

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
SUSAN DAGNALL, :
Complainant, : Docket No.:
vs. : F-2025-3057510
PECO ENERGY COMPANY - GAS, :
Respondent. :
-----*

Pages 1 through 63 TELEPHONIC HEARING
Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA 19107

Wednesday, January 28, 2026
Met, pursuant to notice, at 1:37 p.m.

BEFORE: THE HONORABLE ALPHONSO ARNOLD III
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2025-3057510
Hearing Date: January 28, 2026

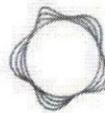
EXHIBITS INDEX

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EXHIBIT 1

**PECO CAP APPROVAL LETTER
DATED MARCH 5, 2025**

Susan C. Dagnall F-2025-3057510



pecoSM

AN EXELON COMPANY

You must continue to pay your bills on time. If you do not pay your bill, your service may be shut off. To make a payment, please visit peco.com/payment or call 1-877-432-9384. You can take the worry out of paying your energy bills on time by enrolling in automatic payment at peco.com/payment.

You can save money by using less electricity and natural gas. PECO offers energy efficiency solutions that can save energy and money. To learn more, visit peco.com/WaysToSave call 1-888-5-PECO-SAVE (1-888-573-2672).

We are here to help...

At PECO, we are committed to helping every customer meet their energy needs. If you have any questions about your CAP recertification or your account, call us at 1-800-774-7040 or visit peco.com/CAP.

Sincerely,

PECO

EXHIBIT 2

PECO BILL DATED MARCH 26, 2025



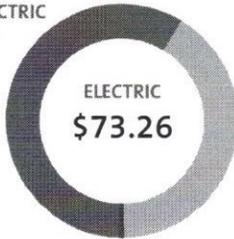
Name: SUSAN DAGNALL
Account Number: [REDACTED]
Phone Number: 610-623-9596
Service Address: 720 High St Rr 1 Apt 1, Pottstown

Emergency and Repair

800-841-4141

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

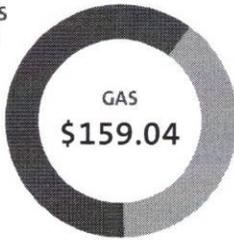
PECO ELECTRIC DELIVERY



TAXES & FEES

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

PECO GAS DELIVERY



TAXES & FEES

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

Billing Summary

Bill Date	03/26/2025
Charges/Credits from previous bill	\$414.12
Total Other Charges	\$414.12

Current Period Charges

Electric	\$59.00
Gas	\$89.00
Total New Charges	\$148.00

Total Amount Due on 04/17/2025 \$562.12

General Information

Next scheduled meter reading: 04/30/2025

800-774-7040

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 800-494-4000 antes de la fecha de vencimiento.

peco.com/service

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

Online: peco.com

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

By Phone: 800-774-7040

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



2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

Go paperless: receive and pay your bill online.

0019418 01 MB 0.62 **AUTO H5 0 8761 19512-605353 -C03-B1-P19437-I123 5



SUSAN DAGNALL
PO BOX 1053
BOYERTOWN, PA 19512-6053

- 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 04/17/2025 \$562.12

Payment Amount \$ [REDACTED]



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

267443222201000014851070562126

8761-03-0019418-0001-0028803



1	Service Address 720 High St Rr 1 Apt 1, Pottstown, PA 19465	\$148.00	Electric Choice ID: ██████████ Gas Choice ID: ██████████
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Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
02/24-03/26	127920713	General Service	Tot kWh	56825 Actual	57153 Actual	328	1	328
02/24-03/26	015557679	General Service	CCF	7542 Actual	7652 Actual	110	1	110

Total kWh Used: 328
Total CCF Used: 110



ELECTRIC RESIDENTIAL SERVICE CAP

Service Period 02/24/2025 to 03/26/2025 - 30 days

PECO ELECTRIC DELIVERY	\$42.96
Customer Charge	11.29
Distribution Charges	328 kWh X 0.09655 = 31.67
PECO ELECTRIC SUPPLY	\$30.30
Generation Charges	328 kWh X 0.08381 = 27.49
Transmission Charges	328 kWh X 0.00858 = 2.81
TAXES & FEES	\$0.00
CAP Adjustment	-14.26

Total Current Charges \$59.00

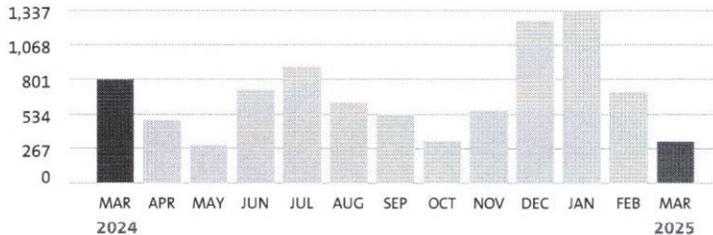
Message Center

From PECO:
New charges contain estimated total state tax of \$6.07, including \$4.32 for State Gross Receipt Tax.

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

Your Usage Profile
ANNUAL ELECTRIC USAGE

peco.com/WaysToSave
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	328	10.90	30	48
Last Month	709	22.90	31	35
Last Year	808	28.90	28	48

Avg kWh per Month 677
Total Annual kWh Usage 8,120



GAS RESIDENTIAL HEATING SERVICE CAP

Service Period 02/24/2025 to 03/26/2025 - 30 days

PECO GAS DELIVERY	\$95.52
Customer Charge	15.70
Distribution Charges	15 CCF X 0.68638 = 10.07
Distribution Charges	95 CCF X 0.68633 = 65.43
Balancing Service Charges	15 CCF X 0.03649 = 0.54
Balancing Service Charges	95 CCF X 0.03968 = 3.78

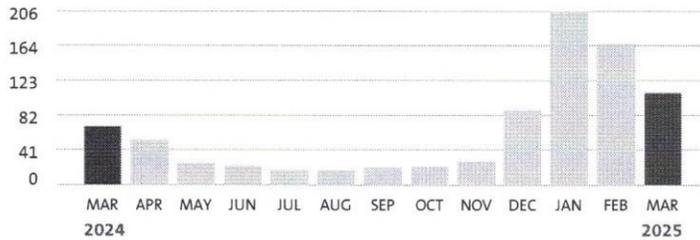


Account Number: ██████████

PECO GAS SUPPLY			\$63.54
Natural Gas Supply Charges	15 CCF	X 0.47122	6.91
Natural Gas Supply Charges	95 CCF	X 0.54216	51.68
Gas Cost Adjustment Charges	15 CCF	X 0.01484	0.22
Gas Cost Adjustment Charges	95 CCF	X 0.04961	4.73
TAXES & FEES			-\$0.02
State Tax Adjustment			-0.02
CAP Adjustment			-70.04
Total Current Charges			\$89.00

Your Usage Profile
ANNUAL GAS USAGE

peco.com/WaysToSave
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	110	3.70	30	48
Last Month	168	5.40	31	35
Last Year	70	2.50	28	48

Avg Ccf per Month	65
Total Annual Ccf Usage	782

8761-03-0019418-0002-0028904

Ways to Pay



Online

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



Mobile App

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



Mail

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



Phone

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



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

EXHIBIT 3

PECO BILL DATED FEBRUARY 24, 2025

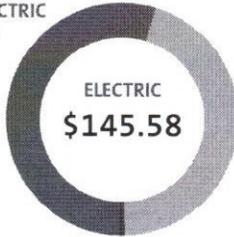
Name: **SUSAN DAGNALL**
 Account Number: **[REDACTED]**
 Phone Number: **610-623-9596**
 Service Address: **720 High St Rr 1 Apt 1, Pottstown**

Emergency and Repair

800-841-4141

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

PECO ELECTRIC DELIVERY



TAXES & FEES

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

PECO GAS DELIVERY



TAXES & FEES

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

Billing Summary

Bill Date	02/24/2025
Charges/Credits from previous bill	\$274.12
Total Other Charges	\$274.12

Current Period Charges

Electric	\$56.00
Gas	\$84.00
Total New Charges	\$140.00

Total Amount Due on 03/18/2025 \$414.12

General Information

Next scheduled meter reading: 03/28/2025

800-774-7040

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 800-494-4000 antes de la fecha de vencimiento.

peco.com/service

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

Online: **peco.com**

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

By Phone: **800-774-7040**

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



AN EXELON COMPANY

2301 Market Street
 Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

Go paperless: receive and pay your bill online.

