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Theresa Dorner-Kolich |
      v.              | Docket No.:
PECO Energy Company  | C-2026-3060455
                      |
Initial Telephonic   |
Hearing              |
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Judge's Chambers  
 Commonwealth Keystone  
 Building - Plaza Level  
 400 North Street  
 Harrisburg, PA

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Docket No. C-2026-3060455

Hearing Date: May 13, 2026

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Section 12.1 Electric

Tariff

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01/07/26 Letter of

Denial

**Exhibit 2:**





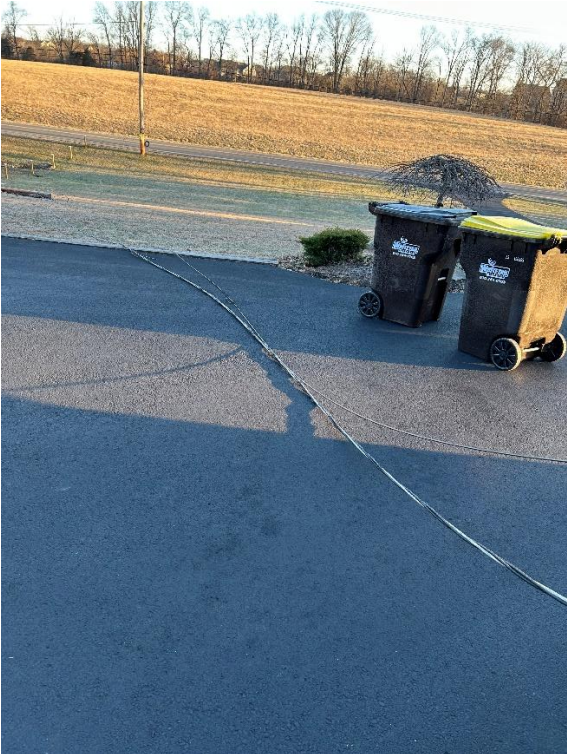






EXHIBIT 5:

Formal Complaint Docket# C-2026-3060455 Inbox x



Hines, Valerie L:(PECO) <Valerie.Hines@exeloncorp.com>  
to me ▾

Feb 17, 2026, 2:34 PM ☆ ☺ ↶ ⋮

Good morning,

I am the Regulatory Assessor assigned to your Formal PUC Complaint docket# C-2026-3060455. [REDACTED]

According to company records, a PECO tech went to the property on 12/3/25 and it was documented that PECO was ok and nothing was found.

[REDACTED]

*Val Hines*  
Regulatory Assessor  
Phone: 267-533-0522  
Email: [Valerie.Hines@exeloncorp.com](mailto:Valerie.Hines@exeloncorp.com)



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**Docket No. C-2026-3060455**

**Theresa Dorner-Kolich v. PECO Energy Company**

**The Hon. Emily A. Farren**

**Hearing Date: Wednesday, May 13, 2026 at 10:00 AM**

**Call-In Hearing No.: 888.387.8560; PIN #: 69874953**

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**PROPOSED EXHIBITS OF PECO ENERGY COMPANY**

1. Customer Contacts
2. Aerial Photo
3. OMS Reports
4. Weather Underground Report for 12/19/25
5. Claim Registration Form
6. Tariff Rule 12.1
7. Denial email, dated 1/7/26



Bill Account Nbr [REDACTED]

CIMs Archived Contacts

Contact Typ Desc	Contact Dt	Remarks	Security Group Cd Desc
(PECO) Collections On Hold	2/12/2026 1:34:50 PM	Collection Exception has been created - Other Exception(s) 2028-03-03	CM_COLLHOLDP
(PECO) Collections On Hold	2/4/2026 10:21:04 AM	Collection Exception has been created - Other Exception(s) 2026-02-24	CM_COLLHOLDP
(EU) Regulatory - Commission	2/4/2026 10:18:59 AM	PUC DEC 02/04/2026 The Bureau of Consumer Services has limited jurisdiction over this service complaint. The customer expressed concerns regarding a utility pole, placing two separate tickets in for it be fixed, after no response, the pole fell and the customer was without power. There was no company position on this matter due not receiving the company report. Violations Issued- 52 Pa. Code §56.163 (1), Code §66.1501 BCS #4109611	CMREGCOMM

