



An Exelon Company

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March 29, 2017

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor, Room-N201
Harrisburg, PA 17120

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2017 APR -6 AM 10: 20
PA.P.U.C.
SECRETARY'S BUREAU

RE: PECO Energy Company's Report of Accounts with Arrearages in Excess of \$10,000 and Report of Medical Certificates; Docket No. M-2014-2448824

Dear Secretary Chiavetta:

Enclosed for filing please find PECO Energy Company's Section 1410.1(3) Report of Accounts with Arrearages in Excess of \$10,000 and Section 1410(4) Report of Medical Certificates, filed under Docket NO. M-2014-2448824.

The trend for residential accounts with arrearages in excess of \$10,000 continues to be positive, with nearly consistent improvement. In 2008 there were 888 accounts to current 2016 at 53 accounts.

The report contains the data requested including a unique identifying number, the account balance, the date the account was established, the average monthly bill, the number of PUC informal complaints, the number of PUC formal complaints, the number of company PARs, and the number of times the service was terminated.

In addition to the requested data, PECO has reviewed information that we believe is relevant to how a customer can accumulate a balance in excess of \$10,000. That information includes medial certificates, bankruptcies, returned checks, utility reports, winter termination provisions for low income customers, theft of service, and billing disputes. This additional data helps to show the mechanisms a customer can utilize to delay payments and terminations.

For example:

- Of the 53 accounts, 40% had utilized the maximum of 3 medical certificates.
- 32% of the accounts have filed for bankruptcies. One account filed for bankruptcy 7 times.
- 32% of the accounts have had returned checks.
- 100% of the accounts were in the termination process and received a Utility Report per 56.152(8)ii.. The average number of times in the termination process and Utility Report issued is 15 with the maximum of 41 utility reports for one account.
- 89% of the accounts are on a CAP rate or have been in the past.

- 19% of the accounts have engaged in theft of service.
- 43% of the accounts have filed high bill disputes. The maximum was 16 high bill disputes for one account.

The data above show that customers who accrue high balances are able to do so by actively using the mechanisms at their disposal to delay payment and termination.

Should you have any questions concerning this filing, please contact me at 215-841-5777.

Sincerely,



Richard G. Webster, Jr.
Vice President
Regulatory Policy & Strategy

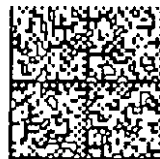
Copies to: Chairman Gladys M. Brown
 Vice Chairman Andrew G. Place
 Commissioner Pamela A. Witmer
 Commissioner Robert F. Powelson
 Commissioner John F. Coleman, Jr.
 Alexis Bechtel, Director – Bureau of Consumer Services



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