0008847 01 MB 0.62 **AUTO T8 0 8739 19512-605353 -C04-B1-P08855-I1 34



SUSAN DAGNALL
 PO BOX 1053
 BOYERTOWN, PA 19512-6053

- 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 03/18/2025 \$414.12

Payment Amount \$



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

267443222201000014050770414122

8739-04-0008847-0001-0009402

1	Service Address 720 High St Rr 1 Apt 1, Pottstown, PA 19465	\$140.00	Electric Choice ID: ██████████ Gas Choice ID: ██████████
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Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
01/24-02/24	127920713	General Service	Tot kWh	56116 Actual	56825 Actual	709	1	709
01/24-02/24	015557679	General Service	CCF	7374 Actual	7542 Actual	168	1	168

Total kWh Used: 709
Total CCF Used: 168



ELECTRIC RESIDENTIAL SERVICE CAP

Service Period 01/24/2025 to 02/24/2025 - 31 days

PECO ELECTRIC DELIVERY	\$79.74
Customer Charge	11.29
Distribution Charges	709 kWh X 0.09655 = 68.45
PECO ELECTRIC SUPPLY	\$65.84
Generation Charges	709 kWh X 0.08429 = 59.76
Transmission Charges	709 kWh X 0.00858 = 6.08
TAXES & FEES	\$0.00
CAP Adjustment	-89.58
Total Current Charges	\$56.00

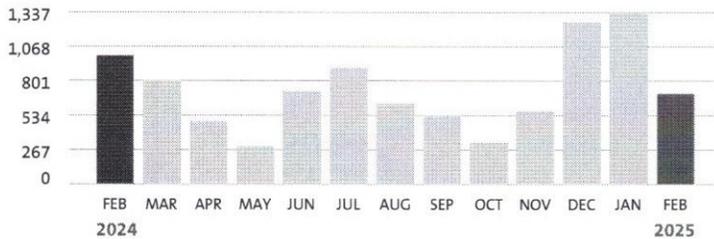
Message Center

From PECO:
New charges contain estimated total state tax of \$11.41, including \$8.59 for State Gross Receipt Tax.

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

Your Usage Profile
ANNUAL ELECTRIC USAGE

peco.com/smartideas
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	709	22.90	31	33
Last Month	1,337	38.20	35	34
Last Year	1,004	27.90	36	41
Avg kWh per Month	717			
Total Annual kWh Usage	8,600			



GAS RESIDENTIAL HEATING SERVICE CAP

Service Period 01/24/2025 to 02/24/2025 - 31 days

PECO GAS DELIVERY	\$137.14
Customer Charge	15.70
Distribution Charges	168 CCF X 0.68638 = 115.31
Balancing Service Charges	168 CCF X 0.03649 = 6.13
PECO GAS SUPPLY	\$81.65
Natural Gas Supply Charges	168 CCF X 0.47122 = 79.16
Gas Cost Adjustment Charges	168 CCF X 0.01484 = 2.49

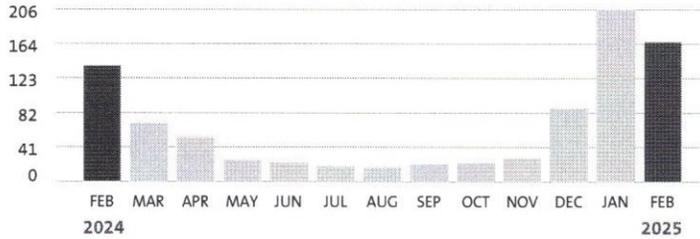


Account Number: ██████████

TAXES & FEES	-\$0.02
State Tax Adjustment	-0.02
CAP Adjustment	-134.77
Total Current Charges	\$84.00

Your Usage Profile
ANNUAL GAS USAGE

peco.com/smartideas
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	168	5.40	31	33
Last Month	206	5.90	35	34
Last Year	139	3.90	36	41

Avg Ccf per Month: 62
Total Annual Ccf Usage: 742

8739-04-0008847-0002-0009403

Ways to Pay



Online

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



Mobile App

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



Mail

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



Phone

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



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

EXHIBIT 4

**PECO TEN-DAY SHUT-OFF NOTICE
DATED MAY 16, 2025**

**TEN DAY SHUT OFF NOTICE
(AVISO DE SUSPENSION DE SERVICIO EN 10 DIAS)**

Account Number: ██████████
For Service To: 720 High St Rr 1 Apt 1
Date Prepared: May 16, 2025

Past Due Amt: \$562.12
New Billing: \$145.93
Total Amount: \$708.05

Your Electric/Gas Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 720 High St Rr 1 Apt 1 on or after 8:00 a.m. on June 2, 2025. If this date is a Friday, the service shut off will occur on, or soon after, the next business day.

We will NOT shut off your electric/gas service if you do ONE of the following:

- **Pay \$562.12 in full before June 2, 2025**, this includes any amount you owe on your payment plan. This notice is effective for **60 days**.
- Pay the catch up amount on your agreement if it has defaulted. Call 1-888-480-1533 for the amount.
- Show us a paid receipt for the past due amount.
- You may be eligible for a payment agreement or special assistance programs which may stop the termination of your service. **Call 1-888-480-1533 right away** to determine if you are eligible for a payment agreement or assistance, to dispute your bill or to provide us with household income or occupant information.
- **To talk about your bill, please call our office at 1-888-480-1533.**

**WE MUST RECEIVE YOUR PAYMENT BEFORE THE SHUT-OFF DATE.
WE WILL NOT ACCEPT PAYMENTS AT YOUR PROPERTY.**

If we shut off your electric/gas service, you may have to pay all of the following before we can turn service on:

- **Past Due Amount of** \$562.12
- **Deposit Past Due Amount of** \$0.00
- **Agreement Unbilled Balance** \$0.00
- **Total** \$562.12*

*If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.

**If your service is shut off, you may have to make substantial payments in order to have your service restored. In addition to any balance owed, you will have to pay a Reconnection Charge of between \$20.00 and \$1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

MEDICAL EMERGENCY NOTICE

Let us know if you or anyone presently and normally living in your home is seriously ill. WE WILL NOT SHUT OFF YOUR SERVICE during such an illness provided you:

1. Have your licensed physician, nurse practitioner or physician assistant certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.

'AND'

2. Make some equitable arrangement to pay the company your current bills for service.

IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

¡Atención! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-888-480-1533.

Send payment in the enclosed envelope or pay your bill at an authorized payment location or PECO Energy's Main Office (23rd & Market Streets Philadelphia). To pay by credit card or check by phone, call 1-877-432-9384. The service provider will charge a convenience fee.

See other side for more information

 Online: 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.



AN EXELON COMPANY
2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

Go paperless: receive and pay your bill online.

0003413 01 MB 0.62 **AUTO H4 1 9200 19512-605353 -C05-P03416-I 4



SUSAN DAGNALL
PO BOX 1053
BOYERTOWN, PA 19512-6053



Account # [REDACTED]

877-432-9384

Pay by phone, a convenience fee will apply.

**Please pay this amount
Immediately.**

\$562.12

Payment Amount \$



PECO Energy Co.
PO BOX 13439
Philadelphia, PA 19162-0439

267443222201005621251530562127

If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between Dec.1 - Mar.31)



- **Contact us BEFORE the shut-off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:

Household Size	1	2	3	4
Monthly Income	\$3,261	\$4,407	\$5,553	\$6,698

Add \$1,146 for each additional household member.

- **If we shut off your service between Dec.1 - Mar.31**, we will turn your service on within 24 hours of you meeting all requirements/conditions to have service reconnected.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- PECO provides victims of domestic abuse and violence options and protections to start and keep electric and natural gas service. To qualify, customers can submit a current Protection From Abuse (PFA) or other court order showing domestic violence against the applicant or customer. **For more information, please contact us at: 1-888-480-1533.**
- Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-888-480-1533.
- If your service is shut off, you will have to pay more than the amount due on the front of this notice to have your service turned back on. You also may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- **If we shut off your service between Apr.1-Nov.30**, we will turn your service on within 3 days of you meeting all requirements/conditions to have service reconnected.

¡Atención! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-888-480-1533.