(EU) Billing Inquiry	1/29/2026 10:19:54 AM	Past due Balance of: \$ 0.00, Balance Due: \$465.28, Current Charges: \$465.28, Bill Due Date: 02 / 17 / 2026, PA Balance: \$0.00, Supplier Name: None, Excess Credit: \$0.00, IVR Balance: \$465.28 Rp called due to she received a bill yesterday but it's not her and wants to know who she's paying for, I adv of daily meter reading, avg temp, last year bill, payment history and she adv she will be calling the PUC after I adv of app analysis and hung up	CR_BILINGINQ
(EU) Payment Memo	1/13/2026 2:45:21 PM	SOURCE=PYMTUSPC Payment: \$ 394.32	PMTMEMO
(EU) Successful Payment WEB	1/13/2026 2:40:58 PM	A \$394.32 ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 01/13/2026	SUCCPMTWEB

(EU) Customer Relations	1/7/2026 3:05:00 PM	<p>Received email from customer she sent to PECO (Claims?). "PECO said there is nothing they can do about it and that it isn't their responsibility. Here is the response I just sent back: So YOUR equipment is up on the pole, we move into the house in 2022 and have no idea that is our pole. We then CALLED TWICE in NOVEMBER to report a falling pole. NO ONE -- both times we were TOLD that an "emergency ticket" would be placed and someone would come out to check on YOUR EQUIPMENT. Had someone come out on either of those two calls, we could have been informed THEN that the pole was ours and that it needed to be replaced. Instead, PECO told us NOTHING and allowed the time for the pole to fall in our yard, then cut our power. So YES, this was PECO's fault to some extent. We had no idea that it was our pole and had NO IDEA WHAT WE WERE ALLOWED TO DO SINCE YOUR EQUIPMENT IS ON THAT POLE!!! No one told us anything, so you LET IT fall without telling us anything and now we have what we have. I will make sure to foillow up with the PUC on this because your company is AWFUL. All you had to do was tell us that the pole was ours -- we couldn't do ANYTHING with it until we</p>	CMCUSTREL
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(EU) Customer Relations	12/26/2025 3:25:38 PM	BCS#4109611/DAF. Received PUC complaint. Called out to customer at 3:24pm to [REDACTED] Spoke with Theresa Dorner-Kolich. She confirmed power is on. Has multiple issues since power was dropped and restored after new pole put in. Lost all their food, when power was dropped, the freezer leaked onto hard wood floors causing damage. Dishwasher pump may have broken as dishwasher no longer drains. Cust believes this damage was caused due to PECO wrongly disconnecting the electric service. She has a claim form for PECO and will be completing that and sending it in. Stated power was out for 2 days. Complaint indicates PECO did not go out timely, and once they did , found an unsafe condition and disconnected power.	CMCUSTREL
(PECO) Collections On Hold	12/22/2025 10:47:23 AM	Collection Exception has been created - Other Exception(s) 2028-01-11	CM_COLLHOLDP
(PECO) Agent 511 Outage Notifications	12/20/2025 2:39:23 PM	A Outage Verification Request message was sent on 12/20/2025 02:30:32 via SMS	A511ONPC
(PECO) - Electric Outage - Issuance	12/19/2025 5:58:47 PM	Callback Number [REDACTED] QMC=N ECHO xst HUDNUT RD wire down p2h pole on lawn down wire policy given	CMOUTCLPC
(PECO) Agent 511 Outage Notifications	12/19/2025 3:28:20 PM	A Definitive Restore message was sent on 12/19/2025 03:06:01 via SMS	A511ONPC

(PECO) Agent 511 Outage Notifications	12/19/2025 2:52:42 PM	A Initial Outage Notification message was sent on 12/19/2025 02:33:28 via SMS	A511ONPC
(PECO) Agent 511 Outage Notifications	12/19/2025 9:06:38 AM	A Restoration Verification message was sent on 12/19/2025 08:02:41 via SMS	A511ONPC
(PECO) - Electric Outage - Issuance	11/21/2025 1:18:28 PM	QMC=N XST HUDNUT RD POLE IS LEANING AND WIRES ARE SAGGING FROM P2P ON SIDE OF PROP WIRE POLICY GIVEN	CMOUTCLPC
(EU) Miscellaneous	11/10/2025 12:12:25 PM	processed eemg	MISC
(PECO) - Electric Outage - Issuance	11/10/2025 12:12:10 PM	Callback Number: [REDACTED] QMC=N Xst Hudnut Rd pole leaning and wire sagging p2h at front right side of prop trucks are hitting the wire when pulling into driveway wire down pol given	CMOUTCLPC
(EU) Miscellaneous	6/18/2025 9:15:55 AM	RP called stating She wouldn't have to pay the 2.25 processing fee if she paid online using her checking but she stated that she was charged for \$2.25 processing fee and she wants it removed she wants to speak to a manager placed on hold to get assistance was informed the fee can be removed once payment post so pls waive 2.25 fee once she calls back rp disc. line	MISC

