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 Tyra Montgomery, |  
                   v. | Docket No.:  
 PECO Energy Company | C-2025-3058367  
                           |  
 Initial Call-In |  
Telephonic Hearing

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Judge's Chambers  
 State Office Building  
 801 Market Street  
 Philadelphia, PA

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Docket No. C-2025-3058367

Hearing Date: February 19, 2026

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**Docket No. C-2025-3058367**

**Tyra Montgomery v. PECO Energy Company**

**The Hon. Alphonso Arnold III**

**Hearing Date: Thursday, February 19, 2026 at 1:00 PM**

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

**PROPOSED EXHIBITS OF PECO ENERGY COMPANY**

1. Customer Contacts
2. ~~Bill & Payment History for 4716 N. 13<sup>th</sup> Street Address~~
3. BCS Decision No. 4055042, closed 7/9/25
4. Bill & Payment History for 1228 Huntingdon Pike
5. CAP History

Account No. [REDACTED]



Contact Typ Desc	Contact Dt	Remarks
(EU) Payment Memo	2/3/2026 15:00	SOURCE=PYMTUSPC Payment: \$ 110.00
(EU) Successful Payment IVR	2/3/2026 14:32	User ID: IVR ; Name: Tyra N Montgomery ; A \$ 110.00 plus \$ 2.25 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN ***** [REDACTED] HAS BEEN MADE ON Tue Feb 03 2026 02:32:37
(EU) Balance Inquiry	1/10/2026 15:41	Ref#260102-000299 Cust emailed "For some reason from December 2025 to January 2026 my old address was added to my account with my new address and I am NOT RESPONSIBLE for [REDACTED] N 13th street and haven't been since April 2025 and I'm being told that they are trying To make. I don't live there and have no dealings with [REDACTED] N 13th Street so I am not responsible for any past or current payments" no ss or acct # provided, cust advised provide all info via email to explain acct further, per acct at [REDACTED] n 13th st acct finaled 4/18/25 in line w/ what cust states
(EU) Payment Memo	1/2/2026 11:45	SOURCE=PYMTUSPC Payment: \$ 110.00
(EU) Successful Payment WEB	1/2/2026 11:27	A \$110.00 plus convenience fee CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN ***** [REDACTED] HAS BEEN MADE ON Fri Jan 02 2026 16:26:53 GMT+0000 (Coordinated Universal Time)
(EU) Oracle Service Cloud Incident Request	1/2/2026 11:08	New OSC (Service Cloud) Incident CREATED with RefNo #:260102-000299
(EU) Credit Issues	1/2/2026 10:33	cci cldd in declined hearing acct balance stated when she looks online old address [REDACTED] N 13th St, Philadelphia, Pa, 19140 still appears checked b2c see the old address adv cst unsure as to why it is appearing seems to be an error but acct details is pertaining to current acct adv cst can try to delete acct and cst can re-register to see if tht fixes the issue cst did not allow me to continue stated she needs a ltr in writing that shows tht customer was never associated w/ the address [REDACTED] N 13th St, Philadelphia, Pa, 19140 and tht balance tht xfrd over is not her's adv cts unable to provide a ltr of tht b/ we have in our system cst is connected to this address adv can issue a dispute if cst is trying to dispute the charges but this has to be investigated cannot just remove a balance due to cst stating not her's cst upset stated we can had it done before adv cst we do not provide ltrs like tht unless it has already been investigated and tht is wht was determined adv cts looks like she already has an investigation open w/ puc stated something different wanted to s/w a sup adv cst nb available atm asked how did I know tht adv cst due to our system stated I did not even check adv cst I did offered a cb within 24 biz hrs cst stated yes but she is just going to cb again and sw another sup and disconnected the cll did nto allow me to process escl due to ending cll
(EU) Balance Inquiry	1/2/2026 10:14	Past due Balance of: \$ 0.00, Balance Due: \$1232.44, Current Charges: \$348.41, Bill Due Date: 01 / 02 / 2026, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$1232.44 cst declined acct balance
(EU) Credit Issues	1/2/2026 10:05	Past due Balance of: \$ 0.00, Balance Due: \$1232.44, Current Charges: \$348.41, Bill Due Date: 01 / 02 / 2026, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$1232.44 rp ci, about online portal address is wrong from the service address. xferring cx to sst.
(EU) Supervisor Comments	12/9/2025 10:44	SUP CALL SW RP REG CONCERNS WITH CAP CREDITS NOT UPD IN PORTAL AND ONLY BEING APPLIED TO GAS PORTION ADV TO CUST I WLD ESC TO CAP AND F/U WHEN I REC UPD
(EU) Credit Issues	12/9/2025 10:26	cci regarding speaking to sup in cap. cx declined balances and fsmt. cx only wants to speak with a sup. reached out for sup to take the call. transferred to sup.
(EU) Payment Memo	12/3/2025 16:00	SOURCE=PYMTUSPC Payment: \$ 110.00

(EU) Successful Payment WEB	12/3/2025 15:52	A \$110.00 plus convenience fee CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN ***** HAS BEEN MADE ONWed Dec 03 2025 20:52:40 GMT+0000 (Coordinated Universal Time)
(EU) Customer Updated Info via Web	12/3/2025 15:48	CREDIT/DEBIT CARD ENDING IN ***** HAS BEEN DELETED FROM MYACCOUNT PROFILE
(EU) Customer Updated Info via Web	12/3/2025 15:48	CREDIT/DEBIT CARD ENDING IN ***** HAS BEEN DELETED FROM MYACCOUNT PROFILE
(EU) Credit Issues	12/1/2025 10:38	, Current Charges: \$416.23, Bill Due Date: 12 / 03 / 2025, cx called asked how much is her electric and gas i inform cx electric is \$350.23 gas \$66 cx needs to speak to someone who can explained why bill is so high and cx asked about cap and i told cx about used up amount i transfer to billing
(EU) Special Notation	11/12/2025 11:18	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) Credit Issues	11/7/2025 11:01	Past due Balance of: \$ 577.80, Balance Due: \$577.80, Current Charges: \$193.27, Bill Due Date: 11 / 04 / 2025, cci regarding shut off notice. NMR 11/11/2025. adv cx son was sent out after med hold expired but due to her complaint she filed there was a hold placed on the acct which stopped the son. branded.
(PECO) Collections On Hold	11/6/2025 13:17	Collection Exception has been created - Other Exception(s) - 2027-11-26
(EU) Payment Memo	11/3/2025 13:15	SOURCE=PYMTUSPC Payment: \$ 193.27
(EU) Credit Issues	11/3/2025 11:46	Past Due Amount:\$577.80 Due Date:11/04 Balance Due:\$771.07 CB:\$193.27 NMR:11/11 FSMT: same CALL REASON: RP cci to pay \$193.27 RESOLUTION: Edu Balances and dates/ txt sent.
(EU) Payment Arrangement Request Ineligibility	11/3/2025 11:44	
(EU) Billing Inquiry	11/3/2025 10:50	cpu to make payment, \$771.07 due 11/04 stated is only able to make partial payment. adv cust of current charges \$193.27 xfer to FCC to assist
(PECO) Letter - Disconnect Notice - Residential	10/27/2025 5:14	
(PECO) CAP Miscellaneous	10/2/2025 0:00	Data Repair Annual Max Contract Quantity created or updated using 2025 Annual Max values. FPL_SRCE:CCB VERIFIED_DT:2025-02-25 FPL:51 SA_ID: SA_TYPE:E-RESPC SA_STATUS:20-Active RES_HEAT_SVC:No ANN MAX:2125 ANN_MAX_DT:2025-04-15
(EU) Payment Memo	10/1/2025 16:30	SOURCE=PYMTUSPC Payment: \$ 110.00
(EU) Successful Payment WEB	10/1/2025 16:23	A \$110.00 plus convenience fee CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN ***** HAS BEEN MADE ONWed Oct 01 2025 20:23:42 GMT+0000 (Coordinated Universal Time)
(EU) Miscellaneous	9/25/2025 9:12	TYRA N MONTGOMERY ci wanting to know if her medical form was sent back to us my doctor informed customer medical cert was approved yesterday 09/24/2025 and will expire 10/24/2025 told customer we did get another one today but it was already approved
(EU) Medical Condition	9/24/2025 19:01	DUP REQ SEE NOTES....QS
(EU) Oracle Service Cloud Incident Request	9/24/2025 18:58	New OSC (Service Cloud) Incident CREATED with RefNo #:250924-002090
(EU) Oracle Service Cloud Incident Request	9/24/2025 18:54	New OSC (Service Cloud) Incident CREATED with RefNo #:250924-002050
(EU) Medical Condition	9/24/2025 18:46	MED CERT APPROVED ON 9/24/25 SIGNED BY MEDICAL TRAINEE YEJIN KIM ON 9/24/25 LIC# MT32719 EXP 10/24/25...QS

