

CHARGE Conference Call

March 18, 2010 – 9:30 a.m.

Call-in number: 1-866-618-6746 and Access Code: 6060145

Recap of Discussion

1. Budget Billing

- Group discussed status of request by EGSs for budget billing status to be added to the Eligible Customer Lists (ECLs)
 - EDCs have expressed concerns re: consumer privacy and cost recovery of change to ECL
 - EDEWG subgroup discussed issue at 2/18/10 meeting and could not reach consensus
 - PPL is considering putting budget bill status on ECL
 - Appears that this issue needs to be addressed within the context of ECL discussions rather than on a stand-alone basis
- At prior meetings, discussions were held regarding consumer concerns about the amount of EGS budget bills compared to PPL's budget bill amounts due to different methodologies and the timing of changes by PPL following the expiration of rate caps
 - If EGS sends PPL spreadsheet with list of customers, PPL provides budget bill amounts and when they will be changed
 - No further discussion ensued at 3/18/10 meeting; PUC staff will add to list of issues to address with other EDCs whose rate caps are expiring in 2011

2. Confirmation Letters

- Discussion continued about standardizing the EDC 10-day confirmation letter to make clear that it is intended to avoid an unauthorized switch and not to provide customer with a penalty-free right to rescind or cancel their EGS contract
- After reviewing input from the group, PPL has changed the language in the letter to read as follows: **“Your contract may have conditions or cancellation fees that apply if you cancel your enrollment.”**
 - A final version of the confirmation letter is attached
 - PUC staff will add to list of issues to address with other EDCs whose rate caps are expiring in 2011

- PPL has removed reference on website to rescission during the confirmation period

3. EGS Marketing Activities

- Staff will circulate a straw proposal to the group for best practices governing EGS direct marketing activities; *new* target date is 3/19/10
- In-person meeting with telephonic monitoring will be on 4/8/10 at 10 a.m., Executive Chambers, 3rd Floor, Keystone Building, Harrisburg
 - Asking each organization to please RSVP by 3/30/10 with number of individuals attending in person
- Staff's proposal will apply to residential and small business customers and all types of direct marketing
- Staff understands efficiencies of having both electric and natural gas industries involved in negotiations and is considering the best vehicle and best time for bringing natural gas industry into discussions
- To expedite issuance of best practices, Staff has suggested interim guidelines
- After 4/8/10 meeting, Staff will address next steps

4. 90 Days in Arrears

- The issue of customers who are 90 days in arrears being blocked from switching was caused by a programming error and has been resolved through re-enrollments by EGSs and data repairs by PPL to switch customers by next meter read date
- PUC staff has added this issue to "lessons learned list" that other EDCs should address prior to rate caps expiring in 2011

5. Drop Notices - Customer Accounts Number Changes

- PPL gave status report on issue where Drop Notices were being generated when customer account number changes such as due to a name change
 - PPL has developed a work-around that is seamless for the customer, under which the system drops the customer, and a customer service representative contacts the Supplier Group who then notifies EGS of drop and requests that the EGS to re-enroll customer
 - PPL has had 16 incidents this year which have been handled this way
 - No lapse for the customer but this work-around requires quick response from EGS and is subject to later settlement/scheduling

- PPL is working with IT on automated process
- PUC staff will add issue to “lessons learned” list for other EDCs to address
- Several EGSs noted their appreciation for the way PPL has handled this situation

6. Handling of Negative 810s under PPL’s POR Program

- Concern has been raised about the handling of negative 810s on a case-by-case-basis
- PPL cannot handle negative 810s except on case-by-case basis
- PPL has been studying internally and plans to share a proposal during week of 3/22/10

7. Borderline Customers

- About 200 customers have service addresses in PPL’s area but are connected to a customer of another utility; no automated meter reading is available so PPL reads them only twice per year, estimates the bills and settles with the bordering utility; 55 have signed up with EGSs
 - PPL held meeting with affected EGSs the prior week
 - EGSs are okay with receiving estimated meter reads and settling with the bordering utility for generation in the same way PPL does
 - PPL is putting list of borderline customers on supplier’s portion of website
- PPL will incorporate this in Supplier Tariff

8. Default Service Bid Information

- Group discussed proposal for development of a consistent process for releasing default service bid information and projected retail prices, which would allow EGSs to effectively plan for 2011 market entry
- Staff has verified process followed by each EDC and will initiate discussions with each EDC and seek to develop a standardized approach for further discussion by group

9. Estimated State Tax Amount on Bills

- Question has arisen about whether the presentation of “estimated total state taxes” on residential bills is required for generation charges of EGS as there is no standard treatment among EGSs
- PUC staff will determine what EDCs include in “STAS” and conduct further review of statute and regulations to offer guidance to EGSs on this issue

10. Electric Shopping Website

- Secretarial Letter about including link to www.PAPowerSwitch.com was attached to Topics for Discussion for 3/18/10

11. 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@state.pa.us; purpose of this list is to enable stakeholders to contact one another directly to resolve issues and is separate from email distribution list

12. Meeting Schedule for Next Few Months

- April 8 (In-person meeting), 10:00 a.m., Exec. Chambers, 3rd Floor, Keystone, Harrisburg
- April 29, 9:30 a.m.
- May 13, 9:30 a.m.
- May 27, 9:30 a.m.
- June 10, 9:30 a.m.
- June 24, 9:30 a.m.

Final Confirmation Letter

Dear Customer Choice Participant:

We received notice that you have chosen the following company to be your Electric Generation Supplier:

(EGS name)

(EGS phone number)

This supplier will begin providing you with energy after your next meter read on or about **Effective Date**. You will receive your first bill showing this supplier's charges the following month.

If the supplier and "Effective Date" are correct, no action is needed.

If you disagree with the "Effective Date", or if you have questions about your enrollment or terms of service, please contact the supplier listed above. Your contract may have conditions or cancellation fees that apply if you cancel your enrollment.

Our records also indicate that you will receive a single monthly bill that includes the supplier's generation and transmission charges as well as PPL Electric Utilities' distribution charges.

If you did not select this supplier or billing option, please call PPL Electric Utilities at 1-888-668-4775 within 10 days and we will work with you to make any necessary corrections.

We will continue to deliver your power safely and reliably, and to maintain the delivery system. If you experience a power outage, you will continue to call us at 1-800-342-5775 (1-800-DIAL-PPL). You also can contact us through our Web site at www.pplelectric.com.

Sincerely,

PPL Electric Utilities