
Steve Atuahene,		
v.		Docket No.:
PECO Energy Company		F-2025-3058722
Initial Call-In		
Telephonic Hearing		

Pages 1 - 134		

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

INDEX TO EXHIBITS

Docket No. F-2025-3058722

Hearing Date: April 28, 2026

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>PECO Exhibits:</u>		
1	29	117
	Customer Contacts	
2	30	--
	Billing and Payment Statement	
3	68	117

4/4/25 High Bill Investigation

4 33 117

PAR History

5 45 117

BCS Decision 4085424

Docket No. F-2025-3058722

Steve Atuahene v. PECO Energy Company

The Hon. Eranda Vero

Hearing Date: Tuesday, April 28, 2026, at 1:00 p.m.

Call-In Hearing No.: 1.866.560.8322 PIN #: 36676820

PROPOSED EXHIBITS OF PECO ENERGY COMPANY

1. Customer Contacts
- ~~2. Bill & Payment Statement~~
3. High Bill Investigation, dated 4/4/25
4. PAR History
5. BCS Decision No.4085424, closed 10/15/25



Bill Account Nbr [REDACTED]

CIMs Archived Contacts

Contact Typ Desc	Contact Dt	Remarks
(PECO) PUC Case Regulatory Contact	4/13/2026 8:13:02 AM	F-2025-3058722 PLACED FOLLOW UP CALL TO CUST AS NO RESPONSE TO EMAIL, STATES HE STILL FEELS METER IS WRONG SAYS BILLS ARE TOO HIGH FOR TWO PEOPLE I EXPLAINED THE MTR TESTED AT 100 % ACCURACCY HE STATES HE DOES NOT BELIEVE THAT IS CORRECT
(PECO) PUC Case Regulatory Contact	4/10/2026 1:26:37 PM	FORMAL DOCKETT F-2025-3058722 I CALLED CUST AND EXPL CURR ACCT STATUS, STATES SOUNDS GOOD HOWEVER HE IS AT CLINIC, WILL CHECK HIS EMAIL AND RESPOND BACK TODAY
(PECO) CAP Miscellaneous	4/10/2026 1:23:10 PM	ADJUST BILL TO \$52.00 PIPP- CREDITS NOT APPLIED DUE TO SUPPLIER CHARGES ON THE FIRST BILL \$52.00
(PECO) CAP PPA	4/10/2026 1:20:19 PM	Universal Services - transferred supplier charges to PPA that did not isolate upon enrollment
(EU) Issued Collection Arrangement	4/6/2026 11:46:08 AM	Request for Payment Extension to this date: 2026-04-27
(EU) Credit Issues	4/6/2026 11:13:18 AM	Past due Balance of: \$ 0.00, Balance Due: \$75.80, Current Charges: \$75.80, Bill Due Date: 04 / 06 / 2026, NMR 04/10 RP call to check the cap amount. explain on the next bill she is going to receive the cap amount, right now she need to take care of the balances fmst remain the same level 1
(EU) Payment Arrangement Request Ineligibility	4/6/2026 11:09:46 AM	

(PECO) CAP Enrollment	3/4/2026 3:14:21 PM	CAP inc: Working f/u supplier has been dropped. Fsmt already verified on 2.13. Processed enrollment \$867.16(PPA). SMS sent acct completed
(PECO) PUC Case Regulatory Contact	2/24/2026 12:00:21 PM	FORMAL DOCKETT F-2025-3058722 EMAILED CUST SETTLEMENT OFFER
(PECO) Collections On Hold	2/13/2026 1:15:57 PM	Collection Exception has been created - CAP Supplier Drop Exception - 2026-03-04
(PECO) CAP Miscellaneous	2/13/2026 1:07:26 PM	CAP inc: Recvd CAP app & rental agreement between cust and his tenant. Fsmt verified lvl 1. F/u ltr sent requesting supplier drop for pending supplier. SMS sent. Plc 19-day hld 3.04
(PECO) CAP Miscellaneous	2/3/2026 3:56:01 PM	CAP INC: DOCUMENTS RECEIVED,PENDING PROCESS, M88, 1/6/26 CAP-INC: TXT MSG SENT ACKNOWLEDGING RECEIPT OF CAP APPLICATION CAP INC: DOCUMENTS RECEIVED,HOLDS PLACED, DATE: Feb. 3, 2026
(PECO) Collections On Hold	2/3/2026 3:55:55 PM	Collection Exception has been created - Other Exception(s) - 2026-03-05
(EU) Credit Issues	12/22/2025 9:22:50 AM	Past due Balance of: \$ 0.00, Balance Due: \$673.92, Current Charges: \$74.16, Bill Due Date: 01 / 02 / 2026, Cx I need more time to fill out my cap application. ur added.
(PECO) Collections On Hold	12/22/2025 9:21:30 AM	Collection Exception has been created - UR Customer Refused Terms Exception - 2026-01-01
(EU) Credit Issues	12/4/2025 3:50:02 PM	Past due Balance of: 591.29, Balance Due: \$591.29, Current Charges: \$36.77, Bill Due Date: 12 / 02 / 2025, cx calling about cap status. hold till 12/10/25. sent cap app. adv ha to reapply. reapply updated fsmt wnt ovr bal nmr r&b
(PECO) CAP Application	12/4/2025 3:47:13 PM	sent

(EU) Payment Arrangement Request Ineligibility	12/4/2025 3:46:14 PM	
(PECO) PUC Case Regulatory Contact	12/3/2025 7:54:54 AM	(F3058722) - Formal Complaint REQUESTED CONTACT HISTORY FOR HEARING EXHIBITS
(PECO) PUC Case Regulatory Contact	11/24/2025 12:50:43 PM	FORMAL DOCKETT F-2025-3058722 emailed cust ██ mtr was tested and found accurate bills high due to lack of payment Your current balance is \$591.29. While your account is not eligible for another payment arrangement at this time, we can offer a special 24-month payment plan if you choose to settle the balance. The down payment would be your current charges of \$36.77, due by 12/02/2025. Starting in January 2026, your monthly installments would be \$23.10, plus any new charges that appear on your bill. notified legal case ready to be answered
(EU) Credit Issues	11/21/2025 9:50:25 AM	Past due Balance of: \$ 546.60 Balance Due: \$591.29, Current Charges: \$36.77, Bill Due Date: 12 / 02 / 2025, NMR 12/10 RP Cld to because He wants an update for CAP adv to re-send CAP AND CALL BACK 12/1 He understood no fsmt changes
(EU) Payment Arrangement Request Ineligibility	11/21/2025 9:48:24 AM	
(EU) Miscellaneous	11/21/2025 9:41:47 AM	Steve Atuahene ██ cci to ask if puc has contacted peco. advised notated on act that puc has opened a dispute. cust asked to make a payment. xfr cust to fcc

