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June 10, 2021

**VIA eFILING**

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

**Re: PECO Energy Company's 2019-2024 Universal Service and Energy Conservation Plan  
Docket No. M-2018-3005795**

**Re: Petition of PECO Energy Company to amend its Amended Proposed 2019-2024  
Universal Service and Energy Conservation Plan – filed July 8, 2020  
Docket No. P-2020-3020727**

**Re: Petition of PECO Energy Company to amend its Amended Proposed 2019-2024  
Universal Service and Energy Conservation Plan – filed September 25, 2020  
Docket No. P-2020-3022154**

Dear Secretary Chiavetta:

Enclosed for filing are the **Responses of PECO Energy Company to the Supplemental Data Requests Contained in the Pennsylvania Public Utility Commission's Tentative USECP Order Entered May 6, 2021**. As indicated on the enclosed Certificate of Service, PECO has served a copy of the Responses upon all parties to this proceeding.

In addition, as directed in the Tentative USECP Order, a WORD-version of the Responses has been provided to: (1) Joseph Magee, Bureau of Consumer Services, [jmagee@pa.gov](mailto:jmagee@pa.gov); (2) Jennifer Johnson, Bureau of Consumer Services, [jennifjohn@pa.gov](mailto:jennifjohn@pa.gov); (3) Christina Chase-Pettis, Office of Communications, [cchasepett@pa.gov](mailto:cchasepett@pa.gov); (4) Louise Fink Smith, Law Bureau, [finksmith@pa.gov](mailto:finksmith@pa.gov); and (5) Tiffany Tran, Law Bureau, [tifftran@pa.gov](mailto:tifftran@pa.gov).

**Rosemary Chiavetta, Secretary**  
**June 10, 2021**  
**Page 2**

If you have any questions, please do not hesitate to contact me.

Very truly yours,

A handwritten signature in blue ink that reads "JS Johnson". The initials "JS" are written in a large, stylized cursive font, followed by the name "Johnson" in a smaller, more fluid cursive script.

Jennedy S. Johnson

Enclosures

c: Per Certificate of Service (w/encls.)

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>PECO ENERGY COMPANY’S 2019- 2024 UNIVERSAL SERVICE AND ENERGY CONSERVATION PLAN</b>	: : : :	<b>Docket No. M-2018-3005795</b>
<b>PETITION OF PECO ENERGY COMPANY TO AMEND ITS AMENDED PROPOSED 2019-2024 UNIVERSAL SERVICE AND ENERGY CONSERVATION PLAN – FILED JULY 8, 2020</b>	: : : : : :	<b>Docket No. P-2020-3020727</b>
<b>PETITION OF PECO ENERGY COMPANY TO AMEND ITS AMENDED PROPOSED 2019-2024 UNIVERSAL SERVICE AND ENERGY CONSERVATION PLAN – FILED SEPTEMBER 25, 2020</b>	: : : : : :	<b>Docket No. P-2020-3022154</b>

**CERTIFICATE OF SERVICE**

I hereby certify and affirm that I have this day served a copy of the **Responses of PECO Energy Company to the Supplemental Data Requests Contained in the Pennsylvania Public Utility Commission’s Tentative USECP Order Entered May 6, 2021**, on the persons listed below, in the manner specified in accordance with the requirements of 52 Pa. Code § 1.54:

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Dated: June 10, 2021

*Counsel for PECO Energy Company*

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**PECO ENERGY COMPANY’S** :  
**2019-2024 UNIVERSAL SERVICE** : **Docket No. M-2018-3005795**  
**AND ENERGY CONSERVATION** :  
**PLAN** :

**PETITION OF PECO ENERGY** :  
**COMPANY TO AMEND ITS** :  
**AMENDED PROPOSED 2019-2024** : **Docket No. P-2020-3020727**  
**UNIVERSAL SERVICE AND ENERGY** :  
**CONSERVATION PLAN –** :  
**FILED JULY 8, 2020** :

**PETITION OF PECO ENERGY** :  
**COMPANY TO AMEND ITS** :  
**AMENDED PROPOSED 2019-2024** : **Docket No. P-2020-3022154**  
**UNIVERSAL SERVICE AND** :  
**ENERGY CONSERVATION PLAN –** :  
**FILED SEPTEMBER 25, 2020** :

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**RESPONSES OF PECO ENERGY COMPANY TO THE SUPPLEMENTAL DATA  
REQUESTS CONTAINED IN THE PENNSYLVANIA PUBLIC UTILITY  
COMMISSION’S TENTATIVE USECP ORDER ENTERED MAY 6, 2021**

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On May 6, 2021, the Pennsylvania Public Utility Commission (the “Commission”) issued a Tentative Order directing PECO Energy Company (“PECO” or the “Company”) to answer a series of requests for supplemental information (“Data Requests”) regarding the Company’s proposed 2019-2024 Universal Service and Energy Conservation Plan (“Proposed USECP”) within 20 days.<sup>1</sup> The Commission further invited PECO to submit “responsive proposals for additional relief or universal service provisions” as part of the Company’s response to the Data

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<sup>1</sup> The Commission also established a schedule allowing interested parties to provide Comments 20 days after PECO submits its responses to the Data Requests; Reply Comments are due 15 days thereafter. By Secretarial Letter dated June 9, 2021, the Commission granted CAUSE-PA’s request for an extension of time to file Comments. Comments are now due on July 20, 2021.

Requests. On May 21, 2021, the Company filed a motion for a 15-day extension to provide the responses to the Data Requests, which was granted by Secretarial Letter dated May 25, 2021. Accordingly, the Data Requests are now due on June 10, 2021. Pursuant to the Tentative Order, PECO hereby submits its responses to the Commission's Data Requests. The Company further urges the Commission to move expeditiously to approve the Proposed USECP as PECO's proposed transition to a Percentage Of Income Payment Plan ("PIPP") is expected to improve bill affordability for all CAP income tiers.

As a preliminary note, the Company's answers to questions 1-3 utilize the same 2018 CAP customer data that PECO used to analyze the efficacy of the CAP Fixed Credit Option ("FCO") and the transition to a PIPP. Given the granularity of the data requested in the Tentative Order and the relatively short time for response, the 2018 data set is the most recent that can be queried without expending significant monetary and employee resources. With approximately two or three more months of time, PECO could compile a comparable dataset for 2020 actuals, however, such data would require additional interpretation in light of COVID-related complexities such as increased home usage.

As to the forecasting of granular CAP data for 2022-2024, PECO submits that any forecasting factors used to translate 2018 actuals into a projection for the next three years would be unlikely to add value to the analysis. PECO believes there is forecasting risk for such CAP data in light of unknown variables such as whether CAP usage or customer behavior will change when the CAP program transitions from the FCO to the PIPP. Accordingly, PECO believes that 2018 actuals are the best dataset to use in analyzing the impacts of the three separate energy burdens requested below.

**Question 1:** Projected annual number of CAP customers that may exceed PECO's maximum CAP credit limits based on current CAP FCO energy burdens and on the proposed PIPP CAP energy burdens from 2022-2024, broken down by income tier (*i.e.*, 0%-50%, 51%-100%, and 101%-150%) using both PECO's existing and proposed energy burdens as well as the CAP Policy Statement (2020) energy burdens.

**Answer 1:** Table 1 below shows the number of CAP customers who exceed PECO's maximum CAP credit limits by income tier and by the three requested energy burdens. Taking the 101-150% income tier as an example, 1,907 CAP customers receiving Electric Baseload (*i.e.*, non-heating) service would exceed the maximum CAP limits under the CAP Policy Statement energy burdens while 754 of those customers would exceed limits under the Company's proposed PIPP energy burdens. For electric heating in the 101-150% income tier, 74 CAP customers would exceed the maximum CAP limits under the CAP Policy Statement energy burdens while 18 of those customers would exceed limits under the Company's proposed PIPP energy burdens. Note that Table 1 does not include those customers receiving gas service because PECO does not have, and has not proposed, any maximum CAP credit limits for gas service.

**Table 1**

**All 2018 CAP Participants**

**Number and Percent at Maximum Credit Limit**

	≤ 50%			51% - 100%			101% - 150%		
	CAP FCO Burdens	Proposed PIPP CAP Energy Burdens	2020 CAP Policy Statement Burdens	CAP FCO Burdens	Proposed PIPP CAP Energy Burdens	2020 CAP Policy Statement Burdens	CAP FCO Burdens	Proposed PIPP CAP Energy Burdens	2020 CAP Policy Statement Burdens
	<b>Electric Only Baseload</b>								
CAP Participants	21,578			49,366			31,166		
At Max Credit Limit - #	1,481	1,822	1,822	2,843	4,135	4,135	754	754	1,907
At Max Credit Limit - %	7%	8%	8%	6%	8%	8%	2%	2%	6%
	<b>Electric Only Heating</b>								
CAP Participants	2,348			5,312			3,624		
At Max Credit Limit - #	113	159	159	142	317	317	18	18	74
At Max Credit Limit - %	5%	7%	7%	3%	6%	6%	<1%	<1%	2%

**Question 2:** Projected annual number of CAP customers with incomes between 101%-150% of the FPIG who may have energy burdens exceeding 4% for electric non-heating, 10% for electric heat, and 6% for gas heating, based on the proposed PIPP CAP from 2022-2024.

**Answer 2:** Table 2 below shows the number of customers with income between 101-150% of the Federal Poverty Level (“FPL”) who may have energy burdens exceeding the CAP Policy Statement energy burdens if the Company’s proposed PIPP energy burdens were implemented. Taking the 101-150% FPL Electric Baseload customers as an example, if PECO’s proposed 7% energy burden was implemented, 38% of those customers would receive a bill at or below the 4% CAP Policy Statements energy burden. This is due to the CAP customer having usage low

enough to receive undiscounted bills that are already less than the 7% PIPP fixed charge. Also due to lower usage, another 33% would receive a bill between the 4% CAP Policy Statement energy burden and the proposed 7% PIPP fixed charge. 27% of the 101-150% FPL Electric Baseload customers would receive the exact 7% PIPP fixed charge. Finally, 2% would receive a bill above the proposed 7% PIPP fixed charge due to those CAP customers exceeding the maximum annual CAP credit limits.

**Table 2**  
**All 2018 CAP Participants**  
**Proposed PIPP CAP Energy Burdens**  
**Number and Percent Above 2020 CAP Policy Statement Burdens**  
**By Energy Burden Range**

	<b>101% - 150% FPL</b>		
	<b>Proposed PIPP CAP Energy Burdens</b>		
	<b>Electric Only Baseload</b>	<b>Electric Only Heating</b>	<b>Electric &amp; Gas – Gas Bills</b>
	Above 4% Target Burden	Above 10% Target Burden	Above 6% Target Burden
CAP Participants	31,166	3,624	7,195
At or Below Policy Statement Burden	38%	71%	90%
Between Policy Statement & Proposed PIPP CAP Burdens	33%	22%	8%
At Proposed PIPP Cap Burden	27%	6%	1%
Above Proposed PIPP CAP Burden	2%	< 1%	0%

**Question 3:** Projected average monthly CAP PIPP bills from 2022-2024, broken down by income tier (*i.e.*, 0-50%, 51-100%, and 101%-150%) and energy type (*i.e.*, electric non-heating, electric heating, and gas heating) using both PECO's existing and proposed energy burdens and the CAP Policy Statement (2020) energy burdens.

**Answer 3:** Table 3 below shows the average monthly CAP PIPP bills and average CAP discounts by income tier, energy type, and the three energy burdens. Focusing on the 101-150% group, for Electric Baseload customers, the average PIPP bill with PECO's proposed energy burdens would be \$90, with an average discount of \$14. The same group of customers with the CAP Policy Statement energy burdens would have an average bill of \$69, with an average discount of \$35. To calculate the monthly incremental cost associated with the change in energy burdens from PECO's proposal to the CAP Policy Statement, the total number of 101-150% Baseload customers (31,166) is multiplied by the average monthly discount increase of \$21 (\$35-\$14). The annual incremental cost would be \$7,853,832 (the monthly amount multiplied by 12). Performing the same calculation to also include electric heat customers and the electric charges from dual service customers results in a total annual CAP discount increase averaging \$8,765,172.

**Table 3**  
**All 2018 CAP Participants**  
**Monthly PIPP Bills and Discounts**

	≤ 50%			51% - 100%			101% - 150%		
	CAP FCO Burdens	Proposed PIPP CAP Energy Burdens	2020 CAP Policy Statement Burdens	CAP FCO Burdens	Proposed PIPP CAP Energy Burdens	2020 CAP Policy Statement Burdens	CAP FCO Burdens	Proposed PIPP CAP Energy Burdens	2020 CAP Policy Statement Burdens
	Electric Only Baseload								
CAP Participants	21,578			49,366			31,166		
Monthly PIPP Bill	\$29	\$18	\$18	\$61	\$46	\$46	\$90	\$90	\$69
Monthly PIPP Discount	\$91	\$103	\$103	\$41	\$57	\$57	\$14	\$14	\$35
	Electric Only Heating								
CAP Participants	2,348			5,312			3,624		
Monthly PIPP Bill	\$57	\$34	\$34	\$121	\$94	\$94	\$145	\$145	\$130
Monthly PIPP Discount	\$127	\$151	\$151	\$26	\$53	\$53	\$4	\$4	\$19
	Electric & Gas – Gas Bills								
CAP Participants	4,170			8,062			7,195		
Monthly PIPP Bill	\$38	\$25	\$25	\$63	\$54	\$54	\$67	\$67	\$64
Monthly PIPP Discount	\$36	\$50	\$50	\$3	\$12	\$12	<\$1	<\$1	\$3

**Question 4:** Projected annual collection cost savings based on implementation of the Proposed CAP PIPP from 2022-2024, broken down by income tier (*i.e.*, 0%-50%, 51%-100%, and 101%-150%).

