



An Exelon Company

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February 18, 2015

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

Dear Secretary Chiavetta:

**RE: Petition of PECO Energy Company for a Permanent Waiver of 52 Pa. Code § 56.97(a) to
 Allow Customers to Establish Payment Agreements Through an Automated Interactive Voice
 Response System
 Docket No.: P-2015-**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission please find the above-referenced Petition of PECO Energy Company. Copies will be provided as indicated on the certificate of service.

Sincerely,

A handwritten signature in black ink, appearing to read "Ward L. Smith", with a long horizontal flourish extending to the right.

Ward L. Smith
Assistant General Counsel
PECO Energy Company

/lo
Attachment
cc: Certificate of Service

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Petition of PECO Energy Company for a :
Temporary Waiver of 52 Pa. Code § 56.97(a) to Allow :
Customers to Establish Payment Agreements : Docket No. P-2015 –
Through an Automated Interactive Voice Response :
System :

PETITION OF PECO ENERGY COMPANY

TO THE PENNSYLVANIA PUBLIC COMMISSION:

PECO Energy Company (“PECO” or the “Company”) hereby petitions the Pennsylvania Public Utility Commission (“Commission”), pursuant to 52 Pa. Code § 5.43, and respectfully requests a temporary waiver of 52 Pa. Code § 56.97(a) to allow customers the option to use PECO’s interactive voice response (“IVR”) system to make payment arrangements to avoid termination of service. In support thereof, PECO states as follows:

I. **INTRODUCTION**

1. This Petition is filed by PECO, a public utility that provides electric distribution and provider of last resort services in Southeastern Pennsylvania subject to the regulatory jurisdiction of the Commission. PECO furnishes electric distribution, transmission, and provider of last resort electric supply services to approximately 1.6 million customers throughout its certificated service territory, which includes all or portions of six counties in Southeastern Pennsylvania.

2. PECO’s attorney is:
Ward L. Smith (I.D. #47670)
Assistant General Counsel
PECO Energy Company
2301 Market Street
S23-1
Philadelphia, PA 19103

PECO's attorney is authorized to receive all notices and communications regarding this Petition.

3. PECO, like other regulated utilities in Pennsylvania, has provided customers with a variety of options to make bill payments, including an IVR system. PECO would like to expand the customer options available through its IVR system so that a customer seeking a payment arrangement to avoid termination has the option of completing that transaction using the IVR system.

II. DISCUSSION

A. Legal Standards

4. Section 56.97(a) of the Commission's Regulations provides as follows:

(a) If, after the issuance of the initial termination notice and prior to the actual termination of service, a ratepayer or occupant contacts the utility concerning a proposed termination, an authorized utility employee shall fully explain:

(1) The reasons for the proposed termination.

(2) All available methods for avoiding a termination, including the following:

(i) Tendering payment in full or otherwise eliminating the grounds for termination.

(ii) Entering a settlement or payment agreement

(3) The medical emergency procedures

52 Pa. Code § 56.97(a).

5. Section 5.43 of the Commission's Regulations permits a party to petition the Commission for a waiver of a regulation. The petition must provide the purpose and facts that constitute the grounds requiring waiver of the regulation. 52 Pa. Code § 5.43(a). Similarly, Section 56.222 of the Commission's Regulations permits a party to seek a modification from a provision of Chapter 56 of the Commission's regulations where, as here, "technological advance permits an enhanced level of customer service." 52 Pa. Code § 56.222.

6. The Commission has explained that it has the authority to waive its regulations when it is necessary and in the public interest. *Petition of Direct energy Services, LLC for Emergency Order Approving a Retail Aggregation Bidding Program for Customers of Pike County Light & Power Company*, Docket No. P-00062205, 2006 Pa. PUC LEXIS 3, 249 P.U.R. 4th 327 (April

20, 2006); *Petition of ALLTEL Pennsylvania, Inc. for Declaratory Order*, Docket Nos. P-00950955, *et al.* (June 10, 1996).

7. A similar waiver was granted to PPL Electric Utilities Corporation on January 24, 2013 in Docket No. P-2012-2327036.

B. Basis for Waiver

8. PECO has implemented an IVR system that will allow customers who wish to enter into a payment arrangement to avoid termination a choice of how to accomplish that task – by talking to a live customer representative, or by using the automated IVR system. A waiver of the regulations is appropriate because the waiver request meets the requirements of 56 § 56.222. IVR is a “technological advance [that] permits an enhanced level of customer service.” For those customers who prefer IVR, allowing them to complete the transaction using IVR will provide an enhanced level of customer service.

9. Use of the IVR system to handle some payment arrangement calls is expected to reduce PECO’s call volume at its call centers. This will reduce overall costs and/or free resources to attend to other calls.

10. PECO requests a temporary four-year waiver of §56.97(a). This is the same length of waiver provided to PPL Electric Utilities in Docket No. P-2012-2327036.

C. Request for Expedited Treatment

11. PECO requests that the Commission evaluate and approve this Petition on an expedited basis.

12. The Commission has previously granted similar waivers. This Petition thus raises no new policy issues.

13. PECO will begin offering this option to customers in March 2015, as part of overall enhancements to its IVR system.

III. **CONCLUSION**

PECO respectfully requests the Commission grant it a temporary waiver, for a period of four years, of the provisions of 52 Pa. § 56.97(a) to allow customers the option to use PECO's interactive voice response system to make payment arrangements to avoid termination of service.

Respectfully submitted,



Ward L. Smith (I.D. #47670)
Assistant General Counsel
PECO Energy Company
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S23-1
Philadelphia, PA 19103
Phone: 215-841-6863
e-mail: ward.smith@exeloncorp.com
Attorney for PECO Energy Company

CERTIFICATE OF SERVICE

I hereby certify that true and correct copies of the foregoing have been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA FIRST CLASS MAIL

Tanya J. McCloskey
Office of Consumer Advocate
555 Walnut Street
Forum Place, 5th Floor
Harrisburg, PA 17101-1923

Bureau of Investigation & enforcement
Commonwealth Keystone Bldg.
400 North Street, 2nd Floor West
P.O. Box 3265
Harrisburg, PA 17105-3265

Office of Small Business Advocate
Commerce Building
300 North Second Street
Suite 1102
Harrisburg, PA 17101

Date: February 18, 2015



Ward L. Smith

VERIFICATION

I, Bernadette O. Foisy, being the Manager – Regulatory Performance at PECO Energy Company, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief and that I expect PECO Energy Company to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 relating to unsworn falsification to authorities.

Date: February 18, 2015


Bernadette O. Foisy