
Tiffany Barnes,		
v.		Docket No.:
PECO Energy Company		F-2025-3056144
Initial Call-In		
Telephonic Hearing		

Pages 1 - 118

Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA

Tuesday, October 7, 2025
Commencing at 1:00

INDEX TO EXHIBITS

Docket No. F-2025-3056144

Hearing Date: October 7, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Complainant Exhibits:

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Facebook Screenshots

Ex. 2	22	--
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Lowe Letter

PECO Exhibits:

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Docket No. F-2025-3056144

Tiffany Barnes v. PECO Energy Company (PECO)

The Hon. Eranda Vero

Hearing Date: Tuesday, October 7, 2025 at 1:00 PM

Call-In Hearing No.: 1. 866.560.8322, PIN #: 36676820

PROPOSED EXHIBITS OF PECO ENERGY COMPANY (PECO)

1. Customer Contacts
2. 2-year Statement of Account
3. PAR History
4. CAP History
5. BCS Decision No. 4061845, closed 6/25/25
6. Monthly Bill, dated 6/27/25
7. Bill/Payment Tree

Bill Account Nbr [REDACTED]



CIMs Archived Contacts

Bill Account Nbr	Contact Typ Desc	Create Dt Tm	Remarks	Company Nbr	User Nm
[REDACTED]	(EU) Credit Issues	8/28/2025 1:57:29 PM	Balance Due: \$2166.44, Current Charges: \$165.82, Bill Due Date: 09 / 18 / 2025, NMR 09/26. RP called to confirm hold on acct. She already set a complaint/dispute with PUC, wants to know if service is good until resolution is given. FSMT updated. LVL1. Per CCB PUC hold still active, adv NO SON on acct. closing and brand.	PECO	Ajxup, Cristian
[REDACTED]	(EU) Payment Arrangement Request Ineligibility	8/28/2025 1:52:00 PM		PECO	FUSACCOUNT, SVC
[REDACTED]	(EU) Payment Arrangement Request Ineligibility	8/27/2025 5:54:13 PM		PECO	FUSACCOUNT, SVC
[REDACTED]	(PECO) Agent 511 Outage Notifications	7/27/2025 3:24:44 AM	A Definitive Restore message was sent on 07/27/2025 03:19:59 via SMS	PECO	FUSACCOUNT, SVC
[REDACTED]	(PECO) Agent 511 Outage Notifications	7/27/2025 2:13:35 AM	A Estimated Time of Restoration message was sent on 07/27/2025 02:01:59 via SMS	PECO	FUSACCOUNT, SVC
[REDACTED]	(PECO) Agent 511 Outage Notifications	7/27/2025 1:53:47 AM	A Initial Outage Notification message was sent on 07/27/2025 01:43:47 via SMS	PECO	FUSACCOUNT, SVC
[REDACTED]	(EU) Regulatory - Commission	7/17/2025 5:06:15 PM	FORMAL PUC COMPLAINT F-2025-3056144 SENT EMAIL TO CUSTOMER WITH THE FOLLOWING OFFER..."In order to reinstate your agreement, you must make a downpayment in the amount of \$434.00. Once that downpayment is received, I can re-instate the payment agreement onto the account at 23 installments of \$60.79 per month in addition to your regular monthly bill." CUSTOMER HAS NOT RESPONDED.	PECO	CRESPO, LISA
[REDACTED]	(EU) Regulatory - Commission	7/17/2025 5:05:12 PM	FORMAL PUC COMPLAINT F-2025-3056144 EXHIBITS SENT TO LEGAL	PECO	CRESPO, LISA
[REDACTED]	(PECO) Collections On Hold	7/17/2025 5:04:29 PM	Collection Exception has been created - Other Exception(s) - 2026-07-17	PECO	CRESPO, LISA
[REDACTED]	(PECO) Collections On Hold	6/29/2025 10:36:23 PM	Collection Exception has been created - Other Exception(s) - 2025-07-19	PECO	SIRIPURAPU, POOJITHA
[REDACTED]	(PECO) PUC Case Regulatory Contact	6/29/2025 10:31:31 PM	puc bcs 4061845 Date Opened: 05/07/2025 Reason For Contact: BILLING DISPUTES (# 18) Other Related Information/Disputes: 18- Billing Dispute- Customer is disputing why she did not receive the billing April 2025. Customer does not understand why the billing from PECO Energy. - Relief Sought - Customer would like the clear explanation of why she did not receive for April 2025. The Cell Phone Number (215) 983 - 6475 has been allowed to be shared. The Email Address tbarnes0621@gmail.com has been allowed to be shared. Company Position: 05/06/2025 PECO Energy advised her that she received her billing in April 2025. Misc. Information:	PECO	SIRIPURAPU, POOJITHA
[REDACTED]	(EU) Regulatory - Commission	6/29/2025 10:28:23 PM	PUC DEC 2025-06-25. The Company has been mailing the customer's bills monthly to their service address. The Company removed "Lot 56" from the customer's mailing address per their request. The customer is not eligible for a PUC issued payment arrangement due to active enrollment in CAP. Case dismissed. THE COMPANY WILL RECEIVE A COURTESY EMAIL WITH THE CLOSING DECISION OR LETTER, IF A VALID EMAIL ADDRESS IS ON FILE. BCS 4061845.	PECO	SIRIPURAPU, POOJITHA
[REDACTED]	(PECO) PUC Case Regulatory Contact	6/22/2025 11:08:30 PM	PUC BCS 4061845 DATA SENT DECISION PENDING	PECO	MILBURN, RAMONA
[REDACTED]	(EU) Customer Relations	6/21/2025 7:26:47 PM	Report written for PUC case# 4061845, To Do closed and email sent to Regulatory to advise.	PECO	HARRIS, KALEEMAH
[REDACTED]	(EU) Customer Relations	6/7/2025 1:09:00 PM	Called Tiffany Barnes at (215) 983-6475 regarding PUC complaint, no answer and voicemail full; called back and she confirmed disputing billing not received since 2024. Advised prior complaint(#4044838) was filed regarding issue; there was a prior bill delay, which was resolved as of prior complaint(#4044838) and she was advised of such. Explained bills are being sent to mailing address 53 Dare Ln., Lot 56, Pottstown, PA, 19465 as previously informed and there is no returned mail on account indicating bills are undeliverable. Therefore, I requested to know if she contacted the post office, due to PECO not responsible for mail delivery. Customer stated she contacted post office, is enrolled in informed delivery so she receives notification of mail that will be delivered daily and there is no correspondence from PECO. In addition, there is no lot 56 associated with address and prior reps have tried to remove lot 56 to resolve issue but she is still not receiving mail from PECO. Advised she can sign up for E-billing to receive bills via email to resolve issue, but Ms. Barnes declined and stated she should not have to utilize that option. Reiterated PECO records indicate bills are being mailed to service address as informed by prior reps; there is no returned mail received and referenced email contact 5/7/25 between herself and rep that investigated prior complaint regarding issue. Customer was very argumentative and insists bills are not being mailed. Advised report will be sent to the PUC and they will contact her with the final determination. In addition, there is a PUC hold on account to prevent collection action until decision is rendered and she can contact Customer Service for account information, due to declining online self-service. She understands and will wait to be contacted. Updated mailing address by removing the lot 56 to possibly resolve the issue even though prior bills rendered including lot 56 in the mailing address were received by customer, prior to delivery issue, sent email to advise and included 5/29/25 bill for her records.	PECO	HARRIS, KALEEMAH
[REDACTED]	(EU) Customer Relations	5/31/2025 7:07:44 PM	Email sent to Ms. Barnes at tbarnes0621@gmail.com advising I am in the process of reviewing PUC complaint# 4061845 and will contact her as soon as possible to discuss her concerns further.	PECO	HARRIS, KALEEMAH

(EU) Payment Arrangement Request Ineligibility	5/21/2025 9:06:27 AM		PECO	FUSACCOUNT, SVC
(PECO) Collections On Hold	5/7/2025 3:29:49 PM	Collection Exception has been created - Other Exception(s) - 2027-05-07	PECO	MILBURN, RAMONA
(EU) Customer Relations	5/7/2025 11:28:39 AM	Ms. Barnes: issued an email indicating the following: I did speak with a PECO representative; however, after multiple calls and emails to you with no response, there has been a delay in taking the appropriate action on my account. At this point, I have still not received a bill, and now I'm being told that my agreement is in default. I have made it clear several times that I am not receiving any billing statements, which puts me at a serious disadvantage through no fault of my own. This situation is unfair and frustrating, especially considering my repeated efforts to resolve it. I'm asking again for immediate attention to this matter and a correction to my account. EMAIL RESPONSE: • Company records indicate bills are being issued via postal route each month • Please check with the postal office regarding why your mail is not being received. • Bill rendered on 11/22/2024 due date 12/16/2024 • Bill rendered on 12/23 due date 1/14/2025 • Bill rendered on 1/27/2025 due date 2/18/2025 • Bill rendered on 2/25/2025 due date 3/19/2025 • Bill rendered on 3/27/2025 due date 4/21/2025 • Bill rendered on 4/29/2025 due date 5/21/2025 • Please see attachment: I have included your activity statement covering the last year May 7, 2024-current • You can go on PECO.com and update to E-Bill and receive statements via email: to avoid the delay in bills. • The last payment made in the amount \$249.00 on 3/20/2025 • Payment agreement defaulted: I see you requested to speak with a supervisor today May7th. • Company records indicate you were advised to pay the reinstatement amount and declined. • It is advised when a payment is not received in full by the due date, it causes the balance to increase, and account to become delinquent which may lead to collections and termination of service. • It is suggested to sign up for payment alerts, notifications via online website or mobile application to help avoid negative account status in the future. • It is suggested to proactively contact the company when aware unable to make payment and seek payment options to assist in delay of credit/collections process. the customer must adhere to what is being offered by the company at this time.	PECO	WILLIAMS, MONIKA
(EU) Supervisor Comments	5/7/2025 11:19:04 AM	Sup call-S/w rp stating she was should not have to pay the pa reinstatement \$308.81 because she has not been receiving her bills since she filed bankruptcy last year//Adv the cust her bills have been rendered since 11/22/24-2/25/2025 on postal. Apologized and adv we have been sending bills to her and she would have to pay for services used. The cust fills as if the bankruptcy has something to do with her not receiving bills. AdvISED can speak with bankruptcy regarding concern. The customer declined and asked was I am Team Lead or Sup. Advised Team Lead Sup same thing and she requested for my supervisor to call her back.Referred to the puc and offered the number but she insisted my supervisor call her back. Send request to my supervisor and advised she will be contacted in 24/72 hours. The cust asked if there is a shut off notice and asked for her account number(provided the acct# [REDACTED] and adv no shut off notices are issued \$1488.50)	PECO	TALBERT, LAKEISHA
(EU) Billing Inquiry	5/7/2025 11:09:30 AM	rp ci regard acct; cx states she has not been rec her bills at all at her address; adv cx her bills are being routed to address on file--cx further states she has not been rec any bills nor any notices regard her spa she made with puc; cx states puc told her she would be rec her terms in the mail for said arrangement but nothing was rec'd; spa was made in march 2025--cx defaulted on spa on 4/29; adv cx of dpa rei amnt of 308.81---subject to change--cx decl, also adv cx of fsmt for other programs--cx decl; states she's not paying rei amnt ; cx states she would like to speak with sup---adv cx of 24-48hr timeframe--cx decl--states she wants a sup--tsf to sup	PECO	Tucker, Chasity
(EU) Customer Relations	5/7/2025 10:49:24 AM	Email and voicemail received from Ms. Barnes: provided CC 800-494-4000 to assist with questions and concerns.	PECO	WILLIAMS, MONIKA
(EU) Credit Issues	5/7/2025 10:45:58 AM	Balance Due \$1,488.50 cb 997.Due Date 12-16-2024Past Due Amount \$56.01 (CC&B Balances) NMR: 05/29 SPW: Barnes,Tiffany CALL REASON: cci to get info about billing RESOLUTION: Edu Balances and dates/ xfer to billing to get info about the bill and amounts shows the acc / fmst same / avyaa issue unable to transfer	PECO	RAMIREZ, MARIA
(EU) Payment Arrangement Request Ineligibility	5/7/2025 10:26:31 AM		PECO	FUSACCOUNT, SVC
(PECO) PA Default Dialer Call	4/29/2025 2:22:23 PM	Phone Number Called: 2159836474 ,Call Result: Record was not attempted ,Date of Call: 2025-05-01 ,Time of Call: : ,Service Class: RES ,Record Type: PA Default ,Amount Due at Time of call: \$.0 ,Service Amount Due: \$1488.50 ,Total Balance: \$1488.50	PECO	FUSION, AGENTS11
(PECO) Agent 511 Outage Notifications	3/31/2025 10:09:50 PM	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.	PECO	FUSACCOUNT, SVC
(EU) Regulatory - Commission	3/21/2025 8:35:01 AM	Puc Decision 3/20/2025. Cure closing: The customer stated the last bill received by mail since 11/2024. All bills have been rendered from 11/22/2024-2/25/2025. no late fees were assessed, and the account did not go into collections. currently receiving CAP credits. payment options were offered. Customer was offered down payment of \$249.00 then 24installments (which is \$41.44). Customer accepted via email. case closed bcs# 4044838	PECO	SANDERS, MEDINA
(PECO) PUC Case Regulatory Contact	3/21/2025 8:32:28 AM	Customer is enrolled in CAP, however they have not received a bill since September. The customer is concerned that when they receive a bill their balance will be very high and their service may be terminated. - Relief Sought - Customer would like to receive their bills The Cell Phone Number (215) 983 - 6475 has been allowed to be shared. The Email Address tbarnes0621@gmail.com has been allowed to be shared.	PECO	SANDERS, MEDINA
(PECO) Letter - Special Payment Arrangement	3/20/2025 9:51:33 AM	Payment Arrangement Type: (PECO) Special Payment Agreement (SPA) Agreement Amount: 1243.72 Down Payment Amount: 249.00 Number of Installments: 24 Installment Amount: 41.45 Final Installment: \$41.37	PECO	WILLIAMS, MONIKA
(EU) Customer Relations	3/20/2025 9:48:30 AM	Email received with confirmation #4184645444	PECO	WILLIAMS, MONIKA
(EU) Payment Memo	3/20/2025 9:45:34 AM	SOURCE=PYMTUSPC Payment: \$ 249.00	PECO	System, English
(EU) Credit Issues	3/20/2025 9:42:45 AM	Past due Balance of: \$ 0.00, Balance Due: \$1243.72, Current Charges: \$303.00, Bill Due Date: 12 / 16 / 2024, NMRD 03/27 s/w BERNES she call to paid 249.00 + 2.25 conf# 4184645444 FMST same	PECO	RAMIREZ, GRISELDA
(EU) Payment Arrangement Request Ineligibility	3/20/2025 9:38:57 AM		PECO	FUSACCOUNT, SVC
(EU) Customer Relations	3/20/2025 9:34:20 AM	Ms. Barnes issues email down payment will be made by 10am today.	PECO	WILLIAMS, MONIKA

