

**PECO an Exelon Company
Universal Services
Three Year Plan
2004 to 2006**

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PECO an Exelon Company
Universal Services
Three-Year Plan
2004/ 2005/ 2006
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INTRODUCTION

PECO's Universal Service programs are designed for low-income, residential customers who demonstrate or express difficulty in paying their monthly energy bill. The Company's Universal Services staff will identify and assist the low-income residential customers and facilitate access to private and public resources.

PECO has a rich history of supporting local community organizations and providing needed services to its low-income customers. PECO submits the following 2004, 2005 and 2006 Universal Services Plan in accordance to 52 Pa. Code §54.74.

On March 6, 2003, PECO Energy Company filed a petition with the Commission, requesting the approval of Consensus Modifications to PECO's Universal Service Program and Associated Tariff Changes (Consensus Plan). The petition was approved and the order entered on April 8, 2003.

The Company's three-year Universal Service plan identifies various program modifications from our 2000 plan. Each section of the plan will address each of our Universal Services programs and the specific program changes resulting from the April 8, 2003 Commission Order. Our programs are designed to address the growing need of energy assistance to low-income residential customers.

The Company's Universal Services Plan contains five components – the CAP Rate, Low Income Usage Reduction Program (LIURP), Matching Energy Assistance Fund (MEAF), Customer Assistance and Referral Evaluation Services (CARES), and Education.

The seven areas that have been modified are:

1. Identification of Low-Income Customers
2. CAP Rate;
3. CAP Rate Re-evaluation
4. LIHEAP Outreach
5. Matching Energy Assistance Fund (MEAF);
6. Customer Assistance and Referral Evaluation Services (CARES)
7. System Administration

Chapter 1 Identification of Low Income Customers

1.1 Program Description:

PECO will identify low-income residential customers by all available means, particularly during contacts between the Company and our customers. Identification of a low-income customer may occur with a customer telephone inquiry, when a customer receives energy assistance grants, and referrals from agencies such as community groups, other utilities or state agencies. PECO will also utilize information provided by low-income customers who request payment arrangements. PECO will specifically ask customers if they are interested in receiving information about the services that Universal Services provides.

Customers who receive fuel assistance grants such as LIHEAP or MEAF and are not enrolled in Universal Services program are targeted for enrollment into the programs. Universal Services staff contacts the recipient of the grant, and if the necessary information for enrollment is available, will enroll the customer into the appropriate Universal Services programs.

1.2 Eligibility Criteria:

In order to be considered for Universal Services, the applicant must be a PECO residential customer. The applicant's income must be at or below 200% of the FPL.

1.3 Projected Needs Assessment:

All of the Universal Services programs have open enrollment, and currently do not have limits on the number of participants. According to the U.S. 2000 Census, approximately 260,000 households who live in PECO's service territory has income at or below 150% of the Federal Poverty Level (FPL) and therefore are potentially eligible for the Company's Universal Service programs. The eligibility criteria for some of the programs is 200% of the FPL and according to the census there are approximately 485,000 families with incomes at or below 200% of the FPL.

PECO Service Territory Poverty Chart	
County	Individuals
Bucks	26,562
Chester	22,032
Montgomery	32,215
Philadelphia	336,177
Delaware	42,411
York	25,269
Total	484,666

*The total number of Individuals includes, Individuals, Families and Female head of household

1.4 *Projected enrollment levels*

An independent evaluation dated January 6, 2003, recommends that the Company work with the LIURP Advisory Group toward taking steps to increase the participation level of the programs and to develop plans for moving beyond the 125,000 customer participation level. The Company monitors enrollment levels, and reports the number quarterly to BCS. If, and when, enrollment approaches the maximum levels, the Company will consult with the LIURP Advisory Committee and the Commission about additional steps, if any, that should be taken.

1.5 *Program Budget*

(See Section “A”)

1.6 *Plans to use Community Based Organizations*

PECO Energy will continue to maintain a network of community agencies and continue to explore new opportunities for assistance to customers in need of Universal Service programs.

(See Section “B”)

1.7 *Organizational Structure of Staff*

PECO has a Universal Services department that consists of a manager, analysts, support staff, and a Universal Services call center that handles low-income residential customer inquiries for the purpose of determining income eligibility, processing of applications, making referrals, and dissemination of information and processing of payment arrangements.

(See Section “C”)

Chapter 2 CAP RATE

2.1 Program Description:

The CAP Rate is a discounted residential tariff rate for low-income, payment-troubled residential customers within PECO's service territory. Currently, there are several discounted rates available to electric and gas residential low-income customers.

As part of the Company's merger settlement, the Company agreed to submit to the Commission a plan to address customers whose income was between 0-50 percent of the Federal Poverty Level.

The Commission approved the Company's consensus plan for customers with incomes at 0-50% of the FPL. See PECO Energy Company's Petition for Expedited Approval of Consensus Modification For PECO Energy Company's Universal Service Program and Associated Tariff Changes Docket Nos. R-0027827 M-00001418 (Tentative Order Entered April 8, 2003) ("Consensus Plan"). Under the Consensus Plan, PECO will modify its CAP Rates to provide lower rates for customers at 0-50% of the FPL. The Consensus Plan creates enhanced benefits and resources to customers at the lowest level of poverty. The Company believes that each of the proposed modifications allows the Company to achieve the goal of the Commission's regulations and policies concerning universal service programs. The Company believes that the CAP Rate structure, with the recent modifications, addresses the needs of its low-income customers while maintaining fiscal stability for the Company.

On January 28, 2004, there will be additional 3-discounted electric rates available to low-income payment troubled customers whose income is at or below 50% of the FPL. (See Section "2A") Also the titles for current CAP Rates RJ and CAP Rate RK will be changed to CAP Rate D and CAP Rate E.

2.2 Eligibility Criteria's and Program Requirements for CAP Rate:

The CAP Rate is applied to the first 500 kilowatts (kWh) of an electric monthly bill and the first 100 cubic feet, (ccf) of a gas monthly bill. The income eligibility is 150% of the FPL. A customer is considered payment troubled if one of the following circumstances exists:

- late payment;
- insufficient payment;
- non-payment of energy bill;
- consistently in arrears; and
- broken two or more payment agreements.

The eligibility criteria for any of PECO's CAP Rates are that the customer must be low-income based on his or her percentage of FPL. The attached chart shows the breakdown of all the rates and the designated FPL.

A. Application Process – In order to be considered for the CAP Rate, the customer is required to complete an application process. The customer must provide PECO with permission to contact state agencies to verify income. If the state agency is unable to verify the customer's income, written documentation will be required. The customer must also agree to participate in energy usage reduction and conservation programs identified by the Company.