**Answer 4:** PECO does not anticipate any collection cost savings resulting from changing to a PIPP or lowering the applicable energy burdens. PECO has not forecasted any payment behavior improvements into its collections plans.

PECO estimates a potential 2% bad debt savings to reflect the fact that, overall, CAP customers will be responsible for a smaller portion of their undiscounted bill with the remaining CAP costs recovered from all residential customers. Although the Company forecasts bad debt based on the payment behavior of the residential class as a whole, and not separately for CAP customers, PECO believes it is reasonable to reflect a modest reduction in bad debt risk in this case. PECO's proposed PIPP changes have an estimated annual bad debt savings of approximately \$460,000.

**Question 5:** Projected annual CAP enrollments and CAP costs from 2022 through 2024 based on a CAP PIPP with maximum energy burdens using both PECO's proposed energy burdens and the CAP Policy Statement (2020) energy burdens for all income tiers. The cost projections should include all CAP costs identified on page 23 of the Amended Proposed 2019 USECP and collection cost savings, broken down by income tier (*i.e.*, 0%-50%, 51%-100%, and 101%-150%).

**Answer 5:** On pages 9-10 of the Company's Proposed USECP, PECO provided CAP enrollment levels of 116,000 in 2022, 119,000 in 2023 and 120,000 in 2024. PECO has already projected some increase in enrollment due to implementing the PIPP, but does not anticipate additional enrollment changes if the energy burdens for 101-150% FPL customers changed from the Company's proposal to the CAP Policy Statement energy burdens. In general, PECO expects the PIPP will lead to increased enrollment because it is easier for a customer to understand and some customers may already be familiar with the PIPP format if they have participated in PGW's Customer Responsibility Program. In its most recent 2020 Gas rate case filing, PECO forecasted annual Gas CAP discount costs of \$5.1 million for the 12 months ending June 30, 2022 and in its 2021 Electric rate case filing, PECO forecasted annual Electric CAP discount costs of \$91.1

million, starting in 2022. If PECO were ordered to adopt the energy burdens from the CAP Policy Statement for the 101-150% FPL group, the Company estimates an additional \$8.8 million in CAP discount costs annually broken down as follows:

101-150%	# of CAP participants	Average Monthly Discount increase	Total Annual Discount increase
Electric Baseload	31,166	\$21	\$7,853,832
Electric Heating	3,624	\$15	\$652,320
Gas	7,195	\$4	\$345,360
<b>Total</b>			<b>\$8,851,512</b>

Should PECO be ordered to adopt the CAP Policy Statement energy burdens for the 101%-150% FPL group, the Company would like to institute a cost containment mechanism so that the cost of the discount program does not become unduly burdensome on the residential class. Specifically, PECO would propose a CAP participation limit of 142,000 customers. This customer number represents the highest historical levels of CAP participation and would represent a 23.5% increase over current enrollment levels of 115,000. Using a weighted average monthly discount of \$54 across all commodities and income tiers (from Table 3 above), at the CAP Policy Statement energy burdens, an additional 27,000 CAP customers is estimated to increase the annual CAP discount by \$17.5 million.

**Question 6:** Identify the potential impact of the proposed CAP PIPP energy burdens on unused LIHEAP grants returned to DHS. Specifically, PECO should provide an analysis for each income tier (*i.e.*, 0%-50%, 51%-100%, and 101%-150%) to determine the number of CAP accounts which have unused LIHEAP funds returned to DHS and the average amount of those funds. PECO should provide actual data for 2018 through 2020, and projected data for 2021 through 2024 based on implementation of its proposed CAP PIPP in 2022. This information

should be provided using both PECO's existing and proposed energy burdens and the CAP Policy Statement (2020) energy burdens.

**Answer 6:** PECO does not believe that changes to the energy burdens will impact the volume of LIHEAP grants returned to DHS. PECO returns LIHEAP funds to DHS for two reasons: (1) a finalized bill with an excess credit related to a LIHEAP grant; and (2) upon request of return from DHS. For reference, 80% of the LIHEAP returns in 2020 were made at the request of DHS. PECO has no control over when DHS makes a request or the amount of the refund requested by DHS. As discussed below in more detail, PECO has averaged \$128,330 of returned grants per year for the last three years, compared to receipt of \$17.6 million in LIHEAP grants per year. PECO acknowledges that utilities must also return grant dollars that remain unused 2 years after receipt of a grant. However, PECO has not returned grants to DHS under this scenario. Even with lower minimum bill requirements and lower energy burdens under the PIPP, which could result in larger LIHEAP grants, PECO believes the volume of returned LIHEAP grants will continue to be *de minimis*.

In 2018, PECO returned 403 grants to DHS totaling \$101,641, with an average grant return of \$252. In 2019, PECO returned 816 grants to DHS totaling \$155,239, with an average grant return of \$190. In 2020, PECO returned 249 grants to DHS totaling \$128,112, with an average grant return of \$514. Since a portion of the returned grants are made at the discretion of DHS requests and the total volume of returned grants is very low, PECO has not forecasted grant return numbers or amounts for 2021-2024.

**Question 7:** *Calculation of Monthly PIPP Payment:* PECO has explained the intention of its PIPP is to charge a "fixed bill equal to what the CAP customer can afford to pay for utility service." We are concerned the proposed PIPP payment calculation will require CAP customers

to pay a fixed energy burden amount each month, regardless of whether their average annual energy usage costs are lower. We are also concerned about the lack of regular evaluations of CAP payment calculations in the PIPP model. In its response to this Tentative Order, PECO should address these concerns.

**Answer 7:** PECO acknowledges the Commission’s concern about ensuring a customer is receiving the appropriate amount of CAP credits and the most affordable bill during a program year (see Tentative Order, pp. 28-29). PECO will charge a CAP customer the lower of (i) the PIPP fixed bill or (ii) their actual charges, but neither can fall below the CAP minimum bill requirement. PECO’s monthly evaluation of the lower of PIPP or actual charges ensures the CAP customer is receiving the most affordable bill.

**Question 8:** *Transitioning CAP from a FCO to a PIPP* – Clarification Requested

*Proposed Resolution:* In its response to this Tentative Order, PECO should explain how it intends to notify CAP customers about the temporary energy burden changes in the CAP FCO and proactively address customer confusion about potential significant variances in bills after the transition to a CAP PIPP. Additionally, PECO should explain its justification for the proposed CAP PIPP energy burdens for all income tiers.

**Answer 8:** PECO’s proposed transition from the existing CAP FCO to the CAP PIPP is intended to improve bill affordability levels for *all* CAP income tiers. The Company’s CAP PIPP proposal incorporates the CAP Policy Statement energy burdens for PECO’s lowest income customers (0-50% FPL and 51-100% FPL) and retains the energy burdens currently utilized in the CAP FCO for the highest CAP income tier (101-150% FPL). The Company considered both the benefits to CAP customers and the total CAP program costs when developing its proposal. As detailed above, utilizing CAP Policy Statement energy burdens for the highest CAP income

tier is not expected to provide an additional bill benefit for many of those customers (see response to Question 2) but is expected to increase overall CAP costs by \$8.8 million annually (see response to Question 5). If the Commission determines that such an increase in CAP programming costs is appropriate, PECO has no objection to integrating the CAP Policy Statement energy burdens for 101-150% FPL into the CAP PIPP.

The Company has also proposed a temporary energy burden change within the CAP FCO to address concerns raised by other parties in a Complaint filed with the Commission. Specifically, PECO requested Commission approval to utilize CAP Policy Statement energy burdens for all CAP income tiers until the PIPP is implemented. As noted in the Tentative Order (p. 31), the Company projected this temporary modification in the CAP FCO energy burdens would increase CAP FCO costs by approximately \$13 million over a six-month period.

Finally, PECO agrees that the transition from the CAP FCO to the CAP PIPP will be significant for CAP customers and, for that reason, has a dedicated CAP PIPP section in the proposed outreach and education program (see Proposed USECP, p. 20). The Company disagrees, however, that customer outreach and education needs will change based on whether the CAP PIPP energy burdens match those used in the CAP FCO. Simply put, CAP customer bills will be different under the CAP PIPP regardless of the energy burdens employed and the Company is ready to educate customers using the multi-prong approach described in the Proposed USECP.

**Question 9:** *Accepting 30 Days or 12 Months of Income – Clarification Requested*

*Proposed Resolution:* In its response to this Tentative Order, PECO should confirm whether its Amended Proposed 2019 USECP allows customers to provide 30 days or 12 months of income, whichever is more beneficial. If so, PECO should also explain how it will notify customers of

this practice and what steps it will take to update its online and paper applications to reflect the different income timeframes accepted. PECO should also include copies of its current CAP recertification letters/forms.

**Answer 9:** PECO will accommodate individual situations on a case-by-case basis. If a customer indicates that the last 30 days is not a proper reflection of her annual income, PECO will accept documentation from her last year of income. PECO notes that it does list annual tax forms as an acceptable proof of income. PECO does not believe a change to its applications is necessary as the list provided is not intended to be comprehensive and therefore affords the above-mentioned flexibility. Copies of the Company's current CAP recertification letters and CAP application form can be found in Appendix A.

**Question 10:** *CAP Recertification Timeframes* – Clarification Requested

*Proposed Resolution:* In its response to this Tentative Order, PECO should explain why it proposes to extend its CAP recertification timeframe for LIHEAP recipients from three to four years.

**Answer 10:** PECO has a general two-year CAP recertification cycle. The current three-year cycle for LIHEAP recipients moves those customers off of the general CAP recertification cycle. PECO is proposing to adopt a four-year cycle so that a LIHEAP recertification would keep that customer on the two-year cycle but would permit the customer to skip one recertification cycle.

PECO notes that it can sometimes be challenging for customers to provide the necessary documentation to recertify for CAP. Using proof of receipt of a LIHEAP grant as proof of income and an opportunity to skip a recertification cycle benefits our low-income customers who struggle to complete multiple forms for multiple programs.

**Question 11:** *Payment Arrangements for CAP customers – Clarification Requested*

*Proposed Resolution:* In its response to this Tentative Order, PECO should provide the following information related to in-CAP payment arrangements for each of the past three calendar years (2018, 2019, and 2020), broken down by income tier (*i.e.*, 0%-50%, 51%-100%, and 101%-150%).

- Number of payment arrangements issued for each of the specified circumstances (*i.e.*, CAP reenrollment, LIHEAP Crisis grant, PFA, budget bill settlement, and reduced restoration).
- Total amount of in-program arrears in payment arrangements.
- Average amount of in-program arrears in payment arrangements, per customer.
- Number of CAP payment arrangements successfully satisfied, both initial and repeat.
- Number of CAP customers who have received two payment arrangements over the three--year period and their average arrearage amount and success rate.
- Number of CAP customers who have received three payment arrangements over the three--year period and their average arrearage amount and success and repeat rates.
- Number of CAP customers who have received more than three payment arrangements over the three--year period and their average arrearage amount and success and repeat rates.

**Answer 11:** Please see the tables below. Note that PECO cannot provide the number of payment arrangements issued for each of the specified circumstances (*i.e.*, CAP reenrollment, LIHEAP Crisis grant, Protection From Abuse Order, budget bill settlement, and reduced restoration) as PECO does not track the reason code for the issuance of a payment arrangement in its Customer Information System.

The data table below shows the number, total amount, and average per-customer amount of in-CAP payments arrangements by income tier and by year. Please note that these data are payments arrangements issued in that calendar year.

FPL	2020			2019			2018		
	Count	Amount	Average	Count	Amount	Average	Count	Amount	Average
0-50	6,557	\$ 6,515,610	\$ 994	6,768	\$ 6,897,075	\$ 1,019	6,983	\$ 6,682,749	\$ 957
51-100	8,905	\$ 7,555,843	\$ 848	8,434	\$ 7,733,695	\$ 917	8,260	\$ 7,093,857	\$ 859
101-150	4,982	\$ 4,527,081	\$ 909	4,555	\$ 4,403,195	\$ 967	4,567	\$ 4,115,964	\$ 901
	20,444	\$ 18,598,533	\$ 910	19,757	\$ 19,033,965	\$ 963	19,810	\$ 17,892,569	\$ 903

The next table has the number of CAP payment arrangements successfully satisfied and includes both initial and repeat arrangements. These are the number of arrangements in the year they were satisfied, although the arrangements could have been created in previous years.

FPL	2020	2019	2018
0-50	2,430	4,926	6,218
51-100	3,351	6,446	7,357
101-150	1,796	3,422	4,018

The next table has the number of CAP customers who have received two payment arrangements over the three-year period, as well as their average arrearage amount and payment arrangement completion success rate.

