

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Docket No. C-2026-3062530

Amro Abdelwahab, Complainant
v.
PECO Energy Company, Respondent

SUPPLEMENTAL EVIDENCE SUBMISSION

Submitted by: Amro Abdelwahab
Phone: (551) 359-6148
Email: alexstarchina@gmail.com

The attached documents are submitted as supplemental evidence in support of the Formal Complaint pending before the Pennsylvania Public Utility Commission.

The attached documents include PECO correspondence from Regulatory Assessor Val Hines, account activity statements, billing correction records, internal transfer records, shut-off notice documentation, and CAP enrollment confirmations.

These materials support issues concerning service termination during an active PUC complaint, billing corrections, meter replacement, CAP enrollment, internal account transfers, implementation of the prior PUC decision issued under BCS #4114157, and the matters raised in Formal Complaint Docket No. C-2026-3062530.

I respectfully request that the attached documents be included in the official record of this proceeding.

Respectfully submitted,

Amro Abdelwahab
Date: June 2026



amro abdelwahab <alexstarchina@gmail.com>

Formal Complaint Docket# C-2026-3062530 Acct# 4614262060

3 messages

Hines, Valerie L.(PECO) <Valerie.Hines@exeloncorp.com>
To: "alexstarchina@gmail.com" <alexstarchina@gmail.com>

Tue, May 19, 2026 at 8:06 AM

Good morning,

I am the regulatory assessor assigned to your formal PUC complaint Docket number C-2026-3062530. You are requesting the implementation of the PUC decision, meter change, billing corrections, and CAP enrollment.

Your total balance is \$226.61 due 5/26/26.

You previously filed an informal PUC complaint under BCS number 4114157. The PUC decision was as follows issued 3/5/26: Decision Issued: PECO did not participate in the informal process. PECO shall immediately restore the customer's service at 3814 N Percy St, 1st Floor that was terminated 2/14/2026 or 2/16/2026 while there was an open PUC informal complaint. PECO shall not charge a reconnection fee or security deposit to the customer as a result of termination. The customer is not responsible for any bills for usage from January 2026 to present. PECO shall resolve billing issues associated with the customer's account and bill accurately for service within 20 days of this decision. PECO shall contact the customer and schedule a meter investigation and a full foreign wiring investigation within 20 days of this decision. PECO shall provide the customer a CAP application and explanation of where their enrollment stands within 20 days of this decision. Case Sustained.

According to company records, the meter was changed on 3/16/26 and billing corrections were completed on 3/25/26.

The balance of \$1267.12 was incorrectly placed on the account# 0909622368 at the address [3814 N Percy St 2nd Fl, Philadelphia, PA, 19140](#). On 5/19/26, the balance \$1267.12 was removed from that account. The new balance is \$45.11 due 5/19/26.

CAP enrollment was completed on 5/7/26. The CAP PIPP amount is \$20.00.

I have attached an activity statement for 2026 for both accounts.

If you agree to these terms, please reply to this email and type "I agree".

Val Hines

Regulatory Assessor

Phone: 267-533-0522

Email: Valerie.Hines@exeloncorp.com



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2 attachments

 **BillStatement_4614262060.xlsx**
18K

 **BillStatement_0909622368.xlsx**
17K

amro abdelwahab <alexstarchina@gmail.com>
To: "Hines, Valerie L:(PECO)" <Valerie.Hines@exeloncorp.com>

Tue, May 19, 2026 at 10:45 AM

Subject: Request for Official Comprehensive Letter Confirming All Accounts and Addresses Related to the Property

Dear Ms. Val Hines,

Thank you again for your cooperation and for the review and corrections that were made regarding my PECO accounts, as well as your explanations concerning the PUC decision, billing corrections, and balance adjustments.

At this time, I am unable to provide a final acceptance or refusal ("I agree" or otherwise), because I am trying to carefully review and resolve each issue and document separately and properly, especially since there is an ongoing review involving certain account and address records.

Therefore, I respectfully request your assistance in obtaining an official written letter or statement confirming all PECO accounts associated with the following property:

3814 N Percy Street, Philadelphia, PA 19140

Even if there are any fees or costs required for issuing this letter or service, I have no problem paying them. Please let me know the required procedures or fees to obtain this official statement.

If possible, I would also respectfully request that the letter:

- be dated,
- signed by the appropriate department or responsible representative,
- include an official PECO stamp or official company format,
- and be issued as soon as possible due to the importance of these documents and ongoing reviews related to the accounts and addresses.

