



September 5, 2023

# *How Your Business Can Benefit from PECO's Small Business Programs*

Customer Experience | Rosaura Hernandez-McCall

# Agenda

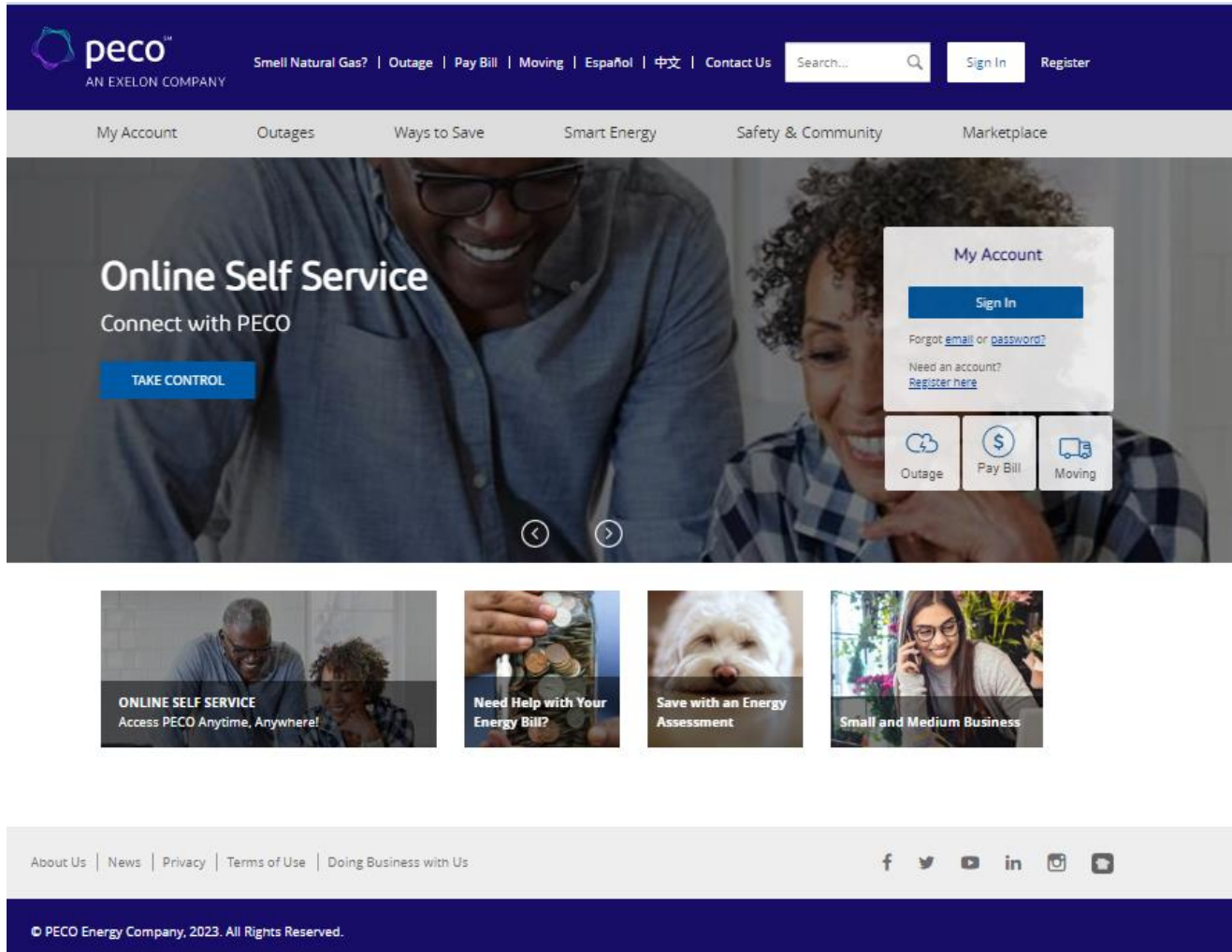
<b>Welcome &amp; Overview.....</b>	<b>Rosaura Hernandez-McCall</b>
<b>e-Channels Website Demo.....</b>	<b>Katina Carter</b>
<b>PECO Preference and Alert Center.....</b>	<b>Tyler Thompson</b>
<b>Energy Efficiency.....</b>	<b>Shannon Christie</b>
<b>Electric Vehicles.....</b>	<b>Nick Mart</b>
<b>Solar.....</b>	<b>Brian Barr</b>
<b>SMB Account Management.....</b>	<b>Rosaura Hernandez-McCall</b>
<b>Wrap-Up .....</b>	<b>Rosaura Hernandez-McCall</b>



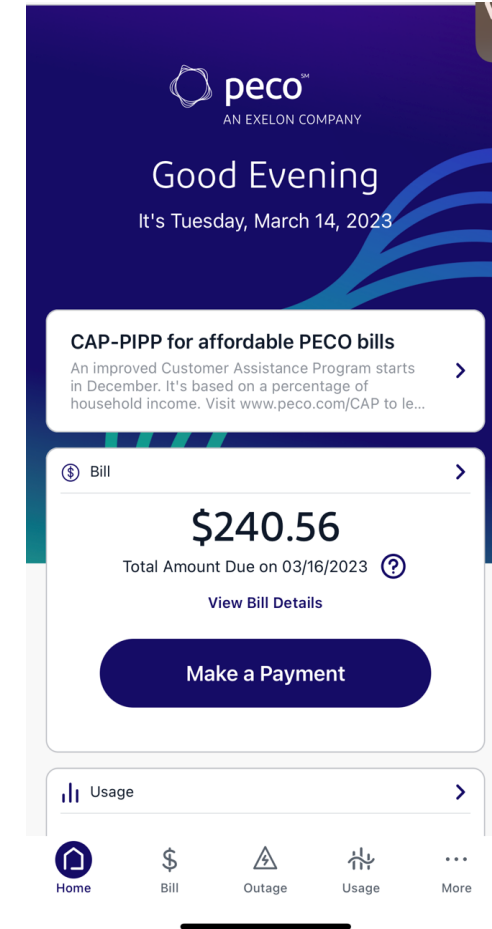
# e-Channels Website Demo

Katina D. Carter, Sr. e-Channel Program Manager – Web & Mobile

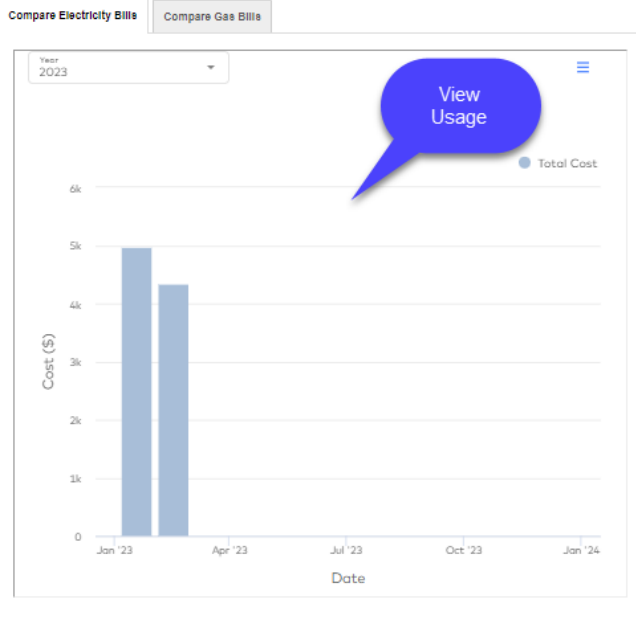
# PECO Online & Mobile App



- Register for My Account
- Payment options
- Manage Properties- Landlord Portal
- Start, Move or Stop Service
- Manage account types (Residential & Commercial)
- Report/Check Outage Status
- Monitor Energy Usage
- Enroll in Alerts & Notification
- Assistance Programs
- Energy Saving tips
- Engage with our Chat bot "Watts"
- Secure login feature, with two-step verification



