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PECO
2301 Market Street, 515
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February 18, 2014

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

RECEIVED

FEB 18 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Affiliated Interest Agreement(s) between PECO Energy Company, Commonwealth Edison Company, Commonwealth Edison Company of Indiana, Inc. and "Additional Entities" (General Service Agreement – Master Agreement and all associated service agreements) and PECO Energy Company and "Affiliates" (Mutual Service Agreement – Master Agreement and all associated service agreements) – Docket No. G-2010-2211383 - Informational Filing

Dear Secretary Chiavetta:

PECO previously filed in this docket its General Services Agreement ("GSA") and Mutual Services Agreement ("MSA"), each executed on January 1, 2001. Pursuant to discussions with Commission staff, in a filing on April 17, 2013 PECO offered supplementary documents and information that provided additional details regarding the cost allocation procedures and practices that PECO uses to implement the provisions of the GSA and the MSA. That filing was approved by the Commission on December 19, 2013.

In the April 17, 2013 filing, PECO agreed to provide the Commission with its future Service Level Arrangements and Affiliate Level Arrangements, for informational purposes only, as those arrangements are modified. Pursuant to that agreement, PECO has attached its 2014 Service Level Arrangements (Attachment A) and 2014 BSC Services Catalog (Attachment B).

PECO considers its Service Level Arrangements ("SLAs") to be confidential and proprietary information not to be included in public files. PECO has therefore designated the SLAs Confidential, and is providing both a Confidential and Public version of this letter. PECO requests that only the Public version, which will not contain the SLAs, be placed in the public file.

Please let me know if you have any questions regarding this informational filing.

Sincerely,



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PA PUBLIC UTILITY COMMISSION
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ATTACHMENT B

Exelon BSC Service Catalog - 2014

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Introduction

This EBSC Service Catalog describes all EBSC Services and standard levels of service delivery offered and provided by EBSC Practice Areas to all Exelon's Client Companies.

Practice Areas are:

- BSC Operations
- Communications, Public Advocacy & Corporate Affairs
- Corporate Development
- Corporate Governance
- Corporate Strategy & Exelon 2020
- Corporate Transmission Analysis & Development
- Executives (Includes GCAs)
- Exelon Utilities (Includes Transmission Strategy & Compliance)
- Finance
- Government Affairs & Public Policy
- Human Resources
- Investments
- IT & Security
- Legal Services (Includes Corporate Governance)
- Real Estate
- Risk
- Supply

EBSC establishes a Service Level Arrangement (SLA) document with each Client Company to which they provide services. Each EBSC SLA between EBSC and a Client Company documents the specific list of EBSC Services by Practice Area provided to each Client Company as well as any additional Affiliate Specific Assumptions that may be uniquely requested by or provided to that Client Company.

Service Table Definition

Service Table includes:

- **Service ID and Service Name**, which identifies the service within the Inter-Company Billing system.
- **Service Description**, which describes the content and scope of the BSC Practice Area Services.
- **Service Owner**, leader accountable for the definition, direction and delivery of the service, typically a VP or higher.

FERC Account and Billing Approach Table includes:

- **Service ID and Service Name**, which identifies the service within the Inter-Company Billing system.
- **Major Client FERC Account**, identifies the account per the Federal Energy Regulatory Commission (FERC) uniform system of accounts
- **Billing Approach**, which includes Allocated and Direct:
 - **Allocated**: When the services provided are not specifically assignable to one specific client company and will benefit multiple client companies, the service cost is allocated to the client companies based on a cost causative method.
 - **Direct**: Typically used when resources or costs are attributable to service delivery to one specific customer. Examples include Time and Material costs that are tracked and billed to customers and **R*Q (Unit Based)**: Used when service cost is tied to units of a service consumed by a customer (service driver). During the planning period, demand is forecasted, total cost of service delivery is budgeted, and Unit Price (Rounded) is determined by: $[\text{Service Budget}] / [\text{Total Forecasted Demand}]$. Monthly charge is based on $[\text{Actual monthly BU Demand}] * [\text{Unit Price}]$. Direct charges can also be billed through positive time reporting or projects billed to a specific customer.
- **Basis**, which describes the demand or allocation driver or basis of the billing method.

Performance Measurement Table:

The Performance Management section is optional and can be used to outline the standard by which the practice area monitors and reports performance, the level of service that will be expected to meet at a minimum, and target levels that will be expected to be met or exceeded on negotiated timelines (if applicable).

Responsibilities Table:

The Responsibilities section of the SLA is optional and can be used to provide clarity and ownership of the responsibilities between BSC and the Client Company and/or Identify who is responsible for each activity or decision that is required to provide or receive a service.

BSC Operations

BSC Operations Introduction

The BSC Operations area provides value add transactional services to the client companies and employees of Exelon. The scope of services include, but are not limited to, AP Invoice Processing, Credit Card Program / Expense Reimbursement, Payroll and Payroll Tax, myHR Service Center and a variety of other services.

BSC Operations Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
700	BSC Fin-Payroll Processing	<ul style="list-style-type: none"> • Prepare and reconcile Gross to Net Payroll transactions, encompassing on-cycle scheduled payroll processing and off-cycle non-scheduled payroll transactions • Process and electronically deposit net pay with full service Direct Deposit • Print Payroll Checks and provide electronic access to pay statements and W-2 forms • Support of timekeeping function • Administer Garnishment and child support payroll deductions and related payments • Tax Jurisdiction Registrations • Employment Tax Filing 	Director, Payroll Services
342	BSC Accounts Payable Transactions	<p><u>Transaction Processing</u></p> <ul style="list-style-type: none"> • Support of Accounts Payable transactions requiring EBSC AP resources for entry processing (i.e. Invoices received via US Mail and email) • Support of Non-Accounts Payable processed transactions not requiring EBSC AP resources for entry processing (i.e. Invoices received via Electronic Data Interchange (EDI), Contract Invoice Automation (CIA)) • Associated AP & non-AP Support Services <ul style="list-style-type: none"> ○ Timely processing of supplier invoices ○ Storage of invoices to enable short-term availability and long-term archival storage ○ Facilitate resolution of invoice discrepancies ○ Reconciliation of cash disbursements to cash system & maintenance of files daily ○ Perform tax reporting as required by law (1099's) ○ Disburse same day check requests internally and externally as requested ○ Process cancelled checks and stop payments ○ Provide support to internal and external audits ○ Duplicate Payment identification and recovery 	Manager, Accounts Payable

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Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> ○ Process add/change/remove Vendor Maintenance requests ○ Manage/Govern Voucher Process ● Distribute standard invoice aging report. ● End user training and process support 	
324	Credit Card Program / Expense Reimbursement Services	<ul style="list-style-type: none"> ● Credit Card Transactions (Supply and Travel & Entertainment card administration) <ul style="list-style-type: none"> ○ Process new/add/change requests ○ User system and process support ○ Administration of Credit Card Program ○ Administration of Out of Pocket Reimbursement Program ○ Issue Management Reports documenting card usage and compliance ○ Administration of file transfers, including management of accounting anomalies ○ Monthly reconciliation of credit card clearing accounts ○ Provide support to internal and external audits ● Credit Card Rebate ● Twice a year rebate received directly from credit card provider ● Make payments to Bank Card provider under Exelon Credit Card Program 	Manager, Accounts Payable
740	BSC HR/Payroll Application Support	<p><u>HR/Payroll Application Maintenance</u></p> <ul style="list-style-type: none"> ● Provide HRPC (HR/Payroll System) training and helpdesk support and user query support ● HR System support includes ETL, eComp, eTime, Recruiting and all other HR /Payroll Systems except for Performance Management ● Maintain HRPC security, user defined tables and data integrity <p><u>HRPC Interface Support</u></p> <ul style="list-style-type: none"> ● Implementation of mass HRPC data changes ● BSC Operations Process Improvement and Metric reporting ● Provide consulting services for HR solutions ● Provide lead and analytical assistance on cost reduction and process improvement initiatives for Accounts Payable, Payroll and other BSC Operations areas ● Coordinate benchmarks and operational metrics for Accounts Payable and Payroll to drive to 1st quartile 	Director, HR Technology & Support Services
735	BSC Service Center	<ul style="list-style-type: none"> ● Process employee transactions (Hire, Transfers and Terminations) ● Union Wage Increases and time keeping system transactional support ● Support Service Awards processing (TBD) ● Answer employee calls/eMails on HR policies, programs and processes that have been 	Director, HR Technology & Support Services

BSC Operations

Service ID	Service Name	Service Description	Service Owner
		<p>appropriately transitioned to the service center</p> <ul style="list-style-type: none"> • Provide HR Recruiting support – offer letters only • Contractor Management 	
733	BSC AV- IL Field Photography	<ul style="list-style-type: none"> • Field Photography • Studio Photography • Photo Printing • Digital Retouching • File Management. <p>Services that are requested outside of standard business hours (8am – 5pm Local Time), will have overtime billed as an As Requested service. (ILLINOIS BASED COMPANIES ONLY.)</p>	Director, HR Technology & Support Services
738	BSC AV - Creative Media and Video Services	<ul style="list-style-type: none"> • Video production, including conceptualization and production of videos for employee communications, training, safety awareness, presentations, and TV and radio marketing • Graphic design, including the conceptualization and design of print collateral for marketing and employee communications (brochures, booklets, direct mail, advertisements, newsletters, displays, banners and posters) • Multimedia production including the design and production of Flash presentations and interactive CDs and DVDs; and photography. • Employee and leadership meeting support, CD and DVD duplication • Coordination of freelance photographers, writers, proofreaders and other talent. • Examples of jobs: video production; advertisements; booklets/brochures; calendars; catalogs; displays; flash/multimedia production; illustrations; logos; presentation templates; web graphics, among others. • Field and studio Photography • Photo Printing • Digital Retouching • File Management <p>Services that are requested outside of standard business hours (8am – 5pm Local Time), will have overtime billed as an As Requested service.</p>	Director, HR Technology & Support Services
323	BSC Ground Transportation	Transportation for Office of CEO in Chicago only	Director, HR Technology & Support Services

Service ID	Service Name	Service Description	Service Owner
783	BSC Use of Corporate Jet	Provide and coordinate private flight transportation to authorized executives, services include Executive Aviation Accounting Services which includes the payment of monthly maintenance and flight charge invoices, billing passengers for flight hours, maintaining passenger documentation and records, preparing executive reports, and support of internal and external audits. This service is direct billed through the EBSC Billing System	Director of Transportation
667	BSC Corp Jet Adjustment	The difference between actual costs and revenues from billing for service 783.	Director of Transportation
805	BSC Operations As Requested Services.	Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period. As requested services include: <ul style="list-style-type: none"> • Project - A unique activity, or set of activities, that accomplishes a measurable objective, and has specific beginning and end dates, and an identified funding source. • Enhancement - Development, testing, and implementation activities which are smaller than the minimum size of a project. Small enhancements include only changes to an existing application and cannot introduce a new application into the environment. • Consulting - Providing specialist advice and expertise independent of an identified project or enhancement AND one or more of the following exists: <ul style="list-style-type: none"> • Discretionary and applies to a single/small number (2-3) OpCos • Regulatory and only applies to one OpCo without the potential to apply to others • Is outside the standard platform • Requires outside services to complete 	Vice President, BSC Operations
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	Vice President, BSC Operations
886	BSC Operations Services Rev Adjust	The difference between actual cost and revenues from billings to the Client Companies is "trued up" each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	Vice President, BSC Operations
833	BSC Revenue Adjustment		

BSC Operations

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
700	BSC Fin-Payroll Processing	923 – Outside Service Employed	Direct – 529300	Unit Price - Per paychecks processed
342	BSC Accounts Payable Transactions	923 – Outside Service Employed	Direct – 529300	Unit Price – Per # of AP transactions processed
324	Credit Card Program / Expense Reimbursement Services	923 – Outside Service Employed	Direct – 529300.	Rebate and/or Costs based on ratio of Credit Card spend
740	BSC HR/Payroll Application Support	923 – Outside Service Employed	Direct – 529300	Unit price - Per employee
735	BSC Service Center	923 – Outside Service Employed	Direct – 529300	Unit price - Per employee
733	BSC AV- IL Field Photography	923 – Outside Service Employed	Direct – 529300	Time and Materials
738	BSC AV - Creative Media and Video Services	923 – Outside Service Employed	Direct – 529300	Time and Materials
323	BSC Ground Transportation	923 – Outside Service Employed	Allocated - 529310	MMF
783	BSC Use of Corporate Jet	923 – Outside Services Employed	Direct - 529250	Unit price - Per occupied flight hour
667	BSC Corp Jet Adjustment	923 – Outside Services Employed	Allocated - 529260	Total Corp Jet Billings
805	BSC Operations As Requested Services.	923 – Outside Service Employed	Direct – 529300	Time and Materials
904	BSC Costs to	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs

BSC Operations

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Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
	Achieve		Allocated - 529710	Cost Causative Method
886	BSC Operations Services Rev Adjust	923 – Outside Service Employed	Allocated - 529310	Total BSC Ops Service Billings
833	BSC Revenue Adjustment			

Performance Measurement

Service	Metric	Metric Description	Target	Metric Reporting Frequency
Payroll Processing	Payroll cost per check per month		<= Budgeted \$	Monthly
	Payroll errors incurred per month		< 0.02% (less than 1 check in 5000)	Monthly
	Direct Deposit Participation		97%	Monthly
Accounts Payable	Invoice Processing		Invoice Entry Cycle Time	< 3 days
	Invoice Processing		Discounts Available and Lost	< 7%
IL Photography Services	Client Satisfaction	Measured via survey provided to clients twice a year	Score of 4 or Greater, on a scale of 0 – 5	Semiannual
Creative Media and Video Services	Client Satisfaction	Measured via survey provided to clients twice a year	Score of 4 or Greater, on a scale of 0 – 5	Semiannual
BSC HR/Service Center	Processing of Employee Profiles*	New hires, transfers, terminations; - begins when all required information is received from requester	2 Days	Quarterly

BSC Operations

Service	Metric	Metric Description	Target	Metric Reporting Frequency
BSC HR/Service Center	Employee Policy, Program and Process (non-CENG) Questions	Standard 'first touch' question or Complex question escalation to HR/Payroll COE	1 Day	Quarterly
BSC HR/Service Center	Processing of Contractor*	Adds, changes and removals	2 Days	Quarterly

* SLAs subject to working days (M-F). Payroll confirm lockout days occur every Tuesday/Thursday of confirm weeks and may impact the available working days for a transaction

Responsibilities

Task / Responsibility	EBSC	Client Company
Payroll Services		
On-time, accurate timekeeping and variation input	X	X
Support of time collection, labor distribution and validation	X	
On-time, accurate processing of regular payroll cycles	X	
On-time accurate processing of other employee payments, including Annual Incentive Plan and special awards	X	X
Timely notification of additional pay items in the prescribed format		X
Tax filings and deposits and government reporting	X	
Form W-2 statements and special handling of payroll related items	X	
Benefit deductions withholding	X	X
Garnishment and child support payroll deductions as directed and related payments to third parties	X	
Direct Deposit Services	X	
Maintenance and enhancement of PeopleSoft payroll module	X	
Accounts Payable – Invoice Processing Services		
Provide accurate information for Invoice Entry (i.e. PO/Contract #, Rel, Code Block)		X

BSC Operations

Task / Responsibility	EBSC	Client Company
Receive and prepare manual invoices for entry	X	
Timely approval of invoices		X
Archive invoices	X	
Enter manual Invoices	X	
Process invoices for payment as defined in documented processes	X	
Respond to vendor and internal inquiries	Primary	Support
Administer processing of discrepant invoices as defined in documented processes	Primary	Support
Disburse emergency check requests internally and externally as requested	X	
Establish and maintain procedures for A/P process	X	
Issue 1099's as required by law	X	
Identify and recover potential duplicate payments and unrecovered credits	Primary	Support
Process cancelled checks and stop payments	X	
Provide accurate information for Vendor Maintenance (i.e. TIN, W-9, Remit, Address)		X
Process vendor add/change requests and respond to routine user questions	X	
Enter/Create voucher(s)		X
Respond to routine Voucher user questions & requests	X	
Provide support to internal and external audits	Primary	Support
Reconcile daily cash disbursements as defined in documented processes	X	
Expense Reimbursement Services		
Use Credit Card in accordance with policy	X	X
Process card add/change requests and respond to routine user questions & requests	X	
Update system with card add/change requests received from client	X	
Process Credit Card payment requests	X	
Retention of records	X	
Management of monthly file posting to General Ledger	X	

BSC Operations

2014 Exelon BSC Service Catalog

Task / Responsibility	EBSC	Client Company
Resolution of code block anomalies		X
Reconcile clearing accounts related to monthly payment to Credit Card provider	X	
Inadvertent process administration and reconciliation	X	
Respond to routine Out of Pocket reimbursement user questions & requests	X	
HR/Payroll Application Support Services– Provide HRPC (HR/Payroll System) training and helpdesk support and user query support		
Answer user questions on HRPC functionality	X	
Provide regular updates to user community	X	
Provide job aids and input into HRPC training	X	
Requests for special reports and queries	X	
Payroll Corrections	X	
HR/Payroll Application Support Services– Maintain HRPC security, user defined tables and data integrity		
Define and submit update request for locations, job codes, positions mgmt., etc.		X
Update location, job codes, companies, position management, etc.	X	
Monitor system for irregularities	X	
Manage unusual pay rules	X	
Audit and maintain HRPC security roles and rules	X	
HR/Payroll Application Support Services– HRPC Interface Support		
Provide subject matter expertise on PeopleSoft HR data	X	
Provide lead and analytical assistance on cost reduction and process improvement initiatives for Accounts Payable, Payroll and other BSC Ops areas	X	
HR/Payroll Application Support Services– Development of new functionality & complex data queries		
Negotiated packages – priced separately	X	X
HR/Payroll Application Support Services– Provide Consulting Services for EBSC BSC Operations Solutions		
Provide lead and analytical assistance on cost reduction and process improvement initiatives for Accts Payable, &	X	

BSC Operations

2014 Exelon BSC Service Catalog

Task / Responsibility	EBSC	Client Company
Payroll and other BSC Ops areas		
Coordinate benchmarks and operational metrics for Accts Payable and Payroll to drive to 1st quartile	X	
Media Production Services		
Identify scope of work and schedule required		X
Develop approach and range of services to meet requested scope of work and schedule	X	
Develop bid (statement for work including items to be produced and estimated price) and timeline (schedule for delivery)	X	
Approve bid and timeline. Supply accounting information		X
Deliver services and production items as per approved bid and agreed timeline	X	
Executive Transportation		
Timely Notification	X	
Take calls for chauffeur services and schedule	X	
Dispatch the chauffeur to the client location	X	
Transport the client to his/her destination; assist with any bags	X	
BSC HR/Service Center		
Processing of Union Wage Increases	X	
Timekeeping system security and transaction support	X	
Entry of Employee Profile Changes (Hire, transfer, Terminations etc.)	X	

BSC Operations

Communications, Public Advocacy & Corporate Relations

Communications, Public Advocacy & Corporate Relations Introduction

The Communications, Public Advocacy and Corporate Relations Practice Area enables Exelon and its operating companies to successfully pursue business goals and objectives by developing and providing strategic direction, management and support. This partnership helps strengthen and sustain a positive reputation among employees, customers, investors, policymakers and the communities we serve through execution of external and internal communications initiatives and programs.

Communications, Public Advocacy & Corporate Relations Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
668	Communications Operations	<p>Management of external communications strategies and tactics impacting the parent company, Exelon Corporation, including media relations; shareholder/investor communications; internet development and enhancement and overall reputation management.</p> <p>Management of communications to all Exelon Corporation employees including:</p> <ul style="list-style-type: none"> • Developing policies and standards, and providing direction and content for Exelon Corporation employee communications. • Creating and distributing company-wide communications vehicles such as newsletters, special bulletins, email notifications, and the intranet. <p>Strategic issues management and tactical communications support to operating companies or business units that reinforces Exelon Corporation's vision and strategy. Lead interdepartmental teams to effectively manage issues with internal and external audiences.</p> <p>Development and implementation of public advocacy campaigns (in collaboration with federal and state Government & Regulatory Affairs) on behalf of Exelon Corporation and the Operating Companies to impact policy decisions affecting the company.</p>	<p>VP, Corporate Communications</p> <p>VP, Public Advocacy</p>
610	Informational Advertising	Development and implementation of advertising for Exelon Corporation and the Operating Companies to educate/inform customers and enhance all stakeholders' perceptions of the companies in order to support their business objectives.	Director, External Communications
609	Promotional	Development and implementation of advertising for Exelon Corporation and the Operating	Director, External

Communications, Public Advocacy & Corporate Relations

2014 Exelon BSC Service Catalog

Service ID	Service Name	Service Description	Service Owner
	Advertising	Companies to educate/inform customers and enhance all stakeholders' perceptions of the companies in order to support their business objectives.	Communications
611	Corporate Contributions	Governance, strategic and tactical management of Exelon Corporation's charitable contributions, sponsorships, employee volunteer program, and associated internal communications activities designed to enhance Exelon's corporate reputation.	VP, Corporate Relations
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	SVP, Communications
833	BSC Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is "trued up" each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	SVP, Communications

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
668	Communications Operations	426.5 – Other Deductions (Advertising Expenditures) 923 – Outside Service Employed (Communications Operations)	Direct - 529100	Time and Material
			Allocated - 529110	Modified Massachusetts Formula
610	Informational Advertising	909 – Informational and Instructional Advertising	Direct - 529100	Time and Material
			Allocated - 529110	Modified Massachusetts Formula
609	Promotional Advertising	930.1 – General Advertising Expenses	Direct - 529100	Time and Material
			Allocated - 529110	Modified Massachusetts Formula
611	Corporate Contributions	426.1 - Donations	Direct - 529100	Time and Material
			Allocated - 529110	Modified Massachusetts Formula
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529110	Total Service Billings

Note: Generation and Nuclear Communications is 100% allocated to Exelon Generation and only does work to support the competitive business.

Communications, Public Advocacy & Corporate Relations

Performance Measurement

Service	Metric	Target	Metric Reporting Frequency
Communications Operations	Client Executive Satisfaction	1st Quartile	Annually

Responsibilities

Task / Responsibility	BSC Practice Area	Client Company
Communications Operations		
Identify and analyze client companies key initiatives and issues	X	
Develop communications strategies and plans in coordination with client companies to support business objectives and drive favorability	X	X
Implement and manage client companies communications strategies and plans	X	X
Develop internal communications strategies and plans in conjunction with Corporate Strategy and Human Resources	X	
Manage creation, production and distribution of Exelon-wide employee communication vehicles	X	
Provide input, as requested, for Exelon-wide employee communications vehicles		X
Manage creation and production of Exelon Corporation's annual report	X	
Work with IT to develop and manage the governance, strategies and policies that guide content on the internet and intranet	X	
Develop and implement financial communications strategy with Investor Relations	X	
Public Advocacy		
Develop and manage process and activities in support of policy initiatives impacting Exelon Corporation and its operating companies	X	
Coordinate activities with Federal and State Government Affairs	X	
Review, aid in the development of and assure alignment in support of public advocacy strategies	X	X
Allocate resources as identified to support public advocacy initiatives	X	X
Informational & Promotional Advertising		
Develop and manage Exelon Corporation's and the Client Company's branding strategy (logo standards and guidelines, documentation templates)	X	
Develop overall Exelon Corporation advertising strategy and approach	X	
Review and approve campaign concepts	X	X

Communications, Public Advocacy & Corporate Relations

Task / Responsibility	BSC Practice Area	Client Company
Manage advertising agencies, i.e., creation of campaigns, placement of advertisements and the budget	X	
Approve creative content and implementation of advertising campaigns	X	X
Approve cost of advertising campaigns	X	X
Approve selection of new advertising agencies upon termination of contracts	X	X
Corporate Contributions		
Manage Exelon Corporation's corporate contributions and sponsorship program; and the employee volunteer program	X	
Promote the employee volunteer program within the Client Company	X	X
Provide governance and support for charitable contributions, manage the Corporate Citizenship Review Committee process and provide systems and process necessary to track giving across Exelon Corporation	X	
Submit the appropriate contribution requests to the CCRC for review and approval		X

Note: Generation and Nuclear Communications is 100% allocated to Exelon Generation and only does work to support the competitive business.

Additional Information

Issue Resolution

Severity Levels (Client View)

	Description
1	Crisis or emergency event that has the potential for an adverse, Exelon-wide impact on corporate reputation.
2	Crisis or emergency event that has the potential for adverse impact that is limited to the Client-Company's reputation.

End User Problem Response (Service Provider)

Severity of Problem	Response	Resolution
1	VP of Corporate Communications will respond within 1 hour.	Complete the execution of the applicable Communications plan
2	VP or Director of Client Company's Communication department will respond within 1 hour.	Complete the execution of the applicable Communications plan

Communications, Public Advocacy & Corporate Relations

Corporate Development

Corporate Development Introduction

The Corporate Development Practice Area will provide strategic expertise and governance in the evaluation and execution of merger and acquisition opportunities, evaluate company assets for divestiture opportunities, and provide financial and transactional support to restructuring projects.

Corporate Development Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
641	Corporate Development Services	<ul style="list-style-type: none"> • Evaluation, prioritization and execution of acquisition and merger opportunities • Evaluation, prioritization and execution of divestitures opportunities • Evaluation, prioritization and execution of generation, wind and solar development opportunities • Financial and transaction support to restructuring projects 	SVP & Chief Development Officer
909	Development As Requested	Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period.	SVP & Chief Development Officer
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	SVP & Chief Development Officer
833	BSC Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is "trued up" each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	SVP & Chief Development Officer

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
641	Corporate Development Services	923 – Outside Service Employed	Allocated - 529060	Modified Massachusetts Formula
			Direct - 529050	Time and Materials
909	Development As Requested	923 – Outside Service Employed	Direct - 529250	Time and Materials

Corporate Development

2014 Exelon BSC Service Catalog

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529060	Total Service Billings

Exelon BSC Corporate Strategy & Exelon 2020

BSC Corporate Strategy & Exelon 2020 Introduction

The Corporate Strategy & Exelon 2020 group provides: strategic support for senior leadership; program leadership for Exelon's sustainable growth strategy (e.g., Exelon 2020); and corporate-wide governance, oversight and support for the environment and safety functions.

