



An Exelon Company

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December 2, 2016

DEC 2 - 2016

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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,

A handwritten signature in black ink, appearing to read "RW", followed by a long horizontal flourish.

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

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>	December 4, 2016

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Description of Reports

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 October 31, 2016

	#1	#2	#3	#4
	Accounts Receiving BOSS Bills	Average BOSS Bills Per Account	Accounts With >1 BOSS Bill	Highest Number BOSS Bills
Dec-14	7,491	1.04	305	3
Jan-15	21,928	1.08	1,588	5
Feb-15	20,185	1.09	1,611	5
Mar-15	18,351	1.07	1,140	4
Apr-15	18,479	1.06	1,102	4
May-15	17,383	1.07	1,153	4
Jun-15	17,226	1.06	989	5
Jul-15	19,463	1.06	1,113	4
Aug-15	18,552	1.06	1,085	5
Sep-15	22,415	1.06	1,321	4
Oct-15	23,481	1.08	1,648	6
Nov-15	23,400	1.09	1,986	5
Dec-15	21,592	1.07	1,451	4
Jan-16	20,796	1.07	1,365	5
Feb-16	18,920	1.06	1,103	6
Mar-16	20,571	1.07	1,324	5
Apr-16	18,080	1.08	1,194	6
May-16	19,011	1.08	1,302	6
Jun-16	20,847	1.08	1,394	5
Jul-16	21,993	1.08	1,520	7
Aug-16	21,412	1.07	1,363	5
Sep-16	22,840	1.08	1,686	7
Oct-16	20,537	1.09	1,547	7

Description of Report

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 October 31, 2016

	Number Late Payments	Average Days Late
Dec-14	2,944	82
Jan-15	9,311	107
Feb-15	8,696	96
Mar-15	7,552	76
Apr-15	7,804	71
May-15	6,833	67
Jun-15	6,902	63
Jul-15	8,375	64
Aug-15	8,173	73
Sep-15	10,136	97
Oct-15	9,295	66
Nov-15	10,197	59
Dec-15	8,737	55
Jan-16	8,434	51
Feb-16	7,588	49
Mar-16	8,091	46
Apr-16	7,385	43
May-16	7,585	40
Jun-16	8,636	34
Jul-16	9,170	32
Aug-16	9,224	28
Sep-16	9,105	22
Oct-16	7,177	9
Total	187,350	
Average		58

Note: The monthly decrease in the average number of days late does not represent a trend. Due to the timing of when data is collected, the bills in the later months have a limited number of days that could be counted as late.

Description of Report

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 October 31, 2016

	Number Late Payments	Average Days Late
Dec-14	312	89
Jan-15	5,815	84
Feb-15	6,558	73
Mar-15	5,774	62
Apr-15	6,082	64
May-15	5,473	59
Jun-15	5,107	58
Jul-15	5,379	59
Aug-15	6,530	78
Sep-15	6,652	57
Oct-15	7,268	64
Nov-15	7,877	62
Dec-15	6,397	50
Jan-16	5,570	48
Feb-16	5,747	46
Mar-16	6,137	45
Apr-16	5,873	41
May-16	5,687	40
Jun-16	5,746	35
Jul-16	6,545	32
Aug-16	6,715	28
Sep-16	6,782	21
Oct-16	5,697	8
Total	135,723	
Average		51

Note: The monthly decrease in the average number of days late does not represent a trend. Due to the timing of when data is collected, the bills in the later months have a limited number of days that could be counted as late.

Description of Report

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

Report Data for December 17, 2014 to October 31, 2016

	BOSS Billing related customer calls into call center
Dec-14	107
Jan-15	1,265
Feb-15	1,293
Mar-15	1,135
Apr-15	954
May-15	958
Jun-15	1,021
Jul-15	992
Aug-15	1,239
Sep-15	1,148
Oct-15	1,445
Nov-15	1,084
Dec-15	963
Jan-16	812
Feb-16	1041
Mar-16	1051
Apr-16	769
May-16	790
Jun-16	880
Jul-16	930
Aug-16	1143
Sep-16	1242
Oct-16	937
Total	23,199

