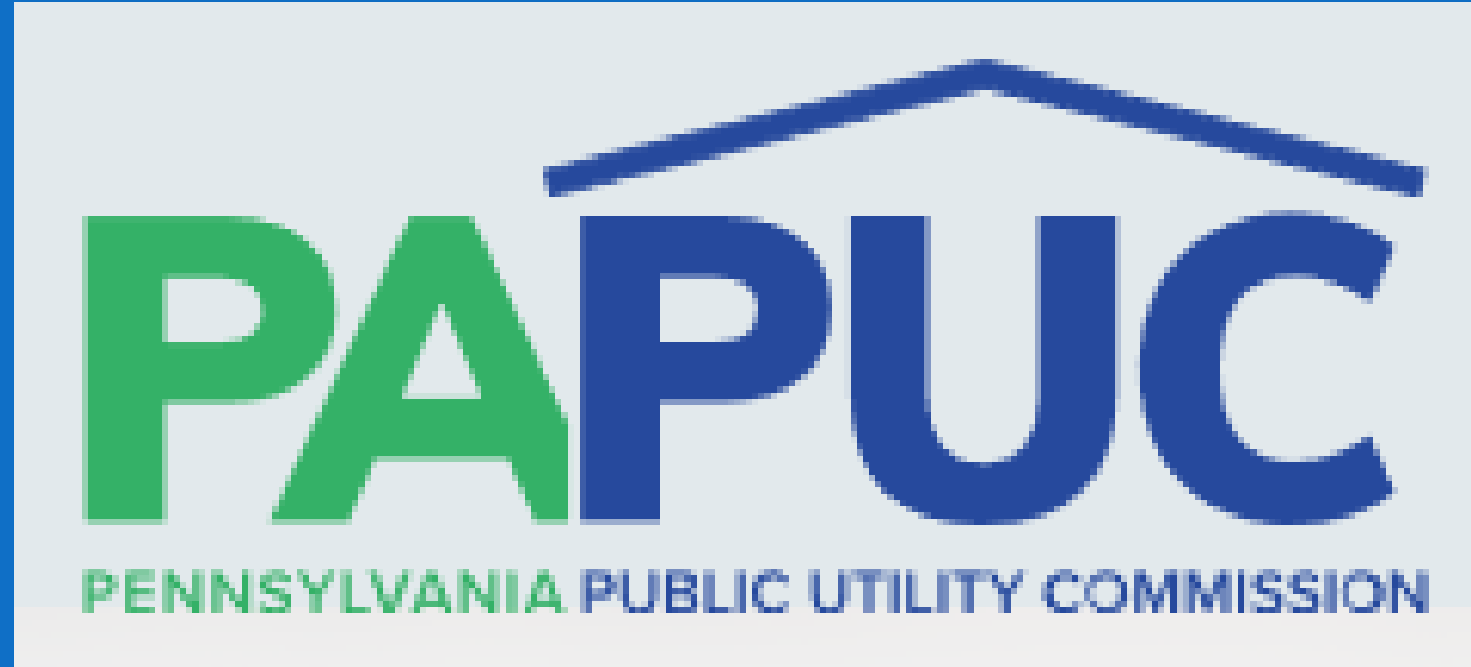


September 14, 2023

CHARGE

Office of Competitive
Market Oversight



AGENDA:



- The new PAPowerSwitch.com website – Office of Communications.
- Secretary's Bureau Update.
- Licensing and Bonding Update from the Bureau of Technical Utility Services.
- Informal complaints and door-to-door marketing update from the Bureau of Consumer Services.
- OCMO update on current Commission proceedings.

CHARGE



- This event is being recorded. If you object – please exit now.
- The recording will be posted on our website.
- We will also distribute and post a written summary.
- Use the Q&A feature to submit questions.

