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|  | Pennsylvania Public Utility Commission |
| Office of Competitive Market Oversight |
| CHARGE |
| Re-Cap |
| Thursday September 25, 2014 9:30 am |

**1. PAPowerSwitch.com UPDATE:**

Cyndi Page, with the Commission’s Office of Communications, provided an update on recent additions to the PAPowerSwitch.com website.

A “SIGN UP NOW” feature will soon be added. Customers will be able to click on a SIGN UP NOW link that will take them directly to the supplier enrollment page for that specific offer. This will make the website more transactional and make it easier for customers to enroll.

This means that the website will offer 3 different links:

* a link to the supplier’s website/homepage (via clicking on the supplier’s name).
* the new link to the specific offer.
* a link to all offers (similar to what is there currently).

This new link should go live next month. A Secretarial Letter will be sent to all suppliers announcing the new link and how it is expected to be used.

* QUESTION: will PaGasSwitch.com have a similar new feature?  
  ANSWER: not yet. Enhancements to PaGasSwitch.com will be explored in the upcoming Gas Retail Markets Investigation.
* QUESTION: is a mobile app for the website being developed?  
  ANSWER: we do have a mobile version of the website for phones/tablets that went live earlier this year. We do not currently have an app; but will consider this.

Questions about PAPowerSwitch.com can be directed to Cyndi Page at [CYPAGE@pa.gov](mailto:CYPAGE@pa.gov).

**2. NEW SUPPLIER PRODUCTS OFFERINGS: OBSTACLES?**

The Office of Competitive Market Oversight (OCMO) is interested in hearing from CHARGE participants concerning what obstacles may be in the way of suppliers in bringing new, innovative products to residential consumers. Primarily, we are interested in any obstacles caused by the limitations on the PaPowerSwitch.com website as to how prices and products are presented and displayed. We are interested in providing suppliers with flexibility in the types of products they can offer, including value-added services. However, we ask that everyone keep in mind that these suggestions should take into account:

* Changes to the functionality of the website have a cost. Any changes should be changes that will be used – we do not want to spend time and money on changes that will not be utilized.
* Changes must preserve the usefulness of the website to consumers – avoiding anything overly complex that would seriously impede consumer’s use of the website.

We are also interested in any other obstacles any one may want to bring to our attention (billing capabilities, POR, regulations, etc.).

We are asking for brief informal comments to the OCMO inbox at [ra-ocmo@pa.gov](mailto:ra-ocmo@pa.gov) as soon as possible, but no later than Friday, November 14, 2014 (any comments concerning PaPowerSwitch – the sooner the better since changes to the website do require development time and funding). Please include with your comments contact information for the individual(s) responsible for the comments in case we have questions.

**3. ACCELERATING SWITCHING (IMPLEMENTING THE 3-DAY SWITCH):**

The new supplier switching regulations, including the 3-day switch, went into effect on publication, June 14, 2014. The implementation deadline for 3-business day switching is December 15, 2014. Both EDCs and EGSs have critical roles in complying with the new regulations to ensure that customer switches are not delayed unnecessarily.   
  
[**Secretarial Letter**](http://www.puc.pa.gov/pcdocs/1310587.doc) - Letter on Accelerated Switching Regulations at 52 Pa. Code §§ 57.171.57.180 at Docket No. L-2014-2402409383. Dated September 8, 2014.

*“Accordingly, the Commission urges EGSs to review their internal procedures to ensure they will be in compliance with the “accelerated switching” regulations by December 15, 2014. This includes any enrollment processes managed by a third-party vendor.”*

The EDCs provided a brief description of what they are planning to comply with the 3-business day switch and the opportunities suppliers have to engage them on these efforts:  
  
**PECO**: is hosting a webinar the afternoon of September 25. They will be implementing a Bill On Supplier Switch (BOSS) approach in December. An off-cycle bill will be issued that will final the previous supplier’s service. Customers will then receive their usual “on-cycle” bill. Suppliers should let their customers know that they will be receiving a short-period bill that will end their relationship with their previous supplier.

