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March 1, 2024

VIA eFILING

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

Re: **PECO Energy Company's 2019-2028 Universal Service and Energy Conservation Plan**
Docket Nos. M-2018-3005795, P-2020-3020727, and P-2020-3022154

Dear Secretary Chiavetta:

Enclosed for filing in the above-captioned proceedings is the 2024 Customer Education and Outreach Plan of PECO Energy Company ("PECO"), which is being filed in accordance with Ordering Paragraph 14 the Commission's June 2022 Order on PECO's Universal Service and Energy Conservation Plan.

If you have any questions or concerns, please feel free to contact me directly at 267-533-1775.

Very truly yours,

A handwritten signature in black ink, appearing to be "C Choi", written in a cursive style.

Caroline S. Choi

Enclosure

cc: Joseph Magee, jmagee@pa.gov
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Customer Education and Outreach Plan (CEOP) – 2024¹

Background: PECO’s Low-Income Programs

PECO has a comprehensive, complementary suite of low-income programs designed to help provide energy security for low-income households. PECO’s programs address bill payment assistance, utility and government grant programs, usage reduction, and situational assistance.

PECO’s Customer Assistance Program (**CAP**) provides ongoing bill payment assistance for households at or below 150% FPL (Federal Poverty Level).

In addition to ongoing bill payment assistance via CAP, PECO provides usage reduction services via its Low-Income Usage Reduction Program – **LIURP**. LIURP is designed to complement CAP by providing usage reduction education and, if eligible, remediation measures to decrease the amount of energy used, thereby reducing bills and increasing affordability. LIURP income eligibility is 200% FPL or below.

PECO also has a hardship program – Matching Energy Assistance Fund (**MEAF**) – that provides customers at or below 200% FPL whose service is in threat of termination or has been terminated for non-payment with a grant to cure arrears and bring the balance to zero – thereby creating a fresh start.

PECO provides support for customers who seek a Low-Income Home Energy Assistance Program (**LIHEAP**) grant. PECO provides the LIHEAP application in English and Spanish on our website and a LIHEAP hotline to assist customers with LIHEAP questions. The Company also serves as a liaison between the customer and DHS (Department of Human Services) to assist with and address questions regarding LIHEAP.

PECO has a Customer Assistance Referral and Evaluation Service (**CARES**) team that provides referral and information services to assist special-needs, low-income customers who have financial hardships.

Programs identified above and listed below represent PECO’s suite of low-income assistance programs:

Program Name	Acronym	Program Type
<i>Customer Assistance Program</i>	<i>CAP</i>	<i>Ongoing bill assistance</i>
<i>Low-Income Usage Reduction Program</i>	<i>LIURP</i>	<i>Usage reduction</i>
<i>Matching Energy Assistance Fund</i>	<i>MEAF</i>	<i>Hardship grant</i>
<i>Low-Income Home Energy Assistance Program</i>	<i>LIHEAP</i>	<i>Government grant</i>
<i>Customer Assistance Referral and Evaluation Service</i>	<i>CARES</i>	<i>Situational assistance</i>

¹ This CEOP is filed in accordance with the PUC’s June 16, 2022, Order at Docket No. M-2018-3005795 (OP 14); as described in that Order (OP 5.f), this CEOP may be modified and enhanced within the duration of the 2019-2028 Universal Service and Energy Conservation Plan.

PECO's Community Engagement Team:

PECO's Community Engagement (CE) team was launched in 2019. CE is responsible for Outreach and Education regarding the core programs that serve our low-income customers. CE is also responsible for engaging community partners and service providers who support low-income communities.

The primary purpose of PECO's CE team is to increase:

- **Awareness**
- **Access**
- **Enrollment**

Each of the three pillars above builds off the preceding pillar.

Awareness:

As was noted above, awareness is the first building block of PECO's outreach strategy. For this reason, PECO conducts a variety of outreach events/efforts throughout our service territory every year. Outreach locations are strategically selected and come from a variety of sources. PECO also uses external agencies to advance awareness.

External Relationships/Community Partners:

In 2019, PECO entered into paid relationships with twenty-three (23) Community Based Organizations (CBOs) to become PECO "CAP Enrollment Sites". These organizations, strategically located throughout PECO's service territory, are trusted entities in low-income communities.

Since that time, PECO has onboarded seven (7) additional organizations as CAP enrollment sites, bringing the total of PECO CAP Enrollment Sites to thirty (30). The list of PECO's CAP enrollment sites is included as **Attachment A**.

In addition to onboarding CAP Enrollment Sites, PECO expanded its relationships with other specialized organizations that support various vulnerable low-income populations as well, including organizations that support victims of domestic abuse, hospital systems and the Philadelphia District Attorney's office.

PECO created a process and provided trainings whereby these organizations can formally refer their clients to us. This new referral process expands PECO's reach to these vulnerable populations. In 2023, PECO received 1,614 referrals from various entities noted above and made attempts to make contact with these customers. Referrals have become a major focus area for CE in 2023 and we anticipate continuing referral relationships for the foreseeable future.

See **Attachment B** for a full list of PECO Outreach events for calendar year 2023.

Outreach Location Selection Strategy:

PECO receives numerous outreach requests annually from various entities (e.g., CBOs, elected officials' offices, etc.). PECO considers Census and PECO customer zip code data when selecting and/or soliciting Outreach event locations. Specifically, PECO prioritizes the following for Outreach locations:

- Low-income zip codes: 0–200% FPL
- LEP (Limited English Proficiency) zip codes
- 0-50% FPL zip codes
- Zip codes that have the highest levels of termination activity

Outreach Staffing Strategy:

Staffing for Outreach events is determined on a case-by-case basis. PECO considers the following factors in determining staffing needs for each individual Outreach event:

- Type of event – table, enrollment, or presentation event
- Number of anticipated attendees
- LEP areas – For Spanish speaking zip codes, PECO makes every attempt to staff those events with Spanish speaking resources. For non-Spanish speaking LEP areas, PECO works with event organizers and/or community partners to solicit interpreters who speak the language requested.