PECO uses the Pennsylvania Department of Public Welfare (DPW), the Pennsylvania Department of Revenue (DOR), and the Matching Energy Assistance Fund Agencies (MEAF) for income verification. Various CAP Rate customers are verified using DPW. A CAP Rate applicant, whose source of income is employment will be asked to verify income by submitting pay stubs and/or a letter from an employer, whichever is appropriate given the circumstances for the individual.

Program requirements. In order to remain on the CAP Rate, customers must follow these requirements:

- You must complete an application.
- You must provide PECO permission to verify your income with state agencies.
- You must pay your CAP Rate bill on time and in full each month, or you will be billed a late charge and your service may be shut off.
- You must take part in energy education and conservation programs offered by PECO.
- You must agree to re-certification.
- You must sign-up for the Low Income Home Energy Assistance Program (LIHEAP), when money is available.
- You must give at least 1 LIHEAP (Cash or Crisis) grant to PECO.

B. Certification Process. A program requirement is that all CAP Rate customers recertify their eligibility. The customer is informed of the re-certification requirement during the initial intake process. Customers in CAP Rates B-E will be required to re-certify every 2 years. Customers on CAP Rate A must recertify annually. The re-certification process begins with the customer receiving written correspondence informing them that they have completed a year of participation. The initial letter also informs the customer of the documentation necessary to maintain eligibility. PECO will also conduct a random audit of its certification process each year.

When the customer responds to the initial re-certification letter, with complete documentation and remains eligible for the CAP Rate they will receive a letter confirming that the processes have been completed. Also, the letter reaffirms the Universal Service program requirements and customer obligations.

If the customer responds with incomplete or inadequate information, a letter will be mailed requesting the missing information. The customer will continue to receive the CAP Rate until re-certification is complete.

If there is no response from the customer to the initial re-certification letter, a second letter is sent to the customer. The second letter again requests the necessary income information and explains the risk of being removed from the CAP Rate. If the re-certification is not complete or the customer does not respond to the letter, a telephone call is made to the customer. If there is no response to the telephone call the customer will be removed from the CAP Rate. The re-certification process can take as long as six business weeks if there is no response from the customer. The customer will be issued a letter informing the customer of removal.

C. Re-certification process utilizing fuel assistance list. If the customer receives fuel assistance such as LIHEAP, Hardship Fund Grants, or any other type of low-income assistance, the customer will be re-enrolled into the CAP Rate.

D. Pre-program Arrearages. PECO will forgive all pre-program arrearages (the delinquency before CAP Rate) if the customer each month pays their CAP Rate bill on time and in full. In order to earn pre-program arrearage forgiveness, the customer must pay each bill in full and on time for six consecutive months.

E. Pre-program Arrearage Forgiveness - \$500. There is no longer a requirement that a customer have a \$500 balance to apply for grants. Accordingly, PECO has changed its policy and programming. The pre-program arrearage, once forgiven, will no longer be shown on the customers account.

F. Post-program arrearages. Customers who accumulate program arrearage will be offered a payment agreement. Customers granted a payment agreement would be placed on budget.

G. Dismissal from CAP Rate: Customers may be dismissed from CAP Rate for the following reasons; over income guidelines, failure to meet program requirements, failure to accept program services, and failure to complete the recertification process.

H. Fraud Policy: PECO has a fraud process in place to investigate possible fraud.

I. Enrollment Limits: There is currently no enrollment limit for the CAP Rate program. There is a maximum enrollment level of 125,000 customers in the electric CAP Rates. The Company periodically monitors enrollment levels if, and when, enrollment approaches the maximum levels the Company will consult with the LIURP Advisory Groups about additional steps, if any, that should be taken.

J. Budget. Customers on CAP Rates D&E will be offered the budget. To enlist in CAP Rates A, B, & C the customer must be enrolled in budget billing.

2.3 *Projected Needs Assessment*

The Company will continue to monitor enrollment levels, and reports the numbers quarterly to the BCS. If, and when, enrollment approaches the maximum levels, the Company will consult with the LIURP Advisory Group and the Commission about additional steps, if any, that should be taken.

2.4 *Projected enrollment levels*

Based on historical information the company now estimates that there will be approximately 108,000 CAP Rate participants at the end of 2003. We further anticipate that net enrollment will increase by 10,000 per year for 2004 through 2006.

2.5 *Program Budget*

See Section "A"

2.6 *Plans to use Community Based Organizations*

The Company will continue to utilize the service of the community-based organizations to promote Universal Service. A list and description of the main community based organizations are listed in Section "B".

2.7 *Organizational Structure of Staff*

The Company will utilize the Universal Services team and resources.
(See Section "C")

2.8 *Explanation of any differences between this plan and previous 3 year plan*

1. Pre-program arrearages. PECO will forgive all pre-program arrearages (the delinquency before CAP Rate) if the customer each month pays their CAP Rate bill on time and in full for six consecutive months.

2. Re-certification process utilizing fuel assistance list. If the customer receives fuel assistance, such as LIHEAP, Hardship Fund Grants, or any other type of low-income assistance, the customer will be re-enrolled into the CAP Rate.

3. Re-certification process. Customers will be required to recertify every 2 years.

4. CAP Rate Name Change.

Rate Name – Prior to January 1, 2004	Rate Name as of January 26, 2004
CAP I	CAP D
CAP II	CAP E

Chapter 2A NEW CAP RATES - ELECTRIC (Special Needs)

2.a Program Description

A. History. Under the provisions of the Merger Settlement, PECO contracted with an independent program evaluator, to determine if the CAP Rate customers at or below 50% of the FPL are payment troubled and whether PECO should add a “special needs” component to its Universal Services CAP Rate program.

The evaluation concluded that the rate is not affordable for PECO’s CAP Rate customers whose incomes are below 50% of the FPL. The evaluation recommended that PECO revise the CAP Rate for customers whose incomes are below 50% of FPL

The Company worked with the LIURP Advisory Committee, and as a result of numerous meetings and consideration of the evaluation, a mutually satisfactory consensus agreement was developed concerning modifications to the CAP Rate.

Starting January 26, 2004, there will be additional electric discounted residential rates available to those low-income customers whose income is at or below 50% of the FPL.

CAP Rate Discounts for Customers who are between 0% - 50% FPL and have Rate R Service

- CAP Rate A. Customers whose household incomes are at or below 25% of the FPL, and who *have* extenuating circumstances, will be required to pay a total monthly bill of \$12 for all usage up to 1000 kWh. Usage between 1001 and 1500 kWh will receive a 50% discount. Any usage above 1500 kWh will be billed at the full residential tariff rate. CAP A customers that take service under RH will be required to pay a monthly bill of \$30 for all usage up to 2000 kWh billed in the months of October through June and 1000 kWh in the months of July, August and September. Usage in excess of those kWh thresholds will be billed at CAP D rate.
- CAP Rate B. For customers whose incomes are below 25% of the poverty guidelines who *do not have* extenuating circumstances, will receive an 85% discount on the first 500 kWh of usage. During the months of July, August and September, usage between 500-600 kWh will receive an additional 30% discount. All other usage will be assessed at the otherwise applicable tariff rate R and RH charges.
- CAP Rate C. Households whose incomes are between 26%-50% of the FPL will receive a 75% discount on the first 500 kWh of usage per month. During the months of July, August and September, usage between 500-

600 kWh will receive an additional 30% discount. All other usage will be assessed at the otherwise applicable tariff rate R and RH charges.