(PECO) Collections On Hold	9/24/2025 18:46	Collection Exception has been created - Medical Condition Exception - 2025-10-24
(EU) Credit Issues	9/24/2025 10:15	Past due Balance of: \$ 0.00, Balance Due: \$687.80, Current Charges: \$110.00, Bill Due Date: 10 / 03 / 2025, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$687.80 / cci to have med cert faxed to dr- fax to Dr Edward Wu at [REDACTED] [REDACTED] RP is the patience- advise ur expires 9/25
(EU) Billing Inquiry	9/24/2025 9:55	cx couldn't authenticate the address and hung up
(EU) Credit Issues	9/22/2025 15:59	Past due Balance of: \$ 0.00, Balance Due: \$687.80, Current Charges: \$110.00, Bill Due Date: 10 / 03 / 2025, RP called to ask about med cert, no fsmt upd NMD 10/13, sent fax and advised to wait for med cert process.
(EU) Payment Arrangement Request Ineligibility	9/22/2025 15:56	
(EU) Billing Inquiry	9/17/2025 10:17	Past due Balance of: \$ 0.00, Balance Due: \$687.80, Current Charges: \$110.00, Bill Due Date: 10 / 03 / 2025, r/p ci states she was supposed to have credit on acct back in Aug 2024 from CAP states that when she recertified expl cx recert doesnt mean CAP credit reset. cx states spw multiple sups and PUC about issue and states does not owe the back bal. cx has since moved so cap portal been updated. adv cx cancelled high bills then rebilled in NOV 2024 but cx states should have been for CAP rate of 18.00 and was told to continue to pay it. cx req to spw supervisor because states was supposed to be escalated.
(EU) Credit Issues	9/15/2025 17:08	SUP CALL/ ms Montgomery ci to get the cap adjust no adju pending all credits were given last year even more credits tha annual // cap annual credit electric on 2024 was \$1897 by july 2024 1900 were applied on her acct then on the rebill other 406.67 10-23 and foe sep rebill 29.29 and another 188 this year)cx had cap since 2020 her cap pipp was 18 per month per billing issues aug an sep was rebilled rebill only cover augs (406.67 was given however she already maxed out the the credits) and sep was billed in full maxed out credits / also cx moved out on April that reset the cap credits renewal date also/ cap rate change since the rect was done dec bill shows the 43 cap rate , cx is responsible for the balances or 577.80, now cx has elc and credit,cx was told multiple times seh maxed the credits before the rebill issue, cx insist she must get a credit for 2k when she rect the cap in 08*204 exp her that is a internal credit any other adj will be done peco dont own any adjustment of the cx / asked for a manager offred manager call back/ also per billing notes cx maxed out the credits before the billing issue/ very argumentative cs asking about boss boss name/ cx has a ur and can contact the puc if she doesn't agree the peco position / exp her mani times cx maxed out the creditso n rebill or 11-15 , cap renewal date was dec based in old cap application cx has been active on cap 2020 , stated got a cap rect letter back in augsr but cap app was proce by bo cap oct-2024 cap rect completed on dec new cap pipp43 cx has been complaint about the pipp she paid 18 but no income updated since 2020/ puc rights given
(EU) Credit Issues	9/15/2025 16:07	RP CALLED IN FOR ASSISTANCE W/ request sup cust decl balance on that account try to explain cap credit details decl cust claim credit was not posted cust decl information details transfer to sup as cust request
(EU) Payment Arrangement Request Ineligibility	9/15/2025 15:51	

(EU) Billing Miscellaneous	9/15/2025 15:23	current bal: \$110.00 past due :\$557.80 spoke with account holder, believes that CAP adjustments that were messed up from her bill are not correct and that she still is owed money , saw that back on 04/15/25 that appropriate CAP credits were updated , cust still does not believe that account is corrected , says credits from august 23rd 2024 - Nov19th 2024 were noit applied transferred to CAP for assistance. Cust ok
(PECO) Collection Process Cancelled	9/15/2025 9:54	Collection Exception has been created
(PECO) Collections On Hold	9/15/2025 9:54	Collection Exception has been created - UR Income Not Provided Exception - 2025-09-25
(EU) Miscellaneous	9/15/2025 9:52	cci rcvd a s/o notice for 9/19/2025 but trying to figure out how b/c she should be rcing a credit adv cts base upon note 7/11/2025 cst made a case w/ PUC note states "The customer is disputing the bill(s) from the month(s) of Aug 2024- March 2025. Customer says that was getting recertify for cap and during the time peco was going through billing system issues. Customer was receiving bills of \$800, \$500, \$400 and \$200 within days of each other and each time called told they have an escalation in and account will get credited. Customer says that during that time has called every month and was still making cap credit payments of \$44 which increased from \$18 to \$44. Customer says that cap was not credited until Feb and billing was never fixed when going through updates. Customer says that account was at zero before issue began. - Relief Sought - Review account and cap credit and dispute balance on account. The Cell Phone Number [REDACTED] has been allowed to be shared. Company Position:04/15/2025 Told that \$183 was credited for cap but has balance of \$557 and told that exhausted cap funds." also on note 4/15/2025 CAP gave the breakdown of each bill to show tht bills were corrected and credits were applied cst just ran out adv cst also on 9/11/25 it shows tht 90% of cap credits used cst kept being argumentative stating she does not owe anything and last rep she s/w renee Becker agreed w/ her wanted to s/w tht rep again sent an IM to have rep reach out to her was going to breakdwn bills where credit was already applied but cst kept cutting me off has an active s/o notice did not get to adv of ORUR b/c cst ended up disconnecting the line /cst stated credits did not apply for SPs 9/22/2024-11/19/2024 which it did)
(EU) Miscellaneous	9/15/2025 9:52	cci rcvd a s/o notice for 9/19/2025 but trying to figure out how b/c she should be rcing a credit adv cts base upon note 7/11/2025 cst made a case w/ PUC note states "The customer is disputing the bill(s) from the month(s) of Aug 2024- March 2025. Customer says that was getting recertify for cap and during the time peco was going through billing system issues. Customer was receiving bills of \$800, \$500, \$400 and \$200 within days of each other and each time called told they have an escalation in and account will get credited. Customer says that during that time has called every month and was still making cap credit payments of \$44 which increased from \$18 to \$44. Customer says that cap was not credited until Feb and billing was never fixed when going through updates. Customer says that account was at zero before issue began. - Relief Sought - Review account and cap credit and dispute balance on account. The Cell Phone Number [REDACTED] has been allowed to be shared. Company Position:04/15/2025 Told that \$183 was credited for cap but has balance of \$557 and told that exhausted cap funds." also on note 4/15/2025 CAP gave the breakdown of each bill to show tht bills were corrected and credits were applied cst just ran out adv cst also on 9/11/25 it shows tht 90% of cap credits used cst kept being argumentative stating she does not owe anything and last rep she s/w renee Becker agreed w/ her wanted to s/w tht rep again sent an IM to have rep reach out to her was going to breakdwn bills where credit was already applied but cst kept cutting me off has an active s/o notice did not get to adv of ORUR b/c cst ended up disconnecting the line /cst stated credits did not apply for SPs 9/22/2024-11/19/2024 which it did)

