



OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE CHARTER

Effective December 4, 2024

MEMBERSHIP

The Operations, Safety and Customer Experience Committee (the “**Committee**”) of the board of directors (the “**Board**”) of Exelon Corporation (“**Exelon**” or the “**Company**”) shall be composed of three or more independent directors (as defined in the Company’s Corporate Governance Principles). The Board appoints Committee members and the Committee Chair and may make changes upon the recommendation of the Corporate Governance Committee at any time.

MEETINGS AND RESOURCES

The Committee meets four times each year or more frequently as the Committee Chair deems appropriate. Regular meetings are scheduled in accordance with the annual schedule approved by the Board. The Secretary or an Assistant Secretary shall record minutes of Committee meetings. A majority of the members of the Committee shall constitute a quorum for the transaction of business and approval by a majority of the members present at a meeting shall constitute approval by the Committee. The Committee may also act by unanimous written consent without a meeting.

The Committee has the authority to retain and terminate, without Board or management approval, the services of one or more outside advisors and consultants to assist it in performing its duties. Such advisors and consultants will report directly to the Committee. The Committee has the sole authority to approve such advisors’ and consultants’ fees and other retention terms. The Company will fund the cost of the Committee’s advisors and consultants and ordinary administrative expenses of the Committee necessary or appropriate in carrying out its duties.

PURPOSE

The primary purposes of the Committee are to oversee the Company’s operations, specifically including those relating to transmission and distribution of electricity and natural gas (“transmission and distribution”), the company’s safety and health programs, and matters relating to customer experience. In addition to the powers and responsibilities expressly delegated to the Committee herein, the Committee may exercise any other powers and carry out any other responsibilities delegated to it by the Board. The Committee’s standing responsibilities are listed below, without limitation to the purposes described in this paragraph.

RESPONSIBILITIES

A. Operations

1. Oversee the Company’s strategies, policies and major activities related to operations, including transmission and distribution.
2. Review and monitor significant developments, resources, risks and risk mitigation plans relating to:
 - a) Operational reliability, resiliency, business continuity and emergency response;
 - b) Information and operational technology;
 - c) Physical security of facilities, assets and personnel;
 - d) Significant incidents affecting operations, including transmission and distribution; and
 - e) Significant legal, regulatory or public policy matters related to the above.

3. Review and monitor the Company's operational performance, including any key performance indicator results.
4. Review and monitor the execution of major capital projects relating to the Company's operations, including transmission and distribution.

B. Safety and Health

1. Oversee the Company's strategies, policies and major activities relating to providing a healthy and safe environment for employees, customers, contractors and the public.
2. Review and monitor significant developments, resources, risks and risk mitigation plans relating to:
 - a) The Company's safety culture, goals and risks;
 - b) Significant health and safety incidents involving employees, contractors or members of the public; and
 - c) Significant legal, regulatory or public policy matters related to health and safety.
3. Review and monitor the Company's health and safety performance, including any key performance indicator results.

C. Customer Experience

1. Oversee the Company's strategies and major activities designed to support and enhance customer experience, including, but not limited to, service, technology, affordability, business development and engagement.
2. Review the Company's customer experience performance, including any key performance indicator results.

D. Annual Reviews and Reporting

1. Annually review the adequacy of the Committee's Charter.
2. Annually evaluate the performance of the Committee in the fulfillment of its functions and the performance of its responsibilities.
3. Report to the Board all actions taken by the Committee at the next regularly scheduled Board meeting following such actions.