



A PHI Company

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May 18, 2015

Ms. Brinda Westbrook-Sedgwick
Commission Secretary
Public Service Commission
of the District of Columbia
1333 H Street, N.W.
2nd Floor, West Tower
Washington, DC 20005

Re: Formal Case No. 982

Dear Ms. Westbrook-Sedgwick:

Enclosed please find Potomac Electric Power Company's Billing Error Notification 60-Day Follow-Up Report in the referenced proceeding.

Please feel free to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in blue ink that reads "Andrea H. Harper".

Andrea H. Harper

AHH/mda

Enclosures

cc: All Parties of Record

**Pepco Billing Error Notification
60 Day Follow-up Report
District of Columbia Case Number 982**

Date: May 18, 2015

(a) Type of Billing Error: Pepco implemented its new Customer Relationship Management and Billing System (System) on January 5, 2015 and is currently focused on stabilizing this System. As part of this process, Pepco held back bills (or issued partial bills) as a quality control measure and to help ensure that customers did not receive inaccurate bills for amounts not due.

(b) The date and time of the billing error: 3/19/2015 4:00 PM

(c) The number of customers affected and the dollar amount involved: The remaining 104 impacted customers (of the original 650 customers) have meter reading issues that need to be resolved. The Company is coordinating field work to address these customers' issues. There is no dollar amount involved because the issue for affected customers resulted in no bills being rendered.

(d) The duration of the billing error: The duration of the billing error for the group that has been fully resolved (546 of the original 650 customers) was no more than 60 days from the first billing error report. Pepco will provide another report on the group of customers that requires field work (see the response to part c) in 60 days.

(e) The corrective actions(s) and preventative measure(s) taken: Corrective actions included identifying and resolving missing or inaccurate data to generate the bills through automated or manual transactions. As to preventative measures, the project plan included more than a year of extensive testing in advance of deployment. Pepco Holdings, Inc. utilized Accenture's testing methodology, which is based on years of proven experience with numerous large utility-scale CIS conversions. The testing applied a comprehensive, structured and rigorous testing process which included a series of iterative tests.

(f) The lessons learned: If the Company undertakes another bill conversion, a lesson learned is the value of a proactive approach, such as was undertaken in this conversion, to minimize any after effects. Pepco has also learned the value of using multiple forms of outreach in a situation like this one and would incorporate additional outreach in the future.

CERTIFICATE OF SERVICE

I hereby certify that a copy of Potomac Electric Power Company's Billing Error Notification 60-Day Follow-Up Report was served this 18th day of May 2015 on all parties in Formal Case No. 982 by electronic mail.

Ms. Brinda Westbrook-Sedgwick
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