FPL	Number of CAP Customers			Average Arrearage Amount			Success Rate		
	2020	2019	2018	2020	2019	2018	2020	2019	2018
0-50	1,995	2,326	2,093	\$ 1,084	\$ 1,075	\$ 1,017	37%	70%	89%
51-100	2,590	2,821	2,534	\$ 952	\$ 983	\$ 929	37%	75%	90%
101-150	1,480	1,522	1,313	\$ 1,063	\$ 1,009	\$ 934	37%	72%	87%

The next table reflects the number of CAP customers who have received three payment arrangements over the three-year period, as well as their average arrearage amount and payment arrangement completion success rate.

FPL	Number of CAP Customers			Average Arrearage Amount			Success Rate		
	2020	2019	2018	2020	2019	2018	2020	2019	2018
0-50	934	1,002	805	\$ 1,295	\$ 1,223	\$ 1,162	36%	77%	88%
51-100	1,162	1,272	1,138	\$ 1,167	\$ 1,124	\$ 991	37%	83%	89%
101-150	567	683	609	\$ 1,236	\$ 1,261	\$ 1,060	34%	83%	89%

The final table lists the number of CAP customers who have received more than three payment arrangements over the three-year period, as well as their average arrearage amount and payment arrangement completion success rate.

Number of CAP Customers				Average Arrearage Amount				Success Rate			
FPL	2020	2019	2018	FPL	2020	2019	2018	FPL	2020	2019	2018
0-50	396	458	465	0-50	\$ 1,576	\$ 1,459	\$ 1,242	0-50	36%	81%	86%
51-100	534	565	553	51-100	\$ 1,400	\$ 1,204	\$ 985	51-100	36%	85%	87%
101-150	285	274	218	101-150	\$ 1,383	\$ 1,280	\$ 1,063	101-150	35%	87%	92%

**Question 12:** *In-Program Arrearage Forgiveness* – Clarification Requested

*Proposed Resolution:* The remaining InPA Forgiveness balance could impact the affordability of the CAP bill, regardless of the PIPP energy burdens. In its response to this Tentative Order, PECO should provide an update on the status of its InPA Forgiveness. Specifically, PECO should identify:

- The amount of the InPA Forgiveness balance originally deferred and placed into a 5-year payment arrangement.
- The number of CAP customers enrolled in October 2016.
- The amount of the InPA balance Forgiveness currently remaining, broken down by deferred and payment arrangement balances.
- The total and average amount of InPA Forgiveness balance currently carried by customers, broken down by income tier (0%-50%, 51%-100%, 101%-150%, or unknown).
- The specific date when InPA Forgiveness will end and how PECO will address any remaining balances, including but not limited to:
  - Will the remaining balance be immediately due?
  - Will the customer have any advance warning of the impending end of the five-year period?

**Answer 12:** The amount of the InPA Forgiveness balance originally deferred and placed into a 5-year payment arrangement was \$30,814,533. There were 67,730 CAP customers entered into the InPA plan in October 2016.

The table below has the amount of InPA Forgiveness balance currently remaining, broken down by billed and deferred payment arrangement balances.

	March 2020	
<b>Billed</b>	\$	<b>528,198</b>
<b>Deferred</b>	\$	<b>3,563,919</b>
<b>Total</b>	\$	<b>4,092,117</b>

The next table lists the total and average amount of InPA Forgiveness balance currently carried by customers, broken down by income tier (0%-50%, 51%-100%, 101%-150%,).

FPL	Count of Bill Acct	Sum of Total	Average
0-50	7,658	\$ 1,404,199	\$ 183
51-100	9,510	\$ 1,432,959	\$ 150
101-150	7,901	\$ 1,254,959	\$ 158
<b>Total</b>	<b>25,069</b>	<b>\$ 4,092,117</b>	<b>\$ 162</b>

The InPA Forgiveness plan will end on the last billing cycle date of November 2021. Any remaining balances left in the InPA will be put back into the customer’s balance and will be included as a current charge in their next bill. PECO will include a bill message on the last installment bill notifying customers of the amount of their remaining InPA balance.

**Question 13:** *CAP Final Billing* – Stakeholder Feedback Requested

*Proposed Resolution:* In its response to this Tentative Order, we invite stakeholders to comment on PECO’s CAP final billing practices.

**Answer 13:** PECO provides a CAP discount on a final bill. It is prorated based upon the amount of days billed, compared to a full month bill.

**Question 14:** *CAP Reenrollment* – Clarification Requested

*Proposed Resolution:* In its response to this Tentative Order, PECO should explain whether customers who reenroll in CAP are charged the residential tariff rate or the CAP price for usage during months spent out of CAP. PECO should include specifics relative to any change in CAP regarding FCO, PIPP, energy burdens, or other CAP changes as may be applicable during the period a customer has been out of CAP.

**Answer 14:** Customers are charged residential tariff rates for the months spent out of CAP. This process would not change as a result of converting from the FCO to the PIPP or making changes to the energy burdens used for CAP.

**Question 15:** *Documentation of Income* – Clarification Requested

*Proposed Resolution:* In its response to this Tentative Order, PECO should explain why it does not include its list of acceptable income documentation as part of its proposed USECP and whether income verification is restricted to only documentation included on its CAP application.

**Answer 15:** Please see Appendix B for the Company’s list of acceptable income documentation. The same list will be added as an Addendum to the Company’s final USECP order filing. The CAP application list is inclusive of all acceptable documentation types.

**Question 16:** *Proposed Resolution:* In its response to this Tentative Order, PECO should provide the following clarifications and information related to its outreach and education initiatives:

- Indicate which education and outreach initiatives are new (*i.e.*, implemented in 2019 or later) and which initiatives represent existing, ongoing practices to help the most vulnerable customers (*e.g.*, at or below 50% of the FPIG, limited English proficiency, customers impacted by COVID-19).
- Identify what outreach or educational events are currently offered online/virtually to PECO customers and stakeholders.
- Provide examples of consumer education letters, postcards, bill inserts, educational brochures, fact sheets, advertisements (*e.g.*, physical and digital media), and outbound call messaging scripts.

**Answer 16:** The goal of PECO’s outreach and education initiatives regarding low-income programming, for both customers and service providers, is awareness and access. From an awareness perspective, we employ a variety of in-person (pre-COVID) and virtual (during COVID) outreach mediums. From an access perspective, we ensure a wide variety of vehicles

are available and accessible by which our customers can enroll in assistance programs. This includes frequent updates to our website, ongoing reviews of enrollment documents (e.g., the CAP application), and enhancement/expansion of enrollment vehicles. PECO provides information and education about its programs at a variety of events held throughout the year, including radio call-ins/remotes, townhalls, and webinars. PECO is also constantly striving for increased participation in its low-income programs and leverages its relationship with “external partners” to help determine where/how to target low-income customers. External partners include, but are not limited to, the offices of elected officials, religious leaders, hospital systems and community-based organizations (“CBOs”).

### **Existing Outreach to Vulnerable Populations**

PECO uses zip code data from both external sources (i.e. census data) as well as from its Customer Information System to target low-income customers at or below 250% FPL. This zip code data is especially useful when targeting customers at or below 50% FPL. PECO places extra focus on establishing relationships with key leaders (i.e., elected officials, social service agencies, etc.) in zip codes that have higher concentrations of customers at or below 50% of FPL. With these relationships, PECO targets both outreach events as well as materials (i.e. brochures, flyers, etc.) in those areas. PECO also places a larger number of posters with tear-offs in areas that have higher numbers of customers with FPLs at or below 50% FPL.

### **Expanded Outreach since 2019**

PECO has expanded our engagement with community partners in a variety of ways since December 2019. PECO onboarded 23 social service agencies as CAP enrollment sites in December 2019/January 2020. PECO provided training to these agencies and maintains open lines of communication with them. Additionally, PECO widened its network of community partners to include city of Philadelphia Block Captains association – a group of over 6,500 Block

Captains who literally live on the same streets as our customers – and expanded its outreach/education to hospital systems<sup>2</sup> and with the Black Clergy’s organization.

PECO also began sending special emails to community partners outlining updates and changes in policies and practices for our low-income customers. That communication is primarily in the form of Press Releases, but has been in other forms as well, including updates on our newly implemented Workforce Development team and entry level employment opportunities available both inside and outside of PECO.

Additionally, PECO developed joint-use flyers that outline assistance options. The flyers have specific messaging and leave a space for the community partner to insert their logo (see sample in Appendix C). These flyers are then distributed to the partner’s clients. This effort highlights not only the message, but also the partnership PECO has with these valued community partners.

Finally, PECO expanded the way it engages our community partners via social media. Specifically, PECO creates social media capital (verbiage and images) and sends them to our community partners for them to post on their social feeds. We recently employed this tactic in April 2021 to promote ERAP – the Emergency Rental Assistance Program (see sample in Appendix D). That effort yielded over 62,000 impressions on Twitter and over 14,000 likes on Facebook.

Below please find specific discussion of the ways in which PECO has expanded outreach to “vulnerable populations” since 2019.

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<sup>2</sup> PECO engages with the hospital’s social workers and case managers, who work with patients that are scheduled for release from the hospital to determine their social determinants of health upon release. Utility service is considered a critical social determinant of health. Customers who either do not have utility service or are at risk of losing utility service, are referred to PECO for assistance.

- **Customers at or below 50% FPL:**
  - Digital outreach has been expanded significantly since March 2020. Specifically, using zip code data, we've performed targeted outreach to customers at or below 50% FPL – both through social media/email and by placing posters with QRs coded to take customers to PECO.com/help (which contains details on all low-income programming as well as ERAP) Examples of this outreach are included in Appendix E.
  - PECO expanded its CAP solicitation efforts to include unconfirmed customers at or below 50% FPL to solicit them for CAP. Previously, PECO's bi-annual CAP solicitation was limited to confirmed customers at or below 150% FPL who were not on CAP.
  
- **Limited English Proficiency (“LEP”):** PECO's primary LEP focus is on dominant languages spoken in our service territory. “Dominant languages” is defined as those languages spoken by at least 5% of the population; per Census data, the only dominant language in PECO's service territory besides English is Spanish.
  - PECO does, however, also provide assistance for some non-dominant languages, specifically Mandarin and Cantonese. In addition, for non-dominant languages, PECO uses Language Line. PECO's Language Line provides customers who call PECO or visit our Customer Solution Center with language assistance. Language Line offers approximately 128 different languages, of which PECO customers have utilized 68. The average length of a Language Line call is approximately 13 minutes, about double the time for a call that is not translated. The average time to connect to a translator is about 13 seconds.
  - With respect to specific policies and practices, PECO:
    - Publishes and distributes our CAP application in both English and Spanish
    - Creates flyers and posters with tear-off's and QR codes in both English and Spanish
    - Conducts radio interviews in both English and Spanish
    - Translates significant press releases in English, Spanish, Mandarin, and Cantonese
    - Provides special training sessions on all assistance programs for the Asian Community via the Philadelphia Chinatown Development Corporation

## **Current Virtual Outreach**

Prior to 2020 (i.e. pre-COVID), PECO's outreach efforts were largely in-person, in the communities we serve. Pre-COVID, we conducted over 100 in-person events annually. With the onset of COVID (i.e. March 2020), PECO's outreach efforts went from in-person to virtual and focused on awareness of low-income assistance options as well as the availability of payment arrangements.

- Low-Income programming: PECO developed an outreach and targeted marketing plan to educate and inform customers about bill assistance programs. The initiatives to support the plan are as follows:
  - Town Hall Meetings with elected officials and community partners
  - Targeted email campaigns to low-income zip codes and to delinquent accounts
  - Social Media Outreach (Facebook, Twitter, Next Door)
  - Posters (placed at 200+ locations)
  - Radio interviews
  - Mailings to past due customers
  
- Deferred payment arrangements: Outreach and direct marketing were performed via various channels to inform customers about the eligibility and availability of payment agreements.
  - Emails
  - PECO newsletter
  - Letters
  - Updates to peco.com
  - Social Media Outreach (Facebook, Twitter, Next Door)
  - Interactive Voice Response ("IVR") and hold messages updated with deferred payment arrangement information
  - Enhancements to digital channels to allow customer to self-service via the web and IVR.

- LIHEAP: Outreach segmentation was based on zip code but was expanded to non-traditional low-income areas to reach a wider group of customers who may have been impacted by COVID-19.
  - Posters (150+ locations)
  - Outbound calling campaigns
  - Specialized mailings
  - Email campaigns
  - 10,000 flyers for the City of Philadelphia Office of Sustainability

### **Customer Education Samples**

PECO has included in Appendix F, and other Appendices as noted, the following examples of the its outreach:

- Customer Education Letters sent to both income eligible customers and non-Philadelphia landlords and property managers (see Appendix F at F-1 to F-2)
- Postcards with information on PECO’s CAP and eligibility (see Appendix F at F-3 to F-4)
- Bill inserts with information on the Emergency Rental Assistance Program (see Appendix F at F-5 to F-8)
- Educational Brochures and publications handed out at events (see Appendix F at F-9 to F-12)
- Advertisements (in physical and digital media) (see Appendix F at F-11 to F-12; Appendix C; Appendix D; Appendix E)

### **Question 17: LIURP**

*Proposed Resolution:* In response to this Tentative Order, PECO should clarify its procedure for CAP customers deemed as high users who are renters if they fail to receive landlord permission to install remediation measures identified during the LIURP audit. Further, PECO should clarify the method by which it receives written landlord permission and provide a copy of the method used to verify landlord approval to install remediation measures identified during the LIURP audit.