PA PowerSwitch & PAGA GasSwitch Websites



Reminders

- Suppliers & Utilities: Keep your pricing current
- Suppliers: Honor your posted prices
- Utilities: Keep your past prices up-to-date

PA PowerSwitch & PAGA GasSwitch Websites



Reminders

- Please keep your account reps/contacts up-to-date
- You are allowed to have more than 1 account rep
 - You may want to have a generic email account that several people can use to log in to update offers

The New PAPowerSwitch.com



Highlights

- Updated the look & feel of the website
- Streamlined the site
- Refreshed pages & updated material
- Expanded the information on renewables
- Enhanced the consumer experience

The New PAMPowerSwitch.com



PA PowerSwitch
Pennsylvania Public Utility Commission

Contact Us Rate Change Alerts español

Shop for Home Shop for Business How To Switch Understanding Energy 🔍

Finding Electric Rates is **Easier** Than Ever

Enter your zip code to instantly compare electricity plans for your home in Pennsylvania.

📍 Zip Code **Compare Now**

[Learn about business plans](#) ➔

The New PAPowerSwitch.com



Empowering the Public for 80+ years

The Pennsylvania Public Utility Commission regulates the many essential utilities you use every day. PAPowerSwitch is just one of the many ways we help to ensure safe and reliable service at reasonable rates.

[Learn more about PA PUC](#)



1,490,390

Pennsylvanians Have Already Switched

*as of December 2022



Three Great Reasons to Make the Switch

Find lower rates from competing suppliers

Competitive offers may not be available in all areas.



Customize your energy plans

Find plans with renewable options and other services that benefit you.



Get your new electric rate in minutes

Get results, compare prices and make the switch—all in just a few minutes.



[Learn How To Switch](#)

The New PAPowerSwitch.com



Fixed or Variable What's the difference?

When choosing your supplier, you'll need to decide whether to go with a fixed or variable rate.

Learn more about the pros and cons of each, and get help deciding which rates and terms are the best fit for you.

[Read About Rates and Terms](#)



More Ways to Save



Ways to Save Energy ↻

There are plenty of ways to continue saving money after you've switched power companies.



Alternative Energy Sources ↻

Explore other sources of energy, such as solar panels and wind turbines.

The New PAPowerSwitch.com



Need Help Paying Your Bill?

Pennsylvania has a number of programs designed to help with your electric costs.

[See Financial Assistance Programs](#)

Get Rate Change Alerts

Don't miss another opportunity to save. Enter your zip code to find your distributor, and we'll let you know when rates change.

| | |
|---|---|
| <input type="text" value="Last name"/> | <input type="text" value="First Name"/> |
| <input type="text" value="Email Address"/> | <input type="text" value="Zip Code"/> |
| <input type="button" value="Sign Up for Alerts"/> | |



The Official Electric Shopping Website of the Pennsylvania Public Utility Commission. Copyright ©2023 Pennsylvania Public Utility Commission. All Rights Reserved.

[Terms & Conditions](#)

[File a Complaint](#)

[About the PUC](#)



400 North St, Harrisburg, PA 17120 | (800) 692-7380



The New PAPowerSwitch.com




See What Offers Are Available In Your Area

Enter Zip Code

Next [Skip to Results](#) →

● ○ ○ ○ ○ ○ ○ ○

 Enter your zip code to show the correct distributor for your area.

The image shows a screenshot of a web interface. On the left, there is a white panel with a heading "See What Offers Are Available In Your Area". Below the heading is a form with the label "Enter Zip Code" and a text input field. Under the input field are two buttons: a green "Next" button and a "Skip to Results" link with an orange arrow icon. At the bottom of the white panel is a progress indicator consisting of seven circles, with the first one filled in green. On the right, there is a dark green panel with a question mark icon inside a circle and the text "Enter your zip code to show the correct distributor for your area."

The New PAPowerSwitch.com



See What Offers Are Available In Your Area

What Are You Shopping For?

- For Home
- For Small Business

Next [Skip to Results](#) →

○ ● ○ ○ ○ ○ ○ ○



Electric rates vary among location types. Individual suppliers determine eligibility for their small business offers, which may vary from supplier to supplier.

[Learn about shopping for home, small business or a large business](#)

The New PAPowerSwitch.com



See What Offers Are Available In Your Area

Please Select Your Electric Distribution Company

- PPL Electric Utilities
- PECO Energy

Next

[Skip to Results](#) →



Refer to your electric bill to find the name of your current electric distribution company.

