

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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MEKKAH ALI, :  
Complainant, : Docket No.:  
vs. : F-2025-3056660  
PECO ENERGY COMPANY, :  
Respondent. :  
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Pages 1 through 57 TELEPHONIC HEARING  
Judge's Chambers  
State Office Bldg.  
801 Market Street,  
Philadelphia, PA 19107

Friday, November 21, 2025  
Met, pursuant to notice, at 10:02 a.m.

BEFORE: THE HONORABLE CHRISTOPHER PELL  
Administrative Law Judge

INDEX TO EXHIBITS  
Docket No.: F-2025-3056660  
Hearing Date: November 21, 2025

EXHIBITS INDEX

NUMBER	IN EVIDENCE
PECO ENERGY COMPANY:	
1 (Customer contacts 9th Street account)	38
2 (9th Street Final Bill September 23, 2024)	38
3 (Customer contacts 11th Street account)	38
4 (Billing history for 11th Street account)	38
5 (CAP history)	47
6 (Complainant's PECO Payment Arrangements)	38
7 (BCS 4054632)	38

**Docket No. F-2025-3056660**

**Mekkah Ali v. PECO Energy Company**

**The Hon. Christopher Pell**

**Hearing Date: Friday, November 21, 2025 at 10:00 AM**

**Call-In Hearing No.: 1. 866.421.8851, PIN #: 66640466**

**PROPOSED EXHIBITS OF PECO ENERGY COMPANY**

**██████ N. 9<sup>th</sup> Street, Philadelphia, PA**

**Account No. ██████████**

**July 26, 2021 through September 21, 2024**

1. Customer Contacts
2. Final Bill, dated 9/23/24

**██████ N. 11<sup>th</sup> Street, 2<sup>nd</sup> FL, Philadelphia, PA**

**Account No. ██████████**

**July 1, 2023 to present**

3. Customer Contacts
4. Statement of Account
5. CAP History
6. PAR History
7. BCS Decision No. 4054632, closed 7/16/25

Legacy Bill Account Nbr  
 Archived CIMS Contacts



Contact Dt	Contact Typ Short Desc	Reporting Group Nm	Remarks	User Nm
7/26/2021 12:00:00 AM	ADD TCPA CONSENT	NO DEPARTMENT ASSIGNED	Account phone number [REDACTED] has been added or updated.NDING IN *6175 HAS BEEN MADE	TCPA CONSENT MAINTENANCE
		NO DEPARTMENT ASSIGNED	allOuted.oved.	TCPA CONSENT MAINTENANCE
	CONNECT COMPLETED	FINANCIAL CALL CENTER	ACCT-5089585129: AMI Remote Connect New Customer	CRALL, KENDRA
	CONNECT ISSUED	FINANCIAL CALL CENTER	AMI Remote Connect - New Customerle i get....got intrprtr #662947....by time I ret to cust w/intrprtr...cust hd HU....cust acct has been fixed CMO comp....cust had been unblld prv esti rdgs.....clsg disp sndg WRUR.....	CRALL, KENDRA
	REMOVE FROM COLLECTION - OTHER	FINANCIAL CALL CENTER	Stop Credit Action Effective Date : 2021-07-26 TIME OF CALL: 11:15 SERVICE CLASS: RES RECORD TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$556.79 SERVICE AMOUNT DUE: \$556.79 TOTAL BALANCE: \$704.87 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	CRALL, KENDRA
8/2/2021 12:00:00 AM	NET TRANSFER		\$ 4,484.90 IS TRANSFERRED FROM [REDACTED] W RUSCOMB ST *FL 2nd PHILADELPHIA PA 19120 WHICH HAD SERVICE DISCONNECTED ON 2019-06-10	DESCRIPTION UNDEFINED
9/14/2021 12:00:00 AM	CREATE SPECIAL AGREEMENT	FINANCIAL CALL CENTER	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 4,643.07 DOWN PAYMENT AMOUNT: 0.00NUMBER OF INSTALLMENTS: 060 INSTALLMENT AMOUNT: 77.38 FINAL INSTALLMENT: 77.65 ALLOW ADVANCE PAYMENT?: NO	HERRERA, SEBASTIAN
	PROACTIVE CUSTOMER CALL		[REDACTED] CALL RESULT: Customer abandoned call TIME OF CALL: 13:43 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$4,663.86 SERVICE AMOUNT DUE: \$4,652.00 TOTAL BALANCE: \$4,663.86 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED
10/13/2021 12:00:00 AM	BILLING ISSUES	OPERATIONS CALL CTR & BILLING	cust called for extension of bill // advised she is alreadyon a pay arrg and its currently past due	CHAPMAN, ALFRED
	CREATE SPECIAL AGREEMENT	FINANCIAL CALL CENTER	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 4,872.82 DOWN PAYMENT AMOUNT: 0.00NUMBER OF INSTALLMENTS: 060 INSTALLMENT AMOUNT: 81.21 FINAL INSTALLMENT: 81.43 ALLOW ADVANCE PAYMENT?: NO	TUYIKEZE, COZETHA
	CREDIT ISSUES	FINANCIAL CALL CENTER	sw rp, cnof cb 309.44, pd 20.79, ttlb 330.23, dd 10/12, nrd10/21, advs she has to pay isntallemtn amount + regular bill, cust wants pymnt extension, transfered cust to CC,	LOPEZ, WALTER

		FINANCIAL CALL CENTER	swMEKKA ALI pd20.79 cb309.44 dd10/12/21 tb330.23 nrd10/21/21 no fmst taken cust clld for an ext advised accc wont allow me to place an ext. created cust a new 60months dpa 81.21+cb	TUYIKEZE, COZETHA
10/15/2021 12:00:00 AM	CREDIT ISSUES		Account with InPA removed from collections Cannot read reason: NOT HOME	DESCRIPTION UNDEFINED
	REMOVE FROM COLLECTION - OTHER		Stop Credit Action Effective Date: 2021-10-15 Expiration Date: 2021-12-31 date but atleast a week before the march bill is dueUE AT TIME OF CALL: \$111.28 SERVICE AMOUNT DUE: \$111.28 TOTAL BALANCE: \$170.25 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED
10/18/2021 12:00:00 AM	CORRESPONDENCE - GENERAL		An email and letter will be mailed, during week of 10/18/2021, to the customer informing them that the PECO In Program Arrearage (InPA) program has come to an end.	DESCRIPTION UNDEFINED
11/12/2021 12:00:00 AM	CREDIT ISSUES	OPERATIONS CALL CTR & BILLING	Rp cld cc 265.70 dd 11.10.21 bf 23.10 ttlbal 288.80 nmrd 11.19.21 <cust clld to ask for more time to pay their bill <cust was given a 20 day other hold to allow time for that pymt to be made.	BURGESS, SAVANNAH
	REMOVE FROM COLLECTION - OTHER	OPERATIONS CALL CTR & BILLING	Stop Credit Action Effective Date : 2021-11-12	BURGESS, SAVANNAH
11/15/2021 12:00:00 AM	AGREEMENT DEFAULT		Deferred Payment Agreement Default Defaulted Amt: \$4,872.82 Reinstate Amt: \$288.80	DESCRIPTION UNDEFINED
12/2/2021 12:00:00 AM	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust called re: DPA reinstatement; reinstatment balance: \$288.80; cust accepted reinstatement;AS BEEN MADE	C1 IVR
1/3/2022 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		Non Friendly Notice2 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 02/01/2018	DESCRIPTION UNDEFINED
	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	SYSTEM GENERATED
1/11/2022 12:00:00 AM	PAYMENT PROCESSING		COVID-19 Walk-In vendor \$1.50 fee reimbursement	
1/18/2022 12:00:00 AM	AGREEMENT DEFAULT		Deferred Payment Agreement Default Defaulted Amt: \$4,791.61 Reinstate Amt: \$532.60	DESCRIPTION UNDEFINED
	CORRESPONDENCE - COLLECTIONS		Non Friendly Notice	DESCRIPTION UNDEFINED
	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	SYSTEM GENERATED
1/19/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	gave out three warning and disconnected call Payment \$346.85,CNO NXT READ DATE,CNO CB \$132.31,CNO DD,CNO TOTAL BAL \$459.16,CNO PD \$326.85,Offered Paymentus to customer, customer declined not have info for fsmt adv of agencyinfo and adv cut in been completed	ARRIAZA, PABLO

		FINANCIAL CALL CENTER	s/w rp cno ttl bal \$5,243.00 pd \$4,994.68 cb \$248.32 unbilled balance \$274.84 dd 01/11/22 > mr 01/26/22 > cno reinstatement amount of \$532.60 wich is subject to change > cust declined payment > cust refused to provide fsmt > cust requested to speak with somebody else, transferred back to que > cust keep using abusive language,	ARRIAZA, PABLO
	PA REINS CALL		██████████ CALL RESULT: Customer abandoned call TIME OF CALL: 12:42 SERVICE CLASS: RES RECORD TYPE: PA Reinstatement Call AMOUNT DUE AT TIME OF CALL: \$5,243.00 SERVICE AMOUNT DUE: \$5,231.14 TOTAL BALANCE: \$5,243.00 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED
1/21/2022 12:00:00 AM	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	SYSTEM GENERATED
1/27/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	cb \$581.08 pd \$5,035.63 tb \$5,616.71 dd 02/15 mrd 02/24 s/wRP CCI to apply for cap, fsmt taken, cap sent, adv to send poi for cap and apply for liheap and 211. Quoted reinst amnt\$325.23 subj to change. No disc notice8.70 TOTAL BALANCE: \$88.03 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	GUEVARA, KELLY
	REQUEST LETTER		CAP Application Packet & Proof of No-Income LetterGRID ONE PER PAFT ON 05/03/13 - REISSUED CMO TO 3/14/20 D TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$1,027.27 SERVICE AMOUNT DUE: \$1,027.27 TOTAL BALANCE: \$1,934.34 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	DESCRIPTION UNDEFINED
2/3/2022 12:00:00 AM	PROACTIVE CUSTOMER CALL		██████████ CALL RESULT: Customer abandoned call TIME OF CALL: 12:29 SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$5,035.63 SERVICE AMOUNT DUE: \$5,023.77 TOTAL BALANCE: \$5,616.71 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED
2/9/2022 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		Non Friendly Notice Left message TIME OF CALL: 10:33 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$152.00 SERVICE AMOUNT DUE: \$152.00 TOTAL BALANCE: \$152.00 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED

	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. UE AT TIME OF CALL: \$453.80 SERVICE AMOUNT DUE: \$453.80 TOTAL BALANCE: \$542.11 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	SYSTEM GENERATED
2/15/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	CB \$581.08 - PD \$5034.13 - TB \$5615.21 - DD 02/15/22 - NMR 02/24/22 CUST called to advs that will send CAP app and POI to get enrolled in program - LIHEAP and #211 offered - advs not disc noti yet - Caller: Mekka A. - No changes on FMST.	YANES, HEBER
	PAYMENT PROCESSING		COVID-19 Walk-In vendor \$1.50 fee reimbursement 6.85 dd 5-24-13 aysy	
2/24/2022 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		Non Friendly Notice	DESCRIPTION UNDEFINED
2/25/2022 12:00:00 AM	PROACTIVE CUSTOMER CALL		██████████ CALL RESULT: Customer abandoned call TIME OF CALL: 12:30 SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$5,615.21 SERVICE AMOUNT DUE: \$5,603.35 TOTAL BALANCE: \$5,878.72 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED
3/2/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	cust called int o get adress to send indfo for capM EST...RDG #92862....P/D AMT \$926.33	FLORES, ANDY
3/11/2022 12:00:00 AM	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	SYSTEM GENERATED
3/25/2022 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		Non Friendly Notice	DESCRIPTION UNDEFINED
3/28/2022 12:00:00 AM	BILLING ISSUES	OPERATIONS CALL CTR & BILLING	Total balance \$6127.22, Past due amount of \$5878.72 due immediately, Current bill \$248.5 due by 04 / 14 / 2022, New charges \$0, Excess credit \$0	COACHMAN, RYNEIK
	CREDIT ISSUES	FINANCIAL CALL CENTER	CX CALLED IN TO GET CAP APP SENT OUT AGAIN GVE FAX # FOR POIDING IN ██████████ HAS BEEN DELETED FROM MYACCOUNT PROFILE	MASSEY, KHANJIAH
		OPERATIONS CALL CTR & BILLING	XFRD TO FCC DUE TO ACTIVE COLLECTIONS AND ASKING FOR ANOTHER APP	COACHMAN, RYNEIK
		FINANCIAL CALL CENTER	cs stated info wasnt received for cap, informed to send again she stated she couldnt becaus ehs e already mailed everything in, informed cap only helps ith future bills and not whats due 1.98 TOTAL BALANCE: \$146.33 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	BROWN, KELLY
	REQUEST LETTER		CAP Application Packet & Proof of No-Income Letter 14-5662 ; Manager Override	DESCRIPTION UNDEFINED
	UTILITY REPORT ? INCOME NOT PROVIDED	FINANCIAL CALL CENTER	Stop Credit Action Effective Date : 2022-03-28	MASSEY, KHANJIAH

4/7/2022 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 04/21/2022 Termination Amount: \$5,866.86 which is subject to change	DESCRIPTION UNDEFINED
4/9/2022 12:00:00 AM	CREDIT ISSUES	NO DEPARTMENT ASSIGNED	REF#220328-000980 Flex income recvd outdated ss award ltr for AKILLES WHYTE still need 2022 ss award ltr for child along with poi or no incomer ltr for MEKKA ALI called sent incompl ltyr nbusdh speak to cust serv, bal current 99 not due till 25th oct, trans to cust serv for double charge of 114.	EUCUSTOMERCARE
	OSC INCIDENT REQUEST	NO DEPARTMENT ASSIGNED	New OSC (Service Cloud) Incident CREATED with RefNo #:220328-000980 only 20.00, sd she is only one,and lights are nt kept ex p/d 52.96 cb 20.62 2/16 l/f .75=74.33.call disc, i called cust back exp 150.96 was accumulated bills abt 5mos p/d gv cr# tr call aysy-no dispute	EUCUSTOMERCARE
4/11/2022 12:00:00 AM	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$5866.86 by 2022-04-07T00:00:00 to retain serviceATION SCHEDULE.	C1 IVR
		SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$5866.86 by 2022-04-07T00:00:00 to retain serviceD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$91.49 SERVICE AMOUNT DUE: \$91.49 TOTAL BALANCE: \$180.47 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	C1 IVR
		SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$5866.86 by 2022-04-07T00:00:00 to retain serviceegard call was a scam.	C1 IVR
	REMOVE FROM COLLECTION - OTHER	MANAGER - ACCOUNTS RECEIVABLE	Stop Credit Action Effective Date : 2022-04-11 180511 001334 per wfm fup issued next connect wanted 6 118 for JAMES WIN G sent ltr closed wfm WS Fault :: TIMEOUT	BUSH, NATISHA
4/19/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	rp called for fax # Left message TIME OF CALL: 13:02 SERVICE CLASS: RES RECORD TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$203.00 SERVICE AMOUNT DUE: \$203.00 TOTAL BALANCE: \$653.59 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	FERGUNSON, JONKEIJAH
	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$5866.86 by 2022-04-07T00:00:00 to retain service	C1 IVR
4/25/2022 12:00:00 AM	CAP - PECO	FINANCIAL CALL CENTER	CAP INC: RECVD COMPLETE CAP APP AND NIL FOR RP UPDATED FSMTNEED 2022 SS AWARD LETTER FOR AKILLES SENT LETTER FOR INCOME NO HLD F/U 5/10 SENT TEXT MESSAGEUE AT TIME OF CALL: \$345.76 SERVICE AMOUNT DUE: \$345.76 TOTAL BALANCE: \$411.90 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	HATCHER, SHEILA MARIE