# Online Self-Service



Home > My Account > My Profile > My Alerts & Notifications > Alerts

## Alerts & Notifications

Add your favorite alerts & notifications

**Account Settings**  
Update your Email, Password, Security Questions, and other settings. [Edit](#)

**Email Addresses** [Edit](#)

**Phone Numbers** [Edit](#)

**Mailing Address** [Edit](#)

**Language** English [Edit](#)

**Report/  
Check an Outage**

peco™ AN EXELON COMPANY

Smell Natural Gas? | Outage | Pay Bill | Moving | Español | 中文 | Contact Us

Search... [Sign In](#) [Register](#)

My Account | **Outages** | Ways to Save | Smart Energy | Safety & Community | Marketplace

## Experiencing an Outage

**Report a Power Outage**  
Click the button below to report an outage online. You can also text OUT to 697326 (MYPECO).  
If you see downed power lines or smell natural gas, leave the area immediately and then call PECCO at 1-800-841-4141.

[Report an Outage](#)

**Report a Streetlight Outage**  
Use our interactive map to report a streetlight issue, such as an outage, discoloration, or repair need.

[Report a Streetlight Outage](#)

[View Full Outage Map](#)

**Autopay, Ebill & more**

**Billing and Payment Options**

[Enroll in AutoPay](#)

[Manage My Wallet](#)

[Enroll Me in Paperless eBill](#)

[Enrolled in Budget Bill](#)



The date(s) above represent usage within your billing period.

# Start, Stop or Move Service

My Account

Outages

Ways to Save

Smart Energy

Safety & Community

Marketplace

## Start, Move, or Stop Your Service



PECO is currently accepting service requests up to June 14, 2023, excluding holidays and Sundays. For requests beyond this date, please come back later.

Have questions? [Our Frequently Asked Questions can help.](#)



- *This feature allows our customer to self-serve and increases Customer Satisfaction through a consistency in user experience*
  - *Start, stop or move your service from the comfort of your home, without using the phone*
  - *Transaction can be completed from your mobile device or computer*

### What can we help you with today?



#### Start My Service

New to PECO or adding additional service? Start service at a new address.

EST. 8-10 MINUTES



#### Move My Service

Moving within PECO's service territory? Stop service at your current address and start at your new address.

EST. 8-10 MINUTES

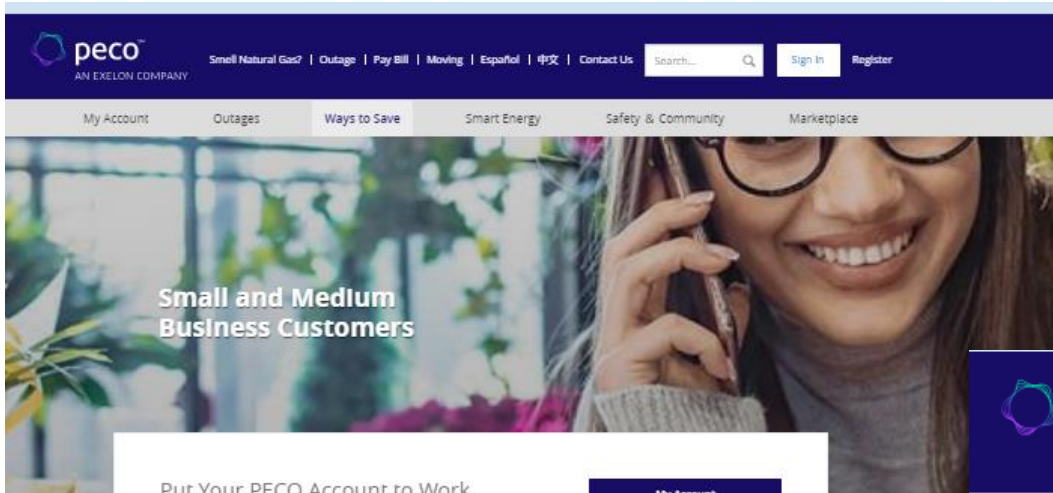


#### Stop My Service

No longer need service with PECO? Schedule the date to stop service at your current address.

EST. 2-5 MINUTES

# Commercial Portal & Languages



**Allows you to:**

- Get up-to-date information on your business account
- View the website in multiple languages

**Put Your PECO Account to Work**  
Learn more about programs and services designed with your business in mind. Put your PECO account to work and make the most out of your gas and electric service.

[My Account](#)

[Contact Information](#)



**Meet Your Account Manager**

**Meet Your Account Manager**  
To get more information on services for small and medium businesses contact us:

[PECD5MB@exeloncorp.com](mailto:PECD5MB@exeloncorp.com)

- PECO MyAccount, Billing & Payment Information
- Customer Support
- Outage Information & Reporting
- Construction & Remodeling
- Manage Properties



Las herramientas de autoservicio en línea de PECO le permiten iniciar, suspender y trasladar su servicio, pagar su factura, inscribirse para recibir alertas de la cuenta y hacer mucho más con nosotros 24/7, según su conveniencia.

Lláme al 1-800-494-4000 para informar una emergencia de gas o eléctrica, o para informar un corte de servicio. También puede enviar un mensaje de texto con la palabra "OUT" + 687326 para informar un corte de servicio y "STAT" para recibir actualizaciones de un corte.

**Autoservicio en Línea**  
Conectar con PECO

[Tomar el control](#)

**Mi Cuenta**

[Iniciar sesión](#)

¿Olvide su correo electrónico o contraseña?

¿Necesita una cuenta? [Regístrate aquí](#)

[Corte](#) [Pagar Factura](#) [Modificar](#)

**Spanish**

[Autoservicio en línea](#)  
¿Accede a PECO en cualquier momento y lugar?

[¿Necesita ayuda con su factura de energía?](#)

[Ahorre con una evaluación de energía](#)

[Productos y Medias Empresas](#)

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費城電力公司的在線自助服務工具可让您方便地随时随地启动、停止和移动服务、支付账单、注册账户等等。请拨打 1-800-494-4000 报告天然气或电力紧急情况、线报告停电、或者发送短信“OUT”至 687326 报告停电、发送短信“STAT”接收停电恢复提醒。

**在线自助服务**  
与费城电力公司联系

[可控制](#)

**我的帐户**

[登录](#)

忘记密码或需要帮助?