I respectfully request that the letter include the following points:

1- Previous Second Floor Account

That the previous account:

Account #4149205510

(associated with the 2nd Floor)

was connected to the same customer:

Amro Abdelwahab

with the same service / physical address:

3814 N Percy Street, 2nd Floor, Philadelphia, PA 19140

and the same mailing address:

315 S Broad Street, Unit 0311, Philadelphia, PA 19107

2- Current / Updated Second Floor Account

That the current / updated account:

Account #0909622368

was connected to the same customer:

Amro Abdelwahab

with the same service / physical address:

3814 N Percy Street, 2nd Floor, Philadelphia, PA 19140

and the same mailing address:

315 S Broad Street, Unit 0311, Philadelphia, PA 19107

3- First Floor Account

That the first-floor account:

Account #4614262060

was also connected to the same customer:

Amro Abdelwahab

and the same property, with only the floor designation being different:

3814 N Percy Street, 1st Floor, Philadelphia, PA 19140

with the same mailing address:

315 S Broad Street, Unit 0311, Philadelphia, PA 19107

4- Confirmation of Common Ownership and Property Connection

That all of the above-mentioned accounts were associated with:

- the same customer name,
 - the same property,
 - and the same mailing address.
-

5- Clarification Regarding Mailing Address

That the mailing address used for the accounts was:

315 S Broad Street, Unit 0311, Philadelphia, PA 19107

and that this address was used only as a mailing address for receiving bills and correspondence, while the actual electric service / physical address was always:

3814 N Percy Street, Philadelphia, PA 19140

6- Internal Transfers and Billing Corrections

That PECO records and invoices show the existence of:

“Internal Matching / Transfer”

between accounts within the PECO system itself, confirming that these were internal account updates and billing corrections, and not the creation of a false address or submission of false information.

Additionally, official communications related to the PUC matter confirm:

- billing corrections,
- meter replacement,
- account reviews,
- and internal balance transfers between accounts associated with the same property.

These communications include:

- Formal PUC Complaint Docket Number:

C-2026-3062530

- Informal PUC Complaint Number:

BCS #4114157

PECO also officially confirmed the following:

- Electric service for:

3814 N Percy St, 1st Floor

was terminated while there was an open PUC complaint.

- PECO later:
 - replaced the meter on:
03/16/2026
 - and completed billing corrections on:
03/25/2026
- PECO also confirmed that the balance of:

\$1267.12

was incorrectly placed on:

Account #0909622368

associated with:

3814 N Percy St, 2nd Floor, Philadelphia, PA 19140

and that this balance was later removed on:

05/19/2026

- PECO also confirmed enrollment in:

CAP

with a:

CAP PIPP amount of \$20.00

These corrections and communications confirm that the accounts were undergoing internal review and correction processes connected to the same customer and same property, and were not fake or fraudulent accounts.

7- Clarification Regarding the Word “Philadelphia”

If possible, I also respectfully request clarification that any variation, omission, abbreviation, or typographical issue involving the spelling of the word:

“Philadelphia”

on certain invoices or mailing address records — such as appearing as:

“PHILADEPHIA”

(without the letter “L”)

was caused by formatting, abbreviation, printing, or internal PECO system issues, and not by any modification, alteration, or manipulation on my part.

The service address and mailing address consistently appeared in PECO’s official records and remained associated with the same customer, same accounts, and same property throughout the account history.

8- Additional Notes Requested

Please also include any notes related to:

- internal account transfers,
 - account updates,
 - billing corrections,
 - account number changes,
 - or any reviews connected to the same customer and same property.
-

I would also like to express that I wish to continue being a PECO customer, and I consider PECO to be one of the respected major companies in the United States. However, after the closure of the customer service office in Center City, it became much more difficult for me to explain my situation or easily find someone who could directly assist me.

These account, billing, and address issues have caused me significant stress and many difficult situations, but I am trying to resolve each issue step by step in a legal and organized manner. Therefore, I truly appreciate your support and continued cooperation so I can properly resolve all of these matters.

Thank you again for your time, cooperation, and assistance.

Sincerely,

Amro Abdelwahab

Phone: +1 (551) 359-6148

Email: alexstarchina@gmail.com

[Quoted text hidden]

amro abdelwahab <alexstarchina@gmail.com>
To: "Hines, Valerie L:(PECO)" <Valerie.Hines@exeloncorp.com>

Tue, May 19, 2026 at 10:53 AM

[Quoted text hidden]

Attachments Included:

1- PECO invoice for previous account:

Account #4149205510

showing the mailing address formatting/spelling issue where the word:

“Philadelphia”

appeared in the PECO-generated invoice as:

“PHILADEPHIA”

(without the letter “L”).

2- PECO invoice for the 1st Floor account:

Account #4614262060

showing:

- the service / physical address,
- and the mailing address.

3- PECO invoice for the 2nd Floor account:

Account #0909622368

showing:

- the service / physical address,
- the mailing address,
- and the Internal Matching / Transfer information.

I would also like to express that I wish to continue being a PECO customer, and I consider PECO to be one of the respected major companies in the United States. However, after the closure of the customer service office in Center City, it became much more difficult for me to explain my situation or easily find someone who could directly assist me.

These account, billing, and address issues have caused me significant stress and many difficult situations, but I am trying to resolve each issue step by step in a legal and organized manner. Therefore, I truly appreciate your support and continued cooperation so I can properly resolve all of these matters.

Thank you again for your time, cooperation, and assistance.

