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September 1, 2016

SEP - 1 2016

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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

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 discovered an issue in the previous reports where we have been counting all short bills including those that are the result of a cancel/rebill. This impacted all of the data except for item No. 7, the number of calls to the call center. PECO has corrected this issue and updated the reports from December 2014 through present. The overall impact is a decrease of approximately 2% in the number of BOSS bills received by our customers.

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  
Richard Kanaskie, 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.*

**September 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 July 31, 2016**

	#1	#2	#3	#4
	Accounts Receiving BOSS Bills	Average BOSS Bills Per Account	Accounts With >1 BOSS Bill	Highest Number BOSS Bills
Dec-14	7,491	1.04	305	3
Jan-15	21,928	1.08	1,588	5
Feb-15	20,185	1.09	1,611	5
Mar-15	18,351	1.07	1,140	4
Apr-15	18,479	1.06	1,102	4
May-15	17,383	1.07	1,153	4
Jun-15	17,226	1.06	989	5
Jul-15	19,463	1.06	1,113	4
Aug-15	18,552	1.06	1,085	5
Sep-15	22,415	1.06	1,321	4
Oct-15	23,481	1.08	1,648	6
Nov-15	23,400	1.09	1,986	5
Dec-15	21,592	1.07	1,451	4
Jan-16	20,796	1.07	1,365	5
Feb-16	18,920	1.06	1,103	6
Mar-16	20,571	1.07	1,324	5
Apr-16	18,080	1.08	1,194	6
May-16	19,011	1.08	1,302	6
Jun-16	20,847	1.08	1,394	5
Jul-16	21,993	1.08	1,520	7

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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 July 31, 2016**

	<b>Number Late Payments</b>	<b>Average Days Late</b>
<b>Dec-14</b>	2,945	76
<b>Jan-15</b>	9,305	97
<b>Feb-15</b>	8,705	87
<b>Mar-15</b>	7,562	70
<b>Apr-15</b>	7,835	66
<b>May-15</b>	6,848	62
<b>Jun-15</b>	6,911	58
<b>Jul-15</b>	8,381	58
<b>Aug-15</b>	8,178	65
<b>Sep-15</b>	10,161	83
<b>Oct-15</b>	9,298	60
<b>Nov-15</b>	10,239	54
<b>Dec-15</b>	8,759	48
<b>Jan-16</b>	8,470	43
<b>Feb-16</b>	7,587	41
<b>Mar-16</b>	8,098	37
<b>Apr-16</b>	7,360	34
<b>May-16</b>	7,598	29
<b>Jun-16</b>	8,633	22
<b>Jul-16</b>	9,256	11
<b>Total</b>	<b>162,129</b>	
<b>Average</b>		<b>55</b>

Note: The monthly decrease in the average number of days late does not represent a trend. Due to the timing of when data is collected, the bills in the later months have a limited number of days that could be counted as 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 July 31, 2016**

	Number Late Payments	Average Days Late
Dec-14	315	86
Jan-15	5,806	77
Feb-15	6,543	68
Mar-15	5,805	59
Apr-15	6,104	61
May-15	5,494	56
Jun-15	5,123	54
Jul-15	5,383	55
Aug-15	6,532	70
Sep-15	6,636	53
Oct-15	7,295	58
Nov-15	7,909	57
Dec-15	6,420	45
Jan-16	5,590	42
Feb-16	5,757	40
Mar-16	6,151	38
Apr-16	5,873	33
May-16	5,692	30
Jun-16	5,736	22
Jul-16	6,684	10
<b>Total</b>	<b>116,848</b>	
<b>Average</b>		<b>49</b>

Note: The monthly decrease in the average number of days late does not represent a trend. Due to the timing of when data is collected, the bills in the later months have a limited number of days that could be counted as 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 July 31, 2016**

	<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>Nov-15</b>	1,084
<b>Dec-15</b>	963
<b>Jan-16</b>	812
<b>Feb-16</b>	1041
<b>Mar-16</b>	1051
<b>Apr-16</b>	769
<b>May-16</b>	790
<b>Jun-16</b>	880
<b>Jul-16</b>	930
<b>Total</b>	<b>19,877</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 July 31, 2016**

	# Off Cycle E-Bills	Cost E-Bills	# Off Cycle Paper Bills	Cost Paper Bills	Total Cost
<b>Dec-14</b>	832	\$166	6,972	\$3,486	\$3,652
<b>Jan-15</b>	2,197	\$439	20,488	\$10,244	\$10,683
<b>Feb-15</b>	2,230	\$446	18,536	\$9,268	\$9,714
<b>Mar-15</b>	2,103	\$421	18,840	\$9,420	\$9,841
<b>Apr-15</b>	1,894	\$379	18,682	\$9,341	\$9,720
<b>May-15</b>	1,749	\$350	16,022	\$8,011	\$8,361
<b>Jun-15</b>	1,760	\$352	17,453	\$8,901	\$9,253
<b>Jul-15</b>	1,899	\$380	19,596	\$9,994	\$10,374
<b>Aug-15</b>	1,738	\$348	18,720	\$9,547	\$9,895
<b>Sep-15</b>	2,125	\$425	21,425	\$10,927	\$11,352
<b>Oct-15</b>	2,392	\$478	24,739	\$12,617	\$13,095
<b>Nov-15</b>	2,025	\$405	20,616	\$10,514	\$10,919
<b>Dec-15</b>	2,155	\$431	21,040	\$10,730	\$11,161
<b>Jan-16</b>	1,896	\$379	18,376	\$9,372	\$9,751
<b>Feb-16</b>	1,914	\$383	18,228	\$9,296	\$9,679
<b>Mar-16</b>	2,137	\$427	21,967	\$11,203	\$11,631
<b>Apr-16</b>	1,660	\$332	17,812	\$9,084	\$9,416
<b>May-16</b>	1,723	\$345	18,757	\$9,566	\$9,911
<b>Jun-16</b>	1,852	\$370	21,478	\$10,954	\$11,324
<b>Jul-16</b>	1,757	\$351	21,159	\$10,791	\$11,142
<b>Total</b>	<b>38,038</b>	<b>\$7,608</b>	<b>380,906</b>	<b>\$193,267</b>	<b>\$200,874</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). 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 July 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 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 held the second stakeholder meeting/webinar on December 14, 2015. The meeting was attended by 24 external parties which included representatives from OCA, PUC and 13 electric generation suppliers.
- We held the third stakeholder meeting/webinar on June 29, 2016. The meeting was attended by 32 external parties which included representatives from OCA, PUC and 25 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 July 31, 2016**

- 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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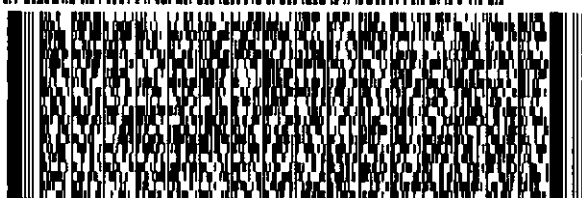
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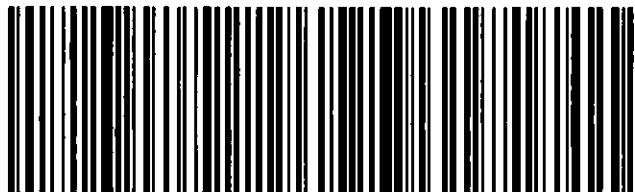
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