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| PUC logo | COMMONWEALTH OF PENNSYLVANIA  PENNSYLVANIA PUBLIC UTILITY COMMISSION  P.O. BOX 3265, HARRISBURG, PA 17105-3265 | **IN REPLY PLEASE REFER TO OUR FILE** |

December 10, 2009

To: Electric Generation Suppliers, Default Service Providers

and Other Interested Parties

Re: Office of Competitive Market Oversight

Docket No.: Docket No. M-2009-2082042

On January 9, 2009, the Pennsylvania Public Utility Commission announced the formation of the Office of Competitive Market Oversight (OCMO) to oversee the development and functioning of the competitive retail natural gas supply market. Since then, OCMO has been handling issues under the leadership of the Director of Operations with the assistance of a group of legal, technical and policy staff members from various Commission bureaus and offices.

By this letter, we are expanding the role of OCMO to serve as the Commission’s electric retail choice ombudsman, as described in the Default Service and Retail Electric Markets Policy Statement at 52 Pa. Code §69.1817. Specifically, OCMO is responsible for responding to questions from electric generation suppliers (EGSs), monitoring competitive market complaints and facilitating informal dispute resolution between the default service provider (DSP) and EGSs. In performing these functions, OCMO will assume only advisory and informal mediation roles.

To assist OCMO in fulfilling its duties, we are requesting that all DSPs, EGSs and other interested stakeholders provide the following contact information by electronic mail to [ra-OCMO@state.pa.us](mailto:ra-OCMO@state.pa.us) by December 23, 2009:

* Name of DSP, EGS or Interested Stakeholder
* Name of contact person(s)
* E-mail address of contact person(s)
* Telephone number of contact person(s)

The person(s) designated should be familiar with DSP/EGS interactions and be able to contribute to the resolution of issues that arise.

OCMO plans to hold periodic conference calls or meetings to identify and resolve issues that may be hindering the development or proper functioning of the electric retail market. The first such meeting is planned as a conference call for December 18, 2009 at 9 a.m. The call-in information is as follows:

Number: 1-866-618-6746

Access code: 6060145

Following the initial meeting, a regular schedule will be established and adjusted as necessary by OCMO, in consultation with interested stakeholders. Any EGS, DSP or other interested stakeholder is free to raise issues concerning the retail market during those meetings or by email directed to [ra-OCMO@state.pa.us](mailto:ra-OCMO@state.pa.us). OCMO will either address issues raised by email during regular meetings or schedule special meetings or conference calls as warranted to address time-sensitive matters.

When issues are raised in OCMO meetings or by email, OCMO will promptly communicate with affected DSPs and EGSs as to next steps. More detailed procedures will be developed by OCMO, in consultation with participants, during the first quarter of 2010 and shared with all interested stakeholders.

If you have any questions, please feel free to contact Ms. Cherie Pyle, administrator for the Director of Operations, who may be reached at 717-783-5331.



Very truly yours,

James J. McNulty

Secretary

cc: Director of Operations