

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Christine Keisling and Jeffrey Keisling

v.

PECO Energy Company

Docket No. F-2026-3061271

VERIFICATION

We, **Christine Keisling and Jeffrey Keisling**, hereby verify that the facts set forth in the correspondence dated **April 1, 2026**, addressed to **Ms. F. Lumpkin-Ramage**, documenting the discrepancy between PECO's billing calculation utilizing a **multiplier of 160** and the **multiplier of 80 displayed on the PECO-supplied meter**, are true and correct to the best of our knowledge, information, and belief.

This verification expressly includes the **photographic evidence and supporting documentation previously submitted to Ms. F. Lumpkin-Ramage** in the referenced correspondence.

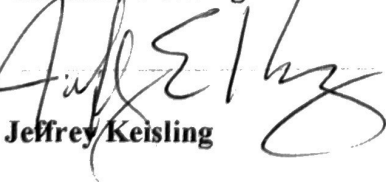
We further state that we expect to be able to prove the same at a hearing held in this matter before the Pennsylvania Public Utility Commission.

We understand that the statements herein are made subject to the penalties of **18 Pa.C.S. § 4904**, relating to unsworn falsification to authorities.


Date: April 24, 2026



Christine Keisling



Jeffrey Keisling



Christine & Jeffrey Keisling

Service address: 936 Lincoln Rd.

Phoenixville, PA 19460

PECO Account Number: 202-603-5774

PUC Formal Complaint Number: F-2026-3061271

Date: April 1, 2026

Ms Lumpkin-Ramage

Regulatory Assessor

RE: Formal PUC Complaint – Urgent Request for Compliance and Service Protection

Dear Ms Lumpkin-Ramage,

We are writing regarding the above-referenced formal complaint, which was submitted on March 11, 2026. As you are aware, PECO was provided 20 days to resolve the multiple issues outlined in our complaint, including those involving billing inaccuracies and hardship concerns.

During our telephone conversation on Monday, March 30, 2026, you acknowledged receipt of our complaint and indicated that this was your first time reviewing the matter. You explained that additional time would be needed for the billing department to investigate and committed to providing a response within three (3) to five (5) days.

At no point during that conversation was it stated that we currently owed a balance to PECO, nor was there any indication that our electric service was at risk of termination. In fact, prior to this, multiple PECO representatives had explicitly advised us that while the

dispute was under review, our account was on hold, payment was not required, and our service would not be disconnected.

We were therefore extremely concerned to receive your follow-up email indicating an alleged balance of \$2,495.61 due by March 24, 2026, along with a subsequent 10-day shut-off notice.

Following receipt of this information, we contacted you again later that same evening. During that conversation, you reiterated that our account was on hold, that payment was not required at this time due to the ongoing dispute, and that efforts would be made to prevent service termination. However, you also indicated that different divisions within PECO may not share consistent information, raising the possibility of an unintended shut-off despite the active complaint.

We would like to emphasize that both our formal complaint and the prior informal complaint—which was ruled in our favor—clearly outline PECO's required corrective actions.

At this time, PECO has not complied with the directives outlined in the informal complaint decision, nor have they provided timely or adequate communication regarding resolution.

Accordingly, we respectfully request the following within the next three (3) to five (5) days:

1. Written confirmation of full compliance with the informal complaint decision
2. Written assurance that our electric service will not be terminated while this dispute remains unresolved
3. A detailed and itemized explanation of the alleged balance of \$2,495.61
4. Confirmation that all billing moving forward will be based on a properly functioning and accurately read meter

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We want to be clear that we are fully willing to pay any legitimate charges owed. However, such payment must be based on accurate billing and after full compliance with the rulings already issued in our favor.

For your review, we have enclosed the following supporting documentation:

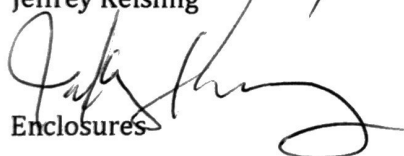
- Copy of the 10-day shut-off notice (2 pages)
- Copy of PECO bill showing multiplier of 160
- Photograph of meter indicating multiplier of 80

We appreciate your prompt attention to this matter and look forward to your written response within the timeframe discussed.