(PECO) CAP Refusal Missing Income	11/21/2025 8:59:27 AM	CAP INC WORKING FOLLOW UP CUSTOMER HAS NOT SENT IN REQUESTED INCOME FOR ENROLLMENT (NEED A RENTAL AGREEMENT) APPL DENIED REFUSAL LETTER SENT TO CUSTOMER
(PECO) CAP Refusal Missing Income	11/21/2025 8:57:58 AM	CAP INC WORKING FOLLOW UP CUSTOMER HAS NOT SENT IN REQUESTED INCOME FOR ENROLLMENT (NEED A RENTAL AGREEMENT) APPL DENIED REFUSAL LETTER SENT TO CUSTOMER
(PECO) Collections On Hold	11/20/2025 11:34:40 AM	Collection Exception has been created - Other Exception(s) - 2027-12-10
(EU) Credit Issues	11/13/2025 3:52:05 PM	Customer wanted an extension. UR Placed.
(PECO) Collections On Hold	11/13/2025 3:51:37 PM	Collection Exception has been created - UR Customer Refused Terms Exception - 2025-11-23
(EU) Billing Miscellaneous	11/13/2025 3:50:12 PM	Atuahene, Steve Balance Due \$591.29 Due Date 12-02-2025 Past Due Amount \$546.60. Mr. Atuahene is requesting an extension to make a payment. Gave the number to credit department. Transferred call. Customer was satisfied with the outcome of call.
(EU) Credit Issues	11/7/2025 12:56:00 PM	Past due Balance of: \$546.60, Balance Due: \$546.60, Current Charges: \$62.41, Bill Due Date: 11 / 03 / 2025, NMR 11/10/25. CST CI ABT APPLYING FOR CRF, ADV GRANT COULD TAKE 1-2 MONTHS BEFORE APPLIED TO ACCT IF APPRVD. CST WANTS EXT, DECLINED MAKING PYMNT TODAY. ADV 10DAYS HOLD ON ACCT EXP 11/15/25. FSMT STILL SAME. ADV PA BROKE AND DEFAULTED 10/23/25. RA FOR \$157.12 OFFERED, ADV SUBJ TO CHANGE. CST DECLINED. CST MENTIONED MED COND, OFFERED TO DO MED CERT. ADV WE NEED DR'S FAX #, CST WILL NEED TO CB IN WITH FAX #.
(PECO) CAP Miscellaneous	11/6/2025 1:08:36 PM	CAP INC: RCVD CAP APPLICATION ONLY FOR ENROLLMENT SENT FOLLOW UP FOR POI NEED A RENTAL AGREEMENT SMS TEXT MESSAGE SENT FOLLOW UP IN 15 DAYS 11/21/2025

(EU) Credit Issues	11/5/2025 12:23:06 PM	Past due Balance of: \$ 516.21, Balance Due: \$546.60, Current Charges: \$62.41, Bill Due Date: 11 / 03 / 2025 NRD 11/10 RP called to verify the account and also FSMT was updated // added UR 11/15 // And also he needs to wait cause we did not have the info for PUC,
(PECO) Utility Report - PECO Refused Terms	11/5/2025 12:17:52 PM	
(PECO) Collection Process Cancelled	11/5/2025 12:17:46 PM	Collection Exception has been created
(PECO) Collections On Hold	11/5/2025 12:17:46 PM	Collection Exception has been created - UR PECO Refused Terms Exception - 2025-11-15
(EU) Payment Arrangement Request Ineligibility	11/5/2025 12:15:36 PM	
(EU) Credit Self Service	11/5/2025 12:11:00 PM	
(PECO) Dialer - 72 Hour Notice 1	11/3/2025 4:06:17 AM	Phone Number Called: [REDACTED], Call Result: SUCCESSFUL ,Date of Call: 2025-11-04 ,Time of Call: 17:00 ,Service Class: RES ,Record Type: 72-Hour Customer Call 1 ,Amount Due at Time of call: \$516.21 ,Service Amount Due: \$516.21 ,Total Balance: \$516.21
(PECO) Letter - Disconnect Notice - Residential	10/27/2025 5:18:38 AM	
(PECO) PA Default Dialer Call	10/23/2025 2:46:28 PM	Phone Number Called: [REDACTED] ,Call Result: Answering machine was reached.Left message ,Date of Call: 2025-10-27 ,Time of Call: 10:57 ,Service Class: RES ,Record Type: PA Default ,Amount Due at Time of call: \$.0 ,Service Amount Due: \$546.60 ,Total Balance: \$546.60

(PECO) Agent 511 Outage Notifications	10/18/2025 5:52:03 PM	A Definitive Restore message was sent on 10/18/2025 05:48:01 via SMS
(PECO) Agent 511 Outage Notifications	10/18/2025 5:34:40 PM	A Initial Outage Notification message was sent on 10/18/2025 05:21:12 via SMS
(PECO) Collections On Hold	10/15/2025 1:00:54 PM	Collection Exception has been created - Other Exception(s) - 2025-11-04
(PECO) PUC Case Regulatory Contact	10/8/2025 10:21:54 AM	4085424 report sent to bcs
(EU) Customer Relations	10/7/2025 9:46:04 AM	ret Steve call at 9:46 am spoke with him adv that bills are correct cust wanted to go over the bills from June to July 2023 and compared same period 2024 and 2025 usage increased adv cust report sent to PUC and will render a decision.
(EU) Customer Relations	10/6/2025 3:18:32 PM	BCS#4085424 is ready for review
(EU) Customer Relations	10/6/2025 2:28:08 PM	BCS#4085424 call at 2:28 pm [REDACTED] l/m regarding the PUC complaint. Customer bills generated from March 2024 to the present are based on actual reads. Customer has defaulted on the payment agreements. Customer bills increased during the fall and winter season and decreased during spring and summer. Customer does not make payments on time and in full monthly. Customer has contacted the PUC numerous times for various reasons. call letter sent to [REDACTED] received return email failure due to mailbox is full. sent call letter in mail. also sent the final position letter in the mail as well.
(EU) Miscellaneous	8/21/2025 11:03:56 AM	REVMGMT. Processed Payment Agreement per Rev. Mgmt backlog request

