

Information for PA Public Utility Commission

Keely Mahan
16 Kulp Road East,
Chalfont PA 18914
215-589-2874
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Informal BCS Case #4048655

1-800-692-7380

PECO Account #4729391222

Formal Complaint Information

I cannot use the website to see any information or pay my bill. I am a solar and Time of Use customer. I would like to see my usage and bill online and pay my bill online.

October 14, 2025

- October bill due October 20- \$193.86
- Can't pay my bill online, Pay Now button not active
- PECO would charge \$2.25 to pay online
- Ticket sent to the Internet Team- they need to reattach account number to my online account
- Billing Dept. (Keyshawanna) put account on a Courtesy Hold until Nov. 4 for no late payment or disconnect
- Should take 3-5 days to fix
- Paid Bill through PSECU Bill Payer 10/20 even though I had a hold and could still not see my bill online

November 12, 2025

- November bill due November 19- \$149.58
- Can't pay my bill online, Pay Now button not active
- PECO would charge \$2.25 to pay online
- Ticket sent to the Internet Team- they need to reattach account number to my online account
- Should take 3-5 days to fix
- Paid Bill through PSECU Bill Payer 11/14 even though I could still not see my bill online

Informal Complaint Information- Past History

Problem

I am a PECO customer who started Solar Oct 2021 and TOU March 2024. I am asking for an accurate bill which includes Solar Information before I pay the bill that is due on April 7, 2025. It is for Service Dates 10/24/24-1/31/2025.

History

I received a bill in Feb. 2024 and did not receive another bill until September 2024 (see below.) I called numerous times and asked for an update. Every time I call I have to wait on hold and then ask for Solar billing and get transferred. I usually need to dedicate an hour to call PECO.

Account History

TimeFrame

Last 18 months



All Bills and Payments

Bills

Payments

PAST

	Bill Payment	11/11/2024	\$79.58
	Bill Payment	10/14/2024	\$282.76
	Bill Payment	09/17/2024	\$639.34
	Bill Payment	03/19/2024	\$304.80

PECO explained that they changed account numbers and had a new system and I would just have to wait. My situation was complicated because I had solar and TOU. Billing does not have a phone number so I just had to call each month and talk to Customer Service. I finally received

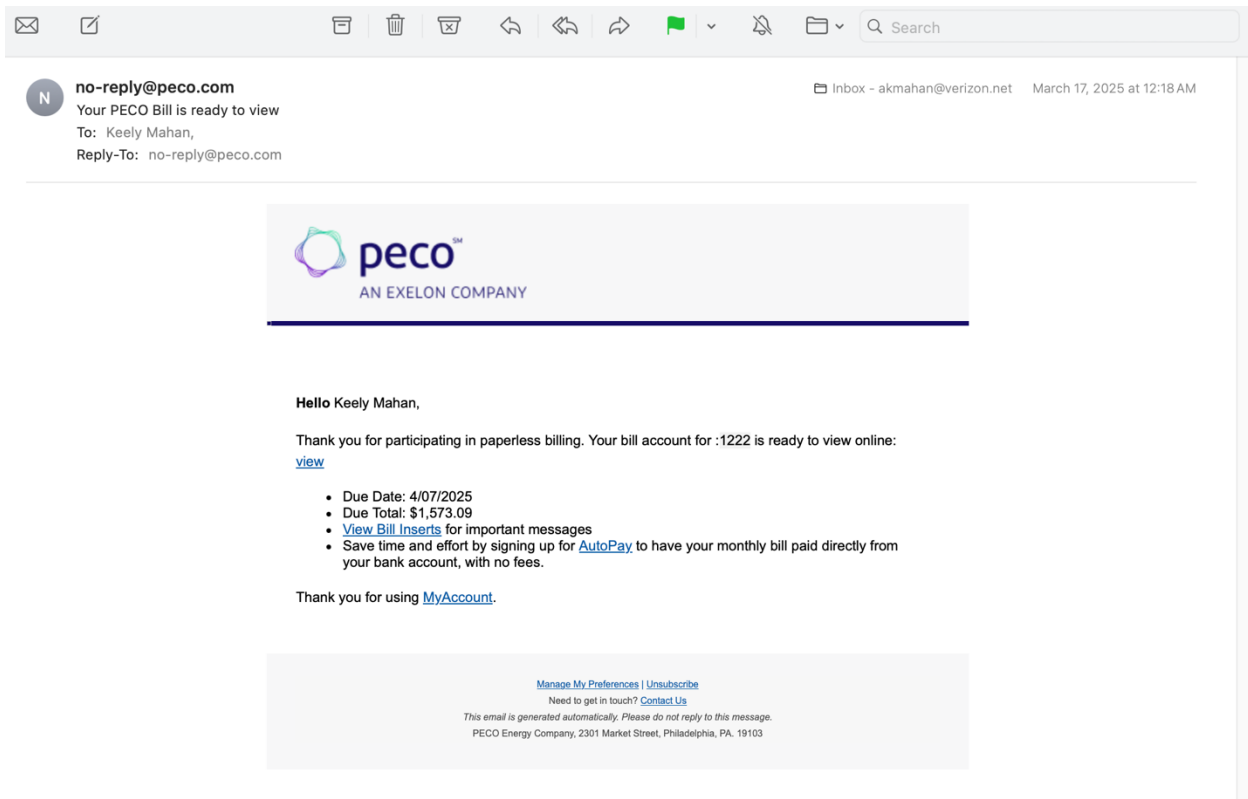
a bill for 6 billing cycles in Aug. 2024 which contained all the information about Solar and TOU and I paid it.

