



Heather Van Horn <hvanhorn200@gmail.com>

Formal PUC case C-2026-3063411 Account# 9610237000

2 messages

Crespo, Lisa M:(PECO) <Lisa.Crespo@exeloncorp.com>
To: Heather Van Horn <hvanhorn200@gmail.com>
Cc: "Davis, Leslie:(PECO)" <Leslie.Davis2@exeloncorp.com>

Thu, Jul 2, 2026 at 12:42 PM

Good afternoon. I am following up on my email from 6/29/26. Please see below and provide a response.
Thank you!

From: Crespo, Lisa M:(PECO)
Sent: Monday, June 29, 2026 10:02 AM
To: 'Heather Van Horn' <hvanhorn200@gmail.com>
Cc: Harris, Kaleemah:(PECO) <Kaleemah.Harris@exeloncorp.com>; Davis, Leslie:(PECO) <Leslie.Davis2@exeloncorp.com>; Johnson, Kristin J:(PECO) <Kristin.Johnson@exeloncorp.com>
Subject: RE: [EXTERNAL]PUC Complaint 4111985 Account# 9610237000

Good morning Ms. Vanhorn.

This morning, I met with the appropriate departments to discuss your case.

We have identified the issue. We are making the corrections that will take effect with your next bill cycle, 7/30/2026.

In the meantime, I will follow your account to ensure the changes are implemented.

I will be your direct contact moving forward for this issue. Feel free to email me or call me at 267-533-0257.

Can PECO close this formal PUC case, and have you continue working with me directly?

Thanks in advance.

Best regards,

Lisa Crespo

Lisa Crespo

(She, Her, Hers)

Senior Regulatory Assessor

Regulatory Performance

Lisa.Crespo@exeloncorp.com



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From: Heather Van Horn <hvanhorn200@gmail.com>

Sent: Wednesday, June 24, 2026 3:05 PM

To: Harris, Kaleemah:(PECO) <Kaleemah.Harris@exeloncorp.com>

Cc: Crespo, Lisa M:(PECO) <Lisa.Crespo@exeloncorp.com>

Subject: Re: [EXTERNAL]PUC Complaint 4111985 Account# 9610237000

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Thank you for the update. I look forward to hearing from Lisa regarding the ongoing billing and budget issues.

On Wed, Jun 24, 2026 at 2:44 PM Harris, Kaleemah:(PECO) <Kaleemah.Harris@exeloncorp.com> wrote:

Good Afternoon Ms. Van horn,

After further review it has been determined the full credit of \$-1,181.71, which represents duplicate usage charges for bills rendered 9/24/25(\$227.32), 10/24/25(\$278.63), 11/24/25(\$237.47) and 12/23/25(\$438.29); that were cancelled as indicated in bill issued 1/26/26 under the Billing Summary was not included in the 1/26/26 bill, only a credit of \$-344.32 was provided. Therefore, a credit of \$-837.39 was issued on your account on 6/23/26 for the difference between both amounts(\$1,181.71 less \$344.32).

The account balance of \$119.39 was deducted from the credit of \$-837.39, resulting in a remaining excess credit of \$-718.00.

For clarity the bill issued 1/26/26, which requested \$1,588.45 consists of \$1,223.25, which is the balance from the bill issued 12/23/25 + defaulted agreement balance \$492.21(\$1,715.46 total balance) less payment of \$305 that posted 1/15/26(\$1,410.46 total balance) + current charges \$522.31, which consist of budget \$266 + supplier charges \$256.31(\$1,932.77 total balance) less credit of \$-344.32.

Due to the Formal complaint filed, Lisa Crespo who is also copied on this email will be addressing your concerns further regarding the budget and any other billing issues.

Thank you

Kaleemah

From: Harris, Kaleemah:(PECO)
Sent: Monday, June 1, 2026 5:43 PM
To: Heather Van Horn <hvanhorn200@gmail.com>
Subject: RE: [EXTERNAL]PUC Complaint 4111985 Account# 9610237000

You are welcome.

