

# Supplier Workshop

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# Pennsylvania

## Office of Consumer Advocate

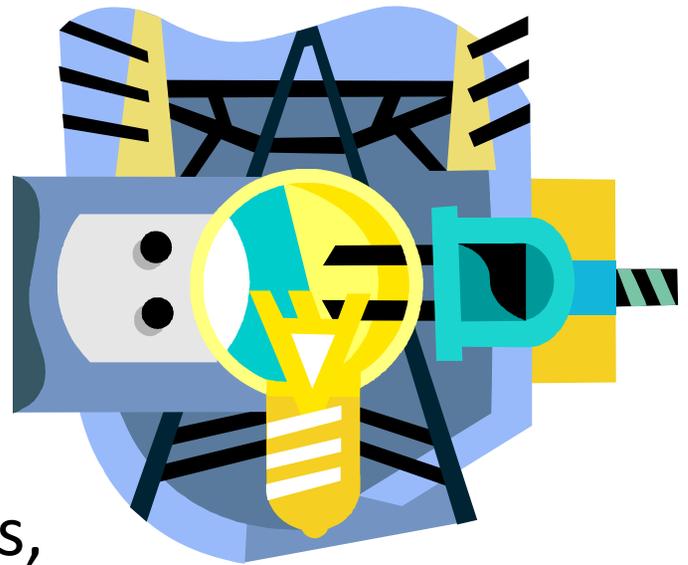
- The PA Office of Consumer Advocate (OCA) was established in 1976. OCA is an independent state office, administratively within the Pennsylvania Office of Attorney General.
- The OCA represents the interests of Pennsylvania utility consumers in legal proceedings before the Public Utility Commission, federal regulatory agencies, and state and federal courts, as well as non-governmental agencies such as the PJM Interconnection.

# MISSION STATEMENT

“OCA is committed to advocating for the interests of Pennsylvania consumers and to keeping consumers informed about their utility service.”

# Functions

- Participates in all major PUC cases that affect the interest of consumers:
  - Rate cases
  - Rulemakings
  - Policy statements
  - Investigations
  - Complaints
- Initiates proceedings- Complaints, Petitions for Declaratory Order, 529 Proceedings
- Appeals adverse PUC decisions, when warranted



# Consumer Education and Outreach



- The OCA also assists individual customers who have questions and complaints regarding electric, natural gas, telephone, water and wastewater service. During Fiscal Year 2011-2012, we had a total of 17,369 consumer contacts in the Call Center.
- The OCA staff attends approximately 80 senior fairs each year and makes presentations to a variety of groups and at Legislator-sponsored Town Halls.

# OCA Electric Shopping Guide

- The OCA provides a monthly electric shopping guide that compares prices charged by the utilities and competitive suppliers on an apples-to-apples basis.
- Guides can be obtained from the OCA free of charge by calling our toll-free number. They are also published on our website: [www.oca.state.pa.us](http://www.oca.state.pa.us)
- Each month, the OCA receives approximately 200 requests for paper shopping guides. From January to March 2013, the OCA received over 32,000 hits for its Electric Shopping guide (17,656 for html and 14,858 for pdf).

# Complaints from Around the Commonwealth



Four Major Areas of Concern:

1. Door-to-Door Marketing
2. Telemarketing
3. Contract Issues
4. Misleading Marketing Materials

# Door-to-Door Marketing



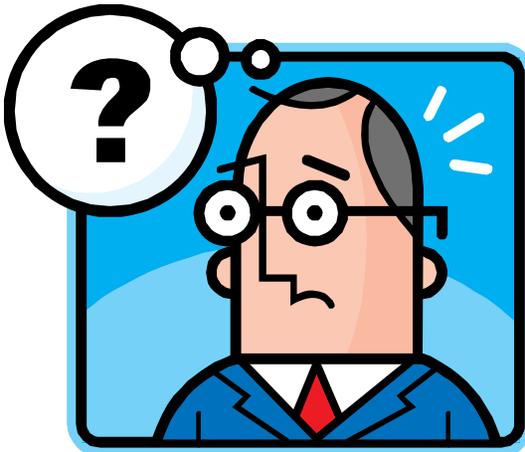
- High Pressure Sales Tactics
- Identification as an EDC employee
- Misleading attire (with EDC logo)
- Requiring account number
- Failing to disclose important terms such as termination fees, variable rates, etc.

# Telemarketing

- Do Not Call List violations
- Robo-Calls
- Hanging up when asked for contact information
- Misleading information regarding supplier relationship with EDC
- Failure to disclose important terms and conditions



# Contract Issues



- Introductory Rates
- Termination fees
- Fixed rates preferred to variable
- Changes in “fixed price” rates

# Misleading Marketing Materials

- Failure to clearly identify as EGS marketing material
- Failure to list a specific price
- Failure to disclose all relevant terms



- Small font size
- Unclear checkboxes
- Confusing or unclear terms and conditions

# OCA Contact Information

We'd love to hear from you regarding any new programs or rates and are happy to answer any questions you may have!

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