Current Situation

The last bill I received from PECO was Oct. 2024 which I paid.

I did not receive a bill in Nov., Dec., Jan., Feb. or March. I called every month (again an hour dedicated to getting through to Solar Billing) and asked what was going on and received no good answer. The representative would state that they would escalate my request and I sent emails asking for an update. I never received any emails or phone calls back from PECO, but I would check the website every week looking for an update.


I received an email on March 17, 2025 that stated my bill was ready and \$1,573.09 was due on April 7, 2025. The email said to click here to see the bill, but it does not load.



The screenshot shows an email interface with a toolbar at the top containing icons for mail, compose, delete, trash, archive, reply, reply all, forward, flag, mute, and search. The email header shows the sender as 'no-reply@peco.com' with a profile icon, and the recipient as 'Inbox - akmahan@verizon.net' dated 'March 17, 2025 at 12:18 AM'. The email body features the PECO logo (AN EXELON COMPANY) and a message to Keely Mahan. The message text reads: 'Hello Keely Mahan, Thank you for participating in paperless billing. Your bill account for :1222 is ready to view online: [view](#)'. A bulleted list follows: '• Due Date: 4/07/2025', '• Due Total: \$1,573.09', '• [View Bill Inserts](#) for important messages', and '• Save time and effort by signing up for [AutoPay](#) to have your monthly bill paid directly from your bank account, with no fees.' The message concludes with 'Thank you for using [MyAccount](#).' At the bottom, there are links for 'Manage My Preferences | Unsubscribe' and 'Need to get in touch? [Contact Us](#)'. A footer note states: 'This email is generated automatically. Please do not reply to this message. PECO Energy Company, 2301 Market Street, Philadelphia, PA. 19103'.

no-reply@peco.com
Your PECO Bill is ready to view
To: Keely Mahan,
Reply-To: no-reply@peco.com

