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May 14, 2024

VIA eFILING

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

**Re: Pennsylvania Public Utility Commission v.
PECO Energy Company – Gas Division
Docket No. R-2024-3046932**

Dear Secretary Chiavetta:

Enclosed for filing are **PECO Energy Company’s Revised Responses to: (1) Defined Filing Requirement DFR-III-A-22; and (2) Supplemental Data Responses SDR-COS-6, 7, 8, and 12** (“Revised Responses”), in the above-referenced matter.

As indicated on the enclosed Certificate of Service, copies of the Revised Responses have been served upon the presiding Administrative Law Judges and all parties to this proceeding.

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

Very truly yours,



Kenneth M. Kulak

KMK/tp
Enclosure

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

Morgan, Lewis & Bockius LLP

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**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**PENNSYLVANIA PUBLIC
UTILITY COMMISSION**

v.

**PECO ENERGY COMPANY –
GAS DIVISION**

:
:
:
:
:
:
:

DOCKET NO. R-2024-3046932

CERTIFICATE OF SERVICE

I hereby certify and affirm that I have this day served a copy of **PECO Energy Company’s Revised Responses to: (1) Defined Filing Requirement DFR-III-A-22; and (2) Supplemental Data Responses SDR-COS-6, 7, 8, and 12** on the following persons in the manner specified in accordance with the requirements of 52 Pa. Code § 1.54:

VIA ELECTRONIC MAIL

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Dated: May 14, 2024

Counsel for PECO Energy Company

DB1/ 147351966.1

Q. III-A-22 Supply an exhibit showing an analysis, by functional accounts, of the charges by affiliates (Service Corporations, etc.) for services rendered included in the operating expenses of the filing company for the test year and for the 12-month period ended prior to the test year.

- a. Supply a copy of the contracts, if applicable.
- b. Explain the nature of the services to be provided.
- c. Explain the basis on which charges are made.
- d. If charges are allocated, identify allocation factors used.
- e. Supply the components and amounts comprising the expense in this account.
- f. Provide details of initial source of charge and reason thereof.

A. III-A-22 Revised Attachment III-A-22 presents the correct excluded 2023 Non-Utility Charges. No changes were made to the FTY and FPFTY Non-Utility Charges.

Refer to Revised Attachment III-A-22 for 2023 actuals, and 2024 and 2025 budgeted expenditures for services rendered by affiliates Exelon Business Services Company (BSC), Commonwealth Edison Company and Baltimore Gas and Electric.

- a. Refer to Revised Attachments III-A-22(a.1), III-A-22(a.2), and III-A-22(a.3) for copies of applicable contracts.
- b. BSC supplies a variety of corporate support services. Refer to Revised Attachments III-A-22(b.1) and III-A-22(b.2) for description of BSC services provided. Commonwealth Edison provides Information Technology (IT), Legal and Audit services. Baltimore Gas and Electric provides Supply and IT services.
- c. The charges from BSC are based on fully distributed cost, including applicable overheads. Charges for affiliate services provided by Commonwealth Edison and Baltimore Gas and Electric are based on direct charges for actual work performed and are priced at cost.

- d. Whenever possible, BSC charges are directly assigned and billed to PECO where the activity benefits only PECO and direct charged through the use of unit priced services. Remaining costs that cannot be directly charged are allocated as follows: BSC corporate governance services are allocated using the Modified Massachusetts Formula (MMF). The MMF uses the following three factors to develop the allocation ratio for each business unit: gross revenue, total assets, and direct labor. Supply services are allocated based on materials and/or services purchased. IT costs are allocated based on various cost causative methods, typically units/usage methods, which vary from project to project. Human Resources costs are allocated based on employee headcount ratios.

Once the expenditures are billed by BSC to PECO, they are assigned between the electric and gas divisions based on the nature of the expenditure and the operating division(s) that benefit. Charges for affiliate services provided by Commonwealth Edison and Baltimore Gas and Electric are based on direct charges for actual work performed and are priced at cost.

- e. Refer to Revised Attachments III-A-22(b.1) and III-A-22(b.2) for BSC service descriptions, bullet b herein for affiliate service descriptions, and Revised Attachment III-A-22 for amounts.
- f. The initial source of the charges is BSC and other affiliates.

PECO Energy Co.**EBSC and Other Affiliates Operations & Maintenance Costs****Presentation Basis: PECO Gas**

(\$ in thousands)

Ln. Ref.

	2023 Actual	2024 Budget	2025 Budget
1 Charges billed by EBSC			
2 Non-Information Technology (IT) Costs:			
3 Communication	344	600	423
4 Executives	2,191	2,470	2,482
5 Exelon Utilities	1,118	1,789	1,863
6 Finance	2,924	3,458	3,772
7 Government Affairs	214	260	277
8 Human Resource	1,461	1,519	1,578
9 Legal Governance	1,744	1,483	1,527
10 Security	2,379	1,883	1,980
11 Supply	76	229	246
12 Real Estate	172	193	205
13 Total Non-IT:	12,622	13,884	14,354
14			
15 IT Costs:			
16 EBSC IT	14,204	17,733	18,439
17 Total IT Costs:	14,204	17,733	18,439
18			
19 Total IT and Non-IT Costs:	26,826	31,617	32,793
20			
21 Total Charges billed by EBSC (excluding Non-Utility):	26,239	31,393	32,570
22			
23 Non-Utility Charges:			
24 Charitable Contributions	81	101	94
25 Legal	356	-	-
26 Lobbying / Other	149	123	128
27 Total Non-Utility Charges:	586	224	223
28			
29 Total EBSC Charges (including Non-Utility):	26,826	31,617	32,793
30			
31 Other Affiliate Charges (Not Above)			
32 Information Technology from BGE	123	-	-
33 Information Technology from ComEd	35	-	-
34 Call Center Services ComEd	-	-	-
35 Legal and Audit Services from ComEd	8	-	-
36 Total Other Affiliate Charges:	165	-	-
37			
38 Total EBSC and Other Affiliate Charges:	26,991	31,617	32,793

MUTUAL SERVICES AGREEMENT

BETWEEN

PECO ENERGY COMPANY

AND

EXELON CORPORATION AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR AFFILIATES WHOLLY OR PARTLY-OWNED BY EXELON CORPORATION

AND

EXELON GENERATION COMPANY, LLC AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR AFFILIATES WHOLLY OR PARTLY-OWNED BY EXELON GENERATION COMPANY, LLC

AND

EXELON ENTERPRISES, LLC AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR AFFILIATES WHOLLY OR PARTLY-OWNED BY EXELON ENTERPRISES COMPANY, LLC

AND

COMMONWEALTH EDISON COMPANY AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR AFFILIATES WHOLLY OR PARTLY-OWNED BY COMMONWEALTH EDISON COMPANY

THIS AGREEMENT, made and entered into this 1st day of January, 2001, by and between the following: PECO ENERGY COMPANY ("PECO"), a Pennsylvania Corporation; and Exelon Corporation ("Exelon") and any or all of its subsidiaries and/or affiliates wholly or partly-owned by Exelon Corporation; Exelon Generation Company, LLC ("Genco") and any or all of its subsidiaries and/or affiliates wholly or partly-owned by Genco; Exelon Enterprises Company, LLC ("Enterprises") and any or all of its subsidiaries and/or affiliates wholly or partly-owned by Enterprises; and Commonwealth Edison Company ("ComEd") and any or all of its subsidiaries and/or affiliates wholly or partly-owned by ComEd (hereinafter collectively the "Affiliates," PECO and its Affiliates are collectively referred to as "Parties.")

WITNESSETH:

WHEREAS, the Parties desire to enter into this Agreement providing for the performance of certain services as more particularly set forth herein; and

WHEREAS, to maximize efficiency, and to achieve cost savings, the Parties desire to avail themselves of the benefits of having services provided by the least cost provider thereof whenever possible, and to compensate such provider appropriately for such services;

NOW, THEREFORE, in consideration of these premises and of the mutual agreements set forth herein, the Parties agree as follows:

Section 1. Definitions

Commission – the Pennsylvania Public Utility Commission.

Providing Company – one or more Parties to this Agreement that have agreed to provide requested services to another Party in accordance with the terms of this Agreement.

Requesting Company – one or more Parties to this Agreement that are requesting services to be provided by another Party in accordance with the terms of this Agreement

Section 2. Agreement to Provide Services

PECO and Affiliates agree to provide, upon the terms and conditions set forth herein, services including but not limited to those services hereinafter referred to and described in Section 3, at such times, for such period and in such manner as Requesting Company may from time to time request and Providing Company concludes it is able and willing to provide. In providing such services, Providing Company may arrange, as it deems appropriate, for the services of such experts, consultants, advisers, and other persons with necessary qualifications as are required for or pertinent to the provision of the requested services.

Section 3. Services to be Provided

A Providing Company shall render services as Requesting Company may request from time to time and Providing Company determines it is able and willing to perform.

Section 4. New Affiliates

New direct or indirect affiliates of PECO, which may come into existence after the effective date of this Mutual Service Agreement, may become parties to this Agreement. The Parties hereto shall make such changes in the scope and character of the services to be provided and the method of assigning, distributing or allocating costs of such services as may become necessary to achieve a fair and equitable assignment, distribution, or allocation of costs among all Requesting Companies, including the new affiliates.

Section 5. Compensation of Providing Company

As compensation for the services to be provided hereunder, a Requesting Company shall generally pay to Providing Company charges for services that are no more than the cost thereof (except as otherwise directed or permitted by an appropriate regulatory authority), insofar as costs can reasonably be identified and related to the particular services in question or otherwise fairly and equitably allocated to such services. To the extent that PECO or its affiliated Electric Generation Supplier (as that term is defined in the Pennsylvania Public Utility Code) are participants in a particular transaction, the Requesting Company shall pay to Providing Company charges for services that comply with the Commission's decisions, rules and regulations, including the Commission-approved settlement of Docket Nos. R-00973953 and P-00971265 and Appendices G and H thereto. In addition, all transactions conducted hereunder shall be subject to the Public Utility Holding Company Act of 1935, as administered by the Securities and Exchange Commission.

Section 6. Service Requests

The services described herein or contemplated to be provided hereunder shall be directly assigned, distributed or allocated by activity, project, program, work order or other appropriate basis.

Section 7. Payment

Payment shall be by making remittance of the amount billed or by making appropriate accounting entries on the books of the companies involved. Invoices shall be prepared on a monthly basis for services provided hereunder.

Section 8. Effective Date and Termination

This Agreement has been approved by the Commission in Docket No. A-110550F0147 and shall become effective as of the date of execution and shall remain in effect from said date unless terminated by the Commission or by mutual agreement. Any Party may withdraw from this Agreement by giving at least sixty days written notice to the other Parties prior to withdrawal.

Section 9. Access to Records


For the seven years following a transaction under this Agreement, the Requesting Company may request access to and inspect the accounts and records of the Providing Company, provided that the scope of access and inspection is limited to accounts and records that are related to such transaction.

Section 10. Assignment

This Agreement and the rights hereunder may not be assigned without the mutual written consent of all Parties hereto.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed and attested by their authorized officers as of the day and year first above written.

PECO ENERGY COMPANY

By: 
Craig L. Adams

Title: Senior Vice President and
Chief Operating Officer

Date: 7/16/2010

**EXELON GENERATION COMPANY, LLC
AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR
AFFILIATES WHOLLY OR PARTLY-OWNED BY
EXELON GENERATION COMPANY, LLC**

By: _____
Doyle M. Beneby

Title: Senior Vice President

Date: _____

**EXELON ENTERPRISES COMPANY, LLC
AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR
AFFILIATES WHOLLY OR PARTLY-OWNED BY
EXELON ENTERPRISES COMPANY, LLC**

By: _____
Carter C. Culver

Title: Chief Executive Officer and President

Date: _____

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed and attested by their authorized officers as of the day and year first above written.

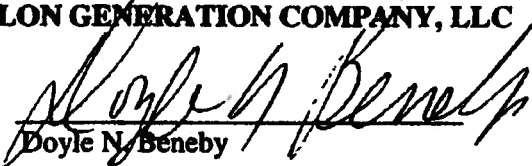
PECO ENERGY COMPANY

By: _____
Craig L. Adams

Title: Senior Vice President and
Chief Operating Officer

Date: _____

**EXELON GENERATION COMPANY, LLC
AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR
AFFILIATES WHOLLY OR PARTLY-OWNED BY
EXELON GENERATION COMPANY, LLC**

By: 
Doyle N. Beneby

Title: Senior Vice President

Date: 7/14/2010

**EXELON ENTERPRISES COMPANY, LLC
AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR
AFFILIATES WHOLLY OR PARTLY-OWNED BY
EXELON ENTERPRISES COMPANY, LLC**

By: _____
Carter C. Culver

Title: Chief Executive Officer and President

Date: _____

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed and attested by their authorized officers as of the day and year first above written.

PECO ENERGY COMPANY

By: _____
Craig L. Adams

Title: Senior Vice President and
Chief Operating Officer

Date: _____

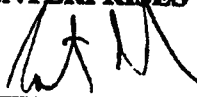
**EXELON GENERATION COMPANY, LLC
AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR
AFFILIATES WHOLLY OR PARTLY-OWNED BY
EXELON GENERATION COMPANY, LLC**

By: _____
Doyle M. Beneby

Title: Senior Vice President

Date: _____

**EXELON ENTERPRISES COMPANY, LLC
AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR
AFFILIATES WHOLLY OR PARTLY-OWNED BY
EXELON ENTERPRISES COMPANY, LLC**

By: _____

Carter C. Culver

Title: Chief Executive Officer and President

Date: July 27, 2010

**EXELON CORPORATION
AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR
AFFILIATES WHOLLY OR PARTLY OWNED BY
EXELON CORPORATION**

By: 
Duane M. DesParte

Title: Vice President and Corporate Controller

Date: 7-16-10

**COMMONWEALTH EDISON COMPANY
AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR
AFFILIATES WHOLLY OR PARTLY-OWNED BY
COMMONWEALTH EDISON COMPANY**

By: _____
Joseph R. Trpik, Jr.

Title: Senior Vice President, Chief Financial Officer
and Treasurer

Date: _____

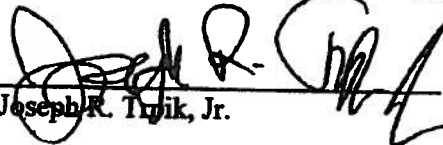
**EXELON CORPORATION
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AFFILIATES WHOLLY OR PARTLY OWNED BY
EXELON CORPORATION**

By: _____
Duane M. DesParte

Title: Vice President and Corporate Controller

Date: _____

**COMMONWEALTH EDISON COMPANY
AND ANY OR ALL OF ITS SUBSIDIARIES AND/OR
AFFILIATES WHOLLY OR PARTLY-OWNED BY
COMMONWEALTH EDISON COMPANY**

By:  _____
Joseph R. Trjik, Jr.

Title: Senior Vice President, Chief Financial Officer
and Treasurer

Date: July 28, 2010

VERIFICATION

I, Richard A. Schlesinger, hereby declare that I am Manager, Retail Rates of PECO Energy Company; that, as such, I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Request for Contract Approval are true and correct to the best of my knowledge, information and belief; and that I make this verification subject to the penalties of 18 Pa.C.S. §4904 pertaining to false statements to authorities.


Richard A. Schlesinger

Date: November 17, 2010

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

PECO ENERGY COMPANY'S REQUEST	:	
FOR APPROVAL OF A CONTRACT WITH	:	
AN AFFILIATED INTEREST FILED IN	:	DOCKET NO. _-_____
COMPLIANCE WITH PECO'S	:	
IMPLEMENTATION PLAN OF THE	:	DOCKET NO. D-2009-2128070
MANAGEMENT EFFICIENCY	:	
INVESTIGATION AT DOCKET	:	
NO. D-2009-2128070	:	

CERTIFICATE OF SERVICE

I hereby certify that I have this date served a true copy of the enclosed **Request for Approval of a Contract** upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA FIRST CLASS MAIL DELIVERY

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Harrisburg, PA 17120

John Clista
Management Audit Supervisor
Bureau of Audits
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
P.O. Box 3265
Harrisburg, PA 17120

Dated: November 17, 2010



Ward L. Smith
Ward.smith@exeloncorp.com

Counsel for PECO Energy Company

**PECO ENERGY COMPANY
MUTUAL SERVICES AGREEMENT AND ASSET
TRANSFER AGREEMENT
COST ALLOCATION MANUAL**

Policies and Guidelines
for
Associated Company Transactions
in Accordance
with
the Mutual Services and Asset Transfer Agreement

March 2009

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SECTION I

INTRODUCTION AND CORPORATE STRUCTURE

A. SCOPE

This Mutual Services Agreement (“MSA”) and Asset Transfer Agreement Cost Allocation Manual (“Manual”) applies to transactions between PECO Energy Company (“PECO”) and the Exelon Entities (as defined in Section II).

In previous years, transactions between PECO and the Exelon Entities were governed by the PUHCA rules of the SEC. After PUHCA 1935 was repealed effective February 8, 2006, these transactions were subject to the MSA. The MSA rules generally require such transactions to be priced at cost.

In 2008, the Federal Energy Regulatory Commission (FERC) issued new pricing rules for affiliate transactions involving non-power goods and services. The provision of non-power goods and services, including any goods, equipment (including machinery), materials, supplies, appliances, or similar property (including oil, coal, steam, but not including electric energy, natural or manufactured gas, utility assets, intangible property, or tangible assets such as real property, buildings, and the like) will be subject to the following pricing:

-) For services provided by PECO to another affiliate (except to another state-regulated utility), the pricing standard is the higher of Fully Distributed Cost or Fair Market Value.
-) For services provided by another affiliate (except by another state-regulated utility or EBSC) to PECO, the pricing standard is the lower of Fully Distributed Cost or Fair Market Value.
-) EBSC will charge Fully Distributed Cost to all affiliates.
-) Services between PECO and ComEd will be priced at Fully Distributed Cost, except that if there is a Prevailing Price for the service, it may only be provided if Fully Distributed Cost equals Prevailing Price.

The overall objective of the Cost Allocation System is to establish cost allocation methodologies that apportion costs between PECO and the Exelon Entities so as to preclude cross-subsidization of the Exelon Entities by PECO customers. Cross-subsidization results under cost-based regulation when the prices of a regulated company’s regulated services improperly reflect the costs of associated activities.

In the event of a conflict between this Manual, the MSA and FERC, the order of priority shall be FERC, MSA, and this Manual.

Each PECO department is responsible for implementation within its organization of the policies and guidelines for associated company transactions set forth in the MSA and this Manual. All intercompany transactions shall be adequately documented. Continual monitoring and internal controls shall be maintained to assure that policy guidelines described in this Manual are observed and that potential or actual deviations are detected and corrected.

Please contact PECO's General Accounting Department and/or BSC's Legal Department to resolve any conflict between this Manual, FERC and the MSA rules.

SECTION II

DEFINITIONS

Set forth below is a definition of terms that are used throughout this Manual.

Acquiring Party: A Party who desires to acquire real property, interests in real property, tangible personal property or intangible assets from a Selling Party.

Client Company: A Party who desires to receive services or goods and has requested another Party to provide services and or goods in accordance with the terms of an Approved Services Agreement.

ComEd: Commonwealth Edison Company, PECO's affiliate.

EBSC: Exelon Business Services Company, LLC.

Exelon Entities: Exelon and all of its subsidiaries other than PECO are Exelon Entities.

Fair Market Value: The resultant price set by an arms-length transaction between a willing buyer and a willing seller, both of whom are adequately informed of the appropriate facts, and neither of whom is under any compulsion to buy or sell.

FERC: Federal Energy Regulatory Commission.

Fully Distributed Cost: Fully Distributed Cost includes the actual direct costs or allocated costs incurred by a Providing Company to provide a service or facility, plus indirect costs and other appropriate overheads. See Section IX, Fully Distributed Cost Method, for a detailed discussion as well as examples of fully distributed cost.

MSA: Mutual Services Agreement approved by the PaPUC under which PECO provides non-power services to Exelon Entities or receives non-power services from Exelon Entities other than EBSC.

PaPUC: The Pennsylvania Public Utility Commission.

Party: Party means each, and Parties means all, of the entities who are from time to time a party to the MSA.

Prevailing Price: In the case of services or facilities provided by ComEd to an Exelon Entity, Prevailing Price will only apply to services or facilities provided for sale to the general public. This includes electric service, service provided under an ICC approved pricing mechanism such as Rate CS, and Competitive Services provided to the general public. Prevailing Price is generally defined as the price that has been charged to the general public. When PECO provides a service or facility to ComEd, Prevailing Price is defined as the price charged to nonassociates if such transactions with nonassociates constitute a substantial portion of PECO's total revenues from such transactions.

Providing Company: A Party who has been requested to, and who is able and willing to, furnish facilities and/or provide services to a Requesting Company under the terms of the MSA.

PUHCA: The Public Utility Holding Company Act of 1935 (“PUHCA”) was enacted in 1935 to combat abuses commonly arising in utility holding companies in the early part of the 1900’s. PUHCA, enforced by the SEC, focused most specifically on the practices of the holding company extracting excessive charges from its regulated utilities for services and of unfairly allocating costs to different utilities in different states. The Energy Policy Act of 2005 repealed PUCHA 1935 effective February 8, 2006, and replaced it with PUHCA 2005.

SEC: Securities and Exchange Commission

Selling Party: A Party who is willing to sell and transfer real property, interests in real property, tangible personal property or intangible assets to an Acquiring Party.

Service Company: Any associate company within a holding company system organized specifically for the purpose of providing non-power goods or services or the sale of goods or construction work to any public utility in the same holding company system. The Service Company (EBSC) provides most administrative and general services to the subsidiaries of Exelon.

SECTION III

TRANSACTIONS INVOLVING THE PROVISION OF SERVICES AND FACILITIES

Transactions involving the provision of services and facilities between PECO and the Exelon Entities (other than services PECO receives from EBSC) will be governed by the following pricing rules:

-) For services provided by PECO to another affiliate (except to another utility), the pricing standard is the higher of Fully Distributed Cost or Fair Market Value.
-) For services provided by another affiliate (except by another utility or EBSC) to PECO, the pricing standard is the lower of Fully Distributed Cost or Fair Market Value.
-) EBSC will charge Fully Distributed Cost to all affiliates.
-) Services between PECO and ComEd will be priced at Fully Distributed Cost, except that if there is a Prevailing Price for the service, it may only be provided if Fully Distributed Cost equals Prevailing Price.

According to the MSA, the provision of services or facilities by PECO to an Exelon Entity, or by an Exelon Entity to PECO, shall be charged to the requesting Exelon Entity at an amount not to exceed the Fully Distributed Cost incurred by the providing Exelon Entity.

For transactions between PECO and ComEd, the Providing Company's Prevailing Price will be limited to not more than Fully Distributed Cost as a means to resolve pricing conflicts between ComEd's Affiliated Interests Agreement (AIA) and the MSA which governs PECO's intercompany transactions. Under the MSA, the pricing of transactions is limited to "no more than cost".

Supporting documentation used in the determination of Fair Market Value or Prevailing Price must be forwarded to PECO's General Accounting Department.

Notwithstanding the state rules, where the FERC rules are more protective of PECO and ComEd, those must be applied. Thus, the pricing rules summarized in the bullet points above take into account both state and FERC rules, and give priority to the more protective FERC rules.

SECTION IV

SALES OF TANGIBLE AND INTANGIBLE PERSONAL PROPERTY

A. GENERAL

The purpose of this section is to assign a monetary value (price), and record all tangible or intangible personal property sold and transferred between PECO and the Exelon Entities.

Parties should evidence their agreement with respect to the sale of tangible or intangible personal property by entering into an agreement or other written memorandum.

For tangible or intangible personal property sales between PECO and the Exelon Entities, the following requires a separate PaPUC approval:

- [For tangible and intangible personal property purchases, sales, leases or exchanges between PECO and the Exelon Entities, a PaPUC approval is required pursuant to 66 Pa.C.S. § 2102. There are no exceptions to this requirement. In addition, if the transaction involves property that is "used or useful in the public service," an additional approval may be required pursuant to 66 Pa.C.S. § 1102. Since each transaction covered under this heading requires that a filing be made with the Commission to obtain § 2102 approval, Legal should be contacted to determine whether the Company should also request § 1102 approval for the transaction.

For sales of FERC jurisdictional facilities (*i.e.*, facilities used for the transmission of electric energy in interstate commerce or sales of electric energy at wholesale in interstate commerce), separate approval by the FERC may be required (notify BSC Legal for guidance).

B. VALUATION OF PROPERTY

The following general principles shall be used to establish a sale price for tangible or intangible personal property transactions.

Sales of tangible or intangible personal property shall be charged by the Selling Party to the Acquiring Party at:

- 1) The fair market value of tangible or intangible personal property to be sold as evidenced by the price at which nonassociated vendors offer the same or similar assets for sale by reference to quoted market prices or the value ascribed to the asset by an independent appraisal or other objective valuation technique.

Or, if no such fair market value is objectively or practicably determinable,

- 2) The historical cost of the asset to the Selling Party, less all applicable valuation reserves (e.g. accumulated depreciation).

The determination of fair market value must be adequately documented to ensure that a

proper audit trail exists.

Supporting documentation used in the determination of prevailing price must be forwarded to PECO's General Accounting Department.

C. SALE OF PROPERTY

-) Contact the appropriate Engineering Department, Life Cycle Management Department or Procurement Department to obtain the procedure for the sale of tangible personal property.
-) Contact PECO's General Accounting Department for all accounting transactions, for historical cost calculations, and to determine any impact the transfer has on ratemaking.
-) Notify PECO's Tax Office for tax implications and to obtain the most favorable tax treatment for any property sale.
-) Notify BSC's Legal Department to review the contract concerning the transfer.
-) Contact the Secretary's Office for:
 -) Approval of the sale by the Board of Directors (Board).
 -) Release of property from any mortgage indenture.Note: Board approval is required for sales of property over \$10 million; for sales of \$10 million and below, Board action is required only to obtain the mortgage release.

SECTION V

SALES OF REAL PROPERTY

A. GENERAL

The purpose of this section is to assign a monetary value (price), and record all real property sold and transferred between PECO and the Exelon Companies.

Parties should evidence their agreement with respect to the sale of real property by entering into an agreement or other written memorandum.

For real property purchases, sales, leases or exchanges between PECO and the Exelon Entities, a PaPUC approval is required pursuant to 66 Pa. C.S. § 2102. There are no exceptions to this requirement. In addition, if the transaction involves real property with an undepreciated book value of greater than \$50,000, a PUC approval is required pursuant to 66 Pa.C.S. § 1102.

Real property includes the following: land, buildings and other forms of real property.

B. VALUATION OF PROPERTY

The following general principles shall be used to establish a sale price for real property sales between PECO and the Exelon Entities.

Sales of real property shall be charged by the Selling Party to the Acquiring Party at:

- 1) The fair market value of the real property to be sold as evidenced by the price at which nonassociated vendors offer the same or similar assets for sale by reference to quoted market prices or the value ascribed to the asset by an independent appraisal or other objective valuation technique.

Or, if no such fair market value is objectively or practicably determinable,

- 2) The historical cost of the asset to the Selling Party, less all applicable valuation reserves.

The determination of fair market value must be adequately documented to ensure that a proper audit trail exists.

Supporting documentation used in the determination of prevailing price must be forwarded to PECO's General Accounting Department.

C. SALE OF PROPERTY

-) Contact PECO's Real Estate Department to obtain the procedure and approval for the sale of real property.

-) Contact PECO's General Accounting Department for all accounting transactions, historical cost calculations, and to determine any impact the transfer has on current or future ratemaking proceedings.
-) Notify PECO's Tax Office for tax implications and to obtain the most favorable tax treatment for any property sale.
-) Notify BSC's Legal Department to review the contract concerning the transfer.
-) Contact the Secretary's Office for:
 -) Approval of the sale by the Board of Directors (Board).
 -) Release of property from any mortgage indenture.Note: Board approval is required for sales of property over \$10 million; for sales of \$10 million and below, Board action is required only to obtain the mortgage release.

SECTION VI

SALES/ACQUISITIONS OF FERC JURISDICTIONAL FACILITIES

Sales and/or acquisitions of “FERC jurisdictional facilities” generally require FERC approval (subject to thresholds). “FERC jurisdictional facilities” are the facilities used for the transmission of electric energy in interstate commerce, sales of electric energy at wholesale in interstate commerce (such as contracts), or existing generation facilities. FERC jurisdictional facilities do not include, for example, vehicles, computers, intangibles, land held for future use and obsolete or used inventory unconnected to the electric system. “Sales” and “acquisitions” include lease transactions. Employees must contact both BSC Legal, PECO Regulatory and the Director of PECO Accounting early in the consideration of any proposed sale/lease/acquisition of FERC jurisdictional facilities.

SECTION VII

WORK ORDERS

The Work Order Form is to be completed by a Providing Company when providing a service or facility to a Client Company. A Work Order Form must be completed for all services provided to Client Companies.

A separate form is not intended to be completed for each specific and separate instance where ongoing services or facilities are involved. It is intended to capture a blanket of services. For example, a Work Order Form would be prepared to provide fleet services for the time period that fleet services are provided. It would not be necessary to complete a Work Order Form for each separate vehicle. If a service or facility is provided for a finite period of time then that should be mentioned on the Work Order Form. If the service is to be provided for an undetermined time period, then the Work Order Form is valid until such time that a cancellation is requested. PECO reviews and updates all Affiliate Level Arrangements and Work Orders on an annual basis.

If at a later date there is a need to expand the scope of services related to an existing Work Order, you may prepare a Work Order Form and indicate on the form that an existing Work Order Form is being revised. Merely indicate the additional services and refer to the existing Work Order number.

Work Order Requirements

1. Each company within the holding company system must have a current Service Agreement signed by a management representative with responsibility for the service received or provided. The same employee cannot sign on behalf of both parties.
2. The Service Agreement should describe the scope of services, billing procedures and allocation methods.
3. Services should be directly charged to one benefiting company whenever possible. When more than one company benefits from a service provided, cost causative allocations must be used to distribute costs in a fair and equitable method.
4. Specific services to be provided must be evidenced by signed work orders and Affiliate Level Arrangements (ALAs) or Service Level Arrangements (SLAs). Work Orders provide the key to where the services are recorded on both the Providing Company's and the Client Company's books. Work orders, ALAs and SLAs should include the following data.
 -) Work order control number (Determined by the Providing Company)
 -) Purchase Order Number of Client Company, if applicable
 -) Name or title of Work Order
 -) Description of work to be performed
 -) Start and completion date
 -) Other Client Companies benefiting from the service (for purposes of allocations)
 -) Allocation factors (if applicable)
 -) Providing Company's code block data to capture costs of work order
 -) Client Company's code block data for billing purposes (including FERC account if for a FERC jurisdictional utility)

-) Budgeted / expected cost to be charged to Client Company
 -) Authorization signatures and dates
5. Changes to work orders must be documented.
 6. The Providing Company must maintain a control log of all authorized work orders.

For services provided by PECO, Work Order numbers will be issued by PECO's General Accounting Department. Therefore, when preparing a Work Order Form, please contact PECO's General Accounting Department.

A copy of the completed, approved Work Order Form must be sent to PECO's General Accounting Department.

Originals of the completed, approved form including any supporting documentation should be kept by the Providing Department. A copy of the Work Order Form should be maintained by the Requesting Department.

INSTRUCTIONS FOR COMPLETING PECO WORK ORDER FORM

Work order number The work order number is an eight digit code consisting of the ALA reference number (4 digits) and a 4 digit identifier provided by the PECO General Accounting Department. For example: CP01-0088.

ALA Reference Number The ALA reference number is derived as follows: the first digit is the providing company code, the second digit is the receiving company code and the final 2 digits are numeric indicating the number of the ALA between the 2 entities. For example: CP01 where the provider is CED the receiving Company is PED and this is the first ALA between the two entities. ALA reference numbers are 4 digit identifier provided by the CED – Financial Reporting Department. The Company Codes are:

C = CED	P = PED
E = Enterprises	
G = Genco	B = BSG
X = Corp. Center	

Effective Period The time period which the Work Order is in effect.

1. & 3. Providing/Receiving Select companies providing/requesting services.

2. Providing Department Identify the department responsible for providing the work to be done.

4. Client Department Identify the department requiring the work to be done.

5. Work Order Type One of the two types of Work Orders should be marked. A “New” or a “Revised” Work Order may be selected.

6. Work Request Title Choose an abbreviated title to define the work to be provided.

7. Allocation Method If the Work Order is for work that will benefit more than one department, indicate the basis of allocation.

Refer to Section IX of the Affiliated Interests Agreement, Cost Allocation Methods, for more information on allocation methods.

- 7. Providing Company – Reclass Providing companies reclassification code block to remove the charges from their O&Ms to be billed to an affiliate. (Debit of reclass JE.)

