



An Exelon Company

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March 27, 2018

VIA FEDERAL EXPRESS

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

SUBJECT: PECO Energy Company Report of Accounts with Arrearages in Excess of \$10,000 and Report of Medical Certificates Utility Report Cover Letter, Docket No. M-2014-2448824

Dear Secretary Chiavetta:

Enclosed for filing please find PECO Energy Company's Title 66 – Chapter 14 Section 1410.1(3) Report of Accounts in Excess of \$10,000 and Section 1410.1(4) Report of Medical Certificates, filed under Docket No. M-2014-2448824.

The long-term trend for residential accounts with arrearages in excess of \$10,000 has been positive. In 2008 there were 888 accounts to current 2017 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 medical 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.

Rosemary Chiavetta, Secretary
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For example:

- Of the 53 accounts, 62% had utilized the maximum of 3 medical certificates.
- 28% of the accounts have filed for bankruptcies. One account filed for bankruptcy 5 times.
- 36% 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 17 with the maximum of 48 utility reports for one account.
- 77% of the accounts are on a CAP rate or have been in the past.
- 26% of the accounts have engaged in theft of service.
- 51% of the accounts have filed high bill disputes. The maximum was 11 high bill disputes for one account.

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

The volume of medical certificates increased in 2017 compared to 2016, in part, due to the implementation of the new CAP fixed credit option program.

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: A. Bechtel, Director, Bureau of Consumer Services (e-mail)
L. Jenkins, Policy Analyst, Bureau of Consumer Services (e-mail)
K. Solence, Policy Analyst, Bureau of Consumer Services (e-mail)

Utility Reporting - Medical Certificates

Year Being Reported:

Company Name:

Date Submitted:

Filed By:

Phone:

Email:

**# of Med Certs/Renewals
Submitted by Customers
in 2017**

**# of Med
Certs/Renewals
Accepted by
Utility in 2017**

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Utility Reporting - Accounts with Arrearages in Excess of \$10,000

Year Being Reported: 2017

Company Name: PECO

Date of "Snapshot": 12/31/2017

Filed By: Brooke Shehata

Phone: 267-533-1344

Email: Brooke.Shehata@exeloncorp.com

If NO accounts to report, check this box:

Data in #5-8 should be from date account established (#3 in Column D)

	1. Unique Acct ID	2. Account Balance	3. Date Account Established	4. Avg Monthly Bill (prev 12 months)	5. # of PUC Informal Complaints	6. # of PUC Formal Complaints	7. # of Company PARs	8. # of Times Terminated for Non-Payment
1	0139	\$62,112.45	9/26/2005	\$260.00	0	0	3	3
2	0032	\$32,718.93	1/7/2008	\$702.00	5	0	6	7
3	0140	\$27,792.25	9/23/2017	\$48.00	0	0	4	4
4	0141	\$26,451.27	8/2/2016	\$245.00	8	0	4	3
5	0142	\$23,392.37	12/20/2013	\$62.00	1	0	0	0
6	0097	\$21,798.48	3/10/2015	\$278.00	6	0	2	2
7	0143	\$20,217.41	9/11/2013	\$52.00	6	0	3	3
8	0144	\$19,672.67	1/24/2014	\$186.00	0	0	2	0
9	0145	\$18,182.55	11/7/2017	\$101.00	3	0	7	2
10	0146	\$16,782.92	3/19/2013	\$397.00	5	1	4	0
11	0147	\$16,022.95	2/3/1981	\$49.00	2	0	3	7
12	0113	\$15,401.16	2/20/2007	\$298.00	0	0	2	1
13	0148	\$14,530.61	10/2/2017	\$195.00	8	0	4	1
14	0124	\$13,941.31	5/1/2014	\$169.00	0	0	2	5
15	0019	\$13,519.22	12/21/2008	\$233.00	13	6	5	1
16	0149	\$13,499.47	7/1/1970	\$181.00	6	0	2	0
17	0150	\$13,141.00	10/9/2015	\$296.00	1	0	3	3
18	0074	\$13,001.49	11/5/2008	\$302.00	8	3	5	3
19	0151	\$12,925.69	9/28/2015	\$512.00	0	0	2	2
20	0119	\$12,747.99	2/27/2014	\$495.00	7	1	7	2
21	0152	\$12,555.22	9/23/2016	\$59.00	1	0	5	3

