

National Energy and Utility Affordability Conference

Utility Support of Low Income Agencies

Willa J Hightower, PECO, Director Customer Financial Opns

June 27, 2018

Get to Know the Exelon Family of Companies





Power Generation

Exelon Generation Exelon Power



Competitive Energy Sales

Constellation BGF HOMF



Transmission & Distribution

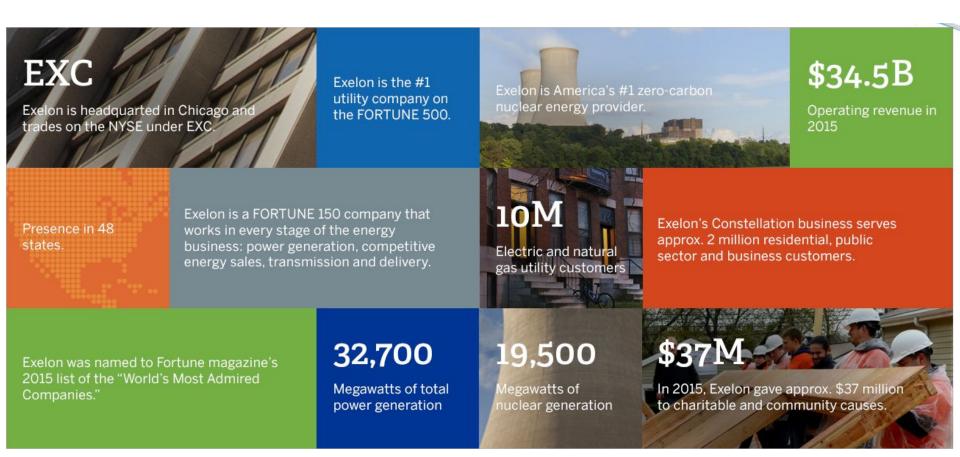
Atlantic City Electric BGE

ComEd

Delmarva Power PECO

Pepco

Exelon Corporation: Combined Company at a Glance





PECO – An Exelon Company

Based in Philadelphia, PECO is an electric and natural gas utility

subsidiary of □ natural gas ut o electric custor southeastern 🖁

Headquartere

activities in 48

Generation ha

comprising or \(\mathbb{E}

rgest electric and imately 1.6 million **Forbes** | 2017 mers in

AMERICA'S BEST MID-SIZE EMPLOYERS

s and business Canada. Exelon of owned capacity nd lowest-cost power

generation fle POWERED BY STATISTA Delmarva Power, Through Exelo Pepco, Atlantic City Liecting and FECO— Exercity 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

CBOsCommunity 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



Questions?



Contact Information

Willa J Hightower

Director, Customer Financial Operations
PECO Energy Company - an Exelon Company

Email: Willa.Hightower2@exeloncorp.com

Office: 215-841-4340