



House of Representatives
COMMONWEALTH OF PENNSYLVANIA
HARRISBURG

Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Support for Proposed Consumer Protection Reforms in Docket No. P-2026-3060298

October 21, 2026

Dear Commissioners:

We write to express our support for the consumer protection reforms under consideration in the above-referenced proceeding, which concern residential electric customers served by the FirstEnergy Pennsylvania companies. The record before the Commission demonstrates that the current structure of the retail supplier market exposes many households to higher costs, significant rate volatility, and avoidable financial risks. The Commission now has an important opportunity to strengthen safeguards that ensure the electricity marketplace operates transparently, fairly, and in the public interest.

Rising electricity prices across the Commonwealth make these concerns especially urgent. As reflected in testimony submitted in this docket, market pressures tied to increased demand have contributed to higher overall bills. In this environment, retail supplier practices such as teaser-rate promotions, automatic renewals into higher-priced products, and complex variable-rate structures further magnify financial strain for residential customers.

We note the data submitted in FirstEnergy's March 2024 filing, which shows that residential customers who selected a competitive supplier paid substantially more than those who remained on default service. According to that analysis, FirstEnergy customers paid approximately \$82 million more during 2025 than they would have under default service. Statewide data compiled by the Office of Consumer Advocate similarly indicate that shopping customers collectively paid hundreds of millions of dollars above default service costs in recent years. These outcomes reflect systemic issues rather than isolated consumer decisions.

We are also very concerned by the documented increase in shutoffs among customers served by retail suppliers. FirstEnergy's evidence indicates that customers on competitive supply are several times more likely to experience service termination than those on default service, despite representing a minority of the customer base. The Administrative Law Judges noted in their Recommended Decision that uncollectible accounts and termination rates are disproportionately concentrated among shopping customers, a clear signal that current market rules are not functioning as intended to protect consumers.

Under existing regulations, customers who do not affirmatively respond when their supplier contract expires may be rolled into agreements with materially different terms. Many customers reasonably assume that inaction will simply maintain their existing service, but this is often not the case. The proposed reform—to return customers to default service unless they opt into a new supplier contract—better reflects consumer behavior and ensures that rate changes occur only through informed, affirmative consent.

Likewise, requiring periodic confirmation from customers enrolled in variable-rate plans is a prudent safeguard. The evidence clearly shows that these contracts expose households to rapid price fluctuations that most consumers cannot reasonably monitor. The Commission has previously acknowledged the heightened risks associated with variable rates, and the proposed certification requirement offers a targeted, responsible means of mitigating those risks.

We also recognize that the Commission has both the responsibility and the authority to protect the public by ensuring that retail energy markets operate fairly and transparently in the interest of ratepayers. The Electricity Generation Customer Choice and Competition Act envisions a competitive market that benefits customers, not one in which households unknowingly face higher prices, increased financial risk, or a heightened likelihood of shutoff. When market design results in consistent, widespread consumer harm, it is critical for the Commission to intervene.

For these reasons, we respectfully urge the Commission to adopt the reforms recommended by the Administrative Law Judges. Strengthening consumer protections in this docket will help reduce avoidable energy costs, curb misleading pricing practices, and support a more transparent and reliable electricity market for Pennsylvania families and businesses.

Thank you for your careful consideration and for your continued work to safeguard the public interest and protect consumers.

Respectfully,

A handwritten signature in black ink, appearing to read 'Elizabeth Fiedler', with a long, sweeping horizontal line extending to the right.

Elizabeth Fiedler
State Representative, 184th Legislative District
Chair, Pennsylvania House Energy Committee

A handwritten signature in black ink, appearing to read 'Heather Boyd', with a stylized, cursive script.

Heather Boyd
State Representative, 163rd Legislative District
Secretary, Pennsylvania House Energy Committee