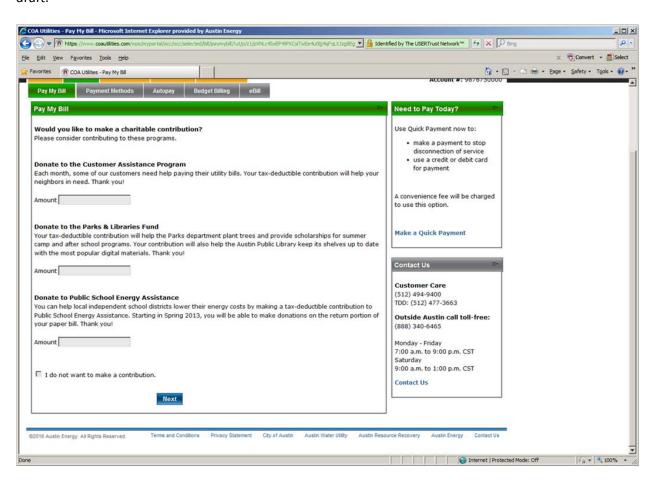
Response to Commissioner Biedrzycki's Questions regarding Donations to Customer Assistance Program via On-line Billing March 21, 2016: Item 15

Q. Can customers make donations to the Customer Assistance Program via on-line billing?

A. Yes; please see screenshot below from when making a payment on-line, or via a checking or savings account draft.



Q. When this was put into place?

A. Online Customer Care (OCC) Portal GO LIVE - 2012

Q. How does it work?

A. If it is a one-time donation, then it is added to the customers total balance for that month while paying that specific bill. In the background, the billing system puts the donated amount into a funding bucket. If it is a recurring donation, then it is billed to the customer's account during the customer's monthly billing process, and their new monthly balance will include a billable charge for the donation amount.

Q. How many people have used it?

A. On average, about 3,000 customers per month for all available programs (CAP, Library, PSEA).

Q. If people are having trouble making donations on line what steps are being taken to fix them?

A. OCC gives the customer a place to provide feedback while they are in their transaction process, and that email is sent to customer care to follow up with the customer. If the customer sends something during the "tell us about your experience" at the end of their OCC session, then it goes to IT and they forward any customer concerns to customer care. If the customer calls into the Utility Contact Center, the Customer Service Rep will walk them through the process, or can enter a ticket to our portal team for any issues.

Please note, there are no tickets/complaints from customers regarding any issues of this process not functioning properly.