Corporate Strategy & Exelon 2020 will manage strategic issues of the company, set context for strategic decisions and long-term investments, articulate a corporate strategic plan, and support the development and communication of Exelon's vision. Corporate Strategy supports the chief executive officer, board of directors and Executive Committee in identifying and analyzing strategic issues, and coordinates with the business units and various corporate functions to address these issues.

Corporate Strategy & Exelon 2020 will lead the implementation of Exelon 2020 (and similar corporate initiatives), develop and maintain a strategic plan for achieving the Exelon 2020 goal, coordinate with the operating companies and the BSC to ensure that programs and goals are set, report to senior leadership on the plan status, and make recommendations for refining the plan.

Corporate Strategy & Exelon 2020 will provide governance and oversight to ensure that Exelon maintains effective programs for enhancing environmental and safety performance and for complying with all applicable environmental laws, regulations, and meets voluntary environmental and safety commitments; support the implementation of the Exelon corporate environment and safety policies, the Environmental Management System Program and the Exelon Safety Management System; perform analysis of strategic environmental issues, support the management of specific environmental regulatory compliance issues that affect multiple operating companies and/or the EBSC, or that are considered significant to Exelon, and provide analysis and advocacy support to Federal Regulatory Affairs and Wholesale Market Policy and Federal Government Affairs and Public Policy on strategic environmental regulatory and legislative policy issues, respectively.

Exelon BSC Corporate Strategy & Exelon 2020 Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
654	Corporate Strategy Services	<ul style="list-style-type: none"> • Strategic issues analysis and management <ul style="list-style-type: none"> ○ Maintain forward-looking agenda of key issues facing the company ○ Establish ad hoc teams to analyze issues and develop options for response ○ Maintain proactive role in keeping focus "ahead of the curve" 	SVP, Corporate Strategy & Chief Sustainability Officer

Exelon BSC Corporate Strategy & Exelon 2020

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> ○ Support CEO and Leadership Team to develop key focus areas, agenda and staff support for business meetings ● Corporate Strategic Planning <ul style="list-style-type: none"> ○ Together with Financial Planning, implement a structured approach to strategic and long range planning that integrates analysis of strategic issues into the planning process ○ Corporate Strategic plan provides framework for aligning business planning with corporate objectives ○ Organize business content for Board Strategy Retreat ● Vision, communications of vision and strategy, strategic literacy <ul style="list-style-type: none"> ○ Support senior leadership in defining and articulating a corporate vision ○ Cascade vision through organization, aligning and engaging employees ○ Partner with HR and Corporate Communications to drive strategic business literacy throughout the corporation ○ Provide for communications of key strategic issues by managing bi-annual Leadership Meetings ● Exelon 2020 <ul style="list-style-type: none"> ○ Maintain the Exelon 2020 Low Carbon Roadmap strategic plan ○ Perform analysis of the options for reducing Exelon’s carbon footprint, in collaboration with the operating companies and the EBSC, and provide strategic recommendations to senior leadership ○ Support senior leadership in setting interim goals for achieving the Exelon 2020 goal ○ Coordinate with the operating companies and EBSC to establish and refine plans for achieving the Exelon 2020 goal ○ Provide oversight of progress towards achieving goals and report to senior leadership ○ Develop and maintain the Exelon 2020 Program 	
693	BSC Corp Strat As Req Svcs	Requested services above and beyond what’s provided to the Client Company by BSC for the given Service Period.	SVP, Corporate Strategy & Chief Sustainability Officer
833	BSC Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is “trued up” each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	SVP, Corporate Strategy & Chief Sustainability Officer
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	SVP, Corporate Strategy & Chief Sustainability

Service ID	Service Name	Service Description	Service Owner
			Officer
644	Lobbying & Influence Public Opinion	<ul style="list-style-type: none"> • Environment and Safety Functions <ul style="list-style-type: none"> ○ Develop and maintain corporate level environment and safety function governance - policies, strategies, programs ○ Oversee environmental and safety performance enhancement ○ Support the implementation of corporate-wide environment (EMS) program and safety (SMS) program ○ Co-ordinate, and support as necessary, the development of positions, comments, testimony, etcetera for emerging environmental regulatory and legislative policy issues, in support of Exelon advocacy initiatives. ○ Improve relationships with external environmental and sustainability stakeholders, including regulators and non-government organizations ○ Communicate Exelon's economic, social and environmental performance through an annual corporate sustainability report, information on websites, speeches, etcetera 	SVP, Corporate Strategy & Chief Sustainability Officer

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
654	Corporate Strategy Services	923 – Outside Service Employed	Direct - 529200	Time and Materials
			Allocated - 529210	Modified Massachusetts Formula
693	BSC Corp Strat As Req Svcs	923 – Outside Service Employed	Direct - 529200	Time and Materials
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529210	Total Service Billings
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method
644	Lobbying & Influence Public Opinion	923 – Outside Service Employed	Direct - 529200	Time and Materials
			Allocated - 529210	Modified Massachusetts Formula

Performance Measurement

Service	Metric	Metric Description	Target	Metric Reporting Frequency
All Services	Dow Jones Sustainability North America Index	Complete Dow Jones Sustainability Survey and maintain Dow Jones Sustainability North America Index rating	Maintain rating	Annual
All Services		Retain Environmental Management System (EMS) Certification for Corporate EH&S	Maintain Exelon Corporate EMS certification	Monthly

Responsibilities

Task / Responsibility	BSC Practice Area	Client Company
Strategic issues analysis and management	X	X
Corporate strategic planning and Corporate strategic plan	X	X
Vision, communications of vision and strategy, strategic literacy	X	
Exelon 2020 Program leadership, coordination and support	X	
Environment and Safety Function governance, oversight and support	X	X

Corporate Transmission Analysis & Development (CTAD)

Corporate Transmission Analysis & Development (CTAD) Introduction

The purpose of the Corporate Transmission Analysis and Development group (CTAD) is to provide the centralized transmission expertise in terms of business development, market intelligence, early stage commercial execution, economic analysis, production cost modeling and other relevant analytics. The organization has primary responsibility for supporting the Transmission Committee in providing analysis to determine the proper transmission, regulatory and corporate strategic positions for Exelon.

Corporate Transmission Analysis & Development (CTAD) Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
879	BSC Transmission Company Services	<ul style="list-style-type: none"> • Providing Economic Analysis capability companywide including management and oversight of all methods and model assumptions • Identifying transmission business development opportunities and managing early stage commercial opportunities; • Providing market intelligence and analytic support to strategic transmission studies and other initiatives as needed; • Supporting coordination of Exelon's participation in regional organized market stakeholder processes to ensure consistency of Exelon's positions with Exelon's corporate strategy to enhance the development of effective wholesale electricity markets across the United States; • Providing analysis to help the Transmission Committee establish transmission regulatory and corporate strategic positions for Exelon 	VP Corporate Transmission Analysis & Development
948	Transmission Dev As Requested	Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period.	VP Corporate Transmission Analysis & Development
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	VP Corporate Transmission Analysis & Development

CTAD

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
879	BSC Transmission Company Services	560 – Operation Supervision and Engineering	Direct – 529420	Time and Material
948	Transmission Dev As Requested	923 – Outside Service Employed	Direct - 529250	Time and Materials
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method

Responsibilities

Task / Responsibility	Service Provided BSC	Client Company
Corporate Transmission Analysis & Development		
Per request for transmission economic analyses and studies, develop project scope, schedule and budget.	X	X
Perform economic analyses and studies per agreed to scope, schedule and budget	X	
Provide code block information for project charging		X

BSC Executives (Includes GCAs)

BSC Executives (Includes GCAs) Introduction

The Executive Functional Area will provide strategy, policy and governance for Exelon Companies to optimize overall shareholder value while protecting corporate-wide interests and allowing business unit autonomy and accountability.

BSC Executives (Includes GCAs) Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
315	Executive Services	<ul style="list-style-type: none"> Office of the Former Chairman and Chief Executive Officer, Exelon (John Rowe) Office of the President and Chief Executive Officer, Exelon and Exelon Generation Company Office of the Senior Executive Vice President and Chief Strategy Office, Exelon Office of the Executive Vice President and Chief Administrative and Diversity Officer, Exelon; President, Exelon Business Services Company Office of the Executive Vice President and Senior Policy Advisor, Exelon 	EBSC President
876	BSC GCA SLA,	Costs incurred for the benefit of the service company as a whole. These costs are allocated as described in the costing section below: <ul style="list-style-type: none"> Interest costs on loans from affiliated companies Interest income earned Depreciation Permanent tax differences Bank fees Support services incurred by EBSC Deferred compensation for Board of Directors Severance costs Other costs not identifiable to a specific service provider 	EBSC President
855	Other Corporate Charges,		
831	BSC Interest,		
784	BSC Severance,		
832	BSC Taxes		
644	Lobbying & Influence Public Opinion	<ul style="list-style-type: none"> Grassroots activities and initiatives Direct lobbying activities (attempting to influence discretionary power of governmental officials) Supporting lobbying activities, including preparation or planning activities, research and other background work that is intended, at the time of its preparation, for coordination with lobbying activities of others 	EBSC President
611	Corporate	Charitable contributions, sponsorships, employee volunteer program, and associated public	EBSC President

BSC Executives

2014 Exelon BSC Service Catalog

Service ID	Service Name	Service Description	Service Owner
	Contribution	relations activities designed to enhance Exelon's corporate reputation	
694	BSC Executive As Req Srvcs	Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period.	EBSC President
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	EBSC President
833	BSC Revenue Adjustments	The difference between actual cost and revenues from billings to the Client Companies is "trued up" each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	EBSC President

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
315	Executive Services	923 – Outside Services Employed	Direct - 529250	Time and Materials
			Allocated - 529260	Modified Massachusetts Formula
876	BSC GCA SLA,	923 – Outside Services Employed	Allocated - 529710	Total Service Billings
855	Other Corporate Charges,			
831	BSC Interest,	923 – Outside Services Employed	Allocated - 529710	Modified Massachusetts Formula
784	BSC Severance,			
832	BSC Taxes			

BSC Executives

2014 Exelon BSC Service Catalog

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
644	Lobbying & Influence Public Opinion	426.4 - Exp-civic/political activities	Direct - 529250	Time and Materials
			Allocated - 529260	Modified Massachusetts Formula
611	Corporate Contribution	426.1 - Donations	Direct - 529250	Time and Materials
			Allocated - 529260	Modified Massachusetts Formula
694	BSC Executive As Req Svcs	923 - Outside Services Employed	Direct - 529250	Time and Materials
904	BSC Costs to Achieve	923 - Outside Services Employed	Direct - 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method
833	BSC Revenue Adjustments	923 - Outside Services Employed	Allocated - 529260	Total Service Billings

BSC Executives

BSC Exelon Utilities (Includes Transmission Strategy & Compliance)

BSC Exelon Utilities Introduction

Exelon Utilities is comprised of a small utility-focused corporate governance and oversight function to facilitate collaboration among the utilities to achieve the highest standards of organizational effectiveness, operational excellence, financial discipline and efficiency, customer and stakeholder satisfaction, and NERC Compliance. The departments in Exelon Utilities that promote the collaboration include Utility Planning & Performance, Transmission Strategy & Compliance, Utility Oversight and Executive Services.

BSC Exelon Utilities (Includes Transmission Strategy & Compliance) Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
664	BSC Ex Utility Policy & Compliance	<ul style="list-style-type: none"> • Executive Services <ul style="list-style-type: none"> ○ Functional leadership through standardized systems, processes, policies and general oversight in the areas of Utility Planning & Performance, Utility Oversight, and Transmission Strategy & Compliance. • Utility Planning & Performance <ul style="list-style-type: none"> ○ Business Planning <ol style="list-style-type: none"> 1. Business Planning process 2. Benchmarking reports and survey coordination 3. Performance Indicators 4. Annual Incentive Plan (AIP) coordination and analysis ○ Performance Improvement & Reporting <ol style="list-style-type: none"> 1. Utility-wide performance and process improvement initiatives 2. Financial Reports 3. QMM Coordination 4. Utility Board of Directors and Energy Delivery Oversight Committee (EDOC) of the Exelon Board of Directors Reporting 5. Synergy tracking and reporting 6. Regulatory policy/issues alignment 7. Cost Management Initiatives 8. SLA/ALA Coordination 9. Risk Management/Assessments • Utility Oversight <ul style="list-style-type: none"> ○ Provide governance and oversight of a Peer Group structure that aligns across the 	VP, Exelon Utilities

BSC Exelon Utilities

Service ID	Service Name	Service Description	Service Owner
		<p>Client Utilities to achieve the following:</p> <ol style="list-style-type: none"> 1. Drive consistency, best practices and innovation in the Core Functions of the Management Model 2. Track performance of the Client Utilities regarding KPIs, improvement initiatives, and industry standards 3. Analyze opportunities and develop recommendations on issues pertinent to leadership 4. Provide oversight of the Management Model document integration with BGE 	
944	NERC CIP Program Services	<ul style="list-style-type: none"> • Provide enterprise-wide NERC CIP program and project management oversight to ensure sustained Exelon compliance • Provide consistent NERC CIP program, project and initiative: scope definition, change control, planning, processes and tools, to be leveraged across the enterprise • Develop and monitor common Exelon NERC CIP compliance standards and metrics • Report NERC CIP status, including compliance, program/project progress, issues and risks to Executive leadership and the broader enterprise • Develop and maintain Integrated Program Plan • Manage and mitigate enterprise-wide NERC CIP issues and risks, liaising with Exelon Legal for potential violations and internal compliance inquiries or investigations • Identify and make recommendations on NERC CIP projects, as well as enterprise-wide synergy, integration and automation opportunities, providing budgeting and planning input • Provide input on LRP budgets and strategic planning across the OpCos and business areas • Provide enterprise-wide NERC CIP project/initiative management oversight, including strategic NERC alignment across business areas (e.g., utilities, corporate areas), raising awareness of timing concerns, providing best practices and recommending solutions to 	VP, Exelon Utilities IT

Service ID	Service Name	Service Description	Service Owner
		<p>issues/risks</p> <ul style="list-style-type: none"> • Act as a communications and change management center for Exelon NERC CIP stakeholders, driving collaboration and a culture of compliance across the entities' business areas • Engage NERC CIP stakeholders, understand change impacts, and provide training guidance • Understand industry NERC CIP regulatory changes and help prepare Exelon for these, sharing information and impacts with appropriate stakeholders from an internal perspective • Provide quality assurance input on key NERC CIP processes and artifacts, reviewing approach and consistency • Identify, collate and share NERC CIP best practices and lessons learned across the enterprise <p>Provide an Exelon NERC CIP Knowledge Repository, containing best practices, templates and sample documents</p>	
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	VP, Exelon Utilities OVP and TSC
685	BSC Trans Strat and Compliance	<p>Services provided by the TSC Office of the Vice President</p> <ul style="list-style-type: none"> • Identify and analyze client companies key initiatives and issues • Develop communications strategies and plans in coordination with client companies to support business objectives and drive favorability • Provide governance and oversight for Transmission Strategies and NERC Compliance Programs of client companies to support business objectives and drive performance <p>Services provided by the Transmission Strategy and NERC Compliance groups</p>	OVP and TSC

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> Provide Governance and Oversight for implementation of FERC Regulations and NERC Reliability Standards and partner with the Business Units to ensure Compliance. Provide Support for the development of business unit Transmission Rate Strategies Manage interface to PJM, NERC and RRO. 	
833	Revenue Adjustment Services	The difference between actual costs and revenues from billings to client companies is trued up each year by allocating it pro rata to the client companies based on their share of BSC total service billings	OVP and TSC

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
664	BSC Ex Utility Policy & Compliance	923 – Outside Service Employed	Direct - 529200	Time and Materials
			Allocated - 529210	Utilities Cost Causative Method
685	BSC Trans Strat and Compliance	560 – Transmission Operations	Direct - 529220	Time and Materials
			Allocated – 529230	Prior Year Annual Peak Load %
944	NERC CIP Program Services	923 – Outside Service Employed	Allocated	% of critical NERC cyber assets
904	BSC Costs to Achieve	923 – Outside Service Employed	Allocated - 529710	Cost Causative Method
			Direct – 529700	Fully Distributed Costs
833	Revenue Adjustment Services	923- Outside service employed	Allocated – 529375	Total Service Billings

Responsibilities

Task / Responsibility	BSC Practice Area	Client Company
Office of the Vice President Transmission Strategy and Compliance		
Identify and analyze client companies key initiatives and issues	X	X

BSC Exelon Utilities

Task / Responsibility	BSC Practice Area	Client Company
Develop communications strategies and plans in coordination with client companies to support business objectives and drive favorability	X	X
Implement and manage client companies strategies and plans	X	X
Provide governance and oversight for Transmission Strategies and NERC Compliance Programs of client companies to support business objectives and drive performance	X	X
Transmission Strategy and NERC Compliance		
Provide Governance and Oversight on FERC Regulations and NERC Reliability Standards and partner with the Business Units to ensure Compliance.	X	X
Provide Support for the development of business unit Transmission Rate Strategies	X	X
Manage interface to PJM, NERC and RFC committees	X	X

Additional Information

Issue Resolution for Transmission Strategy and Compliance

Severity Levels (Client View)

Severity of Problem	Description
1	Crisis or emergency event that has the potential for an adverse, Exelon-wide impact on corporate reputation
2	Crisis or emergency event that has the potential for adverse impact that is limited to the Client-Company's reputation

End User Problem Response (Service Provider)

Severity of Problem	Response	Resolution
1	VP of TSC will respond, as the event requires.	Complete the execution of the applicable plan
2	Director of Client Companies will respond, as the event requires.	Complete the execution of the applicable plan

Additional Information

Issue Resolution for Utilities

If a particular issue arises concerning any Exelon Utilities services the Vice Presidents can be contacted.

BSC Exelon Utilities

BSC Finance

BSC Finance Introduction

The Finance Functional Area will create collaborative processes between business units on business strategy and financial decisions; align finance functions through a common structure and standard policies, practices and processes; drive cost savings through the elimination of redundant and non-value added work; provide governance and risk management; and provide financial analysis and decision support to our business partners.

BSC Finance Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
646	Internal Audit Services	<ul style="list-style-type: none"> Review the reliability and integrity of financial and operating information and the means used to identify, measure, classify, and report such information. Review the management systems established to ensure compliance with policies, plans, procedures, laws, regulations, and contracts that could have significant impact on operations and reports, and determine whether the organization is in compliance. Review the means of safeguarding assets and, as appropriate, verify the existence of such assets. Review established systems of internal control to ascertain whether they are functioning as designed. Review and appraise the effectiveness and efficiency with which resources are employed and processes executed. Review specific programs or initiatives to ascertain whether results are consistent with established objectives and goals and whether the programs or initiatives are being carried out as planned. Coordinate with, and provide oversight of, other control and monitoring functions (e.g. risk management, compliance, security, legal, ethics, environmental, external auditors, etc.). Investigate frauds, conflicts of interest and other irregularities. 	VP, Audit & Controls
639	BSC Financial Controls Services	<ul style="list-style-type: none"> Manage Sarbanes Oxley Act of 2002 (SOX) compliance program. Provide program oversight, self-assessment training, and quality assurance over self-assessed activities, for SOX compliance. Provide independent testing of those areas not self-assessed. Provide internal controls consulting where applicable. 	VP, Audit & Controls

Service ID	Service Name	Service Description	Service Owner
317	Environmental Services	<ul style="list-style-type: none"> • Provide independent audits of compliance with environmental, health and safety regulations and Exelon environmental, health and safety policies. • Conduct audits of environmental management systems which will support continued ISO 14001 certification. 	VP, Audit & Controls
684	BSC External Audit Services	<p>Coordinate and support the independent auditor's provision of external audit services, including the audit of annual financial statements, testing of internal controls and the attestation of management's assessment on internal controls, as required by SOX, the review of interim financial statements, statutory audits, and services associated with issuing an audit opinion.</p> <p>PricewaterhouseCoopers (PwC) provides the service and the Exelon Board Audit Committee "owns" the selection and oversight of the external auditor.</p>	SVP & Corporate Controller
679	BSC Insurance Services	<ul style="list-style-type: none"> • Consulting work including contract reviews • Analyze risks and make recommendations to management • Administer the purchase of insurance policies • Interface with and influence the direction of industry mutual insurers • Coordinate and administer first-party claims 	SVP, Treasurer
637	Tax Services	<ul style="list-style-type: none"> • Exelon Corporation consolidated Federal and State returns • Federal, state and local tax compliance (including sales and use tax) • Tax planning • Tax reporting • Tax accounting 	SVP & General Tax Officer
636	BSC Accounting Services	<ul style="list-style-type: none"> • Accounting, control and reporting policies • Technical accounting, control and reporting research and business decision support • Accounting monthly/quarterly close services including associated governance and control execution (e.g., account reconciliations) • External financial reporting and certification process • Oversee and support SOX compliance program • Transaction processing <ul style="list-style-type: none"> ○ Exelon affiliate intercompany billings ○ Cash Reconciliation ○ Property, plant and equipment ○ Payroll and third-party benefit vendors (union dues, 401(k) payments) funding requests ○ Unclaimed Property Administration 	SVP & Corporate Controller

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> • Financial systems <ul style="list-style-type: none"> ○ Finance systems and applications administration and operations ○ Finance systems and applications enhancements, design, implementation and change management support ○ Help desk support ○ End-user training and process support ○ Business data strategy and management reporting architecture and support ○ SOX systems controls compliance ○ Financial and management reporting and architecture support 	
680	BSC Capital Markets Services	<ul style="list-style-type: none"> • Securities Issuance/Financing • Financial Derivatives Program • Liability Management Evaluation & Execution • Dividend Policy • Information Reporting • Credit metrics – Maintain relationship with ratings agencies to support credit ratings 	SVP, Treasurer
681	BSC Cash Management Services	<ul style="list-style-type: none"> • Liquidity and credit support • Cash management • Payment Execution • Banking Relationships • Banking Relationships - Long Term Liquidity • Information Reporting • Cash Forecasting, Tracking and Reporting 	SVP, Treasurer
634	Finance Executive Services	Functional leadership through standardized systems, processes, policies and general oversight in the areas of Forecasting, Planning and Project Evaluation, Internal Audit and Financial Controls, Treasury, Accounting and Analysis, Tax, and Shareholder and Investor Relations services.	EVP, CFO Exelon
642	Financial Planning & Analysis	<ul style="list-style-type: none"> • Exelon Corporation long range planning and annual budgeting • BSC long range planning and annual budgeting • Management reporting, financial analysis and LE/QMM governance and administration • Income Statement, Balance Sheet and Cash Flow forecasting and reporting • Financial and economic analysis, and business decision support • Variance analysis • Business performance reporting and initiative tracking • Regulatory Proceeding Support 	VP, Corporate Finance

BSC Finance

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> EBSC SLA process governance and oversight 	
640	Investor Relations	<ul style="list-style-type: none"> Quarterly Earnings Release and Conference Call with Investment Community Investor/Analyst calls Investor Targeting Program Investor/Analyst Meeting/Conference Coordination Internal and External Messaging and Presentation Development 	VP, Investor Relations
683	BSC Project Evaluation Services	<ul style="list-style-type: none"> Provides the policy, procedures and guidelines governing the Capital Management Process Develops recommendation of the capital deployment and investment evaluation standards Organizes and coordinates the corporate review of projects requiring Exelon corporate approval per the Delegation of Authority (DOA) Assists in the application of the Capital Management policies and procedures and the development of business cases for projects Oversees the capital control process 	SVP, Treasurer
786	BSC Fin Incremental Work	Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period.	EVP, CFO Exelon
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	EVP, CFO Exelon
833	BSC Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is "trued up" each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	EVP, CFO Exelon

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
646	Internal Audit Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
639	BSC Financial Controls Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula

BSC Finance

2014 Exelon BSC Service Catalog

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
317	Environmental Services	923 – Outside Service Employed	Direct - 529200	Time and Materials
			Allocated - 529210	Modified Massachusetts Formula
684	BSC External Audit Services	923 – Outside Service Employed	Direct - 529050	Time and Materials - PwC audit work
			Allocated - 529060	Modified Massachusetts Formula
679	BSC Insurance Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
637	Tax Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
636	BSC Accounting Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
680	BSC Capital Markets Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
681	BSC Cash Management Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
634	Finance Executive Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
642	Financial Planning & Analysis	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
640	Investor Relations	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
683	BSC Project Evaluation Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
786	BSC Fin Incremental Work	923 – Outside Service Employed	Direct - 529050	Time and Materials
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method

BSC Finance

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529060	Total Service Billings

Performance Measurement

Service	Metric	Metric Description	Metric Reporting Frequency
Operational Excellence	Number of Significant events	Significant single high profile event caused by a failure of Finance and determined to have been directly or indirectly caused by human error or poor management attention (Determined by Exelon CFO)	Quarterly
Operational Excellence	Finance budget performance – Total Cost	Variance of Finance Total Cost budget to actuals	Quarterly
Employee Engagement	Retention of high-potential Finance key managers and above	Number of Finance high-potential key managers and above retained divided by Number of Finance and high-potential key managers and above from previous year	Quarterly
Employee Engagement	Employee Engagement Index score compared to prior year	Foster a collaborative environment that encourages a higher level of employee engagement	Quarterly
Business Partner Satisfaction	Overall client satisfaction with Finance – Executives	% of Exelon client executives satisfied or very satisfied with services provided by Finance as determined by the annual client satisfaction survey	Annually
Business Partner Satisfaction	Overall client satisfaction with Finance – Key Managers	% of Exelon client key managers satisfied or very satisfied with services provided by Finance	Annually

BSC Government Affairs & Public Policy

BSC Government Affairs & Public Policy Introduction

Government and Regulatory Affairs and Public Policy's mission is to effectively and efficiently provide advocacy and representation before many federal, state, regional and local agencies, legislative and regulatory bodies, and with various constituencies. It will enhance regulatory and policy issue management and coordination across the Exelon system.