(EU) Billing Inquiry	6/18/2025 8:55:46 AM	Rp Ms. dorner Kolich theresa>Cld abt credit for processing fee>Nmr 06/24/25>Past due Balance of: \$ 0.00, Balance Due: \$200.15, Current Charges: \$200.15, Bill Due Date: 06 / 16 / 2025, cust declined fsmt, cust ws trfd to SST, gave Balance: \$200.15	CR_BILINGINQ
(EU) Payment Arrangement Request Ineligibility	6/18/2025 8:47:25 AM		CM-PARINELIG
(EU) Credit Issues	6/18/2025 8:45:59 AM	Past due Balance of: \$ 0.00, Balance Due: \$200.15, Current Charges: \$200.15, Bill Due Date: 06 / 16 / 2025, s/w DORNER she call to see why we charge her processing fee if seh paid online by checking acc	CMCREISSP
(EU) Payment Memo	6/18/2025 8:45:19 AM	SOURCE=PYMTUSPC Payment: \$ 200.15	PMTMEMO
(EU) Payment Arrangement Request Ineligibility	6/18/2025 8:39:50 AM		CM-PARINELIG
(EU) Successful Payment WEB	6/18/2025 8:35:28 AM	A \$200.15 plus convenience fee ECHECK PAYMENT USING BANK ACCOUNT ENDING IN [REDACTED] HAS BEEN SCHEDULED FOR 06/18/2025	SUCCPMTWEB
(EU) Billing Rates and Riders	6/17/2025 2:26:03 PM	rp- acc holder just got bill- says due today - informed bill was sent on 5/23- can pay online with checking.saving with no processing fee	BILL_RTS_RDR

(EU) Credit Self Service	6/17/2025 6:44:59 AM		CMCREDSS
(PECO) Agent 511 Outage Notifications	5/30/2025 3:50:28 AM	A Definitive Restore message was sent on 05/30/2025 03:47:18 via SMS	A511ONPC
(PECO) Agent 511 Outage Notifications	5/30/2025 3:31:44 AM	A Initial Outage Notification message was sent on 05/30/2025 03:20:18 via SMS	A511ONPC
(PECO) Agent 511 Outage Notifications	5/14/2025 12:53:31 AM	A Definitive Restore message was sent on 05/14/2025 12:49:21 via SMS	A511ONPC
(PECO) Agent 511 Outage Notifications	5/14/2025 12:23:09 AM	A Initial Outage Notification message was sent on 05/14/2025 12:12:58 via SMS	A511ONPC
(PECO) Agent 511 Outage Notifications	4/26/2025 9:36:20 AM	A Estimated Time of Restoration message was sent on 04/26/2025 09:19:14 via SMS	A511ONPC
(PECO) Agent 511 Outage Notifications	3/31/2025 7:55:03 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.	A511ONPC
(PECO) Letter - Disconnect Notice - Residential	11/13/2024 2:56:13 AM		LT_DCNT_PCO
(PECO) Canceled Collection Process due to Payment/Adjustment	10/17/2024 7:02:59 PM		CMCNLCOLLPC

(PECO) Canceled Collection Process due to Payment/Adjustment	8/15/2024 4:50:05 AM		CMCNLCOLLPC
(PECO) Canceled Collection Process due to Payment/Adjustment	7/29/2024 2:08:57 AM		CMCNLCOLLPC
(PECO) Agent 511 Outage Notifications	6/8/2024 1:41:51 PM	A Restoration Verification message was sent on 06/08/2024 01:37:28 via SMS	A511ONPC
(EU) Lost Payment - No Payment	11/7/2023 11:30:44 AM	lpi closed due to cust providing docs; Transferred pymt of 139.84 from [REDACTED] PUC rights given to customer. Customer Satisfied-YES.	CMLP_NOPYMT
(EU) Transfer Payment/Credit	11/7/2023 11:28:03 AM	cust requested pymt of 139.84 to be transferred to current active acct [REDACTED]	XFERPYMT
(EU) Billing Inquiry	10/31/2023 10:29:29 AM	the account [REDACTED] but payment went to account [REDACTED] cust would like to have payment to sent to her correct account [REDACTED] cust declined fsmt	CR_BILINGINQ

