### **Energy Choice Consulting**

199 New Road Suite 61-187 Linwood, NJ 08221 www.energychoiceconsulting.com



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A NEMLC Company

T: 609.365.7072 F: 609.365.2437

October 8, 2012

Secretary's Bureau Pennsylvania Public Utilities Commission P.O. Box 3265 Harrisburg, PA 17105

Re: Official Filings of Discount Energy Group, LLC Pennsylvania License No. A-2010-2199551

Dear Secretary,

Our firm has been retained by the above captioned licensee, Discount Energy Group, LLC (hereafter "DEG" or "Company") to assist them with regulatory filings in various jurisdictions.

Pursuant to 52 Pa. Code, attached hereto please find updated Terms and Conditions for residential customers in Pennsylvania, Disclosure Statement, and a copy of DEG's outbound and inbound call center script.

Note that pursuant to statute, DEG has clearly stamped the enclosed as "Confidential" and respectfully request that Commission Staff with access to such proprietary information treat it consistent with confidentiality procedures promulgated by the Commission. The Company submits that the information disclosed herein is proprietary, confidential trade secrets and that such information is maintained as such by DEG. A redacted, public version is also provided herewith.

Should Staff require any additional information, documentation or clarification, please do not hesitate to contact this office at your convenience.

Respectfully Submitted,

Scan P. Morrisey

NEMLC

199 New Road, Suite 61-187

Linwood, NJ 08221

T: 609.365.7072

o/b/o Discount Energy Group, LLC

### DISCOUNT ENERGY GROUP

License No. A-2010-2199551 22809 Pacific Coast Highway Malibu, California 90265 800-282-3331 www.discountenergysavings.com

#### Disclosure Statement

THIS STANDARD SERVICE AGREEMENT ('Agreement') will authorize Discount Energy Group, LLC to serve as the undersigned Customer's retail electricity supplier in the Local Utility territory of PECO. The services provided by Discount Energy Group to the Customer are governed by the terms of this Agreement

#### **Background**

Discount Energy Group, LLC is licensed by the Pennsylvania Public Utility Commission to offer and supply electric generation services throughout Pennsylvania. Our PUC license number is A-2010-2199551.

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

You will receive a single bill from your Electric Distribution Company for both its charges and for our charges.

Right of Rescission - You may cancel this agreement at any time before midnight of the third business day after receiving this disclosure. To rescind this Agreement, please call DEG toll-free at 800-282-3331.

#### Definitions:

- Generation Charge Charge for production of electricity.
- Transmission Charge Charge for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.
- Initial Term The one (1) year period by which you agree to purchase your electric generation service from Discount Energy Group, LLC ("DEG") at the rate disclosed below.
- EDC Electric Distribution Company
- DEG Discount Energy Group, LLC

#### Terms of Service

- 1. Basic Service Prices Your indial variable contract price for generation supply charges is \$0.XXX per kWh. This variable contract price includes Electric Generation Service Charges, Transmission Charges and Estimated Total State Taxes including Gross Receipts Tax, but excludes applicable state and local Sales Taxes. The variable contract price will be adjusted monthly based on conditions in the electricity markets. The variable contract price could be higher than the EDC price.
- 2. Length of Agreement—This Agreement codifies that you will purchase your electric generation service from Discount Energy Group. The term of this Agreement will begin on a date set by your Electric Distribution Company and will continue thereafter for a period of one (1) year, hereto known as the "Initial Term."
- 3. Penalties, Fees and Exceptions There are no penalties, fees or exceptions

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## DISCOUNT ENERGY GROUP

#### Disclosure Statement

- 4. Cancellation Provisions You have the right to cancel this agreement for any reason, at any time, without penalty. You may cancel your service by contacting DEG toll free at 800-282-3831. When you cancel services, you agree to pay for the services provided by Discount Energy Group, LLC through the date you are switched to another EGS or naturally to the EDC for service. Your cancellation will not be effective until the next regularly scheduled meter-reading date which follows the date on which Discount Energy Group. LLC, gives the EDC notice of your cancellation request. You are responsible for all charges incurred through the date on which cancellation is effected by the EDC.
- 5. Non-Payment If your electric service is terminated by your electric distribution company, then this agreement is concelled on the date that your electric service is terminated. You will ove us for amounts unpaid for our charges for electric generation service up to the date of termination.
- 6. Renewal Provision / Agreement Expiration / Change in Terms If you have a fixed term agreement with us and it is approaching the expiration date or whenever we propose to change our terms of service in any type of agreement you will receive written notification from us in each of our last three pills for supply charges or in corresponding separate mailings that precede either the expiration date or the effective date of the proposed changes. We will expiain your options to you in these three advance notifications.
- 7. Dispute Procedures You can contact us through our toll-free number or via our website as outlined below with any questions concerning our terms of service. You may call the PUC if you are not satisfied after discussing your terms with us

8. Contact Information

Generation Supplier Name: Discount Energy Group ILLC

22809 Pacific Coast Highway

Malibu, CA 90266 999-282-3331

www.pricountensagyssignas.com

Electric Distribution Company Name: PECO Provider of Last Resort Name: PECO

Address: 2301 Market Street

P.O. Box 8699

Philadelphia, PA 19101

Phone Number: 800-494-4000

Universal Sandoe Programs. PECO

Phone Number: \$66-774-7666

Public Utility Commission (PUC) P.O. Box 3265

Harrisburg, PA 17105-3265

Choice Hotling Number: 1-800-692-7380

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# INBOUND CALL CENTER SCRIPT PENNSYLVANIA VERSION 1 CONFIDENTIAL



## PENNSYLVANIA VERSION 1 CONFIDENTIAL



We do have to go through a quick verification process.

#### **OUTBOUND CALL CENTER SCRIPT**

PENNSYLVANIA VERSION 1



#### CONFIDENTIAL

#### **OUTBOUND CALL CENTER SCRIPT**

PENNSYLVANIA VERSION 1



**CONFIDENTIAL** 

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#### PRINTED ON DEG LETTERHEAD

<<date>>

<<name>>
<<address In 1>>
<<address In 2
<<city, state, zip>>

Dear <<first name>>,

PECO

Account Number:

<<account num 10 digits>>