(EU) Balance Inquiry	9/15/2025 9:31	Past due Balance of: \$ 577.80, Balance Due: \$687.80, Current Charges: \$110.00, Bill Due Date: 10 / 03 / 2025, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$687.80 adv of AC and active s/o notice
(EU) Credit Issues	9/12/2025 14:53	No Action Taken.
(PECO) >= 90% of the CAP Amount utilized by Customer	9/11/2025 0:38	90% of the CAP Annual Maximum Amount is utilized by the customer on 2025-09-11
(PECO) Letter - Disconnect Notice - Residential	9/9/2025 6:00	
(EU) Payment Memo	8/29/2025 9:30	SOURCE=PYMTUSPC Payment: \$ 97.13
(PECO) CAP Miscellaneous	8/29/2025 0:00	2025-10-13 - Customer Contact Issued in Error
(PECO) >= 75% of the CAP Amount utilized by Customer	8/12/2025 23:36	75% of the CAP Annual Maximum Amount is utilized by the customer on 2025-08-12
(EU) Billing Inquiry	8/8/2025 13:37	Past due Balance of: \$ 577.80, Balance Due: \$577.80, Current Charges: \$110.00, Bill Due Date: 08 / 05 / 2025, cx ci for ovr a yr had no cap adj on the delayed bills frm Nov 2024 sent todo req to apply the creds hold 9/7 nmr 8/17 fsmt same on cap pipp \$110
(PECO) Collection Process Cancelled	8/8/2025 13:30	Collection Exception has been created
(PECO) Collections On Hold	8/8/2025 13:30	Collection Exception has been created - Other Exception(s) - 2025-09-07
(EU) Oracle Service Cloud Incident Request	8/8/2025 13:30	New OSC (Service Cloud) Incident CREATED with RefNo #:250808-000988
(EU) Payment Arrangement Request Ineligibility	8/8/2025 13:05	
(PECO) Not Eligible for PECO TOU	8/8/2025 13:00	CAP Customers are not eligible for TOU
(EU) Credit Issues	8/7/2025 15:32	Past due Balance of: \$ 577.80, Balance Due: \$577.80, Current Charges: \$110.00, Bill Due Date: 08 / 05 / 2025, Next bill read 08-12-2025.cust req bal inf,prov phn,did not want to share fsmt,cust req cap status,Description of the Call:cust req bal inf and cust if some from cap can call back in order to discute the bal. and cust say dont hav money in order to make paymt spoke with tyra montgomery.
(EU) Payment Arrangement Request Ineligibility	8/7/2025 15:19	
(PECO) Not Eligible for PECO TOU	8/7/2025 15:19	CAP Customers are not eligible for TOU
(PECO) Not Eligible for PECO TOU	8/7/2025 15:13	CAP Customers are not eligible for TOU
(EU) Credit Issues	8/7/2025 14:44	CX Montgomery, refused to provided the last 4 of SSN and asked for supervisor, transferred to [REDACTED]
(PECO) Not Eligible for PECO TOU	8/7/2025 14:37	CAP Customers are not eligible for TOU
(PECO) Dialer - Proactive Call 1	8/7/2025 8:16	Phone Number Called: [REDACTED] ,Call Result: Gave live message to account holder ,Date of Call: 2025-08-08 ,Time of Call: 10:47 ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call: \$577.80 ,Service Amount Due: \$577.80 ,Total Balance: \$577.80
(EU) Credit Issues	8/5/2025 16:17	Past due Balance of: \$ 577.80, Balance Due: \$577.80, Current Charges: \$110.00, Bill Due Date: 08 / 05 / 2025, NMR: 812/2025 RP called in to find out why she had a pdb she was told this is because she had remixing balances of previous bills she stated the reming balances is on dispute so tried to explained even when is on dispaute case payments go to the tbd not to the last bill she got upset and asked for sup adv to talk to billing she hang up before transferring to billing. I have taken the appropriate actions for this account.

(EU) Payment Arrangement Request Ineligibility	8/5/2025 14:16	
(PECO) Agent 511 Planned Outage	7/23/2025 13:44	A Gas Indoor Survey Letter message was sent on 07/23/2025 01:41:00 via SMS
(EU) Payment Memo	7/17/2025 16:45	SOURCE=PYMTUSPC Payment: \$ 110.00
(EU) Billing Inquiry	7/17/2025 13:17	Rp Tyra Montgomery called in Past due Balance of: \$ 0.00, Balance Due: \$687.80, Current Charges: \$110.00, Bill Due Date: 08 / 05 / 2025,NMR 8/12/25/ CX called about the payment due on acct/ will call back to make a payment of 110.00\$/CX will call back to make the payment on the acct/ CX will have the PUC case escalated / Peco will have to wait on the PUC decision after the case was dismissed on 7/11/25/ Updated FSMT
(EU) Payment Arrangement Request Ineligibility	7/17/2025 13:08	
(PECO) Collections On Hold	7/11/2025 7:25	Collection Exception has been created - Other Exception(s) - 2025-07-31
(PECO) PUC Case Regulatory Contact	7/11/2025 7:21	BCS 4055042 CAP DISPUTE (#67) Other Related Information/Disputes:Bill/ Cap dispute. The customer is disputing the bill(s) from the month(s) of Aug 2024- March 2025. Customer says that was getting recertify for cap and during the time peco was going through billing system issues. Customer was receiving bills of \$800, \$500, \$400 and \$200 within days of each other and each time called told they have an escalation in and account will get credited. Customer says that during that time has called every month and was still making cap credit payments of \$44 which increased from \$18 to \$44. Customer says that cap was not credited until Feb and billing was never fixed when going through updates. Customer says that account was at zero before issue began. - Relief Sought - Review account and cap credit and dispute balance on account. The Cell Phone Number [REDACTED] has been allowed to be shared. Company Position:04/15/2025 Told that \$183 was credited for cap but has balance of \$557 and told that exhausted cap funds. Misc. Information:No email available
(EU) Regulatory - Commission	7/11/2025 7:19	PUC DEC 2025-07-09. Case dismissed. The customer recertified for CAP on 2/25/2025. The proper CAP credits have been applied to the account. The customer's monthly CAP payment of \$43.00 is correct. The monthly CAP payment increased from \$18.00 to \$43.00 due to the customer's income increasing. Per PA regulations, the Company can render make-up bills for previously unbilled public utility service. This resulted in the customer receiving 4 bills close together. Per PA regulations, the customer is entitled to a payment arrangement on the make-up bills. The customer may contact the Company if they would like a payment arrangement on the 4 make-up bills. The customer's account balance is correct. BCS 4055042.
(EU) Payment Memo	6/26/2025 17:00	SOURCE=PYMTUSPC Payment: \$ 110.00
(EU) Balance Inquiry	6/3/2025 9:42	Account didn't auto populate and doesn't have the account # and will not give last 4 of social to authenticate is wanting a sup because I'm breaking the law... setup sup callback
(EU) Supervisor Comments	5/24/2025 7:58	250524-000078 spoke with customer, they were upset because agent was not helpful and came off rude, apologized and explained eemg process is asap, customer concerned live wire is hazardous with wet grass and she has children. provided safety script advised will inform OCC shift mgr.
(EU) Oracle Service Cloud Incident Request	5/24/2025 7:21	New OSC (Service Cloud) Incident CREATED with RefNo #:250524-000078