[View Sample Bills](#)

The New PAPowerSwitch.com



See What Offers Are Available In Your Area

Please Select Your Rate Schedule

- Regular Residential Service
- Residential Heating Service

[Next](#) [Skip to Results](#) →

○ ○ ○ ● ○ ○ ○



Refer to your electric bill to find your rate schedule.

[See Understanding Your Bill](#)

The New PAPowerSwitch.com



See What Offers Are Available In Your Area

Enter Monthly Usage (optional)

Next

[Skip to Results](#) →



Reference your past bills and determine your average monthly usage. Enter that amount to better represent prices for comparison.

[Learn How to Read Your Bill](#)

The New PAPowerSwitch.com



See What Offers Are Available In Your Area

Select Rate Preference (optional)

- Fixed Rate
- Variable Rate
- Unlimited/Flat Rate

Next

[Skip to Results](#) →



When you choose a fixed rate option, the price of each unit of electricity will stay the same for a set amount of time. Variable rates change with market demand. You can also choose to customize based on your specific usage with unlimited usage. There are pros and cons to each option, so select the rate that best meets your needs.

[Learn More About Fixed, Variable & Unlimited Rates](#)

The New PAPowerSwitch.com



Select Your Offer Preferences

Choose All That Apply (optional)

- No Cancellation Fee
- Net Metering
- No Monthly Fee
- Introductory Prices
- No Enrollment Fee
- Renewable Energy

See Results



Every offer is different. By selecting the options that matter to you most, you can narrow down your search to find what's best for you.

The New PAPowerSwitch.com



Shop for Business

Lower your energy costs or find electric services that fit the needs of your business.

Home > Shop for Business









Showing 38 Results for **17050** [Change](#)

PPL Electric Utilities
1-800-DIALPPL Compare

| | | | | |
|---|-----------------------------------|-----------------------------------|-----------------------------|----------------------------------|
| \$0.14612 per kWh | \$102.28 estimated monthly | Price to compare through 06/01/23 | Regular Residential Service | See Future Price |
| <small>Estimate based on monthly usage, the supplier's price per kWh hour and monthly fees listed under this offer. Price displayed is for generation service only and does not include the utility's distribution charges.</small> | | | | See Past Prices |

The New PAPowerSwitch.com



| | | | | | |
|---|---|-----------------|--------------------------------------|---|---|
| Agway Energy Services 1-877-648-1923 |  | 3 Offers | \$0.13650 - \$0.14390 per kwh | \$86.45 - \$110.83 estimated monthly |  |
| Ambit Energy 1-877-648-1923 | | 2 Offers | \$0.13650 - \$0.14390 per kwh | \$99.55 - \$100.73 estimated monthly |  |
| American Power & Gas of Pennsylvania LLC 1-877-648-1923 |  | 4 Offers | \$0.13650 - \$0.14390 per kwh | \$86.45 - \$110.83 estimated monthly |  |
| Cirro Energy 1-877-648-1923 | | 2 Offers | \$0.13650 - \$0.14390 per kwh | \$99.55 - \$100.73 estimated monthly |  |
| Direct Energy 1-877-648-1923 |  | 3 Offers | \$0.13650 - \$0.14390 per kwh | \$99.55 - \$100.73 estimated monthly |  |

The New PAPowerSwitch.com



Filters Shop For Home 700 kWh/month **Rate Preference** Offer Preference **Sort By** A-Z

Home Fixed Rate Variable Rate No Monthly Fee

Fixed Rate
 Variable Rate
 Unlimited Rate

AEP Energy 1-877-648-1923 | | **2 Offers** | **\$0.13650 - \$0.14390** per kWh | **\$99.55 - \$100.73** estimated monthly

Last updated 10/28/2022 Compare

\$0.13650 per kWh | **\$95.55** estimated monthly | **Fixed** Rate Structure | **24 Months** Term Length See Offer Details

