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June 30, 2023

Via Electronic Filing

Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

**Re: Duquesne Light Company - Default Service Plan IX
Standard Offer Program Call Monitoring Report
Docket No. P-2020-3019522**

Dear Secretary Chiavetta:

Enclosed for filing, please find an original copy of Duquesne Light Company's ("Duquesne Light" or the "Company") Standard Offer Program Call Monitoring Report ("SOP Call Monitoring Report"). The SOP Call Monitoring Report is filed pursuant to the *Joint Stipulation of Duquesne Light Company, The Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania, and The Office of Consumer Advocate* ("Joint Stipulation"), approved by the Pennsylvania Public Utility Commission by Order entered January 14, 2021, at Docket No. P-2020-3019522. The Joint Stipulation provides in relevant part that the Company will submit a call monitoring report around the midpoint of its Default Service Plan IX regarding its efforts to monitor Allconnect's compliance with the customer service education script.

Should you have any questions, please do not hesitate to contact me.

Respectfully Submitted,

A handwritten signature in blue ink that reads "Michael Zimmerman".

Michael Zimmerman
Manager & Assistant General Counsel,
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Enclosures

Cc: Certificate of Service

CERTIFICATE OF SERVICE

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

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Standard Offer Program – Call Monitoring Report

06/30/2023

Introduction and Background

Duquesne Light Company (“DLC” or “the Company”) submits this Standard Offer Program Call Monitoring Report (“Report”) pursuant to the *Joint Stipulation of Duquesne Light Company, The Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania, and The Office of Consumer Advocate* (“Joint Stipulation”), approved by the Pennsylvania Public Utility Commission by Order entered January 14, 2021, at Docket No. P-2020-3019522. The Joint Stipulation provides in relevant part:

Per its initial proposal, DLC will outsource administration of the SOP to a third party, initially Allconnect. The costs associated with the third party administrator will be recovered, as proposed by DLC, from participating EGSs. As part of its transition to Allconnect, DLC agrees to develop customer education scripts that are consistent with the practices of Pennsylvania’s EDCs that currently utilize third party SOP administrators. DLC will provide these scripts to the parties for review/comment. Upon implementation of such scripting, DLC agrees to monitor Allconnect’s adherence to the scripts at regular intervals to ensure compliance and provide a report of its efforts at the midpoint of DSP IX, including a random sampling of call recordings of monitored solicitations, as part of such report. Additionally, DLC will provide a report in its next Default Service filing that will document the third party administrator’s compliance with the Company’s SOP directives.

Joint Stipulation ¶(a).

Pursuant to the Joint Stipulation, the Company developed and implemented SOP scripts with input from parties to the Default Service IX proceeding. These scripts are attached as Appendix A. This Report summarizes the results of the Company’s monitoring of Allconnect’s adherence to these scripts, as provided under the Joint Stipulation.

Call Sampling and Evaluation

This Report covers calls that occurred during the period of April 2021 through February 2023. The Company used random sampling to select calls to monitor. The Company monitored 160 calls during this period as follows:

- April 2021 through May 2022: 10 calls from each month.
- June 2022 through November 2022: SOP was not offered due to lack of EGS participation; there were no SOP calls during this period.
- December 2022: Suppliers resumed participation in SOP. Because of the six-month gap in offering the SOP, the Company chose to monitor 30 calls from December 2022.
- January 2023 through February 2023: SOP was not offered due to lack of EGS participation; there were no SOP calls during this period.

Suppliers resumed participation in the SOP in March 2023. The Company has resumed call monitoring accordingly, but calls beginning March 2023 are not included in this Report. A random sampling of monitored calls may be made available to Default Service IX parties upon request, subject to appropriate safeguards to protect confidential customer information.

For each SOP call monitored, DLC tracked:

- Call Recording File Number
- Customer Name
- Adherence/Failure to Scripting
- Timestamp of Scripting within Call
- Duration of Scripting within Call
- Name of Evaluator
- Date of Evaluation

The Company's review yielded the following results:

Table 1: Analytics for SOP Scripting Adherence (April 2021- February 2023)

SOP CALL SCRIPTING AUDIT	DATA
TOTAL NUMBER OF CALLS EVALUATED	160
NUMBER OF CALLS ADHERING TO SCRIPTING	158
NUMBER OF CALLS FAILING SCRIPTING REQUIREMENTS	1
DISCONNECTED CALL	1
PERCENTAGE OF ACCURACY	99%

Conclusion

The Company's review indicates that its third-party SOP administrator has closely adhered to the Company's SOP scripts. Consistent with the Joint Stipulation, the Company will continue to monitor calls for adherence to SOP scripting and will report results along with its next Default Service Plan filing.

Appendix A: Allconnect Script

Welcome to Allconnect. My name is <agent name> on a recorded line. May I have the last name on the account please?

In Pennsylvania you can choose the company that generates your electricity – also known as your electric generation supplier. To encourage choice, the State Utility Commission has made the Standard Offer Program available to you.

The Standard Offer Program offers a fixed price of [xx] cents per kilowatt-hour for one year provided by an Electric Generation Supplier. The fixed Standard Offer Program price provides a 7% discount off today's Price to Compare, which is [xx] cents per kilowatt-hour. The Price to Compare will change again on the first of June and December. The Standard Offer Program price will remain the same for one year, but the Price to Compare could be higher or lower than the Standard Offer Program price during this period.

Duquesne Light is still your utility company and is responsible for supporting all of your billing and service needs. You will continue to receive only one bill from Duquesne Light, which will include the supplier's charges. You can cancel this contract anytime without penalty and select another supplier or return to default service with Duquesne Light for service at the Price to Compare.

I can enroll you with an approved supplier of your choice from our list or I can select one for you. You also have the option to remain with Duquesne Light. Do you have questions?

[After answering the customer's questions, AllConnect would then ask:]

Do you agree to be enrolled with a supplier for this program?

Do you know a supplier that you would like to select for this program, or would you like me to select one for you from a rotating list?

[Know Supplier or Random Selection]

I've selected [SUPPLIER] as your supplier for the Standard Offer Program, is that ok?

If No: [The Allconnect agent thanks the customer and terminates the call.]

If Yes: I have Initiated the selection of [SUPPLIER] as your supplier for the Standard Offer Program. They will send you detailed documentation to you in the mail within the next few days. Depending on your billing cycle, the supplier will begin to show on your Duquesne Light bill within 1 billing cycle.

Please remember that you should continue to contact Duquesne Light for any questions related to your electric service, regardless of who you choose as a supplier, and you can make changes to your supplier at any time.

We encourage you to make note of the Price to Compare portion of your utility bill monthly and if the Price to Compare goes below what you are paying for electricity through the standard Offer Program, you can call back to re-enroll in the Program, enroll with another

supplier, or switch back to Duquesne Light without incurring any penalties or fees. At the end of the first 12 months, your supplier's rates may change, and they will contact you with more information. You will continue to be enrolled with your current supplier unless you select a different supplier or call back to receive service from Duquesne Light.

Thank you for calling.