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March 4, 2016

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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.

March 4, 2016

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 January 31, 2016

	#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
Nov-15	23,832	1.09	2,079	5
Dec-15	21,966	1.08	1,515	4
Jan-16	21,122	1.07	1,410	5

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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 January 31, 2016

	Number Late Payments	Average Days Late
Dec-14	2,960	63
Jan-15	9,397	75
Feb-15	8,778	67
Mar-15	7,633	56
Apr-15	7,898	52
May-15	6,950	49
Jun-15	7,009	44
Jul-15	8,514	42
Aug-15	8,318	44
Sep-15	10,315	48
Oct-15	9,374	38
Nov-15	10,394	33
Dec-15	8,883	21
Jan-16	5,253	9
Total	111,676	
Average		46

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 January 31, 2016

	Number Late Payments	Average Days Late
Dec-14	312	68
Jan-15	5,869	63
Feb-15	6,628	57
Mar-15	5,859	51
Apr-15	6,155	50
May-15	5,572	47
Jun-15	5,218	43
Jul-15	5,461	43
Aug-15	6,628	47
Sep-15	6,723	39
Oct-15	7,362	38
Nov-15	8,011	33
Dec-15	6,493	21
Jan-16	3,451	9
Total	79,742	
Average		42

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 January 31, 2016

	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
May-15	958
Jun-15	1,021
Jul-15	992
Aug-15	1,239
Sep-15	1,148
Oct-15	1,445
Nov-15	1,084
Dec-15	963
Jan-16	812
Total	14,416

Note: The total reported on the report dated 12-04-2015 was incorrect the total at that time was 11,557.

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 January 31, 2016

	# 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
Nov-15	2,095	\$419	21,052	\$10,737	\$11,156
Dec-15	2,228	\$446	21,420	\$10,924	\$11,370
Jan-16	1,935	\$387	18,670	\$9,522	\$9,909
Total	28,843	\$5,769	266,896	\$135,104	\$140,873

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). On May 31st 2015 the cost of paper bills increased to \$0.51 /bill from \$0.50/bill due to an increase in postage charges.

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 January 31, 2016

- 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 13th. 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 held the second stakeholder meeting/webinar on December 14th. The meeting was attended by 24 external parties which included representatives from OCA, PUC and 13 electric generation suppliers.

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 January 31, 2016

- Changes implemented on February 12th, April 17th, June 11th and August 13th 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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