(EU) Customer Relations	3/20/2025 9:32:42 AM	Cure email received but down payment not made: email response must make down payment then terms will be established.	PECO	WILLIAMS, MONIKA
(EU) Customer Relations	3/19/2025 6:25:11 PM	Made call to (215) 983 - 6475 voicemail.	PECO	WILLIAMS, MONIKA
(EU) Customer Relations	3/19/2025 1:39:30 PM	Made call to (215) 983 - 6475 and left voicemail message.	PECO	WILLIAMS, MONIKA
(EU) Customer Relations	3/19/2025 7:50:48 AM	PUC CR: please do not deny down payment: \$249.00 and terms will be established. Cure email to review and respond.	PECO	WILLIAMS, MONIKA
(EU) Customer Relations	3/19/2025 7:49:26 AM	Email received will make down payment after 12pm today to establish terms.	PECO	WILLIAMS, MONIKA
(EU) Customer Relations	3/17/2025 8:23:24 AM	PUC CR: made call to (215) 983 - 6475 and spoke to Ms. Barnes. Ms. Barnes indicated contacted the company regarding delayed billed and payment terms. Ms. Barnes indicated the last bill received by mail since 11/2024. I provided a summary which included a request was previously issued regarding the delay of the bills, bills have been rendered through current, and the billing issue is resolved. I explained no late fees, and the account did not go into collections. I explained may receive multiple bills in one month until all billing is up to date, if assistance is needed with paying the bill: payment options will be offered, and I will provide feedback as the bills are rendered. I offered down payment of \$249.00 (time sensitive) then 24installments (which is \$41.44). I explained once down payment established payment terms will be established. It was advised when a payment is not received in full by the due date, it causes the balance to increase, and account to become delinquent which may lead to collections and termination of service. It was suggested to sign up for payment alerts and notifications via online website or mobile application to help avoid negative account status in the future. It was also suggested to proactively contact company when aware unable to make payment to seek options such as payment extension to assist in delay of credit/collections process. I confirmed currently receiving CAP credits (which she will find on page 2 of the bill). I explained bills are being mailed to the address on file: Ms. Barnes indicated "lot 56" is not needed. I emailed activity statement covering 2/2024-current, program information for additional assistance. I explained to review activity report and contact me with any additional questions.	PECO	WILLIAMS, MONIKA
(PECO) Collection Process Cancelled	3/6/2025 10:10:56 AM	Collection Exception has been created	PECO	CRESPO, LISA
(PECO) Collections On Hold	3/6/2025 10:10:56 AM	Collection Exception has been created - Other Exception(s) - 2027-03-26	PECO	CRESPO, LISA
(PECO) CAP Miscellaneous	3/4/2025 8:45:43 AM	cap inc: working follow up / per supervisor okay =to close latitud link	PECO	HERNANDEZ, PERLA
(PECO) Dialer - Proactive Call 3	3/3/2025 2:46:10 AM	Phone Number Called: 2159836474 ,Call Result: Record was not attempted ,Date of Call: 2025-03-03 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 3 ,Amount Due at Time of call: \$940.72 ,Service Amount Due: \$1243.72 ,Total Balance: \$1243.72	PECO	FUSION, AGENTS11
(PECO) Dialer - Proactive Call 2	2/24/2025 2:40:25 AM	Phone Number Called: 2159836474 ,Call Result: Record was not attempted ,Date of Call: 2025-02-24 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 2 ,Amount Due at Time of call: \$940.72 ,Service Amount Due: \$940.72 ,Total Balance: \$940.72	PECO	FUSION, AGENTS11
(PECO) Dialer - Proactive Call 1	2/18/2025 3:08:33 AM	Phone Number Called: 2159836474 ,Call Result: Record was not attempted ,Date of Call: 2025-02-18 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call: \$940.72 ,Service Amount Due: \$940.72 ,Total Balance: \$940.72	PECO	FUSION, AGENTS11
(EU) Credit Issues	2/13/2025 4:38:40 PM	Balance Due: \$940.72, Bill Due Date: 12 / 16 / 2024, nmr 2/25 rp called to confirm that she has winter protection on her acct because she need more time to pay bill /adv rp that there is no collection activity and acct is with winter protection / no changes to fsmt recapped branded	PECO	Smart, Alana
(EU) Payment Arrangement Request Ineligibility	1/30/2025 12:39:09 PM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	1/15/2025 7:54:13 AM	CNO CB \$291.26 DD 01-14-2025//PD \$637.72//TBD \$637.72//NMRD 01-27-2025//SW RP//cx ci to know cap status//adv cx cap successfully received cap docs//however there's was a delay with recert so there's a hold on the acct until 02/14//cx wants to know if she has winter protection//prev notes from a sup confirm cx is covered on the winter protection//fsmt not updates	PECO	Zuniga, Gerardy
(EU) Payment Arrangement Request Ineligibility	1/15/2025 7:53:29 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	12/27/2024 4:04:25 PM	Past due Balance of: \$346.46, Balance Due: \$637.72, Current Charges: \$291.26, Bill Due Date: 12 / 16 / 2024, NMR 01/27 RP ci to make sure acct is still protected for disconnection, adv cust no active son due to 60 hold on the acct, she understood, no more actions taken	PECO	Revolorio, Ana
(PECO) CAP Miscellaneous	12/17/2024 12:34:44 PM	cap inc: reciver complete cap app/ recieve biweekly paytubs for rp / verify fsmt / unable to complete recert / will f/u 02/14	PECO	HERNANDEZ, PERLA
(EU) Supervisor Comments	12/17/2024 9:50:08 AM	checked with CAP and they have the customers cap application and information emailed for recertification and are working on it. I attempted to call the customer to let her know but line was busy	PECO	OMEKAM, NKIRU
(EU) Supervisor Comments	12/16/2024 8:23:45 AM	i CALLED RP BACK AND APPOGISED FOR INCOVIENECNE. i INFRMED HER SINCE SHS IS ENROLLED IN cap SHE IS COVERED ON THE WINTER PROTECTION PROGRAM THOUGH SHE HAS NOT REENETSSTED. SHE EMAIL HER INFO TO cap TODAY FROMTBARNES 0621@GEMMAILK.COM. I WILL CONFRM WITH CAP BO AND CALL HER BACK THE CUSTOMER WAS ALSO SEND A ur MISTAKEWNLy AND I DID LET HER KNOW SHE IS NOT IN THE PROCESS OF BEING CUT OUT.	PECO	OMEKAM, NKIRU
(EU) Credit Issues	12/16/2024 8:00:05 AM	Reason of call: balances / MS. Barnes ██████████ CB. 158.31 Balance Due \$346.46 Due Date 12-16-2024 Past Due Amount \$188.15 NRM. 12-23-2024 full pymt today, NO partial pymt today. NO FSMT update, yes CAP/yes RECAP and willing help. close PECO. ask for a supervisor i transfer	PECO	REYES, DAVY
(EU) Payment Arrangement Request Ineligibility	12/16/2024 7:52:43 AM		PECO	FUSACCOUNT, SVC
(EU) Billing Inquiry	12/16/2024 7:49:07 AM	have a shut off notice > cx asked to speak to a sup > checked if sup available , offered sup call back > cx asked for timeframe and sup name > adv cx of no timeframe and not allowed to give name > left sup call back inof , checked if incme the name > fsmt same , adv cx she has a hold on the acct left by prev rep > cx asked for cx name > adv cx we are not able to give out name > cx went with it and stated okay , adv cx left call back info .	PECO	EFFINGER, FELICIA

(EU) Billing Inquiry	12/16/2024 7:44:18 AM	Past due Balance of: \$ 346.46, Balance Due: \$346.46, Current Charges: \$158.31, Bill Due Date: 09 / 17 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$346.46 , nxt bill date 12/23/24, I have taken the appropriate actions for this account > s/w rp , cx calling because received a shut off notice but was told wasn't supposed to get one , and is confused because on cap prgm was told was not on it and was told not on it , and thought wasn't supposed to not be shut off during winter month time > fully verf acct and charges with cx , offered pymt cx decline > adv cx cap status shows reinstated and adv cx of her recert date > cx stated she was told if your on cap within last 5 yrs you will not be shut off > adv cx that is correct and also asked cx did she get a ltr stating that she is on winter protection prgm > adv cx cap is another dept and not verbal and only info on the acct is that she has a hold > cx stated she wasn't receiving bills from peco and she	PECO	EFFINGER, FELICIA
(PECO) Collection Process Cancelled	12/16/2024 7:34:09 AM	Collection Exception has been created	PECO	VASQUEZ, CASILDO
(PECO) Collections On Hold	12/16/2024 7:34:09 AM	Collection Exception has been created - Other Exception(s) - 2025-02-14	PECO	VASQUEZ, CASILDO
(EU) Credit Issues	12/16/2024 7:23:45 AM	Past due Balance of: \$ 346.46, Balance Due: \$346.46, Current Charges: \$158.31, Bill Due Date: 09 / 17 / 2024, NRD 12/23 Mrs Barnes,Tiffany concerned abt shut off notice she received, informed acc is on hld not recently notice snt out, income the same, cap misc notes place, 60 days hldcust snt in dcs for cap, cust to find out why bill are delay, transf to cc billing for more details, call completed.	PECO	VASQUEZ, CASILDO
(EU) Payment Arrangement Request Ineligibility	12/16/2024 7:08:49 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Self Service	12/13/2024 8:15:23 PM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	12/11/2024 7:17:38 AM	Past due Balance of: \$ 0.00, Balance Due: \$346.46, Current Charges: \$158.31, Bill Due Date: 09 / 17 / 2024, NMR 12/23 RP Cld to because she wants to check the bal and the options adv abt the hold 12/15 she understood adv abt MPO she gonna sent info abt CAP no fsmt changes adv abt LIHEAP	PECO	Veliz, Judith
(EU) Payment Arrangement Request Ineligibility	12/11/2024 7:08:03 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	12/6/2024 7:44:45 AM	resent bill adv cx 5-7 days .	PECO	EFFINGER, FELICIA
(EU) Credit Issues	12/6/2024 7:44:33 AM	Past due Balance of: \$ 0.00, Balance Due: \$346.46, Current Charges: \$158.31, Bill Due Date: 09 / 17 / 2024, IVR Balance: \$346.46 , nxt bill date 12/23/24 > s/w rp , cx was trf from credit dept > cx was calling because not getting bills was asking what bill is was seeing if on cap prgm and want to see if have shut off and asked about winter prgm was told have to send in poi to apply never had to send in poi before > fully verf acct and charges with cx > adv cx of cap status , updated fsmt , sent app/nif , adv cx of hh limit per hh > adv cx of liheap , adv cx not elig for medical > cx has liheap info > adv cx to pay pd bal and rmm bal on 16th of \$158.31 and nb date is 12/23 > adv cx she has a 10 day hold for notice > cx stated did not get notice > adv cx do not have notice but hold was place can not remove it so it gives time to pay > cx has not been receiving bills > adv cx is paper bill could be postal office nothing we can do but resend it > offered to resend it , cx accepted	PECO	EFFINGER, FELICIA
(PECO) CAP No Income	12/6/2024 7:25:19 AM		PECO	EFFINGER, FELICIA
(PECO) CAP Application	12/6/2024 7:25:14 AM		PECO	EFFINGER, FELICIA
(EU) Credit Issues	12/6/2024 7:22:20 AM	RP ci for SOn // CB 346.46// PD 188.15// DD 12.16.24// ADVC no SON// cx decline payment for making payment // FSMT the same// offer liheap 18003443574// cx is on cap 200.00 is the rate// cx is asking question about regulation she see on website, and discussing bills and not getting bills , transfer to CC	PECO	GREGORIO, ULIN
(EU) Payment Arrangement Request Ineligibility	12/6/2024 7:10:58 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	12/5/2024 11:27:42 AM	Past due Balance of: \$ 188.15, Balance Due: \$346.46, Current Charges: \$158.31, Bill Due Date: 09 / 17 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$346.46 RP MRS BARNES CALLED STATING SHE HAS NOT BEEN GETTING HER BILLS, PROVIDED BALANCES AND NMRD 12/23/24, UPDATED FSTMT, SENT CAP FOR RECERT, OFFERD LIHEAP XFER TO CC TO FIND OUT WHY SHE HAS NOT BEEN GETTING HER BILL.	PECO	GARCIA, LUIS
(EU) Billing Rates and Riders	12/5/2024 11:08:20 AM	I have taken the appropriate actions for this account.spk with rp (TIFFANY BARNES) gave bal and NMRD 12/23/24, ASKED FOR FULL/PART PYMNT, rp cld to see if she would qualify for winter protection, adv rp she would qualify for winter protection, states she has not been recvng her bills, ofrd to send copy rp decln, wanted to speak with sup then she disc the call, no chng in fsmnt. placed ur	PECO	PRESSLEY, SHANDREKA
(PECO) Utility Report - Income Not Provided	12/5/2024 11:05:57 AM		PECO	PRESSLEY, SHANDREKA
(PECO) Collection Process Cancelled	12/5/2024 11:05:53 AM	Collection Exception has been created	PECO	FUSACCOUNT, SVC
(PECO) Collections On Hold	12/5/2024 11:05:53 AM	Collection Exception has been created - UR Income Not Provided Exception - 2024-12-15	PECO	FUSACCOUNT, SVC
(EU) Payment Arrangement Request Ineligibility	12/5/2024 11:00:14 AM		PECO	FUSACCOUNT, SVC
(EU) Payment Arrangement Request Ineligibility	12/5/2024 10:47:44 AM		PECO	FUSACCOUNT, SVC
(PECO) Dialer - Proactive Call 3	12/4/2024 6:26:45 AM	Phone Number Called: 2159836474 ,Call Result: Record was not attempted ,Date of Call: 2024-12-04 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 3 ,Amount Due at Time of call:\$188.15 ,Service Amount Due: \$346.46 ,Total Balance: \$346.46	PECO	FUSION, AGENTS11
(PECO) Dialer - Proactive Call 2	11/25/2024 4:09:48 AM	Phone Number Called: 2159836474 ,Call Result: Record was not attempted ,Date of Call: 2024-11-25 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 2 ,Amount Due at Time of call:\$188.15 ,Service Amount Due: \$346.46 ,Total Balance: \$346.46	PECO	FUSION, AGENTS11

