

## **Retail Markets Investigation Technical Conference Call**

**September 28, 2011, 10:00 a.m. - Noon  
Call-In Number: 800-486-2460; Access Code: 798755**

### **Agenda**

#### **Organizational Issues**

Karen Moury

- En Banc Hearing on 11/10

#### **Customer Referral Program**

Kirk House

- Staff Draft Document Circulated to Retail Markets Working Group:  
[http://www.puc.state.pa.us/electric/docs/RMWG/Draft-CRP\\_010510.docx](http://www.puc.state.pa.us/electric/docs/RMWG/Draft-CRP_010510.docx)
- Comments of Participants are available at the following link:  
[http://www.puc.state.pa.us/electric/Retail\\_Markets\\_WG.aspx](http://www.puc.state.pa.us/electric/Retail_Markets_WG.aspx)
- Call Center Script Changes (RESA Document with PECO Comments)  
[http://www.puc.state.pa.us/electric/PDF/RetailMI/RESA\\_DISCUSSION%20FOR\\_NEW\\_MOVING\\_CUSTOMER\\_PROGRAM\\_AND\\_RELATED\\_CUSTOMER\\_CHOICE\\_EDUCATION\\_\(L0456130\).pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/RESA_DISCUSSION%20FOR_NEW_MOVING_CUSTOMER_PROGRAM_AND_RELATED_CUSTOMER_CHOICE_EDUCATION_(L0456130).pdf)

#### **Consumer Education**

Tom Charles and Dave Hixson

- Annual Commissioners' Postcard  
Staff Proposal:  
[http://www.puc.state.pa.us/electric/PDF/RetailMI/DDD-PUC\\_PC\\_Option.pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/DDD-PUC_PC_Option.pdf)
- Bi-Annual EDC Letter/Postcard  
First Energy Edits:  
[http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-FE\\_EDC\\_Choice\\_Ltr092011.pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-FE_EDC_Choice_Ltr092011.pdf)  
  
PECO Edits:  
[http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-PECO\\_EDC\\_Choice\\_Ltr092111.pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-PECO_EDC_Choice_Ltr092111.pdf)

- FAQs

PPL Edits:

[http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-RESA\\_FAQ\\_092211.pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-RESA_FAQ_092211.pdf)

PECO Edits:

[http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-PECO\\_FAQ\\_092111.pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-PECO_FAQ_092111.pdf)

OCA/PULP/AARP Edits:

[http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-OCA-PULP-AARP\\_FAQ\\_092111.pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-OCA-PULP-AARP_FAQ_092111.pdf)

First Energy Edits:

[http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-FE\\_FAQ\\_092011.pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-FE_FAQ_092011.pdf)

OSBA Edits:

[http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-092111-OSBA\\_FAQ.pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-092111-OSBA_FAQ.pdf)

- Small Business Customers – Optional Pricing Information (25 KW and below)
  - Staff Update on Usage Data in Retail Choice Activity Report