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PECO Energy Company 2301 Market Street / S23-1 Philadelphia, PA 19103

June 9, 2023

## VIA ELECTRONIC FILING

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:

On May 8, 2023, PECO Energy Company ("PECO" or "the Company") submitted a letter to the Commission to close out certain items related to the above-captioned dockets and to provide an update on the status of its Customer Education and Outreach Plan ("CEOP"). Enclosed please find PECO's final 2023 CEOP.

The Company notes that on May 10, 2023, its draft CEOP was reviewed with PECO's Universal Service Advisory Committee ("USAC"), which includes representatives of the Commission's BCS and Office of Communications. USAC members were also provided time after that meeting to submit suggestions/edits to the 2023 CEOP. The final 2023 CEOP submitted herewith incorporates some of those suggestions.

Should you have any questions regarding this filing, please do not hesitate to contact me at 215.841.4353.

Very truly yours,

Jennedy S. Johnson

Enclosure

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## Customer Education and Outreach Plan (CEOP) – 2023<sup>1</sup>

## **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**) is available for households at or below 150% FPL (*Federal Poverty Level*). PECO's CAP was changed from a CAP FCO (*Fixed Credit Option*) to a CAP-PIPP (*Percentage of Income Payment Plan*) in December 2022. Customers enrolled in a CAP-PIPP pay a percentage of their income as their PECO bill (up to an annual maximum) or their actual monthly usage, whichever is less.<sup>2</sup>

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).

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

<sup>&</sup>lt;sup>1</sup> This CEOP is filed in accordance with the PUC's June 16, 2022, Order at Docket. M-2018-3005795; 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.

<sup>&</sup>lt;sup>2</sup> Note that there are also minimum bill requirements for Electric Non-Heating (Rate R) - \$10 and Electric Heating (Rate RH) and Gas - \$20.

## **PECO's Community Engagement Team:**

PECO's Community Engagement (CE) team was launched in the first quarter of 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 pilar.

## **COVID-19 Pandemic:**

The COVID-19 pandemic had a significant impact on the CE team. Prior to COVID-19, the Company's focus was on engaging the low-income community through traditional, in-person outreach methods. Calendar years 2020 and 2021 presented challenges for the CE team due to COVID-19 and social distancing. Traditional, in-person outreach was no longer an option, yet the need for outreach was even more pronounced than before given the financial impacts of COVID-19.

Due to the COVID-19 pandemic, PECO's CE team implemented (or increased) several no-contact outreach methods including:

- Social Media
- Emails
- Direct Dial Phone Calls
- Posters with tear-offs or QR codes in high-traffic venues in low-income zip codes (e.g., food markets)
- Radio interviews (conducted in both English and Spanish)
- Virtual Enrollment Customer Sessions
- Virtual Trainings for Service Providers

Although PECO resumed in-person outreach in 2022, the Company still holds some virtual events today. A combination of access options provides greater engagement for customers and service providers alike. For example, PECO continues to conduct trainings for service providers both virtually and in-person (based on the agencies' preferences). Additionally, virtual enrollment sessions are a customer satisfier and have received support from the Commission's Bureau of Consumer Services (BCS).

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

PECO is always looking to expand our partnerships with external organizations, and to that end, PECO has since onboarded seven (7) additional organizations as CAP enrollment sites, bringing the current 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 veterans' organizations, organizations that support victims of domestic abuse, hospital systems and the Philadelphia District Attorney's office.

PECO provided trainings and created a process whereby these organizations can formally refer their clients to us. This new referral process expands PECO's reach to these vulnerable populations.

Trainings for the aforementioned organizations included information on Energy Burden – what it is, how it is calculated, and how it affects energy costs. Outreach presentations for customers also include information on Energy Burden and usage reduction tips to help lower energy costs.

See **Attachment B** for a full list of PECO Outreach events for calendar year 2022.

### **Outreach Location Selection Strategy:**

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

- Low-income zip codes: 0–200% FPL
- LEP zip codes (Limited English Proficiency)
- 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 (employees and/or contractors). For non-Spanish speaking LEP areas, PECO works with event organizers and/or community partners to solicit interpreters who speak the language requested, to attend the event and assist with interpretation needs.
- Location of the event The safety of our employees and contractors is a top priority to that end, a minimum of 2 resources are allocated for certain areas

#### **Enhancements in Outreach since 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 the personal and emotional challenges people in poverty face every day.

#### • Virtual Enrollment Sessions:

- In 2022 the Philadelphia Water Department (PWD) introduced virtual Utility Fairs in which PECO and the Philadelphia Gas Works (PGW) participated. In 2023, PECO started hosting its own Virtual Enrollment sessions where customers are provided a variety of services based on their specific needs, including enrollment in CAP, payment agreements, and LIHEAP assistance.
- For the PECO-led Virtual Enrollment sessions, PECO identifies customer segments who could benefit from these sessions (e.g., customers on CAP but not LIHEAP), and solicits their participation via email. PECO also uses targeted social media. There are a total of 120 slots available each session, and for each session, all slots are filled. While typically only one-third of registrants attend, all registrants are contacted either before or after the event by a Community Engagement team member.
- Collaborations 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 the two (2) organizations listed below to provide more of these types of services:
  - Findhelp.org Findhelp.org is a national, online assistance finder portal that provides information and links to a variety of free or low-cost assistance needs (e.g., pharmacy assistance, food pantries). PECO promotes Findhelp.org on its website.
  - BDT (Benefits Data Trust) In 2023 PECO paired with BDT, a non-profit that helps facilitate enrollment in various governmental assistance programs (e.g., SNAP, Medicaid). PECO is in the process of sending information about BDT and the services they provide to its CAP customers who have given an email address to PECO.