BSC Government Affairs & Public Policy Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
316	Government Affair Services	<ul style="list-style-type: none"> Executive Direction (Office of Senior Vice President) Strategy development and advocacy related to federal, state and local legislative and regulatory initiatives. Federal, state and regional policy issue management in collaboration with Communications and Public Advocacy Wholesale and retail market development activities ISO/RTO interface Political Action Committee administration and operation Grassroots activities and initiatives Federal, state, regional and local public affairs and plant support activities 	SVP, Federal Govt & Reg Affairs & Pub Policy
644	Lobbying & Influence Public Opinion	<ul style="list-style-type: none"> Management services for compliance with federal, state and local campaign finance and lobbying laws, regulations and other policy requirements including relationship management with federal, state and local legislative and regulatory bodies and Administrative agencies Direct lobbying activities (attempting to influence discretionary power of government officials) Supporting lobbying activities, including preparation or planning activities, research and other background work that is intended, at the time of its preparation, for coordination with lobbying activities of others 	SVP, Federal Govt & Reg Affairs & Pub Policy
695	BSC Gov Aff As Req Srvcs	Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period.	SVP, Federal Govt & Reg Affairs & Pub Policy
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	SVP, Federal Govt & Reg Affairs & Pub Policy

Service ID	Service Name	Service Description	Service Owner
833	BSC Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is "trued up" each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	SVP, Federal Govt & Reg Affairs & Pub Policy

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
316	Government Affair Services	923 – Outside Service Employed	Direct - 529600	Time and Materials
			Allocated - 529610	Modified Massachusetts Formula
644	Lobbying & Influence Public Opinion	426.4 - Exp-civic/political activities	Direct - 529600	Time and Materials
			Allocated - 529610	Modified Massachusetts Formula
695	BSC Gov Aff As Req Srvc	923 – Outside Service Employed	Direct - 529600	Time and Materials
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529610	Total Service Billings

Responsibilities

Government and Regulatory Affairs and Public Policy’s responsibility is to provide our clients with:

- Advocacy on Federal, State, Local and Regional Public Policy Issues
- Political Analysis and Strategic Advice
- Information and Intelligence
- Timely Updates on Legislative and Regulatory Actions
- Outreach to Elected and Appointed Government Officials
- Legislative Expertise
- Market Development Support
- ISO/RTO Interface
- Lobbying and Campaign Finance Compliance and Reporting Services as Appropriate

BSC Government Affairs & Public Policy

Government and Regulatory Affairs and Public Policy activity is cascaded throughout the Exelon organization as information is available. For additional information pertaining to Government and Regulatory Affairs and Public Policy, the Business Unit liaison should be contacted.

BSC Human Resources

BSC Human Resources Introduction

Human Resources (HR) Practice Area centralizes and consolidates HR governance and oversight as well as aligns HR strategies, practices and services with customer and business requirements. The organizational structure allows for the design and implementation of common policies, systems and processes that will support the strategic objectives of the company, drive high performance and employee engagement, enhance workforce effectiveness, and build a platform for growth through operational effectiveness and superior talent.

BSC Human Resources Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
612	HR Mgmt & Administration	<p><u>HR OPERATIONS SUPPORT & COMPLIANCE</u></p> <ol style="list-style-type: none"> 1. Manage policies and programs to ensure compliance with external agencies, including I-9, NERC, etc. 2. Governance of on-boarding, off-boarding and cross-boarding processes 3. Governance and oversight of the contractor management process 4. Procurement and management of distribution of statutory compliance notices and postings 5. Establish and maintain the HR records/file management program 	VP Talent Mgmt & Org Effective
882	HR Diversity and Development	<p><u>TALENT ACQUISITION, DIVERSITY & INCLUSION, AND DEVELOPMENT PROGRAMS</u></p> <p>Focus on training, development, diversity & inclusion and recruitment programs. Services include:</p> <p><u>Talent Acquisition</u></p> <ol style="list-style-type: none"> 1. Establish enterprise-wide recruiting and staffing strategies to support operating company hiring forecasts 2. Establish enterprise-wide recruiting programs strategies that help the operating companies achieve their recruiting pipeline development, including but not limited to high school outreach, university relations and the professional intern program, technical career track development, and national diversity events 3. Develop and govern common enterprise wide staffing policies, standards and procedures 4. Design enterprise wide recruiting and staffing processes and tools 5. Select and manage the relationship of enterprise wide recruiting related vendors, negotiate contracts and reconcile the corporate level maintenance bills 6. Govern and oversee the content of the Enwise On-boarding tool 7. Govern and oversee all content related to corporate talent acquisition or the enterprise-wide 	<p>VP Talent Mgmt & Org Effective</p> <p>VP Diversity & Inclusion</p> <p>VP Talent Mgmt & Org Effective</p> <p>VP Talent Mgmt & Org Effective</p>

Service ID	Service Name	Service Description	Service Owner
		<p>recruiting function on the myHR portal</p> <ol style="list-style-type: none"> 8. Govern the behavioral based recruiting techniques of the company, including the development of the interview guides and process 9. Govern and oversee relocation policies and relationship with the vendor, NEI 10. Govern all EEI testing practices, including the governing policy; the Director of Corporate Talent Acquisition will serve as the testing executive <p><u>Diversity & Inclusion</u></p> <ol style="list-style-type: none"> 1. Establish corporate-wide diversity strategies 2. Counsel and support executive and business unit implementation of D&I strategies, including business plan integration 3. Communicate corporate wide D&I messages; provide subject matter expertise in the development of diversity communications (disbursement through Communications group) 4. Provide D&I management support, including education; provide subject matter expertise for diversity training/educational materials and D&I education modules in all leadership development programs (e.g., SDP and Power to Lead) 5. Oversee participation in appropriate D&I external surveys and benchmarking (e.g. Black Enterprise, Hispanic Business, Human Rights Campaign) 6. Develop and support appropriate OpCo D&I council and Employee Resource Group (ERG) activities 7. In partnership with OpCos, corporate relations, supplier diversity, external affairs and recruiting, develop and support D&I outreach (Recruiting, Community, and Vendors) 8. Support development and implementation of D&I metrics and reporting at OpCo and executive levels; monitor/test diversity efforts and alignment with policies and procedures 9. Ensure alignment regarding D&I strategies, goals and results; advise and consult management on diversity issues and lead executive leadership discussions 10. Develop Affirmative Action Plans <p><u>Talent Management and Leadership Development</u></p> <ol style="list-style-type: none"> 1. Develop enterprise core values and core competencies 2. Design organizational development, performance management, management development, and learning strategies 3. Design and maintain organizational development methodologies, processes and tools for talent assessment, succession planning and performance reviews 4. Design and maintain oversight of management development programs and tools 	

Service ID	Service Name	Service Description	Service Owner
		<ol style="list-style-type: none"> 5. Design and maintain oversight of employee development programs and tools 6. Develop leadership training programs/materials with subject matter expertise 7. Source leadership training and negotiate contracts 8. Conduct leadership training, as appropriate 9. Manage leadership training vendors 10. Manage leadership, organizational development, and learning vendors and consultants 11. Deliver SDP, Vision and Values and Corporate Orientation Programs 12. Add Hi-Po programs, as approved 13. Add programs for directors and managers, as approved 14. Management, design and maintenance of on-line systems to support above activities ((e.g., content on myHR, Performance and Talent Management Platform (currently eTalent) 15. Development and oversight of succession planning processes <p><u>HR Strategy and Organizational Effectiveness</u> Develop overall HR strategy aligned with Exelon Vision and strategic direction. Build and execute strategies designed to improve effectiveness of organization and HR function. Includes: employee engagement/change management, business and technology plans, human capital metrics, workforce planning, and compliance functions.</p> <p><u>HR Technology Strategy and Governance</u> The HR Technology strategy group is responsible for the development and implementation of an integrated Human Resources Information Technology Strategy across Exelon Corporation.</p> <ol style="list-style-type: none"> 1. Establish HR technology strategy 2. Set and apply HR systems policies, standards, procedures and security parameters 3. Develop and submit HR technology content for website and other sites <p><u>Reporting & Analysis</u></p> <ol style="list-style-type: none"> 1. Completion of annual external benchmarking surveys as required per our corporate memberships 2. Governance and oversight of corporate related HR Metrics <p><u>Organization Effectiveness & Planning</u></p> <ol style="list-style-type: none"> 1. Governance and oversight of the Human Resources strategy and business planning which includes: HR strategic initiatives, Long Range Plan, Exelon HR Business Plan, Service Level Arrangements, and HR Risk Analysis 2. Continuous process improvement consulting support for HR 	

Service ID	Service Name	Service Description	Service Owner
		<ol style="list-style-type: none"> 3. Employee Engagement <ol style="list-style-type: none"> a. Governance and oversight to the design and administration of the employee feedback survey program and development of strategies to address results b. Coordination and support of field administration in the implementation of survey results c. Development and delivery of tools, processes and resources supporting analysis, reporting and results planning for employee engagement surveys 4. Workforce Planning <ol style="list-style-type: none"> a. Governance and oversight of the Workforce Planning Process b. Data analysis, trend identification, corporate reporting c. Governance and oversight of company-wide strategic Workforce Planning initiatives d. Governance and oversight of Knowledge Management, Retention, and Transfer strategy and process 5. Workforce Policies <ol style="list-style-type: none"> a. Provide subject matter expertise for non-compliance/non-mandatory workforce policies 6. Governance and oversight of HR's myHR Knowledgebase portal 7. Governance and oversight of HR's All Company (AC) and Department Only (DO) management model documents 	
619	Labor Mgmt	<p>LABOR RELATIONS</p> <p>The Labor Relations function develops and manages enterprise-wide, as well as business unit specific, strategies in partnership with the senior business unit and corporate leadership. The focus maximizes employee and bargaining effectiveness to achieve greater operating efficiency while advocating fair treatment for all employees based on respect, decency and integrity. It is also an integral part of Labor Relations to serve as the primary conduit between Corporation and Union Leadership, where applicable. These principles will be used to guide dealings with the unionized workforce and to maintain a union-free environment where appropriate.</p> <p>Services Include:</p> <ol style="list-style-type: none"> 1. Develop and Lead Labor Strategies <ol style="list-style-type: none"> a. Where employees are non-union, respect employee's legal right to be non-union, strive to retain that status and maintain a direct relationship between management and employees. b. Where a union represents employees, honor contracts and constructively engage the union. c. Recognize it is critical to our success to have First Line Supervisors who are well informed, well trained and committed to Exelon goals and processes. d. Develop labor strategies focused at local union perspective while balancing impacts to 	VP, Labor & Employee Relations

Service ID	Service Name	Service Description	Service Owner
		<p>other union contracts and union free efforts.</p> <ol style="list-style-type: none"> 2. Consulting / Contract Administration <ol style="list-style-type: none"> a. Analyze impact of business unit initiatives on employee relations by advising management on labor/employee relations issues; interpretation of collective bargaining agreements, arbitration implications, and strategy formation. b. Develop and provide training/education to management concerning pertinent CBA matters and other labor relations issues. c. Respond to union/exempt employee questions related to labor communications. d. Support discipline/termination consensus calls for represented employees with HR Operations and Legal. e. Conduit between Corporation and Local/International Union Leadership. f. Provide labor guidance to Company leadership on cutting-edge labor matters and trends. g. Provide guidance on improved employee relations. h. Provide contract interpretation for line management, including but not limited to management rights, reorganization activities and workforce reductions. i. Supports business unit initiatives within contractual obligations. j. Administer and lead protocol strategy meetings. 3. Negotiations <ol style="list-style-type: none"> a. Develop labor relations strategy months prior to negotiations for contract expiration and enhance the Company's position at the bargaining table. b. Comply at all times with the National Labor Relations Act and engagement in good-faith bargaining. c. Use of effective negotiation tactics to achieve Company objectives during bargaining. d. Prepare all negotiation team members for negotiations, and establish negotiations support resources within the Company. e. Ensure appropriate communications. 4. Grievance/Arbitration Administration <ol style="list-style-type: none"> a. Assist with the resolution and/or advocacy of mid-term contractual disputes on behalf of the companies through the grievance and arbitration procedure. b. Ensure line management is in the best possible position to contractually answer grievance allegations. c. Manage grievance activity and assist in arbitration preparation with HR Operations, Line Management, and Legal. d. Ensure oversight and data integrity within the Grievance/Discipline Database system. e. Risk assessment and settlement/mediation efforts, where applicable. 	

Service ID	Service Name	Service Description	Service Owner
		<p>5. Training/Education Develop and provide training/education to management, for example, first line supervision orientation, MARC training, Collective Bargaining Agreement interpretation, Employee Standards of Conduct application, post-negotiation updates, and maintenance of non-union status, where applicable.</p> <p>6. Exelon: Contractor Vendor Liaison Serve as a liaison among Exelon Business Units, Trades Unions (Trades) and Contractor Vendors (Contractors). Efforts are focused on those Trades and Contractors which are part of the Exelon Amendment to the General Presidents Project Maintenance Agreement.</p>	
880	HR Compensation	<p>The Compensation function is responsible for developing corporate-wide competitive total compensation programs that attract, motivate and reward employees for achieving high levels of business performance and outstanding financial results. These programs will be anchored in competitive best practices, aligned with Exelon’s pay for performance compensation philosophy and will be flexible to address changing business priorities.</p> <ul style="list-style-type: none"> • Compensation develops, governs, and communicates compensation strategy, policies and programs, ensures all regulatory requirements are met, conducts external benchmarking and analysis, designs and administers special programs, manages external vendors, and oversees the administration of all salaried employee compensation processes • Executive Compensation designs and administers all executive compensation and stock programs and prepares all compensation materials for the Board of Directors’ meetings <p>Services Include:</p> <ol style="list-style-type: none"> 1. Position Analysis and Evaluation <ol style="list-style-type: none"> a. Market Assessment and Surveys b. Base Salary Range Development 2. Base Pay Administration <ol style="list-style-type: none"> a. Annual Salary Planning and Compensation Guidelines b. Promotional and Special Increase Recommendations 3. Short-term Incentives <ol style="list-style-type: none"> a. Annual incentive program Design, Manage Performance Indicators Approved By a Panel of Senior Officers, AIP Award Processing and Communication 	VP Compensation

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> b. Reward and Recognition Program Design and Administration 4. Compensation Programs <ul style="list-style-type: none"> a. Compensation Philosophy and Strategy b. Total Comp Website ePrism, communication and System Training c. Compensation Vendor Management d. Annual Rate Case Data Support – Tier Two Responses e. Ensure Regulatory Compliance f. Respond to Legal Inquiries; Special Pay Studies g. Coordinate Proper Accounting with Finance, including LRP support h. Support Talent Management Cycle by Providing Guidelines i. Cash and Stock Retention Strategies 5. Executive Compensation <ul style="list-style-type: none"> a. Annual Executive Compensation Study b. Officer Compensation Recommendations c. Executive Annual and Long-Term Incentive Targets d. Executive Severance Plan Design and Administration e. Compensation Committee and Board Support f. Compensation Disclosures to Comply with SEC Requirements g. Deferred Compensation Policy and systems h. Long-term Incentives (“LTI”) LTI Mix, Plan Design, Award Processing, Communication 	
622	Benefits Administration	<p><u>Benefits Strategy & Design:</u></p> <ul style="list-style-type: none"> 1. Develop / maintain benefits strategy including health promotion / wellness 2. Design enterprise-wide benefit programs including health & welfare plans, LOA/STD/LTD, 401(k), pension, retirement and severance. Set policies, procedures, and standards; interpret policies 3. Benchmarking 4. Select and manage benefit vendors, negotiate contracts 5. Labor relations support 6. Executive SERP administration 7. LRP support 8. Pension and OPEB valuation support 9. Cost analysis and management 	<p>VP of Health & Benefits</p> <p>SVP Compensation and Benefits</p>

Service ID	Service Name	Service Description	Service Owner
		<ol style="list-style-type: none"> 10. Plan administration (including compliance, policy and appeals resolution) 11. Benefits communications development for active and retired employees, including required reporting such as Summary Plan Descriptions (SPDs) 12. Rate case assistance as it related to benefit costs 13. The Benefits Administration Services function which is responsible for the day-to-day administration of all health and welfare and retirement programs provides oversight of all vendors, as well as the outsourced benefits administrator, supports annual enrollment and addresses escalated issues. 14. Provide M&A Benefit Plan Due Diligence support 15. Benefit plan government filings 16. Plan Accounting and vendor payments 17. Consulting on international benefits <p><u>BSC ESC Benefits Administration:</u></p> <ol style="list-style-type: none"> 1. Administer benefit programs including Health & Welfare, Flexible Spending Accounts, Pension Plans, Defined Contribution plans, LTD and Life Insurance and other programs as described in the Service Responsibility Matrix 2. Manage outsourced benefits administration, including TPAs and insurance vendors 3. Monitor service provided by third party vendors through metrics and benchmarking 4. Ensure internal controls are in place to safeguard the Company's assets 5. Perform audits to ensure processes are performing as designed 6. Manage and deliver annual open enrollment, benefits web site, online instant estimates (eff.9/1/2013), statement of pension benefits (in 2014 and every three years following as required by regulations), life event changes and initiatives based on business need and process improvement while applying varying benefit eligibility logic 7. Administer severance plans based on business needs – produce personalized statements for HR and oversee plan administration, severance pay and benefits based on specific severance plan offering. 8. Provide interactive voice response and web enabled systems to provide information and process employee/retiree transactions 9. Provide Customer Service Representative support to process participant issues and transactions 10. Provide research and problem resolution for participant issues and benefit transactions 11. Support Employee Health and Benefits by implementing plan design and vendor changes 12. Implement benefit offerings for new employee groups as business dictates 13. Partner with Procurement to perform market place evaluation for TPA services and insurance 	

Service ID	Service Name	Service Description	Service Owner
		<p>providers</p> <p>14. Oversee and audit payroll and HRIS interfaces for appropriate application of benefit related data.</p> <p>15. Perform compliance function required by ERISA and other various regulations required to maintain qualified status of benefit programs (i.e. pay limits, non-discrimination testing, benefit maximums, etc.)</p> <p>16. Deferred Compensation Enrollment and Administration Support</p> <p>Note: This assumes all companies will use the same plan design and vendors in 2013; except where collective bargaining agreements make it impossible.</p>	
625	Occupational Health Services (OHS)	<p>1. Short Term Disability Case Management, Regulatory Medical Testing, Workplace Clinical Services, and Data Systems Administration. Interventions implemented to help control cost, reduce lost time, and increase productivity. To meet the requirements of medical disability plans, Workers' Compensation statutes, and Federal and State legislation and delivery of clinical services to minimize time away from the job.</p> <p>Services include:</p> <ul style="list-style-type: none"> a. Establish occupational disability strategy a. Set occupational disability policies, standards, and procedures b. Oversee management of disability program c. Oversee management of FMLA program d. Provide guidance to HR/LR, legal, line management, and OHS on regulatory and policy issues e. Testify at grievance, arbitration or other legal hearings on testing and policy related issues f. Develop and implement nursing OHS training programs g. Establish policies, procedures, and standards for regulatory medical testing h. Establish policies, procedures, and standards for audit of regulatory testing program i. Select and manage medical testing-related vendors, negotiate contracts, and reconcile vendor bills j. Prepare and maintain department budget process, provide billing data for BSC customer billing k. Prepare for and provide pandemic medical response <p>2. Data Systems Administration Provide access to an integrated data management system (SHARE) that enables the business</p>	SVP Compensation and Benefits

Service ID	Service Name	Service Description	Service Owner
		unit to manage safety data. Also to provide reports on a monthly basis on disability issues within each business unit. Trending/tracking of data in multi-functional process. <ol style="list-style-type: none"> a. Monthly accident reporting b. Monthly disability reporting (PIR report) c. Trending/tracking of statistical data 	
653	Workers' Compensation Admin	The Workers' Compensation Group focuses on minimizing the liabilities of our corporate clients by developing solutions for ongoing Workers' Compensation claims. Workers' Compensation controls claims costs through effective management of indemnity and medical benefits as well as continually strategizing litigation to minimize legal costs. Services include: <ol style="list-style-type: none"> 1. Provide and administer workers' compensation benefits to eligible employees within the guidelines of the various state laws 2. Manage and control lost time cases and medical only cases 3. Direct medical and vocational rehabilitation of workers' compensation cases 4. Direct Surveillance 5. Direct Third Party Administrator on workers' compensation claim handling and reserving 6. Litigation management 7. Medical services and contract management 8. Workers' Compensation claim file management 9. Data coordination with the finance department of all client companies 10. Work with the Safety Professionals from all client companies to ensure prompt accident reporting 11. Prepare and submit all required state reports to continue the privileged status of self-insurance in the appropriate jurisdictions 12. Review and coordinate with the legal department any potential wrongful discharge, ADA or FMLA issues 13. Provide an annual actuarial report for use by accounting departments of the client companies as well as various industrial accident boards 	Workers' Compensation Manager
787	Incremental Services	Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period.	SVP, HR
881	HR Leadership Support	Cost associated with SVP HR's governance and oversight of HR Practice Area	SVP, HR

Service ID	Service Name	Service Description	Service Owner
657	BSC HR Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is "trued up" each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	SVP, HR
904	BSC Costs to Achieve	Direct Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	SVP, HR

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
612	HR Mgmt & Administration	923 – Outside Service Employed	Direct - 529150	Unit Price - Cost Per Employee
882	HR Diversity and Development	923 – Outside Service Employed	Direct - 529150	Unit Price - Cost Per Employee
619	Labor Mgmt	923 – Outside Service Employed	Direct - 529150	Cost per represented employee
880	HR Compensation	923 – Outside Service Employed	Direct - 529150	Unit Price - Cost Per Employee
622	Benefits Strategy & Design	923 – Outside Service Employed	Direct - 529150	Unit Price - Cost Per Employee Unit price - Per total employee headcount
625	Occupational Health Services (OHS)	923 – Outside Service Employed	Direct - 529150	Unit Price – Per Employee
653	Workers' Compensation Admin	923 – Outside Service Employed	Direct - 529150	Unit Price - Per Employee
787	Incremental Services	923 – Outside Service Employed	Direct – 529150	Time and Materials
881	HR Leadership Support	923 – Outside Service Employed	Direct – 529150	Unit Price - Cost Per Employee

BSC Human Resources

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
657	BSC HR Revenue Adjustment	923 – Outside Service Employed	Allocated - 529160	Total Service Billings
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs

Performance Measurement

The performance measurement section outlines the minimum standard performance metrics across HR Services.

Service	Metric	Metric Description	Target	Metric Reporting Frequency
Recruiting	Time to Fill (E01-E04)		90 days	Quarterly
Recruiting	Hiring Manager Satisfaction		7 on a 10-point scale where 10 is best	Quarterly
Diversity & Inclusion	Advancement Parity between white men and women/POC	Compare rates of promotions into key manager and executive positions between the advancement rate of white men versus women and people of color (POC)	80%	Quarterly
Compliance	Affirmative Action Plans	Percent compliance of enterprise- development and communication of affirmative action plans enterprise-wide	100%	Annual
Development	Executive/Key Manager Internal Fill Rate	Percent of executive and key managers vacancies filled with internal candidates	70%	Quarterly
Diversity & Inclusion	D&I Scorecard	Development and distribution of D&I Scorecard to report progress on corporate D&I goals	100%	Quarterly

Service	Metric	Metric Description	Target	Metric Reporting Frequency
Benefits Administration	Client Satisfaction		88% satisfied/highly satisfied	Quarterly
Benefits Administration	Percent of calls handled first contact		85%	Monthly
Benefits Administration	Cases resolved and closed		90% within 2 business days; remainder within 10 business days	Monthly
Benefits Web Site	7 days per week excluding the hours of 12am – 5am one day per month		99% System availability	Monthly
Occupational Health Services	Duration of Disability	Meet national disability guidelines for duration of disability per Presley Reed (Occupational Disability Guidelines)	Meet expected disability duration	Quarterly
Occupational Health Services	Absence Management Service Level %	Legacy Constellation ONLY: Percentage of calls answered within service commitment level (85% within 30 seconds)	≥ 85%	Quarterly
Occupational Health Services	Vendor Average Speed	Legacy Constellation ONLY: Average seconds to answer per call	≤ 35 seconds	Quarterly
Occupational Health Services	Vendor Abandonment Rate	Legacy Constellation ONLY: Percentage of calls dropped while waiting to be answered	< 5%	Quarterly
Occupational Health Services	Employee/Customer Satisfaction with Vendor Services	Overall customer satisfaction score	> 90%	Quarterly
Workers' Compensation Claim Administration	Cost of claim per man hour worked		30 cents per hour worked	Quarterly

Service	Metric	Metric Description	Target	Metric Reporting Frequency
Labor Management	Ensure oversight and data integrity within the Grievance/Discipline Database system by timely generating client-requested reports		80% or higher	On a monthly and quarterly basis, as requested
Labor Management	Outcome of arbitration hearings and National Relations Board filings		70% or higher	Annually

Responsibilities

Task / Responsibility	BSC Practice Area	Client Company
Talent Acquisition / Recruiting		
1. Develop and implement sourcing strategies	X	X
2. Candidate screening and recommendations		X
3. Interview support	X	
4. Debrief of interviews and final candidate selection		X
5. Development and negotiation of employment offer		X
6. Initiation and monitoring of pre-employment requirements		X
7. Request for Employee ID		X
8. Fees related to usage of vendors		X
9. Enterprise wide vendor management and license fees	X	
10. Deliver behavioral based interview training		X
11. Support and attend recruiting events		X

BSC Human Resources

Task / Responsibility	BSC Practice Area	Client Company
12. Initiation of pre-day 1 on-boarding		X
Talent Management & Development		
1. Design, deliver and manage leadership and mgmt training programs	X	
2. Support the identification of appropriate program attendees, their attendance and the follow up to reinforce learning and performance		X
3. Oversight and management of processes, programs and deliverables associated with the talent management & org effectiveness processes (succession planning, performance management)	X	
4. Active participation/support in data collection and action planning relating to the talent management process, including business talent reviews		X
Labor Management		
1. The Labor Relations function develops and manages enterprise-wide, as well as business unit specific, strategies in partnership with the senior business unit and corporate leadership. The focus maximizes employee and bargaining effectiveness to achieve greater operating efficiency while advocating fair treatment for all employees based on respect, decency and integrity. It is also an integral part of Labor Relations to serve as the primary conduit between Corporation and Union Leadership, where applicable. These principles will be used to guide dealings with the unionized workforce and to maintain a union-free environment where appropriate.	X ⁽¹⁾	
2. Support strategy and operate effectively within principles of strategy		X ⁽¹⁾
(1) In order for Labor Relations to provide effective training and reporting, the business unit should take advantage of all offered training opportunities and adhere to data entry requirements		
Compensation		
1. Develop/design compensation programs, comply with regulators, consult with business	X	
2. Communicate and administer comp programs	X	X
3. Manage market compensation surveys and pay structures	X	
4. Manage annual compensation planning	X	
5. Provide pay and incentive guidelines recommendations for employees and recommendations for executives	X	X
6. Design and administer special pay programs	X	X
Benefits Design, Governance and Administration		
1. Design benefit strategy to address employee needs while controlling cost	X	