(EU) Billing Miscellaneous	11/19/2024 9:46:20 AM	Recvd acc # [REDACTED] via PECO Bill Intercept. Upon checking, Gas / Elec billed current to 10/25/24. Bankruptcy on account, sent account # to J. Bradford, to email to G. Kelley.	PECO	VAN HOUTEN, ZACHARY
(PECO) Dialer - Proactive Call 1	11/19/2024 2:45:13 AM	Phone Number Called: 2159836474 ,Call Result: Record was not attempted ,Date of Call: 2024-11-19 ,Time of Call: ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call:\$188.15 ,Service Amount Due: \$188.15 ,Total Balance: \$188.15	PECO	FUSION, AGENTS11
(EU) Payment Memo	11/7/2024 10:48:09 AM	SOURCE=PYMTUSPC Payment: \$ 65.00	PECO	System, English
(EU) Successful Payment WEB	11/7/2024 10:23:21 AM	A \$65.00 plus convenience fee CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *****4861 HAS BEEN MADE ONThu Nov 07 2024 15:23:04 GMT+0000 (Coordinated Universal Time)	PECO	System, English
(PECO) CAP Miscellaneous	11/7/2024 12:00:00 AM	Rebilling for cancelled customer bill(s) are in the process of rebilling via billing batch.	PECO	Virtual Worker, Virtual Worker
(PECO) Agent 511 Planned Outage	10/28/2024 1:24:07 PM	A No Outage (Veg Mgmt) msg was sent on 10/28/2024 01:12:34 via SMS to address Veg Mgmt (no outage). Work to occur within the next several months. INTERNAL USE ONLY:Requested by Mark Trimmer at 8003116345 for Veg Mgmt	PECO	FUSACCOUNT, SVC
(EU) Billing Inquiry	10/23/2024 9:19:29 AM	Called for acct bal not getting bills. expl no billissued after the last one bill delay.	PECO	FLAMER, STACEY
(EU) Billing Miscellaneous	9/26/2024 8:49:08 AM	recv acct via bill intercept bankruptcy on acct emailed g kelley	PECO	Bradford, Jacqueline
(EU) Miscellaneous	9/25/2024 11:13:21 AM	CPI TO SPEAK WITH BANKRUPTCY DEPT	PECO	DONEGAN, STEPHEN
(PECO) Collections On Hold	8/19/2024 10:24:12 AM	Collection Exception has been created - Other Exception(s) - 2024-11-17	PECO	KELLEY, JR, GREGORY
(PECO) Bankruptcy Information	8/19/2024 9:38:00 AM	cust filed ch 7 bank 8-18-24 DT 24-12885 rec via phone from atty	PECO	KELLEY, JR, GREGORY
(EU) Credit Issues	8/13/2024 3:43:10 PM	Past due Balance of: \$ 0.00, Balance Due: \$2051.12, Current Charges: \$114.15, Bill Due Date: 08 / 19 / 2024, TIFFANY BARNES called to adv she adv is in the process to declare bankruptcy and wanted to know what she needs to do with the account. Provided with the bankruptcy phone number to call them cx understood. nfg	PECO	Madelin, Gabriel
(EU) Regulatory - Commission	8/9/2024 12:16:47 PM	PUC DEC 2024-08-08. Informed Customer that there is a current medical certificate on her account that was approved on 7/29/24 and there is a 30-day hold active. Informed Customer that she was not eligible for a PUC PAR due to being enrolled in CAP. Informed Customer of the current Company PAR catch-up amount and due dates. Customer confirmed amount due, due date, and medical certificate expiration date. Informed Customer that CAP catch-up was due before medical certificate expired and could increase if payment was not made by due date. Customer was satisfied and approved verbal close. BCS 3993447.	PECO	SIRIPURAPU, POOJITHA
(PECO) PUC Case Regulatory Contact	8/8/2024 5:48:49 PM	VERBAL CLOSE PUC #3993447.. PUC Informed Customer that there is a current medical certificate that was approved on 7/29/24 and there is a 30-day hold active. Informed Customer that she was not eligible for a PUC PAR due to being enrolled in CAP. Informed Customer of the current Company PAR catch-up amount and due dates. Customer confirmed amount due, due date, and medical certificate expiration date. Informed Customer that CAP catch-up was due before medical certificate expired and could increase if payment was not made by due date	PECO	TARPLEY, RENEE
(PECO) Collections On Hold	8/8/2024 10:26:27 AM	Collection Exception has been created - Other Exception(s) - 2026-07-09	PECO	TARPLEY, RENEE
(EU) Billing Inquiry	8/5/2024 8:57:09 AM	Past due Balance of: \$ 0.00, Balance Due: \$2051.12, Current Charges: \$114.15, Bill Due Date: 08 / 19 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$2051.12; TIFFANY BARNES cld for status of med cert; advsd in effect as of jul29; cust says will make 1000.00 on aug14th and bal on 16th to reinst dpa advsd that amt is subj to change	PECO	KNOWLES, RAYMOND
(EU) Payment Arrangement Request Ineligibility	8/5/2024 7:12:11 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	7/31/2024 10:53:18 AM	BALANCE DUE \$2,051.12/ sw rp want to conf when her Med hold will expire until 8/28 and reins the DPA that she get previous/ the system show that the acc is not elig/ she request to get SUP/ we wait a long time she didnt' accept to get call back/ Suport said that she can reins the DPA for \$1596.19 amount is sub to change/ she will pay later	PECO	PEREZ, GERALDINE
(EU) Credit Self Service	7/31/2024 10:11:27 AM		PECO	FUSACCOUNT, SVC
(EU) Medical Condition	7/29/2024 7:56:30 AM	CAP SELF MED CERT RENEWAL APPROVED 7/29/24 EXP 8/28/24 ORIG MED CERT WAS 63//24 SIGNED BY PHYSICIAN ASST SEAN GILROY LIC#MA065206...NB	PECO	BROOKINGS, NIKI
(PECO) Collections On Hold	7/29/2024 7:52:53 AM	Collection Exception has been created - Medical Condition Exception - 2024-08-28	PECO	BROOKINGS, NIKI
(PECO) MCNR Set for Account	7/29/2024 7:52:53 AM		PECO	BROOKINGS, NIKI
(EU) Supervisor Comments	7/29/2024 7:51:53 AM	Past due Balance of: \$ 0.00, Balance Due: \$2051.12, Current Charges: \$114.15, Bill Due Date: 08 / 19 / 2024, Sup call from Luv. s/w rp ci to make sure serve will not be CONP. Adv cx that medical hold on the acct until 8/7. Due to being a CAP cx that another medical hold be placed. Let know to make pmts on the acct to bring the bal down. Xfer to med dept. agent placed UR on the acct. no changes to FSMT. offered 211. nmr 8/26	PECO	WALKER, CECILIA
(EU) Payment Arrangement Request Ineligibility	7/29/2024 7:49:54 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	7/29/2024 7:38:58 AM	Ms. Barnes called asked for pymnt cx declined cx said she had a shut off for 1st adv cx she has a extension on her acc until 9/9 cx asked was she be shut off adv cx with extension she it stops the shut off fsmt no change offered cx asked what was min amnt to pay adv we recommend ttl pd cx asked how many med holds she has had this year placed UR she does have a med hold per notes until 8/7 there was an error in system that didnt place hold which caused shut off notice to be issued cx understood cx asked has PUC said anything adv cx no not since 6/24 that a decision was pending cx req sup xfer to sup	PECO	OWENS, LUV
(PECO) Utility Report - PECO Refused Terms	7/29/2024 7:25:59 AM		PECO	OWENS, LUV
(PECO) Collections On Hold	7/29/2024 7:25:56 AM	Collection Exception has been created - UR PECO Refused Terms Exception - 2024-08-08	PECO	FUSACCOUNT, SVC

(EU) Payment Arrangement Request Ineligibility	7/29/2024 7:03:32 AM		PECO	FUSACCOUNT, SVC
(EU) Issued Collection Arrangement	7/27/2024 11:44:59 AM	Request for Payment Extension to this date: 2024-09-09	PECO	IVR, IVR
(PECO) Canceled Collection Process due to Payment/Adjustment	7/27/2024 11:44:54 AM		PECO	FUSACCOUNT, SVC
(PECO) Collection Process Cancelled	7/27/2024 11:44:54 AM		PECO	FUSACCOUNT, SVC
(PECO) Dialer - 72 Hour Notice 1	7/25/2024 5:12:53 AM	Phone Number Called: 2159836474 ,Call Result: UNSUCCESSFUL ,Date of Call: 2024-07-29 ,Time of Call: : ,Service Class: RES ,Record Type: 72-Hour Customer Call 1 ,Amount Due at Time of call: \$2092.50 ,Service Amount Due: \$2092.50 ,Total Balance: \$2092.50	PECO	FUSION, AGENTS11
(PECO) Letter - Disconnect Notice - Residential	7/18/2024 3:04:43 AM		PECO	System, English
(EU) Credit Issues	7/11/2024 8:21:00 AM	cust calling to check ab shut off notice, Past due Balance of: \$ 1820.72, total Balance Due: \$1936.97, Current Charges: \$116.25, Bill Due Date: 07 / 18 / 2024, NRD: 07/26/2024. FSTM UPDTED, STILL SAME. OFFERED REINST DPA \$1,451.55, DECLINED, cust has a hold based on records: Collection Hold Days 30 "MC APPVD ON 7/8/20242 EXP ON 8/7/2024, SIGNED BY Medical Physician and Surgeon, CLARA CATHERINE TIBURCIO MD065206L,,ARM", advised about it and cust agree, nomore chngs made.	PECO	AGUSTIN, SANDRA
(EU) Credit Issues	7/11/2024 8:20:37 AM	cust calling to check ab shut off notice, Past due Balance of: \$ 1820.72, total Balance Due: \$1936.97, Current Charges: \$116.25, Bill Due Date: 07 / 18 / 2024, NRD: 07/26/2024. FSTM UPDTED, STILL SAME. OFFERED REINST DPA \$1,451.55, DECLINED, cust has a hold based on records: Collection Hold Days 30 "	PECO	AGUSTIN, SANDRA
(EU) Payment Arrangement Request Ineligibility	7/11/2024 7:55:05 AM		PECO	FUSACCOUNT, SVC
(EU) Payment Arrangement Request Ineligibility	7/11/2024 7:50:50 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Self Service	7/11/2024 7:46:31 AM		PECO	FUSACCOUNT, SVC
(EU) Oracle Service Cloud Incident Request	7/8/2024 10:43:52 AM	New OSC (Service Cloud) Incident CREATED with RefNo #:240708-000367	PECO	System, English
(EU) Credit Issues	7/8/2024 8:03:38 AM	Past due Balance of: \$ 1820.72, Balance Due: \$1936.97, Current Charges: \$116.25, Bill Due Date: 07 / 18 / 2024NMR 07/26/2024 Rp called in to confirm if there is a shut off notice, payment declined, no shut off notice income changes now cust does not have an income / explained about MPO / RA \$14151.55 then cust wanted to apply to another medical hold cust is eligible information taken acct placed on hold for 3 days.	PECO	MARTINEZ, CARLOS
(PECO) Collections On Hold	7/8/2024 8:02:07 AM	Collection Exception has been created - Medical Cond. Application Extension Exception - 2024-07-11	PECO	FUSACCOUNT, SVC
(EU) Payment Arrangement Request Ineligibility	7/8/2024 7:33:37 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Self Service	7/8/2024 7:22:09 AM		PECO	FUSACCOUNT, SVC
(PECO) CAP Miscellaneous	7/3/2024 12:52:38 PM	Customer is receiving \$106.20 in retroactive electric CAP PIPP credits that were not applied on CAP bills potentially including Feb, Mar and/or April 2024	PECO	Virtual Worker, Virtual Worker
(PECO) CAP Miscellaneous	7/3/2024 12:26:02 PM	Customer is receiving \$49.33 in retroactive gas CAP PIPP credits that were not applied on CAP bills potentially including Feb, Mar and/or April 2024	PECO	Virtual Worker, Virtual Worker
(PECO) CAP Recertification 1st Notice	7/2/2024 12:31:37 AM		PECO	System, English
(PECO) PUC Case Regulatory Contact	6/24/2024 5:48:31 PM	puc case #3993447.. report sent to BCS ..decision pending	PECO	TARPLEY, RENEE
(EU) Customer Relations	6/24/2024 4:29:50 PM	Report sent to Regulatory	PECO	HINES, VALERIE
(EU) Customer Relations	6/19/2024 12:30:00 PM	Customer Relations-There is no record of a recorded call btw rep Marjorie Ordonez & cust on 6/3	PECO	HINES, VALERIE
(EU) Customer Relations	6/11/2024 11:32:34 AM	Customer Relations-Ms. Barnes ci regarding the PUC complaint filed-Adv med certs cannot be held-Cust said rep she spoke to on 6/3 told her the med cert can be held & applied to the acct after shut off is issued-Expl we do not hold med certs to be applied later-Sent email to pull call	PECO	HINES, VALERIE
(EU) Customer Relations	6/11/2024 10:00:40 AM	Customer Relations-9:59am attempted to cont cust at ph# 2159836475 to acknowledge the PUC complaint filed-No answer, left vm	PECO	HINES, VALERIE
(EU) Credit Issues	6/7/2024 2:20:16 PM	sup call: Cx states she didnt want med hold approved for right now, she wanted us to save it so it was applied automatically once a disc notice had been sent. Explnd thats not how MC works, advd once approved the med hold gets placed immediately and we dont save med certs for the future. She states an agent told her we do and that it happened back in march that we received a disc notice and told her we were going to save it for when she got sent a SON. Educ no notes from march, or april, stating we received an MC nor that it was approved. Cx wants us to cancl med hold and apply it automatically for when she needs it, explnd not possible, gave PUC phone #. Cx req manager, offered call back	PECO	GUEVARA, KELLY
(EU) Credit Issues	6/7/2024 1:55:24 PM	cx cld requiring sup she wanted to discuss abt a med hold that was placed but she didnt request i offered my assistance but she refused so i xtr to dup to get more assistance abt her situation cx agreed	PECO	IXPEC, KEVIN
(EU) Medical Condition	6/7/2024 1:48:44 PM	RP UNSET MED CERT WAS ADDED TO HER ACCOUNT BEC OF WHAT CUST SER AGENT TOLD HER CU REQUEST TO SPEAK W/SUPERVISOR BQUARRELS	PECO	QUARRELS, BETTY
(EU) Payment Arrangement Request Ineligibility	6/7/2024 1:40:25 PM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	6/7/2024 1:38:28 PM	s/w Mrs Barnes cx asked for a MC it was approved cx said she didn't need it right now educated whenever she request it we have to process it cx disagree wanted to speak with someone else	PECO	YANEZ, MARLEN
(EU) Medical Condition	6/5/2024 10:18:31 AM	DUPLICATE MED CERT REQUEST PROCESSED AND APPROVED ON 6/3/24 (SEE NOTES)....NB	PECO	BROOKINGS, NIKI