Enhancements in Outreach since Community Engagement's Inception in 2019:

- **Low Income Simulations:**
 - A 4-hour simulation exercise designed to help participants better understand the challenges and lived experiences of low-income individuals.
 - The purpose is to engage in a shared experience that illustrates structural barriers, as well as personal and emotional challenges people in poverty face every day.
- **Virtual Enrollment Sessions:**
 - PECO identifies customer segments who could benefit from Virtual Enrollment sessions (e.g., CAP customers for whom PECO has not received a LIHEAP grant) and solicits their participation via email and social media.
 - In 2023, PECO conducted 23 Virtual Enrollment sessions assisting 657 customers with a variety of services based on their specific needs, including enrollment in CAP, payment agreements, and LIHEAP assistance. Approximately 2,500 customers signed up for these sessions and those who did not attend were contacted and assisted (*if reached*) the day after their missed virtual appointment. PECO also participated in 7 joint virtual enrollment sessions with the Philadelphia Water Department (PWD) in 2023.
- **Collaborations**
 - PECO collaborates with agencies that support low-income communities with a variety of utility and non-utility assistance options. PECO recognizes that low-income customers may need assistance with items other than their utilities. To that end, PECO has partnered with **Findhelp.org**, a national, online assistance finder portal that provides information and links to a variety of free or low-cost assistance (e.g., pharmacy assistance, food pantries). PECO promotes Findhelp.org on its website <http://peco.findhelp.com> and received 1,462 Findhelp referrals in 2023. PECO made attempts to contact those referred customers through email and phone.

Access:

The second outreach pillar is Access. A variety of methods exist to access PECO’s assistance programs. PECO understands that customers have different engagement tolerances and preferences. While PECO maintains and encourages simple online enrollment options, the Company recognizes that some customers are either uncomfortable with online enrollment or lack the IT tools necessary for online enrollment. For this reason, in addition to online/website enrollment and virtual outreach events, PECO continues to offer a variety of enrollment options, including²:

- U.S. Mail
- Email
- Fax
- Community Partners
- In-person Outreach Events

0-50% FPL Outreach:

Income eligibility for PECO’s CAP is 0-150% FPL. That number is broken down into 3 tiers (0-50% FPL; 51-100% FPL; and 101-150% FPL). The lowest tier (0-50% FPL) is also referred to as the “poorest of the poor” and has historically been the hardest group to reach. PECO recognizes there are unique challenges with this customer segment and has increased its targeted outreach to this customer population.

PECO’s target for CAP participation of 0-50% FPL customers for the 5-year period of 2024 to 2027 is a 5% increase year over year. As total enrollment is a product of both new enrollment and recertification retentions, PECO focuses on both new enrollees as well as recertification retentions for the 0-50% FPL population.

The actuals for CAP participation of 0-50% FPL for calendar year 2023 are as follows:

<i>Category</i>	<i>2023 Target</i>	<i>2023 Actual</i>	<i>Percentage Change</i>
CAP 0-50% FPL	28,481	38,037	+34%

CAP enrollment goals for 2024 through 2027 for customers under 50% FPL are as follows:

<i>Calendar Year Ending</i>	<i>CAP 0-50% FPL Customers</i>
<i>2024</i>	29,905
<i>2025</i>	31,400
<i>2026</i>	32,970
<i>2027</i>	34,618

² For customers who have disabilities or are otherwise unable to attend an in-person event or utilize technology-based enrollment methods (e.g., online, virtual sessions), PECO’s MEAF agencies will, on a limited basis, provide in-home enrollment assistance.

LEP – Limited English Proficiency:

PECO conducted analysis using government data (Census/ACS – American Community Survey), to determine dominant languages in our service territory. PECO defines a dominant language as one spoken by 5% or more of the residents in our service territory. Spanish is the only language that hits that 5% threshold (Chinese is second, at 3% of our service territory).

PECO provides certain documents, including the Universal Services’ Low-Income Brochure, CAP application, no-income form, LIHEAP application, and “New Customer Handbook” in English and Spanish.

PECO provides language assistance to our LEP customer base via a variety of other methods including:

- LEP assistance via Language Line for up to 128 different languages
- Portions of PECO’s website are translated into Spanish and Simplified Chinese
- LEP community organizations onboarded as PECO CAP enrollment sites
- Spanish-speaking staff at PECO virtual enrollment sessions
- Outreach presentations in Spanish for Spanish-dominant zip codes
- Radio interviews and advertising in English and Spanish

Enrollment:

The final pillar of PECO’s outreach plan is enrollment. Enrollment of customers that are new to CAP is one measure of the success of the Company’s outreach efforts. To that end, annual projections and totals for CAP participation of 0-150% FPL are shown below:

Measurement	2023 Projections	2023 Actual	Percentage Change
CAP New Enrollees	18,000	17,334	-3.7%

The CAP New Enrollee projection for 2024 is 15,600.

Other Outreach Metrics:

In addition, PECO has other measures of success related to its low-income outreach, specifically:

- LIHEAP Dollars
- Outreach Events
- Limited English Proficiency (LEP) Outreach Events

Measurement	2023 Projections	2023 Actuals	Percentage Change
LIHEAP Dollars*	\$22.2M	\$31.7M	+ 40%
Outreach Events	235	335	+ 43%
LEP Outreach Events	n/a**	43	n/a

*LIHEAP Dollars – Total PA LIHEAP allocation for FY 2023 was \$278M. PECO’s projection for FY 2023 was 8% of the PA state allocation or \$22.2M.

**LEP – 2022 is the first year PECO has tracked LEP events, so there were no 2022 projections. PECO will continue to track LEP efforts for 2023 and 2024 and then set targets for outer years based on actuals as well as customer needs.

In calendar year 2023, CE completed 335 Outreach events. The Outreach event projection for 2023 was 235 events. Any given year can present more, or fewer, Outreach opportunities based on outside organization events.

