

MASTER LIST OF CHARGE AGENDA ITEMS

	ISSUE	START DATE	MEETING DATES	LAST (CLOSING) DATE	LAST/CLOSING RECAP OF ISSUE:
1	Gross Receipts Tax (GRT) / Amount of GRT in Price To Compare	1/7/10 Reopened 6/10/10 Reopened 10/28/10	1/7/10 1/22/10 2/4/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 10/28/10 11/18/10 12/21/10	2/4/10 7/22/10 12/21/10	<p>Explanation of new GRT rate was set forth in document attached to agenda for November 18 meeting and also is included at the end of this agenda; staff added that this is an issue that EGSs should handle consistently but it will not always be an apples-to-apples comparison between EGSs and EDCs</p> <ul style="list-style-type: none"> ▪ Per this morning’s call, the PURTA surcharge rate was changed. In the December 18th Pennsylvania Bulletin the DOR released an update to the PURTA surcharge previously provided in the September 18th PA Bulletin. The December 18th PA Bulletin states that the PURTA surcharge is 1.6 mils, as opposed to the previously determined 1.8 mils. Here is a link to the article: <http://www.pabulletin.com/secure/data/vol40/40-51/2419.html> ▪ Using the base GRT rate of 59 mils plus the new PURTA surcharge of 1.6 mils, EGS’s can recover this tax by using the gross up calculation of $[1/(1-.0606)]$. This calculation results in a total GRT liability of 6.45% (rounded to the nearest hundredth) ▪ Staff noted that all of the information conveyed regarding the calculation of the GRT has been obtained from the Department of Revenue. If CHARGE participants have additional questions regarding this issue, it was recommended that they contact the Department of Revenue directly. <p>Thanks to the CHARGE participants who brought the PURTA Surcharge change to our attention.</p>
2	Large C & I Customers	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • EGSs asked for clarification of the rules for disclosure statements/offers/marketing materials/contracts for large C&I customers <ul style="list-style-type: none"> ○ Points were raised about the sophistication of large C&I customers but it was also acknowledged that many customers are in between “small business” and “large C&I” customers • OCMO referred EGSs to 52 Pa.Code §54.1 for the scope of the customer information requirements <ul style="list-style-type: none"> ○ 54.2 (definitions) and 54.3 (standards and pricing practices) apply to all customers ○ 54.4-54.9 (bill format, disclosure statements, privacy, complaint handling, etc.) apply only to residential and small business customers • Please see 54.3, which requires EGSs to use common and consistent terminology in customer communications, including marketing, billing and disclosure statements • Additional discussion will ensue at the next meeting

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					<ul style="list-style-type: none"> • Question arose about components of RTP rate for large C&I customers – PPL will look into posting/publishing them
3	Price To Compare (PTC)	1/7/10	1/7/10 1/22/10 2/4/10	2/4/10	<p>OCMO is seeking volunteers to develop a list of components that should be included in the “price to compare” for large commercial and industrial customers</p> <ul style="list-style-type: none"> ○ 54.1 requires that information be provided to customers in an understandable format that enables them to compare prices and services on a uniform basis ○ It was noted that most EGSs are not including GRT and that many variable price products are being offered
4	CHARGE and Retail Market Working Group (RMWG) roles.	1/7/10	1/7/10		<ul style="list-style-type: none"> • OCMO clarified roles of CHARGE and RMWG • CHARGE: quick informal resolution and sharing of information to ease the process for consumers to navigate the market, electric generation suppliers to enter and participate in the market, and default service providers to receive what they need to make timely switches , and to enhance the ability of the PUC, EGSs and DSPs to respond to consumer inquiries • Retail Market Working Group: address longer term issues that will promote the development of a competitive market • Participants need not be concerned with where to raise an issue since CHARGE and RMWG are communicating and coordinating • May be possible to merge at a later time when short-term issues are not so pressing
5	Third Party Marketing Services Providers	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • OCMO gave reminder to EGSs about responsibility for actions of unlicensed third parties providing marketing and sales support services, i.e. door-to-door sales and telemarketing, 52 Pa. Code §54.43
6	EGS Call Centers	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • Consumers have indicated that they have not been able to reach EGSs due to heavy call volumes • Several EGSs noted that they have been monitoring wait times and have taken steps to add call center staff so as to more timely answer consumers’ calls
7	Low-Income Customers	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • Question arose about whether recipients of low income subsidies in PPL eligible to shop and still receive the subsidies <ul style="list-style-type: none"> ○ Customers on customer assistance programs (CAPs) - PPL’s is called OnTrack, will be able to receive discounts even if they switch to an EGS, but the mechanics are still being worked out ○ For LIHEAP customers, all EGSs currently serving residential customers are

