

**Retail Markets Investigation
Technical Conference Call Agenda**

**March 15, 2012 – 1:30 p.m.
Call-In Number: 800-486-2460; Access Code: 798755**

En Banc Hearing Update

Consumer Education Subgroup Report

- **Staff's Proposal for Statewide Campaign (3/13/12)**

Universal Services Issues Subgroup Report

End-State Default Service Models – Q&A with Staff

- **Staff's Updated Summary of Participants' Positions (3/12/12)**
- **Secretarial Letter and Staff Discussion Document (3/2/12)**
- **Staff's Answers to Frequently Asked Questions (3/9/12)**