



# 2018 Supplier Workshop

January 31, 2018





# The Informal Complaint Process

Bureau of Consumer Services



# The Informal Complaint Process

- ❑ The informal complaint process is the process most typically used by residential and small commercial customers.
- ❑ It is intended to be informal (no hearing, attorneys not necessary, no transcript, etc.) and faster than a formal complaint.
- ❑ Usually initiated by a consumer calling our hotline (1-800-692-7380). Can also mail or email.



# The Informal Complaint Process

- The BCS interviewer will enter a complaint into our internal complaint tracking system.
- The company will be notified (electronically, by fax, or by email).



# The Informal Complaint Process

- To participate in our electronic notification system (web-based data exchange), contact [RA-PCPUC\\_BCS\\_TRAQU@pa.gov](mailto:RA-PCPUC_BCS_TRAQU@pa.gov)
- Complaints can be opened involving multiple entities (supplier, utility, other suppliers, etc.).



# The Informal Complaint Process

- Utilities and suppliers are expected to respond to the complaint as soon as possible; no longer than 30 days (see 52 Pa Code 56.163).
- Questions about the complaint and how to respond: email our resource account at [pcsvcpucbcs@pa.gov](mailto:pcsvcpucbcs@pa.gov) or contact Kevin Ford at (717)787-8681.
- Response should be in writing (electronic, email, fax, etc.).



# EGS Response to Informal Complaints

- ✓ EGS contacts (if any) with the complainant before and after the filing of the complaint.
- ✓ Explain what occurred, what was said, etc.
- ✓ Provide any supporting evidence and documentation (audio files, signed enrollment forms, disclosure statements, marketing materials, etc.).
- ✓ If complaint involves billing/payment – an account statement should be provided.
- ✓ The company’s “final position” on the matter.



# EGS Response to Informal Complaints

The company has 2 primary objectives when responding to informal complaints:

1. Provide the BCS investigator with enough information to consider the matter and to work with the parties to resolve the dispute.
2. If allegations are made by the complainant - demonstrate compliance with the applicable rules.



## Informal Complaints: Possible Resolutions

- Settlement.
- Provide complainant with information sufficient to satisfy their concerns.
- Binding informal decision issued (slamming, billing disputes, etc.).
- Referral to other agency or formal level if it is something BCS cannot address informally.
- Company will be notified of the closing of the informal complaint and the resolution (electronically, fax or email).



## What Customers Complain about:

- Early termination fees.
- Termination fee assessed if customer mistimes their supplier switch.
- Renewal of contract; confusion; failed to act on notices, etc.
- Billed rate does not equal rate in disclosure or rate not bundled.
- Confusion/dissatisfaction with variable rate.
- Delay in switching / savings.



## What Customers Complain about:

- Failure of the caller to identify themselves at the beginning of the call.
- Misrepresentation (claiming a relationship with the utility or another supplier or the PUC, etc., that does not exist).
- Obtaining account number under false pretenses (I need to see your account number/bill to make sure you are getting the discount you are entitled to).



## What Customers Complain about:

- Repeated calls/contacts despite repeated requests not to be contacted.
- Not respecting the federal and/or state “Do Not Call” lists.
- Slamming.



## BCS Contacts

- **Informal Complaints:** Contact [pcsvcpucbcs@pa.gov](mailto:pcsvcpucbcs@pa.gov)
- **Supervisor:** Kevin Ford, 717-787-8681, keford@pa.gov
- **Consumer Regulations:** Matt Hrivnak, 717-783-1678, mhrivnak@pa.gov



**Questions?**