[注册帐户?](#)  
[注册流程](#)

[停电](#) [支付账单](#) [迁移](#)

**Simplified Chinese**

[在线自助服务](#)  
与费城电力公司联系

[账单遇到问题需要帮助](#)

[通过能源评估节省开支](#)

[中小型企业](#)

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# PECO Outage Map

My Account

**Outages**

Ways to Save

Smart Energy

Safety & Com

Home > Outages: [Experiencing an Outage](#) > [View Outage Map](#)

Want proa

[Check Outage Status](#)

[Report Outage](#)

[Enroll in Alerts](#)

**Outage Summary**

Active Outages  
**15**

Total Customers Affected  
**183**

Total Customers Served  
**1,663,160**

Last Updated: Apr 10, 5:11 PM  
Information is updated approximately every 10 minutes.

[Summary Reports](#)

[Weather](#)

## Allows you to:

- Check outage status
- Report an outage
- Enroll in outage alerts

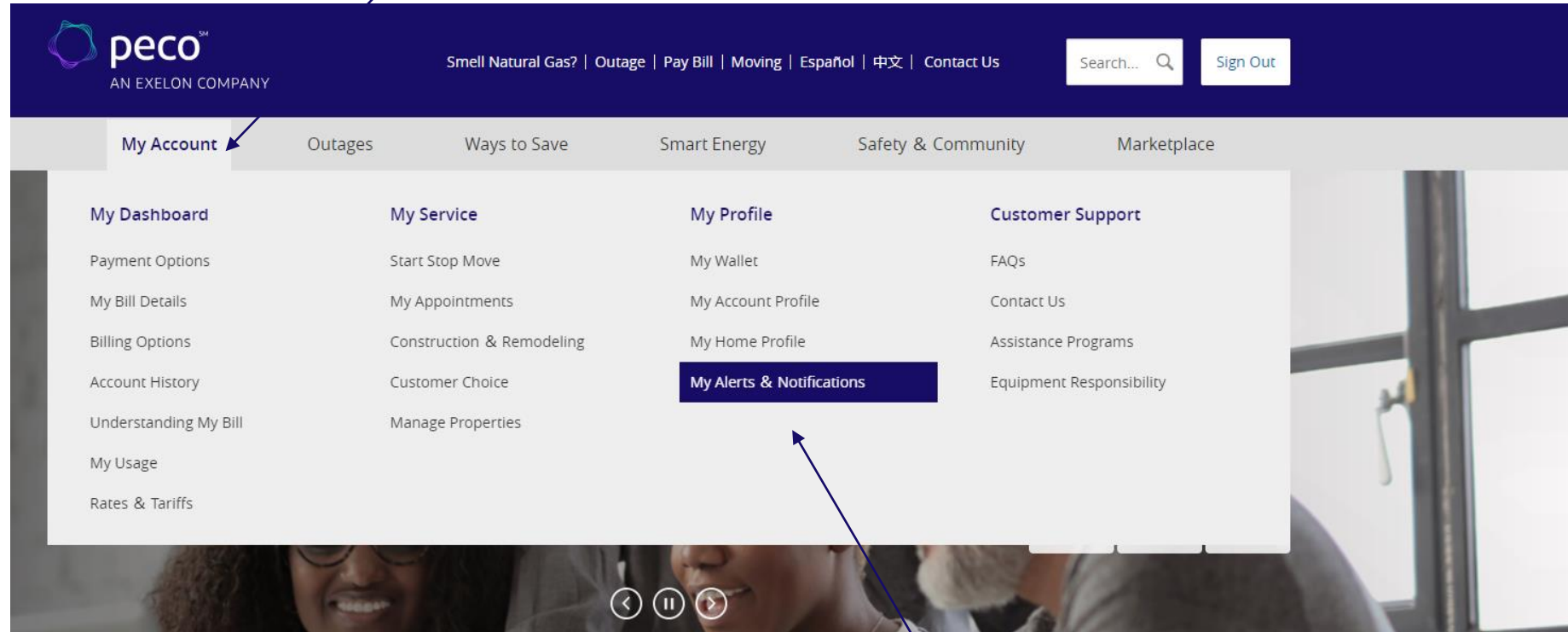
Questions?

# PECO Preference and Alert Center

Tyler Thompson, MBA – Sr. eChannel Program Manager

# PECO Preference Center - Introduction

- Easy access to manage your account(s)
- Must be registered for a MyAccount Profile
- Both commercial and residential customers
- Free and easy to use
- Customizable



# Features Available

- Enrollments/Preferences will display in your MyAccount dashboard
- Notifications include: Outage, Billing, Payments, Usage Alerts, News, and Customer Appointment Alerts
- Alerts can easily be added or deleted based on customer preference

The screenshot displays the MyAccount dashboard with a navigation bar at the top containing: My Account, Outages, Ways to Save, Smart Energy, Safety & Community, and Marketplace. Below the navigation bar, the user is greeted with "Hi, [redacted] Account# [redacted]". A prominent "AMOUNT DUE \$186.00" is shown with a right-pointing arrow, and an "Account Options" dropdown menu is visible.

A notification banner at the top reads: "Finish setting up your profile! Setting up your profile allows you to get the most out of your online experience. Set Up My Profile X".

The main content area is divided into several sections:

- Bill Due Notice:** "You have a bill due on Friday, Aug 25th. \* Total Amount Due \$186.00 Pay Bill View Bill Details". A note below states: "\* If you recently changed your energy supplier, a portion of your balance may have an earlier due date. Please view your previous bills and corresponding due dates." A payment confirmation at the bottom says: "Your payment of \$186.00 was received on 07/20/2023. View your Account History for your payment records."
- Billing and Payment Options:** Includes "Enroll in AutoPay", "Manage My Wallet", and "Enroll Me in Paperless eBill" (with a button). It also shows "Enrolled in Budget Bill".
- My Notification Preferences:** Includes "Get Billing Notifications", "Get Payment Notifications", "Get Outage Notifications", and "Get Usage Notifications".
- Personalized Program Suggestions:** "We care about what you care about, so we've identified programs we think you'd be interested in. See something you've already applied for? It may take a few days for your preferences to update."
- My Insights:** Includes "Compare My Bill to a Previous Bill" and "View My Projected Bill", both with expandable "+" icons.

A "Feedback" button is located on the right side of the dashboard, and a chat icon is at the bottom right.

