



An Exelon Company

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February 15, 2018

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

Subject: PECO Energy's Third 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 third 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, appearing to read "R. Webster".

Enclosures

Cc: Bureau of Consumer Services
Office of Consumer Advocate

PECO Energy Company
2017 Interactive Voice Response System Payment Agreements
Annual Report
Docket No. P-2015-2467894

February 15, 2018

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 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 18,948 payment agreements established through the IVR in 2017. This is a reduction from 2016 when there were 22,239 payment agreements established through the IVR.

Month	Number of Payment Agreements Established through the IVR
January 2017	1,245
February 2017	1,302
March 2017	1,770
April 2017	2,029
May 2017	1,949
June 2017	1,404
July 2017	1,325
August 2017	1,684
September 2017	1,946
October 2017	1,867
November 2017	1,355
December 2017	1,072

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