(EU) Billing Inquiry	10/31/2023 10:29:29 AM	Total balance \$264.34, Past due amount of \$139.84 due immediately, Current bill \$124.5 due by 11 / 08 / 2023, Nmr 11-17-23 ms Kolich called to check on lost payment advised dispute closed due to no documention Payment Date: 08 / 31 / 2023ms Kolich cb# [REDACTED] applied the wrong payment to thewrong account cust was trying to make payment to >contd...	CR_BILINGINQ
(EU) Lost Payment - No Payment	10/31/2023 10:16:41 AM	Payment Type: Payment Amount: Additional Comments: Payment Type: Electronic Payment   Payment Amount: \$ 139.84   Payment Date: 08 / 31 / 2023 ms Kolich cb# [REDACTED] applied the wrong payment to the wrong account cust was trying to make payment to the account [REDACTED] but payment went to account [REDACTED] cust would like to have payment to sent to	CMLP_NOPYMT
(PECO) Lost Payments Case	10/31/2023 10:16:41 AM	Payment Type: Electronic Payment   Payment Amount: \$ 139.84   Payment Date: 08 / 31 / 2023 ms Kolich cb# [REDACTED] applied the wrong payment to the wrong account cust was trying to make payment to the account [REDACTED] but payment wentto account [REDACTED] cust would like to have payment to sent to her correct account [REDACTED]	CMLSTPYMNTP

(EU) Lost Payment - No Payment	10/26/2023 2:00:00 PM	wrrur -- lpi closed // no docs rec'd. PUC rights given to customer. Customer Satisfied-NO.	CMLP_NOPYMT
(EU) Billing Inquiry	9/26/2023 5:48:28 PM	CPI for assistance with payment that was made 08/29th in the amount \$139.84 . Opened a lost payment dispute for the cust , informed cust of what to send and 7 day timeframe. Totalbalance \$283.69, Past due amount of \$139.84 due immediately, Current bill \$143.85 due by 10 / 10 / 2023, New charges \$0, Excess credit \$0 ;	CR_BILINGINQ
(EU) Cancel Late Pmt Charge	9/26/2023 5:46:38 PM		CMCANCLPC
(PECO) Lost Payments Case	9/26/2023 5:45:43 PM	Payment Type: Electronic Payment ; ; Payment Date: 09 / 26/ 2023	CMLSTPYMNTTP
(EU) Lost Payment - No Payment	9/26/2023 5:45:42 PM	Payment Type: Payment Amount: Additional Comments: Payment Type: Electronic Payment ; ; Payment Date: 09 / 26 / 2023	CMLP_NOPYMT
(EU) Credit Issues	9/26/2023 5:36:15 PM	Total balance \$283.69, Past due amount of \$139.84 due immediately, Current bill \$143.85 due by 10 / 10 / 2023, NRM: 10/19/23! The cx states she made her payment on August for theBF. We educated the cx that the last payment we received was on 07/27/23 . Cx connected to CC for lost payment.	CMCREISSP
(PECO) Letter - Non-Friendly Notice Letter	9/20/2023 9:48:28 PM	Non Friendly Notice	LT_NFRND_PCO

(PECO) Dialer - Proactive Call 1	9/13/2023 3:48:09 AM	[REDACTED] CALL RESULT: No answer at the number dialed TIME OF CALL: 13:14 SERVICE CLASS: RES RECORD TYPE: Proactive Customer Call AMOUNT DUE AT TIME OF CALL: \$139.84 SERVICE AMOUNT DUE: \$139.84 TOTAL BALANCE: \$139.84 PHN NBR UPDATED: NO EFT: Customer does not want to enroll in EFT. VENDOR: NCO	DL_PAC1_PCO
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**OMS REPORTS**

**Event Number: M25121900043**

Event Number: M25121900043

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ITEM	VALUE
EVENT'S DISPATCH GROUP	NIWAL
TIME OFF	12/19/25 05:20
TIME ON	12/19/25 07:34
FIRST MANUAL ETR	NO ETR
LAST ETR	12/19/25 11:40
OUTAGE DURATION (MIN)	234
EVENT STATUS	CLOSED
CIRCUIT	BERKOWEN_351
EVENT TYPE	REC
DEVICE NAME	EMC_15E1D7
NUMBER OF CUSTOMERS	0
DISPATCH TIME	N/A
CIS REMARKS	Storm
CHRONOLOGY	

Crew Information

DISPATCHER	Status Time	UNIT_STATUS	Status	Name	Crew ID	Agency	DGroup	FNAME	LNAME	Location	UCUST#Name
0	20251219073401ES	AV	AVAIL		PE-CH00001	MON	EDR	PE-CH00001			
0	20251219073401ES	UC	UC		PE-CH00001	MON	EDR	PE-CH00001			
187839	20251219072116ES	DP	DISP		PE-CH00001	MON	EDR	PE-CH00001		XY(261507667,38871459)-14ARD 3-391_14ARD38832	