2.b Eligibility Criteria

A. New CAP Rates

CAP Rate A. CAP Rate A provides a minimum rate to customers whose household incomes are below 25% of the FPL and who have extenuating circumstances. CAP Rate A customers shall be limited to CAP Rate customers who otherwise demonstrate an inability to pay their bills as a result of unique circumstances such as those related to health (injury, illness, disability, high medical bills, medically related electric usage, death in the family), sudden loss of employment, the presence of high risk household members (children below 8 years of age, disabled individuals, or infirm elderly), an inability to comply with at least two non CAP Rate A payment arrangements, or high non-discretionary electric usage related to shelter conditions not susceptible to mitigation through LIURP measures.

CAP Rate A customers that take service under Rate R will be required to pay a total monthly bill of \$12 for all usage up to 1000 kWh. Monthly usage from 1001 kWh to 1500 kWh will receive a 50% discount and any consumption above 1500 kWh will be billed at CAP Rate D.

CAP Rate A customers that take service under Rate RH will be required to pay a total monthly bill of \$30 for all usage up to 2000 kWh billed in the months of October through June and 1000 kWh in the months of July, August and September. Usage in excess of the kWh thresholds per month will be billed at the CAP Rate D.

CAP Rate A enrollment will be limited to no more than 7,500 customers.

Additionally, CAP A customers and PECO CARES representatives shall work in a cooperative effort to maximize the amount of government or private financial assistance available to the customer.

CAP Rate A customers will also receive assistance from PECO to restore service by other vendors of heating energy so as to reduce usage of electric space heating.

CAP Rate A customers will not be eligible to shop for generation service provided by a competitive electric generation supplier.

Finally, CAP Rate A customers will be required to re-certify their eligibility for service under CAP Rate A on an annual basis. In this respect, PECO will evaluate whether a customer's receipt of a LIHEAP grant would constitute adequate proof of income.

CAP Rate B. For customers whose incomes are below 25% of the FPL and who do not have extenuating circumstances, CAP Rate B provides an 85% discount on the first 500 kWh of usage per month throughout the year. CAP Rate B provides an additional 30% discount on the 500-600 kWh block of usage during the months of July, August and September.

All other usage will be assessed at the otherwise applicable tariff rate R and RH charges. CAP B customers will not be eligible to shop for generation service provided by a competitive electric generation supplier.

CAP Rate C. For households whose incomes are between 26%-50% of the FPL CAP Rate C provides a 75% discount on the first 500 kWh of usage per month throughout the year. CAP Rate C provides an additional 30% discount on the next 100 kWh during the months of July, August, and September.

All other usage will be assessed at the otherwise applicable tariff rate R and RH charges. CAP C customers will not be eligible to shop for generation service provided by a competitive electric generation supplier.

B. Application Process. In order to be considered for the CAP Rates, the customer will be required to apply through the process as described in Section 2.2.

C. Re-Certification Process. Customers who receive CAP Rate B or C will be required to re-certify every 2 years. CAP Rate A customers, must re-certify every year.

D. Re-certification process utilizing fuel assistance list. (See Section 2.2 – B)

E. Program Requirements. (See Section 2.2 – Section A)

F. Pre-program Arrearages. Customers who are receiving CAP Rates A, B and C will receive arrearage forgiveness for all pre-program arrearages (the delinquency before CAP Rate), if the customer pays their CAP Rate bill on time and in full for six consecutive months.

G. Dismissal from CAP Rate. (See Section 2.2 – G)

H. Budget. Customers who receive CAP Rate A, B and C are required to be in the budget when they enter the rate.

2.c Projected Needs Assessment

Under the provisions of the Merger Settlement, PECO contracted with an independent program evaluator, to determine if the CAP Rate customers at or below 50% of the FPL are payment troubled and whether PECO should add a “special needs” component to its Universal Services CAP Rate program.

The analysis concluded that rates are not affordable for PECO’s CAP Rate customers whose incomes are below 50% of the FPL. The Consensus Modifications are designed to address the needs of these customers.

2.d Projected Enrollment Levels

The enrollment limit for CAP Rate B and C is 32,500. The enrollment for CAP Rate A will be limited to 7,500 customers. PECO will monitor the enrollment levels. The Company will evaluate whether any additional modifications are necessary when the maximum levels are met.

2.e Program Budget

See Section “A”

2.f Plans to use community-based organizations

See Section “B”

2.g Organizational Structure of Staff

See Section “C”

2.h Explanation of any differences between this plan and previous 3 year plan.

The new CAP Rates A, B &C will be available to customers beginning January 26, 2004. These modifications are enhancements to PECO’s existing Universal Services programs.

Chapter 3 Low Income Usage Reduction Program (LIURP)

3.1 Program Description

LIURP is a mandatory usage reduction program for low-income residential customers designed to incorporate and encourage bill payment by providing direct assistance to reduce the customer's electric and gas usage.

This assistance includes direct weatherization and conservation measures that promote usage reduction for the recipient. PECO will also refer LIURP participants to MEAF and other low-income programs.

3.2 Eligibility criteria

Low-income residential customers whose household incomes are at or below 150% of the FPL.

Special needs residential customers whose household incomes are between 150% and 200% of the FPL and have an account arrearage.

Household usage levels that exceed 600 kWh per month for electric baseload, or that exceed 1,400 kWh per month for electric heat, or exceed 100 CCF's per month for gas heat. The Company's LIURP program is available to eligible customers any month during the year and there is no restriction to receiving services only during the heating season.

3.3 Projected needs assessment

The number of customers who receive LIURP services each year is determined, as described below, by the annual program budget. The LIURP program year budget is set by the LIURP regulations for most electric and gas companies in Pennsylvania. In PECO's case, the Company has committed to \$5.6 million of funding for LIURP in the settlement agreement of its electric restructuring case (PUC Dockets Nos. R-00973953, P-00971265). PECO's commitment for LIURP for its gas customers is \$874,000.

In 2003, the Company identified more than 792,000 potential accounts that may be eligible for LIURP. These accounts consists of all customers identified as low-income in PECO's service territory. This number is substantially higher than the 480,000 customers identified in the needs projection figure stated in Section 1.3 because accounts are assessed for eligibility each quarter. This process allows the Company to assess each customer account promptly and avoids omitting customers that are not eligible in one quarter but may be eligible in the next quarter. The Company's screening process resulted in 18,000 accounts that would be eligible for LIURP. Applying the available program dollars PECO was able to serve approximately 9,000 customers.