# How to enroll

- One stop shop for all preference
- Account maintenance bar
- Easy toggle on/off
- Flexibility for enrollment methods
- Easily maintained online and on selected devices

## Alerts & Notifications

**Account Settings**  
Update your Email, Password, Security Questions, and other settings.  
[Edit](#)

**Email Addresses**  
[Edit](#)

**Phone Numbers**  
[Edit](#)

**Mailing Address**  
[Edit](#)

**Language**  
English  
[Edit](#)

**⚡ Outage**

- Outage Notifications  ON
- Severe Weather Alert  ON

**📄 Usage**

- High Usage Alert  ON
- Weekly Usage Report  ON
- Home Energy Report  ON

**💰 Payment**

- Payment Due Reminder  ON
- Payment Past Due  ON
- Payment Posted  ON

**📄 Billing**

- Bill is Ready  OFF
- Budget Billing Review  OFF

**⚡ Outage**

Outage Notifications  ON

Send my Alerts to:

- Email: [Redacted]
- Email: [Redacted]
- Email: [Redacted]
- Phone: [Redacted]

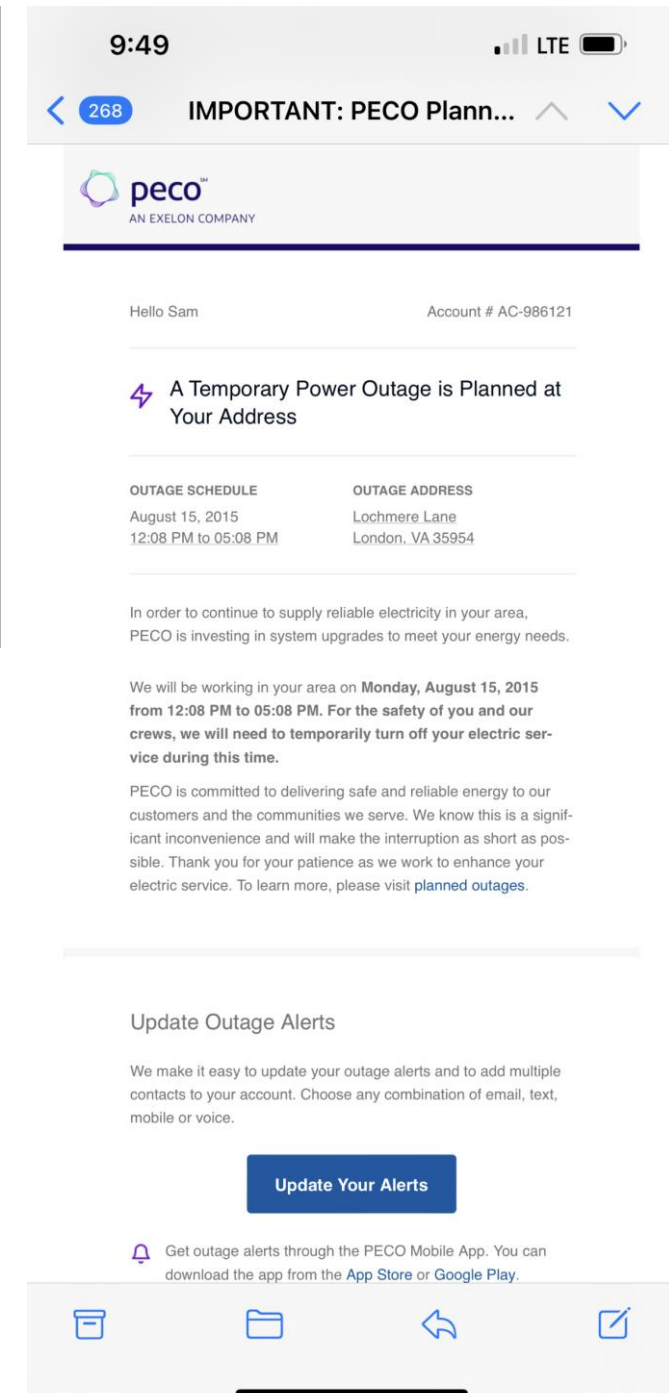
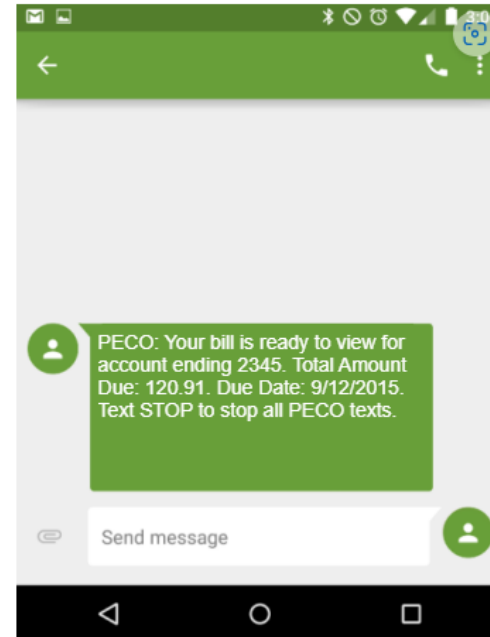
[View Sample Alert](#)

Signing up for Outage Notifications will allow PECO to provide you with updates on outages affecting your account(s). The notifications will be sent by the delivery method you choose and will include emergent (storm, accidental) outages.

Severe Weather Alert  ON

# Sample Alerts

- 4 main delivery channels: SMS, Voice, PUSH, Email
- Ability to add multiple numbers or emails to receive specified notifications
- Real-time notices with real-time information





Questions?



# Energy Efficiency Programs and Incentives

Shannon Christie – Sr. Energy Efficiency Program Manager, Non-Residential

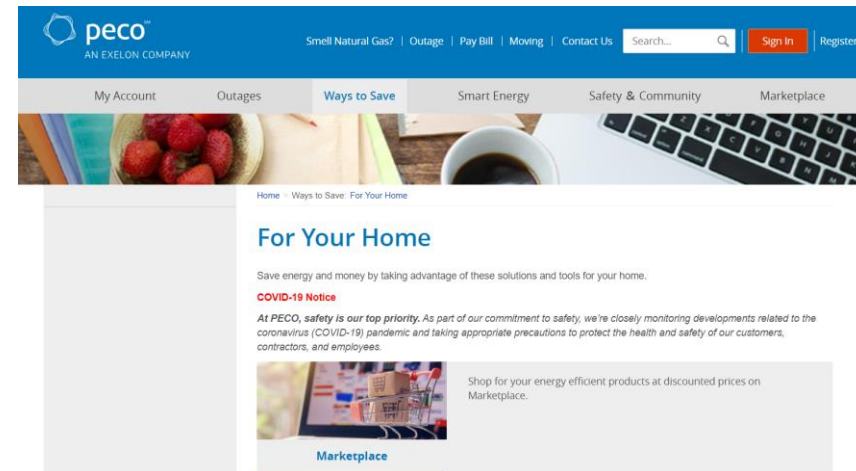
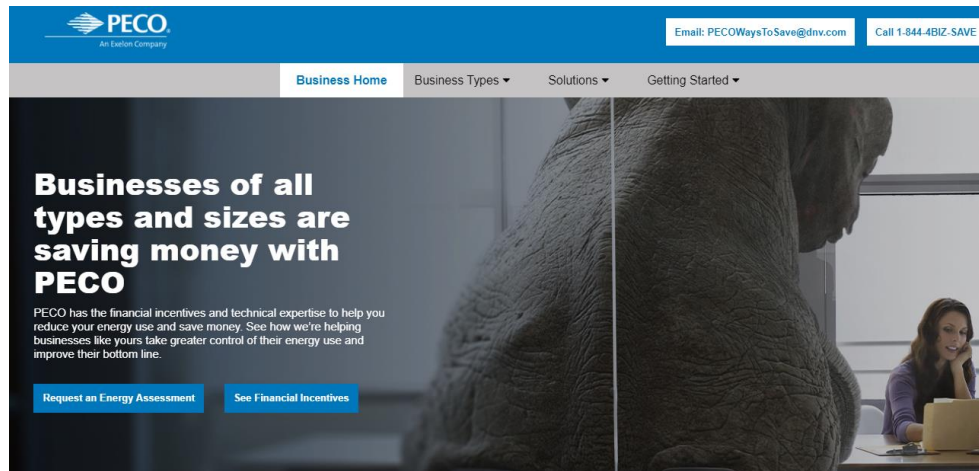
# PECO Act 129 Energy Efficiency Programs

