

**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
HARRISBURG, PA 17120**

Public Meeting held August 28, 2025

Commissioners Present:

Stephen M. DeFrank, Chairman  
Kimberly Barrow, Vice Chair  
Kathryn L. Zerfuss  
John F. Coleman, Jr.  
Ralph V. Yanora

PECO Energy Company Supplement No. 8 to Tariff  
Electric Pa. P.U.C. No. 8

Docket Number:  
R-2025-3055691

**ORDER**

**BY THE COMMISSION:**

On June 11, 2025, PECO Energy Company (PECO), Utility Code 110550, filed Supplement No. 8 to Tariff Electric Pa. P.U.C. No. 8 (Supplement No. 8) with the Pennsylvania Public Utility Commission (Commission), to become effective September 1, 2025. For the reasons expressed in this Order, the Commission approves Supplement No. 8 consistent with this Order.

PECO states it intends to permanently close its Customer Solutions Center (CSC) at 2301 Market St. in Philadelphia and the proposed tariff changes are necessary to eliminate references to its Company offices for certain customer actions, including in-person bill payments. Tariff Supplement filing (a)(1).

PECO states customers can continue to apply for new or additional services using online tools or by contacting PECO's Customer Service via telephone. PECO also states customers can continue to make in-person payments at various alternative payment locations across PECO's service territory. PECO further states the secure drop box for accepting customer payments at this location will temporarily remain available for at least three months after closure, at which point PECO will re-assess its usage by customers and make a permanent decision on its future at that location. Tariff Supplement filing (a)(4).

PECO states the proposed changes will not impact revenues. PECO further states that the closure of the CSC will reduce ongoing total O&M expenses by approximately \$36,000 monthly. Tariff Supplement filing (a)(5).

PECO states the CSC has had limited staffing and hours since reopening after the COVID-19 pandemic. PECO avers re-allocating CSC staff will allow it to serve a larger number of customers more cost-effectively via other existing channels that currently offer greater availability and similar services. PECO further states all services currently offered in-person at the CSC are available via other channels. Tariff Supplement filing (a)(7).

PECO serves approximately 1,704,631 electric customers. PECO served Supplement No. 8 on the Commission's Bureau of Investigation and Enforcement, the Office of Consumer Advocate and the Office of Small Business Advocate. No complaints have been filed and no hearings held.

The Commission agrees that the tariff changes are required to remove references to the Customer Solution Center since it is closing. Upon review of Supplement No. 8, we find that the proposed modifications contained therein do not appear to be unlawful, unjust, unreasonable, or contrary to the public interest.

Accordingly, we grant Supplement No. 8 to become effective on September 1, 2025. However, approval of this filing does not constitute a determination that this filing is lawful, just, or reasonable, but only that further investigation or suspension does not appear to be warranted at this time; **THEREFORE,**

**IT IS ORDERED:**

1. That PECO Energy Company Supplement No. 8 to Tariff Electric Pa. P.U.C. No. 8 is hereby permitted to become effective on September 1, 2025.

2. That this Order is without prejudice to any issues that may be raised by any party with respect to the tariff changes implemented by Supplement No. 8 to Tariff Electric Pa. P.U.C. No. 8 in future proceedings.

3. That a copy of this Order be served on the Office of Consumer Advocate, the Office of Small Business Advocate, and the Bureau of Investigation and Enforcement.

4. That the proceeding at Docket No. R-2025-3055691 be closed.

**BY THE COMMISSION,**



Matthew L. Homsher  
Secretary

(SEAL)

ORDER ADOPTED: August 28, 2025

ORDER ENTERED: August 28, 2025