(EU) Oracle Service Cloud Incident Request	6/5/2024 10:18:22 AM	New OSC (Service Cloud) Incident CREATED with RefNo #:240605-000279	PECO	System, English
(EU) Oracle Service Cloud Incident Request	6/3/2024 12:01:59 PM	New OSC (Service Cloud) Incident CREATED with RefNo #:240603-000655	PECO	System, English
(EU) Medical Condition	6/3/2024 11:53:20 AM	MC APPVDN 06/3/2024 FOR THE RP TIFFANY LOWE EXP ON 7/3/2024 SIGNED BY DR CLARA TIBURCIO LIC# 065206-L// D CASON	PECO	CASON, DEBORAH
(PECO) Collections On Hold	6/3/2024 11:51:51 AM	Collection Exception has been created - Medical Condition Exception - 2024-07-03	PECO	CASON, DEBORAH
(EU) Credit Issues	6/3/2024 9:50:46 AM	Past due Balance of: \$ 1844.31, Balance Due: \$1976.25, Current Charges: \$131.94, Bill Due Date: 06 / 20 / 2024, nmr 6/26, Ms Barnes ci to verify info regarding medical, sent fax, adv reinst amnt of \$1446.75 for DPA	PECO	Ordonez, Marjarie
(EU) Payment Arrangement Request Ineligibility	6/3/2024 9:31:22 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	5/23/2024 1:22:00 PM	Past due Balance of: \$ 1844.31, Balance Due: \$1844.31, Current Charges: \$160.23, Bill Due Date: 05 / 20 / 2024, 05/28/2024 NMR Tiffany Bernes, called regarding to send a Med form when she gets her firs shut off notf, cx warned the med f saves the acctn for 30 days, she was offered the PA reinstatmnt and SPA, cx agree, no FSMT updates.	PECO	Sol, Deivy
(EU) Payment Arrangement Request Ineligibility	5/23/2024 1:17:46 PM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	5/17/2024 8:34:14 AM	Past due Balance of: \$ 1684.08, Balance Due: \$1844.31, Current Charges: \$160.23, Bill Due Date: 05 / 20 / 2024, nmr 05/28 cx call to ask for medical condition option and wants to know if there is a shut off notice, inform that not yet, no fstm chage,	PECO	Eguizabal, Lourdes
(EU) Payment Arrangement Request Ineligibility	5/17/2024 8:27:06 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	5/13/2024 2:33:00 PM	Past due Balance of: \$ 1684.08, Balance Due: \$1844.31, Current Charges: \$160.23, Bill Due Date: 05 / 20 / 2024, rp ci due to financial hardship/ took fmst / dcl pmnt/nmr/05/28/2024/ not elibile for dpa/ no shut off notice/ adv rp to try to make some form of pmnt/ adv liheap/ rp stated she doesn't qualify/	PECO	Chester, Xavier
(EU) Payment Arrangement Request Ineligibility	5/13/2024 2:20:27 PM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	5/6/2024 10:59:08 AM	cx wanted to know about disconnection notice and also she wants to know the amount for reinstatement amount \$1258.13	PECO	Stefany, Morales
(EU) Billing Inquiry	5/6/2024 10:46:11 AM	Cpi to see if she had a shut off because she is trying to do the medical cert but has to have a shut off to do so. I dont see a shut of xfer to FCC for further assist. Past due Balance of: \$ 1684.08, Balance Due: \$1844.31, Current Charges: \$160.23, Bill Due Date: 05 / 20 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$1844.31	PECO	FERGUSON, LESLIE
(EU) Credit Issues	5/2/2024 11:16:10 AM	CNO PD-1,684.08, TB-1,844.31, CB-160.23, DD-5/20, NMR-5/26 CX CI TO SEE IF IN DANGER OF SHUT ADV NO , SAYS SHE WANTS TO WAIT UNTIL IN DANGER TO REINSTATE DPA , ADV DPA REINSTATEMENT AMT , DECL FSMT	PECO	Dove, Aegiana
(EU) Payment Arrangement Request Ineligibility	5/2/2024 11:13:17 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	4/30/2024 5:12:28 PM	TIFFANY BARNES Past due Balance of: \$ 1684.08, Balance Due: \$1844.31, Current Charges: \$160.23, Bill Due Date: 05 / 20 / 2024, nmr 05/28 CUST ON CHECKING ABOUT MED FORM EDUCATE SEH DOENS HAVE ANY SHUT OFF NOTICES, REFER TO 211	PECO	ARDON, EDUARDO
(EU) Payment Arrangement Request Ineligibility	4/30/2024 5:11:13 PM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	4/26/2024 7:32:26 AM	Past due Balance of: \$ 1684.08, Balance Due: \$1684.08, Current Charges: \$238.86, Bill Due Date: 04 / 19 / 2024, stmnt updated. Next Bill Date 04-26-2024. Miss. Barnes called for notice of shut down to send medical for but there's nothing on file so advised to pay partially the mpo \$673.63/dpa \$1258.13 but it's not affordable for her so advised for medial form/211 # for hardship but she already tried both not getting approval so she will cb on Friday to check if there's an issued notice before to try again.	PECO	GANUZA, ANGIE
(EU) Payment Arrangement Request Ineligibility	4/26/2024 7:22:23 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	4/24/2024 8:26:20 AM	Past due Balance of: \$ 1684.08, Balance Due: \$1684.08, Current Charges: \$238.86, Bill Due Date: 04 / 19 / 2024---nmr 4/26---CX CI FOR MED CERT STAT---AVD CX SHES NOT DUE FOR DISCONNECT---TRY AGIN 5/1 WHEN DISCONNECT NOTICE IS REC'D---OFFERED MPO OPT 673.63---CX DECLINED PYMNT---CNO TTL ACCT BAL---CX DECLINED PYMNT	PECO	Tucker, Chasity
(EU) Credit Issues	4/24/2024 8:04:35 AM	Ms Barnes, Tiffany called in to check if her med cer has been approved, offer cb 238.86 bf 1684.08 dd 04/19 nmr 04/216 reinst dpa 1258.13 as well mention mpo options \$ 673.63 , asked for a payment cannot make it, FMST asked she said its the same as last time, no entry left, advise there is no disconnection yet she is safe, however insist to get an ext for med cer due she has kids and needs electric active, offer 211 and meaf, as options confirm she is on cap, did recap request a sup transfer tcall.	PECO	PEREZ, DORA
(EU) Payment Arrangement Request Ineligibility	4/24/2024 7:58:55 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	4/24/2024 7:28:57 AM	sw tiffany barnes cx said that prev agent couldnt find her acct , tb\$1684.08, Current Charges: \$238.86, Bill Due Date: 04 / 19 / 2024, nmr 4/26/24 cx refused to make payment cx wanted to know if a shut off notice has been issued i advd no shut off notice has been barnes fsmt updated offered 211 and liheap	PECO	BUENO, JUAN
(EU) Payment Arrangement Request Ineligibility	4/24/2024 7:20:44 AM		PECO	FUSACCOUNT, SVC
(PECO) Agent 511 Outage Notifications	4/16/2024 3:14:24 PM	A Definitive Restore message was sent on 04/14/2024 03:07:58 via SMS	PECO	FUSACCOUNT, SVC
(PECO) Agent 511 Outage Notifications	4/16/2024 2:31:19 PM	A Initial Outage Notification message was sent on 04/14/2024 01:42:12 via SMS	PECO	FUSACCOUNT, SVC

(EU) Credit Issues	4/12/2024 2:53:35 PM	Past due Balance of: \$ 1445.22, Balance Due: \$1684.08, Current Charges: \$238.86, Bill Due Date: 04 / 19 / 2024, cx called in to ask when she will get a shut off, so I let her know we do not know yet, and I advised to pay as much and as soon as she can, I was asking for FMST did not provide info and just hung up. NFA. / FMST updated: No// Speak with Rate Payer. // Recap done: No// Payment declined /Next Bill Date 04-26-2024	PECO	DELEON, HANS
(EU) Payment Arrangement Request Ineligibility	4/12/2024 2:50:49 PM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	4/12/2024 9:23:13 AM	Cci to find out if med cert needed. Adv no shut off notice has been sent out. Adv shut offs may start in early May but she would rec'd a 10 day notice regarding a shut off. Cst ok.	PECO	PARKER, SHEREE
(EU) Billing Inquiry	4/8/2024 11:15:41 AM	cpi to see if she has a shut off notice adv no. cust med cert was cancelled per medical dept because she was reinstated in cap. adv to contact liheap again with her info for account to see f she can still get funding. dpa re-instatement \$990.88 Past due Balance of: \$ 1445.22, Balance Due: \$1684.08, Current Charges: \$238.86, Bill Due Date: 04 / 19 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$1684.08	PECO	MEDLEY, TANYA
(EU) Payment Arrangement Request Ineligibility	4/8/2024 11:09:37 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	4/4/2024 8:43:29 AM	S/W ms barnes called to see if we receive the medical form. advice we are not making disconnection and there is no s/n active in her account. updated FSMT cust lvl 1 cc&b do not allow me to do it. offer 211 and liheap she said was denied for liheap.	PECO	PAREDES, ANDREA
(EU) Payment Arrangement Request Ineligibility	4/4/2024 8:34:47 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	4/3/2024 11:43:47 AM	Past due Balance of: \$ 1445.22, Balance Due: \$1684.08, Current Charges: \$238.86, Bill Due Date: 04 / 19 / 2024, NRM: 04/23/24. The cx TIFANNY BARNES Calling. Cx called on 04/02/24 to have a MC. Cx wanted to know the status. We educated the cx that we do not have any update from the Med C. We educated the cx that there;s not active disconnection notice.	PECO	ARRIAGA, YOJAN
(EU) Payment Arrangement Request Ineligibility	4/3/2024 11:35:44 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	4/1/2024 12:56:08 PM	Rp calling. NRD 4/26/2024. TB \$1694.08. PD \$1445.22. Due date 4/19. RA of \$1019.27. Cx is not calling to pay. She wants more time since she got a shut off for today and a MED for to be sent to her Dr. Fax sent to Dr. Cristy Brochet at F# 4846226337.	PECO	FIGUEROA, DIEGO
(EU) Credit Issues	4/1/2024 7:16:12 AM	Past due Balance of: \$ 1445.22, Balance Due: \$1684.08, Current Charges: \$238.86, Bill Due Date: 04 / 19 / 2024, mrd 04 / 26 / 2024 Mrs Barnes rp ci to get payment options, adv ra is subject to change, ra \$1019.27, adv about 211 and liheap, no fsmt updates, adv about cap recertification on 08/01/2024, adv mpo \$673.63 and then has up until 04/17/2024 to pay \$1010.45 mpo subject to change, fax sent to Dr Kaminski Fax: 6103264435, adv about 24 hrs	PECO	LOPEZ, KEYLAND
(EU) Payment Arrangement Request Ineligibility	4/1/2024 7:04:43 AM		PECO	FUSACCOUNT, SVC
(EU) Payment Arrangement Request Ineligibility	4/1/2024 6:51:11 AM		PECO	FUSACCOUNT, SVC
(EU) Payment Arrangement Request Ineligibility	4/1/2024 6:50:24 AM		PECO	FUSACCOUNT, SVC
(EU) Payment Arrangement Request Ineligibility	4/1/2024 6:50:20 AM		PECO	FUSACCOUNT, SVC
(EU) Credit Issues	3/27/2024 3:51:37 PM	SPOKE WITH Ms. BARNES; Past due Balance of: \$ 1445.22, Balance Due: \$1445.22, Current Charges: \$314.53, Bill Due Date: 03 / 22 / 2024, NNMR 03/28]	PECO	RUIZ, LUIS
(EU) Payment Arrangement Request Ineligibility	3/27/2024 3:45:24 PM		PECO	FUSACCOUNT, SVC
(EU) Payment Memo	3/14/2024 2:52:48 AM	SOURCE=PYMTUSPC Payment: \$ 200.00	PECO	System, English
(EU) Credit Issues	3/13/2024 10:24:12 AM	ms barnes ci to know if she can get a new/ cx already has active one RA 876.35 sub to change every dd 03-22/ same income cap cx / cb314.53 pd 1,330.69 tb 1,645.22 dd03-22 nmnd 03-28/ paid 200+1.75 conf# [REDACTED] given 211 liheap, meaf and erap/ exp her has winter active until 03-31/ elg for a new medical / hang up no recap or final assit	PECO	RIVERA, MAOLY
(EU) Payment Arrangement Request Ineligibility	3/13/2024 10:08:21 AM		PECO	FUSACCOUNT, SVC
(PECO) Not Eligible for PECO TOU	3/13/2024 10:08:01 AM	CAP Customers are not eligible for TOU	PECO	FUSACCOUNT, SVC
(EU) Credit Issues	3/6/2024 10:11:58 AM	Past due Balance of: \$ 1330.69, Balance Due: \$1645.22, Current Charges: \$314.53, Bill Due Date: 03 / 22 / 2024, ms barnes wanted help, provide reinstatement amnt, unable to pay it,fsmnt income changed, unable to update it due to error, she says that already tried liheap and 211 and was rejected, she will make partial pymnt to lower the bill	PECO	JALLADE, HECTOR
(EU) Payment Arrangement Request Ineligibility	3/6/2024 10:02:44 AM		PECO	FUSACCOUNT, SVC
(PECO) Not Eligible for PECO TOU	3/6/2024 10:00:37 AM	CAP Customers are not eligible for TOU	PECO	FUSACCOUNT, SVC
(EU) Credit Issues	3/5/2024 3:38:56 PM	S/W ms barnes called to get a new DPA. advsd CB 314.53 PD 1330.69 TTB 1645.22 DD 03/22 RA 876.35 cust aware is subject to change. trying to updated FSMNT cust do not allow me. offer 211 and liheap.	PECO	PAREDES, ANDREA
(EU) Payment Arrangement Request Ineligibility	3/5/2024 3:28:28 PM		PECO	FUSACCOUNT, SVC
(PECO) Not Eligible for PECO TOU	3/5/2024 3:27:30 PM	CAP Customers are not eligible for TOU	PECO	FUSACCOUNT, SVC
(EU) Billing Inquiry	3/5/2024 3:27:04 PM	cpi to get on a payment plan for the Past due Balance of: \$ 1330.69, Balance Due: \$1645.22, Current Charges: \$314.53, Bill Due Date: 03 / 22 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$1645.22 cust want to avoid having her service interrupted xfr cust over to fcc for a pymt arrangement .	PECO	GARRISON, SHIRLEY

(PECO) Not Eligible for PECO TOU	3/5/2024 3:21:56 PM	CAP Customers are not eligible for TOU	PECO	FUSACCOUNT, SVC
(PECO) Winter Protection	2/5/2024 9:25:42 AM	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	PECO	UNKNOWN , UNKNOWN
(PECO) Letter - Non-Friendly Notice Letter	1/12/2024 10:40:23 PM	Non Friendly Notice	PECO	USER, CONV
(PECO) Winter Protection	1/12/2024 10:40:23 PM	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	PECO	UNKNOWN , UNKNOWN
(PECO) Dialer - Proactive Call 1	1/9/2024 3:48:07 AM	(215) 983-6475 CALL RESULT: Gave live message to account holder TIME OF CALL: 12:58 SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$776.27 SERVICE AMOUNT DUE: \$776.27 TOTAL BALANCE: \$1,035.27 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	PECO	USER, CONV
(PECO) Winter Protection	1/8/2024 10:44:12 AM	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	PECO	UNKNOWN , UNKNOWN
(PECO) Dialer - PA Default Call	12/20/2023 3:49:04 AM	(215) 983-6475 CALL RESULT: Customer abandoned call TIME OF CALL: 13:06 SERVICE CLASS: RES RECORD TYPE: PA Reinstatement Call AMOUNT DUE AT TIME OF CALL: \$776.27 SERVICE AMOUNT DUE: \$776.27 TOTAL BALANCE: \$776.27 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	PECO	USER, CONV
(PECO) Letter - Non-Friendly Notice Letter	12/19/2023 5:46:10 AM	Non Friendly Notice	PECO	USER, CONV
(PECO) Winter Protection	12/19/2023 5:46:10 AM	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	PECO	UNKNOWN , UNKNOWN
(PECO) PA Default Dialer Call	12/19/2023 5:37:40 AM	Deferred Payment Agreement Default Defaulted Amt: \$567.90 Reinstatement Amt: \$236.76	PECO	USER, CONV
(PECO) Dialer - Proactive Call 1	12/15/2023 9:48:37 AM	(215) 983-6475 CALL RESULT: Customer abandoned call TIME OF CALL: 12:57 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$236.76 SERVICE AMOUNT DUE: \$236.76 TOTAL BALANCE: \$236.76 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	PECO	USER, CONV
(EU) Credit Issues	11/16/2023 3:32:44 PM	Total balance \$202.41, Past due amount of \$202.41 due immediately, Current bill \$202.41 due by 11 / 13 / 2023, New charges \$0, Excess credit \$0 ! NMR 11/22/23 / RP CI TO INQ ABT AN EXTENSION PAY BILL/ RP DECIDED TO PAY 202.41 + 1.75 PF CONF# ██████████ ACCT ON CAP 303.00 PIPP/ RECERT DATE 8/1/24/ FSMT SAME / RECAP/ 211/ LIHEAP/ ██████████	PECO	BOYD, CINDY
(PECO) Dialer - Proactive Call 1	11/16/2023 3:48:23 AM	(215) 983-6475 CALL RESULT: Gave live message to account holder TIME OF CALL: 13:20 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$202.41 SERVICE AMOUNT DUE: \$202.41 TOTAL BALANCE: \$202.41 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	PECO	USER, CONV
(EU) Credit Issues	11/15/2023 2:16:49 PM	cx will make a paymt in 4 days, no shut off notice / no hold added	PECO	PUTZEYS, ADRIANA
(EU) Credit Issues	10/25/2023 5:22:47 AM	REF#231019-000878 sys ri agmt - wfm closed // dwhiting	PECO	OSCO1 , OSCO1
(PECO) Dialer - PA Default Call	10/20/2023 3:47:03 AM	(215) 983-6475 CALL RESULT: Customer referred to discuss with operator TIME OF CALL: 12:08 SERVICE CLASS: RES RECORD TYPE: PA Reinstatement Call AMOUNT DUE AT TIME OF CALL: \$688.74 SERVICE AMOUNT DUE: \$688.74 TOTAL BALANCE: \$688.74 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	PECO	USER, CONV
(EU) Oracle Service Cloud Incident Request	10/19/2023 12:07:39 PM	New OSC (Service Cloud) Incident CREATED with RefNo #:231019-000878	PECO	OSCO1 , OSCO1
(EU) Credit Issues	10/19/2023 12:06:54 PM	Total balance \$688.74, Past due amount of \$688.74 due immediately, Current bill \$64.06 due by 10 / 13 / 2023, Rp calling. NRD 10/24/2023. Cx wants to pay RA for defaulted DPA. Cx paid \$92.45 + \$1.75 fee Conf# 3270458086. Send WFM to reinstate DPA and issue 15 day hold.	PECO	FIGUEROA, DIEGO
(EU) Miscellaneous System Credit Adjustment	10/19/2023 12:06:06 PM	Customer paid reinstatement amount of \$92.45 via Paymentus on 10/19/2023. Pls reinstate Level 1 DPA terms of \$596.29 + CB of \$64.06.	PECO	FIGUEROA, DIEGO
(EU) Remove from Collection - Other	10/19/2023 12:05:45 PM	Stop Credit Action Effective Date : 2023-10-19	PECO	FIGUEROA, DIEGO
(EU) Credit Self Service	10/19/2023 11:48:32 AM	Cust updated payment amount to retain service \$ 688.74 by 2023-10-18T00:00:00 to retain service	PECO	TUVOX , IVR
(EU) Credit Issues	10/19/2023 11:45:41 AM	ghost call	PECO	FLORES, JACKELINE
(EU) Credit Issues	10/19/2023 11:41:52 AM	she will accumulate balances, did not allow me to finish and hang up.	PECO	PEREZ, DORA
(EU) Credit Issues	10/19/2023 11:41:52 AM	MS BARNES called in to pay the reinst dpa of \$ 92.45+1.75,when I was given balances cb 64.06 pd 624.68 dd 10/13 nmr 10/24, educate she must have to pay her cb due the minimum is not include the regular bill, she start saying prev agentdid not let her know this inf, advise the reins is to stop disconnection for 11/01, but her nmr is close and >contd...	PECO	PEREZ, DORA
(EU) Credit Self Service	10/19/2023 11:40:23 AM	Cust updated payment amount to retain service \$ 688.74 by 2023-10-18T00:00:00 to retain service	PECO	TUVOX , IVR
(EU) Credit Self Service	10/19/2023 11:34:42 AM	Cust updated payment amount to retain service \$ 688.74 by 2023-10-18T00:00:00 to retain service	PECO	TUVOX , IVR
(EU) Credit Issues	10/19/2023 11:16:27 AM	cci for option to avoid s/o. cno bf\$624.68cc\$64.06 dd10/13/23 bd\$688.74. updated fsmt. adv of RA of \$92.45 and adv subject to change cust declined adv ur expires 10/29/23	PECO	MOFFATT, AKEELAH
(PECO) Utility Report - Customer Refused Terms	10/19/2023 11:15:41 AM	Stop Credit Action Effective Date : 2023-10-19	PECO	MOFFATT, AKEELAH
(EU) Credit Self Service	10/19/2023 11:09:44 AM	Cust updated payment amount to retain service \$ 688.74 by 2023-10-18T00:00:00 to retain service	PECO	TUVOX , IVR
(PECO) Letter - Disconnect Notice - Residential	10/18/2023 10:54:23 PM	TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 11/01/2023 Termination Amount: \$688.74 which is subject to change	PECO	USER, CONV
(PECO) PA Default Dialer Call	10/18/2023 10:42:09 PM	Deferred Payment Agreement Default Defaulted Amt: \$624.68 Reinstatement Amt: \$92.45	PECO	USER, CONV