(PECO) - Electric Outage - Issuance	5/24/2025 7:17	Callback Number: [REDACTED] QMC=N N xst king rd customer states down wire is from pole to house roof to grass to lights ok hazardous she thinks its live wire policy
(EU) Miscellaneous	5/23/2025 19:24	wire script given
(EU) Miscellaneous	5/23/2025 19:23	issued eemg
(PECO) - Electric Outage - Issuance	5/23/2025 19:23	QMC=N xst king rd customer states down wire is from pole to house roof to grass to lights ok hazardous she thinks its live
(PECO) Agent 511 Outage Notifications	5/21/2025 20:49	A Estimated Time of Restoration message was sent on 05/21/2025 05:16:37 via SMS
(PECO) Agent 511 Outage Notifications	5/21/2025 20:47	A Definitive Restore message was sent on 05/21/2025 05:48:36 via SMS
(EU) Payment Memo	5/20/2025 10:00	SOURCE=PYMTUSPC Payment: \$ 109.00
(EU) Payment Memo	5/20/2025 10:00	SOURCE=PYMTUSPC Payment: \$ 7.00
(PECO) PUC Case Regulatory Contact	5/15/2025 15:28	report sent 4055042
(PECO) CAP Miscellaneous	5/13/2025 16:51	PUC: Report sent to regulatory!
(PECO) CAP Miscellaneous	5/12/2025 12:25	Puc: Made anothe attempt to speak with customer no pick up vmail left
(EU) Payment Memo	5/2/2025 8:30	SOURCE=PYMTUSPC Payment: \$ 36.67
(EU) Billing Inquiry	5/2/2025 8:25	Past due Balance of: \$ 0.00, Balance Due: \$614.60, Current Charges: \$36.67, Bill Due Date: 05 / 06 / 2025, rp ref to go over bal/ rp only wanted current bal/ adv of 36.67 current bal as per cx req/ rp wanted to make a payment of 36.67/ proc fee 2.25/ adv standard text and data rate that may apply per their carrier plan/ rp wanted to know when gas would start/ adv 4/14 adv would be billed for full bal/ recapped
(PECO) CAP Miscellaneous	4/30/2025 10:22	PUC: an attempt to contact the customer was made. A voice message was left will try again in the afternoon.,
(EU) Miscellaneous	4/18/2025 14:25	cci regarding outage asked to check breakers meter on in sensus customer asked that I call them back to confirm upon contact customer states service is on no eemg needed
(PECO) Collections On Hold	4/15/2025 11:33	Collection Exception has been created - Other Exception(s) - 2027-05-05
(EU) Supervisor Comments	4/15/2025 8:32	SUP CB-S/W RP TO ADV THE ESCALATION CAME BACK AND PER OUT B/O REVIEW ALL CREDITS WERE RECEIVED. CUST STATED THAT INCORRECT AND SHE NEEDS TO SPEAK TO SOMEONE HIGHER UP//APOLOGIZED FOR THE INCONVENIENCE AND REFERRED TO THE PUC AND PROVIDED THE #18006927380//BRANDED CALL
(PECO) CAP Miscellaneous	4/15/2025 7:34	Universal Services - received account from CAP BO supervisor to review for correct CAP credits....customer received all appropriate credits up to AMC: Sep-2429.9029.9 Aug-24406.670406.67 Jul-24367.860367.86 Jun-24307.370307.37 May-24236.630236.63 Apr-24226.96226.96 Mar-24266.5266.5 Feb-24286.89286.89 Jan-24237.35237.35 1-Dec173.91173.91 1-Nov152.96152.96  Credits used2693 Annual Max Credit2693

(EU) Supervisor Comments	4/14/2025 16:50	SUP CALL-S/W RP STATING THE BILLING IS INCORRECT//THE CUST STATED THERE WAS AN ISSUE WITH CAP INCOME NEVER CHANGED AND THE CAP RATE INCREASED FROM \$18.00 WAS SUPPOSE TO BE FIXED IN MARCH//ADV CUST THE CAP CREDIT WAS APPLIED IN 1/2025//CUST STATED SHE DOES NOT OWE BAL AND WAS TOLD TO PAY THE CAP AMOUNT//ESC TO CAP AND SCH CB
(EU) Start Service Customer Contact	4/14/2025 15:00	Start Date:2025-04-15; Start Method:Start a Premise; Premise ID: [REDACTED] Address:[REDACTED] Huntingdon Pike *Hse, Huntingdon Valley, PA, 19006; Requested By:Montgomery,Tyra N,; Service Agreement IDs:[REDACTED]
(EU) Billing Inquiry	4/14/2025 11:09	Past due Balance of: \$ 0.00, Balance Due: \$571.93, Current Charges: \$44.00, Bill Due Date: 04 / 11 / 2025, MRD 04 / 21 / 2025 TYRA N MONTGOMERY says she requested a sup and was transfrd through here to billing; told cust to hold while I get a sup for her; sup says will call her back today but inform may take 48-72hrs;
(PECO) Maintain Deposit Quote	4/14/2025 10:28	Service Agreement [REDACTED] has been cancelled.
(EU) Start Service Customer Contact	4/14/2025 10:28	Start Date:2025-04-15; Start Method:Start a Premise; Premise ID:[REDACTED] Address:[REDACTED] Huntingdon Pike *Hse, Huntingdon Valley, PA, 19006; Requested By:Montgomery,Tyra; Service Agreement IDs:[REDACTED]
(PECO) Seamless Move Opt-out	4/14/2025 10:27	Created via Seamless Process.
(EU) Stop Service Customer Contact	4/14/2025 10:26	Stop Date:2025-04-18; Stop Method:Stop a Premise; Premise ID:[REDACTED]; Address:[REDACTED] N 13th St, Philadelphia, PA, 19140; Requested By:Montgomery,Tyra; Service Agreement IDs:[REDACTED]
(EU) Credit Issues	4/14/2025 9:27	Past due Balance of: \$ 0.00, Balance Due: \$571.93, Current Charges: \$44.00, Bill Due Date: 04 / 11 / 2025, Rp ci to get a sup to dispute pd, next mr 04/21, no income changes,adv cx cap active, ur already n the acc, adv cx cap active, no income changes, cx complaining abt pd balances n pymnt history, xfrd to get assistance
(EU) Payment Arrangement Request Ineligibility	4/14/2025 9:20	
(EU) Credit Issues	4/14/2025 9:09	Sup call// cst wants to know why cap didnt do the adjustment if previous agents said she had cap issues i do apologized i tried to explain to her she ran out the annual credit en Sep but she kept saying there is mistake i have to read the notes i did and i looked up bill by bill we gave left annaul credit in sep we did adjustment 188.48 we got some issues last year and we cancelled those bills and rebillid with right amt she didnt accept it and she talked over me in several times shes responsible for the bal she req to speak with mi sup/manager i offered to callback by manager cause hes busy she didnt accept it i transferred to manager
(EU) Credit Issues	4/14/2025 8:37	I have taken the appropriate actions for this account.Reason of call: dispute balance. / MS.montgomery [REDACTED] ask for a supervisor only i set 10 days hold . customer rejected my help refused to talk with a rep and ask for a supervisor. so i cant complete the call flow. RECAP . willing help. close PECO.
(PECO) Utility Report - PECO Refused Terms	4/14/2025 8:31	
(PECO) Collection Process Cancelled	4/14/2025 8:31	Collection Exception has been created
(PECO) Collections On Hold	4/14/2025 8:31	Collection Exception has been created - UR PECO Refused Terms Exception - 2025-04-24
(EU) Payment Arrangement Request Ineligibility	4/14/2025 8:31	