BSC Human Resources

Task / Responsibility	BSC Practice Area	Client Company
2. Communicate benefit programs	X	
3. Administer plans in compliance with applicable law	X	
4. Compliance, policy, and appeals resolution	x	
5. Support labor relations/negotiations	X	X
6. Monitor, measure and manage vendors responsible for program administration	X	
7. Provide answers to benefit program questions. Investigate and resolve issues relating to benefits programs. Monitor measure and manage vendors responsible for program administration.	X	
8. Maintain employee and retiree 401(k) benefits records. Provide vendor relation interface with HRIS and benefit vendors.	X	
9. Administration of COBRA program, employee notification, billing, vendor interface, problem resolution.	X	
10. Ensure that the survivor(s) receive applicable benefits due to death of employee, retiree, spouse or child (ren).	X	
11. Flexible Spend Accounts vendor management of and high level problem resolution – health care, commuter and dependent care.	X	
12. Provide annual open enrollment, maintain employee and retiree health & welfare benefits records. Provide interface with HRIS and benefit vendors.	X	
13. Administer severance plans, produce personalized statements for HR and oversee plan administration based on specific severance plan offering as business dictates.	X	
14. Administration of life insurance program, employee notification, billing, vendor interface, problem resolution.	X	
15. LTD Vendor management and high level problem resolution.	X	
16. Perform function of General Secretary and administer MBA short term absence program in coordination with IBEW Local 15 and Corporate Employee Health and Benefits. Authorize the issuance of disability benefit payments. Communicate activities to employees, OHS, MBA and Labor Relations.	X	
17. Provide vendor management and high-level problem resolution for Qualified Domestic Relations Orders.	X	
18. Administer pension plans – vendor management, database management, issuance of pension checks, death claims, pension estimates, QDROs and final pension calculations.	X	
19. Manage outsourced benefit administration service providers by monitoring performance guarantee results, data audit and benchmarking.	X	
Note: Many of the benefits offered by Exelon are governed by ERISA. As such, the Company has an obligation to administer its benefit plans in accordance with ERISA and other federal regulations. BSC Benefits Administration Services offers expertise in benefits administration and oversees Exelon's obligations to keep the benefit offerings complaints with the necessary rules and regulations		

Task / Responsibility	BSC Practice Area	Client Company
Corporate Diversity		
1. Establish corporate-wide diversity and inclusion strategies	X	
2. Establish business-specific diversity and inclusion strategies		X
3. Develop and coordinate corporate-wide diversity and inclusion activities	X	
Workforce Planning		
1. Workforce Planning process design and development	X	
2. Governance and oversight of process implementation	X	X
3. Workforce Planning data analysis, trend identification, corp. reporting	X	
HR Technology Strategy and Governance		
1. Establish HR Technology Strategy	X	
2. Set and apply HR systems, policies, standards, procedures, and security parameters	X	
3. Develop and submit HR technology content for website and other collateral	X	
4. Initiate reports for specific available HR data		X
5. Develop specific business OpCo actions and interventions based on data		X
Occupational Health Services (OHS)		
STD and LTD Case Management		
1. Identification and reporting of employee absence	X	X
2. Administer Medical Disability Certification	X	X
3. Administer referral to Medical Disability Retirement and LTD	X	
4. Transitional Return to Work Program	X	X
5. Coordinate and Oversee Limited Duty cases	X	X
6. Maintain relationships with external clinics for urgent and emergency care for employees	X	X
7. Provide utilization reports on a monthly and as needed basis	X	X
8. Medical Records management	X	
Regulatory Medical Testing Administration		
9. Identify and assist business unit with scheduling mechanism	X	X
10. Implement Testing		X
11. Reporting qualified/not qualified	X	X

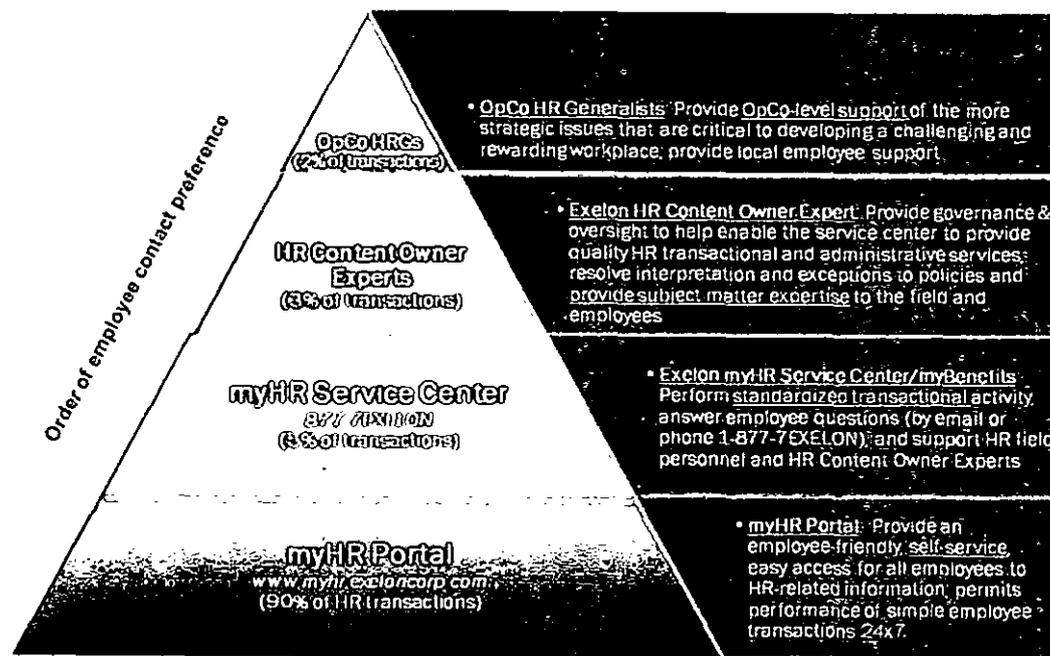
BSC Human Resources

Task / Responsibility	BSC Practice Area	Client Company
12. Maintain medical testing in compliance with Regulatory and Company Policy	X	X
13. Records management	X	
Workplace Clinical Services		
14. Immunization programs	X	X
15. Health Education/Wellness	X	X
16. Executive Health program	X	X
Medical Consulting Services		
17. Provide direction, advice, education and contract management for unique medical issues that affect business units	X	
Worker Compensation		
1. Report all industrial injuries and diseases within 24 hours of notice		X
2. Provide prompt statistical information to the financial departments of the business units.	X	
3. Direct Third Party Administrator (TPA), PMA Group	X	
4. Manage lost time and medical only claims to a conclusion	X	
5. Provide Physicians Panel for injured workers' in accordance with Pennsylvania Law.	X	
6. Resolve claims through mediation and negotiation	X	
7. Direct proper investigation of the workers' compensation claim.	X	
8. Conduct annual litigation reviews	X	
9. Provide the business units with annual audited reserves	X	
10. Advise the business units of all catastrophic claims within 24 hours of the event.	X	

Additional Information

- Exelon HR Service Delivery Model (in order of employee contact preference)
 1. **myHR Portal:** Provide an employee-friendly, self-service, easy access for all employees to HR-related information; permits performance of simple employee transactions 24x7
 2. **Exelon myHR Service Center:** Perform standardized transactional activity, answer employee questions (by email or phone 1-877-7EXELON), and support HR field personnel and HR Content Owner Experts (Note: This service is covered in the Business Operation's SLA).
 3. **Exelon HR Content Owner Experts:** Help enable the service center to provide quality HR transactional and administrative services; resolve interpretation and exceptions to policies and provide subject matter expertise to the field and employees

4. **OpCo HR Generalists:** Provide OpCo-level support of the more strategic issues that are critical to developing a challenging and rewarding workplace; provide local employee support



Business Benefits of Exelon's HR Service Delivery Model

- ✓ Aligned to Cost Containment Principles – Utilizes technology for self-service & eliminates need to build, revise, and maintain multiple Employee Handbooks across Exelon
- ✓ User-Friendly & Intuitive – Provide employees, managers, HR and Business Operations with user-friendly, intuitive and quick access to people-related knowledge and tools
- ✓ Relevant Content – Provide meaningful and current content to users
- ✓ Seamless End-To-End Processes – Seamlessly integrate with current systems and processes from a user perspective to help maximize the User Experience
- ✓ Maximize HR Effectiveness – Maximize knowledge and capabilities of HR, Business Operations and vendors; Leverage consolidation and consistency; Reduce overall operating costs
- ✓ Support Organizational Scalability – Provide a sustainable, flexible, portable and scalable solution to grow organically as efficiencies are captured
- ✓ Effective Controls – Establish and maintain rigorous governance and controls to eliminate redundancy of efforts; Comply with HR-related laws and regulations

- Problem Management & Escalation Process Overview

If a particular issue arises concerning any of the services in this SLA, then the service Owner should be contacted. Additional client support is available via the Director, Strategic Planning & Organization Effectiveness or the VP Talent Management & Organization Effectiveness.

BSC Investments

BSC Investments Introduction

The services provided by the Investment Office include:

- Determining the investment strategy and asset allocation of Exelon's pension funds, VEBA post retirement funds and nuclear decommissioning funds
- Hiring / firing investment managers
- Managing daily investment activities
- Investment manager due diligence and monitoring
- Operational and back office activities
- Maintaining a well diversified investment menu for the Employee Savings Plans

BSC Investments Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
833	BSC Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is "trued up" each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	Chief Investment Officer
677	Benefit Trust Services	Administration, oversight, and activities related to Exelon's benefits trusts.	Chief Investment Officer
682	BSC Investments Services	Investment Oversight and Management of Pension, Post-Retirement and Nuclear Decommissioning Trust Assets and Employee Savings Plan menu.	Chief Investment Officer

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529060	Total Service Billings
677	Benefit Trust Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
682	BSC Investments Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula

BSC Investments

Performance Measurement

Service	Metric	Metric Description	Target	Metric Reporting Frequency
Investments		Fund performance relative to the respective benchmark portfolio		Annually
Investments		Continued reduction in select risk metrics.		Annually

BSC IT & Security

BSC IT & Security Introduction

A series of guiding principles helped shape the content and purpose of the standard Exelon IT Service Catalog for 2014 to set strategic direction for IT:

- IT Service Management relies on a consistent set of processes and a “Standard Operations Support Model”. A description of this support model for 2014 is included in this document. The current Standard Operations Support Model has defined categories of service – bronze, silver, and gold – with a defined set of service characteristics. Bronze, Silver, and Gold have target levels of service for each of the defined service characteristic.

As was the practice for 2013, this standard model has been modified to support transition activities during 2014, by including ‘custom’ service levels and performance targets options for legacy applications and IT Services. For IT Services that align to ‘custom’ level of service, the current and specific service level details of a given IT Service will be captured in the Service Level Arrangement (SLA) with the subscribing Client Company.

- The IT Service Catalog helps describe services in a way that is relevant to the business (client-centric) and not technically focused. The IT Services offered are measurable and structured to result in material cost differences between services of like types. Directional statements and cost savings opportunities for selection of IT services will be part of IT planning activities between Client Engaging IT Departments and Client Companies.

Summary of Changes to Services for 2014

Service ID	Service Name	Description of Change
401	Linux Virtual Servers	This service was renamed (previously “Linux Low End”) to better align with the offering. A virtual server is the preferred environment for applications.
402	Linux Physical Servers	This service was renamed (previously “Linux Standard”) to clarify the service offering. A physical server provides a stand-alone technology platform for an application when a virtual environment does not support the application.
To Be Created (As Requested)	Servers – Non-Standard	This is a new service for 2014 and is being created to cover incremental costs associated with non-budgeted internal and vendor support for unsupported technology: Server 2000 and NT configured servers. This will be a direct-billed service and costs will be

Service ID	Service Name	Description of Change
		allocated as incurred for qualifying assets in the environment at a given point in time.
410	Client Services	This service has been updated to include verbiage regarding off-hours/on-call support, A/V support, and Mobile Operational Vehicle support.
To Be Created (As Requested)	Mobile Operational Vehicle Support	This service has been added to allow for direct-billed charges associated with support of Mobile Operational Vehicles above and beyond what is included in the standard Client Services support (service 410).
412	PC Services – Base	This service has been updated to clarify that technology refresh expectations are associated with this service. In the event a Client Company does not comply with a recommended refresh schedule, support will be provided on a best effort basis. IT will not be accountable for performance metrics related to service support —see service “PC Services Non-Standard”.
To Be Created (As Requested)	PC Services – Non-Standard	This is a new service for 2014 and is being created to cover incremental costs associated with non-budgeted internal and vendor support for unsupported desktops that do not migrate to Windows 7 by April 2014. This will be a direct-billed service and costs will be allocated as incurred for qualifying assets in the environment at a given point in time.
426	Infrastructure Operations – Non-Standard	This service has been renamed (previously “Application Operations – Custom”) and repurposed to cover extended CSC server operations support for applications not yet migrated to the Exelon standard IT Service Management (ITSM) support model.
429	Disaster Recovery Program	This service has been updated to clarify that all applications classified as MCO or MC8 are included in this service.
430	IT Operations/NERC CIP Compliance	This service has been updated to clarify the assets that are included in the service, as well as to allow for direct-billed charges for special projects requiring additional resources.
440	Email & Messaging – Personal	This service has been updated to include charges for mobile email.
442	Telephony – Desktop	This service has been renamed (previously “Telephony Personal”) and updated to include non-labor backend support. These charges were previously provided by CSC and were charged to Network services. Clients should see a decrease in Network charges and an increase in Telephony charges as a result.
443	Unified Communications – Video	This service has been updated to indicate that the basis for 2014 charges will be number of video conferencing units as opposed to number of large conference rooms.

Service ID	Service Name	Description of Change
	Conference	Additionally, access to this service will be dependent upon network capacity at a given location.
814	Desktop Support – Custom	This service has been eliminated for 2014 as all charges will now fall under Service 410 – Client Services as part of the CSC in-sourcing initiative.
845 and 846	BSC Database Services – Licenses & Support	Services 845 (previously “Oracle & SQL Database Management (Licenses)”) and Service 846 (BSC DBA Services Support”) have been combined into one service for 2014, which covers license software maintenance charges and all associated depreciation charges as well as support labor.
940	Reception Services	This service removed as it was previously included in Service 940 – Corporate Security and Analysis. It has been separated as a standalone service for 2014 (605). The allocation methodology for this service will be revised to only include clients within the Candler and Pratt buildings.
F04	Corp Security IT System & Depreciation	Service ID was removed from the Service Catalog and SLAs as it is not a planned service for 2014.
NA	Managed Print Services are passed through directly to the Client Company. No Service ID or intercompany billing process. Interface to support from Print Vendor, escalation, and additional requests is via the 410 Client Services IT Service	Removed as passed through services are not listed in the SLA for other Practice Areas.
526	EU IT Portal Support	This Service has been removed from the Service Catalog and SLAs as it is not a planned service for 2014.
527	EU IT Mobile Support	This Service has been removed from the Service Catalog and SLAs as it is not a planned service for 2014.
868	DTSQA Oversight	This Service has been removed from the Service Catalog and SLAs as DTSQA administrator role is being incorporated into the NFO group, therefore 868 will not be necessary in 2014.

Service ID	Service Name	Description of Change
897	BSC Merger & Acquisition Svcs	This Service ID has been removed from all 2014 SLAs as it is not a planned service for 2014.
427	Application Monitoring Services	This service has been renamed (previously "Application Operations – Standard") and updated to "Application Monitoring Services" and repurposed to cover centralized extended monitoring supporting Gold and Silver applications. This monitoring goes beyond standard infrastructure services monitoring and monitors applications for response and availability. It includes utilization of the BSM suite of tools, such as, Real User Monitor, Business Process Monitor, and Sitescope.
428	Application Deployment Services	This service has been renamed (previously "Application Operations – Premium") and updated to "Application Deployment Services" and repurposed to cover centralized application migration services for Business Critical Applications. It provides separation of duties to meet corporate audit recommendations, covers coordination of compliance services required to meet regulatory requirements associated with SOX reporting and controls, and includes change management and internal / external audit support and evidence coordination. This service applies to Commercial and Retail Energy Systems and is not being expanded at this time.
322	BSC BU Specific IT Projects	This service has been updated to include verbiage regarding asset acquisition.
411	(User) Login LAN Account	This service has been updated to clarify that it includes the costs to manage the network, active directory, enterprise testing & tools, and the support center. This service also allocates the I&O management costs.
663	BSC Ex Utility Info Technology	This service was updated to clarify the service is used to recover cost associated with the Exelon Utilities (EU) IT Team.
775	IT Governance	This service was updated to add definition that includes IT PMO, IT innovation and Operations and Governance Group.
777	I&O Projects	This service has been updated to include "planning, design, and implementation of I&O projects that are allocated to one or more business units"
944	NERC CIP Program Services	This service definition has been updated to reflect current version of the NERC CIP SLA.
949	IT Cyber NERC CIP	This service was created to distinguish and clarify IT Cyber NERC CIP services provided.

The 2014 IT Service Catalog contains standard IT Services, across Client Engaging IT Departments, directly aligned with the Client Company, and those provided by Supporting IT Departments.

Client Engaging IT Departments include

- Enterprise Wide Solutions
- Exelon Utilities: *IT BGE, IT ComEd, and IT PECO*
- IT Generation
- IT Wholesale & IT Retail

Supporting IT Departments include

- IT Technology Strategy, IT Architecture, and IT Business Operations
- Corporate and Information Security Services
- Enterprise Wide Solutions
- Infrastructure & Operations

IT Service Owners include:

- General IT Services, providing IT governance, strategy, innovation, architecture, and business operations.
- VP, Corporate & Information Security Services, providing services for access rights, physical access security, and investigations.
- VP, Enterprise-Wide Solutions, providing development and maintenance of applications used across the enterprise.
- VP, Infrastructure & Operations, providing enterprise data network, PCs, communication tools like email, phones, video conferencing, and infrastructure hosting platforms used by applications.
- VP, IT Generation, providing development and maintenance of applications specifically used by generation business areas of Exelon.
- VP, IT Wholesale, providing development and maintenance of applications specifically used by the wholesale business area.
- VP, IT Retail, providing development and maintenance of applications specifically used by the retail business area.
- VP, IT BGE, VP, IT ComEd, and VP, IT PECO, providing development and maintenance of applications specifically used by the utility businesses.

IT & Security Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
322	BSC BU Specific IT Projects	Exelon IT Project Delivery Services provides deliverables for IT projects including planning, design, asset acquisition, and implementation of solutions	IT VP (Project Specific)	90% IT Projects completed on time, on budget, based on agreement out of Detailed Design, with tolerance of +/-10%
401	Linux - Virtual	A service provided to application services, indicating the type of Linux-based server technical infrastructure used by the application. This is considered the low-end of the UNIX platform. The application team and server engineering determine the appropriate type and size of the server for the application and business criticality of the application.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2013.
402	Linux - Physical	A service provided to application services, indicating the type of Linux-based server technical infrastructure used by the application. This is considered the standard, and most applicable, UNIX platform. The application team and server engineering determine the appropriate type and size of the server for the application and business criticality of the application.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2013.
403	Mainframe Services	A service provided to applications that leverage the mainframe hosting environment. This is based on the CPU minutes used by the end-users using the application asset.	VP, Infrastructure & Operations	Based on application custom metrics
404	UNIX High End	A service provided to application services, indicating the type of UNIX-based server technical infrastructure used by the application. This is considered the largest UNIX platform available to applications. The application team and server engineering determine the appropriate type and size of the server for the application and business criticality of the application.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2013.

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
405	UNIX Low End	A service provided to application services, indicating the type of UNIX-based server technical infrastructure used by the application. This is considered the low-end of the UNIX platform. The application team and server engineering determine the appropriate type and size of the server for the application and business criticality of the application.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2013.
406	UNIX Standard	A service provided to application services, indicating the type of UNIX-based server technical infrastructure used by the application. This is considered the standard, and most applicable, UNIX platform. The application team and server engineering determine the appropriate type and size of the server for the application and business criticality of the application.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2013.
407	Wintel Physical Server	A service provided to application services, indicating the type of server technical infrastructure used by the application. A 'physical' server provides a stand-alone technology platform for an application, when a virtual environment does not support the application. The application team and server engineering determine the appropriate type and size of the server for the application and business criticality of the application.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2013.
408	Wintel Virtual High End	A service provided to application services, indicating the type of server technical infrastructure used by the application. A 'high end virtual' server provides increased processing and storage than the standard virtual server. The application team and server engineering determine the appropriate type and size of the server for the application and business criticality of the application.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2013.
409	Wintel Virtual	A service provided to application services, indicating the type of server technical infrastructure used by the application. A 'virtual' server is the preferred environment for applications. The application team and server engineering determine the appropriate type and size of the server for the application and business criticality of the application.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2013.
410	Client Services	Client Services cover escalated IT Support Center incidents related to desktop and laptop support including requests, installation, move, add, change, and/or replacement of desktop PCs/Monitors, the installation of peripherals/memory, loaner support, hardware break/fix, technology refresh, manual patching, desk side support, executive support, as applicable, site server maintenance, enterprise-wide application support,	VP, Infrastructure & Operations	<p>Performance Targets/Metrics: First Call Resolution for Support Center: 70%</p> <ul style="list-style-type: none"> The percentage of calls that can be resolved on the first call by the Support Center without

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
		<p>BU specific application support, mobile device activation and troubleshooting as well as support for virus intrusion/incidents, internet/LAN access, managed print, non-managed print, remote access, resource/ asset management, asset management disposal, and digital certificate creation and installation. As available, Client Services can provide A/V support.</p> <p>Incidents are defined both a 'severity' and a 'priority'. Severity describes the impact to the users, while priority, or urgency, describes the level at which IT works closure and resolution of the issue. Incidents are worked at a higher priority, or urgency, than requests, but service level metrics have been established for the fulfillment of requests as well. Escalation defines the process to be followed to formally increase the priority/urgency level of either the incident or the request.</p> <p>In accordance with standard Business Event Management notification procedures, Client Services can provide off hours and/or on-call support. For ComEd, Client Services will provide 43 inspections/year of 4 Mobile Operational Vehicles.</p>		<p>escalation to Level 2 or Level 3.</p> <ul style="list-style-type: none"> • Calculated by the aggregated number of First Call Resolutions completed by the Support Center divided by the total number of interactions received by the Support Center during the month <p>End-User Computing Resolution Rate: 80%</p> <ul style="list-style-type: none"> • % of Single User Requests that are resolved not requiring hardware replacement <p>Average Wait Time for Client for IT Support Center: 80 seconds</p> <p>Data comes from Cisco Call Manager, includes front-end message</p>
411	(User) Login LAN Account	Access to the Exelon Enterprise Data Network, which is a Personal LAN Login User Account, and allows the end user access to the IT Support Center to report issues and request services. This service includes the costs to manage the network, active directory, enterprise testing & tools, and the support center. This service also allocates the I&O management costs.	VP, Infrastructure & Operations	<p>Response is based on severity of incident reported</p> <p>Site Availability – Continuous 99.93% (some exceptions based on site network design and configuration)</p> <p>Site Availability – Normal 99.5% (some exceptions based on site network design and configuration)</p>
412	PC Services – Base	This service includes the software operating system for a personal computer, virtual computer, or a rugged PC, including enterprise desktop tools like Microsoft Office products (Word, PowerPoint, Excel) and other desktop software. Technology refresh expectations apply – see Technology Refresh & Capital Investments/Depreciation description in	VP, Infrastructure & Operations	80% of incidents resolved in ≤ 1 business day

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
		<p>this Service Catalog.</p> <p>Client Companies own PC hardware, per Technology Refresh Responsibilities.</p>		
417	Remote Access	<p>Access to the Exelon Enterprise Data Network as well as access to registered applications from remote locations or internally leveraging devices other than a traditional personal computer.</p> <p>There is no charge for legacy Exelon users who only need access to myExelon or Web Only Mail (OWA). For legacy CEG users, during 2013, this is included in the Remote Access charge.</p> <p>BSC owns Remote Access infrastructure, per Technology Refresh Responsibilities.</p>	VP, Infrastructure & Operations	Gold Level of Service
418 - 423	Depreciation – Shared Infrastructure	<p>Costs of depreciation of shared infrastructure across IT asset classes:</p> <p>418 - Depreciation Shared Network 419 - Depreciation Shared PC 420 - Depreciation Shared Storage 421- Depreciation Shared Telecom 422 - Depreciation Shared UNIX/Linux 423 - Depreciation Shared Wintel</p>	VP, Infrastructure & Operations	Not applicable
426	Infrastructure Operations Non- Standard	This service covers extended CSC server operations support for applications not yet migrated to the Exelon standard ITSM.	VP, Infrastructure & Operations	Refer to Client Company IT SLA for details of custom support level for application.
427	Application Monitoring Services	This service covers centralized extended monitoring supporting Gold and Silver applications. This monitoring goes beyond standard infrastructure services monitoring and monitors applications for response and availability. It includes utilization of the BSM suite of tools, such as, Real User Monitor, Business Process Monitor, and Sitescope.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2014.
428	Application Deployment Services	This service applies to Commercial and Retail Energy Systems and is not being expanded at this time. This service covers centralized application migration services for Business Critical Applications. It provides separation of duties to meet corporate audit recommendations, covers coordination of compliance services required to meet regulatory requirements associated with SOX reporting and controls, and includes change management and internal / external audit support and evidence coordination.	VP, Infrastructure & Operations	Deployed applications in timeframe