Sincerely,

Amro Abdelwahab

Phone: +1 (551) 359-6148

Email: alexstarchina@gmail.com

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3 attachments



peco I problem.pdf

1301K



first floor.pdf

3318K



second floor.pdf

3134K

Bills & Payment Statement

Account Information	
Account Number:	4614262060
Customer Name:	Abdelwahab,Amro
Meter Bill Group:	Monthly - Cycle 18
Account Status:	Active
Service Address:	3814 N Percy St *Fl 1st, Philadelphia, PA 19140
Billing Address:	
Requested By:	

Account
CAI
Payme

Account Activity

Transaction Date	Transaction Type	Billing Period	Reading Type	Meter #	Usage Type
30-APR-2026	MONTH-END BALANCE				
27-APR-2026	BILL-Elec - Residential	26-MAR-26 to 27-APR-26	Estimated	6043501967	KWH
23-APR-2026	BILL-Elec - Residential	12-MAR-26 to 26-MAR-26	Regular	6043501967	KWH
31-MAR-2026	MONTH-END BALANCE				
28-FEB-2026	MONTH-END BALANCE				
03-FEB-2026	BILL-Elec - Residential	27-JAN-26 to 03-FEB-26	Regular	6043501967	KWH
31-JAN-2026	MONTH-END BALANCE				
27-JAN-2026	BILL-Elec - Residential	26-DEC-25 to 27-JAN-26	Regular	6043501967	KWH
31-DEC-2025	MONTH-END BALANCE				

Account Balances	
Current Bill:	0.00
Bill Prior:	131.48
Deposit Requested:	30.00
Deposit On-Hand:	0.00
Pre-program Arrears:	0.00
Agreement Balance:	0.00
Account Balance:	226.61

Rate Schedule	
Rate	PECO Electric R
Schedule:	PECO Electric R

Usage Qty	Current Amount	Current Balance	Payoff Amount	Payoff Balance	Total Bill	Heating Degree Days
0	0.00	226.61	0.00	226.61	0.00	0
564	131.48	0.00	131.48	0.00	0.00	0
422	95.13	0.00	95.13	0.00	0.00	0
0	0.00	5.11	0.00	5.11	0.00	0
0	0.00	1,272.23	0.00	1,272.23	0.00	0
528	115.09	0.00	115.09	0.00	0.00	0
0	0.00	1,157.14	0.00	1,157.14	0.00	0
2443	529.18	0.00	529.18	0.00	0.00	0
0	0.00	669.84	0.00	622.85	0.00	0

Addendum - Historical Data

Account Number:	
Account Name:	
Account Status:	
Meter Bill Group:	

Service Address:
Mail To:

Account Transaction Activity

Transaction DT	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH
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Current Bill:	0.00	
Billed Prior:	0.00	
Balance Due:	0.00	
Credit Amount:	0.00	Rates:
Deposit Requested:	0.00	
Deposit On-Hand:	0.00	
CAP Pre-program Arrears:	0.00	
Payment Agreement Balance:	0.00	

	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance
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Heating Degree Days	Budget Bill Deferred Amt
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Bills & Payment Statement

Account Information	
Account Number:	0909622368
Customer Name:	Abdelwahab,Amro
Meter Bill Group:	Monthly - Cycle 18
Account Status:	Active
Service Address:	3814 N Percy St 2nd Fl, Philadelphia, PA 19140
Billing Address:	3814 N Percy St 2nd Fl, Philadelphia, PA 19140
Requested By:	

Account
CAI
Payme

Account Activity

Transaction Date	Transaction Type	Billing Period	Reading Type	Meter #	Usage Type
27-APR-2026	BILL-Elec - Residential	26-MAR-26 to 27-APR-26	Regular	J591823042	KWH
26-MAR-2026	BILL-Elec - Residential	25-FEB-26 to 26-MAR-26	Regular	J591823042	KWH
26-FEB-2026	PAYMENT				
25-FEB-2026	BILL-Elec - Residential	28-JAN-26 to 25-FEB-26	Regular	J591823042	KWH
25-FEB-2026	PAYMENT				
28-JAN-2026	BILL-Elec - Residential	02-JAN-26 to 28-JAN-26	Regular	J591823042	KWH
27-JAN-2026	BILL-Elec - Residential	23-DEC-25 to 02-JAN-26	Regular	J591823042	KWH

Account Balances	
Current Bill:	20.00
Bill Prior:	20.00
Deposit Requested:	0.00
Deposit On-Hand:	0.00
Pre-program Arrears:	0.05
Agreement Balance:	0.00
Account Balance:	45.11

Rate Schedule	
Rate Schedule:	PECO Electric R

Usage Qty	Current Amount	Current Balance	Payoff Amount	Payoff Balance	Total Bill	Heating Degree Days
109	20.00	0.00	20.00	0.00	0.00	0
43	20.00	0.00	20.00	0.00	0.00	0
0	-20.00	0.00	-20.00	0.00	0.00	0
89	20.00	0.00	20.00	0.00	0.00	0
0	-32.62	0.00	-32.62	0.00	0.00	0
68	20.00	0.00	20.00	0.00	0.00	0
18	6.67	0.00	6.67	0.00	0.00	0

Addendum - Historical Data

Account Number:	
Account Name:	
Account Status:	
Meter Bill Group:	

Service Address:
Mail To:

Account Transaction Activity

Transaction DT	Product Type	Credit Source	Billing Period	Read	Reading Type	Meter Equip Cd	KWH
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Current Bill:	0.00	
Billed Prior:	0.00	
Balance Due:	0.00	
Credit Amount:	0.00	Rates:
Deposit Requested:	0.00	
Deposit On-Hand:	0.00	
CAP Pre-program Arrears:	0.00	
Payment Agreement Balance:	0.00	