LIHEAP, which is the **Low-Income Home Energy Assistance Program**, has money available that could help you keep your PECO electric and gas service active during the winter. **LIHEAP** is open every year Nov.1 to Apr.1 or until money runs out (*individual dates vary each year*). **DO NOT HESITATE; APPLY for LIHEAP AS SOON AS POSSIBLE DURING THE LIHEAP SEASON.**

**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**

1-800-344-3574

EXHIBIT 5

**PECO CAP APPROVAL LETTER
DATED JULY 29, 2025**

Susan C. Dagnall F-2025-3057510

PECO
PO BOX 13778
Philadelphia PA 19101

Account Number: ██████████
Date July 29, 2025

Susan Dagnall
720 High St RR 1 Apt 1
Pottstown, PA 19465

For Service to:
720 High St RR 1 Apt 1
Pottstown, PA 19465

Dear Susan Dagnall,

Your application for recertification into PECO's Customer Assistance Program (CAP) has been approved effective 11/1/2024. You will continue to remain on the CAP Percentage of Income Payment Plan (PIPP) and receive a fixed monthly CAP bill based on a percentage of your total household income.

Based on the household income information provided, your fixed monthly CAP bill amount will be \$59.00 for electric and \$89.00 for gas for a total of \$148.00, unless you notify PECO of any household or income changes. Monthly credits may be applied to your bills to reach your fixed monthly CAP bill amount. Please note, PECO will charge you whichever is less, either your fixed CAP PIPP bill amount or your charges based on actual usage. Your annual CAP electric maximum credit limit for the next 12 months is \$1925.00. Once you reach your CAP annual maximum credit limit, you will be charged the full amount for the service you use.

The fixed monthly CAP bill amount could change when you recertify on CAP or if there is a change in your total household income. Your fixed monthly CAP bill amount could also change if you reach your CAP Annual Maximum Credit limit.

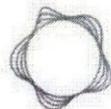
CAP Minimum Bill Amount

You are subject to a minimum monthly bill regardless of whether a monthly CAP credit applies or your actual usage. Your minimum monthly bill will never be less than the amount shown below, based on your service type.

- Electric - \$10
- Natural gas - \$20
- Residential heat - \$20

As a CAP customer you must:

- Pay your bills in full and on time
- Verify your total household income every two years, or when requested
- Take part in the Low-Income Usage Reduction Program (LIURP) if your household is identified as a high energy user
- Report any changes to your household income
- Not have an alternative energy supplier
- Not be enrolled in the Budget Billing Plan



pecoSM

AN EXELON COMPANY

You must continue to pay your bills on time. If you do not pay your bill, your service may be shut off. To make a payment, please visit peco.com/payment or call 1-877-432-9384. You can take the worry out of paying your energy bills on time by enrolling in automatic payment at peco.com/payment.

You can save money by using less electricity and natural gas. PECO offers energy efficiency solutions that can save energy and money. To learn more, visit peco.com/WaysToSave call 1-888-5-PECO-SAVE (1-888-573-2672).

We are here to help...

At PECO, we are committed to helping every customer meet their energy needs. If you have any questions about your CAP recertification or your account, call us at 1-800-774-7040 or visit peco.com/CAP.

Sincerely,

PECO

EXHIBIT 6

**PECO DEMAND-FOR-PAYMENT LETTER
DATED JANUARY 7, 2026**

Susan C. Dagnall F-2025-3057510

January 7, 2026

Your Bill is Past Due

Account Number: [REDACTED]
Service Address:
720 High St Rr 1 Apt 1
Pottstown, PA 19465

Dear Susan Dagnall,

You have not paid the \$974.28 you owe. Your past due balance must be paid now. Until you pay this amount, we will continue to add late-payment charges. If you have paid your bill in the last few days, please ignore this letter.

Ways to Pay

- **Online** at peco.com/paybill
- **PECO Mobile App** for your Apple or Android smartphone
- **Mail** - make checks payable to PECO and write your account number on your check. Please return tear off section at the bottom of this page
- **Phone** - call 1-877-432-9384 (Monday - Friday, 7 am to 7 pm)

If you need support paying your PECO bill, visit peco.com/help:

We have several programs that could help you manage your monthly bills, such as:

- Budget billing to even out the cost of monthly bills throughout the year and
- Payment arrangements to help you pay off past due amounts

We are here to help...Contact us at **1-888-480-1533** if you would like to discuss your options or account.

Sincerely,
PECO

 Online: peco.com

 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**SM
AN EXELON COMPANY
2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

 peco.com/ebill

Go paperless: receive and pay your bill online.

0021583 01 MB 0.67 **AUTO T4 2 9102 19512-605353 -C01-P21604-I 4



SUSAN DAGNALL
PO BOX 1053
BOYERTOWN, PA 19512-6053

Account # [REDACTED]  **877-432-9384**

Pay by phone, a convenience fee will apply.

Please pay this amount
immediately.

\$974.28

Payment Amount \$



PECO Energy Co.
PO BOX 13439
Philadelphia, PA 19162-0439



267443222201009742826070974281

EXHIBIT 7

PECO BILL DATED AUGUST 26, 2025

Name: **SUSAN DAGNALL**
 Account Number: [REDACTED]
 Phone Number: 610-623-9596
 Service Address: 720 High St Rr 1 Apt 1, Pottstown

Emergency and Repair

800-841-4141

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

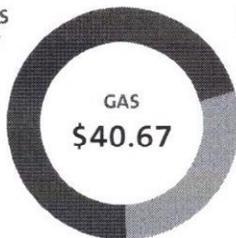
PECO ELECTRIC DELIVERY



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

TAXES & FEES

PECO GAS DELIVERY



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

TAXES & FEES

Billing Summary

Bill Date	08/26/2025
Thank you for your payment of \$59.00 on 08/26/2025	
Charges/Credits from previous bill	\$906.70
---> LIHEAP Grant	-\$100.00
Total Other Charges	\$747.70

Current Period Charges

Electric	\$59.00
Gas	\$40.67
Total New Charges	\$99.67

Total Amount Due on 09/17/2025 \$847.37

General Information

Next scheduled meter reading: 09/29/2025

800-774-7040

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 800-494-4000 antes de la fecha de vencimiento.

peco.com/service

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

8109-03-0019245-0001-0027332

Online: **peco.com**

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

By Phone: **800-774-7040**

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



2301 Market Street
 Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

Go paperless: receive and pay your bill online.

0019245 01 MB 0.67 **AUTO T2 1 8109 19512-605353 -C03-B1-P19264-I1



SUSAN DAGNALL
 PO BOX 1053
 BOYERTOWN, PA 19512-6053

- 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 09/17/2025 \$847.37

Payment Amount \$ [REDACTED]



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



267443222201000996752600847379



Account Number: **67243122**

1	Service Address 720 High St Rr 1 Apt 1, Pottstown, PA 19465	\$99.67	Electric Choice ID: 26771290 Gas Choice ID: 26771290
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Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading		Difference	Multiplier X	Total Usage
				Previous	Present			
07/28-08/26	127920713	General Service	Tot kWh	59218 Actual	59922 Actual	704	1	704
07/28-08/26	015557679	General Service	CCF	7781 Actual	7799 Actual	18	1	18

Total kWh Used: 704
Total CCF Used: 18



ELECTRIC RESIDENTIAL SERVICE CAP

Service Period 07/28/2025 to 08/26/2025 - 29 days

PECO ELECTRIC DELIVERY	\$79.27
Customer Charge	11.30
Distribution Charges	704 kWh X 0.09655 = 67.97
PECO ELECTRIC SUPPLY	\$73.22
Generation Charges	704 kWh X 0.09508 = 66.94
Transmission Charges	704 kWh X 0.00892 = 6.28
TAXES & FEES	\$0.00
CAP Adjustment	-93.49
Total Current Charges	\$59.00

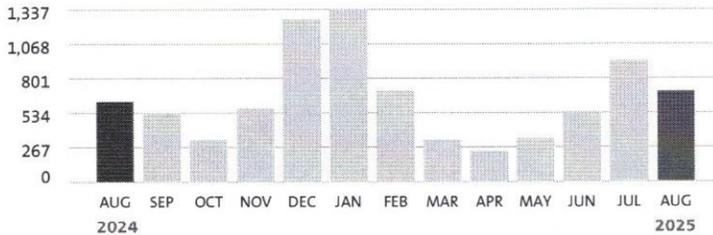
Message Center

From PECO:
New charges contain estimated total state tax of \$10.69, including \$9.00 for State Gross Receipt Tax.

