



An Exelon Company

Richard G. Webster, Jr.  
Vice President

Telephone 215.841.4000  
Fax 215.841.6208  
www.peco.com  
dick.webster@peco-energy.com

PECO  
Regulatory Policy and Strategy  
2301 Market Street  
S15  
Philadelphia, PA 19103

February 16, 2016

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

Subject: PECO Energy's First Annual Statistical Report - Docket No. P-2015-2467894

Dear Secretary Chiavetta:

PECO Energy Company (PECO) is hereby submitting to the Pennsylvania Public Utility Commission its first annual statistical report related to its Petition for Temporary Waiver of 52 Pa. Code § 56.97(a). PECO requested this exemption so that its customers could have the option of using an automated interactive voice response (IVR) system to make payment arrangements to avoid termination of service. The Commission approved the temporary waiver at Docket No. P-2015-2467894 on April 9, 2015 and is effective from April 9, 2015 through May 31, 2019.

PECO Energy Company is required to submit an annual statistical report detailing customer usage of the program to the Commission's Bureau of Consumer Services and the Office of Consumer Advocate by February 15th of every year of the waiver beginning in 2016.

If you have any questions please do not hesitate to contact me at 215-841-5777.

Sincerely,

A handwritten signature in black ink that reads "Richard G. Webster, Jr. / RAS". The signature is written in a cursive style.

Enclosures

Cc: Bureau of Consumer Services  
Office of Consumer Advocate

**PECO Energy Company**  
**2015 Interactive Voice Response System Payment Agreements**  
**Annual Statistical Report**  
**Docket No. P-2015-2467894**

February 15, 2016

**Background:**

On February 18, 2015, PECO Energy Company (PECO) filed a Petition for Temporary Waiver of Pa. Code § 56.97(a). PECO requested this exemption so that its customers could have the option of using an automated interactive voice response (IVR) system to make payment arrangements to avoid termination of service. PECO's Petition for a waiver of 52 Pa. Code § 56.97(a) was granted, on April 9, 2015. The final order granting the waiver requires that PECO submit an annual statistical report detailing customer usage of the program by February 15th of every year of the waiver beginning in 2016.

**Report:**

On December 3, 2015, PECO began offering IVR payment agreement capabilities to residential customers. The IVR system offers payment agreements up to 6 months in length to customers in active collections with no history of previous unkept agreements. Customers can accept or decline the payment agreement offer through the IVR. A customer that declines the payment agreement can chose to speak to a Credit Representative.

- There were 1,858 payment agreements established through the IVR in December 2015.
- PECO received zero (0) PUC informal complaints regarding the use of the IVR to establish payment agreements in December 2015.
- The total cost of implementing the PECO IVR based payment agreements was approximately \$550,000.
- The PECO website does not offer payment agreements.

PECO is also submitting a copy of this statistical report to the Commission's Bureau of Consumer Services and Office Consumer Advocate.