

December 1, 2025

Case **C-2025-3058743**

I am requesting to withdraw my formal complaint with PECO about my website issue.

I received this email from Ramona Milburn from PECO on Nov. 21, 2025-

On Nov 21, 2025, at 5:47 PM, Milburn, Ramona Adele A:(PECO) <[ramona.milburn@peco-energy.com](mailto:ramona.milburn@peco-energy.com)> wrote:

VIA EMAIL

Keely Mahan  
ACCOUNT ID [REDACTED]  
16 E Kulp Rd  
Chalfont, PA, 18914

Good evening Keely Mahan

My name is Ramona Milburn, and I am the Regulatory Assessor at PECO Energy currently reviewing the formal complaint you filed with the Pennsylvania Public Utility Commission (PUC) under Docket Number **C-2025-3058743**.

If a formal hearing is required, the PUC will schedule it and notify you of the date and time. Your complaint states that you are unable to view your usage, bill details, or make payments online through the PECO website. You are a solar and Time-of-Use customer, and while you can log in, no account information—such as amount due or usage—is displayed.

This is a known issue. A bug report has already been created and sent to our IT team, and your account has been added to the defect list. The IT team is actively investigating, and the issue has been escalated for prioritization in upcoming releases. At this time, no resolution date has been provided, as the fix requires significant code changes.

Unfortunately, mediation prior to a hearing cannot resolve this technical issue. However, please know that you are a valued customer, and your account is in good standing. I understand your primary concern is being able to view your bill and usage and make payments online.

To acknowledge the inconvenience, PECO would like to offer you a \$150 credit to your account if you are willing to close your case at this time. We will continue working to resolve the online access issue and will notify you as soon as full functionality is restored.

Please let me know how you would like to proceed.

**If your complaint with PECO is resolved please respond to this email “I am satisfied.” I will note the \$150.00 credit on your account, and notify the PUC to cancel the hearing.**

Ramona Milburn  
Regulatory Assessor  
[Ramona.Milburn@peco-energy.com](mailto:Ramona.Milburn@peco-energy.com)  
Tele 267 533-0435

Based on this I am asking to withdraw my formal complaint and hope that PECO can fix my issue quickly.

Thank you,

Keely Mahan