Below represents outreach efforts in calendar year 2023 by category:

- Total number of events – In-Person and Virtual: 335
 - Total number of in-person events: 289
 - Total number of virtual enrollment events: 46
 - *Virtual enrollment sessions – PECO only: 23*
 - *Virtual enrollment sessions – PECO and PWD: 7*
 - *Virtual Radio events: 8*
 - *Other virtual events: 8*
- Total number of LEP events: 43 (*subset of 335 total*)
- Total number of 0-50% FPL events: 296 (*subset of 335 total*)

For 2024, PECO’s projections are as follows:

- **LIHEAP Dollars** – 8% of the total Pennsylvania LIHEAP allocation
- **Outreach** – 235 events
- **LEP** – As previously noted, PECO will continue to track LEP events for 2024 and establish an LEP Outreach goal for 2025 and beyond

Additional Outreach Data Collection:

In addition to the previously noted measures of success, PECO will collect data on Outreach elements in calendar year 2024 to evaluate establishing additional goals for 2025 and beyond. Those elements include:

- Outreach events:
 - Table events – number of customers to whom PECO gave information to (i.e., CAP application, LIHEAP application, brochures)
 - Enrollment events – number of customers assisted and what that assistance consisted of (i.e., CAP enrollment)
- Number of referrals received from various partners (i.e., Findhelp, Domestic Abuse organizations)
- Number of Virtual Enrollment events (i.e., number of customers signed up, number of customers assisted during the sessions)

PECO's Community Partners

Agency	County
Action Wellness	Philadelphia
ACHIEVAbility	Philadelphia
Bucks County Opportunity Council	Bucks
Center in the Park	Philadelphia
Coalition of Culturally Competent Providers	Philadelphia
Community Action Agency of Delaware County	Delaware
CONCILIO	Phila and Delaware
CONBRESO	Philadelphia
Diversified Community Services	Philadelphia
Germantown Crisis Ministry	Philadelphia
GPASS – Greater Philadelphia Asian Social Services	Philadelphia
HACE – Hispanic Association of Contractors & Enterprises	Philadelphia
HOPE – Housing Opportunity Program for Equity	Delaware
Human Services Inc.	Chester
Hunting Park NAC (Neighborhood Advisory Committee)	Philadelphia
Mason Dixon Community Services	York
Mt. Vernon Manor CDC (Community Development Corporation)	Philadelphia
CADCOM-Community Action Development Commission of Montgomery County	Montgomery
New Kensington CDC	Philadelphia
Nicetown CDC	Philadelphia
Open Hearth Inc.	Chester
Orion Communities	Chester
PCDC – Philadelphia Chinatown Development Corporation	Philadelphia
Peoples Emergency Center	Philadelphia
Strawberry Mansion NAC	Philadelphia
Southwest CDC	Philadelphia
UESF – Utility Emergency Services Fund	Philadelphia
United Communities	Philadelphia
Urban League of Philadelphia	Philadelphia
We Never Say Never	Philadelphia

DATE	EVENT	COUNTY	FORMAT	ATTENDEES
4-Jan	Office of Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
7-Jan	Salvation Army Kroc Center January Open House	Philadelphia	Table Event	200
9-Jan	North Central Phila CDC Keep Warm this Winter	Philadelphia	Presentation	75
11-Jan	Center in the Park PECO Presentation	Philadelphia	Presentation	50
11-Jan	Office of Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
16-Jan	Girard College MLK Day of Service	Philadelphia	Table Event	300
16-Jan	WURD Radio Interview MLK Day of Service	Philadelphia	Interview	2
18-Jan	Office of Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
25-Jan	Women Against Abuse Presentation	Philadelphia	Presentation	100
25-Jan	Office of Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
28-Jan	After School Partnerships PECO-ASAP Checkmate Violence Chess Marathon	Philadelphia	Table Event	300
28-Jan	Hortham Interfaith Coalition VP LIHEAP Presentation	Montgomery	Presentation	100
1-Feb	Elkin School PECO Tabling	Philadelphia	Table Event	50
1-Feb	Lingelbach Elementary School PECO Presentation for Parents	Philadelphia	Table Event	70
2-Feb	Elkin School PECO Tabling	Philadelphia	Table Event	50
3-Feb	Elkin School PECO Tabling	Philadelphia	Table Event	50
4-Feb	North Central Phila CDC Keep Warm this Winter	Philadelphia	Presentation	75
6-Feb	Healthy Family America Presentation	Philadelphia	Presentation	15
7-Feb	E-Source (formerly DEFG) Conference	Training	Presentation	100
9-Feb	State Sen. Street, State Rep Burgos, Councilman Jim Harrity Town Hall	Philadelphia	Table Event	75
10-Feb	Philadelphia DA's C.A.R.E.S.: Homicide Survivors Presentation	Philadelphia	Presentation	30
11-Feb	Rep Rabb Rep. Rabb's Community Resource Fair	Philadelphia	Table Event	100
11-Feb	Children's Book Fair	Philadelphia	Table Event	100
12-Feb	Enon Baptist Church Outreach Event	Philadelphia	Table Event	400
17-Feb	American Legion Post 248 Veteran Event	Montgomery	Table Event	100
18-Feb	Councilperson Quetcy Lozada LIHEAP and Homestead Drive	Philadelphia	Table Event	100
19-Feb	St. Patrick's Church Health and Information Fair	Montgomery	Table Event	100
21-Feb	Mina, Say What – 100.3 WRNB Radio Interview	Philadelphia	Presentation	100
21-Feb	Lady B – Classix 107.9 Radio Interview	Philadelphia	Presentation	100
21-Feb	State Representative Joanna McClinton 2023 Energy Forum	Philadelphia	Table Event	100
22-Feb	KleinLife PECO Presentation for Seniors	Philadelphia	Presentation	35
23-Feb	WUSL- Rise and Grind, WDAS- Patty Jackson Radio Interview - iheart	Philadelphia	Presentation	100
23-Feb	Councilman Anthony Phillips Penn Asian Senior Services	Philadelphia	Table Event	100
27-Feb	Councilman Anthony Phillips Masjidullah Center for Human Excellence	Philadelphia	Table Event	100
28-Feb	Power 99 FM Patricia King Interview	Philadelphia	Presentation	100
1-Mar	PECO Virtual Utility Fair	Assistance	Enrollment	100
4-Mar	Committee Block Captain Rally	Philadelphia	Table Event	500
4-Mar	Church of God Fellowship Community Day	Delaware	Table Event	100
7-Mar	PECO DEI Event-Community Action Poverty Simulation	Montgomery	Table Event	100
8-Mar	PECO Virtual Utility Fair	Assistance	Enrollment	100
8-Mar	Councilperson Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
8-Mar	State Representative Joanna McClinton 2023 Energy Forum	Philadelphia	Table Event	100
11-Mar	Alpha Kappa Alpha Sorority F.I.R.S.T Community Day	Philadelphia	Table Event	100
15-Mar	PECO Virtual Utility Fair	Assistance	Enrollment	100
15-Mar	Councilperson Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
16-Mar	Coalition for Victim Advocacy Monthly Meeting	Philadelphia	Presentation	50
17-Mar	GPCA Dixon house ECA energy fair	Philadelphia	Table Event	100
18-Mar	KIPP West Philadelphia Elementary Academy Career & Wellness Expo	Philadelphia	Table Event	100