- 9. Receiving Company Distribution Code block that the receiving company will charge to record the cost of monthly ALA services received.

- 10. Description of Services Brief description of service or facility provided including budgeted or expected costs to be charged to Client Company.

- 11. Approvals Both the Receiving Company and the Providing Company must indicate their approval by indicating the name and providing a signature by the appropriate Department Head or Manager. Responsible contacts should be identified by complete name and their phone number.

SECTION VIII

FULLY DISTRIBUTED COST METHOD

A. OVERVIEW

Under the fully distributed cost methodology, direct costs incurred by one Party for the provision of services to another Party are increased for indirect costs and other appropriate overheads. The objective is to assign direct costs along with the appropriate indirect costs and overheads to the benefiting Exelon Entity or Entities to prevent cross-subsidization of associates by PECO customers.

B. COMPONENTS OF FULLY DISTRIBUTED COST

Fully distributed cost is the direct costs or allocated costs (cost pools allocated to a Exelon Entity based on a cost causative measure), adjustments to direct labor costs, indirect costs and other appropriate overheads incurred by a Party to provide a service or facility to another Party.

1) **Direct Costs and Allocated Costs**

Direct costs consist of direct labor, direct materials and purchased services, and the direct costs of facilities, equipment, machinery, furniture and fixtures. Allocated costs are incurred for the provision of services or facilities which are not directly assignable to a specific Exelon Entity or Entities but jointly benefit more than one Party. Costs to be allocated shall be accumulated in cost pools and allocated between the appropriate Parties based on an appropriate cost causative measure that ensures an equitable allocation.

2) **Direct Labor Adjustments, Indirect Costs and Other Overheads**

Elements of and the current rate for PECO's Loading Factors are presented below.

Administrative and General Loading Factor 49.6 %

-) Administrative and General Salaries (FERC Acct 920)
-) Office Supplies (FERC Acct 921)
-) Outside Services Employed (FERC Acct 923)
-) Property Insurance (FERC Acct 924)
-) Injuries and Damages (FERC Acct 925)
-) Employee Pensions and Benefits (FERC Acct 926)
-) Regulatory Commission Expenses (FERC Acct 928)
-) Advertising Expenses (FERC Acct 930)
-) Rents and Plant Maintenance (FERC Acct 931 and 935)

Studies to update PECO's Direct Labor Adjustment Rates and the Loading Factors will be performed by PECO's General Accounting Department annually during the second quarter and will be based on actual financial data of the prior calendar year.

The new Direct Labor Adjustment Rates and the Loading Factors will go into effect July 1st of each year.

C. FULLY DISTRIBUTED COST CALCULATION

Different adjustments are applied to direct labor charges depending on which PECO employees are charging payroll to the Exelon Entities and how their time is captured. See example calculations below.

Please note that this Section currently covers only PECO's loading factors for use in its fully distributed cost calculation. If an Exelon Entity provides a service to PECO at its fully distributed cost, then the Exelon Entity would need to calculate its own loading factors.

EXAMPLE CALCULATIONS OF FULLY DISTRIBUTED COST FOR PECO
2008 RATES

LABOR

	<u>Payroll Costs</u>
<u>Direct Charges</u>	
Direct PECO Payroll Charge	\$ 100.00
Total Direct Labor Charges	<u>\$ 100.00</u>
<u>Indirect Charges</u>	
1.) Adjust for Fringe, Pension, AIP and Payroll Taxes 79.97%	79.97
2.) Adjust for A&G Loading Rate 49.60%	49.60
3.) Indirect Charges (if appropriate)	<u>0.00</u>
Adjusted Direct Labor Charges	<u>\$ 229.57</u>

The Fringe, Pension AIP and Payroll Taxes rates applied in this example were in effect as of 1/31/2009. These rates are updated each month based on a communication sent out by PECO General Accounting.

SECTION IX

COST ALLOCATION METHODS

Whenever possible, costs of services or facilities specifically attributable to a Party should be charged directly to such Party. These services shall be charged directly using the appropriate pricing basis. See Section III, Transactions Involving the Provision of Services and Facilities for more information. When a transaction pertains to one Client Company and the transaction is charged to such Client Company, no further allocation is necessary. For each separately identifiable good or service, a determination needs to be made of those costs that can be directly charged to that particular good or service.

For costs incurred for transactions involving the provision of services which are not directly assignable to a specific Client Company and which have joint benefit to more than one Party, an allocation method must be used to distribute the costs to the benefiting companies. Cost pools will be allocated to the Client Companies based on the respective cost causative measures.

Each Providing Company will have the primary responsibility for ensuring that the allocation factors are proper, accurate and kept up to date.

To the greatest extent possible, the allocation factors will be based on cost drivers specifically applicable to the service provided. PECO Accounting will be advised / consulted regarding allocations factors utilized in associate transactions.

PECO Accounting will be responsible for evaluating new allocation methodologies and determining if any approval is required. PECO Accounting will coordinate approval efforts, if necessary, with the Legal Department.

SECTION X

ACCOUNTING AND INTERCOMPANY BILLING

A. Overview

For PECO and the Exelon Entities, code block must be used to record the accounting distribution for intercompany transactions. The specific accounting varies according to which Exelon Entity is involved in the transaction with PECO and whether the service, facility or goods are being charged at Fully Distributed Cost or market price.

B. Services/Facilities charged at FULLY DISTRIBUTED COST

When the provision of a service is directly assignable to a Client Company and is charged at Fully Distributed Cost, the Providing Company shall charge the related direct and indirect costs to a unique code block combination. The code block combination should be stated on each work order supplied as part of the ALA process.

If costs cannot be directly charged but must be allocated based on a cost causative measure (see Section IX, Cost Allocation Methods), contact PECO's General Accounting Department and Service Company Accounting to determine an appropriate code block combination to 'pool' such costs for allocation to the benefiting companies. [Is this consistent with PECO's practice?]

C. Services/Facilities charged at MARKET PRICE

When a service is provided to a Client Company at the Providing Company's market price rather than its Fully Distributed Cost, the Providing Company must record both its expenses associated with the provision of service and the related intercompany revenues. The Client Company will record the intercompany expenses.

D. Accounting for direct labor costs

Positive time reporting methodology should be utilized. Under a positive time reporting methodology, an employee shall report in each pay period the number of hours in providing separately identifiable goods and services to Client Companies.

PECO employees prepare Weekly Time Reports to report the hours spent providing a service to a particular Party to an appropriate code block combination. These Weekly Time Reports are signed by both the employee and an appropriate supervisor who can attest that the time reported is accounted for accurately. All hours billed must be supported by timesheets.

When billing direct labor costs the fully distributed cost methodology should be utilized. Under the fully distributed cost methodology, direct costs incurred by one Party for the provision of services to another Party are increased for indirect costs and other appropriate overheads. The

objective is to assign direct costs along with the appropriate indirect costs and overheads to the benefiting Exelon Entity or Entities to prevent cross-subsidization of associates by PECO customers.

Fully distributed cost are the actual labor costs plus the addition of applicable overheads (Fringes, AIP, Pension, Payroll Tax and A&G factor). All applicable overhead rates are distributed monthly prior to the start of the accounting close. The Fringe, AIP, Pension and Payroll Tax rates are established at the beginning of the year based on budgeted costs, there are adjustments on a monthly basis to the secondary rates of the respective allocation rates. The A&G rate is updated yearly based on actual financial data of the prior calendar year. The rate is updated in June by the General Accounting Department as part of PECO's development of its billing rates.

E. ACCOUNTING ON PAYMENT DOCUMENTS, MATERIAL REQUISITION, JOURNAL ENTRIES, ETC.

Costs incurred for services provided to an Exelon Entity, which are paid by means of a PECO Payment Request should be charged to such Exelon Entity by entering the appropriate code block combination on the accounting distribution line. Enter the appropriate code block combination in the Journal Entry System, the Passport System, Transportation System and any other system used for transactional reporting.

When using a journal entry to correct for any historical payroll charges to a Client Company, use the appropriate sub accounts. This is necessary so that the correct labor adjustments, indirects and overheads are added.

F. INTERCOMPANY BILLINGS AND PAYMENTS

1) Billings

-) Tariffed services provided by PECO to an Exelon Entity will be billed to the Exelon Entity in the same manner as all other customers of the tariffed service (e.g. Exelon Generation will be sent a PECO electric bill for electric service).

-) All other services or facilities which are provided by PECO to Exelon Entities, whether charged at market price or at fully distributed cost, will be invoiced and billed by PECO's functional area. PECO will separately invoice each of the Exelon Entities on a monthly basis for the services and facilities provided to the respective Exelon Entity during such month. Each invoice will include descriptions of the charges by reference to the Work Orders, if applicable, as well as total indirects calculated on all direct costs billed during the month. Upon request, an explanation and/or documentation will be provided to justify charges.

- J Services or facilities which are provided by the Exelon Entities to PECO, whether charged at market price or at fully distributed cost, will be invoiced and billed by each respective Exelon Entity. PECO will be invoiced from each of the Exelon Entities on a monthly basis for the services and facilities provided by the Exelon Entities during such month. Each invoice will include descriptions of the charges by reference to the Work Orders and total indirects, if applicable, calculated on all direct costs billed during the month. Upon request, an explanation and/or documentation will be provided to justify charges.
- J PECO's Real Estate Department will be responsible for collecting the payment from the Exelon Entity for the sale of real property, which is due at the closing of the sale and transfer of the property. Real Estate must communicate the accounting information related to the property sale to PECO's General Accounting Department.

2) Payments

With the exception of real property and intangible asset sales, payments from Exelon Entities should be made in accordance with Exelon's Intercompany Cash Settlement Policy.

G. INTERNAL CONTROL RESPONSIBILITIES AND RECORD RETENTION

Each PECO department that enters into an associated company transaction subject to the MSA shall have primary responsibility for assuring that the policies and guidelines detailed in the MSA and this Manual are appropriately implemented and maintained.

Also, each PECO department shall establish unique code block elements in the general ledger system, which shall be used to record, associated company transactions.

PECO's General Accounting Department shall have responsibility, in addition to those responsibilities indicated elsewhere herein, for overall monitoring of procedures and controls associated with associated company transactions. In this role, an accountant will monitor Work Order Forms, transactions, billings, allocation methodologies, etc. to assure compliance with the MSA and this Manual or any other applicable manuals, and that actions will be taken to correct deficiencies as they are identified. Reviews will be performed of operating results to assure they properly reflect associated company transactions that occurred during the period reviewed based on known activity as obtained from completed Work Order Forms and other sources. PECO's General Accounting Department shall direct any participant to implement and/or revise any procedure as required to assure associated company transactions are carried out in accordance with the provisions and intent of the MSA and this Manual or any other applicable manuals.

Internal Audit will also perform periodic compliance reviews of the associated company transaction processes to further provide assurance regarding the actual operating effectiveness of the policies and guidelines as outlined in the MSA and this Manual or any other applicable manuals.

Supporting documentation for intercompany transactions will be retained per the record retention schedule.

SECTION XI

BUDGETING

The goal of the budget cycle is to develop a corporate budget for the entire Exelon organization that accurately reflects the activities performed and the resources necessary to accomplish those activities. A great deal of interactive communication needs to occur not only among the various departments within a company but also between the companies. Two-way communication should be ongoing throughout the budget cycle.

This section provides budget guidelines only with respect to transactions between PECO and the Exelon Entities.

PECO and the Exelon Entities shall be responsible for preparing their own budgets for revenues, capital and operating expenditures and employee headcount. Providing Companies are also responsible for renewing or revising Affiliate Level Arrangements and Work Orders for the upcoming budget period that will provide the basis for preparing annual budgets. These Affiliate Level Arrangements and Work Orders will provide details of the direct costs of services to be provided to Client Companies.

Budgeting for the costs of facilities and services provided by PECO to an Exelon Entity will depend on whether the Exelon Entity will be charged PECO's fully distributed cost or PECO's market price for such facility or service.

If PECO is providing a service at its fully distributed cost, then such costs will be the budget responsibility of the Exelon Entity receiving the service. The PECO department providing the service will still be responsible for preparing or revising Affiliate Level Arrangements and Work Orders.

If PECO is providing a service at its market price, then the PECO Business Unit must budget for both the revenues and expenses (including any applicable overheads charged on PECO's books) associated with the provision of the services. The PECO department providing the service will be accountable for the profit or loss on the service they provide and the Exelon Entity will have budget responsibility for the market price of the service provided.

2023 Affiliate Level Arrangement–ALA¹ No. UU01²

Affiliate Level Arrangement (“ALA”)¹ among the Exelon Utilities listed below, PHI Service Company (“PHISCO”) and Exelon Business Services Company, LLC (“BSC”):

- **Baltimore Gas and Electric Company (“BGE”)**
- **Commonwealth Edison Company (“ComEd”)**
- **PECO Energy Company (“PECO”)**
- **Atlantic City Electric Company (“ACE”)**
- **Delmarva Power & Light Company (“DPL”)**
- **Potomac Electric Power Company (“Pepco”).**

Purpose

The purpose of this ALA¹ is to document the compliance of BGE, ComEd, PECO, ACE, DPL and Pepco (collectively the “Exelon Utilities” or “EU”) and PHISCO (the service company for ACE, DPL and Pepco) with the agreements listed below (under “Governing Agreements”), for the services that the Exelon Utilities and PHISCO are providing to one another, or to BSC, during the execution of each of the Multi-OpCo Projects listed in Exhibit A.

Exelon Utilities generally engage in Multi-OpCo Projects for the following reasons:

- To drive collaboration and convergence to realize synergies across Exelon Utilities (process & technology).
- To leverage the scale of Exelon Utilities to:
 - drive operational excellence
 - optimize costs
 - secure the best resources (“A” team)
 - support the achievement of common Tier 1 Metrics across EU
 - simplify business and IT support

Each of the Multi-OpCo Projects covered by this ALA must be systematically evaluated and authorized by Senior Management before any money is spent or affiliate services are provided for the project. This authorization process is referred to as the Exelon Capital Approval Process, with the utility-specific version referred to as the Authorization of Projects. Attached in Exhibit B is the Exelon Management Model document that defines the utility-specific process.

As noted in Exhibit B, Senior Management evaluates and authorizes projects by reviewing a “project authorization package” that is prepared by each individual project’s Manager/Owner, with oversight from the project’s Executive Category Manager, Business Owner, and Sponsor. It is within this package that specific details of the project are documented, including but not limited to:

- Project Summary & Background
- Strategic Fit
- Business Case & Alternatives Considered
- Quantifiable and Non-Quantifiable Benefits
- Project Costs by OpCo
- OpCo Cost Allocations and Supporting Details

- Rate Recoverability of Project Costs
- Key Risks and Mitigation

The template for the presentation component of this package for Multi OpCo projects is attached in Exhibit C.

Utility Project Evaluation teams within OpCo and/or EU Finance, depending on the approval path of the project, maintain all project authorization packages for every approved project. Accordingly, the specific details of each of the projects covered by this ALA can be found in those project authorization packages as maintained by OpCo and/or EU Finance.

Governing Agreements

This ALA is governed by the provisions of the following agreements:

- BGE Cost Allocation Manual (“BGE CAM”), as filed with the Maryland Public Service Commission (“MPSC”)
- ComEd Affiliate Interest Agreement (“AIA”), as approved by the Illinois Commerce Commission (“ICC”),
- PECO Energy Company Mutual Services Agreement (“MSA”), as approved by the Pennsylvania Public Utility Commission (“PAPUC”)
- Pepco Holdings LLC Cost Allocation Manual (“PHI CAM”), as approved by the New Jersey Board of Public Utilities (“NJPU”) and as filed with the Delaware Public Service Commission (“DEPSC”), the District of Columbia Public Service Commission (“DCPSC”) and the MPSC, as appropriate.

Terms and Conditions

This document covers affiliate services provided during the execution of Multi-OpCo Projects that are expected to begin, continue, or end between January 1, 2023 and December 31, 2023. The population of these projects is listed in Exhibit A. Throughout the year, projects may be added or removed from this list as the strategic focus of the organization and/or facts and circumstances of each project change. An addendum to Exhibit A will therefore be included quarterly to reflect these changes.

This document has been reviewed by Regulatory & External Affairs, Legal, and Controllershship organizations at each of the Exelon Utilities, including a review for compliance with regulatory provisions.

Service Responsibilities

As part of the project authorization process discussed above, Project Managers/Owners (“PMs”) of Multi-OpCo Projects also follow the “Shared Cost Guidance” procedure, which is attached as Exhibit D. This procedure defines that BSC Accounting is responsible for determining the appropriate allocation method for splitting Multi-OpCo project costs across the affiliates involved in the project. The document also defines the Governance, Oversight, Support, and Perform (“GOSP”) functions associated with the code block set-up process used to account for these costs.

After each project covered by this ALA receives authorization, the PM works with the Controllershship organization to establish a unique set of code block at each affiliate involved in the project:

1. to collect all labor, labor related, and non-labor costs that are incurred by that affiliate but will be shared by the other affiliate(s) involved in the project, and

2. to collect all labor, labor related, and non-labor costs that are incurred by that affiliate for that affiliate only.

Scope of Services

The labor, labor-related, and non-labor costs that are incurred by an affiliate but will be shared by the other affiliates involved in the project are the affiliate costs covered by this ALA. Generally, these costs represent a scope of affiliate services involved in Multi-OpCo Projects that include but are not limited to:

Project Delivery Services:
<ul style="list-style-type: none">➤ Insight, guidance and subject matter expertise to identify project scope➤ Insight, guidance and subject matter expertise to identify and define business requirements➤ Insight, guidance and subject matter expertise to identify and define technical requirements➤ Insight, guidance and subject matter expertise to define project designs➤ Insight, guidance and subject matter expertise to define test plans and test scripts➤ Insight, guidance and subject matter expertise on training and change management

Service Costing Schedule

Rules of Costs to be Billed & Charging Table:

For projects in which the Exelon Utilities and PHISCO are both providers and/or recipients of affiliate services, those services will be priced at Fully Distributed Cost.⁴

Note – services between PECO and ComEd, and ComEd and a utility affiliate, will be priced at Fully Distributed Cost, except that if there is a Prevailing Price⁵ for the service, it may only be provided if Fully Distributed Cost equals Prevailing Price.

For projects in which the Exelon Utilities and PHISCO are providers of affiliate services to BSC, those services will be priced at the higher of Fully Distributed Cost or Fair Market Value.⁶

Fully Distributed Cost for each of the respective Exelon Utilities is more specifically defined in the agreements listed above under the heading “Governing Agreements”.

Monthly Billing Table:

The monthly billing estimates vary from project to project. The full year estimates for each project are documented in the project authorization package and included in the Long-Range Plan (“LRP”) for each affiliate. The allocation methodology and rates for shared resources are also documented in the project authorization package.

Performance Metrics & Performance Reporting

Process Performance Metrics	Performance Target	Reporting Frequency
Project delivery services	Achieve project desired outcome within estimated time and within estimated cost	Monthly

Signatures			
Derrick Dickens Senior Vice President & Chief Operating Officer Baltimore Gas and Electric Company		David Vahos Senior Vice President & Chief Financial Officer & Treasurer Baltimore Gas and Electric Company	
<u>/s/ Derrick Dickens</u>	<u>12/16/23</u>	<u>/s/ David Vahos</u>	<u>12/13/22</u>
Signature	Date	Signature	Date
Nicole Levine Senior Vice President & Chief Operating Officer PECO Energy Company		Marissa Humphrey Senior Vice President, Chief Financial Officer & Treasurer PECO Energy Company	
<u>/s/ Nicole Levine</u>	<u>1/12/23</u>	<u>/s/ Marissa Humphrey</u>	<u>12/14/22</u>
Signature	Date	Signature	Date
Terence Donnelly President & Chief Operating Officer Commonwealth Edison Company		Lisa Graham Senior Vice President, Chief Financial Officer & Treasurer Commonwealth Edison Company	
<u>/s/ Terrance Donnelly</u>	<u>1/24/23</u>	<u>/s/ Lisa Graham</u>	<u>1/19/23</u>
Signature	Date	Signature	Date
Tamla Olivier Senior Vice President & Chief Operating Officer PHI Service Company		Phillip Barnett Senior Vice President, Chief Financial Officer & Treasurer PHI Service Company	
<u>/s/ Tamla Olivier</u>	<u>1/5/23</u>	<u>/s/ Phillip Barnett</u>	<u>1/5/23</u>
Signature	Date	Signature	Date

<p>Tamla Olivier Senior Vice President & Chief Operating Officer Atlantic City Electric Company</p> <p><u>/s/ Tamla Olivier</u> <u>1/5/23</u> Signature Date</p>	<p>Phillip Barnett Senior Vice President, Chief Financial Officer & Treasurer Atlantic City Electric Company</p> <p><u>/s/ Phillip Barnett</u> <u>1/5/23</u> Signature Date</p>
<p>Tamla Olivier Senior Vice President & Chief Operating Officer Delmarva Power & Light Company</p> <p><u>/s/ Tamla Olivier</u> <u>1/5/23</u> Signature Date</p>	<p>Phillip Barnett Senior Vice President, Chief Financial Officer & Treasurer Delmarva Power & Light Company</p> <p><u>/s/ Phillip Barnett</u> <u>1/5/23</u> Signature Date</p>
<p>Tamla Olivier Senior Vice President & Chief Operating Officer Potomac Electric Power Company</p> <p><u>/s/ Tamla Olivier</u> <u>1/5/23</u> Signature Date</p>	<p>Phillip Barnett Senior Vice President, Chief Financial Officer & Treasurer Potomac Electric Power Company</p> <p><u>/s/ Phillip Barnett</u> <u>1/5/23</u> Signature Date</p>
<p>Joshua Levin Vice President, Corporate FP&A Exelon Business Services Company, LLC</p> <p><u>/s/ Joshua Levin</u> <u>1/30/23</u> Signature Date</p>	

Endnotes to Template

¹**ALA/SLA:** ALA if the providing company is ComEd, PECO, BGE, ACE, DPL or Pepco. SLA if the providing company is BSC.

²**ALA Number:** The ALA reference number is derived as follows: the first digit is the providing company code, the second digit is the receiving company code and the final 2 digits are numeric indicating the number of the ALA between the 2 entities. For example: PC01, where the provider is PECO the receiving Company is ComEd and this is the first ALA between the two entities. The Company Codes are:

The Company Codes are:

B = BSC	M = BGE	A = ACE	H = Exelon Corporation - Holdco
C = ComEd	P = PECO	D = DPL	E = Pepco
	S = PHISCO	U = All Exelon Utilities (A, C, D, E, M, P)	

³**Governance:** This section should reference the governance of both the provider and the receiver.

ComEd – The governance is the AIA and the ComEd CAM as approved by the ICC, as appropriate.

PECO – The governance is the PECO Mutual Services Agreement (“MSA”) and the PECO CAM as filed with or approved by the PAPUC, as appropriate.

BGE – The governance is the General Services Agreement (“GSA”) and the BGE CAM, both as filed with MPSC.

BSC – The governance is the General Services Agreement (“GSA”) and the BSC CAM.

ACE, DPL, Pepco and PHISCO – The governance is the PHI CAM, as approved by the New Jersey Board of Public Utilities and as filed with the DEPSC, the DCPSC and the MPSC.

⁴**Fully Distributed Cost:** Fully Distributed Cost includes the actual direct costs or allocated costs incurred by a Providing Company to provide a service or facility, plus indirect costs and other appropriate overheads.

⁵**Prevailing Price:** Services will be priced at Fully Distributed Cost, except that if there is a Prevailing Price for the service, it may only be provided if Fully Distributed Cost is equal to or less than the Prevailing Price. Prevailing Price is generally defined as the price that has been charged to the general public. In the case of services or facilities provided by ComEd to an Exelon Entity, Prevailing Price will only apply to services or facilities provided for sale to the general public. This includes electric service, service provided under an ICC approved pricing mechanism such as Rate CS, and Competitive Services provided to the general public.

⁶**Fair Market Value or FMV:** The resultant price set by an arms-length transaction between a willing buyer and a willing seller, both of whom are adequately informed of the appropriate facts, and neither of whom is under any compulsion to buy or sell.

Exelon BSC Service Catalog – 2024

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Introduction

This EBSC Service Catalog describes all EBSC Services and standard levels of service delivery offered and provided by EBSC Practice Areas to all Exelon's Client Companies.

Practice Areas are:

- Compliance, Audit and Risk
- Corporate & Information Security Services (CISS)
- Corporate Affairs
- Corporate Strategy, Innovation, & Sustainability (CSIS)
- Executives (Includes GCAs)
- Exelon Utility Operations (Includes Transmission Strategy & Compliance)
- Finance
- Government and Regulatory Affairs & Public Policy
- Human Resources
- IT
- Legal Services (Includes Corporate Governance)
- Real Estate
- Supply
- Transportation

Exelon Business Services Company ("BSC" or "EBSC") establishes a Service Level Arrangement (SLA) document with each Client Company to which they provide services. Each EBSC SLA between EBSC and a Client Company documents the specific list of EBSC Services by Practice Area provided to each Client Company as well as any additional Affiliate Specific Assumptions that may be uniquely requested by or provided to that Client Company.

Service Table Definition

Service Table includes:

- **Service ID and Service Name**, which identifies the service within the Inter-Company Billing system.

- **Service Description**, which describes the content and scope of the EBSC Practice Area Services.
- **Service Owner**, leader accountable for the definition, direction and delivery of the service, typically a VP or higher.

FERC Account and Billing Approach Table includes:

- **Service ID and Service Name**, which identifies the service within the Inter-Company Billing system.
- **Major Client FERC Account**, identifies the account per the Federal Energy Regulatory Commission (FERC) uniform system of accounts
- **Billing Approach**, which includes Allocated and Direct:
 - **Allocated**: When the services provided are not specifically assignable to one specific client company and will benefit multiple client companies, the service cost is allocated to the client companies based on a cost causative method.
 - **Direct**: Typically used when resources or costs are attributable to service delivery to one specific customer. Examples include Time and Material costs that are tracked and billed to customers and **R*Q (Unit Based)**: Used when service cost is tied to units of a service consumed by a customer (service driver). During the planning period, demand is forecasted, total cost of service delivery is budgeted, and Unit Price (Rounded) is determined by: $[\text{Service Budget}] / [\text{Total Forecasted Demand}]$. Monthly charge is based on $[\text{Actual monthly BU Demand}] * [\text{Unit Price}]$. Direct charges can also be billed through positive time reporting or projects billed to a specific customer.
- **Basis**, which describes the demand or allocation driver or basis of the billing method.

Performance Measurement Table:

The Performance Management section is optional and can be used to outline the standard by which the practice area monitors and reports performance, the level of service that will be expected to be met at a minimum, and target levels that will be expected to be met or exceeded on negotiated timelines (if applicable).

Responsibilities Table:

The Responsibilities section of the SLA is optional and can be used to provide clarity and ownership of the responsibilities between EBSC and the Client Company and/or identify who is responsible for each activity or decision that is required to provide or receive a service.

Compliance, Audit and Risk Services

Compliance, Audit and Risk Services Introduction

The Compliance, Audit and Risk Services function encompasses three separate but complementary teams: Compliance & Ethics, Enterprise Risk Management, and Exelon Audit Services.

Compliance, Audit and Risk Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
233	Risk As Requested	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors	EVP Compliance, Audit and Risk
638	BSC Enterprise Risk Management Services	<ul style="list-style-type: none"> • Enterprise risk management, governance, and oversight • Responsible for the development of a comprehensive enterprise risk framework with policies/processes and implementation of enterprise reporting of risk metrics and limits • Understand and assist in mitigating all potential enterprise-wide risks • Administration and governance of OpCo level Risk Management Committee (RMC) meetings & content 	EVP Compliance, Audit and Risk
646	Exelon Audit Services	<ul style="list-style-type: none"> • Provide internal controls assurance and stewardship as well as operational assurance including, but not limited to: <ul style="list-style-type: none"> ○ Review the reliability and integrity of financial and operating information and the means used to identify measure, classify, and report such information ○ Review the means of safeguarding assets and, as appropriate, verify the existence of such assets ○ Review and test established systems of internal control to ascertain whether they are functioning as designed • Coordinate with other control and monitoring functions (e.g., risk management, compliance, CISS, legal, ethics, environmental, external auditors, etc.) and enable control owners and self-assessors 	SVP, Audit Services

BSC Compliance, Audit and Risk

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> Service offerings include Assurance and Business Enablement (inclusive of Sarbanes Oxley and anti-fraud) 	
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	EVP Compliance, Audit and Risk
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	EVP Compliance, Audit and Risk
953	Compliance & Ethics	<ul style="list-style-type: none"> Provides governance and oversight for Exelon's compliance with its regulatory and compliance obligations, including working with business units to ensure compliance risks are regularly assessed, appropriate controls are designed and implemented, and appropriate guidance is provided regarding compliance issues Provides enterprise-wide support and representation of business units on bulk electric system reliability and cybersecurity compliance matters Oversees policies and procedures related to interactions with public officials Oversees and supports the delivery of training and awareness communications across the enterprise on topics implicating regulatory compliance and ethics Serves as the primary resource for ethics advice and interpretation of the Code of Business Conduct, including management of Code disclosures and attestations Maintains a Help Line and a dedicated web portal (hosted by a third-party) for stakeholders to report concerns regarding potential ethics, compliance, or legal violations. Actively monitors the receipt of Help Line or other reports of potential violations of the Code of Business Conduct, ensures each report is properly assessed, oversees investigations, ensures investigative findings are properly documented, and participates in determining appropriate corrective action if violations are substantiated. Provides objective and independent investigation of reports of potential violations of Exelon's Code of Business Conduct or other policies and documents and reports investigative results. Background Investigations - Conducts Personnel Risk Assessments for candidates for new hires, staff augmentation contractors, employees being promoted to level E05 and above, and any employee or contractor requiring access to NERC CIP assets per the requirements of CIP-004 R3 Ethics Investigations – Centralized Investigations Team (CIT) 	VP, Compliance & Ethics

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> ○ Intake management of investigations cases triaged by the Ethics Office to CIT ○ Investigate potential Code of Business Conduct/policy violation that require further investigation ○ Prepare final report and recommendations 	

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
233	Risk As Requested	923 – Outside Service Employed	Direct – 529050 Allocated - 529050	Time and Materials
638	BSC Risk Management Services	923 – Outside Service Employed	Direct – 529050 Allocated - 529060	Modified Massachusetts Formula
646	Exelon Audit Services	923 – Outside Service Employed	Direct - 529050 Allocated - 529060	Time and Materials Modified Massachusetts Formula
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529210 Allocated - 529060	Modified Massachusetts Formula
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529700 Allocated - 529710	Fully Distributed Costs Cost Causative Method
953	Compliance & Ethics	923 – Outside Service Employed	Direct - 529200 Allocated – 529210 Allocated - 529060	Modified Massachusetts Formula

Responsibilities

BSC Compliance, Audit and Risk

Exelon Audit Services provides an independent, objective assurance and advisory activity designed to add value and improve operations. It works to help an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control, and governance processes. The role and responsibilities of Audit Services is overseen by the Audit and Risk Committee of the Board of Directors of Exelon and is part of the Exelon Compliance, Audit, and Risk organization.

Compliance & Ethics works to foster a culture of integrity and compliance throughout the company. It identifies, assesses, and ensures the mitigation of risks concerning Exelon's compliance with applicable laws, regulations, the Exelon Code of Business Conduct, and other company policies. It is responsible for providing training and regular communications to employees and contractors related to compliance and ethics; receiving and ensuring the independent investigation of reports of potential violations of regulatory compliance obligations and company policies, including the Code of Business Conduct; and conducting Personnel Risk Assessments.

BSC Enterprise Risk Management has responsibility for Enterprise Risk Management governance and oversight.

Corporate Affairs

Corporate Affairs Introduction

Corporate Affairs' role is to protect and enhance Exelon and OpCos' reputations; foster a strong corporate character based on purpose, culture and values; build, manage and balance the interests of multi-stakeholder relationships; and serve as strategic business partners for all operating companies and trusted counselors to leaders. To maximize our impact and cost effectiveness, we focus our team and resources on strategic priorities and data-driven campaigns that advance Exelon and the OpCos' business and policy goals.

