

Andrea H. Harper
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August 19, 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 that reads "Andrea H. Harper".

Andrea H. Harper

Enclosures

cc: All Parties of Record

**Pepco Billing Error Notification
District of Columbia**

Date: August 19, 2019

(a) Type of Billing Error:

PHI Customer Operations has uncovered a billing error related to late payment charges (LPC) for 460 active and 589 inactive Pepco DC customers. This subset of customers was incorrectly assessed multiple LPC's in the same billing. This error was introduced into Pepco's billing system with the implementation of collection activities in June of 2015 after the implementation of Pepco's new billing system, SAP.

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

After an investigation that began on July 30, 2019, Pepco concluded on August 16, 2019 that the error impacted the District of Columbia and rose to the level of a billing error report.

(c) How the error was discovered:

An analyst discovered the issue while conducting research based on a customer inquiry.

(d) Approximate number of customers affected:

| Pepco DC | Active Customers | Active \$ | Inactive Customers | Inactive \$ |
|-----------------|-------------------------|------------------|---------------------------|--------------------|
| 2015 | 140 | \$3,019 | 173 | \$3914 |
| 2016 | 158 | \$4,441 | 364 | \$5339 |
| 2017 | 40 | \$459 | 24 | \$482 |
| 2018 | 75 | \$1,487 | 23 | \$405 |
| 2019 | 47 | \$762 | 5 | \$174 |
| Total | 460 | \$10,168 | 589 | \$10,314 |

CERTIFICATE OF SERVICE

I hereby certify that a copy of Potomac Electric Power Company's Day 1 Billing Error Notification Report was served this 19th day of August 2019 on all parties in Case No. BE2019-01-E by electronic mail.

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