

Retail Markets Investigation Technical Conference Call

August 31, 2011, 10:00 a.m. – Noon
Call-In Number: 866-618-6746; Access Code: 5342249

Agenda

Organizational Issues

Karen Moury

- Conference Calls vs. In-Person Meetings
- Staff Work Product

Default Service Plans

Karen Moury

- EDC Procurement Schedules
- 1 Year Bridge Plan – How Would It Be Done?
- Need Commission Guidance on Next Set of DSPs

Consumer Education

Tom Charles and Dave Hixson

- Call Center Scripts
 - New Customers
 - Moving Customers
 - Billing Inquiries
 - Customers Who Are Unable to Shop
- Welcome Kits
- Annual Chairman Letter – Draft Message
- Bi-Annual EDC Letters – Draft Message
- Timing of Letters
 - September/October – EDC Letter
 - January/February – PUC Letter
 - April/May – EDC Letter
- Small Business Customers
 - Optional Pricing Information (25 KW and below)
 - Focus Group/Outreach
 - Scripts/Welcome Kits
- Statewide Campaign
 - Surveys/Awareness
 - Funding
 - Timing
 - Message
- Net Metering

Supplier of “First” Resort (Status Update)

Kirk House and Megan Good

- Marketing by EDC
- Seamless Moves
- Account Changes
- PAMPowerSwitch.com Format
- Deliverables due 9/9

Acceleration of Switching Process

Dan Mumford and Patricia Burket

- Confirmation Period: Eliminate/Shorten?
 - EDC Data on Frequency of Customer Use
- Changes to Confirmation Letter

EGS/EDC Coordination Platform (Status Update)

Kirk House and Matthew Wurst

- Credit Standards-Variations
- List of EDC Supplier Charges
- Staff Reviewing Information

Price to Compare

- Displayed on Bills-Staff Proposal
- Quarterly Changes (Placeholder)

Default Service Model- Key Issues (Status Update)

Matthew Wurst and Karen Moury

- Definition of Default Service
- Cost Allocation
- EDC as Default Service Provider
- Pricing of Default Service
- Optional Default Supply Action Group (9/2 Deliverable)
- Procurement Schedules
- Default Service Products

Future Issues

Karen Moury

- Customer Referral Programs
- Universal Service
- Energy Conservation Programs
- Access to Customer Information
- Choice for Customers at Small EDCs

- AEPS Obligations
- Unregulated Affiliates
- EGS Consolidated Billing
- EDC Billing Systems