

Statewide Standard Offer Program Information through August 31, 2020

<i>Residential</i>												
	<u>Aug-13</u>	<u>Sep-13</u>	<u>Oct-13</u>	<u>Nov-13</u>	<u>Dec-13</u>	<u>Jan-14</u>	<u>Feb-14</u>	<u>Mar-14</u>	<u>Apr-14</u>	<u>May-14</u>	<u>Jun-14</u>	<u>Jul-14</u>
# Referrals ¹	25,015	19,065	21,469	17,838	16,225	14,909	13,838	14,943	14,939	18,932	18,936	20,630
# Enrollments ²	20,146	21,543	22,661	20,552	16,819	16,123	14,435	15,232	17,764	18,243	20,832	24,280
	<u>Aug-14</u>	<u>Sep-14</u>	<u>Oct-14</u>	<u>Nov-14</u>	<u>Dec-14</u>	<u>Jan-15</u>	<u>Feb-15</u>	<u>Mar-15</u>	<u>Apr-15</u>	<u>May-15</u>	<u>Jun-15</u>	<u>Jul-15</u>
# Referrals	20,450	16,991	14,595	13,144	5,916	5,764	5,002	8,101	7,891	8,011	16,297	19,523
# Enrollments	28,777	18,282	26,605	19,939	12,057	11,269	9,886	12,005	10,883	12,531	19,738	24,431
	<u>Aug-15</u>	<u>Sep-15</u>	<u>Oct-15</u>	<u>Nov-15</u>	<u>Dec-15</u>	<u>Jan-16</u>	<u>Feb-16</u>	<u>Mar-16</u>	<u>Apr-16</u>	<u>May-16</u>	<u>Jun-16</u>	<u>Jul-16</u>
# Referrals	19,338	14,074	14,550	11,569	13,016	10,783	11,479	11,489	11,481	12,670	15,235	14,583
# Enrollments	27,041	20,123	21,463	17,414	18,085	15,225	15,736	18,227	16,126	19,492	22,768	21,796
	<u>Aug-16</u>	<u>Sep-16</u>	<u>Oct-16</u>	<u>Nov-16</u>	<u>Dec-16</u>	<u>Jan-17</u>	<u>Feb-17</u>	<u>Mar-17</u>	<u>Apr-17</u>	<u>May-17</u>	<u>Jun-17</u>	<u>Jul-17</u>
# Referrals	17,728	14,429	13,524	12,323	11,772	11,108	9,269	10,395	7,635	15,991	6,862	5,070
# Enrollments	25,528	17,728	18,202	16,167	15,549	13,879	12,858	14,651	10,776	14,854	11,118	6,022
	<u>Aug-17</u>	<u>Sep-17</u>	<u>Oct-17</u>	<u>Nov-17</u>	<u>Dec-17</u>	<u>Jan-18</u>	<u>Feb-18</u>	<u>Mar-18</u>	<u>Apr-18</u>	<u>May-18</u>	<u>Jun-18</u>	<u>Jul-18</u>
# Referrals	5,711	4,858	5,073	3,824	9,603	6,873	5,734	4,708	5,337	5,739	5,897	5,627
# Enrollments	7,019	5,454	5,842	3,998	8,305	8,093	6,421	5,676	5,841	6,105	5,831	5,619
	<u>Aug-18</u>	<u>Sep-18</u>	<u>Oct-18</u>	<u>Nov-18</u>	<u>Dec-18</u>	<u>Jan-19</u>	<u>Feb-19</u>	<u>Mar-19</u>	<u>Apr-19</u>	<u>May-19</u>	<u>Jun-19</u>	<u>Jul-19</u>
# Referrals	5769	4846	5952	5935	10126	9260	6358	6357	6564	8313	6119	5,996
# Enrollments	5155	4033	5510	4370	8116	6523	2264	4177	6230	6923	5870	6,494
	<u>Aug-19</u>	<u>Sep-19</u>	<u>Oct-19</u>	<u>Nov-19</u>	<u>Dec-19</u>	<u>Jan-20</u>	<u>Feb-20</u>	<u>Mar-20</u>	<u>Apr-20</u>	<u>May-20</u>	<u>Jun-20</u>	<u>Jul-20</u>
# Referrals	5868	4766	5376	4908	5502	5418	5288	5288	4714	4417	6450	5,876
# Enrollments	6053	5047	5269	5075	5386	5842	5613	5961	4608	4615	5602	6,367
	<u>Aug-20</u>	<u>Sep-20</u>	<u>Oct-20</u>	<u>Nov-20</u>	<u>Dec-20</u>	<u>Jan-21</u>	<u>Feb-21</u>	<u>Mar-21</u>	<u>Apr-21</u>	<u>May-21</u>	<u>Jun-21</u>	Total