21-Mar	Councilperson Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
22-Mar	PUC 2023 "Be Utility Wise" Human Services Conference	Philadelphia	Table Event	100
22-Mar	PECO Virtual Utility Fair	Virtual Session	Enrollment	100
22-Mar	Councilperson Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
25-Mar	CLS / PEC (People's Emergency Center) Utility Clinic	Philadelphia	Table Event	100
25-Mar	Hortham Interfaith Coalition VP Legal Help / PECO Returns	Montgomery	Presentation	100
25-Mar	CEIBA Criminal Record Expungement Clinic and LIHEAP	Philadelphia	Table Event	100
27-Feb	Councilman Anthony Phillips Masjidullah Center for Human Excellence	Philadelphia	Table Event	100
28-Mar	Golden Age Club of Upper Moreland PECO Talk for Senior	Bucks	Presentation	150
29-Mar	Councilperson Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
29-Mar	Legislative Forum Philadelphia County	Philadelphia	Presentation	100
29-Mar	PECO Virtual Utility Fair	Virtual Session	Enrollment	100
30-Mar	Office of Children and Families McClure Elementary School Fair	Philadelphia	Table Event	100
30-Mar	State Senator Anthony Williams Consumer Resources Fair 2023	Delaware	Table Event	100
30-Mar	B Diamonds and Jackies Garden Community Carnival	Philadelphia	Table Event	100
30-Mar	WURD Radio Interview PECO Talk	Philadelphia	Presentation	100
31-Mar	Rep. Kristin Marcell Senior EXPO	Bucks	Table Event	100
31-Mar	Department of Human Services (DHS) Quarterly Provider meeting	Philadelphia	Presentation	50
5-Apr	PECO Virtual Utility Fair	Virtual Session	Enrollment	120
6-Apr	Senator Dillon Senior EXPO	Philadelphia	Table Event	100
11-Apr	Legislative Forum Bucks/Montgomery County	Bucks	Presentation	100
11-Apr	Lady B from Classix 107.9 Radio Interview	Philadelphia	Presentation	100
11-Apr	Mina Say-What from WRNB Radio Interview	Philadelphia	Presentation	100
12-Apr	Councilperson Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
12-Apr	PECO Virtual Utility Fair	Virtual Session	Enrollment	100
13-Apr	PECO PECO LIHEAP Day	Philadelphia	Presentation	250
14-Apr	WURD Radio Jackie Robinson Day	Philadelphia	Table Event	100
15-Apr	Council Richardson, Jones, Jr./Gauthier /Speaker McClinton Sprong Event	Philadelphia	Table Event	100
15-Apr	ECA Energy Fair West Energy Fair	Philadelphia	Table Event	100
15-Apr	Lonnie Young Advisory Committee Lonnie Young Senior Health Fair	Philadelphia	Table Event	100
15-Apr	Councilperson Jamie Gauthier 3rd District Block Captain Alliance	Philadelphia	Table Event	100
17-Apr	HOPE PHL Kevin Brown NAC Community Virtual Meeting	Philadelphia	Presentation	50
18-Apr	Legislative Forum Chester/ Delaware	Delaware	Presentation	100
19-Apr	PECO Virtual Utility Fair	Virtual Session	Enrollment	100
19-Apr	PWD,PGW,PECO Utility Fair Virtual Utility Fair	Virtual Session	Enrollment	100
19-Apr	Councilperson Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
19-Apr	Mayoral Forum Broad Street ministry	Philadelphia	Presentation	100
20-Apr	Office of Rep. Joe Webster Senior EXPO at Greater Philly Expo Center	Montgomery	Table Event	200
22-Apr	Schwenksville Elementary School's Garden Club Earth Day Celebration	Montgomery	Table Event	100
22-Apr	ECA Energy Fair North Energy Fair at KROC Center	Philadelphia	Table Event	100
22-Apr	Mt. Zion Baptist Church Healthy Living Expo	Philadelphia	Table Event	100
23-Apr	Mt. Zion Baptist Church Sunday Church Service	Philadelphia	Table Event	100
26-Apr	Councilperson Quetcy Lozada Working for You Series	Philadelphia	Table Event	100
26-Apr	PECO Virtual Utility Fair	Virtual Session	Enrollment	100
26-Apr	PWD,PGW,PECO Utility Fair Virtual Utility Fair	Virtual Session	Enrollment	100
29-Apr	PWD In Person Utility Fair	Philadelphia	Enrollment	100
2-May	PECO Youth Empowerment Day	Philadelphia	Table Event	200
3-May	PECO Virtual Utility Fair	Virtual Session	Enrollment	100
3-May	PWD,PGW,PECO Utility Fair Virtual Utility Fair	Virtual Session	Enrollment	50

