

Homeowners Instructions for Notifying PECO Requesting Rate Change to Electric Heat Service for Heat Pumps

1. Customer to call - 1-800-494-4000
2. Choose option 2 for Account Balance/Payment Options/Bill Information.
3. Choose option 1 for Check Your Balance/Request a Duplicate Bill /Enroll in Budget Billing.
4. Enter your account number or telephone number.
5. Once you start to hear you account information you can press 0 at any time.
6. When the CSR answers, provide account number and explain you are requesting a rate change to Electric Heat service. Explain that your heat pump is already installed.
7. The CSR will transfer the call the High Bill Field group. This group will schedule an appointment to visit the property and verify the heat pump is installed. The Field Representative who visits the property will then process the rate change in PECO's billing system.