Renewable Energy

Enroll in this price plan and you'll receive up to \$120 Reward Dollars to use in AEP Energy Reward Store, our one-stop online marketplace filled with a variety of energy-saving products for your home, available exclusively for AEP Energy customers! Offer is valid for both new and existing customers. For more information, visit AEPenergyrewardstore.com.

| | | | |
|--------------------------------|-------------------------------|------------------------------|--------------------------------|
| Discount Available: No | Cancellation Fee: \$75 | Term End Date: No | Enrollment Fee: No |
| Introductory Prices: No | Monthly Fee: No | Renewable Energy: 25% | See All Supplier Offers |

The New PAPowerSwitch.com



Last updated 10/28/2022 Compare

| | | | | |
|--------------------------|----------------------------------|--------------------------------|---------------------------------|-----------------------------------|
| \$0.13650 per kWh | \$95.55 estimated monthly | Fixed Rate Structure | 24 Months Term Length | See Offer Details |
|--------------------------|----------------------------------|--------------------------------|---------------------------------|-----------------------------------|

Enroll in this price plan and you'll receive up to \$120 Reward Dollars to use in AEP Energy Reward Store, our one-stop online marketplace filled with a variety of energy-saving products for your home, available exclusively for AEP Energy customers! Offer is valid for both new and existing customers. For more information, visit [AEPenergyrewardstore.com](#).

| | | | |
|--------------------------------|-------------------------------|------------------------------|---|
| Discount Available: No | Cancellation Fee: \$75 | Term End Date: No | Enrollment Fee: No |
| Introductory Prices: No | Monthly Fee: No | Renewable Energy: 25% | See All Supplier Offers → |

Last updated 10/28/2022 Compare

| | | | | |
|--------------------------|----------------------------------|--------------------------------|---------------------------------|-----------------------------------|
| \$0.13650 per kWh | \$95.55 estimated monthly | Fixed Rate Structure | 24 Months Term Length | See Offer Details |
|--------------------------|----------------------------------|--------------------------------|---------------------------------|-----------------------------------|

Enroll in this price plan and you'll receive up to \$120 Reward Dollars to use in AEP Energy Reward Store, our one-stop online marketplace filled with a variety of energy-saving products for your home, available exclusively for AEP Energy customers! Offer is valid for both new and existing customers. For more information, visit [AEPenergyrewardstore.com](#).

| | | | |
|--------------------------------|-------------------------------|------------------------------|---|
| Discount Available: No | Cancellation Fee: \$75 | Term End Date: No | Enrollment Fee: No |
| Introductory Prices: No | Monthly Fee: No | Renewable Energy: 25% | See All Supplier Offers → |

The New PAPowerSwitch.com



PAPowerSwitch
Pennsylvania Public Utility Commission

Finding Electric Rates is *Easier Than Ever*

Enter your zip code to instantly compare electricity plans for your home in Pennsylvania.

Zip Code

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Competitive offers may not be available in all areas.
- Customize your energy plans**
Find plans with renewable options and other services that benefit you.
- Get your new electric rate in minutes**
Get results, compare prices and make the switch—all in just a few minutes.

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Fixed or Variable? What's the Difference?

When choosing your supplier, you'll need to decide whether to go with a fixed or variable rate.

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[Read About Rates and Terms](#)

The New PAPowerSwitch.com



Estimate based on monthly usage, the supplier's price per kWh hour and monthly fees listed under this offer. Price displayed is for generation service only and does not include the utility's distribution charges.

The New PAPowerSwitch.com



Test Supplier

Content Info Actions

Residential Contact

Offers Residential

Address1 400 North Street

Address2

Address3

City Harrisburg

State PA

Zip 17120

Phone1 800-692-7380

Phone2

Url <http://www.puc.pa.gov/>

The New PAPowerSwitch.com



THE FREEZE PERIOD:

- Nothing on the website can be updated during the freeze period.
- Offers on the website should be honored during the freeze period.
- If you cannot commit to honoring the offers during the freeze period – **YOU MUST REMOVE THOSE OFFERS BEFORE THE FREEZE PERIOD.**
- We will alert everyone via email when we know the dates of the freeze period.