From: Heather Van Horn <hvanhorn200@gmail.com>
Sent: Monday, June 1, 2026 5:41 PM
To: Harris, Kaleemah:(PECO) <Kaleemah.Harris@exeloncorp.com>
Subject: Re: [EXTERNAL]PUC Complaint 4111985 Account# 9610237000

Thank you for the update.

On Mon, Jun 1, 2026 at 3:57 PM Harris, Kaleemah:(PECO) <Kaleemah.Harris@exeloncorp.com> wrote:

Good Afternoon Ms. Van horn,

I just wanted to touch base with you and let you know the account is still being reviewed. I apologize for the delay and will contact you with the status once a response is received.

Thanks

Kaleemah

From: Harris, Kaleemah:(PECO)
Sent: Tuesday, May 19, 2026 11:04 AM
To: 'Heather Van Horn' <hvanhorn200@gmail.com>
Subject: RE: [EXTERNAL]PUC Complaint 4111985 Account# 9610237000

Good Morning Ms. Van horn,

You are welcome. I had an opportunity to review your account, and it has been determined the supplier charges are being included with the budget amount for current charges, that is why the amounts are conflicting. PECO records also confirm the duplicate charges you were billed totaling \$1,181.71 were cancelled as indicated on billing issued 1/26/26 under the Billing Summary and a credit of \$-1,602.10 was also issued on account 2/20/26 to satisfy the PUC decision stating you are not responsible for any bills for usage from September 2025 to 2/18/26.

However, I have sent the account to our Billing department today regarding the budget issue and for clarification on other questions I have regarding calculations, amounts, accuracy of billing, etc. and will let you know the status once a response is received.

Thanks

Kaleemah

From: Heather Van Horn <hvanhorn200@gmail.com>
Sent: Monday, May 11, 2026 6:54 PM
To: Harris, Kaleemah:(PECO) <Kaleemah.Harris@exeloncorp.com>
Subject: Re: [EXTERNAL]PUC Complaint 4111985 Account# 9610237000

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Thank you. I look forward to hearing from you.

On Mon, May 11, 2026 at 6:07 PM Harris, Kaleemah:(PECO) <Kaleemah.Harris@exeloncorp.com> wrote:

Good Evening Ms. Van horn,

I apologize for the delayed response. The account will be reviewed to address your concerns, and I will let you know the status.

Thank You

Kaleemah

From: Heather Van Horn <hvanhorn200@gmail.com>
Sent: Thursday, April 30, 2026 9:58 AM
To: Harris, Kaleemah:(PECO) <Kaleemah.Harris@exeloncorp.com>
Subject: [EXTERNAL]PUC Complaint 4111985 Account# 9610237000

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EXTERNAL MAIL. Do not click links or open attachments from unknown senders or unexpected Email.

Dear Kaleemah,

I understand that you are my assigned analyst for my PUC Complaint. I am hoping you can please review my account and have my account corrected or elevate this matter to someone who can help.

I am still having problems with my decision and my billing account is still not being calculated correctly and it has now been 3 billing cycles. I have attached copies of my latest bills, the PUC decision and the PECO acknowledgement letter.

As you can see, I am supposed to be on a monthly budget of \$266.00. My bills are saying higher amounts due for March and April and none of the numbers match anything on the bill. (prior credits, actual usage, the budget amount etc.).

The decision also says we are not responsible for any bills for usage from September 2025 to 2/18/26 and we made monthly payments that whole time, so we should have a credit on our account.

I keep calling PECO and no one can explain what is going on. I keep getting told someone will contact me or my next bill will be corrected and I have not heard from anyone.

I contacted PUC, they suggested I file a formal complaint. I am hoping we can get this resolved before I have to start that process. We are good customers, who never had any problems with our account until my account was cancelled in error by someone incorrectly requesting to start service at my address in error.

Thank you in advance for your attention to this matter.

I can be reached at 215-353-0216 or hvanhorn200@gmail.com.

Thank you.

Heather Van Horn

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Heather Van Horn <hvanhorn200@gmail.com>
To: "Crespo, Lisa M:(PECO)" <Lisa.Crespo@exeloncorp.com>

Thu, Jul 2, 2026 at 12:51 PM

I would prefer to keep the PUC case open until this matter is fully resolved. Thank you for your assistance.

[Quoted text hidden]