Corporate Affairs Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
611	Corporate Contributions	Governance, strategic and tactical management of Exelon Corporation's charitable contributions, sponsorships, employee volunteer program, and associated internal communications activities designed to benefit the customers and communities that Exelon serves and enhance Exelon's corporate reputation	VP, Corporate Relations
665	BSC Corporate Affairs As Requested	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors	SVP, Corporate Affairs and Chief Communications Officer
668	Corporate Affairs Operations	<p>External: Management of external communications strategies and tactics on behalf of the parent company, Exelon Corporation, including</p> <ul style="list-style-type: none"> • media relations; • issues and crisis management; • executive communications; • enterprise-level message development • branding, marketing and advertising; • digital and social media content and channel management; <p>Internal: Management of internal communications strategies and tactics on behalf of Exelon to all employees including:</p> <ul style="list-style-type: none"> • Developing research-based strategies, inclusive of employee survey feedback, direction and content for employee communications 	<p>SVP, Corporate Affairs and Chief Communications Officer</p> <p>VP, Corporate Affairs</p> <p>Director, Marketing, Digital and Brand</p> <p>Director, Media Relations</p> <p>Director, Internal Communications</p>

Corporate Affairs

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> • Creating and distributing company-wide communications such as leadership communications, road shows/town halls, email notifications, videos, special content sites, and the intranet • Drive employee understanding and engagement through strategic communications plans and channels <p>Enterprise: Provide strategic communications counsel and support to Exelon operating companies and EBSC departments</p> <p>Informational Advertising: Development and implementation of advertising across communication channels (radio, TV, outdoor, digital, social, terrestrial/streaming radio and audio) for Exelon Corporation and the Operating Companies to educate/inform customers and other audiences</p> <p>Promotional Advertising: Development and implementation of advertising across communication channels (radio, TV, outdoor, digital, social, terrestrial/streaming radio and audio) for Exelon Corporation and the Operating Companies to educate/inform customers and other audiences</p> <p>Reputational Advertising: Development and implementation of advertising across communication channels (radio, TV, outdoor, digital, social, terrestrial/streaming radio and audio) for Exelon Corporation and the Operating Companies to build brand recognition and foster brand favorability</p> <p>Reputational Management: develop, oversee, and maintain brand health tracking across Exelon and its operating companies while providing guidance and guardrails to the reputation management agency</p>	
733	BSC AV- Field Photography	<ul style="list-style-type: none"> • Field Photography • Studio Photography • Photo Printing • Digital Retouching • File Management <p>Services that are requested outside of standard business hours (8am – 5pm Local Time), will have overtime billed as an As Requested service</p>	Director, Marketing, Digital and Brand

Service ID	Service Name	Service Description	Service Owner
738	BSC AV - Creative Media and Video Services	<ul style="list-style-type: none"> Video production, including conceptualization, editing and production of videos for employee communications, training, safety awareness, presentations, and TV and radio marketing Coordination of freelance photographers, videographers and other talent. Field and studio photography, printing and retouching File Management <p>Examples of jobs: video production; flash/multimedia production; photography</p> <p>Services that are requested outside of standard business hours (8am – 5pm Local Time), will have overtime billed as an As Requested service</p>	Director, Marketing, Digital and Brand
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	SVP, Corporate Affairs, and Chief Communications Officer
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture	SVP, Corporate Affairs and Chief Communications Officer

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
611	Corporate Contributions	426.1 - Donations	Direct – 529100	Time and Material
			Allocated - 529110	Modified Massachusetts Formula
665	BSC Corporate Affairs As Requested	923 – Outside Service Employed	Direct – 529100	Time and Materials
			Allocated - 529110	Modified Massachusetts Formula
668	Communications Operations	930.1 – General Advertising Expenses	Direct – 529100	Time and Material
		923 – Outside Service Employed (Communications Operations)	Allocated - 529110	Modified Massachusetts Formula

Corporate Affairs

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
733	BSC AV- IL Field Photography	923 – Outside Service Employed	Direct – 529100	Time and Materials
			Allocated - 529110	Modified Massachusetts Formula
738	BSC AV - Creative Media and Video Services	923 – Outside Service Employed	Direct – 529100	Time and Materials
			Allocated - 529110	Modified Massachusetts Formula
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529110	Modified Massachusetts Formula
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method

Responsibilities

Task / Responsibility	BSC Practice Area	Client Company
Communications Operations		
Identify and analyze client companies' key initiatives and issues	X	
Develop communications strategies and plans in coordination with client companies to support business objectives and drive favorability	X	X
Implement and manage client companies' communications strategies and plans	X	X
Develop internal communications strategies and plans in conjunction	X	
Manage creation, production and distribution of Exelon-wide employee communication vehicles	X	
Provide input, as requested, for Exelon-wide employee communications vehicles		X
Manage content creation, production, publishing and monitoring across Exelon social media channels	X	
Work with IT to develop and manage the governance, strategies and policies that guide content on the internet and intranet	X	
Develop and implement external communications strategy and tactics	X	
Public Affairs		
Lead public affairs and advocacy campaigns in support of key federal and state policy goals	X	
Coordinate activities with Federal and State Government Affairs	X	

Corporate Affairs

Task / Responsibility	BSC Practice Area	Client Company
Oversight of advocacy digital and social tools, campaigns and strategy	X	
Allocate resources as identified to support public advocacy initiatives	X	X
Informational, Promotional & Reputational Advertising		
Develop and manage Exelon Corporation's and the Client Company's branding strategy (logo standards and guidelines, documentation templates)	X	
Develop overall Exelon Corporation advertising strategy and approach	X	
Review and approve campaign concepts	X	X
Manage advertising agencies, i.e., creation of campaigns, placement of advertisements and the budget	X	X
Approve creative content and implementation of advertising campaigns	X	X
Approve cost of advertising campaigns, including traditional and non-traditional media channels	X	X
Approve selection of new advertising agencies upon termination of contracts	X	X
Corporate Contributions		
Manage Exelon Corporation's corporate contributions and sponsorship program; and the employee volunteer program	X	
Promote the employee volunteer program within the Client Company	X	X
Provide governance and support for charitable contributions, manage the Corporate Citizenship Review Committee process and provide systems and process necessary to track giving across Exelon Corporation	X	
Submit the appropriate contribution requests to the CCRC for review and approval	X	X
Media Production Services		
Identify scope of work and schedule required		X
Develop approach and range of services to meet requested scope of work and schedule	X	
Develop bid (statement for work including items to be produced and estimated price) and timeline (schedule for delivery)	X	
Approve bid and timeline. Supply accounting information		X
Deliver services and production items as per approved bid and agreed timeline	X	
Reputation Management		
Manage and track Exelon and Operating Companies brand reputation	X	
Manage reputation agency	X	
Track and optimize advertising campaigns based on reputation shifts	X	
Establish and maintain reputation dashboard	X	

Corporate Affairs

Note: Each utility has embedded Communications functions that are directly billed to the respective operating companies.

Performance Measurement

Corporate Affairs Performance Metrics Table

Reference the Corporate Affairs Business Plan for performance metrics.

Corporate Strategy, Innovation & Sustainability

Corporate Strategy, Innovation & Sustainability Introduction

The Corporate Strategy, Innovation & Sustainability (CSIS) group provides strategic support for senior leadership; program leadership for Exelon's sustainable growth strategy; and corporate-wide governance, oversight and support for the innovation and sustainability functions.

CSIS will manage strategic issues of the company, set context for strategic decisions and long-term investments, articulate a corporate strategic plan, and support the development and communication of Exelon's vision, and de-risk opportunities for the business units by leading enterprise-focused technology development adoption. CSIS supports the chief executive officer, board of directors and Executive Committee in identifying and analyzing strategic issues, and coordinates with the business units and various corporate functions to address these issues.

CSIS will provide governance and oversight to ensure that Exelon maintains effective programs for developing climate strategy, setting and tracking voluntary sustainability goals, and reporting sustainability performance.

Corporate Strategy, Innovation & Sustainability Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
654	Corporate Strategy Services	<ul style="list-style-type: none"> • Strategic issues analysis and management <ul style="list-style-type: none"> ○ Maintain forward-looking agenda of key issues facing the company ○ Establish ad hoc teams to analyze issues and develop options for response ○ Maintain proactive role in keeping focus "ahead of the curve" ○ Support CEO and Leadership Team to develop key focus areas, agenda and staff support for business meetings • Corporate Strategic Planning <ul style="list-style-type: none"> ○ Together with Financial Planning, implement a structured approach to strategic and long-range planning that integrates analysis of strategic issues into the planning process ○ Corporate Strategic plan provides framework for aligning business planning with corporate objectives ○ Organize business content for Board Strategy Retreat • Vision, communications of vision and strategy, strategic literacy <ul style="list-style-type: none"> ○ Support senior leadership in defining and articulating a corporate vision ○ Cascade vision through organization, aligning and engaging employees 	SVP, Corporate Strategy, Chief Innovation & Sustainability Officer

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> ○ Partner with HR and Corporate Communications to drive strategic business literacy throughout the corporation ○ Provide for communications of key strategic issues by managing bi-annual Leadership Meetings ○ Compile, assess and present recommendations to senior leadership for improving Exelon’s environmental and safety performance. ○ Maintain the Exelon GHG Inventory, including third-party verification, in support of publicly communicating Exelon’s performance. ○ Develop and publish an annual Corporate Sustainability Report communicating Exelon’s performance and plans for improving performance and addressing material sustainability issues. ● Evaluation of new technology <ul style="list-style-type: none"> ○ Lead the Technology Exchange – an enterprise-wide cross-functional coordination on the evaluation of new technologies – and present findings to the Executive Committee ○ Partner with the Operating Companies on the execution of a technology strategy identified by the efforts of the Technology Exchange ○ Establish external relationships and create/manage a platform for collaborative research & development (R&D) efforts and process which deliver robust technology opportunities in a timely manner to support growth. ○ For the Partnership R&D, provide Exelon oversight from conceptualization, formulation and demonstration of the area of development. Coordinate with legal on intellectual property development and protection. ○ Propose and maintain budgets and develop funding and milestone plans for assessing progress and movement to next steps. ● Climate Change Investment Initiative <ul style="list-style-type: none"> ○ Select and invest in innovative startups focused on helping our communities face pressing climate change challenges. ○ Support completion of impact projects in Exelon’s territories ● Driving a culture of innovation across Exelon <ul style="list-style-type: none"> ○ Leveraging a common Exelon innovation methodology, process, toolset and metrics across the enterprise. ○ Administering and participating in Innovation Expos, Innovation campaigns, and various other innovation events 	

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> ○ Rewarding and recognizing employees for their innovative ideas and efforts ○ Celebrating success and learning from those successes or failures ○ Focusing on innovation education that allows for out of the box thinking, forward looking ● Communications of Innovation vision <ul style="list-style-type: none"> ○ Facilitating the Innovation Peer Group, Innovation Working Group and other collaborate with Opco innovation teams ○ Execute on the defined strategic initiatives in partnership with embedded OpCo Innovation teams ○ Publish a quarterly innovation update report to executive leaders ○ Participate in both internal and external conferences on innovation ○ Facilitate innovation working groups with members from all business units to drive the culture of innovation ● Innovation funding, licensing and contracts <ul style="list-style-type: none"> ○ Innovation platform license for Innovation Central (Reinvent) ○ Innovation training (Big Think, iToolkit) ○ Ecosystem engagements for new growth opportunities ● Perform Strategic Development work on behalf of Exelon OpCos <ul style="list-style-type: none"> ○ Collaborate across the organization to deliver a multi-OpCo Digital Communications Strategy ○ Facilitate strategy development and assist with project execution for fiber commercialization across all OpCos ○ Managing & performing the post-award activities for IJJA Middle Mile grant funding for ComEd and BGE and identify new federal & state funding opportunities ○ Lead the Economic Development Peer Group and run regular meetings ○ Ongoing support for Large Load Interconnection process teams at each OpCo, including quarterly check-ins 	
693	BSC Corp Strat As Req Srvcs	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors	SVP, Corporate Strategy, Chief Innovation & Sustainability Officer
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	SVP, Corporate Strategy & Chief Sustainability Officer

Service ID	Service Name	Service Description	Service Owner
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture	SVP, Corporate Strategy, Chief Innovation & Sustainability Officer

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
654	Corporate Strategy Services	923 – Outside Service Employed	Direct – 529200	Time and Materials
			Allocated - 529210	Modified Massachusetts Formula
693	BSC Corp Strat As Req Srvcs	923 – Outside Service Employed	Direct - 529200	Time and Materials
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529210	Modified Massachusetts Formula
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method

Responsibilities

Task / Responsibility	BSC Practice Area	Client Company
Strategic issues analysis and management	X	X
Corporate strategic planning and Corporate strategic plan	X	X
Vision, communications of vision and strategy, strategic literacy	X	
Climate Program leadership, coordination and support	X	

Performance Measurement

Corporate Strategy, Innovation & Sustainability Performance Metrics Table

Reference the CSIS Business Plan for performance metrics.

Corporate Strategy, Innovation & Sustainability

Executives (Includes GCAs)

Executives (Includes GCAs) Introduction

The Executives Practice Area will provide strategy, policy and governance for Exelon Companies to optimize overall shareholder value while protecting corporate-wide interests and allowing business unit autonomy and accountability.

Executives (Includes GCAs) Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
315	Executive Services	<ul style="list-style-type: none"> • Office of the President and Chief Executive Officer, Exelon Corporation • Chief of Staff to the CEO • Office of the Executive Vice President, Public Policy & Chief External Affairs Officer • Office of the Vice President, One Exelon Office & Chief Transformation Officer • Chairman of the Board/Board of Directors • Compensation for Board of Directors 	Chief of Staff to CEO
611	Corporate Contribution	Governance, strategic and tactical management of Exelon Corporation's charitable contributions, sponsorships, employee volunteer program, and associated internal communications activities designed to benefit the customers and communities that Exelon serves and enhance Exelon's corporate reputation	Chief of Staff to CEO

Service ID	Service Name	Service Description	Service Owner
644	Lobbying & Influence Public Opinion	<ul style="list-style-type: none"> • Management services for compliance with federal, state and local campaign finance and lobbying laws, regulations and other policy requirements including relationship management with federal, state and local legislative and regulatory bodies and Administrative agencies • Direct lobbying activities (attempting to influence discretionary power of government officials) • Supporting lobbying activities, including preparation or planning activities, research and other background work that is intended, at the time of its preparation, for coordination with lobbying activities of others • Coordinate, and support as necessary, the development of positions, comments, testimony, for emerging environmental regulatory and legislative policy issues, in support of Exelon initiatives • Communicate Exelon’s economic, social and environmental performance through an annual corporate sustainability report, information on websites, and speeches 	EVP, Public Policy & Chief External Affairs Officer
694	BSC Executive As Req Srvcs	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon’s CEO or Board of Directors	Chief of Staff to CEO
833	BSC Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is “trued up” each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings	Chief of Staff to CEO
876 855 831 784 832	BSC GCA SLA, Other Corporate Charges, BSC Interest, BSC Severance, BSC Taxes	<p>Costs incurred for the benefit of the service company as a whole. These costs are allocated as described in the costing section below:</p> <ul style="list-style-type: none"> • Interest costs on loans from affiliated companies • Interest income earned • Depreciation • Permanent tax differences • Bank fees • Support services incurred by EBSC • Severance costs • Other costs not identifiable to a specific service provider 	Chief of Staff to CEO

BSC Executives

Service ID	Service Name	Service Description	Service Owner
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture	Chief of Staff to CEO

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
315	Executive Services	923 – Outside Services Employed	Direct – 529250	Time and Materials
			Allocated - 529260	Modified Massachusetts Formula
611	Corporate Contribution	426.1 - Donations	Direct – 529250	Time and Materials
			Allocated - 529260	Modified Massachusetts Formula
644	Lobbying & Influence Public Opinion	426.4 - Exp-civic/political activities	Direct – 529250	Time and Materials
			Allocated - 529260	Modified Massachusetts Formula
694	BSC Executive As Req Srvc	923 – Outside Services Employed	Direct – 529250	Time and Materials
			Allocated - 529260	Modified Massachusetts Formula
831	BSC Interest,	923 – Outside Services Employed	Allocated - 529710	Modified Massachusetts Formula
784	BSC Severance,			
832	BSC Taxes			
833	BSC Revenue Adjustment	923 – Outside Services Employed	Allocated - 529260	Total Service Billings
876	BSC GCA SLA,	923 – Outside Services Employed	Allocated - 529710	Total Service Billings
855	Other Corporate Charges,			

BSC Executives

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
904	BSC Costs to Achieve	923 – Outside Services Employed	Direct – 529700 Allocated - 529710	Fully Distributed Costs Cost Causative Method

BSC Executives

Exelon Utility Operations & Corporate Physical Security Services (Includes Transmission Strategy & Compliance)

Introduction

Exelon Utility Operations is comprised of a small utility-focused corporate governance and oversight function to facilitate collaboration among the utilities to achieve the highest standards of organizational effectiveness, operational excellence, financial discipline and efficiency, customer and stakeholder satisfaction, and NERC Compliance. The departments within Exelon Utility Operations that promote the collaboration include Utility Strategy & Policy, Transmission Strategy & Compliance (TSC), Transmission Operations, Utility Oversight, Business Investments, Exelon Analytics, and Executive Services.

Exelon Utility Operations (Includes Transmission Strategy & Compliance) Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
590	Transmission Operations	<p>Transmission System Operations</p> <ul style="list-style-type: none"> For the Exelon transmission systems, perform Transmission Owner Scheduling, System Control and Dispatch Service functions per PJM Open Access Transmission Tariff Schedule 1A, and fulfill all associated PJM Operating Agreement and PJM Manual obligations of a local transmission control center for Exelon. On a 24x7x365 basis, direct the operation of the Exelon transmission systems in a safe, reliable, and cost-efficient manner compliant with FERC, NERC, PJM, and state requirements and standards. Implement SCADA controlling actions and direct Exelon Utility operating company field personnel and other Exelon organizations (i.e., OCC, UComm, IT) in actions needed for the operation of Exelon transmission systems. Perform the function of the TSO Designated Authority (DA) for the Exelon transmission systems per Management Model document OP-EU-050003 Lockout Tag Out in accordance with OSHA1910.269. Monitor Exelon transmission systems conditions against established operating reliability limits, and implement actions as required. Provide system voltage control via directing reactive dispatch of generators in the Exelon transmission systems footprint, and adjusting transmission voltage control devices, and coordinating the operation of distribution voltage control devices with the Exelon OCCs. Implement Emergency Procedures to maintain reliability, up to and including directing interruption of customers (load shed). Assess and direct the response to emergent events on the Exelon transmission systems 	SVP Transmission & Compliance

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> • Coordinate with internal stakeholders (T&S, OCCs, C&M, etc.), PJM, neighboring utilities, generators, customers, and other stakeholders as needed to schedule and implement planned facility outages in support of new Capital projects and to enable completion of Preventative Maintenance and Corrective Maintenance work on the Exelon transmission systems. • Fulfill obligations of Exelon transmission system operations in meeting nuclear plant interface requirements, including but not limited to, those stated in Management Model document OP-AA-108-107-1002. • Fulfill obligations of Exelon transmission system operations in meeting all FERC, NERC, DOE, and PJM regulatory and reporting requirements applicable to transmission system operations, including but not limited to demonstrating compliance with directly applicable and PJM Matrix assigned standards. • Develop and implement operating policies and procedures for Exelon transmission systems • Develop and maintain the data and displays used in Exelon transmission system real time systems, and provide real time business support for these systems, including state estimator and contingency analysis tools. • Manage operational aspects of relationship and interface with PJM RTO, NERC, and FERC for Exelon. 	
591	Transmission Strategy	<p>Transmission Strategy leads the development of Exelon transmission implementation and strategy.</p> <ul style="list-style-type: none"> ○ Coordinate transmission investment strategy across Exelon that address obsolescence, economic development, resilience, and other transmission upgrade programs ○ Align OpCo planning and design standards as a prudent and defensible basis for PJM transmission owner supplemental projects and to support coordinated investment decisions ○ Evaluate and employ emergent/non-traditional investment opportunities to address transmission reliability, operation and customer benefits including strategic partner prospects ○ Influence industry policy initiatives to protect and grow Exelon’s transmission asset base as well as pursue other revenue creation opportunities ○ Manage Exelon’s stakeholder activities with NERC, PJM, NATF, RF and other industry forums ○ Complete all required NERC self-certifications, procedural and standard reviews, comply with applicable standards and monitor FERC filings ○ Assist with developing and executing strategies on transmission rates issues and RTEP cost allocations <p>Compete in competitive transmission proposals under the PJM sponsorship model by developing innovative and effective transmission solutions</p>	SVP Transmission & Compliance

Service ID	Service Name	Service Description	Service Owner
656	BSC Exelon Analytics	<ul style="list-style-type: none"> • Executive Services <ul style="list-style-type: none"> ○ Functional leadership through standardized systems, processes, policies and oversight in the areas of Utility Analytics Strategy, Utility Analytics Oversight and Governance, and development and delivery of use cases through entire agile delivery lifecycle • Exelon Analytics Organization Focus <ul style="list-style-type: none"> ○ Strategy, oversight and delivery of the Exelon Analytics multi-year program ○ Design, establish and maintain Exelon analytics governance policies (e.g., DAP policies, Ethics in AI, use case development lifecycle, code review/reuse) ○ Develop analytics realization framework and capture / report Exelon and cross OpCo impacts ○ Develop and deliver use cases through entire agile delivery lifecycle (e.g., data prep, exploration, modeling, visualization/product, value capture) ○ Inventory and capture OpCo developed analytic use cases and replicate quickly across fleet ○ Develop and execute, with supply partners, domain and data science sourcing execution ○ Support Exelon IT analytics team in deploying analytic Northstar tools, investigation of emerging solutions, and platform management ○ Drive data quality, management and stewardship (e.g., tools, processes) ○ Establish and maintain data science and implementation community of practice across Exelon (e.g., tools, practices, algorithms) ○ Conduct Analytics R&D focused on experimentation with new data sources, new tools / capabilities (e.g., AI, robotics) and identify new use case applications ○ Develop and execute analytics talent management, development and culture strategy ○ Conduct external benchmarking, synthesize leading practices, and evolve Exelon analytics maturity 	VP Utility Operations & Analytics SVP Operations & Business Investments
664	BSC Ex Utility Policy & Strategy	<ul style="list-style-type: none"> • Executive Services Functional leadership through standardized systems, processes, policies and general oversight in the areas of Utility Business Planning, Utility Oversight, Business Investments, and Transmission Strategy & Compliance. 	EVP Utility Operations & Technology SVP Operations &

BSC Exelon Utilities & Corporate Physical Security Services

Service ID	Service Name	Service Description	Service Owner
			Business Investments
685	BSC NERC Compliance and Security	<p>Services provided by the NSC Office of the Vice President</p> <ul style="list-style-type: none"> ○ Identify and analyze client companies' key initiatives and issues ○ Develop communications strategies and plans in coordination with client companies to support business objectives and drive favorability ○ Provide governance and oversight for NERC Compliance and TSA Gas Compliance of client companies to support business objectives and drive performance <p>Provide oversight for NERC Compliance aspects of Security Programs of client companies to support business objectives and drive performance</p> <p>Services provided by the NERC Compliance and Security groups</p> <ul style="list-style-type: none"> ○ Provide governance and oversight for implementation of NERC Reliability Standards, and TSA Gas Security Directives and partner with the Business Units to ensure compliance <p>Provide oversight for NERC Compliance aspects of Exelon Physical Security Programs and partner with the Business Units to ensure compliance to federal and state regulations governing physical Security for electric and gas facilities</p> <p style="text-align: center;">SVP Transmission & Compliance</p>	
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	EVP Utility Operations & Technology
879	BSC Transmission Company Services	<p>Transmission Strategy team provides analysis to support the regulatory and corporate strategic positions for Exelon and may, as requested, support corporate M&A transmission activities for Exelon.</p> <ul style="list-style-type: none"> • Evaluate transmission commercial development opportunities <p>Provide analytic support for strategic transmission studies and other initiatives as needed</p>	SVP Transmission & Compliance
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	EVP Utility Operations & Technology

Service ID	Service Name	Service Description	Service Owner
944	NERC CIP Program Services	<ul style="list-style-type: none"> • Provide enterprise-wide NERC CIP program and project management oversight to ensure sustained Exelon compliance • Provide consistent NERC CIP program, project and initiative: scope definition, change control, planning, processes and tools, to be leveraged across the enterprise • Develop and monitor common Exelon NERC CIP compliance standards and metrics • Report NERC CIP status, including compliance, program/project progress, issues and risks to Executive leadership and the broader enterprise • Develop and maintain Integrated Program Plan • Manage and mitigate enterprise-wide NERC CIP issues and risks, liaising with Exelon Legal for potential violations and internal compliance inquiries or investigations • Identify and make recommendations on NERC CIP projects, as well as enterprise-wide synergy, integration and automation opportunities, providing budgeting and planning input • Provide input on LRP budgets and strategic planning across the OpCos and business areas • Provide enterprise-wide NERC CIP project/initiative management oversight, including strategic NERC alignment across business areas (e.g., utilities, corporate areas), raising awareness of timing concerns, providing best practices and recommending solutions to issues/risks • Act as a communication and change management center for Exelon NERC CIP stakeholders, driving collaboration and a culture of compliance across the entities' business areas • Engage NERC CIP stakeholders, understand change impacts, and provide training guidance • Understand industry NERC CIP regulatory changes and help prepare Exelon for these, sharing information and impacts with appropriate stakeholders from an internal perspective • Provide quality assurance input on key NERC CIP processes and artifacts, reviewing approach and consistency • Identify, collate and share NERC CIP best practices and lessons learned across the enterprise • Provide an Exelon NERC CIP Knowledge Repository, containing best practices, templates and sample documents 	SVP Transmission & Compliance

Service ID	Service Name	Service Description	Service Owner
948	Exelon As Requested	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors.	EVP Utility Operations & Technology
952	Exelon Best Practices/Cont Improv	<ul style="list-style-type: none"> • Provide governance and oversight of the Peer Group structure and management system designed to achieve the following: <ul style="list-style-type: none"> ○ Drive consistency, best practices and innovation in the Core Functions of the Management Model across the utilities ○ Track performance of the Client Utilities regarding KPIs, improvement initiatives, and industry standards ○ Analyze opportunities and develop recommendations on issues pertinent to leadership • Exelon utilities Infrastructure and Customer Organization focus <ul style="list-style-type: none"> ○ Strategy, oversight and delivery of transformational multi-OpCo infrastructure and customer multi-year programs ○ Design, establish and maintain Exelon infrastructure and customer governance policies (e.g., data quality policies) ○ Support Exelon IT team in deploying infrastructure and customer Northstar tools, investigation of emerging solutions, and platform management ○ Support Exelon Operational Technology Security team in deploying IT infrastructure & security control practices, investigation of emerging solutions, and platform management • Exelon Utilities Safety and Training <ul style="list-style-type: none"> ○ Create and implement innovative strategies and policies for excellence in safety, training and learning programs in the collaboration with the OpCos • Continuous Improvement <ul style="list-style-type: none"> ○ Establish and implement the Continuous Improvement approach and methodology to improve efficiency, effectiveness and value across Exelon Utilities 	EVP Utility Operations & Technology SVP Operations & Business Investments SVP Trans & Compliance

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
590	Transmission Operations	560 – Operation Supervision and Engineering or other applicable transmission FERC accounts	Direct – 529370	Time and Materials
			Allocated – 529375	Peak Load

591	Transmission Strategy & Planning	560 – Operation Supervision and Engineering or other applicable transmission FERC accounts	Direct – 529370 Allocated – 529375	Time and Materials Peak Load
656	BSC Exelon Analytics	923 – Outside Service Employed	Direct – 529370 Allocated – 529375	Time and Materials Utilities Cost Causative Method
664	BSC Ex Utility Policy & Strategy	923 – Outside Service Employed	Direct – 529370 Allocated – 529375	Time and Materials Utilities Cost Causative Method
685	BSC NERC Compliance and Security	560 – Operation Supervision and Engineering	Direct – 529370 Allocated – 529375	Time and Materials Utilities Cost Causative Method
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated – 529375	Utility Modified Massachusetts Formula
879	BSC Transmission Company Services	566 – Miscellaneous Transmission Expenses or other applicable transmission FERC accounts	Direct – 529370 Allocated – 529375	Time and Material Utilities Cost Causative Method
904	BSC Costs to Achieve	923 – Outside Service Employed	Allocated – 529710 Direct – 529700	Utilities Cost Causative Method Fully Distributed Costs
944	NERC CIP Program Services	923 – Outside Service Employed	Allocated – 529375	% of critical NERC cyber assets
948	Exelon As Requested	923 – Outside Service Employed	Direct – 529370	Time and Materials
952	Exelon Best Practices/Cont Improv	923 – Outside Service Employed	Direct – 529370 Allocated – 529375	Time and Materials Utility Modified Massachusetts Formula

BSC Exelon Utilities & Corporate Physical Security Services

Responsibilities

Task / Responsibility	BSC Practice Area	Client Company
Office of the Vice President Transmission Strategy and Compliance		
Identify and analyze client companies' key initiatives and issues	X	X
Develop communications strategies and plans in coordination with client companies to support business objectives and drive favorability	X	X
Implement and manage client companies' strategies and plans	X	X
Provide governance and oversight for Transmission Strategies, NERC Compliance Programs and TSA Gas Compliance Programs of client companies to support business objectives and drive performance	X	X
Transmission Strategy and NERC Compliance		
Provide Governance and Oversight on FERC Regulations, NERC Reliability Standards and TSA Gas Security Directives and partner with the Business Units to ensure Compliance.	X	X
Provide Support for the development of business unit Transmission Planning Rate Strategies	X	X
Manage interface to PJM, NERC and RFC committees	X	X

Additional Information

Issue Resolution for Transmission Strategy and Compliance

Severity Levels (Client View)

Severity of Problem	Description
1	Crisis or emergency event that has the potential for an adverse, Exelon-wide impact on corporate reputation
2	Crisis or emergency event that has the potential for adverse impact that is limited to the Client-Company's reputation

End User Problem Response (Service Provider)

Severity of Problem	Response	Resolution
1	VP of TSC will respond, as the event requires.	Complete the execution of the applicable plan
2	Director of Client Companies will respond, as the event requires.	Complete the execution of the applicable plan

Issue Resolution for Utilities

If a particular issue arises concerning any Exelon Utility Operations services, the Vice Presidents can be contacted.

BSC Exelon Utilities & Corporate Physical Security Services

Corporate Physical Security Services (CPS)

Corporate Physical Security Services Introduction

BSC Corporate Physical Security (“CPS”) provides governance and functional oversight for physical services across the enterprise.