Description of Report

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 October 31, 2016

	# Off Cycle E-Bills	Cost E-Bills	# Off Cycle Paper Bills	Cost Paper Bills	Total Cost
Dec-14	832	\$166	6,972	\$3,486	\$3,652
Jan-15	2,197	\$439	20,488	\$10,244	\$10,683
Feb-15	2,230	\$446	18,536	\$9,268	\$9,714
Mar-15	2,103	\$421	18,840	\$9,420	\$9,841
Apr-15	1,894	\$379	18,682	\$9,341	\$9,720
May-15	1,749	\$350	16,022	\$8,011	\$8,361
Jun-15	1,760	\$352	17,453	\$8,901	\$9,253
Jul-15	1,899	\$380	19,596	\$9,994	\$10,374
Aug-15	1,738	\$348	18,720	\$9,547	\$9,895
Sep-15	2,125	\$425	21,425	\$10,927	\$11,352
Oct-15	2,392	\$478	24,739	\$12,617	\$13,095
Nov-15	2,025	\$405	20,616	\$10,514	\$10,919
Dec-15	2,155	\$431	21,040	\$10,730	\$11,161
Jan-16	1,896	\$379	18,376	\$9,372	\$9,751
Feb-16	1,914	\$383	18,228	\$9,296	\$9,679
Mar-16	2,137	\$427	21,967	\$11,203	\$11,631
Apr-16	1,660	\$332	17,812	\$9,084	\$9,416
May-16	1,723	\$345	18,757	\$9,566	\$9,911
Jun-16	1,852	\$370	21,478	\$10,954	\$11,324
Jul-16	1,757	\$351	21,159	\$10,791	\$11,142
Aug-16	2,205	\$441	24,163	\$12,323	\$12,764
Sep-16	1,850	\$370	21,451	\$10,940	\$11,310
Oct-16	1,931	\$386	20,959	\$10,689	\$11,075
Total	44,024	\$8,805	447,479	\$227,219	\$236,024

Note: The cost of an E-Bill is between \$0.00/bill for web bills and \$0.20/bill for CheckFree (\$0.20/bill is assumed in the above table). On May 31st 2015 the cost of paper bills increased to \$0.51 /bill from \$0.50/bill due to an increase in postage charges.

Description of Report

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 October 31, 2016

- We held the first stakeholder webinar on June 29, 2015 to meet our commitment to the petition for temporary waiver – P-2014-2446292. The meeting was attended by 18 external parties which included representatives from OCA, PUC and 16 electric generation suppliers.
- We completed the business requirements that were deferred. The final work stream was placed into production on August 13th. See report #10 for details.
- The revised estimate to reflect multiple switches on a single monthly bill has been calculated – Total Project cost is \$2.5M. PECO would prefer to continue the use of the BOSS Bill approach and will reevaluate the potential of a single monthly bill if and when Gas Accelerated Switching is ordered.
- We held the second stakeholder meeting/webinar on December 14, 2015. The meeting was attended by 24 external parties which included representatives from OCA, PUC and 13 electric generation suppliers.
- We held the third stakeholder meeting/webinar on June 29, 2016. The meeting was attended by 32 external parties which included representatives from OCA, PUC and 25 electric generation suppliers.
- Filed the Petition of PECO Energy Company for Temporary Waiver of Regulations Related to the Required Days in a Billing Period, Docket No. P-2014-2446292 on September 1, 2016.
- We are preparing for our next Stakeholder meeting which is tentatively scheduled for December 20th.

Description of Report

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

Report Data for February 1, 2015 to October 31, 2016

- Changes implemented on February 12th, April 17th, June 11th and August 13th to enhance the BOSS bill implementation and address scope that was deferred in order to meet the December 2014 deadline. Scope includes:
 - ✓ Bill message enhancements
 - ✓ The ability to prevent all inserts on BOSS Bills
 - ✓ Historical Interval Usage / Historical Usage (HI/HU) improvements
 - ✓ Net Metering enhancements
 - ✓ Changes to ensure that PECO Smart A/C Saver (a PECO Smart Ideas program that helps customers use less energy and save money) credits appear on on-cycle bill only
 - ✓ Suspended charges enhancements
 - ✓ Modifications to several windows and archival size limits in the Customer Information System (CIS) to accommodate the potential for the increased frequency of bills due to BOSS billing.
 - ✓ New BOSS reports
 - ✓ New contact type added to the Customer Service Window (CSW) in the Customer Information System (CIS) to identify a BOSS billing call.
 - ✓ Adjustment to annual ICAP extraction to include multiple BOSS bills in the same bill period
- Addressed minor issues found during post implementation.

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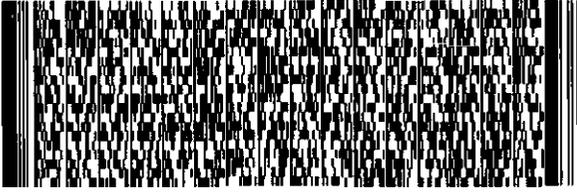
BILL SENDER

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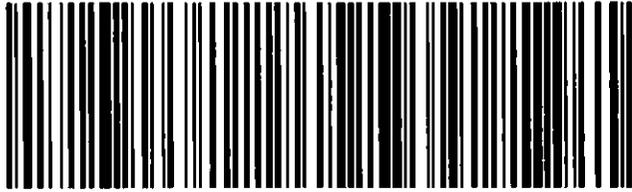


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