## Event Number: M25121900339

Event Number: M25121900339

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STEP	VALUE
EVENT'S DISPATCH GROUP	HWAL
TIME OFF	12/19/25 13:25
TIME ON	12/19/25 15:54
FIRST MANUAL ETR	NO ETR
LAST ETR	12/19/25 18:40
OUTAGE DURATION (MIN)	149
EVENT STATUS	CLOSED
CIRCUIT	PERAZOHEN_351
EVENT TYPE	SEC
DEVICE NAME	54_14F7H8_6884
NUMBER OF CUSTOMERS	0
DISPATCH TIME	N/A
GIS MARKING	-
CHRONOLOGY	-

### Crew Information

DISPATCHER	Station Time	UNIT_STATUS	Status	Name	Crew ID	Agency	DGroup	FNAME	LNAME	Location	UCUST#Name
0	20251219151933ES	Av	AVAIL		PE-D000389	MON	EDR	PE-C000389			
0	20251219151933ES	UC	UC		PE-D000389	MON	EDR	PE-C000389			
187839	20251219144230ES	DP	DISP		PE-D000389	MON	EDR	PE-C000389		XY(261340613.37969077);14F7H 8:54_14F7H8_6884	

## Event Number: M25121901006

Event Number: M25121901006

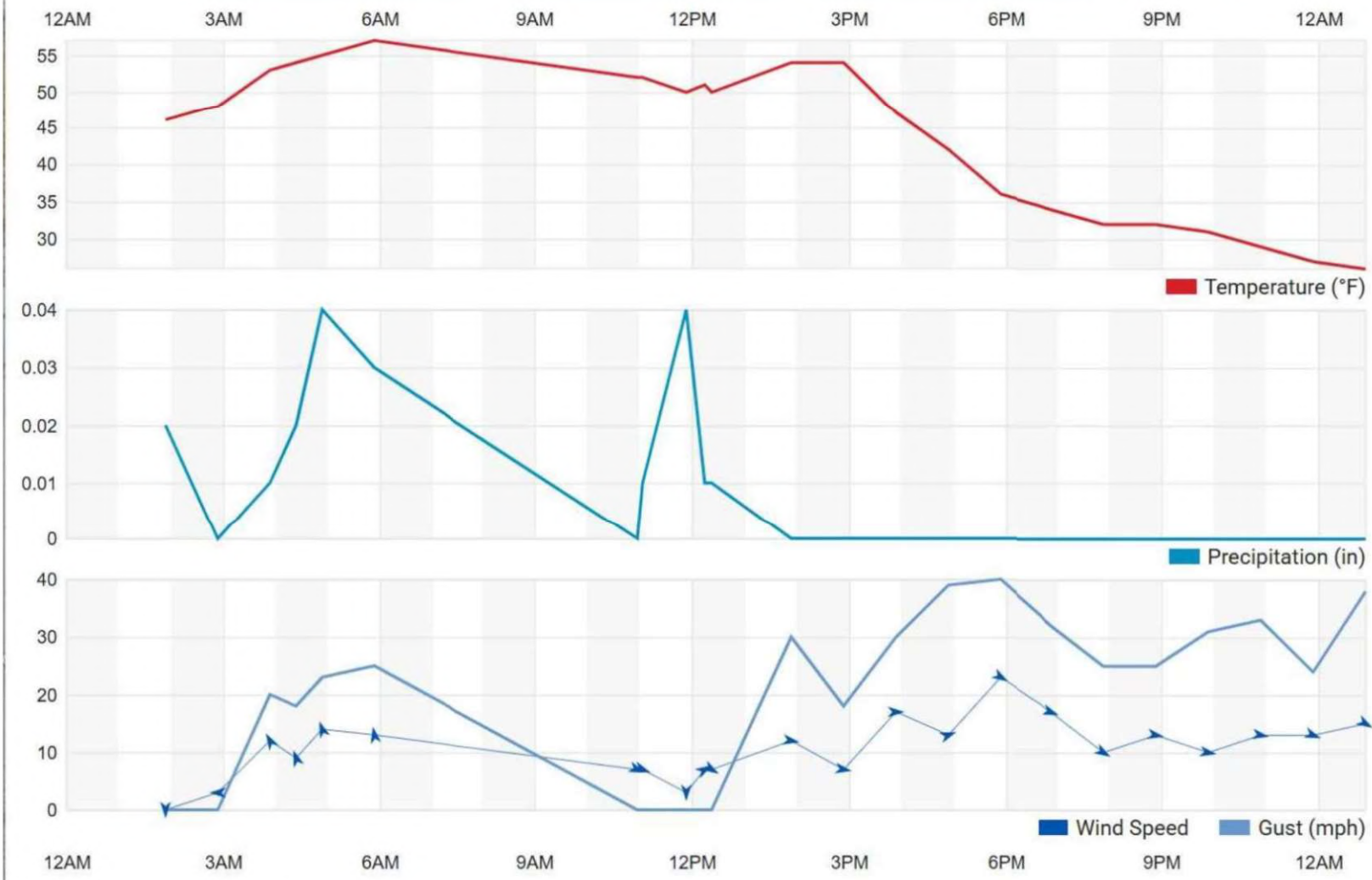
[Return to Previous Page](#)

