

# Retail Markets Investigation

Technical Conference

August 10, 2011

10:00 a.m. – 3:00 p.m.

(Lunch Break: approx. 12:30 p.m.)

Hearing Room 1, Keystone Building

## AGENDA

### Opening Remarks

*Chairman Powelson*

### Organizational Issues

- Timeframe for investigation
- Objectives of investigation
- In-person meetings vs. conference calls
- Future dates of technical conferences

*Karen Moury*

### Default Service Plans

- Timeframe for Filing
- Effect of Regulatory Changes

*Karen Moury*

### Consumer Education

- Call Center Scripts
- Annual Chairman Letter
- Bi-Annual EDC Letters
- Small Business Customers
- Possible Statewide Campaign
- Surveys/Awareness

*Tom Charles and Dave Hixson*

### Prohibition of Marketing of Default Service

- New Customers
- Customers Moving Within Territory
- EDC Promotion of Default Service

*Kirk House and Megan Good*

### Acceleration of Switching Process

- Timing of EGS Enrollment Process
- Shortening Confirmation Period

*Dan Mumford and Patricia Burket*

### EGS/EDC Coordination Platform

- Uniformity
- Credit Standards
- EDC Supplier Charges

*Kirk House and Matthew Wurst*

### Price to Compare

- Displayed on Bills
- Quarterly Changes

*Dan Mumford and Matt Hrivnak*

### Default Service Model-Identification of Key Issues

- Definition of Default Service
- Cost Allocation
- EDC as Default Service Provider
- Pricing of Default Service
- Optional Default Supply Auction Group
- Procurement Schedules

*Karen Moury and Matthew Wurst*

### Future Issues and Process for Issue Identification.

- Customer Referral Programs
- Universal Service
- Energy Conservation Programs
- Access to Customer Information
- Choice for Customers at Small EDCs

*Karen Moury*