- Poverty Summit In October 2022, PECO hosted its first Poverty Summit at our Main Office Building. The Summit was both in-person and virtual, with approximately 100 participants – consisting primarily of social service agencies – attending in-person. The Summit featured a facilitated dialogue with four thought leaders on the following topics:
  - Crisis of poverty across our region
  - o Impact of poverty on housing, education, women & children, employment and more
  - o Racial and economic disparities that impede the transition out of poverty
  - Opportunities and strategies to assist vulnerable populations

## 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 simple online enrollment options, the Company recognizes that some customers are either uncomfortable with online enrollment or lack the tools necessary for online enrollment. For this reason, PECO continues to offer a variety of enrollment options, including<sup>3</sup>:

- Online/website
- U.S. Mail
- Email
- Fax
- Community Partners
- In-person Outreach Events
- Virtual Outreach Events

#### 0-50% FPL Outreach:

PECO submitted its 0-50% FPL Outreach Plan in 2022. This document was filed originally in February 2022 and then re-filed in June 2022 as an amendment to PECO's USECP filing.<sup>4</sup>

Income eligibility for PECO's CAP, is 0-150% FPL (Federal Poverty Level). That number is broken down into 3 tiers (0-50% FPL; 51-100% FPL; and 101-150% FPL). 0-50% FPL is considered the lowest tier and is also referred to as the "poorest of the poor". Historically, this has also been the hardest customer group to reach.

PECO recognizes there are unique challenges with this customer segment and has increased its targeted outreach to this customer population.

<sup>&</sup>lt;sup>3</sup> 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 inhome enrollment assistance.

<sup>&</sup>lt;sup>4</sup> The June 22, 2022, 0-50% FPL Outreach Plan filing is available at: https://www.puc.pa.gov/pcdocs/1749823.pdf

PECO engages CAP Enrollment Sites to support 0-50% FPL customers with CAP enrollment as well as other services (e.g., LIHEAP assistance). A list of those agencies can be found in **Attachment A** to this document.

PECO's target for 0-50% FPL customers for the next 5 years (2022 – 2026 inclusive), is a 5% increase in total enrollment of customers at or below 50% FPL over 2019 (pre-COVID). As total enrollment is a product of both new enrollment and recertification retentions, PECO will focus on both new enrollees as well as recertification retentions for the 0-50% FPL population.

The actuals for 0–50% FPL for calendar year 2022 are as follows:

#### **CAP Enrollment:**

Category	2022 Target	2022 Actual	Percentage Change
CAP 0-50% FPL	27,125	35,599	31%

CAP enrollment goals for 2023 through 2026 for customers under 50% FPL are as follows:

Calendar Year Ending	CAP 0-50% FPL Customers
2023	28,481
2024	29,905
2025	31,400
2026	32,970

#### **Outreach Efforts:**

Category	2022 Target	2022 Actual	Percentage Change
Total Outreach Events	235	284	21%
0-50% FPL Outreach	82	149	82%

## **LEP – Limited English Proficiency:**

PECO conducted analysis using government data (Census/ACS), 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 also 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 are shown for the following:

Measurement	2022 Projections	2022 Actual	Percentage Change
CAP New Enrollees	8,400	13,062	56%

The positive trend in the last column demonstrates the success of PECO's outreach efforts as in 2022, PECO exceeded its CAP new enrollment projections.

## **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	2022 Projections	2022 Actuals	Percentage Change
LIHEAP Dollars*	\$15.6M	\$45.7M	193%
Outreach Events	235	284	21%
LEP Outreach Events	n/a**	30	n/a

In calendar year 2022, Community Engagement completed 284 Outreach events. The Outreach event projection for 2022 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 2022 by category:

Total number of events: 284

Total number of in-person events: 238 Total number of Virtual events: 46

Total number of Radio events - virtual only: 4

Total number of Radio events – virtual and In-person: 18

Total number of LEP events: 30 Total number of 0-50% events: 149 Total number of Philadelphia events: 252

Total number of county events: 32

Total number of presentations only (i.e., Legislative Forums): 13

\*LIHEAP Dollars – Total PA LIHEAP allocation (not including CARES funding) for FY 2022 was \$195M. PECO's projection for FY 2022 was 8% of the PA state allocation or \$15.6M. PECO notes that while LIHEAP dollars for the last full LIHEAP season (FY 2022) included additional COVID funding from the federal CARES Act, the increase in regular LIHEAP dollars from FY 2022 was still significantly above projections.

<sup>\*\*</sup>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.