	CREDIT ISSUES	OPERATIONS CALL CTR & BILLING	cpu about POI faxed in info 04/22 adv of processing time, cno cb 222.51 pb 05/13 pb 6127.22 declined tb became upset and irate, exp reinstatement amt 1660.45 sub to change and that UR expired. Placed 15 day to give time for back office to follow up cap application 05/10 B. Cocoran	GRAVELY, JAMAR
	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$5866.86 by 2022-04-07T00:00:00 to retain service	C1 IVR
		SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$5866.86 by 2022-04-07T00:00:00 to retain serviceISCONNECTED ON 2018-04-11	C1 IVR
	REMOVE FROM COLLECTION - OTHER	OPERATIONS CALL CTR & BILLING	Stop Credit Action Effective Date : 2022-04-25	GRAVELY, JAMAR
5/10/2022 12:00:00 AM	CAP - PECO	FINANCIAL CALL CENTER	CAP INC: CUST DIDNT SEND INFORMATION THAT WS REQUESTEDed.ng balance \$ Past due amount of \$_____due immediately to guarantee svc. Current bill \$_____due by	HATCHER, SHEILA MARIE
	CORRESPONDENCE - COLLECTIONS		TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 05/24/2022 Termination Amount: \$6,115.36 which is subject to change	DESCRIPTION UNDEFINED
5/16/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	TO CX . CX THEN REQST'D TO SPEAK TO SOMEONE. CALL BK # FORCX [REDACTED]	DANIEL, ALISHA
		FINANCIAL CALL CENTER	Total balance \$6349.73, Past due amount of \$6349.73 due immediately, Current bill \$222.51 due by 05 / 13 / 2022, New charges \$0, Excess credit \$0 CX STATS SHE SNT IN ALL DOCS FOR CAP, STATS PREV AGENT HUNG UP. CX IS USING PROFANITY CONSTANTLY. ADV CX AS OF NOW THERE IS NO UPDATES. CX KEEPS CONSISTENTLY USING PROFANITY AFTER 3 WARNING GIVING OUT >contd...	DANIEL, ALISHA
		FINANCIAL CALL CENTER	Total balance \$6349.73, Past due amount of \$6349.73 due immediately, Current bill \$222.51 due by 05 / 13 / 2022, New charges \$0, Excess credit \$0 STATS PREV AGENT HUNG UP. CX ISUSING PROFANITY CONSTANTLY. ADV CX AS OF NOW THERE IS NO UPDATES. CX KEEPS CONSISTENTLY USING PROFANITY AFTER 3 WARNINGGIVING OUT >contd..	MENEZ, HEANDEL
	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6115.36 by 2022-05-10T00:00:00 to retain service	C1 IVR
		SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6115.36 by 2022-05-10T00:00:00 to retain servicedgs; billed est 2/23-3/24 same as last yr	C1 IVR
	MISCELLANEOUS CUSTOMER SERVICE ADJUSTMENT	FINANCIAL CALL CENTER	MEKKA ALI [REDACTED] N 9TH ST PHILADELPHIA, PA, 19140 PLEASE CONTACT AT 215-607-4350	DANIEL, ALISHA
	MISCELLANEOUS SYSTEM CREDIT ADJUSTMENT	FINANCIAL CALL CENTER	MEKKA ALI / [REDACTED] N 9TH ST PHILADELPHIA, PA, 19140 / [REDACTED]	MENEZ, HEANDEL

	OSC INCIDENT REQUEST	NO DEPARTMENT ASSIGNED	New OSC (Service Cloud) Incident CREATED with RefNo #:220516-000126NO GUARANTEE THAT REINSTATEMENT WILL BE AVAILABLE AFTER TODAY.//CUST WANTED RECYCLING INFO//TRANSFERED TO RECYCLING LINE	EUCUSTOMERCARE
	REMOVE FROM COLLECTION - OTHER	FINANCIAL CALL CENTER	Stop Credit Action Effective Date : 2022-05-16 Datetime: 2018-04-19 08:00AM - 03:00PM ; Estimated Outage Duration: 240 minutes ; Reason: REPAIRING DAMAGED EQUIPMENT ; Notification Status: SENT ; Contact:Matthew Wagner	DANIEL, ALISHA
5/19/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	Total balance \$6349.73, Past due amount of \$6349.73 due immediately, Current bill \$222.51 due by 05 / 13 / 2022, New charges \$29.37, Excess credit \$0 CX DECLIN'D PYMNT. CX CLD TO CHECK STAT FOR CAP. ADV CX STILL NO UPDATES, CX STARTED USING PROFANITY AND MAKING THREATS. CALL THEN GOT DISC.: Customer does not want to enroll in EFT. VENDOR: PAR3	DANIEL, ALISHA
	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6115.36 by 2022-05-10T00:00:00 to retain serviceD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$100.53 SERVICE AMOUNT DUE: \$100.53 TOTAL BALANCE: \$188.93 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	C1 IVR
5/20/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	Cust denied to be informed about the bal //Fsmt updated today already. I let her know the CAP app. I let her know we did not receive the info requested. Acc is on hold until 05/30/22. I let her know she needs to send CAP app again. Wrapperinfo. I sent CAP app	VEGA-MENDEZ, JOSE
		NO DEPARTMENT ASSIGNED	REF#220516-000126 Reissued wfm to DOA bal exceeds 3K wfm closed TMaddox8	EUCUSTOMERCARE
		OPERATIONS CALL CTR & BILLING	s/w rp cb 222.51 bf 6127.22 bd 6379.10 bdd 05/13 mr 05/24 fsmt no change reinstatement 1964.17 sub to change attemptingto explain what is going on with account. cx irate using profanity stating she not paying on the bill. state she will not pay bill until they give her a new agreement call dropped.placed 10 day UR hold	DUNBAR, JENNIFER
	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6115.36 by 2022-05-10T00:00:00 to retain service	C1 IVR
	MISCELLANEOUS CUSTOMER SERVICE ADJUSTMENT	MANAGER - ACCOUNTS RECEIVABLE	MEKKA ALI / [REDACTED] N 9TH ST PHILADELPHIA, PA, 19140 / [REDACTED] \$357.72. Declined. Adv customer to call back. Read UR Script for a Income Not Provided (ORUR) for \$553.82 by Sun May 3 2015, Qtd PUC Rights & ph#, No MED Cond	MADDOX, TAWANDA
	REMOVE FROM COLLECTION - OTHER	MANAGER - ACCOUNTS RECEIVABLE	Stop Credit Action Effective Date : 2022-05-200614-*****[REDACTED] HAS BEEN SCHEDULED FOR 11/01/2019	MADDOX, TAWANDA
	REQUEST LETTER		CAP Application Packet	DESCRIPTION UNDEFINED

	UTILITY REPORT ? PECO REFUSED TERMS	OPERATIONS CALL CTR & BILLING	Stop Credit Action Effective Date : 2022-05-20	DUNBAR, JENNIFER
5/31/2022 12:00:00 AM	SUPPLIER ENROLLMENT		Customer enrolled with Inspire Energy Holdings(8287) and enrollment letter sent.D TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$295.14 SERVICE AMOUNT DUE: \$295.14 TOTAL BALANCE: \$295.14 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	DESCRIPTION UNDEFINED
6/6/2022 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		<b>**SOFT COLLECTIONS - HIGH BALANCE**</b> Customer may receive a friendly reminder via email and/or text message regarding their past due balance. Customer communications will occur between 06/06/22 - 06/20/22.2.45 TOTAL BALANCE: \$132.45 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED
	MAINTAIN BILL ACCOUNT		Tariff changed from Electric Residential Service to Supplier Electric Residential Service	DESCRIPTION UNDEFINED
6/8/2022 12:00:00 AM	72 HOUR NOTICE		██████████ CALL RESULT: SUCCESSFUL TIME OF CALL: 17:02 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$6,349.73 SERVICE AMOUNT DUE: \$6,115.36 TOTAL BALANCE: \$6,115.36 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: OSI	DESCRIPTION UNDEFINED
6/10/2022 12:00:00 AM	CUT OUT FOR NON-PAY ISSUED	NO DEPARTMENT ASSIGNED		MARKETSWITCH CUTOUT
6/27/2022 12:00:00 AM	BILLING ISSUES	OPERATIONS CALL CTR & BILLING	Cus keeps getting notice and bill for full account balance Total balance \$6874.97, cus very very frustrated 10day hold per BCP request supervisor to call back as result of income and cap document not being received and noted on account call back number ██████████	LOVE, STEPHANIE
	OSC INCIDENT REQUEST	NO DEPARTMENT ASSIGNED	New OSC (Service Cloud) Incident CREATED with RefNo #:220627-000948	EUCUSTOMERCARE
	REMOVE FROM COLLECTION - OTHER	OPERATIONS CALL CTR & BILLING	Stop Credit Action Effective Date : 2022-06-27N ; EXPIRATION DATE AND/OR SECURITY CODE FOR CREDIT/DEBIT CARD ENDING IN *6041 HAS BEEN MODIFIED	LOVE, STEPHANIE
	SUPERVISOR COMMENTS	NO DEPARTMENT ASSIGNED	REF#220627-000948 called cust spk/w Mekka Ali advd cust we r having technical issues add cust is he has not herard formPeco by 7/6 to please give us a callback S HarrisUE AT TIME OF CALL: \$302.49 SERVICE AMOUNT DUE: \$302.49 TOTAL BALANCE: \$302.49 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	EUCUSTOMERCARE
7/1/2022 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		Collection exception placed due to vendor call center technical issues.74-7144 cust disputing bills requested bills be cancelled building has no power meters were just put in and units are vacant..	DESCRIPTION UNDEFINED
7/12/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	cust hang upfully scheduled a payment of \$339.95 for 2019-06-05T13:41:08. Confirmation # 500713138.	MANSILLA, JUAN

		FINANCIAL CALL CENTER	Total balance \$6874.97, Past due amount of \$6599.44 due immediately, Current bill \$107.7 due by 07 / 14 / 2022, New charges \$32.68, Excess credit \$0   cust ask about the low income documents and she said already send 2 times and no response she even said a sup told her call her back and no one called her advs cust she have to re send the documnets >contd...	MANSILLA, JUAN
7/13/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	SOMEBODY AND DO NOT WANTS TO BE TRANSFERRED. TOOK CALLBACKFOR SUP. gave opts, she was not hearing it.	DAFFIN, MALAYSIA
		FINANCIAL CALL CENTER	Total balance \$6874.97, Past due amount of \$6599.44 due immediately, Current bill \$107.7 due by 07 / 14 / 2022, New charges \$32.68, Excess credit \$0 rp declined. called about somebody supposed to get back with her but never did, she sentin info multiple times. SHE WAS FUSSING AND GOING OFF SAID SHE IS NOT GETTING OFF UNLESS SHE TALKS TO >contd...	DAFFIN, MALAYSIA
	OUTAGE STATUS REQUEST	SUPPORT SERVICES WEST	Crew status read by employee: Analyzed Outage ID: P2207120PROBABLE CAUSE: Cause Undetermined6	CIMSBLL, CIMSBLL
7/14/2022 12:00:00 AM	CREDIT ISSUES	OPERATIONS CALL CTR & BILLING	info taken from cims	CABRERA, CECIBEL BEATRIZ
		FINANCIAL CALL CENTER	Difficult cust. Needs to know why CAP Apply hasn't arrivedto them. Gave her a 10 day Deposit Hold.	CABALLEROS, JUAN
		OPERATIONS CALL CTR & BILLING	Ms ALI CALLED IN to get info about cap, no info about cap, cust upset bc she didn't recv a call from a sup i tried to give info about cap, but cust was upset and she used profanity words i gave 3 warnings and the cust still was abusive i had to disconnect the call : CNO OF BAL - CB\$107.70 - PD\$ - TTL\$ - DD - NMR - // cust refused the balances, >contd...	CABRERA, CECIBEL BEATRIZ
		FINANCIAL CALL CENTER	SW MEKKA ALI (CIERRA AGENT ) Total balance \$6874.97, Past due amount of \$6767.27 due immediately, Current bill \$107.7 due by 07 / 14 / 2022, New charges \$32.68, Excess credit \$0> LVL 1>CX DECLINEDTHAT INFO FMST > >CX DECLINED PAYMNT >> CC AGENT CALLED TO KNOW ABOUT CX CAP STATUS > I TRIED TO ADVCDAGENTO BUT CALL WAS DISOCNETEd>>> NO MORE ACTIONS TAKEN >>	GALICIA, HELMER
	ELECTRIC DROP ENROLLMENT MISCELLANEOUS	OPERATIONS CALL CTR & BILLING	Return to PECO & Drop letter sent	BRADLEY, CAIRA CASEY
		OPERATIONS CALL CTR & BILLING	DISPUTE RETURN TO PECO DATE 07/20/22 CNO TO CONTACT SUPPLIER TO DISPUTE CHARGES INSPIRE ENERGY HOLDINGS 866-403-2620 TOLD CUSTOMER SHE CANNOT HAVE SUPPLIER ON ACCT AND TRY TO APPLY FOR CAP SUPPIER HAS TO BE FULLY OFF ACCT TOLD CUSTOMER ONCE SHE IS RETURNED BACK SHE CAN SEND IN APPLICATION AGAIN OR CALL TO GET FOLLOW UP INFORMATION	BRADLEY, CAIRA CASEY

