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| PUC logo | COMMONWEALTH OF PENNSYLVANIA  PENNSYLVANIA PUBLIC UTILITY COMMISSION  P.O. BOX 3265, HARRISBURG, PA 17105-3265 |  |

October 7, 2011

TO ALL INTERESTED PARTIES:

Re: Investigation of Pennsylvania’s Retail Electricity Market; Docket No. I-2011-2237952

The Pennsylvania Public Utility Commission (PUC) will hold an *en banc* hearing on Thursday, November 10, 2011 at 1:00 p.m. to seek comments in its Investigation of Pennsylvania’s Retail Electricity Markets. The purpose of this hearing is to permit participants in the Investigation to highlight or summarize positions on key issues that the PUC plans to address either before or as part of the intermediate work plan to promote competition.

The hearing will be held in Hearing Room 1 of the Commonwealth Keystone Building, 400 North Street, Harrisburg, PA. The PUC’s Office of Administrative Law Judge will manage the course of the hearing, which will be transcribed and recorded. This hearing is not an adversarial proceeding and companies may be represented by a partner, *bona fide* officer or employee of the company, in lieu of an attorney. *See* 52 Pa. Code §1.21 (c) (relating to appearance). The public is invited to attend.

A Tentative Agenda of the topics to be addressed during this hearing is attached, along with a more detailed list of suggested issues under each topic on which participants may wish to focus their testimony. Parties who are interested in testifying at the hearing should submit a request to [ra-rmi@pa.gov](mailto:ra-rmi@pa.gov) by October 21, 2011. Requests should identify the organization and person(s) who wish to testify, as well as the agenda topics and sub-issues that the testimony would address.

Under each agenda topic, the PUC will select participants representing a diverse set of perspectives and seek to avoid redundant testimony. Because of the time constraints, power point presentations will not be permitted, and each organization participating in a panel will be asked to limit prepared remarks to 3-5 minutes, highlighting the most important points. The Commissioners will then conduct question and answer sessions of each panel.

All interested parties are welcome to submit written comments after the *en banc* hearing no later than November 23, 2011 for the Commission to consider in reviewing staff recommendations associated with the development of an intermediate work plan. Comments, along with any questions about the hearing, should be directed to [ra-rmi@pa.gov](mailto:ra-rmi@pa.gov).

 Very truly yours,

Rosemary Chiavetta

Secretary

**Retail Markets Investigation**

**En Banc Hearing**

**November 10, 2011 at 1:00 p.m.**

**Hearing Room 1**

**Keystone Building, Harrisburg, PA**

**Tentative Agenda**

**Opening Remarks 1:00 – 1:15 p.m.**

Chairman Powelson

Vice Chairman Coleman

Commissioner Gardner

Commissioner Cawley

Commissioner Witmer

**Consumer Education-Statewide Campaign 1:15 – 2:00 p.m.**

Survey Presentations

Panelists ‘ Remarks

Q&A with Commissioners

**Accelerated Switching Timeframes 2:00 – 2:45 p.m.**

Panelists’ Remarks

Q&A with Commissioners

**Break 2:45 – 3:00 p.m.**

**Customer Referral Programs 3:00 – 3:45 p.m.**

Panelists’ Remarks

Q&A with Commissioners

**Retail Opt-In Auction 3:45 – 4:30 p.m.**

Panelists’ Remarks

Q&A with Commissioners

**Default Service Plans Beyond June 2013 4:30 – 5:00 p.m.**

Panelists’ Remarks

Q&A with Commissioners

**Retail Markets Investigation**

**En Banc Hearing**

**November 10, 2011 at 1:00 p.m.**

**Hearing Room 1**

**Keystone Building, Harrisburg, PA**

**Suggested Issue List by Agenda Topic**

**Consumer Education-Statewide Campaign**

* Surveys/Awareness
* Funding
* Timing
* Message

**Accelerated Switching Timeframes**

* Shortening or Elimination of 10-Day Confirmation/Waiting Period
* Changes to Confirmation Letter

**Customer Referral Programs**

* EDC Call Center Scripts
  + New/Moving Customers/Account Changes
  + Billing Inquiries
  + Energy Efficiency Inquiries
  + Other Inquiries
* Enrollment with Participating EGSs
  + Selection of EGSs
  + Customer Eligibility (including CAP customers)
  + Referral vs. Assignment
  + Role of EDC
  + Introductory Price – Amount of Discount and Length of Introductory Period
  + EGS’s Obligations to Customer
  + Customer’s Rights and Options At End of Introductory Period

**Retail Opt-In Auction**

* Customer Eligibility (including CAP customers)
* Existing Default Service Supply Contracts
* Auction Structure
* Auction and Post-Auction Service Terms
* Participant Requirements
* Logistics
* Coordination with other Programs
* Potential Effect of Opt-in Auction on Default Service Prices

**Default Service Plans Beyond 2013**

* One-Year Bridge Plans
* One-Year Extension of Existing Plans
* Two-Year Plans Consistent with PUC Regulations and any Additional Directives