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					<p>participating in PPL's POR program so they can receive those benefits while being served by an EGS since they can be terminated for non-payment</p> <ul style="list-style-type: none"> ▪ If an EGS isn't in PPL's POR program, there may be complications because EGSs are not vendors
8	Budget Billing	1/7/10	1/7/10 1/22/10 2/4/10 2/18/10 3/4/10 3/18/10	3/18/10	<p>Group discussed status of request by EGSs for budget billing status to be added to the Eligible Customer Lists (ECLs)</p> <ul style="list-style-type: none"> o EDCs have expressed concerns re: consumer privacy and cost recovery of change to ECL o EDEWG subgroup discussed issue at 2/18/10 meeting and could not reach consensus o PPL is considering putting budget bill status on ECL o Appears that this issue needs to be addressed within the context of ECL discussions rather than on a stand-alone basis <ul style="list-style-type: none"> ▪ At prior meetings, discussions were held regarding consumer concerns about the amount of EGS budget bills compared to PPL's budget bill amounts due to different methodologies and the timing of changes by PPL following the expiration of rate caps o If EGS sends PPL spreadsheet with list of customers, PPL provides budget bill amounts and when they will be changed o No further discussion ensued at 3/18/10 meeting; PUC staff will add to list of issues to address with other EDCs whose rate caps are expiring in 2011
9	Rate Mitigation Plans	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • Questions also arose about whether EGSs need to do anything to ensure that customers get full advantage of deferral and pre-payment plans • Consensus was that EGS's only obligation is to inform customers that they will not lose any money as a result of switching
10	Migration Statistics	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • OCA currently posts migration statistics on a quarterly basis • Suggestion has been made to have migration statistics available on a monthly basis • If Commission receives this information from EDCs and EGSs, we can make it available more frequently • OCMO will talk to OCA about whether there are any plans to post this information more often
11	814 Enrollment Transaction	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • Question has arisen as to the appropriate date to be included on the electronic enrollment transaction • PPL indicates that contract date should be used rather than the date when the

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					<p>enrollment transaction was sent</p> <ul style="list-style-type: none"> • Use of contract date ensures that customer who chooses multiple EGSs in a single period is switched to the last EGS they chose • Use of date when enrollment transaction is sent can lead to EGSs holding enrollments and can result in slamming if customer is switched to the wrong EGS • It was noted that Allegheny goes with enrollment date, whereas PECO does it the same way as PPL • EDEWG should address it, and meanwhile EGSs should follow practice of EDC in whose territory they are serving
12	Rescission and Confirmation Periods	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • Consumers have a 3-day rescission period have after receiving the disclosure statement from the EGS, per 52 Pa. Code 54.5(d) – this applies only to residential and small business customers • EDCs give consumers 10-days in the confirmation letter sent under 57.173(2) to indicate if that is an error or they did not authorize the change – this applies to all customers • Care should be taken to have consistent references to the 3-day rescission period and 10-day confirmation period • While EDC understandably wants to avoid getting involved in consumer-EGS dispute or contract, efforts should be made by all market participants to ensure that consumers (especially residential and small business) are satisfied with outcome • OCMO referred to customer dispute procedures for slamming in 57.177
13	EGS Billing	1/22/10	1/22/10	1/22/10	<ul style="list-style-type: none"> • A question arose as to the status of PPL being able to provide EGSs with customer interval meter data via EDI for EGS billing purposes • PPL explained that due to a system conversion, it is unable to provide this data through EDI but that EGSs may contact PPL to get a spreadsheet until the problem is corrected • PPL is working on a fix and has contacted EGSs who are offering billing; a conference call will be held with EGSs • There is no issue with providing historical data via EDI
14	Confirmation Letters	1/22/10	1/22/10 2/4/10 2/18/10 3/4/10 3/18/10	3/18/10	<p>Discussion continued about standardizing the EDC 10-day confirmation letter to make clear that it is intended to avoid an unauthorized switch and not to provide customer with a penalty-free right to rescind or cancel their EGS contract</p> <ul style="list-style-type: none"> ▪ After reviewing input from the group, PPL has changed the language in the letter to read as follows: “Your contract may have conditions or cancellation fees that apply if you cancel your enrollment.”