	OPERATIONS CALL CTR & BILLING	MEKKA ALI [REDACTED] TRYING TO SEND IN APPLICATION FOR CAP CUSTOMER SAID SHE SENT IN APPLICATION IN MAY 2022 AND IT WAS NEVER RECEIVED SAID SHE SENT IN APPLICATION IN JUNE 2022 AND HAS NOT GOTTEN ANY INFORMATION SAW ON ACCT THAT CUSTOMER HAS SUPPLIER CUSTOMER SAID HER SIBLINGS MAY HAVE DID THAT BUT DOES NOT WANT 3RD PARTY SUPPLIER PLACED >contd...	BRADLEY, CAIRA CASEY	
	RATE CASE INQUIRY	OPERATIONS CALL CTR & BILLING	CUSTOMER HAS SUPPLIER CUSTOMER SAID HER SIBLINGS MAY HAVE DID THAT BUT DOES NOT WANT 3RD PARTY SUPPLIER PLACED DISPUTE RETURN TO PECO DATE 07/20/22 CNO TO CONTACT SUPPLIER TO DISPUTE CHARGES	BRADLEY, CAIRA CASEY
	REQUEST LETTER		CAP Application Packet NUMBER ENDING IN [REDACTED] HAS BEEN MADE ON Thu Oct 10 2019 13:29:30 GMT+0000 (UTC)	DESCRIPTION UNDEFINED
	SLAM DISPUTE	OPERATIONS CALL CTR & BILLING	CUSTOMER TRYING TO APPLY FOR CAP DID NOT WANT 3RD PARTY SUPPLIER CNO TO CONTACT SUPPLIER TO DISPUTE CHARGES INSPIRE ENERGY HOLDINGS 866-403-2620 PUC rights not given to customer. Customer Satisfied-NO.	BRADLEY, CAIRA CASEY
	UTILITY REPORT ? DEPOSIT DUE	FINANCIAL CALL CENTER	Stop Credit Action Effective Date : 2022-07-14	CABALLEROS, JUAN
7/25/2022 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 08/08/2022 Termination Amount: \$6,835.61 which is subject to change 5235 S HARPER CT STE 1000 CHICAGO IL 60615	DESCRIPTION UNDEFINED
7/28/2022 12:00:00 AM	CREDIT - APPLICATION INFORMATION	NO DEPARTMENT ASSIGNED	REF#220727-000955 INTAKE--Income Verif---Rcvd income on 7/27/22, placed 15 day hold on account, Rev management will process//T.Mention	EUCUSTOMERCARE
	OSC INCIDENT REQUEST	NO DEPARTMENT ASSIGNED	New OSC (Service Cloud) Incident CREATED with RefNo #:220727-000955	EUCUSTOMERCARE
	REMOVE FROM COLLECTION - OTHER	MANAGER - ACCOUNTS RECEIVABLE	Stop Credit Action Effective Date : 2022-07-28 IEU RD T-285	MENTION, TAKIYA
8/2/2022 12:00:00 AM	REMOVE FROM COLLECTION - OTHER	MANAGER - ACCOUNTS RECEIVABLE	Stop Credit Action Effective Date : 2022-08-02 TIME OF CALL: 09:05 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$243.00 SERVICE AMOUNT DUE: \$243.00 TOTAL BALANCE: \$243.00 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	SMITH, PATRICIA
8/8/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	award letter if she sent it already. I let her know we need to wait more. Cust asked to speak with someone else. Back to the queue.	VEGA-MENDEZ, JOSE
		FINANCIAL CALL CENTER	Total balance \$7395.77, Past due amount of \$6874.97 due immediately, Current bill \$12.79 due by 08 / 15 / 2022, New charges \$0, Excess credit \$0 Cust clld to know if we received her CAP app. I let her know we did not receive her CAP app. Acc is on hold until 17/08/22. Cust denied to provide fsmt. Cust wants to know why we did not receive her >contd...	VEGA-MENDEZ, JOSE

		FINANCIAL CALL CENTER	ghost call COMPLETED ORDER	WUG, MEILING
	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6835.61 by 2022-07-25T00:00:00 to retain service87E8FB1DE9785590D0B3A7CEF016D58B684659AFEF3A117E9E947934200176B D56DE3D0FB8FC5551E0CE8C2D8E7B3B67EA9A1280469FFD8D59E2C801 for one-time payment only	C1 IVR
		SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6835.61 by 2022-07-25T00:00:00 to retain servicelicy read. Mailing address was updated. ;UE AT TIME OF CALL: \$343.08 SERVICE AMOUNT DUE: \$343.08 TOTAL BALANCE: \$343.08 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: OSI	C1 IVR
8/11/2022 12:00:00 AM	CAP PECO-REMOVED FROM COLL - CAP INCOME RECEIVED	COMMUNITY SERVICES	Stop Credit Action Effective Date : 2022-08-11e 7/3/20\$0 Amount paid today \$0 Confirmation # Total remaining balance \$0 Next Reading: 12/15/17	WILLIAMS JENKINS, CHRISTINE
8/16/2022 12:00:00 AM	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6835.61 by 2022-07-25T00:00:00 to retain service	C1 IVR
8/18/2022 12:00:00 AM	CREDIT ISSUES	OPERATIONS CALL CTR & BILLING	CPI TO GET STATUS OF CAP APP-ADV POI WAS RECVD GAVE EMAIL TO RESEND APP AND SENT BY MAIL-ADV PD BAL \$7395.77 AND DPA REINSTATEMENT \$3253.84- UNABLE TO PAY-SENT TO DOA-ADV EXT EXPIRES 8/26ipality/Supplier.	HINES, VALERIE L.
		FINANCIAL CALL CENTER	Ghost call dead air script read. lder TIME OF CALL: 11:40 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$28.78 SERVICE AMOUNT DUE: \$28.78 TOTAL BALANCE: \$28.78 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	MEJIA, JEFFERSON
	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6835.61 by 2022-07-25T00:00:00 to retain service;Outage Reason:Contractor/City Request ;Refer to comments/notes in CNS for the outage owner and additional information.: Customer does not want to enroll in EFT. VENDOR: OSI	C1 IVR
		SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6835.61 by 2022-07-25T00:00:00 to retain serviceSCHEDULED FOR 12/22/2017	C1 IVR
		SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6835.61 by 2022-07-25T00:00:00 to retain servicevious Premise Balance: No.	C1 IVR
	MISCELLANEOUS CUSTOMER SERVICE ADJUSTMENT	OPERATIONS CALL CTR & BILLING	CUST UNABLE TO PAY BAL-ADV PD BAL \$7395.77 AND DPA REINSTATEMENT AMT \$3253.84	HINES, VALERIE L.
	REQUEST LETTER		CAP Application Packeted.	DESCRIPTION UNDEFINED

8/19/2022 12:00:00 AM	CAP PECO-REMOVED FROM COLL - CAP INCOME RECEIVED	COMMUNITY SERVICES	Stop Credit Action Effective Date : 2022-08-19 TIME OF CALL: 09:09 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$190.17 SERVICE AMOUNT DUE: \$190.17 TOTAL BALANCE: \$190.17 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	SIMMONS, DIANA J
8/22/2022 12:00:00 AM	CORRESPONDENCE - GENERAL		***Customer Correspondence*** Email sent to account email address, in error, on 08/22/2022. Subject line of email read: "You Can Reduce Your Past Due PECO Bill". The customer may disregard this email. An apology email was sent, to sameemail address, on 08/23/2022 with subject line: "Email Sentin Error". Please apologize for any inconvenience.	DESCRIPTION UNDEFINED
	CREDIT ISSUES	FINANCIAL CALL CENTER	script given call disconnected	SALAZAR, DIANA
		FINANCIAL CALL CENTER	Total balance \$7728.41, Past due amount of \$7395.77 due immediately, Current bill \$332.64 due by 09 / 12 / 2022, New charges \$0, Excess credit \$0 cci reg 72 hr notice prov cst cb,pd, and total on the acct cst decline f/p pymt cst declinedpa reinst amt prov cst UR due to 72 hr notice brief cst ended call	OUBRE, JAMAINE
		FINANCIAL CALL CENTER	s/w rp pb \$7395.77 cb \$332.64 tb \$7728.41 dd 9/12/22 nrd 9/22/22 RA \$3253.84 no payment. not able to complete call flowor upated fsmt. cust calling in regards cap app status, while explaining cust all the information cust got angry and started using abusive language, ecuated cust i owuld disconnect the call if she kept using that loanguage. >contd...	SALAZAR, DIANA
	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6835.61 by 2022-07-25T00:00:00 to retain service	C1 IVR
		SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$6835.61 by 2022-07-25T00:00:00 to retain serviceoved.	C1 IVR
UTILITY REPORT ? PECO REFUSED TERMS	FINANCIAL CALL CENTER	Stop Credit Action Effective Date : 2022-08-22sed to call back tomorrow to see if dpa is available, advised if no paymnt is recvd by 6pm the dpa will default, NO GAURNTEE OF SERV WITH PAST DUE,	OUBRE, JAMAINE	
9/2/2022 12:00:00 AM	REMOVE FROM COLLECTION - OTHER	FINANCIAL CALL CENTER	Stop Credit Action Effective Date : 2022-09-02	HERNANDEZ, PERLA
9/16/2022 12:00:00 AM	CAP ACCOUNT	COMMUNITY SERVICES		SIMMONS, DIANA J
	CAP-PECO-PPA	COMMUNITY SERVICES	Account enrolled on CAP. The defaulted PPA is \$ 18.67on account 96845-84075 on 2019-06-10. PPA re-isolated is \$ 0.00.	SIMMONS, DIANA J
	CREATE SPECIAL AGREEMENT	COMMUNITY SERVICES	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 7,485.00 DOWN PAYMENT AMOUNT: 0.00NUMBER OF INSTALLMENTS: 024 INSTALLMENT AMOUNT: 311.88 FINAL INSTALLMENT: 311.76 ALLOW ADVANCE PAYMENT?: NO	SIMMONS, DIANA J

	POST MISC DEBIT/CREDIT	COMMUNITY SERVICES	AMOUNT: \$7,778.51 TRANSACTION TYPE: One-Sided Credit(Adjustment Credit)	SIMMONS, DIANA J
		COMMUNITY SERVICES	AMOUNT: \$7,778.51 TRANSACTION TYPE: One-Sided Debit (Adjustment Debit)	SIMMONS, DIANA J
	REQUEST LETTER		CAP Enrollment Letter Current bill \$ due by_ New Charges \$ Excess Credit \$ _ Unbilled amount \$_ Amount paid today \$_ Confirmation #_ Reference #_ Receipt #_ Total remaining balance \$_ adv final bills not elig for arrangements. updated mailing address.	DESCRIPTION UNDEFINED
9/20/2022 12:00:00 AM	SLAM DISPUTE	PEC PEC CUSTOMER RELATIONS	30 Day Period Expired. PUC rights not given to customer. Customer Satisfied-NO.	JOYNER, CHERYL L.
9/27/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	Total balance \$765.47, Past due amount of \$274.84 due immediately, Current bill \$490.63 due by 10 / 12 / 2022, New charges \$0, Excess credit \$0 rp declined. called bc she mad bcof the agreement cap set her up on & said she should not have a current bill. inc the same. wanted a sup, but she hung up	DAFFIN, MALAYSIA
10/17/2022 12:00:00 AM	AGREEMENT DEFAULT		Deferred Payment Agreement Default Defaulted Amt: \$7,485.00 Reinstate Amt: \$765.47	DESCRIPTION UNDEFINED
11/1/2022 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 11/15/2022 Termination Amount: \$7,926.73 which is subject to change	DESCRIPTION UNDEFINED
11/4/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	department to get better explanation or dispute charges > cust started using abusive language and did not let me speak> call got disconnected	ARRIAZA, PABLO
		OPERATIONS CALL CTR & BILLING	Called to discuss billing on acct and dpa defaulting. Wantsa reinstatement of dpa. CNO CB Gave fcc # and transferred Total balance \$8045.93, Past due amount of \$7938.59 due immediately, Current bill \$107.34 due by 11 / 10 / 2022, New charges \$0, Excess credit \$0 I have taken the appropriate actions for this account. Gave Fcc # and transferred	BAPTISTE, SIDNEY JOHN
		FINANCIAL CALL CENTER	Total balance \$8045.93, Past due amount of \$7938.59 due immediately, Current bill \$107.34 due by 11 / 10 / 2022, New charges \$0, Excess credit \$0 > cci to know why she is getting two bills within one week after DPA was created > based on records that did not happened > cno bills came out on 09/20 and 10/19 > cust refused being transferred to cc >contd...	ARRIAZA, PABLO
		FINANCIAL CALL CENTER	rp ci to know reinst amt / edu cx with reinst amt, cx decl amt and want a detailed explanation to balance / xferd to ccf for brkdwn/ prov Total balance \$8045.93, Past due amount of \$7938.59 due immediately, Current bill \$107.34 due by 11 / 10 / 2022, New charges \$0, Excess credit \$0 : Customer wants to enroll in EFT. VENDOR: NCO	LIMA, KEVEN

	IVR CREDIT SELF SERVICE	SUPPORT SERVICES WEST	Cust quoted payment amount to retain service \$7926.73 by 2022-11-01T00:00:00 to retain service	C1 IVR
11/8/2022 12:00:00 AM	72 HOUR NOTICE		██████████ CALL RESULT: SUCCESSFUL TIME OF CALL: 17:01 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$7,938.59 SERVICE AMOUNT DUE: \$7,926.73 TOTAL BALANCE: \$7,926.73 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: OSI	DESCRIPTION UNDEFINED
11/10/2022 12:00:00 AM	CORRESPONDENCE - GENERAL		<b>**NEW CAP PIPP PROGRAM OUTREACH**</b> Beginning 11-10-22 through 11-29-22, this existing CAP FCO account will receive a postcard and/or an email announcing the forthcoming CAP PIPP program which becomes effective as early as 12-05-2022 (dependent on the account's billing schedule).	DESCRIPTION UNDEFINED
	CUT OUT FOR NON-PAY ISSUED	NO DEPARTMENT ASSIGNED		MARKETSWITCH CUTOUT
11/14/2022 12:00:00 AM	CREDIT ISSUES	OPERATIONS CALL CTR & BILLING	Cci regarding bal on her acct and preventing service from being cut off. Says everytime she calls she gets hung up on. Expl the dpa and that she has to make dpa pymt as well ascurrent bill charges. Says she was not told that. Call transf to FCC.	PARKER, SHEREE
		NO DEPARTMENT ASSIGNED	REF#221114-001040 referred to DOA bal exceeds 3K	EUCUSTOMERCARE
		MGR SOURCING/SUPPLIER ALLIANCE	Total balance \$8045.93, Past due amount of \$8045.93 due immediately, Current bill \$107.34 due by 11 / 10 / 2022, New charges \$0, Excess credit \$0 ;Contact:Gary Wildy	STRATTON, CARA E.
		FINANCIAL CALL CENTER	Total balance \$8045.93, Past due amount of \$8045.93 due immediately, Current bill \$107.34 due by 11 / 10 / 2022, New charges \$0, Excess credit \$0 cx ci to get pymnt optns, 211 adv, cx will app on liheap, ur placed	HERNANDEZ, ESTER
	MISCELLANEOUS CUSTOMER SERVICE ADJUSTMENT	MANAGER - ACCOUNTS RECEIVABLE	MARIA RASKOB / ██████████ CLIFTON HEIGHTS, PA, 19018 / ██████████	ADAMS, DAPHNE
		MANAGER - ACCOUNTS RECEIVABLE	MEKKA ALI / ██████████ N 9TH ST PHILADELPHIA, PA, 19140 / ██████████	ADAMS, DAPHNE
	MISCELLANEOUS SYSTEM CREDIT ADJUSTMENT	FINANCIAL CALL CENTER	MEKKA ALI / ██████████ N 9TH ST PHILADELPHIA, PA, 19140 / ██████████ IN ██████████ HAS BEEN MADE	MENEZ, HEANDEL
	UTILITY REPORT ? CUSTOMER REFUSED TERMS	FINANCIAL CALL CENTER	Stop Credit Action Effective Date : 2022-11-14 TIME OF CALL: 09:09 SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$200.40 SERVICE AMOUNT DUE: \$198.78 TOTAL BALANCE: \$220.27 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	HERNANDEZ, ESTER
11/15/2022 12:00:00 AM	SUPERVISOR COMMENTS	MANAGER - ACCOUNTS RECEIVABLE	ohbt doa wfm - cls cust adv her of pst due bal \$7,938.59. lasked her can she pay \$1,184.69 to reinstate terms. She sd don't call her asking her for money. Cust was angry and sd she will call peco back when she hears fro liheap then she hung up.	FREEMAN, KRISTIN