(PECO) Dialer - Proactive Call 1	10/18/2023 3:47:27 AM	(215) 983-6475 CALL RESULT: Customer abandoned call TIME OF CALL: 12:30 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$92.45 SERVICE AMOUNT DUE: \$92.45 TOTAL BALANCE: \$92.45 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	PECO	USER, CONV
(EU) Credit Issues	10/16/2023 8:23:21 AM	confirmd partial pymnt and poss default of dpa advsd to call bk to confirm amount prior to making pymnt not in shut offspace at this time	PECO	REID, TOWANA
(EU) Credit Issues	10/16/2023 8:17:05 AM	by 10 / 13 / 2023	PECO	IXPEC, KEVIN
(EU) Credit Issues	10/16/2023 8:17:05 AM	ms barnes cld in order to discus their balances so i checked balance with her she is supposed to be in dpa so i checkedacct and a dpa is active on acct i explained dpa details but she wanted to discus pdb so i xtr to cc to get a better assistance cx agreed Total balance \$192.45, Past due amount of\$192.45 due immediately, Current bill \$192.45 due >contd...	PECO	IXPEC, KEVIN
(EU) Payment Memo	10/15/2023 4:17:12 AM	A \$100.00 plus \$1.75 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *****9018 HAS BEEN MADE ONSun Oct 15 2023 09:17:00 GMT+0000 (Coordinated Universal Time)	PECO	ECIMS01 , ECIMS01
(EU) Credit Issues	10/13/2023 9:41:59 AM	will be on 10/24/2023, agreed, no more actions taken.	PECO	VALDEZ, MILEYDI S
(EU) Credit Issues	10/13/2023 9:41:59 AM	rp ci to req UR due to she cannot afford to make any partial or full pymnt until in two weeks, Total balance \$192.45, Past due amount of \$0.00 due immediately, Current bill \$192.45 due by 10 / 13 / 2023, Nmr: 10 / 24 / 2023, acc# [REDACTED] ci to know if she pays in two weeks her current DPA will be DEF, her DD is today and no pd bal on acc, NMR >contd...	PECO	VALDEZ, MILEYDI S
(EU) Credit Issues	10/12/2023 1:58:13 PM	not pay ontine was told yes and will pay ra wasent give amt because didnt give wrong info	PECO	DELEON, CLAUDIA
(EU) Credit Issues	10/12/2023 1:58:13 PM	Total balance \$192.45, Past due amount of \$0.00 due immediately, Current bill \$192.45 due by 10 / 13 / 2023, Nrd 10/24/23 TIFFANY BARNES call to get more time to pay bill was toldthat the acct is fine was told that if gets notice of 10 days she can see what option can gets cus got it was adv call 211 she wants to knwo if will breake up dpa if >contd...	PECO	DELEON, CLAUDIA
(EU) Credit Issues	10/12/2023 8:32:28 AM	ghost call	PECO	PAREDES, ANDREA
(EU) Credit Issues	10/12/2023 8:17:10 AM	FSMt VLL 12 CAP (9th of every month)**211Total balance \$192.45, Past due amount of \$0.00 due immediately, Current bill \$192.45 due by 10 / 13 / 2023, New charges \$0, Excess credit\$0 ;	PECO	LENNOX, GERSON
(PECO) Dialer - Proactive Call 1	9/16/2023 3:46:45 AM	(215) 983-6475 CALL RESULT: Customer abandoned call TIME OF CALL: 11:53 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$188.02 SERVICE AMOUNT DUE: \$188.02 TOTAL BALANCE: \$188.02 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	PECO	USER, CONV
(EU) Credit Issues	9/15/2023 11:46:32 AM	that will get and hold that we can work with.	PECO	BARRIOS, GUSTAVO
(EU) Credit Issues	9/15/2023 11:46:32 AM	Total balance \$188.02, Past due amount of \$188.02 due immediately, Current bill \$188.02 due by 09 / 13 / 2023, NMR: 09 / 25 / 2023 TIFFANY BARNES cld to check the info about if can pay later, assist cst to check the acc information and adv that can apply for 211, NCM for fmst also explain about RAamount and dpa, explained about the disc date >contd...	PECO	BARRIOS, GUSTAVO
(EU) Payment Memo	9/15/2023 11:44:13 AM	A \$188.02 plus \$1.75 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *****7771 HAS BEEN MADE ONFri Sep 15 2023 16:44:09 GMT+0000 (Coordinated Universal Time)	PECO	ECIMS01 , ECIMS01
(EU) Credit Issues	8/9/2023 3:56:02 PM	REF#230727-000744 Processed terms 23 inst/mnts remain wfm closed TMaddox	PECO	OSCO1 , OSCO1
(PECO) Letter - Deferred Payment Arrangement	8/9/2023 3:55:25 PM	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 653.07 DOWN PAYMENT AMOUNT: 0.00NUMBER OF INSTALLMENTS: 023 INSTALLMENT AMOUNT: 28.39 FINAL INSTALLMENT: 28.49 ALLOW ADVANCE PAYMENT?: NO	PECO	MADDOX, TAWANDA
(EU) Credit Issues	8/4/2023 8:44:08 AM	REF#230804-000276 MED CERT APPROVED/EXP 9/2/23/FOR AIDEN LOWE/RP CHILD/SIGNED 8/3/23 BY KAREN BIGELOW MD...QS	PECO	OSCO1 , OSCO1
(EU) Oracle Service Cloud Incident Request	8/4/2023 8:43:33 AM	New OSC (Service Cloud) Incident CREATED with RefNo #:230804-000276	PECO	OSCO1 , OSCO1
(EU) Medical Condition	8/4/2023 8:41:48 AM	Stop Credit Action Effective Date : 2023-08-04	PECO	SCOTT, QUIDA
(EU) Credit Issues	8/2/2023 7:29:36 AM	UPDATED, call recapped	PECO	PURYEAR, SINCLAIR
(EU) Credit Issues	8/2/2023 7:29:36 AM	Total balance \$653.07, Past due amount of \$490.12 due immediately, Current bill \$162.95 due by 08 / 15 / 2023, Nmr 08/23Ms.Barnes ci to see if her pa was set up, per notes previous agent tried an placed 28 day hold but no pa was set up. Offered cx med cert, sent med cert an placed 3 day med hold Dr. name: Dr. Kaminski Dr. fax#:610-326-4435. fsmt >contd...	PECO	PURYEAR, SINCLAIR
(EU) Medical Certificate	8/2/2023 7:24:19 AM	MEDICAL CERTIFICATE ISSUED	PECO	PURYEAR, SINCLAIR
(EU) Medical Condition Application Extension	8/2/2023 7:24:19 AM	Stop Credit Action Effective Date : 2023-08-02	PECO	PURYEAR, SINCLAIR
(EU) Credit Issues	7/27/2023 11:23:15 AM	Ms BARNES CALLED IN to get a dpa, cust has equitable payms on old accts and i sent wfm and placed 28 days hold, adv to wait 10-15bd to get updates about the dpa: CNO OF BAL - CBS162.95 - PD\$490.12 - TTL\$653.07 - DD08/15 - NMR08/24 - // CUST refused paymt, info taken from cims, no changes on fsmt, 211	PECO	CABRERA, CECIBEL B
(EU) Oracle Service Cloud Incident Request	7/27/2023 11:19:43 AM	New OSC (Service Cloud) Incident CREATED with RefNo #:230727-000744	PECO	OSCO1 , OSCO1
(EU) Remove from Collection - Other	7/27/2023 11:18:43 AM	Stop Credit Action Effective Date : 2023-07-27	PECO	CABRERA, CECIBEL B
(EU) Miscellaneous System Credit Adjustment	7/27/2023 11:18:28 AM	pls create a dpa for cust lv 1 cust has just one dpa defaulted on old accts	PECO	CABRERA, CECIBEL B
(EU) Credit Issues	7/27/2023 11:12:10 AM	cx disconnect the call	PECO	RAMIREZ, JOSE
(PECO) Dialer - Proactive Call 1	7/19/2023 3:47:39 AM	(215) 983-6475 CALL RESULT: Customer abandoned call TIME OF CALL: 11:40 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$490.12 SERVICE AMOUNT DUE: \$490.12 TOTAL BALANCE: \$490.12 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	PECO	USER, CONV

(EU) Issued Collection Arrangement	7/18/2023 11:13:54 AM	CX is going to pay until 08/04	PECO	GONZALEZ, KENNETH I
(EU) Remove from Collection - Other	7/18/2023 11:12:20 AM	Stop Credit Action Effective Date : 2023-07-18	PECO	GONZALEZ, KENNETH I
(EU) Credit Issues	7/18/2023 11:05:29 AM	Total balance \$490.12, Past due amount of \$490.12 due immediately, Current bill \$490.12 due by 07 / 14 / 2023, New charges \$0, Excess credit \$0 call dropped	PECO	LOPEZ , MENFIL
(EU) Payment Memo	6/23/2023 6:26:28 AM	A \$200.00 plus \$1.75 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *****7771 HAS BEEN MADE ONFri Jun 23 2023 11:26:24 GMT+0000 (Coordinated Universal Time)	PECO	ECIMS01 , ECIMS01
(PECO) Dialer - Proactive Call 1	6/23/2023 3:48:13 AM	(215) 983-6475 CALL RESULT: Gave live message to account holder TIME OF CALL: 13:25 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$166.49 SERVICE AMOUNT DUE: \$166.49 TOTAL BALANCE: \$521.87 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	PECO	USER, CONV
(EU) Credit Issues	6/22/2023 12:38:07 PM	cx cld about the bill cx doesn't know why new charges is for 355.38 / i had to transfer the call to CC // Total balance \$166.49, Past due amount of \$166.49 due immediately, Current bill \$160.49 due by 06 / 14 / 2023, NRD 06/26/23	PECO	YANEZ, MARLEN
(EU) Credit Issues	6/22/2023 12:34:58 PM	sw rp to see where hb comes from adv trf from 1504 coventry pointe laneTotal balance \$166.49, Past due amount of \$166.49 due immediately, Current bill \$160.49 due by 06 / 14 / 2023, New charges \$355.38, Excess credit \$0 ; , adv still on cap, fsmt declined ,nrd 6/26, declined agencies	PECO	WILLIAMS, KARNETRICE
(EU) Credit Issues	6/8/2023 1:00:35 PM	Cno Total balance \$166.49, Past due amount of \$0.00 due immediately, Current bill \$160.49 due by 06 / 14 / 2023, New charges \$355.38, Nmrdrd 06/26/23; Rp cd in to know why her bill is higher than expected, advd she is with CAP and she got her cap benefit, it is for her usage, she agreed// Declined pymnt// No updates on fsmt// 211 offered//	PECO	RODRIGUEZ, DULCE
(EU) Net Transfer	5/31/2023 4:26:53 PM	\$ 355.38 IS TRANSFERRED FROM 1504 COVENTRY POINTE LN POTTSTOWN PA 19465 WHICH HAD SERVICE DISCONNECTED ON 2023-05-01	PECO	USER, CONV
(EU) Billing Miscellaneous	5/3/2023 6:17:15 AM	Total balance \$6.00, , Current bill \$6 due by 05 / 23 / 2023, Nmr 05-25-23 ms Barnes wanted to know if her charges fromher pervious going transfer yes. also cust wanted to know if her cap was transferred advised it did no change to income	PECO	TURNAGE, HESHIMA
(PECO) CAP Enrollment	5/1/2023 10:16:00 PM	CAP RATE TRANSFERRED TO ACCOUNT: 6363507056 FROM ACCT: 2934991092	PECO	USER, CONV
Connect Completed	5/1/2023 12:55:31 PM	ACCT-6363607056:	PECO	HENRY, AALIYAH
Connect Maintained	5/1/2023 12:55:31 PM	ACCT-6363607056:	PECO	HENRY, AALIYAH
Connect Voided	5/1/2023 12:55:31 PM	ACCT-6363607056:	PECO	HENRY, AALIYAH
Connect Completed	5/1/2023 4:19:15 AM	ACCT-6363607056: AMI Remote Connect New Customer	PECO	HENRY, AALIYAH
Connect Maintained	5/1/2023 4:19:15 AM	ACCT-6363607056: AMI Remote Connect New Customer	PECO	HENRY, AALIYAH
Connect Voided	5/1/2023 4:19:15 AM	ACCT-6363607056: AMI Remote Connect New Customer	PECO	HENRY, AALIYAH
(EU) Customer contact for service application request	4/18/2023 8:21:55 AM	Transfer Fee I Welcome Package ; Expectation Date provided ; Sales Tax no ; Low Income explained ; Customer's Lights On; CRP / Move Assist explained ;	PECO	HENRY, AALIYAH
(EU) Start Service Customer Contact	4/18/2023 8:21:50 AM	AMI Remote Connect - New Customer	PECO	HENRY, AALIYAH
(EU) Start Service Customer Contact	4/18/2023 8:21:50 AM	Gas	PECO	HENRY, AALIYAH
(EU) TCPAEventForCustomerPhoneNumber Opt IN/OUT/Wrong/Recy #	4/18/2023 8:21:50 AM	Account phone number (215) 983-6475 has been added or updated.	PECO	CUMGM317 , CUMGM317



