Use of Dual Bills by EGSs in the residential space since 2012 is Non-Existent. In reviewing Retail Choice Activity Reports, you can see that EGSs do not use dual bills for residential customers, and haven't for the past five years:[1]

Year	Total Res. Shoppers (Dec.) Per year[2]	Number of Supplier (Dual) Bills for residentials	% of Total
2012	1,658,885	17,318	**0.010%**
2013	1,856,627	1,632	**0.0008%**
2014	1,793,574	9,175	**0.005%**
2015	1,715,733	7,628	**0.004%**
2016	1,754,287	1,345	**0.0007%**

Value added products and services that offer value added products/services other than renewable energy, cash back or percentage off incentives have been in and around the market since at least March of 2016. This is nothing new.

As far back as March 7, 2016, the % of products that were on PaPowerSwitch.com that included value added products and services were as follows:

Residential % of products: 10.57% (69/653)

Small, Non-Residential % of products: 15.20% (45/296)

[1] Total Supplier Bills: 2010 – no detail; 2011 – 48,044 (mostly non-residential); 2012- 41,527, with 58% (24,209) non-residential; 2013- 40,849, 96% (39,217) non-residential; 2014- 98,276, 91% (89,101) non-residential; 2015- 81,506, 91% (73,838) non-residential; 2016- 67,231, 98% (65,886)

[2] From PaPowerSwitch.com

A CASE STUDY OF ELECTRIC COMPETITION RESULTS IN PENNSYLVANIA

REAL BENEFITS AND IMPORTANT CHOICES AHEAD

October 28, 2016

Christina Simeone
and
John Hanger

Kleinman Center for Energy Policy
UNIVERSITY OF PENNSYLVANIA | SCHOOL OF DESIGN

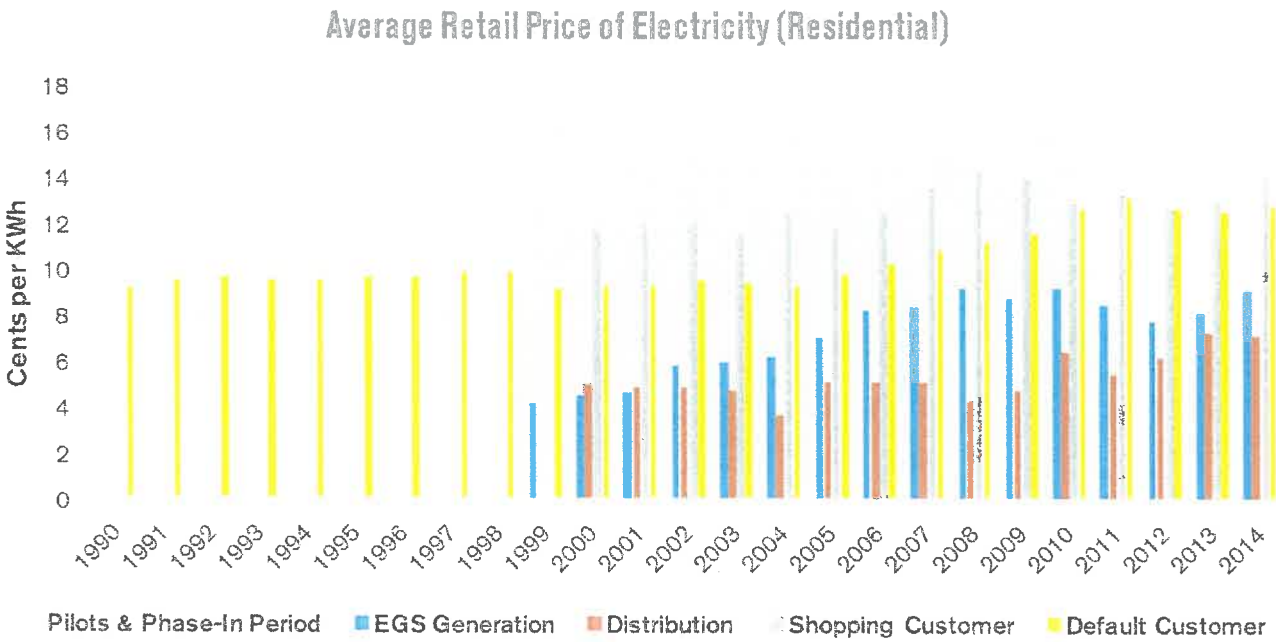

Figure 3- Average Residential Retail Price of Electricity in Pennsylvania

Residential Price Observations

Figure 3 shows average annual retail price data applicable to Pennsylvania's residential customer class. **Figure 4** shows these average values compared to base years indicating how actual prices changed compared to inflation.

Default Customer Prices to Residential Sector Less Expensive than Shopping Customer Prices. During full implementation (2011-2014), Default Customer prices for electricity delivered to the residential sector were less expensive than Shopping Customer prices. This trend was also observed during the pilot and phase-in period.

- Recall these data are presented on a statewide average basis and the results do not necessarily mean residential customers are unable to find a competitive supplier that can offer savings compared to the default utility.
- Competitive retail suppliers' note there is only one standard type of Default Customer product per EDC, whereas Shopping Customers may be presented with a variety of product types. Some of these product types may create greater value for the customer through beneficial attributes (e.g. renewable energy credits, special discounts, and incentives) and have a commensurately higher price. (More information on the various Shopping Customer product types is available in the Residential Retail Offerings sub-section.)
- On the other hand, some (e.g. consumer advocates) argue that Shopping Customer products are higher priced, because competitive retail suppliers have higher costs, and/or these products have greater exposure to market volatility.
- More research is needed to understand if greater value or other factors (e.g. market volatility, retail supplier costs) are driving observed price differentials.

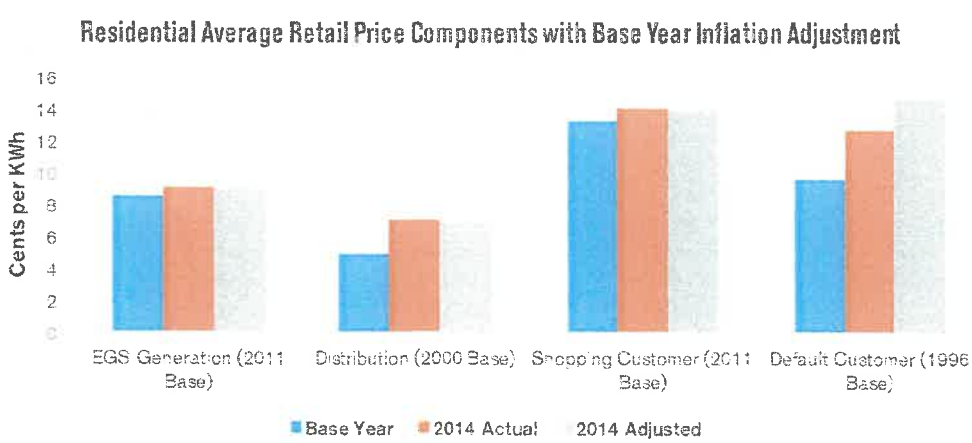

***Figure 4**- Residential Average Retail Price Components with Base Year Inflation Adjustment*