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|  | Pennsylvania Public Utility Commission |
| Office of Competitive Market Oversight |
| CHARGE |
| Electronic Update |
| Thursday April 30, 2015 |

**1. PAPowerSwitch.com UPDATE:**

On April 27, the Commission announced a series of enhancements to [**www.PAPowerSwitch.com**](http://www.papowerswitch.com/), the agency’s consumer-education website with information on shopping for electric suppliers, consumer alerts and reminders, educational videos and more.

New PAPowerSwitch upgrades include:

* Easier navigation on a streamlined homepage;
* A zip code search on the homepage, leading to a graphic snapshot about savings opportunities, rates and options in a specific area;
* Larger and brighter consumer alerts on the homepage, notifying viewers of upcoming default rate changes and other pertinent reminders;
* A prominent “Education” button, directing users to videos and information about switching power, understanding your bill, how to choose a supplier, fixed and variable rates and consumer rights and protections; and
* A “Ways to Save” button, guiding consumers to a factual page on opportunities to conserve energy and save money.

Link to Press Release: <http://www.puc.pa.gov/about_puc/press_releases.aspx?ShowPR=3538>

We remind all EGSs to keep updating their prices on the website.  Consumers can determine the date when the price was last updated by hovering over the question mark (?) beside the price.  We have noticed that a few appear to have been last updated sometime in 2014; and even though the price may still be correct, it may not look timely in the eye of a customer.

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

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

The new supplier switching regulations, including the 3-day switch, were implemented for most of the larger EDCs on 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.   
  
All of the major EDCs filed petitions seeking limited waivers of various provisions related to accelerating switching. Generally, Duquesne, PPL and the FirstEnergy companies can offer one off-cycle switch per billing period. Any second switch in that billing period has to wait until the next on-cycle. In addition, the EDC can offer one, 3-day drop to default service.

PECO is fully compliant at this time – with multiple 3-day switching available. The remaining EDCs are expected to be fully compliant this summer (PPL and Duquesne in August; FirstEnergy in June). However, it is possible that additional waiver requests could be filed.

For details, including possible additional waiver requests, please refer to these dockets:

* **PECO**: P-2014-2446292 (waiver of Chapter 56 billing frequency regulations).  
  <http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=P-2014-2446292>
* **PPL**: P-2014-2445072  
  <http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=P-2014-2445072>
* **FIRSTENERGY:**
  + **Met Ed:**  P-2014-2449010:   
    <http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=P-2014-2449010>
  + **Penelec**: P-2014-2449015:   
    <http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=P-2014-2449015>
  + **Penn Power**: P-2014-2449017:   
    <http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=P-2014-2449017>
  + **West Penn Power**: P-2014-2449027   
    <http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=P-2014-2449027>
* **DUQUESNE LIGHT:** P-2014-2448863  
  <http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=P-2014-2448863>
* **UGI**: P-2014-2449397  
  <http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=P-2014-2449397>
* **PIKE COUNTY:** P-2014-2437967  
  <http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=P-2014-2437967>

EGSs are urged to follow the any of the above-mentioned possible waiver proceedings – and to stay in contact with each EDC – and participate in any EDC outreach efforts.

We remind EGSs of their role in timing the customer’s switch, per 52 Pa. Code § 57.173. The EGS is to notify the EDC of the customer’s enrollment selection “…at the end of the 3-business day rescission period...” See (1):

**§ 57.173. Customer contacts the EGS to request a change in electric supply service.**

When a customer contacts an EGS to request a change from the current EGS or default service provider to a new selected EGS, the following actions shall be taken by the selected EGS and the customer’s EDC:

   (1)  The selected EGS shall notify the EDC of the customer’s EGS selection at the end of the 3-business day rescission period under § 54.5(d) (relating to disclosure statement for residential and small business customers) or a future date specified by the customer. The selected EGS may notify the EDC by the end of the next business day following the customer contact upon customer consent.