Bills & Payment Statement

Account Information	
Account Number:	
Customer Name:	Barnes, Tiffany
Meter Bill Group:	Monthly - Cycle 19
Account Status:	Active
Service Address:	53 Dare Ln *Lot 56, Pottstown, PA 19465
Billing Address:	
Requested By:	

Account Balances	
Current Bill:	165.16
Bill Prior:	165.82
Deposit Requested:	0.00
Deposit On-Hand:	0.00
CAP Pre-program Arrears:	0.00
Payment Agreement Balance:	0.00
Account Balance:	2,331.60

Rate Schedule	
Rate Schedule:	PECO Gas Residential Heating Service PECO Electric Residential 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
30-SEP-2025	MONTH-END BALANCE					0	0.00	2,331.60	0.00	2,331.60	0.00	0	0.00	
26-SEP-2025	BILL-Gas - Residential	27-AUG-25 to 26-SEP-25	Regular	Y115017865	CCF	21	44.16	0.00	44.16	0.00	0.00	0	0.00	
26-SEP-2025	BILL-Elec - Residential	27-AUG-25 to 26-SEP-25	Regular	A121058384	KWH	1138	121.00	0.00	121.00	0.00	0.00	0	0.00	
26-SEP-2025	REGULAR BILL:	27-AUG-25 to 26-SEP-25				0	165.16	2,331.60	0.00	2,331.60	165.16	0	0.00	20-OCT-25
31-AUG-2025	MONTH-END BALANCE					0	0.00	2,166.44	0.00	2,166.44	0.00	0	0.00	
27-AUG-2025	BILL-Gas - Residential	29-JUL-25 to 27-AUG-25	Regular	Y115017865	CCF	21	44.82	0.00	44.82	0.00	0.00	0	0.00	
27-AUG-2025	BILL-Elec - Residential	29-JUL-25 to 27-AUG-25	Regular	A121058384	KWH	1358	121.00	0.00	121.00	0.00	0.00	0	0.00	
27-AUG-2025	REGULAR BILL:	29-JUL-25 to 27-AUG-25				0	165.82	2,166.44	0.00	2,166.44	165.82	0	0.00	18-SEP-25
31-JUL-2025	MONTH-END BALANCE					0	0.00	2,000.62	0.00	2,000.62	0.00	0	0.00	
29-JUL-2025	BILL-Elec - Residential	27-JUN-25 to 29-JUL-25	Regular	A121058384	KWH	1642	121.00	0.00	121.00	0.00	0.00	0	0.00	
29-JUL-2025	BILL-Gas - Residential	27-JUN-25 to 29-JUL-25	Regular	Y115017865	CCF	23	47.60	0.00	47.60	0.00	0.00	0	0.00	
29-JUL-2025	REGULAR BILL:	27-JUN-25 to 29-JUL-25				0	168.60	2,000.62	0.00	2,000.62	168.60	0	0.00	20-AUG-25
30-JUN-2025	MONTH-END BALANCE					0	0.00	1,832.02	0.00	1,832.02	0.00	0	0.00	
28-JUN-2025	REGULAR BILL:	29-MAY-25 to 27-JUN-25				0	168.55	1,832.02	0.00	1,832.02	168.55	0	0.00	21-JUL-25
27-JUN-2025	BILL-Elec - Residential	29-MAY-25 to 27-JUN-25	Regular	A121058384	KWH	1204	121.00	0.00	121.00	0.00	0.00	0	0.00	
27-JUN-2025	BILL-Gas - Residential	29-MAY-25 to 27-JUN-25	Regular	Y115017865	CCF	23	47.55	0.00	47.55	0.00	0.00	0	0.00	
31-MAY-2025	MONTH-END BALANCE					0	0.00	1,663.47	0.00	1,663.47	0.00	0	0.00	
30-MAY-2025	REGULAR BILL:	29-APR-25 to 29-MAY-25				0	174.97	0.00	1,663.47	0.00	174.97	0	0.00	20-JUN-25
29-MAY-2025	BILL-Gas - Residential	29-APR-25 to 29-MAY-25	Regular	Y115017865	CCF	29	53.97	0.00	53.97	0.00	0.00	0	0.00	
29-MAY-2025	BILL-Elec - Residential	29-APR-25 to 29-MAY-25	Regular	A121058384	KWH	867	121.00	0.00	121.00	0.00	0.00	0	0.00	
07-MAY-2025	ADJUSTMENT			Y115017865		0	803.50	0.00	803.50	0.00	0.00	0	0.00	
07-MAY-2025	ADJUSTMENT			A121058384		0	685.00	0.00	685.00	0.00	0.00	0	0.00	
07-MAY-2025	ADJUSTMENT: Transfer			A121058384		0	-685.00	0.00	-685.00	0.00	0.00	0	0.00	
07-MAY-2025	ADJUSTMENT: Transfer			Y115017865		0	-803.50	0.00	-803.50	0.00	0.00	0	0.00	
30-APR-2025	REGULAR BILL:	27-MAR-25 to 29-APR-25				0	226.42	1,488.50	0.00	1,488.50	226.42	0	0.00	21-MAY-25
30-APR-2025	MONTH-END BALANCE					0	0.00	1,488.50	0.00	1,488.50	0.00	0	0.00	
29-APR-2025	BILL-Elec - Residential	27-MAR-25 to 29-APR-25	Regular	A121058384	KWH	844	121.00	0.00	121.00	0.00	0.00	0	0.00	
29-APR-2025	BILL-Gas - Residential	27-MAR-25 to 29-APR-25	Regular	Y115017865	CCF	68	105.42	0.00	105.42	0.00	0.00	0	0.00	
31-MAR-2025	MONTH-END BALANCE					0	0.00	1,303.53	0.00	1,262.08	0.00	0	-41.45	
28-MAR-2025	REGULAR BILL:	25-FEB-25 to 27-MAR-25				0	308.81	1,303.53	0.00	1,262.08	308.81	0	-41.45	21-APR-25
27-MAR-2025	BILL-Gas - Residential	25-FEB-25 to 27-MAR-25	Regular	Y115017865	CCF	100	146.36	0.00	146.36	0.00	0.00	0	0.00	
27-MAR-2025	BILL-Elec - Residential	25-FEB-25 to 27-MAR-25	Regular	A121058384	KWH	763	121.00	0.00	121.00	0.00	0.00	0	0.00	
20-MAR-2025	ADJUSTMENT			Y115017865		0	551.72	0.00	551.72	0.00	0.00	0	0.00	
20-MAR-2025	ADJUSTMENT			A121058384		0	443.00	0.00	443.00	0.00	0.00	0	0.00	
20-MAR-2025	ADJUSTMENT: Transfer -			Y115017865		0	-551.72	0.00	-551.72	0.00	0.00	0	0.00	
20-MAR-2025	ADJUSTMENT: Transfer -			A121058384		0	-443.00	0.00	-443.00	0.00	0.00	0	0.00	
20-MAR-2025	PAYMENT					0	-249.00	0.00	-249.00	0.00	0.00	0	0.00	
28-FEB-2025	MONTH-END BALANCE					0	0.00	1,243.72	0.00	1,243.72	0.00	0	0.00	
25-FEB-2025	BILL-Gas - Residential	27-JAN-25 to 25-FEB-25	Regular	Y115017865	CCF	163	182.00	0.00	182.00	0.00	0.00	0	0.00	
25-FEB-2025	BILL-Elec - Residential	27-JAN-25 to 25-FEB-25	Regular	A121058384	KWH	702	121.00	0.00	121.00	0.00	0.00	0	0.00	
25-FEB-2025	REGULAR BILL:	27-JAN-25 to 25-FEB-25				0	303.00	1,243.72	0.00	1,243.72	303.00	0	0.00	19-MAR-25
31-JAN-2025	MONTH-END BALANCE					0	0.00	940.72	0.00	940.72	0.00	0	0.00	

27-JAN-2025	BILL-Gas - Residential	23-DEC-24 to 27-JAN-25	Regular	Y115017865	CCF	218	182.00	0.00	182.00	0.00	0.00	0	0.00	
27-JAN-2025	BILL-Elec - Residential	23-DEC-24 to 27-JAN-25	Regular	A121058384	KWH	912	121.00	0.00	121.00	0.00	0.00	0	0.00	
27-JAN-2025	REGULAR BILL:	23-DEC-24 to 27-JAN-25				0	303.00	940.72	0.00	940.72	303.00	0	0.00	18-FEB-25
31-DEC-2024	MONTH-END BALANCE					0	0.00	637.72	0.00	637.72	0.00	0	0.00	
23-DEC-2024	BILL-Gas - Residential	22-NOV-24 to 23-DEC-24	Regular	Y115017865	CCF	144	170.26	0.00	170.26	0.00	0.00	0	0.00	
23-DEC-2024	BILL-Elec - Residential	22-NOV-24 to 23-DEC-24	Regular	A121058384	KWH	777	121.00	0.00	121.00	0.00	0.00	0	0.00	
23-DEC-2024	REGULAR BILL:	22-NOV-24 to 23-DEC-24				0	291.26	637.72	0.00	637.72	291.26	0	0.00	14-JAN-25
30-NOV-2024	MONTH-END BALANCE					0	0.00	346.46	0.00	346.46	0.00	0	0.00	
22-NOV-2024	BILL-Elec - Residential	25-OCT-24 to 22-NOV-24	Regular	A121058384	KWH	667	80.00	0.00	80.00	0.00	0.00	0	0.00	
22-NOV-2024	BILL-Gas - Residential	25-OCT-24 to 22-NOV-24	Regular	Y115017865	CCF	60	78.31	0.00	78.31	0.00	0.00	0	0.00	
22-NOV-2024	REGULAR BILL:	25-OCT-24 to 22-NOV-24				0	158.31	346.46	0.00	346.46	158.31	0	0.00	16-DEC-24
07-NOV-2024	PAYMENT					0	-65.30	0.00	-65.00	0.00	0.00	0	0.00	
31-OCT-2024	MONTH-END BALANCE					0	0.00	253.15	0.00	253.15	0.00	0	0.00	
25-OCT-2024	BILL-Gas - Residential	25-SEP-24 to 25-OCT-24	Regular	Y115017865	CCF	34	50.64	0.00	50.64	0.00	0.00	0	0.00	
25-OCT-2024	BILL-Elec - Residential	26-AUG-24 to 01-OCT-24	Regular	A121058384	KWH	1131	80.00	0.00	80.00	0.00	0.00	0	0.00	
25-OCT-2024	BILL-Elec - Residential	01-OCT-24 to 25-OCT-24	Regular	A121058384	KWH	569	64.00	0.00	64.00	0.00	0.00	0	0.00	
25-OCT-2024	REGULAR BILL:	26-AUG-24 to 25-OCT-24				0	194.64	253.15	0.00	253.15	194.64	0	0.00	18-NOV-24
30-SEP-2024	ADJUSTMENT: Transfer			Y115017865		0	-882.29	0.00	-882.29	0.00	0.00	0	0.00	
30-SEP-2024	ADJUSTMENT: Transfer			A121058384		0	-1,054.68	0.00	-1,054.68	0.00	0.00	0	0.00	
30-SEP-2024	MONTH-END BALANCE					0	0.00	58.51	0.00	58.51	0.00	0	0.00	
25-SEP-2024	BILL-Gas - Residential	26-AUG-24 to 25-SEP-24	Regular	Y115017865	CCF	19	34.31	0.00	34.31	0.00	0.00	0	0.00	
25-SEP-2024	BILL-Elec - Residential	26-AUG-24 to 25-SEP-24	Regular	A121058384	KWH	966	179.69	0.00	179.69	0.00	0.00	0	0.00	
25-SEP-2024	BILL CANCEL-Elec-	26-AUG-24 to 25-SEP-24	Regular	A121058384	KWH	966	-179.69	0.00	-179.69	0.00	0.00	0	0.00	
25-SEP-2024	REGULAR BILL:	26-AUG-24 to 25-SEP-24				0	34.31	1,995.48	0.00	1,995.48	34.31	0	0.00	17-OCT-24
25-SEP-2024	ADJUSTMENT: Transfer			A121058384		0	116.76	0.00	116.76	0.00	0.00	0	0.00	
25-SEP-2024	ADJUSTMENT: Transfer			Y115017865		0	0.09	0.00	0.09	0.00	0.00	0	0.00	
25-SEP-2024	ADJUSTMENT: Transfer			Y115017865		0	842.34	0.00	842.34	0.00	0.00	0	0.00	
25-SEP-2024	ADJUSTMENT: Transfer			A121058384		0	199.95	0.00	199.95	0.00	0.00	0	0.00	
25-SEP-2024	ADJUSTMENT: Transfer			A121058384		0	1,094.63	0.00	1,094.63	0.00	0.00	0	0.00	
08-SEP-2024	ADJUSTMENT: Electric			A121058384		0	-2.10	0.00	-2.10	0.00	0.00	0	0.00	
08-SEP-2024	ADJUSTMENT: Gas			Y115017865		0	-2.85	0.00	-2.85	0.00	0.00	0	0.00	
31-AUG-2024	MONTH-END BALANCE					0	0.00	-287.65	0.00	-287.65	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-79.43	0.00	-79.43	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-10.54	0.00	-10.54	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			Y115017865		0	-0.05	0.00	-0.05	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-3.89	0.00	-3.89	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			Y115017865		0	-0.73	0.00	-0.73	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			Y115017865		0	-14.25	0.00	-14.25	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			Y115017865		0	-7.60	0.00	-7.60	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			Y115017865		0	-10.55	0.00	-10.55	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-7.94	0.00	-7.94	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-127.27	0.00	-127.27	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			Y115017865		0	-0.01	0.00	-0.01	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			Y115017865		0	-10.85	0.00	-10.85	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-6.21	0.00	-6.21	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-13.07	0.00	-13.07	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			Y115017865		0	-0.51	0.00	-0.51	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			Y115017865		0	-5.89	0.00	-5.89	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-1.80	0.00	-1.80	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-75.55	0.00	-75.55	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			Y115017865		0	-8.40	0.00	-8.40	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-121.06	0.00	-121.06	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-1.14	0.00	-1.14	0.00	0.00	0	0.00	
28-AUG-2024	ADJUSTMENT: Transfer			A121058384		0	-8.15	0.00	-8.15	0.00	0.00	0	0.00	
26-AUG-2024	BILL-Gas - Residential	26-JUL-24 to 26-AUG-24	Regular	Y115017865	CCF	18	33.10	0.00	33.10	0.00	0.00	0	0.00	
26-AUG-2024	BILL-Elec - Residential	26-JUL-24 to 26-AUG-24	Regular	A121058384	KWH	1276	80.00	0.00	80.00	0.00	0.00	0	0.00	
26-AUG-2024	REGULAR BILL:	26-JUL-24 to 26-AUG-24				0	113.10	2,164.22	0.00	2,164.22	113.10	0	0.00	17-SEP-24

