Electric
Supplier
Services
Department

ELECTRIC SUPPLIER SERVICES DEPARTMENT

ESSD

"Making Customer Choice Work"

Update to RES Operations Conference Call Held

March 21, 2007

OFFICIAL FILE

ILL. C. C. DOCKET NO. 06-0800

CES Cross Exhibit No. 13

Witness

Date 4/25/07 Reporter CB

Slide # 1

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CES Cross Ex. 13

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Billing Issues

•**Accounts are stuck in the pending active or do not recognize the switch** ; therefore billing through the switches on the incorrect rate

UPDATE as of 4/5/07: Pending active stuck resulted in 250 more accounts. Lists have been provided. All but 400 accounts have been cancelled (incl. original list and second lists). Re-bill in progress.

Action Item– All accounts impacted have been provided via lists (list dates are 03/26/07 & 04/03/07)

Action Item- Cannot fix just the period in question, must cancel through good bill periods to fix the incorrect bill

•**Off-cycle switches**

UPDATE as of 4/3/07: Considered complete

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Billing Issues (con't)

•**Master/subtractive meter relationships** are taking longer, some are going to data repair

UPDATE as of 4/5/07: Complete for December billing

Action Item: Tracking down list of accounts in progress

•**Non-standard switch fee misapplied**, under investigation and accounts will be credited and **non-standard switch fee at incorrect rate**

UPDATE as of 4/3/07: Still with IT for analysis. Fix will include credit of misapplied charges and reversal of any late payment fees. Fee structure being updated.

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Billing Issues (con't)

- **Account Lighting Points not billing on RDS**

  Update for 4/3/07: RCDS accounts with lighting have billed to 1/2/07 with a few with IT fixes. The lighting service point billing with RDS to be targeted for April catch up

  Action Item – provide list of impacted accounts – in progress

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Other Issues

- **Did not receive or cannot retrieve bill images for Jan bill**

  UPDATE as of 4/3/07: Bill print team still working on analysis, accounts impacted have been removed from collection stream for 60 days.

- **Did not receive Jan 810 information**

  UPDATE as of 4/3/07: Working with IT for solution to get data to applicable RESs – considering manual solutions

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Other Issues

•**Remove customers from collections**

•Customers in the various billing and other issues are being sent to our collections team to be removed from collections stream due to post conversion issues.

UPDATE as of 4/3/07: Most of the accounts identified have been removed from collection stream for 60 days. This was completed March 29th. If you have an account of concern, please notify your ESSD Account Manager

•**Request for customer correspondence** regarding issues.

UPDATE as of 4/5/07: ComEd will provide a PDF statement regarding the recent billing issues for the RESs to include with their customer outreach. The letter will be made available under separate coorespondence.

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