11/18/2022 12:00:00 AM	CREDIT ISSUES	OPERATIONS CALL CTR & BILLING	Total balance \$8119.10, Past due amount of \$8045.93 due immediately, Current bill \$73.17 due by 12 / 09 / 2022, provided reinstatement amnt \$1,184.69--sd applying for liheap--no change in fsmt--ur stands til 11/24--doa wfm8.04 TOTAL BALANCE: \$433.65 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	ORTIZ, LYSSETT
	MISCELLANEOUS CUSTOMER SERVICE ADJUSTMENT	OPERATIONS CALL CTR & BILLING	cb tel#2156074350ed.D TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$160.92 SERVICE AMOUNT DUE: \$160.92 TOTAL BALANCE: \$237.25 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	ORTIZ, LYSSETT
11/21/2022 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	Total balance \$8119.10, Past due amount of \$8045.93 due immediately, Current bill \$73.17 due by 12 / 09 / 2022, New charges \$0, Excess credit \$0, Cs called and requested for hold, income was required and hold was placed. 211.6.08 TOTAL BALANCE: \$190.56 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	NAVARRO, WILLIAM
		OPERATIONS CALL CTR & BILLING	cci says liheap will pay up to 1,000 if cst eligible waiting on liheap to call peco adv 10 day hold issued 11/14/22 expires 11/24/22 xfrd fcc	WESLEY, RASHAE
	OSC INCIDENT REQUEST	NO DEPARTMENT ASSIGNED	New OSC (Service Cloud) Incident CREATED with RefNo #:221114-001040EDULED FOR 04/01/20	EUCUSTOMERCARE
	REMOVE FROM COLLECTION - OTHER	FINANCIAL CALL CENTER	Stop Credit Action Effective Date : 2022-11-21	NAVARRO, WILLIAM
	SUPERVISOR COMMENTS	MANAGER - ACCOUNTS RECEIVABLE	hbar doa wfm - reviewed account customer already knows payment options. Waiting on liheap.annot read reason: GATE LOCKED	FREEMAN, KRISTIN
11/30/2022 12:00:00 AM	CREDIT ISSUES	OPERATIONS CALL CTR & BILLING	CPI because she has shut off notice-Total balance \$8119.10,Past due amount of \$8045.93 due immediately, Current bill \$73.17 due by 12 / 09 / 2022- trf to FCC	RYAN, MARIE
		FINANCIAL CALL CENTER	Total balance \$8119.10, Past due amount of \$8045.93 due immediately, Current bill \$73.17 due by 12 / 09 / 2022, New charges \$0, Excess credit \$0 Cx ci abt LIHEAP pymn adv RA wait on liheap	CHACLAN, DELMY
	PECO-LIHEAP REMOVED FROM COLL - LIHEAP/CRISIS	MANAGER - ACCOUNTS RECEIVABLE	Stop Credit Action Effective Date : 2022-11-30	HOKE, CAROL
12/12/2022 12:00:00 AM	CAP: FCO TO PIPP CONVERSION		Overage Amount : \$ 0.00 BB Settlement Credit Amount : \$ 0.00 BB Deferred Balance Charge-Off Amount : \$ 0.00	DESCRIPTION UNDEFINED
12/20/2022 12:00:00 AM	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	SYSTEM GENERATED

12/27/2022 12:00:00 AM	CREATE SPECIAL AGREEMENT	COMMUNITY SERVICES	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 6,877.26 DOWN PAYMENT AMOUNT: 0.00NUMBER OF INSTALLMENTS: 024 INSTALLMENT AMOUNT: 286.55 FINAL INSTALLMENT: 286.61 ALLOW ADVANCE PAYMENT?: NO	BAUM, JAMIE L
1/23/2023 12:00:00 AM	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	SYSTEM GENERATED
1/30/2023 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		Non Friendly Notice Left message TIME OF CALL: 10:33 SERVICE CLASS: RES RECORD TYPE: PA Reinstatement Call AMOUNT DUE AT TIME OF CALL: \$323.71 SERVICE AMOUNT DUE: \$323.71 TOTAL BALANCE: \$327.92 PHN NBR UPDATED: NO EFT: Customer wants to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED
	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	SYSTEM GENERATED
2/13/2023 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		10-day termination notices were mailed to LIHEAP Crisis eligible customers. This notice is a requirement for LIHEAP Crisis grants. A letter accompanied the notice advising the customer what actions to take to apply for the LIHEAP Crisis grant. Advise the customer to call 1-800-34-HELP-4 our LIHEAP hotline for additional assistance.	DESCRIPTION UNDEFINED
	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. 10/19/18. Billed for 1,221 kwh on 14.2 kw \$271.72. Adjusted bill should be 0 kwh on 14.2 kw \$192.47. Processed credit adjustment for \$79.25.	SYSTEM GENERATED
2/20/2023 12:00:00 AM	AGREEMENT DEFAULT		Deferred Payment Agreement Default Defaulted Amt: \$6,877.26 Reinstatement Amt: \$594.39a early termination fee assessed by the RES.	DESCRIPTION UNDEFINED
	CORRESPONDENCE - COLLECTIONS		Non Friendly Notice	DESCRIPTION UNDEFINED
	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	SYSTEM GENERATED
2/21/2023 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		Non Friendly NoticeFOR PYMNT ARRMGNT THAT WORKS FOR CUST EXP ONE DEPOSIT WAS WAIVED WHEN APPLIED AT WRONG ADDRESS	DESCRIPTION UNDEFINED

CREDIT ISSUES	FINANCIAL CALL CENTER	and she was being over charged and wanted to be xfrd informed cx there was no need for a xfr ended up disconnected thecall cause cx kept using profanityUE AT TIME OF CALL: \$359.88 SERVICE AMOUNT DUE: \$359.88 TOTAL BALANCE: \$403.44 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	BROWN, KATEASHIA
	OPERATIONS CALL CTR & BILLING	CUSTOMER CALLED ABOUT SHUT OFF NOTICE CNO ACTIVE COLLECTIONS BALANCES Total balance \$7185.10, Past due amount of \$7185.10 due immediately, Current bill \$33 due by 02 / 14 / 2023,New charges \$0, Excess credit \$0 TRANSFERRED TO FCC	SHAW, DAVID
	OPERATIONS CALL CTR & BILLING	Total balance \$7185.10, Past due amount of \$7185.10 due immediately, Current bill \$33 due by 02 / 14 / 2023, New charges \$0, Excess credit \$0 Cust MEKKA ALI called to to review current bill in charge CSR trans cust to cap for further assistant: Customer does not want to enroll in EFT. VENDOR: NCO	MANIGAULT, LACHEMA S.
	FINANCIAL CALL CENTER	Total balance \$7185.10, Past due amount of \$7185.10 due immediately, Current bill \$33 due by 02 / 14 / 2023, New charges \$0, Excess credit \$0 sw rp cci with an attitude screaming using profanity adv the call will be disconnected if she kept using profanity informed cx of the liheap payment and went over ra cx stated she didnt have that to pay >contd...	BROWN, KATEASHIA
	FINANCIAL CALL CENTER	cust called in fussing and cursing saying she is not gonna pay , adv of 211. cust kept fussing saying someone should blow up the peco building she hates peco, continued cursing placed cust on hold reported to sup,cust hung up	WILLIAMS, KARNETRICE
	FINANCIAL CALL CENTER	rp cld inq about disc notice > per cxwrapper cno cb \$33 dd 02/14 pd \$7152.10 ttl \$7185.10 nmrd 02/23> cno dpa ra \$ 594.39 sub to change > rp declined pymnt > fsmt taken, no changes > cap acct > expld about winter protection > expld cust that she got disc notice because she is eligible for liheap crisis grant.	COJOM, NATHALIE
WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.ue immediately to guarantee svc. Current bill \$_____ due by_____	SYSTEM GENERATED
3/15/2023 12:00:00 AM	CORRESPONDENCE - COLLECTIONS	Non Friendly Notice	DESCRIPTION UNDEFINED

	WINTER TERMINATION PROTECTION	NO DEPARTMENT ASSIGNED	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer. UE AT TIME OF CALL: \$134.73 SERVICE AMOUNT DUE: \$134.73 TOTAL BALANCE: \$136.75 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	SYSTEM GENERATED
3/30/2023 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		Non Friendly Notice	DESCRIPTION UNDEFINED
4/3/2023 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	Total balance \$7251.10, Past due amount of \$7218.10 due immediately, Current bill \$33 due by 04 / 13 / 2023, NMR 04 / 24/ 2023. cX CADL TO get more time since apply to Liehp. i exp colecc proccess. she agrred. I took fsmt and adv call 211and Liheap. MEKKA ALLI cadl: Customer does not want to enroll in EFT. VENDOR: PAR3	PADILLA, BRYAN
4/14/2023 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 05/01/2023 Termination Amount: \$7,239.24 which is subject to change	DESCRIPTION UNDEFINED
4/25/2023 12:00:00 AM	72 HOUR NOTICE		██████████ CALL RESULT: SUCCESSFUL TIME OF CALL: 17:01 SERVICE CLASS: RES RECORD TYPE: 72 Hour Notice 1 AMOUNT DUE AT TIME OF CALL: \$7,251.10 SERVICE AMOUNT DUE: \$7,239.24 TOTAL BALANCE: \$7,239.24 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: OSI	DESCRIPTION UNDEFINED
4/26/2023 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	rp ci,vrfy PH#(nm,add,LST4#), CB\$33.00,PD\$7251.10 ,INTERRUPTED ME SAYS THAT SHE WS TLD TO CALL LIHEAP AND TO CL BCK AFTFOR AN EXT-ADV HER HLD ON ACCT EXP 5/6-ASKD WHN PLCD-TLD HER TODY,END CALLO.87 TOTAL BALANCE: \$188.19 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: PAR3	HOLLEY, MARDREKIA
	THREATENING CUSTOMER	FINANCIAL CALL CENTER	mekka re pa ████████ mpo ████████ placed hold, cust yelling, rude and insulting	WUG, MEILING
	UTILITY REPORT ? CUSTOMER REFUSED TERMS	FINANCIAL CALL CENTER	Stop Credit Action Effective Date : 2023-04-26	WUG, MEILING
5/10/2023 12:00:00 AM	CUT OUT FOR NON-PAY ISSUED	NO DEPARTMENT ASSIGNED		MARKETSWITCH CUTOUT
5/11/2023 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	she wanted me to send it to fax # ██████████ sent it too. Cust got upset because they're not getting the fax, cust hung up.	AGUILAR, EDWARD
		FINANCIAL CALL CENTER	.10, Past due amount of \$7251.10 due immediately, Current bill \$33 due by 05 / 12 / 2023, \$377.41	BECK, BRYONNA
		FINANCIAL CALL CENTER	S/w rp, Total balance \$7284.10, Past due amount of \$7251.10 due immediately, Current bill \$33 due by 05 / 12 / 2023, NRD 05/23 FSMT not updated, cust cld to know if the form has been sent to the Dr, I let her know it was sent (per previous note), cust said the Dr didn't get it, I resent it to Dr JUDITH LARKIN, fax # ██████████ then she said >contd...	AGUILAR, EDWARD

		FINANCIAL CALL CENTER	SW RP CCI ABT CONP CNO Total balance \$7284.10, Past due amount of \$7251.10 due immediately, Current bill \$33 due by 05 / 12 / 2023, NMR 5/23/23. CX PLACED CALL ON HOLD TO GET DOCTORS FAX NUMBER. SENT MEDICAL TO DR JUDITH LARKIN @ [REDACTED] [REDACTED] FOR AKILLES WHYTE: Customer does not want to enroll in EFT. VENDOR: NCO	SCOTT, CHIKODI
		FINANCIAL CALL CENTER	Total balance \$7284.10, Past due amount of \$7251.10 due immediately, Current bill \$33 due by 05 / 12 / 2023, Nmr: mekkaclld to inform her dr got med form and asked for next step,adv to make sure her dr sends it back to peco and cll back tomorrow for updt, cx agreed,	OJOM, ANGEL
		FINANCIAL CALL CENTER	cx call screaming why we disconnect the service if she isa on LIHEAP program we don.t have any info from LIHEAP she don't had med cond, she don;t want to paid any money she hang up the call when i am looking a sup	RAMIREZ, GRISELDA
		FINANCIAL CALL CENTER	cx called in yelling about service shut off says liheap will pay she received a letter in mail saying they will pay 4/26 she went to liheap 4/24 to confirm they will pay offered restoration amount 7,259.24 declined offered med cert declined offered 211 declined just keeps yelling and screaming saysshe'll get it cut on illegal Total balance \$7284 >contd...	BECK, BRYONNA
	CUT OUT FOR NON PAY COMPLETED	DESCRIPTION UNDEFINED	ACCT-5089585129 COMPLETED CUT-OUT; UNSUCCESSFUL CONTACT;sitting on wires Lights Ok/Unknown Tree in Wires (Pole to House)	MDTCOMPLETION, COMEDRT
	MISCELLANEOUS	OPERATIONS CALL CTR & BILLING	cust called in irrate saying shes going to cut her serviceson illegally, CUST STARTED MAKING THREATS. I informed her iwould contact the police she stated she didnt care, sent info to the supervisor	KING, KEITH
5/12/2023 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	Call got disconnected upon answering. Unable to provide help.	PINTO, JUAN
		NO DEPARTMENT ASSIGNED	REF#230512-001645 MC APPVD ON 5/12/23,,EXP ON 6/11/23,,SIGNED BY DR. MARY ROSS SAMMON MD439478,,ARM details	EUCUSTOMERCARE
		FINANCIAL CALL CENTER	RP Mekka Ali called in about Med CertTotal balance \$7284.10, Past due amount of \$7251.10 due immediately, Current bill \$33 due by 05 / 12 / 2023, NMR 5/23/23 Checking on status of med cert to find out if approved/ CX hung up.	SCOTT, PAULA
		FINANCIAL CALL CENTER	Total balance \$7284.10, Past due amount of \$7251.10 due immediately, Current bill \$33 due by 05 / 12 / 2023. CCI about her med cert for her son. Cust was very upset cause she informed some incorrect info. Adv cust the correct process for the med cert. We have not recvd anything for the med cert dept.	JOHNSON, JASMINE

