

February 17, 2025

**VIA ELECTRONIC MAIL**  
[sherri.lewis@bpu.nj.gov](mailto:sherri.lewis@bpu.nj.gov)  
[board.secretary@bpu.nj.gov](mailto:board.secretary@bpu.nj.gov)

Sherri L. Lewis, RMC  
Secretary of the Board  
Board of Public Utilities  
44 South Clinton Avenue, 1<sup>st</sup> Floor  
P.O. Box 350  
Trenton, New Jersey 08625-0350

**RE:** In the Matter of the New Jersey Board of Public Utilities' Response to the  
COVID-19 Pandemic  
BPU Docket No. AO20060471

Dear Secretary Lewis:

Attached for filing please find Atlantic City Electric Company's Major Event Report for the outage(s) experienced as a result of the Winter Storm that occurred on January 19, 2025.

Pursuant to the Order issued by the New Jersey Board of Public Utilities (the "Board" or "BPU") in connection with *In the Matter of the New Jersey Board of Public Utilities' Response to the COVID-19 Pandemic for a Temporary Waiver of Requirements for Certain Non-Essential Obligations*, BPU Docket No. EO20030254, Order dated March 19, 2020, this document is being electronically filed with the Secretary of the Board and the New Jersey Division of Rate Counsel. No paper copies will follow.

Thank you for your attention to this matter.

Respectfully submitted,

/s/Kenneth L. Wan

Attorney at Law of the  
State of New Jersey

Enclosure

cc: Service List

**Atlantic City Electric Company**

**Annual Fresh Start Assessment**

**BPU Docket No. A020060471**

**Covering October 1, 2023 through December 31, 2024**

The Fresh Start Program component of the Universal Service Program (USF) automatically enrolls newly enrolled USF customers if they are \$60 or greater in arrears. Prior to October 1, 2021, customers were allowed to enroll in the program once in a lifetime. USF and Fresh Start Programs were temporarily modified starting October 1, 2021. Modifications included a change to the income eligibility level, energy burden requirements and frequency of participation in Fresh Start. Those changes allowed a greater number of customers to participate in both programs. Additional modifications were made effective October 1, 2023, with final changes to Fresh Start effective October 1, 2024. Income eligibility is now 60% of the State Median Income and USF customers are now able to re-enroll in Fresh Start every 5 years.

ACE recognizes the value of the USF and Fresh Start programs and encourages customers to apply when customers call in to our contact center, at various resource events held in its service territory, and when a customer visits a payment center. Further, once enrolled in Fresh Start, ACE maintains contact with enrolled customers during the program enrollment period by sending a welcome and enrollment letter explaining program. Customers will receive a reminder letter if they have not made the required payments to earn balance forgiveness at their quarterly review. At the 6-month (2<sup>nd</sup> quarter) review, customers who have not made the required payments will also receive an automated call encouraging them to make regular payments to earn their full forgiveness. Additionally, if at month 12, there is still forgiveness to be earned, a letter is sent to the customer with the specific payment amount required to earn full forgiveness as well as an email encouraging compliance that includes a note stating the outstanding balance will become due if full forgiveness is not earned.

During the period of October 1, 2023 through December 31, 2024, 9,839 customers completed the Fresh Start program. Of those customers, 3,731 or 37.9% completed the program successfully, earning complete forgiveness of their balance. Of the \$27.2M Fresh Start balances reviewed for earned forgiveness from October 1, 2023 through December 31, 2024, \$9.5M or 34.9% was forgiven.

**Atlantic City Electric Company**  
**Fresh Start Assessment Report**  
**BPU Docket No. A020060471**

Total Fresh Start balance held by ACE October 1, 2023-December 31, 2024 <sup>1</sup>	\$20,916,654
Total Fresh Start balance reviewed for forgiveness by ACE October 1, 2023-December 31, 2024 <sup>2</sup>	\$27,240,662
Total Fresh Start balance forgiven by ACE October 1, 2023-December 31, 2024	\$9,508,858
Total number of Fresh Start customers that completed the program during this time period <sup>3</sup>	9,839
Total number of Fresh Start customers that earned 100 percent (100%) forgiveness during this time period <sup>3</sup>	3,731
Total number of successful Fresh Start customers that are in arrears after the conclusion of the Fresh Start program <sup>4</sup>	1,793
Total past due dollars owed <sup>4</sup>	\$1,401,560

<sup>1</sup> This is the amount of arrears entered into the Fresh Start program October 1, 2023 - December 31, 2024

<sup>2</sup> This includes arrears entered into the program prior to October 1, 2023.