CPS Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
445	Physical Security Projects	Exelon CPS Project Delivery Services provides deliverables for projects including planning, design, and implementation of solutions	SVP, Utility Ops
833	BSC Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is “trued up” each year by allocating it pro rata to the Client Companies based on their share of Total Service Billings.	SVP, Utility Ops
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, split, or divestiture.	SVP, Utility Ops
924	As Requested Projects	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon’s CEO or Board of Directors.	SVP, Utility Ops
930	Business Continuity and Crisis Management	<p>Business Continuity</p> <ul style="list-style-type: none"> Business Continuity Services encompass governance, oversight, support, and perform functions; in addition to an established 'all-hazard' methodology; annual business continuity plan reviews and consultation with all BUs; new business continuity plan development; major exercise design and facilitation; business impact analysis; Business Unit scorecards; LDRPS system administration; Business 	SVP, Utility Ops

BSC Exelon Utilities & Corporate Physical Security Services

Service ID	Service Name	Service Description	Service Owner
		<p>Continuity Planners assist with minor updates throughout the year to their respective business continuity plan(s).</p> <p>Crisis Management</p> <ul style="list-style-type: none"> • Crisis Management facilitates effective Business Unit and Corporate response to emergencies; on-call support; maintain and automate Business Unit crisis management notification protocols; support corporate crisis management team; provide situational awareness and monitor adverse conditions; maintain and staff incident command center; administer Company's automated mass notification system and conduct site notification drills; provision GETS/WPS for BSC. 	
936	Intelligence and Threat Analysis	<p>Physical Security Intelligence is responsible for gathering, analyzing, and producing strategic, tactical, and administrative intelligence products the help to advise the Exelon security apparatus on physical threats to the company, its employees, and the greater electric sector.</p> <p>Strategic intelligence reports are produced predominately by reviewing reports from federal, state, and local agencies. These reports come from both unclassified and classified sources, as well as reporting from the DNG- and E- ISACs to analyze how they will impact the energy sector, and/or our service territories.</p> <p>Tactically, the intelligence team conducts investigation support for BSC and Utility Security teams, reviews open-source information related to the company's Risk Mitigation Plans, provides intelligence support for the Corporate Executive Protection team, as well as provides updates to the utility Security Awareness Areas, as well as manages the Travel Safely and International Visitor Program as part of growing corporate and/or foreign espionage concerns.</p> <p>Administratively, acts as the system administrator for the enterprise case management system, D3, reviews and documents Key Risk Indicators related to OpCo and Corporate Physical Security.</p>	SVP, Utility Ops
942	Exelon Security Operations Center (ESOC)	<ul style="list-style-type: none"> • Alarm Monitoring and Response: Exelon Security Operations Center (ESOC) includes operation of 24/7 monitoring and response for enterprise non-NERC and NERC CIP-related intrusion detection and access control system. 24-hr hub for all emergencies reporting including access control monitoring, security officer dispatch, 911, and other emergency responses; video surveillance including active and 	SVP, Utility Ops

Service ID	Service Name	Service Description	Service Owner
		<p>passive monitoring; alarm point monitoring including video alarm and duress alarm; and technical project management/ implementation.</p> <ul style="list-style-type: none"> • Physical Protection: Security Call Center; Security System Maintenance Tracking; Substation Ingress/Egress Access Tracking. Aligned with ESOC. • Enterprise Physical Security Systems Management: Administrator and business owner of non-NERC and NERC CIP-related enterprise security alarm and access management systems. • Tuning and calibration of electronic access control points, intrusion detection system, and video surveillance systems, and system administrator for Security Applications incl. CCure, ExaqVision, ESM, DMP, JIRA. Design, manage, and review access control groups. Business owner of Security Applications, support and coordinate SCP activities to mitigate impacts to BUs. • PACS Operation (Access Control, Video and intrusion detection hardware and software). PACS System enhancements - above and beyond compliance innovations. NERC Ancillary Systems Support (i.e., eKey, ACAS, IT Server and Network. PSZ and LPAP), physical security control implementation. • Provide BUs with support when new or redesign of non-NERC security systems (intrusion detection, electronic access control, video surveillance systems) are required. Includes managing design, installation, integration, and ESOC acceptance and turnover testing. Service includes providing technical details/scope of work for RFPs. • Badging Access: Responsible for providing Physical badges to Employees and Contractors 	
947	CPS Physical Client Services	<p>CPS Physical Client Services functions are performed for the Corporate BU.</p> <p>Security Site Assessments (SVAs): Security (threat/risk) assessment, findings, and remediations of facilities and critical operating processes.</p> <p>Personnel Security / Non-Investigative Client Services: Includes the key functions of:</p> <ul style="list-style-type: none"> • Training: Develop and facilitates Workplace Violence Prevention Program: assessments, training, and response to mitigate the potential effect of any allegation or adverse act. • Guard Force Deployment: deploys uniformed armed and unarmed contract Security Officers and/or Off 	SVP, Utility Ops

Service ID	Service Name	Service Description	Service Owner
		<p>Duty Law Enforcement at various locations throughout the enterprise to perform both routine and emergency security duties.</p> <ul style="list-style-type: none"> • Security personnel maintain a robust liaison program with a wide spectrum of Law Enforcement and Security-related agencies. These relationships and memberships provide Exelon with timely security intelligence reports or threats and assists management with valuable benchmarking data. <p>Provide oversight for aligned utility focused Security Programs of client companies to support business objectives and drive performance.</p>	
949	Regulatory Requirement Compliance	<p>CPS NERC CIP Services – Physical:</p> <p>CIP-006 and CIP-014 Program Development and Maintenance; Regulatory NERC Audit Support. Preventive and Corrective Maintenance efforts and documentation; Event Response; BU self-assessments and self-certifications; Investigation/evidence collection efforts, corrective actions, mitigation plans; NERC physical security training development and delivery; Management model documentation and maintenance.</p> <p>Security Control Functions: Perform operational security control obligations on behalf of the Registered Entities; establish and implement internal controls for Security Control Functions to reduce security and compliance risk; provide guidance and support on implementing security control functions for new/upgrade projects; collect, review and approve performance evidence; represent Security Control Functions as Subject Matter Experts during regulatory audits.</p> <p>Other regulatory support (incl Defense Federal Acquisition Regulations compliance)</p> <p>DHS Chemical Facility Anti-Terrorism Standards (CFATS): Provide governance and oversight for implementation of CFATS and partner with the Business Units to ensure compliance.</p>	SVP, Utility Ops

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
445	Physical Security Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct – 529350 Allocated – 529360	Time and Materials Modified Massachusetts Formula
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated – 529610	Total Service Billings
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529700 Allocated - 529710	Time and Materials Cost Causative Method
924	As Requested CPS Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct – 529350 Allocated – 529360	Time and Materials Modified Massachusetts Formula
930	Business Continuity and Crisis Management	923 – Outside Service Employed	Direct – 529350 Allocated – 529360	Time and Materials Modified Massachusetts Formula
936	Intelligence and Threat Analysis	923 – Outside Service Employed	Allocated – 529360	Modified Massachusetts Formula
942	Exelon Security Center Operations (ESOC)	923 – Outside Service Employed	Direct – 529350 Allocated – 529360	Time & Materials Alarm Points Monitored

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
947	CPS Physical Client Services	923 – Outside Service Employed	Direct – 529350 Allocated – 529360 for Corporate Svcs	Time and Materials Modified Massachusetts Formula
949	CPS NERC CIP Compliance	923 – Outside Service Employed	Allocated – 529360	NERC CIP Registered Access Controlled Doors

Responsibilities

Corporate Physical Security Services

Task / Responsibility	Exelon BSC CPS	Client Company
Report all CPS related concerns to the Exelon Security Operations Center.	X	X
All Enterprise physical access control systems must be connected to the ESOC at the direction of Corporate Physical Security Services.	X	X
OPCOs must notify CPS of all foreign travel on behalf of Exelon, this notification occurs automatically when utilizing approved travel		X
CPS shall provide materials to support training for Violence in the workplace and other CPS related topics as requested.	X	
CPS system design changes or requests for changes will be coordinated by CPS.	X	
All costs for new physical CPS equipment or systems, as well as repairs or maintenance to those systems or equipment shall be borne by the OPCO.		X
All costs for armed or unarmed guards shall be borne by the business unit requesting this service.		X

BSC Exelon Utilities & Corporate Physical Security Services

Finance

Finance Introduction

The Finance Functional Area will create collaborative processes between business units on business strategy and financial decisions; align finance functions through a common structure and standard policies, practices and processes; drive cost savings through the elimination of redundant and non-value-added work; provide governance and risk management; and provide financial analysis and decision support to our business partners.

Finance Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
634	Finance Executive Services	Functional leadership through standardized systems, processes, policies and general oversight in the areas of Forecasting, Planning and Capital Management, Treasury, Accounting and Analysis, Tax, Shareholder and Investor Relations, Corporate Development, Investments, Corporate Real Estate & Facilities, and business planning	EVP, CFO Exelon

Service ID	Service Name	Service Description	Service Owner
636	BSC Accounting Services	<ul style="list-style-type: none"> • Accounting, control and reporting policies • Technical accounting, control and reporting research and business decision/transaction support • Accounting monthly/quarterly close services including associated governance and control execution (e.g., account reconciliations) • Accounting for pension plans and other postretirement benefits including oversight of the related valuation work • External financial reporting and certification process • Support and perform applicable aspects of the SOX compliance program • Regulatory support • Accounting and Transaction processing <ul style="list-style-type: none"> ○ Exelon affiliate intercompany billings ○ Cash Reconciliation ○ Accounts Payable (system) Reconciliations ○ Property, plant and equipment ○ Compensation accounting ○ Payroll and third-party benefit vendors (union dues, 401(k) payments) funding requests ○ Unclaimed Property Administration ○ Debt accounting ○ Property tax accounting • Financial systems <ul style="list-style-type: none"> ○ Finance systems and applications administration and operations ○ Finance systems and applications enhancements, design, implementation and change management support ○ Help desk support ○ End-user training and process support ○ SOX systems controls compliance ○ Financial and management reporting and architecture support 	SVP, Controller & Tax
637	Tax Services	<ul style="list-style-type: none"> • Federal, state and local tax compliance (including transactional and property tax) • Tax Audit and Appeals • Tax planning and transaction support • Tax accounting and reporting • Tax forecasting • Tax legislative and regulatory support 	SVP, Controller & Tax

Service ID	Service Name	Service Description	Service Owner
640	Investor Relations	<ul style="list-style-type: none"> • Quarterly Earnings Release and Conference Call with Investment Community • Investor/Analyst engagement • Investor Targeting and Surveillance • Investor/Analyst Meeting/Conference Coordination • Internal and External Messaging and Presentation Development • Equity Market Analysis and Utility Peer Benchmarking 	VP, Investor Relations
642	Financial Planning & Analysis	<ul style="list-style-type: none"> • Exelon Corporation long range planning and annual budgeting • EBSC long range planning and annual budgeting • Management reporting, financial analysis and LE/QFR governance and administration • Income Statement, Balance Sheet and Cash Flow forecasting and reporting • Financial and economic analysis, and business decision support • Variance analysis • Regulatory Proceeding Support • EBSC SLA and business planning processes governance and oversight • Oversees the capital management process, including investment evaluation standards, multi-opco project authorization, the quarterly capital control process, including projects requiring Exelon corporate approval per the Delegation of Authority (DOA) • Load forecasting and related services • Project management governance and oversight 	VP, Corporate FP&A
679	BSC Insurance Services	<ul style="list-style-type: none"> • Consulting work including contract reviews, loss control engineering reviews for projects, arranging surety bonds, and providing certificates of insurance • Analyze risks and make recommendations to management • Administer the purchase of insurance policies • Interface with and influence the direction of industry mutual insurers • Coordinate and administer first-party claims 	SVP, Corporate Finance and Development
680	BSC Capital Markets Services	<ul style="list-style-type: none"> • Securities Issuance/Financing • Financial Derivatives Program • Liability Management Evaluation & Execution • Dividend Policy • Information Reporting • Credit metrics – Maintain relationship with ratings agencies to support credit ratings • Banking Relationships 	VP, Treasurer

Service ID	Service Name	Service Description	Service Owner
681	BSC Cash Management Services	<ul style="list-style-type: none"> • Liquidity and credit support • Cash management • Payment Execution • Banking Relationships • Information Reporting • Cash Forecasting, Tracking and Reporting 	VP, Treasurer
684	BSC External Audit Services	<p>Coordinate and support the independent auditor's provision of external audit services, including the audit of annual financial statements, testing of internal controls and the attestation of management's assessment on internal controls, as required by SOX, the review of interim financial statements, statutory audits, and other audit-related services.</p> <p>PricewaterhouseCoopers (PwC) provides the service and the Audit and Risk Committee of the Board of Directors of Exelon Corporation is responsible for the selection and oversight of the external auditor.</p>	SVP, Controller & Tax
786	Finance As Requested	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors.	EVP, CFO Exelon
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	EVP, CFO Exelon
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	EVP, CFO Exelon
950	BSC Enterprise Credit & Risk Management Operations Services	<ul style="list-style-type: none"> • Enterprise credit governance and oversight • Responsible for the development of a comprehensive credit framework with policies/processes and implementation of enterprise reporting of credit exposures, metrics, and limits • Perform all third-party collection activity across Exelon • Perform daily margining for each utility's electric procurement • Support and perform all necessary collateral management including optimization of collateral held • Understand and assist in mitigating all potential enterprise-wide credit risks. • Responsible for the development and implementation of enterprise-wide bankruptcy and litigation risk policies 	VP, Treasurer

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
634	Finance Executive Services	923 – Outside Service Employed	Direct – 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
636	BSC Accounting Services	923 – Outside Service Employed	Direct – 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
637	Tax Services	923 – Outside Service Employed	Direct – 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
640	Investor Relations	923 – Outside Service Employed	Direct – 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
642	Financial Planning & Analysis	923 – Outside Service Employed	Direct – 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
679	BSC Insurance Services	923 – Outside Service Employed	Direct – 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
680	BSC Capital Markets Services	923 – Outside Service Employed	Direct – 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
681	BSC Cash Management Services	923 – Outside Service Employed	Direct – 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
684	BSC External Audit Services	923 – Outside Service Employed	Direct – 529050	Time and Materials - PwC audit work
			Allocated - 529060	Modified Massachusetts Formula
786	Finance As Requested	923 – Outside Service Employed	Direct – 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula

BSC Finance

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529060	Modified Massachusetts Formula
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529700 Allocated - 529710	Fully Distributed Costs Cost Causative Method
950	BSC Enterprise Credit & Risk Management Operations Services	923 – Outside Service Employed	Direct – 529050 Allocated - 529060	Time and Materials Modified Massachusetts Formula

Performance Measurement

Finance Performance Metrics Table

Reference the Finance Business Plan for performance metrics.

Corporate Development

Corporate Development Introduction

The Corporate Development Practice Area will provide strategic expertise and governance in the evaluation and execution of merger and acquisition opportunities, evaluate company assets for divestiture opportunities, and provide financial and transactional support to restructuring projects.

Corporate Development Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
641	Corporate Development Services	<ul style="list-style-type: none"> Evaluation, prioritization and execution of acquisition and merger opportunities Evaluation, prioritization and execution of divestitures opportunities Financial and transaction support to restructuring projects 	SVP, Corporate Finance and Development

Service ID	Service Name	Service Description	Service Owner
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	SVP, Corporate Finance and Development
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	SVP, Corporate Finance and Development
909	Development As Requested	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors.	SVP, Corporate Finance and Development

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
641	Corporate Development Services	923 – Outside Service Employed	Direct - 529050	Time and Materials
			Allocated - 529060	Modified Massachusetts Formula
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529060	Modified Massachusetts Formula
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method
909	Development As Requested	923 – Outside Service Employed	Direct – 529050	Time and Materials
			Allocated - 529060	Cost Causative Method

Performance Measurement

Corporate Development Performance Metrics Table

Reference the Corporate Development Business Plan for performance metrics.

BSC Finance

Investments

Investments Introduction

The services provided by the Investment Office include:

- Determining the investment strategy and asset allocation of Exelon's pension funds and VEBA post-retirement funds
- Hiring / firing investment managers
- Managing daily investment activities
- Investment manager due diligence and monitoring
- Operational and back-office activities
- Maintaining a well-diversified investment menu for the Employee Savings Plans

Investments Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
234	Investments As Requested	As requested, services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors.	Chief Investment Officer
677	Investments Trust-Funded Services	Administration, oversight, and other activities related to management of Exelon's trusts that are funded by the trusts. (Applies to Pension and VEBA)	SVP & Chief Investment Officer
682	BSC Investments Services	Participate in Exelon governance activities, corporate initiatives, and other activities not funded by the trusts.	SVP & Chief Investment Officer
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	SVP & Chief Investment Officer
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	Chief Investment Officer

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
234	Investments As Requested	923 – Outside Service Employed	Direct - 529050	Time and Materials

677	Investments Trust-Funded Services	923 – Outside Service Employed	Direct - 529050 Allocated - 529060	Time and Materials Modified Massachusetts Formula
682	BSC Investments Services	923 – Outside Service Employed	Direct - 529050 Allocated - 529060	Time and Materials Modified Massachusetts Formula
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529060	Modified Massachusetts Formula
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529700 Allocated - 529710	Fully Distributed Costs Cost Causative Method

Performance Measurement

Investments Performance Metrics Table

Reference the Investments Business Plan for performance metrics.

Federal Government and Regulatory Affairs & Public Policy

Federal Government and Regulatory Affairs & Public Policy Introduction

Federal Government and Regulatory Affairs and Public Policy's mission is to continue to advance policies, regulatory initiatives and market designs that enhance Exelon's customer relevance and build sustainable shareholder value. Key initiatives focus on advancing responsible public policy on energy and matters that align with Exelon's purpose of powering a cleaner and brighter future for our customers and communities. We also pursue policies that foster innovation and enhance the ability of our utilities to offer additional services.

Federal Government and Regulatory Affairs & Public Policy Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
316	Government Affairs Services	<ul style="list-style-type: none"> • Executive Direction (Office of Senior Vice President) • Strategy development and advocacy related to federal legislative and regulatory initiatives. Federal and regional policy issue management in collaboration with Corporate Affairs • ISO/RTO interface • FERC interface • Political Action Committee administration and operation • Grassroots activities and initiatives • Federal, public affairs and support activities • Manage engagement with trade associations and other external stakeholders to seek alignment between their strategies and initiatives and Exelon shareholder, customer, and/or employee interests • Support federal grant awards, including screening of potential award opportunities, development of required application materials, coordination across Exelon operating companies and post-award compliance requirements 	SVP, Federal Govt & Reg Affairs & Pub Policy; VPs (FGA, FRA,)

Service ID	Service Name	Service Description	Service Owner
644	Lobbying & Influence Public Opinion	<ul style="list-style-type: none"> Management services for compliance with federal campaign finance and lobbying laws, regulations and other policy requirements including relationship management with federal legislative and regulatory bodies and Administrative agencies Direct lobbying activities (attempting to influence discretionary power of government officials) Supporting lobbying activities, including preparation or planning activities, research and other background work that is intended, at the time of its preparation, for coordination with lobbying activities of others Coordinate, and support as necessary, the development of positions, comments, and testimony for emerging environmental regulatory and legislative policy issues, in support of Exelon initiatives Communicate Exelon's economic, social and environmental performance through the annual corporate sustainability report, information on websites, and speeches 	SVP, Federal Govt & Reg Affairs & Pub Policy; VPs (FGA)
695	Government Affairs As Requested	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors	SVP, Federal Govt & Reg Affairs & Pub Policy
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	SVP, Federal Govt & Reg Affairs & Pub Policy
904	BSC Cost to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	SVP, Federal Govt & Reg Affairs & Pub Policy

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
316	Government Affair Services	923 – Outside Service Employed	Direct – 529600	Time and Materials
			Allocated - 529610	Modified Massachusetts Formula
644	Lobbying & Influence Public Opinion	426.4 - Exp-civic/political activities	Direct – 529600	Time and Materials
			Allocated - 529610	Modified Massachusetts Formula

BSC Government Affairs & Public Policy

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
695	Government Affairs As Requested	923 – Outside Service Employed	Direct – 529600	Time and Materials
			Allocated - 529610	Modified Massachusetts Formula
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529610	Modified Massachusetts Formula
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529700	Fully Distributed Costs
			Allocated - 529710	Cost Causative Method

Responsibilities

Federal Government and Regulatory Affairs and Public Policy's responsibility is to provide:

- Advocacy on Federal and Regional Public Policy Issues
- Regulatory Affairs and Compliance
- Political Analysis and Strategic Advice
- Information and Intelligence
- Timely Updates on Legislative and Regulatory Actions
- Outreach to Elected and Appointed Government Officials
- Legislative Expertise
- Market Development Support
- ISO/RTO Interface
- FERC Interface
- Market and Business Initiatives and Analytic Support.
- Lobbying and Campaign Finance Compliance and Reporting
- Federal grant coordination & compliance

Federal Government and Regulatory Affairs and Public Policy activity is cascaded throughout the Exelon organization as information is available. For additional information pertaining to Federal Government and Regulatory Affairs and Public Policy, the Business Unit liaison should be contacted.

BSC Government Affairs & Public Policy

Performance Measurement

Federal Government Affairs & Public Policy Performance Metrics Table

Reference the Federal Government Affairs & Public Policy Business Plan for performance metrics.

Human Resources

Human Resources Introduction

Human Resources (HR) Practice Area centralizes and consolidates HR governance and oversight as well as aligns HR strategies, practices and services with customer and business requirements. The organizational structure allows for the design and implementation of common policies, systems, solutions and processes that will support the strategic objectives of the company, drive high performance and employee engagement, enhance workforce effectiveness, and build a platform for growth through operational effectiveness and superior talent.

Human Resources Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
612	HR Solutions	<p><u>HR SOLUTIONS</u></p> <p><u>Compliance</u></p> <ul style="list-style-type: none"> • Manage policies and programs to ensure compliance with external agencies, including I-9, NERC, etc. • Governance of on-boarding, off-boarding and cross-boarding processes. • Provide subject matter expertise for non-compliance/non-mandatory workforce policies • Governance and oversight of HR's All Company (AC) and Department Only (DO) management model documents <p><u>HR Technology, Strategy and Governance</u></p> <p>The HR Technology group is responsible for the development, implementation, and sustainment of an integrated Human Resources Information Technology Strategy across Exelon Corporation.</p> <ul style="list-style-type: none"> • Establish HR technology strategy in partnership with overall IT technology strategy • Set and apply HR systems policies, standards, procedures and CISS parameters • Develop and submit HR technology content for internal and external sites • Develop net-new and enhance existing HR technology and associated applications. • Ensure that HR applications are regularly patched, tested and vendor delivered content is maintained and vetted prior to being released for user consumption • Maintain application security and periodically audit for compliance • Govern the end-use of the application to ensure data integrity, compliance and general standards are met • Develop, maintain, and govern ServiceNow HR knowledge base 	VP, HR Solutions

		<ul style="list-style-type: none"> • Maintenance of ServiceNow HR instance, including configuration of the HR Solutions Hub and HR Services cases <p><u>HR Reporting & Analytics</u></p> <ul style="list-style-type: none"> • Completion of annual external benchmarking surveys as required per corporate memberships • Support pulling and consolidating governmental and regulatory reporting in partnership with local HR • Create and enable employee self-service of standardized HR reporting • Support in the creation and automation of ad-hoc HR analysis and reports • Development and maintenance of HR dashboards, advanced and/or complex statistical analyses on Exelon data <p><u>Talent Acquisition Operations</u></p> <p>Recruit for open positions:</p> <ul style="list-style-type: none"> • Conduct intake meetings with hiring managers • Work with sources to develop sourcing strategy based on hiring manager needs • Manage job postings • Screen candidates • Manage interview logistics • Debrief with hiring managers to confirm selection • Coordinate testing and assessments • Prepare and extend job offers • Administer candidate travel reimbursements • Attend workforce development events • Coordinate university recruiting relations and intern programs • Establish enterprise-wide recruiting and staffing strategies to support operating company hiring forecasts • Establish enterprise-wide recruiting programs strategies that help the operating companies achieve their recruiting pipeline development, including but not limited to the engineering pipeline intern program, the military, diversity, and disability strategies • Develop and govern common enterprise-wide staffing policies and procedures. • Functional Area Manager of Taleo (ePeople Recruiting and Onboarding) • Govern and oversee relocation policies and relationships with the vendor, NEI • Govern and oversee all content related to corporate talent acquisition or the enterprise-wide recruiting function on the HR Services portal • Govern career site and employment brand including brand collateral, communications, and training 	
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		<ul style="list-style-type: none"> • Manage relationships of enterprise-wide recruiting related vendors, negotiate contracts and reconcile the corporate-level maintenance bills. • Develop and govern common enterprise-wide staffing policies and procedures (partnership between Talent COE and TA Operations) <p><u>Compensation Operations</u></p> <ul style="list-style-type: none"> • Support Compensation COE to prepare vendor file/feed with compensation data for annual salary surveys with external vendors • Act as liaison with salary survey vendor and receive, upload and refresh survey results • Review aggregated survey results and compare jobs and ranges for external equity for variation report • Oversee job update / evaluation requests and triage job evaluation requests to Comp COE as needed • LTI Award Program Administration (including monthly award settlements, quarterly dividend payouts, and annual processing support) • LTI Communication (Vesting Statements and Program Summaries), Reconciliation, Communication • Stock Ownership determination of levels and communication • Create/Update Job Codes • Compensation Vendor Management (e.g., R&R, Stock plan administration, Market Pay, etc.) • Update Salary Structures annually • Executive Perks/Ayco support as needed • Revise and review Annual Statements • Rate Case Data Support for the utilities • Reporting including developing and generating regular, standard reports and running ad hoc reports to meet business needs • Special Payment Request processing • Process stock retention awards • Annual Compensation statement configuration with HRT, testing coordination and validation of compensation planning feeder files • E-People Comp planning communication and System Training for HR and Leaders. • AIP Award Processing and Communication • Track and administer all AIP corrections • Management Model Policy Updates • Working with Finance to update LRP Merit and LTI projections • Administer the quarterly and semi-annual utility incentive programs • Administer the quarterly Comp Range Audit process 	
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	<ul style="list-style-type: none"> • Assist Compensation COE with 10k filing; assist with proxy data preparation <p><u>Benefits Operations</u></p> <ul style="list-style-type: none"> • Administer benefit programs including Health & Welfare, Flexible Spending Accounts, Health Savings Accounts, Medical Retiree Savings Accounts, Pension Plans (qualified and non-qualified), Defined Contribution plans, STD (including Core and MBA for Local 15 bargained employees), LTD and Life Insurance, and other programs as described in the Service Responsibility Matrix • Administer short-term disability (STD) time entry instructions including coordination with Workers Compensation and specialized instructions for bridged STD cases • Manage outsourced benefits administration, including TPAs and insurance vendors • Monitor service provided by third party vendors through metrics, benchmarking, and review of annual SOC reports • Perform Pension and OPEB related Key Financial Controls. • Ensure internal controls are in place to safeguard the Company's assets and facilitate the Exelon security (AEF) reviews of new and ongoing vendors • Perform audits to ensure processes are performing as designed • Manage and deliver annual open enrollment, new hire benefits enrollment, benefits web site, online pension instant estimates, requests for statements of pension, life event changes and initiatives based on business need and process improvement while applying varying benefit eligibility logic • Provide specialized benefits services focusing on Retirement Counseling for active employees moving through the retirement process, executive severance/retirement benefits discussions with executives, and survivor benefits specialist assistance for family members in the event of death of an active employee, retirees or their dependent. • Administer severance plans based on business needs – produce personalized statements for HR and oversee plan administration, severance pay, and benefits based on specific severance plan offering • Administer the Tuition Reimbursement program – providing oversight of the TPA and providing review and direction on exception processing • Provide interactive voice response and web enabled systems to provide information including an automated virtual assistance (IVA) to process employee/retiree transactions • Provide Customer Care Representative support through calls to process participant issues and transactions and handle escalated issues and to provide support through web chat • Provide research and problem resolution for participant issues and benefit transactions • Support Benefits Strategy by implementing plan design and vendor changes • Implement benefit offerings for new employee groups as business dictates • Partner with Procurement to perform marketplace evaluation for TPA services and insurance providers and selection of benefit administration vendors 	
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		<ul style="list-style-type: none"> • Support Corporate Development by providing benefits information to support divestitures and acquisitions • Oversee and audit payroll and Oracle interfaces for appropriate application of benefit related data • Perform compliance function required by ERISA and other various regulations required to maintain qualified status of benefit programs (i.e., pay limits, non-discrimination testing, benefit maximums, etc.) • Provide Deferred Compensation Enrollment and administration • Provide Deferred Compensation Units administration and support <p><u>Labor Management</u></p> <ul style="list-style-type: none"> • Provide access to LaborSoft, an integrated data management system that enables the company to manage grievance, discipline, and performance improvement plan data. The system provides the ability to track data by business unit and provide reports to help with discipline administration (i.e., comparable instances of poor work performance) to ensure consistency among disciplinary actions • Ensure oversight with regards to data integrity • Conduct training for LaborSoft • Benchmarking surveys to other labor relations within utilities • Continue to improve resources for both the supervisor and employee by leveraging innovative techniques (i.e., develop a mobile app for view CBAs/ESOCs) 	
619	Labor Mgmt	<p><u>LABOR RELATIONS</u></p> <p>The Labor Relations function develops and manages enterprise-wide, as well as business unit specific, strategies in partnership with the senior business leaders. The focus maximizes employee and bargaining effectiveness to achieve greater operating efficiency while advocating fair treatment for all employees based on respect, decency and integrity. It is also an integral part of Labor Relations to serve as the primary conduit between Corporation and Union Leadership, where applicable. These principles will be used to guide dealings with the unionized workforce and to assist in efforts where eligible employees choose to be non-represented. Services Include:</p> <ul style="list-style-type: none"> • <u>Develop and Lead Labor Strategies</u> <ul style="list-style-type: none"> ○ Where a union represents employees, honor contracts and constructively engage the union ○ Recognize it is critical to our success to have First Line Supervisors who are well informed, well trained and committed to Exelon goals and processes. ○ Develop labor strategies focused on the local union perspective while balancing impacts to other union contracts and instances where eligible employees choose to be non-represented ○ Provide assistance with employee engagement efforts • <u>Consulting / Contract Administration</u> 	VP, Corp Employee & Labor Relations

		<ul style="list-style-type: none"> ○ Analyze impact of business unit initiatives on employee relations by advising management on labor/employee relations issues, interpretation of collective bargaining agreements, arbitration implications, and strategy formation ○ Develop and provide training/education to management concerning pertinent CBA matters and other labor relations issues ○ Respond to union leadership, management and craft employee questions related to labor and other applicable communications ○ Support discipline/termination consensus calls for represented employees with HR Operations and Legal ○ Conduit between Corporation and Local/International Union Leadership. ○ Provide labor guidance to Company leadership on cutting-edge labor matters and trends ○ Provide contract interpretation guidance for line management and embedded human resource representatives, including but not limited to management rights, reorganization activities and workforce modifications. ○ Support business unit initiatives within contractual obligations ○ Administer and lead protocol strategy meetings ● <u>Negotiations</u> <ul style="list-style-type: none"> ○ Develop labor relations strategy for negotiations in advance contract expiration and enhance the Company's position at the bargaining table. ○ Comply with the National Labor Relations Act and engagement in good faith bargaining ○ Use of effective negotiation tactics to achieve Company objectives during bargaining ○ Prepare all negotiation team members for negotiations and establish negotiations support resources within the Company ○ Ensure appropriate communications from the pre-contract expiration period the post-ratification periods ○ Provide guidance and support to Line Management and HR partners to ensure successful implementation of contract post ratification ● <u>Grievance/Arbitration Administration</u> <ul style="list-style-type: none"> ○ Assist with the resolution and/or advocacy of mid-term contractual disputes on behalf of the companies through the grievance and arbitration procedure ○ Ensure line management is in the best possible position to contractually answer grievance allegations ○ Manage grievance activity and assist in arbitration preparation with HR Operations, Line Management, and Legal ○ Risk assessment and settlement/mediation efforts, where applicable ● <u>Training/Education</u> 	
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		<ul style="list-style-type: none"> ○ Develop and provide or procure training/education to management, for example, first line supervision orientation, labor relations fundamentals training, Collective Bargaining Agreement interpretation, Employee Standards of Conduct application, post-negotiation updates, and other employee relations counseling and advice for the FLSA non-exempt population 	
622	Benefits Strategy & Design	<p><u>BENEFITS STRATEGY & DESIGN</u></p> <p>Responsible for developing corporate-wide competitive benefit plans, policies and programs that attract and retain employees as well as prepare and protect them for various life events. These programs are anchored in competitive best practices with a sustainable design and flexibility to address changing business priorities.</p> <p>The Benefits Strategy Team develops, governs, and communicates the plans, policies and programs, ensures all regulatory requirements are met, conducts external benchmarking and analysis, designs and administers special programs including certain executive programs and manages strategic external vendors.</p> <p>Note that the Executive Compensation designs and administers all executive compensation and stock programs, which are not addressed below:</p> <ul style="list-style-type: none"> ● Develop / maintain benefits strategy including health promotion / wellness ● Design enterprise-wide benefit programs including health & welfare plans, Employee Assistance Program, Tuition Reimbursement, PTO, Back Up Child and Elder Care, Leave of Absence (LOA) including Bonding and Primary Caregiver Leave/Short-term Disability (STD)/Long-Term Disability (LTD), 401(k), pension, retirement, and severance. Set policies, procedures, and standards; interpret policies ● Develop annual plan premiums for health care plans ● Review market trends/benchmarking and cost/benefit analysis for new programs and point solutions for health care plans to improve employee health outcomes and manage future cost trend increases ● Provide internal and external benchmarking ● Select and manage benefit carriers and vendors, negotiate contracts with Supply Team, and provide ongoing governance and oversight of vendor contracts and performance guarantees ● Provide governance and oversight over executive benefit programs including SERP and Deferred Compensation ● Support annual Legal plan amendment process for plan design and compliance updates ● Support financial planning activities including the Long-Range Plan (LRP) 	VP, Health and Benefits

		<ul style="list-style-type: none"> • Support annual pension and OPEB actuarial valuations nondiscrimination testing, annual benefit plan audits and government filings (i.e., IRS Form 5500, 990, PBGC filings and ACA reporting/filing) • Support mergers, acquisitions, divestitures, and other corporate actions including due diligence, planning and communication • Support labor negotiations as they relate to employee benefits • Execute cost analysis and expense management including ongoing efforts to reduce costs • Serve as Plan administrator (including compliance, policy and appeals resolution) • Design, prepare and deliver benefits communications for active and retired employees, including required reporting such as Summary Plan Descriptions (SPDs), and annual compliance notices i.e., Health and Welfare compliance notices, Funding Notices, Fee Disclosure Notice and profit-sharing updates, as well as open enrollment and new hire materials • Provide rate case assistance as it related to benefit costs and program design • Provide governance and oversight over benefits administration of all health and welfare and retirement programs, and all vendors, including outsourced benefits administrator, supports annual enrollment and addresses escalated issues • Support benefit plan Accounting and approval of vendor payments. • Develop and execute communication strategy to promote employee engagement and increase benefit programs awareness and utilization • Governance and oversight of the contractor management process • Procurement and management of distribution of statutory compliance notices and postings • Establish and maintain the HR records/file management program 	
<p>625</p>	<p>Occupational Health Services (OHS)</p>	<p><u>OCCUPATIONAL HEALTH SERVICES (OHS)</u> OHS manages the health aspects of employee disability cases (including persistent sick leave, Short Term Disability, Workers Compensation, FMLA, etc.), manages required regulatory medical testing (as required by, DOT, OSHA and various other government regulatory bodies), provides workplace clinical services, and manages the data systems for all of the above.</p> <p>OHS activities manage costs by reducing lost time and increasing productivity. Meet the requirements of medical disability plans, Workers’ Compensation statutes, and Federal and State legislation and delivery of clinical services to minimize time away from the job. OHS also provides and coordinates emergency on-site health care and manages immunization programs, pandemic planning, etc.</p> <p>Coordinates work related injury and illness care, impacting OSHA Recordable and Lost Time Rates.</p>	<p>VP, Health and Benefits</p>

