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November 30, 2012

**VIA FIRST CLASS MAIL AND EMAIL TO RA-OCMO@PA.GOV**

Karen Moury, Director of Regulatory Operations  
Pa. Public Utility Commission  
Commonwealth Keystone Building  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**RE: Residential Customer Account Number Look-up Process  
CHARGE Item 59-Account Numbers**

Dear Karen,

Thank you for the opportunity to provide informal input on the proposed Residential Customer Account Number Look-up Process. On behalf of the Retail Energy Supply Association ("RESA"),<sup>1</sup> the purpose of this letter is to inform you that members of RESA support the account number look-up implementation model introduced to CHARGE by Green Mountain Energy Company ("Green Mountain") for the following reasons.

**Promotes Customer Convenience**

RESA believes that allowing customers to authorize the EGS of their choice to obtain their account number to complete an enrollment request will be an aid to residential customer shopping. The proposal being reviewed through the CHARGE process will help make shopping for electric service at locations away from customers' residences more convenient and easier.

**Complements Accelerated Switching**

Further, the account number look-up proposal complements the PUC's accelerated switching policy goals. Allowing EGSs to obtain an account number directly from the EDC in instances where the customer is not on the Eligible Customer List may in fact expedite the time from sale, through EDI enrollment transaction, to power flow. Under present circumstances days are lost

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<sup>1</sup> RESA's members include: Champion Energy Services, LLC; ConEdison *Solutions*; Constellation NewEnergy, Inc.; Direct Energy Services, LLC; Energetix, Inc.; Energy Plus Holdings LLC; Exelon Energy Company; GDF SUEZ Energy Resources NA, Inc.; Green Mountain Energy Company; Hess Corporation; Integrys Energy Services, Inc.; Just Energy; Liberty Power; MC Squared Energy Services, LLC; Mint Energy, LLC; NextEra Energy Services; Noble Americas Energy Solutions LLC; PPL EnergyPlus, LLC; Reliant; Stream Energy; TransCanada Power Marketing Ltd. and TriEagle Energy, L.P.. The comments expressed in this filing represent the position of RESA as an organization but may not represent the views of any particular member of RESA.

in the enrollment process while an EGS performs follow-up contact with a customer to collect account numbers missing from applications for electric service.

**Feasible Process**

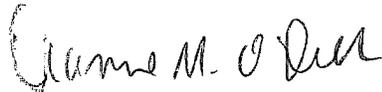
The process proposed by Green Mountain can be implemented using existing technology and EDC systems. The proposal requires minimal set up by EDCs. Essentially, a report query is written once and then repeated with each account look-up file submitted by an EGS. The proposal does not require EDCs to perform any additional research on an account beyond a straightforward output of account number or no account number. The process can be further managed by setting reasonable expectations insofar as frequency of file transfer and number of accounts that may be submitted in a request.

**Useful EGS Marketing Tool**

Account number look-up is a tool that EGSs will utilize if available. Providing a mechanism that encourages customers to take advantage of face-to-face opportunities to shop for electric supply service may encourage greater focus by EGSs on developing sales channels for public venues.

Thank you for considering the input of RESA on this matter.

Sincerely,



Deanne M. O'Dell

DMO/lww