## Commercial Customer Programs

- C&I Prescriptive and Custom Retrofit
- C&I New Construction
- Strategic Energy Management
- PECO Instant Discounts
- Small Business Solutions

## Residential Customer Programs

- Energy Assessments
- Free Energy Check-up (Income Qualified)
- Multifamily
- Rebates and Discounts
- Appliance Recycling



# Why Energy Efficiency Supports Your Business Goals

## Financial Benefits

- Lower operating costs
- Increased profits
- Reduced maintenance time and cost

## Non-Energy Benefits

- Enhanced comfort, health, and safety
- Increased visual appeal
- Higher customer and employee satisfaction

## Sustainability

- Lower carbon footprint
- Meet sustainability and clean energy objectives
- Increase building resiliency

# Energy efficiency solutions



Switch to energy-efficient lighting systems



Identify areas to decrease operating costs and manage energy use



Evaluate, update, and optimize heating and cooling equipment



Perform refrigerator maintenance or upgrades



Identify and address air leaks



# Ways to Participate

## Small Business Solutions

- Energy efficient solutions for qualifying Small Business customers
- Incentives can cover up to 100% of total project cost
- Open network of Small Business Solutions Providers

## Instant Discounts

- Point of sale discounts for eligible products
- No paperwork for the customer
- Available at participating PECO Instant Discount Distributor branch locations

## Prescriptive Application Path

- Incentives for qualifying efficient equipment
- Online application
- PECO Trade Ally network

# PECO Small Business Solutions

## Project Examples

### Project: Deli

- Project type: Lighting upgrade
- Measure: interior and exterior LED lamps and fixtures

Deli Lighting Upgrade	
Annual Energy Savings (kWh)	40,485
Annual Cost Savings*	\$2,450
Incentive	\$8,500
Total Project Cost	\$10,625
Cost Covered by PECO Rebate	80%

### Project: Office

- Project type: Lighting upgrade
- Measure: interior and exterior LED lamps and fixtures

Office Lighting Upgrade	
Annual Energy Savings (kWh)	12,623
Annual Cost Savings*	\$757
Incentive	\$8,615
Total Project Cost	\$16,500
Cost Covered by PECO Rebate	52%

### Project: Warehouse

- Project type: lighting upgrade
- Measure: LED fixtures

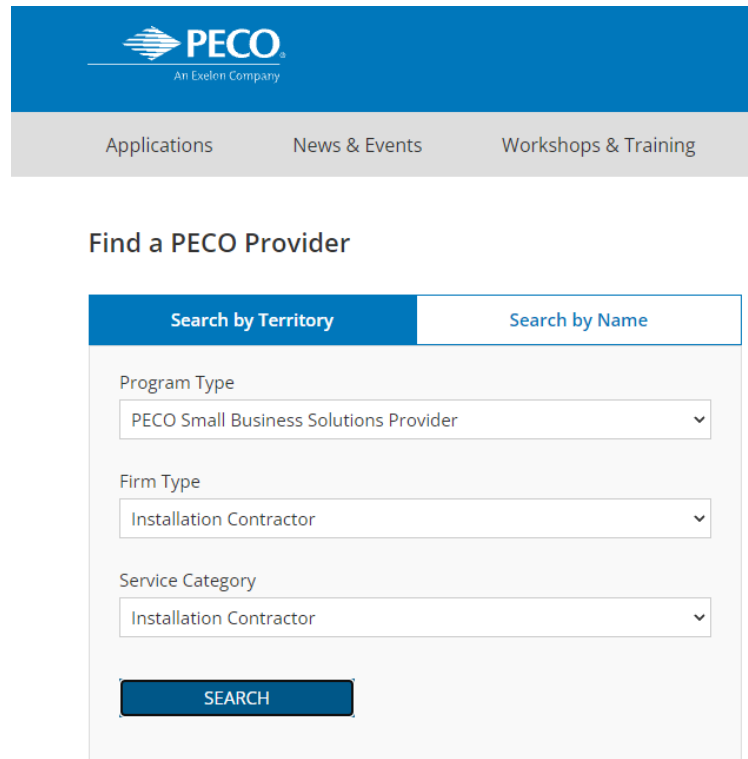
Warehouse Lighting Upgrade	
Annual Energy Savings (kWh)	30,585
Annual Cost Savings*	\$1,835
Incentive	\$14,100
Total Project Cost	\$14,100
Cost Covered by PECO Rebate	100%

Based on hypothetical \$0.06/kWh  
 Note: Incentives cannot exceed total project costs

# Customer Energy Efficiency Resources

## Customer Resources

- Find a [Small Business Solutions Provider](#)
- Request a complimentary energy assessment [online](#) or by phone at 1-844-4BIZ-SAVE (1-844-424-9728)
- [PECO Small Business Solutions Home Page](#)
- Questions? Contact [pecowaystosave@dnv.com](mailto:pecowaystosave@dnv.com) or call 1-844-4BIZ-SAVE



The screenshot shows the PECO website's navigation bar with the logo and 'An Exelon Company' text. Below the navigation bar are three menu items: 'Applications', 'News & Events', and 'Workshops & Training'. The main content area is titled 'Find a PECO Provider' and features a search form with two tabs: 'Search by Territory' (selected) and 'Search by Name'. The form contains three dropdown menus: 'Program Type' (PECO Small Business Solutions Provider), 'Firm Type' (Installation Contractor), and 'Service Category' (Installation Contractor). A blue 'SEARCH' button is located at the bottom of the form.





Questions?



