



An Exelon Company

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FEB 15 2017

February 15, 2017

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17105-3285

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Subject: PECO Energy's Second 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 second annual statistical report related to its Petition for Temporary Waiver of 52 Pa. Code § 56.98(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 15<sup>th</sup> 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, appearing to read "R. Webster", with a long horizontal flourish extending to the right.

Enclosures

cc: Bureau of Consumer Services  
Office of Consumer Advocate

**PECO Energy Company**  
**2016 Interactive Voice Response System Payment Agreements**  
**Annual Report**  
**Docket No. P-2015-2467894**

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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**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 15<sup>th</sup> 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 will offer 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 22,239 payment agreements established through the IVR in 2016.

Month	Number of Payment Agreements Established through the IVR
January 2016	2,020
February 2016	1,708
March 2016	1,837
April 2016	1,851
May 2016	1,820
June 2016	1,432
July 2016	1,544
August 2016	1,854
September 2016	2,070
October 2016	2,598
November 2016	2,279
December 2016	1,226

- PECO received zero (0) PUC informal complaints regarding the use of the IVR to establish payment agreements in 2016.

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