**Answer 17:** PECO does not remove a CAP customer for failure to receive a LIURP audit if the failure is due to lack of landlord permission. LIURP does not perform audits for tenants without

receiving landlord consent prior to the appointment. Landlord consent, when received, indicates permission for all possible LIURP energy conservation measures and remediations.

LIURP provides landlord consent forms via direct mail and as a PDF attachment to an email sent directly to tenants qualifying for the program. Landlords also can provide verbal consent for LIURP measures and remediation on a recorded line (so that it can be reviewed at a later date, if necessary). The landlord consent form is provided in Appendix G.

**Question 18:** PECO should also specify any other situations that would exempt a CAP customer from participating in a LIURP audit or the installation of LIURP measures.

**Answer 18:** There are no additional standard situations that would allow a CAP customer to refuse a LIURP audit and stay in CAP. PECO does allow for a case-by-case review of unique customer situations.

**Question 19:** *Health and Safety and Incidental Repair* – Clarification Requested

*Proposed Resolution:* In its response to this Tentative Order, PECO should identify whether it has established an allowance threshold for the installation of health and safety measures. PECO should also provide a description of its recommended parameters and minor repair allowance limits for performing incidental repairs as part of its LIURP.

**Answer 19:** PECO does not have a set threshold for Health and Safety spend per household, though PECO routinely reviews Health and Safety measures and remediations to determine if they are effective at allowing standard LIURP measures to be completed. In addition, PECO monitors average job cost to ensure consistency of measure and remediation delivery. The 2019 average spend per Health and Safety participant was \$1,897. This amount does not include any LIURP measures and is strictly Health and Safety measures.

LIURP standard incidental repairs are implemented as needed without limit, though most are low-cost and do not contribute significantly to average job cost. These include:

- Replacement glass for missing/cracked window
- Window and door molding
- Interior and exterior door replacement
- Dryer ducting

**Question 20:** *LIURP Quality Controls* – Clarification Requested

*Proposed Resolution:* In its response to this Tentative Order, PECO should explain what steps, if any, are taken if an installed measure is not operating efficiently and/or an increase of energy usage is found during a LIURP quality control inspection.

**Answer 20:** LIURP quality control technicians will provide additional education to ensure that all measures and remediations are operating as intended. In the event there is an issue with the measure or remediation, LIURP quality control technicians are authorized to replace faulty or non-working direct install conservation measures while on site during the inspection, at no cost to the program. In addition, measures or remediations deemed to be increasing usage and/or cause customer service issues may be removed and credited back to the utility. Measures and remediations completed by professional installation teams that are faulty or non-working will be highlighted in inspection reports for the responsible entity. Repair, replacement, or removal of these measures, as is needed, is completed at no cost to the program.

**Question 21:** **Projected Needs Assessment**

*Proposed Resolution:* In its response to this Tentative Order, PECO should provide the following information related to its universal service needs assessment, based on current census data and customer records:

- Estimated number of residential customers at 150% of FPIG (recent Census data)
- Estimated number of residential customers at 200% of FPIG (recent Census data)

- Number of confirmed low-income customers
- Number of confirmed low-income, payment-troubled customers
- Number of confirmed low-income customers eligible for LIURP
- Cost to serve all customers eligible for LIURP.

**Answer 21:** The table below lists the estimated number of residential customers at or below 150% FPL and 200% FPL.

County	PECO Residential Service	CAP Income-Eligible Households (150% of FPL)		LIURP Income-Eligible Households (200% of FPL)	
	Number	Number	Percent	Number	Percent
Bucks	232,158	22,666	10%	36,300	16%
Chester	184,069	15,231	8%	23,573	13%
Delaware	199,248	27,280	14%	39,722	20%
Montgomery	300,249	27,546	9%	41,682	14%
Philadelphia	567,234	182,242	32%	230,340	41%
<b>Total Service Territory</b>	<b>1,482,958</b>	<b>274,966</b>	<b>19%</b>	<b>371,616</b>	<b>25%</b>

As reported in the 2020 USRR submitted to the Commission on April 1, 2021, PECO has 161,795 confirmed low-income customers (including CAP participants). An average of 266 confirmed low-income customers (per month) were payment troubled. Note that the payment troubled data field does not include CAP per the USRR data dictionary.

Based upon the needs assessment above, there are 371,616 households who are income eligible for LIURP. Historically, 52% of households that are income eligible will also meet the LIURP usage requirements. Therefore, PECO estimates that 193,240 households could qualify to be treated through LIURP. Using the average LIURP job cost from 2018 to 2019 (\$998), the maximum cost for PECO to serve all eligible LIURP customers would be over \$192 million.

**Question 22: Projected Enrollment Levels**

*Proposed Resolution:* In its response to this Tentative Order, PECO should explain how its LIURP and MEAF enrollment projections were calculated and, if needed, provide revised program enrollment projections. If basing its enrollment projections on multiple-year averages, PECO should identify the years and enrollment levels used.

**Answer 22:** PECO used a historic three-year average (2015-2017) to develop the LIURP projection of 9,000 customers annually in its Proposed USECP. In 2018 and 2019, however, the average was 7,900 customers annually. In light of this more recent data, PECO would adjust its projection for years 2022-2024 to 7,900 customers annually.

PECO used a historic three-year average (2015-2017) to develop the MEAF grant projection of 1,000 customers annually in its Proposed USECP. The actual number of grant recipients is variable depending on charitable contributions and the average arrears of the recipients. PECO believes the current estimate remains appropriate.

**Question 23: Program Budgets**

*Proposed Resolution:* In its response to this Tentative Order, PECO should provide a detailed explanation of all expenses related to the “Other” category in its projected universal service budgets and identify which program(s) these expenses are related to. Further, PECO should provide actual expenditure numbers for 2020.

**Answer 23:** The category “Other” includes the administration costs PECO pays for Utility Emergency Services Fund (“USEF”) – the Philadelphia MEAF agency – and a marketing campaign focused on the Gift of Energy program. Gift of Energy is similar to MEAF, but a person can give directly to a known customer’s account.

Please see the table below for the actual 2020 Universal Services expenditures. The majority of favorability compared to the 2020 Budget is due to the shutdown of LIURP for the majority of the year as a result of the pandemic.

Universal Services	2020 Actuals
<b>by Expense Type:</b>	
Internal Staffing and other related expenses	\$ 1,151,258
Outreach and Advertising	\$ 177,544
Company MEAF contribution	\$ 3,874
Consumer Education	\$ -
Contractor Costs	\$ 9,277,383
<b>Total</b>	<b>\$10,610,059</b>
<b>by Program Type:</b>	
CAP	\$2,897,924
CARES	\$362,370
LIHEAP	\$661,312
LIURP	\$5,779,814
MEAF	\$439,595
OUTREACH	\$208,896
OTHER	\$260,149
<b>TOTAL</b>	<b>\$10,610,059</b>

**Question 24: Use of Community-Based Organizations (CBOs)**

*Proposed Resolution:* In its response to this Tentative Order, PECO should explain its reasoning for not using CBOs as part of its LIURP.

**Answer 24:** PECO does not currently use CBOs for providing LIURP services. PECO encourages all qualified and trained vendors to bid for work when Requests for Proposals (“RFPs”) are announced.

In 2020, PECO created a new Workforce Development department. That department’s focus is engaging with low-income communities and partnering with CBOs to develop a workforce that is trained and educated in work fields related to employment with PECO or with PECO work handled by vendors.

**Invitation to Provide Additional Proposals:**

To the extent that PECO has responsive proposals for additional relief or universal service provisions, those proposals, along with timelines and cost estimates, should be described in the response to afford other parties the opportunity to comment and reply.

**PECO's Additional Proposal:**

In the Proposed USECP (p. 8), PECO explained that budget billing will no longer be available to CAP customers upon implementation of the PIPP. Under budget billing, customers receive a fixed bill that is recalculated every four months to better match the monthly charge with actual usage. Once the PIPP is implemented, CAP customers will no longer be eligible for budget billing because the PIPP will provide a fixed bill tied to the applicable energy burden that will remain constant until the customer's verified income changes.

The final settlement of budget bills for CAP customers upon PIPP implementation will result in some customers having a credit and other customers having a remaining balance. Each year, the Company settles a customer's budget bill and charges or credits the customer for the difference between the last year of budget bill charges and actual usage charges. The budget bill settlement amount is rolled into the next year of budget billing. For this reason, a budget billing customer could carry a balance that grows over time.

After the final settlement of budget bills occurs, PECO proposes to apply any credit due directly to the account of the CAP customer. The Company further proposes to forgive any CAP customer final settlement charges and instead recover those costs through the Universal Service Fund Charge ("USFC"). Forgiving these charges will permit CAP customers to transition PIPP billing without a potentially large or confusing budget billing charge.

The actual cost of the Company's forgiveness proposal will be determined when the Company transitions to the PIPP and completes the final settlement of CAP customer budget bills. Budget billing settlement amounts fluctuate based on the number of CAP customers enrolled in budget billing, weather and usage patterns. To better understand the range of potential costs, PECO ran settlement scenarios at two different points in time. If the final settlement of CAP customer budget bills had occurred on September 19, 2020, the total settlement charges would have been \$3.7 million. If final settlement had occurred on December 1, 2020, the total settlement charges would have been \$2.8 million.

Respectfully submitted,



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June 10, 2021

*Counsel for PECO Energy Company*

# APPENDIX A

**0127 (CAP Recertification Letter 1)**

PECO  
PO BOX 13778  
Philadelphia PA 19101

Account Number:  
Date (Month, Day, Year)

Bar Code

Customer Name  
Customer Address  
City, State Zip Code

For Service to:  
Service Address  
City, State Zip Code

Dear Customer Name,

You have taken part in PECO's Customer Assistance Program (CAP). It is now time to send proof of your income to continue to receive a monthly CAP credit, if you are eligible. Please complete and return the enclosed CAP application and provide proof of gross income (before taxes) for everyone who lives in your household. If you have no income, you must show how you pay your bills. For example, a letter of ineligibility from Social Security, Welfare or Unemployment. Please sign your name on the CAP application where the "X" is marked.

Your proof of income must be received within 10 business days. If it is not received, you will be removed from PECO's CAP program.

You must continue to pay your bills on time. If you do not pay your bill, your service may be shut off. To pay your balance by credit/debit card or e-check, please call 1-877-432-9384 or visit on line at [peco.com](http://peco.com). You may be charged a convenience fee by the payment vendor for each payment you make.

If you have any questions about CAP, please call us at 1-800-774-7040.

Sincerely,

PECO

0128 (CAP Recertification Letter 2)

PECO  
PO BOX 13778  
Philadelphia PA 19101

Account Number:  
Date (Month, Day, Year)

Bar Code

Customer Name  
Customer Address  
City, State Zip Code

For Service to:  
Service Address  
City, State Zip Code

Dear Customer Name,

You have taken part in PECO's Customer Assistance Program (CAP). It is now time to send proof of your income to continue to receive a monthly CAP credit, if you are eligible. We have attempted to contact you, but have been unsuccessful. This is your **last notice** to stay on CAP. We previously requested and have not received proof of your total gross household income (before taxes).

To continue to receive a monthly CAP credit if you are eligible, send the following information:

1. Complete and return the enclosed CAP application. Please sign your name on the CAP application where the "X" is marked.
2. Provide proof of gross income (before taxes) for everyone who lives in your household. If you have no income, you must show how you pay your bills. For example, a letter of ineligibility from Social Security, Welfare or Unemployment.

Your proof of income must be received within 10 business days. If it is not received, you will be removed from PECO's CAP program. If you have already sent in the requested information you can disregard this letter.

You must continue to pay your bills on time. If you do not pay your bill, your service may be shut off. To pay your balance by credit/debit card or e-check, please call 1-877-432-9384 or visit on line at [peco.com](http://peco.com). You may be charged a convenience fee by the payment vendor for each payment you make.

If you have any questions about CAP, please call us at 1-800-774-7040.

Sincerely,

PECO

**0273 CAP FCO Recertification Letter**

PECO  
 PO BOX 13778  
 Philadelphia PA 19101

Account Number:  
 Date (Month, Day, Year)

Bar Code

Customer Name  
 Customer Address  
 City, State Zip Code

For Service to:  
 Service Address  
 City, State Zip Code

Dear Customer Name,

**Your application for recertification into PECO's Customer Assistance Program (CAP) has been approved.** You will continue to receive a credit on your monthly bill. This credit is individual to you and is based on your total gross household income and your energy usage.

Your annual credit amount of \$ \_\_\_\_\_ will be for the next 12 months. This annual credit will be divided and applied to your bill each month for the next 12 months. We know your energy use can change based on weather. A larger portion of your credit will be provided during months when you use more energy. A smaller portion of your credit will be provided during months when you use less energy. Your credit will be reviewed and can change quarterly based on your energy use. You will begin to see the credit applied beginning with your next PECO bill.

**Here is your individual monthly CAP credit for the next 12 months:**

Month	Total CAP Monthly Credit Amount
November	\$
December	\$
January	\$
February	\$
March	\$
April	\$
May	\$
June	\$
July	\$
August	\$
September	\$
October	\$

**0273 CAP FCO Recertification Letter (Page 2)**

If you have natural gas service with PECO, regardless of whether a monthly CAP credit applies, your minimum monthly gas bill will always be \$10.00. If you have residential gas heating service, your minimum monthly gas bill will always be \$25.00. If you have electric service with PECO, regardless of whether a monthly CAP credit applies, your minimum monthly electric bill will always be \$12.00. If you have residential electric heating service, your minimum monthly electric bill will always be \$30.00.