Sincerely,


Christine Keisling

Jeffrey Keisling


Enclosures

March 24, 2026

0002030 01 AB 0.64 **AUTO H7 2 9157 19460-213736 -C02-P02032-I 3



CHRISTINE KEISLING
936 LINCOLN RD
PHOENIXVILLE, PA 19460-2137



Account Number: 2026035774
Service Address:
936 Lincoln Rd
Phoenixville, PA 19460

Deposit Notification

Dear Christine Keisling,

Your account is past due - we may now charge you a deposit or increase your existing deposit.

ATENCION: ES MUY IMPORTANTE QUE USTED ENTIENDA EL MENSAJE QUE APARECE EN ESTE DOCUMENTO. SI USTED NO LO ENTIENDE, FAVOR DE LLAMAR **1-888-480-1533** INMEDIATAMENTE.

Several times during the past year you made a payment to your electric or natural gas bill after the due date. If this pattern continues, PECO will charge you a deposit or increase your existing deposit. You can avoid paying a deposit or increasing your existing deposit by paying any overdue balance immediately and by paying all future bills on time.

If you have paid your bill in the last few days, please ignore this letter.

What is a deposit?

- It is an amount we charge to cover bills that are past due now or may become past due in the future.
- The deposit amount will be two times your average monthly bill. We will add 33%, of the amount, to your first and second bills and 34% to your third bill.
- For **non-residential customers**, the amount is based on two times your average monthly bill. We will add 33%, of the amount, to your first and second bills and 34% to your third bill.
- If you pay your bills in full and on time for 12 consecutive months (24 months for commercial accounts), we will refund your account the amount of the deposit, plus any interest earned.
- If you stop or transfer your service before we refund the deposit, we will apply the deposit, plus any interest to your final bill. If additional funds remain, we will provide a refund.

If you do not pay the deposit

If you do not pay the deposit required, we may shut off your service.

Having trouble paying?

We have many programs that can help you manage your monthly bills, such as:

- budget billing to even out the cost of monthly bills throughout the year
- payment arrangements to pay off amounts you owe.

Power Pay!

Why not take the worry out of paying your energy bills on time. Enroll in Power Pay, the easy way to pay - contact us for more information.

Sincerely,
PECO



peco™

Puc Case: 4187434

AN EXELON COMPANY

383

Account Number: 2026035774

1	Service Address	936 Lincoln Rd, Phoenixville, PA 19460	\$693.74	Electric Choice ID: 2025164296
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Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading			Multiplier X	Total Usage
				Previous	Present	Difference		
11/21-12/22	036139838	General Service	Tot kWh	Estimate	Estimate	26.2625	160	4202
								Total kWh Used: 4,202



ELECTRIC RESIDENTIAL SERVICE

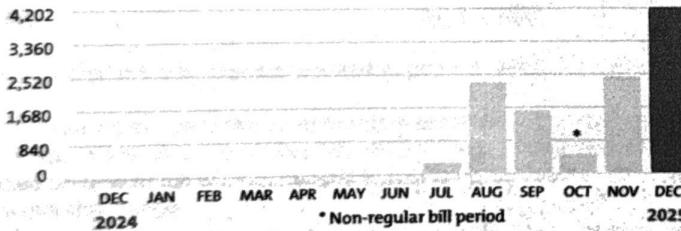
Service Period 11/21/2025 to 12/22/2025 - 31 days

PECO ELECTRIC DELIVERY		\$416.83
Customer Charge		11.30
Distribution Charges	1,219.94 kWh X 0.09655	117.79
Distribution Charges	2,982.06 kWh X 0.09649	287.74
ELECTRIC SUPPLY		\$276.91
AMERICAN POWER & GAS		
American Power & Gas Charges (800) 205-7491		
ENERGY CHARGE 4202.00 KH@ 0.065900		276.91
Sales Tax		0.00
TAXES & FEES		\$0.00

Total Current Charges \$693.74

Your Usage Profile ANNUAL ELECTRIC USAGE

peco.com/WaysToSave Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	4,202	135.50	31	39
Last Month	2,441	84.20	29	55
Last Year	0	0.00	0	0

Avg kWh per Month 1,892
Total Annual kWh Usage 11,353

Shopping Information Box

When shopping for a competitive electric/natural gas supplier, please provide the following:

Electric Choice ID: 2025164296
Electric Rate: Electric Residential Service

If you are purchasing the energy you use from a competitive supplier, it is important to understand the terms of your contract and expiration date.