4-May	NewCourtland Senior Health and Wellness Day	Philadelphia	Table Event	100
5-May	Park Lane Elementary School Career Day	Delaware	Table Event	100
6-May	Senator Saval Senior Day	Philadelphia	Table Event	100
6-May	Extending Lending Hands Fish Fry Coat Drive for Youth	Philadelphia	Table Event	10
6-May	Motivated Community Resource Center Motivated to be Healthy	Philadelphia	Table Event	100
6-May	Delaware County Housing Authority Health & Resource Fair	Delaware	Table Event	100
10-May	PECO Virtual Utility Fair	Virtual Session	Enrollment	120
10-May	PWD,PGW,PECO Utility Fair Virtual Utility Fair	Virtual Session	Enrollment	50
11-May	Overbrook West Neighbors The Overbrook Night Market	Philadelphia	Table Event	200
12-May	Office of Children & Families Summer Readiness Fair at McClure Elementary	Philadelphia	Table Event	100
13-May	African Family Health Organization (AFAHO) Health Screening Day	Philadelphia	Table Event	100
13-May	State Rep. Roni Green District Office Grand opening	Philadelphia	Table Event	100
16-May	PECO Celebrate Arts and Aging – Artists Recognition Luncheon	Philadelphia	Table Event	100
17-May	PECO Virtual Utility Fair	Virtual Session	Enrollment	100
17-May	PWD,PGW,PECO Utility Fair Virtual Utility Fair	Virtual Session	Enrollment	50
17-May	Councilperson Quetcy Lozada Working for You Series	Philadelphia	Table Event	30
17-May	Southwest Leadership Academy Charter School Career Day	Philadelphia	Presentation	100
18-May	Consortium Friends and family Event	Philadelphia	Table Event	75
20-May	HBCU Festival HBCU Festival Presented by TD Bank	Philadelphia	Table Event	300
24-May	PECO Virtual Utility Fair	Virtual Session	Enrollment	100
24-May	PWD,PGW,PECO Utility Fair Virtual Utility Fair	Virtual Session	Enrollment	100
24-May	Safety and Wellness Fair	Philadelphia	Table Event	100
25-May	Philadelphia Intellectual Disabilities Services Vision for Equality	Philadelphia	Table Event	150
31-May	PWD,PGW,PECO Utility Fair Virtual Utility Fair	Virtual Session	Enrollment	100
31-May	PECO Virtual Utility Fair	Virtual Session	Enrollment	100
31-May	Blanche Nixon/Cobbs Creek Library Community Fair	Philadelphia	Table Event	75
3-Jun	George Washington Carver Community Center Unity in the Community	Montgomery	Table Event	100
3-Jun	Rep Joanna McClinton Family Fun Day	Philadelphia	Table Event	200
3-Jun	Wynnefield Community Neighborhood Association Annual Health Fair	Philadelphia	Table Event	100
7-Jun	PECO Virtual Utility Fair	Virtual Session	Enrollment	120
9-Jun	Lene's Daily Child Care 3rd Community Resource Event	Philadelphia	Table Event	75
10-Jun	National Council for Negro Women (NCNW) Family Day	Philadelphia	Table Event	100
10-Jun	APM Sugarcane Festival	Philadelphia	Table Event	200
11-Jun	Odunde Organization Odunde Festival	Philadelphia	Table Event	300
12-Jun	National Energy & Utility Affordability Coalition National Conference (2 days)	Training	Presentation	100
15-Jun	Councilman Mike Driscoll Senior Resource Fair	Philadelphia	Table Event	150
16-Jun	Congreso Housing Community Fair	Philadelphia	Table Event	100
16-Jun	State Rep Anthony Belmon Senior Fair	Philadelphia	Table Event	100
17-Jun	Senator Sharif Street Senior Health Fair	Philadelphia	Table Event	100
17-Jun	Philadelphia Chinatown Development Corporation PCDC EXPO	Philadelphia	Table Event	300
18-Jun	Philadelphia Juneteenth Juneteenth Parade and Festival	Philadelphia	Table Event	400
20-Jun	E-Source Webinar	Philadelphia	Presentation	40
21-Jun	PECO Fan Distribution Event Bucks	Bucks	Table Event	100
21-Jun	PECO Fan Distribution Event Delaware	Delaware	Table Event	100
21-Jun	PECO Virtual Utility Fair	Virtual Session	Enrollment	120
22-Jun	PECO Fan Distribution Event Montgomery County (Norristown)	Montgomery	Table Event	100
22-Jun	PECO Fan Distribution Event Chester County	Chester	Table Event	100
23-Jun	PECO Fan Distribution Event Montgomery County (Pottstown)	Montgomery	Table Event	75
23-Jun	PECO Fan Distribution Event Philadelphia County	Philadelphia	Table Event	100