Inbox - akmahan@verizon.net March 17, 2025 at 12:18 AM


AN EXELON COMPANY

Hello Keely Mahan,

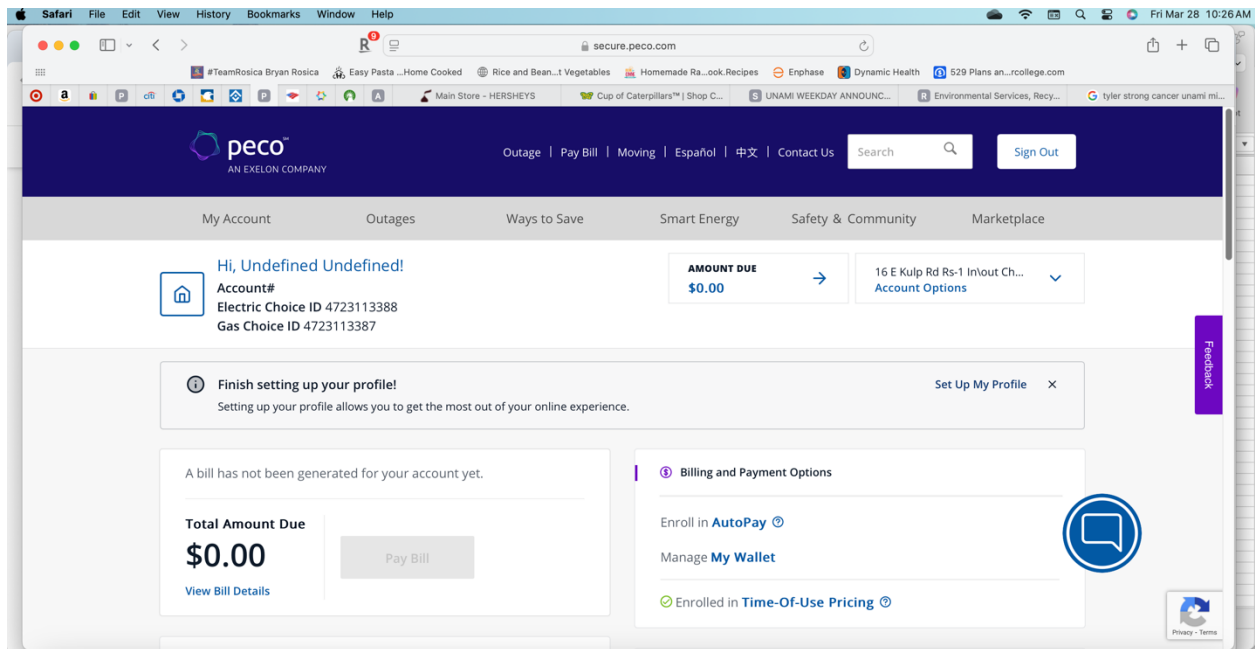
Thank you for participating in paperless billing. Your bill account for :1222 is ready to view online:
[view](#)

- Due Date: 4/07/2025
- Due Total: \$1,573.09
- [View Bill Inserts](#) for important messages
- Save time and effort by signing up for [AutoPay](#) to have your monthly bill paid directly from your bank account, with no fees.

Thank you for using [MyAccount](#).

[Manage My Preferences](#) | [Unsubscribe](#)
Need to get in touch? [Contact Us](#)

This email is generated automatically. Please do not reply to this message.
PECO Energy Company, 2301 Market Street, Philadelphia, PA. 19103



I then called PECO on March 25, 2025 and (after waiting 40 mins on hold) asked them to please email me a copy of my bill since I was unable to see the bill online. Tonya B. from PECO did send me the bill. After reviewing it I saw that the Solar Information was missing (see screenshot below) as well as the Supply information for Service Period 12/31-1/31/2025.



Account Number: 4729391222


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1	Service Address 16 E Kulp Rd Rs-1 In\Out, Chalfont, PA 18914	\$1,573.09	Electric Choice ID: 4723113388 Gas Choice ID: 4723113387
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Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading			Multiplier X	Total Usage
				Previous	Present	Difference		
01/31-03/04	590764899	General Service	Tot kWh	Actual	Actual	1132	1	1132
10/24-11/22	590764899	General Service	Tot kWh	Actual	Actual	835	1	835
11/22-12/31	590764899	General Service	Tot kWh	Actual	Actual	1545	1	1545
12/31-01/31	590764899	General Service	Tot kWh	Actual	Actual	1243	1	1243
01/27-02/25	120302710	General Service	CCF	837 Actual	1081 Actual	244	1	244
10/24-11/22	120302710	General Service	CCF	266 Actual	309 Actual	43	1	43
11/22-12/23	120302710	General Service	CCF	309 Actual	503 Actual	194	1	194
12/23-01/27	120302710	General Service	CCF	503 Actual	837 Actual	334	1	334

