

January 26, 2026

Re: Case Docket # F 2025 3055494

To Whom It May Concern,

Plaintiff never received notice regarding a decision in this case.

So this is the first opportunity to respond to make an appeal.

In regards to the hearing itself (September 2, 2025): The defendant presented exhibits of which had not been disclosed to the Plaintiff prior to the hearing. Having no foresight, the Plaintiff was unable to prepare a cross examination of said documents.

According to Laws of Discovery, these documents should not have been allowed for consideration.

Relevant matter that was not addressed at the hearing, as Plaintiff was originally told (by the PUC) that it was a separate matter:

In May (2025) Plaintiff found themselves without hot water. After having problems with Peco since December (2024), and being questioned (by Peco) for not calling Peco when the problems first began, Plaintiff called Peco. It took over a week of no hot water, before someone finally answered Plaintiff's calls. The representative stated that Peco HAD turned off Plaintiff's service. They went on to state that it would cost between \$110-\$190 plus fees, not committing to an actual dollar amount, and they would "TRY" to get service restored. When Plaintiff began asking questions, the representative had no answers and kept putting Plaintiff on hold. When they came back on the line, they would just reiterate what they'd already said, not giving any new information or addressing Plaintiff's questions and concerns.

Because of this misleading conversation, it was five weeks before the matter was addressed and hot water was restored to Plaintiff's home.

Regarding the meter connected to Plaintiff's home:

In February (2025) Peco claimed that there had been a meter mix-up between Plaintiff's unit (#20) and unit #19.

Plaintiff had spoken to the tenant of #19 and was informed that they use MORE gas than Plaintiff – as in having a consistently higher thermostat setting AND having cause to use roughly 30% more hot water. Also, they saw no discrepancies in their Peco bills.

In February (2025) Peco was stating that Plaintiff's meter should be #015735448.

In June (2025) Peco told Plaintiff that the meter associated with their account was (only disclosing the final four digits): #9193.

But the meter number on record for Telford Gardens for unit #20 is #115020993.

So three different possible meter numbers for the same unit given SINCE Peco supposedly cleared up the matter. That alone should make Peco go out to the property to clarify.


In conclusion, I find it quite unconventional that this has gone this far, as it all began with a request to have a Peco employee go out to the property and locate the correct meter; as the Plaintiff has insisted since December (2024) that they were being billed for the wrong meter. Or, if the meter were correct, as Peco is claiming, then simply show proof of that to Plaintiff.

This seems like a simple request that a company would oblige to, to keep their consumers content, and to justify their service. But this has been continuously denied with no valid reason given.

Note: Plaintiff cannot be accurately billed until the correct meter has been located and attached to Plaintiff's account.

Therefore, the second portion of Plaintiff's complaint cannot be addressed until the aforementioned has been completed.

Sincerely,

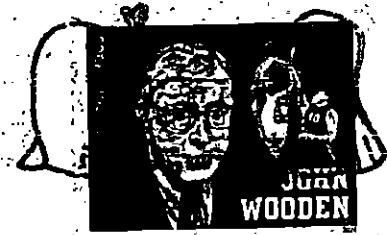
A handwritten signature in black ink, appearing to read "Katie Paulison". The signature is written in a cursive, flowing style with a large initial "K" and a long, sweeping underline.

Katie Paulison

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