For 2023 PECO's Projections are as follows:

- LIHEAP Dollars 8% of the total PA LIHEAP allocation (not including CARES funding)
- Outreach 235 events
- **LEP** As previously noted, PECO will continue to track LEP events for 2023 and 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:
  - <u>Table events</u> number of customers to whom PECO gave information to (i.e., CAP application, LIHEAP application, brochures)
  - <u>Enrollment events</u> 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**

Ą	gency	County
•	Action Wellness	Philadelphia
•	ACHIEVEability	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. & Delaware
•	CONGRESO	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 Opportunities 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

ATE	EVENT	COUNTY	EVENT FORMAT	ATTENDEES
	Kroc Center Kroc Center Open House	Philadelphia	Table Event	150
	Cup of Love Cup of Love & PECO*	Philadelphia	Table Event	40
	Councilmember Jamie R. Gauthier James Rhoads School MLK Day of Service*	Philadelphia	Table Event	100
	WURD Martin Luther King Day of Service	Philadelphia	Table Event	150
31-Jan	State Rep. Joanna E. McClinton Representative McClinton's Annual Energy Fair*	Philadelphia .	Workshop	50
2-Feb	Representative Morgan Cephas Representative Morgan Cephas Open House*	Philadelphia	Drop off KITS	100
	Representative Donna Bullock Representative Bullock Utility Assistance Webinar*	Philadelphia	Workshop	50
5-Feb	Sen Anthony Williams Sen Anthony Williams Community Fair and Basketball Game*	Philadelphia	Table Event	100
5-Feb	Senator Nikil Saval, State Rep Mary Isaacson, Councilmember Isaiah Thomas Vaccine clinic	Philadelphia	Table Event	100
	PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills *	Philadelphia	Workshop	50
	Paragon Home Care Welcome to the Neighborhood Event	Philadelphia .	Table Event	100
14-Feb	People's Emergency Center NAC NAC Virtual Resource*	Philadelphia	Workshop	40
	PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills*	Philadelphia	Workshop	50
	PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills*	Philadelphia	Workshop	50
23-Feb	Free Library of Philadelphia Lawncrest Library Vaccine Day	Philadelphia	Table Event	100
23-Feb	PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills*	Philadelphia	Workshop	50
26-Feb	Brewerytown Sharswood NAC Tools for Homeownership & Renters' Service Area Briefing	Philadelphia	Workshop	50
1-Mar	Radio Statoin WPPZ PECO LIHEAP Radio Call In*	Philadelphia	Call In	100
2-Mar	Goodwill Goodwill Store Tabling Event	Delaware	Table Event	100
2-Mar	iHeart stations (WDAS/WUSL) PECO LIHEAP Radio Call in w/ Patty Jackson	Philadelphia	Call In	100
2-Mar	iHeart stations (WDAS/WUSL) PECO LIHEAP Radio Call in w/ Cappuchino	Philadelphia	Call In	100
2-Mar	PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills*	Philadelphia	Workshop	50
3-Mar	FIND HELP Health Federation of Philadelphia User Group Meeting*	Philadelphia	Zoom	20
	PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills*	Philadelphia	Workshop	50
	Goodwill Goodwill Store Tabling Event	Delaware	Table Event	100
	PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills*	Philadelphia	Workshop	50
	Frankford NAC Know Your Rights Virtual Event*	Philadelphia	Workshop	50
	WEMG La Mega PECO LIHEAP Radio Call In*	Philadelphia	Call In	100
	Community Legal Services CLS Utility Clinic*	Philadelphia	Workshop	75
	State Representative Zabel State Representative Zabel's Job Fair	Delaware	Table Event	100
	UESF UESF outreach at Oak Street Health*	Philadelphia	Table Event	100
	Goodwill Goodwill Store Tabling Event	Delaware	Table Event	100
	PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills*	Philadelphia	Workshop	50
	6th councilmanic District Top O the Morning St Patricks Day event	Philadelphia	Table Event	150
	PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills*	Philadelphia	Workshop	50
	Senator Saval Senator Saval Vaccine clini	Philadelphia	Table Event	100
	Councilmember Gauthier and State Representative Krajewski Shredding Event*	Philadelphia	Table Event	100
	PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills*	Philadelphia	Workshop	50