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
429	Disaster Recovery Program Management	This service provides program coordination for applications with defined Disaster Recovery plans, and all MCO and MC8 applications. It includes supporting application teams developing playbooks and facilitating DR exercises.	VP, Infrastructure & Operations	Completed DR Drills
430	IT Operations/ NERC CIP Compliance	Provides CIP operational compliance for I&O owned assets as well as Standard Owner program administration for PECO, ComEd, BGE, Power, and Commercial. Additional resources may be required for special projects and will be billed time & materials.	VP, Infrastructure & Operations	(to be defined)
431	Operations Service – Standard	This service provides the day to day operations and support of infrastructure assets installed in the data centers, including IT Operations Center, Tier 2 Operational Support, Infrastructure Base Monitoring, Release and Problem Management, Data Center Management. This is aligned with the Standard Operations Support Model.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2013.
432	Real Time Network Services	Provides for network design and support of real time networks.	VP, Infrastructure & Operations	
433	Fiber Circuit and Support	Provides 7x24 maintenance and management of Exelon circuits carried over the Corporate SONET networks and the maintenance and management of ComEd and PECO outside plant (OSP) fiber optic cable including: <ul style="list-style-type: none"> • Emergency fiber restoration 7 X 24 • Emergency SONET restoration 7 X 24 • SONET Circuit Provisioning 8:00 AM – 5 PM local times M-F (excluding holidays) • Fiber Engineering and Construction Support 8:00 AM – 5 PM local times M-F (excluding holidays) • Fiber and SONET Cutover Support 7 X 24, planned in advance per production control procedures. • Third party fiber consulting, maintenance and operations support. 8:00 AM – 5 PM local times M-F (excluding holidays) • Monitor Fiber and SONET networks 7 X 24 	VP, Infrastructure & Operations	Fiber Availability of 98.9% Fiber Availability <= one fiber cut at any given time SONET Availability 99.999%

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
434	Storage - Archival	This offering includes data backup and restore services as outlined in the Data Backup and Retention Standards policy document. Non-standard backup and restore requirements will be handled as exceptions. This storage tier is for business information that is accessed on an infrequent basis or as a result of a data retention policy that requires the data to be available and accessible online. The primary use of this storage tier is for disk backups. BSC owns most archival storage IT asset, per Technology Refresh responsibilities. There may be small examples where storage would be specific to a Client Company, then, Technology Refresh responsibilities apply.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2014.
435	Storage - Mainframe	This storage tier is the standard storage offering for general purpose data storage and database storage on the mainframe. BSC owns mainframe storage, per Technology Refresh responsibilities.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2014.
437	Storage - Standard	This storage tier is the standard storage offering for general purpose data storage. SAN Tier 2 storage provides a high level performance and availability. Primary use for SAN storage would be database environments (Oracle and/or SQL). NAS Tier 2 storage is a versatile platform that offers simplified file sharing capabilities for Wintel and UNIX environments. BSC owns most standard storage IT asset, per Technology Refresh responsibilities. There may be small examples where storage would be specific to a Client Company, then, Technology Refresh responsibilities apply.	VP, Infrastructure & Operations	Refer to standard operations support model for application hosted. Application specific service levels to be documented in Asset Mgmt by year end 2014.
439	Call Center Services	This service includes engineering and 3 rd level support for call center based technologies, including software and integration with telephony systems.	VP, Infrastructure & Operations	Refer to individual SLAs for applications hosted.
440	eMail & Messaging – Personal	Assigned email account (i.e., first.name@exeloncorp.com) other communication tools, such as Microsoft Lync for Instant Messaging, Presence, Web Conferencing, Audio Conferencing for personal and work team collaboration, and includes mobile email. BSC owns eMail/Messaging infrastructure, per Technology Refresh	VP, Infrastructure & Operations	Gold Level of Service

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
		Responsibilities.		
441	eMail & Messaging – Retention	Long-term retention of email and instant messaging messages to meet increased requirements for email/messaging tracking and retention beyond base level of 2-year retention. BSC owns eMail/Messaging infrastructure, per Technology Refresh Responsibilities.	VP, Infrastructure & Operations	Gold Level of Service
442	Telephony – Desktop	An internal Exelon telephone number, with access to meeting place audio conferencing and voice mail, if appropriate. Includes non-labor back-end support. Client Company pays directly for circuits and usage. BSC owns central telephony infrastructure supporting infrastructure, per Technology Refresh Responsibilities. Client Company owns responsibility for individual phone systems at their locations.	VP, Infrastructure & Operations	Gold Level of Service
443	Unified Communications – Video Conference	Video Conference (VC) Unit Services include services covered under existing maintenance contracts. VC Units include vendor maintenance and on-site support for incidents reported through the Support Center with an expected response of 8x5 NBD (Next Business Day). This service does not include out of warranty parts and labor which will be billed through the time and material service offering. Support to audio/visual conference equipment is also covered in locations where video conference rooms are also supported. Audio/Visual Conference Rooms are generally not covered under any maintenance contracts. Routine replacement of items such as bulbs/lamps, projectors, screens, displays, and cables are the responsibility of the BU owning the room. BUs wanting full warranty support for these rooms can purchase an agreement separately and will be billed directly. Access to this service is dependent on network capacity at a particular site. BSC owns Video Conference supporting infrastructure, per Technology Refresh Responsibilities. Client Company owns responsibility for individual Video Conference unit, and facilities where video conference is located.	VP, Infrastructure & Operations	Response time of 8x5 (Next Business Day)
444	IT Cyber Security Projects	Exelon IT Project Delivery Services provides deliverables for IT projects including planning, design, and implementation of solutions	VP, Corporate & Information Security Services	90% IT Projects completed on time, on budget, based on agreement

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
				out of Detailed Design, with tolerance of +10%
445	IT Physical Security Projects	Exelon IT Project Delivery Services provides deliverables for IT projects including planning, design, and implementation of solutions	VP, Corporate & Information Security Services	90% IT Projects completed on time, on budget, based on agreement out of Detailed Design, with tolerance of +10%
500	Customer Portfolio Application Support (ComEd / PECO)	The service provides for the support and maintenance of the applications supporting the Meter to Market business process.	VP, BGE IT, VP, ComEd IT, and VP, PECO IT	CIMS Availability 99.8% CIMS Response Time 0.4 Date Flip on time – one (1) miss per quarter
501	PECO Portfolio Application Support	This service defines the support that EBSC will provide for PECO Operations. It covers general areas of support and support providers for IT Real-time systems and other business applications.	VP, BGE IT, VP, ComEd IT, and VP, PECO IT	Application Availability 99.80%
502	Power Application Portfolio Support	Power Application Support provides management and support for non-nuclear generation systems, including TagLink, Smart Signal, eSOMS, System/1, PI, Land Lease Management, RBMWare, and other miscellaneous systems	VP, IT Generation	See Asset Manager for application specific service levels
503	Nuclear Applications Portfolio Support	This IT Services document defines the support that EBSC will provide to Exelon Nuclear for Nuclear Applications Portfolio & Nuclear Real Time Systems.	VP, IT Generation	Application Availability 99.90% PIMS Availability 99.25%
505	Financials Portfolio Application Support	The service covers general areas of support and support providers. The service scope includes Financials (For Financial Services Group), Business Intelligence Architecture (For Financial Services Group), Technical Infrastructure (For Financial Services Group), Other Applications (For Tax Dept), Treasury Systems, and AP Finance. Detailed list of applications included in Enterprise Finance Portfolio Applications	VP, Enterprise Wide Solutions	EPS Availability 99.75% OLVM Code Block Validation Response Time < 250 ms 99.0% EPM, Hyperion Batch Runs Complete between 5 pm and 7 am 90% GL Standard < 8 min 90% Incident Response / Resolution 98%

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
506	PassPort Portfolio Application Support	PassPort supports numerous business processes including those associated with work management, supply chain, design engineering and safety and compliance. Bolt-on applications extend the functionality of PassPort and enable interfaces to other Exelon computer systems. PassPort and its bolt-on applications are collectively referred to as the PassPort Portfolio.	VP, Enterprise Wide Solutions	Passport Availability for each supported BU = 99.5% Response time <1 second 85.0% Response time <2 second 95.0% Critical Nightly Weekday Batch Window complete by 5 am Incident Resolution Sev 1 – 100% Sev 2 – 90% Sev 3 – 85% Sev 4 – 75% EDMS Availability 99.0% Documentum Power 98.5% Hyperion Infrastructure, NewCAP, All Replication Services Availability 99.0% Data Replication <2 hr delay
507	HR Portfolio Application Support	The Service covers general areas of support and support providers. The service scope includes HRPC, Etalent, HRPulse, Ecomp, and SHARE	VP, Enterprise Wide Solutions	See IT Service Details, IT Enterprise-Wide Solutions
508	eBusiness Support (Web Infrastructure, Application Maintenance & Support)	Detailed list of applications included in Enterprise Web Infrastructure & Applications in the IT Services Details section of this IT Service Catalog	VP, Enterprise Wide Solutions	Internet Server Availability 98.0% Others Application Availability of 98.5% of scheduled hours
509	Learning Management Portfolio Application Support	The Learning Management Portfolio service covers general areas of support and support providers. The service includes support for Learning Management Portfolio Application (LMS).	VP, Enterprise Wide Solutions	See IT Service Details, IT Enterprise-Wide Solutions

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
510	Corporate Portfolio Application Support	This service covers general areas of support and support providers. Detailed list of applications included in Enterprise Corporate Application Portfolio	VP, Enterprise Wide Solutions	Standard Availability M-F, 7AM to 7PM (CT); Critical Availability Sa-Su, as requested Application Availability 98% Incident Response / Resolution 98%
520	ComEd Portfolio Application Support	The ComEd Portfolio Application Support service defines the support that EBSC will provide for ComEd Operations. It covers general areas of support and support providers for IT Real-time systems and other business applications.	VP, BGE IT, VP, ComEd IT, and VP, PECO IT	Application Availability 99.85% CE*GIS Availability 94% based on Critical and Standard Hours On time application releases >=90%
663	BSC Ex Utility Info Technology	This is the serviced used to recover cost associated with the Exelon Utilities (EU) IT Team and includes the EU IT Convergence Project Assessment and General EU Project PMO Activities.	VP, BGE IT, VP, ComEd IT, and VP, PECO IT	
775	IT Governance	This service is used to recover costs associated with enterprise-wide governance functions and includes the IT PMO, IT Emerging Technologies, IT Business Operations and Governance groups.	SVP, CIO Exelon	
777	I&O Projects	This service includes the planning, design, and implementation of I&O projects that are allocated to one or more business units	VP, Infrastructure & Operations	90% IT Projects completed on time, on budget, based on agreement out of Detailed Design, with tolerance of +10%
845	BSC Database Services - Licenses & Support	Includes the following Database Management platforms: Oracle, SQL Server, Sybase & DB2 UDB Covers license software maintenance charges and all associated depreciation charges as well as the labor required to support all database environments and databases.	VP, Enterprise Wide Solutions	Aligned to supported Application
849	BSC Middleware	MQSeries Services cover the production license software maintenance charges and support related to MQSeries production integration services.	VP, Enterprise Wide Solutions	Application Availability of 98.5% of scheduled hours
854	eDiscovery Support	The Service covers general areas of support and support providers for the eDiscovery applications	VP, Enterprise Wide Solutions	Server Total Availability 98.8% Server Scheduled Availability

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
				99.5% Create/Change/Disable: within 24 business hours; delete in 90 days
869	BU IT Support	Provide Site IT Support for Nuclear IT Operation and Maintenance. Areas of support are Client Support, Server Administration, Cyber Security, Infrastructure and Real Time Systems Support	VP, IT Generation	24/7 support for Operational issues in accordance with Application Service Level agreements.
885	BSC IT Services Rev Adjust	BSC IT Services Revenue Adjustment- "Revenue Adjustment Services" reflects the following "true up" mechanism: The difference between actual cost and revenues from billings to the Client Companies is "trued up" each month by allocating it pro rata to the Client Companies based on their share of IT Total Service Billings	SVP, CIO Exelon	Not Applicable
901	BSC Other PA Tech Projects	This service is comprised of planning, design, and implementation of IT projects that support BSC Practice Areas other than Finance or Human Resources.	IT VP (Project Specific)	90% IT Projects completed on time, on budget, based on agreement out of Detailed Design, with tolerance of +10%
902	BSC HR Tech Projects	This service is comprised of planning, design, and implementation of IT projects that support the Human Resources Practice Areas of BSC.	IT VP (Project Specific)	90% IT Projects completed on time, on budget, based on agreement out of Detailed Design, with tolerance of +10%
903	BSC Finance Tech Projects	This service is comprised of planning, design, and implementation of IT projects that support the Finance Practice Areas of BSC.	IT VP (Project Specific)	90% IT Projects completed on time, on budget, based on agreement out of Detailed Design, with tolerance of +10%

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
904	BSC Costs to Achieve	This service is comprised of planning, design, and implementation of IT projects to achieve synergies related to the merger between Exelon and Constellation Energy Group.	IT VP (Project Specific)	90% IT Projects completed on time, on budget, based on agreement out of Detailed Design, with tolerance of +10%
906	Enterprise Wide IT Projects	This service is comprised of planning, design, and implementation of IT projects related to licensing, upgrade and expansion of technology platforms including Oracle database, SQL Server database, SharePoint, and others.	VP, Enterprise Wide Solutions	90% IT Projects completed on time, on budget, based on agreement out of Detailed Design, with tolerance of +10%
930	Business Continuity Services	<p>Business Continuity</p> <ul style="list-style-type: none"> Business Continuity program governance/oversight and core methodology; annual business continuity plan reviews and consultation with all business functions; new business continuity plan development; major exercise design and facilitation; business impact analysis; Business Unit scorecards; LDRPS system administration; training and support for part-time department planners; corporate pandemic/health crisis strategy. <p>Crisis Management</p> <ul style="list-style-type: none"> Facilitate effective Business Unit and Corporate response to emergencies; on-call support; maintain and automate Business Unit crisis management notification protocols; support corporate crisis management team; provide situational awareness and monitor adverse conditions; maintain and staff incident command center; administer NotiFind / Exelon Emergency Preparedness System (includes increased support for CENG ERO and BGE Storm) and conduct site notification drills; administer quickship PC retainer; provision GETS/WPS and satellite phone services (for BSC, BGE, Constellation, Exelon Power, CENG). <p>Site Emergency Preparedness [Services limited to Constellation Commercial and BGE]</p> <ul style="list-style-type: none"> Develop and maintain site emergency procedures; provide program oversight and coordination; and Business Unit scorecards. 	VP, Corporate & Information Security Services	See Corporate and Information Security Services Performance Metrics Table

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
940	Corporate Security and Analysis	<p>Overall security coordination of all CISS services provided throughout the enterprise to include security Governance and Oversight of the entire Exelon security infrastructure.</p> <p>Corporate Security and Analysis</p> <ul style="list-style-type: none"> Corporate Security Strategic Planning and Analysis covers security policies development and alignment with policies and strategic initiatives; threats / risks assessments and recommendations; strategic liaison with EEI, AGA, FERC, NERC, DHS, LLEA; and development and administration of budgets and contracts. Foreign Travel Program Management-Provides Security Services for international travelers to include tracking of employees worldwide, emergency alerts to employees, a hotline for international travel issues as well as political and medical emergency extraction services. Security Intelligence Services -Provides Intelligence gathering and analytical services across the corporation. This includes analysis of cyber and physical threats as well as tracking of special events and threats to determine the potential impact and development of mitigation strategies. Security Awareness and Analytical Training on demand includes the development and delivery of security-related training addressing common cyber threats, requested reports and special event and analytical project support. 	VP, Corporate & Information Security Services	See Corporate and Information Security Services Performance Metrics Table
941	Access Management	<p>Access Management</p> <ul style="list-style-type: none"> Physical Access provisioning/de-provisioning of employee & contractor physical access to facilities including material costs such as badges, printing materials, and printer maintenance for legacy Constellation non-nuclear business units. Includes the setup of request workflows, access levels, and approvers groups, as well as encompasses all reporting required for SOX and CIP compliance. Logical Access provisioning and revocation of Active Directory accounts in legacy Constellation domains, as well as cyber access to applications, file shares, and designated email functions in legacy Constellation domains. Additionally, it covers workflow development and approver group creation, conversions for contractors to employees, affiliate transfers, and new large scale application deployment in legacy Constellation domains. Also includes the 	VP, Corporate & Information Security Services	See Corporate and Information Security Services Performance Metrics Table

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
		<p>creation of AD accounts, accounts not assigned to a person, the setup of new locations, and all reporting required for SOX and Critical Infrastructure Protection (CIP) compliance in legacy Constellation domains.</p> <p>Employee Background Check</p> <ul style="list-style-type: none"> Employee Background Information Check of new hire employees, the requesting of additional supporting materials, compiling conditional clearance risk factors, acquiring sign off on conditional clearances, following through on completion of conditionals, invoking CISS interviews with applicants who may have adverse findings on their report and providing adjudications of background check reports on new hire employees. Also includes post-employment checks of employees and contractors under regulatory requirements, tracking dates for necessary renewals, launching the requests for information, requesting additional supporting materials, engaging the Personnel Risk Assessment Committee for any adverse findings and adjudication of the report. 		
942	Security Center Operations	<p>SOC/ESC</p> <ul style="list-style-type: none"> Security Operations Center and Exelon Security Center Services includes operation of the 24-hr hub for all emergencies reporting including access control monitoring, security officer dispatch, 911, and other emergency responses; video surveillance including active and passive monitoring; alarm point monitoring including video alarm and duress alarm; and technical project management/ implementation. Oversight of all Physical Security Systems utilized throughout the corporation (other than Nuclear). 	VP, Corporate & Information Security Services	
943	IT Controls & Compliance Services	<ul style="list-style-type: none"> Annual Audit Planning coordinating the audit schedule for BSC IT Nuclear Digital Technology Systems Quality Assurance Program (DTSQA) Administration. Program is a 10 CFR 50 Appendix B requirement per NRC that defines system quality assurance requirements for the procurement, development, and maintenance of software used in safety-related functions at the legacy EXC nuclear 	VP, Corporate & Information Security Services	

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
		<p>power plants. DTSQA is with 3,500 applications across the fleet.</p> <ul style="list-style-type: none"> • Privacy: assessment of protective measures relating to personal identifiable information (PII) • HIPPA Compliance covers the provision of logical controls and establishment and execution of procedures to comply with health information privacy policy. • Produces Access Control Lists (ACL's) for review of administrative access to: mainframes; UNIX servers; Windows servers; Databases; and all Sarbanes-Oxley (SOX) and Critical Infrastructure (CIP) applications. • Provides support for Sarbanes-Oxley (SOX) controls and NERC-CIP requirements related to security access and change management control evidence. • Govern the IT Security exception process when it is not possible to adhere to policy or procedure and evaluates the merits of each exception request. 		
944	NERC CIP Program Services	<ul style="list-style-type: none"> • Provide enterprise-wide NERC CIP program and project management oversight to ensure sustained Exelon compliance • Provide consistent NERC CIP program, project and initiative: scope definition, change control, planning, processes and tools, to be leveraged across the enterprise • Develop and monitor common Exelon NERC CIP compliance standards and metrics • Report NERC CIP status, including compliance, program/project progress, issues and risks to Executive leadership and the broader enterprise • Develop and maintain Integrated Program Plan • Manage and mitigate enterprise-wide NERC CIP issues and risks, liaising with Exelon Legal for potential violations and internal 	VP, Exelon Utilities IT	

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
		<p>compliance inquiries or investigations</p> <ul style="list-style-type: none"> • Identify and make recommendations on NERC CIP projects, as well as enterprise-wide synergy, integration and automation opportunities, providing budgeting and planning input • Provide input on LRP budgets and strategic planning across the OpCos and business areas • Provide enterprise-wide NERC CIP project/initiative management oversight, including strategic NERC alignment across business areas (e.g., utilities, corporate areas), raising awareness of timing concerns, providing best practices and recommending solutions to issues/risks • Act as a communications and change management center for Exelon NERC CIP stakeholders, driving collaboration and a culture of compliance across the entities' business areas • Engage NERC CIP stakeholders, understand change impacts, and provide training guidance • Understand industry NERC CIP regulatory changes and help prepare Exelon for these, sharing information and impacts with appropriate stakeholders from an internal perspective • Provide quality assurance input on key NERC CIP processes and artifacts, reviewing approach and consistency • Identify, collate and share NERC CIP best practices and lessons learned across the enterprise • Provide an Exelon NERC CIP Knowledge Repository, containing best 		

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
		practices, templates and sample documents		
945	Information Security Services	<p>Develop, maintain and enforce a security strategy, policy and standards framework that aligns Exelon business need, legislative and regulatory requirements, and industry standard practices.</p> <ul style="list-style-type: none"> • Monitor compliance to Exelon IT Security policies, procedures, standards, guidelines, and processes. • Review Exelon IT and client processes to validate against Management Model requirements as defined and documented. • Advise Exelon Executives of significant information security risks, requirements, and goals within Exelon, and changes in technical, legal, and regulatory arenas. • Develop and support a risk management methodology/program to be used for both internal risk assessments and security solution/asset prioritization. • Provide application risk consulting services related to the engineering, design, implementation and support of secure applications. • Determine security controls necessary to mitigate risks and meet corporate policy and Business Unit objectives. • Monitor significant changes in the exposure of information assets to threats. • Develop and implement a User Awareness program to ensure that Exelon IT users understand requirements in protecting Exelon Corporation assets and information. • Respond as part of the Computer Emergency Response Team. • Provide governance and oversight to Operational Security in review and measurement of Exelon's current state security practices and mechanisms. • IT SOX Security covers the maintenance of IT SOX controls and monitoring of systems and applications to ensuring compliance. • Cyber Security Operations Services • Cyber Investigations and Testing Services cover the collection of cyber evidence in support of formal investigations; the design, implementation and monitoring of discovering indicators of a compromise or lapse of cyber security; and tracking of public 	VP, Corporate & Information Security Services	

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
		<p>vulnerability disclosures and routine scans to detect previously unknown vulnerabilities.</p> <ul style="list-style-type: none"> Liaison to multiple governmental, non-governmental and industry groups regarding Security Policy, Regulation, Standards, Benchmarking and Best Practices. 		
946	Executive Security and Transportation	Administers and carries out the executive protection program, responsible for planning security surrounding official functions, 24/7 emergency response and secure transportation of executives as assigned.	VP, Corporate & Information Security Services	
947	Security Client Services	<p>Field Operations</p> <ul style="list-style-type: none"> Field and Office Operations within Corporate Security Client Services covers security governance and oversight to include corporate and utility emergency response; investigations or independent assessments of alleged policy violations and/or criminal activity; executive protection; guard force management; security (threat/risk) assessment of facilities and critical operating processes; NERC CIP physical security operating compliance with regulatory policies; security screenings of brokers, counter parties and M&A activity; and observance of policies and procedures to ensure safety in the workplace. Law Enforcement and Regulatory Agency Liaison covers day to day coordination necessary with Federal, State, and Local law enforcement, including Intelligence Agencies, Homeland Security, and Regulatory Agencies to maintain effective working relationships and to ensure fulfillment of required compliance and operational activities. Develop and provide security related training materials to business units to include Workplace Violence, Street Awareness,, Security in the Field, Fraud detection, General Security Awareness and Sabotage Awareness/Reporting. <p>Government-Mandated Security Services (Business Unit- Specific)</p> <ul style="list-style-type: none"> CFATS (Chemical Facilities Anti-Terrorism Standards) Compliance includes the performance of security assessments and development of security plans to ensure compliance with chemical of interest (COI) security regulatory standards. 	VP, Corporate & Information Security Services	

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
		<ul style="list-style-type: none"> • NERC CIP compliance covers activities necessary to ensure operational compliance of registered entities regarding Critical Infrastructure Protection NERC requirements. • Maritime Security compliance covers the internal audit and security program management and Transportation Worker Identification Credential (TWIC) maritime regulatory requirements. • Nuclear Regulatory Compliance covers activities necessary to ensure operational compliance of the Nuclear Generation Station when provide investigative assistance for Nuclear Regulatory Commission Allegation or potential Security Coverage from labor disputes at the generation station. • Dam Sector Compliance includes the performance of security assessments and security measure to ensure compliance with Hydro FERC standards. 		
949	IT Cyber NERC CIP	<p>CISS Services for the NERC CIP assets and related compliance processes, including, but are not limited to:</p> <ul style="list-style-type: none"> • Exelon Security Operations Center Services • Access Management Services • Exelon Cyber Security Operations Center Services • Vulnerability Assessment Services • Mock Audit Support (Evidence gathering, RSAWs, Document maps, audit support) • RFC Audit Support (Evidence gathering, RSAWs, Document maps, audit support) • Manage Security related CIP process and procedures, perform regular reviews and updates • Remediation of internal/external audit findings • Support NERC CIP Steering Committee, Status and ad-hoc meetings • Provide CIP specific Security Consulting Services 	VP, Corporate & Information Security Services	
F26	Fleet Application Portfolio Support	Generation Fleet Support covers IT support, small enhancement and maintenance, of Primavera and WITS.	VP, IT Generation	See Asset Manager for application specific service levels

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
F87	TIBCO Enterprise Integration Services	TIBCO Services cover the production license software maintenance charges and support related to TIBCO production integration services.	VP, Enterprise Wide Solutions	Application Availability of 98.5% of scheduled hours
F89	Maximo Support	Maximo Support provides management and support for the Maximo application	VP, Enterprise Wide Solutions	Based on individual Application Availability
F92	Retail Application Portfolio Support	Retail Application Support provides management and support for Retail systems, including Demand Response, Gas Solutions, Lodestar, Siebel, SMIS, Web Products, ACORN, PricePoint, and other Retail miscellaneous applications. Support to business objects reporting tools	VP, IT Wholesale and VP, IT Retail	Application Specific – Details in IT / Commercial SLA
F93	Wholesale Application Portfolio Support	Wholesale Application Support provides management and support for Wholesale systems including Blackbird, PRISM, DealNet, GLASS, Rymsys, Right Angle, Power Desk, nMarket, Monarch, PI (commercial ops), GenUnit, Uplan, and other Wholesale miscellaneous applications Support to risk management applications provided by the Wholesale IT organization, such as SecDB	VP, IT Wholesale and VP, IT Retail	Application Specific – Details in IT / Commercial SLA