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

Your Usage Profile
ANNUAL ELECTRIC USAGE

peco.com/WaysToSave
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	704	24.30	29	77
Last Month	942	29.40	32	83
Last Year	628	21.70	29	77

Avg kWh per Month: 654
Total Annual kWh Usage: 7,847



GAS RESIDENTIAL HEATING SERVICE CAP

Service Period 07/28/2025 to 08/26/2025 - 29 days

PECO GAS DELIVERY	\$28.73
Customer Charge	15.70
Distribution Charges	18 CCF X 0.68633 = 12.35
Balancing Service Charges	18 CCF X 0.03759 = 0.68
PECO GAS SUPPLY	\$11.94
Natural Gas Supply Charges	18 CCF X 0.61494 = 11.07
Gas Cost Adjustment Charges	18 CCF X 0.04814 = 0.87



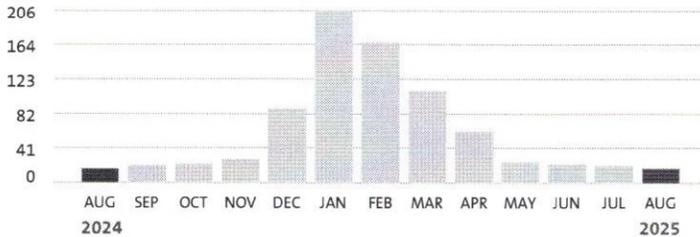
Account Number: ██████████

TAXES & FEES \$0.00

Total Current Charges **\$40.67**

Your Usage Profile
ANNUAL GAS USAGE

peco.com/WaysToSave
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	18	0.60	29	77
Last Month	21	0.70	32	83
Last Year	17	0.60	29	77

Avg Ccf per Month	66
Total Annual Ccf Usage	791

8109-03-0019245-0002-0027333

Ways to Pay



Online

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



Mobile App

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



Mail

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



Phone

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



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

Docket No. F-2025-3057510

Susan C. Dagnall v. PECO Energy Company

The Hon. Alphonso Arnold

Hearing Date: Wednesday, January 28, 2026, at 1:30 PM

Call-In Hearing No.: 1. 888.395.6703, PIN #: 88097140

PROPOSED EXHIBITS OF PECO ENERGY COMPANY

1. Customer Contacts
2. Statement of Account
3. CAP History
4. Initial CAP Welcome Letter, dated 3/5/25
5. **BCS Decision No. 4066900, closed 7/24/25***
6. CAP Welcome Letter, dated 7/29/25

*** Revised Late-filed Exhibit**

Bill Account Nbr [REDACTED]



CIMs Archived Contacts

Contact Typ Desc	Contact Dt	Remarks
(EU) Payment Memo	1/16/2026 3:15:30 PM	SOURCE=PYMTUSPC Payment: \$ 59.00
(EU) Successful Payment WEB	1/16/2026 2:31:17 PM	A \$59.00 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN ***[REDACTED] HAS BEEN SCHEDULED FOR 01/16/2026
(EU) Credit Issues	1/15/2026 5:39:30 PM	Past due Balance of: \$ 0.00, Balance Due: \$1122.28, Current Charges: \$148.00, Bill Due Date: 01 / 20 / 2026, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$1122.28. cx did not want to update fmst. cx stated that someone called from Peco and she wants to know why. explained to cx she does have a past due aMOUNT. she stated that she is going thru a hearing with others at this time.
(PECO) Dialer - Proactive Call 4	1/14/2026 5:03:13 AM	Phone Number Called: [REDACTED], Call Result: Answering machine was reached. Left message ,Date of Call: 2026-01-15 ,Time of Call: 11:41 ,Service Class: RES ,Record Type: Dialer Proactive Call 4 ,Amount Due at Time of call: \$.0 ,Service Amount Due: \$1122.28 ,Total Balance: \$1122.28
(PECO) Letter - Non-Friendly Notice Letter	1/7/2026 4:58:58 AM	
(EU) Payment Memo	12/20/2025 12:15:29 PM	SOURCE=PYMTUSPC Payment: \$ 59.00
(EU) Successful Payment WEB	12/20/2025 12:03:27 PM	A \$59.00 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN ***[REDACTED] HAS BEEN SCHEDULED FOR 12/20/2025
(PECO) Dialer - Proactive Call 3	12/19/2025 4:35:20 AM	
(PECO) Dialer - Proactive Call 2	12/12/2025 9:24:56 AM	
(PECO) Dialer - Proactive Call 1	12/8/2025 3:48:17 AM	
(EU) Payment Memo	11/15/2025 8:00:14 PM	SOURCE=PYMTUSPC Payment: \$ 59.00
(EU) Successful Payment WEB	11/15/2025 7:58:14 PM	A \$59.00 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN ***[REDACTED] HAS BEEN SCHEDULED FOR 11/16/2025

(EU) Special Notation	11/11/2025 12:02:34 PM	Revenue Management Update. Due to Gov't shutdown and delays in LIHEAP funding becoming available, this account has been removed from Collections Severance process. A Postpone Credit Review (PCR) / Collection Hold date of 12/5/2025 has been added to the account to avoid any future collection activity on account
(EU) Miscellaneous	10/28/2025 9:28:17 AM	LEGAL - FORMAL COMPLAINT - settlement conference call - offered \$500 credit and 24 month payment agreement. Incorrect information provided in CAP letter. Poor customer experience.
(EU) Payment Memo	10/20/2025 2:30:22 PM	SOURCE=PYMTUSPC Payment: \$ 59.00
(EU) Successful Payment WEB	10/20/2025 2:21:25 PM	A \$59.00 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN ** [REDACTED] HAS BEEN SCHEDULED FOR 10/20/2025
(PECO) CAP Miscellaneous	9/23/2025 3:32:55 PM	PUC CASE: BCS #CMINFORM - Called customer regarding complaint and was able to leave a message on voicemail for call back. - Customer called back due to missed call. Cannot speak at moment but will call back tomorrow at 9am. Briefly, customer stated that they received a letter stating they only needed to pay \$59.00 a month. Nothing more and they want company to honor that document.
(PECO) CAP Miscellaneous	9/22/2025 5:28:59 PM	PUC CASE: BCS # Received case to work
(PECO) Collections On Hold	9/19/2025 8:03:55 AM	Collection Exception has been created - Other Exception(s) - 2027-10-09
(EU) Payment Memo	9/17/2025 1:15:25 PM	SOURCE=PYMTUSPC Payment: \$ 59.00
(EU) Credit Issues	9/17/2025 1:14:39 PM	Past due Balance of: \$ 847.37, Balance Due: \$847.37, Bill Due Date: 09 / 17 / 2025, nmr 09-25-25 rp called to see how she can avoid the 2.25 online advised she has to login into her account she shouldn't get a fee if she paying with her bank info also talked about the puc compliant she has there is no hold on the account so she getting shut offs placed UR and cust said she will reach out to puc I have taken the appropriate actions for this account.

(EU) Successful Payment WEB	9/17/2025 1:02:39 PM	A \$59.00 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN ***[REDACTED] HAS BEEN SCHEDULED FOR 09/17/2025
(PECO) Utility Report - Customer Refused Terms	9/17/2025 12:59:48 PM	
(PECO) Collection Process Cancelled	9/17/2025 12:59:42 PM	Collection Exception has been created
(PECO) Collections On Hold	9/17/2025 12:59:42 PM	Collection Exception has been created - UR Customer Refused Terms Exception - 2025-09-27



Bills & Payment Statement

Account Information	
Account Number:	[REDACTED]
Customer Name:	Dagnall, Susan
Meter Bill Group:	Monthly - Cycle 18
Account Status:	Active
Service Address:	[REDACTED] High St [REDACTED], Pottstown, PA 19465
Billing Address:	
Requested By:	

Account Balances	
Current Bill:	148.00
Bill Prior:	147.23
Deposit Requested:	0.00
Deposit On-Hand:	0.00
CAP Pre-program Arrears:	0.00
Payment Agreement Balance:	0.00
Account Balance:	1,122.28

Rate Schedule	
Rate Schedule:	PECO Electric Residential Service CAP PECO Gas Residential Heating Service CAP