(EU) Credit Self Service	4/14/2025 8:24	
(PECO) Letter - Disconnect Notice - Residential	4/10/2025 4:35	
(EU) Payment Memo	4/4/2025 11:15	SOURCE=PYMTUSPC Payment: \$ 44.00
(EU) Credit Issues	4/4/2025 11:01	TYRA MONTGOMERY Calling. Cx wants to know the status of CAP issued on previous bills. Base on notes we advised the cx that her account was escalated. Cx Cx made a payment of CAP PIPP of \$44 plus processing fee, [REDACTED], Call disconnected after the payment.
(EU) Credit Issues	4/4/2025 10:48	CX CALLD , DID NOT WANT TO VERIFY TEH ACCOUNT , I ASKED FOR THE FULL NAME AND LETTER OF HER MIDDLE NAME , CX ASKED FOR PERSONAL INFO , CALLD WAS DISCONNECTED
(PECO) Agent 511 Outage Notifications	3/31/2025 19:39	PECO: We are preparing for potential severe storms today and tonight. If you lose power reply OUT here or report online at peco.com/outages.
(PECO) LIURP Pre-Treatment	3/31/2025 3:31	[REDACTED] N 13th St, Philadelphia, PA, 19140, Tyra N Montgomery, Mar 31 2025 03:31AM Canceled PECO LIURP Baseload Appointment
(PECO) LIURP Pre-Treatment	3/31/2025 3:30	[REDACTED] N 13th St, Philadelphia, PA, 19140, Tyra N Montgomery, Mar 31 2025 03:30AM Canceled PECO LIURP Baseload Appointment
(PECO) LIURP Pre-Treatment	3/31/2025 3:29	[REDACTED] N 13th St, Philadelphia, PA, 19140, Tyra N Montgomery, Mar 31 2025 03:29AM Canceled PECO Inspection Post Work Appointment
(PECO) Dialer - Proactive Call 1	3/26/2025 3:22	Phone Number Called: [REDACTED] ,Call Result: Gave live message to account holder ,Date of Call: 2025-03-26 ,Time of Call: 12:51 ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call: \$571.93 ,Service Amount Due: \$615.93 ,Total Balance: \$615.93
(PECO) Dialer - Proactive Call 1	3/13/2025 10:59	Phone Number Called: [REDACTED] ,Call Result: Answering machine was reached.Left message ,Date of Call: 2025-03-14 ,Time of Call: 12:17 ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call: \$571.93 ,Service Amount Due: \$571.93 ,Total Balance: \$571.93
(EU) Payment Memo	3/3/2025 11:00	SOURCE=PYMTUSPC Payment: \$ 43.00
(EU) Credit Issues	3/3/2025 10:50	Past due Balance of: \$ 0.00, Balance Due: \$614.93, Current Charges: \$43.00, Bill Due Date: 03 / 12 / 2025, NRD 03/20 RP called to make a payment she avoid the resto of the balances // she did not allow me to ask something and sent the link to pay and she hung up
(EU) Payment Arrangement Request Ineligibility	3/3/2025 10:45	
(PECO) CAP Miscellaneous	3/3/2025 9:54	S/w RP. Adv cust about CB: 43.00 DD: 03/12/2025 PD: 571.93 TB: 614.93 cld to check why still has a balance on acct explain we still working on adjust bills on acct adv to coninue paying \$43 / cx did not want to provide fmnst information but offer LIHEAP / when i was helping her to make the pymnt she hung up unable to provide NXT RD /call her back and declined to make a pymnt no more actions taken
(EU) Credit Issues	2/26/2025 15:25	SUP CALL-FLR SUPPORT- SPOKE W/ TYRA N MONTGOMERY IN REGARDS TO BILL DELAYS AND CAP RE CERT ISSUE/EXPL BILL DELAYS WHICH RESULTED IN STACKED BILLS BACK TO BACK FOR DIFFERENT SERVICE PERIOD BEGINNING BACK IN AUG 2024/CX INTERRUPTED AND BEGAN EXPLAINING HER CONCERNS AS SHE EXPL TO PREVIOUS CSR AEGIANAN DOVE/CX WAS MORE CONCERNED WITH CAP RECERT PROCESS TIME AND CAP RATE INCREASE FROM \$18-\$44 W/NO INCOME CHANGES/ADV CX CAP RECERT COMPLETE LETTER SENT 2/25/2025, AND ADV CAN SEND POI TO PECOCAP@EXELONCORP.COM TO RE CALCULATE CAP RATE/CX DECLINED TO AVOID ANY MORE DELAYS/ OFFER ASSIST WITH STACKED BILLS/CX DECLINED AND SATISFIED WITH ASSIST/BRAND PECO/EOC

(EU) Billing Inquiry	2/26/2025 14:45	rp ci inq she called to sw a sup due to her calling since august about her needing to get a credit on her acct , cx stated she rcvd 3-4 stmts back to back due to our sys issue, bal kept going up but cx continued making pmts , cxs acct is affected by cap issue , cx rcvd bills back to back 11-15 and then again 11/18-11/19 for actual usage , cx cap rate increased but cx income has not changed , cx was adv by someone else months ago to only pay cap rate instead of what was actually due so now cx has high acct bal, adv rp i do see the monthly pmts for cp rate she just has to allow time for acct to be adj , cx needs to send in poi , based on cx contact on acct 2/25 15 day hold was placed , cx still req to sw a sup , xfrd rp , eoc
(EU) Credit Issues	2/26/2025 14:07	MONTGMORY requested a SUP directly for billing info did not wan to provide further info
(EU) Payment Arrangement Request Ineligibility	2/26/2025 14:04	
(PECO) CAP Recertification Completed Notice	2/25/2025 12:57	
(PECO) CAP Recertification 1st Notice	2/25/2025 12:56	
(EU) Credit Issues	2/25/2025 12:40	cust is really upset won't let me talk and dont want to listen any information just req speak with supervisor. unable to complete the callflow. ask for the phone number in order to call back .
(EU) Payment Arrangement Request Ineligibility	2/25/2025 12:24	
(EU) Credit Issues	2/25/2025 12:19	ask for a supervisor only MS. Montgomery ██████████ customer rejected to hear any other info. so transfer to next sup. close peco.
(EU) Billing Inquiry	2/25/2025 12:11	cpi because of correct CAP adjustments not being applied to several bills and cancelled bills in august. issued 15 day hold to review CAP, xfer to CAP. cust was told by previous REPS only to pay CAP amount of \$43.
(PECO) Collection Process Cancelled	2/25/2025 12:08	Collection Exception has been created
(PECO) Collections On Hold	2/25/2025 12:08	Collection Exception has been created - Other Exception(s) - 2025-03-12
(EU) Credit Issues	2/25/2025 11:42	I have taken the appropriate actions for this account. Cs, Montgomery, Tyra, Cs called about balance. and requested speak with c.c cuz said still the same problems. and then she wants to speak with sup on that dept. It was transferred to c.c.
(PECO) Dialer - Proactive Call 1	2/24/2025 2:41	Phone Number Called: ██████████ ,Call Result: Gave live message to account holder ,Date of Call: 2025-02-24 ,Time of Call: 14:47 ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call: \$571.93 ,Service Amount Due: \$614.93 ,Total Balance: \$614.93
(EU) Payment Memo	2/3/2025 9:45	SOURCE=PYMTUSPC Payment: \$ 43.00
(EU) Successful Payment WEB	2/3/2025 9:26	A \$43.00 plus convenience fee CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN ***** ██████████ HAS BEEN MADE ONMon Feb 03 2025 14:26:08 GMT+0000 (Coordinated Universal Time)
(PECO) CAP Miscellaneous	1/31/2025 0:00	Customer is receiving 188.48 in electric CAP PIPP reinstatement credits for bills between Oct-Dec
(PECO) >= 90% of the CAP Amount utilized by Customer	1/17/2025 20:18	100% of the cap amount is utilized by the customer on 2025-01-17
(EU) Payment Memo	1/3/2025 9:15	SOURCE=PYMTUSPC Payment: \$ 43.00

