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April 2, 2019

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

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Subject: PECO's Energy's Comprehensive Final Report – Docket No. P-2015-2467894

Dear Secretary Chiavetta:

In its February 29, 2015 Order in this docket, the Commission ordered (Ordering Paragraph 6):

That PECO Energy Company will submit a comprehensive report to the Commission's Bureau of Consumer Services and the Office of Consumer Advocate sixty (60) days prior to the expiration of the four-year waiver granted by this Order. This report should evaluate the overall effectiveness of the program and include information such as any problems encountered with the original implementation and program availability, the frequency of and percentage of customer usage, the number of complaints stemming from use of the program, and the number of service terminations prevented from use of the program. PECO Energy Company shall also include any information and data that it believes will allow the Commission to fully evaluate the program's effectiveness.

PECO hereby provides its comprehensive report:

The overall effectiveness of the program

As demonstrated in the following information, PECO's IVR program has been utilized by customers to enter into over 60,000 payment arrangements in just over three years of operation, with no customer complaints regarding the IVR system. Each of the payment arrangements entered into via the IVR system was material in assisting the customer to avoid service termination.

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Any problems encountered with the original implementation and program availability

PECO did not encounter any problems with the original implementation of the IVR program and has not had any problems with payment arrangements via the IVR system during its exemption period.

The frequency of and percentage of customer usage

PECO implemented its IVR program in December 2015. During that month, 1,858 payment agreements were established through the IVR system. In the three calendar years since, the following payment arrangements were established through the IVR:

Month	2016	2017	2018
Jan	2,020	1,245	1,394
Feb	1,708	1,302	1,492
Mar	1,837	1,770	1,905
Apr	1,851	2,029	1,938
May	1,820	1,949	1,762
Jun	1,432	1,404	1,439
Jul	1,544	1,325	1,465
Aug	1,854	1,684	1,730
Sep	2,070	1,946	1,785
Oct	2,598	1,867	2,086
Nov	2,279	1,355	1,240
Dec	1,226	1,072	960
Total	22,239	18,948	19,196

The number of complaints stemming from use of the program

None.

The number of service terminations prevented from use of the program

Presumptively, each of the payment arrangements made through this system was material in avoiding service termination for that customer as long as the customer honored the payment arrangement. Therefore, through December 2018 the IVR program has prevented in excess of 60,000 terminations.

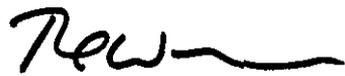
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Any other information and data that PECO believes will allow the Commission to fully evaluate the program's effectiveness

None. PECO believes that the information provided above demonstrates the effectiveness of the IVR program.

Should you have any questions concerning this filing, please contact Brooke Shehata at 267-533-1344.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Webster", followed by a horizontal flourish line.

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

cc: R. A. Kanaskie, Director, Bureau of Investigation & Enforcement
Office of Consumer Advocate
Office of Small Business Advocate

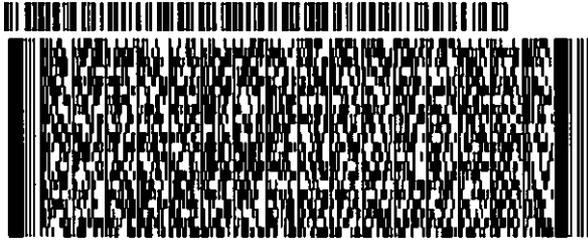
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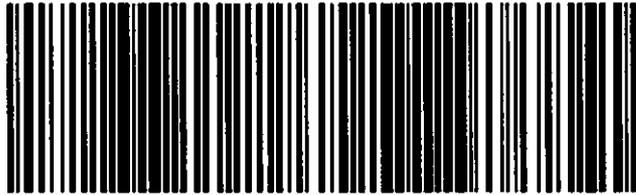


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