

COMMONWEALTH OF PENNSYLVANIA  
(Public Utility Commission)

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MARTHA DAVIS, :  
Complainant, : Docket No.:  
vs. : C-2025-3058824  
PECO ENERGY COMPANY, :  
Respondent. :  
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Pages 1 through 43 TELEPHONIC HEARING  
Judge's Chambers  
State Office Bldg.  
801 Market Street  
Philadelphia, PA 19107

Wednesday, May 13, 2026  
Met, pursuant to notice, at 2:33 p.m.

BEFORE: THE HONORABLE ALPHONSO ARNOLD III  
Administrative Law Judge

EXHIBITS INDEX

NUMBER MARKED IN EVIDENCE

COMPLAINANT:

None

PECO ENERGY COMPANY

1 (Davis Contact Record)	20
2 (Screenshot of customer log)	37
3 (Peco letter)	37
4 (Tech photo)	37

**Docket No. C-2025-3058824**

**Martha Davis v. PECO Energy Company**

**The Hon. Alphonso Arnold III**

**Hearing Date: Wednesday, May 13, 2026 at 1:00 PM**

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

**PROPOSED EXHIBITS OF PECO ENERGY COMPANY**

1. Customer Contacts
2. Danella Construction record of Advanced Notice letter
3. Advanced Notice letter re: Gas Regulator Project
4. Photo of meter after regulator installation



Bill Account Nbr [REDACTED]

CIMs Archived Contacts

Contact Typ Desc	Contact Dt	Remarks
(EU) Billing Miscellaneous	4/24/2026 4:36:55 PM	ACCT: [REDACTED] SA: [REDACTED] - (Start Measurement) - Updated register channel in MDM. Canceled 03-18-2026 with an amount of \$154.00 due to mismatch and Rebilled to 03-18-2026 using Estimation matrix. Sent an email to SGS due to unsearchable meter in RNI. Unable to stack bill due to Budget Billing.
(EU) Payment Memo	4/9/2026 4:45:14 PM	SOURCE=PYMTUSPC Payment: \$ 257.79
(EU) Successful Payment WEB	4/9/2026 4:35:49 PM	A \$257.79 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 04/09/2026
(EU) Payment Arrangement Request Ineligibility	4/9/2026 4:34:36 PM	
(EU) Payment Memo	3/9/2026 6:30:51 PM	SOURCE=PYMTUSPC Payment: \$ 257.79
(EU) Payment Arrangement Request Ineligibility	3/9/2026 6:21:41 PM	
(EU) Successful Payment WEB	3/9/2026 6:21:15 PM	A \$257.79 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 03/09/2026
(EU) Payment Arrangement Request Ineligibility	3/9/2026 6:19:09 PM	

(EU) Payment Memo	2/10/2026 3:30:21 PM	SOURCE=PYMTUSPC Payment: \$ 257.79
(EU) Payment Arrangement Request Ineligibility	2/10/2026 3:29:20 PM	
(EU) Successful Payment WEB	2/10/2026 3:28:53 PM	A \$257.79 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 02/10/2026
(EU) Payment Arrangement Request Ineligibility	2/10/2026 3:26:56 PM	
(EU) Payment Arrangement Request Ineligibility	1/19/2026 2:51:29 PM	
(EU) Payment Memo	1/8/2026 1:30:35 PM	SOURCE=PYMTUSPC Payment: \$ 409.34
(EU) Payment Arrangement Request Ineligibility	1/8/2026 1:20:28 PM	
(EU) Successful Payment WEB	1/8/2026 1:18:47 PM	A \$409.34 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 01/08/2026
(EU) Payment Arrangement Request Ineligibility	1/8/2026 1:15:57 PM	
(EU) Payment Arrangement Request Ineligibility	12/26/2025 4:57:32 PM	

