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May 16, 2019

Ms. Brinda Westbrook-Sedgwick  
Commission Secretary  
Public Service Commission  
of the District of Columbia  
1325 G Street N.W., Suite 800  
Washington, DC 20005

**Re: BE-2019-01**

Dear Ms. Westbrook-Sedgwick:

Enclosed please find Potomac Electric Power Company's Day 1 Billing Error Notification Report in the referenced proceeding.

Please contact me if you have any further questions.

Sincerely,

A handwritten signature in black ink, appearing to be "DPJ" followed by a stylized flourish.

Dennis P. Jamouneau

Enclosure

cc: All Parties of Record

**Pepco Billing Error Notification  
District of Columbia**

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**Date: May 16, 2019**

**(a) Type of Billing Error:**

Customer bills that were supposed to be loaded into the eBill system on April 19, 2019 were not loaded due to a problem that affected the system used to automate Pepco's nightly batch billing. This issue resulted in an electronic "bill is ready" notifications file not being generated. Both paperless (eBill) and autopay customers were affected. For paperless customers, the issue resulted in them not receiving their bills timely. For autopay customers, auto-deductions were not scheduled timely.

There was no impact to paper bills being mailed.

**(b) Date and time billing the error was discovered:**

While the initial error was discovered on May 10, Pepco has spent the following six days investigating the issue further, determining the number of customers affected, and developing a plan to remediate the issue in the near term. That process concluded on May 15, 2019.

**(c) How the error was discovered:**

An analyst discovered the issue while conducting My Account Web customer research. Subsequently, further analysis was performed that identified the extent of the delay in email delivery and that automatic payments were not scheduled for some customers (see below).

**(d) Approximate number of customers affected:**

|          | paperless<br>& autopay | paperless<br>not autopay | paper bill<br>& autopay |
|----------|------------------------|--------------------------|-------------------------|
| Pepco DC | 3910                   | 2689                     | 484                     |

## CERTIFICATE OF SERVICE

I hereby certify that a copy of Potomac Electric Power Company's 60-Day Billing Error Notification Report was served this 16<sup>th</sup> day of May 2019 on all parties in Case No. BE2019-01-E by electronic mail.

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