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
322	BSC BU Specific IT Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct or Allocated	Time and Materials or Cost Causative Method
401	Linux - Virtual	923 – Outside Services Employed	Direct (R*Q)	# of Servers
402	Linux - Physical	923 – Outside Services Employed	Direct (R*Q)	# of Servers
403	Mainframe Services	923 – Outside Services Employed	Direct (R*Q)	CPU Usage (MIPS)

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Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
404	UNIX High End	923 – Outside Services Employed	Direct (R*Q)	# of Servers
405	UNIX Low End	923 – Outside Services Employed	Direct (R*Q)	# of Servers
406	UNIX Standard	923 – Outside Services Employed	Direct (R*Q)	# of Servers
407	Wintel Physical Server	923 – Outside Services Employed	Direct (R*Q)	# of Servers
408	Wintel Virtual High End	923 – Outside Services Employed	Direct (R*Q)	# of Servers
409	Wintel Virtual	923 – Outside Services Employed	Direct (R*Q)	# of Servers
410	Client Services	923 – Outside Services Employed	Direct	Time and Materials
411	{User} Login LAN Account	923 – Outside Services Employed	Direct (R*Q)	Count of Active Directory Accounts (LAN IDs)
412	PC Services – Base	923 – Outside Services Employed	Direct (R*Q)	# of Desktops, Laptops, Virtual PCs, & Rugged PCs
417	Remote Access	923 – Outside Services Employed	Direct (R*Q)	# Remote Access Tokens
418	Depreciation Shared Network	923 – Outside Services Employed	Direct (R*Q)	# of Personal AD Accounts
419	Depreciation Shared PC	923 – Outside Services Employed	Direct (R*Q)	# of PCs
420	Depreciation Shared Storage	923 – Outside Services Employed	Direct (R*Q)	# of Storage Units across all types
421	Depreciation Shared Telecom	923 – Outside Services Employed	Direct (R*Q)	# of Telephone Ports

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
422	Depreciation Shared UNIX/Linux	923 – Outside Services Employed	Direct (R*Q)	# of UNIX/Linux Servers hosting BU-based Applications
423	Depreciation Shared Wintel	923 – Outside Services Employed	Direct (R*Q)	# of Wintel instances hosting BU-based Applications
426	Infrastructure Operations Non-Standard	923 – Outside services employed	Direct (R*Q)	# of servers supporting non-standard environments
427	Application Monitoring Services	923 – Outside services employed	Direct (R*Q)	# of servers supporting applications
428	Application Development Services	923 – Outside services employed	Direct (R*Q)	# of applications in deployment processes
429	Disaster Recovery Program Management	923 – Outside services employed	Direct (R*Q)	# of applications participating in DR Program
430	IT Operations/ NERC CIP Compliance	923 – Outside Services Employed	Direct	Time and Materials
431	Operations Service – Standard	923 – Outside Services Employed	Direct (R*Q)	# of installed servers, all types, and includes production, test, and development,
432	Real Time Network Services	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Direct	Time and Materials
433	Fiber Circuit and Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Direct	Time and Materials
434	Storage - Archival	923 – Outside services employed	Direct (R*Q)	# of Gigabytes of Archival Storage
435	Storage - Mainframe	923 – Outside services employed	Direct (R*Q)	# of Gigabytes of mainframe storage

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
437	Storage - Standard	923 – Outside services employed	Direct (R*Q)	# of Gigabytes of distributed storage
439	Call Center Services	923 – Outside Services Employed	Direct	Time and Material
440	eMail & Messaging – Personal	923 – Outside Services Employed	Direct (R*Q)	# eMail Accounts
441	eMail & Messaging – Retention	923 – Outside Services Employed	Direct (R*Q)	# of eMail Accounts with retention storage
442	Telephony – Desktop	923 – Outside Services Employed	Direct (R*Q)	# telephone ports
443	Unified Communications – Video Conference	923 – Outside Services Employed	Direct (R*Q)	# video conference units
444	IT Cyber Security Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct or Allocated	Time and Materials or Cost Causative Method
445	IT Physical Security Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct or Allocated	Time and Materials or Cost Causative Method
500	Customer Portfolio Application Support (ComEd / PECO)	FERC Accounting to be determined with ComEd/PECO FERC Reporting groups during each individual project creation	Allocated	Based on the number of utility customers at ComEd and PECO
			Direct	Time and Materials
501	PECO Portfolio Application Support	FERC Accounting to be determined with ComEd/PECO FERC Reporting groups during each individual project creation	Direct	Time and Materials
502	Power Application Portfolio Support	N/A	Allocated	% time spent supporting business unit (100% to Power and Wind)
503	Nuclear Applications Portfolio Support	N/A	Direct	Time and Materials
505	Financials Portfolio Application Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Direct (to BSC Finance)	Time and Materials

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
506	PassPort Portfolio Application Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Allocated (general application maintenance)	Based on Passport users
			Direct (BU specific instance support)	Time and Materials
507	HR Portfolio Application Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Direct (to BSC HR)	Time and Materials
508	eBusiness Support (Web Infrastructure, Application Maintenance & Support)	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Allocated	Cost causative method
509	Learning Management Portfolio Application Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Allocated	Based on LMS users
510	Corporate Portfolio Application Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Allocated	% of cost attributable to each portfolio
520	ComEd Portfolio Application Support	FERC Accounting to be determined with ComEd/PECO FERC Reporting groups during each individual project creation	Direct	Time and Materials
663	BSC Ex Utility Info Technology	TBD	TBD	TBD
775	IT Governance	923 – Outside Services Employed	Allocated	% of total IT Service Billings
777	I&O Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct or Allocated	Time and Materials or Cost Causative Method
845	BSC Database Services - Licenses & Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Allocated	Allocation based on number of CPUs licensed. For shared servers, costs are sub-allocated by database count

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Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
849	BSC Middleware	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Allocated	Based on the number of QMANAGERS being used over an 8 month period by each Business OpCo.
854	eDiscovery Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Allocated	MMF
869	BU IT Support	923 – Outside Service Employed	Direct	Time and Materials
885	BSC IT Services Rev Adjust	923 – Outside Service Employed	Allocated	% of Total IT Service Billings to each OpCo
901	BSC Other PA Tech Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct or Allocated	Time and Materials or Cost Causative Method (typically MMF)
902	BSC HR Tech Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct or Allocated	Time and Materials or Cost Causative Method (typically % of total headcount)
903	BSC Finance Tech Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct or Allocated	Time and Materials or Cost Causative Method (typically MMF)
904	BSC Costs to Achieve	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct or Allocated	Time and Materials or Cost Causative Method
906	Enterprise Wide Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct or Allocated	Time and Materials or Cost Causative Method
930	Business Continuity Services	923 – Outside Service Employed	Allocated	MMF
940	Corporate Security and Analysis	923 – Outside Service Employed	Allocated	MMF
941	Access Management	923 – Outside Service Employed	Allocated	% of Total IT Infrastructure Billings
942	Security Center Operations	923 – Outside Service Employed	Allocated	Alarm Points Monitored
943	IT Controls & Compliance Services	923 – Outside Service Employed	Allocated	% of Total IT Infrastructure Billings

BSC IT & Security

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
944	NERC CIP Program Services	923 – Outside Service Employed	Allocated	% of critical NERC cyber assets
945	Information Security Services	923 – Outside Service Employed	Allocated	% of Total IT Infrastructure Billings
946	Executive Security and Transportation	923 – Outside Service Employed	Allocated	MMF
			Direct	Based on usage (if possible)
947	Security Client Services	923 – Outside Service Employed	Allocated	MMF
949	IT Cyber NERC CIP	923 – Outside Service Employed	Allocated	Number of NERC registered critical assets
F26	Fleet Application Portfolio Support	N/A	Allocated	% of nuclear and non-nuclear MWH generated – legacy CPG sites
F87	TIBCO Enterprise Integration Services	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Allocated	Allocation based on the number of production services deployed in the corporate TIBCO environment.
F89	Maximo Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Allocated	Based on Maximo users
			Direct	Time & Materials
F92	Retail Application Portfolio Support	N/A	Allocated (Business Objects)	User licenses
			Direct (primarily Retail)	Time and Materials
F93	Wholesale Application Portfolio Support	N/A	Direct	Time and Materials

BSC IT & Security As Requested Services Introduction

Periodically, the OpCos may request additional IT project or non-standard IT support services from that were not identified during the budget/LRP cycle. These costs will be funded directly by the operations area of the OpCo requesting the incremental project or non-standard support. Note, additional non-standard services may be created depending what support is requested over the course of the SLA period.

IT & Security As Requested Services Table

As Requested Service Table

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
To Be Created (As Requested)	Servers - Non-Standard	Incremental cost to cover non-budgeted internal and vendor support of unsupported server technology: Server 2000 and NT configured servers. These costs will be allocated as incurred to whatever qualifying assets are in the environment at the time.	VP, Infrastructure & Operations	TBD
To Be Created (As Requested)	Mobile Operational Vehicle Support	Support of Mobile Operational Vehicles above and beyond what's included in the standard 410 - Client Services service.	VP, Infrastructure & Operations	TBD
To Be Created (As Requested)	PC Services - Non-Standard	Incremental cost to cover non-budgeted internal and vendor support of unsupported desktops that don't migrate to Windows 7 by April 2014. These costs will be allocated as incurred to whatever qualifying assets are in the environment at the time.	VP, Infrastructure & Operations	TBD
779 (As Requested)	As Requested IT Projects	Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period.	IT VP (Project Specific)	TBD

As Requested FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
To Be Created (As Requested)	Servers - Non-Standard	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Direct or Direct (R*Q)	Time and Materials or # of non-standard servers supported
To Be Created (As Requested)	Mobile Operational Vehicle Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Direct or Allocated	Time and Materials or Cost Causative Method
To Be Created (As Requested)	PC Services - Non-Standard	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct	Time and Materials

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
Requested)				
779 (As Requested)	As Requested IT Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Direct or Allocated	Time and Materials or Cost Causative Method

Performance Measurement

The performance management section outlines the standard performance metrics across IT Services, the level of service will be expected to meet at a minimum, and target levels that will be expected to be met or exceeded on negotiated timelines (if applicable).

IT will monitor its service levels and performance using both cost and quality metrics on an on-going basis. IT will facilitate the definition of metrics, provide templates for data input and measurement, and consolidate the inputs to calculate end-to-end process metrics where data is available.

IT will make metrics available to Client Companies and facilitate monthly/periodic meetings with Client Company Business leaders to review metrics and discuss IT performance to service level metrics.

General information covered by performance management and reporting of IT service delivery includes the following:

- Project reporting, including estimated percentage deliverables progress towards completion compared to percent of project spend; key milestones and delays
- Financial reporting on all IT spend associated with Client Company, including budgets, actual costs, and forecasts. Detailed past, current, and expected internal and external audit activity associated with IT that supports Client Company
- Control assessments and analyses of actual events
- Risk assessments, including risks to financial outcomes, risks from personnel changes, risks to successful delivery of projects, security risks, audit risks, and other assessments, whether accurately quantifiable or not
- Other issues or concerns as appropriate

Standard IT Operational Metrics include:

End User Computing	Target
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BSC IT & Security

First Call Resolution for Support Center <ul style="list-style-type: none"> The percentage of calls that can be resolved on the first call by the Support Center without escalation to Level 2 or Level 3. Calculated by the aggregated number of First Call Resolutions completed by the Support Center divided by the total number of interactions received by the IT Support Center during the month 	75%
End-User Computing Resolution Rate <ul style="list-style-type: none"> % of Single User Requests that are resolved not requiring hardware replacement 	80%
Average Wait Time for Client for Support Center <ul style="list-style-type: none"> Data comes from Cisco Call Manager Includes front-end message 	80 secs
Infrastructure Reliability	Target
Reduce MTTR (Mean Time To Restore) for Major Application Incidents <ul style="list-style-type: none"> Applications pertaining to this metric are in review (and will be included as an average across all applications). Target is current legacy CEG for MTTR and is the elapsed time from incident detection by or reported to the ITOC until client service is restored. 	180 mins
Reduce MTTR for Major Infrastructure Incidents <ul style="list-style-type: none"> MTTR – Mean Time to Restore is the elapsed time from incident detection by or reported to the ITOC until client service is restored. It does not include repair of redundant failed components 	180 mins
Improve Change and Release Management – Reduce Number of Major Infrastructure Incidents Caused by Change <ul style="list-style-type: none"> Major Incidents caused by a failed Infrastructure Change. A failed Infrastructure Change is defined as a change implemented which caused a disruption of service to more than 100 clients or a major campus after the change was deemed complete. 	10

Responsibilities

The BSC IT responsibilities along with the Client Company are different based on the type of service. For example, responsibilities related to the delivery of a personal computer will be different than that of requesting changes to an application, which is owned by Client Company.

The responsibilities are general in nature and not necessarily intended to be an all inclusive list of responsibilities between Exelon IT and Client Company for every aspect of IT service delivery and support. Responsibilities have been grouped by different types, as applicable, and include:

1. End User Tools
2. Application Support
3. IT Project Delivery
4. Technology Refresh & Capital Investments/Depreciation
5. Corporate & Information Security

End User Tools

Task / Responsibility	Exelon BSC IT	Client Company
PC Support, Procurement and Installation		
Manage vendor relationships – HW and SW	X	
Develop and maintain a written, mutually agreed upon procurement process	X	
Request Personal Computer Standard hardware or software using standard procedures		X
Provide funding to purchase PC hardware and software		X
Procure PC hardware and software	X	
Test business unit applications with Exelon image	X	X
Fund remediation of business unit applications for desktop changes as required		X
Desk Side Support		
Install PC HW and SW	X	X
Coordinate PC Refresh project based on life-cycle policies	X	X
Support via IT Support Center tickets PC HW and SW	X	X
Repair workstation HW or base / premium software	X	
Asset Management and Software License Management		
Provide implementation and administration of the Asset Management System	X	
Monitor PCs for compliance with Asset Management policies and guidelines	X	X
Monitor software installations for licenses for requirement compliance	X	X
Adhere to written, mutually agreed upon asset management policies and guidelines	X	X
Ensure that asset management process is integrated with the Client Order Fulfillment (COF) and Install/Change/Move/Surplus (ICMS) process; Provide training as appropriate	X (Standard)	X (Limited)
Provide web based asset reporting capability that has an accuracy of no less than 95%	X	
Client Order Fulfillment (COF) and Install/Change/Move/Surplus (IMCS) Services (formerly IMAC)		
Request and appropriately fund request of services from IT		X
Fulfill request for service		X
Adhere to mutually agreed upon COF and ICMS policies and guidelines	X	X
Routine IT Support Center Services		
Provide single point of contact Help Desk support to all EBSC IT customers on a 24 x 7 basis	X	
Contact IT Support Center to report issues with IT Services or request IT Services		X

BSC IT & Security

Task / Responsibility	Exelon BSC IT	Client Company
Provide 1st level problem resolution	X	
Formal problem escalation shall be established and followed; EBSC and customer shall approve this process	X	X

Application Support

Task / Responsibility	Exelon BSC IT	Client Company
General Support		
Lead effort to resolve production problems; Perform all corrective maintenance including application break fix; Provide support for resolution of infrastructure or administrative problems	X	
Perform preventive maintenance tasks, including performance tuning and database reorganization	X	
Provide disaster recovery (DR) for the application if in scope for application; Develop disaster recovery plan and procedures	X	X
Participate in disaster recovery exercises	X	X
Provide ongoing monitoring of systems to ensure applications and systems working correctly and performing to goals	X	
Application Upgrades		
Lead the effort to apply application or infrastructure upgrades; Plan and manage upgrades including development, test, and installation/rollout	X	
User Support		
Provide administrative support for the system or application; Perform administrative tasks such as adding new users, modifying existing users or groups		X
Provide a script for Solution Center use in problem solving; Track the resolution of support calls to the Solution Center	X	X
Provide level-1 support; Receive and track trouble tickets; Diagnose, solve or refer to appropriate support queue for resolution; Provide basic troubleshooting and end-user problem resolution related to system access	X	
Provide level-2 support; Receive and track trouble tickets; Diagnose, solve or refer to appropriate support queue for resolution; Provide basic troubleshooting, end-user problem resolution related to functional aspects		X
Provide level-3 support. Receive and track trouble tickets; Diagnose, solve or refer to appropriate support queue for resolution; Provide code related analysis/resolution and data integrity verification	X	
Provide CWI (Consulting What If) support on an as-needed basis (up to 8 hours per request covered under maintenance); Yearly CWI to not exceed 5% of total support labor budget	X	
Estimating Activities		

BSC IT & Security

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Task / Responsibility	Exelon BSC IT	Client Company
Provide high level estimate for changes or enhancements associated with the supported application(s)	X	
Small Enhancements		
Provide services to develop, test, and implement application small enhancements supported in this SLA exclusively using maintenance team's approved budget; Small enhancements include only changes to an existing application and cannot introduce a new application into the environment	X	
Prioritize both enhancements, and any estimating activities, on an ongoing basis; Lights-on-maintenance has a higher priority over enhancements and estimating activities		X

IT Project Delivery Services

Task / Responsibility	Exelon BSC IT	Client Company
Request service and provide business justification as necessary; Provide business unit participation as required	Support	Primary
Request service and provide business unit participation as required		Primary
Project planning, requirements gathering and initial scoping	Support	Primary
Develop and approve business case prior to project initiation		Primary
Ensure project is prioritized and approved as a part of IT spending		Primary
Ensure Total cost of ownership is included in future year's Long Range Plan (LRP)		Primary
Request and obtain Exelon IT approval and authorization to initiate new Projects	Support	Primary
Provide strategic objectives for IT strategy and planning consulting services		Primary
Perform functional acceptance testing, product configuration and security administration, end user development and testing, and end user communications	Support	Primary
Provide strategy development methods, processes, facilitation and development of the IT strategy and plans	Primary	
Provide status reporting of schedule, scope, and budget on agreed intervals	Primary	
Adhere to schedule, budget and progress reporting processes as required by the Exelon IT Project Management Office	Primary	
Plan, execute and manage project. Develop project schedule and budget; Execute project according to project schedule; Manage and monitor schedule, risks, budget and deliverables; Manage and monitor quality of deliverables	Primary	
Perform Business Change management; Analyze impact, determine requirements, establish and execute change management	Support	Primary

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Task / Responsibility	Exelon BSC IT	Client Company
plan		
Analyze business problem. Design and engineer solution to address business problem	Primary	Support
Design, acquire and install systems software and infrastructure required to support the project	Primary	
Plan and execute testing (unit, system and integration)	Primary	Support
Perform functional acceptance testing, business parameter administrations, end user development and testing, and end user communications		Primary
Accept development or installation of new products or enhancements to existing products. Accept delivery of outcomes from project as applicable		Primary
Transition development to the ongoing support team providing agreed to transition deliverables	Primary	
Plan, execute and manage project schedule, budget, risks and deliverables. Analyze business problem. Design and engineer solution to address business problem	Primary	

Corporate and Information Security

Task / Responsibility	Exelon BSC IT	Client Company
Report all security related concerns to the Exelon Security Center.		X
All Legacy Exelon Card Access systems must be connected to the ESC at the direction of Corporate and Information Security Services.		X
Corporate and Information Security Services must be notified of all foreign travel on behalf of Exelon, This notification occurs automatically when utilizing approved travel services (TS24 and Travel Destinations). Travel plans made outside of the normal corporate travel services should be emailed to Internationaltravel@exeloncorp.com		X
Security for Corporate Events shall be coordinated through Corporate and Information Security Services.	X	
Corporate and Information Security Services shall provide materials to support training for Violence in the workplace and other security related topics as requested.	X	
Security system design changes or requests for changes will be coordinated by Corporate and Information Security Services.	X	
All costs for new security equipment or systems, as well as repairs or maintenance to those systems or equipment shall be borne by the OPCO.		X
All costs for armed or unarmed guards shall be borne by the business unit requesting this service.		X

Additional Information

IT Service Delivery

End users contact IT Support Center for support and to request an IT asset or service. When contacting IT about an issue begin experienced with an IT Service, an “interaction” is 1st created. If the issue is resolved, the interaction is closed. If the issue is not resolved, an ‘incident’ is created.

Requesting an IT asset or service creates an IT request, or ‘non-incident’. Request fulfillment is included in IT Service “Client Services”, which is described in the “IT Service Definition” table.

Incidents and all requests for IT services are to be submitted using one of the following methods:

1. Calling the IT Support Center (either 1.877.9EXELON (1.877.939.3566) or legacy Constellation at x4300).
2. Via the Service Manager Self-Service on-line portal 24x7. On-line Service Requests are automatically classified as “Routine”.
3. Via an eMail to “IT Support Center”, describing the incident or request. On-line Service Requests are automatically classified as “Routine”.

The IT Support Center Business Hours are:

Monday through Friday 5:00 am CT / 6:00 am ET to 10:00 pm CT / 11:00 pm ET

Saturday 5:00 am CT / 6:00 am ET to 5:00 pm CT / 6:00 pm ET

Including 7x24 support across all IT Support Centers and IT Operations Center

Client Services Support Hours are Monday – Friday, 7:30 AM – 5:00 PM, local time to their location, with after-hours support on-call for urgent issues only.

Incidents (operational issues with systems or desktops/laptops) will be handled and escalated based on severity and urgency.

Requests for services not associated with an operational issue (e.g. new remote access token, additional space in a home drive) will be processed Monday through Friday 8:00am to 5:00pm, local time to client location.

BSC IT & Security

Standard Operations Support Model

IT Operations supports a vast variety of technologies in the enterprise computing environment. To do this efficiently and effectively, a Standard Operations Support Model is used to drive consistent support and delivery expectations. The standard model does include a 'custom' classification for 2014 as a transition year for applications/IT Services, and is being refined for use in 2015, based on IT strategy and transformation. Currently, existing IT Services/Applications will be assessed against the 2014 support model and migrated into one of the standard levels of service classification, as part of cost-to-achieve projects, service-integration efforts, or standard life cycle management, or within the IT service / application operational on-boarding activities.

The 2014 Standard Operations Support Model is depicted below. "Service Characteristics" describe aspects of service delivery, and include:

- **Classification Guideline:** Custom, Bronze, Silver, and Gold, which name and describe general service levels. For example, a "Bronze" classification is for "normal business applications supported during business hours only". For each classification there are standard targets for all other service characteristics. It should be noted that Custom is utilized as a transitional classification allowing time for the business to make changes to the application to meet minimum requirements for a standard service classification. Service Classification defines the criticality of the application to the business.
- **Expected Availability:** Target availability for the IT Service to the end users. This is defined within the Service Classification.
- **High Availability (HA):** An application architecture characteristic that eliminates single point of failure within a data center for major infrastructure and database components supporting an application. Sometimes this is noted as a clustered configuration and is required to subscribe to Silver or Gold levels of service.
- **Monitoring:** Describes the type of monitoring that is in place for the IT Service to meet the service classification. Monitoring is performed by the IT Operations Center to qualify for the service classification.
- **Incident Priority:** Identified how incidents are immediately classified and worked toward resolution. See list of severity levels following.
- **Expected Resolution:** States the expected target to resolve operational issues with the IT Service/Application.
- **Status Updates:** Identifies the target window for communicating status updates to the Client Company when incidents occur.

2014 Exelon BSC Service Catalog

- **Required Architecture / Disaster Recovery Classification:** Describes the recovery target window for the IT Service/Application in the event of a disaster. This requires that the IT service / application be designed and engineered to meet this classification.
- **Request for Change:** Defined method for submitting IT service / application changes to the IT Service Owner.

Service Characteristics	Custom	Bronze	Silver	Gold
Classification Guideline	Application Specific	Normal Business Application supported during business hours only	Critical Business Applications requiring 24 by 7 operations where some downtime may be tolerated based on time of day or Infrastructure Device supporting a site with impact to less than 100 people	Business Critical Applications where any downtime has significant business impact or Infrastructure Device supporting a major campus or remote site with impact to more than 100 people
Expected Availability (Downtime per Year)	Application Specific	99% (88 hours)	99.50% (44 hours)	99.90% (9 hours)
High Availability	No	No	Yes	Yes
Monitoring	Up/Down	Basic Availability and Infrastructure	Availability/Response and Infrastructure	Availability/Response and Infrastructure
Incident Priority	Application Specific	SEV1 – Routine SEV2 – Routine SEV3 – Routine	SEV1 – Minor SEV2 – Minor SEV3 – Routine	SEV1 – Major SEV2 – Major SEV3 – Routine
Expected Resolution	Application Specific	Routine – 24 Business Hours	Minor – 8 Hours Routine – 24 Business Hours	Major – 2 Hours Routine – 24 Business Hours
Status Updates	Application Specific	24 Hours	8 Hours	4 Hours
Required Architecture Disaster Recovery Classification	Subscribe to DR Program Mgmt	BC24 or greater	MC8	MC0 MC8 where MC0 configuration is not supported
Request for Changes (further defined below)	Application Specific Request Process BU Funding Required	Application Work Request (AWR) BU Funding Required	Application Work Request (AWR) BU Funding Required	Application Work Request (AWR) BU Funding Required

Incident Management & Escalation Process Overview

This section describes the overview of the process steps that IT will take to resolve an issue – an incident reported by an end-user or via system events to the IT Operations Center (ITOC). The purpose is to add clarity to the delivery of “Incident Response” of the Standard Operations Support Model. The support workflow for an incident follows a standard process based on support levels of IT Teams, severity/urgency of the incident, and the resolution target.

This section also describes how the Client Company management may escalation issues.

The IT Support Center can be considered **Level 0** support organization. All end user interactions, and any created incidents, are to originate via contact with the IT Support Center. If the interaction between the end user and the IT Support Center agent does not result in resolution of the issue, the interaction ticket is either escalated to a senior agent for review or is escalated to an incident ticket and transferred to the supporting Client Services team for resolution.

Client Services can be considered **Level 1** support organization. Single instances of end user incidents which cannot be resolved by the IT Support Center, either through agent and senior agent review, are transferred to Client Services as the **Level 1** support team. Client Services are structured by the Operating Company that they support. Client Services are positioned to be the single point of client support and requests for end user tools, such as the PC, telephone, printers. They provide initial contact and desktop support for the most critical business unit applications. The Client Services’ support responsibilities and response metrics are included in the IT Service Table for VP, Infrastructure & Operations.

