



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

Received by SEC BUR 8/8/25

April 28, 2025

VIA E-MAIL

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

RE: Mo Se Chi v. PECO Energy Company
Docket No. F-2025- 3052881

Dear Judge Vero:

Enclosed please find a copy of PECO Energy Company's late filed Exhibits 3 and 4, which were requested during the telephonic hearing on April 22nd.

Please call my direct dial number if you have any questions regarding this case.

Respectfully submitted,

A handwritten signature in blue ink that reads "Khadijah Scott". The signature is written in a cursive, flowing style.

Khadijah Scott

KS/ab
Enclosure

Cc: Mo Se Chi (via email)

EXHIBIT 3

PECO BILLING SYSTEM CHANGE

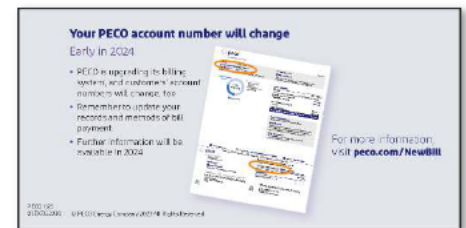
TIMELINE OF CUSTOMER COMMUNICATIONS

Schedule:

Medium	Dates	~ # reached
FAQs webpage via peco.com/NewBill	10/20 onward	-
Bill inserts (eBill and hardcopy) no QR code	10/30-11/29	All
E@H/E@W newsletter articles no QR code	10/30-11/29	All
Flyers for local politicians, community groups, support services, etc. with QR codes	11/15 onward	-
Bill inserts (eBill and hardcopy) with QR code	11/30-12/29	All
E@H/E@W newsletter articles with QR code	11/30-12/29	All
Email with links to FAQ page	11/27-12/15	~600k
Postcard with QR code	11/27-12/15	All (1x@)
peco.com banners, carousel ads, etc.	1/11-onward	-
Home Energy Reports Inclusion in e- versions	11/19-3/16	~250k
Home Energy Reports Inclusion in mailed versions	12/17-2/17	~250k
Special email to customers on budget billing	TBD	-
Email with links to FAQ page	1/2-1/11	~600k
Email with links to FAQ page	1/16-20	~600k



Above and below - November bill insert. Subsequent versions will have QR codes.





Important - Please read!

New account numbers
will appear on your
2024 PECO bills



Your PECO account number will change

Early in 2024

- PECO is upgrading its billing system, and customers' account numbers will change, too
- Remember to update your records and methods of bill payment



[Learn more](#)

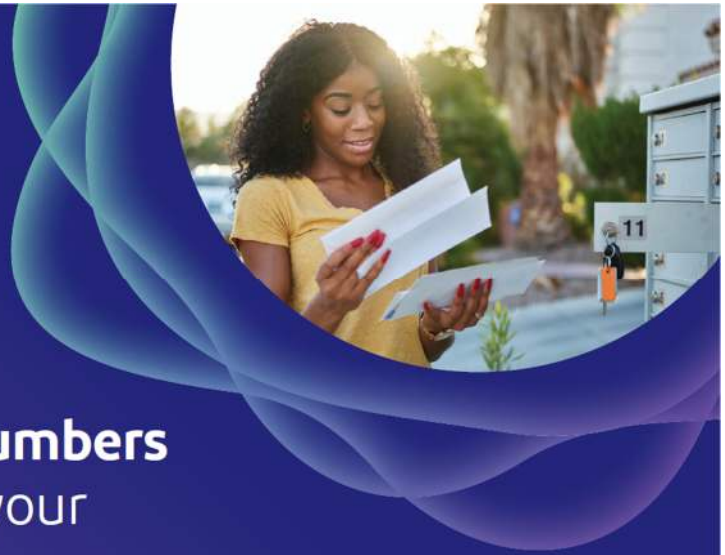




Upgrading systems
to improve your experience

New account numbers
will appear on your
2024 PECO bills

For more information, visit peco.com/NewBill



Your PECO account number will change

Early in 2024

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- Remember to update your records and methods of bill payment
- Further information will be available in 2024



For more information,
scan the QR code or visit
peco.com/NewBill

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CCB1001 rev10242023

 **peco**SM
AN EXELON COMPANY
2301 Market St. 11th Floor
Philadelphia, PA 19103

PRESORTED
FIRST CLASS MAIL
US POSTAGE
PAID
WILMINGTON, DE
PERMIT #751

*****AUTO**5-DIGIT 19127 T546 P4 800001



PECO BILLING SYSTEM CHANGE

BILL INSERT



Upgrading systems
to improve your experience

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visit peco.com/NewBill

EXHIBIT 4

Mo Se Chi – Customer Contact – Email Content

Customer Contact
Bookmark
Previous Item
Next Item
Clear
Save
Refresh

Main

Log

Characteristics

Customer Contact Portal

CUSTOMER CONTACT INFO

Chi,Mo Se, (EU) Billing Services/(EU) Billing Miscellaneous, Contacted 08-16-2024

CUSTOMER CONTACT ID

1278898181

Q

OPEN

USER ID

VIRWORK

Virtual, Virtual Worker

PERSON ID

Q

Chi,Mo Se

ACCOUNT ID

Q

Chi,Mo Se, (PECO) Residential, \$1,053.90,

PREMISE ID

Q

PREFERRED CONTACT METHOD

CONTACT DATE/TIME

08-16-2024

📅

10:18AM

🕒

CONTACT CLASS

(EU) Billing Services

CONTACT TYPE

BILL_MISC

Q

(EU) Billing Miscellaneous

COMMENTS

Customer Communications/Billing- email sent 8/13/24 to advise of delay in receiving bill

✎

RELATED RECORDS

Subscriber Details

MO SE CHI
1417 PRICE LA
DOWNTOWN, PA 19335

Preferences View
Contacts View
Accounts View
History

Search Criteria

From Date:

Notification Category:

Archived 2

Scheduled 0

Message	Program Name
A Message About Your PECO Bill View	News
PECO MyAccount Tools to Simplify Your Energy Needs View	News

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Name :
 Subject : **A Message About Your PECO Bill**

AN EXELON COMPANY

Dear PECO Customer,

We wanted to let you know that there will be a delay in receiving your next PECO bill.

We are currently working on your bill and you will receive it as soon as it is available. You will not be charged any late fees and your account will not go into collections until your billing is current. You may receive multiple bills in one month until all billing is up to date.

You can always check your account balance and status online through [MyAccount](#).

We apologize for any inconvenience and thank you for your patience. If you have any questions, please call us at 1-800-494-4000.

Sincerely,
PECO

Manage My Preferences | Unsubscribe
 Need to get in touch? Contact Us
 This email is generated automatically. Please do not reply to this message.
 PECO Energy Company, 2301 Market Street, Philadelphia, PA, 19103