	KW	CCF	Transaction Amount	Balance Forward	Current Charges	Amt Due	Bill Due Dt	Total Balance
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Heating Degree Days	Budget Bill Deferred Amt
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**TEN DAY SHUT OFF NOTICE
(AVISO DE SUSPENSION DE SERVICIO EN 10 DIAS)**

Account Number: 0909622368
For Service To: 3814 N Percy St 2nd Fl
Date Prepared: April 28, 2026

Past Due Amt: \$1,287.12
New Billing: \$25.11
Total Amount: \$1,312.23

Your Electric/Gas Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 3814 N Percy St 2nd Fl on or after 8:00 a.m. on May 12, 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 \$1,287.12 in full before May 12, 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	<u>\$1,287.12</u>
• Deposit Past Due Amount of	<u>\$0.00</u>
• Agreement Unbilled Balance	<u>\$0.00</u>
• Total	<u>\$1,287.12*</u>

*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

If you have questions or need more information, please call us today at 1-888-480-1533. After you talk with us, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut off date. To contact the PUC call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

WINTER SHUT-OFF PROVISIONS (between Dec.1 - Mar.31)



- **Contact us BEFORE the shut-off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is below 250 percent of the federal poverty guideline, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in chart below for your household size, call us immediately at 1-888-480-1533. You will be required to provide us with proof of your income.

Monthly Income at 250 percent of Federal Poverty Level:

Household Size	1	2	3	4
Monthly Income	\$3,325	\$4,508	\$5,692	\$6,875

Add \$1,183 for each additional household member.

- **If we shut off your service between Dec.1 - Mar.31**, we will turn your service on within 24 hours of you meeting all requirements/conditions to have service reconnected.

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- PECO provides victims of domestic abuse and violence options and protections to start and keep electric and natural gas service. To qualify, customers can submit a current Protection From Abuse (PFA) or other court order showing domestic violence against the applicant or customer. **For more information, please contact us at: 1-888-480-1533.**
- Documentation of your income will be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill, you have certain legal protections. Call us at 1-800-494-4000.
- If you have trouble understanding or speaking English, please call us at 1-888-480-1533.
- If you have a disability or need help understanding this notice, please call us at 1-888-480-1533.
- If your service is shut off, you will have to pay more than the amount due on the front of this notice to have your service turned back on. You also may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.
- **If we shut off your service during NON-winter months (between Apr.1-Nov.30)**, we will restore your service within 3 days of you meeting all requirements/conditions to have service reconnected. Where digging is required, it may take up to 7 days.

¡Atención! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 1-888-480-1533.

LIHEAP, which is the **Low-Income Home Energy Assistance Program**, has money available that could help you keep your PECO electric and gas service active during the winter. **LIHEAP** is open every year Nov.1 to Apr.1 or until money runs out (*individual dates vary each year*). **DO NOT HESITATE; APPLY for LIHEAP AS SOON AS POSSIBLE DURING THE LIHEAP SEASON.**

**Call PECO's LIHEAP HELPLINE at
1-800-34-HELP-4
(1-800-344-3574)**

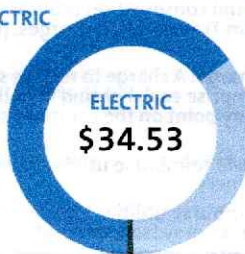
Name: AMRO ABDELWAHAB
Account Number: 0909622368
Phone Number: 551-359-6148
Service Address: 3814 N Percy St 2nd Fl, Philadelphia

Emergency and Repair

! 800-841-4141

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

PECO ELECTRIC DELIVERY



ELECTRIC SUPPLY
PECO
2301 MARKET STREET
PHILADELPHIA, PA 19103
800-494-4000
peco.com

TAXES & FEES

Billing Summary

Bill Date	04/27/2026
Charges/Credits from previous bill	\$1,287.12
Transfer - Internal Matching 3814 N Percy St 2nd Fl Philadelphia PA 19140	\$5.11
Total Other Charges	\$1,292.23

Current Period Charges

Electric	\$20.00
Total New Charges	\$20.00

Total Amount Due on 05/19/2026 \$1,312.23

General Information

Next scheduled meter reading: 05/29/2026

800-774-7040

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 800-494-4000 antes de la fecha de vencimiento.

peco.com/service

Customer Self Service - Manage Your Account 24/7
Start, stop and move your service

Online: **peco.com**

By Phone: **800-774-7040**

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

peco
AN EXELON COMPANY
2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

peco.com/ebill

Go paperless: receive and pay your bill online.

0004165 01 AV 0.59 **AUTO T6 0 8784 19140-311714 -C03-B1-P04169-I12 4



AMRO ABDELWAHAB
3814 N PERCY ST 2ND FL
PHILADELPHIA, PA 19140-3117



- ☐ Enroll in Automatic Payment. Complete form on reverse side.
- ☐ Pledge a donation to MEAF. Complete form on reverse side.

Account # 0909622368

877-432-9384

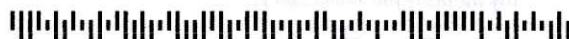
Pay by phone, a convenience fee will apply.