(EU) Billing Inquiry	12/23/2024 13:57	Past due Balance of: \$ 0.00, Balance Due: \$803.41, Current Charges: \$43.00, Bill Due Date: 01 / 07 / 2025, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$803.41 TYRA N MONTGOMERY complained that prev agent told her that she did not want to transf her to a sup as she requested; she then said she got three bills all at once on or around same date; reviewed bills and explained each was for a diff serv per and cust calmed down; she no longer wanted to speak with a sup and the call ended; cust did not wants discounted bill or to do finstmnt
(PECO) Collections On Hold	12/23/2024 12:05	Collection Exception has been created - Other Exception(s) - 2025-02-21
(PECO) CAP Miscellaneous	12/23/2024 12:05	Pls review for possible misapplied cap credits
(EU) Credit Issues	12/23/2024 12:02	sup call: Cx wants to know why her balance is high. I tried to explain several times she exhausted her cap credits and was rebilled for aug and sept. Tried to explain why her pipp changed but cx kept twisting my words so I couldn't finish any of the explanations, Cx asked for higher sup, offered call back. Cx requested to be transferred to cc, I explaind cc wont be able to help her with her cap issues but she demanded to be transferred anyway so I transferred. Send note and 60d hold for cap issues on Nov's bill
(EU) Credit Issues	12/23/2024 11:39	Past due Balance of: \$ 760.41, Balance Due: \$803.41, Current Charges: \$43.00, I have taken the appropriate actions for this account. unable to provide more details or ask for more information, cx upset about the bill was too high when is was enrolled with CAP and request to talk with a supervisor-*call transfer
(PECO) Utility Report - Customer Refused Terms	12/23/2024 11:36	
(PECO) Collection Process Cancelled	12/23/2024 11:36	Collection Exception has been created
(PECO) Collections On Hold	12/23/2024 11:36	Collection Exception has been created - UR Customer Refused Terms Exception - 2025-01-02
(PECO) Dialer - Proactive Call 3	12/23/2024 8:16	Phone Number Called: [REDACTED], Call Result: Record was not attempted ,Date of Call: 2024-12-23 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 3 ,Amount Due at Time of call: \$760.41 ,Service Amount Due: \$803.41 ,Total Balance: \$803.41
(PECO) Dialer - Proactive Call 2	12/16/2024 3:06	Phone Number Called: [REDACTED], Call Result: Record was not attempted ,Date of Call: 2024-12-16 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 2 ,Amount Due at Time of call: \$760.41 ,Service Amount Due: \$760.41 ,Total Balance: \$760.41
(PECO) >= 90% of the CAP Amount utilized by Customer	12/16/2024 1:12	94% of the cap amount is utilized by the customer on 2024-12-16
(PECO) CAP Miscellaneous	12/13/2024 15:18	CAP INC: R/P cap app & SSI letter that was updated & verf for recerf. Unable to fully complete recerf. due to issue. No hold needed. IT will F/U with acct.
(PECO) Dialer - Proactive Call 1	12/10/2024 3:21	Phone Number Called: [REDACTED], Call Result: Record was not attempted ,Date of Call: 2024-12-10 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call: \$528.93 ,Service Amount Due: \$760.41 ,Total Balance: \$760.41
(PECO) CAP Miscellaneous	12/9/2024 14:44	CAP INC: INCOME RECEIVED, PENDING PROCESS, M184, 10/3/2024
(EU) Billing Inquiry	12/3/2024 10:50	Past due Balance of: \$ 0.00, Balance Due: \$778.41, Current Charges: \$231.48, Bill Due Date: 12 / 11 / 2024, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$778.41 nmrd 12/16 rp ci stated she is confused about billing adv of billing delay issues and cap issues adv rp that still have some cap credits left and will be applid and will be rebilled if having to pay anything

(EU) Credit Issues	12/3/2024 10:41	Past due Balance of: \$ 0.00, Balance Due: \$778.41, Current Charges: \$231.48, Bill Due Date: 12 / 11 / 2024, nrd 12 / 16 / 2024 mrs Montgomery calld in regard a billing issue, xfer to cc , no updates on fsmt
(EU) Payment Arrangement Request Ineligibility	12/3/2024 10:40	
(EU) Payment Memo	12/3/2024 9:45	SOURCE=PYMTUSPC Payment: \$ 18.00
(EU) Successful Payment WEB	12/3/2024 9:35	A \$18.00 plus convenience fee CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *****[REDACTED] HAS BEEN MADE ON Tue Dec 03 2024 14:35:33 GMT+0000 (Coordinated Universal Time)
(PECO) CAP Miscellaneous	11/6/2024 0:00	Rebilling for cancelled customer bill(s) are in the process of rebilling via billing batch.
(PECO) CAP Miscellaneous	10/23/2024 13:01	CAP INC: INCOME RECEIVED,PENDING PROCESS, M184 10/3/24
(EU) Payment Memo	10/3/2024 12:57	SOURCE=PYMTUSPC Payment: \$ 18.00
(EU) Credit Issues	10/3/2024 12:53	RP DID NOT ALLOW ME TO GIVE BALANCE// Nmr 10/17/24// Rp cd in to check what's going on with cap, advd she has cap issues & info was already escalated// she needs to wait, hold until 11/02 she agreed// She paid \$ 18+2.25 processing fee ref#3888392206 via pymntus// Asked for fsmt info, she denied to gimme that, advd we need to update fsmt info bc she is with cap// She got upset & asked for a sup, sup cb was scheduled// No more actions taken
(PECO) CAP Miscellaneous	10/3/2024 0:00	Removing customer billing pause through Oct 17, 2024.
(PECO) CAP Miscellaneous	9/20/2024 0:00	Customer bills have been paused through Oct 17, 2024 due to CCB billing issues. Customer likely will be rebilled for impacted period which could range from May-Sept 2024.
(EU) Payment Memo	9/3/2024 10:14	SOURCE=PYMTUSPC Payment: \$ 18.00
(EU) Credit Issues	9/3/2024 9:55	Sup call// s/w RP cust wants to know the info for her credits, adv the cust that is a CAP issue, so send the to do and case, adv takes up to 60 days to get resolve, adv needs to pay her pipp, she paid the \$18 conf# 3832638108, adv \$2.25 fee, cust said why needs to send the cap app and her POI adv needs to process the recert every 2 years, adv needs to send it now, adv was not request on 2022 due to covid but now needs to send the info, send the cap app, adv needs to send the poi for the last 30 days
(PECO) CAP Application Packet	9/3/2024 9:51	
(PECO) Collections On Hold	9/3/2024 9:45	Collection Exception has been created - Other Exception(s) - 2024-11-02
(EU) Oracle Service Cloud Incident Request	9/3/2024 9:45	New OSC (Service Cloud) Incident CREATED with RefNo #:240903-000285
(EU) Credit Issues	9/3/2024 9:39	Past due Balance of: \$ 0.00, Balance Due: \$381.06, Current Charges: \$381.06, Bill Due Date: 09 / 10 / 2024, Ms. Montgomery is calling wants to know about her bill that it is too high so I educated about CAP that she needs to recertify her information since 03/24/2024 she does not agree that she did not receive any reminder, requested to speak with a sup it was escalated.
(EU) Payment Arrangement Request Ineligibility	9/3/2024 9:39	
(EU) Payment Arrangement Request Ineligibility	9/3/2024 9:34	
(EU) Payment Memo	8/2/2024 11:31	SOURCE=PYMTUSPC Payment: \$ 18.00
(EU) Successful Payment IVR	8/2/2024 11:09	User ID: IVR ; Name: Tyra N Montgomery ; A \$ 18 plus \$ 2.25 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN *****[REDACTED] HAS BEEN MADE ON Fri Aug 02 2024 11:09:22

