

Last In Scenarios for Pennsylvania	Allegheny Power	Duquesne Light	First Energy	PECO
Does the utility evaluate 'last in' for the entire enrollment period or just in the case where two enrollments were received the same day?	AP evaluates last in for the entire enrollment period	We evaluate the 'last in' for the entire enrollment period / if within the 10 day recession period.	FE uses First-In so the customer must stay with the first supplier to send in the enrollment for at least one billing period.	"Last in" is evaluated with regard to a specific enrollment period; If enrollments are received more than one day apart but still project to the same effective date, then 'last in' evaluation will commence; Please note that PECO is currently reviewing implementation of its 'last-in' evaluation rules within its systems, to verify that associated scenarios are being handled appropriately; Some fixes may be implemented over the next 6 to 9 months based upon findings
If a customer calls to indicate that they were "slammed", what does the utility do? Some EDCs drop to the active supplier (whether it be an EGS or default supply), and others (including Allegheny Power) drop back to any other possible pending suppliers for that enrollment period.	Allegheny Power drops back to a pending supplier for that enrollment period or to the active supplier if there are none pending	If we are notified within the 10 days, we cancel the pending switch and the customer is defaulted back to the "current" EGS of record. If the 10 day recession period has expired, we advise the customer they will remain with the supplier for one billing cycle and should contact them to cancel.	The account is refer to our Supplier Services group to investigate. If needed, Supplier Service personnel will contact the supplier to determine resolution.	PECO customers typically don't overtly state that they were slammed; However, if PECO determines based on customer feedback that the customer is implying a slam has occurred, then PECO will open a slam dispute and immediately drop the supplier that the customer believes "slammed" them; Depending on timing, this can be done via a rescind (if within the 10-day confirmation period), meaning the customer could return to the previous ACTIVE (not pending active) supplier on the account, OR via a return-to-PECO (if the 10-day confirmation window has already passed)
If a customer calls and says that they enrolled with two different suppliers, and they really wanted the first one, what does the utility do? At least one EDC informs the customer they need to call the supplier to drop. Many believe the utility should follow the customer's wishes at the time of the call. For example, if they enrolled with A and B, and they really wanted A, the utility should put them back with A and send the reinstatement if necessary.	The customer can rescind the last supplier (B) and it goes back to the first one (A) so long as they are in the 10 day window for the last supplier (B). If they are outside the 10 day rescission window, they must take service for at least a month from supplier (B) and have supplier (A) re-enroll them	Within the 10 day recession period, we would cancel/drop the second supplier and ask the customer to call the first supplier and ask them to send in a new enrollment.	This cannot occur in FE since we use First-In and the customer must stay with the original supplier for at least one billing period. After that, if a customer switches suppliers then the first supplier is dropped. Customer can rescind if they make a mistake within the rescission period then the original supplier is reinstated.	Depends on timing of transactions and customer's wishes; PECO cannot always directly fulfill the customer's wishes; See examples below
How is last in determined? Is it the last enrollment received before the 16 day blackout period or is it based on contract date.	Allegheny will take the last enrollment received prior to the 16 day blackout period. The contract date is only used if two or more enrollments are received on the same day.			(1) PECO receives two enrollments on same day for non-shopping customer, Supplier A and Supplier B; Assume both enrollments would have the same effective date per rolling/switching rules; PECO accepts enrollment with the most recent contract effective date (assume Supplier B); Customer calls PECO and says they really wanted Supplier A; PECO drops Supplier B and informs customer to contact Supplier A for re-enrollment (regardless of whether ten-day confirmation window has passed); Drop of Supplier B & re-enrollment from Supplier A will follow rolling-switching rules
