

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Hannah Bae & John Lee, Complainants v. **PECO Energy Company**, Respondent

Docket No. F-2026-3061121

PETITION FOR INTERIM EMERGENCY ORDER

TO THE HONORABLE PRESIDING OFFICER:

Pursuant to 52 Pa. Code § 3.6 and § 56.92, Hannah Bae and John Lee (“Complainants”) hereby petition the Pennsylvania Public Utility Commission (“Commission”) for an Interim Emergency Order to stay the termination of electric service at 5 Craig Ln, Haverford, PA 19041. In support thereof, Complainants state as follows:

1. Background Complainants have an active Formal Complaint pending before the Commission regarding a billing dispute with PECO Energy Company (“PECO”) involving a balance of \$4,885.23. On April 15, 2026, despite the pendency of this litigation, PECO issued a 10-day shut-off notice scheduled for April 29, 2026.

2. Clear Right to Relief Under 52 Pa. Code § 56.92, a utility is prohibited from terminating service for a disputed amount while a formal complaint is pending. As PECO has admitted in its Answer that the disputed charges are based on over 24 months of estimated readings, the validity of the underlying debt is the core subject of the active docket.

3. Immediate Need for Relief Termination is scheduled for April 29, 2026. Without an Emergency Order, Complainants will lose essential electric service before the Commission can adjudicate the merits of the billing dispute.

4. Irreparable Injury Electricity is an essential utility. Termination would cause irreparable harm to the Complainants’ health, safety, and ability to reside in the home, particularly while the accuracy of the charges remains unverified by any actual meter reading.

5. Public Interest The requested relief preserves the status quo and upholds the integrity of the Commission’s dispute resolution process. It is not injurious to the public interest to require a utility to comply with stay-of-termination regulations.

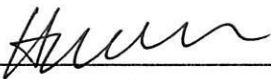
WHEREFORE, Complainants respectfully request that the Presiding Officer issue an Interim Emergency Order staying the termination of service at 5 Craig Ln, Haverford, PA, pending a final decision in this matter.

Respectfully submitted,

Signature:  **Hannah Bae** Date: April 18, 2026

VERIFIED STATEMENT

I, Hannah Bae, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Signature:  **Hannah Bae**

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing Petition for Interim Emergency Order upon the following via email:

Margaret A. Morris, Esq. Reger Rizzo & Darnall LLP mmorris@regerlaw.com (*Counsel for PECO Energy Company*)

Signature:  **Hannah Bae** Date: April 18, 2026

**TEN DAY SHUT OFF NOTICE
(AVISO DE SUSPENSIÓN DE SERVICIO EN 10 DÍAS)**

Account Number:		Past Due Amt:	\$2,832.30
For Service To:	5 Craig Ln Rs 1-In\Out	New Billing:	\$331.00
Date Prepared:	April 15, 2026	Total Amount:	\$3,163.30

Your Electric/Gas Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 5 Craig Ln Rs 1-In\Out on or after 8:00 a.m. on April 29, 2026. 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 \$2,832.30 in full before April 29, 2026, 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, such as CAP (Customer Assistance Program), which may stop the termination of your service and/or include arrearage forgiveness.
- 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 \$2,832.30
- Deposit Past Due Amount of \$0.00
- Agreement Unbilled Balance \$0.00
- Total \$2,832.30*

*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. 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

 By Phone: **800-494-4000**

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



Account#

5 Craig Ln Rs 1-In\Out Haverford PA 19041

✔ Thank you for your payment!

It may take 24 hours for your payment status to update.

PAYMENT DETAILS

Confirmation Number	4910367856
Payment Amount	\$1,000.00
Payment Date	04/19/2026
Payment Method	Bank account ending in 0237

Note: Payments made after 8pm EST will be applied to your account on the next business day, possibly resulting in late charges.

View this payment, past payments, or make another payment by signing into your online account.

<https://www.peco.com/myaccount>

You'll receive confirmation of this scheduled payment to the email associated with your My Account and to the following: hannahbaebae@gmail.com.

📄 Easily manage your bills online

Enroll in paperless billing and get convenient email reminders when your bill is ready.

<https://www.peco.com/eBill>

🕒 Simplify payments and avoid late fees

Save time by setting up automatic on time payments from your bank account.

<https://www.peco.com/my-account/my-dashboard/payment-options/automatic-payment>

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	\$3,325	\$4,508	\$5,692	\$6,875

Add \$1,183 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 during NON-winter months (between Apr.1-Nov.30)**, we will restore your service within 3 days of you meeting all requirements/conditions to have service reconnected. Where digging is required, it may take up to 7 days.

¡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)**



Account#

5 Craig Ln Rs 1-In\Out Haverford PA 19041

✔ Thank you for your payment!

It may take 24 hours for your payment status to update.

PAYMENT DETAILS

Confirmation Number	4909783834
Payment Amount	\$1,832.30
Payment Date	04/20/2026
Payment Method	Bank account ending in 0237

Note: Payments made after 8pm EST will be applied to your account on the next business day, possibly resulting in late charges.

View this payment, past payments, or make another payment by signing into your online account.

<https://www.peco.com/myaccount>

You'll receive confirmation of this scheduled payment to the email associated with your My Account and to the following: hannahbaebae@gmail.com.

📄 Easily manage your bills online

Enroll in paperless billing and get convenient email reminders when your bill is ready.

<https://www.peco.com/eBill>

🕒 Simplify payments and avoid late fees

Save time by setting up automatic on time payments from your bank account.

<https://www.peco.com/my-account/my-dashboard/payment-options/automatic-payment>

PECO meter change dates

Feb 2026

3/17/2026

3/25/2026

April, 2019, 2026

Dear Honorable Presiding Officer,

I am providing an update regarding my Petition for Interim Emergency Order.

To prevent the April 29 shut-off, I have paid the full notice amount of \$2,832.30. This payment is made strictly under protest to maintain essential service.

Please be advised that this payment does not resolve my underlying Formal Complaint regarding the total disputed balance of \$4,885.23. My audit of actual gas charges since 2024 totals only \$2,620.70, and I do not understand why an additional \$211.60 was added to this specific termination notice.

Furthermore, despite PECO changing my meter three times in February and March of this year, my most recent bill from April remains an ESTIMATED bill.

I respectfully maintain my Formal Complaint and request that the hearing proceed to address the validity of the full \$4,885.23 balance, the unexplained fees on the shut-off notice, and the failure to provide actual readings for over 24 months.

Hannah Bae & John Lee
5 Craig Ln, Haverford, PA
215-200-3012