**PPL**: Is hosting their annual supplier conference October 1 and 2. This will be followed by webinars in late October and early November. In December, PPL is planning to offer one off-cycle switch per billing period. They will also be able to drop customers to POLR. Their second phase/longer term solution will be in the summer of 2015.

**FIRSTENERGY:** 2 webinars are planned (same information will be presented at both); on October 13 at 1:00 and October 15 at 10:00. They intend to be able to perform one off-cycle switch per billing period in December; phase two full functionality sometime in 2015. They plan additional stakeholder meetings as they develop phase two.

**DUQUESNE LIGHT:** Expects to offer one off-cycle and one on-cycle switch per billing period for the majority of their customers in December. Full functionality targeted for June 2015. They expect to soon announce supplier out-reach opportunities (contact their supplier support at [dlc\_ssc@duqlight.com](mailto:dlc_ssc@duqlight.com) for information on these opportunities).

OCMO urges all suppliers with questions about the EDC plans and the procedures for implementing 3-business day switching to participate in their webinars, conferences and other outreach efforts.

Questions about these matters can be directed to Dan Mumford at [dmumford@pa.gov](mailto:dmumford@pa.gov).

**4. Processing by EDCs of Customer/EGS Disputes.**

Background (raised by a participant at the July CHARGE call): The pricing events of early 2014 resulted in customers disputing EGS charges for a variety of reasons (e.g., inconsistency with contract terms, misleading marketing, etc.). When a customer's contract with the EGS permits the customer to withhold disputed amounts, there does not appear to be clear direction to the customer regarding any necessary interaction with the EDC to provide notice of the dispute. Also, there does not appear to be a mechanism for the customer to ensure that the EGS does not send a drop notice to the EDC while the dispute is pending. A review of some of the supplier tariffs and POR programs reveals that it isn't clear that the EDC can obtain reimbursement from the EGS if the dispute is resolved in the customer's favor. The retail supply market in Pennsylvania would function more efficiently if these issues, and other relevant issues related to the processing of customer/EGS disputes, were clarified and standardized.

Several participants noted thatdispute procedures for residential customers are already provided for in Chapter 56. See 52 Pa. Code §§ 56.140 – 181. :

<http://www.pacode.com/secure/data/052/chapter56/subchapFtoc.html>   
Also see Definition of Initial Inquiry and Dispute at 52 Pa. Code § 56.2:  
<http://www.pacode.com/secure/data/052/chapter56/s56.2.html>

Given the above, this appears to be more of an issue with commercial/industrial customers.

Pam Polacek, Esq., agreed to convene a working group to explore this issue and develop proposals. Anyone interested in this working group should email OCMO as soon as possible: [ra-ocmo@pa.gov](mailto:ra-ocmo@pa.gov)

**5.** **UPDATES ON CURRENT PROCEEDINGS:**

* [**Tentative Order on the Interim Guidelines for Eligible Customer Lists**](http://www.puc.pa.gov/pcdocs/1292829.docx)**:** (Public Meeting of June 19, 2014. Docket No. M-2010-2183412.) Reply comment period closed August 4. Final Order at upcoming Public Meeting (possibly October).
* [**Tentative Order on Request for Clarification on Notice Requirements for Combined Electricity & Natural Gas Disclosure Statements**](http://www.puc.pa.gov/pcdocs/1296329.docx) - Public Meeting of July 9, 2014. Docket No. L-2014-2409385. Clarification on 52 Pa. Code, Sections 54.5, 54.10 and 62.75.: Comment period is closed. Look for Final Order at an upcoming Public Meeting (possibly October).
* [**Order on the Review of Rules, Policies & Consumer Education Measures Regarding Variable Rate Retail Electric Products**](http://www.puc.pa.gov/pcdocs/1273602.docx) - Public Meeting of February 20, 2014. Docket No. M-2014-2406134.: Commission staff considering what more needs to be done in addition to accelerated switching and new disclosure rules. Look for additional guidance, including possible proceedings, in the coming months.
* **Investigation of Pennsylvania’s Retail Natural Gas Supply Market**, Public Meeting of September 12, 2013. I-2013-2381742:   
    