The New PAPowerSwitch.com



MIGRATION OF OFFERS:

- Offers on the current website will migrate to the new website.
- If you do not want your offers to migrate, you must remove them before the start of the freeze period.
- Once the new site goes live – please check your offers on the website. Let us know immediately if there is a problem.

The New PAPowerSwitch.com



RE-ESTABLISHING YOUR ACCOUNT:

- Once the new site goes live – you must re-establish your PAPowerSwitch account.
- Details (who to contact and how, etc.) will be provided as we approach the date.

What about PAGasSwitch.com?



- We are first changing PAPowerSwitch. Once that is done and stable, PAGasSwitch is next.
- Changes and procedures will be similar.
- We will let everyone know as we approach the date.

Update on Commission Proceedings:



Proposed Policy Statement on Use of Electric Storage to Enhance Grid Reliability and Resilience M-2020-3022877

Next: Publication in the [Pennsylvania Bulletin](#) to trigger start of 30 day comment period and then reply comments within 45 days.

<https://www.puc.pa.gov/press-release/2023/puc-seeks-public-comment-on-proposed-policy-statement-on-use-of-electric-storage-to-enhance-grid-reliability-and-resilience>

Working Group to Address Comprehensive Review of Universal Service Program Design M-2023-3038944

The first meeting of this working group will occur on September 21, 2023 at 1:00 p.m. The meeting will be conducted in-person in Hearing Room 1 of the Commonwealth Keystone Building, 400 North Street, 2nd Floor, Harrisburg, PA, 17120, and will also allow for remote participation via Microsoft Teams. For additional information, or to indicate your intent to participate in the working group, please email Nathan Froehlich, of the Commission's Bureau of Consumer Services, at nfroehlich@pa.gov.

<https://www.puc.pa.gov/press-release/2023/puc-forms-working-group-to-address-comprehensive-review-of-universal-service-program-design>

Update on Commission Proceedings:



Notice of Proposed Rulemaking on Proposed Changes to Low-Income Usage Reduction Program Regulations L-2016-2557886

Next: Publication in the Pennsylvania Bulletin to trigger start of 45-day comment period and then reply comments within 75 days.

<https://www.puc.pa.gov/press-release/2023/puc-issues-notice-of-proposed-rulemaking-on-proposed-changes-to-low-income-usage-reduction-program-regulations>

Policy Statement on Rate Design for EV Charging P-2022-3030743

PUC's Law Bureau and Bureau of Technical Utility Services preparing a proposed policy statement for consideration.

<https://www.puc.pa.gov/press-release/2023/puc-takes-closer-look-at-rate-design-for-electric-vehicle-charging>

Update on Commission Proceedings:



Review of Cybersecurity Regulations L-2022-3034353

Comments to the ANOPR are being reviewed by staff; legal issues raised being researched.

Default Service Plan for Pike County Light and Power P-2023-3039927

Still in litigation.

Upcoming: Default Service Plan filings for PECO, PPL, Duquesne, Wellsboro, Citizens, UGI

Expect filings later this year or early next year. Notices will go out to the OCMO-CHARGE email distribution list when these filings come in.

Annual Assessments:



- Invoices have gone out - check your mail.
- If you do not receive within the next week or so, contact OCMO. You can also contact our Fiscal Office:
- Amy Zuvich: azuvich@pa.gov

The OCMO-CHARGE email list:



- To get on the OCMO-CHARGE email distribution list:
- Send a request to the OCMO inbox:
- ra-ocmo@pa.gov
- ... or directly to me:
- dmumford@pa.gov

Next:



- Emails announcing the go-live date for PAMPowerSwitch.com and the preceding freeze period.
- Emails after go-live reminding you to re-establish your accounts and check your offers on the new website.
- Down the road: PAMGasSwitch - look for emails.
- Email OCMO with advice on how to explain the purchasing of renewable energy to customer.

Thank You for Your Attention

Dan Mumford

Director - Pa PUC Office of Competitive Market Oversight

dmumford@pa.gov

717 - 783 - 1957