Total kWh Used: 0
Total CCF Used: 1,666

State Tax Adjustment		-0.02
 ELECTRIC TOU - DSP RESIDENTIAL SERVICE		
Service Period 11/22/2024 to 12/31/2024 - 39 days		
PECO ELECTRIC DELIVERY		\$121.51
Customer Charge		10.54
Distribution Charges	266.55 kWh X 0.08416	22.43
Distribution Charges	1,032.88 kWh X 0.08369	86.44
Distribution System Improvement Charge		2.10
PECO ELECTRIC SUPPLY		\$84.36
Peak	0 KWH X 0.28095	0.00
Off-Peak	759.1 KWH X 0.06147	46.66
Super Off-Peak	613 KWH X 0.04329	26.54
Transmission Charges	266.54 kWh X 0.00864	2.30
Transmission Charges	1,032.88 kWh X 0.00858	8.86
TAXES & FEES		-\$0.05
State Tax Adjustment		-0.05

Gas Choice ID: 4723113387
Gas Rate: Gas Residential Heating Service


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If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.

Year-Round Time-Of-Use Periods

Period	Weekdays	Weekends & PJM Holidays
Peak	2 p.m. – 6 p.m.	
Off-Peak	6 a.m. – 2 p.m.	6 a.m. – 12 a.m.
	6 p.m. – 12 a.m.	
Super Off-Peak	12 a.m. – 6 a.m.	12 a.m. – 6 a.m.

 ELECTRIC TOU - DSP RESIDENTIAL SERVICE		
Service Period 12/31/2024 to 01/31/2025 - 31 days		
PECO ELECTRIC DELIVERY		\$104.83
Customer Charge		11.29



Online: peco.com

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

By Phone: 800-494-4000




Account Number: 4729391222

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PECO ELECTRIC DELIVERY ... continued

Distribution Charges	968.80 kWh X 0.09655	93.54
TAXES & FEES		\$0.00

 ELECTRIC TOU - DSP RESIDENTIAL SERVICE		
Service Period 01/31/2025 to 03/04/2025 - 32 days		
PECO ELECTRIC DELIVERY		\$71.91
Customer Charge		11.29
Distribution Charges	627.86 kWh X 0.09655	60.62
PECO ELECTRIC SUPPLY		\$49.22
Peak	0 KWH X 0.28141	0.00
Off-Peak	391.46 KWH X 0.06157	24.10
Super Off-Peak	455 KWH X 0.04336	19.73
Transmission Charges	627.86 kWh X 0.00858	5.39
TAXES & FEES		\$0.00
Total Current Charges		\$568.55

Message Center

From PECO:
New charges contain estimated total state tax of \$43.48, including \$33.55 for State Gross Receipt Tax.

Your estimated electric price to compare adder is \$0.0675 per kWh, which includes ancillary charges and the purchased generation adjustment but excludes energy and capacity. This may change in March, June, September and December. For more information and supplier offers visit PAPowerSwitch.com.

Your estimated gas price to compare adder is \$0.4861 per Ccf, which includes ancillary charges and the purchased generation adjustment but excludes energy and capacity. This may change monthly. For more information and supplier offers visit PAPowerSwitch.com.

Your Previous Banked Distribution kWh is 0. Your Current Change in Banked Distribution kWh is 0. Your current Adjustment to Banked Distribution kWh due to ...

I called PECO right back and asked for the missing solar information and an extension to pay the bill until they could fix it and confirm the information. Bernard Browne is the PECO rep who said on page 3 of the bill is showed my Banked Peak Gen kWh was 1435. (see below)

PECO ELECTRIC DELIVERY ... continued

Distribution Charges	968.80 kWh X 0.09655	93.54
TAXES & FEES		\$0.00



ELECTRIC TOU - DSP RESIDENTIAL SERVICE

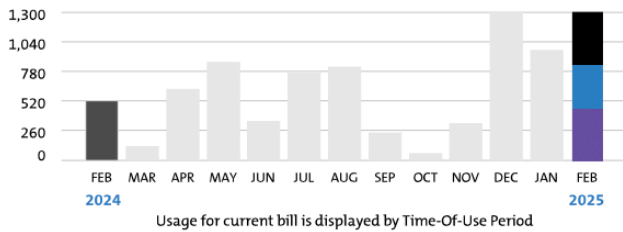
Service Period 01/31/2025 to 03/04/2025 - 32 days

