

To: Pennsylvania Public Utility Commission **Bureau of Consumer Services Attn:** Matt Homshere

Subject: Dispute of Satisfaction – Ongoing Meter Reading and Billing Issues with PECO

Docket Number-C-2025-305-7684

Dear Mr. Homshere,

I am writing to formally express my dissatisfaction regarding unresolved issues with my PECO electric service, specifically concerning meter readings and billing accuracy.

In mid-October, I spoke with Kelli Jefferson from PECO regarding a previously high bill. She explained that the charge was based on an actual read and subsequently credited my account to correct the discrepancy. At that time, I was advised to monitor my usage via the PECO website or mobile app.

However, my current usage data has remained frozen since October 13, 2025, and continues to be estimated—unlike my Upper Bucks account, which consistently reflects actual readings. This indicates that while the billing error was corrected, the underlying issue with my meter’s transmission and reading remains unresolved.

Since that conversation, I have made multiple attempts to resolve this directly with PECO. I sent two emails to three different employees (including Ms. Jefferson) and made three phone calls, none of which received a response. On October 29, I spoke with Ralph, a business analyst, who informed me that the inability to view my readings was due to a transmission issue.

I then contacted the PUC and was informed that my case remains open. On November 3, I received a follow-up call from Ms. Jackson. We discussed involving PECO’s IT department to address the meter issue. She also mentioned that she could see actual reads, which she and Ralph read to me. However, the readings appeared inconsistent and unusually high.

I have spent considerable time and effort trying to resolve this matter with PECO, yet the issue persists. This situation mirrors the same concerns that led me to file my initial formal complaint with the Commission.

Therefore, I respectfully request that the Commission accept this dispute of satisfaction and direct PECO to investigate and resolve the meter reading issue. I ask that future bills be based on accurate, actual meter data rather than estimates.

Thank you for your attention to this matter.

- Sincerely,
- Lisa Harden
- 3748 Lancaster Ave-Apt 305, Philadelphia Pa
- 203-215-6551

