**CHARGE Conference Call**

**August 23, 2012 – 9:30 a.m.**

**Call-in Number: 866-618-6746 and Access Code: 6060145**

Topics for Discussion

**17. EGS Marketing Activities**

1. PUC adopted guidelines by order on November 4, 2010, which is available at the following link: <http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=M-2010-2185981>.
2. Proposed rulemaking order adopted by PUC at February 10, 2011 Public Meeting; copy of entered order is attached; can be accessed on OCMO page and at the following link: <http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=L-2010-2208332>.
3. Formal comments (filed with the Secretary of the PUC) were due on December 21, 2011 or sixty days after publication in the Pa. Bulletin, which occurred on October 22, 2011 at the following link: <http://www.pabulletin.com/secure/data/vol41/41-43/1789.html>.
4. ***Final Rulemaking Order is targeted for the October 11, 2012 Public Meeting.***

**45. Accelerating Supplier Switching Timeframes**

1. Group has discussed enrollment process/supplier switching timeframes on several calls.
2. Issues were moved to Retail Markets Investigation and further discussions were held.
3. Commission adopted Tentative Order on November 10, 2011 which is available at the following link: <http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=M-2011-2270442>; Comments were due 30 days after entry of order, or on December 14, 2011.
4. ***Final Order is targeted for September 27, 2012 Public Meeting.***

**46. Retail Markets Investigation**  (Docket No. I-2011-2237952)

1. PUC has launched statewide investigation to ensure properly functioning and workable competitive retail electricity market exists in the Commonwealth.
2. Information posted on website at: <http://www.puc.state.pa.us/electric/Retail_Electricity_Market.aspx>.
3. ***Internal deliberations on end state of default service are continuing.***
4. ***Staff update - Subgroup on Call Center Scripts for New/Moving Customers: Subgroup has completed work and provided a draft to OCMO, who is reviewing and developing next steps.***

**57A. PA Power Switch – General Upgrades**

1. Vendor has made general upgades to website, including:
   1. Currently when consumers sort by price, identical prices are shown in alphabetical order; this will be changed to have the most recent posting shown first.
   2. A change is being made to allow consumers to display “Additional Information” for multiple offers, whereas currently they have to close each one before opening another.
   3. The color of the font will be changed to make “Additional Information” more noticeable to consumers.
2. Staff is receiving suggestions from EGSs about further enhancements to PA Power Switch, particularly focused on the recent changes, and asked that additional feedback be provided to [ra-OCMO@pa.gov](mailto:ra-OCMO@pa.gov) by August 15, 2012.
   1. Suggested changes should be aimed at improving the customer’s experience on PA Power Switch rather than to promote a particular business model.
   2. Staff will review suggestions that have been submitted and consult with vendor where necessary in preparation for discussion during August 23, 2012 CHARGE call.
3. ***Enhancements suggested by CHARGE participants include:***
   1. *Including fixed monthly fees in the calculation of monthly estimate, which currently factors in only usage and the charge per kWh.*
   2. *Allowing EGSs to display multiple product offerings instead of the current functionality that limits EGSs to one offer.*
   3. *Permitting EGSs to group by product types through the use of clickable tabs, such as Fixed Price, Variable Price, Renewable Offers, Time of Use Options and Other.*
   4. *Removing the “Additional Discounts” column.*
   5. *Giving all sortable attributes their own columns.*
   6. *Adding a column labeled “Product Term” to allow EGSs to specify the term in number of months.*
   7. *Fixing the price sorting feature that currently appears to be broken.*
   8. *Correcting the footnote regarding calculation of the monthly estimate, which currently states that the monthly estimate does not include introductory discounts while it appears that the calculation does include them.*
   9. *Including information to show which EGSs offer net metering, such as through the use of a check box on the main supplier page or a section under the shop for electricity tab that lists EGSs offering net metering.*
   10. *Standardizing the way renewable energy offers and associated prices are displayed.*
4. ***Staff gathered information about the various suggestions during the call and will provide an update on the status of any changes during the call on October 3, 2012 (1:30 p.m.); any feedback about these suggestions should be sent to*** [***ra-ocmo@pa.gov***](mailto:ra-ocmo@pa.gov) ***by September 7, 2012.***
5. ***Staff provided update on addition of Small Business Shopping Page:***
6. *Targeted to go live on September 24, 2012, with a Secretarial Letter being distributed in early September.*
7. *Page will be very similar to Residential Shopping Page, in that consumer will put in zip code, pick an EDC and pick a rate class.*
8. *Some consumers may have difficulty knowing whether they are Small Business or Large Business. For purposes of presenting offers on the Small Business Page, EGSs can make those decisions within the confines of the EDC rate classes that are listed.*
9. *The Introductory Price/Discounts Available columns will be consolidated and a new column will be available for Deposit Required.*
10. *Small business customers will not be able to sign up for “rate change alerts.”*
11. *More characters will be available in the “additional information” field to describe the products.*
12. *The default usage on the page will be 2000 kWh/month, as contrasted with 700 kWh for residential customers.*

