Retail Markets Investigation
Technical Conference Call

August 31, 2011, 10:00 a.m. – Noon
Call-In Number: 866-618-6746; Access Code: 5342249

Agenda

Organizational Issues

- Conference Calls vs. In-Person Meetings
- Staff Work Product

Karen Moury

Default Service Plans

- EDC Procurement Schedules
- 1 Year Bridge Plan – How Would It Be Done?
- Need Commission Guidance on Next Set of DSPs

Karen Moury

Consumer Education

- Call Center Scripts
  - New Customers
  - Moving Customers
  - Billing Inquiries
  - Customers Who Are Unable to Shop
- Welcome Kits
- Annual Chairman Letter – Draft Message
- Bi-Annual EDC Letters – Draft Message
- Timing of Letters
  - September/October – EDC Letter
  - January/February – PUC Letter
  - April/May – EDC Letter
- Small Business Customers
  - Optional Pricing Information (25 KW and below)
  - Focus Group/Outreach
  - Scripts/Welcome Kits
- Statewide Campaign
  - Surveys/Awareness
  - Funding
  - Timing
  - Message
- Net Metering

Tom Charles and Dave Hixson
Supplier of “First” Resort (Status Update)  Kirk House and Megan Good

- Marketing by EDC
- Seamless Moves
- Account Changes
- PAPowerSwitch.com Format
- Deliverables due 9/9

Acceleration of Switching Process  Dan Mumford and Patricia Burket

- Confirmation Period: Eliminate/Shorten?
  - EDC Data on Frequency of Customer Use
- Changes to Confirmation Letter

EGS/EDC Coordination Platform (Status Update)  Kirk House and Matthew Wurst

- Credit Standards-Variations
- List of EDC Supplier Charges
- Staff Reviewing Information

Price to Compare

- Displayed on Bills-Staff Proposal
- Quarterly Changes (Placeholder)

Default Service Model- Key Issues (Status Update)  Matthew Wurst and Karen Moury

- Definition of Default Service
- Cost Allocation
- EDC as Default Service Provider
- Pricing of Default Service
- Optional Default Supply Action Group (9/2 Deliverable)
- Procurement Schedules
- Default Service Products

Future Issues  Karen Moury

- Customer Referral Programs
- Universal Service
- Energy Conservation Programs
- Access to Customer Information
- Choice for Customers at Small EDCs
- AEPS Obligations
- Unregulated Affiliates
- EGS Consolidated Billing
- EDC Billing Systems