23-Jun	Relentless Community A Day Of Fun With No Gun [®] Community Day	Philadelphia	Table Event	100
24-Jun	NORTHWEST HOUSING CONFERENCE AND JOB FAIR	Philadelphia	Table Event	100
24-Jun	Concilio Hispanic Fiesta	Philadelphia	Table Event	300
24-Jun	Olney Culture Lab Jazz on Green	Philadelphia	Table Event	100
25-Jun	Concilio Hispanic Fiesta	Philadelphia	Table Event	300
27-Jun	PHA Philadelphia Housing Authority Health Fair	Philadelphia	Table Event	100
30-Jun	Brewerytown Sharswood Civic Center Community Forum	Philadelphia	Table Event	100
8-Jul	Friend's of Harrowgate Park Summer Festival	Philadelphia	Table Event	100
8-Jul	West Philadelphia Corridor Collaborative Real-Estate Day	Philadelphia	Table Event	1000
8-Jul	Expecting Moms, Dads and Caregivers	Philadelphia	Table Event	150
13-Jul	WURD Summer of Freedom	Philadelphia	Table Event	75
14-Jul	State Representative Donna J. Bullock 195th District Day	Philadelphia	Table Event	100
15-Jul	Northeast Philadelphia Chinese Association (NEPCA) Senior Fair	Philadelphia	Table Event	100
15-Jul	Asian American Chamber of Commerce Business Resource and Career Fair	Philadelphia	Table Event	100
15-Jul	Mt Moriah Apostolic Church Community Day Event	Philadelphia	Table Event	150
16-Jul	Representative Hohenstein Veteran's Appreciation BBQ	Philadelphia	Table Event	150
17-Jul	E-Source Layered Solutions Low Income Energy Issues Forum (LIEIF) Pres.	Philadelphia	Presentation	50
17-Jul	Representative McClinton Literacy Event	Philadelphia	Table Event	200
18-Jul	Community Legal Services CLS Energy Unit	Philadelphia	Enrollment	75
19-Jul	State Rep Joanna McClinton Delco Youth Literacy Extravaganza	Delaware	Table Event	100
20-Jul	WURD Summer of Freedom tour	Philadelphia	Table Event	75
21-Jul	Impact Services Ride Free Resource Fair	Philadelphia	Table Event	100
23-Jul	Councilmember Sharon Vaughn Community Day Event	Philadelphia	Table Event	100
27-Jul	WURD Summer of Freedom tour	Philadelphia	Table Event	75
27-Jul	Development Corporation Job Fair	Philadelphia	Table Event	75
28-Jul	Council President Darrell Clarke Senior Fair	Philadelphia	Table Event	200
29-Jul	Christian Union Church Wellness Fair	Philadelphia	Table Event	100
29-Jul	Keep Your House In Order Event	Philadelphia	Table Event	50
31-Jul	Office of Family & Community Engagement Back to School Event	Philadelphia	Table Event	100
31-Jul	Off Rally / Public Safety Awareness Month	Philadelphia	Table Event	200
1-Aug	4th District National Night Out Festival	Philadelphia	Table Event	150
1-Aug	Councilmember Anthony Phillips National Night Out	Philadelphia	Table Event	75
1-Aug	Rep. Anthony Bellmon National Night Out	Philadelphia	Table Event	75
1-Aug	3rd Police District, Philadelphia Police Dept Annual National Night Out 2023	Philadelphia	Table Event	100
1-Aug	Office of City Councilman Brian J. O'Neill Annual National Night Out 2023	Philadelphia	Table Event	150
1-Aug	State Senator Sharif Street Annual National Night Out 2023	Philadelphia	Table Event	100
2-Aug	Sen. Anthony Williams, State Rep Joanna McClinton National Night Out	Philadelphia	Table Event	100
4-Aug	WURD Summer of Freedom tour	Philadelphia	Table Event	100
5-Aug	Dorothy Allen Community Center Summer Resource Fair	Philadelphia	Table Event	100
6-Aug	PECO Multicultural Series at Penn's Landing ACANA African Festival	Philadelphia	Table Event	300
10-Aug	WURD Summer of Freedom tour	Philadelphia	Table Event	100
10-Aug	Summer Block Party	Philadelphia	Table Event	100
10-Aug	Councilmember Anthony Phillips Outside Block Meeting	Philadelphia	Table Event	100
11-Aug	Nicetown CDC Giveback Fest	Philadelphia	Table Event	150
11-Aug	Annual Unity In the Community Health Fair and Block Party	Philadelphia	Table Event	200
12-Aug	School District of Phila. Family & Community Engagement Back to School Day	Philadelphia	Table Event	100
13-Aug	New Dimensions of Worship Community Day	Delaware	Table Event	100
13-Aug	State Rep Greg Scott Summer Fest 23	Montgomery	Table Event	100
18-Aug	Read to Succeed Philadelphia Back-to-School All in Resource Event	Philadelphia	Table Event	100

19-Aug	Senator Sharif Street BACK TO SCHOOL FAIR & BOOKBAG DISTRIBUTION	Philadelphia	Table Event	100
19-Aug	International Peña De Horeb Church Wellness Fair	Philadelphia	Table Event	100
19-Aug	Pentecostal House of Prayer Back to School Give Away Family Fun Day	Philadelphia	Table Event	100
19-Aug	PECO Multicultural Series at Penn's Landing Festival of India	Philadelphia	Table Event	300
19-Aug	Faith Assembly of God Health and Wellness Day	Philadelphia	Table Event	100
20-Aug	PECO Multicultural Series at Penn's Landing Caribbean Festival	Philadelphia	Table Event	300
23-Aug	State Representative Jared G. Solomon Community Safety event	Philadelphia	Table Event	100
25-Aug	Aspira Schools Evento Comunitario (Community Event)	Philadelphia	Table Event	100
25-Aug	Universal Family of Schools 2nd Annual Back to School Block Party	Philadelphia	Table Event	100
25-Aug	Jefferson Health/HPP Training Gabriel Kalmuss-Katz's Team	Philadelphia	Table Event	20
26-Aug	FunTimes Magazine / St. Rep Joanna E. McClinton Mental Health Day	Philadelphia	Table Event	100
26-Aug	Councilman Kenyatta Johnson Community Appreciation Day	Philadelphia	Table Event	100
26-Aug	Positive Effect Ministry Community Resource Fair	Philadelphia	Table Event	100
26-Aug	Lighthouse Missionary Baptist Church Community Awareness Day	Philadelphia	Table Event	100
27-Aug	Cambodian Association of Philadelphia (CAGP) Southeast Asian Market	Philadelphia	Table Event	500
27-Aug	Shadow Trax Nation / Precious Baby Learning Academy Carnival	Philadelphia	Table Event	100
28-Aug	Jefferson Health/HPP Training Valerie Van Buren's Team	Philadelphia	Presentation	12
2-Sep	Ringo St Block Captains Block Party and Community Cleanup	Philadelphia	Table Event	75
5-Sep	PECO Virtual Utility Fair	Virtual Session	Enrollment	120
7-Sep	State Senator Tim Kearney & State Representative Heather Boyd Senior Expo	Delaware	Table Event	200
7-Sep	State Rep Tina Davis Senior Expo	Bucks	Table Event	200
9-Sep	Clarke Strawberry Mansion Day	Philadelphia	Table Event	150
9-Sep	ParkWest Town Center (PWTC) Festival ParkWest Town Center Festival	Philadelphia	Table Event	500
9-Sep	City of Phia. Dept. of Behavioral Health Disability Services Community Event	Philadelphia	Table Event	100
9-Sep	Committee Block Captain Fest	Philadelphia	Table Event	500
10-Sep	Taller Puertorriqueño Feria del Barrio	Philadelphia	Table Event	1000
10-Sep	PECO Multicultural Series at Penn's Landing Mexican Independence Festival	Philadelphia	Table Event	300
12-Sep	Matt Bradford's Family Fair Family Fair	Montgomery	Table Event	150
13-Sep	PECO Employee Giving Campaign PECO Employee Giving Kick-off	Philadelphia	Enrollment	200
14-Sep	AmeriHealth Caritas PECO Presentation for CHC Participants	Delaware	Presentation	20
15-Sep	Rep. Kevin Boyle Senior Fair	Philadelphia	Table Event	200
14-Sep	NEUCC Annual Conference	Training	Presentation	200
16-Sep	Brewerytown Sharswood Community Civic Association Community Event	Philadelphia	Table Event	30
16-Sep	Church Annual community information and Educations Fair	Philadelphia	Table Event	100
17-Sep	St. Patrick's Church Health Fair	Montgomery	Table Event	100
19-Sep	PECO Virtual Utility Fair	Virtual Session	Enrollment	120
20-Sep	Southwest CDC Resource and Career Fair	Philadelphia	Table Event	100
20-Sept	African American Chamber of Commerce Annual Meetins & Awards	Philadelphia	Table Event	100
21-Sep	Councilmember Anthony Phillips "Outside Block Meeting" series	Philadelphia	Table Event	100
21-Sep	Rep. Tarik Khan Health and Wellness Expo	Philadelphia	Table Event	100
23-Sep	Senator Muth 4th Annual Veterans Expo	Montgomery	Table Event	200
23-Sep	8th Police District Advisory Council Community Resource Fair	Philadelphia	Table Event	100
28-Sep	Senator, 6th District Senior Citizens Expo	Bucks	Table Event	100
28-Sep	Rep. Lisa Borowski Senior Fair	Delaware	Table Event	150
30-Sep	Deliverance Church Intergenerational Community Day	Philadelphia	Table Event	100
30-Sep	Rep. Chris Rabb Grown Folks Fall Festival	Philadelphia	Table Event	100
1-Oct	PECO Multicultural Series at Cherry Street Pier Taste of the Philippines	Philadelphia	Table Event	150
3-Oct	PECO Virtual Utility Fair	Virtual Session	Enrollment	120
4-Oct	Enon Tabernacle Baptist Church Seasoned Saints Health Expo	Philadelphia	Table Event	150