		FINANCIAL CALL CENTER	cx refused to listen to agent. CI for updt on medform. Wanted to speak to a supervisor because she said she is being told different things. Sup said it is being med will be issued for pwr to be rest. adv of breaker policy. FSMT taken	DALEY, NASHIMA
	CUT IN COMPLETED	DESCRIPTION UNDEFINED	ACCT-5089585129 AMI Remote Connect Cut In order SYSTEM GENERAT ""	MDTCOMPLETION, COMEDRT
	CUT IN ISSUED	NO DEPARTMENT ASSIGNED	AMI Remote Connect - Cut-In order SYSTEM GENERATED CUT IN DUE TO COLLECTION EXCEPTION rollment but must rescind by 2018-08-09 in order to avoid a potential early termination fee assessed by the RES.	ADD/MNTN COLLECTION EXCEPTION
	MEDICAL CONDITION	FINANCIAL CALL CENTER	Stop Credit Action Effective Date : 2023-05-12	ROBERTS-MILLS, ANDREA
	OSC INCIDENT REQUEST	NO DEPARTMENT ASSIGNED	New OSC (Service Cloud) Incident CREATED with RefNo #:230512-001645	EUCUSTOMERCARE
6/7/2023 12:00:00 AM	CREDIT ISSUES	FINANCIAL CALL CENTER	give puc a call Cannot read reason: NOT HOME	GRESHAM, KHAMIYAH
		FINANCIAL CALL CENTER	sp rp Ms. Ali called in to see what options were as far as setting up a dpa or help with cb, cst already has a med extension on acct expires 06/11/23, cst is not eligible for a dpa or doa, advised cst they could give 211 a call cst wasn't interested advised 211 was no help, advised cst of the puc and provided phone # and website, cst is going to >contd...	GRESHAM, KHAMIYAH
6/12/2023 12:00:00 AM	CORRESPONDENCE - COLLECTIONS		TEN DAY NOTICE RESIDENTIAL Service may be terminated on or after: 06/26/2023 Termination Amount: \$7,325.24 which is subject to change UE AT TIME OF CALL: \$623.40 SERVICE AMOUNT DUE: \$623.40 TOTAL BALANCE: \$706.98 PHN NBR UPDATED: EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DESCRIPTION UNDEFINED
6/14/2023 12:00:00 AM	ADD TCPA CONSENT	NO DEPARTMENT ASSIGNED	Account phone number [REDACTED] has been added or updated. D TYPE: Field Notification Call AMOUNT DUE AT TIME OF CALL: \$548.85 SERVICE AMOUNT DUE: \$548.85 TOTAL BALANCE: \$586.11 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	TCPA CONSENT MAINTENANCE
	COMM INFRML CONSUMER	REGULATORY AFFAIRS	puc case # 3917341-- ON - PAR WITH DISPUTE (#63)...suspend \$7337.10 PUC rights not given to customer. Customer Satisfied-NO.	TARPLEY, RENEE A
	MISC PUC - CUSTOMER RELATIONS	REGULATORY AFFAIRS	detailed bilx required [REDACTED]	TARPLEY, RENEE A
	PUC COMPLAINT	REGULATORY AFFAIRS	puc case # 3917341-- ON - PAR WITH DISPUTE (#63)...suspend \$7337.10	TARPLEY, RENEE A
6/28/2023 12:00:00 AM	MISCELLANEOUS	OPERATIONS CALL CTR & BILLING	CPI about provided case number adv that PUC Complaint is opened case number reflects already cust asked if she can xfr service to new address must be a direct xfr and will not be PTFD PUC complaint will still be opened regardless if account closes per assistance rec	SANTIAGO, ARIANNA
6/30/2023 12:00:00 AM	CUSTOMER RELATIONS	PEC PEC CUSTOMER RELATIONS	130pm emailed acknowledgment email to [REDACTED]	WILLIAMS, MONIKA

Name: **MEKKA ALI**  
 Account Number: [REDACTED]  
 Phone Number: [REDACTED]  
 Service Address: [REDACTED] N 9th St, Philadelphia

**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.



**Billing Summary**

Bill Date	09/23/2024
Charges/Credits from previous bill	\$8,466.43
Electric Customer Charge Adjustment - Default Rate	-\$2.10
<b>Total Other Charges</b>	<b>\$8,464.33</b>

**Current Period Charges**

Electric	\$49.41
<b>Total New Charges</b>	<b>\$49.41</b>

**Total Amount Due on 10/15/2024 \$8,513.74**

**General Information**

Next scheduled meter reading: 10/23/2024

**800-494-4000**

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](http://peco.com/service)

**Customer Self Service - Manage Your Account 24/7**  
 Start, stop and move your service

8899-02-0010915-0001-0020238

 Online: [peco.com](http://peco.com)

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

 By Phone: 800-494-4000

Return only this portion with your check made payable to PECO. Please write your account number on your check.

 **peco**<sup>SM</sup>  
 AN EXELON COMPANY  
 2301 Market Street  
 Philadelphia, PA 19103-1380

**Pay Today!**

 [peco.com/ebill](http://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 10/15/2024 \$8,513.74**

Payment Amount \$ [REDACTED]

0010915 01 AV 0.545 \*\*AUTO T5 0 8899 19140-222619 -C02-B1-P10925-112 4 6



MEKKA ALI  
 [REDACTED] N 9TH ST  
 PHILADELPHIA, PA 19140-2226



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



Account Number: [REDACTED]

<b>1</b>	<b>Service Address</b> [REDACTED] N 9th St, Philadelphia, PA 19140	<b>\$49.41</b>	Electric Choice ID: 0671992861
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**Meter Information**

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
08/22-09/21	117902157	General Service	Tot kWh	82987 Actual	83205 Actual	218	1	<b>218</b>

Total kWh Used: 218



**ELECTRIC RESIDENTIAL SERVICE**

Service Period 08/22/2024 to 09/21/2024 - 30 days

<b>PECO ELECTRIC DELIVERY</b>		<b>\$29.27</b>
Customer Charge		10.54
Distribution Charges	218 kWh X 0.08416	18.35
Distribution System Improvement Charge		0.38
<b>PECO ELECTRIC SUPPLY</b>		<b>\$20.15</b>
Generation Charges	218 kWh X 0.08380	18.27
Transmission Charges	218 kWh X 0.00864	1.88
<b>TAXES &amp; FEES</b>		<b>-\$0.01</b>
State Tax Adjustment		-0.01
<b>Total Current Charges</b>		<b>\$49.41</b>

**Shopping Information Box**

When shopping for a competitive electric/natural gas supplier, please provide the following:

**Electric Choice ID: 0671992861**  
**Electric Rate:** Electric Residential Service

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.

**Message Center**

From PECO:

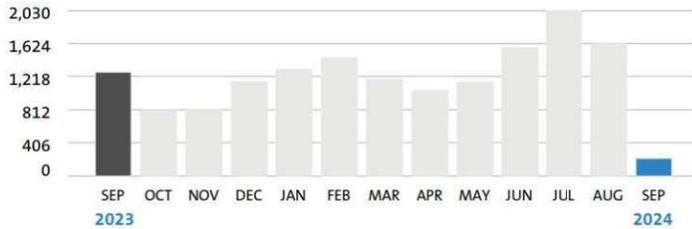
New charges contain estimated total state tax of \$3.39, including \$2.92 for State Gross Receipt Tax.

**Your estimated electric price to compare adder is \$0.0924 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**.

\*\*\* Final Bill \*\*\*

**Your Usage Profile**  
ANNUAL ELECTRIC USAGE

[peco.com/smartideas](http://peco.com/smartideas)  
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	218	7.30	30	72
Last Month	1,640	56.60	29	83
Last Year	1,281	40.00	32	74

Avg kWh per Month: 1,204  
Total Annual kWh Usage: 14,445



8899-02-0010915-0002-0020239

### Ways to Pay

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#### Online

Visit [peco.com/paybill](http://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



Bill Account Nbr. [REDACTED]

Contact Dt	Contact Typ Short Desc	Remarks
08-AUG-25	(EU) Regulatory - Commission	FORMAL PUC COMPLAINT F-2025-3056660 EXHIBITS SENT TO LEGAL
04-AUG-25	(PECO) Collections On Hold	Collection Exception has been created - Other Exception(s) - 2026-08-04
29-JUL-25	(EU) Credit Issues	Past due Balance of: \$ 6333.00, Balance Due: \$6370.00, Current Charges: \$37.00, Bill Due Date: 07 / 30 / 2025, cci regarding shut off notice. NMR 08/06/2025. no changes to fsmt. adv cx there is no update regarding her appeal with the puc case she has. adv cx there is a hold on the acct that expires on 08/06/2025. cx did make a payment today as well of 637.00. adv cx to keep in contact with the puc for any updates on her appeal. branded.
29-JUL-25	(EU) Payment Arrangement Request Ineligibility	
29-JUL-25	(EU) Payment Memo	SOURCE=PYMTUSPC Payment: \$ 637.00
29-JUL-25	(EU) Credit Card Payment	CPI TO MAKE PAYMENT OF 637.00 FOR PAST BILLS  ADV CUST OF 2.25  CONFIRMATION NUMBER 4419237304
17-JUL-25	(PECO) Collections On Hold	Collection Exception has been created - Other Exception(s) - 2025-08-06
17-JUL-25	(PECO) PUC Case Regulatory Contact	BCS 4054632 BILLING DISPUTES (# 18) Other Related Information/Disputes:Customer disputing a balance 7532.00 that accumulated at 4319 N 9th St. Custome says company knew she had moved out of that property 2 years ago and provided a lease for the apt she lives at now. Company was supposed to be confuting an investigation since Oct 2024 when customer was contacting about bill. Customer says out of all contacts with company she was never told that service was still on in her name at prior address. Customer wants the prior balance removed. The Cell Phone Number (267) 457 - 6401 has been allowed to be shared. The Email Address mekkahali20@gmail.com has been allowed to be shared. Company Position:04/14/2025 Customer account is under investigation.
17-JUL-25	(EU) Regulatory - Commission	PUC DEC 07/16/2025 All usage and billings are based on actual meter readings. PECO received no request for discontinuance for prior address [REDACTED] N 9th St, Philadelphia, PA 19140). A Former Address Dispute was completed and a credit of \$1,131.79 was applied to the account as per the lease provided by Customer. Customer actively enrolled on CAP and is not eligible for PUC PAR. Customer responsible for Total Account Balnce of \$6,333.00 as of 07/04/2025. Customer advised to contact PECO regarding the amount to maintian service. CAP Dismissal. BCS 4054632
07-JUL-25	(EU) Credit Issues	Past due Balance of: \$ 6333.00, Balance Due: \$6333.00, Current Charges: \$37.00, Bill Due Date: 06 / 30 / 2025, NMR-7/08 pmt dclnd updt fsmt lvl 1 cap cx cx ci to check on med cert. adv approved and exp 7/30. recap and branded PECO.
07-JUL-25	(EU) Payment Arrangement Request Ineligibility	

04-JUL-25	(PECO) PUC Case Regulatory Contact	puc bcs BCS: 4054632 provided puc with update
01-JUL-25	(EU) Medical Condition	MED CERT APPROVED 7/1/25 EXP 7/30/25 SIGNED BY PHYSICIAN ALICE HACKETT ON 6/30/25 DELAWARE LIC# C1-0025931...NB
01-JUL-25	(PECO) Collections On Hold	Collection Exception has been created - Medical Condition Exception - 2025-07-30
01-JUL-25	(EU) Oracle Service Cloud Incident Request	New OSC (Service Cloud) Incident CREATED with RefNo #:250701-000206
30-JUN-25	(EU) Credit Issues	ms ali bcs of s/o so i checked balances then i checked acct she has s/o i placed ur for 1o dys cx agreed also she required med cond hld she qualified for it i sent fax to dr HACKETT f#3026515345 i explained timeframes cx agreed then i asked for fsmnt cx refused i summarized cld cc 37.00 pdb6296.00 tbd6333.00 bdd 06 30 2025 nrd 07 08 2025
30-JUN-25	(PECO) Collections On Hold	Collection Exception has been created - UR Customer Refused Terms Exception - 2025-07-10
30-JUN-25	(PECO) Collection Process Cancelled	Collection Exception has been created
30-JUN-25	(EU) Miscellaneous	cpu for total current charges for the acct since her last payment. adv cus of total amount of \$609 which is all the total charges on her acct since cap adjusted her bills. cus wanted more info on other options to avoid shut off notice for total balance on acct and for med cert info xfer cus to fcc
24-JUN-25	(PECO) Letter - Disconnect Notice - Residential	
20-JUN-25	(PECO) PUC Case Regulatory Contact	BCS #3986873 ON PAR NEEDED 361
11-JUN-25	(EU) Supervisor Comments	HBAR DOA- High balance review past due balance \$6,296.00 due in full. 2dpa defaults within 5yrs/ CAP ARREAR the acct is NOT ELIG for new terms the pdb is due in full. The customer can reach out to 211 for assistance. PUC case open and pending decision.
07-JUN-25	(PECO) PUC Case Regulatory Contact	PUC BCS 4054632 PROVIDED PUC WITH SOA 7/23 -11/24
15-MAY-25	(PECO) PUC Case Regulatory Contact	PUC BCS 4054632 DATA SENT DECISION PENDING
13-MAY-25	(EU) Customer Relations	BCS #4054632 REPORT SENT
12-MAY-25	(EU) Credit Issues	fad// processed OTC fpr 1131.79 for disp address at 4319 N. 9th st 19140. Responded back to CRE as well FAD closed. PUC has complaint now.
10-MAY-25	(EU) Customer Relations	BCS #4054632 Customer Relations call & s/w Ms. Ali who cnfmd that she called to stop svc @ 4319 N 9th St & submitted the lease to her new address...She went on to state she feels like PECO has been giving her the run around, that we've failed to follow up with her even after it was told her issued had been escalated to a Sup
14-APR-25	(PECO) Collections On Hold	Collection Exception has been created - Other Exception(s) - 2027-05-04
14-APR-25	(PECO) Collections On Hold	Collection Exception has been created - Other Exception(s) - 2027-05-04
10-MAR-25	(EU) Miscellaneous	customer called to details on bills customer has open PUC case advise customer to speak with PUC for further assistants

