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

Default Service Plans
Karen Moury
• Timeframe for Filing
• Effect of Regulatory Changes

Consumer Education
Tom Charles and Dave Hixson
• Call Center Scripts
• Annual Chairman Letter
• Bi-Annual EDC Letters
• Small Business Customers
• Possible Statewide Campaign
• Surveys/Awareness

Prohibition of Marketing of Default Service
Kirk House and Megan Good
• New Customers
• Customers Moving Within Territory
• EDC Promotion of Default Service

Acceleration of Switching Process
Dan Mumford and Patricia Burket
• Timing of EGS Enrollment Process
• Shortening Confirmation Period

EGS/EDC Coordination Platform
Kirk House and Matthew Wurst
• Uniformity
• Credit Standards
• EDC Supplier Charges

Price to Compare
Dan Mumford and Matt Hrivnak
• Displayed on Bills
• Quarterly Changes

Default Service Model-Identification of Key Issues
Karen Moury and Matthew Wurst
• Definition of Default Service
• Cost Allocation
• EDC as Default Service Provider
• Pricing of Default Service
• Optional Default Supply Auction Group
• Procurement Schedules

Future Issues and Process for Issue Identification
Karen Moury
• Customer Referral Programs
• Universal Service
• Energy Conservation Programs
• Access to Customer Information
• Choice for Customers at Small EDCs