(PECO) Letter - Deferred Payment Arrangement	8/21/2025 11:03:37 AM	Payment Arrangement Type: (PECO) Deferred Payment Agreement (DPA) Agreement Amount: 486.86 Down Payment Amount: 0.00 Number of Installments: 15 Installment Amount: 32.46 Final Installment: \$32.42
(PECO) Agent 511 Outage Notifications	8/18/2025 5:43:11 AM	A Definitive Restore message was sent on 08/18/2025 05:33:46 via SMS
(PECO) Agent 511 Outage Notifications	8/18/2025 3:53:06 AM	A Initial Outage Notification message was sent on 08/18/2025 03:43:44 via SMS
(PECO) Agent 511 Outage Notifications	8/18/2025 3:52:38 AM	A Estimated Time of Restoration message was sent on 08/18/2025 03:48:22 via SMS
(PECO) Collections On Hold	8/15/2025 2:03:20 PM	Collection Exception has been created - Other Exception(s) - 2027-09-04
(EU) Credit Issues	8/14/2025 5:52:33 PM	Past due Balance of: \$ 0.00, Balance Due: \$486.86, Current Charges: \$49.13, Bill Due Date: 09 / 02 / 2025, cx called to re-instate his dpa. Advised the cx he's need to pay 49.73. Cx is challenging the decision of being cut off. Provided PUC NUMBER TO filed a complaint on the account. No payment has been made today, to re-instate PA.
(EU) Payment Arrangement Request Ineligibility	8/14/2025 5:30:56 PM	
(PECO) Not Eligible for PECO TOU	8/14/2025 5:25:12 PM	CAP Customers are not eligible for TOU

(EU) Credit Issues	8/14/2025 4:57:16 PM	pd 456.65 cb 486.86 cus didn't allow continue given bal tuahene,Steve ci to km pymt last bill was given dpa for cb for 15 month dpa amt 30.45 + cb was sent to do and case apply for cap was told that can do it online, email or fax was told takes 24 hrs to verify info will get a letter if is on cap or not after said recap cus didnt talk was read dead script
(EU) Oracle Service Cloud Incident Request	8/14/2025 4:55:52 PM	New OSC (Service Cloud) Incident CREATED with RefNo #:250814-002116
(PECO) Collection Process Cancelled	8/14/2025 4:55:16 PM	Collection Exception has been created
(PECO) Collections On Hold	8/14/2025 4:55:16 PM	Collection Exception has been created - Other Exception(s) - 2025-09-13
(PECO) Miscellaneous	8/14/2025 4:54:36 PM	Miscellaneous System Credit Please set up LVL 1 DPA for 15 months for the balance of 486.86
(EU) Payment Arrangement Request Ineligibility	8/14/2025 4:49:04 PM	
(PECO) Not Eligible for PECO TOU	8/14/2025 4:47:28 PM	CAP Customers are not eligible for TOU
(PECO) Letter - Disconnect Notice - Residential	8/14/2025 11:22:29 AM	
(PECO) PA Default Dialer Call	8/12/2025 7:10:49 PM	Payment Arrangement Defaulted PA Defaulted Amount : \$387.54 Installment Remaining : 20 Default Date : 2025-08-12
(PECO) Agent 511 Outage Notifications	7/16/2025 11:52:32 AM	A Definitive Restore message was sent on 07/16/2025 11:47:23 via SMS
(PECO) Agent 511 Outage Notifications	7/16/2025 10:13:40 AM	A Estimated Time of Restoration message was sent on 07/16/2025 10:09:15 via SMS

(PECO) - Electric Outage - Issuance	7/16/2025 10:11:05 AM	ETR: Callback Number: [REDACTED] QMC=N xst boyer st all out
(PECO) Agent 511 Outage Notifications	7/16/2025 10:02:39 AM	A Initial Outage Notification message was sent on 07/16/2025 09:58:03 via SMS
(EU) Payment Memo	7/4/2025 3:15:42 PM	SOURCE=PYMTUSPC Payment: \$ 56.19
(EU) Credit Issues	6/13/2025 8:19:44 AM	Past due Balance of: \$ 0.00, Balance Due: \$56.19, Current Charges: \$56.19, Bill Due Date: 07 / 03 / 2025, NMR 07/07/2025 general info
(EU) Credit Issues	5/19/2025 6:32:41 AM	REF#250505-001719 process terms to do closed C.SMITH
(PECO) Letter - Special Payment Arrangement	5/19/2025 6:32:04 AM	Payment Arrangement Type: (PECO) Special Payment Agreement (SPA) Agreement Amount: 445.68 Down Payment Amount: 0.00 Number of Installments: 23 Installment Amount: 19.38 Final Installment: \$19.32
(PECO) PUC Case Regulatory Contact	5/12/2025 11:04:33 AM	PUC BCS 4061032 Date Opened: 05/05/2025 Reason For Contact: STRAIGHT OFF- SVC TERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82) Other Related Information/Disputes: Off// need assistance with restoral. The Cell Phone Number [REDACTED] has been allowed to be shared. The Email Address [REDACTED] has been allowed to be shared. Company Position: Need to pay \$433.00 for restoral.
(PECO) Collections On Hold	5/12/2025 11:03:49 AM	Collection Exception has been created - Other Exception(s) - 2025-05-28
(EU) Regulatory - Commission	5/12/2025 11:02:45 AM	PUC DEC 2025-05-08. Service OFF, Now ON. No Dispute. Company established PAR. Case dismissed. BCS 4061032.
(EU) Regulatory - Commission	5/7/2025 1:44:38 PM	PUC Report BCS# 4061032 sent - Decision pending
(PECO) PUC Case Regulatory Contact	5/6/2025 8:33:01 AM	PUC BCS4061032 ASSIGNED TO REG

