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|  | **PENNSYLVANIA**  **PUBLIC UTILITY COMMISSION**  **Harrisburg, PA 17105-3265** |  |
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|  | Public Meeting held July 9, 2014 |
| Commissioners Present: |  |

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| Robert F. Powelson, Chairman |
| John F. Coleman, Jr., Vice Chairman  James H. Cawley  Pamela A. Witmer  Gladys M. Brown |
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| Amendment of Electric Generation Supplier License of C Group Energy Services, LLC for Approval to Offer, Render, Furnish or Supply Electricity or Electric Generation Services as a Broker/Marketer | Docket No A-2012-2332923 |

# ORDER

**BY THE COMMISSION:**

On January 10, 2013, C Group Energy Services, LLC (C Group) Utility Code: 1115248 was licensed as an electric generation supplier (EGS) as a broker/marketer for residential, small commercial (25 kW and under demand), large commercial (over 25 kw demand), industrial and governmental customers in the electric distribution company (EDC) service territories of PECO Energy Company, Metropolitan Edison Company and PPL Electric Utilities Corporation in the Commonwealth of Pennsylvania.

On June 13, 2013, C Group was approved to amend its electric generation supplier license to also serve in the EDC service territory of UGI Utilities, Inc. (UGI).

In its instant filing made on April 30, 2014, C Group requests to amend its electric generation supplier license to also serve in the additional EDC service territories of Duquesne Light Company, West Penn Power, Pennsylvania Electric Company and Penn Power Company within the Commonwealth of Pennsylvania. The proposed amendment was filed in accordance with the requirements of section 2809 of the Public Utility Code, 66 Pa. C.S. § 2809.

C Group has provided proof of publication in Pennsylvania newspapers and proofs of service to the interested parties as required by the Commission.

Since C Group is serving residential customers, it is required to comply with, and be governed by, applicable Chapter 56 residential service regulations as set forth in the Commission Order *Guidelines for Maintaining Customer Service at the Same Level of Quality Pursuant to 66 Pa. C.S. § 2807(d), and Assuring Conformance with 52 Pa. Code Chapter 56 Pursuant to 66 Pa. C.S. § 2809(e) and (f)* at Docket No. M-00960890F0011, Order entered July 11, 1997. Thus, we deem it appropriate to reiterate certain items with respect to Chapter 56 of our regulations. Chapter 56 (52 Pa. Code Chapter 56) is applicable to residential accounts. An EGS cannot physically disconnect a residential customer from the electricity grid; therefore, the rules relating to residential service termination are not applicable to EGSs. An EGS may seek to terminate its generation service through an appropriate written notice to the customer and the distribution company. The residential customer can then attempt to repair their relationship with the supplier, seek a new supplier, or return to utility service at default service rates in accordance with the utility's obligations under section 2807(e), 66 Pa. C.S. § 2807(e). The customer would only be disconnected from the electricity grid pursuant to appropriate regulations if the customer failed to meet its obligations to the utility or the EGS that has been designated by the Commission as the provider of last resort.

Additionally, we specifically note that the licensee must comply with, and ensure that its employees, agents, representatives and independent contractors comply with the standards of conduct and disclosure for licensees set out in Commission regulations at 52 Pa. Code § 54.43 that were enacted to protect consumers of this Commonwealth. These standards include, *inter alia*, the provision of timely and accurate information about the services offered by the licensee, the practice of nondiscrimination in service in regard to race, color, religion, national origin, marital status, etc., the safeguarding of a consumer’s personal information, and compliance with applicable state and federal consumer protection laws. We further note that the licensee and its agents must comply with the Commission’s sales and marketing regulations at 52 Pa. Code §111.1, et seq. applicable to residential customers.  Among other things, these regulations require the licensee and its agents to provide accurate information about products and services being offered and prohibit a licensee and its agents from engaging in misleading or deceptive conduct and from making false or misleading representations.

Also, we take this opportunity to remind the licensee of its agreement to abide by, and to ensure that its employees, representatives, agents and independent contractors abide by all applicable federal and state laws, and Commission regulations, procedures and orders, including Emergency Orders, which may be issued verbally or in writing during any emergency situations that may unexpectedly develop from time to time in the course of business.

Upon full consideration of all matters of record, we find that approval of this application is necessary and proper for the service, accommodation and convenience of the public; **THEREFORE,**

**IT IS ORDERED:**

1. That the request of C Group Energy Services, LLC is hereby approved, consistent with this Order.

2. That a license be issued authorizing C Group Energy Services, LLC to begin to offer, render, furnish or supply electric generation supplier services as a broker/marketer to residential, small commercial (25 kW and under demand), large commercial (over 25 kW demand), industrial, and governmental customers in the electric distribution company service territories of PECO Energy Company, Metropolitan Edison Company, PPL Electric Utilities Corporation, UGI Utilities, Inc, Duquesne Light Company, West Penn Power, Pennsylvania Electric Company and Penn Power Company in the Commonwealth of Pennsylvania, as specified in the Order.

3. That this proceeding at Docket No. A-2012-2332923 be closed.

**BY THE COMMISSION,**



Rosemary Chiavetta

Secretary

(SEAL)

ORDER ADOPTED: July 9, 2014

ORDER ENTERED: July 9, 2014