03-MAR-25	(PECO) CAP Miscellaneous	Universal Services working todo (Customer wastold they had a supplier on acct cust doesnt have supplier on this acct MEKKA ALI [REDACTED] no supplier, todo completed and closed
19-FEB-25	(EU) Billing Inquiry	s/w rp cx state spoke with someone in novemeber about high bill. cx state missed a few payments. cx state was being charged for an address that she did not live at.cx state she is going to get a lawyer for issue and contact puc Balance Due: \$7316.79, Current Charges: \$37.00, Bill Due Date: 02 / 26 / 2025, nmr 03/06/2025. adv cx that account refered to sup for FAD 02/12/2025 cx state she has not had any changes in income. adv fad reopened in jan and no additional info at this time. placed 30 day hold.
19-FEB-25	(PECO) Collections On Hold	Collection Exception has been created - Other Exception(s) - 2025-03-21
19-FEB-25	(EU) Payment Arrangement Request Ineligibility	
12-FEB-25	(EU) Miscellaneous	
11-FEB-25	(EU) Miscellaneous	
		Referred account to supervisor for escalation to FAD
		Mekka Ali [REDACTED] calling because upset because she is still being billed for old address she moved out of in 2022 or 2023. Cust states no one has contacted you about the dispute. Cust states she is going to a lawyer if dispute is not completed. Reached out to J Saccomandi for more information. Mr Saccomandi said billing is behind and he will reach out to customer before the day is out.
31-JAN-25	(PECO) CAP Miscellaneous	Customer is receiving 171.00 in electric CAP PIPP reinstatement credits for bills between Oct-Dec
14-JAN-25	(EU) Oracle Service Cloud Incident Request	New OSC (Service Cloud) Incident CREATED with RefNo #:250114-000381
14-JAN-25	(EU) Former Address Dispute	FAD: Due to a CC&B planned outage defect, billing adjustments will be delayed and/or original FAD did not transition over to CCB . To avoid going over SLA, this new FAD was opened and one prior to this closed within 30 day SLA... j sacco
02-JAN-25	(EU) Supervisor Comments	HBAR-doa-review: Current bill:\$94.00 due:12/26/24, Bal fwd:\$7,319.79, Bal due:\$7,413.79. PD BAL DUE IN FULL. Cust on CAP/NOT elg for new terms. If unable to pay advise cust to call 221/LIHEAP for additional assistance.
19-DEC-24	(EU) Oracle Service Cloud Incident Request	New OSC (Service Cloud) Incident CREATED with RefNo #:241219-000376
19-DEC-24	(EU) Former Address Dispute	FAD: Due to a CC&B planned outage defect, billing adjustments will be delayed and/or original FAD did not transition over to CCB . To avoid going over SLA, this new FAD was opened and one prior to this closed within 30 day SLA... j sacco
12-DEC-24	(EU) Supervisor Comments	HBAR-doa-review: Per notes rp doesn't live at residence anymore was evicted, she doesn't know who is current living there. Cust did send in copy of current address. Cust on CAP/NOT elg for new terms. If unable to pay advise cust to call 211/LIEHAP for addition assistance. No further actions taken
23-NOV-24	(EU) Oracle Service Cloud Incident Request	New OSC (Service Cloud) Incident CREATED with RefNo #:241123-000055

23-NOV-24	(EU) Former Address Dispute	FAD: Due to a CC&B planned outage defect, billing adjustments will be delayed and/or original FAD did not transition over to CCB . To avoid going over SLA, this new FAD was opened and one prior to this closed within 30 day SLA... j sacco
06-NOV-24	(PECO) Collections On Hold	Collection Exception has been created - Other Exception(s) - 2026-11-26
05-NOV-24	(EU) Credit Issues	fad// did rec copy of lease loaded a TD to BDD for ██████ in 9th st 19140 to 7-1-23. Lease in O. j sacco
04-NOV-24	(EU) Credit Issues	fad// PM 1718 did s/w cust she will send to me lease for new address.
01-NOV-24	(EU) Credit Issues	Cust upset after recvg a shut off notice for over \$7000. After analyzing the acct adv \$4892.58 was xfrd on 10/18/24 from a former address. Adv bill was just taken out of her name on 9/21/24. Cust stated she has not lived at that prpty since May 2023 as she was evicted and stated she does not know who is currently living at that former address. Issued FAD. Adv charges are on hold for 30 days. Updated fsmt. Lvl 1. Already on CAP. Not eligible for a new dpa Placed UR Peco Refused hold exp 11/11/24. Offered 211,UESF, LIHEAP and PUC Rights given. Med-Yes. MCNR-No. Exp med cert process .Past due Balance of: \$ 7205.79, Balance Due: \$7225.79, Current Charges: \$319.46, Bill Due Date: 10 / 25 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$7225.79 I have taken the appropriate actions for this account.
01-NOV-24	(PECO) Collection Process Cancelled	Collection Exception has been created
01-NOV-24	(PECO) Collections On Hold	Collection Exception has been created - UR PECO Refused Terms Exception - 2024-11-11
01-NOV-24	(EU) Oracle Service Cloud Incident Request	New OSC (Service Cloud) Incident CREATED with RefNo #:241101-000248
01-NOV-24	(EU) Former Address Dispute	Correct Disconnect Date - 05/15/23   Address -
01-NOV-24	(EU) Payment Arrangement Request Ineligibility	
28-OCT-24	(PECO) Letter - Disconnect Notice - Residential	
24-OCT-24	(PECO) PA Default Dialer Call	Payment Arrangement Defaulted PA Defaulted Amount : \$1352.76 Installment Remaining : 6 Default Date : 2024-10-24
08-OCT-24	(EU) Supervisor Comments	HBAR-doa-review: Per notes services stopped on acct 9/21/24. No further actions taken
06-AUG-24	(PECO) Collections On Hold	Collection Exception has been created - Other Exception(s) - 2024-10-05
29-JUL-24	(EU) Payment Memo	SOURCE=PYMTUSPC Payment: \$ 314.75
29-JUL-24	(EU) Credit Issues	Current bill \$319.92 Balance Forward \$0.00 Bill Due Date: 7/29/24 Nxt MR: 8/5/24 Credits \$--->> cx contacted in order to verified balances and process pymt > confirmed current bill, due date and next meter read > confirmed amount and process full amount due + service fee > confirmed pymt and remaining amount

28-JUN-24	(PECO) CAP Miscellaneous	Account is currently excluded from Collections with a 60-day hold placed due to CCB processing issues.
27-JUN-24	(EU) Payment Memo	SOURCE=PYMTUSPC Payment: \$ 320.00
27-JUN-24	(EU) Credit Issues	Past due Balance of: \$ 319.46, Balance Due: \$319.46, Current Charges: \$319.46, Bill Due Date: 06 / 27 / 2024, NRM: 07 / 05 / 2024. The cx MEKKA ALI calling. Cx made a payment of \$320 plus processing fee, Conf 3714207712. FSTM declined.
27-JUN-24	(EU) Payment Arrangement Request Ineligibility	
05-JUN-24	(EU) Credit Issues	REF#240418-000504 To Do closed in Oracle will be completed in CC&B by Univ Serv m.Smith
03-JUN-24	(EU) Credit Issues	REF#240603-000940 no action taken already process C. Smith
03-JUN-24	(EU) Credit Issues	Mekka Ali [REDACTED] calling because she made a payment to get back on payment arrangement and wants to confirm it is back on the account. Per 05/20/24 contact customer was offered SPA. Cust paid \$1000 toward Sig Payment Arrangement but arrangement did not update. Per CC&B eligible but when "grant" was selected I recvd an error. Submitted Misce System Credit wfm but was able to get help from peer setting up agreement. Adv customer \$225.46 for 11 installments added to each bill. Past due Balance of: \$ 0.00, Balance Due: \$0.00, Current Charges: \$0.00, Bill Due Date: 05 / 28 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$0.00
03-JUN-24	(EU) Installment Billing	cust submitted 2 payments of \$500 on 5/20 ND 5/29 TO SET PAYMENT AGREEMENT TO ACCT.
03-JUN-24	(PECO) Letter - Special Payment Arrangement	Payment Arrangement Type: (PECO) Significant Payment Agreement Agreement Amount: 2480.06 Down Payment Amount: 0.00 Number of Installments: 11 Installment Amount: 225.46 Final Installment: \$225.46
03-JUN-24	(EU) Oracle Service Cloud Incident Request	New OSC (Service Cloud) Incident CREATED with RefNo #:240603-000940
03-JUN-24	(PECO) Miscellaneous	Miscellaneous System Credit   Cust paid \$1000 toward Sig Payment Arrangement but arrangement did not update. Per CC&B eligible but when "grant" was selected I recvd an error.
03-JUN-24	(EU) Payment Arrangement Request Ineligibility	
03-JUN-24	(EU) Payment Arrangement Request Ineligibility	
28-MAY-24	(EU) Payment Memo	SOURCE=PYMTUSPC Payment: \$ 500.00
28-MAY-24	(EU) Credit Issues	Past due Balance of: \$ 2980.06, Balance Due: \$2980.06, Current Charges: \$94.00, Bill Due Date: 05 / 28 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$2980.06 nmr 6/5sw ms ali called to make cfmt 3660714092 declined fsmt
20-MAY-24	(EU) Payment Memo	SOURCE=PYMTUSPC Payment: \$ 500.00

20-MAY-24	(EU) Credit Issues	Past due Balance of: \$ 3386.06, Balance Due: \$3480.06, Current Charges: \$94.00, Bill Due Date: 05 / 28 / 2024, NRD Miss Ali call in to pay \$500 + \$1.75 conf#3648552936 cx eligible to be in SPA option cx will pay \$659.9 I told cx this is subject to change cx will try to pay before 05/28 if cx call next week pls continue with same option and make honor to this note to help cx out
20-MAY-24	(EU) Payment Arrangement Request Ineligibility	
20-MAY-24	(EU) Credit Issues	cci to get on the pa prev rep offered i offered the same spa i adv she has to pay \$1,159.90 and \$210.92 for the next 11 months plus bill cst stated she wants to pay \$500 toward the spa i adv the system does not work that way she has to pay the full down paymnt. i also adv if she pays \$500 today when she calls back to get the spa she will still have to pay a \$1000 down paymnt cst asked to speak to someone else for a second opinion---Past due Balance of: \$ 3386.06, Balance Due: \$3480.06, Current Charges: \$94.00, Bill Due Date: 05 / 28 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$3480.06
20-MAY-24	(EU) Payment Arrangement Request Ineligibility	
15-MAY-24	(EU) Credit Issues	MS. Ali called Past due Balance of: \$ 3386.06, Balance Due: \$3480.06, Current Charges: \$94.00, Bill Due Date: 05 / 28 / 2024, PA Balance: \$0.00, NMD: 06/05/24 she was requesting for payment agreement, offer the significant payment agreement, educated her to pay the downpayment in order to get the installment she would like, she was not agree, she does not want to make the option, also she said already contact the PUC no help from them, refer to 211 and no help either from them. and hanged up. No changes made.
15-MAY-24	(EU) Payment Arrangement Request Ineligibility	
14-MAY-24	(EU) Regulatory - Commission	PUC DEC 2024-05-14. DISMISSED PER 1405C - THE DATE OF COMPLAINT RESOLUTION AND EXPIRATION OF THE STAY OF TERMINATION IS 5/21/2024 1:02:01 PM. BCS 3986873.
14-MAY-24	(EU) Regulatory - Commission	BCS CASE #3986873 REPORT SENT TO PUC; DECISION PENDING
03-MAY-24	(EU) Credit Issues	S/W Mrs MEKKA ALI - Adv of PDB \$3386.06 CB \$439.63 DD 04/29 TB \$3386.06 NMRD 05/06 - cust cldd in for CAP status, acc was enrolled on 04/21 // ELIGIBLE FOR DPA: NO, Not all the PAs are paid fully in last 5 years // adv of DOA note: Cust has 4DPA defaults, Cust on CAP/NOT elg for new terms. Cust acct placed on hold-hold expires 6/17/24. Offer cust 50% of pd bal - FSMT is the same, lvl 1 adv of CAP&211
03-MAY-24	(EU) Payment Arrangement Request Ineligibility	
03-MAY-24	(EU) Miscellaneous	cust called about bill bal
03-MAY-24	Miscellaneous	cust called about bill bal
03-MAY-24	Miscellaneous	cust called about bill bal

03-MAY-24	(EU) Credit Issues	Past due Balance of: \$ 3386.06, Balance Due: \$3386.06, I current Charges: \$439.63, Bill Due Date: 04 / 29 / 2024, MEKKA ALI called to report she still dont know why her bill keeps running so high so adv cx to talk to CC so call was fwd to CC
03-MAY-24	(EU) Payment Arrangement Request Ineligibility	
03-MAY-24	(EU) Credit Issues	cci for a pa i adv per doa sup cst is not eligible for anymore dpa she defaulted in four dpa-- Past due Balance of: \$ 3386.06, Balance Due: \$3386.06, Current Charges: \$439.63, Bill Due Date: 04 / 29 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$3386.06
03-MAY-24	(EU) Payment Arrangement Request Ineligibility	
01-MAY-24	(EU) Supervisor Comments	HBAR-doa-review: Current bill:\$38.00 due:5/16/24,Bal fwdrd:\$7,663.93, Bal due: \$7,701.93. Cust has 4DPA defaults, Cust on CAP/NOT elig for new terms. Cust acct placed on hold-hold expires 6/17/24. Offer cust 50% of pd bal
22-APR-24	(EU) Billing Miscellaneous	cust called she said she got a email that she needs to provide heating model she don't understand why she have to do all that I told her that's apart of rate change she have to send that info in
21-APR-24	(PECO) CAP Reinstatement	
18-APR-24	(EU) Oracle Service Cloud Incident Request	New OSC (Service Cloud) Incident CREATED with RefNo #:240418-000504
18-APR-24	(EU) Application Information	cpi to ask how to drop supplier i adv cust there is no supplier on acct cust states she has elec heat opened r to rh rate change dispute sent email with whats needed for dispute issued 60 day hold for cap issue and issued transfer Debits/Previous Address Charge to do as per email from 04/08/24 Past due Balance of: \$ 2946.43, Balance Due: \$3386.06, Current Charges: \$439.63, Bill Due Date: 04 / 29 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$3386.06
18-APR-24	(PECO) Collections On Hold	Collection Exception has been created - Other Exception(s) - 2024-06-17
18-APR-24	(PECO) Rate Review	cust states she has elec heat yes answers to the first 2 questions has had elec heat since she moved in MEKKA AL [REDACTED]
09-APR-24	(EU) Supervisor Comments	arat doa review- 1 dpa default in past yr, rp informed me abt cap restoration issues, gave cap # to call if she hasn't heard back from them, cb\$439.63, pdb\$2946.43, tb\$3386.06, ra\$1954.51(subj to ch.)
28-MAR-24	(PECO) CAP Miscellaneous	CAP INC: RECEIVE COMPLETE CAP APPLICATION, COMPLETE SOCIAL SECURITY AWARD LETTER, VERIFIED FINANCIAL STATEMENT LEVEL 1, SENT TEXT MESSAGE, NEED TO DROP SUPPLIER TO COMPLETE REINSTATEMENT. HOLD 4/12/2024, FOLLOW UP 4/12/2024
28-MAR-24	(PECO) Collections On Hold	Collection Exception has been created - CAP Supplier Drop Exception - 2024-04-12
26-MAR-24	(PECO) CAP Miscellaneous	CAP-INC: TXT MSG SENT ACKNOWLEDGING RECEIPT OF CAP APPLICATION
18-MAR-24	(PECO) Collections On Hold	Collection Exception has been created - CAP Income Received Exception - 2024-04-02
06-FEB-24	(EU) Request Letter	CAP Application Packet