PECO ELECTRIC DELIVERY		\$71.91
Customer Charge		11.29
Distribution Charges	627.86 kWh X 0.09655	60.62
PECO ELECTRIC SUPPLY		\$49.22
Peak	0 KWH X 0.28141	0.00
Off-Peak	391.46 KWH X 0.06157	24.10
Super Off-Peak	455 KWH X 0.04336	19.73
Transmission Charges	627.86 kWh X 0.00858	5.39
TAXES & FEES		\$0.00

Total Current Charges \$568.55

Your Usage Profile
ANNUAL ELECTRIC USAGE

peco.com/smartideas
Save energy and money



Usage for current bill is displayed by Time-Of-Use Period

Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	628	19.60	32	35
Last Month	969	31.30	31	34
Last Year	523	14.50	36	42

Avg kWh per Month 590
Total Annual kWh Usage 7,075

Message Center

From PECO:

New charges contain estimated total state tax of \$43.48, including \$33.55 for State Gross Receipt Tax.

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Your estimated gas price to compare adder is **\$0.4861 per Ccf**, which includes ancillary charges and the purchased generation adjustment but excludes energy and capacity. This may change monthly. For more information and supplier offers visit PAPowerSwitch.com.

Your Previous Banked Distribution kWh is 0. Your Current Change in Banked Distribution kWh is 0. Your current Adjustment to Banked Distribution kWh due to settlement is 0. Your Remaining Banked Distribution kWh is 0.

Your Previous Banked **Peak** Gen kWh is **1173**. Your Current Change in Banked **Peak** Gen kWh is **262**. Your current Adjustment to Banked **Peak** Gen kWh due to settlement is **0**. Your Remaining Banked **Peak** Gen kWh is **1435**.

Your Previous Banked **Off Peak** Gen kWh is **0**. Your Current Change in Banked **Off Peak** Gen kWh is **0**. Your current Adjustment to Banked **Off Peak** Gen kWh due to settlement is **0**. Your Remaining Banked **Off Peak** Gen kWh is **0**.

Your Previous Banked **Super Off Peak** Gen kWh is **0**. Your Current Change in Banked **Super Off Peak** Gen kWh is **0**. Your current Adjustment to Banked **Super Off Peak** Gen kWh due to settlement is **0**. Your Remaining Banked **Super Off Peak** Gen kWh is **0**.

but there was no specific details of what we sent to the grid and what we pulled from the grid. I have an example from my Oct. 2024 bill of what the Solar Information should look like (see below).

1	Service Address 16 E Kulp Rd Rs-1 In\Out, Chalfont, PA 18914	\$79.58	Electric Choice ID: 4723113388 Gas Choice ID: 4723113387
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Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
09/26-10/24	590764899	I/O w/o Flow Thru	kWh From Grid	Actual	Actual	342.5000	2	685
09/26-10/24	590764899	I/O w/o Flow Thru	kWh To Grid	Actual	Actual	311.5000	2	623
09/26-10/24	120302710	General Service	CCF	240 Actual	266 Actual	26	1	26

Total kWh Used: 685
Total CCF Used: 26

I asked about the extension and Bernard said he would give me a week so instead of the bill being due April 7 it would be due April 14. I asked if that would be enough time for PECO to fix my bill and he said probably not. He stated that if I did not pay the bill, then my account would go into collection and my service would be cut off.

That is not right. You don't go to the grocery store and they say give me \$50 without giving you a receipt or a bill. How can PECO expect me to pay a bill with missing information? It could be correct, but without the information I don't know.

When I get to my PECO Dashboard online it states I have no bill and nothing is due. This is as of March 28, 2025. I can't access any of my previous bills and no information is current about my current bill.