(EU) Credit Issues	5/5/2025 5:21:02 PM	Past due Balance of: \$ 0.00, Balance Due: \$433.36, Current Charges: \$61.29, Bill Due Date: 05 / 02 / 2025, cci abt cut out made a payment cx has a surgery by 2mr i still provide the time frame and while on the phone cx confirmed they got the service back on
(EU) Credit Self Service	5/5/2025 4:31:39 PM	
(EU) Payment Memo	5/5/2025 4:00:39 PM	SOURCE=PYMTUSPC Payment: \$ 38.06
(EU) Credit Issues	5/5/2025 3:54:02 PM	CNO OF BAL - CB \$433.36 - PD \$433.36 - TB \$433.36 - DD: 05/02 - NMR: 05/12 - Cust Steve Athuahene CI because svc is off, adv of TRA \$453.36 but cust stated was offered to pay RR of \$38.06, process pymnt of \$38.06+\$2.25 fee = \$40.31 but pymnt wasn't completed and call got disconnected, called him back to phone [REDACTED] and he answred, process pymnt and provided me with conf #4267598980, adv of Breakers and Fusil policy and 4-72 hrs, sent To Do and hold until 05/20, no changes fsmt, lvl 1, sent cap app+NIL, recap and close call
(PECO) CAP No Income	5/5/2025 3:53:23 PM	
(PECO) CAP Application	5/5/2025 3:53:13 PM	
(PECO) Collections On Hold	5/5/2025 3:51:16 PM	Collection Exception has been created - Other Exception(s) - 2025-05-20
(EU) Oracle Service Cloud Incident Request	5/5/2025 3:51:09 PM	New OSC (Service Cloud) Incident CREATED with RefNo #:250505-001719
(EU) Credit Issues	5/5/2025 1:30:27 PM	RP CALLED IN FOR ASSISTANCE W/ Past due Balance of: \$ 453.36, Balance Due: \$433.36, Current Charges: \$61.29, Bill Due Date: 05 / 02 / 2025, NMR 05/12 UPDATE FSMT LV 1 SEND CAP APP CNO CUST DECL/MADE PYMT- cno RR need to pay \$38.06 for RR agreement

(EU) Payment Arrangement Request Ineligibility	5/5/2025 1:15:06 PM	
(PECO) Restoration Amount	5/5/2025 12:50:12 PM	
(EU) Severance - FA Completion	5/5/2025 12:35:33 PM	
(PECO) Dialer - 72 Hour Notice 1	4/25/2025 10:31:18 AM	Phone Number Called: [REDACTED], Call Result: SUCCESSFUL, Date of Call: 2025-04-29, Time of Call: 17:05, Service Class: RES, Record Type: 72-Hour Customer Call 1, Amount Due at Time of call: \$174.57, Service Amount Due: \$174.57, Total Balance: \$174.57
(PECO) Letter - Disconnect Notice - Residential	4/17/2025 4:05:13 AM	
(PECO) Agent 511 Outage Notifications	3/31/2025 10:01:54 PM	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) Collections On Hold	3/19/2025 3:35:27 PM	Collection Exception has been created - Other Exception(s) - 2025-04-08

(EU) Regulatory - Commission	3/19/2025 3:32:05 PM	03/19/2025 PUC Decision Verbal close. This informal complaint was discussed with the customer on 03/06/2025 and 03/19/2025. On 03/06/2025 the customer was advised that his bills are based on actual meter readings. Advised that bills based on actual meter readings are considered correct as rendered. The customer questioned the validity of the meter. I advised that he may contact the Company to have the meter tested. The Company contacted the customer on 03/27/2025 and an appointment is scheduled to test the meter on 03/28/2025. I contacted the customer on 03/19/2025 and he verified that the Company contacted him and scheduled an appointment. He also stated that the appointment had been rescheduled for 04/04/2025. The customer was advised that if he is not satisfied with the results of the meter test he may contact the PUC. The customer stated that he will wait for the results of the test and will take it from there. The customer was satisfied with the calls and the information provided. Case closed. BCS#4040721
(PECO) PUC Case Regulatory Contact	3/19/2025 3:23:26 PM	Customer is disputing his bill, states it is too high. Also looking for a par. - Relief Sought - check bill for accuracy and issue PAR The Email Address [REDACTED] has been allowed to be shared.
(EU) Correspondence - General	3/11/2025 1:00:29 PM	HBV scheduled for 3/28/25 cancelled -- North 26 closed; ref'd back to Cust Rel to reschedule
(PECO) PUC Case Regulatory Contact	3/3/2025 10:03:48 AM	4040721 report sent
(EU) Customer Relations	2/28/2025 3:36:41 PM	BCS #4040721 REPORT SENT
(EU) Customer Relations	2/19/2025 3:42:23 PM	BCS # 4040721 Customer Relations makes acknowledgement call to Steve Atuahene [REDACTED]..No answr, left vm...Sent Call Me Letter via email to [REDACTED]

(EU) Customer Relations	2/17/2025 12:53:14 PM	BCS #4040551 Customer Relations makes acknowledgement call to Steve Atuahene @ [REDACTED]...No answer, left vm, sent Call Me Letter via email to [REDACTED]
(PECO) Agent 511 Outage Notifications	2/16/2025 5:06:24 PM	A Initial Outage Notification message was sent on 02/16/2025 05:01:01 via SMS
(PECO) PA Default Dialer Call	2/6/2025 2:23:29 PM	Phone Number Called: [REDACTED] ,Call Result: Gave live message to account holder ,Date of Call: 2025-02-10 ,Time of Call: 15:07 ,Service Class: RES ,Record Type: PA Default ,Amount Due at Time of call: \$.0 ,Service Amount Due: \$175.89 ,Total Balance: \$159.68
(PECO) Collection Process Cancelled	1/31/2025 5:32:47 PM	Collection Exception has been created
(PECO) Collections On Hold	1/31/2025 5:32:47 PM	Collection Exception has been created - Other Exception(s) - 2027-02-20
(PECO) Dialer - Proactive Call 4	1/24/2025 9:34:45 AM	Phone Number Called: [REDACTED] ,Call Result: Record was not attempted ,Date of Call: 2025-01-27 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 4 ,Amount Due at Time of call: \$33.94 ,Service Amount Due: \$127.29 ,Total Balance: \$143.50
(PECO) Dialer - Proactive Call 1	1/16/2025 3:01:00 AM	Phone Number Called: [REDACTED] ,Call Result: Record was not attempted ,Date of Call: 2025-01-16 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call: \$35.94 ,Service Amount Due: \$129.29 ,Total Balance: \$145.50
(PECO) Letter - Winter Income Verification	1/14/2025 4:24:29 AM	
(PECO) Dialer - Proactive Call 4	1/8/2025 3:12:20 AM	Phone Number Called: [REDACTED] ,Call Result: Record was not attempted ,Date of Call: 2025-01-08 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 4 ,Amount Due at Time of call: \$35.94 ,Service Amount Due: \$35.94 ,Total Balance: \$35.94