**As a CAP customer you must:**

- Pay your bills in full and on time
- Verify your total household income every two years or when requested
- Apply for Low-Income Home Energy Assistance Program (LIHEAP) grants when they are available
- Take part in the Low-Income Usage Reduction Program (LIURP) if your household is identified as a high user
- Tell us about any changes to your household income right away

**If you do not pay your bill:**

If your bill becomes past due, we may do the following:

- Charge a late-payment fee
- Shut off your service

You must continue to pay your bills on time. If you do not pay your bill, your service may be shut off. To pay your balance by credit/debit card or e-check, please call 1-877-432-9384 or visit on line at [peco.com](http://peco.com). You may be charged a convenience fee by the payment vendor for each payment you make.

You can take the worry out of paying your energy bills on time by enrolling for automatic payment.

You can save money by using less electricity and natural gas. PECO Smart Ideas, our full suite of energy saving programs, can help. To learn more, visit [peco.com/SmartIdeas](http://peco.com/SmartIdeas) or call 1-888-5-PECO-SAVE (1-888-573-2672).

**We are here to help...**

If you have any questions about this letter or your bills, call us at **1-800-774-7040**.

Sincerely,

PECO

**PECO Universal Services - Customer Assistance Program (CAP) Application**

**INSTRUCTIONS: Please complete the application below. Attach proof of total gross income (before taxes) for each household member including yourself, and sign your name at the X.**

**PLEASE COMPLETE ALL INFORMATION IN ORDER FOR THIS APPLICATION TO BE PROCESSED.** *(Please Print Clearly)*

1. Enter your account number, home phone number, name, address, and cell phone number
2. Enter the name of all members of your household including yourself
3. Attach proof of gross household income for all members in your household including yourself

There are four (4) ways to complete and submit your CAP application:

1. **Mail** the completed application along with the required proof of income to:  
**PECO CAP, P.O. Box 467429, Atlanta, GA 31146-9801**
2. **Fax** information to 1-855-358-9369 (Toll Free) (Note: you must include account number and name on every page)
3. **On-line** at PECO.com/help - click "CAP" and then click "Apply"
4. E-mail - PECOCAP@exeloncorp.com

**You can receive CAP application updates via text message by checking the text message "check box" next to cell phone number below. Otherwise, you will be notified by mail.**

ACCOUNT NUMBER	Home Phone	
NAME Last	First	Middle Initial
ADDRESS	Apt. Number	
City	State	Zip Code
Cell Phone	<input checked="" type="checkbox"/> Check here to receive a status update via text message. Message & data rates may apply.	

**See back of this application for acceptable sources of income**

**List all the people who live with you, starting with yourself. Include all adults and children. Attach proof of all income for all household members including you. Attach additional sheet, if needed.**

Name (Last, First, M.I.)	*Social Security # or ITIN #	Birth Date	Relationship	Source of Income <i>See back for sources</i>
			<b>SELF</b>	

My signature on this CAP application gives my permission to PECO or its authorized agent to: (a) check any information I give about where I live, my jobs, income, resources, and energy supplier for me or any member of my household; (b) find out about the costs of my shelter, and heating use; (c) complete any survey or reporting to a governmental agency that it may be requested to do by that agency; (d) obtain a consumer credit report on me or any member of my household and; (e) obtain a copy of the federal income tax return for me or any member of my household. I authorize the release of limited information to approved agencies which provide other energy/weatherization assistance for which I may be eligible. I certify that the information I gave is true, correct and complete to the best of my knowledge. I understand that if I give false information, I can be denied or removed from CAP and subject to repay any CAP benefits received to date. You must sign this application to receive the CAP fixed credit benefit.

**DO NOT SEND BILL PAYMENT WITH THIS APPLICATION.**

*\*Social Security number or ITIN is optional*

**X** \_\_\_\_\_  
**Applicant's Signature**



If you need help with your application, please call 1-800-774-7040

**APPENDIX A TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS**

**\*\* CAP Acceptable Proof of Income Documents – Last 30 Days of Gross Income \*\***

**\*\* Please send copies only \*\***

<b>Type of Income</b>	<b>Acceptable Proof of Income</b>
<b>Employment</b>	<ul style="list-style-type: none"> <li>• Pay Stubs - Last 30 days of Gross Income</li> <li>• Employer Verification Letter on Company Letterhead</li> </ul>
<b>Unemployment</b>	<ul style="list-style-type: none"> <li>• Unemployment Award Letter</li> </ul>
<b>Pension</b>	<ul style="list-style-type: none"> <li>• Monthly Check</li> <li>• Monthly Bank Statement showing direct deposit</li> <li>• Pension Award Letter</li> </ul>
<b>Workmen’s Compensation</b>	<ul style="list-style-type: none"> <li>• Workmen’s Compensation Checks – Last 30 Days</li> <li>• Workmen’s Compensation Award Letter</li> <li>• Monthly Bank Statement showing Workmen’s Compensation deposits</li> </ul>
<b>Veteran’s Benefit</b>	<ul style="list-style-type: none"> <li>• Veteran’s Benefit Award Letter</li> <li>• Veteran’s Benefit Check – Last 30 Days</li> <li>• Monthly Bank Statement showing Veteran’s Benefit Showing Direct Deposit</li> </ul>
<b>Department of Public Welfare (DPW)</b>	<ul style="list-style-type: none"> <li>• DPW Award Letter for Cash Benefits Only</li> <li>• COMPASS Account Detail Print Out</li> </ul>
<b>Child Support</b>	<ul style="list-style-type: none"> <li>• Child Support Court Order</li> <li>• Domestic Relations “Financial Obligation” Form from Court</li> <li>• Letter from person providing voluntary Child Support that is not Court Ordered (include amount paid and frequency)</li> </ul>
<b>Spousal Support</b>	<ul style="list-style-type: none"> <li>• Alimony Monthly Check</li> <li>• Monthly Bank Statement</li> <li>• Alimony Court Order</li> </ul>
<b>Social Security (SSI, SSD, Survivor Benefits, etc.)</b>	<ul style="list-style-type: none"> <li>• Social Security Award Letter for Current Year</li> <li>• SSI Award Letter</li> <li>• SS Disability Award Letter</li> <li>• Survivor Benefit Award Letter</li> </ul>
<b>Rental Income</b>	<ul style="list-style-type: none"> <li>• Rental Lease</li> <li>• Cancelled Rental Checks</li> <li>• Rental Receipt</li> </ul>
<b>Self Employed</b>	<ul style="list-style-type: none"> <li>• 1040 Form</li> </ul>
<b>No Income</b>	<ul style="list-style-type: none"> <li>• Unemployment Denial Letter</li> <li>• Workmen’s Compensation Exhaustion of Benefit or Denial Letter</li> <li>• Veteran’s Benefit Denial Letter</li> <li>• DPW Benefit STOP Notice</li> <li>• Social Security Benefits Denial Letter</li> <li>• Form letter proclaiming no income – Go to <a href="http://www.PECO.com/help">www.PECO.com/help</a> or Call 1-800-774-7040 for the PECO CAP No-Income Form</li> <li>• Letter From Person (<i>i.e. Family Member</i>) who helps you pay your bills</li> </ul>

# APPENDIX B

**APPENDIX B TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS**

**\*\* CAP Acceptable Proof of Income Documents – Last 30 Days of Gross Income \*\***

**\*\* Please send copies only \*\***

<b>Type of Income</b>	<b>Acceptable Proof of Income</b>
<b>Employment</b>	<ul style="list-style-type: none"> <li>• Pay Stubs - Last 30 days of Gross Income</li> <li>• Employer Verification Letter on Company Letterhead</li> </ul>
<b>Unemployment</b>	<ul style="list-style-type: none"> <li>• Unemployment Award Letter</li> </ul>
<b>Pension</b>	<ul style="list-style-type: none"> <li>• Monthly Check</li> <li>• Monthly Bank Statement showing direct deposit</li> <li>• Pension Award Letter</li> </ul>
<b>Workmen’s Compensation</b>	<ul style="list-style-type: none"> <li>• Workmen’s Compensation Checks – Last 30 Days</li> <li>• Workmen’s Compensation Award Letter</li> <li>• Monthly Bank Statement showing Workmen’s Compensation deposits</li> </ul>
<b>Veteran’s Benefit</b>	<ul style="list-style-type: none"> <li>• Veteran’s Benefit Award Letter</li> <li>• Veteran’s Benefit Check – Last 30 Days</li> <li>• Monthly Bank Statement showing Veteran’s Benefit Showing Direct Deposit</li> </ul>
<b>Department of Public Welfare (DPW)</b>	<ul style="list-style-type: none"> <li>• DPW Award Letter for Cash Benefits Only</li> <li>• COMPASS Account Detail Print Out</li> </ul>
<b>Child Support</b>	<ul style="list-style-type: none"> <li>• Child Support Court Order</li> <li>• Domestic Relations “Financial Obligation” Form from Court</li> <li>• Letter from person providing voluntary Child Support that is not Court Ordered (include amount paid and frequency)</li> </ul>
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<b>Social Security (SSI, SSD, Survivor Benefits, etc.)</b>	<ul style="list-style-type: none"> <li>• Social Security Award Letter for Current Year</li> <li>• SSI Award Letter</li> <li>• SS Disability Award Letter</li> <li>• Survivor Benefit Award Letter</li> </ul>
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<b>Self Employed</b>	<ul style="list-style-type: none"> <li>• 1040 Form</li> </ul>
<b>No Income</b>	<ul style="list-style-type: none"> <li>• Unemployment Denial Letter</li> <li>• Workmen’s Compensation Exhaustion of Benefit or Denial Letter</li> <li>• Veteran’s Benefit Denial Letter</li> <li>• DPW Benefit STOP Notice</li> <li>• Social Security Benefits Denial Letter</li> <li>• Form letter proclaiming no income – Go to <a href="http://www.PECO.com/help">www.PECO.com/help</a> or Call 1-800-774-7040 for the PECO CAP No-Income Form</li> <li>• Letter From Person (<i>i.e. Family Member</i>) who helps you pay your bills</li> </ul>

# APPENDIX C

[peco.com/LIHEAP](http://peco.com/LIHEAP)



# More help from PECO during these difficult times

## Additional LIHEAP funds now available to help you pay your PECO bills

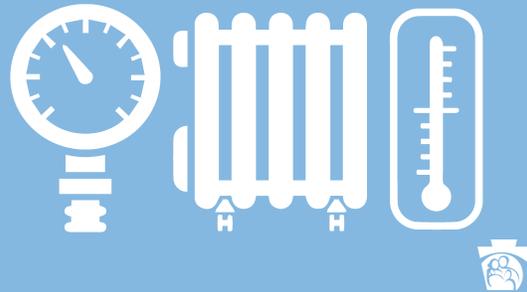
LIHEAP is now open and accepting applications until Aug. 31, 2020, or until funds are gone

## LIHEAP RECOVERY CRISIS PROGRAM UTILITY BILL EMERGENCY ASSISTANCE

### Income limits for LIHEAP eligibility

Household size	Annual income
1	\$18,735
2	\$25,365
3	\$31,995
4	\$38,625

For each additional person, add \$6,630



Apply for LIHEAP funds to pay your PECO bill before they're gone:

- Call PECO's LIHEAP Hotline at **1-800-34-HELP-4**
- To learn more or to apply online, visit [peco.com/LIHEAP](http://peco.com/LIHEAP)



PECO. The future is on.

This information shared with you by:

[peco.com/LIHEAP](http://peco.com/LIHEAP)



# Más ayuda de PECO durante estos tiempos difíciles

**Los fondos adicionales del LIHEAP están ahora disponibles para ayudarle a pagar sus facturas de PECO**

El programa de LIHEAP está abierto y se aceptan solicitudes hasta el 31 de agosto de 2020, o hasta que se agoten los fondos.

