

CHARGE Conference Call

March 18, 2010 – 9:30 a.m.

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

Topics for Discussion

1. Budget Billing

- Status of request by EGSs for budget billing status to be added to the customer eligibility lists
- Customers are complaining to EGSs about the amount of their budget bills compared to their budget bill amounts they were paying PPL; some are switching back to PPL; volumes of calls in some cases is 100/day
 - If EGS sends PPL spreadsheet with list of customers, PPL will provide budget bill amounts and when they will be changed
 - It was suggested that a sentence be added to the confirmation letter noting that: “If you have selected budget billing for your supplier’s charges, please note that the budget bill amount you pay to PPL may not have yet been adjusted to reflect the higher default service rates.”
 - Another alternative is a message on all residential customer bills with this information

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 agreed-upon 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.**”
 - The sample confirmation letter containing this language is attached
 - Any further discussion needed?
- Confirm that PPL removed reference on website to rescission during the confirmation period on 3/4

3. EGS Marketing Activities

- Staff will circulate a straw proposal to the group for best practices governing EGS direct marketing activities; *new* target date is 3/19

- In-person meeting with telephonic monitoring will be on 4/8 at 10 a.m., Executive Chambers, 3rd Floor, Keystone Building, Harrisburg
- Group discussed applicability and scope; staff has proposed that best practices apply to:
 - Residential and small business customers
 - All types of direct marketing, including door-to-door, telemarketing and direct mailing
 - Electric industry and later work on natural gas industry
- Based on discussion, staff is still considering applicability to natural gas industry and the best vehicle for expediting issuance of best practices, such as issuing as interim guidelines or limiting scope and applicability

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
 - Re-enrollments have been coming in to PPL
 - Using Excel spreadsheets from EGSs of customers who they are re-enrolling, PPL has done data repair to switch customers by the next meter read date
- CHARGE has 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
- Any further updates?

5. Drop Notices - Customer Accounts Number Changes

- Issue was raised during the call about Drop Notices being generated by EDC when customer account number changes, such as due to name change
- Discussion centered on need to re-enroll customer, customer's loss of EGS rate for one or two billing cycles, EGS's loss of customer/load-at least temporarily, lack of customer awareness re: effect of change; magnitude of problem is fairly extensive-e.g. name change of large bank
- Illinois and New York have faced similar problem; no final resolution yet; may be an interim measure to use EDI 568 Information or 814 Advance Notice transactions
- Staff has discussed this practice with PPL, who advises that it is programming within its system that does not allow EGS choice to follow customer when an account number is changing
 - PPL is examining what triggers an account number change, the purpose of the practice, and what is involved with any re-programming

- Group will explore possibility of data repair for large C&I customers and education for all consumers (through information shared by the customer service representatives); will also discuss whether some customer account changes should result in drops

6. 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
- PPL s still studying internally; follow-up meeting is planned
- Status

7. 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 has 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 have been raised but a follow-up meeting will be held with affected EGSs during week of 3/8
- Status

8. Default Service Bid Information

- Group discussed proposal for development of a consistent process for releasing default service bid information and projected retail prices, which would allow EGSs to effectively plan for 2011 market entry; recommendations are as follows:
 - Each EDC should publicly post aggregate results by customer class shortly after completion of default service solicitation
 - Each EDC should publicly post projected retail prices by customer class, along with transmission costs and other costs included in the Price to Compare
 - The posted information should clearly specify how the following cost components are treated and reflected in bid results and retail prices: GRT, line losses, NITS, AEPS costs, and other any other costs included in the PTC
- Staff will discuss issue offline with all EDCs, noting that the PPL model provides much of the information being requested by EGSs, to work toward establishing uniformity and transparency

in the timely release of both default service bid results (aggregate, by class) and projected retail prices, along with explanation of what is or is not included

9. Estimated State Tax Amount on Bills

- Question has arisen about whether the presentation of “estimated total state taxes” on residential bills is required for generation charges of EGS
 - 52 Pa. Code 56.15(4) requires bill to include statement of dollar amount of total state taxes included in the charges
 - Sample bill provided with the 2/4 CHARGE recap shows this populated as \$0.00 in the supplier section of bill (attached to this email for ease of reference)
 - 810 IG reportedly states that, “For Bill Ready, the Gross Receipts Tax and Estimated PA State Tax must be provided by the non-billing party with TXI07 = 0 (Information Only) for residential customers only. The billing party will query the codes in TXI01 and print these at the appropriate place on the bill.”

