

NEW BUSINESS DEFINITIONS

Blue Book - The PECO Electric Service Requirements Manual is referred to as the Blue Book. This is available on the PECO Website.

CIMS or CIS - Customer Information Management System or Customer Information System houses profiles, billing history, and payment history for all ComEd or PECO customers.

Combo - Installation of electric and gas facilities in a single trench.

Contractor Liaison - New Business employee to manage incoming phone calls, process your meter applications, and verify the account is created.

Construction Contractor - Organization, individual or group outside of PECO that provides a specified service and/or material for the construction of electric and/or gas facilities for a specified charge.

Customer Readiness - The requirements specified for each job that are the customer's responsibilities to complete prior to PECO starting the job.

Design and Construction Consultant - New Business employee to manage the project from design to install.

Demolition - The removal of electric and gas facilities from a property.

EBAR - Estimated Base Annual Revenue - Calculation of applicable credit applied to gas construction costs.

ESO - Energy Services Organization in PECO - A team of employees who manage large account customer needs.

ESO Builder Account Manager - Dedicated Account Manager to work with PECO's ten largest residential builders, NBS, and Infrasource. ESO will facilitate resolution of escalated issues.

GAMS - Gas Along the Main Service - PECO's marketing program that targets customers who reside along PECO's gas mains and who are not using natural gas for heating. If a customer wants to convert to a gas service and the PECO gas main facilities are in front of the property, then a PECO representative will determine the cost and send a contract for the work.

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Lead Time = Project Management Activities + Scheduling Activities

Project Management activities are (site meetings, estimate, design, permits)

Scheduling activities include following jobs that are inputted onto a work schedule.

New Business Services - A specialized team dedicated to providing new service, line extensions, upgrades, relocations, temporary service, and demolition requests for single aerial residential, commercial, and industrial customers. Formerly called Contractor & Builder Services (CBS).

ROW - Right of Way

Service and Meter Application (S&M) - Document used to initiate a request for electric service. This form is completed by the customer and faxed or mailed into one of the New Business offices. The form can be obtained on the Exelon Website or in the back of the booklet.

Service Request/Work Order Number - a unique identification number linked to the customer's request. Customers may use this number to refer to their job during the scheduling process.

New Residential Construction Group - a PECO Team dedicated to providing service to residential developers and builders for underground electric and gas installations to new residential construction.