6-Oct	St. Senator Christine Tartaglione Senior Exposition	Philadelphia	Table Event	150
7-Oct	Reading Promise Week Point Breeze Harvest Festival	Philadelphia	Table Event	150
7-Oct	My Independence at home / New Courtland Home Healthy Aging Fall Fest	Philadelphia	Table Event	100
7-Oct	State Representative Jared Solomon Senior Fair	Philadelphia	Table Event	100
7-Oct	Salvation Army Resource event - Coatesville	Chester	Table Event	100
7-Oct	Cedar Campus Auxiliary and ECA Fall Festival and	Philadelphia	Table Event	75
9-Oct	PECO Annual MEAF Golf Fundraising Tournament	Delaware	Table Event	100
	and EAP Consumer Service Conference	Training	Presentation	100
11-Oct	Bucks County Children & Youth Children and Youth October staff meeting	Bucks	Presentation	100
12-Oct	Township of Concord Senior Expo	Delaware	Table Event	100
13-Oct	STATE SENATOR CHRISTINE M. TARTAGLIONE 2023 SENIOR EXPOSITIONS	Philadelphia	Table Event	150
13-Oct	Councilmember Katherine Gilmore Richardson Senior Resource Fairs	Philadelphia	Table Event	150
13-Oct	CITY OF PHILADELPHIA and Elevate K-12 School Fair	Philadelphia	Table Event	300
14-Oct	Reach Community Impact Housing Energy & Health Resource Fair	Philadelphia	Table Event	150
14-Oct	St. Senator Tim Kearney and St. Rep. Tina H. Curry Community Baby Shower	Delaware	Table Event	150
15-Oct	First Presbyterian Church of Lansdowne Community Health Fair	Delaware	Table Event	100
17-Oct	PECO Virtual Utility Fair	Virtual Session	Enrollment	120
18-Oct	Tustin Playground Community Day	Philadelphia	Table Event	200
19-Oct	Representative Kristine Howard 2023 Senior Fair	Chester	Table Event	100
19-Oct	State Representative Brian Munroe Bucks County Senior Expo	Bucks	Table Event	100
20-Oct	STATE SENATOR CHRISTINE M. TARTAGLIONE 2023 SENIOR EXPOSITIONS	Philadelphia	Table Event	100
20-Oct	PA State Rep. Joe Hogan Senior Expo	Bucks	Table Event	100
20-Oct	ECA Annual Conference	Philadelphia	Table Event	100
21-Oct	Clarke Senior Housing Fair	Philadelphia	Table Event	200
21-Oct	UESF PECO CAP CBO initiative	Delaware	Table Event	75
21-Oct	Office of Councilwoman Cindy Bass Honoring the Sid Booker	Philadelphia	Table Event	100
23-Oct	PECO and WFD Infrastructure Academy collaboration	Philadelphia	Table Event	100
24-Oct	PECO and WFD Infrastructure Academy collaboration	Philadelphia	Table Event	100
25-Oct	PECO and WFD Infrastructure Academy collaboration	Philadelphia	Table Event	100
25-Oct	State Representative Danilo Burgos 2023 Welove Health & Safety Fair	Philadelphia	Table Event	100
26-Oct	State Rep. Paul Friel Senior Fair	Montgomery	Table Event	100
26-Oct	St. Rep Kathleen C. Tomlinson Senior Citizen's Expo	Bucks	Table Event	100
27-Oct	Council President Darrell Clarke Senior Fair	Philadelphia	Table Event	150
28-Oct	GPASS 22nd Annual Community Fair	Philadelphia	Table Event	150
30-Oct	State Senator Vincent Hughes Town Hall	Philadelphia	Presentation	75
31-Oct	PECO / UESF CAP Training	Philadelphia	Presentation	100
31-Oct	PECO LIHEAP Social Video Filming	Philadelphia	Presentation	50
1-Nov	Build Your Own Career 2023 Community Engagement Presentation	Delaware	Presentation	50
1-Nov	PA Rep Napoleon Nelson Veterans Expo	Montgomery	Table Event	100
2-Nov	State Senator Anthony Williams Consumer Utility Resource Fair 2023	Delaware	Table Event	100
2-Nov	PECO Virtual Utility Fair	Virtual Session	Enrollment	120
3-Nov	Philadelphia Corporation for Aging Winter Resources Training	Philadelphia	Presentation	50
3-Nov	Councilmember Gilmore Richardson Senior Resource Fairs	Philadelphia	Table Event	100
4-Nov	She Shines Conference	Philadelphia	Table Event	200
4-Nov	Office of Councilmember Jamie R. Gauthier Keep Your House In Order event	Philadelphia	Table Event	100
4-Nov	Olney Culture Lab Olney Youth Arts Festival	Philadelphia	Table Event	150
6-Nov	Mont. County Intermediate Early Learning Program Utility Presentation	Montgomery	Presentation	30
6-Nov	Mont. County Intermediate Early Learning Program Utility Presentation	Montgomery	Presentation	30
7-Nov	Jefferson/HPP Q4 HPP PCMH Learning Network	Philadelphia	Presentation	50