		<p>Services include:</p> <ul style="list-style-type: none"> • Establish occupational disability strategy • Set occupational disability policies, standards, and procedures • Oversee management of disability program including Return to Work Planning • Oversee management of FMLA program • Implement in tandem ADA and Reasonable Accommodation Process • Advice on Incidental Sick Time assisting HR, Labor and Legal with reviewing employee availability, impacting employee productivity • Governance and oversight of Exelon's Absence Intake Service including Actec (vendor management) • Provide Disability Statistics including diagnosis trending, durations, incidence rates, and Return to Work Data • Implement All Company disability and sick time Leave policies including federal, state and local level • Provide company-wide guidance on FMLA including supervisor training • Provide second and third opinion FMLA guidance and implementation • Provide governance and oversight of the Fit for Work Process; impacting employee availability • Manage Local 15's Supplemental Disability Plan • Provide guidance to HR/LR, legal, line management, and OHS on regulatory and policy issues • Testify at grievance, arbitration or other legal hearings on testing and policy related issues • Develop and implement nursing OHS training programs • Establish policies, procedures, and standards for regulatory medical testing • Provide supplemental NP/PA for medical examinations • Provide governance and oversight of contract Medical Advisor for impact on STD, Occupational injuries/Illness • Provide governance and oversight of contract Medical Advisor for review and approval of regulated medical examinations • Provide governance and Oversight of pre-employment medical examinations • Establish policies, procedures, and standards for audit of regulatory testing program • Select and manage medical testing-related vendors, negotiate contracts, and reconcile vendor bills • Prepare and maintain department budget process, provide billing data for EBSC customer billing • Prepare for and provide pandemic medical response • Coordinate Executive Physical program 	
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		<p><u>Data Systems Administration</u> Provide access to an integrated data management system (OHM) that enables the business unit to manage safety data. Also, to provide reports on a monthly basis on disability issues within each business unit.</p> <ul style="list-style-type: none"> • Trending/tracking of data in multi-functional process. • Monthly accident reporting • Monthly disability reporting (PIR report) • Trending/tracking of statistical data • Provide Integrated Benefit Institute Disability Benchmarking at a Comparator Level within the United States including SEC (Security Exchange) comparison and Benchmark 	
653	Workers' Compensation Admin	<p><u>WORKERS' COMPENSATION ADMINISTRATION</u> The Workers' Compensation team focuses on minimizing the liabilities of our corporate clients by developing solutions for ongoing workers' compensation claims. Workers' Compensation controls claims costs through effective management of indemnity and medical benefits as well as continually strategizing litigation to minimize legal costs.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Provide and administer workers' compensation benefits to eligible employees within the guidelines of the various state laws • Manage and control lost-time cases and medical-treatment-only cases • Direct or monitor medical and vocational rehabilitation of workers' compensation cases, as appropriate • Direct surveillance • Direct third-party administrator on claim handling and reserving • Manage Litigation strategy • Coordinate employees' return to work with OHS nurses • Communicate compensability decisions to OHS and Safety • Facilitate data coordination with finance departments of client companies • Work with safety professionals from client companies to ensure prompt accident reporting • Prepare and submit all required state reports to continue the privileged status of self-insurance where applicable • Review and coordinate with the legal department any potential wrongful discharge, ADA or FMLA issues • Provide an annual actuarial report for use by accounting departments of the client companies as well as various industrial accident boards 	VP, Health and Benefits

657	BSC HR Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is “trued up” each year by allocating it pro rata to the Client Companies based on their share of Total HR Service Billings.	EVP & Chief HR Officer, Exelon
700	BSC Payroll Processing	<p><u>EBSC PAYROLL PROCESSING</u></p> <ul style="list-style-type: none"> • Prepare and reconcile Gross to Net Payroll transactions, encompassing on-cycle scheduled payroll processing and off-cycle non-scheduled payroll transactions • Process and electronically deposit net pay with full service Direct Deposit • Print Payroll Checks and provide electronic access to pay statements and W-2 forms • Support of Payroll and related time processing • Administer Garnishment and child support payroll deductions and related payments • Tax Jurisdiction Registrations • Employment Tax Filing for federal, state and local jurisdictions as appropriate for each company • Participate and maintain compliance in support of Annual Internal and External Audit and Key Financial Controls • Provide support testing resources for Payroll Special Initiatives and Projects requiring payroll involvement • Provide oversight and testing participation to patch and database upgrade testing • Work collaboratively with HR Technology and HRIT Support to provide details around ongoing system issues and UAT review of resolutions • Provide oversight of vendor supporting pay statements, garnishments, employment tax compliance, and W-2 forms 	VP, HR Solutions
735	HR Services	<p><u>HR SERVICES</u></p> <ul style="list-style-type: none"> • Process employee transactions (Hire, Transfers and Terminations) • Union Wage Increases and time keeping system transactional support • Processing organizational structure changes, as requested • Provide oversight of vendor supporting HR-related (except for benefits) questions and address escalated issues • Governance and oversight of HR Solutions Hub • Perform HR Services back-office related work • Conduct ePeople system training for HR field employees • Transaction support for Onboarding, Employee Data Administration, Position Management, Compensation, HR general inquiry support • Administer and oversight of PTO benefits • Manage Service Awards program • I9 governance • Process unemployment claims 	VP, HR Solutions

		<ul style="list-style-type: none"> • Manage and support Management Model HR document adds/updates • Manage Local 15 bid process for ComEd and EBSC • Process candidate reimbursements • Process invoices through passport for HR-related services 	
740	BSC HR Solutions Technology	<p><u>EBSC HR SOLUTIONS TECHNOLOGY</u></p> <ul style="list-style-type: none"> • Provide HR Solutions Technology support including Core HR, Payroll and Talent System training and helpdesk support as well as user query support • HR System support includes ePeople Core HR and Payroll, ePeople Comp, eTime, Recruiting & Onboarding, LaborSoft, ePeople Talent and all other HR /Payroll Systems except for the myCareer application • Maintain HR Systems CISS, user defined tables and data integrity • Provide consulting services for all HR related applications and Technology Implementation of mass HR Technology system data changes • Provide support for applications interfacing with ePeople • Provide HR data and support for 100+ applications/vendors interfacing with HR applications • Support Union contracts and ratifications implementations from a pay and benefits perspective. • Enable large labor initiatives such as mergers and acquisitions, divestures, financial transformation, and major events like Covid, Storms etc. • Support Compensation cycle including, but not limited to: Annual Incentive Pay, Long-Term incentive Pay and General Wage Increases across all OpCos • Manage Labor accounting data – Labor hour accruals, liabilities, accounting for Finance and Supply teams <p>Requests for support and enhancements will follow a defined intake process and be prioritized against existing work requests. System upgrades and implementations may create block out periods where no new enhancements can be implemented. Efforts requiring supplemental resources to complete and/or backfill employee resources may be billed As Requested.</p>	VP, HR Solutions
787	BSC HR As Requested	As requested, services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors.	EVP & Chief HR Officer, Exelon
880	HR Compensation	<p><u>HR COMPENSATION</u></p> <p>The Compensation function is responsible for developing corporate-wide competitive total compensation programs that attract, engage, motivate and reward employees for achieving high levels of business performance and outstanding financial results. These programs will be anchored in competitive best practices, aligned with Exelon's pay for performance compensation philosophy and will be flexible to address changing business priorities.</p>	VP, Compensation

		<p>Compensation develops, governs, and communicates compensation strategy, policies and programs, ensures all regulatory requirements are met, conducts external benchmarking and analysis, designs and administers special programs, manages external vendors, and oversees the administration of all salaried employee compensation processes.</p> <p>Executive Compensation designs and administers all executive compensation and stock programs and prepares all compensation materials for the Talent and Compensation Committee' meetings.</p> <p>Services Include:</p> <ul style="list-style-type: none"> • Market Assessment and Surveys (including selection of survey sources and review of survey participation submissions) • Base Salary Range Development (including the survey participation and analysis to determine merit budgets) • Base Pay Administration • Annual Salary Planning and Compensation Guidelines, including adverse impact review • Development of guidelines and approval outside of guidelines for Promotional, Special Increase Recommendations, lateral and demotion adjustments • Internal and external market adjustment review and recommendations • Incentive design and strategy • Annual incentive program: Design, Manage Performance Indicators Approved by a Panel of Senior Officers (KPI Panel), manage AIP appeals approved by the CHRO/CFO • Compensation Philosophy and Strategy • Ensure Regulatory Compliance (e.g., FLSA, 409(A), etc.). • Respond to Legal Inquiries; Respond to media inquiries; Special Pay Studies • Coordinate Proper Accounting with Finance, including LRP support and monthly accruals for AIP and quarterly updates for LTI programs (e.g., PShares and LTPCA). • Support Talent Management Cycle by Providing Guidelines (e.g., Salary Increase decision tree) • Cash and Stock Retention Strategies • Compensation Consulting / Support <ul style="list-style-type: none"> ○ Responding to compensation issues to support the business needs ○ Review and approval of Retention, project completion and non-standard sign-on bonuses ○ Input on Dow Jones Sustainability Index ○ Comp solutions to business issues (e.g., AIP curtailment for economic conditions) ○ Regulatory analysis of utility programs to ensure rate recovery. ○ New college grad and intern rates 	
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		<ul style="list-style-type: none"> ○ Offer tool creation governance and oversight for non-executives. ○ Unique bonus programs (quarterly dispatch bonuses in Utilities). ○ Special payment requesting / approvals ○ Reorganizations (comp consulting and guidance) <p><u>Executive Compensation</u></p> <p>1. Executive Compensation Orientations (VPs+)</p> <ul style="list-style-type: none"> ● Annual Executive Compensation Study ● Officer Compensation Recommendations ● Executive Annual and Long-Term Incentive Targets benchmarking and target setting partnering with FP&A ● LTI performance tracking (e.g., LTPCA, LTPP and PShares) ● Executive Severance Plan Design and Administration ● Compensation Committee and Board Support ● Compensation Disclosures to Comply with SEC Requirements ● Exelon Proxy and ComEd Information Statement ● Shareholder Engagement Discussions with top holders and proxy advisory firms ● Financial planning (AYCO) and reimbursement for using non-Ayco financial advisors. ● Long-term Incentives (“LTI”) LTI Mix, Plan Design, Award Processing ● Developing and delivering compensation education to all leaders ● Development of ESG AIP multiplier <p><u>Pay Equity</u></p> <ul style="list-style-type: none"> ● Annual regression analysis to ascertain variance between males: females and males: people of color ● Adjust pay within groups to eliminate statistically significant disparities, if applicable 	
881	HR Leadership Support	Cost associated with EVP HR’s governance and oversight of HR Practice Area	EVP & Chief HR Officer, Exelon
882	HR Diversity & Development	<p><u>DIVERSITY EQUITY & INCLUSION, TALENT MANAGEMENT AND ORGANIZATIONAL EFFECTIVENESS</u></p> <p>Focus on, developing, engaging, and retaining talent. Developing and maintaining a strategy and programs that foster a diverse, equity and inclusive culture. Services include:</p> <p><u>Talent Management and Leadership Development</u></p> <ul style="list-style-type: none"> ● Design interview guides, aligned to the Exelon Core Competency Model used across the enterprise for talent selection and development 	VP, Talent & Chief Diversity, Equity & Inclusion Officer

		<ul style="list-style-type: none"> • Develop enterprise core competencies • Design organizational development, performance development, talent management, and learning strategies • Design and maintain organizational development methodologies, processes and tools for succession planning and performance reviews • Design and maintain oversight of leadership/management development programs and tools • Design and maintain oversight of employee development programs and tools. • Design and maintain oversight of performance development programs and tools (including new hire onboarding orientation) • Develop leadership training programs/materials with subject matter expertise. • Source leadership training and negotiate contracts, as appropriate • Manage leadership, organizational development, and learning vendors and consultants • Deliver Hi-Po programs, as approved, and based on business needs. • Management, design, and maintenance of on-line systems to support above activities (e.g., content on HR services, Management Model, ePeople Talent, Learning Platform) • Coordination of vendor management, technology enablement and ongoing strategic support and oversight to HR OpCo teams for the following talent assessments for selection and development: <ul style="list-style-type: none"> ○ Key Manager and above ○ Manager and Front-Line Supervisor ○ Individual contributor ○ 360s ○ Exit interviews ○ Stay interviews ○ Pre-Employment Testing ○ DISC assessments <p><u>Diversity, Equity & Inclusion</u></p> <ul style="list-style-type: none"> • Establish and manage corporate-wide diversity strategy • Counsel and support executive and business unit implementation of DEI action plans, including business plan integration • Communicate corporate-wide DEI messages; provide subject matter expertise in the development of diversity communications (disbursement through Communications group) • Provide D&I management support, including education; provide subject matter expertise for diversity training/educational materials and D&I education modules in all leadership development programs (e.g., SDP and Power to Lead) 	<p>VP, Talent & Chief Diversity, Equity & Inclusion Officer</p>
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		<ul style="list-style-type: none"> • Oversee participation in appropriate D&I external surveys and benchmarking (e.g., DiversityInc, Black Enterprise, HACR, Human Rights Campaign). • Develop and support appropriate OpCo D&I council and Employee Resource Group (ERG) activities • In partnership with OpCos, corporate relations, supplier diversity, external affairs and recruiting, develop and support D&I outreach (Recruiting, Community, and Vendors) • Support development and implementation of D&I metrics and reporting at OpCo and executive levels; monitor/test diversity efforts and alignment with policies and procedures • Ensure alignment regarding D&I strategies, goals and results; advise and consult management on diversity issues and lead executive leadership discussions • Develop Affirmative Action Plans provide training for HR teams and work with Legal, the OpCos and Practice Areas to respond to AAP audits. • Prepare and submit EEO-1's and Vets 4212 Reports • Support and maintain partnerships with external organizations which support the Exelon overall D&I strategy (e.g., UN HeForShe) <p><u>Workforce Development</u></p> <ul style="list-style-type: none"> • Provide governance and oversight for the organization's Workforce Development Programs • Collaborate and coordinate Workforce Development Program with embedded-OpCo WFD teams • Communicate the Workforce Development story of Exelon's impact internally and externally • Report quarterly results and outcomes to the Workforce Development Steering Committee <p><u>HR Organizational Effectiveness</u></p> <ul style="list-style-type: none"> • Lead, coordinate, oversee, support / consult on all aspects of the Employee Engagement Survey and Pulses • Design and conduct additional Enterprise/OpCo specific research including surveys, focus groups, interviews etc. related to Organizational Behavior, HR Program Effectiveness, Culture, and Employee Experience • Consult and advise HR and other program leaders on Enterprise/OpCo specific research including surveys, focus groups, interviews etc. • Support or consult and advise on CM/CR efforts for employee experience and culture related change initiatives including overall CM/CR Strategy, stakeholder analysis, change impact 	<p>VP, Talent & Chief Diversity, Equity & Inclusion Officer</p>
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		<p>analysis, stakeholder engagement (comm's, learning resources, demo's, overviews, etc.), and change readiness assessments</p> <ul style="list-style-type: none"> • Provide additional operational effectiveness support (facilitation, strategic planning, etc.) to HR and other program leaders to enhance the organization's ability to meet employee experience and organizational culture goals 	
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	EVP & Chief HR Officer, Exelon

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
612	HR Solutions	923 – Outside Service Employed	Direct – 529150 Indirect - 529160	Unit Price - Cost Per Employee Employee Headcount
619	Labor Mgmt	923 – Outside Service Employed	Direct - 529150	Cost per represented employee or Time and Material
622	Benefits Strategy & Design	923 – Outside Service Employed	Direct - 529150	Unit Price - Cost Per Employee
625	Occupational Health Services (OHS)	923 – Outside Service Employed	Direct – 529150 Indirect - 529160	Unit Price - Cost Per Employee or Time and Material
653	Workers' Compensation Admin	923 – Outside Service Employed	Direct - 529150	Unit Price - Cost Per Employee
657	BSC HR Revenue Adjustment	923 – Outside Service Employed	Allocated - 529160	Total HR Service Billings
700	BSC Payroll Processing	923 – Outside Service Employed	Direct – 529150	Unit Price - Per paychecks processed
735	HR Services	923 – Outside Service Employed	Direct – 529150	Unit Price - Cost Per Employee
740	BSC HR Solutions Technology	923 – Outside Service Employed	Direct – 529150	Unit Price - Cost Per Employee
787	HR As Requested	923 – Outside Service Employed	Direct – 529150	Time and Materials

BSC Human Resources

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
880	HR Compensation	923 – Outside Service Employed	Direct - 529150	Unit Price - Cost Per Employee
881	HR Leadership Support	923 – Outside Service Employed	Direct – 529150 Allocated - 529160	Unit Price - Cost Per Employee Employee Headcount
882	HR Diversity & Development	923 – Outside Service Employed	Direct - 529150	Unit Price - Cost Per Employee
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529700 Allocated - 529710	Fully Distributed Costs Cost Causative Method

Responsibilities

Task / Responsibility	EBSC Practice Area	Client Company
Talent Acquisition / Recruiting		
Develop and implement sourcing strategies	X	
Candidate screening and recommendations	X	
Common interview guide support	X	
Debrief of interviews and final candidate selection	X	
Development and negotiation of employment offer	X	
Initiation and monitoring of pre-employment requirements	X	
Request for Employee ID	X	
Fees related to usage of vendors	X	
Enterprise-wide vendor management and license fees	X	
Develop/design behavioral based interview training	X	
Support and attend recruiting events	X	
Initiation of pre-day 1 on-boarding	X	
Talent Management & Development		

BSC Human Resources

Task / Responsibility	EBSC Practice Area	Client Company
Design, deliver and manage leadership and management training programs	X	X
Support the identification of appropriate program attendees, their attendance and the follow up to reinforce learning and performance		X
Oversight and management of processes, programs and deliverables associated with the talent management & org effectiveness processes (succession planning, performance development)	X	
Active participation/support in data collection and action planning relating to the talent management process, including business talent reviews		X
Labor Management		
The Labor Relations function develops and manages enterprise-wide, as well as business unit specific, strategies in partnership with the senior business unit and corporate leadership. The focus maximizes employee and bargaining effectiveness to achieve greater operating efficiency while advocating fair treatment for all employees based on respect, decency and integrity. It is also an integral part of Labor Relations to serve as the primary conduit between Corporation and Union Leadership, where applicable. These principles will be used to guide dealings with the unionized workforce and to maintain a union-free environment where appropriate.	X ⁽¹⁾	
Support strategy and operate effectively within principles of strategy		X ⁽¹⁾
In order for Labor Relations to provide effective training and reporting, the business unit should take advantage of all offered training opportunities and adhere to data entry requirements		
Compensation		
Develop/design compensation programs, comply with regulators, consult with business and shareholders	X	X
Communicate and administer comp programs	X	X
Manage market compensation surveys and pay structures	X	X
Manage annual compensation planning and training	X	X
Provide pay and incentive guidelines recommendations for employees and recommendations for executives	X	X
Design and administer special pay programs	X	X
Benefits Strategy & Design, Governance and Administration		
Design benefit strategy to address employee needs while controlling cost	X	
Communicate benefit programs	X	

Task / Responsibility	EBSC Practice Area	Client Company
Administer plans in compliance with applicable law	X	
Compliance, policy, and appeals resolution	x	
Support labor relations/negotiations	X	X
Monitor, measure and manage vendors responsible for program administration	X	
<p>LTD vendor management</p> <p>Note: Many of the benefits offered by Exelon are governed by ERISA. As such, the Company has an obligation to administer its benefit plans in accordance with ERISA and other federal regulations. Exelon Benefits Strategy & Design oversees Exelon's obligations to keep the benefit offerings compliant with the necessary rules and regulations and provides oversight and governance on Benefits Administration.</p>	X	
Monitor, measure and manage vendors responsible for program administration	X	
Provide answers to benefit program questions. Investigate and resolve issues relating to benefits programs. Monitor measure and manage vendors responsible for program administration.	X	
Maintain employee and retiree 401(k) benefits records. Provide vendor relation interface with HRIS and benefit vendors.	X	
Administration of COBRA program, employee notification, billing, vendor interface, problem resolution.	X	
Ensure that the survivor(s) receive applicable benefits due to death of employee, retiree, spouse or child (ren).	X	
Flexible Spend Accounts and RMSA vendor management of and high-level problem resolution – health care, commuter, dependent care and retiree medical.	X	
Provide annual open enrollment, maintain employee and retiree health & welfare benefits records. Provide interface with HRIS and benefit vendors.	X	
Administer severance plans, produce personalized statements for HR and oversee plan administration based on specific severance plan offering as business dictates.	X	
Administration of life insurance program, employee notification, billing, vendor interface, problem resolution.	X	
Perform function of General Secretary and administer MBA short term absence program in coordination with IBEW Local 15 and Corporate Employee Health and Benefits. Authorize the issuance of disability benefit payments. Communicate activities to employees, OHS, MBA and Labor Relations.	X	
Provide vendor management and high-level problem resolution for Qualified Domestic Relations Orders.	X	
Administer pension plans – vendor management, database management, issuance of pension checks, death claims, pension estimates, QDROs and final pension calculations.	X	
Manage outsourced benefit administration service providers by monitoring performance guarantee results, data audit and benchmarking.	X	

Task / Responsibility	EBSC Practice Area	Client Company
Note: Many of the benefits offered by Exelon are governed by ERISA. As such, the Company has an obligation to administer its benefit plans in accordance with ERISA and other federal regulations. Exelon Benefits Operations offers expertise in benefits administration and oversees Exelon's obligations to keep the administration compliant with the necessary rules and regulations		
Corporate Diversity		
Establish corporate-wide diversity and inclusion strategies	X	
Establish business-specific diversity and inclusion strategies		X
Develop and coordinate corporate-wide diversity and inclusion activities	X	
HR Technology Strategy and Governance/BSC HR Technology Application Support		
Establish HR Technology Strategy	X	
Set and apply HR systems, policies, standards, procedures, and CISS parameters	X	
Develop and submit HR technology content for website and other collateral	X	
Request and provide requirements for reports for specific available HR data		X
Develop specific business OpCo actions and interventions based on data		X
Occupational Health Services (OHS)		
<i>STD and LTD Case Management</i>		
Identification and reporting of employee absence	X	X
Administer Medical Disability Certification	X	X
Administer referral to Medical Disability Retirement and LTD	X	
Transitional Return to Work Program	X	X
Coordinate and Oversee Limited Duty cases	X	X
Maintain relationships with external clinics for urgent and emergency care for employees	X	X
Provide utilization reports on a monthly and as needed basis	X	X
Medical Records management	X	
<i>Regulatory Medical Testing Administration</i>		
Identify and assist business unit with scheduling mechanism	X	X
Implement Testing		X
Reporting qualified/not qualified	X	X
Maintain medical testing in compliance with Regulatory and Company Policy	X	X

BSC Human Resources

Task / Responsibility	EBSC Practice Area	Client Company
Records management	X	
<i>Workplace Clinical Services</i>		
Immunization programs	X	X
Health Education/Wellness	X	X
Executive Health program	X	X
<i>Medical Consulting Services</i>		
Provide direction, advice, education and contract management for unique medical issues that affect business units	X	
Workers' Compensation		
Report all industrial injuries and diseases within 24 hours of notice		X
Provide prompt statistical information to business unit financial departments.	X	
Direct third-party administrator (TPA), PMA Group	X	
Manage lost-time and medical-treatment-only claims to a conclusion	X	
Provide Physicians Panel for injured workers' in accordance with Pennsylvania law	X	
Resolve claims through mediation and negotiation	X	
Direct proper investigation of workers' compensation claims	X	
Conduct annual litigation and reserve reviews	X	
Provide the business units with annual audited reserves	X	
Advise the business units of all catastrophic claims within 24 hours of the event	X	
Payroll Services		
On-time, accurate timekeeping and variation input	X	X
Support of time collection, labor distribution and validation	X	
On-time, accurate processing of regular payroll cycles	X	
On-time accurate processing of other employee payments, including Annual Incentive Plan and special awards	X	X
Timely notification of additional pay items in the prescribed format		X
Tax filings and deposits and government reporting	X	
Form W-2 statements and special handling of payroll related items	X	
Benefit deductions withholding	X	X

Task / Responsibility	EBSC Practice Area	Client Company
Garnishment and child support payroll deductions as directed and related payments to third parties	X	
Direct Deposit Services	X	
HR/Payroll Application Support Services– Provide HR/Payroll System training and helpdesk support and user query support		
Answer user questions on HR/Payroll System functionality	X	
Provide regular updates to user community	X	
Provide job aids and input into HR/Payroll System training	X	
Requests for special reports and queries	X	
Payroll Corrections	X	
HR/Payroll Application Support Services– Maintain HR/Payroll System CISS, user defined tables and data integrity		
Define and submit update request for locations, job codes, positions mgmt., etc.		X
Update location, job codes, companies, position management, etc.	X	
Monitor system for irregularities	X	
Manage unusual pay rules	X	
Audit and maintain HR/Payroll System CISS roles and rules	X	
HR/Payroll Application Support Services– Interface Support		
Provide subject matter expertise on Oracle HCM HR data	X	
Maintenance and enhancement of Oracle HCM payroll module	X	
HR/Payroll Application Support Services– Development of new functionality & complex data queries		
Negotiated packages – priced separately	X	X
HR Services		
Processing of Union Wage Increases	X	
Timekeeping system CISS and transaction support	X	
Entry of Employee Profile Changes (Hire, transfer, Terminations etc.)	X	
Bid List Management	X	

BSC Human Resources

Task / Responsibility	EBSC Practice Area	Client Company
HR general inquiry support	X	

Additional Information

- Exelon HR Operating Model:

Embedded HR

(HRBPs, TMOD)

- Drive **business advocacy**, strategic partnership, and **business specific HR solutions**
- Continue to **own and deliver** HR services related to **Talent Planning and Employee & Labor Relations**
- **Engage CoE's** to tailor current HR initiatives and design new solutions to address specific talent and organizational issues

Centers of Excellence (CoE)

- Own **development** of global **HR processes, policies, and programs** to drive consistency, and monitor success
- **Partner with Embedded HR** to align on priority areas and tailor HR programs
- **Collaborate with HR Solutions** on topics requiring related subject matter expertise

HR Solutions (HRS)

- Serve as the **primary contact point** for most **HR Customers**
- Provide **centralized inquiry support**, transaction support, and concierge services for majority of HR related requests
- Deliver **specialized services and manage operational HR work** across HR functions

HR Customers

(Leaders, Managers, & Employees)

- **Access HR Services Portal first** for their HR needs vs. directly reaching out to HRBPs
- Real-time access to **HR knowledge articles on policies and processes** and enhanced decision making tools for greater accountability
- **Visibility to case status** and tracking of support requests and complex HR processes



HR Enabling Technology

- Streamlined **Portal Content** and Navigation
- **Self-Service** for HR Transactions
- Candidate Relationship Management (**CRM**)
- Enhanced **Case Management** and Workflow

Business Benefits of Exelon's HR Operating Model

- **Enhanced HR customer experiences** enabled by increased employee and manager self-service access; employees will be able to search for information on Portal and submit/track case requests on ServiceNow
- **Improved strategic partnership with the business** to add greater value to leaders and managers; HRBPs will have additional capacity through centralization and enhanced self-service, to help perform strategic work
- **Consistent HR processes & standardized service delivery** will reduce redundancies across OpCos; implementing industry leading HR processes and removal of unnecessary steps will streamline HR services
- **Increased HR cost-effectiveness & operational efficiency** through a streamlined HR Operating Model; efficiencies across HR will be enabled through centralization, automation and increased HR role clarity
- **Position HR Organization for scalable future growth** through user-friendly HR technologies and automation; these enabling technologies will provide intuitive experiences and better insights for decision making

Performance Measurement

Human Resources Performance Metrics Table

Reference the Human Resources Business Plan for performance metrics.

IT

IT Introduction

BSC IT provides standard IT services to support Exelon's businesses. These Services include End-User Support Services, IT Systems Operations Services, Cyber Security Services, and IT Service Delivery. These IT services are provided by a combination of Business Unit Application Delivery and Support Departments, Cloud and Infrastructure Services Department, and Office of the CIO.

IT Service Owners include:

- VP, Office of CIO, providing IT governance, strategy, innovation, and business operations.
- VP, Enterprise - Wide Solutions, providing development and maintenance of both applications used by the BSC Practice areas, and of applications used across the enterprise.
- VPs, Technical Operations, Architecture and Engineering, providing enterprise data network, PCs, communication tools like email, phones, video conferencing, and infrastructure hosting platforms used by applications.
- VP, IT BGE, VP, IT ComEd, VP, IT PECO, and VP, IT PHI, providing development and maintenance of applications specifically used by the utility businesses.

VP, CISO, providing enterprise security leadership, and deliver risk based and intelligence-driven defense-in-depth approach to cyber security.

IT Services Table

Service Table (See Appendix A for RxQ Technical Services Table)

KPI Definition Table

KPI	Definition
Service Portfolio KPI	Application service levels, including <u>Business Value</u> (in the <i>Application/ Service Scorecard</i> section) and <u>DR Tier Designation</u> (in the <i>Disaster Recovery</i> section) are listed under the relevant Application/ Service in Application Portfolio Manager (APM). Please reach out to your Service Portfolio owner for specific details.
Project Delivery KPI	90% of IT Projects completed on time, on budget, based on agreement out of Detailed Design, with tolerance of +10%.
IT Governance KPI	IT Governance KPIs are reported on monthly in the CIO Management Review Meeting. Please reach out to your portfolio owner for specific details.