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					<ul style="list-style-type: none"> o A final version of the confirmation letter is attached o PUC staff will add to list of issues to address with other EDCs whose rate caps are expiring in 2011 <ul style="list-style-type: none"> ▪ PPL has removed reference on website to rescission during the confirmation period
15	Disclosure Statement – Notification of Expiration/Change in Terms of Service	1/22/10	1/22/10	1/22/10	<ul style="list-style-type: none"> • PUC regulations at 54.5 refer to three notifications of an impending expiration date or when an EGS proposes to change terms of service • Later guidelines order requires only two notices between 45 and 90 days before expiration date or date of effective changes • BCS advises EGSs to follow the later guidelines order, which is attached
16	Applicability of Consumer Protections	1/22/10	1/22/10	1/22/10	<ul style="list-style-type: none"> • Protections in 52 Pa. Code §§54.4-54.9 apply to residential and small business customers, and the latter are defined at §54.2 as an entity that receives “electric service under a small commercial, small industrial or small business rate classification, and whose maximum registered peak load was less than 25 kW within the last 12 months.” • Questions have arisen as to whether those protections apply to commercial customers who have several related smaller accounts totaling more than the specified maximum of load or to a customer with multiple meters that includes some residential consumers • OCMO advised that consistent with prior interpretations of this regulation, the protections in 54.4-54.9 do not apply to C&I customers who have several accounts, including some with a peak load of less than 25 kW; stated otherwise, the definition of a small business customer does not include a C&I customer with several related accounts totaling more than a maximum registered load of 25 kW within the last 12 months • As the situation where an EGS contracts with a C&I customer above the 25 kW threshold and some residential customers are served under that contract, OCMO advised that the protection in 54.4-54.9 do not apply <ul style="list-style-type: none"> o A related question arose as to whether an EGS with authority to serve C&I customers may contract with a C&I customer where some residential customers also receive that service o OCMO advised that as long as the EGS is contracting only with C&I customers, the EGS would not need additional authority just because some residential customers will receive service o OCMO will, however, consult with staff working on licensing issues and advise the group if that information changes o

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17	EGS Marketing Activities	1/22/10	1/7/10 1/22/10 2/4/10 2/18/10 3/4/10 3/18/10 4/8/10 4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11		
18	Sources of EGS Supply	1/22/10	1/22/10	1/22/10	<ul style="list-style-type: none"> • PUC staff has received inquiries from consumers who want to know what percent of each EGS's generation is from coal, nuclear, etc. • Consumers should make those requests of EGSs, who are obligated to provide the response – see 54.6(a) and 54.39(b)(4) • It is sufficient to respond using the PJM residual mix information
19	Residential Thermal Storage Rate (RTS)	2/4/10	2/4/10	2/4/10	<p>PUC has heard reports that some or maybe all EGSs who offer percentage discounts from PPL rate will offer a discount rate from the RTS rate but do not advertise it and only offer it if asked</p> <ul style="list-style-type: none"> o On the call, EGSs were understandably reluctant for marketing reasons to indicate their willingness to offer a discount rate

