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|  | **PENNSYLVANIA**  **PUBLIC UTILITY COMMISSION**  **Harrisburg, PA 17105-3265** | | |  |
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|  | | Public Meeting held October 23, 2014 | | |
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| 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 | | | | |
| Request of adl High Voltage Inc. to Amend its Electric Generation Supplier License as a Broker/Marketer | | | Docket Number:  A-2010-2199907 | |
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**ORDER**

**BY THE COMMISSION:**

On August 29, 2014, adl High Voltage Inc. (ADL or the Applicant), Utility Code 1112706, filed a request to amend its electric generation supplier license to also serve residential, small commercial (25 kW and under) and governmental customers. This proposed amendment is filed in accordance with the requirements of Section 2809 of the Public Utility Code, 66 Pa. C.S. § 2809.

On November 19, 2010, the Commission approved a license ADL to offer, render, furnish or supply electricity or electric generation services as a broker/marketer for large commercial (over 25 kW) and industrial customers in all electric distribution service territories within the Commonwealth of Pennsylvania.

ADL has published notice of its license application in the Pennsylvania newspapers and provided proofs of service to the interested parties as required by the Commission.

ADL has provided a $10,000 surety bond with its original license application. In support of the reduced security requirement from $250,000 to $10,000, the Applicant explained that it will not be taking title to the electricity or paying customer bills.

Since ADL will be 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-00960890 F0011, 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 request is necessary and proper for the service, accommodation and convenience of the public; **THEREFORE,**

**IT IS ORDERED:**

1. That the request of adl High Voltage Inc. is hereby approved, consistent with this Order.

2. That a license be issued authorizing adl High Voltage Inc. to begin to offer, render, furnish or supply electric generation supplier services as a broker/marketer to residential, small commercial (25kW and under), large commercial (over 25kW), industrial, and governmental customers in the electric distribution service territories throughout the Commonwealth of Pennsylvania.

3. That this proceeding at Docket No. A-2010-2199907 be closed.

 **BY THE COMMISSION,**

Rosemary Chiavetta

Secretary

(SEAL)

ORDER ADOPTED: October 23, 2014

ORDER ENTERED: October 23, 2014