  [**Tentative Order on the Investigation of Pennsylvania's Retail Natural Gas Supply Market**](http://www.puc.pa.gov/pcdocs/1306421.docx) - Public Meeting of August 21, 2104. Docket No. I-2013-2381742. Notice of the Tentative Order was published in the *Pennsylvania Bulletin* on September 13, initiating a 30-day comment period. <http://www.pabulletin.com/secure/data/vol44/44-37/1940.html>

Comments are due October 14 (October 13 is a Commonwealth holiday). Look for a possible Final Order, that will include more details about the investigation by the end of this year.   
  
There is a now a webpage for this investigation at:  
<http://www.puc.pa.gov/utility_industry/natural_gas/natrual_gas_rmi.aspx>

* **Seamless Moves and Instant Connects:**

[**Secretarial Letter**](http://www.puc.pa.gov/pcdocs/1303767.docx) - Letter regarding the EDC plan filings for Seamless Moves and Instant Connects. Dated August 13, 2014. Docket Numbers:

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| Duquesne Light: M-2014-2401127 | PECO: M-2014-2401085 | PPL: M-2014-2401103 |
| Pike County: M-2014-2401119 | UGI: M-2014-2401126 | Met-Ed: M-2014-2401130 |
| Penelec: M-2014-2401151 | Penn Power: M-2014-2401151 | West Penn Power: M-2014-2401148 |

“The Commission, by means of this Secretarial Letter, will allow EDCs to delay the development of *instant connects* and *seamless moves* if an EDC determines that developing these processes at this time could hinder or delay the development of 3-business day supplier switching. This delay is at the option of the EDC; the EDCs are encouraged to proceed with the development of *instant connects* and *seamless moves* if doing so does not impede the development of 3-business day switching. The previously stated June 2015 deadline is no longer in effect.”

“Notably, while we are allowing a delay in the creation of these two market enhancements, those two mechanisms have merit to enhance Pennsylvania’s retail electric market. Accordingly, we will direct the OCMO to submit a recommendation to the Commission no later than December 31, 2014, with a proposed implementation timeframe for *seamless moves* and *instant connects*.”

**6. AGENDA TOPICS SUBMITTED BY CHARGE PARTICIPANTS:**   
  
PROCEDURES FOR REQUESTING A REDUCTION IN PUC BONDING AMOUNTS: Per [**Final Order on Requirements for Electric Generation Suppliers; Acceptable Security Instruments**](http://www.puc.pa.gov/pcdocs/1299164.docx) - Public Meeting of July 24, 2014. Docket Number M-2013-2393141.

A few suppliers have already submitted requests. Commission staff is still evaluating the format and mechanisms – and is in consultation with the Department of Revenue. We will provide more definitive information as soon as possible via the OCMO/CHARGE distribution list.

**General Matters**

1. **New Issues**

* Any new issues or questions about issues previously discussed on CHARGE calls should be submitted to [ra-ocmo@pa.gov](mailto:ra-ocmo@pa.gov)

1. **Old Agendas/Recaps**

**NEW WEBPAGE:** All agendas and recaps are posted on the CHARGE page of the website along with various other documents that have been distributed or relied upon during CHARGE discussions, at the following link –   
<http://www.puc.pa.gov/utility_industry/electricity/office_of_competitive_market_oversight/charge.aspx>

1. **CHARGE Distribution List**

* To be added to the CHARGE distribution list, please send an email to [ra-ocmo@pa.gov](mailto:ra-ocmo@pa.gov)

1. **CHARGE Contact List**

* Contact list is on website at the following link:

<http://www.puc.pa.gov/utility_industry/electricity/electric_competitive_market_oversight.aspx>

* Please send contact information or updates to [ra-ocmo@pa.gov](mailto:ra-ocmo@pa.gov)

1. **Meeting Schedule for Remainder of 2014**

* November 20, 2014 at 9:30 am.