

Appendix P

Pepco's BY Morrison Public Charging Site has two Level 2 charging stations and is located at 7301 Carroll Avenue in Takoma Park, MD. The site has been in operation since September 2019 and at the time of commissioning, the pricing on the chargers was in alignment with the Pepco PC-PIV rate of \$0.18/kWh. On March 3, 2020, the Company was informed that customers were incorrectly charged \$0.34/kWh. PHI performed an apparent cause evaluation from March 2020 to May 2020 to determine the root cause of the incident, the number of customers impacted, and to take preventive measures to mitigate future incidents. Below is a summary of the event and the associated corrective actions that have been put in place by PHI and the EVSmart network vendor Greenlots:

- Discrepancies in pricing took place between January 27, 2020 to March 10, 2020.
 - The discrepancy affected 32 customers across 71 charging sessions.
 - All customers were refunded by Greenlots on April 3, 2020. The total amount refunded was \$158.90
- The cause of the event was a restructure of the enterprise software. On January 27, 2020, a revised enterprise and dashboard structure needed for the program went live without ensuring the correct pricing structure. This caused the modification to the prices for a level 2 charging stations at Takoma Park
- To avoid future issues, standard operating procedures and quality control mechanisms to ensure correct pricing structure will be followed and signed off by the appropriate Manager.

- A weekly report is generated and submitted to Pepco to verify correct prices for all in-service sites including Takoma Park.

BY Morrison at Takoma Park

Session ID	Station ID	Station Name	Property Name	Enterprise	City	Start Time	End Time	Duration (minutes)	Usage (kWh)	Revenue	Price
4910773	162186	BYM-TP-001-A	BY Morrison Park	Pepco Public	Takoma Park	2020-06-26 10:21:16	2020-06-26 12:24:39	123.38	12.61	2.27	\$0.18
4911308	162186	BYM-TP-001-A	BY Morrison Park	Pepco Public	Takoma Park	2020-06-26 14:58:00	2020-06-26 15:37:12	39.2	0.97	0.17	\$0.18
4913011	162186	BYM-TP-001-A	BY Morrison Park	Pepco Public	Takoma Park	2020-06-27 11:28:27	2020-06-27 12:36:35	68.13	7.44	1.34	\$0.18
4914690	162186	BYM-TP-001-A	BY Morrison Park	Pepco Public	Takoma Park	2020-06-28 09:23:43	2020-06-28 14:17:51	294.13	19.46	3.5	\$0.18

Thomas Farm at Rockville (Yellow: DCFC=\$0.34/kWh)

Session ID	Station ID	Station Name	Property Name	Enterprise	City	Start Time	End Time	Duration (minutes)	Usage (kWh)	Revenue	Price
4904101	52167A	TFCC-RV-001-A	Thomas Farm Community Center	Pepco Public	Rockville	2020-06-23 12:40:35	2020-06-23 12:57:03	16.47	0.89	0.16	\$0.18
4905338	43337	TFCC-RV-001-D	Thomas Farm Community Center	Pepco Public	Rockville	2020-06-24 02:20:49	2020-06-24 02:46:05	25.27	15.56	5.29	\$0.34
4908429	52167A	TFCC-RV-001-A	Thomas Farm Community Center	Pepco Public	Rockville	2020-06-25 10:17:07	2020-06-25 10:40:54	23.78	1.44	0.26	\$0.18
4908887	43337	TFCC-RV-001-D	Thomas Farm Community Center	Pepco Public	Rockville	2020-06-25 14:25:26	2020-06-25 14:50:17	24.85	20.15	6.85	\$0.34
4909953	43337	TFCC-RV-001-D	Thomas Farm Community Center	Pepco Public	Rockville	2020-06-26 01:09:20	2020-06-26 01:46:55	37.58	17.05	5.8	\$0.34
4911601	43337	TFCC-RV-001-D	Thomas Farm Community Center	Pepco Public	Rockville	2020-06-26 17:20:01	2020-06-26 17:55:36	35.58	11.66	3.96	\$0.34
4914414	43337	TFCC-RV-001-D	Thomas Farm Community Center	Pepco Public	Rockville	2020-06-28 04:01:51	2020-06-28 04:56:29	54.63	20.64	7.02	\$0.34
4915520	52167A	TFCC-RV-001-A	Thomas Farm Community Center	Pepco Public	Rockville	2020-06-28 19:57:27	2020-06-28 20:30:25	32.97	1.84	0.33	\$0.18

- At the time of commissioning each site, prices are verified again verbally and documented electronically to ensure the site has the correct prices before opening to the public.
- In the event of future tariff changes, the network operator will not change the prices in the system until notified in writing by an authorized Pepco Manager.

This was an unfortunate incident caused by human error. Pepco and Greenlots have put controls in place to prevent future events from occurring. Greenlots has refunded the drivers impacted and added procedures to ensure the prices are not changed without appropriate approvals at both Pepco and Greenlots.