 345 kWh. You are adding both the in and out meters which you cannot do. “Your remaining banked distribution kWh is 66”

4/11/2025 the bill in Meter Information indicates that my total kWh Used was 849, however actually it was 271 kWh. You are adding both the in and out meters which you cannot do. “Your remaining banked distribution kWh is 373” (you figured out how to add this month correctly)

5/13/2025 the bill in Meter Information indicates that my total kWh Used was 84990, however actually it was 261 kWh. You are adding both the in and out meters which you cannot do. “Your Previous banked distribution kWh is 373. Your current change in banked distribution kWh is 368. Your current adjustment to banked distribution kWh due to settlement is -741. Your remaining banked distribution kWh is 0” See once again you fail with subtraction and addition. This should be a positive +741 remaining banked distribution

6/12/2025 the bill in Meter Information indicates that my total kWh Used was 931, however actually it was 391 kWh. You are adding both the in and out meters which you cannot do. “Your previous banked distribution kWh is 0” Again there’s still a +741 kWh from previous bill. “Current change in banked distribution kWh is 149. Your current adjustment to banked distribution kWh due to settlement is 0. You remaining banked distribution kWh is 149” However this should be a +890 remaining banked distribution.

7/11/2025 the bill in Meter Information indicates that my total kWh Used was 995, however actually it was 605 kWh. You are adding both the in and out meters which you cannot do. You have me purchasing 66 kWh for distribution, 215 for generation and transmission. However, I still have +890 in banked distribution for distribution, generation and transmission. I should have purchased 0 for distribution, generation, and transmission. And have a +675 kWh in banked distribution.

To clarify the numbers referenced in previous communications, and above, are only relevant if they are based on actual data. However, based on your latest response, Lisa, it now appears you're suggesting that those numbers may not be accurate or valid, which would only further distort the already incorrect calculations.

For the record, I have never questioned the accuracy of the meter readings themselves. That's now something you've introduced; suggesting that the readings or reported values may not be factual. My consistent concern has been with how PECO is performing basic calculations — specifically how credits, usage, and generation are being applied. This concern has even been acknowledged in conversations I've had with multiple PECO representatives over the past year.

Frankly, I'm losing confidence in any information coming from PECO. Despite being more than patient, I've still received no follow-up calls from Breanna at (267) 533-2133. The last time we spoke was on or about March 21, 2025, for 4 mins and 51 sec, at which point she informed me that the billing teams were still working on the solar-related issues and that the case “automatically closes and reopens itself.” To date, I've received no resolutions, no timeline, and no accountability.

Given the ongoing nature of these problems — which are clearly affecting all solar customers — I strongly recommend that PECO conduct a full forensic accounting review of all solar billing accounts, starting with mine, to identify and correct any discrepancies dating back to the March 2024 billing system changes.

Please confirm receipt of this message and advise on next steps.

Thanks & have a wonderful day

Andrew Wiegand

⋮ Pay It Forward —> ⋮

⋮ **I've gone SOLAR, Now it's your turn to go GREEN** ⋮

On Thu, Jul 24, 2025 at 9:09 AM Crespo, Lisa M:(PECO) <Lisa.Crespo@exeloncorp.com> wrote:

Good morning Andrew Wiegand.

I am the Regulatory Assessor assigned to your Formal PUC complaint Docket # C-2025-3056409.

Per our billing department, all electric and gas reads have been confirmed as actual readings.

Please clarify your request by replying to this email and specifying:

Which meters or service dates are believed to be inaccurate.

Thank you.

Best regards,

Lisa Crespo

Lisa Crespo

(She, Her, Hers)

Senior Regulatory Assessor

Regulatory Performance

Lisa.Crespo@exeloncorp.com



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