Qualified households with the highest usage and largest arrearages are targeted first.

An energy audit is conducted to determine the behavioral changes and program measures required for usage reduction for eligible households.

3.4 Projected enrollment levels

The estimated number of accounts to be serviced in LIURP is 8,000 per program year.

The Company determines enrollment levels on a yearly basis. The projected enrollment levels are based on the average cost per account serviced in the current program year plus anticipated cost increases. The average cost per account is applied to the annual program budget less anticipated administrative costs to determine the projected enrollment levels for the upcoming program year.

3.5 Program budget

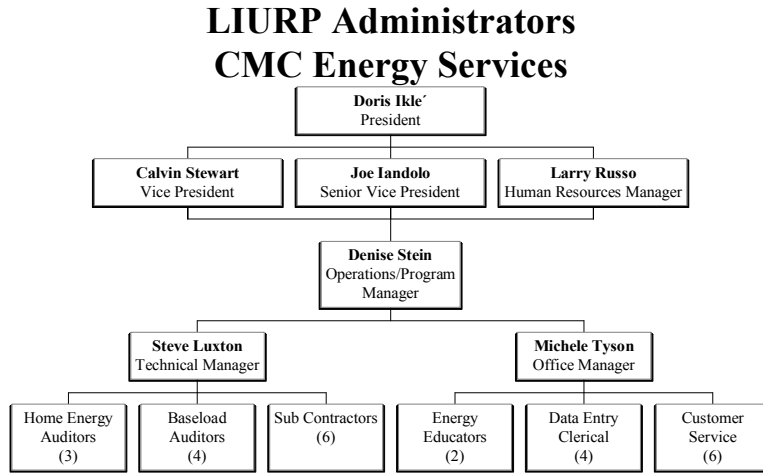
The anticipated LIURP program budget for each program year is \$6,475,000.00 beginning in 2004. The budget for the electric LIURP program is \$5,600,000.00. The budget for the gas LIURP program is \$875,000.00. The administrative costs will not exceed the standards set in Chapter 58, Residential Low Income Usage Reduction Program and our LIURP commitment in the Commission approved settlement agreement.

3.6 Plans to use community based organizations

Community Action Agency of Delaware County, a community based organization, subcontracts with PECO's LIURP Administrator, CMC Energy Services, for the installation of Weatherization program measures.

At this time the Company does not propose to utilize additional community based organizations in the delivery of LIURP services.

3.7 Organizational structure of LIURP staff



The LIURP Administrators are under the direct supervision of PECO’s Universal Services manager.

3.8 Explanation of any differences between this plan and previous 3 year plan

Alternative to Off Peak Services

PECO’s Off Peak service contributes to reducing customer bills but it does not contribute to the reduction of energy consumption. The usage for Off Peak service customers for the past 3 years continues to be significantly higher than usage for customers who are not on the Off Peak Rate. An analysis of electric water heater timers, however, showed reduction in the average consumption in addition to reduction of the bill. Therefore, based on the results of the independent evaluation of LIURP program years 2000 and 2001, and the results of the Off - Peak versus water heater timer pilot, the Company will implement water heater timers as an alternative to Off - Peak service.

Modification of Installation of Attic Insulation

The LIURP Administrator will as a part of its audit, perform an analysis of the feasibility of re-wiring the attic to allow for the installation of attic insulation when knob & tube wiring is present.

Modification of Air Conditioner Swap Program

The LIURP Administrator will as a part of its audit, perform an analysis to determine the cost effectiveness of expanding the air conditioner swap program to include 240-volt window and wall air conditioners.

Modification of Weatherization Program Measures

PECO is currently in the process of developing criteria and standards for the installation of replacement windows.

Installation of Additional Safety Measures

PECO will install carbon monoxide detectors for households with gas appliances, including households within Philadelphia County.

Chapter 4 Matching Energy Assistance Fund (MEAF)

4.1 Program description

The Matching Energy Assistance Fund (MEAF) is an existing Hardship Fund program that enables PECO to assist low-income, residential customers in its service territory with bill payment. MEAF is a hardship fund with two components, contributors and grants.

- Contributors – Ratepayers can pledge donations through monthly bill payment, or a one time donation
- Grants – Residential customers whose income is at or below 150% of FPL and are in imminent danger of service termination or their services have been terminated can receive a grant. Residential customers whose income is at 175% of FPL may be eligible for grants administered by PECO's MEAF agencies.

The maximum MEAF grant amount is five hundred dollars (\$500). The grant must eliminate the total amount due, excluding pre-program arrearage. If the grant amount does not bring the bill to zero the customer may be required to make a payment. A residential customer whose service has been terminated is eligible for a MEAF grant. Grants are available until the funds are depleted.

The following is a list of the MEAF agencies and the intake sites in the counties they service:

Utility Emergency Services Fund (UESF)

Philadelphia County
125 S. 9th Street, Suite 501
Philadelphia PA 19107
Telephone: 215-829-0545
Fax: 215-829-0553
uesfacts@uesfacts.org

Montgomery County Action Development Commission – Project Reach

Montgomery County
113 E. Main Street
Norristown, PA 19401
Telephone: 610-277-6363
Fax: 610-277-2123

Chester County Cares – Community Service Council of Chester
Chester County
790 E. Market Street, Suite 330
West Chester, PA 19382
Telephone: 610-696-4545
Fax: 610-696-7874

Bucks County Opportunity Council, Inc.
Bucks County
100 Doyle Street
Doylestown PA, 18901
Email: bcoc@bcoc.org
Phone: (215) 345-8175
Fax: (215) 345-8573
Hours: Monday - Friday 8:30-5:00

Community Action Agency of Delaware County
Delaware County
511-13 Welsh Street
Chester PA 19013
Telephone: 610-874-8451
Email: www.caadc.com

Mason-Dixon Cares
York County
5 Pendryus Street, Suite 2
Delta, PA 17314
Telephone: 717-456-5559

4.2 Eligibility criteria

A residential customer must meet the income eligibility of 150% of the FPL and demonstrate an emergency need. The customer is also required to be a resident within the county where they are applying for a MEAF grant. PECO has established a MEAF intake site in each of the counties within its service territory.

4.3 Projected needs assessment

The evaluation contains a recommendation that PECO should design and implement necessary steps to increase MEAF contributions. The Company accepts this recommendation and has incorporated it into the Consensus Plan. The Company is committed to attempting to increase MEAF contributions. PECO will continue its yearly Best Ball Golf Tournament and will also sponsor a second yearly golf tournament to provide additional funding to its suburban counties. PECO has also committed, as part of

its Consensus Plan, to specific measures to attempt to improve hardship contributions by ratepayers. The measures include the following: 1) PECO will include in its Energy News bill insert four times per year the opportunity for a customer to sign and return a pledge form to make a MEAF contribution; 2) Donor Lists – PECO will collect and maintain donor list information; 3) PECO will also meet with the MEAF agencies to develop measures to improve contributions to the hardship funds, which may include a Public Service Announcement and 4) PECO is also working with a vendor, National Allied Bureau, to improve our MEAF outreach.