ITEM	VALUE
EVENT'S DISPATCH GROUP	NWAL
TIME OFF	12/19/25 17:58
TIME ON	12/20/25 14:58
FIRST MANUAL ETR	NO ETR
LAST ETR	NO ETR
OUTAGE DURATION (MIN)	1260
EVENT STATUS	CLOSED
CIRCUIT	PERKINSHER_354
EVENT TYPE	FL
DEVICE NAME	D_15F1E14758
NUMBER OF CUSTOMERS	0
DISPATCH TIME	N/A
CDL REASONING	
CHRONOLOGY	POLE CUT SWR AT POLE MADE SAFE. CUST OWN POLE SNAPPED AND WIRE ON GROUND. HAD TO MAKE SAFE REF TO COST FOR REPAIRS

### Crew Information

DISPATCHER	Status Time	UNIT_STATUS	Status	Name	Crew ID	Agency	DGroup	FNAME	LNAME	Location	UCUST4Rname
0	20251220145830ES	UC	UC		PE-0000070	MON	FSR	PE-0000070			
0	20251220140613ES	AR	ARRIV		PE-0000070	MON	FSR	PE-0000070		XY(241923947.34125980).15F1E14758	
0	20251220132458ES	ER	ER		PE-0000070	MON	FSR	PE-0000070		XY(241923947.34125980).15F1E14758	
0	20251220132454ES	AK	AK		PE-0000070	MON	FSR	PE-0000070		XY(241923947.34125980).15F1E14758	
0	20251220114459ES	DA	DISP ASSGN		PE-0000070	MON	FSR	PE-0000070		XY(241923947.34125980).15F1E14758	

December 19 2025 View





PECO CLAIM REGISTRATION FORM

Claims Division  
1-877-538-7769

Dear PECO Customer:

To register your claim with PECO, please print out and return a completed claim registration form. You may e-mail it to [pecoclaims@exeloncorp.com](mailto:pecoclaims@exeloncorp.com), fax it to [REDACTED] or mail the form to the following address: PECO Energy, Claims Division, S16-1, 2301 Market Street, Philadelphia, PA 19103.

Once this form is received in our office, you will be contacted by one of our Case Managers.

Theresa Dorner-Kolich  
Name

[REDACTED]  
Daytime Phone No.

[REDACTED]  
Mailing Address

[REDACTED]  
E-mail Address

Schwensville PA  
City, State, Zip

12/19/25  
Date & Time of Loss or Damage

[REDACTED]  
PECO Energy Account No. (if applicable)

TYSON RD SCHWENKSVILLE PA 19473  
Address of Loss Location

Please describe the details of the incident and list the item(s) damaged.

(See attached) I have already submitted this information in an informal complaint and a formal complaint. (BOTH)

Theresa Dorner Kolich  
Signature

2/26/25  
Date

THIS FORM IS A REQUEST FOR INFORMATION ONLY AND DOES NOT CONSTITUTE ANY ADMISSION OF LIABILITY ON THE PART OF PECO ENERGY COMPANY.

Theresa Dorner-Kolich

Accounts: [REDACTED]

11/10/25 called PECO at 11:54 am (17 min call on my phone records) regarding a leaning pole on our property with PECO equipment on it. They told me they were filing an "emergency call" and someone would get back to us, no one did.

11/21/25 called PECO again at 1:11 pm (7 min call on my phone records). Pole was leaning farther and tall trucks entering our driveway were hitting the lines. Ground was spongy around the pole and they told me they would send someone out for an "emergency call" again – AGAIN no one came or contacted us.

12/19/25 – week of Christmas. Called PECO again because the pole fell in our driveway. The call was 54 min long according to my records because I was having a problem reporting that lines were on the ground. The power lines were trapping one of our cars in the driveway because the lines were across it. Called PECO and they said they would put in another "emergency call". I told the woman on the phone that we had already made 2 emergency calls before (at the time I didn't know the exact dates) but that no one came out or notified us about anything. She couldn't tell me when or if they would come. I asked to speak to a crew supervisor. She said to call back Saturday morning and ask to speak to one if now one showed up (it was a Friday). AGAIN – NO ONE CALLED US BACK OR CAME OUT with lines on the ground.

