

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Latisha Parks

v.

PECO Energy Company

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C-2017-2617931

**ORDER
ADMITTING EXHIBIT
& CLOSING THE RECORD**

By Order dated February 26, 2018, Shawane L. Lee, Esquire, counsel for the Respondent, PECO Energy Company (PECO) was directed to file by no later than March 8, 2018, a revised PECO Exhibit 5 which addressed the CAP requirements for the relevant period in this proceeding, October 2014 through June 2015.

By electronic mail (email) and overnight mail on March 5, 2018,¹ PECO timely provided a revised PECO Exhibit 5. PECO also noted that the Complainant, Latisha Park was provided a copy of the revised PECO Exhibit 5.

The Complainant was instructed in the February 26, 2018 Order to submit any objection to revised PECO Exhibit 5 in writing no later than March 19, 2018. To date, the Complainant has not provided any communication about the revised PECO Exhibit 5.

Revised PECO Exhibit 5 was submitted in compliance with the February 26, 2018 Order. The Complainant has failed to object to the revised PECO Exhibit 5. Any objection not

¹ The revised PECO Exhibit 5 was received by email on March 5, 2018, and by overnight mail on March 6, 2018.

timely made, is an objection waived. Revised PECO Exhibit 5 is admitted into the record without objection and is attached to this Order.

The February 26, 2018 Order opened the record for consideration of PECO revised Exhibit 5. PECO revised Exhibit 5 has been considered. There is no further consideration warranted. The record will be closed by this Order.

THEREFORE;

IT IS ORDERED:

1. That the revised PECO Exhibit 5 is admitted into the record without objection.
2. That the evidentiary record for this proceeding is now closed.

Date: March 28, 2018

/s/
Angela T. Jones
Administrative Law Judge

ATTACHED EXHIBIT

EXHIBIT 5

B. Eligibility Criteria and Program Requirements for CAP Rate

1. **Eligibility Criteria:** A customer with a verified total household gross income at or below 150% of the FPL is eligible for PECO's CAP Rate program. The CAP Rate discount is dependent upon the FPL tier of the household. There are 14 CAP Rates (7 electric and 7 gas) available to PECO's low-income customers.
2. **Program requirements:**
 - Complete a CAP Rate application, or be previously approved through fuel assistance or state agency requirements
 - As directed by the Commission's April 4, 2013 Order (p. 52, concluding paragraph 5), PECO will request but will not require a social security or ITIN number for the customer of record or any household member for purposes of enrollment into CAP.
 - Provide proof of gross income for all household members. PECO may also consider the income of household members who have not reached the age of majority. As directed by the Commission's April 4, 2013 Order (p. 53, concluding paragraph 6), if a customer or any household member 18 years of age or older claims no income, the customer or household member must provide a statement demonstrating how they pay their monthly expenses.
 - Customers with multiple accounts qualify for CAP Rate only at one premise
 - Provide PECO permission to verify their income with state agencies
 - Pay their CAP Rate bills on time and in full each month, or late charges will be assessed on past-due amounts and service may be terminated
 - Participate in energy reduction and conservation programs offered by PECO (i.e. LIURP) if identified as high-usage per LIURP usage guidelines
 - Currently, CAP customers can not have an alternative generation supplier. Starting in April 2014, CAP customers will be able to shop for an alternative electric supplier.
 - Agree to re-certification for the respective cycle based on CAP rate tier (*every 2 years for CAP Rates B – E1 or every year for CAP Rate A*)
 - CAP Rate customers are encouraged to apply for a Low Income Home Energy Assistance Program (*LIHEAP*) grant each LIHEAP season
 - Report any change in household income to PECO right away
3. **Application Process** – In order to be considered for CAP Rate, the customer is required to complete an application process. The customer must provide PECO with permission to contact state agencies to verify income. PECO may use the Pennsylvania Department of Public Welfare (DPW), the Pennsylvania Department of Revenue and the Matching Energy Assistance Fund (MEAF) agencies for income verification. If the agency is unable or unwilling to verify the customer's income, then the customer must complete a CAP application which includes proof of household gross income. The income certification process is an integral part of the CAP Rate process. Due to multiple levels of discounts, it is imperative that the Company obtains accurate income information to enroll the customer in the most advantageous rate.

4. **CAP Recertification**: CAP Rate customers must re-certify their income eligibility and are informed of this during the initial intake process. Customers in CAP Rates B, C, D, D1, E and E1 must re-certify every 2 years. Customers on CAP Rate A must re-certify annually.

The re-certification process begins 30 days before a customer's 2 year CAP Rate anniversary. The customer receives a letter that they have completed 1 or 2 years, (*1-year for CAP rate A – 2 years for all other CAP rates*), of participation in the CAP program and income verification for re-certification is now required to remain on the program.

This initial letter informs the customer of documentation necessary to maintain eligibility. The customer must submit a completed CAP Rate application along with their total gross household income verification. The information requested on the application allows the Company to complete additional validation, if necessary, but more importantly provides accurate demographic data that is used to complete the yearly Annual Universal Services Programs and Collections Performance Report required by 52 Pa. Code §54.75.

For a customer who is due for re-certification and has received utility assistance such as LIHEAP, the customer's income information may automatically be validated if the utility assistance was based upon identical income parameters and if the income verification process of the agency or entity giving that other assistance is acceptable to PECO. The customer could then be re-certified and may not be required to provide a completed CAP Rate application.

When the customer responds to the initial re-certification letter, with complete documentation and remains eligible for CAP Rate, they will receive a letter confirming that the processes have been completed. This letter reaffirms the Universal Service program requirements and customer obligations.

If the customer responds with incomplete or inadequate information, PECO will send a letter requesting the missing information. The customer will continue to receive the CAP Rate until re-certification is complete, subject to the 45-day removal process described below.

If there is no response from the customer to the initial CAP re-certification letter, a second letter is sent 15 days later requesting the necessary income information and explaining the risk of being removed from CAP Rate.

If the re-certification process is not completed within 45 days after the re-certification date, the customer will lose the benefit of the CAP Rate discount. If that occurs, a CAP Rate removal letter will be mailed to the customer advising the customer they no longer qualify for CAP rate. The account will then be removed from the CAP Rate and returned to standard residential rates.

Latisha Parks v. PECO
Docket No. C-2017-2617913

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