4.4 Projected enrollment levels

The number of customers receiving MEAF services has been trending down, which is a direct correlation to the decrease in contributions. Considering the economic environment, PECO expects that this trend will continue. PECO is currently working with the MEAF agencies and National Allied Bureau to increase the number of customers contributing to the MEAF program. Therefore, the projected number of customers receiving MEAF services may be conservative pending the outcome of our efforts of joint fundraising initiatives with the county agencies.

PECO will continue to provide the MEAF agencies with assistance in fundraising. PECO has provided a community fundraising consultant to assist the agencies. Community Marketing Concepts provides guidance and assistance to the agencies on how to improve donor contributions.

PECO projects that its enrollment level will be 2,000 for 2004, 2005 and 2006.

4.5 Program Budget

See Section A

4.6 Plans to use community based organizations

PECO uses the MEAF agencies to administer this aspect of its Universal Services program. The MEAF agencies are members of the LIURP/ Universal Service Advisory Committee. (See Section B)

4.7 Organizational structure of staff

(See Section C)

4.8 *Explanation of any differences between this plan and previous 3 year plan*

In 2003, PECO contracted with National Allied Bureau to assist PECO with its MEAF processes. PECO also provides to the MEAF agencies the assistance of Community Marketing Concepts with expertise in fundraising and community marketing.

Chapter 5 Customer Assistance and Referral Evaluation Services Program (CARES)

5.1 Program description

The Company's CARES program is a referral and information service designed to assist customers who have temporary financial hardship that prevent the payment of their utility bill. The purpose is to help address health and safety concerns related to utility service by providing benefits. When appropriate, eligible customers receive temporary protection from termination of service and specific education and referral information for energy and non – energy related assistance. The Company, in its review of the CARES services, recognized the need for additional coordination, increased neighborhood workshops and expanded networking. In response to these needs PECO formed new partnerships to enhance and facilitate improvements to the referral process. The CARES service will continue in conjunction with PECO's Universal Services programs.

The goal of the CARES component of Universal Services is to educate and inform PECO customers of available resources such as, energy and non energy assistance, budget counseling and housing assistance. This is to maximize the ability of the payment-troubled customers to pay their energy bills. This goal will be reached by maintaining an extensive referral network, consisting of community organizations, government agencies, and social service agencies that provide assistance to address the needs of our customers.

PECO has established an in-house CARES program that includes three CARES Representatives that will assist payment troubled, special needs customers on a personal basis in order to maximize their ability to pay their utility bills. The CARES representatives will assist customers with budget counseling, utility grant assistance and referrals to other assistance agencies.

5.2 Eligibility Criteria

Customers who are low-income, special needs, and payment troubled, and who have extenuating circumstances.

5.3 Projected Needs Assessment

Over the last three years PECO has had a steady increase in the number of customers who are referred and accepted into the CARES program. With the current economic decline and the increase in unemployment PECO expects that the need for referrals will increase.

5.4 *Projected Enrollment Levels*

PECO projects that 200,000 low income customers will be enrolled in 2004 with a moderate increase in 2005 and 2006.

5.5 *Program Budget*

(See Section A)

5.6 *Plans to use community based organizations*

PECO will continue to utilize the services and referrals from community-based organizations to assist in the enrollment of low-income residential customers into the CARES program. (See Section B)

5.7 *Organizational structure of staff*

(See Section C)

5.8 *Explanation of any differences between this plan and previous 3 year plan*

PECO will be adding three CARES Representatives to Universal Services for case management services.

Chapter 5A Military Cares

5.a Program description

In January 2002, PECO began a new program to assist members of the United States Military who have been called to active duty with paying their energy bills. The program is, CARES - Activated Military Personnel Program. (CARES AMPP)

The purpose of this program is to help provide assistance to military personnel who are experiencing financial hardship as a result of their military activation. The CARES - AMPP program will be coordinated with Universal Services programs such as, CAP Rate, Low Income Usage Reduction Program (LIURP), Matching Energy Assistance Fund (MEAF) and CARES.

5.b Eligibility criteria

United States Military personnel who have been called to active duty and who are responsible for the payment of the utility bill would be eligible. During an initial contact or referral the customer must identify that their military status has been activated. If possible, the customer must identify the time period of their active status. The Universal Service staff determines if the customer is CARES eligible. The Military Cares representative of the Universal Services Staff will assist the customer through the CARES network by identifying the appropriate referral match.

Universal Services will provide the following:

- Payment Arrangements – offer activated military customers the ability to pay their utility bills over a twelve-month period
- Extended Due Dates – when the customer can pay the total balance within 30, 45 or 60 days.
- Waiver of Late Charges/Finance Charges – PECO will cancel any late charges/finance charges that have contributed to an arrearage to reduce the amount owed on the energy bill.
- Security Deposit – PECO will waive the requirement of a deposit and will apply any previous deposits paid to any past due balance on an account.
- Budget Payment Plan – A customers electrical or gas costs are spread evenly over 12 months.
- Referral to appropriate Social Service Agencies
- Enroll military residential customers who are at or below 150% of the FPL into CAP Rate. Exception: Military residential customers whose income is between 150% and 200% of the FPL may be considered for CAP Rate. This decision will be based on the needs of the individual households and will be on a case-by-case evaluation.
- Monthly monitoring for those who are unable to communicate for 30, 60 or 90 day periods.

- Inform PECO military residential customers of the available sources of assistance, budget counseling, and housing assistance.
- Maintain a referral network with Military Public Affairs and Military Support to Civilian Authorities.
- Enroll military residential customers who are at or below 150% of the Federal Poverty level into CAP Rate. (Exception: Military residential customers whose income is between 150% and 200% of the Federal Poverty level may be considered for CAP Rate. The decision will be based on the needs of the individual household. This will be on a case-by-case evaluation.)
- Monitor and update each account quarterly to ensure that the customer's military status has remained active.

5.c *Projected needs assessment*

The need will be based on the current military status of the country.

5.d *Projected enrollment levels*

The CARES AMPP will be available to U.S. Military personnel who have energy service with PECO. It is estimated that 500 military personnel may be eligible for the program. Currently, 230 service personnel have received Universal Service assistance.

5.e *Program budget*

(See Section A)

5.f *Plans to use community-based organizations*

- Training will be provided to the MEAF agencies and other identified participants in the referral network.
- Universal Services will communicate to social service agencies and vendors regarding PECO's CARES AMPP.
- Universal Services will coordinate ongoing communication and training to Military Support and the Military Public Affairs Office.

5.g *Organizational structure of staff*

(See Section C)

Chapter 6 Collection Strategy

As a part of PECO's current collection strategy, CAP Rate customers will follow the standard collection procedure. The Revenue Collection department and Universal Services are currently working on a collection strategy for the Consensus Modification.