	UESF UESF outreach at Oak Street Health*	Philadelphia	Table Event	50
				50
	Councilmember Sánchez Councilmember Sánchez Utility Drive at Harrowgate Pal Center*	Philadelphia	Table Event Table Event	50
	Councilmember Sánchez Councilmember Sánchez Utility Drive at West Kensington Ministries*  Councilmember Sánchez Councilmember Sánchez Utility Drive at Max Meyers Playground*	Philadelphia Philadelphia	Table Event	100
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	UESF outreach at Oak Street Health* PWD-PGW-PECO Virtual Help with Lowering Water and Other Philadelphia Utility Bills*	Philadelphia Philadelphia	Table Event Workshop	50
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	Rebuilding Philly Dunlap Block Build*	Philadelphia	Table Event	100
	Rebuilding Philly Dunlap Block Build*	Philadelphia	Table Event	
	Councilmember Katherine Gilmore Richardson Philly Spring Cleanup	Philadelphia	Table Event	100 100
	Oak Street Health Primary Care Clothin Drive Oak Street Health Primary Care  Councilmember Katherine Gilmore Richardson Reduce Reuse Recycle community Fair	Philadelphia	Table Event Table Event	100
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	Paragon Home Care Paragon Home Care Welcome to the Neighborhood Event	Philadelphia	Table Event	100
	UESF UESF outreach at Oak Street Health*	Philadelphia	Table Event	100
	Energy Coordinating Agency Virtual Meeting with NEC*	Philadelphia	Call In	50
	WURD Radio Brown's Family Shoprite*	Philadelphia	Table Event	100
	PECO Virtual Utility Fair*	Philadelphia	Workshop	50
	Ben Wilson Senior Activity Center Senior Lifestyle Expo	Philadelphia	Table Event	100
	Rep Wendi Thomas Rep Wendi Thomas' annual Senior EXPO	Bucks	Table Event	100
	State Representative Isabella Fitzgerald Senior Fun Fair - West Oak Lane Senior Adult Center,	Philadelphia	Table Event	100
	WURD Radio Bartrams Garden	Philadelphia	Table Event	100
	Schwenksville Elementary Schwenksville Elementary School's Garden Club	Montgomery	Table Event	100
	DentMed Health Clinic DentMed Health Clinic	Philadelphia	Table Event	400
	Councilmember Derek Green Councilman Green's Resource Even*	Philadelphia	Table Event	100
	DentMed Health Clinic DentMed Health Clinic	Philadelphia	Table Event	400
	University City District Pop-Ups at The Porch Powered by PECO	Philadelphia	Table Event	300
	PECO Virtual Utility Fair*	Philadelphia	Workshop	50
	Councilman Curtis Jones, Jr. 13th Annual Block Captains Boot Camp	Philadelphia	Table Event	100
	Abiding Truth Ministries Spring into Health Fair*	Philadelphia	Table Event	100
	Office of the Council President Council President Event*	Philadelphia	Table Event	100
	University City District Pop-Ups at The Porch Powered by PECO	Philadelphia	Table Event	300
	PECO Virtual Utility Fair*	Philadelphia	Workshop	50
	State Representative Mike Zabel Expungement Clinic & Second Chance Expo	Montgomery	Table Event	200
	Councilmember Jamie R. Gauthier 3rd District Block Captain Alliance*	Philadelphia	Table Event	100
	Thomas Jefferson University Thomas Jefferson University Mobile Vaccine Team	Philadelphia	Table Event	100
	Philadelphia's Magic Gardens PECO Family Jams at Philadelphia's Magic Gardens	Philadelphia	Table Event	20
	State Senator Steve Santarsiero Comsumer Education Program	Bucks	Table Event	100
11-May	PECO Virtual Utility Fair*	Philadelphia	Workshop	100
12-May	Councilwoman Cherelle Parker 9th Budget Briefing & Town Hall Meetings	Philadelphia	Workshop	100
12-May	Overbrook Night Market Overbrook Night Market*	Philadelphia	Table Event	400
	School of the Future School of the Future Community Resource Fair*	Philadelphia	Table Event	100
	ASAP Checkmate Violence Tournament ASAP Checkmate Violence Tournament	Philadelphia	Table Event	100
	Wynnefield Community Neighborhood Association (WCNA) Festival*	Philadelphia	Table Event	100
	Urban Affairs Coalition UAC Community Leadership Day of Service	Philadelphia	Table Event	2000
	Thomas Jefferson University Thomas Jefferson University Mobile Vaccine Team*	Philadelphia	Table Event	100
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ATE	EVENT	COUNTY	EVENT FORMAT	ATTENDEE