(EU) Customer Updated Info via Web	12/26/2025 4:55:12 PM	
(EU) Customer Updated Info via Web	12/26/2025 4:55:11 PM	
(EU) Customer Updated Info via Web	12/26/2025 4:54:58 PM	
(EU) Payment Arrangement Request Ineligibility	12/26/2025 4:53:02 PM	
(PECO) WEB - Outage Call	12/25/2025 11:56:51 AM	Outage reported from A511
(EU) Payment Memo	12/9/2025 1:15:18 PM	SOURCE=PYMTUSPC Payment: \$ 285.48
(EU) Successful Payment WEB	12/9/2025 1:10:20 PM	A \$285.48 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 12/09/2025
(EU) Payment Arrangement Request Ineligibility	12/9/2025 1:08:54 PM	

(EU) Regulatory - Commission	12/4/2025 7:37:15 PM	<p>Formal Complaint C-2025-3058824 Ms. Davis, My name is [REDACTED]</p> <p>[REDACTED] I am a Sr. Regulatory Assessor, with PECO Energy. I have been assigned your Formal Complaint C-2025-3058824. This email is being sent to confirm that the company is in receipt of your Formal Complaint. I have reached out to the appropriate department to address the concerns in your complaint. Once I receive a response I will contact you. If you have any questions or concerns regarding this email, please feel free to contact me at your convenience. Respectfully, [REDACTED]</p> <p>[REDACTED] Regulatory Assessor PECO Energy 2301 Market St Philadelphia PA 19101 [REDACTED]</p>
(EU) Payment Arrangement Request Ineligibility	11/24/2025 1:41:52 PM	
(EU) Miscellaneous	11/24/2025 1:35:14 PM	<p>CPI POP - CUST CALLED ASKING IF I WAS A SUP - ADVISED I WAS NOT BUT HOW COULD I ASSIST - CUST STARTED YELLING, CURSIING AND STATING PEOPLE DO NOT KNOW HOW TO DO A JOB, CUST DISCONNECTED COULD NOT BRAND OR FINISH. CUST SEEMED REALLY FRUSTRATED</p>
(EU) Miscellaneous	11/24/2025 1:32:04 PM	<p>[REDACTED] called to schedule meter bar replacement service for PECO</p>

(EU) Miscellaneous	11/24/2025 1:28:56 PM	CUSTOMER SAID SHE GOT A CALL FROM NO ██████████ CALLED NO SPOKE TO ██████████ FROM ██████████ advised PECO contractor gas regulator needs to be updated advised to update note on cbb advised customer said its woman's name but a man called her advised its a business name peco contractor not a scam
(EU) Payment Arrangement Request Ineligibility	11/24/2025 1:24:32 PM	
(EU) Payment Arrangement Request Ineligibility	11/24/2025 1:12:46 PM	
(EU) Payment Memo	11/9/2025 5:30:28 AM	SOURCE=PYMTUSPC Payment: \$ 138.87
(EU) Successful Payment WEB	11/9/2025 5:16:43 AM	A \$138.87 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN ██████████ HAS BEEN SCHEDULED FOR 11/09/2025
(EU) Payment Arrangement Request Ineligibility	11/9/2025 5:15:14 AM	
(EU) Miscellaneous	10/8/2025 8:33:35 AM	L1, UNVERIFIED NOT ON CAP CALLING EFFORT (RATE CASE) NO ANSWER
(EU) Payment Memo	10/6/2025 12:45:45 PM	SOURCE=PYMTUSPC Payment: \$ 33.44
(EU) Payment Arrangement Request Ineligibility	10/6/2025 12:41:37 PM	