Account Activity

Transaction Date	Transaction Type	Billing Period	Reading Type	Meter #	Usage Type	Usage Qty	Current Amount	Current Balance	Payoff Amount	Payoff Balance	Total Bill	Heating Degree Days	Deferred Amt	Bill Due Dt
26-DEC-2025	BILL-Gas - Residential	24-NOV-25 to 26-DEC-25	Regular	Y015557679	CCF	182	89.00	0.00	89.00	0.00	0.00	0	0.00	
26-DEC-2025	BILL-Elec - Residential	24-NOV-25 to 26-DEC-25	Regular	A127920713	KWH	771	59.00	0.00	59.00	0.00	0.00	0	0.00	
26-DEC-2025	REGULAR BILL:	24-NOV-25 to 26-DEC-25				0	148.00	1,122.28	0.00	1,122.28	148.00	0	0.00	20-JAN-26
22-DEC-2025	PAYMENT					0	-59.30	0.00	-59.00	0.00	0.00	0	0.00	
24-NOV-2025	BILL-Elec - Residential	27-OCT-25 to 24-NOV-25	Regular	A127920713	KWH	234	58.23	0.00	58.23	0.00	0.00	0	0.00	
24-NOV-2025	BILL-Gas - Residential	27-OCT-25 to 24-NOV-25	Regular	Y015557679	CCF	93	89.00	0.00	89.00	0.00	0.00	0	0.00	
24-NOV-2025	REGULAR BILL:	27-OCT-25 to 24-NOV-25				0	147.23	1,033.28	0.00	1,033.28	147.23	0	0.00	16-DEC-25
17-NOV-2025	PAYMENT					0	-59.30	0.00	-59.00	0.00	0.00	0	0.00	
27-OCT-2025	BILL-Gas - Residential	25-SEP-25 to 27-OCT-25	Regular	Y015557679	CCF	29	54.84	0.00	54.84	0.00	0.00	0	0.00	
27-OCT-2025	BILL-Elec - Residential	25-SEP-25 to 27-OCT-25	Regular	A127920713	KWH	371	59.00	0.00	59.00	0.00	0.00	0	0.00	
27-OCT-2025	REGULAR BILL:	25-SEP-25 to 27-OCT-25				0	113.84	945.05	0.00	945.05	113.84	0	0.00	18-NOV-25
21-OCT-2025	PAYMENT					0	-59.30	0.00	-59.00	0.00	0.00	0	0.00	
31-AUG-2025	MONTH-END BALANCE					0	0.00	847.37	0.00	847.37	0.00	0	0.00	
26-AUG-2025	BILL-Gas - Residential	28-JUL-25 to 26-AUG-25	Regular	Y015557679	CCF	18	40.67	0.00	40.67	0.00	0.00	0	0.00	
26-AUG-2025	BILL-Elec - Residential	28-JUL-25 to 26-AUG-25	Regular	A127920713	KWH	704	59.00	0.00	59.00	0.00	0.00	0	0.00	
26-AUG-2025	REGULAR BILL:	28-JUL-25 to 26-AUG-25				0	99.67	847.37	0.00	847.37	99.67	0	0.00	17-SEP-25
26-AUG-2025	LUHEAP Grant			Y015557679		0	-100.00	0.00	-100.00	0.00	0.00	0	0.00	
26-AUG-2025	PAYMENT					0	-59.30	0.00	-59.00	0.00	0.00	0	0.00	
28-JUL-2025	BILL-Elec - Residential	26-JUN-25 to 28-JUL-25	Regular	A127920713	KWH	942	59.00	0.00	59.00	0.00	0.00	0	0.00	
28-JUL-2025	BILL-Gas - Residential	26-JUN-25 to 28-JUL-25	Regular	Y015557679	CCF	21	44.82	0.00	44.82	0.00	0.00	0	0.00	
28-JUL-2025	REGULAR BILL:	26-JUN-25 to 28-JUL-25				0	103.82	906.70	0.00	906.70	103.82	0	0.00	19-AUG-25
23-JUL-2025	PAYMENT					0	-59.30	0.00	-59.00	0.00	0.00	0	0.00	
26-JUN-2025	BILL-Gas - Residential	28-MAY-25 to 26-JUN-25	Regular	Y015557679	CCF	22	46.12	0.00	46.12	0.00	0.00	0	0.00	
26-JUN-2025	BILL-Elec - Residential	28-MAY-25 to 26-JUN-25	Regular	A127920713	KWH	541	59.00	0.00	59.00	0.00	0.00	0	0.00	
26-JUN-2025	REGULAR BILL:	28-MAY-25 to 26-JUN-25				0	105.12	861.88	0.00	861.88	105.12	0	0.00	18-JUL-25
11-JUN-2025	PAYMENT					0	-59.30	0.00	-59.00	0.00	0.00	0	0.00	
31-MAY-2025	MONTH-END BALANCE					0	0.00	815.76	0.00	815.76	0.00	0	0.00	
28-MAY-2025	BILL-Elec - Residential	28-APR-25 to 28-MAY-25	Regular	A127920713	KWH	341	59.00	0.00	59.00	0.00	0.00	0	0.00	
28-MAY-2025	BILL-Gas - Residential	28-APR-25 to 28-MAY-25	Regular	Y015557679	CCF	25	48.71	0.00	48.71	0.00	0.00	0	0.00	
28-MAY-2025	REGULAR BILL:	28-APR-25 to 28-MAY-25				0	107.71	815.76	0.00	815.76	107.71	0	0.00	19-JUN-25
29-APR-2025	REGULAR BILL:	26-MAR-25 to 28-APR-25				0	145.93	708.05	0.00	708.05	145.93	0	0.00	20-MAY-25
28-APR-2025	BILL-Gas - Residential	26-MAR-25 to 28-APR-25	Regular	Y015557679	CCF	61	89.00	0.00	89.00	0.00	0.00	0	0.00	
28-APR-2025	BILL-Elec - Residential	26-MAR-25 to 28-APR-25	Regular	A127920713	KWH	241	56.53	0.00	56.53	0.00	0.00	0	0.00	
26-MAR-2025	BILL-Elec - Residential	24-FEB-25 to 26-MAR-25	Regular	A127920713	KWH	328	59.00	0.00	59.00	0.00	0.00	0	0.00	
26-MAR-2025	BILL-Gas - Residential	24-FEB-25 to 26-MAR-25	Regular	Y015557679	CCF	110	89.00	0.00	89.00	0.00	0.00	0	0.00	
26-MAR-2025	REGULAR BILL:	24-FEB-25 to 26-MAR-25				0	148.00	562.12	0.00	562.12	148.00	0	0.00	17-APR-25
24-FEB-2025	BILL-Gas - Residential	24-JAN-25 to 24-FEB-25	Regular	Y015557679	CCF	168	84.00	0.00	84.00	0.00	0.00	0	0.00	
24-FEB-2025	BILL-Elec - Residential	24-JAN-25 to 24-FEB-25	Regular	A127920713	KWH	709	56.00	0.00	56.00	0.00	0.00	0	0.00	
24-FEB-2025	REGULAR BILL:	24-JAN-25 to 24-FEB-25				0	140.00	414.12	0.00	414.12	140.00	0	0.00	18-MAR-25
25-JAN-2025	REGULAR BILL:	20-DEC-24 to 24-JAN-25				0	140.00	274.12	0.00	274.12	140.00	0	0.00	18-FEB-25
24-JAN-2025	BILL-Gas - Residential	20-DEC-24 to 24-JAN-25	Regular	Y015557679	CCF	206	84.00	0.00	84.00	0.00	0.00	0	0.00	