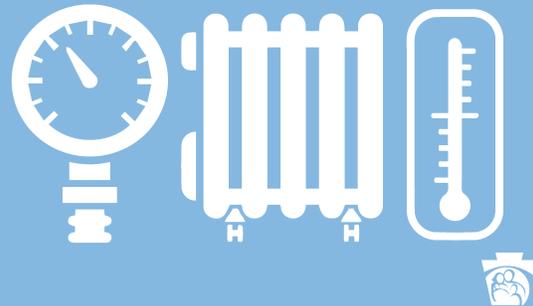
## PROGRAMA DE CRISIS DE RECUPERACIÓN DE LIHEAP

### ASISTENCIA DE EMERGENCIA PARA LA CUENTA DE SERVICIOS PÚBLICOS

Límites de ingresos para la elegibilidad de LIHEAP

Tamaño de la familia	Ingresos anuales
1	\$18,735
2	\$25,365
3	\$31,995
4	\$38,625

Por cada persona adicional, añada \$6.630



**Solicite los fondos de LIHEAP para pagar su cuenta de PECO antes de que se acaben:**

- Llame a la línea directa de LIHEAP de PECO al **1-800-344-3547**
- Para saber más o para solicitar en línea, visite [peco.com/LIHEAP](http://peco.com/LIHEAP)



**PECO. El futuro empieza**

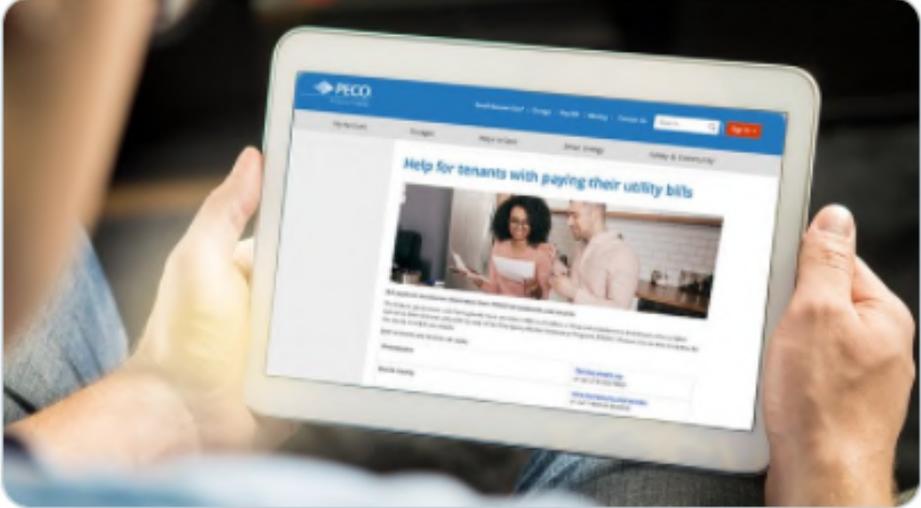
**Esta información compartida con usted por:**

# APPENDIX D

 **PECO**  @PECOconnect · Apr 27 ...

Are you a renter who has fallen behind with your rent & utility bills?

The Emergency Rental Assistance Program (ERAP) might be able to help with financial assistance! Both landlords and tenants can apply. Learn more: [bit.ly/2PFTGli](https://bit.ly/2PFTGli)



The image shows a person's hands holding a tablet computer. The screen displays the PECO website. At the top of the page is the PECO logo and navigation links. The main heading reads "Help for tenants with paying their utility bills". Below the heading is a photograph of a woman and a man looking at a document together. The text below the photo describes the Emergency Rental Assistance Program (ERAP) and provides a link to learn more.

# APPENDIX E

PECO  
Community Engagement Team • 25 Aug



# APPLY NOW

before August 31, 2020

[peco.com/liheap](http://peco.com/liheap)



Energy Assistance. PECO customers impacted by #COVID19 may be eligible for up to \$800 through LIHEAP's Recovery Crisis Program.

The program closes on August 31, 2020.

Apply now! 📌  
 ☎️ 1-800-344-3574  
 🌐 <http://ow.ly/tVvW50B2xzs>  
 📄 <http://ow.ly/eBeC50B2xzt>

PECO  
Community Engagement Team • 17 Jun

## COVID-19 Update

PECO is expanding assistance to customers facing financial hardships.

PECO Expands COVID-19 Assistance. In an effort to assist in the recovery of our region due to #COVID19, PECO is expanding payment options and financial assistance programs to help customers through this challenging time.

PECO  
Community Engagement Team • 16 Apr 20

### PECO EXTENDS COVID-19 CUSTOMER SUPPORT EFFORTS THROUGH JUNE 1

To offer continued assistance to customers impacted by the COVID-19 pandemic, PECO is extending its support policies, which include suspending service disconnections, waiving new late fees, and reconnecting customers who were previously disconnected, through at least June 1.

PECO

PECO  
Community Engagement Team • 26 May



## LIHEAP RECOVERY CRISIS PROGRAM

### HOME ENERGY BILL EMERGENCY ASSISTANCE

LIHEAP Recovery Crisis Plan. At PECO, we're committed to helping our customers through these difficult times.

You can now apply for a LIHEAP Crisis grant to help you pay your PECO bill! Check availability here: [peco.com/liheap](http://peco.com/liheap) or by calling 1-800-34-HELP-4.

PECO @PECOconnect • Mar 19

Keep meetings on with payment arrangements from PECO. See if you qualify for help managing your energy bills.

The help you need is here: [peco.com/help](http://peco.com/help)



## Set up a payment arrangement

[peco.com/help](http://peco.com/help)

PECO

**APPENDIX E TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS**

PECO @PECOconnect · Dec 2, 2020  
 We're here to help you manage your energy costs.  
 Get help paying your PECO bill: [peco.com/help](https://peco.com/help)

**PECO**  
 We're here to help.  
[peco.com/help](https://peco.com/help)

PAYMENT ARRANGEMENTS    CUSTOMER ASSISTANCE PROGRAM    LIHEAP    GIFT OF ENERGY  
 MATCHING ENERGY ASSISTANCE FUND    LIJRP    CARES    THIRD-PARTY NOTIFICATION

PECO @PECOconnect · Mar 15  
 Having difficulty paying your PECO bill? We may be able to help!  
 PECO's financial assistance programs can help reduce your energy costs: [peco.com/help](https://peco.com/help)

**GET HELP WITH YOUR PECO BILL**  
 Visit [PECO.com/help](https://peco.com/help) for more details.

PECO @PECOconnect · Dec 14, 2020  
 Looking for ways to give or need assistance with paying your bill? To contribute to the Matching Energy Assistance Fund or see if you qualify for assistance, visit [peco.com/meaf](https://peco.com/meaf)

**Matching Energy Assistance Fund**  
 Learn more at [peco.com/MEAF](https://peco.com/MEAF)

PECO @PECOconnect · Apr 5  
 Need help paying your PECO bill?  
 We offer a variety of financial assistance programs that can help! [peco.com/help](https://peco.com/help)

**WE'RE HERE TO HELP!**

**GET HELP PAYING YOUR PECO BILL**

- Payment Arrangements
- LIHEAP
- Customer Assistance Program (CAP)
- CARES
- PECO Gift of Energy
- Matching Energy Assistance Fund
- Due Date Extension
- + more!

**FINANCIAL ASSISTANCE**  
[WWW.PECO.COM/HELP](https://www.peco.com/help)

PECO @PECOconnect · Jan 7  
 If you need help paying your PECO bill, we may be able to assist by setting up a payment arrangement.  
 See if you qualify: [bit.ly/35cpW3D](https://bit.ly/35cpW3D)

**SET UP A PAYMENT ARRANGEMENT**  
 Struggling to make ends meet?  
 Learn more at [peco.com/help](https://peco.com/help)

PECO @PECOconnect · Feb 17  
 Get the energy assistance you need with LIHEAP! Last year LIHEAP helped over 40,000 PECO customers totaling more than \$18 million in financial assistance.  
 Homeowners, renters, roomers and subsidized housing tenants may be eligible. Apply today: [peco.com/liheap](https://peco.com/liheap)

**The 2021 LIHEAP Program is OPEN!**

**LIHEAP**  
[PECO.com/LIHEAP](https://peco.com/liheap)

APPENDIX E TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS

PECO @PECOconnect · Jan 11

The 2020-2021 LIHEAP Program is OPEN and accepting applications.

Last year LIHEAP helped over 40,000 PECO customers totaling more than \$18 million in energy assistance. See if you qualify: [peco.com/liheap](https://peco.com/liheap)



PECO @PECOconnect · Apr 27

Are you a renter who has fallen behind with your rent & utility bills?

The Emergency Rental Assistance Program (ERAP) might be able to help with financial assistance! Both landlords and tenants can apply. Learn more: [bit.ly/2PFTGii](https://bit.ly/2PFTGii)



PECO @PECOconnect · Sep 24, 2020

Aprenda cómo es que PECO puede ayudar a su pequeña empresa a ahorrar dinero y energía a [peco.com/ahorros](https://peco.com/ahorros)



PECO @PECOconnect · Mar 25

Keep family dinner on with the Customer Assistance Program from PECO. See if you qualify for help paying your bills.

The help you need is here: [peco.com/help](https://peco.com/help)



PECO @PECOconnect · Sep 14, 2020

Managing your energy bill can be challenging – especially as #COVID19 still looms.

We're here to help you power through! Check out all the financial programs we have to offer » [peco.com/help](https://peco.com/help)



PECO @PECOconnect · Dec 23, 2020

What is LIHEAP you ask? It's a federal program that provides financial heating assistance to qualified households.

If you need help paying your energy bill, it doesn't hurt to apply! All the details: [peco.com/liheap](https://peco.com/liheap)



APPENDIX E TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS

PECO  
Community Engagement Team · Mar 31, 2020



**Energy Assistance Programs.** If you're in need of financial assistance, we're here to help. Tell a friend to tell a friend! #COVID19

Assistance programs include:

- Customer Assistance Program
- LIHEAP
- Matching Energy Assistance Fund
- CARES
- Payment Arrangements

Learn more: [peco.com/help](https://peco.com/help) ❤️

PECO @PECOconnect · Mar 30

Are you facing financial challenges with your utility bills? Let us help!

We can assist with past-due balances, assistance programs and payment plans. Learn more: [peco.com/help](https://peco.com/help) #CallUtilitiesNow @PA\_PUC

 <p><b>PAST-DUE BALANCES</b></p> <p>Call utilities to address overdue bills and accumulated balances.</p> <p>Call 888-480-1533</p>	 <p><b>ASSISTANCE PROGRAMS</b></p> <p>Call utilities to enroll in utility-run customer assistance programs.</p> <p>Visit <a href="https://peco.com/help">peco.com/help</a></p>	 <p><b>PAYMENT PLANS</b></p> <p>Call utilities to review payment plan options to stay current &amp; connected.</p> <p>Visit <a href="https://peco.com/billrelief">peco.com/billrelief</a></p>
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PAPUC #CallUtilitiesNow PECO

PECO @PECOconnect · Mar 24

Need help paying your energy bill? PECO offers a variety of financial assistance programs that can help: [peco.com/help](https://peco.com/help)



PECO @PECOconnect · Dec 7, 2020

The help you need is here! Keep family dinner on with the Customer Assistance Program from PECO. See if you qualify for help paying your bills. Learn more: [peco.com/cap](https://peco.com/cap)



## APPENDIX E TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS

Dear Valued Customer,

PECO recognizes the impact of COVID-19 on our customers and communities, and we are committed to keeping you informed on ways to power through these challenging times.

As a multifamily property owner or manager, we wanted to make sure you were aware of the new **Emergency Rental Assistance Program (ERAP)**. This state program can provide grants to your tenants to cover their outstanding electric and natural gas bill balances incurred during the pandemic, as well as past due rent.

You can apply and invite multiple tenants to participate. To find out more about the program, visit [here](#) and choose the link under your county.

We're committed to delivering safe and reliable electric and natural gas service to all our customers and the communities we serve.

PECO.

## APPENDIX E TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS

Dear Customer,

We know that many customers continue to face economic hardships because of the COVID-19 pandemic, and we are here for you with financial assistance programs and new, flexible payment options.

- Financial assistance programs – PECO offers several income-qualified programs that lower your monthly utility bill. To see if you're eligible and to apply visit [www.peco.com/help](http://www.peco.com/help)
- Payment options – New plans are available which can spread outstanding balances for qualified customers up to 24 months. For more information visit [www.peco.com/billrelief](http://www.peco.com/billrelief)
- **NEW** Emergency Rental Assistance Program – This state program provides grants to customers which can cover all outstanding electric and natural gas bill balances incurred during the pandemic. For more information visit [here](#).

For questions regarding assistance, and to find out about newly extended payment options, please contact us at 888-480-1533.

We're committed to delivering safe and reliable electric and natural gas service to our customers and the communities we serve.

Sincerely,

Funmi Williamson  
Chief Customer Officer

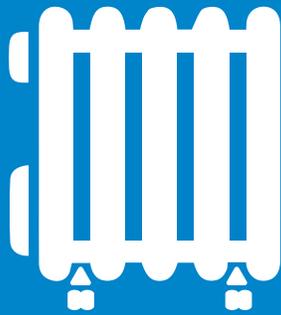


An Exelon Company

# LIHEAP can help you pay your PECO bill.

LIHEAP funds are available now!

LIHEAP FUNDS ARE HELPING PECO CUSTOMERS WITH THEIR ENERGY COSTS.



## INCOME LIMITS FOR LIHEAP ELIGIBILITY

HOUSEHOLD MEMBERS	ANNUAL INCOME
1	\$19,140
2	\$25,860
3	\$32,580
4	\$39,300

For each additional person, add \$6,720

Funds are available through **April 9, 2021**.  
Apply today before the funds are gone.



SCAN ME

To apply, call PECO's LIHEAP hotline at

**1-800-34-HELP-4**

or visit

**[peco.com/LIHEAP](http://peco.com/LIHEAP)**

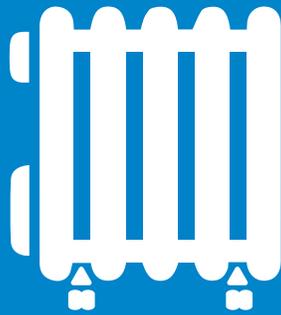


An Exelon Company

# LIHEAP puede ayudarle a pagar su factura de PECO.

Los fondos de LIHEAP (Programas de asistencia energética para hogares de bajos ingresos) ya están disponibles.

LOS FONDOS DE LIHEAP AYUDAN A LOS CLIENTES DE PECO CON SUS COSTOS ENERGÉTICOS.