(EU) Payment Arrangement Request Ineligibility	10/6/2025 12:39:15 PM	
(EU) Successful Payment WEB	10/6/2025 12:38:46 PM	A \$33.44 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 10/06/2025
(EU) Payment Arrangement Request Ineligibility	10/6/2025 12:35:07 PM	
(EU) Payment Arrangement Request Ineligibility	9/24/2025 5:13:01 PM	
(EU) Credit Issues	9/23/2025 11:03:39 PM	REF#250821-000799 Reinstated agrmnt 48 instlmnts remain To Do closed [REDACTED]
(PECO) Letter - Deferred Payment Arrangement	9/23/2025 11:02:31 PM	Payment Arrangement Type: (PECO) Deferred Payment Agreement (DPA) Agreement Amount: 853.72 Down Payment Amount: 0.00 Number of Installments: 48 Installment Amount: 17.79 Final Installment: \$17.59
(PECO) Collection Process Cancelled	9/23/2025 11:02:28 PM	Removed from Collections for Payment Arrangement. [REDACTED] under status: GRANTED
(PECO) Letter - Disconnect Notice - Residential	9/23/2025 6:46:02 AM	
(EU) Payment Memo	9/7/2025 3:15:28 PM	SOURCE=PYMTUSPC Payment: \$ 182.44

(EU) Successful Payment WEB	9/7/2025 3:02:57 PM	A \$182.44 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 09/07/2025
(EU) Payment Arrangement Request Ineligibility	9/2/2025 3:59:40 PM	
(EU) Oracle Service Cloud Incident Request	8/21/2025 11:20:59 AM	New OSC (Service Cloud) Incident CREATED with RefNo [REDACTED]
(EU) Credit Issues	8/21/2025 11:20:41 AM	Past due Balance of: \$1003.87, Balance Due: \$1186.31, Current Charges: \$195.86, Bill Due Date: 09 / 09 / 2025, NMR 09/17. RP called to reinstate DPA. Cx paid online \$222.85. Checked paymentus and pymt was accepted. FSMT updated. Income still the same. LVL2. To do and case set for DPA RA. closing and brand.
(PECO) Collections On Hold	8/21/2025 11:19:53 AM	Collection Exception has been created - Other Exception(s) - 2025-09-20
(EU) Payment Arrangement Request Ineligibility	8/21/2025 11:15:47 AM	
(EU) Payment Memo	8/21/2025 11:15:25 AM	SOURCE=PYMTUSPC Payment: \$ 222.85
(PECO) Not Eligible for PECO TOU	8/21/2025 11:13:41 AM	CAP Customers are not eligible for TOU
(EU) Successful Payment WEB	8/21/2025 11:08:56 AM	A \$222.85 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 08/21/2025

(EU) Credit Issues	8/21/2025 8:21:58 AM	S/W RP cb \$195.86 DD09/09 PD \$1003.87 TLB \$1186.31 NMRD 09/17 FSMT LVL 1 RP CI TO SEE ABT DPA ADV IS DEFAULTED DPA RA OF \$222.97 UR PLACED UNTIL 08/31 CX WILL CB ONCE PYMNT IS MADE OFFERED CAP
(PECO) CAP Application	8/21/2025 8:21:24 AM	
(PECO) Collection Process Cancelled	8/21/2025 8:20:56 AM	Collection Exception has been created
(PECO) Collections On Hold	8/21/2025 8:20:56 AM	Collection Exception has been created - UR Verification Required Exception - 2025-08-31
(EU) Payment Arrangement Request Ineligibility	8/21/2025 8:17:19 AM	
(EU) Credit Self Service	8/21/2025 8:13:00 AM	
(PECO) Letter - Disconnect Notice - Residential	8/21/2025 5:11:38 AM	
(PECO) PA Default Dialer Call	8/19/2025 2:04:25 PM	Payment Arrangement Defaulted PA Defaulted Amount : \$780.90 Installment Remaining : 48 Default Date : 2025-08-19
(PECO) Agent 511 Outage Notifications	7/14/2025 2:21:35 PM	A Restoration Verification message was sent on 07/14/2025 02:08:58 via SMS
(PECO) Agent 511 Outage Notifications	7/14/2025 1:53:20 PM	A Estimated Time of Restoration message was sent on 07/14/2025 01:48:12 via SMS