PECO's plan is to begin the collection as soon as a customer becomes past due to enable the customer to bring the account current as soon as possible so that he/she will not be placed in a "catch-up" situation that is not manageable. A CAP Rate customer who does not pay the bill will be subject to termination for non-payment after all proper notice procedures are followed.

Chapter 7 Use of Community Based Organizations

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

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

PECO is currently working with several Philadelphia based community organizations to develop an ongoing relationship to provide referral services such as job/skill training and the ability to conduct education workshops.

All community-based organizations are provided with the appropriate support to provide the necessary assistance to our low-income residential customers.

Chapter 8 Technical Support

PECO is in the process of reviewing and revising all the IT programs that relate to Universal Services. The IT revisions will enhance the Company's systems to allow it to properly manage and track all appropriate information for the Universal Service programs and low-income residential customers.

PECO will upgrade its computer programs in order to implement the new rates approved by the Commission, in addition to providing the technical support required for the Universal Service staff, to manage and monitor the programs. An integral part of the changes will be the ability to gather the appropriate customer demographics for CAP Rate customers. Each of the CAP Rates are designed for different segments of the low-income population. To ensure that a customer is on the correct CAP Rate, proper demographics must be in the system.

Chapter 9 Education and Outreach

The Company's education and communication materials are designed to prompt customers to act upon the information in the material. The Company will utilize its consumer education consultant, Dr. Allie Harper, to review all communications and consumer education materials, as well as the evaluation recommendations. The Universal Services/ LIURP Advisory Committee will be included in this review process.

The Company met with the LIURP Advisory Committee on September 17, 2003 and discussed various communication tools such as,

- Television
- Radio
- Community training video
- Newspaper
- Community Papers
- Community Organizations
- Medical Organizations
- Schools

Chapter 10 Universal Services Staff

Various Departments within the Company in addition to outside vendors support the Universal Services program. For example, the Company has established a call center to interact with the Universal Services customers. In addition, Universal Services has added three caseworkers to its organization. See Section C.

SECTION A - BUDGET

Universal Services Projected Annual Budget 2004 – 2006

Description	Projection
CAP Credits (Revenue)	\$30,089,986
Pre-Program Forgiveness	3,885,773
Provision Expense*	18,000,000
Internal and Contract Staffing	1,975,115
Outreach	1,572,457
Program Evaluation Costs	1,100,000
Account Monitoring	4,805,846
LIURP	6,475,000
MEAF	900,000
CARES	360,000
LIHEAP	200,000
Total	\$69,364,177

*The provision expense is calculated in accordance with Generally Accepted Accounting Principles. PECO estimates that the entire customer balances for CAP Rate customers (the pre-program arrearages) prior to their enrollment into CAP Rate is uncollectible. Post-enrollment revenue, which is outstanding over 90 days from the month during which the bill becomes delinquent, is also estimated as potentially uncollectible. PECO also considers a portion of the remaining part of the customer's unpaid balance, revenue billed but less than 90 days from being delinquent, to be potentially uncollectible as well. This portion is defined by what is not paid by customers on a 12-month rolling basis and it updated quarterly.

SECTION B – Community Based Organizations

Community Based Organization

Delaware County -Community Action Agency of Delaware County, Inc. (CAADC)

The mission of the Community Action Agency of Delaware County, Inc. (CAADC) and its affiliate corporations and partnerships is to assist families and individuals to move toward economic self-sufficiency and reduce their dependence on public support through innovative approaches to programs including: provision of professional case management services, life skills training, employment training, social services, and creation of affordable housing, and community and economic development activities.

Community Action Agency of Delaware County, Inc. strives to prudently but creatively utilize all available resources both public and private including: local, state and federal government; individuals, foundations and corporations; as well as income generated from economic development projects, private financing and private partnerships.

There is no "typical" Community Action Agency. No two CAAs are exactly alike because each is governed by the leadership and specific needs of its local community. Despite this fact, there is a typical CAA approach to fighting the causes of poverty.

The eight goals outlined in the Community Services Block Grant (CSBG) statute address different causes of poverty. Since each family is likely to be affected by more than one of these causes, the purposes of the CSBG determine the type of coordinating role that CAAs play. The statutory goals are:

- Securing and Maintaining Employment
- Securing Adequate Education
- Better Income Management
- Securing Adequate Housing
- Providing Emergency Services
- Improving Nutrition
- Creating Linkages Among Anti-Poverty Programs
- Achieving Self-Sufficiency

To meet these goals, local agencies offer a variety of programs that serve low-income children, families, and seniors. They coordinate emergency assistance, provide weatherization services, sponsor youth programs, operate senior centers, and provide transportation in rural areas. CAAs provide linkages to job training opportunities, GED preparation courses, and vocational education programs. They provide a range of services addressing poverty-related problems from income management and credit counseling to entrepreneurial development and small business incubators; from domestic violence crisis assistance to family development programs and parenting classes; from food

pantries and emergency shelters to low-income housing development and community revitalization projects.

The common goal, enabling people to become independent of any public or charitable assistance, engenders common CAA operating methods. The requirements of the CSBG, the expertise of state and local managers shared over a generation of training and peer exchange, and above all the observation of the outcomes of various interventions have led to similar program designs across the nation.

In general, CAAs prioritize prevention initiatives and provide extended involvement with clients to support the length of time and variety of assistance required to increase their opportunity to be economically self-sufficient. When agencies provide crisis services or when they distribute food or goods, they seek to make those contacts with their clients an introduction to opportunities for moving the clients away from dependence on stopgap aid.

For more information on CAA's, visit the www.caadc.org

Intake Site:

Community Action Agency of Delaware County,
511-13 Welsh Street, Chester PA 19013
610-874-8451

Chester County Cares – Community Service Council of Chester

Statement of Philosophy – The Community Service Council of Chester County is aware that Chester County is a constantly changing environment where some people are left without adequate resources to support their basic human needs. We value keeping the human spirit strong and helping people maintain their dignity. We believe all people are entitled to be treated with respect regardless of their financial plight. Therefore, the Council is committed to assisting county residents who are in crisis situations by helping them find the means to care for themselves and their families. We believe we can best accomplish this by maintaining and facilitating a collaborative setting, which encourages agency-to-agency cooperation and maximizes the delivery of county health and welfare services.

Programs and Service – CARES convenes groups such as the Interagency Council of Executive Directors and the Council for Latino Concerns, who share a common interest in improving the health and human service environment of the county.

Chester County CARES

Information and Referral – provides comprehensive, confidential information and referral linking individuals and organizations to community health and social services needed to help solve problems. In depth social service planning available to low-income individuals.

Basic Needs Assistance - for those who are eligible, provides funding for basic needs such as assistance with electric and water bills as well as other emergency needs.