# Referrals	5727											874,974
# Enrollments	5800											1,056,968
<i>Small Commercial</i>												
	<u>Aug-13</u>	<u>Sep-13</u>	<u>Oct-13</u>	<u>Nov-13</u>	<u>Dec-13</u>	<u>Jan-14</u>	<u>Feb-14</u>	<u>Mar-14</u>	<u>Apr-14</u>	<u>May-14</u>	<u>Jun-14</u>	<u>Jul-14</u>
# Referrals ¹	364	225	241	199	339	313	267	332	408	412	421	471
# Enrollments ²	340	415	497	583	420	541	523	798	867	730	680	788
	<u>Aug-14</u>	<u>Sep-14</u>	<u>Oct-14</u>	<u>Nov-14</u>	<u>Dec-14</u>	<u>Jan-15</u>	<u>Feb-15</u>	<u>Mar-15</u>	<u>Apr-15</u>	<u>May-15</u>	<u>Jun-15</u>	<u>Jul-15</u>
# Referrals	401	290	207	250	218	230	176	220	203	132	340	318
# Enrollments	731	667	1,105	779	532	575	627	544	474	455	555	678
	<u>Aug-15</u>	<u>Sep-15</u>	<u>Oct-15</u>	<u>Nov-15</u>	<u>Dec-15</u>	<u>Jan-16</u>	<u>Feb-16</u>	<u>Mar-16</u>	<u>Apr-16</u>	<u>May-16</u>	<u>Jun-16</u>	<u>Jul-16</u>
# Referrals	288	294	311	240	402	338	348	335	256	217	335	328
# Enrollments	666	562	574	549	608	701	692	787	466	485	618	751
	<u>Aug-16</u>	<u>Sep-16</u>	<u>Oct-16</u>	<u>Nov-16</u>	<u>Dec-16</u>	<u>Jan-17</u>	<u>Feb-17</u>	<u>Mar-17</u>	<u>Apr-17</u>	<u>May-17</u>	<u>Jun-17</u>	<u>Jul-17</u>
# Referrals	390	385	400	400	393	404	229	275	227	539	288	229
# Enrollments	824	569	706	637	665	473	459	351	239	325	488	271
	<u>Aug-17</u>	<u>Sep-17</u>	<u>Oct-17</u>	<u>Nov-17</u>	<u>Dec-17</u>	<u>Jan-18</u>	<u>Feb-18</u>	<u>Mar-18</u>	<u>Apr-18</u>	<u>May-18</u>	<u>Jun-18</u>	<u>Jul-18</u>
# Referrals	242	214	281	287	409	335	270	196	256	185	448	282
# Enrollments	285	215	243	242	263	271	514	269	232	251	334	272
	<u>Aug-18</u>	<u>Sep-18</u>	<u>Oct-18</u>	<u>Nov-18</u>	<u>Dec-18</u>	<u>Jan-19</u>	<u>Feb-19</u>	<u>Mar-19</u>	<u>Apr-19</u>	<u>May-19</u>	<u>Jun-19</u>	<u>Jul-19</u>
# Referrals	313	244	381	495	438	513	376	350	280	188	462	319
# Enrollments	213	210	289	304	348	330	67	179	267	183	351	361
	<u>Aug-19</u>	<u>Sep-19</u>	<u>Oct-19</u>	<u>Nov-19</u>	<u>Dec-19</u>	<u>Jan-20</u>	<u>Feb-20</u>	<u>Mar-20</u>	<u>Apr-20</u>	<u>May-20</u>	<u>Jun-20</u>	<u>Jul-20</u>
# Referrals	291	245	349	303	327	326	269	254	222	176	442	205
# Enrollments	304	235	268	308	229	404	289	218	195	163	416	204
	<u>Aug-20</u>	<u>Sep-20</u>	<u>Oct-20</u>	<u>Nov-20</u>	<u>Dec-20</u>	<u>Jan-21</u>	<u>Feb-21</u>	<u>Mar-21</u>	<u>Apr-21</u>	<u>May-21</u>	<u>Jun-21</u>	Total
# Referrals	200											26,201
# Enrollments	184											38,280