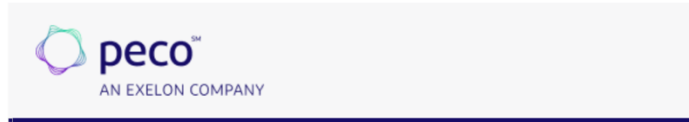
When I spoke to Tonya Baylor from PECO on March 28, 2025 she said she opened a case and that they have 30 days to review my bill. Someone from PECO would be in touch with me and they would give me the new bill date and confirm if the amount was accurate. She also stated that she opened a ticket with technology and they would fix the problem on the website in 10 days.

Final Thoughts

I have excellent credit and I have always paid my bills on time. I am requesting an accurate complete bill and a fixed PECO webpage where I can view my bills and pay them as needed. I appreciate any help you can provide in this endeavor. Thank you!

Update 5/8/25

Received an email from PECO about a new bill was ready.



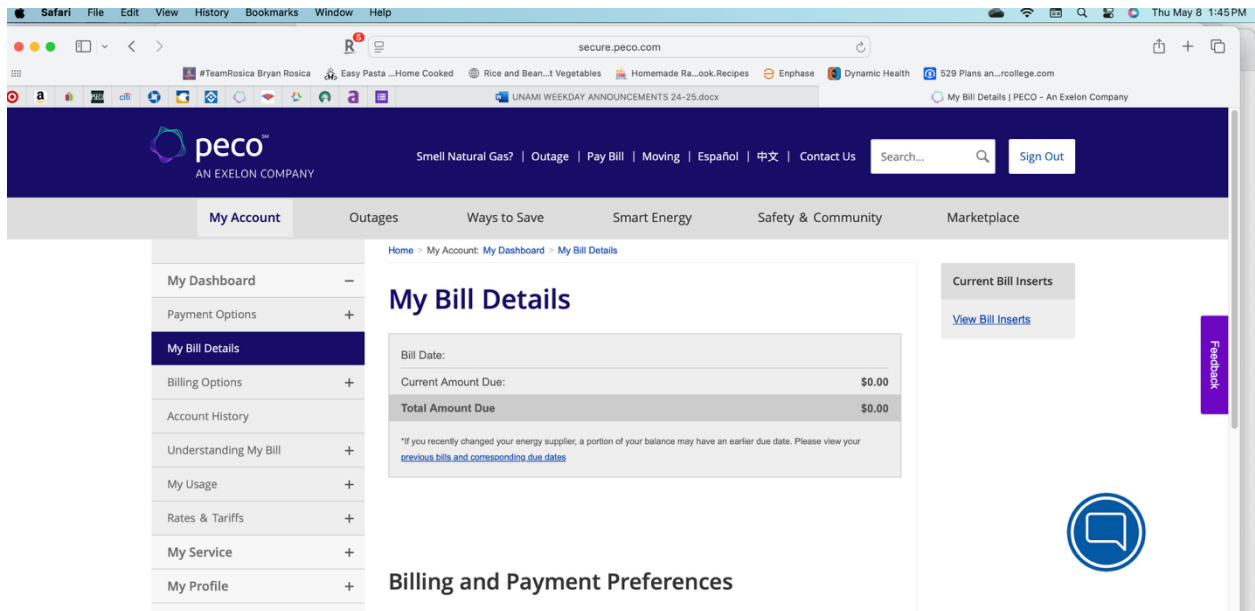
Hello Keely Mahan,

Thank you for participating in paperless billing. Your bill account for :1222 is ready to view online:
[view](#)

- Due Date: 5/27/2025
- Due Total: \$1,248.46
- [View Bill Inserts](#) for important messages
- Save time and effort by signing up for [AutoPay](#) to have your monthly bill paid directly from your bank account, with no fees.

Thank you for using [MyAccount](#).

When I try and click on the click there is no update on the website, so I can't see the bill.