7-Nov	E-Source Webinar on LMI equity and affordability	Philadelphia	Presentation	30
8-Nov	Maternity Blessed Virgin Mary Senior Presentation	Philadelphia	Presentation	125
8-Nov	Senator Collett Senior Expo	Montgomery	Table Event	100
9-Nov	Face to Face CLS Utility clinic	Philadelphia	Presentation	100
9-Nov	Representative Joanna McClinton Salute to Veterans Luncheon	Philadelphia	Table Event	100
9-Nov	Independence Blue Cross AEP Member Expo BUCKS	Bucks	Table Event	150
13-Nov	Independence Blue Cross AEP Member Expo Delaware	Delaware	Table Event	100
14-Nov	PECO Virtual Utility Fair	Virtual Session	Enrollment	120
15-Nov	Ridley Township Library Utility Fair	Delaware	Presentation	100
15-Nov	Councilmember Gilmore Richardson Senior Resource Fairs	Philadelphia	Table Event	100
15-Nov	Councilmember Lozada Pop-up office Event	Philadelphia	Table Event	100
16-Nov	PECO LIHEAP Radio Interviews- La Mega Virtual	Philadelphia	Table Event	100
16-Nov	PECO LIHEAP Radio Interviews- La KALLE	Philadelphia	Table Event	100
16-Nov	Independence Blue Cross AEP Member Expo Montco	Montgomery	Table Event	150
17-Nov	Council President Darrell Clarke South Kensington Community Senior Fair	Philadelphia	Table Event	150
18-Nov	First Corinthian Baptist Church Outreach Event	Philadelphia	Table Event	150
18-Nov	Pinn Memorial Church Resource Fair and Harvest Festival	Philadelphia	Table Event	150
19-Nov	Salem Baptist Church of Abington Outreach Event	Montgomery	Presentation	150
20-Nov	Jefferson Health/HPP Training Stephanie Hilburn Team	Philadelphia	Presentation	4
20-Nov	Representative McClinton Harvest Festival	Philadelphia	Table Event	100
20-Nov	Independence Blue Cross AEP Member Expo Chester	Chester	Table Event	100
21-Nov	WURD Radio Sassy Seniors Tuesdays	Philadelphia	Table Event	100
27-Nov	Classix 107.9 - Lady B Radio Interview	Philadelphia	Presentation	100
28-Nov	WURD Radio Sassy Seniors Tuesdays	Philadelphia	Table Event	100
28-Nov	PECO Virtual Utility Fair	Virtual Session	Enrollment	107
28-Nov	Radio One Radio Interview - Mina Say What - 100.3 WRNB	Philadelphia	Presentation	100
29-Nov	PECO LIHEAP Day	Philadelphia	Table Event	300
29-Nov	Keystone First Health Fair	Philadelphia	Table Event	150
1-Dec	Councilmember Gilmore Richardson Senior Resource Fairs	Philadelphia	Table Event	120
2-Dec	Taller Puertorriqueño Speaking Event	Philadelphia	Presentation	50
3-Dec	MT Zion Baptist Church Presentation	Philadelphia	Table Event	200
5-Dec	WURD Radio Sassy Seniors Tuesdays	Philadelphia	Table Event	100
5-Dec	Representative McClinton Holiday And Wellness Expo	Philadelphia	Table Event	150
6-Dec	Shady Brook Farms	Bucks	Table Event	200
7-Dec	PECO/Main Line Health Training PECO Training	Philadelphia	Presentation	100
8-Dec	Electrical Spectacle Holiday Gift-Making Night Franklin Square	Philadelphia	Table Event	200
9-Dec	State Rep. Gina Curry Let's Gear Up 2023	Delaware	Table Event	100
9-Dec	WURD 2023 Empowerment Experience Enon Tabernacle	Philadelphia	Table Event	200
12-Dec	Anthony Phillips Community Resource Fair	Philadelphia	Table Event	100
16-Dec	Senator Anthony H. Williams Job Fair	Delaware	Table Event	100
16-Dec	Councilman Curtis Jones Health Fair and Toy Drive	Philadelphia	Table Event	100
19-Dec	Elmwood Park Zoo Wild Lights	Montgomery	Table Event	200

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

PECO ENERGY COMPANY’S 2019-2028 UNIVERSAL SERVICE AND ENERGY CONSERVATION PLAN : : **Docket No. M-2018-3005795**

PETITION OF PECO ENERGY COMPANY TO AMEND ITS AMENDED PROPOSED 2019-2024 UNIVERSAL SERVICE AND ENERGY CONSERVATION PLAN FILED JULY 8, 2020 : : **Docket No. P-2020-3020727**

PETITION OF PECO ENERGY COMPANY TO AMEND ITS AMENDED PROPOSED 2019-2024 UNIVERSAL SERVICE AND ENERGY CONSERVATION PLAN FILED SEPTEMBER 25, 2020 : : **Docket No. P-2020-3022154**

CERTIFICATE OF SERVICE

I hereby certify and affirm that I have this day served a copy of **PECO Energy Company’s 2024 Customer Education and Outreach Plan (“CEOP”)** on the following persons in the manner specified in accordance with the requirements of 52 Pa. Code § 1.54:

VIA ELECTRONIC MAIL

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Dated: March 1, 2024