Chester County Cares for Kids – CCKK’s mission is to provide temporary and partial assistance for childcare costs to income-qualified parents who have obtained and/or continue to remain gainfully employed.

Children’s Health Insurance Program – CHIP provides health coverage for uninsured children who do not qualify for Medical Assistance.

Housing Assistance (Rental) – provides assistance with rent or security deposit for eligible, low-income households. Also provides on-going rental subsidies for people with AIDS, by referral only.

Food Programs – provides a food bank at its West Chester office and coordinates the Chester County Gleaning Program. Serves as the lead agency in Chester County, administering public funding to the 24 food cupboards in the county.

Utility Assistance – screens applicants to determine eligibility for emergency utility grants from PECO Energy Company, Philadelphia Suburban Water Company and the PA Water Company.

Adopt a Family – identifies companies willing to provide food and other necessities during the holiday season and links each donor with a needy family.

Contact Information:

Telephone: West Chester Office
610-696-4545

Coatesville Office
610-466-9780

Hours: Tuesday
9:00 A.M. – 4:30 P.M.
610-696-7874 (FAX)

Hours: Monday/Tuesday/Thursday
9:00 A.M. – 4:30 P.M.
Wednesday
10:00 A.M. – 6:00 P.M.
Friday
8:00 A.M. – 3:00 P.M.

Project Reach – Montgomery County Action Development Commission

Mission: To mobilize the human and financial resources of Montgomery County by initiating, developing and administering community and economic development programs, designed to provide the tools needed to achieve self-sufficiency.

Project REACH (Resources for Energy Assistance & Conservation Help) Goals

To provide financial assistance to eligible Montgomery County residents who are facing termination of their utility services, or who have had their utilities terminated.

To give individual and family budgeting and credit counseling and information services to applicants who are qualified.

To coordinate existing services of other Montgomery County agencies and private contributors to energy assistance program.

To provide information and referral as needed that will assist clients in meeting their basic human needs.

Eligibility

- A client must be a resident of Montgomery County and a PECO customer.
- A client's income cannot exceed 150% of the poverty level; the utility must be in the client's name.
- The utility must be in the client's name.
- A client must either have received a shut off notice or have had utility service terminated.
- A client's delinquency or arrearage may be reduced to \$0 with assistance from Project Reach or if a \$0 balance cannot be reached the client must negotiate arrangements for the balance.
- Client must have applied for the Low Income Home Energy Assistance Program (LIHEAP) and the County Crisis Program depending on availability of funds.

Contact Information:

Project Reach
Montgomery County Community Action Development Commission
113 E Main Street
Norristown, PA 19401
Phone: 610-277-6363
FAX: 610-277-2123

Philadelphia County – Utility Emergency Services Fund (UESF)

Utility Emergency Services Fund (UESF) is a 501(c)(3) non-profit organization assisting low-income Philadelphia families with their emergency utility needs since 1983.

Our Mission

Since 1983 the Utility Emergency Services fund has financially addressed the energy-poverty crisis of Philadelphia's low-income families. Formed by a partnership of business, civic, and religious organizations, as well as the local utility companies, UESF has aided over 112,000 families, provided more than \$50 million in emergency utility assistance. Every [donation](#) is matched dollar-for-dollar by one of the utility companies, doubling the impact of each contribution.

About Us

By providing grants to poor families, UESF has saved needy residents of Philadelphia from cold winter nights without heat, electricity, or water service. Single mothers head many UESF families with small children; senior citizens or newly unemployed residents who need one time emergency help to maintain their households. UESF has given over \$50 million to help families with utility bills.

Utility Emergency Services Fund
125 S. 9th Street, Suite 501
Philadelphia, PA 19107
Telephone: 215-829-0545 Fax: 215-829-0553
uesfacts@uesfacts.org

Eligibility Requirements

- UESF will pay for a gas, electric, or water bill, which does not exceed \$500, and in shut-off status or already terminated. All grants must be applied to bills in which the account will reach a zero balance once aid is applied. If the bill is over \$500, the applicant is responsible for the balance.
- Applicant must be a Philadelphia resident.
- Utility Service must be shut-off or in shut-off status
- The Utility bill must be in applicant's name or they must show proof of responsibility for the bill.
- Applicant must not have received a UESF grant in the past two years.
- Applicant must have applied for LIHEAP Cash and Crisis when the programs are open.
- Applicant must not be on a payment agreement with the utility company.
- Applicant must be at or below 175% of the federal poverty level.
- Grant must reduce utility bill to zero.

Applicants need the following documents when applying:

1. Utility bill
2. Shut-Off notice
3. Proof of income
4. Social Security number

Intake Sites

Philadelphia residents have thirteen sites to choose from to get help with their utility bills.

Casa Del Carmen
4400 Reese Street
Phone: 215-329-5660

Northeast Family Services Center
7340 Jackson Street
Phone: 215-624-5920

Dixon House
1920 South 20th Street
Phone: 215-336-3511

Salvation Army
4344 Frankford Avenue
Phone: 215-288-3287

Germantown Settlement
218-220 W. Chelton Ave
Phone: 215-849-6026

Southwest CDC
6328 Paschall Avenue
Phone: 215-729-0800

Greater Philadelphia Asian
Social Services Center
4943 N. 5th Street
Phone: 215-456-1662
or 215-456-1663

South Lehigh Action Council
2213 W. Sergeant Street
Phone: 215-229-2851

Ludlow
704-706 West Girard Ave.
Phone: 215-923-1544

United Communities
2029 South 8th Street
Phone: 215-467-8700

New Kensington CDC
2515 Frankford Avenue
Phone: 215-427-0350

Water Revenue Bureau
1401 JFK Blvd.
Phone: 215-686-6880

Bucks County Opportunity Council Inc.

Mission Statement

The mission of the Bucks County Opportunity Council, Inc. is to assist low-income people of Bucks County achieve or maintain economic self-sufficiency.

Emergency Services

As a Community Action Agency, BCOC provides a multitude of services to low-income families and individuals of Bucks County. All services are based on an individual case basis. There are two main types of emergency services to assist clients in crisis.

What is the Project HEAT/Utility Assistance Program?

The Public Utility Commission funds the Project Heat/Utilities Assistance Program. The purpose of this grant is to prevent the termination of electricity for persons facing a utility shut-off. The assistance from this program is provided once over a twelve-month period. Persons applying must meet specific income guidelines. In most cases, the resources available through this program are used to provide a utility match with the electric company (PECO) doubling the amount of financial assistance that a person can receive. The project HEAT program will be in operation year round, dependent on adequate funding. When a hardship exists the funds may be used at any time during the year to help alleviate the threat of termination.

What are the eligibility guidelines required to qualify for HEAT assistance?*

- The household must be a Philadelphia Electric Company (PECO) customer
- The household must have a disconnection notice or be currently terminated
- The bill must be in the applicant's name.
- Only one payment per 12-month period per household is allowable

Note: Households, which qualify for LIHEAP are expected to apply for LIHEAP before applying for this program.

