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| PUC logo | COMMONWEALTH OF PENNSYLVANIA  PENNSYLVANIA PUBLIC UTILITY COMMISSION  400 NORTH STREET, HARRISBURG, PA 17105-3265 | **IN REPLY PLEASE REFER TO OUR FILE**  P-2017-2637855 |

September 6, 2018

To: Metropolitan Edison, Pennsylvania Electric Company, Pennsylvania Power Company, West Penn Power, Electric Generation Suppliers, Statutory Advocates, and Parties at Docket No. P-2017-2637855 et al.

Re: Notice of Stakeholder Collaborative and Request for Comments re: FirstEnergy Customer Referral Program Scripting and CAP Shopping Program Implementation at Docket No. P-2017-2637855 et al.

At the Pennsylvania Public Utility Commission’s (Commission or PUC) August 23, 2018 Public Meeting, the Commission adopted a Joint Motion of Commissioner David W. Sweet and Vice Chairman Andrew G. Place addressing the default service programs for Metropolitan Edison, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power (collectively, FirstEnergy) for the period of June 1, 2019 through May 31, 2023.[[1]](#footnote-1) The Motion noted that while a partial settlement of the issues has been agreed to, multiple issues remained contested, including the manner in which customers in FirstEnergy’s Customer Assistance Program (CAP) participate in the competitive retail market and the appropriate scripting for FirstEnergy’s Customer Referral Program (CRP). The Motion directed that the issues of implementation of a CAP shopping program and the appropriate scripts for FirstEnergy’s CRP be referred to the Commission’s Office of Competitive Market Oversight (OCMO) for discussion with stakeholders and the submission of recommendations. Specifically, the Commission directed that:

* The issue of FirstEnergy’s CAP shopping program be referred to OCMO to convene and coordinate a group of interested stakeholders for the purpose of collaboratively addressing the mechanics and details of the new CAP shopping program with a recommendation provided to the Commission by the end of January 2019.
* The issue of scripts for CRP be referred to OCMO to convene and coordinate a group of interested stakeholders for the purpose of collaboratively addressing the scripting and training materials associated with FirstEnergy’s CRP with a recommendation provided to the Commission by the end of January 2019.

The purpose of this Secretarial Letter is to notify all potential stakeholders of the convening of the informal collaboratives, hosted by OCMO, to examine the above-noted issues; providing a date for an in-person meeting to discuss the issues; and to invite stakeholders to submit possible agenda items for the collaborative to consider.

An in-person meeting of all interested stakeholders will be convened on **Monday, November 5, 2018** starting at 10:00 am and concluding at 3:00 pm in Hearing Room 1 of the Commonwealth Keystone Building, 400 North Street, Harrisburg, Pennsylvania. The purpose of this meeting is to provide participants with an opportunity to discuss the implementation of the CAP shopping program in the FirstEnergy service territories and the scripting language used to refer customers to FirstEnergy’s CRP. The meeting will also provide OCMO staff with information and perspectives to inform its recommendations to the Commission.

To assist OCMO in the preparation of the agenda for the November 5 meeting, we invite stakeholders to submit specific topics, within the scope of the two main issues, they would like to discuss. Stakeholders can also include with their suggested topics a brief explanation or comments with their perspective on the suggested topic item. Interested parties may submit this material by **Friday, October 19, 2018** referencing Docket Number P-2017-2637855 *et al*. Comments can be mailed to the Commission, Attn: Secretary, P.O. Box 3265, Harrisburg, PA 17105-3265. Comments may also be filed electronically through the Commission’s e-File System. Upon review of the information submitted, OCMO will prepare and distribute an agenda and discussion document prior to the meeting.

To assist you in preparing your possible agenda items, we point all interested stakeholders to the Commission’s Opinion and Order entered on September 4, 2018 at the above‑referenced Docket Number. Specifically, the discussion of the CRP can be found in the order starting on page 26 and the discussion of the CAP shopping program starts on page 46. These matters are also the subject of ordering paragraphs eight and nine of the order. The Opinion and Order and all the publicly-available documents related to the case, can be searched at the Commission’s website using the docket number P‑2017-2637855 and are also available at this weblink:

<http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=P-2017-2637855>

Questions about the stakeholder collaborative should be directed to Dan Mumford, Director of the Office of Competitive Market Oversight at (717) 783-1957 or [dmumford@pa.gov](mailto:dmumford@pa.gov).

****Sincerely,

Rosemary Chiavetta

Secretary

cc: Gladys M. Brown, Chairman

Andrew G. Place, Vice Chairman

Norman J. Kennard, Commissioner

David W. Sweet, Commissioner

John F. Coleman, Jr., Commissioner

Jan Freeman, Executive Director

Bureau Directors

1. See *Joint Petition of Metropolitan Edison Company (Met-Ed), Pennsylvania Electric Company (Penelec), Pennsylvania Power Company (Penn Power), and West Penn Power Company (West Penn) (collectively, the Companies) for Approval of their Default Service Programs for the Period Beginning June 1, 2019 through May 31, 2023,* Docket No. P-2017-2637855, et al. (Order entered September 4, 2018). [↑](#footnote-ref-1)