Service ID	Service Name	Service Description	Service Owner	KPI Type
322	BSC BU Specific IT Projects	Exelon IT Project Delivery Services provides deliverables for IT projects including planning, design, asset acquisition, and implementation of solutions	IT VP (Project Specific)	Projects Delivery KPI
410	Client Services	Client Services cover escalated IT Service Desk incidents related to desktop and laptop support including requests, installation, move, add, change, and/or replacement of desktop PCs/Monitors, the installation of peripherals/memory, loaner support, hardware break/fix, technology refresh, manual patching, desk side support, executive support.	VPs, Technical Operations, Architecture and Engineering	Governance KPI
444	Cyber Security Projects	Exelon Cyber Security Project Delivery Services provides deliverables for projects including planning, design, and implementation of solutions.	IT VP, CISO	Service Portfolio KPI
463	Oracle Support Services	The service provides a comprehensive deal structure that includes perpetual unlimited licenses for Oracle's entire catalog of "on premise" software at a fixed price for use across the Exelon Enterprise.	IT VP, Office of the CIO	Not Applicable – PULA Costs
505	Application and Technical Service Delivery - Finance	The service covers general areas of support and support providers. The service scope includes Financials (For Financial Services Group), Business Intelligence Architecture (For Financial Services Group), Technical Infrastructure (For Financial Services Group), Other Applications (For Tax Dept), Treasury Systems, and AP Finance. Detailed list of applications included in Enterprise Finance Portfolio Applications	IT VP, Enterprise-Wide Solutions	Service Portfolio KPI
506	Application and Technical Service Delivery - Asset Management	The Asset Management service supports applications used by Utilities Work Asset Management and Supply Asset Management numerous business processes including those associated with work management, supply chain, design engineering and safety and compliance. The process is known as EAM within BSC and is largely driven by the Asset Suite application (Passport).	IT VP, Enterprise-Wide Solutions	Service Portfolio KPI

Service ID	Service Name	Service Description	Service Owner	KPI Type
507	Application and Technical Service Delivery - HR	Application and Technical Service Delivery - HR is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, cloud services, management, project work, compliance and technical services necessary to enable the HR Function within BSC including Oracle HCM, ePeople Talent, eTime, Compensation, Payroll, and OHS.	IT VP, Enterprise-Wide Solutions	Service Portfolio KPI
508	Application and Technical Service Delivery - Hyperion, Informatica & SharePoint	This service covers the enterprise-wide use of Hyperion Reporting, Informatica and SharePoint	IT VPs, Enterprise-Wide Solutions, Cloud & Infrastructure	Service Portfolio KPI
509	Learning Management Portfolio Application Support	The Learning Management Portfolio service includes all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the Learning Management Portfolio Application (LMS).	IT VP, Enterprise-Wide Solutions	Service Portfolio KPI
510	Application and Technical Service Delivery - Corporate Applications	Application and Technical Service Delivery Corporate Application Support service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services, necessary to the BSC practice areas of Corporate Communications, Real Estate, Risk, and Audit. This service also supports the IT needs of the Management Model function	IT VP, Enterprise-Wide Solutions	Service Portfolio KPI
528	Emergency Preparedness	The Emergency Preparedness service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support EU storm readiness and emergency preparedness functions.	IT VP Technical Operations, IT VP, Enterprise-Wide Solutions	Service Portfolio KPI

Service ID	Service Name	Service Description	Service Owner	KPI Type
550	Application and Technical Service Delivery - Billing & Payment Processing	The Billing & Payment Processing service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support the Billing & Payment Processing business process.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI
554	Application and Technical Service Delivery - Customer Care Center	The Customer Care Center service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support the Customer Care Center business process.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI
555	Application and Technical Service Delivery - Customer Solutions	The Customer Solutions service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support the Customer Solutions business process.	IT VP of ComEd, PECO, BGE, PHI	Project Delivery KPI
557	Application and Technical Service Delivery - End User Services	The End User Services service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the end user services used by ComEd, PECO, BGE, PHI, and BSC.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI
558	Application and Technical Service Delivery - Energy Procurement	The Energy Procurement service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support the Energy Procurement business process.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI

Service ID	Service Name	Service Description	Service Owner	KPI Type
562	IT Management & Compliance	The IT Management & Compliance service is provided to support and maintain the governance and management of the IT services delivered in ComEd, EWS, PECO, BGE, PHI, and CIO.	IT VP of ComEd, PECO, BGE, PHI, Enterprise-Wide Solutions, VPs, Technical Operations, Architecture and Engineering	Governance KPI
565	Application and Technical Service Delivery - Legacy Meter Services	The Legacy Meter Services service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support the Legacy Meter Services business process.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI
568	Application and Technical Service Delivery - Electric Realtime	The Electric Realtime service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support the Electric Realtime business process.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI
569	Application and Technical Service Delivery - Operate & Restore (Gas)	The Operate & Restore (Gas) service is provided to support and maintain application services, which include costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by PECO, BGE, PHI to support the Operate & Restore (Gas) business process.	IT VP of PECO, BGE, PHI	Service Portfolio KPI
571	Application and Technical Service Delivery - Operations Support	The Operations Support service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used utilities to support those processes which are not covered elsewhere by other "Application and Technical Service Delivery" Services	IT VPs of ComEd, PECO, BGE, PHI	Service Portfolio KPI

Service ID	Service Name	Service Description	Service Owner	KPI Type
573	Application and Technical Service Delivery - Project & Work Management	The Project & Work Management service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support their Project and Work Management processes.	IT VPs of ComEd, PECO, BGE, PHI	Service Portfolio KPI
576	Application and Technical Service Delivery - Security	The cyber security service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, compliance and technical services necessary to maintain the applications used by BSC.	IT VP of Enterprise-Wide Solutions	Service Portfolio KPI
580	Application and Technical Service Delivery - UCOMM	The UCOMM service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support the UCOMM business process.	IT VP of ComEd, PECO, BGE, PHI, VPs, Technical Operations, Architecture and Engineering	Service Portfolio KPI
583	Application and Technical Service Delivery - EU Support Services	The EU Support Services is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support the following processes: Support Services, Project and Work Management. and any other services offered by Work and Asset Management that is not already covered elsewhere.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI
584	Application and Technical Service Delivery - Outage Management	The Outage Management service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support the Outage Management and Geospatial.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI

Service ID	Service Name	Service Description	Service Owner	KPI Type
585	Application and Technical Service Delivery - Smart Meter Operations	The Smart Meter Operations service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, PHI to Smart Meter Operations process.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI
586	Application and Technical Service Delivery - BI and Data Analytics	The BI and Data Analytics service is provided to support and maintain application services, which include costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the applications used by ComEd, PECO, BGE, and PHI to support the BI and Data Analytics process.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI
587	Application and Technical Service - Workforce & Mobile Technology	Mobile Workforce Tech Services is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to maintain the mobile applications used by ComEd, PECO, BGE, PHI to support the following processes: Support Services, Project and Work Management. and any other services offered by Work and Asset Management that is not already covered elsewhere.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI
589	Application and Technical Service Delivery - Back End Meter Operations	The Back End Meter Operations service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to support the Back End Meter Operations business process of ComEd, PECO BGE, and PHI. The applications will cover the functionality required, but not limited, to the transfer of meter and reads related information from Head End systems to back-office applications and the processes for remotely connecting or disconnecting meters.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI

Service ID	Service Name	Service Description	Service Owner	KPI Type
663	Application and Technical Service Delivery - Utility of the Future	The Utility of the Future service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services, necessary to maintain the applications used by ComEd, PECO, BGE, PHI to support the Utility of the Future business process.	IT VP of ComEd, PECO, BGE, PHI	Service Portfolio KPI
775	IT Governance	This service is provided to support governance and oversight functions, which include costs associated with IT wide governance functions and includes the Office of the CIO (excluding the Planning function), Cost Optimization, and General Governance of IT.	IT VP, Office of the CIO	Governance KPI
777	TDE&Ops Projects	This service includes the planning, design, and implementation of TDE&Ops projects that are allocated to one or more business units	VPs, Technical Operations, Architecture and Engineering	Project Delivery KPI
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	IT VP, CISO	Service Portfolio KPI
854	Application and Technical Service Delivery - Legal Application Support	Application and Technical Service Delivery - Legal Application Support service is provided to support and maintain application services, which includes costs of all the infrastructure, labor, licenses, maintenance, support, management, project work, compliance and technical services necessary to enable general Legal and Ethics & Compliance department activities including regulatory compliance, records management compliance, and electronic discovery (eDiscovery, legal hold) compliance	IT VP, Enterprise-Wide Solutions	Service Portfolio KPI

Service ID	Service Name	Service Description	Service Owner	KPI Type
885	BSC IT Services Rev Adjust	BSC IT Services Revenue Adjustment- "Revenue Adjustment Services" reflects the following "true up" mechanism: The difference between actual cost and revenues from billings to the Client Companies is "trued up" each month by allocating it pro rata to the Client Companies based on their share of IT Total Service Billings	SVP, CIO Exelon	Not Applicable – Financial Adjustment Mechanism
901	BSC Other PA Tech Projects	This service is comprised of planning, design, and implementation of IT projects that support BSC Practice Areas other than Finance or Human Resources.	IT VP, Enterprise-Wide Solutions	Project Delivery KPI
902	BSC HR Tech Projects	This service is comprised of planning, design, and implementation of IT projects that support the Human Resources Practice Areas of BSC.	IT VP, Enterprise-Wide Solutions	Project Delivery KPI
903	BSC Finance Tech Projects	This service is comprised of planning, design, and implementation of IT projects that support the Finance Practice Areas of BSC.	IT VP, Enterprise-Wide Solutions	Project Delivery KPI
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	IT VP (Project Specific)	Project Delivery KPI
906	Enterprise Wide IT Projects	This service is comprised of planning, design, and implementation of IT projects related to licensing, upgrade and expansion of technology platforms including Oracle database, SQL Server database, SharePoint, and others.	IT VP, Enterprise-Wide Solutions	Project Delivery KPI
933	Office of the CIO Projects	This service is comprised of planning, design, and implementation of IT projects related to the Office of the CIO.	IT VP, Office of the CIO	Project Delivery KPI
941	Identity and Access Management	Physical Access provisioning/de-provisioning of employee & contractor physical access to facilities for Exelon BUs. Includes the setup of request workflows, access levels, and approvers groups, as well as encompasses all reporting required for SOX and CIP compliance.	IT VP, CISO	Service Portfolio KPI

Service ID	Service Name	Service Description	Service Owner	KPI Type
		Logical Access provisioning and revocation of Active Directory accounts in Exelon domains, as well as cyber access to applications, file shares, and designated email functions in Exelon domains. Additionally, it covers workflow development and approver group creation, conversions for contractors to employees, affiliate transfers, and new large scale application deployment in Exelon domains. Also includes the creation of AD accounts, accounts not assigned to a person, the setup of new locations, and all reporting required for SOX and Critical Infrastructure Protection (CIP) compliance in Exelon domains.		
944	NERC CIP Program Services	Provide enterprise-wide NERC CIP program and project management oversight to ensure sustained Exelon compliance	IT VP of ComEd, PECO, BGE, PHI	Governance KPI
945	Cyber and Information Security Services	<p>Provide enterprise security leadership, and deliver risk based and intelligence-driven defense-in-depth approach to cyber security.</p> <p>Cyber Defense Operations provides 24/7 proactive monitoring of security risks for IT, Information Cyber Security (ICS) and other Operations Technology (OT) Systems. This function receives alerts from a variety of defense mechanisms such as web and email filtering, anti-virus protections, custom rules and signatures, and then prioritizes these alerts for analysis.</p> <p>System Engineering is dedicated to ensuring the operation of cybersecurity monitoring systems. Systems Engineering's primary area of focus is Endpoint (AV) protection, Security Monitoring Logging and ingress/egress Intrusion Protection System/Intrusion Detection System implementation.</p> <p>Cyber Threat Intelligence provides proactive and predictive indications and actionable intelligence by utilizing information from federal, state, local and open-source entities.</p> <p>Insider Threat mitigates the risks of data theft, workplace violence, sabotage, and misuse of corporate assets by an insider.</p>	IT VP, CISO	Service Portfolio KPI

Service ID	Service Name	Service Description	Service Owner	KPI Type
		<p>Digital Forensics manages the collection and analysis of electronic evidence to help form a better understanding of an incident or investigation, followed by the reporting of those findings in a clear, concise manner.</p> <p>IT/OT Cyber Security Architecture and Engineering oversees and maintains system and application controls to protect unauthorized access, disclosure, modification and deletion of information through integration of cybersecurity architecture requirements and controls into the Exelon System Development, Project Management, and Procurement Lifecycles.</p> <p>IT/OT Cyber Vulnerability Detection & Management performs risk-driven vulnerability assessments of Exelon’s key Electronic Information Assets, identifies vulnerabilities, and tracks remediation. This service also applies to Gas regulated assets under the Transportation Security Administration Cybersecurity Gas Pipeline Directives.</p> <p>OT Cyber Governance provides leadership, management, and oversight for the cyber security related aspects pertaining to the implementation, sustainment, and continuous improvement of the OT Security Governance Program. Establish, maintain, and enhance relationships with Business and IT/OT leadership and technical teams. Sustain high quality cyber security capabilities for Exelon's Operational Technology environments. Provide technical and security expertise to IT/OT and business leadership and technical teams. Maintain awareness of trends and issues in area of security technologies, cyber threats to OT, potential new regulations, and/or other OT security related opportunities.</p> <p>Business Information Security Office (BISO) coordinates between cybersecurity and the business to ensure that cybersecurity is baked into the organization’s short and long-term strategic plans. The BISO also develops and provides cyber security strategic and business planning, operational and financial performance reporting, project management, executive and organizational support.</p> <p>Security Awareness and Training develops and provides security related security awareness and training materials to business units (i.e., Phishing susceptibility, general security awareness).</p>		

Service ID	Service Name	Service Description	Service Owner	KPI Type
		<p><u>Security Governance</u> establishes policies and programs which align with National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF) subcategories. Manage the development, review, approval, dissemination, and retirement of Exelon security program documents. Support the organization in assessments and annual certification for in-scope assets to ascertain adherence to the security controls. Track risks associated with not meeting security controls on per exception basis. Support the organization in developing security controls, countermeasures and safeguards that can cost effectively mitigate risk exposure to an acceptable level (includes exceptions analyses).</p> <p><u>Third Party Security Risk Management</u> performs assessments of third party's security measures, addressing third party risk management, and managing third-party threat response process; work with asset owners to develop plans to mitigate or resolve risks.</p> <p><u>Security Risk Management</u> establishes, monitors, and oversees Security Risk Management program, performs cyber maturity assessments for cyber security, coordinates cyber security engagements with internal and external audit, and assists with cyber insurance renewal process.</p> <p><u>TSA Gas Pipeline Cybersecurity Regulations</u> oversees and performs compliance with TSA Pipeline Security Directives (SD), including an Enterprise Measure Owner assignment for oversight (Local and Remote Access, Logging and Monitoring, and Incident Response), Operational Compliance Owner assignments for assigned SD Measures (Local and Remote Access, Logging and Monitoring, and Incident Response), and performance of non-cyber security-owned Measures (Patching).</p> <p><u>Security Technology & Policy</u> analyzes and communicates new and emerging security and technology policies and regulations with a focus on risk management to transition to regulatory compliance. Security and Technology Policy also maintains professional and industry engagement, cultivating meaningful relationships with stakeholders.</p>		

Service ID	Service Name	Service Description	Service Owner	KPI Type
949	Cybersecurity Compliance	<p>Cybersecurity Compliance provides competency-aligned services in support and performance of cyber security owned compliance obligations.</p> <p>Incident Response – manages the Exelon Cyber Security Incident Response Plan (CSIRP), maintains the Security Incident Response Team (SIRT) Roster, and maintains SIRT Training. (CIP-008, TSA SD III.F)</p> <p>Exercises/Drills – execute drills required by and in support of compliance obligations. (CIP-008, TSA SD III.F)</p> <p>Incident Reporting – governs and performs incident reporting in support of various jurisdictional requirements and compliance obligations.</p>	IT VP, CISO	Service Portfolio KPI
951	NERC CIP Implementation Costs	<p>The NERC CIP Implementation Program (VIP) is an integrated Program to support the on-going compliance NERC CIP standards. Our Program Team works together across the projects to ensure consistency and full coverage of the NERC CIP standards.</p> <p>Program Support Functions include:</p> <ul style="list-style-type: none"> • Program Integration • Program Management Office (PMO) • Finance • Architecture • Communications & Change Management 	IT VP (Project Specific)	Project Delivery KPI

FERC Account and Billing Approach Table (See Appendix A for Technical Services Table)

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
322	BSC BU Specific IT Projects	FERC Account to be determined during each individual project creation	Direct – 529550	Time and Materials or
			Allocated – 529560	Cost Causative Method
410	Client Services	923 – Outside Services Employed	Direct – 529550	Time and Materials
444	Cyber Security Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct - 529550	Time and Materials
			Allocated – 529560	Modified Massachusetts Formula

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
463	Oracle Support Services	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated – 529560	Weighted allocation based on application usage
505	Application and Technical Service Delivery - Finance	FERC Account to be determined during each individual project creation	Direct (to BSC Finance) – 529550	Time and Materials
506	Application and Technical Service Delivery – Asset Management	FERC Account to be determined during each individual project creation	Allocated (general application maintenance) 529560 Direct (BU specific instance support) 529550	Based on Passport users Time and Materials
507	Application and Technical Service Delivery - HR	FERC Account to be determined during each individual project creation	Direct (to BSC HR) 529550	Time and Materials
508	Application and Technical Service Delivery - Hyperion, Informatica & SharePoint	FERC Account to be determined during each individual project creation	Allocated – 529560	Cost causative method
509	Learning Management Portfolio Application Support	FERC Account to be determined during each individual project creation	Allocated – 529560	Number of LMS users
510	Application and Technical Service Delivery - Corporate Applications	FERC Account to be determined during each individual project creation.	Allocated – 529560	% of cost attributable to each portfolio
528	Emergency Preparedness	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct – 529550 Allocated - 529560	Time and Materials

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
550	Application and Technical Service Delivery - Billing & Payment Processing	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated - 529560	Time and Materials or Number of Customers
554	Application and Technical Service Delivery - Customer Care Center	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated - 529560	Time and Materials or Number of Customers
555	Application and Technical Service Delivery - Customer Solutions	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated - 529560	Time and Materials or Number of Customers
557	Application and Technical Service Delivery - End User Services	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated - 529560	Time and Materials or User ID Login
558	Application and Technical Service Delivery - Energy Procurement	FERC Account to be determined during each individual project creation	Direct – 529550	Time and Materials
562	IT Management & Compliance	923 – Outside Service Employed	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method
565	Application and Technical Service Delivery - Legacy Meter Services	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials or Number of Customers
568	Application and Technical Service Delivery - Electric Realtime	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method
569	Application and Technical Service Delivery - Operate & Restore (Gas)	FERC Account to be determined during each individual project creation	Direct – 529550	Time and Materials

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
571	Application and Technical Service Delivery - Operations Support	FERC Account to be determined during each individual project creation	Direct – 529550	Time and Materials or Number of Customers
573	Application and Technical Service Delivery - Project & Work Management	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method
576	Application and Technical Service Delivery - Security	FERC Account to be determined during each individual project creation	Direct – 529550	Time and Materials
580	Application and Technical Service Delivery - UCOMM	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method
583	Application and Technical Service Delivery - EU Support Services	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method
584	Application and Technical Service Delivery - Outage Management & Geospatial	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method
585	Application and Technical Service Delivery - Smart Meter Operations	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials or Number of Customers
586	Application and Technical Service Delivery - BI and Data Analytics	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method
587	Application and Technical Service - Workforce & Mobile Technology	FERC Account to be determined during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
589	Application and Technical Service Delivery - Back End Meter Operations	FERC Account to be determined during each individual project creation	Allocated – 529560	Cost Causative Method
663	Application and Technical Service Delivery - Utility of the Future	923 – Outside Service Employed	Allocated – 529560	Cost Causative Method
775	IT Governance	923 – Outside Services Employed	Allocated – 529560	% of total IT Service Billings
777	TDE&Ops Projects	923 – Outside Service Employed	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated – 529610	Total Service Billings

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
854	Application and Technical Service Delivery - Legal Application Support	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Direct – 529550 Allocated – 529560	Time and Materials or Modified Massachusetts Formula
885	BSC IT Services Rev Adjust	923 – Outside Service Employed	Allocated – 529560	% of Total IT Service Billings to each OpCo
901	BSC Other PA Tech Projects	923 – Outside Service Employed	Direct – 529550 Allocated - 529560	Time and Materials or Cost Causative Method
902	BSC HR Tech Projects	923 – Outside Service Employed	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method (typically % of total headcount)
903	BSC Finance Tech Projects	923 – Outside Service Employed	Direct – 529550 Allocated - 529560	Time and Materials or Cost Causative Method (typically Modified Massachusetts Formula)
904	BSC Costs to Achieve	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials or Cost Causative Method
906	Enterprise Wide IT Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct – 529550 Allocated - 529560	Time and Materials or Cost Causative Method
924	As Requested CISS Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Direct – 529550 Allocated – 529560	Time and Materials Modified Massachusetts Formula

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
933	Office of the CIO Projects	923 – Outside Service Employed	Allocated - 529560	Time and Materials or Cost Causative Method
941	Identity and Access Management and Personnel Screening	923 – Outside Service Employed	Allocated – 529560	User ID logins or # of employees
944	NERC CIP Program Services	FERC Accounting to be determined with FERC Reporting groups during each individual project creation	Allocated – 529560	% of critical NERC cyber assets
945	Cyber and Information Security Services	923 – Outside Service Employed	Allocated – 529560	Modified Massachusetts Formula or % of Total IT Infrastructure Billings
949	CISS Cybersecurity Compliance	923 – Outside Service Employed	Allocated – 529560	NERC registered critical IT assets
951	NERC CIP Implementation Costs	923 – Outside Service Employed	Allocated – 529560	% of critical NERC cyber assets

IT as Requested Services Introduction

Periodically, the OpCos may request additional IT project or non-standard IT support services that were not identified during the budget/LRP cycle. These costs will be funded directly by the operations area of the OpCo requesting the incremental project or non-standard support. Note, additional non-standard services may be created depending on what support is requested over the course of the SLA period.

IT As Requested Services Table

As Requested Service Table

Service ID	Service Name	Service Description	Service Owner	Performance Level / Metric with Target
779 (As Requested)	As Requested IT Projects	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors.	IT VP (Project Specific)	Project Performance

As Requested FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
779 (As Requested)	As Requested IT Projects	FERC Accounting to be determined with FERC Reporting groups during each individual project creation.	Direct – 529500 529550 Allocated – 529560	Time and Materials or Cost Causative Method

Performance Measurement

The performance management section outlines the standard performance metrics across IT Services, the level of service will be expected to meet at a minimum, and target levels that will be expected to be met or exceeded on negotiated timelines (if applicable).

IT will monitor its service levels and performance using both cost and quality metrics on an on-going basis. IT will facilitate the definition of metrics, provide templates for data input and measurement, and consolidate the inputs to calculate end-to-end process metrics where data is available.

IT will make metrics available to Client Companies and facilitate monthly/periodic meetings with Client Company Business leaders to review metrics and discuss IT performance to service level metrics.

General information covered by performance management and reporting of IT service delivery includes the following:

- Project reporting, including estimated percentage deliverables progress towards completion compared to percent of project spend; key milestones and delays
- Financial reporting on all IT spend associated with Client Company, including budgets, actual costs, and forecasts. Detailed past, current, and expected internal and external audit activity associated with IT that supports Client Company
- Control assessments and analyses of actual events
- Risk assessments, including risks to financial outcomes, risks from personnel changes, risks to successful delivery of projects, cyber security risks, audit risks, and other assessments, whether accurately quantifiable or not
- Other issues or concerns as appropriate

The following table outlines the general performance measures for Service Desk and IT Operations Services:

Standard IT Operational Metrics include:

End User Computing	Target
Service Desk Resolution <ul style="list-style-type: none"> • The percentage of calls resolved by the Service Desk without escalation to Level 2 or Level 3. • Calculated by the aggregated number of Service Desk Resolutions completed by the Service Desk divided by the total number of interactions received by the IT Service Desk during the month 	75%
Average Wait Time for Client for Service Desk <ul style="list-style-type: none"> • Data comes from Cisco Call Manager • Includes front-end message 	60 secs

High Business Value Application and Infrastructure Reliability and Availability	Target
<ul style="list-style-type: none"> • MTTR for Major Incidents – Mean Time to Restore is the elapsed time from incident detection by or reported to the ITOC until client service is restored or workaround is in place 	150 mins
<ul style="list-style-type: none"> • Frequency – Number of Major Incident is defined as High Business Value application or Infrastructure not available 	170 Annually

Responsibilities

The BSC IT responsibilities along with the Client Company are different based on the type of service. For example, responsibilities related to the delivery of a personal computer will be different than that of requesting changes to an application, which is owned by Client Company.

The responsibilities are general in nature and not necessarily intended to be an all-inclusive list of responsibilities between BSC IT and Client Company for every aspect of IT service delivery and support. Responsibilities have been grouped by different types, as applicable, and include:

1. End-User Support
2. Application Support
3. IT Project Delivery

Services are requested as follows with the indicated department having primary responsibility:

Service	Primary Organization
End-User Support <ul style="list-style-type: none"> • Desktop Issues, End-User Equipment Requests, General Information, Report System Issues 	TechOps – Service Desk
Access Requests – Access to Applications	Corporate Information CISS Services Access Request Portal
Application Maintenance Requests	EDM Request to Business Unit Application Department
Project Delivery Requests	PPM Request to Business Unit Application Department

Additional Information

Service Desk and Request Fulfillment

End users contact IT Service Desk for support (create an incident) or to request an IT asset or service. The IT Service Desk may be contacted in the following ways:

1. Calling the IT Service Desk (either 1.877.9EXELON or 1.877.939.3566).
2. Via the Service Manager Self-Service on-line portal 24x7.
3. Via an email to "IT Support Center" describing the incident or request.

The IT Service Desk provides 7x24 support. Client Services Support Hours are Monday – Friday, 7:30 AM – 5:00 PM, local time to their location, with after-hours support on-call for urgent issues only.

End user incidents (incidents affecting individual user) are assigned a priority based on corporate role:

	Priority		
End User Incident	ELT	VIP	Standard

The following SLAs apply to End User Incidents:

Priority	Escalation	Resolution
Standard	30 minutes business hours	2 Business Days
VIP	30 minutes 24x7	2 hours
ELT	15 minutes 24x7	1 hour

Incidents affecting systems or multiple users will be escalated to the ITOC for coordination and escalation based on a priority which is derived from severity and urgency (see table under Service Operations Support Model).

Requests for an IT asset or service creates an IT Service Request, or 'non-incident'. Service Requests are directed to the appropriate IT service owner for fulfillment. SLAs for service requests are based on the individual service. Requests for services not associated with an operational

issue (e.g., new remote access token, additional space in a home drive) will be processed Monday through Friday 8:00am to 5:00pm, local time to client location.

Service Operations Support Model

IT Operations Services supports a vast variety of technologies in the enterprise computing environment. To do this efficiently and effectively, a standard operations support model is used to drive consistent support and delivery expectations. Applications must be registered in IT's Asset Manager/Application Portfolio Manager database to subscribe to the standard Service Operations Support Model.

TechOps offers three operational support offerings: Full Support, Limited Support, and Data Center facilities Management

- **Full Support** applies to applications where TechOps is providing Infrastructure as a Service (IaaS) support for the application hosting environment. Full support provides event monitoring, incident management, incident communications, problem management, CISS patching, and routine operational maintenance. This applies to both Physical and Virtual devices. Data Center facilities costs are above and beyond this support.
- **Limited Support** applies to applications and infrastructure where TechOps provides monitoring and escalation services but is not responsible for incident resolution and other operational tasks for the equipment. This applies to P/SaaS applications and Opco IT-supported equipment. This includes Event Monitoring, Incident Escalation, Incident Communications, and Problem Management. Data Center facilities costs are above and beyond this support for devices hosted in enterprise data centers.
- **Data Center Facilities Management** applies to applications and infrastructure where equipment resides in our Enterprise Data Centers. These charges cover the costs of space, power, and general network connectivity.

Incidents are prioritized based on Business Value (Urgency) and Impact (Severity). The following table defines Incident priorities for IT Incident Management:

Impact (Severity)	Application Business Value (Urgency)		
	High	Medium	Low
SEV-1 (Application or Infrastructure Unavailable)	Major	Minor	Routine

	SEV-2 (Application or Infrastructure not performing as expected)	Minor	Minor	Business Hours
	SEV-3 (Non-client impacting proactive system events)	Routine	Routine	Business Hours
	SEV-4 (Informational Alerts)	Business Hours	Business Hours	Business Hours

The following table defines the Incident Management Targets for System Incidents:

Service Level Commitment Details				
	Support Hours	Target Resolution	Status Updates	Level of Effort
Major	24 x 7 x 365	2 hours	2hours	Worked continuously until workaround or resolved

Minor	24 x 7 x 365	8 hours	Open/Close	Escalated 24x7 Maybe deferred until next business day by service owner in off hours
Routine	24x7x365	24 hours	None	Escalated 24x7 Maybe deferred until next business day
Business Hours	Business Hours Monday thru Friday 7AM to 7PM ET	1 Business Day	None	Worked Business Hours Only

Incident Management & Escalation Process Overview

This section provides an overview of the process steps that IT will take to resolve an incident – service not available or performing as expected reported by an end-user or via system events to the IT Operations Center (ITOC). The purpose is to add clarity to the delivery of “Incident Response” of the Standard Operations Support Model. The support workflow for an incident follows a standard process based on support levels of IT Teams, severity/urgency of the incident, and the resolution target. This section also describes how the Client Company management may escalate issues.

The IT Service Desk can be considered **Level 0** support organization. All end user interactions, and any created incidents, are to originate via contact with the IT Service Desk. If the interaction between the end user and the IT Service Desk does not result in resolution of the issue, the interaction ticket is escalated to an incident ticket and transferred to the supporting Client Services team or designated support team for resolution.

Client Services (deskside support) can be considered **Level 1** support organization. Single instances of end user incidents which cannot be resolved by the IT Service Desk are transferred to CSDS as the **Level 1** support team. CSDS are structured by the Operating Company that they support. CSDS are positioned to be the single point of client support and requests for end user tools, such as the PC, telephone, printers. They provide initial contact and desktop support for the most critical business unit applications. The CSDS support responsibilities and response metrics are based on the individual business units.

IT Operations Center (ITOC) can be considered **Level 2** support organization for all incidents from monitored system events or end-user reported incidents transferred from the IT Service Desk, that impact multiple users. The ITOC supports all Business Units. The ITOC is positioned to be the single point of contact and coordination for all infrastructure and application-based incidents or system events. The ITOC support responsibilities and response metrics are included in the “Operations Services-Standard” service, within the IT Service Table for VPs, Cloud & Infrastructure.

For incidents experienced by a single end user, Client Services may need to transfer the ticket to a **Level 3** support organization. For system incidents, the ITOC may need to transfer the ticket to a **Level 3** support organization. Level 3 support organizations include Application Support teams and Technical Engineering teams. The support responsibilities and levels of support may vary, based on the operations support model of the application.

Escalation of operational issues follows a standard process via the

- IT Service Desk
- IT Operations Center
- Director, IT Service Operations and Network Management
- Service Owner
- Chief Information Officer

Escalation of performance issues related to an IT Service is via the IT Director responsible for that service.

Technology Refresh & Capital Investments/Depreciation

The ongoing refresh and upgrade of technology is based on ownership of the IT Asset, and how it is reflected on either BSC books or the Client Company books. There are generally two approaches that are leveraged for technology assets:

1. For information technology that is and will most likely always be shared or changed/leveraged across Client Companies, BSC will own the technology asset.
 - a. BSC is responsible for the funding of the original investment, as capital funding, probably via a project, and must plan for and budget capital investment for future refresh and upgrades to maintain the health of the IT Asset.
 - b. The IT asset investment is on BSC's books as an IT Asset.
 - c. BSC will record depreciation and track this depreciation at the IT Asset Class level, such that it can be appropriately recovered from the Client Companies that leverage the shared environment, based on the Depreciation IT Services. These IT services are by asset class and billed out by rate x quantity of the appropriate shared asset counts.
 - d. This is applicable to hardware infrastructure, shared PCs within BSC, as well as enterprise/infrastructure software packages, and generally includes, but is not limited to,
 - i. Shared data network (networking equipment supporting more than one business unit's network traffic)
 - ii. Data Center technologies for all virtual environments housed in corporate data centers
 - iii. Servers/Storage for applications and IT services (Note: in situations where physical servers are dedicated to and maintained by a Client Company, these may be owned by the Client Company)
 - e. During annual LRP process, Client Companies and BSC will collaborate to adequately forecast demand for technology assets.

2. For information technology that is wholly dedicated or uniquely designed to support a single Client Company, the Client Company will own the technology asset.
 - a. The Client Company is responsible for the funding of the original investment, as capital funding, probably via a project, and must plan for and budget capital investment for future refresh and upgrades to maintain health of the IT Asset.
 - b. For Client Company owned assets, the Client Company is expected to adhere to recommended refresh guidelines (governed by Cloud & Infrastructure) to prevent interfering with the reliability of the overall enterprise infrastructure.
 - c. The IT asset investment is on the Client Company books as an IT Asset.
 - d. The Client Company will hold the depreciation and must budget accordingly.
 - e. In the event an Op Co does not comply with a recommended refresh schedule, support will be on a best effort basis. IT will not be accountable for performance metrics related to service support.
 - f. This is applicable to hardware infrastructure, PCs, as well as software packages, and generally includes, but is not limited to,
 - i. Personal Computers
 - ii. Dedicated servers/storage for an Opco's use
 - iii. Dedicated network equipment for specific Client Company Real-Time/SCADA systems

- iv. Dedicated network equipment for specific Client Company locations
 - v. Application software specific to a business unit
3. Enterprise IT application software assets will be allocated and recorded on an OpCo's books at the time of purchase/ development; using an appropriate, approved cost-causative allocation method as set forth in Exelon's General Services Agreement. Generally, BSC will purchase assets on behalf of the OpCo's, with the amount recorded at the OpCo level representing a beneficial ownership right in or right-to-use the IT asset.

Enterprise Demand Manager (EDM)

The standard model for requesting IT application changes is via the Enterprise Demand Manager (EDM). The level of service for requested changes to an IT service is based on the metric, *Work Requests Delivered On-Time*. *Work Requests Delivered On-Time* is defined as the delivery of a work request (EDM) to the user acceptance test (UAT) environment by the commitment date. The standard method for tracking an application (or IT service) work request is via Enterprise Demand Manager (EDM). For those Application/Service delivery teams not using the EDM process, IT will measure the level of service using data provided by the team. For those teams using PPM/EDM, the commitment date is negotiated between the Requesting Demand Manager, the Application/Service Delivery Manager, and the Service Provider based on criticality and prioritization. Expected performance is that 90% of work requests are delivered on time.

Successful user acceptance testing (UAT) is defined as the delivery of a work request that passes UAT testing (i.e., accepted by the Client UAT tester) in a certain number of cycles based on complexity. The intention of this measure is twofold; to measure the quality of code provided by the IT Service Owner, and measure the ability of the IT Service Owner to minimize the number of cycles that users are required to go through until a successful test is achieved.