**Please pay this amount by
05/19/2026**

\$1,312.23

Payment Amount

\$



PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

090962236801000002061391312236



AN EXELON COMPANY

Account Number: 0909622368



AN EXELON COMPANY

Account Number: 0909622368 Page 2 of 3

1

Service Address 3814 N Percy St 2nd Fl,
Philadelphia, PA 19140

\$20.00

Electric Choice ID: 0901548633

Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Meter Reading Previous	Meter Reading Present	Difference	Multiplier X	Total Usage
03/26-04/27	591823042	General Service	Tot kWh	24885 Actual	24994 Actual	109	1	109

Total kWh Used: 109



ELECTRIC RESIDENTIAL SERVICE CAP

Service Period 03/26/2026 to 04/27/2026 - 32 days

PECO ELECTRIC DELIVERY		\$22.52
Customer Charge		11.30
Distribution Charges	109 kWh X 0.10276	11.20
Distribution System Improvement Charge		0.02
PECO ELECTRIC SUPPLY		\$12.02
Generation Charges	109 kWh X 0.10237	11.16
Transmission Charges	109 kWh X 0.00787	0.86
TAXES & FEES		-\$0.01
State Tax Adjustment		-0.01
CAP Adjustment		-14.53
Total Current Charges		\$20.00

Message Center

From PECO:

New charges contain estimated total state tax of \$2.31, including \$2.04 for State Gross Receipt Tax.

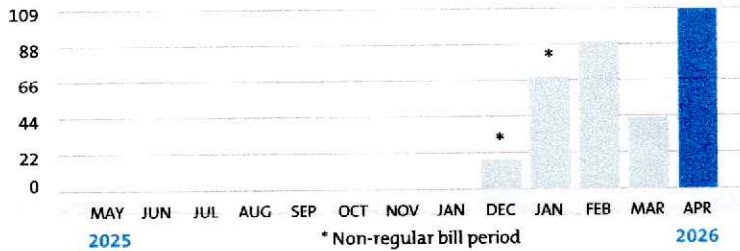
You are enrolled in PECO's Customer Assistance Program (CAP). A credit may be applied to your monthly bills to provide you affordable service.

Your original Pre-Program Arrearage balance was \$0.05 and is currently \$0.05.

Your Usage Profile

ANNUAL ELECTRIC USAGE

peco.com/WaysToSave
Save energy and money



Period	Usage	Avg Daily Usage	Days	Avg Daily Temp
Current Month	109	3.40	32	58
Last Month	43	1.50	29	50
Last Year	0	0.00	0	0

Avg kWh per Month 65
Total Annual kWh Usage 327



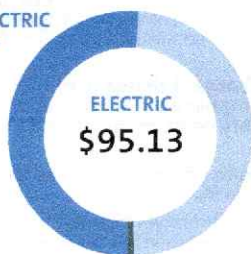
Name: AMRO ABDELWAHAB
Account Number: 4614262060
Phone Number: 551-359-6148
Service Address: 3814 N Percy St *Fl 1st, Philadelphia

Emergency and Repair

 **800-841-4141**

This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

 **PECO ELECTRIC DELIVERY**



 **TAXES & FEES**

 **ELECTRIC SUPPLY**
PECO
2301 MARKET STREET
PHILADELPHIA, PA 19103
800-494-4000
peco.com

Billing Summary

Bill Date	04/23/2026
Charges/Credits from previous bill	\$5.11
Transfer - Internal Matching 3814 N Percy St *Fl 1st Philadelphia PA 19140	-\$5.11

Current Period Charges

Electric	\$95.13
Total New Charges	\$95.13

Total Amount Due on 05/15/2026 \$95.13

General Information

Next scheduled meter reading: 04/29/2026

800-494-4000

If you have any questions or concerns, please call 800-494-4000 before the due date. Si tiene alguna pregunta, favor de llamar al numero 800-494-4000 antes de la fecha de vencimiento.

peco.com/service

Customer Self Service - Manage Your Account 24/7
Start, stop and move your service

 Online: **peco.com**

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

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

 **peco**SM
AN EXELON COMPANY
2301 Market Street
Philadelphia, PA 19103-1380

Pay Today!

 **peco.com/ebill**

Go paperless: receive and pay your bill online.

- ☐ Enroll in Automatic Payment. Complete form on reverse side.
- ☐ Pledge a donation to MEAF. Complete form on reverse side.

Account # 4614262060

 **877-432-9384**

Pay by phone, a convenience fee will apply.