LÍMITES DE INGRESOS PARA ELEGIBILIDAD DE LIHEAP

LOS MIEMBROS DEL HOGAR	INGRESOS ANUALES
1	\$19,140
2	\$25,860
3	\$32,580
4	\$39,300

Por cada persona adicional, agregue \$6,720

Los fondos están disponibles hasta el 9 de abril de 2021. Solicítelo hoy mismo antes de que se agoten los fondos.



ESCANÉAME

Para hacer la solicitud, llame a la línea directa LIHEAP de PECO al

**1-800-34-HELP-4**

o visite

**[peco.com/LIHEAP](http://peco.com/LIHEAP)**

# APPENDIX F

## APPENDIX F TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS

Dear Valued Customer,

PECO recognizes the impact of COVID-19 on our customers and communities, and we are committed to keeping you informed on ways to power through these challenging times.

As a multifamily property owner or manager, we wanted to make sure you were aware of the new **Emergency Rental Assistance Program (ERAP)**. This state program can provide grants to your tenants to cover their outstanding electric and natural gas bill balances incurred during the pandemic, as well as past due rent.

You can apply and invite multiple tenants to participate. To find out more about the program, visit [here](#) and choose the link under your county.

We're committed to delivering safe and reliable electric and natural gas service to all our customers and the communities we serve.

PECO.

## APPENDIX F TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS

Dear Valued Customer,

PECO recognizes the impact of COVID-19 on our customers and communities, and we are committed to keeping you informed on ways to power through these challenging times.

As a multifamily property owner or manager, we wanted to make sure you were aware of the new **Emergency Rental Assistance Program (ERAP)**. This state program can provide grants to your tenants to cover their outstanding electric and natural gas bill balances incurred during the pandemic, as well as past due rent.

You can apply and invite multiple tenants to participate. To find out more about the program, visit [here](#) and choose the link under your county.

We're committed to delivering safe and reliable electric and natural gas service to all our customers and the communities we serve.

PECO.

# PECO is here to help!

## CAP - Customer Assistance Program

Provides income-eligible customers with a monthly credit on their PECO bill!

**Our records indicate you may be eligible for CAP!**

### To apply for CAP:

- Go on-line at [PECO.com/Help](https://www.peco.com/Help)
- Call **800-774-7040**
- Contact an energy assistance center near you (See reverse side for locations)

**What you will need:** Proof of gross income for each household member 18 years old and older.



### CHECK YOUR ELIGIBILITY WITH THIS CHART:

#### 2020 CAP ELIGIBILITY

# of People In Household	Maximum Monthly Gross Household Income	Maximum Yearly Gross Household Income
1	\$1,595	\$19,140
2	\$2,155	\$25,860
3	\$2,715	\$32,580
4	\$3,275	\$39,300
For each additional person add:	\$560	\$6,720

## APPENDIX F TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS

### PHILADELPHIA ENERGY ASSISTANCE CENTERS

PHILADELPHIA COUNTY	ADDRESS	PHONE	WEBSITE
ACHIEVEability	59 N 60th St, Philadelphia, PA 19139	(215) 748-8800	www.achieveability.org
Action Wellness	1216 Arch St, 6th Floor, Philadelphia, PA 19107	(215) 981-0088	www.actionwellness.org
Center in the Park	5818 Germantown Ave, Philadelphia, PA 19144	(215) 848-7722	www.centerinthepark.org
Coalition of Culturally Competent Providers - CCCP	1700 Market St, Suite 1005, PA 19103	(215) 695-6556	www.cccproviders.com
CONCILIO	141 E. Hunting Park Philadelphia, PA 19124	(215) 627-3100	www.elconcilio.net
CONGRESO de Latinos Unidos	216 W Somerset St, Philadelphia, PA 19133	(215) 763-8870	www.congreso.net
Diversified Community Services	1920 S. 20th St, Philadelphia, PA 19145	(215) 336-3511	www.dcsphila.org
Germantown Avenue Crisis Ministry	35 W Chelton Ave, Philadelphia, PA 19144	(215) 843-2340	www.crisisministry.org
GPASS - Greater Philadelphia Asian Social Services	4943 N 5th St, Philadelphia, PA 19120	(215) 456-1662	www.gpasspa.org
HACE - Hispanic Association of Contractors & Enterprises	167 W. Allegheny Ave, Philadelphia, PA 19140	(215) 426-8025	www.hacecdc.org
Hunting Park Community Revitalization Corp.	3760 N Delhi St, Philadelphia, PA 19140	(215) 225-5560	www.huntingparknac.org
Mount Vernon Manor CDC	631 N. 39th St, Philadelphia, PA 19104	(215) 475-9492	www.mvmcdc.org
Nicetown CDC	4300 Germantown Ave, Philadelphia, PA 19140	(215)329-1824	www.nicetowncdc.org
People's Emergency Center	325 N. 39th St, Philadelphia, PA 19104	(267) 777-5852	www.pec-cares.org
Southwest CDC	6328 Paschall Avenue, Philadelphia, PA 19142	(215) 729-0800	www.southwestcdc.org
Strawberry Mansion Neighborhood Action Center	2829 W. Diamond St, Philadelphia, PA 19121	(215) 235-7505	www.strawberrymansionnac.org
UESF - Utility Emergency Services Fund	1608 Walnut St, Ste 600, Philadelphia, PA 19103	(215) 972-5170	www.uesfacts.org
United Communities Southeast Philadelphia	2029 S 8th St, Philadelphia, PA 19148	(215) 468-1645	www.ucsep.org
Urban League of Philadelphia	121 S Broad St, 6th Fl, Philadelphia, PA 19107	(215) 985-3220	www.urbanleaguephila.org
We Never Say Never	4427 Lancaster Ave, Philadelphia, PA 19104	(215) 452-0440	wnsn111@verizon.net
<b>BUCKS COUNTY</b>			
BCOC - Bucks County Opportunity Council	100 Doyle St, Doylestown, PA 18901	(215) 345-3295	www.bcoc.org
<b>CHESTER COUNTY</b>			
HSI - Human Services, Inc.	330 West Market St., West Chester PA 19382	(610) 429-3033	www.hsi-cmhs.org
Orion Communities	237 Bridge St., Phoenixville, PA 19460	(610) 415-1140	www.orioncommunities.org
<b>DELAWARE COUNTY</b>			
CAADC - Community Action Agency of Delaware County	1414 Meetinghouse Rd., Boothwyn, PA 19061	(610) 874-8451	www.caadc.org
<b>MONTGOMERY COUNTY</b>			
CADCOM - Montgomery County Community Action Development Agency	113 East Main St., Norristown, PA 19401	(610) 277-6363	www.cadcom.org

PECO

2301 Market Street S14-2  
Philadelphia, PA 19103



# 5 SAFETY TIPS WHEN GRILLING WITH GAS

- Clean grill thoroughly before using each season
- Check grill hoses for cracking, brittleness, holes, and leaks
- Keep your grill at least 10–15 feet away from the house
- Keep children and pets away from grill while cooking
- Turn off grill and gas valve when finished cooking

*Source: Consumer Product Safety Commission (CPSC)*

## BE PREPARED FOR SUMMER STORMS

STAY SAFE & INFORMED—BEFORE, DURING AND AFTER SEVERE WEATHER.

**BEFORE**

- Sign up for weather and outage updates at [peco.com/alerts](https://peco.com/alerts)
- Check out [peco.com/storm](https://peco.com/storm) for updates
- Download the PECO Mobile App and sign up for text alerts

**DURING**

- Report any outages to PECO immediately—by calling 1-800-841-4141 or through the PECO Mobile App

**AFTER**

- Our crews may be working in your area after the storm has passed. It can take several days to restore service to every customer [peco.com/storm](https://peco.com/storm)

*\*If you have a medical condition, you should make plans for backup power or alternate accommodations in the event of an extended power outage. Those in need of immediate medical assistance should call 911*

## PECO COMMUNITY PARTNERS



### PHILADELPHIA ZOO

**Through September 30**  
Exhibit spans 250 million years and features 24 life-size animatronic dinosaurs. See how these and other extinct giants were impacted by intense

change, extreme weather and the intersection of humans—reminding us of our role in caring for wildlife and the planet.  
[philadelphiazoo.org](http://philadelphiazoo.org)

### BUCKS COUNTY CHILDREN'S MUSEUM

**New Hope | Now open!**

Let's get back to play! The Museum has re-opened its 10,000 square foot interactive museum (geared for kids ages 1–7). Advance reservation required for timed 2-hour admission slots Tuesdays through Sundays. (No walk-ins permitted at this time.) [buckskids.org](http://buckskids.org)



### PLEASE TOUCH MUSEUM

**Philadelphia | Now Open!**

Come play in two limited-time exhibits: *Double Rainbows* and *The Pigeon Comes to Philadelphia! A Mo Willems Exhibit*. Advanced reservations for timed sessions are required.  
[pleasetouchmuseum.org](http://pleasetouchmuseum.org)

## GAS SAFETY IS JOB #1

- All lines are designed, installed, tested, operated and maintained according to strict standards
- PECO routinely patrols all gas lines with gas detection devices to detect leaks, no matter how small
- PECO strives to respond to any natural gas odor call within one hour
- Remember—If you're working outside, call 811 before you dig! It's the law.

For more information, visit [peco.com/safety](http://peco.com/safety)

## EMERGENCY RENTAL ASSISTANCE PROGRAM HELPS PAY PECO BILLS, TOO

You can now apply for help with your utility bills through the Emergency Rental Assistance Program (ERAP). Signed into law in February 2021, ERAP can help renters cover outstanding rent and utility balances incurred during the pandemic, including electric, gas and water.

To learn more visit [peco.com/HELP](http://peco.com/HELP)

**On the cover:** The Delaware River Bridge at New Hope, PA is over 1000 foot long and includes a pedestrian walkway. It was built in 1904, thoroughly reconditioned in 2004, and crosses over the Delaware River to Lambertville, NJ.

## QUESTIONS? CONTACT US.

Electric or Gas emergency: 1-800-841-4141

Gas only emergency: 1-844-841-4151

Lower your bills: [peco.com/waystosave](http://peco.com/waystosave)

Payment assistance: [peco.com/myaccount](http://peco.com/myaccount)

Sign up for ebill: [peco.com/ebill](http://peco.com/ebill)

Sign up for PECO Alerts: [peco.com/alerts](http://peco.com/alerts)

E-mail us: [EnergyHome@exeloncorp.com](mailto:EnergyHome@exeloncorp.com)

Write us: [Energy@Home](mailto:Energy@Home), Marketing Dept., 11th Floor  
2301 Market Street, Philadelphia, PA 19103



PECO employees believe in giving back to the communities we serve. Last year, our employees pledged nearly half a million dollars and volunteered 15,000 hours of service to more than 1,000 organizations across our region.

PECO 0621 07EXE122100

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[peco.com](http://peco.com)



# BE PREPARED FOR SUMMER STORMS

STAY SAFE & INFORMED—  
BEFORE, DURING AND AFTER  
SEVERE WEATHER.

## BEFORE

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- Check out [peco.com/storm](https://peco.com/storm) for updates
- Download the PECO Mobile App and sign up for text alerts

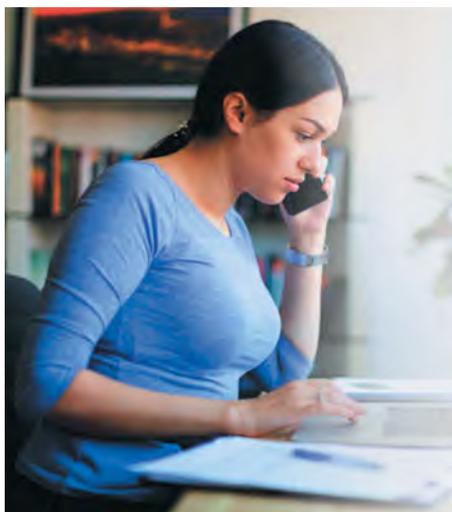
## DURING

- Report any outages to PECO immediately—  
by calling 1-800-841-4141 or through the PECO Mobile App

## AFTER

- Our crews may be working in your area after the storm has passed.  
It can take several days to restore service to every customer [peco.com/storm](https://peco.com/storm)

*\*If you have a medical condition, you should make plans for backup power or alternate accommodations in the event of an extended power outage. Those in need of immediate medical assistance should call 911.*



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You can now apply for help with your utility bills through the Emergency Rental Assistance Program (ERAP). Signed into law in February 2021, ERAP can help renters cover outstanding rent and utility balances incurred during the pandemic, including electric, gas and water.

To learn more **visit [peco.com/HELP](https://peco.com/HELP)**. We have links to ERAP, and a variety of PECO bill relief options and assistance programs for customers who need help paying their bills. You also can visit the PA Department of Human Services website at [dhs.pa.gov/ERAP](https://dhs.pa.gov/ERAP)

PECO COMMUNITY PARTNERS



**PHILADELPHIA ZOO**  
**Through September 30**  
 Exhibit spans 250 million years and features 24 life-size animatronic dinosaurs. See how these and other extinct giants were impacted by intense change, extreme weather and the intersection of humans—reminding us of our role in caring for wildlife and the planet.  
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[pleasetouchmuseum.org](http://pleasetouchmuseum.org)

**Bright ideas for saving money and the air**

Change your lightbulbs to LED and turn them off when you leave the room.  
 Use a programmable thermostat.