(PECO) Agent 511 Outage Notifications	7/14/2025 1:24:36 PM	A Estimated Time of Restoration message was sent on 07/14/2025 01:19:32 via SMS
(EU) Payment Memo	7/9/2025 10:30:56 PM	SOURCE=PYMTUSPC Payment: \$ 161.00
(EU) Payment Arrangement Request Ineligibility	7/9/2025 10:27:26 PM	
(EU) Successful Payment WEB	7/9/2025 10:26:52 PM	A \$161.00 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 07/10/2025
(EU) Payment Arrangement Request Ineligibility	7/9/2025 10:24:34 PM	
(EU) Outage Status Request	6/20/2025 5:17:51 PM	ERT displayed by eCustomer Time: 06/21/2025 23:00 Outage ID: [REDACTED] PROBABLE CAUSE: 14
(PECO) WEB - Outage Call	6/20/2025 4:34:31 PM	*ETR=; SOURCE=WEB; allOut; QMC=;
(EU) Outage Status Request	6/20/2025 4:33:56 PM	ERT displayed by eCustomer Time: 06/21/2025 23:00 Outage ID: [REDACTED] PROBABLE CAUSE: 14
(PECO) WEB - Outage Call	6/20/2025 3:31:51 PM	*ETR=; SOURCE=WEB; allOut; QMC=;
(PECO) WEB - Outage Call	6/20/2025 3:31:17 PM	*ETR=; SOURCE=WEB; allOut; QMC=;
(EU) Outage Status Request	6/20/2025 3:30:41 PM	ERT displayed by eCustomer Time: 06/21/2025 23:00 Outage ID: [REDACTED] PROBABLE CAUSE: 14
(EU) Outage Status Request	6/20/2025 12:38:03 PM	ERT displayed by eCustomer Time: 06/21/2025 23:00 Outage ID: [REDACTED] PROBABLE CAUSE: 14
(PECO) WEB - Outage Call	6/20/2025 4:15:02 AM	*ETR=; SOURCE=WEB; allOut; QMC=;

(PECO) WEB - Outage Call	6/20/2025 3:51:51 AM	Outage reported from MOBILEAPP
(PECO) WEB - Outage Call	6/19/2025 8:54:39 PM	Outage reported from MOBILEAPP
(EU) Payment Memo	6/11/2025 8:45:27 AM	SOURCE=PYMTUSPC Payment: \$ 108.45
(EU) Payment Arrangement Request Ineligibility	6/11/2025 8:42:58 AM	
(EU) Successful Payment WEB	6/11/2025 8:42:41 AM	A \$108.45 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 06/11/2025
(EU) Payment Arrangement Request Ineligibility	6/11/2025 8:40:34 AM	
(EU) Customer Updated Info via Web	5/18/2025 7:40:41 AM	Preferences Updated for: SEM-HIGHUSAGEALERT
(EU) Payment Arrangement Request Ineligibility	5/18/2025 7:38:28 AM	
(EU) Payment Arrangement Request Ineligibility	5/18/2025 7:35:19 AM	
(EU) Payment Memo	5/12/2025 5:00:28 PM	SOURCE=PYMTUSPC Payment: \$ 256.67
(EU) Payment Arrangement Request Ineligibility	5/12/2025 4:56:28 PM	

(EU) Successful Payment WEB	5/12/2025 4:56:11 PM	A \$256.67 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 05/12/2025
(EU) Payment Arrangement Request Ineligibility	5/12/2025 4:52:43 PM	
(PECO) Agent 511 Outage Notifications	4/24/2025 1:25:39 PM	A Definitive Restore message was sent on 04/24/2025 01:17:23 via SMS
(PECO) Agent 511 Outage Notifications	4/24/2025 12:41:48 PM	A Estimated Time of Restoration message was sent on 04/24/2025 12:33:39 via SMS
(EU) Payment Memo	4/10/2025 1:15:33 PM	SOURCE=PYMTUSPC Payment: \$ 383.06
(EU) Payment Arrangement Request Ineligibility	4/10/2025 1:07:43 PM	
(EU) Successful Payment WEB	4/10/2025 1:06:33 PM	A \$383.06 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 04/10/2025
(EU) Payment Arrangement Request Ineligibility	4/10/2025 1:04:17 PM	
(PECO) Agent 511 Outage Notifications	3/31/2025 7:55:56 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.
(EU) Payment Memo	3/10/2025 11:15:35 PM	SOURCE=PYMTUSPC Payment: \$ 430.46