12/20/25 Called PECO again and asked to speak to a supervisor. Finally got a hold of someone and they said they would be out. We took our car that was not trapped in the driveway out to Costco to go grocery shopping for the holiday. On the way home a crew person called us and told us "this is your pole and this is a dangerous situation and we have to shut your power off. You will need to find someone to replace the pole before we can turn the power back on. This was 4 DAYS BEFORE CHRISTMAS. We were stuck trying to find someone to come out on an emergency basis because PECO did not tell us anything about this pole since we made the first call on 11/10! Had we known the pole was ours and that we could have a company come out and replace it (with PECO EQUIPMENT ON IT) we would have had it done WELL BEFORE CHRISTMAS.

Filed an informal complaint, received a response from [REDACTED] that it was "Our Pole" and that it "isn't Pecos Responsibility".

It IS PECO'S Responsibility to offer CUSTOMER SERVICE for a paying customer who had reported a leaning pole for over a month! We got NO CALLS, NO VISITS, and NOTHING Put in our mailbox if they were having a problem reaching us. They have NO problem reaching us when our bill is due!

A new pole was installed on 12/23. We have no problem paying for that ourselves as the pole is on our property.

My problem is that PECO DID NOT COMMUNICATE ANYTHING WITH US. I was told that someone from PECO came out on 12/3 and "found nothing".

There are NO visits on our ring cameras on 12/3, so they must have gone to the wrong house. I received NO CALLS on my phone from anyone from PECO – and my question would be, if I placed the 1<sup>st</sup> EMERGENCY CALL on 11/10 – what took them so long to come out???

The ignored 2 emergency calls in November and even if someone did come out on 12/3 (which we see on our cameras that they didn't) – why didn't anyone simply call us or leave us something in our mailbox or COMMUNICATE that we were allowed to touch the pole with THEIR equipment on it?

PECO did not provide adequate customer service and it cost us a lot.

Not only did we have the cost of the pole \$3835.00 (emergency Pre-Christmas Rates)

Buy we also had \$13,000 worth of damages that we had to claim on our homeowners insurance. Our homeowners insurance has now gone up \$200 a year because of this claim. Our kitchen refrigerator freezer thawed out on our hardwood kitchen floor ruining the wood, we lost a freezer chest full of food in our basement because we couldn't get a generator to reach it and no place to put the food and we had the added expense of both propane heaters, generators etc that Peco could not provide to us because they had to shut our power off for 3 days.

To add insult to injury – the TOTAL of our most recent bills was over \$640! We had a propane heater installed to supplement our electricity so that our bills wouldn't be as high this year and for some reason they are even more! It makes no sense – we have paid over \$600 in propane this year and our PECO bill is higher even with the supplemental heat! Something is not right!

We would like some sort of compensation for PECO not providing the customer service that we PAY FOR. If you are going to charge people as much as you do, you have to give us something for it, and you gave us NO CUSTOMER SERVICE when we started calling you on November 10<sup>th</sup>! Had you responded and simply told us then "that's your pole and you are allowed to have work done", we would not have had our kitchen floor destroyed, we would not have lost all of the food in our chest freezer, and our homeowners insurance would not be going up \$200 a YEAR! This was PECO's FAULT for not providing timely customer service!



**RULES AND REGULATIONS (continued)**

**12. SERVICE CONTINUITY**

**12.1 LIMITATION ON LIABILITY FOR SERVICE INTERRUPTIONS AND VARIATIONS.** The Company does not guarantee continuous, regular and uninterrupted supply of service. The Company may, without liability, interrupt or limit the supply of service for the purpose of making repairs, changes, or improvements in any part of its system for the general good of the service or the safety of the public or for the purpose of preventing or limiting any actual or threatened instability or disturbance of the system. The Company is also not liable for any damages due to accident, strike, storm, riot, fire, flood, legal process, state or municipal interference, or any other cause beyond the Company's control.

In all other circumstances, the liability of the Company to customers or other persons for damages, direct or consequential, including damage to computers and other electronic equipment and appliances, loss of business, or loss of production caused by any interruption, reversal, spike, surge or variation in supply or voltage, transient voltage, or any other failure in the supply of electricity shall in no event, unless caused by the willful and/or wanton misconduct of the Company, exceed an amount in liquidated damages equivalent to the greater of \$1000 or two times the charge to the customer for the service affected during the period in which such interruption, reversal, spike, surge or variation in supply or voltage, transient voltage, or any other failure in the supply of electricity occurs. In addition, no charge will be made to the customer for the affected service during the period in which such interruption, reversal, spike, surge or variation in supply or voltage, transient voltage, or any other failure in the supply of electricity occurs. A variety of protective devices and alternate power supplies that may prevent or limit such damage are available for purchase by the customer from third parties.

