ICC Docket No. 14-0312

Commonwealth Edison Company's Response to
Illinois Commerce Commission ("STAFF") Data Requests
PR 1.01 – 1.14
Date Received: June 9, 2014
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REQUEST NO. PR 1.02:

Does ComEd currently track or has it ever tracked whether calls, questions, concerns, or complaints from customers received by ComEd's call center are related to supply charges or delivery services charges?

a) If the answer is yes, then please provide the percentage of Customer Inquiries that are supply related and the percentage that are delivery services related.

b) If the answer is no, then please explain in detail why not.

RESPONSE:

No, ComEd's Call Center does not track whether calls are related to supply or delivery service charges. Most customers that call ComEd with billing concerns call because of the total bill amount and not just one part of the bill. ComEd does not have its agents make a subjective judgment about why the bill is high.

ComEd, however, does track the number of calls, questions, concerns, or complaints related to supplier diversity and/or choice. These calls are placed into a category known as "Customer Choice". The calls could range from customers expressing their questions and/or concerns over the marketing materials received by a retail electric supplier, requests to return to ComEd's bundled service, or general questions about choice. In 2013, ComEd's Call Center handled over 4.7 million calls of which approximately 27,000 were related to Customer Choice, or 0.56% percent.

ComEd understands that customer's with concerns related to their total bill are primarily questions about usage (i.e. kWhs). ComEd fully supports customer choice, and therefore ComEd's agents are trained to not make a subjective judgment as to what portion of the bill the customer has a concern with, if any; consequently ComEd does not track whether calls are related to supply or delivery service charges (including charges for purchased receivables).