(PECO) Dialer - Proactive Call 1	12/31/2024 3:02:18 AM	Phone Number Called: [REDACTED], Call Result: Record was not attempted ,Date of Call: 2024-12-31 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call: \$35.94 ,Service Amount Due: \$35.94 ,Total Balance: \$35.94
(EU) Payment Memo	12/10/2024 3:45:32 PM	SOURCE=FSTECHPC Payment: \$ 16.20
(PECO) Agent 511 Planned Outage	12/5/2024 1:18:44 PM	A No Outage (Veg Mgmt) msg was sent on 12/05/2024 01:00:44 via SMS to address Veg Mgmt (no outage). Work to occur within the next several months. INTERNAL USE ONLY:Requested by [REDACTED] for Veg Mgmt
(EU) Credit Issues	11/18/2024 5:22:13 PM	cci to get DPA details, cno tb \$0 PA bal \$64.81 nmr 12/06, \$64.81 4 installment(s) of \$16.21, updt d fsmt 11/14
(PECO) Letter - Deferred Payment Arrangement	11/18/2024 4:56:15 PM	Payment Arrangement Type: (PECO) Deferred Payment Agreement (DPA) Agreement Amount: 64.81 Down Payment Amount: 0.00 Number of Installments: 4 Installment Amount: 16.21 Final Installment: \$16.18
(EU) Credit Self Service	11/18/2024 4:56:12 PM	
(EU) Credit Issues	11/14/2024 5:42:08 PM	Past due Balance of: \$ 26.72, Balance Due: \$64.81, Current Charges: \$37.97, Bill Due Date: 12 / 02 / 2024, Next bill read 12-06-2024.cust req bal inf,prov phn,update fsmt,cust req extens
(PECO) Collection Process Cancelled	11/14/2024 5:40:27 PM	Collection Exception has been created
(PECO) Collections On Hold	11/14/2024 5:40:27 PM	Collection Exception has been created - UR Customer Refused Terms Exception - 2024-11-24
(EU) Payment Arrangement Request Ineligibility	11/14/2024 5:36:27 PM	

(PECO) Dialer - 72 Hour Notice 1	11/13/2024 2:58:09 AM	Phone Number Called: [REDACTED], Call Result: SUCCESSFUL ,Date of Call: 2024-11-14 ,Time of Call: 17:10 ,Service Class: RES ,Record Type: 72-Hour Customer Call 1 ,Amount Due at Time of call: \$26.72 ,Service Amount Due: \$26.72 ,Total Balance: \$26.72
(PECO) Letter - Disconnect Notice - Residential	11/5/2024 3:55:20 AM	
(EU) Payment Memo	11/1/2024 3:22:33 PM	SOURCE=FSSTECHPC Payment: \$ 26.76
(PECO) Canceled Collection Process due to Payment/Adjustment	11/1/2024 3:22:33 PM	
(PECO) Dialer - 72 Hour Notice 1	10/28/2024 3:09:39 AM	
(PECO) Letter - Disconnect Notice - Residential	10/21/2024 3:38:44 AM	
(PECO) Dialer - Proactive Call 4	10/15/2024 5:07:15 AM	Phone Number Called: [REDACTED], Call Result: Record was not attempted ,Date of Call: 2024-10-15 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 4 ,Amount Due at Time of call: \$26.76 ,Service Amount Due: \$53.48 ,Total Balance: \$53.48
(PECO) Dialer - Proactive Call 1	10/7/2024 2:50:16 AM	Phone Number Called: [REDACTED], Call Result: Record was not attempted ,Date of Call: 2024-10-07 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call: \$28.76 ,Service Amount Due: \$28.76 ,Total Balance: \$28.76
(EU) Payment Memo	9/27/2024 3:42:35 PM	SOURCE=FSSTECHPC Payment: \$ 28.51
(PECO) Collection Process Cancelled	9/24/2024 5:31:22 PM	Collection Exception has been created

(PECO) Collections On Hold	9/24/2024 5:31:22 PM	Collection Exception has been created - UR PECO Refused Terms Exception - 2024-10-04
(EU) Credit Self Service	9/24/2024 5:31:21 PM	
(EU) Credit Self Service	9/24/2024 5:31:19 PM	
(EU) Credit Self Service	9/24/2024 5:27:50 PM	
(EU) Credit Self Service	9/24/2024 5:18:00 PM	
(PECO) Dialer - 72 Hour Notice 1	9/23/2024 2:43:34 AM	
(PECO) Letter - Disconnect Notice - Residential	9/16/2024 2:46:33 AM	
(PECO) Dialer - Proactive Call 4	9/10/2024 2:09:48 AM	Phone Number Called: [REDACTED], Call Result: Record was not attempted ,Date of Call: 2024-09-10 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 4 ,Amount Due at Time of call: \$28.51 ,Service Amount Due: \$57.27 ,Total Balance: \$57.27
(EU) Credit Issues	9/4/2024 5:05:00 PM	Sup call - call back// call the cust back [REDACTED], didnt answer, no change made, no offers made
(EU) Credit Issues	9/4/2024 5:03:28 PM	CUST CALLED IN TO VERIFY INFORMATION ABOUT SON .; - CB \$- PD \$28.51- TB \$28.51- DD 08/30- NMR 10 02 // NO PYMT MADE // i was explaining to the cust we received the pymt and the SON has been cancelled, however he has another SON eschedule for the remaining balance in the acct and i explained, then the cust wanted a confirmation sent it about that the SON has been cancelled i explained i did not have an option and asked for manager, i offered call back manager.