The Company makes no warranty as to merchantability or fitness for a particular purpose, express or implied, by operation of law or otherwise. To the extent applicable under the Uniform Commercial Code or on any theory of contract or products liability, the Company limits its liability in accordance with the previous paragraph to any Customer or third party for claims involving and including, but not limited to, strict products liability, breach of contract, and breach of actual or implied warranties of merchantability or fitness for an intended purpose.

**12.2 ADDITIONAL LIMITATIONS ON LIABILITY IN CONNECTION WITH DIRECT ACCESS.** Other than its duty to deliver electric energy and capacity, the Company shall have no duty or liability to a customer receiving Competitive Energy Supply arising out of or related to a contract or other relationship between such a customer and an EGS.

The Company shall implement customer selection of an EGS consistent with applicable rules of the Commission and shall have no liability to a customer receiving Competitive Energy Supply arising out of or related to switching EGSs, unless the Company is negligent in switching or failing to switch a customer.

The Company shall have no duty or liability with respect to electric energy before it is delivered by an EGS to a point of delivery on the PECO Energy distribution system. After its receipt of electric energy and capacity at the point of delivery, the Company shall have the same duty and liability for distribution service to customers receiving Competitive Energy Supply as to those receiving electric energy and capacity from the Company.

**12.3 EMERGENCY LOAD CONTROL.** Pursuant to order of Pennsylvania Public Utility Commission, the following provision is incorporated in this Tariff:

Whenever the demands for power on all or part of the Company's system exceed or threaten to exceed the capacity than actually and lawfully available to supply such demands, or whenever system instability or cascading outages could result from actual or expected transmission overloads or other contingencies, or whenever such conditions exist in the system of another public utility or power pool with which the Company's system is interconnected and cause a reduction in the capacity available to the Company from that source or threaten the integrity of the Company's system, a load emergency situation exists. In such case, the Company shall take such reasonable steps as the time available permits to bring the demands within the then-available capacity or otherwise control load. Such steps shall include but shall not be limited to reduction or interruption of service to one or more customers, in accordance with the Company's procedures for controlling load.

The Company shall establish procedures for controlling load including schedules of load shedding priorities to be followed in compliance with the foregoing paragraph, may revise such procedures from time to time, and shall revise them if so required by Pennsylvania Public Utility Commission. A copy of such procedures or of the revision thereof currently in effect shall be kept available for public inspection at the Company's Principle Office, and another such copy shall be kept on file with the Pennsylvania Public Utility Commission.

**12.4 EMERGENCY ENERGY CONSERVATION.** Pursuant to order of the Pennsylvania Public Utility Commission, the following provision is incorporated in this Tariff:

Whenever events occur which are actually resulting, or in the judgment of the Company threaten to result, in a restriction of the fuel supplies available to the Company or its energy suppliers, such that the amount of electric energy which the Company is able to supply is or will be adversely affected, an emergency energy situation exists.

In the event of an emergency energy conservation situation, the Company shall take such reasonable measures as it believes necessary and proper to conserve available fuel supplies. Such measures may include, but shall not be limited to reduction, interruption, or suspension of service to one or more of its customers or classes of customers in accordance with the Company's procedure for emergency energy conservation.



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**From:** [REDACTED]  
**Sent:** Wednesday, January 7, 2026 2:25 PM  
**To:** [REDACTED]  
**Subject:** PECO Claim 2026133042  
**Attachments:** Current elec tariff eff October 1, 2024.pdf

Good morning,

This email is in response to the condition you experienced on or around December 19, 2025. Thank you for giving us the opportunity to look into this situation.

Our investigation does not reveal any liability on the part of the company. During a period of high wind, a private property pole broke and brought energized electrical conductors down on to the ground. PECO personnel have an obligation to make the area safe and de energize the downed conductors. PECO is not able to give any consideration to paying for these damages as the wind is beyond the control of the company, and the pole involved is not owned by PECO so we have no obligation to inspect or maintain it.

Although PECO Energy compensates customers for certain costs incurred as a result of our negligent actions, we cannot pay for damages resulting from this event and similar events. I have attached the Current Electric Tariff for your review.

If you have any questions, or would like to discuss this situation, please do not hesitate to contact me at [REDACTED]

Kind regards,

[REDACTED]

[REDACTED] NAFI-CFEI  
Sr. Claims Case Manager

PECO Energy  
Attn: Claims Dept  
2301 Market St Suite 16-1  
Philadelphia PA 19103

Phone: [REDACTED]  
Email: [REDACTED]