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					o OCMO encouraged EGSs to let consumers know upfront if they are offering it
20	New York Service Addresses	2/4/10	2/4/10	2/4/10	About 140 PPL accounts on the eligible customer list have service addresses in NY; questions have arisen as to whether these accounts are subject to PPL tariffs and PA regulations and laws, including GRT o An example of these accounts are billboards that are located in PA but do not have service addresses so their billing address is used; they are covered by PA rules
21	90 Days In Arrears	2/4/10	2/4/10 2/18/10 3/4/10 3/18/10	3/18/10	The issue of customers who are 90 days in arrears being blocked from switching was caused by a programming error and has been resolved through re-enrollments by EGSs and data repairs by PPL to switch customers by next meter read date ▪ PUC staff has added this issue to “lessons learned list” that other EDCs should address prior to rate caps expiring in 2011
22	Price/Quotes/Offer from EGSs to Large Commercial and Industrial Customers	2/18/10	2/18/10	2/18/10	Group discussed whether there is a need for large commercial and industrial price quotes/offers from EGSs to contain specific components o 54.1 requires that information be provided to customers in an understandable format that enables them to compare prices and services on a uniform basis ▪ IECPA noted that as long as offers comply with 54.1 and indicate what components are included in them, there is no need to further standardize offers
23	Handling of Negative 810s under PPL’s POR Program	2/18/10	2/18/10 3/4/10 3/18/10	3/18/10	Concern has been raised about the handling of negative 810s on a case-by-case-basis ▪ PPL cannot handle negative 810s except on case-by-case basis ▪ PPL has been studying internally and plans to share a proposal during week of 3/22/10
24	Borderline Customers	2/18/10	2/18/10 3/4/10 3/18/10	3/18/10	About 200 customers have service addresses in PPL’s area but are connected to a customer of another utility; no automated meter reading is available so PPL reads them only twice per year, estimates the bills and settles with the bordering utility; 55 have signed up with EGSs o PPL held meeting with affected EGSs the prior week o EGSs are okay with receiving estimated meter reads and settling with the bordering utility for generation in the same way PPL does o PPL is putting list of borderline customers on supplier’s portion of website ▪ PPL will incorporate this in Supplier Tariff
25	Default Service Bid Information	2/18/10	1/7/10 1/22/10 2/4/10 2/18/10	10/28/10	Secretarial Letter issued on October 12, 2010; it is available under Secretarial Letters at http://www.puc.state.pa.us/electric/electric_CompetitiveMarketOversight.aspx ▪ Please note that the link in the Secretarial Letter to First Energy’s default service information has been replaced due to the information being updated; please use the link

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			3/4/10 3/18/10 4/8/10 4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10		below and click on “Model for Calculating Default Service Rates” http://www.firstenergycorp.com/supplierservices/Pennsylvania/Met-Ed_and_Penelec/Met-Ed_and_Penelec_Default_Service_Information.html ▪ Issue is closed
26	Drop Notices – Customer Account Number Changes	3/4/10	3/4/10 3/18/10	3/18/10	PPL gave status report on issue where Drop Notices were being generated when customer account number changes such as due to a name change o PPL has developed a work-around that is seamless for the customer, under which the system drops the customer, and a customer service representative contacts the Supplier Group who then notifies EGS of drop and requests that the EGS to re-enroll customer o PPL has had 16 incidents this year which have been handled this way o No lapse for the customer but this work-around requires quick response from EGS and is subject to later settlement/scheduling o PPL is working with IT on automated process ▪ PUC staff will add issue to “lessons learned” list for other EDCs to address ▪ Several EGSs noted their appreciation for the way PPL has handled this situation
27	Acceptance of EDI 810	3/4/10	3/4/10	3/4/10	Question raised about how EGS knows when an EDI 810 is accepted by EDC ▪ EGS would know by receipt of EDI 997-Functional Acknowledgement
28	Notice of Service Terminations	3/4/10	3/4/10	3/4/10	EGSs have expressed interest in receiving advance notice of a service termination so the EGS has an opportunity to potentially mitigate market losses and pursue contractual penalties (for larger non-residential customers) ▪ Group sought EDC feedback on this suggestion, which ideally would then be achieved through a standard EDI transaction ▪ No concerns were raised and CHARGE referred matter to EDEWG for development of EDI

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					transaction, following its normal protocols for establishing priorities
29	Electric Shopping Website – PA PowerSwitch.com	3/4/10	3/4/10 3/18/10	3/18/10	Secretarial Letter about including link to www.PAPowerSwitch.com was attached to Topics for Discussion for 3/18/10
30	Estimated State Tax Amount on Bills	3/18/10	3/18/10 4/8/10 4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11		
31	Eligible Customer List	4/8/10	4/8/10 4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10		

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			10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11		
32	Historical Usage Requests	4/29/10	4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10	8/26/10	<p>Questions have arisen as to the obligation of electric distribution companies to provide historical usage information to electric generation suppliers when a customer has previously restricted release of this information but has given the EGS a letter of authorization</p> <ul style="list-style-type: none"> ▪ The attached Secretarial Letter clarifying this obligation was issued on August 20 and may be accessed at the following link: http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=M-2009-2082042
33	Last-In Enrollments	4/29/10	4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11		