The following conditions must be met for a UAT cycle to be considered successful:

- UAT Tester confirms that the change meets the documented requirements
- No code change required by the IT Service Owner's development staff within one cycle
- No additional work required by System Administrators or Database Administrators within one cycle
- No additional application configuration work required by personnel within one cycle

Work requests are tracked in Exelon's PPM tool as Enterprise Demand Manager [EDM's]. The date that code is delivered into the appropriate UAT environment is tracked in the EDM, as is the subsequent pass/fail (acceptance or rejection) of the UAT. A successful UAT will be identified

by a lack of failure in the workflow of the UAT. To accurately measure and enforce the intent of the measure, IT assumes that UAT will immediately fail the UAT if any further code, database or application configuration work is required before one a work item begins UAT.

IT Service Details

IT Application Portfolio Management database is the system of record for all applications and their support levels. Always refer to APM for the most recent listing and categorization. For specific information related to “High” Business Value applications, refer to the Business Unit-specific Service Level Agreements. NOTE: For Medium and Low Business Value applications, refer to your Business Unit’s application list from the APM tool to confirm Support Service Level and DR rating.

Legal Services

Legal Services Introduction

EBSC Legal Services will provide a full range of legal services, including representation, advice, counseling, training and other support, to meet the legal needs of our Affiliates and their Subsidiaries.

Legal Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
648	Corporate Secretary	The Office of Corporate Governance in Legal provides corporate governance and related services to Exelon and its subsidiaries, including advising company leadership on corporate governance and securities law issues; preparing the company's annual Proxy Statement; planning and preparation for the substantive aspects of the Company's board and board committee meetings as requested; administering the compensation programs and related deferral programs for directors; providing legal counsel on financing activities and compliance with federal securities laws and stock exchange listing standards; managing the daily administration of all of Exelon's equity compensation plans; administering Exelon's Securities Trading Procedure (Stock Trading Clearance); maintaining official corporate records of the Board of Directors and shareholders; and managing the Company's Shareholder Services function, including the transfer agent contract.	SVP, Deputy Gen. Counsel
651	EBSC Legal – Legal Governance	Legal Governance ensures that the business strategies, policies, procedures and programs of Exelon and its subsidiaries are developed and applied in full recognition of legal implications and risk and are legally sound; ensures that the legal affairs of the companies are attended to effectively, efficiently, and on a timely basis; and oversees and provides legal services support for corporate governance matters including subsidiary management.	EVP/SVP & General Counsel
692	BSC Corp Secretary As Requested	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors.	EVP/SVP & General Counsel
789	Legal As Requested	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors.	EVP/SVP & General Counsel

Service ID	Service Name	Service Description	Service Owner
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	EVP/SVP & General Counsel
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	EVP/SVP & General Counsel
914	EBSC Legal – Legal Operations	Legal Operations provides practical, proactive, and creative solutions to the current and future legal needs of Exelon and is responsible for the business functions of Exelon Legal which includes financial management, client billing, vendor management, business planning and analysis, human resources, systems management, and general administration.	EVP/SVP & General Counsel
915	EBSC Legal – Corporate & Commercial	Corporate & Commercial provides support for corporate legal, transactional and contractual matters including: strategic transactions (including mergers, acquisitions, divestitures, and joint ventures); commercial contract negotiations (including purchases of materials and services, hotel and event contracting, stadium suite agreements, consulting services, confidentiality agreements, and licenses); commercial contract disputes; government contracting; social media, customer communications and marketing materials; promotions, sweepstakes and raffles; cybersecurity matters; intellectual property matters; innovation matters; domain names; phishing matters; not for profit organizational and contracting matters; limited tax advisory services; securities and financing matters (including issuance of debt and equity securities, negotiation of credit agreements, financial reporting, and issues relating to disclosures of business and financial information); real estate matters (including utility easements, right-of-way vegetation maintenance, recovery of utility relocation costs, purchases and sales, local planning and zoning board approvals, landlord-tenant disputes and condemnation proceedings); and other corporate legal matters.	EVP/SVP & General Counsel
916	EBSC Legal – Environmental	Environmental supports compliance with federal, state and local environmental laws and requirements, including permitting and licensing; environmental audits; site remediation; hazardous substance and waste management; environmental cost recovery and other environmental litigation; response to governmental requests for information, investigations and enforcement actions; environmental aspects of transactions and due diligence; and support for strategic initiatives related to environmental and energy policies.	EVP/SVP & General Counsel
917	EBSC Legal – Labor & Employment	Labor & Employment advises and represents the companies in all labor, employment, health and safety and related matters, including collective bargaining, grievance and arbitration processing, Unfair Labor Practices claims, equal employment, affirmative action, wage and hour issues, pay equity, diversity, equity and inclusion, immigration, whistleblower claims, wrongful discharge	EVP/SVP & General Counsel

Service ID	Service Name	Service Description	Service Owner
		claims, disabilities-related issues, family and medical leave, and health and safety requirements, audits, reporting, record keeping and enforcement defense; and develops, supports and/or implements policies and training initiatives to ensure compliance with labor, employment, health and safety laws and regulations.	
918	EBSC Legal – Compensation and Benefits	Compensation and Benefits provides support for all employee benefit and compensation matters including ERISA, employment contracts, retirement, health care and welfare plans, executive compensation, annual and long-term incentive programs, severance benefits, benefit trust investments, and related claims, litigation and collective bargaining issues.	EVP/SVP & General Counsel
919	EBSC Legal – Litigation	Litigation provides support for litigation, dispute resolution and related risk mitigation for a broad array of matters (including personal injury and property damage, contractual, commercial and real estate disputes, insurance coverage disputes, mechanics liens, securities, shareholder derivative, and consumer protection disputes, environmental, health and safety, tax, tariffs, cybersecurity, privacy and antitrust) in various forums, including state and federal courts, both at the trial and appellate levels, administrative agencies, and in arbitrations and mediations.	EVP/SVP & General Counsel
921	EBSC Legal – Federal Energy Regulatory	Federal Energy Regulatory provides- legal services to support the Exelon Utilities on federal energy regulatory policy and administrative matters, including transmission regulation and policy and wholesale markets, including representation of the Exelon Utilities before the Federal Energy Regulatory Commission and related appellate or collateral proceedings, providing advice and support on legal and policy matters related to the Exelon Utilities’ membership and participation in regional transmission organizations and regional and national reliability councils, and other legal support for compliance, contractual, strategic initiatives and rate recovery matters related to transmission for the Exelon Utilities.	EVP/SVP & General Counsel

In addition, certain Legal services may be purchased from third-party sources on behalf of the Client Company or provided directly to (embedded in) the Client Company.

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
648	Corporate Secretary	923 – Outside Service Employed	Direct - 529200 Allocated - 529210	Time and Materials Modified Massachusetts Formula

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
651	EBSC Legal – Legal Governance	923 – Outside Service Employed	Direct – 529200 Allocated - 529210	Direct - Time and Materials Allocated - Modified Massachusetts Formula
692	BSC Corp Secretary As Requested	923 – Outside Service Employed	Allocated - 529210	Cost Causative Method
789	Legal As Requested	923 – Outside Service Employed	Direct – 529200 Allocated - 529210	Time and Materials Modified Massachusetts Formula
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529210	Modified Massachusetts Formula
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529700 Allocated - 529710	Fully Distributed Costs Cost Causative Method
914	EBSC Legal – Legal Operations	923 – Outside Service Employed	Direct – 529200 Allocated - 529210	Direct - Time and Materials Modified Massachusetts Formula
915	EBSC Legal – Corporate & Commercial	923 – Outside Service Employed	Direct – 529200 Allocated - 529210	Direct - Time and Materials Modified Massachusetts Formula
916	EBSC Legal – Environmental Health & Safety	923 – Outside Service Employed	Direct – 529200 Allocated - 529210	Direct - Time and Materials Modified Massachusetts Formula
917	EBSC Legal – Labor & Employment Group	923 – Outside Service Employed	Direct – 529200 Allocated - 529210	Direct - Time and Materials Modified Massachusetts Formula
918	EBSC Legal – Compensation and Benefits	923 – Outside Service Employed	Direct – 529200 Allocated - 529210	Direct - Time and Materials Modified Massachusetts Formula

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
919	EBSC Legal – Litigation	923 – Outside Service Employed	Direct – 529200 Allocated - 529210	Direct - Time and Materials Modified Massachusetts Formula
921	EBSC Legal – Exelon Federal Energy Regulatory	923 – Outside Service Employed	Direct – 529200 Allocated - 529210	Direct - Time and Materials Modified Massachusetts Formula

Responsibilities

Task / Responsibility	EBSC Practice Area	Client Company
Notify Legal of new matter or request for service		X
Advise client of potential legal issues that come to the attention of the Legal Area	X	
Advise Legal Area of business objectives		X
Provide Legal with requested and necessary information on a timely basis		X
Have run appropriate conflicts check for matters requiring outside counsel	X	
Open new matter in legal matter management system	X	
Assign appropriate legal resources to matter, and record internal Legal time spent on each Client Company	X	
Provide monthly billing summary and other requested reporting for each matter	X	
Authorize settlement or other disposition of legal matter	X	X

Task / Responsibility	EBSC Practice Area	Client Company
Create case budgets for major lawsuits, transactions and other matters as requested by client	X	
Develop and Distribute Billing Guidelines for outside counsel	X	
Develop Model Retention Agreement for outside counsel	X	
Obtain Retention Agreement for new matters assigned to outside counsel	X	
Manage the relationship with outside counsel	X	
Recommend reserve amounts as needed	X	
Budget for and fund recommended reserve amount		x

Performance Measurement

Legal Services Performance Metrics Table

Reference the Legal Services Business Plan for performance metrics.

Real Estate

Real Estate Introduction

The EBSC Real Estate (RE&F) practice area provides overall strategy development and implementation for Exelon's non-utility and utility property holdings (with the exception of substations, property tax management, land rights/railroad access management, third party attachments, etc.) with regards to portfolio & real estate planning, lease management, occupancy & project management, land management, and property management (for PHI and ComEd) for the facilities that support the Company's non-utility and utility operations.

Real Estate Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
235	Real Estate As Requested	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors.	VP, Real Estate & Facilities
600	Real Estate Services & Asset Management Strategy (all property holdings with the exception of substations, property tax management, land rights/railroad access management, 3 rd party attachments, etc.)	<ul style="list-style-type: none"> • Real Estate Portfolio & Asset Management Strategy <ul style="list-style-type: none"> ○ Develop and execute real estate and portfolio strategies ○ Manage and/or deliver transactions associated with the Company's facilities and related land and infrastructure properties • Lease and Records Administration <ul style="list-style-type: none"> ○ Manage the company's property and lease records, land and infrastructure property holdings ○ Administer lease payments, billing and receivables for, land-related obligations, easements, and infrastructure agreements for which the Company is landlord, licensee, or tenant • Land Management <ul style="list-style-type: none"> ○ Manage land real estate-related processes for the company's land requirements up to the Substation. ○ Maintain landowner, municipal and key stakeholder relations in support of land management activities. 	VP, Real Estate & Facilities
605	Mail Reception Services	Provide mail delivery and reception services for KS300 and Chase facilities.	VP, Real Estate & Facilities
606	Project Design & Construction	<ul style="list-style-type: none"> • Manage Real Estate & Facilities related projects throughout the project life-cycle (initiation, pre-construction, execution & control, and close-out). Real Estate and Facilities supports all projects across Exelon up to the Substation. 	VP, Real Estate & Facilities

BSC Real Estate

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> • Workplace Strategy & Occupancy Planning <ul style="list-style-type: none"> ○ Manage all move request and Workplace Strategy across Exelon properties to create an employee experience and improved utilization of space ○ Develop Workplace Strategy to create consistent employee experience across Exelon properties, where appropriate <p>Handle all move requests across Exelon in collaboration with project management and in alignment with the Workplace Strategy</p>	
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	VP, Real Estate & Facilities
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	VP, Real Estate & Facilities
954	Facilities Management	<ul style="list-style-type: none"> • Deliver on-site property management services for the non-utility office and disaster recovery locations, including occupancy, move, project, and facilities management for these locations, and utility locations, where applicable • Deliver on-site property management services for PHI and ComEd facilities (corporate buildings and service centers) 	VP, Real Estate & Facilities

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
235	Real Estate As Requested	923 – Outside Service Employed	Direct - 529320	Time and Materials
600	Real Estate Services & Asset Management Strategy	923 – Outside Service Employed	Direct 529320 Allocated - 529330	Time and Materials Number of Facilities
605	Mail Reception Services	923 – Outside Service Employed	Allocated - 529330	Headcount
606	Project Design & Construction	923 – Outside Service Employed	Direct – 529320 Allocated - 529330	Time and Materials Number of Facilities
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529710	Modified Massachusetts Formula

BSC Real Estate

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct – 529320	Fully Distributed Costs
			Allocated - 52933	Cost Causative Method
954	Facilities Management	923 – Outside Service Employed	Direct 529320	Time and Materials
			Allocated - 529330	Managed Square Footage

Responsibilities

EBSC RE&F will perform the services and functions described below, working closely with our clients to assure that goals and objectives are aligned, and that our clients are engaged at the appropriate levels of their organization.

Task / Responsibility	EBSC Practice Area	Client Company
Real Estate Portfolio & Asset Management & Strategy		
Develop asset plans for facilities, incorporating business requirements, real estate considerations, market dynamics and values, and internal economic considerations	X	
Develop portfolio strategy for Exelon facilities and approved business cases which may include buy, hold, sell, or lease options. Develop and execute implementation plans in support of the strategies.	X	
Manage facilities related transactions (sale, purchase, lease, sublease, etc.) and the service providers associated with executing portfolio and asset strategies	X	
Lease Administration		
Perform lease/property administration, payment, or billing services for all facilities for which the Company is landlord or tenant.	X	
Perform lease/property administration, payment, or billing services for easement, infrastructure, agreements for which the Company is landlord or tenant, in compliance with Sarbanes-Oxley and FASB	X	
Maintain property and lease information and files for owned, leased, and external tenant leases and properties. Develop and report on property and lease data, as required	X	
Perform and participate in monthly, quarterly, and year-end financial close processes in support of lease administration services	X	
Define lease audit strategy and manage lease audit performance to recover costs from landlords	X	
Work with landlords to address or resolve lease and tenant related concerns and issues	X	
Project Management		

BSC Real Estate

Task / Responsibility	EBSC Practice Area	Client Company
Develop and manage capital improvement projects for all locations managed by EBSC RE&F	X	
Land Management		
Perform site due diligence and landowner/document curative work for existing and acquisition projects, development projects and financing projects.	X	
Workplace Strategy & Occupancy Planning		
Develop occupancy plans and activities for facilities, including development of workplace standards, policies and strategies, space programs and space planning	X	
Develop Workplace Strategy in support of Portfolio Strategy and current usage of buildings across the utilities is managed by EBSC RE&F	X	
Develop and manage occupancy planning projects for locations managed by EBSC RE&F	X	
Facilities Management		
Provide on-site management of office or headquarters sites, including management of service providers, work orders and service requests, and landlord related billing or operational activities, where applicable	X (BSC, PHI & ComEd)	X (BGE & PECO)
Manage Building Evacuation Plans by building, where applicable	X (BSC, PHI & ComEd)	X (BGE & PECO)
Manage landlord relations, vendors and contracted services in support of locations without an on-site Exelon property manager, where applicable	X (BSC, PHI & ComEd)	X (BGE & PECO)
For Chicago HQ and KS300, provide mail and reception services	X	
Budgeting and Billing		
Define and track the allocation of lease/owned and facilities costs by OpCo	X	
Develop OpCo RE&F budgets (held by OpCo) associated with lease/owned and facility services	X	

Performance Measurement

Real Estate Performance Metrics Table

Reference the Real Estate Business Plan & MRM documents for performance metrics.

BSC Real Estate

Supply

Supply Introduction

EBSC Supply / Accounts Payable will provide Strategic Sourcing, Supply Operational Support, Accounts Payable invoice processing, the Credit Card Program / Expense Reimbursement, and Supply Business Operations and Technical Services from EBSC Supply to the OpCos and Subsidiaries. This does not apply to embedded Supply Services.

Supply Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
324	BSC Accounts Payable Credit Card Transactions	<ul style="list-style-type: none"> • Corporate Credit Card Transactions <ul style="list-style-type: none"> ○ Process new/add/change requests ○ User system and process support ○ Administration of Corporate Credit Card Program ○ Administration of Out-of-Pocket Reimbursement Program ○ Issue Management Reports documenting card usage and compliance ○ Administration of file transfers, including management of accounting anomalies ○ Provide monthly reporting in support of reconciliation of credit card clearing accounts ○ Provide support to internal and external audits • Quarterly Credit Card rebate received directly from credit card provider • Make payments to Bank Card provider under Exelon Corporate Credit Card Program 	VP, Business Operations & Technical Support
342	BSC Accounts Payable Transactions	<u>Transaction Processing</u> <ul style="list-style-type: none"> • Support of Accounts Payable transactions requiring EBSC AP resources for entry processing (i.e., Invoices received via US Mail and email) • Support of Non-Accounts Payable processed transactions not requiring EBSC AP resources for entry processing (i.e., Invoices received via Electronic Data Interchange (EDI), Contract Invoice Automation (CIA)) • Associated AP & non-AP Support Services <ul style="list-style-type: none"> ○ Timely processing of supplier invoices ○ Storage of invoices to enable short-term availability and long-term archival storage ○ Facilitate resolution of invoice discrepancies ○ Perform tax reporting as required by law (1099's/1042's) 	VP, Business Operations & Technical Support

BSC Supply

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> ○ Disburse manual check requests internally per schedule ○ Process cancelled checks and stop payments ○ Provide support for internal and external audits ○ Duplicate Payment identification and recovery ○ Process add/change/expel Vendor Maintenance requests ○ Manage/Govern Voucher Process ● End user process support 	
346	BSC AP Services Revenue Adjustment	The difference between actual cost and revenues from billings to the Client Companies is “trued up” each year by allocating it pro rata to the Client Companies based on their share of Total AP Service Billings.	Chief Supply Officer
347	Diverse Business Empowerment	EDBE leads supplier diversity activities on behalf of Supply Exelon wide. EDBE partners with Strategic Sourcing to ensure inclusion of diverse-certified vendors in the sourcing process. EDBE also partners with business partners at each Opco to establish annual diverse spend goals, as well as interface with various key external stakeholders—regional and national-- on matters related to engaging diverse businesses. In addition, EDBE partners with Supply BOTS to produce regular data reports that track actual and projected diverse spend performance. EDBE also develops the overall strategy at each Opco for managing local and diverse business engagement. EDBE supports the Utilities and EBSC in managing supplier diversity performance and reports metrics at Regulatory forums in various jurisdictions across the Exelon footprint.	Director of Exelon Diverse Business Empowerment

Service ID	Service Name	Service Description	Service Owner
628	Strategic Sourcing for Materials	Supply negotiates strategic contracts for materials used within specific business unit and enterprise-wide, acting as an authorized agent. Strategic contracts are designed to provide materials that meet business unit specifications and requirements, to take advantage of Exelon's marketplace leverage, and to optimize processes for fulfilling orders and delivering materials to users. Supply supports the business units in managing supplier performance and creates and manages supplier performance against various metrics including expenditures, savings, quality, supplier performance, process improvements, payment channels and business placed with diverse suppliers. Strategic Supply seeks to create value for its business units by minimizing the total cost of ownership of the material's complete lifecycle (from procurement through disposal). In addition, Strategic Supply partners with the business units in forecasting and managing demand, developing spend projections/budgets, and alignment of supplier's contractual requirements to business unit needs and goals	Director, Strategic Sourcing Materials
630	CSO/Supply Governance & Compliance	Provide improved performance, accountability and consistency across Supply to ensure we provide a high level of support to our business partners through the development and management of Supply policy (management model), performance accountability (i.e. management review meetings), training strategy and support, business planning and performance indicators, communication and change management, records management, contract billing and compliance audits, compliance programs, and benchmarking. Also provides financial and analytical expertise, data visualization, supplier diversity reporting and actionable insights to drive sustainable results and savings – includes sourcing initiative support, market intelligence, risk assessment and other financial analyses	VP, Business Operations and Technical Support
632	Investment Recovery	Management of the risk associated with the disposition of surplus and obsolete assets. Ensures that materials and equipment are disposed of in compliance with all applicable federal, state, and local regulations and in a manner that is most appropriate and returns the best possible value, using a consistent pricing strategy for the disposition of inventory and non-inventory assets	VP, Business Operations and Technical Support
633	Inventory Management	Support Supply Operations in the management of site and enterprise-wide inventory in a consistent manner that fully complies with all applicable regulatory requirements and aligns with Business Unit needs. Provide reporting and tools to guide Supply Operations in development of goals and inventory strategies, and to measure performance	VP, Business Operations and Technical Support

BSC Supply

Service ID	Service Name	Service Description	Service Owner
670	Strategic Sourcing for Shared Materials and Services	Supply negotiates and executes strategic contracts for materials and services needed for technology-related services and materials within and across multiple business units, acting as an authorized agent. Strategic contracts are designed to provide materials and services that meet business specifications and requirements, take advantage of Exelon's marketplace leverage, optimize processes, and maximize value in delivering materials and services to users. Supply supports the business units using such materials and services in providing category management, managing supplier performance and reports metrics to the governing business units on such parameters as expenditures, savings, supplier performance, process improvements, payment channels and business placed with diverse suppliers. In addition, Strategic Supply partners with its clients in forecasting and managing demand, developing spend projections/budgets, and alignment of supplier's contractual requirements to business unit needs and goals	VP, Services Sourcing
671	Strategic Sourcing for Services	Supply negotiates strategic contracts for services used within specific business units and enterprise-wide, acting as an authorized agent. Strategic contracts are designed to provide services that meet business unit specifications and requirements, to take advantage of Exelon's marketplace leverage, and to optimize processes for sourcing and delivering services to users. Supply supports the business units in managing supplier performance and reports metrics on such parameters as expenditures, savings, supplier performance, process improvements, payment channels and business placed with diverse suppliers. In addition, Strategic Supply partners with its clients in forecasting and managing demand, developing spend projections/budgets, and alignment of supplier's contractual requirements to business unit needs and goals	VP, Services Sourcing
676	Supply Operations Management	Centralized support of the day-to-day field operations, enabling implementation of and compliance to standardized processes and procedures based on best practices, as well as continuous improvement. Handles emergent issues of complexity requiring off-location assistance, including support in resolving complex materials and services issues. Coordinates common projects affecting multiple locations and provides oversight and recommendations for routine program assessments, emergency response and outside organizational assessments including central purchasing	VP, Supply Operations

Service ID	Service Name	Service Description	Service Owner
678	Supply Systems, eBusiness, & Support	Provide leadership to identify technological options to improve business processes; manage the performance and effectiveness of Supply systems; implement technology infrastructure; provide data for decision-making; standardize/automate collection and reporting of data; establish and lead cross-functional business/technology teams; ensure Exelon procure-to-pay systems are Sarbanes-Oxley compliant and aligned with compliance and policy requirements; provide governance, oversight, and lead cross functional project teams in the development and implementation of high impact/high risk process improvements and strategic projects; manage multiple projects that are complex, high risk and have high organizational impact; and administer and strengthen the reliability of the annual IRS filing process, for Exelon domestic and majority of foreign transactions	VP, Business Operations and Technical Support
788	Supply As Requested	<p>As requested, services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors</p> <p>EBSC will budget overtime for emergency response activities (i.e., unplanned maintenance outages). EBSC will also budget for non-labor operations support where the Client does not budget such as certain Fleet equipment (trailers) or other systems and tools to maintain operations such as oil processing equipment, cranes, warehouse docks</p> <p>Client will be responsible for the following financial transactions:</p> <ul style="list-style-type: none"> • Budget overtime dollars for business unit directed overtime, • Labor costs for non-supply functions performed by supply (e.g., storm duty), • Cost of expediting materials, cost of disposition of shelf-life expired items and obsolescence, • Associated adjustments due to inventory cycle count discrepancies, • Rentals of supplementary handling equipment, • Client Requested Vendor Audits (non-labor costs), • Maintenance for non-Supply Inhabited Facilities, • Third party freight, shipping, and • Expedited manufacture <p>As requested, services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors for Accounts Payable for the given Service Period</p> <p>As requested, services include:</p> <ul style="list-style-type: none"> • Project - A unique activity, or set of activities, that accomplishes a measurable objective, and has specific beginning and end dates, and an identified funding source. 	VP, Supply Operations Directors/Manager of Supply Operations VP, Business Operations & Technical Support; VP, Supply Services Sourcing Director, Supply Materials Sourcing

BSC Supply

Service ID	Service Name	Service Description	Service Owner
		<ul style="list-style-type: none"> Enhancement - Development, testing, and implementation activities which are smaller than the minimum size of a project. Small enhancements include only changes to an existing application and cannot introduce a new application into the environment. Consulting - Providing specialist advice and expertise independent of an identified project or enhancement Staffing – staffing shifts not normally staffed for readiness and planning purposes such as generator standby, critical venue support and storm potential <p>AND one or more of the following exists:</p> <ul style="list-style-type: none"> Discretionary and applies to a single/small number (2-3) OpCos Regulatory and only applies to one OpCo without the potential to apply to others Is outside the standard platform Requires outside services to complete 	
833	BSC Revenue Adjustment	Cost represents the difference between the cost of actual paid time off for BSC employees and the amount of estimated paid time off for the BSC employees within the practice area.	Chief Supply Officer
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture.	Chief Supply Officer

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
324	BSC Accounts Payable Credit Card Transactions	923 – Outside Service Employed	Direct – 529450	Rebate and/or Costs based on ratio of Credit Card spend
342	BSC Accounts Payable Transactions	923 – Outside Service Employed	Direct – 529450	Unit Price – Per # of AP transactions processed
346	BSC AP Services Revenue Adjustment	923 – Outside Service Employed	Allocated – 529460	Total AP Service Billings

BSC Supply

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
347	Diverse Business Empowerment	923 – Outside Service Employed	Direct - 529450 Allocated - 529460	Time and Materials Total Supply Sourced Materials and Services
628	Strategic Sourcing for Materials	923 – Outside Service Employed	Direct – 529450 Allocated - 529460	Time and Materials Total Supply Sourced Materials
630	CSO/Supply Governance	923 – Outside Service Employed	Direct – 529450 Allocated - 529460	Time and Materials Total Supply Billed and Embedded Costs
632	Investment Recovery	923 – Outside Service Employed	Direct - 529450 Allocated - 529460	Time and Materials Total Supply Sourced Materials
633	Inventory Management	923 – Outside Service Employed	Direct - 529450 Allocated - 529460	Time and Materials Total Supply Sourced Materials
670	Strategic Sourcing for IT Materials and Services	923 – Outside Service Employed	Direct - 529450 Allocated - 529460	Time and Materials Total Supply Sourced Materials and Services
671	Strategic Sourcing for Services	923 – Outside Service Employed	Direct - 529450 Allocated - 529460	Time and Materials Total Supply Sourced Services
676	Supply Operations Management	923 – Outside Service Employed	Direct - 529450 Allocated - 529460	Time and Materials Total Supply Sourced Materials and Services
678	Supply Systems, eBusiness, & Support	923 – Outside Service Employed	Direct - 529450 Allocated - 529460	Time and Materials Total Supply Billed and Embedded Costs

BSC Supply

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
788	Supply As Requested	923 – Outside Service Employed	Direct - 529450 Allocated - 529460	Time and Materials Total Supply Billed and Embedded Costs
833	BSC Revenue Adjustment	923 – Outside Service Employed	Allocated - 529460	Total Service Billings
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700 Allocated - 529710	Fully Distributed Costs Cost Causative Method

Responsibilities

EBSC Supply and Client Responsibilities are delineated in Supply Procedures located on the EBSC Management Model Website and in the Applicable Procedures are:

- “SM-AC-XX” for All Supply
- “SM-CE-XX” for ComEd only
- “SM-PE-XX” for PECO only
- CNG-SC-1.01-1001, Processing New Item Requests, Requisitions, Request for Quotations, Issuing Purchase Orders and Revisions

Additional Exelon Management Model documents that may be applicable to EBSC Supply employees, including embedded personnel, are contained in the Utilities (ED or EU) branch of the Exelon Management Model (XX-ED-## or XX-EU-##) housed in Electronic Data Management System tool (EDMS).

EBSC Management Model Website is accessible via the Exelon Home Page in the Quick Links table.

Accounts Payable / Credit Card Services Task / Responsibility	EBSC	Client Company
Accounts Payable – Invoice Processing Services		
Provide accurate information for Invoice Entry (i.e., PO/Contract #, Rel, Code Block)		X

BSC Supply

Accounts Payable / Credit Card Services Task / Responsibility	EBSC	Client Company
Receive and prepare manual invoices for entry	X	
Timely approval of invoices		X
Archive invoices	X	
Enter manual Invoices	X	
Process invoices for payment as defined in documented processes	X	
Respond to vendor and internal inquiries	Primary	Support
Administer processing of discrepant invoices as defined in documented processes	Primary	Support
Disburse emergency check requests internally and externally as requested	X	
Establish and maintain procedures for A/P process	X	
Issue 1099's as required by law	X	
Identify and recover potential duplicate payments and unrecovered credits	Primary	Support
Process cancelled checks and stop payments	X	
Provide accurate information for Vendor Maintenance (i.e., TIN, W-9, Remit, Address)		X
Process vendor add/change requests and respond to routine user questions	X	
Enter/Create voucher(s)		X
Respond to routine Voucher user questions & requests	X	
Provide support to internal and external audits	Primary	Support
Expense Reimbursement Services		
Use Corporate Credit Card in accordance with policy	X	X
Process card add/change requests and respond to routine user questions & requests	X	
Update system with card add/change requests received from client	X	
Process Corporate Credit Card payment requests	X	
Retention of records	X	
Management of monthly file posting to General Ledger	X	
Resolution of code block anomalies		X

BSC Supply

Accounts Payable / Credit Card Services Task / Responsibility	EBSC	Client Company
Reconcile clearing accounts related to monthly payment to Credit Card provider	X	X
Inadvertent process administration and reconciliation	X	
Respond to routine Out of Pocket reimbursement user questions & requests	X	

Performance Measurement

Supply Performance Metrics Table

Reference the Supply Business Plan for performance metrics.

Transportation and Executive Protection

Transportation and Executive Protection Introduction

Transportation area provides flight transportation and executive protection services to authorized executives.