   (2)  Upon receipt of this notification, or notification that the customer has authorized a switch to default service, the EDC shall send the customer a confirmation letter noting the proposed change of EGS or change to default service. The notice must include the date service with the new selected EGS or default service provider will begin. The letter shall be mailed by the end of the next business day following the receipt of the notification of the customer’s selection of an EGS or default service provider.

As you can also see in (1), exceptions, with the consent of the customer are allowed:

* The enrollment can be transmitted immediately to the EDC - no waiting for the end of the 3-day rescission period. (Note that this does **NOT** constitute a waiver by the customer of their 3-day rescission right. Customers can NOT waive this right – per § 54.5(d)(4)).
* The enrollment can be delayed until a distant, future date. The EGS would hold the enrollment until the appropriate time – and then submit it to the EDC once the “future date” approaches. If the enrollment / switch is to be delayed, it is the EGS that is obligated to “hold” the enrollment notification to the EDC. The EDC will NOT hold an enrollment.

We also remind EGSs that all switches require the authorization of the customer:

**§ 57.171. Definitions.**

*Customer*—A purchaser of electric power in whose name a service account exists with either an EDC or an EGS. The term includes all persons authorized to act on a customer’s behalf.

Accordingly, we advise all EGSs to refrain from practices like the “automatic” re-enrollment of former customers. While EGSs are of course free to contact a former customer in an attempt to regain their business – any subsequent re-enrollment must be specifically authorized by the customer (the same rules and procedures apply to re-enrollments that apply to any and all switching – there are NO “special rules” or “exceptions” for re-enrollments).

Any questions about this – please contact OCMO [ra-ocmo@pa.gov](mailto:ra-ocmo@pa.gov) or Dan Mumford at [dmumford@pa.gov](mailto:dmumford@pa.gov).

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

Background : 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. After a review of some of the supplier tariffs and POR programs, it isn't clear that the EDC can obtain reimbursement from the EGS if the dispute is resolved in the customer's favor.

A working group has been formed to discuss and develop a proposal to resolve this issue. The group is chaired by Pam Polacek, Esq. Anyone interested in participating that has not yet indicated their interest can email Pam at PPolacek@mwn.com.

**4.** **UPDATES ON INVESTIGATION OF PENNSYLVANIA’S RETAIL NATURAL GAS MARKET (NATURAL GAS RMI):**

* **Investigation of Pennsylvania’s Retail Natural Gas Supply Market**, Public Meeting of September 12, 2013. I-2013-2381742:   
    
  [**Final Order on the Investigation of Pennsylvania's Retail Natural Gas Supply Market**](http://www.puc.pa.gov/pcdocs/1306421.docx) - Public Meeting of December 12, 2014. Docket No. I-2013-2381742.

Webpage for this investigation at:  
<http://www.puc.pa.gov/utility_industry/natural_gas/natrual_gas_rmi.aspx>   
  
[**Tentative Order on NGDC Customer Account Number Access Mechanism for NGSs**](http://www.puc.pa.gov/pcdocs/1352696.doc) - Public Meeting of April 9, 2015. Docket No. M-2015-2468991.  
Formal comments, filed with the Secretary under this docket, are due 45 days from April 9, 2015.

[**Proposed Rulemaking Order Regarding Customer Information Disclosure Requirements**](http://www.puc.pa.gov/pcdocs/1349995.docx) - Public Meeting of March 26, 2015. Docket No. L-2015-2465942. Amendments and additions to Title 52 of the Pennsylvania Code, Sections 62.72, 62.75, and 62.81.  
Formal comments, filed with the Secretary under this docket, are due within 30 days of publication in the Pennsylvania Bulletin. We will alert the OCMO/CHARGE distribution list when this publication occurs (expected within the next few weeks).   
  
[**Tentative Order on the Investigation of PA's Retail Natural Gas Market: Joint Natural Gas Distribution Company-Natural Gas Supplier Bill**](http://www.puc.pa.gov/pcdocs/1355700.docx) - Public Meeting of April 23, 2015. Docket No. M-2015-2474802. Comments due 45 days from April 23, 2015.