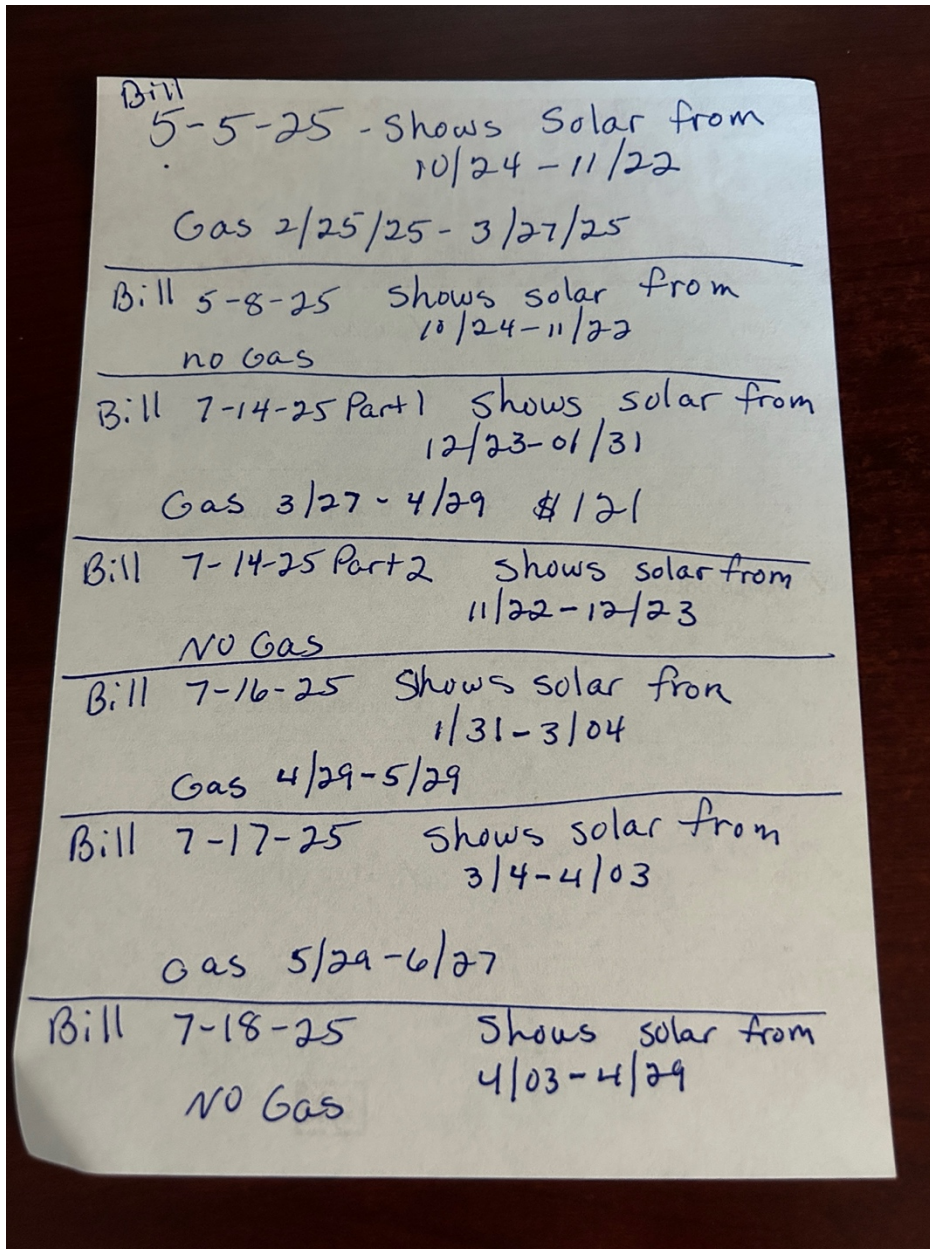


Update 8/1/25

August 21, 2025

Felicia from PECO called and said my bills are available

- She sent eight bills and it took me two hours to update the spreadsheet since the gas in the electric data service did not jive



- Payment agreement
 - Still can't see each bill
 - She said there is still a problem on the website
- I called Nate Prough from PA PUC on 8/22 and emailed him copies of my bills and the spreadsheet and told him I will pay the balance and will give it one more month in the informal process. If things are not fixed, then we can move to a formal process.

- Nate called 8/25 to close the Informal Complaint. Call after I receive my next bill to formal complaint.

Formal Complaint Information

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