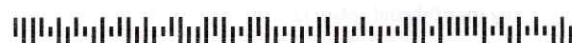
Please pay this amount by 05/15/2026 \$95.13

Payment Amount \$

0018266 01 AB 0.64 **AUTO T7 0 8782 19107-521315 -C01-B1-P18284-I12 4



AMRO ABDELWAHAB
315 S BROAD ST
UNIT 0311
PHILADELPHIA, PA 19107-5213



PECO - PAYMENT PROCESSING
PO BOX 37629
PHILADELPHIA PA 19101-0629

461426206001000951361350095136



AN EXELON COMPANY

Account Number: 4614262060

Page 2 of 2

1

Service Address 3814 N Percy St *Fl 1st,
Philadelphia, PA 19140

\$95.13

Electric Choice ID: 4610697530

Meter Information

Read Dates	Meter Number	Load Type	Reading Type	Previous	Meter Reading Present	Difference	Multiplier X	Total Usage
03/12-03/26	6043055638	General Service	Tot kWh	4300	4300 Actual	422	1	422

Total kWh Used: 422



ELECTRIC RESIDENTIAL SERVICE

Service Period 03/12/2026 to 03/26/2026 - 14 days

PECO ELECTRIC DELIVERY	\$48.63
Customer Charge	5.27
Distribution Charges	422 kWh X 0.10276 43.36
PECO ELECTRIC SUPPLY	\$46.52
Generation Charges	422 kWh X 0.10237 43.20
Transmission Charges	422 kWh X 0.00787 3.32
TAXES & FEES	-\$0.02
State Tax Adjustment	-0.02
Total Current Charges	\$95.13

Shopping Information Box

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

Electric Choice ID: 4610697530

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 \$6.36, including \$5.61 for State Gross Receipt Tax.

Your estimated electric price to compare adder is \$0.11 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.

Ways to Pay



Online

Visit peco.com/paybill where you can enroll in AutoPay, or make a one-time payment using your credit card or bank account.



Mobile App

Download the **PECO mobile app** for your Apple or Android device for the quickest and easiest way to manage your account and pay bill with one swipe of the finger.



Mail

Mail checks payable to PECO and write your account # on your check. Make sure to include the tear-off portion of your bill at the bottom of page 1.



Phone

Call **877-432-9384** to make a payment with a credit card, debit card, or your bank account.*



* Fees apply for card & phone payments.

No fees apply when you create a PECO My Account and pay using your bank account

8782-01-0018266-0002-0036913

June 8, 2026

Via Electronic Filing

Matthew Homsher, Esquire
Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Docket No. C-2026-3062530
Amro Abdelwahab v. PECO Energy Company
Answer of PECO**

Dear Secretary Homsher:

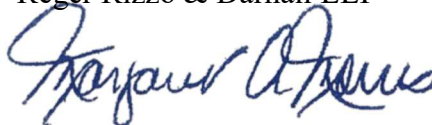
Attached for filing is the Answer of PECO Energy Company (Respondent) to the Complaint of Amro Abdelwahab (Complainant) in the above-referenced proceeding. **Please note, Respondent requests this matter be referred to the OALJ, Mediation Unit.**

A copy of the enclosed Answer has been served on the Complainant in the manner indicated on the attached Certificate of Service.

If there are any questions, please do not hesitate to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co
Enclosures

cc: OALJ, Mediation Unit, PA Public Utility Commission [w/encls.]
Anthony Gay, Esquire, PECO Energy Company [w/encls.]
Amro Abdelwahab [w/encls.]



Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
Harrisburg, PA 17105-3265
EFILING - FILING DETAIL

Date Created	Filing Number
6/8/2026	3069596

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.

Docket Number: C-2026-3062530

Case Description: Amro Abdelwahab v. PECO Energy Company

Transmission Date: 6/8/2026 3:14 PM

Filed On: 6/8/2026 3:14 PM

eFiling Confirmation Number: 3069596

File Name	Document Type	Upload Date
AbdelwahabANS.pdf	Answer to Formal Complaint	6/8/2026 3:13:57 PM

For filings exceeding 250 pages, the PUC is requiring that filers submit one paper copy to the Secretary's Bureau within three business days of submitting the electronic filing online. Please mail the paper copy along with copy of this confirmation page to Secretary, Pennsylvania Public Utility Commission, 400 North Street, Harrisburg PA 17120 a copy of the filing confirmation page or reference the filing confirmation number on the first page of the paper copy.

No paper submission is necessary for filings under 250 pages.

You can view a record of this filing and previous filings you have submitted to the PUC by using the links in the Filings menu at the top of the page. Filings that have been submitted within the last 30 days can be viewed by using the Recent Filings link. Older filings can be viewed by using the search options available in the Filing History link.

Re: Docket No. C-2026-3062530
Amro Abdelwahab v. PECO Energy Company
Answer of PECO

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been served upon the following person(s) in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Via Electronic Mail

Amro Abdelwahab
Alexstarchina@gmail.com

Dated: June 8, 2026


Margaret A. Morris, Esquire

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

AMRO ABDELWAHAB	:	
	:	
v.	:	Docket No. C-2026-3062530
	:	
PECO ENERGY COMPANY	:	

**ANSWER OF PECO ENERGY COMPANY
TO THE FORMAL COMPLAINT OF AMRO ABDELWAHAB**

PECO Energy Company (PECO or Respondent), by and through its attorneys, Reger Rizzo & Darnall LLP, pursuant to 52 Pa. Code § 5.61, hereby submits its Answer to the Formal Complaint filed by Amro Abdelwahab (Complainant). In response thereto, the Respondent avers and represents as follows:

1. Admitted upon information provided by the Complainant.

2. Admitted that the responding utility is PECO Energy Company.

3. Admitted that Respondent provides residential electric and gas service in the Complainant's name to 3814 N. Percy Street, Fl. 1st, Philadelphia, Pennsylvania (Service Address) under Account No. 4614262060 (Account).

