



17 North Second Street
12th Floor
Harrisburg, PA 17101-1601
717-731-1970 Main
717-731-1985 Main Fax
www.postschell.com

Anthony D. Kanagy

akanagy@postschell.com
717-612-6034 Direct
717-731-1985 Direct Fax

April 2, 2013

To: Smart Meter Stakeholders

Re: PPL Electric Utilities Corporation Smart Meter Plan - Supplier Portal Pilot
Docket No. M-2009-2123945

Dear Stakeholders:

This letter is provided on behalf of PPL Electric Utilities Corporation (“PPL Electric” or the “Company”) in response to a letter sent by the PP&L Industrial Customer Alliance (“PPLICA”) on March 8, 2013 in the above-referenced docket (“March 8 Letter”). In the March 8 Letter, PPLICA avers that PPL Electric’s Supplier Portal Pilot may allow electric generation suppliers (“EGSs”) access to customer data without appropriate authorization in a manner that violates the Pennsylvania Public Utility Commission’s (“Commission”) Order regarding Eligible Customer Lists. *Interim Guidelines For Eligible Customer Lists, Final Order on Reconsideration, Docket No. M-2010-2183412, November 15, 2011 (“ECL Order”).*

Please be assured that PPL Electric’s practices with respect to the disclosure of customer data fully comply with all Commission Orders and practices. Any suggestion to the contrary is misleading and incorrect. In addition, PPL Electric’s existing practices for providing customer usage data to EGSs will not fundamentally change through the Supplier Portal Pilot.

Under PPL Electric’s current practices, licensed EGSs can request a customer’s usage data from PPL Electric via Electronic Data Interchange (“EDI”). The requesting party must have the customer’s account number in order to make the request via EDI. When the request is made, PPL Electric will send 12 months of usage data to the requesting party via an 867 EDI transaction or via e-mail. PPL Electric does not check whether the customer has requested to opt out of the Eligible Customer List (“ECL”) prior to sending the information to EGSs. PPL Electric does not check the ECL for several reasons. First, a customer that is not on the ECL may still give his/her information to an EGS. If customer is not on the ECL, the customer may still choose to shop and may choose to allow an EGS to have access to the customer’s information. Second, EGSs have the obligation to ensure that they have the appropriate customer authorization before requesting access to the customer’s data. Third, the Commission does not allow PPL Electric to require EGSs to provide documentation regarding a customer’s authorization to release data prior to PPL Electric providing the data to the EGS. *See Electric*

To: Smart Meter Stakeholders
April 2, 2013
Page 2

Generation Supplier Access To Restricted Customer Accounts, Docket No. M-2009-2082042, Secretarial Letter issued August 20, 2010.

In the March 8 Letter, PPLICA suggests that the Supplier Portal Pilot will modify the requirements for accessing customer information. This is incorrect. The process for providing customer data to EGSs will not change under the Supplier Portal Pilot. The Portal will be a secure website for licensed EGSs to obtain customer usage data as an alternative (but not a replacement) to requesting customer data via EDI or e-mail. As the Company explained at the Stakeholder Meeting held on February 27, 2013, EGSs will only be able to access customer data through the secure web portal if they have a customer account number. EGSs can obtain a customer account number through the ECL or through the customer. This is no different than the procedures that are in place today for governing EGS access to customer data. Under the Company's current procedures, if an EGS requests customer data and gives PPL Electric the customer account number, PPL Electric sends the EGS the account information. Under the Supplier Portal, if an EGS provides the customer account number, PPL Electric will provide the customer account information. In the March 8 Letter, PPLICA states that PPL Electric's existing technology requires the Company to "push" data to EGSs but that the Supplier Portal Pilot will allow EGSs to "pull" data. This is a distinction without a difference. Under both the existing EDI practices and the new Supplier Portal practices, customer data is automatically sent to EGSs if they request the data and have the customer account number.

Moreover, PPL Electric's practice does not violate the Commission's *ECL Order*. The Commission's *ECL Order* allows customers to withhold the disclosure of all customer account and usage information from the ECL. *ECL Order*, p. 11. Consistent therewith, if a customer restricts the release of their information, PPL Electric does not list the customer or the customer's information on the ECL. The Commission's *ECL Order* does not prohibit EGSs from otherwise getting a customer's authorization to obtain the customer's account information.

