

Richard G. Webster, Jr.  
Vice President  
Regulatory Policy & Strategy  
PECO  
2301 Market Street  
S15  
Philadelphia, PA 19103

Telephone 215.841.5777  
Fax 215.841.6208  
www.peco.com  
dick.webster@peco-energy.com

February 15, 2019

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

Subject: PECO Energy's Fourth 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 fourth 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,



Enclosures

Cc: Bureau of Consumer Services  
Office of Consumer Advocate

**PECO Energy Company**  
**2018 Interactive Voice Response System Payment Agreements**  
**Annual Report**  
**Docket No. P-2015-2467894**

February 15, 2019

**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 choose to speak to a Credit Representative.

There were 19,196 payment agreements established through the IVR in 2017. This is an increase from 2017 when there were 18,948 payment agreements established through the IVR.

Month	Number of Payment Agreements Established through the IVR
January 2018	1,394
February 2018	1,492
March 2018	1,905
April 2018	1,938
May 2018	1,762
June 2018	1,439
July 2018	1,465
August 2018	1,730
September 2018	1,785
October 2018	2,086
November 2018	1,240
December 2018	960

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