¹ The referral counts for both rate classes do not include numbers from PECO as PECO does not track, by rate class, the number of calls from its CSRs to Allconnect's CSRs.

² PECO's enrollments are included in this data.

PECO Standard Offer Program Information through August 31, 2020												
	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Total Calls Received by Allconnect ¹	2,919	3,582	3,149	2,334	2,235	2,307	2,260	3,340	3,453	3,280	3,638	7,347
# Residential Enrollments	2,052	2,784	2,605	1,913	1,751	1,853	1,370	1,787	1,812	1,957	2,284	4,664
# Small Comm. Enrollments	35	51	71	148	156	229	271	517	507	325	356	492
# Residential Web Enrollments ²	103	147	198	194	180	254	207	147	109	90	132	169
# Small Comm. Web Enrollments	0	1	3	0	1	4	0	2	4	1	1	1
# EGSs ³	3	3	9	9	16	17	17	10	6	5	4	4
# EGSs Serving Residential												
# EGSs Serving Small Comm.												
# EGSs Service Both Res & Small Comm.												
Residential Standard Offer Rate (\$/kWh)	\$0.0801	\$0.0870	\$0.0870	\$0.0870	\$0.0909	\$0.0909	\$0.0909	\$0.0816	\$0.0816	\$0.0816	\$0.0798	\$0.0798
Small Comm. Standard Offer Rate (\$/kWh)	\$0.0808	\$0.0876	\$0.0876	\$0.0876	\$0.0976	\$0.0976	\$0.0976	\$0.0866	\$0.0866	\$0.0866	\$0.0794	\$0.0794
	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Total Calls Received by Allconnect ¹	12,147	10,514	10,185	7,941	7,562	8,522	7,352	7,499	6,844	5,946	9,780	12,228
# Residential Enrollments	8,092	6,761	8,407	5,193	4,995	5,468	5,045	4,865	3,789	5,591	7,276	7,532
# Small Comm. Enrollments	499	521	897	545	371	324	447	352	324	355	325	396
# Residential Web Enrollments ²	134	0	0	119	121	180	205	132				
# Small Comm. Web Enrollments	1	0	0	0	0	0	0	0				
# EGSs ³	4	7	6	6	6	5	11	12	13	12	8	7
# EGSs Serving Residential								2	3	3	2	2
# EGSs Serving Small Comm.								0	0	0	0	0
# EGSs Service Both Res & Small Comm.								10	10	9	6	5
Residential Standard Offer Rate (\$/kWh)	\$0.0798	\$0.0767	\$0.0767	\$0.0767	\$0.0844	\$0.0844	\$0.0844	\$0.0805	\$0.0805	\$0.0805	\$0.0763	\$0.0763
Small Comm. Standard Offer Rate (\$/kWh)	\$0.0794	\$0.0844	\$0.0844	\$0.0844	\$0.0950	\$0.0950	\$0.0950	\$0.0828	\$0.0828	\$0.0828	\$0.0809	\$0.0809
	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Total Calls Received by Allconnect ¹	12,725	11,286	10,905	9,532	8,258	7,988	8,305	9,347	8,978	11,519	12,903	11,987
# Residential Enrollments	7,822	7,233	6,189	5,073	5,380	4,479	4,904	5,417	4,898	7,545	8,284	7,791
# Small Comm. Enrollments	412	398	403	425	262	331	355	365	204	242	318	386
# Residential Web Enrollments ²												
# Small Comm. Web Enrollments												
# EGSs ³	7	13	13	13	14	14	14	16	17	18	17	16
# EGSs Serving Residential	2	5	5	5	5	5	7	7	8	9	13	12
# EGSs Serving Small Comm.	0	2	3	2	1	1	1	0	0	0	1	1
# EGSs Service Both Res & Small Comm.	5	6	5	6	8	8	6	9	9	9	3	3
Residential Standard Offer Rate (\$/kWh)	\$0.0763	\$0.0790	\$0.0790	\$0.0790	\$0.0770	\$0.0777	\$0.0777	\$0.0741	\$0.0741	\$0.0741	\$0.0695	\$0.0695