31-JUL-2024	MONTH-END BALANCE					0	0.00	2,051.12	0.00	2,051.12	0.00	0	0.00	
26-JUL-2024	BILL-Elec - Residential	26-JUN-24 to 26-JUL-24	Regular	A121058384	KWH	1513	80.00	0.00	80.00	0.00	0.00	0	0.00	
26-JUL-2024	BILL-Gas - Residential	26-JUN-24 to 26-JUL-24	Regular	Y115017865	CCF	19	34.15	0.00	34.15	0.00	0.00	0	0.00	
26-JUL-2024	REGULAR BILL:	26-JUN-24 to 26-JUL-24				0	114.15	2,051.12	0.00	2,051.12	114.15	0	0.00	19-AUG-24
25-JUL-2024	ADJUSTMENT: Transfer			A121058384		0	-1,094.63	0.00	-1,094.63	0.00	0.00	0	0.00	
25-JUL-2024	ADJUSTMENT: Transfer			Y115017865		0	-842.34	0.00	-842.34	0.00	0.00	0	0.00	
01-JUL-2024	ADJUSTMENT: CAP PIPP			Y115017865		0	-49.33	0.00	-49.33	0.00	0.00	0	0.00	
01-JUL-2024	ADJUSTMENT: CAP PIPP			A121058384		0	-106.20	0.00	-106.20	0.00	0.00	0	0.00	
30-JUN-2024	MONTH-END BALANCE					0	0.00	2,092.50	0.00	2,092.50	0.00	0	0.00	
26-JUN-2024	BILL-Elec - Residential	28-MAY-24 to 26-JUN-24	Regular	A121058384	KWH	1233	80.00	0.00	80.00	0.00	0.00	0	0.00	
26-JUN-2024	BILL-Gas - Residential	28-MAY-24 to 26-JUN-24	Regular	Y115017865	CCF	21	36.25	0.00	36.25	0.00	0.00	0	0.00	
26-JUN-2024	REGULAR BILL:	28-MAY-24 to 26-JUN-24				0	116.25	2,092.50	0.00	2,092.50	116.25	0	0.00	18-JUL-24
31-MAY-2024	MONTH-END BALANCE					0	0.00	1,976.25	0.00	1,976.25	0.00	0	0.00	
29-MAY-2024	REGULAR BILL:	26-APR-24 to 28-MAY-24				0	131.94	1,976.25	0.00	1,976.25	131.94	0	0.00	20-JUN-24
28-MAY-2024	BILL-Gas - Residential	26-APR-24 to 28-MAY-24	Regular	Y115017865	CCF	36	51.94	0.00	51.94	0.00	0.00	0	0.00	
28-MAY-2024	BILL-Elec - Residential	26-APR-24 to 28-MAY-24	Regular	A121058384	KWH	1025	80.00	0.00	80.00	0.00	0.00	0	0.00	
30-APR-2024	MONTH-END BALANCE					0	0.00	1,844.31	0.00	1,844.31	0.00	0	0.00	
27-APR-2024	REGULAR BILL:	28-MAR-24 to 26-APR-24				0	160.23	1,844.31	0.00	1,844.31	160.23	0	0.00	20-MAY-24
26-APR-2024	BILL-Gas - Residential	28-MAR-24 to 26-APR-24	Regular	Y115017865	CCF	63	80.23	0.00	80.23	0.00	0.00	0	0.00	
26-APR-2024	BILL-Elec - Residential	28-MAR-24 to 26-APR-24	Regular	A121058384	KWH	697	80.00	0.00	80.00	0.00	0.00	0	0.00	
31-MAR-2024	MONTH-END BALANCE					0	0.00	1,684.08	0.00	1,684.08	0.00	0	0.00	
29-MAR-2024	REGULAR BILL:	29-FEB-24 to 28-MAR-24				0	238.86	1,684.08	0.00	1,684.08	238.86	0	0.00	19-APR-24
28-MAR-2024	BILL-Elec - Residential	29-FEB-24 to 28-MAR-24	Regular	A121058384	KWH	674	121.00	0.00	121.00	0.00	0.00	0	0.00	
28-MAR-2024	BILL-Gas - Residential	29-FEB-24 to 28-MAR-24	Regular	Y115017865	CCF	99	117.86	0.00	117.86	0.00	0.00	0	0.00	
13-MAR-2024	PAYMENT					0	-200.00	0.00	-200.00	0.00	0.00	0	0.00	
01-MAR-2024	REGULAR BILL:	24-JAN-24 to 29-FEB-24				0	314.53	1,645.22	0.00	1,645.22	314.53	0	0.00	22-MAR-24
29-FEB-2024	BILL-Elec - Residential	24-JAN-24 to 29-FEB-24	Regular	A121058384	KWH	1142	145.20	0.00	145.20	0.00	0.00	0	0.00	
29-FEB-2024	BILL-Gas - Residential	24-JAN-24 to 29-FEB-24	Regular	Y115017865	CCF	153	169.33	0.00	169.33	0.00	0.00	0	0.00	
29-FEB-2024	MONTH-END BALANCE					0	0.00	1,645.22	0.00	1,645.22	0.00	0	0.00	
31-JAN-2024	MONTH-END BALANCE					0	0.00	1,330.69	0.00	1,330.69	0.00	0	0.00	
24-JAN-2024	BILL-Elec - Residential	21-DEC-23 to 24-JAN-24	Regular	A121058384	KWH	1181	121.00	0.00	121.00	0.00	0.00	0	0.00	
24-JAN-2024	BILL-Gas - Residential	21-DEC-23 to 24-JAN-24	Regular	Y115017865	CCF	161	174.42	0.00	174.42	0.00	0.00	0	0.00	
24-JAN-2024	REGULAR BILL:	21-DEC-23 to 24-JAN-24				0	295.42	1,330.69	0.00	1,330.69	295.42	0	0.00	15-FEB-24
31-DEC-2023	MONTH-END BALANCE					0	0.00	1,035.27	0.00	1,035.27	0.00	0	0.00	
21-DEC-2023	BILL-Elec - Residential	20-NOV-23 to 21-DEC-23	Regular	A121058384	KWH	943	121.00	0.00	121.00	0.00	0.00	0	0.00	
21-DEC-2023	BILL-Gas - Residential	20-NOV-23 to 21-DEC-23	Regular	Y115017865	CCF	120	138.00	0.00	138.00	0.00	0.00	0	0.00	
21-DEC-2023	REGULAR BILL:	20-NOV-23 to 21-DEC-23				0	259.00	1,035.27	0.00	1,035.27	259.00	0	0.00	12-JAN-24
18-DEC-2023	ADJUSTMENT: Transfer -			Y115017865		0	38.63	0.00	38.63	0.00	0.00	0	0.00	
18-DEC-2023	ADJUSTMENT: Transfer -			Y115017865		0	43.06	0.00	43.06	0.00	0.00	0	0.00	
18-DEC-2023	ADJUSTMENT: Transfer -			A121058384		0	121.00	0.00	121.00	0.00	0.00	0	0.00	
18-DEC-2023	ADJUSTMENT: Transfer -			Y115017865		0	41.95	0.00	41.95	0.00	0.00	0	0.00	
18-DEC-2023	ADJUSTMENT: Transfer -			A121058384		0	81.26	0.00	81.26	0.00	0.00	0	0.00	
30-NOV-2023	MONTH-END BALANCE					0	0.00	236.76	0.00	236.76	0.00	0	0.00	
20-NOV-2023	BILL-Elec - Residential	20-OCT-23 to 20-NOV-23	Regular	A121058384	KWH	820	121.00	0.00	121.00	0.00	0.00	0	0.00	
20-NOV-2023	BILL-Gas - Residential	20-OCT-23 to 20-NOV-23	Regular	Y115017865	CCF	66	87.37	0.00	87.37	0.00	0.00	0	0.00	
20-NOV-2023	REGULAR BILL:	20-OCT-23 to 20-NOV-23				0	236.76	236.76	0.00	236.76	236.76	0	0.00	12-DEC-23
17-NOV-2023	PAYMENT					0	-202.41	0.00	-202.41	0.00	0.00	0	0.00	
31-OCT-2023	MONTH-END BALANCE					0	0.00	202.41	0.00	230.80	0.00	0	28.39	
20-OCT-2023	BILL-Elec - Residential	21-SEP-23 to 20-OCT-23	Regular	A121058384	KWH	808	121.00	0.00	121.00	0.00	0.00	0	0.00	
20-OCT-2023	BILL-Gas - Residential	21-SEP-23 to 20-OCT-23	Regular	Y115017865	CCF	35	53.02	0.00	53.02	0.00	0.00	0	0.00	
20-OCT-2023	REGULAR BILL:	21-SEP-23 to 20-OCT-23				0	202.41	202.41	0.00	230.80	202.41	0	28.39	13-NOV-23
19-OCT-2023	ADJUSTMENT: Transfer -			Y115017865		0	-89.20	0.00	-89.20	0.00	0.00	0	0.00	
19-OCT-2023	ADJUSTMENT: Transfer -			A121058384		0	-306.06	0.00	-306.06	0.00	0.00	0	0.00	
19-OCT-2023	PAYMENT					0	-92.45	0.00	-92.45	0.00	0.00	0	0.00	
18-OCT-2023	ADJUSTMENT: Transfer -			Y115017865		0	41.95	0.00	41.95	0.00	0.00	0	0.00	
18-OCT-2023	ADJUSTMENT: Transfer -			Y115017865		0	47.25	0.00	47.25	0.00	0.00	0	0.00	
18-OCT-2023	ADJUSTMENT: Transfer -			A121058384		0	121.00	0.00	121.00	0.00	0.00	0	0.00	

16-OCT-2023	PAYMENT					0	-100.00	0.00	-100.00	0.00	0.00	0	0.00	
30-SEP-2023	MONTH-END BALANCE					0	0.00	192.45	0.00	192.45	0.00	0	0.00	
21-SEP-2023	BILL-Gas - Residential	22-AUG-23 to 21-SEP-23	Regular	Y115017865	CCF	26	43.06	0.00	43.06	0.00	0.00	0	0.00	
21-SEP-2023	BILL-Elec - Residential	22-AUG-23 to 21-SEP-23	Regular	A121058384	KWH	1263	121.00	0.00	121.00	0.00	0.00	0	0.00	
21-SEP-2023	REGULAR BILL:	22-AUG-23 to 21-SEP-23				0	192.45	192.45	0.00	192.45	192.45	0	0.00	13-OCT-23
15-SEP-2023	PAYMENT					0	-188.02	0.00	-188.02	0.00	0.00	0	0.00	
31-AUG-2023	MONTH-END BALANCE					0	0.00	188.02	0.00	216.41	0.00	0	28.39	
22-AUG-2023	BILL-Gas - Residential	24-JUL-23 to 22-AUG-23	Regular	Y115017865	CCF	22	38.63	0.00	38.63	0.00	0.00	0	0.00	
22-AUG-2023	BILL-Elec - Residential	24-JUL-23 to 22-AUG-23	Regular	A121058384	KWH	1589	121.00	0.00	121.00	0.00	0.00	0	0.00	
22-AUG-2023	REGULAR BILL:	24-JUL-23 to 22-AUG-23				0	188.02	188.02	0.00	216.41	188.02	0	28.39	13-SEP-23
09-AUG-2023	ADJUSTMENT: Transfer -			A121058384		0	-242.00	0.00	-242.00	0.00	0.00	0	0.00	
09-AUG-2023	ADJUSTMENT: Transfer -			Y115017865		0	-89.20	0.00	-89.20	0.00	0.00	0	0.00	
31-JUL-2023	MONTH-END BALANCE					0	0.00	653.07	0.00	653.07	0.00	0	0.00	
24-JUL-2023	BILL-Gas - Residential	22-JUN-23 to 24-JUL-23	Regular	Y115017865	CCF	25	41.95	0.00	41.95	0.00	0.00	0	0.00	
24-JUL-2023	BILL-Elec - Residential	22-JUN-23 to 24-JUL-23	Regular	A121058384	KWH	2428	121.00	0.00	121.00	0.00	0.00	0	0.00	
24-JUL-2023	REGULAR BILL:	22-JUN-23 to 24-JUL-23				0	162.95	653.07	0.00	653.07	162.95	0	0.00	15-AUG-23
30-JUN-2023	MONTH-END BALANCE					0	0.00	490.12	0.00	490.12	0.00	0	0.00	
23-JUN-2023	PAYMENT					0	-200.00	0.00	-200.00	0.00	0.00	0	0.00	
22-JUN-2023	BILL-Gas - Residential	23-MAY-23 to 22-JUN-23	Regular	Y115017865	CCF	29	47.25	0.00	47.25	0.00	0.00	0	0.00	
22-JUN-2023	BILL-Elec - Residential	23-MAY-23 to 22-JUN-23	Regular	A121058384	KWH	1910	121.00	0.00	121.00	0.00	0.00	0	0.00	
22-JUN-2023	REGULAR BILL:	23-MAY-23 to 22-JUN-23				0	168.25	690.12	0.00	690.12	168.25	0	0.00	14-JUL-23
31-MAY-2023	MONTH-END BALANCE					0	0.00	521.87	0.00	521.87	0.00	0	0.00	
23-MAY-2023	BILL-Elec - Residential	01-MAY-23 to 23-MAY-23	Regular	A121058384	KWH	1129	121.00	0.00	121.00	0.00	0.00	0	0.00	
23-MAY-2023	BILL-Gas - Residential	01-MAY-23 to 23-MAY-23	Regular	Y115017865	CCF	24	39.49	0.00	39.49	0.00	0.00	0	0.00	
23-MAY-2023	REGULAR BILL:	01-MAY-23 to 23-MAY-23				0	160.49	166.49	0.00	166.49	160.49	0	0.00	14-JUN-23
01-MAY-2023	REGULAR BILL:	to				0	0.00	6.00	0.00	6.00	0.00	0	0.00	23-MAY-23
01-MAY-2023	ADJUSTMENT:			A121058384		0	6.00	0.00	6.00	0.00	0.00	0	0.00	



PECO ENERGY COMPANY PAYMENT ARRANGMENT HISTORY

ORACLE Customer Care and Billing - Production

Home Menu Admin Search Menu History

Payment Arrangement Request: (PECO) Deferred Payment Agreement (DPA), Barnes,...

Add Search Bookmark Refresh

Main Log

Payment Arrangement Request

Main	Record Actions
<p>INFORMATION (PECO) Deferred Payment Agreement (DPA), Barnes,Tiffany, Granted, Create Date/Time:10-19-2023 06:36PM</p> <p>ACCOUNT ID Barnes,Tiffany, (PECO) Residential, \$1,832.02, [REDACTED]</p> <p>PAYMENT ARRANGEMENT REQUEST TYPE (PECO) Deferred Payment Agreement (DPA)</p> <p>STATUS Granted</p> <p>REQUEST DATE 10-19-2023</p> <p>TOTAL PA AMOUNT \$596.29</p> <p>REQUEST REASON Conversion</p> <p>REQUEST RESULT Eligible</p> <p>DOWN PAYMENT AMOUNT \$0.00</p> <p>DOWN PAYMENT DUE DATE</p> <p>NUMBER OF INSTALLMENTS 21</p> <p>INSTALLMENT AMOUNT \$28.39</p> <p>PAYMENT ARRANGEMENT Payment Arrangement, Closed, 10-19-2023 - 12-18-2023, \$0.00, [REDACTED]</p>	<p>Record Information</p>

ORACLE Customer Care and Billing - Production

Home Menu Admin Search Menu History

Payment Arrangement Request: (PECO) Special Payment Agreement (SPA), Barnes,Ti...

