

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

----- -x  
: Investigation of PA's Retail Electricity : Docket No.  
: Market. : I-2011-2237952  
: (En Banc Hearing) :  
: :  
----- -x

Pages 356 through 537

Hearing Room No. 1  
Commonwealth Keystone Building  
Harrisburg, Pennsylvania

Wednesday, March 21, 2012

Met, pursuant to notice, at 10:05 a.m.

BEFORE:

THE HONORABLE ROBERT F. POWELSON, Chairman  
THE HONORABLE JOHN F. COLEMAN, JR., Vice Chairman  
THE HONORABLE WAYNE E. GARDNER, Commissioner  
THE HONORABLE JAMES H. CAWLEY, Commissioner  
THE HONORABLE PAMELA A. WITMER, Commissioner

CHARLES E. RAINEY, JR. Administrative Law Judge

RECEIVED  
2012 MAR 26 PM 12:15  
PA PUC  
SECRETARY'S BUREAU  
*WJ*

Commonwealth Reporting Company, Inc.  
700 Lisburn Road  
Camp Hill, Pennsylvania 17011

PRESENTER INDEX

<u>PRESENTER</u>	<u>PAGE</u>
<u>Shopping Experiences of Small and Medium Business Customers</u>	
John Bodine, Vice President, Business Development and Sales, OnDemand Energy Solutions	364
Chris Hendrix, Director of Markets and Compliance, Wal-Mart Stores, Inc.	370
Dallas Smith, President, Smith Village Home Furnishings	373
Jay Himes, Executive Director, Pennsylvania Association of School Business Officials	376
Thomas W. Schneider, Manager of Energy and Operational Efficiencies, North Penn School District	378
Deena Morgan, General Manager and Vice President, GDF Suez - ThinkEnergy	384
Question and Answer Session	388
<u>Statewide Consumer Education</u>	
Michael Meath, Regulatory Consultant, Pennsylvania Energy Marketers Coalition	410
Ron Cerniglia, Director, National Advocacy, Government and Regulatory Affairs, Direct Energy	413
Dick Webster, Director, Rates and Regulatory Affairs, PECO Energy	417
John Holtz, Director, Eastern U.S. Energy Markets, Green Mountain Energy Company	419
Question and Answer Session	423
<u>End-State Default Service Models-EGS Perspective</u>	
Richard Hudson, Pennsylvania State Chair, Retail Energy Supply Association	446

PRESENTER INDEX (Continued)

<u>PRESENTER</u>	<u>PAGE</u>
Aundrea Williams, Senior Director, Regulatory Strategy & Policy, NRG Energy	441
Chris Weston, President and Chief Executive Officer, Direct Energy, L.L.C.	451
Tony C. Banks, Vice President of Competitive Market Policies, FirstEnergy Solutions Corp.	456
Gene Alessandrini, Senior Vice President, PPL EnergyPlus	461
Question and Answer Session	464
<u>End-State Default Service Models-Consumer and Environmentalist Perspective</u>	
Sonny Popowsky, Consumer Advocate, Office of Consumer Advocate	480
Harry Geller, Executive Director, Pennsylvania Utility Law Project	484
Chris Hendrix, Director of Markets and Compliance, Wal-Mart Stores, Inc.	489
Ted Robinson, Staff Attorney, Citizen Power	493
Courtney Lane, Senior Energy Policy Analyst, Citizens for Pennsylvania's Future (PennFuture)	495
Question and Answer Session	498
<u>End-State Default Service Models-EDC Perspective</u>	
Terry Fitzpatrick, President, Energy Association of Pennsylvania	513
Charles Fullem, PA Director, Rates and Regulatory Affairs, FirstEnergy Companies	518
Dick Webster, Director, Rates and Regulatory Affairs, PECO Energy	521

PRESENTER INDEX (Continued)

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

PRESENTER

PAGE

Doug Krall, Manager, Regulatory Strategy,  
PPL Electric

525

Question and Answer Session

528

EXHIBIT INDEX

NUMBER

FOR IDENTIFICATION IN EVIDENCE

(None.)

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

Any reproduction of this transcript  
is prohibited without authorization  
by the certifying reporter.

\*\*\*

**NO SCANNED IMAGES ARE  
AVAILABLE**

**COMPLETE TRANSCRIPT  
AND/OR EXHIBIT(S)  
MAY BE VIEWED IN THE  
COMMISSION'S  
FILE ROOM**