**58. Cancellation Fees**

1. An issue has been raised about the fact that consumers sometimes switch to EGSs and must pay cancellation fees to other EGSs under their contracts.
2. Suggestion has been made that switch be delayed to inform customer of the fee and that EDI transaction be developed to support this delay.
   1. Some participants support a delay to avoid later customer frustration.
   2. Others noted that this is contrary to the efforts that are underway to accelerate the switching process and that it is incumbent upon customers to be aware of their contract provision.
   3. Staff believes that some EDC’s current confirmation letters contain language warning customers to check contracts for possible cancellation fees.
3. Commission plans to add a feature to PA Power Switch to enable consumers to sort by “cancellation fee”; Secretarial Letter circulated on June 19, 2012; <http://www.puc.state.pa.us/pcdocs/1181650.docx>
4. ***Although there are no further action items arising from this issue, Staff will keep the issue on the agenda for now so it can be monitored.***

**59. Account Numbers**

1. Issue has been raised about the inability of EGSs to obtain account numbers for customers who are not on the Eligible Customer List but now wish to authorize (through LOAs) their EGSs to obtain them from EDCs; this occurs when EGSs sign customers at locations other than their homes and the customers do not have their bills or account numbers readily available.
2. LOAs have been used in the past to permit EGSs to obtain historical usage data for customers who are not on the ECL; in these cases, the EGS had the customer’s account number
3. Discussion of feasibility, as well as pros/cons, of EDCs providing account numbers to EGSs pursuant to LOAs from customers.
   1. EGSs describe issue as an impediment to shopping and an inconvenience for customers.
   2. Green Mountain has found that 40% of the customers who wish to enroll with them at events, etc. are not on the ECL (PECO and PPL service territories).
   3. PECO understands the convenience part but has concerns about potential for abuse and the technology needed to implement a solution.
   4. PPL’s opt-out rate is very low so there is no difficulty looking up account information.
   5. First Energy said that manually searching for information would be cumbersome and that automation would be necessary.
   6. OCA emphasized the need to change the LOA to make it very clear to customers that they are granting access to account information.
4. ***PECO provided an update on the call it hosted with interested parties to talk about the business rules and technology needed to implement a solution.***
5. *Call was held on August 21, 2012.*
6. *Green Mountain offered a detailed proposal that was discussed on the call.*
7. *PECO submitted a report to OCMO, which will be reviewed to determine next steps.*

**60**. **Default Service Reconciliation Interim Guidelines**

1. Staff noted that the Commission adopted the Motion of Commissioner Cawley on July 19, 2012, which is available at this link: <http://www.puc.state.pa.us//pcdocs/1185245.pdf>.
   1. Motion notes that reconciliation riders have produced rate volatility and inaccurate price signals and have complicated shopping decisions for consumers.
   2. Motion seeks feedback from market participants on changes that the Commission should make to reconciliation riders to minimize adjustments to the PTC.
2. ***Order entered on August 14, 2012:*** [***http://www.puc.state.pa.us//pcdocs/1187737.doc***](http://www.puc.state.pa.us//pcdocs/1187737.doc)***.***
3. ***Comments due within 20 days of publication in the Pa. Bulletin, which is anticipated on August 25, 2012; Reply comments due 15 days later.***

***61. Regulatory Compliance Meeting with EGSs Serving Residential Customers***

* ***Staff plans to hold an OCMO-Residential EGS meeting in mid-September to discuss various regulatory compliance issues.***
* ***Consumer representatives and EDCs are welcome to provide examples of concerns to OCMO prior to the meeting. They should be forwarded to ra-OCMO@pa.gov.***

**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**

* All agendas and recaps are posted on the OCMO 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.state.pa.us/electric/electric_CompetitiveMarketOversight.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.state.pa.us/electric/electric_CompetitiveMarketOversight.aspx>

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

1. **Meeting Schedule for Remainder of 2012**

***October 3, 2012, 1:30 p.m. (CHANGE)***

November 1, 2012, 9:30 a.m.

December 13, 2012, 9:30 a.m.