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VIA E-FILE ONLY

June 30, 2025

Matthew Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

Re: 2024 Gas Rate Case Commitment Response, Docket No. R-2024-3046932

Dear Secretary Homsher:

In accordance with paragraph 36 of PECO's Joint Petition for Settlement of Rate Investigation, Docket No. R-2024-3046932, PECO committed to investigate any material issues with call handling that were identified in the 2022 Audit Report which have not been resolved by the actions PECO agreed to take in its implementation plan for the audit report. PECO agreed to file a report on its investigation within six months of the effective date of the new rates, which was January 1, 2025.

The 2022 Audit Report identified one recommendation, Recommendation XI-2, relating to call performance. On August 30, 2024, PECO filed its Second Annual Stratified Management & Operations Audit Progress Report ("Progress Report"), Docket No. D-2021-3023906, providing a progress update on the 2022 Audit Report recommendations, including Recommendation XI-2. According to the Progress Report, PECO has completed all actions related to Recommendation XI-2 and no additional material issues with call handling have been identified.

Sincerely,

A handwritten signature in black ink, appearing to read "REW" followed by a long horizontal flourish.

cc: Certificate of Service

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**PENNSYLVANIA PUBLIC
UTILITY COMMISSION**

v.

**PECO ENERGY COMPANY –
ELECTRIC DIVISION**

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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 2024 Gas Rate Case Commitment Response** on the following persons in the manner specified in accordance with the requirements of 52 Pa. Code § 1.54:

VIA ELECTRONIC MAIL

*The Honorable Marta Guhl
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***Receives confidential documents**

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Dated: June 30, 2025

Counsel for PECO Energy Company