

Rep. Jennifer O'Mara, CHAIR
Southeast Delegation
165th Legislative District



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Harrisburg, PA 17120
717-783-4090

April 25, 2025

Mr. Doug Oliver
Senior Vice President
Government, Regulatory & External Affairs
PECO
2301 Market Street
Philadelphia, PA 19103
Sent via electronic mail

Subject: Urgent Resolution Required for Unacceptable Billing Issues Affecting Constituents

Dear Mr. Oliver:

Over the past year, our offices have received a number of complaints from constituents regarding inexplicable and unacceptable billing errors originating from PECO. These issues—beginning summer of 2024—have resulted in prolonged uncertainty.

Constituents were left without energy bills for months, only to later receive massive, retroactive charges with no warning or clear explanation. Others remain in limbo, awaiting statements for services rendered a year ago. PECO itself has admitted that this has impacted 10,000 customers but has failed to provide any viable recourse. Instead, PECO has forced individuals into an indefinite state of confusion and financial hardship.

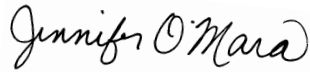
Efforts to resolve these issues through direct engagement with PECO have proven futile. We have been informed that corrections must be manually processed, case by case, with no avenue for expedited resolution. This is not acceptable.

While we acknowledge PECO's offer of payment plans for affected customers, it is far from a sufficient response. Constituents deserve a real, substantive solution—one that is timely and transparent. We demand that PECO immediately implement a plan to rectify these billing errors in a manner that does not continue to place an undue burden on the individuals who rely on your services.

The lack of urgency displayed in addressing these matters is deeply concerning. It is PECO's responsibility to uphold trust and provide reliable service to its customers. A failure to act decisively and transparently will warrant more public inquiry and intervention.

We expect a prompt response outlining the corrective measures PECO will take to ensure this issue is fully resolved without further hardship to our constituents.

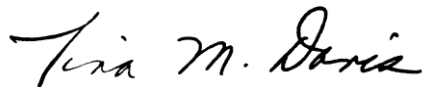
Sincerely,



Rep. Jennifer O'Mara
SE Delegation Chair
165th Legislative District
Delaware County




Rep. Leanne Krueger
Democratic Caucus Administrator
161st Legislative District
Delaware County



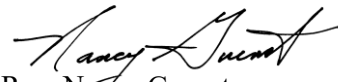
Rep. Tina M. Davis
Democratic Caucus Secretary
141st Legislative District
Bucks County



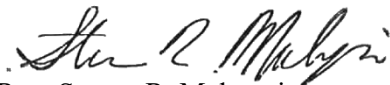
Rep. Liz Hanbidge
SE Delegation Vice Chair
61st Legislative District
Montgomery County



Rep. Christina D. Sappey
SE Delegation Vice Chair
158th Legislative District
Chester County



Rep. Nancy Guenst
SE Delegation Secretary
152nd Legislative District
Montgomery County



Rep. Steven R. Malagari
SE Delegation Treasurer
53rd Legislative District
Montgomery County



Rep. Tim Brennan
SE Delegation Bucks County Vice Chair
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Rep. Gina H. Curry
SE Delegation Delaware County Vice Chair
164th Legislative District
Delaware County



Rep. Joseph G. Webster
SE Delegation Montgomery County Vice Chair
150th Legislative District
Montgomery County



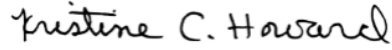
Rep. Lisa A. Borowski
SE Del Vice Chair of Member Engagement
168th Legislative District
Delaware County



Rep. Joseph P. Ciresi
146th Legislative District
Montgomery County



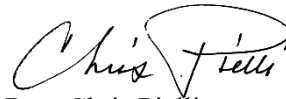
Rep. Paul Friel
26th Legislative District
Chester County



Rep. Kristine C. Howard
167th Legislative District
Chester County



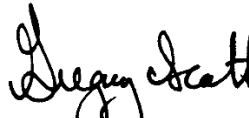
Rep. Napoleon Nelson
154th Legislative District
Montgomery County



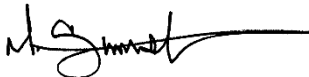
Rep. Chris Pielli
156th Legislative District
Chester County



Rep. Jim Prokopiak
140th Legislative District
Bucks County



Rep. Greg Scott
54th Legislative District
Montgomery County



Rep. Melissa Shusterman
157th Legislative District
Chester County



Rep. Dan K. Williams
74th Legislative District
Chester County

Cc: Stephen M. DeFrank, Pennsylvania Public Utilities Commission Chair