# Electric Vehicles and Time of Use

Nick Mart – Manager of Energy Efficiency Programs

# Programs Supporting Transportation Electrification

## Transit Charging Pilot

Rebates for transit authorities installing fast chargers,  $\geq 250$  kW, for battery electric buses

## Level 2 Commercial EV Charging Pilot

Rebates for commercial, industrial, and governmental customers installing new level 2 EV chargers

## EV-FC Rider Pilot

Demand credit for fast chargers for up to 36 months

## \$50 EV Driver Rebate

Rebates for residential customers who purchase a plug-in EV

## EV Toolkit on [peco.com](https://peco.com)

- Savings calculator, incentives & promotions
- Vehicle & home charger models
- Charger finder

## TOU Default Service Rates

- Residential and small commercial customers
- Peak, Off-peak, Super Off-peak
- [peco.com/TOU](https://peco.com/TOU)

More information at [peco.com/EV](https://peco.com/EV)

# Level 2 Commercial EV Charging Pilot

- **Customer Eligibility**

- Any customer installing new Level 2 EV chargers that will receive electric service from PECO under Rate GS, HT, or PD
- Including those who choose a competitive electric generation supplier
- All C&I use cases are eligible including public, fleet, workplace, customer, and tenant charging
- Agree to provide data from the chargers for 24 months

See the [Program Handbook](https://www.peco.com/EV) at [peco.com/EV](https://www.peco.com/EV) for program details

- **Rebate Amounts**

Base Rebate	Lesser of \$2,000 per charging port or 50% of make-ready costs
Enhanced Rebate for projects located in Environmental Justice Areas	Lesser of \$3,000 per charging port or 75% of make-ready costs
Make-ready costs include all costs required ensure a safe electrical connection from the PECO meter to the Level 2 charger(s)	

- **Equipment Eligibility**

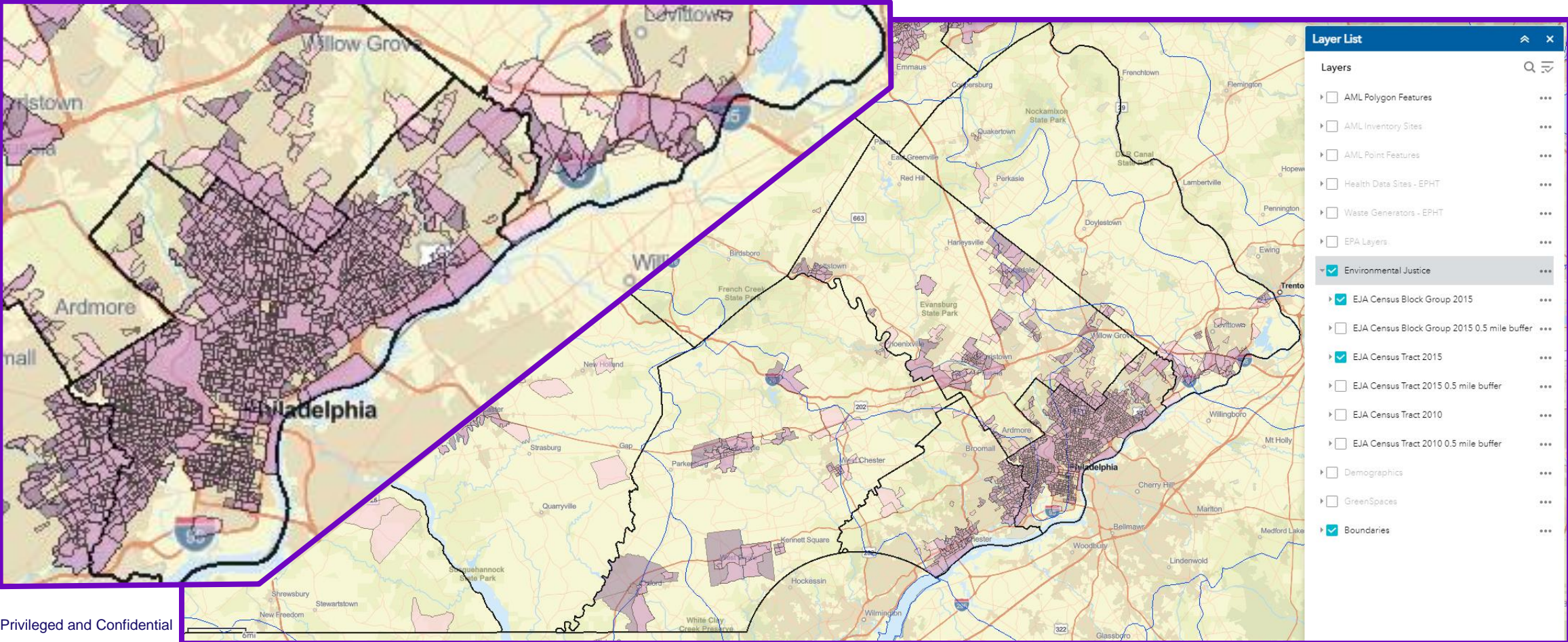
- Open to any Level 2 charging equipment that meets requirements for safety certification and data connectivity

- **Participating Network Providers**

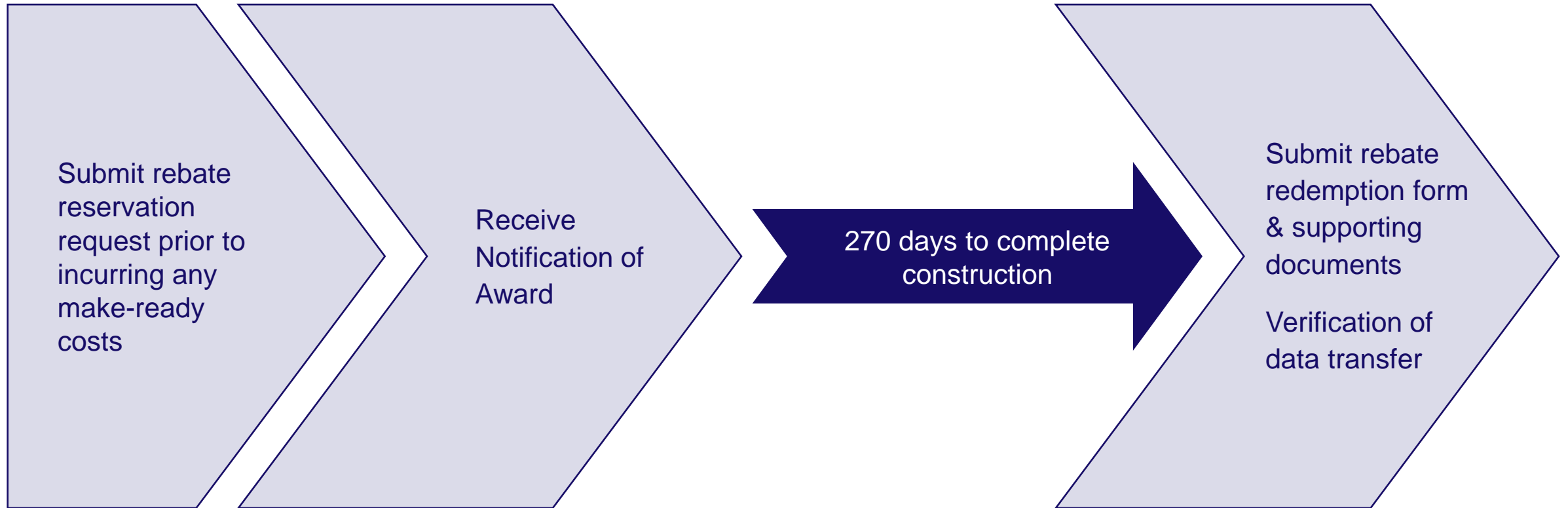
- Open to any provider that executes PECO's data sharing agreement and implements an acceptable approach to transfer the data
- Two currently participating with more than a dozen more pending

