**Retail Markets Investigation**

**Technical Conference Call Agenda**

**October 6, 2011, 10:00 a.m. – 1:00 p.m.**

**Call-In Number: 800-486-2460; Access Code: 798755**

**Organizational Issues** Karen Moury

**Consumer Education** Tom Charles and Dave Hixson

* Intermediate Issues Wrap-Up and Status Update
	+ Annual Commission Postcard
	+ Bi-Annual EDC Letter/Postcard
	+ FAQs
	+ Small Business Customers Pricing Information
* Statewide Campaign Wrap-Up and Status Update

**Supplier of “First” Resort** Kirk House and Megan Good

<http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-Subgroup-Supplier_First_Resort_093011.pdf>

* Listing of EDC Rates on PaPowerSwitch
* EDC Marketing of Default Service
* Enrollment Process
* EDC Bills

**EGS/EDC Coordination Platform** Kirk House and Matt Wurst

<http://www.puc.state.pa.us/electric/PDF/RetailMI/DDD-RESA_RMI_082611_Deliverables.pdf>

* Credit Standards
* Supplier Charges

**Customer Referral Program** Kirk House

* New/Moving Customer Issues

[http://www.puc.state.pa.us/electric/PDF/RetailMI/RESA\_DISCUSSION%20\_FOR\_NEW\_MOVING\_CUSTOMER\_PROGRAM\_AND\_RELATED\_CUSTOMER\_CHOICE\_EDUCATION\_(L0456130).pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/RESA_DISCUSSION%20_FOR_NEW_MOVING_CUSTOMER_PROGRAM_AND_RELATED_CUSTOMER_CHOICE_EDUCATION_%28L0456130%29.pdf) (**Note:** ***will be replaced by updated version when it is provided***)

* Status Update on Comprehensive Program

<http://www.puc.state.pa.us/electric/docs/RMI/DD-DE-NY_Referral_Programs_093011.docx>

**Price to Compare on Bills** Dan Mumford

* Status Update

**Accelerated Switching Timeframe**  Dan Mumford

* Status Update

**Default Service** Matt Wurst and Karen Moury

* Status Update on Next Phase of DSP Filings
* Discussion of Opt-In Auction

<http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-Subgroup-Opt-In_Auction_093011.pdf>

* + Pilots – 2012
	+ Programs Beginning June 2013
* Transitioning the EDC out of the Default Service Role

[http://www.puc.state.pa.us/electric/PDF/RetailMI/RESA\_CONCEPTUAL\_PLAN\_TO\_TRANSITION\_FROM\_EDC\_PROVIDED\_DEFAULT\_SERVICE\_(L0456208).pdf](http://www.puc.state.pa.us/electric/PDF/RetailMI/RESA_CONCEPTUAL_PLAN_TO_TRANSITION_FROM_EDC_PROVIDED_DEFAULT_SERVICE_%28L0456208%29.pdf)

* + Next steps

**Universal Service** Dan Mumford

<http://www.puc.state.pa.us/electric/docs/RMI/DD-Staff-Info_Sheet_Universal_Service_093011.doc>

* Short-term Issues
	+ Should CAP customers be allowed to shop?
	+ Should this be uniform statewide?
	+ Is it possible for it to be uniform statewide?
	+ Communication of shopping information to CAP customers and EGSs
* Intermediate-term Issues
	+ Would CAP customers be able to participate in competition enhancements such as referral programs and default auction groups?
* Long-term Issues
	+ If fundamental changes are made to the default service model, such as having an entity other than the EDC provide default service, who serves CAP customers and how is it funded?