

CHARGE Conference Call

March 4, 2010 – 9:30 a.m.

Call-in number: 1-866-618-6746 and Access Code: 6060145

Topics for Discussion

1. Budget Billing

- On the last call, there was a discussion about whether the EDC can provide the budget billing status via an electronic transaction prior to, during or after enrollment; may need to correct or clarify the answers
 - Prior to enrollment, no EDI transaction exists
 - During enrollment, EDC may send budget bill status to EGS in 814 Enrollment Response transaction under the REF*NR segment
 - After enrollment, no provision in the change transaction supports a change in budget billing status

2. Confirmation Letters

- 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
- The proposed language is: **“Your contract with A/S name may have conditions that apply if you cancel your enrollment. If you have questions about your enrollment or terms of service with A/S name, please contact them at phone number 1.”**
- Status of PPL removing reference on website to rescission during the confirmation period

3. EGS Marketing Activities

- Staff will circulate a straw proposal to the group for best practices governing EGS direct marketing activities; target date is 3/15
- Tentative in-person meeting with telephonic monitoring on 4/8, TBD time
- As to applicability and scope, Staff proposes:
 - Residential and small business customers
 - All types of direct marketing, including door-to-door, telemarketing and direct mailing

- Focus on electric and approach natural gas industry after we have a consensus or recommended work product
- PA Office of Attorney General has issued an opinion indicating that EGSs are covered by the telemarketing law; copy of opinion is attached to 2/18 Recap; OCMO strongly encourages EGSs to review it and review telemarketing operations to ensure compliance

4. 90 Days in Arrears

- Issue was discussed on 2/18 call about customers who are 90 days in arrears previously blocked from switching to an EGS; PPL has now eliminated this block
 - Discussion centered on how to handle the enrollments that were previously rejected especially for customers who may have since chosen a different EGS and also about concerns the delay in switching the customers
 - PPL offered to receive Excel spreadsheets from EGSs of customers who they are re-enrolling and work with EGSs when customers are close to the 16-day window so they can be switched by the next meter read date
- CHARGE referred the longer-term issue to the RMWG of ensuring that PECO, First Energy and Allegheny correct this practice before rate caps expire at the end of 2010

5. Handling of Negative 810s under PPL's POR Program

- Concern has been raised about the handling of negative 810s on a case-by-case-basis because it is resource intensive since many customers might cancel budget billing with a credit or due to a negative cancel/rebill
- PPL cannot handle negative 810s except on case-by-case basis
- Status of PPL's follow-up meeting on this issue

6. Borderline Customers

- 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
- PPL asked whether EGSs are okay with estimated meter reads and willing to settle with the bordering utility for generation in the same way they do; no concerns were raised but a follow-up meeting will be held with affected EGSs
- Status of follow-up meeting

7. Default Service Bid Information

- Brief discussion held on 2/18 about development of a consistent process for releasing default service bid information
- Additional details are included below:

Currently, some EDCs release their aggregate default service bid results, and projected retail prices, while others do not. Those that do release the info, do so in differing ways. This information is essential to allow suppliers to effectively plan for 2011 market entry. This information also helps keep customers informed about their future energy costs. Below is some additional background info and recommendations:

- Currently, PECO, PPL and Allegheny Power release their bid results in some manner
- Duquesne, MetEd, Penelec, Penn Power, UGI, Citizens and Wellsboro do not.
- PECO and Allegheny provide only aggregate results that combine the results for their Small and Medium commercial groups. However, the actual applicable rates in 2011 will be based on class-specific bid results.

Recommendations:

- Each EDC should be required to publicly post aggregate results by customer class for their default service procurement process.
- Each EDC should be required to publicly post projected retail prices by customer class (this would include necessary additions for transmission costs and other components that are added to the Price to Compare)
- The results should be posted shortly after completion of the default service solicitation.
- The posted information should clearly specify how the following cost components are treated and reflected in the bid results and retail prices: GRT, line losses, NITS, AEPS costs, and any other costs that will make up the price to compare

8. Acceptance of EDI 810

- Question raised about how EGS knows when an EDI 810 is accepted by EDC

9. Notice of Service Terminations

- 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)
- Seeking EDC feedback on this suggestion, which ideally would then be achieved through a standard EDI transaction

10. Electric Shopping Website

- PUC's electric shopping website – PA Power Switch – went live on 2/23
 - List of EGSs
 - OCA Shopping Guide
 - Energy conservation tips
 - FAQs
 - Tell a neighbor
- Subsequent phases will feature zip code search, interactive worksheet, email alerts of price changes, Spanish translation, and extranet availability for EGSs to update prices and information
- Secretarial Letter about including link to www.PAPowerSwitch.com and updating prices and information will be issued soon

11. CHARGE Contact List

- Contact list is on website at the following link:

http://www.puc.state.pa.us/electric/electric_CompetitiveMarketOversight.aspx

- Please send contact information or updates to ra-ocmo@state.pa.us

12. Proposed Meeting Schedule for Next Three Months

- March 18
- April 8 (In-person meeting)
- April 29
- May 13
- May 27
- June 10
- June 24