Small Comm. Standard Offer Rate (\$/kWh)	\$0.0809	\$0.0844	\$0.0844	\$0.0844	\$0.0826	\$0.0825	\$0.0825	\$0.0813	\$0.0813	\$0.0813	\$0.0689	\$0.0689
	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Total Calls Received by Allconnect ¹	12,255	8,986	8,308	7,553	6,576	6,457	5,943	4,918	2,867	3,223	3,288	3,389
# Residential Enrollments	7,722	4,803	4,790	4,252	3,725	3,658	3,508	3,943	1,347	1,559	1,665	1,684
# Small Comm. Enrollments	461	318	280	293	264	209	213	46	21	28	35	64
# Residential Web Enrollments ²												
# Small Comm. Web Enrollments												
# EGSs ³	13	16	16	20	17	17	17	12	12	12	12	12
# EGSs Serving Residential	9	11	11	15	14	14	14	9	11	11	10	10
# EGSs Serving Small Comm.	1	2	1	1	1	0	0	0	0	0	0	0
# EGSs Service Both Res & Small Comm.	3	3	4	4	2	3	3	3	1	1	2	2
Residential Standard Offer Rate (\$/kWh)	\$0.0695	\$0.0721	\$0.0721	\$0.0721	\$0.0694	\$0.0694	\$0.0694	\$0.0666	\$0.0666	\$0.0666	\$0.0661	\$0.0661
Small Comm. Standard Offer Rate (\$/kWh)	\$0.0689	\$0.0677	\$0.0677	\$0.0677	\$0.0648	\$0.0648	\$0.0648	\$0.0604	\$0.0604	\$0.0604	\$0.0629	\$0.0629
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Total Calls Received by Allconnect ¹	3,497	2,804	2,833	2,315	1,811	2,331	2,036	2,007	2,096	2,308	2,195	2,472
# Residential Enrollments	1,758	1,303	1,152	902	795	977	687	696	606	931	912	1,005
# Small Comm. Enrollments	29	22	14	17	14	23	85	12	23	11	9	13
# Residential Web Enrollments ²												
# Small Comm. Web Enrollments												
# EGSs ³	13	14	13	14	15	13	13	12	13	10	10	10
# EGSs Serving Residential	11	11	10	11	12	11	11	10	10	8	8	8
# EGSs Serving Small Comm.	0	2	1	1	1	0	0	0	0	0	0	0
# EGSs Service Both Res & Small Comm.	2	1	2	2	2	2	2	2	3	2	2	2
Residential Standard Offer Rate (\$/kWh)	\$0.0661	\$0.0663	\$0.0663	\$0.0663	\$0.0671	\$0.0671	\$0.0671	\$0.0602	\$0.0602	\$0.0602	\$0.0665	\$0.0665
Small Comm. Standard Offer Rate (\$/kWh)	\$0.0629	\$0.0610	\$0.0610	\$0.0610	\$0.0640	\$0.0640	\$0.0640	\$0.0615	\$0.0615	\$0.0615	\$0.0629	\$0.0629
	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19
Total Calls Received by Allconnect ¹	2,376	2,186	2,376	1,960	1,716	2,083	1,814	1,680	1,445	1,597	1,453	1,768