(PECO) Dialer - Proactive Call 1	9/3/2024 3:21:07 AM	Phone Number Called: [REDACTED], Call Result: Record was not attempted ,Date of Call: 2024-09-03 ,Time of Call: : ,Service Class: RES ,Record Type: Dialer Proactive Call 1 ,Amount Due at Time of call: \$28.51 ,Service Amount Due: \$28.51 ,Total Balance: \$28.51
(PECO) Canceled Collection Process due to Payment/Adjustment	8/27/2024 4:03:48 PM	
(PECO) Letter - Disconnect Notice - Residential	8/27/2024 3:42:46 AM	
(EU) Issued Collection Arrangement	7/29/2024 10:12:35 AM	Request for Payment Extension to this date: 2024-08-22
(PECO) Canceled Collection Process due to Payment/Adjustment	7/29/2024 10:12:29 AM	
(PECO) Collection Process Cancelled	7/29/2024 10:12:29 AM	
(EU) Credit Self Service	7/29/2024 10:10:34 AM	
(PECO) Dialer - 72 Hour Notice 1	7/24/2024 8:35:53 AM	Phone Number Called: [REDACTED], Call Result: SUCCESSFUL ,Date of Call: 2024-07-26 ,Time of Call: 17:08 ,Service Class: RES ,Record Type: 72-Hour Customer Call 1 ,Amount Due at Time of call: \$118.06 ,Service Amount Due: \$118.06 ,Total Balance: \$218.06
(EU) Payment Memo	7/17/2024 2:30:14 PM	SOURCE=FSSTECHPC Payment: \$ 100.00
(PECO) Letter - Disconnect Notice - Residential	7/17/2024 3:21:19 AM	

(PECO) Dialer - Proactive Call 4	7/11/2024 5:19:27 AM	Phone Number Called: [REDACTED], Call Result: No answer at the number dialed, Date of Call: 2024-07-12, Time of Call: 11:28, Service Class: RES, Record Type: Dialer Proactive Call 4, Amount Due at Time of call: \$218.06, Service Amount Due: \$248.90, Total Balance: \$248.90
(PECO) Dialer - Proactive Call 1	7/3/2024 1:22:10 AM	Phone Number Called: [REDACTED], Call Result: No answer at the number dialed, Date of Call: 2024-07-05, Time of Call: 11:35, Service Class: RES, Record Type: Dialer Proactive Call 1, Amount Due at Time of call: \$218.06, Service Amount Due: \$218.06, Total Balance: \$218.06
(EU) Payment Memo	4/14/2024 4:24:39 PM	SOURCE=FSSTECHPC Payment: \$ 30.00
(PECO) Dialer - Proactive Call 1	1/12/2024 3:47:28 AM	[REDACTED] CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 12:34 SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$92.40 SERVICE AMOUNT DUE: \$92.40 TOTAL BALANCE: \$107.36 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO
(PECO) Dialer - Proactive Call 1	12/29/2023 3:49:58 AM	[REDACTED] CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 12:47 SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$92.40 SERVICE AMOUNT DUE: \$92.40 TOTAL BALANCE: \$92.40 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO
(PECO) Dialer - Proactive Call 1	12/20/2023 3:48:21 AM	[REDACTED] CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 12:21 SERVICE CLASS: RES RECORD TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$78.34 SERVICE AMOUNT DUE: \$78.34 TOTAL BALANCE: \$92.40 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO

(PECO) Dialer - Proactive Call 1	12/14/2023 4:32:34 AM	██████████ CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 12:59 SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$78.34 SERVICE AMOUNT DUE: \$78.34 TOTAL BALANCE: \$92.40 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO
(PECO) Deposit Warning	12/5/2023 11:14:16 PM	Deposit Warning
(PECO) Dialer - Proactive Call 1	12/1/2023 3:47:17 AM	██████████ CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 12:26 SERVICE CLASS: RES RECORD TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$78.34 SERVICE AMOUNT DUE: \$78.34 TOTAL BALANCE: \$78.34 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO
(PECO) Dialer - Proactive Call 1	11/23/2023 3:47:05 AM	██████████ CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 12:06 SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$63.85 SERVICE AMOUNT DUE: \$63.85 TOTAL BALANCE: \$78.34 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO
(PECO) Dialer - Proactive Call 1	11/17/2023 3:46:59 AM	██████████ CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 12:05 SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$63.85 SERVICE AMOUNT DUE: \$63.85 TOTAL BALANCE: \$78.34 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO
(PECO) Letter - Non-Friendly Notice Letter	11/2/2023 10:38:22 PM	Non Friendly Notice
(EU) Miscellaneous	9/5/2023 12:46:52 PM	MO DISCONNECT NEEDED
(PECO) Letter - Non-Friendly Notice Letter	8/4/2023 11:00:06 PM	Non Friendly Notice

(PECO) Dialer - Proactive Call 1	8/2/2023 3:49:02 AM	██████████ CALL RESULT: No answer at the number dialed TIME OF CALL: 11:28 SERVICE CLASS: RES RECORD TYPE: Proactive Call 4 AMOUNT DUE AT TIME OF CALL: \$108.05 SERVICE AMOUNT DUE: \$108.05 TOTAL BALANCE: \$108.05 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO
(PECO) Dialer - Proactive Call 1	7/27/2023 3:46:37 AM	██████████ CALL RESULT: Answering machine was reached. Left message TIME OF CALL: 11:14 SERVICE CLASS: RES RECORD TYPE: Proactive Call 3 AMOUNT DUE AT TIME OF CALL: \$91.99 SERVICE AMOUNT DUE: \$91.99 TOTAL BALANCE: \$108.05 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO
(PECO) Dialer - Proactive Call 1	7/21/2023 7:15:27 AM	██████████ CALL RESULT: No answer at the number dialed TIME OF CALL: 11:18 SERVICE CLASS: RES RECORD TYPE: Proactive Call 2 AMOUNT DUE AT TIME OF CALL: \$91.99 SERVICE AMOUNT DUE: \$91.99 TOTAL BALANCE: \$108.05 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO
(PECO) Deposit Warning	7/7/2023 2:35:32 AM	Deposit Warning
(PECO) Letter - Non-Friendly Notice Letter	7/7/2023 2:35:32 AM	Non Friendly Notice
(EU) Credit Issues	6/17/2023 6:44:19 AM	REF#230504-002258 NO COMPLETE BILL ACCT WFM ATTACHED. UNABLE TO PROCESS V. HODGES
(EU) Net Transfer	6/6/2023 4:15:37 PM	\$ 38.62 IS TRANSFERRED FROM 5110 N 12TH ST PHILADELPHIAPA 19141 WHICH HAD SERVICE DISCONNECTED ON 2023-05-08
(EU) Oracle Service Cloud Incident Request	5/4/2023 4:28:15 PM	New OSC (Service Cloud) Incident CREATED with RefNo #:230504-002258

(EU) Customer contact for service application request	2/2/2023 3:29:05 PM	cust srvc will remain. future srvc at: [REDACTED] N 12TH ST PHILADELPHIA PA 19141
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High Bill Investigation Report

High Bill Electric

Fielded By 032771-DUANE VARGAS	Date Completed 2025-04-04T00:00:00.000+00:00	Customer Name ATUAHENE,STEVE	Customer Address E PRICE ST, PHILADELPH,PA, 19138
Date Disputed 2025-03-12T00:00:00.000+00:00	Account No [REDACTED]	Reason for Order	

