**Retail Markets Investigation**

**Technical Conference Call Agenda**

**October 27, 2011, 1:00 p.m.**

**Call-In Number: 800-486-2460; Access Code: 798755**

**Organizational Issues** Karen Moury

**Consumer Education** Tom Charles and Dave Hixson

* Staff Deliverables
  + Annual Commission Postcard

<http://www.puc.state.pa.us/electric/pdf/RetailMI/Comm_post_card_a-b-c-d.pdf>

* + Bi-Annual EDC Letter/Postcard and FAQs

<http://www.puc.state.pa.us/electric/pdf/RetailMI/EDC_tri-fold_1.pdf>

<http://www.puc.state.pa.us/electric/pdf/RetailMI/Final_Drafts_EDC_Letter+FAQ_10-21-11.pdf>

* DTE’s Proposed Additions to FAQs

<http://www.puc.state.pa.us/electric/pdf/RetailMI/DTE_FAQ_Add-on_102711.pdf>

* Funding for Mailings

**Supplier of “First” Resort** Kirk House and Megan Good

<http://www.puc.state.pa.us/electric/PDF/RetailMI/DD-Subgroup-Supplier_First_Resort_093011.pdf>

* Dual Billing
* Sample Bills

**EGS/EDC Coordination Platform** Kirk House and Matt Wurst

<http://www.puc.state.pa.us/electric/PDF/RetailMI/DDD-RESA_RMI_082611_Deliverables.pdf>

* Credit Standards
  + Risk To Be Covered
  + Appropriate Credit Instruments
* Staff Comments on PPL Uniform Supplier Tariff
* Supplier Charges

**Customer Referral Program** Kirk House

* New/Moving Customer Issues

<http://www.puc.state.pa.us/electric/docs/RMI/DD-NewMoving_Customer_Program_100511.docx>

* Discussion of NY Referral Program

<http://www.puc.state.pa.us/electric/docs/RMI/DD-DE-NY_Referral_Programs_093011.docx>

**Default Service Plans Beyond 2013** Matt Wurst and Karen Moury

* Staff Discussion of Tentative Order

<http://www.puc.state.pa.us/pcdocs/1150411.doc>