10. Electric Shopping Website

- 3/8 Secretarial Letter about including link to www.PAPowerSwitch.com is attached

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; purpose of this list is to enable stakeholders to contact one another directly to resolve issues and is separate from email distribution list

12. Meeting Schedule for Next Few Months

- March 18, 9:30 a.m.
- April 8 (In-person meeting), 10:00 a.m., Exec. Chambers, 3rd Floor, Keystone, Harrisburg
- April 29, 9:30 a.m.
- May 13, 9:30 a.m.
- May 27, 9:30 a.m.
- June 10, 9:30 a.m.
- June 24, 9:30 a.m.

Electric Utilities Choice Registration Confirmation Letter--One Bill

PPL Electric Utilities
827 Hausman Road Allentown, PA 18104-9392
Tel. 800.342.5775 (800 DIAL PPL) Fax 484.634.3484
<http://www3.pplweb.com/choice/>

Ratepayer Name **Month/dd/yyyy**
Ratepayer name, line 2 (if required)
Mailing Address Line 1
Mailing Address Line 2

Bill Account No: **99999-99999** For : **Service Address Line 1**
Service Address Line 2

Effective Date: **mm-dd-yyyy**

Dear Customer Choice Participant:

We received notice that the following company will be your electric supplier for the Pennsylvania Electric Choice Program:

A/S name
Phone number1

Our records also indicate that you will receive one (1) bill from PPL Electric Utilities, which will reflect PPL's charges and those of your electricity supplier.

We are confirming your supplier to make sure that this is the supplier you selected before billing begins. If this information is correct, you do not need to call us. If you did not select this company or billing option, please call 1-888-668-4775 within ten (10) days from the date of this letter and we will work with you to make any necessary changes.

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]."

Your new supplier will begin providing you with energy when your meter is read on or about the date shown above as the "Effective Date." You will receive your first bill showing this supplier's charges the following month.

If you have any questions about Electric Choice, please contact us at 1-888-668-4775 between the hours of 8 a.m. to 5 p.m. Monday through Friday.

Sincerely,

PPL Electric Utilities' Customer Contact Center

Your Bill Account Number
9 [REDACTED]-900 [REDACTED]
Use when calling or writing

Electric Service

For:

[REDACTED]
WILLIAMSPORT PA 17701

Final Bill

[REDACTED]

Customer Service

[REDACTED]

1-888-[REDACTED]

PPL Electric Utilities
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
1-800-342-5775
(1-800-DIAL-PPL)
www.pplelectric.com

Total from Last Bill \$84.54
Payment Received Jan 4 - Thank You! \$43.61

Billing Details

Amount You Still Owe as of Jan 21, 2010 \$40.92

Current Charges

Charges for - [REDACTED]
General Service Rate: [REDACTED] for Dec 30 - Jan 19
Electric Chg - [REDACTED] Kwh @ \$ [REDACTED] 0.95
Electric Chg - [REDACTED] Kwh @ \$ [REDACTED] 15.80
Gross Receipts Tax \$0.93
Estimated Pa State Tax \$0.00

Total [REDACTED] Charges \$16.71

Current Charges

Charges for - PPL ELECTRIC UTILITIES
Residential Rate: RS for Dec 30 - Jan 19
Distribution Charge:
Customer Charge 5.63
133 KWH at 2.90530000¢ per KWH 3.86
54 KWH at 2.63950000¢ per KWH 1.43
PA Tax Adj Surcharge at 0.09465000% 0.01
Transition Charge:
133 KWH at -0.17890000¢ per KWH -0.24
54 KWH at -0.15820000¢ per KWH -0.09

Total PPL ELECTRIC UTILITIES Charges \$10.60

Other Charges for PPL Electric Utilities
Excess Credit -134.04

Total of Other Charges \$-134.04

Account Balance \$-65.70