



An Exelon Company

National Energy and Utility Affordability Conference

Utility Support of Low Income Agencies

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Get to Know the Exelon Family of Companies

ABOUT EXELON

AMERICA'S LEADING ENERGY PROVIDER



Power Generation

Exelon Generation
Exelon Power



Competitive Energy Sales

Constellation
BGE HOME



Transmission & Distribution

Atlantic City Electric
BGE
ComEd

Delmarva Power
PECO
Pepco


Exelon Corporation: Combined Company at a Glance



EXC

Exelon is headquartered in Chicago and trades on the NYSE under EXC.


Exelon is the #1 utility company on the FORTUNE 500.



Exelon is America's #1 zero-carbon nuclear energy provider.

\$34.5B

Operating revenue in 2015



Presence in 48 states.

Exelon is a FORTUNE 150 company that works in every stage of the energy business: power generation, competitive energy sales, transmission and delivery.



10M

Electric and natural gas utility customers

Exelon's Constellation business serves approx. 2 million residential, public sector and business customers.



Exelon was named to Fortune magazine's 2015 list of the "World's Most Admired Companies."

32,700

Megawatts of total power generation



19,500

Megawatts of nuclear generation



\$37M

In 2015, Exelon gave approx. \$37 million to charitable and community causes.

PECO – An Exelon Company

- ✓ Based in Philadelphia, PECO is an electric and natural gas utility subsidiary of Exelon. PECO is the largest electric and natural gas utility in the region, serving approximately 1.6 million electric customers and 1.5 million natural gas customers in the southeastern United States and business and residential customers in Canada. Exelon has the largest amount of owned capacity and lowest-cost power in the region.
- ✓ Headquartered in Philadelphia, PECO's generation fleet comprises one of the largest generation fleets in the world. Through Exelon, PECO, Atlantic City Electric and Pepco—Exelon delivers electricity to approximately 8.5 million customers in Delaware, the District of Columbia, Maryland, New Jersey, northern Illinois and southeastern Pennsylvania, and natural gas to approximately 1.5 million customers in the BGE, PECO and Pepco Holdings utility service territories.



PECO Programs and Services

- PECO's Universal Services manages a portfolio of complementary programs that provide both situational and continuing assistance. All programs are designed to address customer utility billing challenges with both emergent and sustainable assistance with the expectation of customer payment responsibility.
- Every year, more than 125,000 PECO customers are helped through PECO Universal Services Programs. The value of PECO's programs stand at over \$100M annually. This includes direct grant assistance, rate discounts, and arrearage forgiveness.
- A delinquent customer with income eligibility can move from threat of termination to affordability through the combined utilization of several programs.
- Eligibility for programs is based on the Federal Poverty Guideline or FPL that is published by the Federal Government every year. FPL is based on total gross household income and the number of individuals in the home.

PECO Customer Assistance Programs

PECO offers six assistance programs for low income customers.

CAP Customer Assistance Program

LIURP Low-Income Usage Reduction Program

LIHEAP Low-Income Home Energy Assistance Program

MEAF Matching Energy Assistance Fund

CARES Customer Assistance Referral & Evaluation Services

Outreach Customer Awareness and Access

Programs are administered by PECO 10 member staff, funded by customers via tariff, with the exception of MEAF.

Program Stakeholders - USAC

PECO partners with key stakeholders via ***Universal Services Advisory Committee (USAC)***.

Purpose: Provide PECO with guidance and feedback during the implementation and expansion of the Universal Services programs.

The USAC meets four times per year to review program information and provides PECO with feedback on program performance and customer impacts.

PECO considers recommendations from the USAC when making policy and procedural changes.

Members of Universal Services Advisory Committee

PUC / BCS Public Utility Commission / Bureau of Consumer Services

OCA Office of Consumer Advocate

PULP Public Utility Law Project

CLS Community Legal Services

PCA Philadelphia Corporation of Aging

ECA Energy Coordinating Agency

EAP Energy Association of PA

CBOs Community Based Organizations

Program Stakeholders - CBOs

PECO continually seeks community partners that provide opportunities and access to resources that offer assistance our customers may need. The Company maintains relationships with the following community based organizations (CBO's):

| County | Organizations |
|---------------------|--|
| Philadelphia County | Utility Emergency Services Fund (UESF) |
| Montgomery County | Montgomery County Community Action Agency Development Commission |
| Delaware County | Community Action Agency of Delaware County |
| Bucks County | Bucks County Opportunity Council Inc. |
| York County | Mason Dixon Cares |

PECO continuously works with several other CBOs throughout PECO's service territory to develop an ongoing relationship to provide referral services such as job / skill training, budget counseling and to conduct education workshops.

Typical USAC Meeting Agenda

- Universal Services Program Performance
 - CAP Program Performance (Enrollment)
 - LIURP Program Performance
 - LIHEAP Program Performance
 - MEAF Program Performance
- Collections Activity
- Regulatory/Legislative Update
- Emergent Issues
- Roundtable



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Questions?

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