19-May		Philadelphia	Table Event	50
	State Senator Nikil Saval Senior May Day	Philadelphia	Table Event	100
	Thomas Jefferson University Thomas Jefferson University Mobile Vaccine Team	Philadelphia	Table Event	100
	PECO Virtual Utility Fair*	Philadelphia	Workshop	100
	University City District Pop-Ups at The Porch Powered by PECO	Philadelphia	Table Event	300
26-May		Philadelphia	Table Event	100
	Thomas Jefferson University Thomas Jefferson University Mobile Vaccine Team	Philadelphia	Table Event	100
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	State Rep. Regina G. Young State Rep. Regina G. Young Community Day Event*	Philadelphia	Table Event	
	PWD-PGW-PECO Virtual Utility Fairs*	Philadelphia	Workshop	50
	Councilwoman Cherelle Parker 9th Budget Briefing & Town Hall Meetings	Philadelphia	Workshop	100
	Ruff Ride Event EMAC and Limited Income Outreach*	Philadelphia	Drop off	500
	Senator Nikil Saval and State Representative Donna Bullock Vaccine Event /Booster Event	Philadelphia	Table Event	100
4-Jun	Rebuilding Philly Fairhill Block Build*	Philadelphia	Table Event	100
4-Jun	Councilwoman Cherelle Parker 9th Budget Briefing & Town Hall Meetings	Philadelphia	Workshop	100
8-Jun	PWD-PGW-PECO Virtual Utility Fairs*	Philadelphia	Workshop	50
11-Jun	PCDC EXPO PCDC EXPO*	Philadelphia	Workshop	100
11-Jun	Overbrook park community day Overbrook park community day*	Philadelphia	Workshop	100
	William Way Center PRIDE Run Philly Pride Run	Philadelphia	Table Event	2000
	Olney Culture Lab Jazz on the Green*	Philadelphia	Table Event	100
	ODUNDE ODUNDE Festival*	Philadelphia	Table Event	2000
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	PWD-PGW-PECO Virtual Utility Fairs*	Philadelphia	Workshop	50
	State Rep Joanna McClinton Southwest Summer Kick-off Community Event	Philadelphia	Table Event	100
	Lene's Daily Child Care Inc. Community Resource Event*	Philadelphia	Table Event	100
18-Jun	APM SUGAR CANE FESTIVAL*	Philadelphia	Table Event	300
18-Jun	Borough of Folcroft Folcroft Juneteenth	Delaware	Workshop	100
18-Jun	53rd St Unified Juneteeth Celebration*	Philadelphia	Table Event	100
18-Jun	Forum Philly Community Juneteenth & Father's Day Festival	Philadelphia	Table Event	100
	Philadelphia Juneteenth Parade & Festival Philadelphia Juneteenth Parade & Festival*	Philadelphia	Table Event	1000
	PWD-PGW-PECO Virtual Utility Fairs*	Philadelphia	Workshop	50
	Intellectual disAbility Services Brighter Futures awards	Philadelphia	Table Event	200
	Rep. Kevin J. Boyle Rep. Kevin J. Boyle Senior Fair	Philadelphia	Table Event	100
	Utility Fair In-person Utility Fair*	Philadelphia	Table Event	100
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	Sheriff Office Sheriff Office vs. Kingsessing Kings*	Philadelphia		
	Brewerytown Sharswood CCA/NAC Community Summer Safety	Philadelphia	Table Event	100
	Councilwoman Pamela Smith (delaware county) World Peace Darby Township	Philadelphia	Table Event	100
	PWD-PGW-PECO Virtual Utility Fairs*	Philadelphia	Workshop	50
	WURD Radio Groovy Grubbin Midday Cookout	Philadelphia	Table Event	100
8-Ju	WURD Radio 96.1 FM Summer of Freedom Neighborhood Love Tour	Philadelphia	Table Event	100
9-Ju	Senator Sharif Street Senator Sharif Street Community Baby Shower*	Philadelphia	Table Event	100
9-Ju	El Concilio Hispanic Fiesta*	Philadelphia	Table Event	100
10-Ju	El Concilio Hispanic Fiesta Day 2*	Philadelphia	Table Event	100
	WURD Radio 96.1 FM Summer of Freedom Neighborhood Love Tour	Philadelphia	Table Event	100
	Mt. Vernon Manor, the 16th Police District 16th Police District Promise Zone Community Fun Day	Philadelphia	Table Event	100
	Beloved Care Project PHIGHT Network Event*	Philadelphia	Table Event	100
	Representative Joe Hohenstein Veteran's Appreciation BBQ	Philadelphia	Table Event	100
	, , , , , , , , , , , , , , , , , , , ,	· · · · · · · · · · · · · · · · · · ·		100
	Councilmember Curtis Jones Jr. Weekly Annual Summer Jazz Series - Rose Playground	Philadelphia	Table Event	100
	WURD Radio 96.1 FM Summer of Freedom Neighborhood Love Tour	Philadelphia	Table Event	
	New Courtland and My Independence at Home Healthy Block Party and Resource Fair	Philadelphia	Table Event	100