24-JAN-2025	BILL-Elec - Residential	20-DEC-24 to 24-JAN-25	Regular	A127920713	KWH	1337	56.00	0.00	56.00	0.00	0.00	0	0.00	
23-JAN-2025	ADJUSTMENT: CAP PIPP			A127920713		0	-2.00	0.00	-2.00	0.00	0.00	0	0.00	
20-DEC-2024	BILL-Gas - Residential	21-NOV-24 to 20-DEC-24	Regular	Y015557679	CCF	89	84.00	0.00	84.00	0.00	0.00	0	0.00	
20-DEC-2024	BILL-Elec - Residential	21-NOV-24 to 20-DEC-24	Regular	A127920713	KWH	1265	56.00	0.00	56.00	0.00	0.00	0	0.00	
20-DEC-2024	REGULAR BILL:	21-NOV-24 to 20-DEC-24				0	140.00	136.12	0.00	136.12	140.00	0	0.00	13-JAN-25
20-DEC-2024	ADJUSTMENT: Transfer			Y015557679		0	-3.88	0.00	-3.88	0.00	0.00	0	0.00	
23-NOV-2024	REGULAR BILL:	23-OCT-24 to 21-NOV-24				0	102.25	-3.88	0.00	-3.88	102.25	0	0.00	13-DEC-24
21-NOV-2024	BILL-Elec - Residential	23-OCT-24 to 21-NOV-24	Regular	A127920713	KWH	571	58.00	0.00	58.00	0.00	0.00	0	0.00	
21-NOV-2024	BILL-Gas - Residential	23-OCT-24 to 21-NOV-24	Regular	Y015557679	CCF	28	44.25	0.00	44.25	0.00	0.00	0	0.00	
21-NOV-2024	LIHEAP Grant			Y015557679		0	-206.00	0.00	-37.87	0.00	0.00	0	0.00	
30-OCT-2024	PAYMENT					0	-87.45	0.00	-87.45	0.00	0.00	0	0.00	
23-OCT-2024	BILL-Gas - Residential	24-SEP-24 to 23-OCT-24	Regular	Y015557679	CCF	22	37.87	0.00	37.87	0.00	0.00	0	0.00	
23-OCT-2024	BILL-Elec - Residential	24-SEP-24 to 23-OCT-24	Regular	A127920713	KWH	330	56.00	0.00	56.00	0.00	0.00	0	0.00	
23-OCT-2024	REGULAR BILL:	24-SEP-24 to 23-OCT-24				0	93.87	181.32	0.00	181.32	93.87	0	0.00	14-NOV-24
25-SEP-2024	REGULAR BILL:	23-AUG-24 to 24-SEP-24				0	92.40	87.45	0.00	87.45	92.40	0	0.00	16-OCT-24
24-SEP-2024	BILL-Gas - Residential	23-AUG-24 to 24-SEP-24	Regular	Y015557679	CCF	21	36.40	0.00	36.40	0.00	0.00	0	0.00	
24-SEP-2024	BILL-Elec - Residential	23-AUG-24 to 24-SEP-24	Regular	A127920713	KWH	538	56.00	0.00	56.00	0.00	0.00	0	0.00	
08-SEP-2024	ADJUSTMENT: Gas			Y015557679		0	-2.85	0.00	-2.85	0.00	0.00	0	0.00	
08-SEP-2024	ADJUSTMENT: Electric			A127920713		0	-2.13	0.00	-2.10	0.00	0.00	0	0.00	
03-SEP-2024	PAYMENT					0	-60.34	0.00	-60.04	0.00	0.00	0	0.00	
23-AUG-2024	BILL-Gas - Residential	25-JUL-24 to 23-AUG-24	Regular	Y015557679	CCF	17	32.04	0.00	32.04	0.00	0.00	0	0.00	
23-AUG-2024	BILL-Elec - Residential	25-JUL-24 to 23-AUG-24	Regular	A127920713	KWH	628	56.00	0.00	56.00	0.00	0.00	0	0.00	
23-AUG-2024	REGULAR BILL:	25-JUL-24 to 23-AUG-24				0	88.04	60.04	0.00	60.04	88.04	0	0.00	16-SEP-24
23-AUG-2024	ADJUSTMENT: Transfer			Y015557679		0	-11.20	0.00	-11.20	0.00	0.00	0	0.00	
19-AUG-2024	ADJUSTMENT: CAP PIPP			Y015557679		0	-16.80	0.00	-16.80	0.00	0.00	0	0.00	
08-AUG-2024	PAYMENT					0	-89.10	0.00	-89.10	0.00	0.00	0	0.00	
07-AUG-2024	ADJUSTMENT: CAP PIPP			A127920713		0	-11.20	0.00	-11.20	0.00	0.00	0	0.00	
26-JUL-2024	REGULAR BILL:	25-JUN-24 to 25-JUL-24				0	89.30	89.10	0.00	89.10	89.10	0	0.00	16-AUG-24
25-JUL-2024	BILL-Elec - Residential	25-JUN-24 to 25-JUL-24	Regular	A127920713	KWH	903	56.00	0.00	56.00	0.00	0.00	0	0.00	
25-JUL-2024	BILL-Gas - Residential	25-JUN-24 to 25-JUL-24	Regular	Y015557679	CCF	18	33.30	0.00	33.10	0.00	0.00	0	0.00	
09-JUL-2024	PAYMENT					0	-94.34	0.00	-94.34	0.00	0.00	0	0.00	
25-JUN-2024	BILL-Elec - Residential	24-MAY-24 to 25-JUN-24	Regular	A127920713	KWH	725	56.00	0.00	56.00	0.00	0.00	0	0.00	
25-JUN-2024	BILL-Gas - Residential	24-MAY-24 to 25-JUN-24	Regular	Y015557679	CCF	23	38.34	0.00	38.34	0.00	0.00	0	0.00	
25-JUN-2024	REGULAR BILL:	24-MAY-24 to 25-JUN-24				0	94.34	94.34	0.00	94.34	94.34	0	0.00	17-JUL-24
11-JUN-2024	PAYMENT					0	-97.48	0.00	-97.48	0.00	0.00	0	0.00	
24-MAY-2024	BILL-Elec - Residential	25-APR-24 to 24-MAY-24	Regular	A127920713	KWH	296	56.00	0.00	56.00	0.00	0.00	0	0.00	
24-MAY-2024	BILL-Gas - Residential	25-APR-24 to 24-MAY-24	Regular	Y015557679	CCF	26	41.48	0.00	41.48	0.00	0.00	0	0.00	
24-MAY-2024	REGULAR BILL:	25-APR-24 to 24-MAY-24				0	97.48	97.48	0.00	97.48	97.48	0	0.00	17-JUN-24
08-MAY-2024	PAYMENT					0	-126.80	0.00	-126.80	0.00	0.00	0	0.00	
26-APR-2024	REGULAR BILL:	27-MAR-24 to 25-APR-24				0	126.80	126.80	0.00	126.80	126.80	0	0.00	17-MAY-24
25-APR-2024	BILL-Elec - Residential	27-MAR-24 to 25-APR-24	Regular	A127920713	KWH	490	56.00	0.00	56.00	0.00	0.00	0	0.00	
25-APR-2024	BILL-Gas - Residential	27-MAR-24 to 25-APR-24	Regular	Y015557679	CCF	54	70.80	0.00	70.80	0.00	0.00	0	0.00	
08-APR-2024	PAYMENT					0	-140.00	0.00	-140.00	0.00	0.00	0	0.00	
27-MAR-2024	BILL-Gas - Residential	28-FEB-24 to 27-MAR-24	Regular	Y015557679	CCF	70	84.00	0.00	84.00	0.00	0.00	0	0.00	
27-MAR-2024	BILL-Elec - Residential	28-FEB-24 to 27-MAR-24	Regular	A127920713	KWH	808	56.00	0.00	56.00	0.00	0.00	0	0.00	
27-MAR-2024	REGULAR BILL:	28-FEB-24 to 27-MAR-24				0	140.00	140.00	0.00	140.00	140.00	0	0.00	18-APR-24
14-MAR-2024	PAYMENT					0	-168.00	0.00	-168.00	0.00	0.00	0	0.00	
29-FEB-2024	REGULAR BILL:	23-JAN-24 to 28-FEB-24				0	168.00	168.00	0.00	168.00	168.00	0	0.00	21-MAR-24
28-FEB-2024	BILL-Gas - Residential	23-JAN-24 to 28-FEB-24	Regular	Y015557679	CCF	139	100.80	0.00	100.80	0.00	0.00	0	0.00	
28-FEB-2024	BILL-Elec - Residential	23-JAN-24 to 28-FEB-24	Regular	A127920713	KWH	1004	67.20	0.00	67.20	0.00	0.00	0	0.00	



CAP History

Susan Dagnall
█████ High Street
█████
Pottstown, PA 19465

Account No. ██████████

CURRENT ENROLLMENT DATE:	09-17-2018	CAP STATUS:	ENROLLED
ORIGINAL ENROLLMENT DATE:	09-17-2018	ENROLLED IN HEALTH USAGE:	--
NEXT RECERTIFY DATE:	03-05-2027	HEALTH USAGE EFFECTIVE DATE:	----
REMOVAL DATE:	--	ELECTRIC SERVICE TYPE:	Electric Service
REMOVAL REASON:	--	GAS SERVICE TYPE:	Gas Service