# Residential Enrollments	934	833	846	750	735	768	755	796	772	828	756	864
# Small Comm. Enrollments	11	18	15	8	7	8	13	25	9	9	10	10
# Residential Web Enrollments ²												
# Small Comm. Web Enrollments												
# EGSs ³	11	10	10	9	9	9	11	12	13	15	13	13
# EGSs Serving Residential	9	8	8	7	7	7	8	9	9	10	8	9
# EGSs Serving Small Comm.	0	0	0	0	0	0	0	0	1	1	1	1
# EGSs Service Both Res & Small Comm.	2	2	2	2	2	2	3	3	3	4	4	3
Residential Standard Offer Rate (\$/kWh)	\$0.0665	\$0.0633	\$0.0633	\$0.0633	\$0.0636	\$0.0634	\$0.0634	\$0.0661	\$0.0661	\$0.0661	\$0.0631	\$0.0631
Small Comm. Standard Offer Rate (\$/kWh)	\$0.0629	\$0.0607	\$0.0607	\$0.0607	\$0.0619	\$0.0618	\$0.0618	\$0.0624	\$0.0624	\$0.0624	\$0.0600	\$0.0600
	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
Total Calls Received by Allconnect ¹	1,721	1,467	1,669	1,370	1,278	753	1,254	1,554	1,439	1,594	1,712	2,263
# Residential Enrollments	704	547	761	545	528	673	546	601	618	740	845	1,084
# Small Comm. Enrollments	13	6	13	12	16	22	15	18	11	3	14	10
# Residential Web Enrollments ²												
# Small Comm. Web Enrollments												
# EGSs ³	13	15	15	15	17	17	17	18	18	18	18	16
# EGSs Serving Residential	9	10	10	10	12	12	12	14	14	13	14	13
# EGSs Serving Small Comm.	1	1	1	1	1	1	1	0	0	0	1	0
# EGSs Service Both Res & Small Comm.	3	4	4	4	4	4	4	4	4	5	3	3
Residential Standard Offer Rate (\$/kWh)	\$0.0631	\$0.0635	\$0.0635	\$0.0635	\$0.0627	\$0.0627	\$0.0627	\$0.0562	\$0.0562	\$0.0562	\$0.05957	\$0.05957
Small Comm. Standard Offer Rate (\$/kWh)	\$0.0600	\$0.0603	\$0.0603	\$0.0603	\$0.0600	\$0.0600	\$0.0600	\$0.05620	\$0.05620	\$0.0562	\$0.05464	\$0.05464
	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
Total Calls Received by Allconnect ¹	1,880											414,973
# Residential Enrollments	973											248,043
# Small Comm. Enrollments	16											15,431
# Residential Web Enrollments ²												2,821
# Small Comm. Web Enrollments												19
# EGSs ³	15											
# EGSs Serving Residential	12											
# EGSs Serving Small Comm.	0											
# EGSs Service Both Res & Small Comm.	3											
Residential Standard Offer Rate (\$/kWh)	\$0.0596											
Small Comm. Standard Offer Rate (\$/kWh)	\$0.0546											

¹ PECO does not track, by rate class, the calls transferred from its CSRs to Allconnect's CSRs ("referrals").

² As of April 2015, PECO no longer offers a web function for enrollment in the SOP. The "Enrollments" listed above are customers that were referred and agreed to be in the Standard Offer Program.

³ Until March 15, 2015, in order to participate in PECO's SOP, an EGS must agree to serve both Res. and Small Comm. Effective beginning 3/15/15, EGSs were given the ability to serve either Res. or Small Comm. or both.

August 2019: PECO changed vendors for the PSEC Referral Process. The effective start date for Kandela was 8/12/19 and the effective end date for Allconnect was 8/15/19.