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July 15, 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-2019-2-E

Dear Ms. Westbrook-Sedgwick:

Enclosed please find Potomac Electric Power Company's 60-Day 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 "DJ", written over a horizontal line.

Dennis P. Jamouneau

Enclosures

cc: All Parties of Record

**Pepco Billing Error Notification
60-Day Follow-up Report
District of Columbia Docket BE 2019-01**

Date: July 15, 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) The date and time of the billing error:

While the initial error was discovered on May 10, it required the following six days to investigate the issue further, determine the number of customers affected, and develop a plan to remediate the issue in the near term. That process concluded on May 15, 2019.

(c) The number of customers affected:

	Paperless & autopay	Paperless not autopay	Paper bill & autopay
Pepco DC	3910	2689	484

(d) The cause of the error and status of any and all corrective action(s) taken:

Cause:

A problem affected the system used to automate Pepco's nightly batch billing. When the system was restarted, the job responsible for generating the electronic "bill is ready" notifications file for that specific day was not run.

Corrective Actions taken:

- 1) Affected customers were individually contacted on 05/17/2019
- 2) Mark the eBill file transfer jobs as critical and part of CRMB billing batch - completed 5/15/2019

- 3) Provide access to Billing Batch support team to be able to view jobs run on eBill servers by the automated scheduler - completed 5/15/2019

(e) The timeline for completing any and all other required corrective action(s).

Pepco is developing a script that monitors the eBill directory for any files older than the current day - planned 6/23/2019 completion.

(e) The lessons learned.

The Company has a process in place that monitors the eBill directory for any files older than the current day.

CERTIFICATE OF SERVICE

I hereby certify that a copy of Potomac Electric Power Company's 60 Day Billing Error Notification Report was served this 15th day of July 2019 on all parties in Case No. BE2019-01-E by electronic mail.

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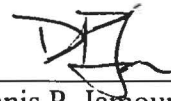
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