<sup>3</sup> This includes customers who entered the program prior to October 1, 2023.

<sup>4</sup> Arrears as of January 31, 2025

In the Matter of the New Jersey Board of Public Utilities' Response to the COVID-19 Pandemic  
BPU Docket No. AO20060471

**Service List**

**BPU**

Sherri L. Lewis, RMC  
Secretary of the Board  
Board of Public Utilities  
44 South Clinton Avenue, 1<sup>st</sup> Floor  
P.O. Box 350  
Trenton, NJ 08625-0350  
[sherri.lewis@bpu.nj.gov](mailto:sherri.lewis@bpu.nj.gov)  
[board.secretary@bpu.nj.gov](mailto:board.secretary@bpu.nj.gov)

Taryn Boland  
Chief of Staff  
[taryn.boland@bpu.nj.gov](mailto:taryn.boland@bpu.nj.gov)

Robert Brabston, Esq.  
Executive Director  
[robert.brabston@bpu.nj.gov](mailto:robert.brabston@bpu.nj.gov)

Stacy Peterson  
Deputy Executive Director  
[stacy.peterson@bpu.nj.gov](mailto:stacy.peterson@bpu.nj.gov)

Carol Artale, Esq.  
Deputy General Counsel  
[carol.artale@bpu.nj.gov](mailto:carol.artale@bpu.nj.gov)

Heather Weisband, Esq.  
[heather.weisband@bpu.nj.gov](mailto:heather.weisband@bpu.nj.gov)

Alice Bator  
Director, Division of Audits  
[alice.bator@bpu.nj.gov](mailto:alice.bator@bpu.nj.gov)

Lawanda Gilbert  
Director, Division of Cable  
Television and Telecommunications  
[lawanda.gilbert@bpu.nj.gov](mailto:lawanda.gilbert@bpu.nj.gov)

Julie Ford-Williams  
Director  
Division of Customer Assistance  
[julie.ford@bpu.nj.gov](mailto:julie.ford@bpu.nj.gov)

**DIVISION OF LAW**

Daren Eppley, Esq.  
Division of Law  
Hughes Justice Complex  
Public Utilities Section  
25 Market Street  
P.O. Box 112  
Trenton, NJ 08625  
[daren.eppley@law.njoag.gov](mailto:daren.eppley@law.njoag.gov)

Pamela Owen, Esq.  
[pamela.owen@law.njoag.gov](mailto:pamela.owen@law.njoag.gov)

**RATE COUNSEL**

Brian O. Lipman, Esq.  
Division of Rate Counsel  
140 East Front Street, 4th Floor  
P.O. Box 003  
Trenton, NJ 08625-0003  
[blipman@rpa.nj.gov](mailto:blipman@rpa.nj.gov)

T. David Wand, Esq.  
[dwand@rpa.nj.gov](mailto:dwand@rpa.nj.gov)

Susan McClure, Esq.  
[smcclure@rpa.nj.gov](mailto:smcclure@rpa.nj.gov)

Brian Weeks, Esq.  
[bweeks@rpa.nj.gov](mailto:bweeks@rpa.nj.gov)

Maria Novas-Ruiz, Esq.  
[mnovas-ruiz@rpa.nj.gov](mailto:mnovas-ruiz@rpa.nj.gov)

Bethany Rocque-Romaine, Esq.  
[bromaine@rpa.nj.gov](mailto:bromaine@rpa.nj.gov)

Robert Glover, Esq.  
[rglover@rpa.nj.gov](mailto:rglover@rpa.nj.gov)

Debora Layugan  
[dlayugan@rpa.nj.gov](mailto:dlayugan@rpa.nj.gov)

**ACE**

Kenneth L. Wan, Esq.  
Assistant General Counsel  
Atlantic City Electric Company  
92DC42  
500 N. Wakefield Drive  
Newark, DE 19714-6066  
[kenneth.wan@exeloncorp.com](mailto:kenneth.wan@exeloncorp.com)