06-FEB-24	(EU) Credit Issues	Total balance \$2284.68, Past due amount of \$1703.10 due immediately, Current bill \$581.58 due by 02 / 23 / 2024, nrd 3/11/2024 I updated fsmt and adv her about assistance agencies liheap, cap and 211 s/w rp Mekka Ali
06-FEB-24	(EU) Credit Issues	CPI regards to account and does not understand why her billis so high, adv customer about the PA agreement not being paid on time will cause to default. Cust did not want to hear, stated she was going to get her lawyer who is a family member to investigate her bill, adv cust will xfrd to Fcc to see if a PA will be able to be reinstated. cno Total >contd...
06-FEB-24	(EU) Credit Issues	balance \$2284.68, Past due amount of \$1703.10 due immediately, Current bill \$581.58 due by 02 / 23 / 2024, New charges\$0, Excess credit \$0
30-JAN-24	(PECO) PA Default Dialer Call	Deferred Payment Agreement Default Defaulted Amt: \$1,046.14 Reinstatement Amt: \$675.00
18-JAN-24	High Bill Reread Voided	OTHER; MET W/ MEKKA SHE GAVE ACCESS TO PROP & MTRS/ DROPPEDLOAD VERF NO MUU OR FW/ 6798W ON MTR TIME OF ARRVL/ FND CUST USING HEAT ON 84 SET TO ON W/ EMERG HEAT/ DECREASED LOAD USING HEAT & WATTS DECREASED TO 789W/ I EXPLD IMPACT OF EMERGHEAT & SET TO ON/ GAVE COST EFF TIPS/ CUST U/S; OR/WRUR PROVIDED HBCI PECO OK ELEC
18-JAN-24	High Bill Voided	OTHER; MET W/ MEKKA SHE GAVE ACCESS TO PROP & MTRS/ DROPPEDLOAD VERF NO MUU OR FW/ 6798W ON MTR TIME OF ARRVL/ FND CUST USING HEAT ON 84 SET TO ON W/ EMERG HEAT/ DECREASED LOAD USING HEAT & WATTS DECREASED TO 789W/ I EXPLD IMPACT OF EMERGHEAT & SET TO ON/ GAVE COST EFF TIPS/ CUST U/S; OR/WRUR PROVIDED HBCI PECO OK ELEC
18-JAN-24	High Bill Completed	OTHER; MET W/ MEKKA SHE GAVE ACCESS TO PROP & MTRS/ DROPPEDLOAD VERF NO MUU OR FW/ 6798W ON MTR TIME OF ARRVL/ FND CUST USING HEAT ON 84 SET TO ON W/ EMERG HEAT/ DECREASED LOAD USING HEAT & WATTS DECREASED TO 789W/ I EXPLD IMPACT OF EMERGHEAT & SET TO ON/ GAVE COST EFF TIPS/ CUST U/S; OR/WRUR PROVIDED HBCI PECO OK ELEC
10-JAN-24	(EU) High Bill Inquiry	Customer Relations---Please justify usage/complete appliance analysis cx states bills are too/something is wrong with meter please call LL David @ [REDACTED] 30 minutes prior to arrival to gain access to property
10-JAN-24	(EU) TCPAeventForCustomerPhoneNumber Opt IN/OUT/Wrong/Recy #	Account phone number [REDACTED] has been added or updated.
10-JAN-24	(ComEd) Customer Maintained	TELEPHONE NUMBER WAS CHANGED FROM [REDACTED] TO [REDACTED] ALTERNATE NUMBER WAS CHANGED FROM [REDACTED] TO -
08-JAN-24	(EU) Billing Inquiry	acct holder called about high bill reissued high bill we never got access to her meters to check them for high bill customer said landlord told he we checked it and its fine and the completed high bill say no access was provided
08-JAN-24	(EU) High Bill	No Access   No Access   landlord david telephone [REDACTED]

08-JAN-24	(EU) Outage Status Request	Crew status read by employee: T-Man Dispatched Undetermined	Outage ID: P2401070PROBABLE CAUSE: Cause
08-JAN-24	(EU) Outage Status Request	Crew status read by employee: T-Man Dispatched Undetermined	Outage ID: P2401070PROBABLE CAUSE: Cause
08-JAN-24	(EU) Billing Inquiry	Total balance \$675.00, Past due amount of \$0.00 due immediately, Current bill \$675 due by 01 / 25 / 2024, New charges \$0, Excess credit \$0 ;	
08-JAN-24	(EU) Outage Status Request	Crew status read by employee: T-Man Dispatched Undetermined	Outage ID: P2401070PROBABLE CAUSE: Cause
08-JAN-24	(PECO) Winter Protection	Winter termination protection granted due to low income indication from financial statement, CAP, prior CAP, or past LIHEAP or MEAF grants for this customer.	
08-JAN-24	(PECO) Foreign Wiring	No Access ; No Access ; landlord david telephone [REDACTED]	
22-DEC-23	(EU) Billing Inquiry	incorrectly Cust didn't understand why bill so high Tried to give a Bill Expl Cust Hung up	
22-DEC-23	(EU) Billing Inquiry	argued that she was adv that the reason why her bill is sohigh is bc it was including the Bal from a Previous addressExmpl that Bal was placed in the DPA and now she is paying the installmnt + CB Expl based on Cust usage her Current Charges are \$555.50 Cust continued to argue that she was told otherwise tried to expl again that info wa given >contd...	
22-DEC-23	(EU) Billing Inquiry	Cust called Req to make a paymnt Cust wanted to know if there is a svc fee Adv cust svc Fee of \$1.75 Cust adv she wouldhave to call back to make paymnt bc she only has the exact amnt for Bill Cust then wanted to Confirm that DPA would be Paid off once she pays CB \$573.54 DD:/12/22 Adv No Expl Custstill has 58 remaining installmnts of \$18.04 Cust >contd...	
22-DEC-23	(EU) Billing Inquiry	CPI to pay a bill, confirmed balance: Total balance \$573.54, Past due amount of \$0.00 due immediately, Current bill \$573.54 due by 12 / 22 / 2023, New charges \$0, Excess credit \$0 ; ,advised \$1.75 fee, xfrd to paymentus	
21-NOV-23	(EU) Credit Issues	Total balance \$466.47, Past due amount of \$0.00 due immediately, Current bill \$466.47 due by 11 / 21 / 2023,SPK WITH RP(Mekka ALI ) GVE BILLNG SUM AND NMRD 12/04/23 RP called to make a pymnt of TBD \$466.47 adv rp of \$1.75 proc fee tk pymnt gve conf #3326530614, ofrd 211 & liheap,recap cl	
06-NOV-23	(EU) Billing Inquiry	Total balance \$466.47, Past due amount of \$0.00 due immediately, Current bill \$466.47 due by 11 / 21 / 2023, New charges \$0, Excess credit \$0 ;	
06-NOV-23	(EU) Miscellaneous	all day. Cus is ok	
06-NOV-23	(EU) Miscellaneous	Cus called to get Bill x, and also clarity on her payment agreement. adv her payment agreement is in plave she is to pay \$18.04 plus whatever her current charges are. adv her on how she can cut back on her usage, cus admitted she has central heat and leaves it running all day. adv her she may wat to use her auto options instead of leaving it on >contd...	
03-NOV-23	(EU) Miscellaneous	CCI FOR OUTAGE UPDATE ADV ERT FOR 6:50PM	

03-NOV-23	(EU) Outage Status Request	Msg: ERT read by employee Time: 11/03/2023 18:50 Outage ID: P2311030PROBABLE CAUSE: Cause Undetermined
03-NOV-23	(EU) Outage Status Request	Msg: ERT read by employee Time: 11/03/2023 18:50 Outage ID: P2311030PROBABLE CAUSE: Cause Undetermined
03-NOV-23	(EU) Miscellaneous	Issued Eemg ;
03-NOV-23	(PECO) - Electric Outage - Issuance	Xst W Silver St All Out
03-NOV-23	(EU) Outage Status Request	Msg: ERT read by employee Time: 11/03/2023 18:30 Outage ID: P2311030PROBABLE CAUSE: Cause Undetermined
03-NOV-23	(EU) Outage Status Request	Msg: ERT read by employee Time: 11/03/2023 18:30 Outage ID: P2311030PROBABLE CAUSE: Cause Undetermined
03-NOV-23	(EU) Miscellaneous	transfer to emergency
24-OCT-23	(EU) Credit Issues	r/p ci for PA. updated fmst. Offered cust DPA 60 installments of \$18.04 for TBD \$1,082.22 cust agreed, Adv cust starting NMR 11/01. She will pay CB+\$18.04 cust understood. CAP andNIF sent for CAP. Total balance \$1082.22, Past due amount of \$1082.22 due immediately, Current bill \$356.41 due by 10 / 23 / 2023
24-OCT-23	(EU) Request Letter	CAP Application Packet & Proof of No-Income Letter
24-OCT-23	(PECO) Letter - Deferred Payment Arrangement	PAYMENT TYPE: DEFERRED PAYMENT AGREEMENT AGREEMENT AMOUNT: 1,082.22 DOWN PAYMENT AMOUNT: 0.00NUMBER OF INSTALLMENTS: 060 INSTALLMENT AMOUNT: 18.04 FINAL INSTALLMENT: 17.86 ALLOW ADVANCE PAYMENT?: NO
24-OCT-23	(EU) Balance Inquiry	, New charges \$0, Excess credit \$0 ; NIAC
24-OCT-23	(EU) Balance Inquiry	cust stated she had high bill investigation and wanted to know what the outcome was. informed cust a transfer balance was placed on acct per contact on acct dated 10/18/23. cust asked if she was eligible for payment agreement. xfr to FCC Total balance \$1082.22, Past due amount of \$1082.22 due immediately, Current bill \$356.41 due by 10 / 23 / 2023 >contd...
18-OCT-23	(EU) High Bill	WRUR/HIGH BILL PUC rights given to customer. Customer Satisfied-YES.
12-OCT-23	High Bill Completed	OTHER; SPOKE TO MEKKA WHO STATED HER LL WAS NOT ABLE TO GIVE ACCESS TO MTRS UNTIL LATER THIS AFTERNOON, ADV WOULD NEED TO RESCHEDULE F/V WHEN FULL ACCESS CAN BE PROVIDED. TECH WILL ARRIVE BETWEEN 7:30AM-1PM; OR/WRUR NEEDED HBCI PECO OK GAS
12-OCT-23	High Bill Voided	OTHER; SPOKE TO MEKKA WHO STATED HER LL WAS NOT ABLE TO GIVE ACCESS TO MTRS UNTIL LATER THIS AFTERNOON, ADV WOULD NEED TO RESCHEDULE F/V WHEN FULL ACCESS CAN BE PROVIDED. TECH WILL ARRIVE BETWEEN 7:30AM-1PM; OR/WRUR NEEDED HBCI PECO OK GAS
12-OCT-23	High Bill Reread Voided	OTHER; SPOKE TO MEKKA WHO STATED HER LL WAS NOT ABLE TO GIVE ACCESS TO MTRS UNTIL LATER THIS AFTERNOON, ADV WOULD NEED TO RESCHEDULE F/V WHEN FULL ACCESS CAN BE PROVIDED. TECH WILL ARRIVE BETWEEN 7:30AM-1PM; OR/WRUR NEEDED HBCI PECO OK GAS

04-OCT-23	(EU) Billing Inquiry	cust called updated as to why she has a bill that is \$1000 when she was told acct would be on hold and tech would be out to check meter. explained acct is on hold for HB dispute to stop acct from going into collections but it does not stop new bills. cust asked how it went from \$300 to \$1000. went over each bill \$371.97 was due 08/23, \$347.84 was >contd...
04-OCT-23	(EU) Billing Inquiry	due 09/27 and new bill \$356.41 due 10/23. cust stated no way she used \$300 for each month. informed appt is still set for 10/12
03-OCT-23	(EU) High Bill Inquiry	please call ahd [REDACTED] for MMMU we were out there before with no access tenant indicated she has coordinated with the owner David
19-SEP-23	(EU) Miscellaneous	CUST CALLED STATED FW AT PROPRTY ADV CUST OF DSPT PROCESS
19-SEP-23	(EU) High Bill	ACCESS NEEDED LANDLORD DAVID 2675157035
19-SEP-23	(PECO) Meter Mixed Up	MEKKA ALI STATES BEFORE SHE PLACED SERVICES IN HER NAME THE HALLWAY LIGHTS WERE OFF. WHEN SHE PLACED SERVICES IN HER NAME THE HALLWAY LIGHTS TURNED ON.
05-SEP-23	High Bill Completed	OTHER; UTC- NO ANSWER TO CALL AHEAD / NO ANSWER TO DOOR KNOCKS/; OR/WRUR NEEDED HBCI PECO OK GAS
05-SEP-23	High Bill Voided	OTHER; UTC- NO ANSWER TO CALL AHEAD / NO ANSWER TO DOOR KNOCKS/; OR/WRUR NEEDED HBCI PECO OK GAS
05-SEP-23	High Bill Reread Voided	OTHER; UTC- NO ANSWER TO CALL AHEAD / NO ANSWER TO DOOR KNOCKS/; OR/WRUR NEEDED HBCI PECO OK GAS
05-SEP-23	(EU) HB Inquiry	this fv was originally scheduled for today 9-5-23, HBtech went to prop & left WRUR for no access since the cust was not there, tech having MDT issues, so I am documenting for tech, CSR changed appt date from 9-5 to 9-6, I put order back as 9-5 so tech can clear job when he returns to office
05-SEP-23	High Bill Voided	
05-SEP-23	High Bill Completed	
05-SEP-23	High Bill Reread Voided	
05-SEP-23	High Bill Voided	
05-SEP-23	High Bill Reread Voided	
05-SEP-23	High Bill Completed	
05-SEP-23	High Bill Completed	
05-SEP-23	High Bill Voided	
05-SEP-23	High Bill Reread Voided	
05-SEP-23	(EU) Service Order Inquiry	update phone number for high bill investigation order
05-SEP-23	High Bill Reread Voided	ACCT-4087194085: [REDACTED] Possible Foreign Wiring
05-SEP-23	High Bill Voided	ACCT-4087194085: [REDACTED] Possible Foreign Wiring

