



LOCATION:

Radisson Hotel Harrisburg
(Not the Convention Center)
1150 Camp Hill Bypass
Camp Hill, PA 17011
717-763-7177

<http://www.radisson.com/camp-hill-hotel-pa-17011-3734/pacamphi/area/map>

PURPOSES:

- Promote Compliance by EGSs with PUC Regulations and Pennsylvania Laws
- Encourage Business Practices by EGSs Resulting in Consumer Satisfaction with Electric Retail Market
- Provide Opportunity to Informally Interact with Regulatory Staff and Other EGSs
- Offer Helpful Information about Complaint Handling, Regulations and Regulatory Processes in Pennsylvania

COST:

There is no registration fee and a complimentary cold cut lunch buffet will be provided. Special dietary needs should be noted in RSVP.

RSVP:

Registrations are due by June 13, 2013 via email to ra-OCMO@pa.gov.

Seating is limited to 100 registrants. Multiple registrations for a single organization should be prioritized.

Q&A SESSION:

Questions should be submitted to ra-OCMO@pa.gov by June 13, 2013.

FOR MORE INFORMATION:

Please e-mail ra-OCMO@pa.gov

SUPPLIER WORKSHOP

SPONSORED BY THE OFFICE OF COMPETITIVE MARKET OVERSIGHT

RADISSON HOTEL HARRISBURG
GOVERNOR'S BALL ROOM
JUNE 20, 2013
10 A.M. – 3 P.M.

TENTATIVE AGENDA

- 9:00** Registration begins – Coffee and tea provided
- 10:00** Welcome - James H. Cawley, PUC Commissioner
- 10:15** New & Improved PAMPowerSwitch.com - Cyndi Page, PUC Communications Specialist
- 10:30** Handling of Consumer Complaints Against Suppliers
- Bureau of Consumer Services - Matthew Hrivnak, PUC Utility Complaints Investigator Administrator
 - Office of Competitive Market Oversight - Karen Moury, PUC Director of Regulatory Operations
 - Bureau of Investigation and Enforcement - Stephanie Wimer, PUC Assistant Prosecutor
 - Office of Consumer Advocate - Tanya McCloskey, Acting Consumer Advocate
 - Office of Attorney General – Linda Williams, Chief Deputy Attorney General, Bureau of Consumer Protection
- 11:30** Do Not Call List - Linda Williams, Chief Deputy Attorney General, Bureau of Consumer Protection
- 11:45** Status Update on Various RMI/CHARGE Initiatives - Karen Moury, PUC Director of Regulatory Operations
- 12:00** Working Lunch
Comments - Wayne E. Gardner, PUC Commissioner
- 1:00** Video - ACCES
- 1:15** Final Marketing Regulations - Dan Mumford, PUC Manager- Informal Compliance and Competition
- 1:45** Panel Discussion: Best Industry Practices on Door-to-Door Marketing – EGSs/Associations - TBD
- Background Checks on Agents
 - Training of Agents - Method and Content
 - Field Training
 - Third-Party Verifications
 - Quality Assurance
- 2:30** Q&A with OCMO
- 3:00** Adjourn