



An Exelon Company

Richard G. Webster, Jr.
Vice President

PECO
Regulatory Policy and Strategy
2301 Market Street
S15
Philadelphia, PA 19103

Telephone 215.841.4000
Fax 215.841.6208
www.peco.com
dick.webster@peco-energy.com

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June 4, 2015

JUN - 4 2015

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17105-3265

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Petition of PECO Energy Company for Temporary Waiver of Regulations Related to the Required Days in a Billing Period – Tariff Compliance Filing in Accordance with Docket No. P-2014-2446292 – Quarterly Monitoring Report

Dear Secretary Chiavetta:

Pursuant to Commission Order at Docket No. P-2014-2446292, entered on December 4, 2014, PECO Energy Company ("PECO") is filing the following quarterly report of its monitoring efforts and results of the Off-Cycle Switching bill program. The report includes the information listed on pages 15 and 16 of the Order. PECO is also providing the results to the Commission's Bureau of Consumer Services, the Office of Competitive Market Oversight, the Bureau of Investigation and Enforcement, the Office of Consumer Advocate, the Office of Small Business Advocate, and the Retail Energy Supply Association. This report will be provided every three months through the end of the Commission approved temporary waiver period of December 31, 2016.

If you have any questions regarding this matter, please call Rich Schlesinger at 215-841-5771.

Sincerely,

A handwritten signature in black ink, appearing to read "R Chiavetta", with a long horizontal flourish extending to the right.

cc: Alexis Bechtel, Bureau of Consumer Services
Kirk House, Office of Competitive Market Oversight
J. E. Simms, Director, Bureau of Investigation & Enforcement
Office of Consumer Advocate
Office of Small Business Advocate
Retail Energy Supply Association

OFF CYCLE SWITCHING – PUC REQUIRED REPORTING

Petition of PECO Energy Company for Temporary Waiver of Regulations Related to the Required Days In a Billing Period – Docket P-2014-2446292	PUC Report Filing Date
<p><i>Specifically, we direct PECO to provide a report of its monitoring efforts and results to the Commission's Bureau of Consumer Services and Office of Competitive Market Oversight, the statutory advocates and RESA three months from the date this Order is entered, and every three months thereafter.</i></p>	<p>June 4, 2015</p>

Description of Reports				
<ol style="list-style-type: none"> 1. Total number of customers receiving BOSS bills and the subsequent short-period on-cycle bill for each month. 2. Average number of BOSS bills per-customer during a normal billing cycle. <div style="margin-left: 20px;">Note: Only for the customers that switched</div> 3. Number of customers receiving more than one BOSS bill during a normal billing cycle. 4. The highest number of BOSS bills provided to one customer during each month. 				
Report Data for December 17, 2014 to April 30, 2015				
	#1	#2	#3	#4
	Accts Receiving BOSS Bills	Avg. BOSS Bills Per Acct	Accts With >1 BOSS Bill	Highest Nbr BOSS Bills
Dec-14	7,629	1.04	308	3
Jan-15	22,456	1.08	1,634	5
Feb-15	20,646	1.09	1,655	5
Mar-15	18,845	1.07	1,172	4
Apr-15	19,067	1.06	1,142	4

Description of Report

5. Number of late payments associated with a BOSS bill and the average number of days late during the reporting period and since implementation of BOSS billing.

Report Data for December 17, 2014 to April 30, 2015

	Num Late Pymts	Avg Days Late
Dec-14	2,989	38
Jan-15	9,493	36
Feb-15	8,833	30
Mar-15	7,685	22
Apr-15	7,552	9
Total	36,552	
Average		23

Note: The monthly decrease in the average number of days late does not represent a trend. The bills in the later months have had a limited number of days since the bill due date that the bills could be late.

Description of Report

6. Number of late payments associated with a short-period on-cycle bill and the average number of days late during reporting period and since implementation of BOSS billing.

Report Data for December 17, 2014 to April 30, 2015

	Num Late Pymts	Avg Days Late
Dec-14	314	39
Jan-15	5,933	36
Feb-15	6,707	30
Mar-15	5,879	23
Apr-15	6,007	9
Total	24,840	
Average		24

Note: The monthly decrease in the average number of days late does not represent a trend. The bills in the later months have had a limited number of days since the bill due date that the bills could be late.