05-SEP-23	High Bill Completed	ACCT-4087194085: [REDACTED] Possible Foreign Wiring
05-SEP-23	(EU) Miscellaneous	cust called about HB appt. She was being rude and cursing. Cust got upset and hung up
21-AUG-23	(EU) Miscellaneous	MEKKA ALI STATES BEFORE SHE PLACED SERVICES IN HER NAME THE HALLWAY LIGHTS WERE OFF. WHEN SHE PLACED SERVICES IN HER NAME THE HALLWAY LIGHTS TURNED ON. PROCESSED FOREGIN WIRING ONACCT CNO 30 DAY TIMEFRAME AND SCHEDULED APPT FOR 9/5/23
21-AUG-23	(EU) High Bill Inquiry	[REDACTED] Possible Foreign Wiring
21-AUG-23	(EU) TCPAeventForCustomerPhoneNu mber Opt IN/OUT/Wrong/Recy #	Account phone number [REDACTED] has been added or updated.
21-AUG-23	(ComEd) Customer Maintained	TELEPHONE NUMBER WAS CHANGED FROM [REDACTED] TO [REDACTED] ALTERNATE NUMBER WAS CHANGED FROM [REDACTED] TO - [REDACTED]
08-JUL-23	(PECO) Welcome Letter for Electric Service	
04-JUL-23	(EU) Request Letter	CAP Removal Over 60 Ltr
04-JUL-23	(PECO) CAP Enrollment	CAP RATE COULD NOT BE TRANSFERRED FROM ACCOUNT [REDACTED] BECAUSE THE TRANSFER OCCURRED OUTSIDE THE 60 DAY WINDOW
01-JUL-23	Connect Completed	ACCT-4087194085: AMI Remote Connect New Customer
01-JUL-23	Connect Maintained	ACCT-4087194085: AMI Remote Connect New Customer
01-JUL-23	Connect Voided	ACCT-4087194085: AMI Remote Connect New Customer



**Bills & Payment Statement**

Account Information	
Account Number:	[REDACTED]
Customer Name:	Al, Mekka
Meter Bill Group:	Monthly - Cycle 04
Account Status:	Active
Service Address:	N 11th St 2nd Fl, Philadelphia, PA 19133
Billing Address:	N 11th St 2nd Fl, Philadelphia, PA 19133
Requested By:	

Account Balances	
Current Bill:	37.00
Bill Prior:	37.00
Deposit Requested:	0.00
Deposit On-Hand:	0.00
CAP Pre-program Arrears:	0.00
Payment Agreement Balance:	0.00
Account Balance:	6,168.33

Rate Schedule	
Rate Schedule:	PECO Electric Residential Heating Service

**Account Activity**

Transaction Date	Transaction Type	Billing Period	Reading Type	Meter #	Usage Type	Usage Qty	Current Amount
05-NOV-2025	BILL-Elec - Residential	07-OCT-25 to 05-NOV-25	Regular	A127914797	KWH	1856	37.00
07-OCT-2025	BILL-Elec - Residential	05-SEP-25 to 07-OCT-25	Regular	A127914797	KWH	1337	37.00
05-SEP-2025	BILL-Elec - Residential	06-AUG-25 to 05-SEP-25	Regular	A127914797	KWH	1339	37.00
06-AUG-2025	BILL-Elec - Residential	08-JUL-25 to 06-AUG-25	Regular	A127914797	KWH	1268	37.00
29-JUL-2025	PAYMENT					0	-637.00
08-JUL-2025	BILL-Elec - Residential	06-JUN-25 to 08-JUL-25	Regular	A127914797	KWH	1384	37.00
06-JUN-2025	BILL-Elec - Residential	07-MAY-25 to 06-JUN-25	Regular	A127914797	KWH	1812	37.00
12-MAY-2025	Good Business			A127914797		0	-3.00
12-MAY-2025	Former Address Disputes			A127914797		0	-1,131.79
07-MAY-2025	BILL-Elec - Residential	07-APR-25 to 07-MAY-25	Regular	A127914797	KWH	2271	37.00
07-APR-2025	BILL-Elec - Residential	06-MAR-25 to 07-APR-25	Regular	A127914797	KWH	2596	37.00
06-MAR-2025	BILL-Elec - Residential	04-FEB-25 to 06-MAR-25	Regular	A127914797	KWH	3217	37.00
04-FEB-2025	BILL-Elec - Residential	03-JAN-25 to 04-FEB-25	Regular	A127914797	KWH	3743	37.00
21-JAN-2025	CAP PIPP Retroactive			A127914797		0	-171.00
03-JAN-2025	BILL-Elec - Residential	03-DEC-24 to 03-JAN-25	Regular	A127914797	KWH	2970	37.00
03-DEC-2024	BILL-Elec - Residential	01-NOV-24 to 03-DEC-24	Regular	A127914797	KWH	2609	94.00
01-NOV-2024	BILL-Elec - Residential	03-OCT-24 to 01-NOV-24	Regular	A127914797	KWH	1717	94.00
18-OCT-2024	Transfer - Former			A127914797		0	4,892.58
03-OCT-2024	BILL-Elec - Residential	04-SEP-24 to 03-OCT-24	Regular	A127914797	KWH	1242	94.00
08-SEP-2024	Electric Customer Charge			A127914797		0	-2.10
04-SEP-2024	BILL-Elec - Residential	05-AUG-24 to 04-SEP-24	Regular	A127914797	KWH	1204	94.00
05-AUG-2024	BILL-Elec - Residential	05-JUL-24 to 05-AUG-24	Regular	A127914797	KWH	1104	94.00
29-JUL-2024	PAYMENT					0	-314.75
05-JUL-2024	BILL-Elec - Residential	05-JUN-24 to 05-JUL-24	Regular	A127914797	KWH	1212	94.00
28-JUN-2024	PAYMENT					0	-320.00

05-JUN-2024	BILL-Elec - Residential	06-MAY-24 to 05-JUN-24	Regular	A127914797	KWH	1574	94.00
29-MAY-2024	PAYMENT					0	-500.00
20-MAY-2024	PAYMENT					0	-500.00
06-MAY-2024	BILL-Elec - Residential	05-APR-24 to 06-MAY-24	Regular	A127914797	KWH	2192	94.00
05-APR-2024	BILL-Elec - Residential	08-MAR-24 to 05-APR-24	Regular	A127914797	KWH	2395	439.63
08-MAR-2024	BILL-Elec - Residential	01-FEB-24 to 08-MAR-24	Regular	A127914797	KWH	3628	661.75
01-FEB-2024	BILL-Elec - Residential	03-JAN-24 to 01-FEB-24	Regular	A127914797	KWH	3285	581.58
03-JAN-2024	BILL-Elec - Residential	30-NOV-23 to 03-JAN-24	Regular	A127914797	KWH	3846	656.96
27-DEC-2023	PAYMENT					0	-573.54
30-NOV-2023	BILL-Elec - Residential	30-OCT-23 to 30-NOV-23	Regular	A127914797	KWH	3238	555.50
22-NOV-2023	PAYMENT					0	-466.47



CAP HISTORY

(PECO) CAP Portal

Main

CAP Window

CAP Details

CURRENT ENROLLMENT DATE:	07-03-2023	CAP STATUS:	REINSTATED	ELECTRIC		GAS		TOTALS	
ORIGINAL ENROLLMENT DATE:	10-23-2015*	ENROLLED IN HEALTH USAGE:	--	MONTHLY PIPP AMOUNT:	\$37.00	MONTHLY PIPP AMOUNT:	\$--.00	MONTHLY PIPP AMOUNT:	\$37.00
NEXT RECERTIFY DATE:	03-28-2026	HEALTH USAGE EFFECTIVE DATE:	----	ANNUAL ENERGY BURDEN:	\$452.64	ANNUAL ENERGY BURDEN:	\$--.00	ANNUAL ENERGY BURDEN:	\$452.64
REMOVAL DATE:	--	ELECTRIC SERVICE TYPE:	Electric Service Only	ANNUAL MAXIMUM CREDIT:	\$2,845.00	ANNUAL MAXIMUM CREDIT:	\$--.00	ANNUAL MAXIMUM CREDIT:	\$2,845.00
REMOVAL REASON:	--	GAS SERVICE TYPE:	--	MINIMUM BILL:	\$10.00	MINIMUM BILL:	\$--.00	MINIMUM BILL:	\$10.00
				PIPP CREDITS USED TO DATE:	\$1,929.43	PIPP CREDITS USED TO DATE:	\$0.00	PIPP CREDITS USED TO DATE:	\$1,929.43
				PIPP CREDITS REMAINING:	\$915.57	PIPP CREDITS REMAINING:	\$--.00	PIPP CREDITS REMAINING:	\$915.57
				ANNUAL CREDITS START DATE:	04-21-2025	ANNUAL CREDITS START DATE:	----		
				ANNUAL CREDITS RESET DATE:	04-21-2026	ANNUAL CREDITS RESET DATE:	----		

\* [REDACTED] N. 17th Street, Apartment A, Philadelphia



PAR HISTORY

### Payment Arrangement Request: (PECO) Deferred Payment Agreement

Main Log

#### Payment Arrangement Request

Main ⓘ		Record Act
INFORMATION	(PECO) Deferred Payment Agreement (DPA), Ali, Mekka, Granted, Create Date/Time: 12-27-2022 06:36PM	Record Inf
ACCOUNT ID	Ali, Mekka, (PECO) Residential, \$3,313.83, [REDACTED] ⓘ	
PAYMENT ARRANGEMENT REQUEST TYPE	(PECO) Deferred Payment Agreement (DPA)	
STATUS	Granted	
REQUEST DATE	12-27-2022	
TOTAL PA AMOUNT	\$6,877.26	
REQUEST REASON	Conversion	
REQUEST RESULT	Eligible	
DOWN PAYMENT AMOUNT	\$0.00	
DOWN PAYMENT DUE DATE		
NUMBER OF INSTALLMENTS	24	
INSTALLMENT AMOUNT	\$286.55	
PAYMENT ARRANGEMENT	Payment Arrangement, Closed, 12-27-2022 - 02-24-2023, \$0.00, [REDACTED] ⓘ	

# Payment Arrangement Request: (PECO) Deferred Payment Agreement

Main

Log

## Payment Arrangement Request

Main 



Record Ac

INFORMATION (PECO) Deferred Payment Agreement (DPA), Ali,Mekka,  
Granted, Create Date/Time:10-24-2023 06:36PM

Record Inf

ACCOUNT ID Ali,Mekka, (PECO) Residential, \$6,168.33,  

PAYMENT ARRANGEMENT REQUEST TYPE (PECO) Deferred Payment Agreement (DPA)

STATUS Granted

REQUEST DATE 10-24-2023

TOTAL PA AMOUNT \$1,082.22

REQUEST REASON Conversion

REQUEST RESULT Eligible

DOWN PAYMENT AMOUNT \$0.00

DOWN PAYMENT DUE DATE

NUMBER OF INSTALLMENTS 60

INSTALLMENT AMOUNT \$18.04

PAYMENT ARRANGEMENT Payment Arrangement, Closed, 10-24-2023 - 01-30-2024,  
\$0.00,  

# Payment Arrangement Request: (PECO) Significant Payment Agreement

Main

Log

## Payment Arrangement Request

Main ⓘ



Record Actio

INFORMATION	(PECO) Significant Payment Agreement, Ali,Mekka, Granted, Create Date/Time:06-03-2024 12:38PM
ACCOUNT ID	Ali,Mekka, (PECO) Residential, \$6,168.33, [REDACTED] ⌵
PAYMENT ARRANGEMENT REQUEST TYPE	(PECO) Significant Payment Agreement
STATUS	Granted
REQUEST DATE	06-03-2024
TOTAL PA AMOUNT	\$2,480.06
REQUEST REASON	
REQUEST RESULT	Eligible
DOWN PAYMENT AMOUNT	\$0.00
DOWN PAYMENT DUE DATE	06-05-2024
NUMBER OF INSTALLMENTS	11
INSTALLMENT AMOUNT	\$225.46
PAYMENT ARRANGEMENT	Payment Arrangement, Closed, 06-03-2024 - 10-24-2024, \$0.00, [REDACTED] ⌵

Record Infor



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 - Print

<b>Case#: 4054632</b>	
Utility Name:	PECO Energy
Utility Type:	Electric Distributor
Date Opened:	04/14/2025
Reason For Contact:	BILLING DISPUTES (# 18)
Other Related Information/Disputes:	Customer disputing a balance 7532.00 that accumulated at [REDACTED] N 9th St. Custome says company knew she had moved out of that property 2 years ago and provided a lease for the apt she lives at now. Company was supposed to be confuting an investigation since Oct 2024 when customer was contacting about bill. Customer says out of all contacts with company she was never told that service was still on in her name at prior address. Customer wants the prior balance removed. The Cell Phone Number [REDACTED] has been allowed to be shared. The Email Address [REDACTED] has been allowed to be shared.
Company Position:	04/14/2025 Customer account is under investigation.
Misc. Information:	
Case Origin:	Telephone
Term Date:	
Arrearage:	0.00
Caller other than Rate Payer/Business Name:	
BCS referral to the Universal Service Program:	N
BCS Interviewer:	Dorin Collins
BCS Investigator:	Jonathan Zimmerman
Investigator Phone:	(717)783-3970
Customer Name:	Mekkah Ali
Account Number:	[REDACTED]
Service Class:	RESIDENTIAL
Service Address:	[REDACTED] N 11 St, Apt 2, Philadelphia, PA 19133
Mailing Address:	
Home Phone:	
Work Phone:	
Family Size:	
Number of Adults:	0
Number of Children:	0
Ages:	



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 - Print

Case#: 4054632

Utility Name: PECO Energy  
Decision Issue: Yes  
Oral/Written: W  
Violation: ACTUAL  
Chapter 56/64/Other: 56  
Section/Rule: 56.1, 56.151(2), 56.151(4), 56.163(1)  
Total Balance: \$6,333.00  
Closing Date: 07/16/2025

Resolution: Decision Issued: All usage and billings are based on actual meter readings. PECO received no request for discontinuance for prior address (██████ N 9th St, Philadelphia, PA 19140). A Former Address Dispute was completed and a credit of \$1,131.79 was applied to the account as per the lease provided by Customer. Customer actively enrolled on CAP and is not eligible for PUC PAR. Customer responsible for Total Account Balnce of \$6,333.00 as of 07/04/2025. Customer advised to contact PECO regarding the amount to maintian service. CAP Dismissal.

Service Restored Pay(Offs): \$0.00  
Account Balance Date: 07/04/2025  
Keep Service on Pay(Remedys): \$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

10 Day/Reconnect Pay: \$0.00  
Begin with Bill Date:  
Pay Current Bill Plus: \$0.00  
BCS Investigator: Jonathan Zimmerman

Letter Type: Blank Decision  
Letter Head Date: 07/15/2025

Customer Name: Mekkah Ali  
Account Number: ██████████  
Service Address: ████████ N 11 St, Apt 2, Philadelphia, PA 19133