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34	Mixed Meter – EGS Authority	4/29/10	4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11		
35	Communications About EGS Plans	4/29/10	4/29/10	4/29/10	General discussion re: communications with EDCs and the PUC about EGS plans to make offers to customers in 2011 <ul style="list-style-type: none"> ▪ Several EGSs indicated willingness to share market entry plans with PUC staff as soon as possible ▪ PECO encouraged EGSs to get EDI testing done as early as possible
36	Interval Data Recorder Meters	4/29/10	4/29/10	5/13/10	Question was raised about whether customer needs dedicated phone line for an IDR meter, and if so, whether it is their responsibility to pay for the line <ul style="list-style-type: none"> ▪ PECO indicated that customers do not pay for the line when it is needed for an MV90 meter, and staff will poll the other EDCs
37	Supplier Consolidated Billing Implementation	5/13/10	5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10		

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			9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11		
38	AEPS Summit	5/27/10	5/27/10 6/10/10	6/10/10	AEPS Summit will be held on June 17 in Hearing Room 1, Keystone Building, 1:00-4:00 p.m. <ul style="list-style-type: none"> ▪ Link to Secretarial Letter - http://www.puc.state.pa.us/electric/pdf/AEPS/SLAEPS_Credit_Comp_Summit060110.pdf
39	Rate Ready Billing Platforms	6/10/10	6/10/10	6/10/10	Staff noted that the Retail Markets Working Group is working on rate ready billing issue and will be polling the EGSs for level of interest/need for this feature <ul style="list-style-type: none"> ▪ Poll, along with meeting information for June 18, 2010 at 9:30 a.m. will be sent to CHARGE, as well as RMWG ▪ Anyone who is interested in participating on RMWG should send an email to ra-RMWG@state.pa.us
40	Contract Expiration / Renewal Notices	6/24/10	6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10	10/28/10	Renewal notice regulations at 52 Pa. Code 54.5(g) have been superseded by subsequent guidelines issued in 2001, which are attached and posted on the OCMO's webpage at http://www.puc.state.pa.us/electric/electric_CompetitiveMarketOversight.aspx <ul style="list-style-type: none"> o Staff is offering to informally review proposed renewal notices; please send them to ra-OCMO@state.pa.us at least 10 days prior to issuance to consumers o Any questions about these issues may be sent directly to Dan Mumford in BCS at dmumford@state.pa.us or by calling Dan at 717-783-1957 ▪ PUC issued final order on 9/23/10 which may be accessed below, addressing the issues of how to handle the situation where the price to compare is not yet known when renewal notices must be sent and what happens to a customer's contract if the customer does not respond to the renewal notice http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=M-2010-2195286 ▪ Issue is closed
41	Budget Billing for Variable-Priced Products	7/22/10	7/22/10 8/5/10 8/26/10 9/30/10	2/17/11	<ul style="list-style-type: none"> • Group has discussed whether it is appropriate or necessary to require EGSs to offer budget billing option to customers in connection with dynamically-priced products • Staff asked for feedback on January 20, 2011 call regarding draft language which was circulated prior to the call; no concerns were expressed

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			10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11		<ul style="list-style-type: none"> Commission issued attached Secretarial Letter on February 16, 2011 clarifying that EGSs do not have an obligation to offer a budget billing option to customers in connection with dynamically-priced products (Docket No. M-2009-2082042)
42	Availability of Estimated and Actual Prices to Compare	9/30/10	9/30/10 10/28/10 11/18/10 12/21/10	12/21/10	<p>Following prior discussions, each EDC made estimated and/or actual prices to compare available for inclusion in EGS renewal notices and EDC mailings to consumers</p> <ul style="list-style-type: none"> Update on PaPowerSwitch.com – consumers may now use a toggle button to switch between the current PTC and the upcoming PTC; also EDCs may now update their own current PTC and future PTC in the same way that EGSs have been able to update their own prices Staff advised that estimated and/or actual PTCs should now be available from each EDC
43	Displaying Prices on PaPowerSwitch	10/28/10	10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11		
44	Net Metering Customers	2/3/11	2/3/11 2/17/11 3/24/11		
45	Accelerating Supplier Switching Timeframes	3/24/11	3/24/11		

Last Updated 3/10/11