Add Search Bookmark Refresh

Main Log

Payment Arrangement Request

Main	Record Actions
<p>INFORMATION (PECO) Special Payment Agreement (SPA), Barnes,Tiffany, Granted, Create Date/Time:03-20-2025 09:50AM</p> <p>ACCOUNT ID Barnes,Tiffany, (PECO) Residential, \$1,832.02, [REDACTED]</p> <p>PAYMENT ARRANGEMENT REQUEST TYPE (PECO) Special Payment Agreement (SPA)</p> <p>STATUS Granted</p> <p>REQUEST DATE 03-20-2025</p> <p>TOTAL PA AMOUNT \$1,243.72</p> <p>REQUEST REASON</p> <p>REQUEST RESULT Eligible</p> <p>DOWN PAYMENT AMOUNT \$249.00</p> <p>DOWN PAYMENT DUE DATE 04-03-2025</p> <p>NUMBER OF INSTALLMENTS 24</p> <p>INSTALLMENT AMOUNT \$41.45</p> <p>ACTUAL DOWN PAYMENT AMOUNT \$249.00</p> <p>PAYMENT ARRANGEMENT Payment Arrangement, Closed, 03-20-2025 - 04-29-2025, \$0.00, [REDACTED]</p>	<p>Record Information</p>



PECO ENERGY COMPANY CAP HISTORY

ORACLE Customer Care and Billing - Production LISA CRESPO About

Home Menu Admin Search Menu History Control Central Search Account Information

(PECO) CAP Portal Bookmark Refresh

Alerts

- Last Contact: 18 days ago - SIRIPURAPU,POOJITHA
- 21 Open Contact(s) for Person
- Comment Exists On Account
- Disputed Balance Exists
- Disputed Balance Exists
- Person Is Linked To Multiple Accounts
- Stopped SAs Exist
- 1 Outstanding To Do Entries For Account
- 1 Outstanding To Do Entries For Person
- 1 Outstanding To Do Entries For Premise
- 1 Broken pay plans in the last 12 months
- (PECO) Other Exception Case(s) Case - Collection Hold
- (PECO) CAP Application Case - Completed
- (PECO) CAP Recertification Case - Awaiting Recertification
- CMINFORMPUC Case - Complaint Opened
- GAS AMI Eligible 0465193104
- ELE AMI Eligible 0465193105
- (PECO) CAP Status is REINSTATED

MAIN

CAP Window

CAP Details

CURRENT ENROLLMENT DATE: 05-01-2023	CAP STATUS: REINSTATED	ELECTRIC		GAS	
ORIGINAL ENROLLMENT DATE: ----	ENROLLED IN HEALTH USAGE: --	MONTHLY PIPP AMOUNT:	\$121.00	MONTHLY PIPP AMOUNT:	\$182.00
NEXT RECERTIFY DATE: 08-01-2024	HEALTH USAGE EFFECTIVE DATE: ----	ANNUAL ENERGY BURDEN:	\$1,463.16	ANNUAL ENERGY BURDEN:	\$2,194.73
REMOVAL DATE: --	ELECTRIC SERVICE TYPE: Electric Service	ANNUAL MAXIMUM CREDIT:	\$1,925.00	ANNUAL MAXIMUM CREDIT:	\$--00
REMOVAL REASON: --	GAS SERVICE TYPE: Gas Service	MINIMUM BILL:	\$10.00	MINIMUM BILL:	\$20.00
		PIPP CREDITS USED TO DATE:	\$382.41	PIPP CREDITS USED TO DATE:	\$-121.24
		PIPP CREDITS REMAINING:	\$1,542.59	PIPP CREDITS REMAINING:	\$--00
		ANNUAL CREDITS START DATE:	12-06-2024	ANNUAL CREDITS START DATE:	12-06-2024
		ANNUAL CREDITS RESET DATE:	12-06-2025	ANNUAL CREDITS RESET DATE:	12-06-2025

PIPP Monthly Credit History

RELATIVE MONTH	SERVICE POINT 1 DISCOUNT	SERVICE POINT 2 DISCOUNT	TOTALS
06-2025	132.09	0	132.09
05-2025	54.37	0	54.37
04-2025	50.02	0	50.02
03-2025	34.46	0	34.46
02-2025	23.26	-30.74	-7.48
01-2025	60.18	-90.5	-30.32
12-2024	28.03	0	28.03
11-2024	49.46	0	49.46
10-2024	179.65	0	179.65
08-2024	157.78	0	157.78
07-2024	199.95	0	199.95
06-2024	150	0	150



Case Search | Case Opened | Case Closed | Reports Data | Misc. | Contact Us | Logout
OP-Customer Details | OP-Case Details | OP-Other Details | View For Printing

Welcome to - Case Opened - Case Details

Case#: 4061845	
Utility Name:	PECO Energy
Utility Type:	Electric Distributor
Date Opened:	05/07/2025
Reason For Contact:	BILLING DISPUTES (# 18)
Other Related Information/Disputes:	18- Billing Dispute- Customer is disputing why she did not receive the billing April 2025. Customer does not understand why the billing from PECO Energy. - Relief Sought - Customer would like the clear explanation of why she did not receive for April 2025. The Cell Phone Number (215) 983 - 6475 has been allowed to be shared. The Email Address tbarnes0621@gmail.com has been allowed to be shared.
Company Position:	05/06/2025 PECO Energy advised her that she received her billing in April 2025.
Misc. Information:	

You are presently logged into PUC/BCS Web Application as PECO Energy



Case Search | Case Opened | Case Closed | Reports Data | Misc. | Contact Us | Logout
CL-Customer Details | CL-Case Details I | CL-Case Details II |
View For Printing

Welcome to - Case Closed - Case Details I

Case#: 4061845	
Utility Name:	PECO Energy
Decision Issue:	Yes
Oral/Written:	W
Violation:	NO
Chapter 56/64/Other:	
Section/Rule:	
Total Balance:	\$1,663.47
Closing Date:	06/25/2025
Resolution:	DECISION ISSUED: The Company has been mailing the customer's bills monthly to their service address. The Company removed "Lot 56" from the customer's mailing address per their request. The customer is not eligible for a PUC issued payment arrangement due to active enrollment in CAP. Case dismissed. THE COMPANY WILL RECEIVE A COURTESY EMAIL WITH THE CLOSING DECISION OR LETTER, IF A VALID EMAIL ADDRESS IS ON FILE.
Service Restored Pay(Offs):	\$0.00
Account Balance Date:	06/22/2025
Keep Service on Pay(Remed):	\$0.00
By:	
Terms:Begining	
Special Budget/Opt Payment:	\$0.00
Regular Budget Amount:	\$0.00
Plus Pay Toward Arrears:	\$0.00
Final Monthly Pay:	\$0.00
Current Monthly Pay:	\$0.00
End of Month Payment:	\$0.00

You are presently logged into PUC/BCS Web Application as PECO Energy

Name: TIFFANY BARNES
Account Number: [REDACTED]
Phone Number: 215-983-6474
Service Address: 53 Dare Ln *Lot 56, Pottstown

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

PECO GAS DELIVERY



TAXES & FEES

GAS SUPPLY

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

Billing Summary

Bill Date	06/27/2025
Charges/Credits from previous bill	\$1,663.47
Total Other Charges	\$1,663.47

Current Period Charges

Electric	\$121.00
Gas	\$47.55
Total New Charges	\$168.55

Total Amount Due on 07/21/2025 \$1,832.02

General Information

Next scheduled meter reading: 07/31/2025

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.

 **peco**SM
AN EXELON COMPANY
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 # [REDACTED]

 **877-432-9384**

Pay by phone, a convenience fee will apply.

Please pay this amount by 07/21/2025 \$1,832.02

Payment Amount \$ [REDACTED]

0101915 SP 8067 -C20-B1-P01916-I

TIFFANY BARNES
53 DARE LN
POTTSTOWN, PA 19465



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

Account Number: [REDACTED]

1	Service Address 53 Dare Ln *Lot 56, Pottstown, PA 19465	\$168.55	Electric Choice ID: [REDACTED] Gas Choice ID: [REDACTED]
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Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
05/29-06/27	121058384	General Service	Tot kWh	108572 Actual	109776 Actual	1204	1	1204
05/29-06/27	115017865	General Service	CCF	6277 Actual	6297 Actual	20	1.14	23

Total kWh Used: 1,204

Total CCF Used: 23



ELECTRIC RESIDENTIAL SERVICE CAP

Service Period 05/29/2025 to 06/27/2025 - 29 days

PECO ELECTRIC DELIVERY		\$127.90
Customer Charge		11.30
Distribution Charges	1,204 kWh X 0.09655	116.25
Distribution System Improvement Charge		0.35
PECO ELECTRIC SUPPLY		\$125.19
Generation Charges	1,204 kWh X 0.09508	114.48
Transmission Charges	83.03 kWh X 0.00858	0.71
Transmission Charges	1,120.97 kWh X 0.00892	10.00
TAXES & FEES		\$0.00
CAP Adjustment		-132.09
Total Current Charges		\$121.00

Message Center

From PECO:

New charges contain estimated total state tax of \$17.61, including \$14.93 for State Gross Receipt Tax.

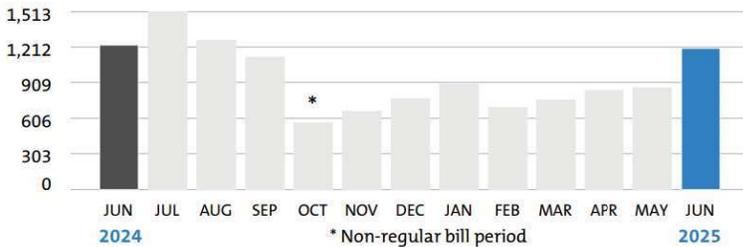
You are enrolled in PECO's Customer Assistance Program (CAP). A credit may be applied to your monthly bills to provide you affordable service.

Your Usage Profile

ANNUAL ELECTRIC USAGE

peco.com/WaysToSave

Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	1,204	41.50	29	74
Last Month	867	28.90	30	70
Last Year	1,233	42.50	29	76

Avg kWh per Month **935**
Total Annual kWh Usage **11,225**



GAS RESIDENTIAL HEATING SERVICE CAP

Service Period 05/29/2025 to 06/27/2025 - 29 days

PECO GAS DELIVERY		\$32.41
Customer Charge		15.70
Distribution Charges	23 CCF X 0.68633	15.79
Balancing Service Charges	2 CCF X 0.03968	0.06
Balancing Service Charges	21 CCF X 0.03759	0.80



Account Number: XXXXXXXXXX

PECO GAS DELIVERY ... continued

Distribution System Improvement Charge				0.06
PECO GAS SUPPLY				
Natural Gas Supply Charges	2 CCF	X 0.54216		0.86
Natural Gas Supply Charges	21 CCF	X 0.61494		13.17
Gas Cost Adjustment Charges	2 CCF	X 0.04961		0.08
Gas Cost Adjustment Charges	21 CCF	X 0.04814		1.03
TAXES & FEES				\$0.00

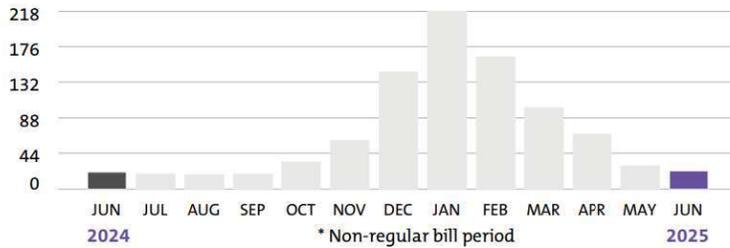
Total Current Charges **\$47.55**

Your Usage Profile

ANNUAL GAS USAGE

peco.com/WaysToSave

Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	23	0.80	29	74
Last Month	29	1.00	30	70
Last Year	21	0.70	29	76

Avg Ccf per Month 75
Total Annual Ccf Usage 895

Ways to Pay



Online

Visit peco.com/paybill where you can enroll in AutoPay, or make a one-time payment using your credit card or bank account.



Mobile App

Download the **PECO mobile app** for your Apple or Android device for the quickest and easiest way to manage your account and pay bill with one swipe of the finger.



Mail

Mail checks payable to PECO and write your account # on your check. Make sure to include the tear-off portion of your bill at the bottom of page 1.



Phone

Call **877-432-9384** to make a payment with a credit card, debit card, or your bank account.*



* Fees apply for card & phone payments.
No fees apply when you create a PECO My Account and pay using your bank account

8067-20-0101915-0002-0002608



PECO ENERGY COMPANY
BILL/PAYMENT TREE

ORACLE Customer Care and Billing - Production LISA CRESPO About ? He

Home Menu Admin Search Menu History Control Central Search Account Information

Control Central Bookmark Clear Save Refresh

Account Information Customer Information Account Tree Premise Tree **Bill/Payment Tree** Payment Agreements

Bill/Payment Tree

- Account: [REDACTED] Barnes, Tiffany, (PECO) Residential, \$2,166.44
 - Bill - Date: 08-27-2025, Complete, Due: 09-18-2025, \$2,166.44, Monthly - Cycle 19 / 08-27-2025
 - Bill - Date: 07-29-2025, Complete, Due: 08-20-2025, \$2,000.62, Monthly - Cycle 19 / 07-29-2025
 - Bill - Date: 06-27-2025, Complete, Due: 07-21-2025, \$1,832.02, Monthly - Cycle 19 / 06-27-2025
 - Bill - Date: 05-29-2025, Complete, Due: 06-20-2025, \$1,663.47, Monthly - Cycle 19 / 05-29-2025
 - Bill - Date: 04-29-2025, Complete, Due: 05-21-2025, \$1,488.50, Monthly - Cycle 19 / 04-29-2025
 - Bill - Date: 03-27-2025, Complete, Due: 04-21-2025, \$308.81, Monthly - Cycle 19 / 03-27-2025
 - Pay - Date: 03-20-2025, Frozen, \$249.00
 - Bill - Date: 02-25-2025, Complete, Due: 03-19-2025, \$1,243.72, Monthly - Cycle 19 / 02-25-2025
 - Bill - Date: 01-27-2025, Complete, Due: 02-18-2025, \$940.72, Monthly - Cycle 19 / 01-27-2025
 - Bill - Date: 12-23-2024, Complete, Due: 01-14-2025, \$637.72, Monthly - Cycle 19 / 12-23-2024
 - Bill - Date: 11-22-2024, Complete, Due: 12-16-2024, \$346.46, Monthly - Cycle 19 / 11-22-2024
 - Pay - Date: 11-07-2024, Frozen, \$65.00
 - Bill - Date: 10-25-2024, Complete, Due: 11-19-2024, \$253.15, Monthly - Cycle 19 / 10-24-2024
 - Bill - Date: 09-25-2024, Complete, Due: 10-17-2024, \$2,175.17, Monthly - Cycle 19 / 09-25-2024
 - Bill - Date: 08-26-2024, Complete, Due: 09-17-2024, \$2,164.22, Monthly - Cycle 19 / 08-26-2024
 - Bill - Date: 07-26-2024, Complete, Due: 08-19-2024, \$2,051.12, Monthly - Cycle 19 / 07-26-2024
 - Bill - Date: 06-26-2024, Complete, Due: 07-18-2024, \$2,092.50, Monthly - Cycle 19 / 06-26-2024
 - Bill - Date: 05-28-2024, Complete, Due: 06-20-2024, \$1,976.25, Monthly - Cycle 19 / 05-28-2024
 - Bill - Date: 04-26-2024, Complete, Due: 05-20-2024, \$1,844.31, Monthly - Cycle 19 / 04-26-2024
 - Bill - Date: 03-28-2024, Complete, Due: 04-19-2024, \$1,684.08, Monthly - Cycle 19 / 03-28-2024

Alerts

- Last Contact: 27 days ago - Ajkup,Cristian
- 22 Open Contact(s) for Person
- Comment Exists On Account
- Disputed Balance Exists
- Disputed Balance Exists
- Person Is Linked To Multiple Accounts
- Stopped SAs Exist
- 1 Outstanding To Do Entries For Account
- 1 Outstanding To Do Entries For Person
- 1 Outstanding To Do Entries For Premise
- (PECO) Other Exception Case(s) Case - Collection Hold
- (PECO) CAP Application Case - Completed
- (PECO) CAP Recertification Case - Awaiting Recertification
- CMINFORMPUC Case - Complaint Opened
- GAS AMI Eligible 0465193104
- ELE AMI Eligible 0465193105
- (PECO) CAP Status is REINSTATED

Current Context

- Barnes, Tiffany
- [REDACTED] Barnes, Tiffany, (PECO) Residential, \$2,166.44
- 53 Dare Ln *Lot 56, Pottstown, PA, 19465

Customer Contact

LAST