ELECTRIC		GAS	
MONTHLY PIPP AMOUNT:	\$59.00	MONTHLY PIPP AMOUNT:	\$89.00
ANNUAL ENERGY BURDEN:	\$713.76	ANNUAL ENERGY BURDEN:	\$1,070.64
ANNUAL MAXIMUM CREDIT:	\$1,925.00	ANNUAL MAXIMUM CREDIT:	\$--.00
MINIMUM BILL:	\$10.00	MINIMUM BILL:	\$20.00
PIPP CREDITS USED TO DATE:	\$111.86	PIPP CREDITS USED TO DATE:	\$209.75
PIPP CREDITS REMAINING:	\$1,813.14	PIPP CREDITS REMAINING:	\$--.00
ANNUAL CREDITS START DATE:	11-03-2025	ANNUAL CREDITS START DATE:	11-03-2025
ANNUAL CREDITS RESET DATE:	11-03-2026	ANNUAL CREDITS RESET DATE:	11-03-2026

TOTALS	
MONTHLY PIPP AMOUNT:	\$148.00
ANNUAL ENERGY BURDEN:	\$1,784.40
ANNUAL MAXIMUM CREDIT:	\$1,925.00
MINIMUM BILL:	\$30.00
PIPP CREDITS USED TO DATE:	\$321.61
PIPP CREDITS REMAINING:	\$1,813.14

RELATIVE MONTH	SERVICE POINT 1 DISCOUNT	SERVICE POINT 2 DISCOUNT	TOTALS
12-2025	111.86	157.48	269.34
11-2025	0	52.27	52.27
10-2025	26.7	0	26.7
09-2025	50.36	0	50.36
08-2025	93.49	0	93.49
07-2025	141.22	0	141.22
06-2025	60.95	0	60.95
05-2025	16.85	0	16.85
04-2025	0	7.2	7.2
03-2025	14.26	70.04	84.30
02-2025	89.58	134.77	224.35
01-2025	202.89	171.96	374.85



March 5, 2025

0000001 01 SP 0.74 **SNGLP H1 1 0586 19512-605353 _-C02-P00000-I



SUSAN DAGNALL
[REDACTED]
BOYERTOWN, PA 19512-6053

Account Number: [REDACTED]
Service Address:
[REDACTED] High St [REDACTED]
Pottstown, PA 19465



Approved for Customer Assistance Program (CAP)

Dear Susan Dagnall,

Your application for recertification into PECO's Customer Assistance Program (CAP) has been approved. You will continue to remain on the CAP Percentage of Income Payment Plan (PIPP) and receive a fixed monthly CAP bill based on a percentage of your total household income.

Based on the household income information provided, your fixed monthly CAP bill amount will be \$59.00 for the next 24 months, unless you notify PECO of any household or income changes. Monthly credits may be applied to your bills to reach your fixed monthly CAP bill amount. Please note, PECO will charge you whichever is less, either your fixed CAP PIPP bill amount or your charges based on actual usage. Your annual CAP electric maximum credit limit for the next 12 months is \$1,925.00. Once you reach your CAP annual maximum credit limit, you will be charged the full amount for the service you use.

The fixed monthly CAP bill amount could change when you recertify on CAP or if there is a change in your total household income. Your fixed monthly CAP bill amount could also change if you reach your CAP Annual Maximum Credit limit.

CAP Minimum Bill Amount

You are subject to a minimum monthly bill regardless of whether a monthly CAP credit applies or your actual usage. Your minimum monthly bill will never be less than the amount shown below, based on your service type.

- Electric - \$10
- Natural gas - \$20
- Residential heat - \$20

As a CAP customer you must:

- Pay your CAP bills in full and on time
- Verify your total gross household income every two years, or when requested
- Take part in the Low-Income Usage Reduction Program (LIURP) if your household is identified as a high energy user
- Report any changes to your household income
- Not have an alternative energy supplier
- Not be enrolled in the Budget Billing Plan

You must continue to pay your bills on time. If you do not pay your bill, your service may be shut off. To make a payment, please visit peco.com/payment or call 1-877-432-9384. You can take the worry out of paying your energy bills on time by enrolling in automatic payment at peco.com/payment.

You can save money by using less electricity and natural gas. PECO offers energy efficiency solutions that can save energy and money. To learn more, visit peco.com/WaysToSave or call 1-888-5-PECO-SAVE (1-888-573-2672).

We are here to help...

At PECO, we are committed to helping every customer meet their energy needs. If you have any questions about your CAP recertification or your account, call us at 1-800-774-7040 or visit peco.com/CAP.

Sincerely,
PECO

0000001-0000002-0000003 of 0000004-C02-00-0586-00000



Case Search | Case Opened | Case Closed | Re
Misc. | Contact Us | Logout
OP-Customer Details | OP-Case Details | OP-Othe

View For Printing

Welcome to - Case Opened - Case Details

Case#: 4066900

Utility Name: PECO Energy

Utility Type: Electric Distributor

Date Opened: 05/28/2025

Reason For Contact: CAP DISPUTE (#67)

Other Related Information/Disputes: Customer stated that she was approved for CAP program for \$ 59/month, but she was told by PECO to pay \$ 148/month. Customer disputed that her payment did not reflect her enrollment in the CAP program. - Relief Sought - Get explanation regarding CAP payment. Lower CAP payment. The Cell Phone Number [redacted] has been allowed to be shared. The Email Address [redacted] has been allowed to be shared.

Company Position: 05/23/2025 Customer has electric and gas service. Pay \$ 500 to maintain the service.

Misc. Information:

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



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

Welcome to - Case Closed - Case Details I

Case#: 4066900	
Utility Name:	PECO Energy
Decision Issue:	Yes
Oral/Written:	W
Violation:	ACTUAL
Chapter 56/64/Other:	56
Section/Rule:	56.151(4)
Total Balance:	\$861.88
Closing Date:	07/24/2025
Resolution:	Decision Issued. This informal complaint is dismissed. The recertification letter that the customer received was only for the electric service, due to technical issues. Customer is responsible for paying the PIPP amounts for bot electric and gas services (based on monthly income). The monthly bills is the combined PIPP amount (\$148.00) or actual charges, whichever is lower, according to the CAP guidelines. The Company is willing to offer a PAR on the balance.
Service Restored Pay(Offs):	\$0.00
Account Balance Date:	07/17/2025
Keep Service on Pay(Remeds):	\$0.00
By:	
Terms:	Begining
Special Budget/Opt Payment:	\$0.00
Regular Budget Amount:	\$0.00
Plus Pay Toward Arrears:	\$0.00
Final Monthly Pay:	\$0.00
Current Monthly Pay:	\$0.00
End of Month Payment:	\$0.00

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

PA Public Utility Commission
 Bureau of Consumer Services
 Outbound Informal Report

Case Number: 4 Opened On Date Received:
 Investigator: BCS CASE POOL Acct. Number: Utility Type: Electric Distributor
 Company Name: PECO Assessor Name / Number:
 Class of Service: Residential Case Writer Name / Number: Jerrusha Methodius-Ngwodo

Customer Name and Service Address Mailing Address: Rate: Electric Residential Service
 Telephone: Heating: No

Total Balance: \$ Due Date: Budget: N/A

Report Message Type	Date	Report Details
Informal Complaint		
Comp. Investigation Before BCS		
		<p>The original CAP enrollment was completed on 09/18/2018 at the current residence. The last recertification was completed on 03/05/2025 based on the monthly income of \$1,487.00 (114% FPL) with one occupant. The monthly PIPP amount for the electric is \$59.00 and the annual maximum credit amount is \$1,925.00 which is set to reset on 11/01/2025. The monthly PIPP amount for the gas is \$89.00 and there is no annual maximum credit for the gas service.</p> <p>Next recertification will be on 03/05/2027.</p> <p>On 12/09/2024 the customer contacted the company and was advised that the current charges were \$102.25 due by 12/13/2024 and the next meter read being on 12/20/2024. The customer was inquiring about the CAP amount, the customer stated that she was unaware that she was even enrolled in the program. The customer stated that she will send her proof of income and an application to the email address that was provided.</p> <p>On 12/11/2024 the company received a 2024 social security award letter. A CAP application was sent to the customer and a follow-up letter was sent with the follow up date being set for 12/30/2024 and a hold placed on the account until 02/09/2025</p> <p>On 12/13/2024 the customer contacted the company and was notified of the current charges of \$102.25 being due by 12/13/2024 and the next bill coming out on 12/20/2024. The customer was calling in regarding their CAP status and was advised that the account has a hold on it until 02/09/2025 and that a CAP application is being requestion. Information for the Low-Income Home Energy Assistance Program was provided.</p> <p>On 12/30/2024 a follow up was conducted on the account. the requested documents were not returned a follow up was set for 01/15/2025.</p>