(PECO) LIURP Pre-Treatment	7/29/2024 14:05	██████ N 13TH ST, PHILADELPHIA, PA, 19140, TYRA N MONTGOMERY, Jul 29 2024 2:05PM, LIURP Inspection scheduled 08/07/2024
(EU) Payment Memo	7/3/2024 8:00	SOURCE=PYMTUSPC Payment: \$ 18.00
(EU) Successful Payment IVR	7/3/2024 7:49	User ID: IVR ; Name: Tyra N Montgomery ; A \$ 18 plus \$ 2.25 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN ***** ████████ HAS BEEN MADE ON Wed Jul 03 2024 07:49:45
(PECO) Agent 511 Outage Notifications	6/27/2024 6:40	A Definitive Restore message was sent on 06/27/2024 06:27:06 via SMS
(PECO) Agent 511 Outage Notifications	6/27/2024 6:18	A Estimated Time of Restoration message was sent on 06/27/2024 06:06:46 via SMS
(PECO) Agent 511 Outage Notifications	6/27/2024 6:12	A Initial Outage Notification message was sent on 06/27/2024 06:00:28 via SMS
(PECO) Agent 511 Outage Notifications	6/26/2024 19:20	A Initial Outage Notification message was sent on 06/26/2024 07:01:27 via SMS
(EU) Supervisor Comments	6/4/2024 17:31	sw rp and advice she was given the incorrect phone number for the appliance program
(EU) Miscellaneous	6/4/2024 14:54	cust called in wanting to speak to SUP//when I asked how can I help she said she was transferred to me and gave me the acct info//tried to talk cust about the issue in her notes and she said that was not the only issue she is having and wanted to speak to SUP
(EU) Billing Inquiry	6/4/2024 14:26	cx is waiting on a new fridge to be brought had peco come out and was told that she needed a new fridge transferred to gift of energy
(EU) Payment Memo	6/3/2024 12:16	SOURCE=PYMTUSPC Payment: \$ 18.00
(EU) Credit Issues	6/3/2024 12:03	Past due Balance of: \$ 0.00, Balance Due: \$18.00, cx processed payment confirmation # 3671547798 payment for \$18
(PECO) LIURP Pre-Treatment	5/21/2024 14:52	██████ N 13TH ST, PHILADELPHIA, PA, 19140, TYRA N MONTGOMERY, May 21 2024 2:52PM, LIURP Audit complete, work orders to be issued pending quality assurance review
(PECO) LIURP Pre-Treatment	5/20/2024 10:39	██████ N 13TH ST, PHILADELPHIA, PA, 19140, TYRA N MONTGOMERY, May 20 2024 10:39AM, LIURP Audit Scheduled 05/21/2024
(PECO) LIURP Pre-Treatment	5/20/2024 10:38	██████ N 13TH ST, PHILADELPHIA, PA, 19140, TYRA N MONTGOMERY, May 20 2024 10:38AM, LIURP Audit cancelled, attempt to contact customer to reschedule, questions call 1-800-675-0222
(EU) Payment Memo	5/3/2024 22:25	SOURCE=PYMTUSPC Payment: \$ 18.00
(EU) Successful Payment IVR	5/3/2024 22:17	User ID: IVR ; Name: Tyra N Montgomery ; A \$ 18 plus \$ 1.75 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN ***** ████████ HAS BEEN MADE ON Fri May 03 2024 10:17:25
(EU) Payment Memo	4/3/2024 13:44	SOURCE=PYMTUSPC Payment: \$ 18.00
(EU) Payment Memo	3/1/2024 11:56	SOURCE=PYMTUSPC Payment: \$ 18.00
(EU) Credit Issues	3/1/2024 11:48	Total amount: \$18.00, Current Charges: \$18.00, Bill Due Date: 03 / 15 / 2024, NRD 03/21/24, S/w rp. Cust cll to make a PYMNT. PYMNT of \$18.00+\$1.75. Cust agreed. CONF#3502069148.
(PECO) Not Eligible for PECO TOU	3/1/2024 11:34	CAP Customers are not eligible for TOU
(EU) Billing Inquiry	2/2/2024 9:27	Total balance \$18.00, Past due amount of \$0.00 due immediately, Current bill \$18 due by 02 / 09 / 2024, New charges \$0, Excess credit \$0 ; cust called to make paym \$18 + 1.75 confirm# 3451353710 fsmt lvl1 no change sent cap app to be reinstated NIAC
(EU) Request Letter	2/2/2024 9:25	CAP Application Packet
(PECO) Enroll Outage Alert Text Messaging Program	1/3/2024 17:47	SMS Sent to: ████████ with message PECO: You have successfully scheduled a payment of \$5.05 for 2024-01-03T18:47:18. Confirmation # 3398978046.
(EU) Payment Memo	1/3/2024 17:47	User ID: IVR ; Name: TYRA N MONTGOMERY ; A \$ 5.05 plus \$ 1.75 FEE CREDIT/DEBIT CARD PAYMENT USING CARD NUMBER ENDING IN ***** ████████ HAS BEEN MADE ON Wed Jan 03 2024 06:47:18

(EU) Credit Issues	1/3/2024 11:43	SW TYRA N MONTGOMERY >>>CX DECLINED AUTHENTICATE ACC >> ADD CX AUTHENTICATE INFO HOWBVEVR CX REFUSED >> ADVCD CX WE HAVE SOME ISSUS FOR PAYMNT PROCESS >> ADVCD CXCAN PAY ONLINE BY CASH O PECOS APPP >>>>
(EU) Outage Status Request	1/3/2024 11:38	Crew status read by employee: Analyzed                      Outage ID: P2312260PROBABLE CAUSE: Cause Undetermined
(PECO) >= 90% of the CAP Amount utilized by Customer	11/13/2023 0:00	Reached 90%: Credit Used to Date: \$ 2444.37Annual Max Credit: \$ 2693.00
(PECO) >= 75% of the CAP Amount utilized by Customer	9/14/2023 0:00	Reached 75%: Credit Used to Date: \$ 2087.28Annual Max Credit: \$ 2693.00
(EU) Billing Inquiry	3/3/2023 12:44	CPI FOR ACCOUNT BALANCE! Total balance \$0.00, Past due amount of \$0.00 due immediately, Current bill \$0 due by 03 / 10/ 2023, New charges \$0, Excess credit \$174.95 !
(EU) Billing Inquiry	2/3/2023 8:17	CLLD TO SEE WHAT TB IS. ADV THAT TB IS \$0 CAN ACCNT CREDIT OF \$192.95



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Welcome to - Case Opened - Case Details

Case#: 4055042

Utility Name: PECO Energy

Utility Type: Electric Distributor

Date Opened: 04/15/2025

Reason For Contact: CAP DISPUTE (#67)

Other Related Information/Disputes: Bill/ Cap dispute. The customer is disputing the bill(s) from the month(s) of Aug 2024- March 2025. Customer says that was getting recertify for cap and during the time peco was going through billing system issues. Customer was receiving bills of \$800, \$500, \$400 and \$200 within days of each other and each time called told they have an escalation in and account will get credited. Customer says that during that time has called every month and was still making cap credit payments of \$44 which increased from \$18 to \$44. Customer says that cap was not credited until Feb and billing was never fixed when going through updates. Customer says that account was at zero before issue began. - Relief Sought - Review account and cap credit and dispute balance on account. The Cell Phone Number [REDACTED] has been allowed to be shared.

Company Position: 04/15/2025 Told that \$183 was credited for cap but has balance of \$557 and told that exhausted cap funds.

Misc. Information: No email available

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



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Welcome to - Case Closed - Case Details I

Case#: 4055042

Utility Name: PECO Energy

Decision Issue: Yes

Oral/Written: W

Violation: NO

Chapter 56/64/Other:

Section/Rule:

Total Balance: \$693.80

Closing Date: 07/09/2025

Resolution: Decision Issued: Case dismissed. The customer recertified for CAP on 2/25/2025. The proper CAP credits have been applied to the account. The customer's monthly CAP payment of \$43.00 is correct. The monthly CAP payment increased from \$18.00 to \$43.00 due to the customer's income increasing. Per PA regulations, the Company can render make-up bills for previously unbilled public utility service. This resulted in the customer receiving 4 bills close together. Per PA regulations, the customer is entitled to a payment arrangement on the make-up bills. The customer may contact the Company if they would like a payment arrangement on the 4 make-up bills. The customer's account balance is correct.

