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MAR 4 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

March 4, 2015

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

Re: Petition of PECO Energy Company for Temporary Waiver of Regulations Related to the Required Days in a Billing Period – Tariff Compliance Filing in Accordance with Docket No. P-2014-2446292 – Quarterly Monitoring Report

Dear Secretary Chiavetta:

Pursuant to Commission Order at Docket No. P-2014-2446292, entered on December 4, 2014, PECO Energy Company ("PECO") is filing the following quarterly report of its monitoring efforts and results of the Off-Cycle Switching bill program. The report includes the information listed on pages 15 and 16 of the Order. PECO is also providing the results to the Commission's Bureau of Consumer Services, the Office of Competitive Market Oversight, the Bureau of Investigation and Enforcement, the Office of Consumer Advocate, the Office of Small Business Advocate, and the Retail Energy Supply Association. This report will be provided every three months through the end of the Commission approved temporary waiver period of December 31, 2016.

If you have any questions regarding this matter, please call Rich Schlesinger at 215-841-5771.

Sincerely,



cc: Alexis Bechtel, Bureau of Consumer Services
Kirk House, Office of Competitive Market Oversight
J. E. Simms, Director, Bureau of Investigation & Enforcement
Office of Consumer Advocate
Office of Small Business Advocate
Retail Energy Supply Association

PECO ENERGY COMPANY

OFF CYCLE SWITCHING – PUC REQUIRED REPORTING

| | |
|---|-------------------------------|
| Petition of PECO Energy Company for Temporary Waiver of Regulations Related to the Required Days In a Billing Period – Docket P-2014-2446292 | PUC Report Filing Date |
| <i>Specifically, we direct PECO to provide a report of its monitoring efforts and results to the Commission's Bureau of Consumer Services and Office of Competitive Market Oversight, the statutory advocates and RESA three months from the date this Order is entered, and every three months thereafter.</i> | March 4, 2015 |

| | | | | |
|--|-----------------------------------|---------------------------------|-----------------------------------|-------------------------------|
| Questions | | | | |
| <ol style="list-style-type: none"> 1. Total number of customers receiving BOSS bills and the subsequent short-period on-cycle bill for each month. 2. Average number of BOSS bills per-customer during a normal billing cycle. Note: Only for the customers that switched 3. Number of customers receiving more than one BOSS bill during a normal billing cycle. 4. The highest number of BOSS bills provided to one customer during each month. | | | | |
| Report Data for December 17, 2014 to January 31, 2015 | | | | |
| | #1 | #2 | #3 | #4 |
| | Accts Receiving BOSS Bills | Avg. BOSS Bills Per Acct | Accts With >1 BOSS Bill | Highest Nbr BOSS Bills |
| Dec-14 | 7,629 | 1.04 | 308 | 3 |
| Jan-15 | 22,456 | 1.08 | 1,634 | 5 |

| |
|--|
| Question |
| <ol style="list-style-type: none"> 5. Number of late payments associated with a BOSS bill and the average number of days late during the reporting period and since implementation of BOSS billing. |

| | | |
|--|-----------------------|----------------------|
| Report Data for December 17, 2014 to January 31, 2015 | | |
| | Num Late Pymts | Avg Days Late |
| Dec-14 | 2,995 | 20 |
| Jan-15 | 8,500 | 9 |
| Total | 11,495 | |
| Average | | 12 |

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Question

6. Number of late payments associated with a short-period on-cycle bill and the average number of days late during reporting period and since implementation of BOSS billing.

Report Data for December 17, 2014 to January 31, 2015

| | Num Late Pymts | Avg Days Late |
|---------|----------------|---------------|
| Dec-14 | 312 | 19 |
| Jan-15 | 5,431 | 8 |
| Total | 5,743 | |
| Average | | 9 |

Question

7. Number of customer contacts related to PECO's BOSS billing during each month.

Report Data for December 17, 2014 to January 31, 2015

| | BOSS billing related customer calls into call center |
|--------|--|
| Dec-14 | 80 |
| Jan-15 | 879 |
| Total | 959 |

Question

8. Total cost of providing BOSS bills and subsequent short-period on-cycle bills since implementation of BOSS billing.

Note: Only reporting incremental costs of Off Cycle Switching, excluding project costs.

Report Data for December 17, 2014 to January 31, 2015

| | # Off Cycle E-Bills | Cost E-Bills | # Off Cycle Paper Bills | Cost Paper Bills | Total Cost |
|---|---------------------|--------------|-------------------------|------------------|------------|
| Dec-14 | 916 | \$183 | 7,030 | \$3,515 | \$3,698 |
| Jan-15 | 2,515 | \$503 | 20,733 | \$10,367 | \$10,870 |
| Total (Dec+Jan) | 3,431 | \$686 | 27,763 | \$13,882 | \$14,568 |
| Note cost E-Bill \$0.20 and paper bill \$0.50 | | | | | |

Question

9. Efforts to investigate the potential for reflecting multiple switches on a single monthly bill and analysis of the results of such an investigation, including cost estimates.

Report Data for December 17, 2014 to January 31, 2015

We have calculated a high-level estimate to reflect multiple switches on a single monthly bill – Total Project cost of \$7M.

Question

10. Any changes made to improve the implementation of BOSS billing over the prior three months.

Report Data for December 17, 2014 to January 31, 2015

- Addressed minor issues found during post implementation.

From: (215) 841-5773
Mike Brennan
PECO
2301 Market St
S15-2
Philadelphia, PA 19103

Origin ID: REDA



J151215022303iv

Ship Date: 04MAR15
ActWgt: 0.5 LB
CAD: 9814576#NET3610

Delivery Address Bar Code



Ref # BOSS quarterly monitoring rep
Invoice #
PO #
Dept #

SHIP TO: (717) 772-7777

BILL SENDER

Rosemary Chiavetta
Pennsylvania Public Utility Commiss
2nd Floor North, CKB
400 North St.
Harrisburg, PA 17120

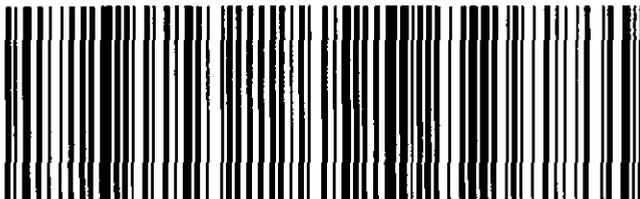
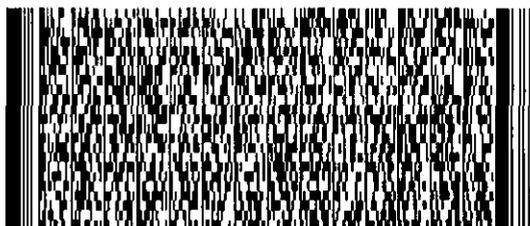
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