# Environmental Justice Areas

- PA Department of Environmental Protection defines Environmental Justice (EJ) Areas as census tracts where  $\geq 20\%$  of people are at or below the Federal Poverty Level and/or  $\geq 30\%$  of people identify as nonwhite minority



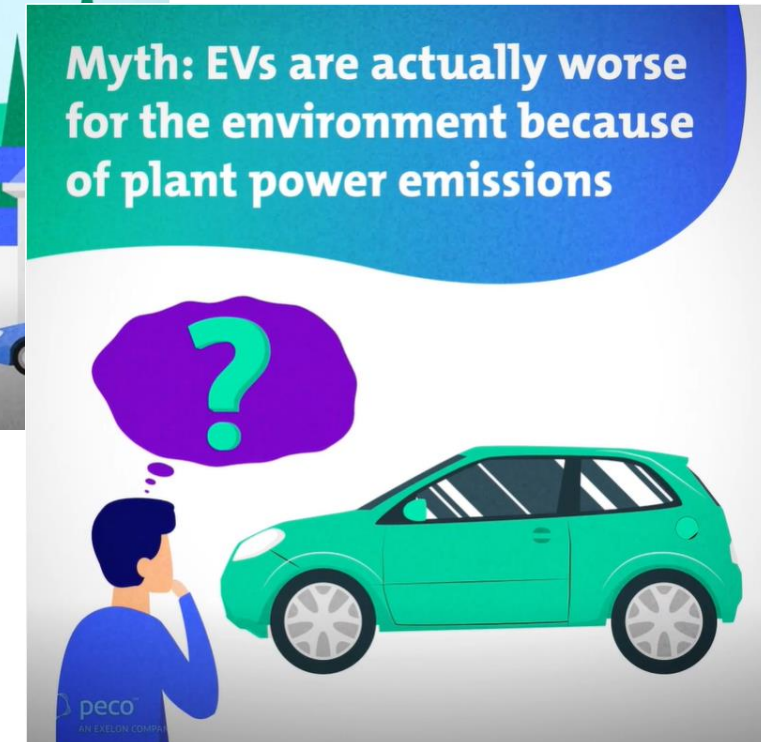
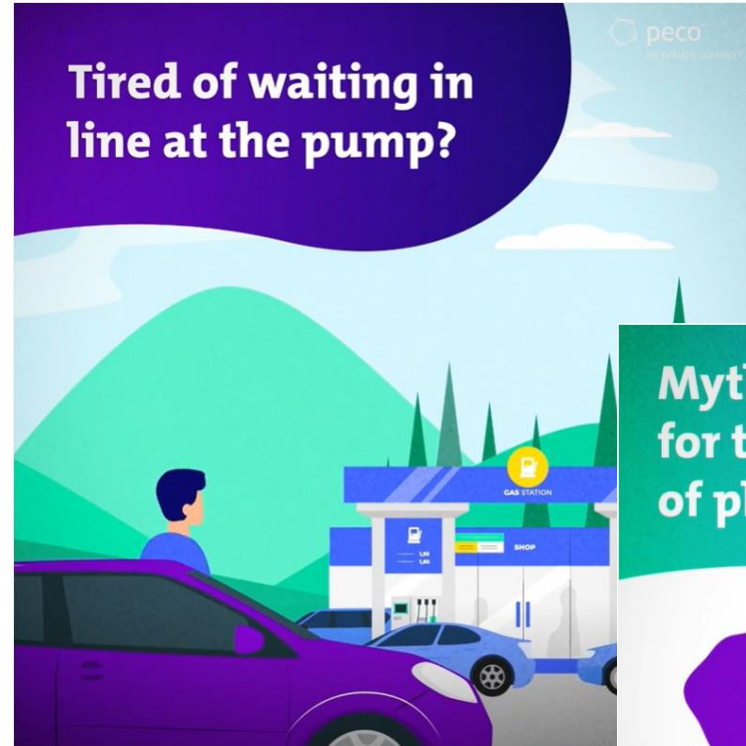
# Level 2 Rebate Application Process



- PECO has selected the Center for Sustainable Energy to administer the application process and data collection.

# PECO's EV Education and Outreach Pilot Program

- Developed social media content, shown right, to education both residential and commercial customers on the benefits to EV ownership and common misconceptions.
- Presence at over half a dozen events to present PECO's EV programs with several more scheduled.
- We created two pilot program handouts designed to serve as customer education pieces
  - PDF digital version available at <https://bit.ly/pecoev>
- Multiple email campaigns to notify customers about the new program
- Targeted 17 regional business organizations for their help in reaching low-income communities and other historically disadvantaged communities



# Time of Use Program

- Optional generation-only rate that offers different supply prices at varying times of the day and week
- Since program launch on 9/1/21 to 8/30/23:
  - 2,087 customers have enrolled in TOU of which 11 are C&I and 2,076 are residential
  - Targeted email outreach communications to customers with registered EVs and former A/C Saver customers
- Video explanation of the rate and cost savings estimate calculator on [PECO.com/TOU](https://www.pECO.com/TOU)
- Optional usage alerts and monthly savings reports provided to customers

 Shift Your Energy Use and Save

 TOU Generation Charge per kWh

Time-Of-Use (TOU) Pricing is an optional, generation-only rate for Advanced Metering Infrastructure metered, non-Customer Assistance Program, residential and small commercial customers. Time-Of-Use Pricing offers different supply prices at varying times of the day and week:

- Peak Weekdays: (2 p.m. – 6 p.m.)
- Off-Peak Weekdays: (6 a.m. – 2 p.m. & 6 p.m. – 12 a.m.)
- Off-Peak Weekends and Holidays: (6 a.m. – 12 a.m.)
- Super Off-Peak All Days: (12 a.m. – 6 a.m.)

(1) Participation requires choosing PECO for your electric supply. If you currently have an agreement with an alternative supplier, check your supplier contract or ask your supplier to see if there are any penalty/switching fees or cancellation fees before switching or cancelling.

(2) Holidays include New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day and New Year's Day Observed.

You could see potential savings on your energy bill by shifting use of electric appliances, such as your washing machine, dishwasher, or air conditioner, to times when demand is lower.

You will need a My Account to enroll in the Time-Of-Use Pricing rate. [Don't have a My Account? Register now.](#)

[Enroll Now](#)

Effective September 1, 2023 - November 30, 2023

Rate Class	TOU Peak Price	TOU Off-Peak Price	TOU Super Off-Peak Price
Residential/Residential Heating (R/RH)	\$0.30664	\$0.06209	\$0.04253
General Service (GS)	\$0.24609	\$0.06860	\$0.04426
Primary Distribution (PD)	\$0.24186	\$0.06743	\$0.04350
High Tension (HT)	\$0.23196	\$0.06467	\$0.04172



Questions?