Transportation and Executive Protection Services Table

Service Table

Service ID	Service Name	Service Description	Service Owner
667	BSC Corp Jet Adjustment	The difference between actual costs and revenues from billings to the Client Companies is "trued up" by allocating it pro rata to the Client Companies based on their share of Total Transportation Service Billings	Transportation Director
783	BSC Use of Corporate Jet	Provide and coordinate private flight transportation to authorized executives, services include Executive Aviation Accounting Services which includes the payment of monthly maintenance and flight charge invoices, billing passengers for flight hours, maintaining passenger documentation and records, preparing executive reports, and support of internal and external audits	Transportation Director
794	Transportation As Requested	As Requested services represent emergent work requiring additional resources relative to the plan and are services specifically requested by a Client Company, Exelon's CEO or Board of Directors.	Transportation Director
904	BSC Costs to Achieve	Costs associated with establishing operations as a result of a merger, acquisition, separation, or divestiture	Transportation Director
946	CISS Executive Security & Transportation	Administers and carries out the executive protection program, responsible for planning security surrounding official functions, 24/7 emergency response and secure transportation of executives as assigned	Transportation Director

BSC Transportation

FERC Account and Billing Approach Table

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
667	BSC Corp Jet Adjustment	923 – Outside Services Employed	Allocated - 529260	Total Transportation Service Billings
783	BSC Use of Corporate Jet	923 – Outside Services Employed	Direct – 529250 Allocated- 529260	Unit price - Per occupied flight hour (variable costs) Office of CEO (fixed costs) Modified Massachusetts Formula
794	Transportation As Requested	923 – Outside Service Employed	Direct - 529250	Time and Materials
904	BSC Costs to Achieve	923 – Outside Service Employed	Direct - 529700 Allocated - 529710	Fully Distributed Costs Cost Causative Method
946	CISS Executive Security & Transportation	923 – Outside Service Employed	Allocated – 529710 Direct – 529300	Cost Causative Method Time & Materials

Responsibilities

Task / Responsibility	EBSC	Client Company
Executive Transportation		
Timely Notification	X	
Transport the client to his/her destination; assist with any bags	X	
Maintain transportation logs	X	
Maintain and provide monthly billing log	X	
Respond to inquiries on corporate jet use	X	
Executive Protection for Corporate Events shall be coordinated through Transportation and Executive Protection	X	

BSC Transportation

Appendix A

IT RxQ Technical Services Table

Below is a list of the IT Technical Services required to support, align, and allocate to the IT Portfolio Services Cost model. These are Rate x Quantity services that include Technical Design & Engineering (TD&E) and Technology Operations (Tech Ops) Hardware and Labor costs

Service ID	Service Name	Service Description	Service Owner
401	Linux - Virtual	A service provided to application services, indicating the type of Linux-based server technical infrastructure used by the application. This is considered the standard and most applicable Linux platform. The application team and server engineering team determine the appropriate type and size of the server for the application and business criticality of the application.	VPs, Technical Operations, Architecture and Engineering
402	Linux - Physical	A service provided to application services, indicating the type of Linux-based server technical infrastructure used by the application. This is considered the standard, and most applicable, Linux platform. The application team and server engineering team determine the appropriate type and size of the server for the application and business criticality of the application.	VPs, Technical Operations, Architecture and Engineering
403	Mainframe Services	A service provided to administer and schedule the mainframe hosting environment. This is based on the CPU minutes used by the end-users using the application asset.	VPs, Technical Operations, Architecture and Engineering
404	UNIX High End	A service provided to application services, indicating the type of UNIX-based server technical infrastructure used by the application. The application team and server engineering team determine the appropriate type and size of the server for the application and business criticality of the application.	VPs, Technical Operations, Architecture and Engineering
405	UNIX Low End	A service provided to application services, indicating the type of UNIX-based server technical infrastructure used by the application. This is considered the low-end of the UNIX platform. The application team and server engineering team determine the appropriate type and size of the server for the application and business criticality of the application.	VPs, Technical Operations, Architecture and Engineering

Service ID	Service Name	Service Description	Service Owner
406	UNIX Standard	A service provided to application services, indicating the type of UNIX-based server technical infrastructure used by the application. This is considered the standard, and most applicable, UNIX platform. The application team and server engineering team determine the appropriate type and size of the server for the application and business criticality of the application.	VPs, Technical Operations, Architecture and Engineering
407	Wintel Physical Server	A service provided to application services, indicating the type of server technical infrastructure used by the application. A 'physical' server provides a stand-alone technology platform for an application when a virtual environment does not support the application. The application team and server engineering team determine the appropriate type and size of the server for the application and business criticality of the application.	VPs, Technical Operations, Architecture and Engineering
409	Wintel Virtual	A service provided to application services, indicating the type of server technical infrastructure used by the application. The application team and server engineering team determine the appropriate type and size of the server for the application and business criticality of the application.	VPs, Technical Operations, Architecture and Engineering
411	IT Service Desk	The Service Desk is the Single Point of Contact for Incidents and Service Requests (including access requests). The primary purpose of the Service Desk is to restore normal service to Authorized Users as quickly as possible and in accordance with Service Levels.	VPs, Technical Operations, Architecture and Engineering
412	PC Services – Base	This service includes the software operating system for a personal computer, virtual computer, or a rugged PC. Technology refresh expectations apply – see Technology Refresh & Capital Investments/Depreciation description in this Service Catalog. Client Companies own/lease PC hardware, per Technology Refresh Responsibilities.	VPs, Technical Operations, Architecture and Engineering
417	Remote Access	Access to the Exelon Enterprise Data Network as well as access to registered applications from remote locations or internally leveraging devices other than a traditional personal computer. BSC owns Remote Access infrastructure, per Technology Refresh Responsibilities.	VPs, Technical Operations, Architecture and Engineering
418 - 423	Depreciation – Shared Infrastructure	Costs of depreciation of shared infrastructure across IT asset classes: 418 - Depreciation Shared Network 419 - Depreciation Shared PC 420 - Depreciation Shared Storage 422 - Depreciation Shared UNIX 423 - Depreciation Shared Wintel	VPs, Technical Operations, Architecture and Engineering

Service ID	Service Name	Service Description	Service Owner
429	Disaster Recovery Program Management	This service provides program coordination for applications with defined Disaster Recovery plans. It includes supporting application teams developing playbooks and facilitating DR exercises.	VPs, Technical Operations, Architecture and Engineering
431	Virtual Hosting Support	This service provides the day-to-day operations and support of virtual infrastructure assets installed in the data centers, including IT Operations Center, Tier 2 Operational Support, Infrastructure Base Monitoring, Release and Problem Management, Data Center Management. This is aligned with the Standard Operations Support Model. The assumption is that Basic applications are single server, Standard applications are clustered, and Premium applications are n+1.	VPs, Technical Operations, Architecture and Engineering
437	Storage	This service provides corporate-owned storage solution for all computing purposes, including but not limited to file shares, applications and database storage for Wintel, LINUX and UNIX environments.	VPs, Technical Operations, Architecture and Engineering
442	Telephony – Desktop	This service provides an internal Exelon telephone number with access to enterprise audio conferencing and voice mail solutions, if appropriate. Includes non-labor back-end support. Client Company pays directly for circuits and usage. BSC owns central telephony infrastructure supporting infrastructure, per Technology Refresh Responsibilities. Client Company owns responsibility for individual phone systems at their locations.	VPs, Technical Operations, Architecture and Engineering
443	Unified Communications – Video Conference	Video Conference (VC) Unit Services include services covered under existing maintenance contracts. VC Units include vendor maintenance and on-site support for incidents reported through the Service Desk with an expected response of 8x5 NBD (Next Business Day). This service does not include out of warranty parts and labor which will be billed through the time and material service offering. Support to audio/visual conference equipment is also covered in locations where video conference rooms are also supported. Audio/Visual Conference Rooms are generally not covered under any maintenance contracts. Routine replacement of items such as bulbs/lamps, projectors, screens, displays, and cables are the responsibility of the BU owning the room. BUs wanting full warranty support for these rooms can purchase an agreement separately and will be billed directly. Access to this service is dependent on network capacity at a particular site. BSC owns Video Conference supporting infrastructure, per Technology Refresh Responsibilities. Client Company owns responsibility for individual Video Conference unit, and facilities where video conference is located.	VPs, Technical Operations, Architecture and Engineering

Service ID	Service Name	Service Description	Service Owner
447	Load Balancing	This service provides load balancing for applications (required for High/Gold and available for Medium/Silver/-or Low/Bronze), which allows application teams to distribute the load for an application across multiple server environments.	VPs, Technical Operations, Architecture and Engineering
450	Network Operations	This service provides network operations support, including monitoring, support, and compliance as well as access to the Enterprise Data Network and User Login Services including Active Directory.	VPs, Technical Operations, Architecture and Engineering
451	Data Center Operations	This service includes monitoring and facilities support for data center hosted applications.	VPs, Technical Operations, Architecture and Engineering
452	Premium Desktop	This service includes the application license and maintenance cost for premium software applications: Adobe, Microsoft Visio, Microsoft Project, Microsoft PowerApps and Microsoft Visual Studio.	VPs, Technical Operations, Architecture and Engineering
456	Unix Virtual	A service provided to application services, indicating the type of UNIX-based server technical infrastructure used by the application. A 'virtual' server is the preferred environment for applications. The application team and server engineering determine the appropriate type and size of the server for the application and business criticality of the application.	VPs, Technical Operations, Architecture and Engineering
464	Java App Hosting Services	Hosting services for a java-based application including maintenance and support services on the shared infrastructure.	VPs, Technical Operations, Architecture and Engineering
465	Storage Backup	This service provides backup service to servers, databases, and file shares.	VPs, Technical Operations, Architecture and Engineering
467	Physical Hosting Support	This service provides the day-to-day operations and support of physical infrastructure assets installed in the data centers, including IT Operations Center, Tier 2 Operational Support, Infrastructure Base Monitoring, Release and Problem Management, Data Center Management. This is aligned with the Standard Operations Support Model.	VPs, Technical Operations, Architecture and Engineering

Service ID	Service Name	Service Description	Service Owner
468	SQL Server IaaS	Includes SQL Server Standard & Enterprise Edition (all versions), HA, DR, SQL Server Reporting Services, Analysis Services and Integration Services. Covers license software maintenance charges as well as labor required to support all database environments and databases.	VPs, Technical Operations, Architecture and Engineering
469	SQL Server DBaaS	Includes SQL Server Enterprise Edition (all versions), HA, DR, SQL Server Analysis Services and Integration Services. Covers license software maintenance charges as well as labor required to support all database environments and databases. Also includes TD&E and TechOps server costs. This is a shared environment with other BU applications.	VPs, Technical Operations, Architecture and Engineering
470	SharePoint - Hosting	Includes license and labor to support the corporate SharePoint platforms (all versions), HA/DR, Monitoring and Backup.	VPs, Technical Operations, Architecture and Engineering
473	P/SaaS Ops Support	This service provides monitoring and problem management for cloud-hosted solutions.	VPs, Technical Operations, Architecture and Engineering
474	Web Hosting Premium	This service provides platform support for high complexity websites. The application and engineering teams will determine whether applications warrant this level of support.	VPs, Technical Operations, Architecture and Engineering
482	Oracle Fusion Middleware	Includes the maintenance and labor to support the Oracle Fusion software for application integration, HA/ DR, Architecture, Engineering, Projects, and Monitoring. Over time, Oracle Fusion middleware will replace Tibco and IBM.	VPs EWS
484	Storage – Array Support	This storage offering is the standard storage offering for OpCo owned storage arrays. These devices still meet Architecture and Engineering standards providing a high- level performance and availability, but are an OpCo, not a BSC, asset. This service is an array- based charge to cover the cost of labor and maintenance but excludes depreciation costs as that is being handled directly by the OpCo.	VPs, Technical Operations, Architecture and Engineering
490	Oracle Golden Gate	Includes RDBMS (all versions), HA (VCS, RAC), DR (Data Guard, Active Data Guard, Golden Gate), Partitioning, Advanced Compression. Includes the labor required to support all database environments and databases. Also includes the infrastructure allocation charges	VPs, Technical Operations, Architecture and Engineering

Service ID	Service Name	Service Description	Service Owner
491	Oracle Instance	Includes RDBMS (all versions), HA (VCS, RAC), DR (Data Guard, Active Data Guard, Golden Gate), Partitioning, Advanced Compression. Includes the labor required to support all database environments and databases. Also includes the infrastructure allocation charges	VPs, Technical Operations, Architecture and Engineering
492	Oracle Home	Includes RDBMS (all versions), HA (VCS, RAC), DR (Data Guard, Active Data Guard, Golden Gate), Partitioning, Advanced Compression. Includes the labor required to support all database environments and databases. Also includes the infrastructure allocation charges	VPs, Technical Operations, Architecture and Engineering
849	IBM WebSphere Enterprise Integration Services	Service provided to Business Application owners based on usage of the number of IBM Queue Managers, IBM Broker Instances, Java Virtual Machines (JVM), WebSphere Partner Gateway (WPG) Documents and Tivoli Monitoring. This is considered the IBM WebSphere Standard.	VPs, Technical Operations, Architecture and Engineering
593	Apigee	Platform for API Life Cycle Management. Replaces Layer7 API Gateway	VPs, EWS
594	Boomi	Cloud-based integration platform that enables cloud to cloud or cloud-on-prem integrations. Possible viable replacement for IBM MQ Broker, Tibco and Oracle Fusion technologies	VPs, EWS
996	Telephone Physical	Telephone Physical – Covers services and support associated with physical telephones through PBX or VoIP telephone systems. This includes any telephony device registered to these systems VoIP, analog or digital. Includes services or apps such as paging, fax connections, life / safety devices, call center solutions, menu options and extended services for plant or outside facilities.	VPs, Technical Operations, Architecture and Engineering
997	Office 365	Office 365 E5 is a cloud-based suite of productivity apps combined with advanced voice, analytics, security, and compliance services. Includes Word, Excel, PowerPoint, Outlook, OneNote, SharePoint, OneDrive, Teams and more.	VPs, Technical Operations, Architecture and Engineering
998	Email Operations	Provides on-prem Exchange services including mail relay, SMTP, associated Operations and Engineering support.	VPs, Technical Operations, Architecture and Engineering
F87	TIBCO Enterprise Integration Services	Includes the license and labor to support the TIBCO Middleware software (all versions), HA/ DR, Architecture, Engineering, Projects, and Monitoring.	VPs, EWS

**IT Technical Services
FERC Account and Billing Approach Table**

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
401	Linux - Virtual	923 – Outside Services Employed	Direct (R*Q) - 529550	# of “compute units” = # CPU + # gb RAM. 0-1999 gb RAM = 1; 2000-2099 gb = 2, etc e.g., 2CPU + 4gb RAM = 6 “compute units” , Compute units capped at 64mb
402	Linux - Physical	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Servers
403	Mainframe Services	923 – Outside Services Employed	Direct (R*Q) - 529550	CPU Usage (MIPS)
404	UNIX High End	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Servers
405	UNIX Low End	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Servers
406	UNIX Standard	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Servers
407	Wintel Physical Server	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Servers
409	Wintel Virtual	923 – Outside Services Employed	Direct (R*Q) - 529550	# of “compute units” = # CPU + # gb RAM. 0-1999 gb RAM = 1; 2000-2099 gb = 2, etc e.g., 2CPU + 4gb RAM = 6 “compute units” , Compute units capped at 64mb
411	(User) Login LAN Account	923 – Outside Services Employed	Direct (R*Q) - 529550	Count of Active Directory Accounts (LAN IDs)
412	PC Services – Base	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Desktops, Laptops, Virtual PCs, & Rugged PCs
417	Remote Access	923 – Outside Services Employed	Direct (R*Q) - 529550	# virtualized applications
418	Depreciation Shared Network	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Personal AD Accounts
419	Depreciation Shared PC	923 – Outside Services Employed	Direct (R*Q) - 529550	# of PCs
420	Depreciation Shared Storage	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Storage Units across all types
421	Depreciation Shared Telecom	923 – Outside Services Employed	Direct (R*Q) – 529500	# of Telephone Ports
422	Depreciation Shared UNIX	923 – Outside Services Employed	Direct (R*Q) - 529550	# of UNIX Servers hosting BU-based Applications
423	Depreciation Shared Wintel	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Wintel instances hosting BU-based Applications

Appendix A

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
429	Disaster Recovery Program Management	923 – Outside services employed	Direct (R*Q) - 529550	# of applications participating in DR Program
431	Virtual Hosting Support	923 – Outside Services Employed	Direct (R*Q) – 529550	# of Servers
437	Storage	923 – Outside services employed	Direct (R*Q) – 529550	# of Gigabytes of Storage
442	Telephone	923 – Outside Services Employed	Direct (R*Q) - 529500	# telephone ports
443	Unified Communications – Video Conference	923 – Outside Services Employed	Direct (R*Q) - 529500	# video conference units
447	Load Balancing	923 – Outside Services Employed	Direct (R*Q) – 529550	# of Applications with Load Balancing
450	Network Operations	923 – Outside Services Employed	Direct (R*Q) – 529550	# of LAN IDs (must also be a consumer of either service 411 and/or service 448)
451	Data Center Operations	923 – Outside Services Employed	Direct (R*Q) – 529550	# of Servers or Network Equipment
452	Premium Desktop	923 – Outside Services Employed	Direct (R*Q) – 529550	# of Adobe, Visio and Project installs
456	Unix Virtual	923 – Outside Services Employed	Direct (R*Q) – 529550	# of Servers
464	Java App Hosting Services	923 – Outside Services Employed	Direct (R*Q) - 529550	# of JVM
465	Storage Backup	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Gigabytes of Backup storage
467	Physical Hosting Support	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Servers
468	SQL Server IaaS	923 – Outside Services Employed	Direct (R*Q) - 529550	# of server Cores
469	SQL Server DBaaS	923 – Outside Services Employed	Direct (R*Q) - 529550	# of SQL databases
470	SharePoint - Hosting	923 – Outside Services Employed	Direct (R*Q) - 529550	# of instances
473	P/SaaS Ops Support	923 – Outside Services Employed	Direct (R*Q) - 529550	# of APM Applications listed as PaaS/SaaS
474	Web Hosting Premium	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Website page views
482	Oracle Fusion Middleware	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Fusion Connectors
484	Storage – Array Support	923 – Outside Services Employed	Direct (R*Q) - 529550	# of Storage Arrays
490	Oracle Golden Gate	923 - Outside Services Employed	Direct (R*Q) - 529550	# Active Gold Gate feeds
491	Oracle Instance	923 - Outside Services Employed	Direct (R*Q) - 529550	# DB Instances
492	Oracle Home	923 - Outside Services Employed	Direct (R*Q) - 529550	# software installations support
849	IBM WebSphere Enterprise Integration Services	FERC Account to be during each individual project creation.	Allocated – 529560	Based on the number of QMANAGERS

Service ID	Service Name	Major Client FERC Account	Billing Approach	Basis
593	Apigee	FERC Account to be during each individual project creation.	Direct (R*Q) - 529500	# of connections
594	Boomi	FERC Account to be during each individual project creation.	Direct (R*Q) - 529500	# of connections
996	Telephone - Physical	923 - Outside Services Employed	Direct (R*Q) - 529550	# telephone ports for Cisco/Avaya Phones
997	O365	923 – Outside Services Employed	Direct (R*Q) – 529550	Count of Active Directory Accounts (LAN IDs)
998	Email Operations	923 – Outside Services Employed	Direct (R*Q) – 529550	Count of Active Directory Accounts (LAN IDs)
F87	TIBCO Enterprise Integration Services	FERC Account to be during each individual project creation.	Direct (R*Q) - 529500	# production services deployed in the corporate TIBCO environment.

Indexing Information

The Indexing Information section of the service level arrangement (SLA) provides information for identification purposes.

Service Period	2024
Client Company	PECO Energy Company ("PECO") and Subsidiaries
Service Provider	Exelon Business Services Company, LLC ("BSC" or "EBSC")

Scope

This document constitutes an arrangement between PECO and Subsidiaries and BSC for the delivery of BSC services provided by the BSC Practice Areas. This document specifies the service expectations between BSC and PECO and Subsidiaries.

The services(s) listed in the Service Level Arrangement will generally apply/be offered to PECO and Subsidiaries. Services that are not called out in this document are not excluded from consideration. They may be negotiated and added to the arrangement at a later time under a supplemental arrangement.

Current year annual estimates of costs for providing EBSC Operations services to each of the Client Companies are included in the EBSC LRP, which is updated from the prior year's LRP. During the process of updating the LRP, EBSC will review the annual cost estimates with each Client Company and obtain feedback from each Client Company.

This document has been reviewed by BSC Accounting and BSC Legal including a review of compliance with regulatory provisions.

Governing Agreement

This Service Level Arrangement ("SLA") is governed by the provisions of the General Services Agreement ("GSA").

Signatures of Approval

BSC's SLA owners and its respective client owners have been identified in the "SLA Sign-off Matrix" located at <https://exeloncorp.sharepoint.com/sites/sla/2024%20SLAs/Forms/AllItems.aspx>

Signatures (electronic) of employees identified in the "SLA Sign-off Matrix" are stored on the same site.

Services

The Services section of the SLA includes a list of services provided to the Client Company by BSC for the given Service Period. Details of each service are included in the 2024 BSC Service Catalog. Client specific Service Assumptions / Accommodations for the Client Company are included in this SLA document.

Services are listed by BSC Practice Area. The services list includes:

1. Service ID
2. Service Name
3. Service Assumptions / Accommodations (IT Services Only)

The **Service ID** and **Service Name** identifies the service within the Inter-Company Billing system. The **Service Assumptions / Accommodations** section is not required and is used only to provide service specifications and/or notations which are specific to the Client Company and agreed upon between the BSC Practice Area and Client Company.

Compliance, Audit, and Risk

Service ID	Service Name
233	Risk As Requested
638	BSC Enterprise Risk Management Services
646	Exelon Audit Services
833	BSC Revenue Adjustment
904	BSC Costs to Achieve
953	Compliance and Ethics

Corporate Affairs

Service ID	Service Name
611	Corporate Contributions
665	BSC Corporate Affairs As Requested
668	Corporate Affairs Operations
733	BSC AV – Field Photography
738	BSC AV - Creative Media and Video Services
833	BSC Revenue Adjustment
904	BSC Costs to Achieve

Corporate Strategy, Innovation & Sustainability Services

Service ID	Service Name
654	Corporate Strategy Services
693	BSC Corp Strat As Req Srvcs
833	BSC Revenue Adjustment
904	BSC Costs to Achieve

Executives (Includes GCAs) Services

Service ID	Service Name
315	Executive Services
611	Corporate Contribution
644	Lobbying & Influence Public Opinion
694	BSC Executive As Req Srvcs
833	BSC Revenue Adjustments
876	BSC GCA SLA,
855	Other Corporate Charges,
831	BSC Interest,
784	BSC Severance,
832	BSC Taxes
904	BSC Costs to Achieve

Exelon Utility Operations & Corporate Physical Security Services (Includes Transmission Strategy & Compliance) Services

Service ID	Service Name
445	Physical Security Projects
590	Transmission Operations
591	Transmission Strategy & Planning
656	BSC EU Analytics
664	BSC Ex Utility Policy & Strategy
685	BSC NERC Compliance and Security
833	BSC Revenue Adjustments
879	BSC Transmission Company Services
904	BSC Costs to Achieve
924	As Requested Projects
930	Business Continuity and Crisis Management
936	Intelligence and Threat Analysis
942	Exelon Security Operations Center (ESOC)
944	NERC CIP Program Services
947	CPS Physical Client Services
948	Exelon Utilities As Requested
949	Regulatory Requirement Compliance
952	EU Best Practices/Cont Improv

Finance Services

Service ID	Service Name
234	Investments As Requested
634	Finance Executive Services
636	BSC Accounting Services
637	Tax Services
640	Investor Relations
641	Corporate Development Svcs
642	Financial Planning & Analysis
677	Investments Trust-Funded Srvc

Service ID	Service Name
679	BSC Insurance Services
680	BSC Capital Markets Services
681	BSC Cash Management Services
682	BSC Investment Services
684	BSC External Audit Services
786	Finance As Requested
833	BSC Revenue Adjustment
904	BSC Costs to Achieve
909	Development As Requested
950	BSC Credit Risk Services

Government and Regulatory Affairs & Public Policy Services

Service ID	Service Name
316	Government Affairs Services
644	Lobbying & Influence Public Opinion
695	Govt Affairs As Requested
833	BSC Revenue Adjustment
904	BSC Costs to Achieve

Human Resources Services

Service ID	Service Name
612	HR Solutions
619	Labor Mgmt
622	Benefits Strategy & Design
625	Occupational Health Services (OHS)
653	Workers' Compensation Admin
657	BSC HR Revenue Adjustment
700	BSC Payroll Processing
735	HR Services
740	BSC HR Solutions Technology
787	HR As Requested
880	HR Compensation

Service ID	Service Name
881	HR Leadership Support
882	HR Diversity and Development
904	BSC Costs to Achieve

IT Services

Service ID	Service Name
322	BSC BU Specific IT Projects
410	Client Services
444	Cyber Security Projects
463	Oracle Support Services
505	Application and Technical Service Delivery - Finance
506	Application and Technical Service Delivery - Asset Management
507	Application and Technical Service Delivery - HR
508	Application and Technical Service Delivery - Hyperion, Informatica & SharePoint
509	Learning Management Portfolio Application Support
510	Application and Technical Service Delivery - Corporate Applications
528	Emergency Preparedness
550	Application and Technical Service Delivery - Billing & Payment Processing
554	Application and Technical Service Delivery - Customer Care Center
555	Application and Technical Service Delivery - Customer Solutions
557	Application and Technical Service Delivery - End User Services
558	Application and Technical Service Delivery - Energy Procurement
562	IT Management & Compliance
565	Application and Technical Service Delivery - Legacy Meter Services
568	Application and Technical Service Delivery – Electric Realtime
569	Application and Technical Service Delivery - Operate & Restore (Gas)
571	Application and Technical Service Delivery - Operations Support
573	Application and Technical Service Delivery - Project & Work Management
576	Application and Technical Service Delivery – Security
580	Application and Technical Service Delivery - UCOMM

Service ID	Service Name
583	EU Support Services
584	Application and Technical Service Delivery - Outage Management
585	Application and Technical Service Delivery - Smart Meter Operations
586	Application and Technical Service Delivery - BI and Data Analytics
587	Application and Technical Service - Workforce & Mobile Technology
589	Application and Technical Service Delivery - Back End Meter Operations
663	Application and Technical Service Delivery - Utility of the Future
775	IT Governance
777	TDE&Ops Projects
779	As Requested IT Projects
833	BSC Revenue Adjustment
854	Application and Technical Service Delivery - Legal Application Support
885	BSC IT Services Rev Adjust
901	BSC Other PA Tech Projects
902	BSC HR Tech Projects
903	BSC Finance Tech Projects
904	BSC Costs to Achieve
906	Enterprise Wide IT Projects
924	As Requested CISS Projects
933	Office of the CIO Projects
941	Identity and Access Management and Personnel Screening
944	NERC CIP Program Services
945	Cyber and Information Security Services
949	CISS Cybersecurity Compliance
951	NERC CIP Implementation Costs

Specific IT Service Details

IT Application Portfolio Management database is the system of record for all applications and their support levels. Any application that is not registered in Asset Manager will not be supported by IT Operations. The application will be supported at its designated Business Value of High,

Medium, or Low. Refer to the Application Portfolio Management system for official ratings for applications. If you have questions, contact your Principal Architect.

Support Service Levels

		Application Business Value (Urgency)		
		High	Medium	Low
Severity (Impact)	SEV-1 (Application or Infrastructure Unavailable)	Major	Minor	Routine
	SEV-2 (Application or Infrastructure not performing as expected)	Minor	Minor	Routine
	SEV-3 (Non-client impacting system events)	Routine	Routine	Routine
	SEV-4 (Individual User Issues)	User	User	User

Service Level Commitment Details				
	Support Hours	Target Resolution	Status Updates	Level of Effort
Major	24 x 7 x 365	4 hours	4 hours	Worked continuously until workaround or resolved
Minor	24 x 7 x 365	8 hours	Open/Close	Escalated 24x7 Maybe deferred until next business day by service owner in off hours
Routine	Business Hours Monday thru Friday 7AM to 7PM ET	24 hours	None	Worked Business Hours Only
User	Business Hours Monday thru Friday 7AM to 7PM ET	2 business days	None	Worked Business Hours Only

Legal (Includes Corporate Governance) Services

Service ID	Service Name
648	Corporate Secretary
651	EBSC Legal – Legal Governance
692	BSC Corp Secretary As Requested
789	BSC Legal As Requested
833	BSC Revenue Adjustment
904	BSC Costs to Achieve
914	EBSC Legal – Legal Operations and Administration
915	EBSC Legal – Corporate & Commercial
916	EBSC Legal – Environmental Health & Safety
917	EBSC Legal – Labor & Employment Group
918	EBSC Legal – Compensation and Benefits
919	EBSC Legal – Litigation
921	EBSC Legal – Regulatory

Real Estate Services

Service ID	Service Name
235	Real Estate As Requested
600	Real Estate Services & Asset Management Strategy
605	Mail Reception Services
606	Project Design & Construction
833	BSC Revenue Adjustment
904	BSC Costs to Achieve
954	Facilities Management

Supply Services

Service ID	Service Name
324	BSC Accounts Payable Credit Card Transactions
342	BSC Accounts Payable Transactions
346	BSC AP Services Revenue Adjustment
347	Diverse Business Empowerment
628	Strategic Sourcing for Materials
630	CSO/Supply Governance
631	Supply Operations Support
632	Investment Recovery
633	Inventory Management
670	Strategic Sourcing for Shared Materials and Services
671	Strategic Sourcing for Services
676	Supply Operations Management
678	Supply Technical Services Support
788	Supply As Requested
833	BSC Revenue Adjustment
904	BSC Costs to Achieve

Transportation

Service ID	Service Name
667	BSC Corp Jet Adjustment
783	BSC Use of Corporate Jet
794	Transportation As Requested
904	BSC Costs to Achieve
946	CISS Executive Security & Transportation

Q. SDR-COS-6 Please provide a breakdown of services investment by service line diameter, and a breakdown of services by size and customer class.

A. SDR-COS-6

Refer to the table below. The Company does not track: (1) services investment by service line diameter; or (2) services diameter by customer class.

Diameter (in)	Total Length of Services (ft)
0.5	21,151,566
0.75	1,147,141
1	9,377,173
1.25	1,740,002
1.5	8,514
2	656,391
3	11,733
4	206,330
6	12,743
8	6,836
10	472
12	9
Total	34,318,910

Q. SDR-COS-7 If available, please provide a breakdown of meter investment by meter size, and a breakdown of meters by size and customer class.

A. SDR-COS-7 Refer to Attachment SDR-COS-7(a).

Meter Size (A)	Rate Classes								
	GC	Interruptible	Large	Motor Vehicles-Firm	Motor Vehicles-Interruptible	Residential	Temperature	Transportation-Firm (B)	Transportation-Interruptible (B)
6	-	-	-	-	-	1	-	-	-
11	5	-	-	-	-	57	-	-	-
12	13	-	-	-	-	124	-	-	-
13	-	-	-	-	-	4	-	-	-
14	-	-	-	-	-	3	-	-	-
15	7,041	-	-	-	-	172,620	-	-	-
16	3,873	-	-	-	-	98,317	-	-	-
17	282	-	-	-	-	7,936	-	-	-
18	4,094	-	-	-	-	122,078	-	-	-
19	692	-	-	-	-	20,580	-	-	-
20	20,429	-	3	3	1	51,811	1	14	-
23	3	-	-	-	-	3	-	-	-
27	4,773	-	2	-	-	835	7	78	10
28	5,203	1	4	2	-	1,812	4	49	3
33	1,069	-	-	-	-	28,807	-	-	-
40	4	-	-	-	-	-	-	-	-
41	490	-	-	-	-	5	1	31	16
42	671	-	-	-	-	10	3	13	4
43	649	-	-	-	-	4	5	66	24
44	61	-	-	5	-	-	1	38	27
45	9	-	-	-	-	-	-	-	-
46	228	-	-	-	-	-	1	58	35
47	6	-	-	-	-	-	-	-	-
48	12	-	-	-	-	-	-	1	2
49	6	-	-	-	-	-	-	1	2
50	4	-	-	-	-	-	-	1	-
55	9	-	-	-	-	-	-	-	-
56	7	-	-	-	-	-	-	1	-
57	27	-	-	-	-	1	-	1	2
58	2	-	-	-	-	-	-	2	-
59	46	-	-	1	-	1	1	4	10
61	175	-	-	-	-	-	-	-	-
62	47	-	-	1	-	-	-	5	2
63	79	-	-	-	-	-	-	18	-
64	69	-	-	-	-	-	2	20	17
65	13	-	-	-	-	-	-	8	6
66	17	-	-	2	-	-	-	19	13
67	6	-	-	1	-	-	-	13	14
68	-	-	-	-	-	-	-	1	4
69	1	-	-	-	-	-	-	-	-
70	45	-	-	-	-	-	-	14	10
71	26	-	-	-	-	-	1	17	22
76	1	-	-	-	-	-	-	1	1
77	-	-	-	-	-	-	-	-	-
78	-	-	-	-	-	-	-	3	5
79	-	-	-	-	-	-	-	-	2
83	-	-	-	-	-	-	-	-	1
99	-	-	-	-	-	481	-	-	-
Meter Count	50,187	1	9	15	1	505,490	27	477	232
Average Cost Per Meter	\$ 1,281	\$ 2,729	\$ 2,329	\$ 14,355	\$ 1,529	\$ 345	\$ 8,287	\$ 12,182	\$ 17,297

(A) Data as of October 2023

(B) Excluding directly-assigned meter

- Q. SDR-COS-8 Please provide the Company's rate design models and cost of service study on an IBM PC-compatible computer disk in Lotus1-2-3 or Quattro format. If the models consist of more than one file, please include information on all files on the disk and what they contain. If not available in Lotus 1-2-3 or Quattro format, please provide in ASCII format.
- A. SDR-COS-8 The cost of service model is proprietary and is not available in Lotus 1-2-3, ASCII, or Quattro format.

- Q. SDR-COS-12 Please provide a copy of the load duration curve used by the Company for capacity planning purposes. Please also identify the numerical data points shown for each day on the curve.
- A. SDR-COS-12 Refer to Attachment SDR-COS-12(a) for the per degree demand projection. The Company does not utilize a load duration curve for capacity planning purposes.

Projected 2023-2024 Winter - Peak
Day Resource Use
 (14,287 DTH per Degree Day)

Average Temp	Degree Days	Probability of Occurrence	Firm Demand DTH
25	40	99.87%	569,342
24	41	99.56%	583,629
23	42	98.81%	597,917
22	43	97.32%	612,204
21	44	94.79%	626,491
20	45	91.04%	640,778
19	46	86.05%	655,066
18	47	79.97%	669,353
17	48	73.08%	683,640
16	49	65.75%	697,927
15	50	58.30%	712,215
14	51	51.03%	726,502
13	52	44.17%	740,789
12	53	37.86%	755,076
11	54	32.19%	769,364
10	55	27.17%	783,651
9	56	22.81%	797,938
8	57	19.05%	812,225
7	58	15.84%	826,513
6	59	13.14%	840,800
5	60	10.86%	855,087
4	61	8.96%	869,374
3	62	7.38%	883,662
2	63	6.06%	897,949
1	64	4.98%	912,236
0	65	4.08%	926,523