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December 3, 2015

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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,



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

*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.*

December 4, 2015

## Description of Reports

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.  
Note: Only for the customers that switched
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 October 31, 2015

	#1	#2	#3	#4
	Accts Receiving BOSS Bills	Avg. BOSS Bills Per Acct	Accts With >1 BOSS Bill	Highest Number 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
May-15	17,844	1.07	1,181	4
Jun-15	17,653	1.07	1,035	6
Jul-15	19,971	1.06	1,186	4
Aug-15	19,063	1.07	1,158	5
Sep-15	22,926	1.07	1,398	4
Oct-15	23,979	1.08	1,716	6

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**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 October 31, 2015**

	<b>Number Late Payments</b>	<b>Average Days Late</b>
<b>Dec-14</b>	2,958	47
<b>Dec-14</b>	2,960	56
<b>Jan-15</b>	9,374	63
<b>Feb-15</b>	8,787	56
<b>Mar-15</b>	7,616	48
<b>Apr-15</b>	7,877	44
<b>May-15</b>	6,916	41
<b>Jun-15</b>	6,992	35
<b>Jul-15</b>	8,493	32
<b>Aug-15</b>	8,323	29
<b>Sep-15</b>	10,280	23
<b>Oct-15</b>	7,600	9
<b>Total</b>	<b>85,218</b>	
<b>Average</b>		<b>39</b>

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 October 31, 2015**

	<b>Number Late Payments</b>	<b>Average Days Late</b>
<b>Dec-14</b>	313	50
<b>Dec-14</b>	312	61
<b>Jan-15</b>	5,855	56
<b>Feb-15</b>	6,622	50
<b>Mar-15</b>	5,848	46
<b>Apr-15</b>	6,146	44
<b>May-15</b>	5,545	41
<b>Jun-15</b>	5,186	36
<b>Jul-15</b>	5,451	33
<b>Aug-15</b>	6,628	30
<b>Sep-15</b>	6,714	22
<b>Oct-15</b>	6,030	9
<b>Total</b>	<b>60,337</b>	
<b>Average</b>		<b>37</b>

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 October 31, 2015**

	<b>BOSS Billing related customer calls into call center</b>
<b>Dec-14</b>	107
<b>Jan-15</b>	1,265
<b>Feb-15</b>	1,293
<b>Mar-15</b>	1,135
<b>Apr-15</b>	954
<b>May-15</b>	958
<b>Jun-15</b>	1,021
<b>Jul-15</b>	992
<b>Aug-15</b>	1,239
<b>Sep-15</b>	1,148
<b>Oct-15</b>	1,445
<b>Total</b>	<b>14,187</b>

### 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 October 31, 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
May-15	1,930	\$386	16,317	\$8,159	\$8,545
Jun-15	1,832	\$366	17,880	\$9,119	\$9,485
Jul-15	1,963	\$393	20,147	\$10,275	\$10,668
Aug-15	1,849	\$370	19,221	\$9,803	\$10,173
Sep-15	2,229	\$446	21,943	\$11,191	\$11,637
Oct-15	2,491	\$498	25,292	\$12,899	\$13,397
<b>Total</b>	<b>22,585</b>	<b>\$4,517</b>	<b>205,754</b>	<b>\$103,922</b>	<b>\$108,439</b>

Note: The cost of an E-Bill is between \$0.00/bill for web bills and \$0.20/bill for CheckFree (\$0.20/bill is assumed in the above table). The cost of a paper bill is \$0.51/bill (Paper bill costs increased from \$0.50 as of May 31, 2015 due to an increase in postage).

### 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 October 31, 2015

- We held the first stakeholder webinar on June 29, 2015 to meet our commitment to the petition for temporary waiver – P-2014-2446292. The meeting was attended by 18 external parties which included representatives from OCA, PUC and 16 electric generation suppliers.
- We completed the business requirements that were deferred. The final work stream was placed into production on August 13<sup>th</sup>. See report #10 for details.
- The revised estimate to reflect multiple switches on a single monthly bill has been calculated – Total Project cost is \$2.5M. PECO would prefer to continue the use of the BOSS Bill approach and will reevaluate the potential of a single monthly bill if and when Gas Accelerated Switching is ordered.
- We are preparing for our next stakeholder meeting which will be held on December 14<sup>th</sup>.

## 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 October 31, 2015

- Changes implemented on February 12<sup>th</sup>, April 17<sup>th</sup>, June 11<sup>th</sup> and August 13<sup>th</sup> 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.
  - ✓ Adjustment to annual ICAP extraction to include multiple BOSS bills in the same bill period
- Addressed minor issues found during post implementation.

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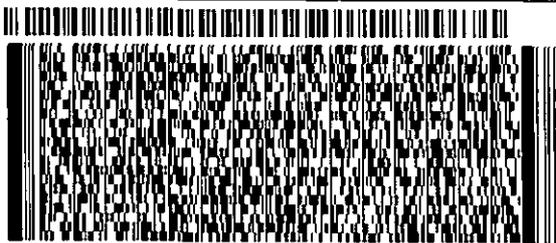
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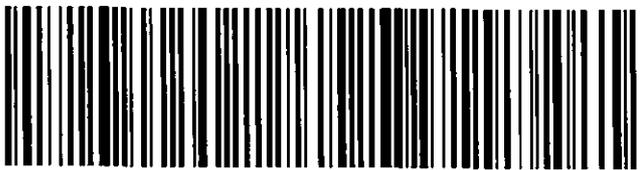
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