# Green Power Connect

Brian Barr - Manager New Business

# Solar Process and Timeline

- **Step 1: Completeness Check**
  - Timeline: 10 business days
  - Definition: Complete Application Includes
    - Interconnection Agreement
    - Service and Meter Application
    - Specification Sheets
    - Plot Plan
    - Single-Line Drawing
    - Application Fee
- **Step 2: Initial Review**
  - Timelines:
    - Level 1 – 15 business days
    - Level 2 – 20 business days
  - Definition:
    - Review documents for equipment locations, equipment specifications, etc.
    - Check circuit information, transformer information, and perform analysis from transformer to meter
    - After initial review, the application can be; approved, conditionally approved pending simple solution acceptance, or require an engineering study



# Solar Process and Timeline

- **Step 2b: Simple Solutions**
  - Timeline:
    - Varies with solution
  - Definition:
    - Application paper changes, design changes, small circuit changes that impact customers local to applicant. I.e. Lower kW, Upgrade Triplex, Change customer URD Cable, Move Pole or Transformer.
- **Step 2c: Engineering Study**
  - Timeline:
    - Varies – typically 6-8 weeks
  - Definition:
    - PECO models the entire circuit serving the customer to find a solution. The solution will allow the full system size to be interconnected while not negatively impacting other customers. I.e. Phase swaps, regulators, capacitor banks fixed to switched, Change Auto Voltage Control (AVC) switch settings.
- **Step 3: Approved**
  - Timeline
    - Varies depending upon initial review and next steps
  - Definition:
    - The customer's application is approved for installation



# Solar Process and Timeline

- **Step 4: Installation**
  - Timeline
    - Varies, dependent on customer and solar developer
  - Definition:
    - Customer and solar developer install the approved system. PECO is not involved in this step.
- **Step 5: Metering**
  - Timeline:
    - 10 business days
  - Definition:
    - After PECO receives the Part II document, picture of meter box and inspection certificate PECO they will set the bi-directional meter (s) capable of reading power flow in and power flow out.
- **Step 6: Return Permission to Operate**
  - Timeline:
    - 10 business days.
  - Definition:
    - After PECO sets the customer's meter, they will return the official Permission to Operate documentation to the customer and solar developer.



# Digital Solar Toolkit

peco AN EXELON COMPANY

Smell Natural Gas? | Outage | Pay Bill | Moving | Contact Us | Search... | Sign In | Register

My Account | Outages | Ways to Save | **Smart Energy** | Safety & Community | Marketplace

Home > Smart Energy > My Green Power Connection > Developers & Contractors > Net Metering

## Net Metering

Smart Grid & Smart Meter +

Innovation & Technology +

My Green Power Connection -

Solar for Home & Business +

Developers & Contractors -

DER Interconnection Viability

**Net Metering**

Private Solar

Smaller Generators

Transmission Interconnection

PECO - Got solar? Learn about Your Net Metering Bill

copy link

If You Own a Solar Energy System, Your Monthly Bill Format Will Vary

Watch on YouTube



[Time of Use Pricing & Interconnection Q&As](#)



[Virtual Meter Brochure](#)

# Contact Us

- PECO - Green Power Connect (GPC):
  - [GPCTeam@PECO.com](mailto:GPCTeam@PECO.com)
  - (833) 732-6334

Questions?



# Small Business Team

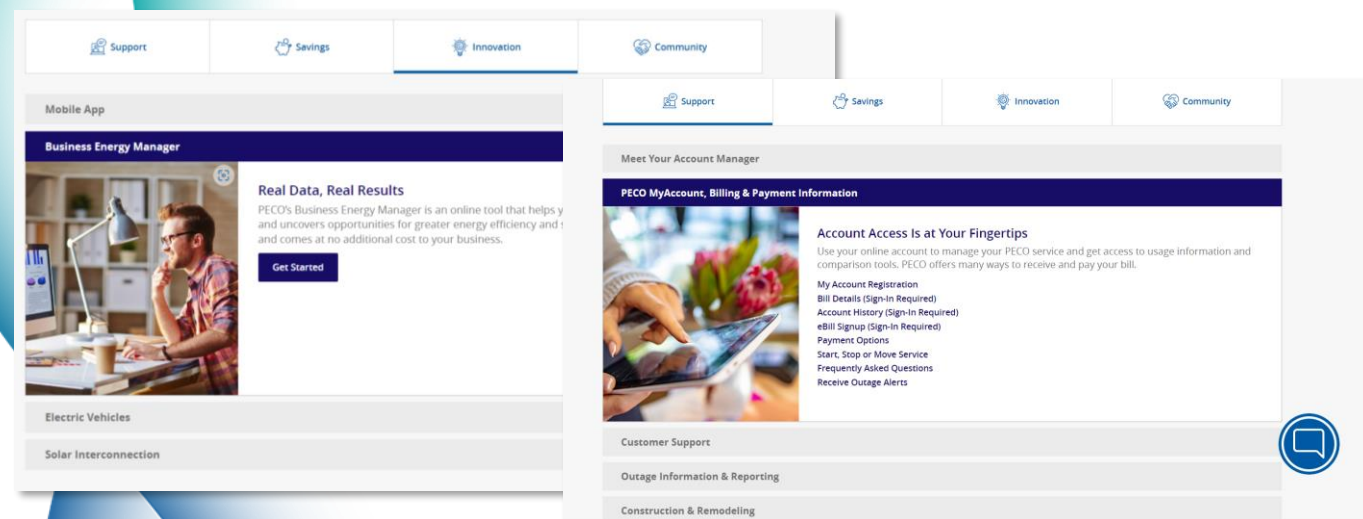
Rosaura Hernandez-McCall – Sr. Account Representative for Small Business

# How can PECO's Small Business Team help?

## Account Managers

- Understand your business and its energy needs
- Refer PECO tools, resources and programs that are relevant to your business
- Develop long-term strategic energy management solutions
- Provide Support

## Small Business Webpage



# PECO's Small Business Gas Grant

## Grant assistance for PECO Commercial Natural Gas Customers

Small businesses affected by the pandemic can now apply to receive a one-time grant of **\$500 towards their existing PECO natural gas account**. The grant will be applied directly to your bill and will lower current outstanding balances or provide a credit for future charges.

To be eligible, applicants must:

- Have an active PECO gas account on or before March 31, 2020
- Take service under Rate GC (gas commercial service)
- Have fewer than 25 employees
- Have experienced financial hardship resulting from the pandemic.
- Have an arrearage of at least \$500

*Each commercial gas business is eligible for only one grant, regardless of the number of gas accounts listed under the business name. Applications will be considered in the order they are received, while funding lasts – apply today!*



[PECO Small Commercial & Industrial Gas Grant | PECO - An Exelon Company](#)



Questions?

# Key Takeaways



- **PECO's digital platform has evolved greatly with many tools of value to Small and Medium Sized Business Owners: <https://www.peco.com/mybusiness>**
- **Consider energy assessments to identify ways to improve energy efficiency in their facility and reduce their monthly energy usage**
- **The use of electric vehicles has skyrocketed, including within small businesses, and PECO can support those businesses with a variety of programs**
- **PECO has tools to assist small business owners with the adoption of solar energy to offset monthly energy bills**
- **PECO's Small Business Team is available to support small businesses as they navigate the available tools and resources**



# Thank you

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