	State Senator Sharif Street Susquehanna Peace Festival*	Philadelphia	Table Event	100
	Lower North Philadelphia CDC Jazzing on the Ridge	Philadelphia	Table Event	100
26-Ju	Councilwoman Cindy Bass Cindy Bass Summer event series	Philadelphia	Table Event	100
28-Ju	Councilmember Curtis Jones Jr. Weekly Annual Summer Jazz Series - Woodside Park	Philadelphia	Table Event	100
28-Ju	Dedicated Senior Medical Center Health Fair at Onley	Philadelphia	Table Event	100
29-Ju	WURD Radio 96.1 FM Summer of Freedom Neighborhood Love Tour	Philadelphia	Table Event	100
	Representative McClinton Curbside Resource Fair*	Philadelphia	Table Event	100
	Harrowgate Civic Association Summer Festival*	Philadelphia	Table Event	100
	Puerto Rican Cultural Association of Bucks County Puerto Rican Day Festival Bristol Borough*	Bucks	Table Event	100
	Sheriff Bilal Office of the Philadelphia Sheriff Community Event	Philadelphia	Table Event	100
	·	<del></del>		100
	Town Watch Integrated Services / MDO National Night out Kick-Off Rally*	Philadelphia	Table Event	100
	Mayor's Office of Civic Engagement and Service National Night Out *	Philadelphia	Table Event	
	Town Watch Integrated Services / MDO National Night Out	Philadelphia	Table Event	100
	3rd Police District National Night Out 2022*	Philadelphia	Table Event	100
	State Rep Isabella Fitzgerald national night out 14th district	Philadelphia	Table Event	100
	Councilwoman Cindy Bass Oldies in the Park	Philadelphia	Table Event	100
	Councilmember Curtis Jones Jr. Weekly Annual Summer Jazz Series - McMichael Park	Philadelphia	Table Event	100
5-Aug	WURD Radio 96.1 FM Summer of Freedom Neighborhood Love Tour	Philadelphia	Table Event	100
5-Aug	School District of Philadelphia 15th Annual Back to School celebration	Philadelphia	Table Event	100
	Senator Saval Sen Saval Vaccine Clinic	Philadelphia	Table Event	150
	ACANA African Festival ACANA African Festival*	Philadelphia	Table Event	100
	Councilmember Curtis Jones Jr. Weekly Annual Summer Jazz Series - Gorgas Park	Philadelphia	Table Event	100
	School District of Philadelphia 15th Annual Back to School celebration		Table Event	100
	•	Philadelphia		
	Councilwoman Cindy Bass Oldies in the Park	Philadelphia	Table Event	100
11-A110	Sistatalkphl Community Wash Day	Philadelphia	Table Event	100
	Sen. Tartaglione Community Day Sen. Tartaglione Community Day*	Philadelphia	Table Event	100
11-Aug	Family Housing Stabilization McClure School Summerfest*	Philadelphia	Table Event	100
11-Aug		Philadelphia	Table Event	100
11-Aug 12-Aug	WURD Radio 96.1 FM Summer of Freedom Neighborhood Love Tour	Tillaucipilla		100
11-Aug 12-Aug 12-Aug	WURD Radio 96.1 FM Summer of Freedom Neighborhood Love Tour  State Representative Joanna McClinton Southwest Shredding Event*	Philadelphia	Table Event	100
11-Aug 12-Aug 12-Aug 12-Aug	State Representative Joanna McClinton Southwest Shredding Event*	Philadelphia	+	100
11-Aug 12-Aug 12-Aug 12-Aug 13-Aug	State Representative Joanna McClinton Southwest Shredding Event* State Rep Jordan A. Harris State Rep Jordan A. Harris Street Festival*	Philadelphia Philadelphia	Table Event	100
11-Aug 12-Aug 12-Aug 12-Aug 13-Aug	State Representative Joanna McClinton Southwest Shredding Event* State Rep Jordan A. Harris State Rep Jordan A. Harris Street Festival* St. Rep Danilo Burgos 197th District Community Expo*	Philadelphia Philadelphia Philadelphia	Table Event Table Event	100 100
11-Aug 12-Aug 12-Aug 12-Aug 13-Aug 13-Aug	State Representative Joanna McClinton Southwest Shredding Event* State Rep Jordan A. Harris State Rep Jordan A. Harris Street Festival* St. Rep Danilo Burgos 197th District Community Expo* School District of Philadelphia 15th Annual Back to School celebration*	Philadelphia Philadelphia Philadelphia Philadelphia	Table Event Table Event Table Event	100 100 100
11-Aug 12-Aug 12-Aug 12-Aug 13-Aug 13-Aug 16-Aug	State Representative Joanna McClinton Southwest Shredding Event* State Rep Jordan A. Harris State Rep Jordan A. Harris Street Festival* St. Rep Danilo Burgos 197th District Community Expo*	Philadelphia Philadelphia Philadelphia	Table Event Table Event	100 100