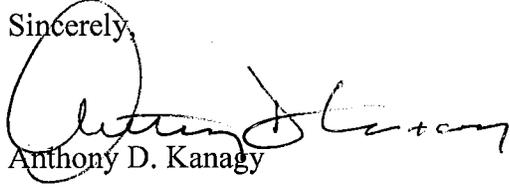
In its letter, PPLICA expresses concerns about a situation where an EGS obtains customer information, outside of the ECL, and uses that information to access customer data through the portal. PPL Electric notes that EGSs are subject to the customer privacy requirements contained in the Commission's regulations. *Electric Generation Supplier Access to Restricted Customer Accounts*, Docket No. M-2009-2082047, Secretarial Letter issued August 20, 2010. If an EGS uses or obtains customer information without the proper authorization, a customer can address the situation by filing a complaint. PPL Electric is not the arbiter of disputes between customers and EGSs and should not be required to police EGS activity.

As explained above, PPL Electric's practices regarding disclosure of customer information are fully compliant with the Commission's Orders and policies. This includes both PPL Electric's current practices and the practices that it will employ under its Supplier Portal Pilot. For these reasons, PPL Electric does not agree to delay implementation of its Supplier Portal Pilot, absent a Commission directive to do so.

To: Smart Meter Stakeholders
April 2, 2013
Page 3

Please direct any questions regarding this matter to the undersigned.

Sincerely,

A handwritten signature in black ink, appearing to read "Anthony D. Kanagy". The signature is written in a cursive style with a large initial "A".

Anthony D. Kanagy

ADK/jl

cc: Rosemary Chiavetta, Secretary (*Via Electronic Filing*)
Matthew A. Wurst

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of § 1.54 (relating to service by a participant).

VIA E-MAIL AND FIRST CLASS MAIL

Tanya J. McCloskey Esquire
Senior Assistant Consumer Advocate
Office of Consumer Advocate
555 Walnut Street
Forum Place, 5th Floor
Harrisburg, PA 17101-1923
tmccloskey@paoca.org

Sharon Webb Esquire
Office of Small Business Advocate
300 North Second Street, Suite 1102
Harrisburg, PA 17101
swebb@pa.gov

Johnnie E. Simms, Esquire
Allison Curtin Kaster, Esquire
Bureau of Investigation & Enforcement
Commonwealth Keystone Building
400 North Street, 2nd Floor West
PO Box 3265
Harrisburg, PA 17105-3265
josimms@pa.gov
Akaster@pa.gov

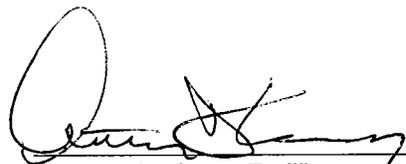
Adeolu A. Bakare, Esquire
Pamela C. Polacek, Esquire
McNees Wallace & Nurick LLC
100 Pine Street
P.O. Box 1166
Harrisburg, PA 17108-1166
abakare@mwn.com
ppolacek@mwn.com

Divesh Gupta, Esquire
Constellation Energy Group, Inc.
100 Constellation Way, Suite 500C
Baltimore, MD 21202
divesh.gupta@constellation.com

Harry S. Geller, Esquire
John C. Gerhard, Esquire
Julie George, Esquire
Pennsylvania Utility Law Project
118 Locust Street
Harrisburg, PA 17101-1414
hgellerpulp@palegalaid.net
jgerhardpult@palegalaid.net
jgeorgepulp@palegalaid.net

Kimberly H. Childe, Esquire
Kurt E. Klappkowski, Esquire
Scott Perry, Esquire
Commonwealth of Pennsylvania
Department of Environmental Protection
RCSOB, 9th Floor
400 Market Street
Harrisburg, PA 17101-2301
kchilde@pa.gov
kklappkowsk@pa.gov
scperry@pa.gov

Date: April 2, 2013



Anthony D. Kanagy