	<p>On 02/03/2025 the customer contacted the company and was advised of the current charges being \$140.00 with a past due balance of \$274.12 being due by 02/18/2025 with the next meter read being on 02/24/2025. The customer was concerned about the CAP rate not being applied and was informed of the notations and that the account had a hold that would not expire until 02/09/2025. The customer stated her CAP rate was for \$56.00. The representative advised the customer that she was responsible to pay the CAP rate and would need to wait for the review. The customer stated that she already applied for assistance from the Low-Income Home Energy Assistance Program.</p> <p>On 02/17/2025 a follow up was conducted on the account, the requested documents had not been received, the application was denied.</p> <p>On 02/18/2025 the customer contacted the company requiring speaking with a supervisor; she refused the assistance from the representative she was speaking with. The account status was provided prior to the call being transferred. The customer wanted to know why the CAP rate had not been recalculated. She stated that she sent in the proof of income but not the application. The representative advised that both are needed to recalculate the account and that the charges that she is being charged are correct according to her income. She stated that she was told not to pay until the company recalculates the rate. The representative stated that it cannot be guaranteed that the previous bills will be adjusted because they are correct. The PIPP amount was \$56.00 for electric and \$57.00 for the gas. It was also suggested that customer apply again and could do so by going online or mailing in the application. The customer understood and stated that she would send in the application and proof of income; the 2025 social security award letter.</p> <p>On 02/20/2025 the customer contacted the company and was advised of the current charges of \$140.00 with a past due balance of \$274.12 due by 02/18/2025 with the next meter read being on 02/24/2025. The customer was request a CAP application be sent. No payments were requested to be made do the balance being disputed.</p> <p>On 03/05/2025 the company received a CAP application and the current social security award letter. The financial statement was updated and verified. The recertification was completed.</p> <p>On 03/18/2025 the customer contacted the company and was advised that the current charges due were \$140.00 due by 03/18/2025 with a past due balance of 2025 and the next meter read being on 03/25/2025, the customer was inquiring about the details of her recent CAP recertification and requested that a new letter with the correct information be provided. The customer stated that the letter she received only state that her monthly PIPP amount would be \$59.00 and did not specify if it were for gas or electric.</p> <p>On 03/24/2025 the customer contacted the company and was advised of the current charges of \$140.00 with a past due balance due by 03/18/2025 and the next meter read being on 03/26/2025. The customer was calling to see</p>
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		<p>why her monthly PIPP amount was not \$59.00 and was advised that the PIPP amount for electric was \$59.00 and for the gas it is \$89.00, which totals the \$140.00 the customer stated that that is not what the letter stated that she received. The customer stated that she would call back and hung up.</p> <p>On 03/26/2025 the customer contacted the company and requested to speak with someone located in the United States, the call was regarding the bill. The customer is disputing the CAP PIPP amount and did not want to speak with the representative due to the language barrier. The customer stated that she wanted to speak with a supervisor before she files a complaint with the Public Utility Commission office. The call was transferred a supervisor. The customer wanted the company to honor what she was also advised by the previous representatives about just paying the \$59.00.</p>
Last Contact with Customer		
		<p>On 05/23/2025 the customer contacted the company to confirm the shut off notice. The representative stated that the shut off notice was sent out on 05/16/2025. The customer requested to speak with a supervisor because she said the company would be in trouble if her service was disconnected, and she wanted to contact the Public Utility Commission office. A 10-day hold was placed on the account.</p>
Comp. Investigation After BCS		
		<p>On 06/13/2025 a company representative contacted the customer to discuss the disputed that had been filed. The customer stated that she had received a letter regarding the monthly PIPP amount being only \$59.00 and did not specify if it were for gas or electric. She stated that she had been told by previous representatives that she spoke with that they would have the account investigated and would also try and get a credit so that the customer would only have to pay the \$59.00 monthly. The customer stated what she wants the company to do is fix the bill so she only pays the amount on the letter, and it should be honored. She finally stated that if the company could not, she knows that the Public Utility Commission would be able to have her balance cleared so that she would have a fresh start. The representative advised the customer that she would hear back from the company or the someone from the Public Utility Commission office with the final decision to the dispute.</p> <p>07/22/2025 The customer: Dagnall, Susan was given the payment details: CB:\$105.12 PD:\$756.76 TTL BAL:\$861.88 and was informed about the DD:07-18-2025 and the NMR:07-28-2025 Lvl: / FSMT was not modified / The client was given detailed information about the charges / The client was given detailed information about the charges / The customer doesn't have access to her online profile and requests verification of her information. The zip code is incorrect, and she needs all details verified / The customer made a payment of \$59.00 corresponding to her confirmation# 4407460172 / the recap was made.</p>

		<p>PUC DEC 2025-07-24. This informal complaint is dismissed. The recertification letter that the customer received was only for the electric service, due to technical issues. Customer is responsible for paying the PIPP amounts for bot electric and gas services (based on monthly income). The monthly bills is the combined PIPP amount (\$148.00) or actual charges, whichever is lower, according to the CAP guidelines. The Company is willing to offer a PAR on the balance. BCS 4066900.</p> <p>07/25/2025 request for letter with both PIPP amounts</p> <p>08/25/2025 cx ci to get help with paying online.</p> <p>09/16/2025 denied to hear about bal requested sup due to states received a shut off notice should not receiving shut of notice due has puc cas check on the account no shut off notice cust ok and release teh call</p>
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peco

AN EXELON COMPANY



PECO
[REDACTED]
Philadelphia PA 19101

Account Number: [REDACTED]
Date July 29, 2025

Susan Dagnall
[REDACTED] High St [REDACTED]
Pottstown, PA 19465

For Service to:
[REDACTED] High St [REDACTED]
Pottstown, PA 19465

Dear Susan Dagnall,

Your application for recertification into PECO's Customer Assistance Program (CAP) has been approved effective 11/1/2024. You will continue to remain on the CAP Percentage of Income Payment Plan (PIPP) and receive a fixed monthly CAP bill based on a percentage of your total household income.

Based on the household income information provided, your fixed monthly CAP bill amount will be \$59.00 for electric and \$89.00 for gas for a total of \$148.00, unless you notify PECO of any household or income changes. Monthly credits may be applied to your bills to reach your fixed monthly CAP bill amount. Please note, PECO will charge you whichever is less, either your fixed CAP PIPP bill amount or your charges based on actual usage. Your annual CAP electric maximum credit limit for the next 12 months is \$1925.00. Once you reach your CAP annual maximum credit limit, you will be charged the full amount for the service you use.

The fixed monthly CAP bill amount could change when you recertify on CAP or if there is a change in your total household income. Your fixed monthly CAP bill amount could also change if you reach your CAP Annual Maximum Credit limit.

CAP Minimum Bill Amount

You are subject to a minimum monthly bill regardless of whether a monthly CAP credit applies or your actual usage. Your minimum monthly bill will never be less than the amount shown below, based on your service type.

- Electric - \$10
- Natural gas - \$20
- Residential heat - \$20

As a CAP customer you must:

- Pay your bills in full and on time
- Verify your total household income every two years, or when requested
- Take part in the Low-Income Usage Reduction Program (LIURP) if your household is identified as a high energy user
- Report any changes to your household income
- Not have an alternative energy supplier
- Not be enrolled in the Budget Billing Plan



You must continue to pay your bills on time. If you do not pay your bill, your service may be shut off. To make a payment, please visit peco.com/payment or call 1-877-432-9384. You can take the worry out of paying your energy bills on time by enrolling in automatic payment at peco.com/payment.

You can save money by using less electricity and natural gas. PECO offers energy efficiency solutions that can save energy and money. To learn more, visit peco.com/WaysToSave call 1-888-5-PECO-SAVE (1-888-573-2672).

We are here to help...

At PECO, we are committed to helping every customer meet their energy needs. If you have any questions about your CAP recertification or your account, call us at 1-800-774-7040 or visit peco.com/CAP.

Sincerely,

PECO