IT Operations Center (ITOC) can be considered **Level 2** support organization for all Minor/Major Incidents from system events or end user reported incidents, transferred from the IT Support Center, that impact more than the single user. ITOC supports all Business Units. ITOC is positioned to be the single point of support for infrastructure and application based incidents or system events. The ITOC may act as the “IT Support Center” during non-business hours of the “IT Support Center”. The ITOC support responsibilities and response metrics are included in the “Operations Services-Standard” service, within the IT Service Table for VP, Infrastructure & Operations.

For incidents experienced by a single end user, Client Services may need to transfer the ticket to a **Level 3** support organization. Or, for incidents or system events experienced in the data centers, the ITOC may need to transfer the ticket to a **Level 3** support organization. Level 3 support organizations include Application Support teams and Technical Engineering teams. The support responsibilities and levels of support may vary, based on the operations support model of the application.

Incidents are characterized by severity and service classification to determine priority and include the following:

BSC IT & Security

- User Incident Level
 - Business Unit Dependent and escalated in accordance with Business Unit SLA
- Routine Incident (Level 3 – Important)
 - Multiple users impacted with minor business impact where reasonable workaround exists
 - Non-critical business system impairment
 - Dispatched and worked during normal business hours
- Minor Incident (Level 2 – Serious)
 - Multiple users impacted, major business impact with no reasonable workaround
 - Infrastructure incident affecting small remote site with less than 50 people
 - Key business operations are impacted
 - Dispatched 24x7 but may be deferred until normal business hours with agreement from stakeholders
 - Incident initiator will be notified and concur before any severity level is down-graded
- Major Incident (Level 1 – Critical)
 - Major outage – total loss of critical production service. Includes any impact to the trade floor.
 - Infrastructure issue affecting a campus or impacting 100 or more clients
 - Issues affecting business critical application; a major system is down or a critical application or business operation is unusable, and affects a broad number of people (immediate and continuous attention until problem is resolved)
 - A Minor incident may be escalated to Major status by the ITOC or Problem Manager depending on operational circumstances
 - Incident initiator will be notified and concur before any severity level is down-graded
 - Client must agree to be on-site (if necessary) and at a specified phone or pager number until the problem is resolved

Standard end user response times, based on severity level, include the following. If end user response times vary for an IT service, it will be documented in the IT SLA for that Client Company.

Severity of Problem	Response	Status Update	Resolve / Work Around
Severity Level 1 – Critical	¼ Hours	2 Hours	Immediately until complete
Severity Level 2 – Serious	4 Hours	Daily	1 week
Severity Level 3 – Important	1 Day	NA	2 weeks / negotiated / or tied to vendor SLA

Escalation of operational issues follows a standard process via the

- IT Support Center
- IT Operations Center
- IT Operations Director
- VP, Infrastructure & IT Operations

Escalation of performance issues related to an IT Service is via the IT Director responsible for that service.

Technology Refresh & Capital Investments/Depreciation

The ongoing refresh and upgrade of technology is based on ownership of the IT Asset, and how it is reflected on either BSC books or the Client Company books. There are generally two approaches that are leveraged for technology assets:

1. For information technology that is and will most likely always be shared or changed/leveraged across Client Companies, BSC will own the technology asset.
 - a. BSC is responsible for the funding of the original investment, as capital funding, probably via a project, and must plan for and budget capital investment for future refresh and upgrades to maintain the health of the IT Asset.
 - b. The IT asset investment is on BSC's books as an IT Asset.
 - c. BSC will record depreciation, and track this depreciation at the IT Asset Class level, such that it can be appropriately recovered from the Client Companies that leverage the shared environment, based on the Depreciation IT Services. These IT services are by asset class, and billed out by rate x quantity of the appropriate shared asset counts.
 - d. This is applicable to hardware infrastructure, shared PCs within BSC, as well as enterprise/infrastructure software packages, and generally includes, but is not limited to,
 - i. Shared data network (networking equipment supporting more than one business unit's network traffic)
 - ii. Data Center technologies for all virtual environments housed in corporate data centers
 - iii. Servers/Storage for applications and IT services (Note: in limited situations where physical servers are dedicated to and maintained by a Client Company, these may be owned by the Client Company)
 - e. During annual LRP process, Client Companies and BSC will collaborate to adequately forecast demand for technology assets.

2. For information technology that is wholly dedicated or uniquely designed to support a single Client Company, the Client Company will own the technology asset.
 - a. The Client Company is responsible for the funding of the original investment, as capital funding, probably via a project, and must plan for and budget capital investment for future refresh and upgrades to maintain health of the IT Asset.
 - b. The IT asset investment is on the Client Company books as an IT Asset.
 - c. The Client Company will hold the depreciation and must budget accordingly.
 - d. In the event an Op Co does not comply with a recommended refresh schedule, support will be on a best effort basis. IT will not be accountable for performance metrics related to service support.
 - e. This is applicable to hardware infrastructure, PCs, as well as software packages, and generally includes, but is not limited to,
 - i. Personal Computers
 - ii. Dedicated network equipment for specific Client Company Real-Time/SCADA systems
 - iii. Dedicated network equipment for specific Client Company locations
 - iv. Application software specific to a business unit

3. Enterprise IT application software assets will be allocated and recorded on an OpCo's books at the time of purchase/ development; using an appropriate, approved cost-causative allocation method as set forth in Exelon's General Services Agreement. Generally, BSC will purchase assets on behalf of the OpCo's, with the amount recorded at the OpCo level representing a beneficial ownership right in or right-to-use the IT asset.

Application Work Request Management

The standard model for requesting changes to an IT application is via the Application Work Request (AWR), which will be accomplished during 2014 for use in 2015. For 2014, the engagement model current in place with Client Companies will continue to be leveraged. The level of service for requested changes to an IT service is based on the metric of Work Requests Delivered On-Time. Work Requests Delivered On-Time is defined as the delivery of a work request (AWR) to the user acceptance test (UAT) environment by the commitment date. The standard method for tracking an application (or IT service) work request is via the Project & Portfolio Management (PPM) tool as Application Work Requests (AWR). With not all Application/Service delivery teams using standard AWR process and tracking, IT will measure this level of service within the overall team. For those teams capable of consistently using PPM/AWR, the commitment date is negotiated between the Requesting Demand Manager, the Application/Service Delivery Manager, and the Service Provider based on criticality and prioritization. Expected performance level is at 90% of work requests are delivered on time with a minimum performance level of 85% of work requests delivered on time.

Successful user acceptance testing (UAT) is defined as the delivery of a work request to the UAT which passes UAT testing (i.e. accepted by the Client UAT tester) in a certain number of cycles based on complexity. The intention of this measure is twofold. First it functionally measures the quality of code provided by the IT Service Owner. Second, it measures the ability of the IT Service Owner to minimize the number of cycles that users are required to go through until a successful test is achieved, maximizing productivity and minimizing negative impact to the business. Expected performance level is at 90% of work requests are delivered on time with a minimum performance level of 85% of work requests delivered on time.

The following conditions must be met in order for a UAT cycle to be considered successful, in addition to tester's approval that the change meets the documented requirements:

- No code change required by the IT Service Owner's development staff within one cycle
- No additional work required by System Administrators or Database Administrators within one cycle
- No additional application configuration work required by personnel within one cycle

Work requests are tracked in Exelon's PPM tool as Application Work Requests [AWR's]. The date that code is delivered into the appropriate UAT environment is tracked in the AWR, as is the subsequent pass/fail (acceptance or rejection) of the UAT. A successful UAT will be identified by a lack of failure in the workflow of the UAT. In order to measure this accurately and enforce the intent of the measure, this assumes that the UAT will immediately fail the UAT if any further code, database or application configuration work be required before they can begin or resume testing once the service provider has indicated that the work item is ready for UAT.

IT Service Details

This section includes any application or service specific details. This primarily is being used to bridge from legacy service catalog definitions to the new model. As we move forward in our service management processes, we would look to create necessary operations level agreements for application/portfolio of applications.

Legacy CEG Managed Services Model

These applications are also listed in the IT Asset database, including service level designation.

Application Name[Vendor/Product Name]	Bundle Name	SLA Designation (Gold, Silver, or Bronze)
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Application Name[Vendor/Product Name]	Bundle Name	SLA Designation (Gold, Silver, or Bronze)
Maximo [IBM Maximo]	WAM BGE	Silver
Work Management System [Anderson Work 1]	WAM BGE	Silver
Primavera [Oracle]	WAM BGE	Silver
Blackline Account Reconciliation	Finance	Bronze
Hyperion Planning [Oracle]	Finance	Gold
Hyperion Strategy Finance [Oracle]	Finance	Silver
Loftware	Finance	Silver
BPC [SAP]	Finance	Gold
Powerplant/PowerTax [PowerPlan]	Finance	Silver
Oracle eBusiness Suite	Finance	Gold
Treasury Work Station [Wall Street Systems]	Finance	Gold
Bottomline [Paybase]	Finance	Bronze
Xelus [Click Commerce]	Finance	Gold
RIMMS [Descartes]	Finance	Gold
Business Objects [SAP]	Finance	Gold
Physical Handhelds [LXE RF Devices]	Finance	Gold

Enterprise Finance Portfolio Applications (Service ID 505)

Service	Support Coverage
Financials (For Financial Services Group) <ul style="list-style-type: none"> • PBF (Hyperion Planning and HSF modules) • OLVM • PeopleSoft (Projects & Ledger, ICB) • PowerPlant (Fixed Assets and PowerTax) 	Required Availability M-F, 7am-8pm(CT) Standard Availability 24x7, Mon-Sun Standard Maintenance Window 11PM Saturday - 7AM Sunday CST Disaster Recovery is included
Business Intelligence Architecture (For Financial Services Group) <ul style="list-style-type: none"> • Hyperion Reporting (Essbase, Financial Reporting, WebAnalysis and Interactive Reporting Modules) • PeopleSoft EPM 	Required Availability M-F, 7am-8pm(CT) Standard Availability 24x7, Mon-Sun Standard Maintenance Window 11PM Saturday - 7AM Sunday CST Disaster Recovery is included
Technical Infrastructure (For Financial Services Group) <ul style="list-style-type: none"> • Informatica & MQ Series 	Required Availability M-F, 7am-8pm(CT) Standard Availability 24x7, Mon-Sun Standard Maintenance Window 11PM Saturday - 7AM Sunday CST Disaster Recovery is included
Other Applications <ul style="list-style-type: none"> • CorpTax (For Tax Dept), APECS, ReconPlus • TRESAPPS, XRT, Accounts Payable Balancing • AP Tracker, Concur Interface, Cseries 	Required Availability M-F, 7am to 7pm (CT) Critical Availability Off Hours / Sa-Su, As requested Disaster Recovery is not included
Financial Services Group <ul style="list-style-type: none"> • Internal Controls Enforcer (ICE) 	Standard Availability M-F, 7am to 7pm (CT) Critical Availability Sa-Su, As requested
Other Applications Clarity eTariff (for Corp) Clarity PI (for EED)	Required Availability M-F, 7am-6pm(CT) Standard Availability 24x7, Mon-Sun Standard Maintenance Window 11PM Saturday - 7AM Sunday CST Disaster Recovery is not included

Service	Support Coverage
External Reporting (for Financial Services Group) Clarity EFR	Required Availability Quarter Close Month (Jan, Apr, Jul, Oct): Workday 5 thru Calendar Day 24: 24x7, Mon-Sun Non Quarter Close Month: M-F, 7am-8pm(CT) Standard Availability 24x7, Mon-Sun Standard Maintenance Window 11pm-6am (CT) Sunday Critical Availability Quarter Close: 2d, 3d week for: Jan, Apr, Jul, Oct 24x7, Mon-Sun Disaster Recovery is not included

Enterprise Passport Portfolio of Application (Service ID 506)

PassPort Portfolio Bolt-on & Interfaces	EED		GENCO		Disaster Recovery Included?	Coverage Hours
	CED	PED	Nuclear	EPG		
CIMS - Customer Information Management System Interface	Yes	Yes	--	--	--	24x7
CSDW - Consolidated Supply Data Warehouse	Yes	Yes	Yes	Yes	--	8a-4p CST
Documentum (for Accounts Payable)	Yes	Yes	Yes	Yes	Yes	8a-4p CST
Documentum	--	--	--	Yes	Yes	8a-4p CST
ECS - Exelon Construction Standards	Yes	Yes	--	--	--	8a-4p CST
EDI - Electronic Data Interchange Interface (eCEDI)	Yes	Yes	Yes	Yes	Yes	24x7
EDMS - Electronic Document Management System	--	--	Yes	--	Yes	24X7
Enterprise Time and Labor	Yes	Yes	Yes	Yes	--	8a-4p CST
EPS - Exelon Performance System Interface	Yes	Yes	Yes	Yes	--	24X7
ERMS - Electronic Records Management System	--	--	Yes	--	Yes	24X7
ESO (ETO Kiosk) Interface	--	--	Yes	--	--	24X7
ESOMS Interface	--	--	Yes	--	--	24X7
EVS - Enterprise Visualization System	Yes	Yes	--	--	--	8a-4p CST
Gas Valve Inspection Interface	--	Yes	--	--	--	8a-4p CST
GFR - Gas Facility Records Interface	--	Yes	--	--	--	8a-4p CST

PassPort Portfolio Bolt-on & Interfaces	EED		GENCO		Disaster Recovery Included?	Coverage Hours
	CED	PED	Nuclear	EPG		
GIS – Graphic Information System Interface	--	Yes	--	--	--	
Hyperion Corporate Reports			Yes		--	8a-4p CST
Hyperion Infrastructure	Yes	Yes	Yes	Yes	--	24x7
Infrasource Interface	--	Yes	--	--	--	8a-4p CST
INSS - Nuclear Security System Interface	--	--	Yes	--	--	24X7
Intertask Backgrounding	--	--	Yes	--	Yes	8a-4p CST
IP911 Interface	Yes	Yes	--	--	--	8a-4p CST
Label Printing	Yes	--	Yes	Yes	--	8a-4p CST
LMS - Learning Management System Interface	Yes	Yes	Yes	Yes	--	24X7
Load Calculation	Yes	--	--	--	--	8a-4p CST
Marriage	Yes	Yes	Yes	Yes	Yes	24X7
MFIS - Mobile Field Inspection System	Yes	Yes	--	--	--	8a-4p CST
NewCAP - New Correction Action Program	--	--	Yes	--	--	24X7
OLVM - OnLine Validation Module	Yes	Yes	Yes	Yes	--	24x7
OMS - Outage Management System Interface	Yes	--	--	--	--	24X7
P3E – Primavera Enterprise Interface	--	--	--	Yes	--	24X7
PADS - Personnel Access and Data Interface	--	--	Yes	--	--	24X7
PanelPrefSync	Yes	Yes	Yes	Yes	--	8a-4p CST
PastDueCPA -PastDue Contract Payment Authorization	Yes	Yes	Yes	Yes	--	8a-4p CST
PAYBASE Interface	Yes	Yes	Yes	Yes	--	8a-4p CST
PECO Gas Interface	--	Yes*	--	--	--	8a-4p CST
PeopleSoft HR Interface	Yes	Yes	Yes	Yes	--	8a-4p CST
PIMS - Planned Information Management System Interface	--	--	Yes	--	--	24X7

PassPort Portfolio Bolt-on & Interfaces	EED		GENCO		Disaster Recovery Included?	Coverage Hours
	CED	PED	Nuclear	EPG		
PINS - Pending Invoice Notification System	Yes	Yes	Yes	Yes	--	8a-4p CST
Powerplant Interface	Yes	--	--	--	--	8a-4p CST
PV – Project View	Yes	Yes	--	--	--	8a-4p CST
Rapid Interface	Yes	--	--	--	--	8a-4p CST
REMS - Radiological Access System Interface	--	--	Yes	--	--	8a-4p CST
Replication and Reporting DB	Yes	Yes	Yes	Yes	Yes	8a-4p CST
ReSponD	Yes	Yes	Yes	Yes	Yes	8a-4p CST
SIM Supply Information Management	Yes	Yes	Yes	Yes	--	8a-4p CST
Site Caching Services (Publishing)			Yes	Yes		8a-4p CST
SRS - Service Request System Interface	Yes	Yes	--	--	--	8a-4p CST
Supply Compliance and Audit Reporting	Yes	Yes	Yes	Yes		24X7
TED – Design Manager (The Engineering Design) Interface	Yes	--	--	--	--	8a-4p CST
TLDXFR/H020 Panel - Dosimetry Badge Transfer	--	--	Yes	--	--	8a-4p CST
TTS - Trucking Transportation System (Powersuite) Interface	Yes	Yes				8a-4p CST
Veiled- Social Security Number Cross Reference	--	--	Yes	--	--	8a-4p CST
Vendor Maintenance	Yes	Yes	Yes	Yes	--	8a-4p CST
VMS - Vendor Management System Interface	Yes	Yes	Yes	Yes	--	8a-4p CST
XRT – Check printing Software Interface	Yes	Yes	Yes	Yes	--	8a-4p CST
* Not all Gas Interfaces are supported						

Enterprise Corporate Application Portfolio (Service ID 510)

Service	Support Coverage
BSC IT Operations: <ul style="list-style-type: none"> • ACRS – cataloging • 	Standard Availability M-F, 7AM to 7PM (CT) Critical Availability Sa-Su, As requested
Security: <ul style="list-style-type: none"> • Andover, TeamMate 	Standard Availability M-F, 7AM to 7PM (CT) Critical Availability Sa-Su, As requested
Security: <ul style="list-style-type: none"> • IAM 	Standard Availability M-F, 7AM to 7PM (CT) Critical Availability Sa-Su, As requested Standard Maintenance Window 11PM – 6AM CT (scheduled in advance) Disaster Recovery is not included
Legal: <ul style="list-style-type: none"> • AIMS, • Docs Open • TeamConnect • Workshare • PSS Atlas (eDiscovery & Evidence Tracker) 	Standard Availability M-F, 7AM to 7PM (CT) Critical Availability Sa-Su, As requested
Risk and Planning: <ul style="list-style-type: none"> • Incident Manager • LDRPS – Disaster Recovery 	Standard Availability M-F, 7AM to 7PM (CT) Critical Availability Sa-Su, As requested
Audit: <ul style="list-style-type: none"> • TeamMate 	Standard Availability M-F, 7AM to 7PM (CT) Critical Availability Sa-Su, As requested
IT Billing: <ul style="list-style-type: none"> • 	Standard Availability M-F, 7AM to 7PM (CT) Critical Availability Sa-Su, As requested

Enterprise HR Portfolio of Applications (Service ID 507) & Learning Management System (Service ID 509)

Application Name	Support Coverage	Performance Standard	Disaster Recovery Included
<ul style="list-style-type: none"> • Etalent (vendor hosted) • HRPulse • Ecomp (vendor hosted) database • EComp Reporting database • SHARE = client-server application <p>HRPC includes:</p> <ul style="list-style-type: none"> • PeopleSoft HRMS • Payroll, Time & Labor • Talent Acquisition Manager, Peoplesoft modules 	<p>Onsite Support Available: Exelon normal working days, 8AM to 5PM (CT)</p> <p>On Call / Hot Pager Support: Exelon normal working days, 8AM to 5PM (CT)</p> <p>Critical Availability: When formally designated in advance by BU Manager</p>	<p>Application Required Availability Exelon normal working days, 8AM to 5PM CT</p> <p>Application Standard Availability 24x7x365</p> <p>Application Standard Maintenance Outage Window 11pm-7am (CT) (scheduled in advance)</p>	<p>Yes</p> <p>Vendor Hosted: Standard Network Infrastructure Restoration (several weeks restoration time with up to 1 week data loss)</p> <p>HRPC: Tier 2: Recovery Time Objective 72 hrs With up to 24 hours of data loss.</p>
<p>Learning Management System for:</p> <p>Nuclear Training EPG Training EED Training BSC IT Training Ethics Training</p>	<p>Onsite Support Available: Exelon normal working days, 8AM to 5PM (CT)</p> <p>On Call / Hot Pager Support: 24x7x365</p> <p>Critical Availability: When formally designated in advance by LMS Manager Resources available to respond for fix-on-fail support when needed 95% of the times called upon</p>	<p>LMS Required Availability 24x7x365</p> <p>LMS Standard Availability 24x7x365</p> <p>LMS Standard Maintenance Outage Window 11pm-6am (CT) (scheduled in advance)</p> <p>Minimum Performance Standard = 98%</p>	<p>Yes</p> <p>Standard Network Infrastructure Restoration (several weeks restoration time with up to 1 week data loss)</p>

Enterprise Web Infrastructure & Applications (Service ID 508)

<i>Application Name</i>	<i>Owning Department Name</i>	<i>Scheduled Hours / Support Coverage</i>	<i>Performance Standard</i>	<i>Disaster Recovery Included</i>
Internet server availability (at Verizon)	Information Technology - Infrastructure & Operations - Central Operations	24x7	Prod IIS Web Servers 99.5% of scheduled hours (weekly) Prod SQL Server 99.5% of scheduled hours (weekly) Prod Unix Server 98.0 % of scheduled hours (weekly) Prod Active Directory Servers 99.5% of scheduled hours (weekly) Prod SMTP Server 99.5% of scheduled hours (weekly) Staging IIS Web Server 98.0% of scheduled hours (weekly) Production Sharepoint Collaboration Servers 99.5% of scheduled hours (weekly) Staging Sharepoint Collaboration Server 98.0% of scheduled hours (weekly)	N
Internet - procurement of new servers (<10 servers) (at Verizon)	Information Technology - Infrastructure & Operations - Central Operations	N/A	15 days	N
Exelon's Internet web sites (including but not limited to exeloncorp.com)	Information Technology - Projects & Enterprise Solutions - Enterprise Web Technology Services	7:00 AM – 10:00 PM CST M-F 8:00 AM – 4:00 PM CST SAT/SUN	98.5% of scheduled hours	N
Supplier Tier 2	EBSC Supply	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N
A/P Invoice Inquiry	EBSC Accounts Payable	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N

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Application Name	Owning Department Name	Scheduled Hours / Support Coverage	Performance Standard	Disaster Recovery Included
Google Search - Internet	Information Technology - Projects & Enterprise Solutions – Enterprise Web Technology Services	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N
SharePoint Internet	Information Technology - Projects & Enterprise Solutions – Enterprise Web Technology Services	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N
SharePoint Intranet	Information Technology - Projects & Enterprise Solutions – Enterprise Web Technology Services	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N
WebTrends web site usage for Internet	Information Technology - Projects & Enterprise Solutions – Enterprise Web Technology Services	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N
Bill Estimator Tool	ComEd Electric Supplier Services	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N
Bill Estimator Tool	PECO	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N
eOutage for CED pOutage for CED and PED	CED & PED Performance Measurement	24x7	98.5% of scheduled hours	N
Joint Work Agreements (JWA) for CED	CED Account Management	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N

Application Name	Owning Department Name	Scheduled Hours / Support Coverage	Performance Standard	Disaster Recovery Included
Diversity Training	EBSC HR	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N
eComp Single Sign On	EBSC HR	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N
Extreme Locator	CED Account Management	7:00 AM – 5:00 PM CST M-F	98.5% of scheduled hours	N

Corporate and Information Security Services Performance Metrics Table

Service Transaction	Metric	Metric Description	Expected Level (2013)
<i>Employee Background Information Check</i>	Average # of days to complete adjudication	Avg. number of days to complete adjudication for Employee Background Information Check upon receipt of closed and completed reports	≤ 5 business days Completion rate: 75%
<i>Physical and Logical Access</i>	Completion time for routine access requests	Avg. number of days for completion of routine logical and physical access requests from "Ready" in AMU's queue	≤ 5 business days
	Completion time for ICAR access requests	Avg. number of days for completion of routine logical and physical access requests from "Ready" in AMU's queue	≤ 10 business days
	Response for urgent / high requests processed through Service Manager	Percent of urgent/high-priority Service Manager tickets completed in 4 hours excluding requests for items not "Ready" in the ARS queue	≤ 4 hours Completion rate: 75%
	Response for normal priority requests processed through Service Manager	Percentage of regular Service Manager tickets completed in 48 hours excluding requests for items not "Ready" in the ARS queue	≤ 48 hours Completion rate: 75%
	Review and update of Business Units Plans	Percentage of Business Unit Plans reviewed and updated annually	100% reviewed and updated annually
<i>Foreign Travel</i>	Real time Tracking and	Percentage of International travelers tracked and alerted through the Corporate and Information Security Services	100%

Service Transaction	Metric	Metric Description	Expected Level (2013)
<i>Program</i>	Alerting of International Travelers	Foreign Travel Program	
	Pre Travel Briefing of International Travelers	Percentage of International travelers receiving international travel pre-trip briefings	100%
	International Travel Alerts	Alerts sent to International Travelers regarding co-located events resulting in increased risk	≤ 4 hours dependent on world events
Business Continuity Governance, Planning and Consulting	Exercise of BC Plans	Percentage of Business Unit business continuity plans exercised in accordance with the frequency established by leadership and consistent with the criticality of the function	≥ 90%
	BC Plan Approval	Percentage of Business Unit business continuity plans reviewed and approved by leaders (plan owners) within the past 12 months	≥ 90%
	BC Plans Updated	Percentage of Business Unit business continuity plans updated within the past 12 months	≥ 90%
Business Continuity Site Emergency Preparedness	Site Emergency Plans Approval	Percentage of site emergency plans reviewed and approved by leaders (site owners) within the past 12 months	≥ 90%
	Site Emergency Plans Updated	Percentage of site emergency plans updated within the past 12 months	≥ 90%

Service Transaction	Metric	Metric Description	Expected Level (2013)
	Site Emergency Plans exercised	Percentage of site emergency plans exercised/drilled in accordance with the frequency established by leadership and consistent with jurisdictional fire codes	≥ 90%
	CS IT Systems	<i>Based on IT metrics and service levels</i>	
Security Operations Center	Enter incoming events into the Case Management system (PPM2000)	ESC Operators will enter all incoming events into the PPM2000 case management system	≤ 24 hours

BSC Legal Services (Includes Corporate Governance)

BSC Legal Services Introduction

BSC Legal Services and Legal Governance (also known as the Office of the General Counsel), (collectively referred to as “Legal”) will provide a full range of legal services, including representation, advice, counseling, training and other support, to meet the legal needs of our Affiliates and their Subsidiaries.