ATE	EVENT	COUNTY	EVENT FORMAT	ATTENDEE
18-Auc		Philadelphia	Table Event	100
	State Representative Matt Bradford Family Fair	Montgomery	Table Event	100
	WURD Radio 96.1 FM Summer of Freedom Neighborhood Love Tour	Philadelphia	Table Event	100
	Festival of India Festival of India*	Philadelphia	Table Event	100
20-Aug	School District of Philadelphia 15th Annual Back to School celebration	Philadelphia	Table Event	100
	Germantown Housing Justice Community Resource Event*	Philadelphia	Table Event	100
20-Auc	North Philadelphia Block Captain Appreciation Luncheon*	Philadelphia	Table Event	100
	Community Economic Development Corp Annual Voice Day Event*	Philadelphia	Table Event	50
	Caribbean Festival Caribbean Festival*	Philadelphia	Table Event	100
	City of Philadelphia Older Adult Services 2022 Senior Fun Day in the Park	Philadelphia	Table Event	100
	Councilwoman Cindy Bass Oldies in the Park	Philadelphia	Table Event	100
	Sen. Tartaglione Community Day Sen. Tartaglione Community Day*		Table Event	100
	Richard R. Wright and Strawberry Mansion Back to school	Philadelphia		100
		Philadelphia	Table Event	
	Rep.Amen Brown Community day*	Philadelphia	Table Event	100
	Sen. Tartaglione Community Day	Philadelphia	Table Event	100
	St. Sen. Saval Vaccine Clinic*	Philadelphia	Table Event	100
	First United Methodist Church of Germantown Back-to-School Event	Philadelphia	Table Event	100
	Precious Baby Learning Academy Carnival in the H.O.O.D*	Philadelphia	Table Event	100
	WURD Radio Radio Founder's Day	Philadelphia	Table Event	100
31-Aug	Councilwoman Cindy Bass Oldies in the Park	Philadelphia	Table Event	100
4-Sep	Brazilian Day at Penn's Landing	Philadelphia	Table Event	100
7-Sep	Rep Matt Bradford Senior Fair	Bucks	Table Event	100
8-Sep	State Representative Joe Hohenstein Senior Resource Fair	Philadelphia	Table Event	100
	State Representative Tina M. Davis Senior EXPO	Bucks	Table Event	100
	Joanna MCClinton Back to School*	Philadelphia	Table Event	100
	West Belmont Community Association Community Day	Philadelphia	Table Event	150
	Rep Martina White Rep Martina White Kids Fest	Philadelphia	Table Event	200
	Taller Puertorriqueno Feria Del Barrio*		Table Event	500
		Philadelphia		100
	PCA Clergy Interfaith Meeting	Philadelphia	Table Event	100
	State Rep Malagari Senior Fair	Montgomery	Table Event	
	Deliverance Church Community Day*	Philadelphia	Table Event	100
	35th Police District Unity Day*	Philadelphia	Table Event	100
17-Sep	Bright Hope Baptist Church INFORMATION AND COMMUNITY EDUCATION FAIR*	Philadelphia	Table Event	100
18-Sep	Mexican Independence Day Festival	Philadelphia	Table Event	100
22-Sep	Rep. Leanne Krueger Senior Expo	Delaware	Table Event	100
22-Sep	State Senator Tim Kearney & State Representative Mike Zabel Senior Expo	Delaware	Table Event	200
23-Sep	Senator Anthony H. Williams Delco Energy/Resource Event	Philadelphia	Table Event	100
	Folcroft Borough Community Day Community Day	Delaware	Table Event	100
	State Representative Christina Sappey 2022 Senior Fair at Kennett Middle School	Chester	Table Event	100
	The Behavioral Wellness Center at Girard Block Party*	Philadelphia	Table Event	100
	State Representative Todd Polinchock Veteran's Expo*	Bucks	Table Event	100
	,			150
	PA Representative Pamela A. DeLissio Good Neighbor Day Health Fair	Philadelphia	Table Event	
	Senator Anthony H. Williams Energy Resource Fair*	Philadelphia	Table Event	100
	St. Sen Katie Muth Annual Veteran's Expo	Montgomery	Table Event	100
	State Rep Ed Neilson & Councilman Mike Driscoll Senior Resource Fair.	Philadelphia	Table Event	100
	Project HOME Community Day	Philadelphia	Table Event	75
	State Representative Jared Solomon Senior Fair	Philadelphia	Table Event	100
1-0c	Sen. Steve Santarsiero Kid's Fest	Bucks	Table Event	100
2-Oc	PECO Multi Cultural Series Taste of the Philippines*	Philadelphia	Table Event	100
5-Oc	Council President Darrell Clarke Grand Re-Opening	Philadelphia	Table Event	100
5-Oc	Park Tower Apartments Presentation*	Philadelphia	Table Event	100
5-Oc	PECO Utility Fair*	Philadelphia	Table Event	75
	Representative Kristine Howard Senior Fair	Chester	Table Event	100
	State Representative Chris Rabb Grown Folks Fall Festival	Philadelphia	Table Event	100
	Philadelphia Sheriff's Office Faith and Blue Community Walk and Resource Event	Philadelphia	Table Event	100
	Old City Fest	Philadelphia	Table Event	500
	WURD Radio Environmental Justice Summit Bartram's Garden	Philadelphia	Table Event	100
		· · ·		
	Councilmember Curtis Jones Annual Fall Jazz Series	Philadelphia	Table Event	100
	PECO Utility Fair*	Philadelphia	Table Event	75
	Sen. Tartaglione Senior EXPO*	Philadelphia	Table Event	100
	Coalition of Culturally Competent Providers CCCP SOCIAL*	Philadelphia	Table Event	100
	Township of Concord Senior Fair	Delaware	Table Event	100
	Great Philly High School Fair Philly High School Fair	Philadelphia	Table Event	300
	Energy Coordinating Agency Energize Philly Conference*	Philadelphia	Table Event	100
	Great Philly High School Fair	Philadelphia	Table Event	300
15-Oc	Frankford NAC Community Resource fair at Pause Park*	Philadelphia	Table Event	100
15-Oc	Prevention Fair Health Fair	Philadelphia	Table Event	100
	Morris Brown Church Community Day*	Philadelphia	Table Event	100
	First Presbyterian Church of Lansdowne Annual Community Day	Delaware	Table Event	100
	State Senator Amanda Cappelletti Senior Fair	Delaware	Table Event	100
	Councilman Curtis Jones, Jr. Jazz Series*	Philadelphia	Table Event	100
	42nd Ward Leaders Meeting	Philadelphia	Presentation	30
	PECO Utility Fair*			20
	,	Philadelphia	Table Event	
	Sen. Tartaglione Senior EXPO	Philadelphia	Table Event	200
	Representative Jennifer O'Mara Senior Expo	Delaware	Table Event	200
	Councilmember Jamie R. Gauthier 3rd District Block Captain Alliance*	Philadelphia	Table Event	100
	Villas at Shady Brook Villas at Shady Brook	Bucks	Table Event	100
23-Oc	Anti Defmation League ADL Walk Against Hate	Philadelphia	Table Event	200
24-Oc	MCIU Early Learning Programs Head Start and Pre-K Counts programs*	Montgomery	Virtual	40
	MCIU Early Learning Programs Head Start and Pre-K Counts programs*	Montgomery	Virtual	40
	PECO Utility Fair*	Philadelphia	Table Event	35
	Rep Danilo Burgos 197th District Welloween Health and Safety fair*	Philadelphia	Table Event	100
26-00				