4. Admitted that PECO Issued a termination notice. Denied that there are incorrect charges on the Account. Denied that there is a reliability or quality problem with the electric service provided. The Respondent specifically avers that at all times relevant to this proceeding,

its actions have been reasonable and performed in accordance with all applicable laws, as well as PECO's Commission-approved Tariff, the Pennsylvania Public Utility Code (Code), Commission regulations and orders.

The allegations in the Formal Complaint are not clear. The Complainant's handwriting in several instances is undecipherable. The Respondent is unable to ascertain several words/sentences. The Respondent, based on its business records and contacts with the Complainant, has attempted to respond to the allegations. However, to the extent that there may be other issues not apparent through a reasonable reading of the Formal Complaint, the Company reserves the right to respond appropriately and amend its Answer and New Matter as necessary. The Respondent specifically denies the Complainant's recitation of facts and events.

PECO denies that it has not complied with the Decision issued by Commission's Bureau of Consumer Services (BCS) which sustained the Informal Complaint and directed that the Complainant was not responsible for billed charges beginning January 2026 until PECO resolves the issues associated with its new billing system. The Account was enrolled in PECO's Customer Assistance Program on May 7, 2026, with a monthly CAP payment of \$20.00 for the electric service. The billed charges, in the amount of \$226.61 were reversed and directed adjustment was made. No payment has posted to the Account since established. The Account balance, as of May 28, 2026, is \$251.51.

The Respondent specifically denies that it did not handled the issues related to the Account consistent with its obligations under the Code. In determining whether Respondent has

violated the provisions of 66 Pa.C.S. § 1501, it must be understood that what is required is adequate, efficient, safe, and reasonable service and facilities, not “perfect service.” *Manuel A. Biason v. Metropolitan Edison Company*, PUC Docket No. C-00004450 (Opinion and Order entered December 19, 2001). Likewise, service must only be *reasonably* continuous and without *unreasonable* interruptions or delay. The Code does not mandate perfect service nor must a public utility provide the best possible service. Most certainly, a public utility is not a guarantor of either perfect service or the best possible service. *Re Metropolitan Edison Company*, 80 Pa. PUC 662 (November 19, 1993).

5. To the extent the allegations contained within this paragraph are construed to purport allegations of fact, rather than requests for relief, any such allegation of fact is denied. This paragraph contains a prayer for relief to which no response is required. The Respondent specifically denies that Complainant is entitled to the relief requested.

6. No response required.

7a. Admitted there is an underlying Informal Complaint that was sustained and not timely appealed.

7b. No response required.

7c. To the extent the allegations contained within this paragraph are construed to purport allegations of fact, rather than the Complainant’s opinions, beliefs or requests for relief,

any such allegation of fact is denied. PECO specifically denies that it provided unreasonable or inadequate service in handling the concerns/issues of the Complainant. Strict proof substantiating this allegation is demanded at hearing.

8. No response required.

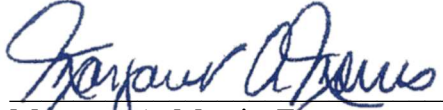
9. No response required.

10. No response required.

11. No response required.

WHEREFORE, PECO Energy Company, requests that the Formal Complaint filed by Amro Abdelwahab be dismissed with prejudice or denied in its entirety. **In the alternative, Respondent requests that this matter be referred to the Office of Administrative Law Judge's Mediation Unit.**

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Margaret A. Morris', is written over a horizontal line.

Margaret A. Morris, Esq.

Attorney I.D. # 75045

Reger Rizzo & Darnall, LLP

Cira Centre, 13th Floor

2929 Arch Street

Philadelphia, PA 19104-2899

(215) 495-6524 (voice)

(215) 495-6600 (fax)

mmorris@regerlaw.com

Dated: June 8, 2026

Attorney for PECO Energy Company

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

AMRO ABDELWAHAB	:	
Complainant	:	
	:	
v.	:	Docket No. C-2026-3062530
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

VERIFICATION

I, Valerie Hines, hereby state that the facts set forth above are true and correct to the best of my knowledge, information and belief and that I expect PECO Energy Company to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904.

06/08/2026
Date

Valerie L. Hines
Valerie Hines



amro abdelwahab <alexstarchina@gmail.com>

Request for Final Resolution, Compensation, and Closure of Accounts #4614262060 and #0909622368

1 message

amro abdelwahab <alexstarchina@gmail.com>
To: "Hines, Valerie L:(PECO)" <Valerie.Hines@exeloncorp.com>

Fri, Jun 5, 2026 at 6:08 AM

Dear Ms. Hines,

Thank you for your recent response regarding Formal Complaint No. **C-2026-3062530** and for confirming the implementation of portions of the PUC decision issued under **BCS #4114157**.

I appreciate PECO's confirmation of the following:

- The correction of the improper transfer of approximately **\$1,267.12** to Account #0909622368;
- Completion of my **CAP enrollment** with a monthly **PIPP amount of \$20.00**;
- Replacement of the defective meter;
- Billing corrections related to the disputed period;
- Confirmation that service was terminated while an active PUC complaint was open.