Utility Reporting - Accounts with Arrearages in Excess of \$10,000

	1. Unique Acct ID	2. Account Balance	3. Date Account Established	4. Avg Monthly Bill (prev 12 months)	5. # of PUC Informal Complaints	6. # of PUC Formal Complaints	7. # of Company PARs	8. # of Times Terminated for Non-Payment
22	0153	\$12,373.51	3/3/2017	\$128.00	4	0	4	4
23	0154	\$12,138.47	9/9/2015	\$213.00	2	0	3	3
24	0155	\$11,996.79	9/14/2007	\$96.00	2	2	6	1
25	0156	\$11,901.12	11/16/2015	\$386.00	1	0	7	3
26	0157	\$11,872.24	4/20/2011	\$169.00	17	0	10	3
27	0158	\$11,784.07	4/17/2015	\$53.00	10	0	10	4
28	0159	\$11,676.14	4/1/2011	\$244.00	3	0	10	3
29	0094	\$11,624.66	10/28/2002	\$254.00	4	5	6	3
30	0011	\$11,438.92	10/9/2008	\$244.00	3	0	7	0
31	0120	\$11,408.91	8/19/2014	\$240.00	2	0	3	3
32	0160	\$11,399.12	6/26/2017	\$171.00	3	0	9	1
33	0008	\$11,320.08	7/28/1993	\$357.00	4	0	13	2
34	0161	\$11,292.36	7/27/2016	\$310.00	5	0	8	0
35	0162	\$11,245.56	10/16/2017	\$144.00	2	0	8	0
36	0163	\$11,170.33	7/22/2014	\$171.00	0	0	2	1
37	0164	\$11,147.23	11/19/2009	\$519.00	0	0	2	8
38	0115	\$11,141.91	2/10/2007	\$155.00	4	0	4	1
39	0165	\$11,132.57	12/15/2015	\$475.00	1	0	0	1
40	0166	\$11,055.88	7/6/2017	\$160.00	2	0	0	1
41	0167	\$11,007.26	3/31/2010	\$312.00	3	0	9	0
42	0168	\$10,998.99	3/28/2015	\$296.00	0	0	3	1
43	0169	\$10,912.20	4/19/2013	\$111.00	0	0	1	1
44	0170	\$10,888.10	7/23/2013	\$293.00	1	0	4	1
45	0171	\$10,874.80	4/7/2016	\$161.00	4	0	2	0
46	0134	\$10,804.04	6/27/2014	\$32.00	11	1	7	1
47	0103	\$10,760.90	4/22/2016	\$208.00	1	0	2	5
48	0172	\$10,287.16	10/28/2008	\$240.00	5	1	7	0
49	0173	\$10,254.25	7/17/2014	\$225.00	0	0	3	6
50	0174	\$10,252.48	9/16/2017	\$83.00	1	0	2	1

Utility Reporting - Accounts with Arrearages in Excess of \$10,000

	1. Unique Acct ID	2. Account Balance	3. Date Account Established	4. Avg Monthly Bill (prev 12 months)	5. # of PUC Informal Complaints	6. # of PUC Formal Complaints	7. # of Company PARs	8. # of Times Terminated for Non-Payment
51	0175	\$10,195.77	2/14/2017	\$174.00	1	0	8	1
52	0176	\$10,164.10	7/19/2017	\$22.00	0	0	0	5
53	0177	\$10,154.75	2/24/2015	\$358.00	0	0	0	0

