

Timely

February 25, 2026

Re: Case Docket # F 2025 3055494

To Whom It May Concern,

It has been established that correspondence had been being mailed to the incorrect address and therefore the Plaintiff never received ANY documents regarding this case, up to and including the decision in this case.

This is to file exceptions to the decision in the case 'Katie Paulison v. Peco Energy Company'.

Referring to page two of the decision, the Plaintiff never received the six records that the defense presented. Plaintiff objected to this, citing Laws of Discovery. But these documents were still allowed into evidence. Now, with the record reflecting that the mailing address was wrong, there is substantial proof that the Plaintiff in fact did not receive said documents, and therefore they should not have been admitted into evidence.

On page three, number 10, in regards to the meter: This search went on for well over an hour. With the technician going in and out of the apartment, saying that he could not find the meter, and that it may not even be on the property. When Plaintiff showed shock to this, the technician disclosed that that happens all the time. This displays a real possibility for the actual meter not having been found, and lends to the Plaintiff being justified in asking for someone else to come to the property and attempt to find the correct meter.

As far as burden of proof, page four: Plaintiff asserted that all energy to the unit had been shut off on February 5th, and was off until June 12th. That should be considered as proof, with nothing being used, yet the bill still continued to be excessive.

Also addressing burden of proof: All the Plaintiff had asked for (initially) was to have a technician come out and do a meter check, as Plaintiff was convinced that the wrong meter was attached to their account. Asking for burden of proof for such a simple request seems over the top.

Plaintiff objects to reasoning on page five, which states that Plaintiff was looking for bills to be like past bills. Plaintiff stated several times that the billing in question was not consistent with usage into the home.

Also on page five, Plaintiff objects to the statement that "any change in the number of occupants residing in the household will be considered". The only number discussed was the number of rooms; number of people or such changes to such, was never a part of the discussion.

On page six, it states that "complainant was being billed for another apartment and vice versa". Plaintiff was told that there were several meters involved in the mix up, not a direct swap. This also lends to the possibility of the correct meter for each unit not being established.

Plaintiff objects to assertion on page seven that their claims are “mere bald assertions, personal opinions or perceptions”. As Plaintiff stated, billing has not been in alignment with the actual usage at the property. Also, no one knows your usage and your habits like you do.

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 disturbing that this has gone this far, and for this long, 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.

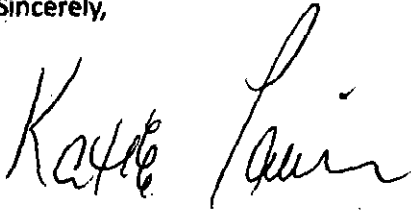
This seems like a simple request that a company would oblige to, to keep their consumers content, and to justify their service. But this has been continuously denied with no valid reason given.

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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,

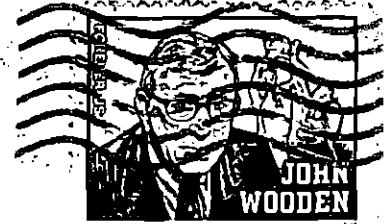
A handwritten signature in black ink, appearing to read "Katie Paulison". The signature is written in a cursive style with a large initial "K" and a long, sweeping underline.

Katie Paulison

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