				(2) For customer shopping with Supplier A, PECO receives two enrollments on same day, Supplier B and Supplier C; Assume both enrollments would have the same effective date per rolling/switching rules; PECO accepts enrollment with the most recent contract effective date (assume Supplier C), resulting in drop being sent to Supplier A; Customer calls PECO and says they really wanted Supplier B; If call is within the ten-day confirmation window, PECO can rescind switch to Supplier C (resulting in sending drop to C) which causes reinstatement of Supplier A; PECO would also advise customer to then contact Supplier B and request re-enrollment; If call is received after the ten-day confirmation window, the same actions occur with the only difference is that the customer returns to PECO instead of to Supplier A; Drops & re-enrollments will follow rolling-switching rules, but reinstatement is effective immediately assuming receiving supplier accepts it
				(2) For customer that is active with Supplier A and "pending active" (about to shop) with Supplier B, PECO receives enrollment for Supplier C; Assume both enrollments would have the same effective date per rolling/switching rules; PECO accepts enrollment with the most recent contract effective date (assume Supplier C), resulting in drops being sent to Suppliers A and B; Customer calls PECO and says they really wanted Supplier B; If call is within the ten-day confirmation window, PECO can rescind switch to Supplier C (resulting in sending drop to C); However, this does NOT cause reinstatement of Supplier B's pending active enrollment, but rather returns customer to the last ACTIVE supplier, which is Supplier A; PECO would also advise customer to then contact Supplier B and request re-enrollment, but depending on timing, this does not guarantee that Supplier B enrollment will have the same date as the previously pending active enrollment; If call is received after the ten-day confirmation window, the same actions occur BUT customer returns to PECO instead of to Supplier A; Drops & re-enrollments will follow rolling-switching rules
<p>NOTE: THESE SCENARIOS ARE NOT ALL-INCLUSIVE</p> <p>NOTE ALSO: If the enrollments from the various suppliers are received on different days such that they become effective on different dates based upon rolling/switching rules, then the above scenarios change; For instance, in Scenario 1, if enrollments from Supplier A & Supplier B were received days apart such that they become effective on different dates (A first, then B), then the customer will not be able to select Supplier B for that initial billing period by the time that they call based on rolling/switching rules; They can only be returned to PECO for that particular billing period</p>				

Last In Scenarios for Pennsylvania	PPL EU	UGI
<p>Does the utility evaluate 'last in' for the entire enrollment period or just in the case where two enrollments were received the same day?</p>	<p>Entire Period PPL evaluates the entire enrollment period for last in.</p>	<p>If the enrollments are not received on the same day, the 2nd enrollment will be effective the next bill period after the 1st enrollment. If the enrollments are received the same day, the last one processed is who the customer is enrolled with.</p>
<p>If a customer calls to indicate that they were "slammed", what does the utility do?</p> <p>Some EDCs drop to the active supplier (whether it be an EGS or default supply), and others (including Allegheny Power) drop back to any other possible pending suppliers for that enrollment period.</p>	<p>If the account is within the recission period, the account is returned to the previous supplier or POLR. Otherwise, the account is referred to Supplier Coordination for resolution.</p>	<p>The enrollment generates a letter. The customer has 10 days to call and say they should not have been enrolled, during this time the supplier is pending. When the customer calls we drop the pending supplier and notify the supplier through EDI.</p>
<p>If a customer calls and says that they enrolled with two different suppliers, and they really wanted the first one, what does the utility do?</p> <p>At least one EDC informs the customer they need to call the supplier to drop. Many believe the utility should follow the customer's wishes at the time of the call. For example, if they enrolled with A and B, and they really wanted A, the utility should put them back with A and send the reinstatement if necessary.</p>	<p>If the account is within the recission period, the account is returned to the previous supplier. Otherwise, the customer must contact the first supplier to re-enroll.</p>	<p>We would follow the wishes of the customer. If the 1st supplier is active, we would drop the pending 2nd supplier and notify the 2nd supplier through EDI. If the 2nd supplier is already active, we'll switch the customer immediately to the 1st supplier and notify them with a phone call, the 2nd supplier would be notified of the drop through EDI.</p>
<p>How is last in determined? Is it the last enrollment received before the 16 day blackout period or is it based on contract date.</p>		