

ICC Docket No. 08-0532**Commonwealth Edison Company's Response to
Illinois Commerce Commission ("STAFF") Data Requests 2.01 – 2.09
Dated: March 18, 2009****REQUEST NO. PL 2.03:**

Please answer the following concerning PL 1.06, Attachment 1:

- a. Please explain the reasons why the Company finds it necessary to adjust bills.
- b. Please provide a detailed explanation of the billing adjustment process.
- c. Please provide a detailed explanation why the total number of billing adjustments provides a reasonable basis to allocate all billing costs related to billing activities other than bill review.
- d. Please provide a copy of all evidence relied on by the Company to demonstrate that the total number of billing adjustments provides a reasonable basis to allocate all billing costs related to billing activities other than bill review.
- e. Please identify all activities performed by the billing department other than bill reviews and bill adjustments.
- f. How many of the 56 billing clerks work on bill adjustment issues? Please provide a copy of all evidence to support the number computed.
- g. What is the total number of employees in the billing department?

RESPONSE:

ComEd assumes that the attachment referred to in this data request is PL 1.06_Attach 01 provided in ComEd's response to data request PL 1.06, specifically, the "Total Number of Billing Adjustments in 2006" shown in column (K) and the "Billing Costs Related to Billing Activities Other Than Review Bill" shown in column (M), both on page 5 of PL 1.06_Attach 01. As shown in footnote (5) of this page, the costs shown in this column (M) are not related to Bill Issuing and Processing or Review Bills. The costs for billing adjustments are primarily the Billing department costs recorded in the Investigating Billing Exceptions project in 2006, not related to Review Bills.

- a. The company finds it necessary to adjust bills to make corrections to billing determinants that have been identified by the billing system and/or customers.
- b. The billing adjustment process is as follows:
 1. Billing system identifies potential billing issue with an account and sends the issue to a billing clerk to review prior to mailing, or a customer calls suggesting a bill is incorrect.
 2. Perform investigation.
 3. Make an adjustment, if it is appropriate.
 4. Release corrected bill, as appropriate.

- c. The billing system and related processes have been designed to ensure quality bills for all customers. An irregular situation can take place on any bill account, and the number of billing adjustments shows where billing has utilized its resources, and is a reasonable basis for allocating its cost.
- d. ComEd reviews each billing adjustment performed by the Billing department in 2006 to prepare the number of adjustments by delivery class shown in column (K) on page 5 of PL 1.06_Attach 01. The over 92,000 billing adjustments performed would include over 1,400 pages of data. In the interest of economy and efficiency, an example of the billing adjustment information is provided in PL 2.03_Attach 01. This attachment shows the information on 675 billing adjustments performed for customers in the Residential Single Family With Electric Space Heat Delivery Class. The information on billing adjustments performed for customers in the other delivery classes are similar and can be provided if desired.
- e. Please see the direct testimony of Michael J. Meehan, ComEd Ex. 2.0, 9:191-10:219, for a description of the activities performed by the Billing department.

As described previously in this data request response, the costs included in column (M) on page 5 of the costs are primarily the costs recorded in the Investigating Billing Exceptions project not related to review bills, not the entire cost of the Billing department in 2006.

- f. All 56 billing clerks performed bill adjustments in 2006.
- g. There were approximately 65 employees in the Billing department in 2006 with their costs recorded in the Investigate Billing Exceptions project.