DATE	EVENT	COUNTY	EVENT FORMAT	ATTENDEES
27-Oct	Sen. Tartaglione Senior EXPO	Philadelphia	Table Event	150
28-Oct	State Rep Frank Farry Senior EXPO	Bucks	Table Event	150
29-Oct	Funtimes Magazine Anniversary Celebration*	Philadelphia	Table Event	100
29-Oct	Community Legal Services Utility Clinic*	Philadelphia	Table Event	100
29-Oct	Mastery Harrity Elementary School Fall Festival*	Philadelphia	Table Event	100
29-Oct	Latitia House Resource Fair*	Philadelphia	Table Event	100
31-Oct	State Representative Joanna McClinton Southwest Fall Festival*	Philadelphia	Table Event	100
2-Nov	PECO Utility Fair*	Philadelphia	Table Event	35
4-Nov	Berean Church Empowering Senior Fair*	Philadelphia	Table Event	100
9-Nov	PCA Winter Resources Training	Philadelphia	Talk	75
9-Nov	Council President Darrell L. Clarke Senior Fair*	Philadelphia	Table Event	150
9-Nov	PECO Utility Fair*	Philadelphia	Table Event	30
	Delaware County Office of Services for the Aging PECO Presentation*	Delaware	Presentation	75
10-Nov	Rep. Danilo Burgos Annual Day of Thanks Table fair and Turkey Giveaway*	Philadelphia	Table Event	150
12-Nov	State Rep. Morgan Cephas Housing Super Clinic*	Philadelphia	Table Event	100
12-Nov	New Covenant Church She Shines Conference	Philadelphia	Table Event	100
16-Nov	PECO Utility Fair*	Philadelphia	Table Event	30
16-Nov	Maternity Blessed Virgin Mary Seniors PECO Presentation	Philadelphia	Table Event	175
18-Nov	PECO Multicultural Series We are the Seeds Cherry Street Pier*	Philadelphia	Table Event	200
19-Nov	Rep. Rick Krajewski and Councilmember Gauthier Shred Event*	Philadelphia	Table Event	100
20-Nov	St. Patrick's Church Health & Information Event Restart*	Montgomery	Table Event	100
21-Nov	Willard Elementary Resource Fair*	Philadelphia	Table Event	100
	PECO Utility Fair	Philadelphia	Table Event	13
1-Dec	Women's Energy Network Greater Philadelphia Chapter Energy Insecurity Panel*	Philadelphia	Table Event	40
	PECO Utility Fair	Philadelphia	Virtual	50
10-Dec	WURD Radio Empowerment Experience	Philadelphia	Table Event	100
10-Dec	9th District Mt. Airy Community Counsel. Utility Fair	Philadelphia	Table Event	100
11-Dec	Salem Baptist Church LIHEAP Event*	Montgomery	Table Event	100
14-Dec	PECO Utility Fair*	Philadelphia	Virtual	50
14-Dec	Women Against Abuse PECO Train the trainer Event	Philadelphia	Table Event	100
16-Dec	City of Philadelphia Office of Children and Families Winter Literacy Fair*	Philadelphia	Table Event	100
17-Dec	Maranatha Outreach Ministries, Inc. Christmas Fair*	Philadelphia	Table Event	100
17-Dec	Maranatha Outreach Ministries, Inc. Christmas Fair*	Philadelphia	Table Event	100
18-Dec	St. Ann's Chapel PECO Presentation Spanish*	Chester	Table Event	80
40 D	Winter Wonderland Palooza	Philadelphia	Table Event	100

# BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

PECO ENERGY COMPANY'S 2019- :

2028 UNIVERSAL SERVICE AND : Docket No. M-2018-3005795

ENERGY CONSERVATION PLAN

:

PETITION OF PECO ENERGY

COMPANY TO AMEND ITS : Docket No. P-2020-3020727

AMENDED PROPOSED 2019-2024 UNIVERSAL SERVICE AND ENERGY

CONSERVATION PLAN :

FILED JULY 8, 2020 :

PETITION OF PECO ENERGY :

COMPANY TO AMEND ITS
AMENDED PROPOSED 2019-2024

: Docket No. P-2020-3022154

UNIVERSAL SERVICE AND ENERGY

CONSERVATION PLAN : FILED SEPTEMBER 25, 2020 :

## **CERTIFICATE OF SERVICE**

I hereby certify and affirm that I have this day served a copy of **PECO Energy Company's final 2023 Customer Education and Outreach Plan ("CEOP")** on the persons listed below, in
the manner specified in accordance with the requirements of 52 Pa. Code § 1.54:

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Dated: June 9, 2023