Service Restored Pay(Offs): \$0.00

Account Balance Date: 05/15/2025

Keep Service on Pay(Remed): \$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



1	Account Number: ██████████	Service Address:	Current Bill:	\$498.39	Account Balance: \$1,510.83
2	Account Name: Tyra Montgomery	██████████ Huntingdon Pike Hse	Billed Prior:	\$1,012.44	
3	Account Status: ACTIVE	Huntingdon Valley PA 19006	Balance Due:	\$1,510.83	
4	Meter Bill Group: 6				
5		Mail To:	Credit Amount:	\$0.00	Rates:
6		Tyra Montgomery	Deposit Requested:	\$0.00	ELECTRIC RESIDENTIAL SERVICE CAP
7		██████████ Huntingdon Pike Hse	Deposit On-Hand:	\$0.00	GAS RESIDENTIAL SERVICE - CAP
8		Huntingdon Valley PA 19006	CAP Pre-program Arrears:	\$0.00	
9			Payment Agreement Balance:	\$0.00	

10	Account Transaction Activity																	
11	Transaction Dt	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH	CCF	CAP CREDIT	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance	Heating Degree Days	Budget Bill Deferred Amt
12		CONNECTION CHARGE - STANDARD									\$6.00							
13	4/14/2025	TRANSFER									\$577.93							
14											\$44.00							
15	5/13/2025	ELECTRIC SERVICE		04/15/2025-05/13/2025	59464	ACTUAL	123480288	1389			-\$230.24							
16	5/13/2025	GAS SERVICE		04/15/2025-05/13/2025	8935	ACTUAL	18823261		69		-\$40.75	\$66.00	\$577.93	\$115.87	\$693.80	6/4/2025	\$693.80	
17	5/21/2025		PAYMENT															
18	5/21/2025		PAYMENT															
19																		
20	6/12/2025	ELECTRIC SERVICE		05/13/2025-06/12/2025	61566	ACTUAL	123480288	2102			-\$389.01	\$44.00						
21	6/12/2025	GAS SERVICE		05/13/2025-06/12/2025	8676	ACTUAL	18823261		79		-\$56.12	\$66.00	\$577.80	\$110.00	\$687.80	7/7/2025	\$687.80	
22	6/27/2025		PAYMENT															
23																		
24	7/14/2025	ELECTRIC SERVICE		06/12/2025-07/14/2025	64024	ACTUAL	123480288	2458			-\$460.26	\$44.00						
25	7/14/2025	GAS SERVICE		06/12/2025-07/14/2025	8716	ACTUAL	18823261		40		-\$5.17	\$66.00	\$577.80	\$110.00	\$687.80	8/5/2025	\$687.80	
26	7/18/2025		PAYMENT															
27																		
28	8/12/2025	ELECTRIC SERVICE		07/14/2025-08/12/2025	66180	ACTUAL	123480288	2156			-\$399.68	\$44.00						
29	8/12/2025	GAS SERVICE		07/14/2025-08/12/2025	8743	ACTUAL	18823261		27		-\$5.17	\$53.13	\$577.80	\$97.13	\$674.93	9/3/2025	\$674.93	
30	8/29/2025		PAYMENT															
31																		
32	9/11/2025	ELECTRIC SERVICE		08/12/2025-09/11/2025	68192	ACTUAL	123480288	2012			-\$370.81	\$44.00						
33	9/11/2025	GAS SERVICE		08/12/2025-09/11/2025	8790	ACTUAL	18823261		47		-\$14.24	\$66.00	\$577.80	\$110.00	\$687.80	10/3/2025	\$687.80	
34	10/2/2025		PAYMENT															
35																		
36	10/13/2025	ELECTRIC SERVICE		09/11/2025-10/13/2025	70142	ACTUAL	123480288	1950			-\$275.10	\$127.27						
37	10/13/2025	GAS SERVICE		09/11/2025-10/13/2025	8853	ACTUAL	18823261		63		-\$34.76	\$66.00	\$577.80	\$193.27	\$771.07	11/4/2025	\$771.07	
38	11/3/2025		PAYMENT															
39																		
40	11/11/2025	ELECTRIC SERVICE		10/13/2025-11/11/2025	71832	ACTUAL	123480288	1690			\$0.00	\$350.23						
41	11/11/2025	GAS SERVICE		10/13/2025-11/11/2025	8935	ACTUAL	18823261		82		-\$60.42	\$66.00	\$577.80	\$416.23	\$994.03	12/3/2025	\$994.03	
42	12/4/2025		PAYMENT															
43																		
44	12/11/2025	ELECTRIC SERVICE		11/11/2025-12/11/2025	73139	ACTUAL	123480288	1307			\$0.00	\$282.41						
45	12/11/2025	GAS SERVICE		11/11/2025-12/11/2025	9088	ACTUAL	18823261		153		-\$150.61	\$66.00	\$884.03	\$348.41	\$1,232.44	1/2/2026	\$1,232.44	
46	1/2/2026		PAYMENT															
47																		
48	1/13/2026	ELECTRIC SERVICE		12/11/2025-01/13/2026	75152	ACTUAL	123480288	2013			\$0.00	\$432.39						
49	1/13/2026	GAS SERVICE		12/11/2025-01/13/2026	9280	ACTUAL	18823261		192		-\$189.56	\$66.00	\$1,122.44	\$498.39	\$1,620.83	2/4/2026	\$1,620.83	
50																		
51	2/4/2026		PAYMENT															
52																		
53																		
54																		
55	ELEC	MAY-DEC		2407.51														
56	GAS	MAY-DEC		282.13														
57																		



Tyra Montgomery  
C-2025-3058367

CAP History

CURRENT ENROLLMENT DATE:	03-24-2020	CAP STATUS:	ENROLLED
ORIGINAL ENROLLMENT DATE:	03-24-2020	ENROLLED IN HEALTH USAGE:	--
NEXT RECERTIFY DATE:	02-25-2027	HEALTH USAGE EFFECTIVE DATE:	----
REMOVAL DATE:	--	ELECTRIC SERVICE TYPE:	Electric Service
REMOVAL REASON:	--	GAS SERVICE TYPE:	Gas Service

MONTHLY PIPP AMOUNT:	\$44.00
ANNUAL ENERGY BURDEN:	\$524.64
ANNUAL MAXIMUM CREDIT:	\$2,125.00
MINIMUM BILL:	\$10.00
PIPP CREDITS USED TO DATE:	\$2,144.10
PIPP CREDITS REMAINING:	\$-19.10
ANNUAL CREDITS START DATE:	04-15-2025
ANNUAL CREDITS RESET DATE:	04-15-2026

GAS	
MONTHLY PIPP AMOUNT:	\$66.00
ANNUAL ENERGY BURDEN:	\$786.96
ANNUAL MAXIMUM CREDIT:	\$--.00
MINIMUM BILL:	\$20.00
PIPP CREDITS USED TO DATE:	\$21.10
PIPP CREDITS REMAINING:	\$--.00
ANNUAL CREDITS START DATE:	04-14-2025
ANNUAL CREDITS RESET DATE:	04-15-2026

TOTALS	
MONTHLY PIPP AMOUNT:	\$110.00
ANNUAL ENERGY BURDEN:	\$1,311.60
ANNUAL MAXIMUM CREDIT:	\$2,125.00
MINIMUM BILL:	\$30.00
PIPP CREDITS USED TO DATE:	\$2,165.20
PIPP CREDITS REMAINING:	\$-19.10

RELATIVE MONTH	SERVICE POINT 1 DISCOUNT	SERVICE POINT 2 DISCOUNT	TOTALS
11-2025	0	-60.42	-60.42
10-2025	275.1	-34.76	240.34
09-2025	370.81	14.24	385.05
08-2025	399.68	0	399.68
07-2025	460.26	5.17	465.43
06-2025	389.01	56.12	445.13
05-2025	249.24	40.75	289.99
04-2025	194.52	0	194.52
03-2025	259.21	0	259.21
02-2025	318.34	0	318.34
01-2025	360.54	0	360.54
12-2024	213.83	0	213.83

3,490.54