However, the billing errors, delayed implementation of the PUC decision, service interruption during an active dispute, defective meter issues, and improper internal account transfers caused substantial hardship, damages, and financial losses to me and my family.

In an effort to resolve this matter amicably and avoid any further legal escalation, I respectfully request consideration of the following settlement terms:

Requested Settlement

1. Full Waiver of Remaining Balances

I respectfully request the complete removal and closure of all remaining balances associated with:

Account #0909622368
(Current balance approximately **\$65.11**)

and

Account #4614262060
(Current balance approximately **\$266.00**)

Including:

- Any arrears;
- Fees;
- Penalties;
- Disputed charges;
- Any remaining balances related to the disputed period.

I believe that a full waiver of these balances would be a fair and reasonable resolution in light of the PUC decision, the errors acknowledged by PECO, the delay in implementing the decision, and the hardship suffered by my family.

2. Additional Compensation / Goodwill Resolution

Due to the losses, financial hardship, and time spent addressing these issues, I respectfully request additional compensation, account credits, or other appropriate relief.

I respectfully ask PECO to consider one or more of the following forms of resolution:

- **Bill Credit**
- **Compensation Credit**
- **Goodwill Credit**
- **Hardship Adjustment Waiver**
- **Refund**
- Any other reasonable compensation for documented losses resulting from this matter.

This request is based on:

- Service termination during an active PUC complaint;
- Billing generated from a meter later determined to be defective;
- Improper transfer of balances between accounts;
- Delayed implementation of the PUC decision;
- Significant time spent attempting to resolve the matter;
- Ongoing hardship and stress caused by the dispute and shutoff threats.

The PUC decision required corrective action within 20 days of March 5, 2026. However, the issues, corrections, and resulting impacts continued well beyond that period and remained unresolved until after I filed a formal PUC complaint.

Damages and Hardship Experienced

This matter caused significant hardship and damages to my family, including:

- **Wrongful or improper service shutoff during an active PUC complaint;**
- **Related damages resulting from the service interruption;**
- **Spoiled food and household losses caused by power outages;**
- **Appliance issues and potential damage to household electrical and electronic equipment due to repeated service interruptions and reconnections;**
- **Relocation costs, including temporary stays in Airbnb accommodations when my family could not safely remain in the property because electricity was unavailable;**
- **Loss of income and business opportunities due to the extensive time spent on calls, emails, document submissions, complaint filings, and follow-up efforts;**
- **Legal fees, attorney consultations, and legal assistance required to address the account, billing, and address-related issues;**
- **Time, travel, and administrative costs associated with dealing with PECO, the PUC, and other government agencies;**
- **Emotional stress and family hardship, particularly affecting my household and my four young children.**

As a self-employed individual, I lost substantial work time and income while attempting to resolve these issues.

I also incurred legal expenses and attorney consultation costs in connection with the account disputes, billing corrections, address-related issues, and related matters.

Government Agency Issues Caused by Account and Address Problems

The account, billing, and address issues also created significant difficulties with various government agencies, including **PennDOT, the DMV, and Risk Management.**

I was required to spend substantial time providing documentation and explanations regarding the accounts, addresses, and billing records, and demonstrating that the issues resulted from PECO's internal reviews, corrections, account updates, and billing adjustments rather than any inaccurate information provided by me.

These issues resulted in delays, additional communications, administrative burdens, legal consultations, and significant time away from work and family responsibilities.

Request for Official Address and Account Confirmation

I also respectfully request an official letter, statement, or account record update confirming the accuracy of the accounts and addresses associated with the property.

Specifically, I request confirmation that:

- The accounts referenced in this matter were associated with the same customer and property;
 - Internal account transfers, account updates, billing corrections, and meter-related reviews occurred as part of PECO's internal processes;
 - Any spelling, formatting, printing, abbreviation, or typographical variations appearing in account records or invoices—including the appearance of "**PHILADEPHIA**" instead of "**PHILADELPHIA**"—were the result of formatting, printing, system updates, or internal administrative processes, or alternatively be officially corrected in current records where appropriate;
 - Such variations were not caused by any false, inaccurate, or misleading information submitted by me.
-

Good-Faith Request for Final Resolution

I am attempting to resolve this matter professionally and in good faith without further legal action.

Accordingly, I respectfully request written confirmation regarding:

1. Full waiver of the remaining balances on both accounts;
2. Closure of all arrears, fees, penalties, and disputed charges;
3. Confirmation that no negative account flags, fraud indicators, or future shutoff actions remain associated with this matter;
4. Any **Refund, Rebate, Bill Credit, Compensation Credit, Goodwill Credit, or Hardship Adjustment Waiver** PECO is willing to provide in recognition of the damages, hardship, expenses, and losses described above;
5. Confirmation that the PUC decision has been fully implemented;
6. Issuance of an official account/address confirmation letter or correction as described above.

I would also like to emphasize that I wish to remain a PECO customer and that I respect PECO as one of the major utility providers in the United States. My goal is not escalation, but rather a fair and complete resolution that addresses the damages and hardship caused by these issues and closes this matter in a fair and equitable manner for all parties.

Thank you for your time, attention, and consideration.

Sincerely,

Amro Abdelwahab
alexstarchina@gmail.com
(551) 359-6148