

Statewide Standard Offer Program Information through July 31, 2019

Residential

	<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	22,595	18,680	20,575	18,072	14,967	14,918	13,281	14,613	14,569	18,788	18,776	20,837
# Enrollments ²	20,154	21,544	22,664	20,552	16,818	16,057	14,435	15,232	17,768	18,249	20,822	24,283
	<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	14,597	13,142	5,924	5,764	4,994	8,104	8,665	9,496	16,003	18,236
# 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	10,939	10,783	11,479	11,489	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	6,866	5,072
# Enrollments	25,528	17,728	18,202	16,167	15,549	13,879	12,858	14,616	10,752	14,854	11,060	5,982
	<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	5,713	4,858	5,069	3,825	9,604	6,874	5,734	4,705	5,327	5,829	5,897	5,666
# Enrollments	7,066	5,480	5,842	4,015	8,312	8,086	6,421	5,690	5,852	6,106	5,884	5,661
	<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>19-Jul</u>
# Referrals	5780	4846	5939	5913	10110	9256	6349	6337	6552	8303	6107	5,975
# Enrollments	5161	3993	5505	4383	8143	6528	2281	4179	3882	5621	4811	5,063
	<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>Total</u>
# Referrals												799,442
# Enrollments												979,617

Small Commercial

	<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	284	227
# Enrollments	824	569	706	637	665	473	459	351	239	325	488	269
	<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	426	196	313	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>19-Jul</u>
# Referrals	313	382	381	493	438	513	375	350	280	188	462	319
# Enrollments	213	210	289	295	348	330	67	179	177	127	217	196
	<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>Total</u>
# Referrals												22,934
# Enrollments												34,407

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 July 31, 2019

	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	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 ²	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	\$0.0864	\$0.0864	\$0.0864	\$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	3389
# Residential Enrollments	7,722	4,803	4,790	4,252	3,725	3,658	3,508	3,943	1,347	1,559	1,665	1684
# 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	1768
# 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	\$0.06357	\$0.06344	\$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	\$0.06189	\$0.06175	\$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	Total
Total Calls Received by Allconnect ¹												395,019
# Residential Enrollments												238,878
# Small Comm. Enrollments												15,262
# Residential Web Enrollments ²												2,821
# Small Comm. Web Enrollments												19
# EGSs ³												
# EGSs Serving Residential												
# EGSs Serving Small Comm.												
#EGSs Service Both Res & Small Comm.												
Residential Standard Offer Rate (\$/kWh)												
Small Comm. Standard Offer Rate (\$/kWh)												

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.