*Emphasis should be put on the fact that Project HEAT is a program to help households in "hardship situations" and is not an entitlement program. Client/customers that do not take responsibility for energy bills will NOT be eligible for this program. Project HEAT will reach out to assist client/customer who are experiencing short-term financial hardships, rather than sustaining on-going chronic delinquent accounts.

What defines a "hardship situation"?

- Death in a household.
- Lengthy illness or serious injury in a household.
- Prolonged strike.
- Unemployment of husband or wife (If the household has been dependent on two incomes).
- Exhaustion of unemployment benefits and still unemployed.
- Unusually high medical expenses.
- Marginal employment (part-time employment or full-time employments but still not enough income to cover expenses).
- Unexpected high expenses of essential appliances or goods, such as a replacement of a furnace.
- Threat of the disintegration of a family unit.
- Other extreme, sudden, and/or extraordinary circumstances.

What constitutes a "delinquent account"?

- A delinquent account is defined as a customer owing more than \$1500.00 to PECO. Clients requesting assistance must have made a payment to PECO within the last 90 days.

What are the Income Guidelines to qualify for HEAT assistance?

- Families living under 150% of poverty guidelines are eligible for up to \$500.00 from BCOC, Inc. and a \$250.00 match from PECO.
- Families over 150% but below 200% of the FPL are eligible for up to \$500.00 from BCOC, Inc.
- Clients must also make a monetary contribution towards solving their problem via a money order or payment through a by-pass agency.

Intake Locations:

Administrative Office:

100 Doyle Street

Doylestown PA, 18901

Email: bcoc@bcoc.org

Phone: (215) 345-8175

Fax: (215) 345-8573

Hours: Monday - Friday 8:30-5:00

Government Services Building

515 South West End Boulevard

Quakertown, PA 18951

Email: bcoc@bcoc.org
Phone: (215) 536-0353
Fax: (215) 536-6106
Hours: Monday - Friday 8:30-5:00

Neshaminy Manor Center
1282 Almshouse Rd.
Doylestown, PA 18901
Email: bcoc@bcoc.org
Phone: (215) 345-3295
Hours: Monday - Friday 8:30-5:00

1230 New Rodgers Road
Suite F-10
Bristol, PA 19007
Phone: (215) 781-2661
Fax: (215) 781-8026
Email: bcoc@bcoc.org
Hours: Monday - Friday 8:30-5:00

Mason Dixon Cares – York County

Mason Dixon Cares is a fuel fund agency that services PECO customers in York County Pennsylvania.

Mason Dixon Cares
5 Pendryus Street, Suite 2
Delta, PA 17314
717-456-5559

Carroll Park Community Council, Inc.

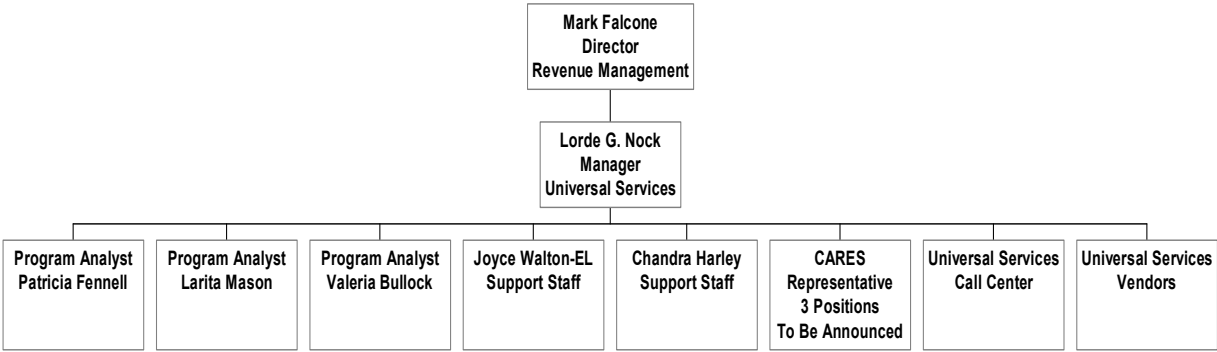
Carroll Park Community Council, Inc. provides CARES services on behalf of PECO Universal Services. Carroll Park will provide the following services; Intake process for client, perform needs assessment, verification of eligibility, budget counseling, human service program referral, energy program referral, food referral, cool homes referral, employment referral and referral for grants and other Universal Service services.

Intake Information:

Carroll Park Community Council, Inc.
5218 Master Street
Philadelphia, PA 19131
(215) 877-1157

SECTION C – Universal Services Organization Chart

Universal Services Organization Chart



SECTION D

CAP RATE SUMMARY

Electric

CAP Rate Summary

CAP Rate	% FPL	Rate	Months	kWh level	Charge/ Discount	Enrollment Limits	Mandatory Budget	E G S	Income Verification
A	0-25 w/ EC	R	All	0-1000 >1001-1500 >1500	\$12/mo. CAP D Rate R	7,500	Yes	No	Yearly
A		RH	Oct - June July - Sept	0-2000 >2000 0-1000 >1001	\$30/mo. CAP D \$30/mo. CAP D				
B	0-25	R	July - Sept Oct- June	0-500, next 100 >600 0-500 >600	85%, 30% Rate R 85% Rate R	32,500 total of B+C	Yes	No	Every 2 yrs.
B		RH	July - Sept Oct- June	0-500, next 100 >600 0-500 >600	85%, 30% Rate RH 85% Rate RH				
C	26-50	R	July - Sept Oct- June	0-500, next 100 >600 0-500 >600	75%, 30% Rate R 75% Rate R	40,000 total of A+B+C	Yes	No	Every 2 yrs.
C		RH	July - Sept Oct- June	0-500, next 100 >600 0-500 >600	75%, 30% Rate RH 75% Rate RH				

Electric

CAP Rate Summary

CAP Rate	% FPL	Rate	Months	kWh level	Charge/Discount	Enrollment Limits	Mandatory Budget	EGS	Income Verification
D (old RJ)	51-100	R	All	0-500 >501	50% Rate R	125,000 total A-E	No	Yes	Every 2 yrs.
D (old RH J)	(old % was 101 to 150)	RH	Oct-May June-Sept	0-500 >500 0-500 >500	50% 50% 50% Rate RH				
E (old RK)		101-150	R	All	0-500 >501	25% Rate R	125,000 total A-E	No	Yes
E (old RHK)	RH		Oct-May June-Sept	0-500 >500 0-500 >500	25% Rate RH 25% Rate RH				

GAS CAP Rate Summary

CAP Rate	% FPL	Discount
CAP Rate I	0 – 100	No charge for variable distribution charge
CAP Rate II	101 – 150	50% of the variable distribution charge