



**peco**<sup>SM</sup>  
AN EXELON COMPANY

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April 29, 2025

Rep. Jennifer O'Mara  
Chair, Southeast Delegation  
165th Legislative District  
217 Irvis Office Building  
Harrisburg, PA 17120

Subject: Correspondence Dated 4/25/2025 re: PECO Delayed Billing

Dear Chair O'Mara,

I have received your April 25th letter concerning billing issues affecting constituents represented by the Southeast Delegation. On behalf of PECO, I thank you and the Delegation members who signed the letter for the opportunity to engage on this matter.

PECO shares your concern related to the delayed billing that some of our customers are experiencing. We understand how challenging these issues have been and are working to expeditiously resolve them.

As you know, PECO has implemented a new customer information system. Our legacy system was more than 20 years old, inflexible, and increasingly difficult to support. Our new, modern, customer-centric system will better serve our customers' evolving energy needs.

These types of large-scale conversions are complex, and it is not unusual to have continued challenges that need to be resolved.

That said, it is our goal to address the billing challenges and have reduced the backlog of delayed bills by no later than the end of August.

Please know that our billing system is functioning properly for most of our customers. Currently less than one percent of our 1.7 million customers are experiencing such delayed bills. Still, we understand that for those impacted - no matter how few - we must continue our work to ensure that bills are received in a timely manner. This remains our top priority.

For our customers who are experiencing delayed bills, PECO has:

- Removed them from the collections process;
- Waived late payment fees;
- Offered extended payment arrangements, if needed; and
- Issued proactive communications, including special outreach to those enrolled in automatic payment.

Additionally, to expedite processing of the backlog of delayed bills we have:

- Expanded staffing by adding more than 60 additional associates, including IT support, to support customer billing issues; and
- Established a dedicated email to provide customers an additional channel to address concerns: [PECOBilling@exeloncorp.com](mailto:PECOBilling@exeloncorp.com).

We will continue our work to address the causes that trigger these delayed bills and identify solutions to increase bill processing efficiency. And, until that work is complete, we will work closely with our customers until their issues are resolved. In the meantime, we encourage any customer who may have questions regarding their bill to:

- View their account online at [peco.com/MyAccount](http://peco.com/MyAccount);
- Email us at [PECOBilling@exeloncorp.com](mailto:PECOBilling@exeloncorp.com); and/or
- Contact our Customer Care Center at 800-494-4000.

I am grateful to those Delegation members who took the time to engage with us to discuss this issue. We pride ourselves on maintaining a collaborative, transparent and open relationship with you and other stakeholders and we encourage members to continue reaching out to PECO's Governmental and External Affairs team with any constituent questions or concerns.

We will be in touch with you in the following days.

Thank you for your patience as we resolve these issues for your constituents and our customers.

Sincerely,

A handwritten signature in dark ink, appearing to read "S. M. DeFrank", written in a cursive style.

Cc: Stephen M. DeFrank, Pennsylvania Public Utilities Commission Chair