BSC Legal services also include the services previously under The Office of Corporate Governance, formerly known as Office of the Corporate Secretary and will provide governance, management and support services for Exelon Corporation and its Subsidiaries, including services for the Exelon Board of Directors and the Subsidiaries’ boards of directors, as required, legal counseling for securities matters and corporate finance, manage the Ethics and Compliance Program, including the Audit Committee's process for receiving and investigating concerns about potential violations of the Code of Business Conduct, manage the shareholder service function, coordinate the development of corporate policies and the Management Model, and coordinate records management, subsidiary management and the FERC Interlock processes.

BSC Legal (Includes Corporate Governance) Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
914	EBSC Legal – Legal Operations and Administration	Legal Operations and Administration provides practical, proactive and creative solutions to the current and future legal needs of Exelon and is responsible for the business functions of Exelon Legal which includes financial management, client billing, business planning and analysis, human resources, systems management and general administration.	EVP/SVP & General Counsel
915	EBSC Legal – Corporate & Commercial	Corporate & Commercial provides support for, commercial contract negotiations (including purchases of materials and services, consulting services, confidentiality agreements, and licenses); intellectual property matters; antitrust, strategic transactions (including mergers, acquisitions, divestitures, and joint ventures); limited tax advisory services; securities and financing matters (including issuance of debt and equity securities, negotiation of credit agreements, financial reporting, and issues relating to disclosures of business and financial information); credit and collection matters and bankruptcy; real estate matters (including utility easements, right-of-way vegetation maintenance, recovery of utility relocation costs, purchases and sales, local planning and zoning board approvals, landlord-tenant disputes and condemnation proceedings); subsidiary management and other corporate legal matters.	

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Service ID	Service Name	Service Description	Service Owner
916	EBSC Legal – Environmental Health & Safety	Environmental, Health & Safety, a subgroup of Corporate & Commercial, supports compliance with federal, state and local environmental, health & safety laws and requirements (including enforcement actions, permitting and licensing); environmental, health & safety audits, site remediation, hazardous substance and waste management; environmental aspects of transactions and due diligence; environmental cost recovery litigation; and support for strategic initiatives related to environmental and energy policies.	
917	EBSC Legal – Labor & Employment Group	Labor & Employment Group represents the companies before agencies, arbitrators and state and federal courts in a wide range of labor and employment related matters (including collective bargaining, grievance and arbitration processing, equal employment, affirmative action, covenants not to compete, defamation, immigration, severance, subpoenas, Unfair Labor Practices, whistleblower claims, wrongful discharge claims); and develops, supports and implements policies and training initiatives to ensure compliance with labor and employment laws.	
918	EBSC Legal – Compensation and Benefits	Compensation and Benefits, a subgroup of Labor & Employment, provides support for all employee benefit and compensation matters including ERISA, employment contracts, workers compensation plans, retirement, health care and welfare plans, executive compensation, severance benefits, and related litigation.	
919	EBSC Legal – Litigation	Litigation provides support for litigation and dispute resolution of all types of matters (including breach of contract, commercial disputes, personal injury and property damage, building code violations, class actions, decontamination and decommissioning, insurance coverage disputes, mechanics liens, shareholder derivative, OSHA, tax, tariffs, subpoenas and liability avoidance) in all forums, including state and federal courts, both at the trial and appellate levels, municipal courts, administrative agencies, and in arbitrations and mediations.	
920	EBSC Legal – Exelon Generation Wholesale & Retail	Wholesale & Retail provides support across all matters impacting the wholesale and retail commercial business lines, including negotiation and management of transactional documentation, issues relating to entry into new markets and new product lines, litigation support, and mergers and acquisition support.	
921	EBSC Legal – Exelon Generation Regulatory	Regulatory is responsible for federal and state, regulatory and compliance matters affecting the Exelon competitive businesses. The scope of the representation includes power and gas, wholesale and retail. The group represents the competitive businesses in state and federal regulatory proceedings and in related appellate proceedings, on matters including approvals for mergers and acquisitions, market design, cost recovery, infrastructure development, renewable energy policies, procurement processes, restructuring initiatives, capacity market rules, gas pipeline and storage rates, competitive retail access rules, and other regulatory matters affecting the competitive	

BSC Legal Services

Service ID	Service Name	Service Description	Service Owner
		businesses' ability to transact in the market or the value proposition for such activity. The group also represents the company before federal agencies on issues related to derivatives and financial reform. Finally, the group is responsible for the retail and wholesale compliance programs for the competitive businesses, which includes the development of policies and procedures for prevention, detection, and correction of compliance issues.	
922	EBSC Legal – Utility	Utility handles regulatory matters for the Exelon utilities. This includes state energy-related regulatory matters (including representation in gas and/or electric state regulatory applications, proceedings and rulemakings) and related appellate proceedings in the state courts; advising on rate, tariff, and customer issues (including customer complaints, property sales, facility siting matters, eminent domain proceedings, third party supplier, large customer and deregulation matters), conservation & renewable energy issues, state affiliate standards and corporate governance issues, reporting requirements, state and local legislative matters, and state competitive procurement auctions; and providing support in various federal compliance and representation matters before federal agencies and commissions (including Federal Communications Commission ("FCC") and Federal Energy Regulatory Commission (FERC)), and on federal issues including standards of conduct, renewable energy, competitive markets, and open access transmission.	
923	EBSC Legal – Exelon Generation Legal Group	Exelon Generation Legal Group provides support for matters across all areas related to or impacting generation issues, including commercial contracts, representation before the Nuclear Regulatory Commission ("NRC"), FERC and NRC compliance issues, plant licensing and re-licensing, employment, environmental compliance, and property tax.	
651	EBSC Legal – Legal Governance	Legal Governance ensures that the business strategies, policies, procedures and programs of Exelon and its subsidiaries are developed and applied in full recognition of legal implications and risk and are legally sound; ensures that the legal affairs of the companies are attended to effectively, efficiently, and on a timely basis; oversees the Legal practice groups/areas, and oversees and provides legal services support for corporate governance matters (also see the SLA with EBSC Corporate Governance).	

Service ID	Service Name	Service Description	Service Owner
789	BSC Legal Incremental Work	Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period.	
833	BSC Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is "trued up" each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	EVP/SVP & General Counsel
648	Corporate Secretary	<ul style="list-style-type: none"> • Plans and prepares for all aspects of the Company's board and board committee meetings as requested • Makes arrangements for all directors' travel, lodging and other services necessary for their service to the Company as requested • Administers the compensation programs and related deferral programs for directors • Provides legal counsel on financing activities and compliance with federal securities laws and stock exchange listing standards • Manages the daily administration of all of Exelon's equity compensation plans • Manages the Company's Ethics and Compliance program, training, and reporting hotline and Code of Business Conduct (COBC) Certification • Coordinates the Company's Enterprise Records Management function, including all related contracts. • Provides governance and oversight of records and information management • Directs COBC violation investigations and reporting to the Board's Audit Committee • Administers Exelon's Securities Trading Procedure (Stock Trading Clearance) • Maintains Corporate Policies and Procedures Website • Maintains official corporate records of the Board of Directors and shareholders • Manages Privacy Compliance Program • Manages FERC Interlock Compliance 	SVP, Deputy Gen. Counsel

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Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> Manages the Company's Shareholder Services function, including the transfer agent contract 	
692	BSC Corp Sec/Gov As Requested Services	Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period.	SVP, Deputy Gen. Counsel

In addition, certain Legal services may be purchased from third-party sources on behalf of the Client Company or provided directly to (embedded in) the Client Company.

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
914	EBSC Legal – Legal Operations and Administration	923 – Outside Service Employed	Direct – 529200/ Allocated - 529210	Direct - Time and Materials Allocated - Modified Massachusetts Formula
915	EBSC Legal – Corporate & Commercial			
916	EBSC Legal – Environmental Health & Safety			
917	EBSC Legal – Labor & Employment Group			
918	EBSC Legal – Compensation and Benefits			
919	EBSC Legal – Litigation			
920	EBSC Legal – Exelon Generation Wholesale & Retail	923 – Outside Service Employed	Direct – 529200/ Allocated – 529210	Time and Materials
921	EBSC Legal – Exelon Generation Regulatory			
922	EBSC Legal – Utility	923 – Outside Service Employed	Direct – 529200/ Allocated – 529210	Time and Materials Cost Causative Method
923	EBSC Legal – Exelon Generation Legal Group		923 – Outside Service Employed	Direct – 529200/Allocated 529210

BSC Legal Services

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
651	EBSC Legal – Legal Governance	923 – Outside Service Employed	Direct – 529200	Direct - Time and Materials
			Allocated - 529210	Allocated - Modified Massachusetts Formula
789	BSC Legal Incremental Work	923 – Outside Service Employed	Direct - 529200	Time and Materials
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529210	Total Service Billings
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method
648	Corporate Secretary	923 – Outside Service Employed	Direct - 529200	Time and Materials
			Allocated - 529210	Modified Massachusetts Formula
692	BSC Corp Sec/Gov As Requested Services	923 – Outside Service Employed	Allocated - 529210	Time and Materials

Performance Measurement

Service	Metric	Metric Description	Target	Metric Reporting Frequency
Legal Services		Legal will conduct an annual Client Satisfaction Survey, to measure satisfaction on various factors such as quality, legal knowledge, cost and responsiveness.	> 4.14	Annual
Legal Services		Operating Expense vs. Budget	100% Spend	Annual

Responsibilities

Task / Responsibility	BSC Practice Area	Client Company
Notify Legal of new matter or request for service		X

BSC Legal Services

Task / Responsibility	BSC Practice Area	Client Company
Advise client of potential legal issues that come to the attention of the Legal Area	X	
Advise Legal Area of business objectives		X
Provide Legal with requested and necessary information on a timely basis		X
Have run appropriate conflicts check for matters requiring outside counsel	X	
Open new matter in legal matter management system	X	
Assign appropriate legal resources to matter	X	
Provide monthly billing summary and other requested reporting for each matter	X	
Authorize settlement or other disposition of legal matter	X	X
Create case budgets for major lawsuits, transactions and other matters as requested by client	X	
Develop and Distribute Billing Guidelines for outside counsel	X	
Develop Model Retention Agreement for outside counsel	X	
Obtain Retention Agreement for new matters assigned to outside counsel	X	
Manage the relationship with outside counsel	X	
Recommend reserve amounts as needed	X	
Budget for and fund recommended reserve amount		x

BSC Real Estate

BSC Real Estate Introduction

The BSC RE&F practice area provides overall strategy development and implementation for Exelon’s non-utility property holdings with regards to portfolio & real estate planning, lease management, occupancy & project management, and property management for the facilities that support the Company’s non-utility and non-power plant operations.

BSC Real Estate Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
600	Real Estate Services	<ul style="list-style-type: none"> • Real Estate Portfolio & Asset Management Strategy <ul style="list-style-type: none"> ○ Develop and execute real estate and portfolio strategies ○ Manage and/or deliver transactions associated with the Company’s facilities and related properties • Lease Administration <ul style="list-style-type: none"> ○ Manage the company’s property and lease records for Exelon’s non-utility facilities, land and infrastructure property holdings ○ Administer lease payments, billing and receivables for all non-utility facilities leases, easements, and infrastructure agreements for which the Company is landlord or tenant • Property Management <ul style="list-style-type: none"> ○ Deliver on-site property management services for the non-utility office and disaster recovery locations, including occupancy, move, project, and facilities management for these locations 	VP, Real Estate & Facilities
606	Project Design & Construction	Manage Real Estate & Facilities related projects throughout the project life-cycle (initiation, pre-construction, execution & control, and close-out).	VP, Real Estate & Facilities
697	BSC Mail Services	Provide mail delivery services at Chase Tower.	VP, Real Estate & Facilities
605	BSC Balt Mail/Recptn Svcs	Provide reception and mail delivery services at Pratt & Candler.	VP, Real Estate & Facilities
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	VP, Real Estate & Facilities
833	BSC Revenue Adjustment	The difference between actual costs and revenues from billings to the client companies is trued-up each year by allocating it pro rata to the client companies based on their share of	VP, Real Estate & Facilities

Service ID	Service Name	Service Description	Service Owner
		BSC total service billings.	

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
600	Real Estate Services	923 – Outside Service Employed	Direct 529320	Time and Materials
			Allocated - 529330	Managed Square Footage
606	Project Design & Construction	923 – Outside Service Employed	Direct - 529320	Time and Materials
697	BSC Mail Services	923 – Outside Service Employed	Allocated - 529330	Managed Square Footage
605	BSC Balt Mail/Recptn Svcs	923 – Outside Service Employed	Allocated - 529330	Managed Square Footage
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529710	Total Service Billings

Performance Measurement

Service	Metric	Target	Metric Reporting Frequency
Real Estate Services	Occupant Satisfaction Survey	85% Satisfaction Rate	Semi-Annually
Real Estate Portfolio & Asset Management Strategy	<ul style="list-style-type: none"> New leases, lease renewals and terminations Lease synergy savings 	<ul style="list-style-type: none"> On Track On Track 	Semi-Annually
Lease Administration	<ul style="list-style-type: none"> Lease payments paid on time; no late fees Planned lease audits 	<ul style="list-style-type: none"> On Track On Track 	Semi-Annually
Project Management	<ul style="list-style-type: none"> Approved Project Authorization Form (PAF) PAF Performance 	<ul style="list-style-type: none"> 100% On Track 	Quarterly
Property Management	<ul style="list-style-type: none"> Operating budget/actual performance HQ utilization 	<ul style="list-style-type: none"> On track Report Out 	Quarterly

Responsibilities

EBSC RE&F will perform the services and functions described below, working closely with our clients to assure that goals and objectives are aligned, and that our clients' are engaged at the appropriate levels of their organization.

Task / Responsibility	BSC Practice Area	Client Company
Real Estate Portfolio & Asset Management & Strategy		
Develop asset plans for facilities, incorporating business requirements, real estate considerations, market dynamics and values, and internal economic considerations	X	
Develop portfolio strategy for Exelon facilities and approved business cases which may include buy, hold, sell, or lease options. Develop and execute implementation plans in support of the strategies.	X	
Manage facilities related transactions (sale, purchase, lease, sublease, etc.) and the service providers associated with executing portfolio and asset strategies	X	
Define lease audit strategy and manage lease audit performance to recover costs from landlords	X	
Work with landlords to address or resolve lease and tenant related concerns and issues	X	
Lease Administration		
Perform lease/property administration, payment, or billing services for all facilities for which the Company is landlord or tenant, in compliance with Sarbanes-Oxley	X	
Perform lease/property administration, payment, or billing services for easement, infrastructure, agreements for which the Company is landlord or tenant, in compliance with Sarbanes-Oxley and FASB	X	
Maintain property and lease information and files for owned, leased, and external tenant leases and properties. Develop and report on property and lease data, as required	X	
Perform and participate in monthly, quarterly, and year-end financial close processes in support of lease administration services	X	
Occupancy Planning & Project Management		
Develop occupancy plans and activities for facilities, including development of workplace standards, policies and strategies, space programs and space planning	X	
Develop and manage occupancy or capital improvement projects for locations without an on-site Exelon property manager	X	
Manage BCP alternate location assignment, as required by department plans	X	
Manage landlord relations, vendors and contracted services in support of locations without an on-site Exelon property manager	X	
Property Management		
Provide on-site management of office or headquarters sites, including management of service providers, work orders and service requests, and landlord related billing or operational activities	X	

BSC Real Estate

Task / Responsibility	BSC Practice Area	Client Company
On-site managers maintain and develop occupancy plans, implementation of occupancy or capital improvement projects, and move related activities	X	
For Chase Tower, provide mail delivery services within leased floors	X	
Budgeting and Billing		
Define and track the allocation of lease and facilities costs by OpCo	X	
Develop OpCo RE&F budgets (held by OpCo) associated with lease and facility services	X	

BSC Risk

BSC Risk Introduction

The Risk Functional Area will provide governance and risk management.

BSC Risk Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
904	BSC Costs to Achieve	Costs associated with establishing combined operations as a result of the Constellation and Exelon merger.	SVP and Chief Risk Officer
833	BSC Revenue Adjustment	The difference between actual costs and revenues from billings to the client companies is trued-up each year by allocating it pro rata to the client companies based on their share of BSC total service billings.	SVP and Chief Risk Officer
638	BSC Risk Management Services	<ul style="list-style-type: none"> • Risk management, governance and oversight. • Responsible for the development and implementation of the comprehensive risk polices, establishing risk processes, framework, metrics, and limits. • Understand and assist in mitigating all potential enterprise wide risks. • Assist CFO's and/or VP's in managing Risk's at the OpCos 	SVP and Chief Risk Officer

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529060	Total Service Billings
638	BSC Risk Management Services	923 – Outside Service Employed	Allocated - 529060	Modified Massachusetts Formula
			Direct - 529050	Fully Distributed Costs

BSC Supply

BSC Supply Introduction

BSC Supply will provide Strategic Sourcing, Supply Operational Support and Supply Business Operations and Technical Services from BSC Supply to the OpCos and Subsidiaries. This does not apply to embedded Supply Services.

BSC Supply Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
628	Strategic Sourcing for Materials	Supply negotiates strategic contracts for materials used within specific business unit and enterprise-wide, acting as an authorized agent. Strategic contracts are designed to provide materials that meet business unit specifications and requirements, to take advantage of Exelon's marketplace leverage, and to optimize processes for fulfilling orders and delivering materials to users. Supply supports the business units in managing supplier performance and creates and manages supplier performance against various metrics including expenditures, savings, quality, supplier performance, process improvements, payment channels and business placed with diverse suppliers. Strategic Supply seeks to create value for its business units by minimizing the total cost of ownership of the material's complete lifecycle (from procurement through disposal). In addition, Strategic Supply partners with the business units in forecasting and managing demand, developing spend projections/budgets, and alignment of supplier's contractual requirements to business unit needs and goals. Excludes sourcing of nuclear fuel throughout the life cycle of the material.	Director, Utility Strategic Sourcing Materials; Director, Genco Strategic Sourcing Materials
671	Strategic Sourcing for Services	Supply negotiates strategic contracts for services used within specific business units and enterprise-wide, acting as an authorized agent. Strategic contracts are designed to provide services that meet business unit specifications and requirements, to take advantage of Exelon's marketplace leverage, and to optimize processes for fulfilling orders and delivering services to users. Supply supports the business units in managing supplier performance and reports metrics on such parameters as expenditures, savings, supplier performance, process improvements, payment channels and business placed with diverse suppliers. In addition, Strategic Supply partners with its clients in forecasting and managing demand, developing spend projections/budgets, and alignment of supplier's contractual requirements to business unit needs and goals.	Director, Utility Strategic Sourcing Services; VP Genco Strategic Sourcing Services
676	Operations	Centralized support of the day-to-day field operations, enabling implementation of and	VP, Genco Supply

Service ID	Service Name	Service Description	Service Owner
	Management	compliance to standardized processes and procedures based on best practices, as well as continuous improvement. Handles emergent issues of complexity requiring off-location assistance, including support in resolving complex materials and services issues. Coordinates common projects affecting multiple locations and provides oversight and recommendations for routine program assessments, outage readiness, and outside organizational assessments.	Operations & Sourcing-Utilities; Director, Genco Supply Operations
678	Supply Technical Services Support	Provides shared infrastructure and services, including the Supply-related system administration of PassPort and PIMS which includes support for any issues/questions with the applications as well as project/testing support as a liaison with IT, business data analysis, and standards for controls and reporting (including Sarbanes-Oxley).	Director, Business Operations and Technical Support
632	Investment Recovery	Management of the risk associated with the disposition of surplus and obsolete assets. Ensures that materials and equipment are disposed of in compliance with all applicable federal, state, and local regulations and in a manner that is most appropriate and returns the best possible value, using a consistent pricing strategy for the disposition of inventory and non-inventory assets.	Director, Business Operations and Technical Support
633	Inventory Management	Management of site and enterprise-wide inventory in a consistent, standardized manner that fully complies with all applicable regulatory requirements and aligns with Business Unit needs. Working with the business unit to ensure support of operations and maintenance while keeping inventory to a minimum by implementing strategies for virtual inventory, surplus inventory, and optimum stocking practices. Goals will be established and measured to monitor progress and maintain alignment with business and financial needs.	Director, Business Operations and Technical Support
670	Strategic Sourcing for Shared Materials and Services	Supply negotiates strategic contracts for materials and services used across multiple Business Units, acting as an authorized agent. Strategic contracts are designed to provide materials and services that meet business unit specifications and requirements, to take advantage of Exelon's marketplace leverage, and to optimize processes for fulfilling orders and delivering materials and services to users. Supply supports the business units in managing supplier performance and reports metrics on such parameters as expenditures, savings, supplier performance, process improvements, payment channels and business placed with diverse suppliers. In addition, Strategic Supply partners with its clients in forecasting and managing demand, developing spend projections/budgets, and alignment of supplier's contractual requirements to business unit needs and goals.	VP, Supply Corporate Sourcing
630	Supply Business Operations Support	Provides the development and management of corporate policy (management model) and strategy, business planning, management review meetings, training qualifications and records, business planning, key performance indicators, communication, business case development, market analysis, e-business tool and support, and project management support.	Director, Business Operations and Technical Support

BSC Supply

Service ID	Service Name	Service Description	Service Owner
788	Supply Incremental Work	<p>Requested services above and beyond what's provided to the Client Company by BSC for the given Service Period.</p> <p>BSC will budget overtime for planned outages and emergency response activities (i.e. unplanned maintenance outages).</p> <p>Client will be responsible for the following financial transactions:</p> <ul style="list-style-type: none"> • Budget overtime dollars for business unit directed overtime, • Labor costs for non-supply functions performed by supply (e.g. storm duty), • Cost of expediting materials, cost of disposition of shelf life expired items and obsolescence, • Client Requested Vendor Audits, including NUPIC, • Associated adjustments due to inventory cycle count discrepancies, • Power Lab Charges, • Rentals of supplementary handling equipment, • Client Requested Vendor Audits (non-labor costs), • Maintenance for non-Supply Inhabited Facilities, • Third party freight, shipping, and • Expedited manufacture. • Additional services requested by CENG. Billing will be at a time and material basis. 	<p>VP, Genco Supply Operations & Sourcing; VP, Utilities Supply Operations & Sourcing; Directors of Genco Supply Operations; Directors/Manger of Utilities Supply Operations</p>
833	BSC Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is "trued up" each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	Chief Supply Officer

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
628	Strategic Sourcing for Materials	923 – Outside Service Employed	Direct - 529450	Time and Materials
			Allocated - 529460	Total Supply Sourced Materials
671	Strategic Sourcing for Services	923 – Outside Service Employed	Direct - 529450	Time and Materials
			Allocated - 529460	Total Supply Sourced Services
676	Operations	923 – Outside Service Employed	Direct - 529450	Time and Materials

BSC Supply

2014 Exelon BSC Service Catalog

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
	Management		Allocated - 529460	Total Supply Sourced Materials and Services
678	Supply Technical Services Support	923 – Outside Service Employed	Direct - 529450	Time and Materials
			Allocated - 529460	CSO/ Supply Business Operations and Technical Support budgets
632	Investment Recovery	923 – Outside Service Employed	Direct - 529450	Time and Materials
			Allocated - 529460	Total Supply Sourced Materials
633	Inventory Management	923 – Outside Service Employed	Direct - 529450	Time and Materials
			Allocated - 529460	Total Supply Sourced Materials
670	Strategic Sourcing for Shared Materials and Services	923 – Outside Service Employed	Direct - 529450	Time and Materials
			Allocated - 529460	Supply Sourced Corporate Materials/Services
630	Supply Business Operations Support	923 – Outside Service Employed	Direct - 529450	Time and Materials
			Allocated - 529460	CSO/ Supply Business Operations and Technical Support budgets
788	Supply Incremental Work	923 – Outside Service Employed	Direct - 529450	Time and Materials
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529460	Total Service Billings

Responsibilities

BSC Supply and Client Responsibilities are delineated in Supply Procedures located on the BSC Management Model Website and in the Exelon Nuclear Electronic Document Management System (EDMS). Applicable Procedures are:

- "SM-AC-XX" for All Supply
- "SM-EP-XX" for Exelon Power

BSC Supply

2014 Exelon BSC Service Catalog

- ❑ "SM-AA-XX" for Exelon Nuclear only
- ❑ "SM-CE-XX" for ComEd only
- ❑ "SM-PE-XX" for PECO only
- ❑ CNG-SC-1.01-1001, Processing New Item Requests, Requisitions, Request for Quotations, Issuing Purchase Orders and Revisions
- ❑ CENG Delegation of Financial Authority

Additional Exelon Management Model documents that may be applicable to BSC Supply employees, including embedded personnel, are contained in the Delivery (ED) branch of the Exelon Management Model (XX-ED-##) for the Utilities or the Nuclear (AA) branch of the Exelon Management Model (XX-AA-##); housed in Electronic Data Management System tool (EDMS) for Genco.

BSC Management Model Website Link: <http://managementmodel.exeloncorp.com/WebPages/BSC/DocumentMatrix.aspx?View=%7B62E17E26-0E53-4072-963A-8F34BE25B2A6%7D&SelectedID=9>

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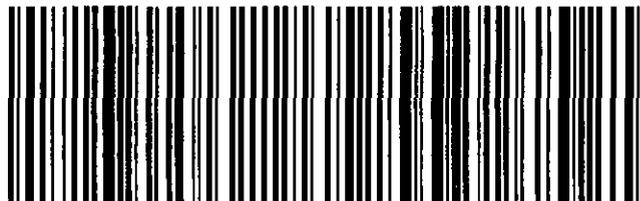
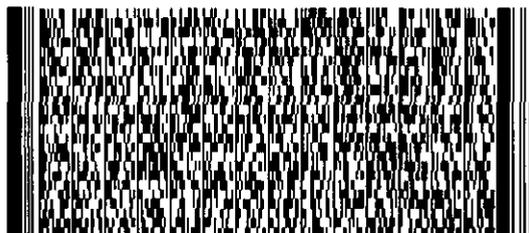
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