OR/WRUR Provided
 OR/WRUR Needed
 Billing Work Needed

Check All that Apply:

<input checked="" type="checkbox"/> General High Bill	<input type="checkbox"/> Foreign Wiring
<input type="checkbox"/> Rate Change	<input type="checkbox"/> Foreign Wiring Corrected
<input type="checkbox"/> Meter Mix Up	<input type="checkbox"/> Cost Estimate Performed
<input type="checkbox"/> No Issues Found	<input type="checkbox"/> Meter Tested

Meter No. 1 125866792	Meter No. 2	Meter No. 3
Meter Reading 1 23280 Daily Average KWH Usage	Meter Reading 2	Meter Reading 3

Meter Constant

Expected Meter Constant 1	Last Bill Reading Verified?
Meter Constant Match?	Found Meter Constant
Changed Landlord/Tenant Code to Landlord	

Passing Load Test Performed

Dropped Load & Idled Meter		Test Pass/Fail
Appliance Used	Kwh	No. Of Seconds
Clocked	Watts	

Rate Change

Change To

Change Reason (if applicable)

Foreign Wiring

Check All that Apply:

- Transfer Service/Balance into Owner's Name.
- Transfer Account into Tenant's Name.
- Leave in Owner's name until new tenant applies.
- Remove Landlord/Tenant Code - Foreign Wiring Corrected.
- Refer to Legal.

<?end if?

High Bill Gas

Date Disputed
2025-03-12T00:00:
00.000+00:00

Account No
[REDACTED]

Reason for Order

- OR/WRUR Provided OR/WRUR Needed Billing Work Needed

Check All that Apply:

- General High Bill
- Rate Change.
- Meter Mix Up.
- No Issues Found
- Foreign Piping
- Foreign Piping Corrected
- Cost Estimate Performed

Meter No. 1
125866792

Meter No. 2

Meter No. 3

Module No. 1

Module No. 2

Module No. 3

Meter Reading 1

Meter Reading 2

Meter Reading 3

Daily Average KWH
Usage

Meter Multiplier

| |
|--|
| Expected Meter Constant |
| 1 |
| Meter Constant Match? |
| |
| Changed Landlord/Tenant Code to Landlord |
| |

| |
|-------------------------------|
| Last Billed Reading Verified? |
| |
| Found Meter Constant |
| |
| Fitting Marked Correct? |
| |

Passing Load Test Performed

| |
|-----------------------------|
| Dropped Load & Idled Meter? |
| |
| Appliance Used |
| |
| Clocked |
| |

Or

| |
|---------|
| FT Dial |
| |
| BTUs |
| |

| |
|------------------|
| Test Pass/Fail ? |
| |
| No. Of Seconds |
| |

Rate Change

| | | |
|----------------|--|------------------------------------|
| Rate Change To | | Rate Change Reason (if applicable) |
| | | |

Foreign Wiring

Check All that Apply:

- Transfer Service/Balance into Owner's Name.
- Transfer Account into Tenant's Name.
- Leave in Owner's name until new tenant applies.
- Remove Landlord/Tenant Code - Foreign Wiring Corrected.
- Refer to Legal.

Meter Mixup

| Found Meter Number | Found Reading Device/Module Number | Reading | Incorrect Service Address (As Listed) | Correct Service Address (Should Be) |
|--------------------|------------------------------------|---------|---------------------------------------|-------------------------------------|
| | | | | |
| | | | | |
| | | | | |

Cost Estimate

| Refrigerator Type | No Of. | Avg Kwh | Act KWH |
|-------------------|--------|---------|---------|
| | | | |
| | | | |
| | | | |
| | | | |

| Freezer Type | No Of. | Avg Kwh | Act KWH |
|--------------|--------|---------|---------|
| | | | |
| | | | |

| Cooking - Elect | No Of. | Avg Kwh | Act KWH |
|-----------------|--------|---------|---------|
| | | | |
| | | | |
| | | | |
| | | | |

| Other Kitchen Appliances | No Of. | Avg Kwh | Act KWH |
|--------------------------|--------|---------|---------|
| | | | |
| | | | |
| | | | |

| Laundry Service | No Of. | Avg Kwh | Act KWH |
|-----------------|--------|---------|---------|
| | | | |
| | | | |

| Home Entertainment | No Of. | Avg Kwh | Act KWH |
|--------------------|--------|---------|---------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| Lighting Average | No Of. | Avg Kwh | Act KWH |
|------------------|--------|---------|---------|
| | | | |
| | | | |

| Electric Water Heater | No Of. | Avg Kwh | Act KWH |
|-----------------------|--------|---------|---------|
| | | | |

| Heating Electric | No Of. | Avg Kwh | Act KWH |
|------------------|--------|---------|---------|
| | | | |
| | | | |

| Heating Gas / Oil / Propane | No Of. | Avg Kwh | Act KWH |
|-----------------------------|--------|---------|---------|
| | | | |
| | | | |

| Air Condition | Btu's | Watts | Act KWH |
|---------------|-------|-------|---------|
| | | | |
| | | | |

Completion Form

| Action | Reason | Subreason | Details |
|---------------|------------------|-----------|---------|
| COMP-Complete | ALL-All Complete | - | - |

| Type of Lock | Meter Protection |
|--------------|------------------|
| | |

| Completion Remarks: |
|----------------------------------|
| OOA-OK ON ARRIVAL (SEE COMMENTS) |

| Contact |
|---------|
| S |

| Remarks: |
|---|
| puc-met w/ steve on phone/odma/meter
test comp/mtr test #1 HL 100.04% PF
100.06% LL 100.03%/mtr test # 2 HL
100.04% PF 100.05% LL 100.04%/frwr
results to puc |