Description of Report

7. Number of customer contacts related to PECO's BOSS billing during each month.

Report Data for December 17, 2014 to April 30, 2015*

	BOSS Billing related customer calls into call center
Dec-14	107
Jan-15	1,265
Feb-15	1,293
Mar-15	1,135
Apr-15	954
Total	4,754

* The numbers for Dec-14 and Jan-15 have been revised to reflect updated information. Previously reported numbers were Dec-14 = 80 and Jan-15 = 879.

Description of Report

8. Total cost of providing BOSS bills and subsequent short-period on-cycle bills since implementation of BOSS billing.

Note: Only reporting incremental costs of Off Cycle Switching, excluding project costs.

Report Data for December 17, 2014 to April 30, 2015

	# Off Cycle E-Bills	Cost E-Bills	# Off Cycle Paper Bills	Cost Paper Bills	Total Cost
Dec-14	916	\$183	7,030	\$3,515	\$3,698
Jan-15	2,515	\$503	20,733	\$10,367	\$10,870
Feb-15	2,494	\$499	18,808	\$9,404	\$9,903
Mar-15	2,299	\$460	19,208	\$9,604	\$10,064
Apr-15	2,067	\$413	19,175	\$9,588	\$10,001
Total	10,291	\$2,058	84,954	\$42,477	\$44,535

Description of Report

9. Efforts to investigate the potential for reflecting multiple switches on a single monthly bill and analysis of the results of such an investigation, including cost estimates.

Report Data for December 17, 2014 to April 30, 2015

- We have calculated a high-level estimate to reflect multiple switches on a single monthly bill – Total Project cost of \$7M.
- We are developing the stakeholder webinar to be held at the end of June to meet our commitment to the petition for temporary waiver – P-2014-2446292.
- We have been focusing on completing the business requirements that were deferred. See report #10.

Description of Report

10. Any changes made to improve the implementation of BOSS billing over the prior three months.

Report Data for February 1, 2015 to April 30, 2015

- Changes implemented on February 12th and April 17th to enhance the BOSS bill implementation and address scope that was deferred in order to meet the December 2014 deadline. Scope includes:
 - ✓ Bill message enhancements
 - ✓ The ability to prevent all inserts on BOSS Bills
 - ✓ Historical Interval Usage / Historical Usage (HI/HU) improvements
 - ✓ Net Metering enhancements
 - ✓ Changes to ensure that PECO Smart A/C Saver (a PECO Smart Ideas program that helps customers use less energy and save money) credits appear on on-cycle bill only
 - ✓ Suspended charges enhancements
 - ✓ Modifications to several windows and archival size limits in the Customer Information System (CIS) to accommodate the potential for the increased frequency of bills due to BOSS billing.
 - ✓ New BOSS reports
 - ✓ New contact type added to the Customer Service Window (CSW) in the Customer Information System (CIS) to identify a BOSS billing call.
- Addressed minor issues found during post implementation.

From: (215) 841-5773
 Mike Brennan
 PECO
 2301 Market St
 S15-2
 Philadelphia, PA 19103

Origin ID: REDA



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BILL SENDER

Rosemary Chiavetta
Pennsylvania Public Utility Commiss
2nd Floor North, CKB
400 North St.
Harrisburg, PA 17120

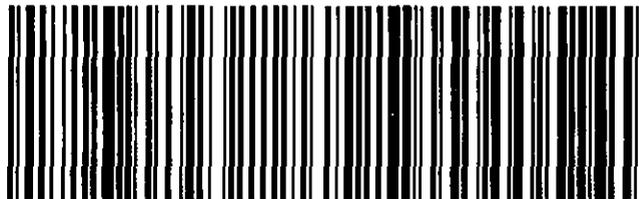
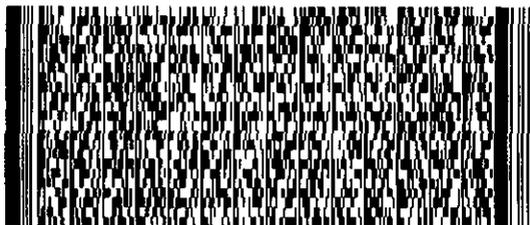
Ref # Qtr monitoring BOSS report
 Invoice #
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