(EU) Payment Arrangement Request Ineligibility	3/10/2025 11:15:06 PM	
(EU) Successful Payment WEB	3/10/2025 11:13:22 PM	A \$430.46 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 03/11/2025
(EU) Payment Arrangement Request Ineligibility	3/10/2025 11:11:21 PM	
(EU) Payment Arrangement Request Ineligibility	3/6/2025 8:55:28 PM	
(EU) Payment Memo	2/7/2025 3:00:17 PM	SOURCE=PYMTUSPC Payment: \$ 423.38
(EU) Successful Payment WEB	2/7/2025 2:55:26 PM	A \$423.38 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 02/07/2025
(EU) Payment Arrangement Request Ineligibility	2/7/2025 2:53:14 PM	
(EU) Payment Memo	1/1/2025 5:45:34 PM	SOURCE=PYMTUSPC Payment: \$ 301.33
(EU) Payment Arrangement Request Ineligibility	1/1/2025 5:42:37 PM	
(EU) Successful Payment WEB	1/1/2025 5:41:51 PM	A \$301.33 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 01/01/2025



External Spreadsheet for PECO Excel File Upload

Search:  Filter Sort [Icons]

Record ID	REGION	Customer Notice Drop Date	LOCATION_DESC	PRN	METER ECODE	Completed Date	SCHEDULED DA..	STATUS	STATUS - Formula	Additional Notes
	D	01/25/2023	<b>HOLLINS</b> RD, LOT N98, LANDENBERG, PA 19350 -	450858520	9002784489	03/16/2026				Actaris B42 1/8"



peco<sup>SM</sup>

AN EXELON COMPANY



DATE

Dear Customer:

We are committed to providing safe and reliable energy services for our customers and the communities we serve. As part of that commitment, we will be upgrading and installing new equipment at your home or business to enhance the safety and reliability of our system.

Existing



Existing Photo is not all inclusive

Replacement



**About the Regulator Replacement Project:**

- We will be upgrading the gas meter regulator at your home or business.
- PECO's Gas Department continues to perform system enhancement work that includes a new service regulator replacement program that requires minimal work inside the customer's property. The B42 program is where PECO is changing out regulators (types B42 and B31) and meter bars. The regulator is attached to PECO's meter bar, which safely regulates natural gas pressure as it moves from PECO's equipment to the customer's property.
- To upgrade the gas meter regulator, we will need to temporarily turn off natural gas service while the regulator is serviced. This will require access to the natural gas appliances and



peco<sup>SM</sup>

AN EXELON COMPANY

equipment in your property when we start work, and after work is complete in order to relight appliances.

- **Work will be completed by appointment only, Monday through Friday.**
- **The work will be performed by Danella Construction, a qualified PECO contractor. If you have any questions or to schedule an appointment, please contact Danella Construction at 610-397-1241 or by email at [pecopons@danella.com](mailto:pecopons@danella.com). If you are not the owner of the building, please forward this written notice to the owner.**
- This regulator replacement work is necessary for the safety of our customers, communities, employees, and contractors and is **mandated by the Pennsylvania Public Utility Commission.**

If you have any other questions about this work and/or would like to provide any supplemental information, please call PECO Work Inquiries at 610-832-6420 or email [pecoponsgas@danella.com](mailto:pecoponsgas@danella.com).

If you are not currently using natural gas and are interested in learning more about the conversion process, please call PECO New Business 866-685-5665.

For questions regarding this mandated work, you may also contact the Pennsylvania Public Utility Commission, Bureau of Consumer Services at 800-692-7380.

Sincerely,

Amy Hamilton  
Vice President, Gas Operations, PECO

Network: Mar 16, 2026 at 1:50:50 PM EDT  
Local: Mar 16, 2026 at 1:50:50 PM EDT

[REDACTED]

[REDACTED] Hollins Rd  
Landenberg PA 19350  
United States