Message Center

From PECO:
New charges contain estimated total state tax of \$28.47, including \$24.59 for State Gross Receipt Tax.

Your estimated electric price to compare adder is \$0.1102 per kWh, which includes ancillary charges and the purchased generation adjustment but excludes energy and capacity. This may change in March, June, September and December. For more information and supplier offers visit PAPowerSwitch.com.

8701-02-0008702-0002-0017515

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

*we have a
0112
HOLD*

Account Number: 2026035774
For Service To: 936 Lincoln Rd
Date Prepared: March 24, 2026

Past Due Amt: \$2,495.61
New Billing: \$0.00
Total Amount: \$2,495.61

Your Electric/Gas Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 936 Lincoln Rd on or after 8:00 a.m. on April 7, 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 \$2,495.61 in full before April 7, 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 \$2,495.61
- Deposit Past Due Amount of \$0.00
- Agreement Unbilled Balance \$0.00
- Total \$2,495.61*

PD April 1 in mail

we have a disabled son

*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.

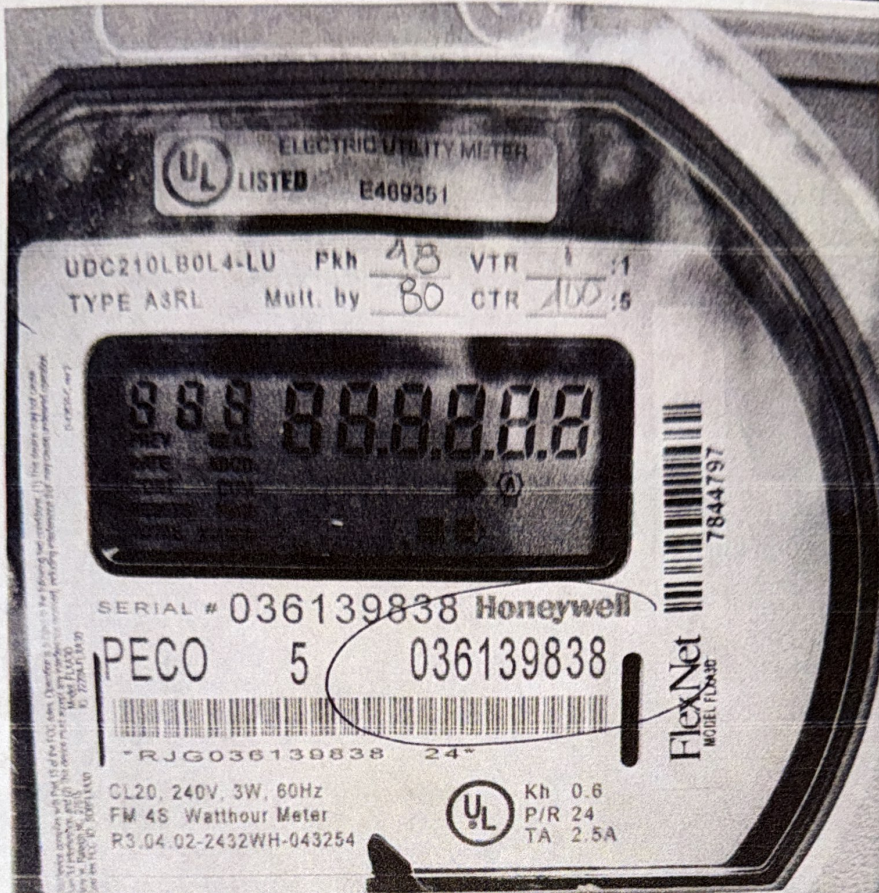
Send payment in the enclosed envelope or pay your bill at an authorized payment location. To pay by credit card or check by phone, call 1-877-432-9384. The service provider will charge a convenience fee.

See other side for more information

Puc

4107434

(D)



no
notice of
installation of
new
meter
in
June
2025

no
notice of
new
account
number

Add a Caption

Thursday · Dec 4, 2025 · Adjust
6:28 pm

IMG_3459

Screenshot

PNG

No lens information

2 MP · 1206 × 1676 · 6.5 MB

Add a location...