**STANDARD OFFER PROGRAM (SOP) WORKING GROUP:**

Stakeholder group formed on 4/13/2015. OCMO will be reaching out with next steps in the near future.

**ACCELERATED SWITCHING WORKING GROUP:**

Stakeholder group formed on 4/27/2015. OCMO will be reaching out with next steps in the near future.

Several issues remain to be addressed such as system balance/penalties, creditworthiness, assignment of capacity, etc. Calls for interested stakeholders will be issued for those working groups in the coming weeks.

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

* [**Final Order on Interim Guidelines for Eligible Customer Lists**](http://www.puc.pa.gov/pcdocs/1321204.docx)**:** Docket No. M-2010-2183412. Final Order at October 23, 2014 Public Meeting. The EDCs solicited all of the customers in February – March and now report that refreshed ECLs are now available to suppliers.
* [**Tentative Order**](http://www.puc.pa.gov/pcdocs/1355664.docx) **on Data Access** – Web Portal Working Group's Solution Framework for Historical Interval Usage and Billing Quality of Interval Use at Docket No. M-2009-2092655. Public Meeting of April 23, 2015. Comments due 30 days from April 23, 2015.
* **Seamless Moves and Instant Connects:**

Per a March 20, 2015 Secretarial Letter, the EDCs have filed revised plans to implement SEAMLESS MOVES and INSTANT CONNECTS.

Although the March 20 Secretarial Letter provided for a 30 day comment period beginning on the date the plans were filed, logistical problems prevented public access to all of the plans until April 28.  Accordingly, we are providing a 30-day comment period in response to the plans filed by the EDCs which commenced April 28, 2015.  Comments shall be filed formally with the Commission’s Secretary by May 28, 2015 under the docket numbers provided below.

Any questions about this should be directed to the Office of Competitive Market Oversight by email at [ra-OCMO@](mailto:ra-OCMO@)pa.gov.

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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-2014-2401155 | Penn Power: M-2014-2401151 | West Penn Power:  M-2014-2401148 |
| Wellsboro/Citizens  M-2015-2478461 |  |  |

PECO:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=M-2014-2401085>

PPL:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=M-2014-2401103>

DUQUESNE LIGHT:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=M-2014-2401127>

PENN POWER:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=M-2014-2401151>

WEST PENN POWER:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=M-2014-2401148>

MET ED:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=M-2014-2401130>

PENELEC:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=M-2014-2401155>

UGI:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=M-2014-2401126>

PIKE COUNTY:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=M-2014-2401119>

WELLSBORO and CITIZENS ELECTRIC:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=M-2015-2478461>

**6. PROCEDURES FOR REQUESTING A REDUCTION IN PUC BONDING AMOUNTS:**

[**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.

Please note that the Commission’s Bureau of Technical Utility Services is tasked with processing requests to reduce bond amounts. There are several conditions which must be met before a request can be granted. Included in those conditions is a form of declaration from the Pennsylvania Department of Revenue that all taxes are paid and current.

Information about the required “letter for tax status” is available at this weblink:

<https://revenue-pa.custhelp.com/app/answers/detail/a_id/2212/~/how-do-i-request-a-letter-for-tax-status%3F>

**7. UPDATED EDC GENERATION COST COMPONENT MATRIX:**

An updated EDC GENERATION COST COMPONENT MATRIX reflecting the default service plans that go into effect this June will be available on the OCMO webpage once all of the matrices have been received. We expect to post the update in the very near future.

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

**8. EDC/EGS JOINT BILL IMPLEMENTATION:**

PECO implemented its JOINT BILL in December 2014. The remaining EDCs are expected to implement in June. EGSs interested in having their logo displayed on the customer’s bill should contact the EDC as soon as possible.

**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. **Next Meeting**

* TBA, 2015 at 9:30 am.