Customer Name: Steve Atuahene
Account Number: [REDACTED]
Service Class: RESIDENTIAL
Service Address: [REDACTED] E Price St, Philadelphia, PA 19138
Mailing Address:
Home Phone: [REDACTED]

| | |
|-------------------------------------|---|
| INFORMATION | (PECO) Deferred Payment Agreement (DPA),
Atuahene,Steve, Granted, Create
Date/Time:08-21-2025 11:03AM |
| ACCOUNT ID | Atuahene,Steve, (PECO) Residential, \$591.29,
[REDACTED] ✓ |
| PAYMENT ARRANGEMENT
REQUEST TYPE | (PECO) Deferred Payment Agreement (DPA) |
| STATUS | Granted |
| REQUEST DATE | 08-21-2025 |
| TOTAL PA AMOUNT | \$486.86 |
| REQUEST REASON | Additional |
| REQUEST RESULT | Eligible |
| DOWN PAYMENT AMOUNT | \$0.00 |
| DOWN PAYMENT DUE DATE | |
| NUMBER OF INSTALLMENTS | 15 |
| INSTALLMENT AMOUNT | \$32.46 |
| PAYMENT ARRANGEMENT | Payment Arrangement, Closed, 08-21-2025 -
10-23-2025, \$0.00, 6272629935 ✓ |

| | |
|-------------------------------------|--|
| INFORMATION | (PECO) Special Payment Agreement (SPA),
Atuahene,Steve, Granted, Create
Date/Time:05-19-2025 06:31AM |
| ACCOUNT ID | Atuahene,Steve, (PECO) Residential, \$591.29,
[REDACTED] ⌵ |
| PAYMENT ARRANGEMENT
REQUEST TYPE | (PECO) Special Payment Agreement (SPA) |
| STATUS | Granted |
| REQUEST DATE | 05-19-2025 |
| TOTAL PA AMOUNT | \$445.68 |
| REQUEST REASON | |
| REQUEST RESULT | Eligible |
| DOWN PAYMENT AMOUNT | \$0.00 |
| DOWN PAYMENT DUE DATE | |
| NUMBER OF INSTALLMENTS | 23 |
| INSTALLMENT AMOUNT | \$19.38 |
| PAYMENT ARRANGEMENT | Payment Arrangement, Closed, 05-19-2025 -
08-12-2025, \$0.00, 6277450643 ⌵ |

| | |
|-------------------------------------|---|
| INFORMATION | (PECO) Deferred Payment Agreement (DPA),
Atuahene,Steve, Granted, Create
Date/Time:11-18-2024 04:55PM |
| ACCOUNT ID | Atuahene,Steve, (PECO) Residential, \$591.29,
[REDACTED] ⌵ |
| PAYMENT ARRANGEMENT
REQUEST TYPE | (PECO) Deferred Payment Agreement (DPA) |
| STATUS | Granted |
| REQUEST DATE | 11-18-2024 |
| TOTAL PA AMOUNT | \$64.81 |
| REQUEST REASON | IVR Application |
| REQUEST RESULT | Eligible |
| DOWN PAYMENT AMOUNT | \$0.00 |
| DOWN PAYMENT DUE DATE | 12-02-2024 |
| NUMBER OF INSTALLMENTS | 4 |
| INSTALLMENT AMOUNT | \$16.21 |
| PAYMENT ARRANGEMENT | Payment Arrangement, Closed, 11-18-2024 -
02-06-2025, \$0.00, 6274315056 ⌵ |



| | |
|--|---|
| Case#: 4085424 | |
| Customer Name: | Steve Atuahene |
| Account Number: | [REDACTED] |
| Service Class: | RESIDENTIAL |
| Service Address: | [REDACTED] E Price St, Philadelphia, PA 19138 |
| Mailing Address: | |
| Home Phone: | [REDACTED] |
| Work Phone: | |
| Customer Income Source Income Amount | |
| AD1 RENTAL: | \$2,000.00 |
| AD2 NONE: | \$0.00 |
| Family Size: | |
| Number of Adults: | 2 |
| Number of Children: | 0 |
| Ages: | |

| | |
|-------------------------------------|--|
| Case#: 4085424 | |
| Utility Name: | PECO Energy |
| Utility Type: | Electric Distributor |
| Date Opened: | 08/15/2025 |
| Reason For Contact: | BILLING DISPUTES (# 18) |
| Other Related Information/Disputes: | 18 - High bill dispute. The customer is disputing the bills from last March 2024 until present. He was paying 30.45. He was not clear if he requested the company to check his meter and did not give the amount that they are requesting. - Relief Sought - Customer wants the company to investigate the functionality of the meter and high billing. He wants his billing checked for accuracy and account corrected. The Cell Phone Number [REDACTED] has been allowed to be shared. |
| Company Position: | 08/15/2025 The company said that he may file a complaint. The payment was due on August 4th, so if he does not pay the entire amount, a shut off notice will be issued. |
| Misc. Information: | Cu prefers home # for contact |



Case Search | Case Opened | Case Closed | Reports Data | Misc. | Contact Us | Logout
CL-Customer Details | CL-Case Details I | CL-Case Details II |
View For Printing

Welcome to - Case Closed - Print

| | |
|------------------------------|--|
| Case#: 4085424 | |
| Utility Name: | PECO Energy |
| Decision Issue: | Yes |
| Oral/Written: | W |
| Violation: | ACTUAL |
| Chapter 56/64/Other: | 56 |
| Section/Rule: | 56.163 (1) 56.1 (a) |
| Total Balance: | \$0.00 |
| Closing Date: | 10/15/2025 |
| Resolution: | Decision Issued: The customer's monthly bills are correct as rendered based on automatic meter readings in accordance with Pa. Regulation §56.2(AMR). The termination notice was valid in accordance with Pa. Regulation § 56.91 (a). The customer's meter was tested on April 4, 2025, and it was found to be operating within PUC guidelines. The customer has the option to request a meter test in accordance with Pa. Regulation §57.22 The customer's high monthly bills are a result of past due balances not being paid on time or in full. This informal complaint is dismissed |
| Service Restored Pay(Offs): | \$0.00 |
| Account Balance Date: | 10/03/2025 |
| Keep Service on Pay(Remeds): | \$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 |
| 10 Day/Reconnect Pay: | \$0.00 |
| Begin with Bill Date: | |
| Pay Current Bill Plus: | \$0.00 |
| BCS Investigator: | Christopher Sawicki |

Letter Type: Blank Decision
Letter Head Date: 10/16/2025
Special Paragraph Name : Based on the information you gave us, you may qualify for the company`s customer assistance program, or CAP. CAP is a special program that may greatly reduce your monthly bill. And, if you pay your CAP bill amount every month, the

company may cancel some of your account balance each time you make a payment. This special program would be the best payment plan you can get. You must contact the company to apply for their customer assistance program.

| | |
|------------------|---|
| Customer Name: | Steve Atuahene |
| Account Number: | ██████████ |
| Service Address: | ██████ E Price St, Philadelphia, PA 19138 |
| Home Phone: | ██████████ |
| Work Phone: | |

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