Sign up for air quality alerts at [www.AirQualityPartnership.org](http://www.AirQualityPartnership.org)  
 Save energy when air quality is expected to be poor.



**Don't forget to pack your PECO.**

Start, stop or move your service online. Learn more at [peco.com/moving](http://peco.com/moving)

**On the cover:** The Delaware River Bridge at New Hope, PA is over 1000 foot long and includes a pedestrian walkway. It was built in 1904, thoroughly reconditioned in 2004, and crosses over the Delaware River to Lambertville, NJ.

**QUESTIONS? CONTACT US.**

Electric or Gas emergency: 1-800-841-4141	Payment assistance: <a href="http://peco.com/myaccount">peco.com/myaccount</a>	E-mail us: <a href="mailto:EnergyHome@exeloncorp.com">EnergyHome@exeloncorp.com</a>
Gas only emergency: 1-844-841-4151	Sign up for ebill: <a href="http://peco.com/ebill">peco.com/ebill</a>	Write us: <a href="mailto:Energy@Home">Energy@Home</a> , Marketing Dept., 11th Floor
Lower your bills: <a href="http://peco.com/waysosave">peco.com/waysosave</a>	Sign up for PECO Alerts: <a href="http://peco.com/alerts">peco.com/alerts</a>	2301 Market Street, Philadelphia, PA 19103








PECO employees believe in giving back to the communities we serve. Last year, our employees pledged nearly half a million dollars and volunteered 15,000 hours of service to more than 1,000 organizations across our region.



PECO.com/Help



# Help with paying your utility bills

## Congratulations on receiving your COVID-19 vaccination!

Now that you're securing your physical health, contact us so we can help you with your financial health. At PECO, we care about our customers and have new and exciting programs available to help you maintain your PECO utility service.

**Give us a call at 1-888-480-1533 or visit us at [PECO.com/Help](https://www.peco.com/help)**



PECO. The future is on.

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Flip over for English



## Ayuda para pagar sus facturas de servicios públicos

# ¡Felicitaciones por recibir su vacuna COVID-19!

Ahora que está asegurando su salud física, comuníquese con nosotros para que podamos ayudarlo con su salud financiera. En PECO, nos preocupamos por nuestros clientes y tenemos programas nuevos y emocionantes disponibles para ayudarlo a mantener su servicio público de PECO.

**Llámanos al 1-888-480-1533 o visítanos en [PECO.com/Help](https://www.peco.com/Help)**



PECO. The future is on.

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## APPENDIX F TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS

### PECO Energy Assistance Partners

#### PHILADELPHIA COUNTY

Action Wellness	1216 Arch Street, 6th Floor (19107)	(215) 981-0088
ACHIEVEability	59 N. 60th Street (19139)	(215) 748-8800
Center in the Park	5818 Germantown Avenue (19144)	(215) 848-7722
Coalition of Culturally Competent Providers	4900 Wyalusing Avenue (19131)	(267) 295-8841
CONCILIO	141 E. Hunting Park (19124)	(215) 627-3100
CONGRESO	216 W. Somerset Street (19133)	(215) 763-8870
Diversified Community Services	1529 S. 22nd Street (19146)	(215) 336-5505
Germantown Crisis Ministry	35 W. Chelton Avenue (19144)	(215) 843-2340
GPASS - Greater Phila. Asian Social Services	4943 N. 5th Street (19120)	(215) 456-1662
HACE - Hispanic Assoc. of Contractors & Enterprises	167 W. Allegheny Avenue, Suite 200 (19140)	(215) 426-8025
Hunting Park NAC	3760 N. Delhi Street (19140)	(215) 225-5560
Mt. Vernon Manor CDC/NAC	631 N. 39th Street (19104)	(215) 475-9492
New Kensington CDC	2771 Ruth Street, Suite 1 (19134)	(215) 427-0350
Nicetown CDC	4300 Germantown Avenue (19140)	(215) 329-1824
People's Emergency Center	3902 Spring Garden Street (19104)	(215) 382-7522
Strawberry Mansion NAC	2829 W. Diamond Street (19121)	(215) 235-7505
Southwest CDC	6328 Paschall Avenue (19142)	(215) 729-0800
UESF - Utility Emergency Services Fund (MEAF Agency)	1608 Walnut Street, Suite 600 (19103)	(215) 972-5170
United Communities	2029 S. 8th Street (19148)	(215) 468-1645
Urban League of Philadelphia	121 S. Broad Street, Suite 9 (19107)	(215) 985-3220
We Never Say Never	4427 Lancaster Avenue (19104)	(215) 452-0440

#### BUCKS COUNTY

Bucks County Opportunity Council (MEAF Agency)	100 Doyle Street, Doylestown, PA (18901)	(215) 345-3295
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#### CHESTER COUNTY

Human Services, Inc. (MEAF Agency)	50 James Buchanan Drive, Thorndale, PA (19372)	(610) 873-1010
Open Hearth	101 Main Street Suite A-1, Spring City, PA (19475)	(610) 792-9282
Orion Communities	237 Bridge Street, Phoenixville, PA (19460)	(610) 415-1140

#### DELAWARE COUNTY

Community Action Agency of Delaware County (MEAF Agency)	201 W. Front Street, Media, PA (19063)	(610) 874-8451
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#### MONTGOMERY COUNTY

Montgomery County Action Development Commission (MEAF Agency)	113 E. Main Street, Norristown, PA (19401)	(610) 277-6363
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#### YORK COUNTY

Mason Dixon Community Services (MEAF Agency)	5 Pendryrus Street, Suite 2, Delta, PA (17314)	(717) 456-5559
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### Budget Billing

Budget Billing helps you avoid spikes in your bill by spreading your energy costs evenly throughout the year.

To sign up for Budget Billing, call **1-800-494-4000** or visit [peco.com/budgetbill](http://peco.com/budgetbill)

### Things You Will Need to Apply for Assistance Programs

- Address and phone number associated with your PECO account
- Full name and birth date of each household member
- Proof of gross income for each household member 18 years old or older

#### PROOF OF INCOME EXAMPLES:

- Pay stub
- Letter of unemployment
- Pension check
- Workers' comp check
- DHS award letter
- Child support order letter
- Social Security award letter

**Proof of Income:** You will need to provide the most recent 30 days of income.

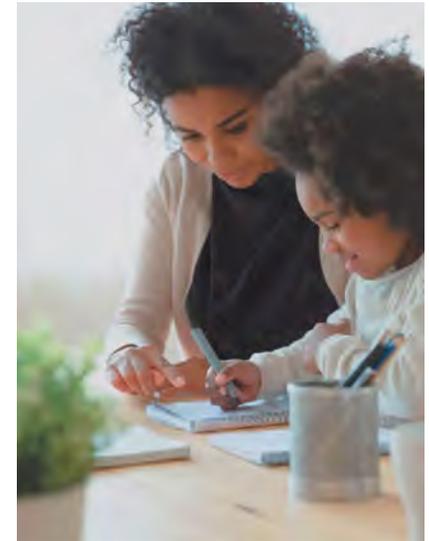
For more information on PECO Bill Assistance Programs, scan the QR code below:



or visit:  
[peco.com/help](http://peco.com/help)

# 2021

## PECO BILL ASSISTANCE PROGRAMS



Helping customers meet their energy needs.

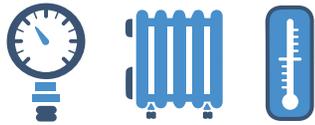


APPENDIX F TO PECO ENERGY COMPANY'S RESPONSE TO THE SUPPLEMENTAL DATA REQUESTS



Everyone deserves access to affordable utility service.

Each year, PECO helps thousands of its customers with their PECO bills through these assistance programs.



### Low-Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a federal grant program that helps eligible customers pay their PECO bills during the home heating season (typically November to March). Homeowners, renters and subsidized housing tenants may be eligible.

There are two types of grants:

**CASH Grant:** You do not have to be delinquent with your PECO bill.

**CRISIS Grant:** Service is terminated or in danger of termination.

To apply, call the PECO LIHEAP hotline at **1-800-34-HELP-4 (1-800-344-3574)**, or visit [peco.com/liheap](http://peco.com/liheap)

### Matching Energy Assistance Fund (MEAF)

MEAF provides bill payment assistance to customers whose service has been terminated or is in threat of termination.

MEAF is funded by contributions from caring donors, and PECO matches donations received dollar for dollar.

For more information or to find the MEAF agency in your county, visit [peco.com/MEAF](http://peco.com/MEAF) or call:

Philadelphia: **215-972-5170**  
Suburbs: **1-800-403-6806**

### Customer Assistance Referral & Evaluation Services (CARES)

CARES is a referral and evaluation service designed to assist customers who are having difficulty paying their PECO bills due to financial hardships.

A financial hardship may include a family emergency, death, divorce/separation, unemployment, medical emergency, etc.

To apply, call the PECO CARES hotline at **1-800-774-7040**, or visit [peco.com/help](http://peco.com/help)

### Customer Assistance Program (CAP)

CAP provides a monthly credit that is applied to a customer's PECO bill. The amount of the credit is based on household income and energy usage.

Customers may be eligible for forgiveness of past due balances when they first enroll in CAP.

To apply, call the PECO CAP hotline at **1-800-774-7040**, or visit [peco.com/cap](http://peco.com/cap)

### Low-Income Usage Reduction Program (LIURP)

LIURP helps PECO customers save money by reducing the amount of electricity and natural gas used in their homes.

PECO will identify and address conservation and weatherization steps needed to make your home more energy efficient.

To apply, call the PECO LIURP hotline at **1-800-675-0222**, or visit [peco.com/help](http://peco.com/help)

**2021**  
PROGRAM ELIGIBILITY  
FEDERAL POVERTY LEVEL (FPL) MONTHLY INCOME LIMITS

# of household members	25% FPL	50% FPL	75% FPL	100% FPL	125% FPL	CAP & LIHEAP 150% FPL (or less)	MEAF 175% FPL (or less)	LIURP & CARES 200% FPL (or less)	250% FPL	300% FPL
1	\$268	\$537	\$805	\$1,073	\$1,342	\$1,610	\$1,878	\$2,147	\$2,683	\$3,220
2	\$363	\$726	\$1,089	\$1,452	\$1,815	\$2,178	\$2,540	\$2,903	\$3,629	\$4,355
3	\$458	\$915	\$1,373	\$1,830	\$2,288	\$2,745	\$3,203	\$3,660	\$4,575	\$5,490
4	\$552	\$1,104	\$1,656	\$2,208	\$2,760	\$3,313	\$3,865	\$4,417	\$5,521	\$6,625
5	\$647	\$1,293	\$1,940	\$2,587	\$3,233	\$3,880	\$4,527	\$5,173	\$6,467	\$7,760
6	\$741	\$1,483	\$2,224	\$2,965	\$3,706	\$4,448	\$5,189	\$5,930	\$7,413	\$8,895
7	\$836	\$1,672	\$2,508	\$3,343	\$4,179	\$5,015	\$5,851	\$6,687	\$8,358	\$10,030
8	\$930	\$1,861	\$2,791	\$3,722	\$4,652	\$5,583	\$6,513	\$7,443	\$9,304	\$11,165
For each additional person, add:	\$95	\$189	\$284	\$378	\$473	\$568	\$662	\$757	\$946	\$1,135

# APPENDIX G



Dear Landlord

Account Number \_\_\_\_\_

Your tenant \_\_\_\_\_ at \_\_\_\_\_ has been found eligible to receive services under PECO's Low Income Usage Reduction Program. This program provides a **FREE** home energy audit along with weatherization measures to low-income tenants who are PECO customers. After a comprehensive Energy usage audit, the following weatherization services may or may not be included:

- a.) Weatherization Measures - e.g. caulking, weather-stripping, etc.
- b.) Safety Measures - e.g. installation of smoke detectors.
- c.) Attic (including roof vents if needed) / Wall / Floor Insulation.
- d.) Timers for electric hot water heaters.
- e.) Heating system servicing/repair or replacement.
- f.) Thermostat Replacement.
- g.) Refrigerator Replacement
- h.) Room Air Conditioner Replacement

All installations will be done by licensed contractors using approved materials. **ALL COSTS WILL BE COMPLETELY ABSORBED BY PECO; THERE IS NO COST TO YOU.**

In order to provide these services to your tenants, you, as the property owner, must **sign and return this form in the postage paid envelope provided, to CMC Energy, P.O. Box 601, Dresher, PA 19025 or fax the form to (215) 540-5887 or email the form to LIURPLLC@cmcenergy.com.** You agree that rents will not be raised unless the increase is related to matters other than the installation of the usage reduction measures. You also agree that the tenants will not be evicted for at least 12 months after the installation of program measures, if the tenants comply with the ongoing obligation and responsibilities owed the landlord. If you have any questions please call **1-800-675-0222, ext 3.**

At PECO, we are focusing on providing usage reduction measures and education that will make your property energy efficient and lower usage. Your cooperation is greatly appreciated.

I have read and understand this letter concerning PECO's Low Income Usage Reduction Program.

\_\_\_\_\_  
 Property Owner's Signature (Print/Type) Property Owner's Name

\_\_\_\_\_  
 Property Owner's Address City State Zip

\_\_\_\_\_  
 Property Owner's Phone Number Date