

CHARGE Conference Call

May 13, 2010 – 9:30 a.m.

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

Recap of Discussion

1. EGS Marketing Activities

- Group discussed Staff's draft guidelines circulated on April 29
 - Four main areas of disagreement are: 1) whether to be more proscriptive and use "shall" rather than "should" in several areas of the document; 2) agent background checks; 3) hours for door-to-door marketing; and 4) verification method/requirements
 - Staff clarified that this version is only applicable to residential customers
 - General feedback is that the guidelines can be easily adapted to the natural gas industry and with that in mind, SEARCH stakeholders are encouraged to set forth positions on specific provisions
 - By May 21, Staff will circulate a cleaned-up draft incorporating some of the minor issues discussed today
- Special meeting focusing solely on marketing guidelines will be held on June 7, 2010 at 10:00 a.m. for CHARGE and SEARCH participants to attend in person or participate by conference call
 - Any written comments, redlined versions or alternative proposals are voluntary but must be submitted to ra-ocmo@state.pa.us by June 1, and we will circulate to all other participants (unless you ask us to treat them as confidential)

2. Budget Billing Implementation

- Group discussed inquiry received as to status and timing of budget billing implementation on EDC systems
- First Energy: August 2010; PECO: now (and has been since 1999); Allegheny: now for rate ready and not sure for bill ready (unless EGS does calculations)

3. Supplier Consolidated Billing Implementation

- Group discussed status of implementation of supplier consolidated billing, how many suppliers plan to use this method and who bears the cost
- Brandon noted that a subgroup of EDEWG is working on documentation, and George indicated that after the next meeting, the group will come to CHARGE with the work that has been done

on business practices; cost recovery has not been covered, and other fundamental policy issues still need to be addressed

- Once EDEWG provides work product to CHARGE, we will discuss the best way to move forward in both obtaining approval for business practices/transactions and addressing remaining issues

4. Eligible Customer List

- Staff is drafting a recommendation for the PUC to address various ECL issues relating to uniformity and availability of customer information needed by EGSs

5. Default Service Bid Information

- Staff plans to circulate a proposal for discussion by CHARGE on May 27 call

6. 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 as there is no standard treatment among EGSs
- PUC staff is studying issue to determine what EDCs include in “STAS” and conducting further review of statute and regulations to offer guidance to EGSs on this issue

7. Historical Usage Requests

- Staff noted expectation that a Secretarial letter will be issued in the near future to clarify that EDCs are obligated to provide historical usage information in response to EDI request when a customer has previously restricted release of this information but has given the EGS a letter of authorization
- Along with providing this clarification, Staff hopes to also provide guidance for language used in LOA, including the broker situation
 - Staff is drafting a template and will distribute to CHARGE for feedback during next call

8. Last-In Enrollments

- Question was raised during April 29 call about how EDCs handle multiple enrollments for the same customer before the 16-day cut-off date
 - For instance, EGS-1 submits enrollment for January 2011 flow date with contract date of December 15, 2010, and prior to 16-day cut-off date, EGS-2 submits enrollment with contract date of December 20, 2010 for January 2011 date
- Customer is switched to the EGS-2 because of the more recent contract date

- In PPL and according to Brandon/EDEWG, EGS-2 cancels EGS-1, and if EGS-2 is then not confirmed by the customer during the 10-day confirmation period, the customer stays on or reverts to default service
- In Allegheny, if customer does not confirm EGS-2, the customer reverts back to EGS-1
- Brandon is developing a spreadsheet to show each EDCs' handling of various last-in scenarios; spreadsheet will be shared with CHARGE when it is available
- Issue needs to be addressed on a future CHARGE or EDEWG call
 - Staff will consult with Brandon to determine best forum

9. Mixed Meter – EGS Authority

- Questions have been raised about whether EGSs must have authority to serve residential customers when a residential customer is served as part of a mixed meter situation
 - Staff's prior guidance was that if the customer is served under a Residential rate schedule, the EGS should have authority under the license to serve residential customers (and that residential consumer protections would apply)
- During the April 29 call, EGSs expressed concerns about needing a license to serve residential customers if they are contracting with a commercial entity, such as a military base, due to marketing, reporting and compliance differences
- Based on concerns raised during April 29 call, staff has revisited this issue and now believes that it may not be necessary for an EGS to obtain a license to serve residential customers or to afford residential consumer protections when the EGS contracts with and bills the commercial customer
 - Staff will try to close the loop on this issue soon and provide any necessary clarification

10. Interval Data Recorder Meters

- 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
- 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

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 Remainder of 2010

- May 13, 9:30 a.m.
- May 27, 9:30 a.m.
- **June 7, 10:00 a.m. (Special in-person meeting/conference call to discuss Marketing Guidelines)**
- June 10, 9:30 a.m.
- June 24, 9:30 a.m.
- July 8, 9:30 a.m.
- July 22, 9:30 a.m.
- August 5, 9:30 a.m.
- August 26, 9:30 a.m.
- September 9, 9:30 a.m.
- September 30, 9:30 a.m.
- October 14, 9:30 a.m.
- October 28, 9:30 a.m.
- November 18, 1:30 p.m. (Note: different time)
- December 9, 9:30 a.m.
- December 23, 9:30 a.m.