

CHARGE Conference Call

November 17, 2011 – 9:30 a.m.

Call-in Number: 866-618-6746 and Access Code: 6060145

Recap of Discussion

17. EGS Marketing Activities

- PUC adopted guidelines on November 4, 2010, which is available at the following link:
<http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=M-2010-2185981>
- Proposed rulemaking order adopted by PUC at February 10, 2011 Public Meeting; copy of entered order is attached; can be accessed on OCMO page and at the following link:
<http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=L-2010-2208332>
- **Formal comments (filed with the Secretary of the PUC) are due on December 21, 2011 or sixty days after publication in the Pa. Bulletin, which occurred on October 22, 2011 at the following link:** <http://www.pabulletin.com/secure/data/vol41/41-43/1789.html>

31. Eligible Customer List

- PUC adopted final order on November 12, 2010, which is available at the following link:
<http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=M-2010-2183412>
- OCA and PA Coalition Against Domestic Violence filed Petitions for Review with Commonwealth Court, which has granted stay of November 12, 2010 order
- Commission issued Secretarial Letter on February 15, 2011 clarifying effect of stay and filed an Application for Remand with Commonwealth Court, which was granted
- Commission entered Reconsideration Order for comment on June 13, 2011; comments were due on July 13, 2011 and reply comments were due on July 28, 2011
- **Commission adopted Final Order on Reconsideration on November 10, 2011 which is available at the following link:**
<http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=M-2010-2183412>

44. Net Metering Customers/EDI Change Control #85

- Questions have been raised by customers who have net metering arrangements with EDCs and then switched to EGSs without entering into net metering contracts with the EGSs; staff noted the need for customers to make these arrangements with EGSs before they switch
 - Staff has encouraged EDCs to educate customers at the time they sign a net metering contract and during the enrollment process (i.e. confirmation letter)
 - Staff has encouraged EGSs to also ensure that customers are aware before they switch that if they are on a net metering tariff, they will no longer receive energy credits from the EDC; it is up to EGSs if they want to offer energy credits to the customer
- EDEWG Update: EDI Control Change #85 would add special meter configuration segment to the EDI 814 Enrollment, Change, Reinstatement and EDI 867 Historical Usage and Historical Interval Usage transaction sets
 - Consensus not achieved in EDEWG; issue referred to CHARGE (summary attached)
 - EGSs are supportive of change; EDCs generally do not object to change but point to time and resources needed to implement; Duquesne plans to automate process in the first quarter of 2013; Duquesne and PPL currently send spreadsheets to EGSs with this information
- Discussion of any EDC plans to include this information on ECL
 - PPL plans to include it after the first of the year (2012); Duquesne has submitted request to compliance team; First Energy does not have confirmation of moving forward but does not anticipate problems; and PECO has submitted a request to team to include net metering indicator on ECL
- Staff proposed on July 21 that CHARGE seek Commission approval of EDI Control Change #85 and that EDCs implement this change within 12 months after Commission approval unless an EDC already has plans to make system-wide changes at a later time that would incorporate these changes
 - No objections were raised to this proposal
- ***Staff is targeting December 15, 2011 Public Meeting for Commission action on recommendation to approve EDI Control Change #85***
- ***Staff reported on results of EGS survey, noting that only a few offer net metering arrangements and most were indifferent to whether a net metering column is added to PaPowerSwitch.com, with a couple in support and a couple opposed***

- *Due to 1) the low number of EGSs offering net metering, 2) the low level of interest in adding this column, 3) the cost of adding this column, 4) the concern that the site will become too cluttered, and 5) other efforts that are underway to enhance the availability of net metering information, staff does not plan to move forward with this proposal now but will revisit in June 2012*

45. **Accelerating Supplier Switching Timeframes**

- Group has discussed enrollment process/supplier switching timeframes on several calls
- Issues were moved to Retail Markets Investigation and further discussions were held
- ***Commission adopted Tentative Order on November 10, 2011 which is available at the following link: <http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=M-2011-2270442>; Comments are due 30 days after entry of order, or on December 14, 2011***

46. **Statewide Investigation** (Docket No. I-2011-2237952)

- PUC has launched statewide investigation to ensure properly functioning and workable competitive retail electricity market exists in the Commonwealth
- Information posted on website at:
[http://www.puc.state.pa.us/electric/Retail Electricity Market.aspx](http://www.puc.state.pa.us/electric/Retail_Electricity_Market.aspx)
- Investigation will examine both the legislative and regulatory framework behind Pennsylvania's retail market, including an analysis of the current default service model and whether, as currently structured, that model is hindering competition
- To be added to distribution list, please send email to ra-RMI@pa.gov
- Commission order issued on July 28 outlining the issues that should be addressed by stakeholders during investigation and directing intermediate work plan to be developed by December 2011 and long range work plan to be developed in the first quarter of 2012
- PUC adopted Tentative Order on October 14 proposing guidance for EDCs to follow in filing Default Service Plans for the period to commence in June 2013; comments are due to be filed by November 3 with the PUC Secretary; ***Staff plans to submit Final Order for consideration at the December 15, 2011 Public Meeting***
- En banc hearing held November 10, 2011 on issues for immediate work plan; ***comments following hearing should be submitted to ra-RMI@pa.gov by November 23, 2011***
- ***Staff's intermediate work plan will be submitted for consideration at the December 15, 2011 Public Meeting***

- **Next En Banc Hearing: March 21, 2012 at 10:00 a.m.-4:00 p.m.**

47. Price to Compare on Bill

- Question has arisen about whether it would be appropriate (not required) for EDC to include price to compare on bill; all EDCs are currently providing price to compare on bills except for PPL who is planning to move forward to also include
- Prior feedback on this concept, including accuracy, effect on competition and value to consumers
 - It was noted that if this information is included, it is important to state that it is valid for a period of time and subject to change
 - It was also suggested that perhaps it should be included only for residential and small commercial customers
 - Some concerns were raised about the possibility of further confusing customers especially with quarterly price adjustments and that including the PTC may suggest that price is the only relevant factor
- Staff has reviewed MD order and noted some key points:
 - Price to Compare term was discarded
 - All bills must include current price, future price and the date after which prices are unknown
 - Utilities must also provide this information on their websites
- Discussed during August 31 technical conference for the Retail Markets Investigation and staff is moving forward with recommendation for Commission; ***staff expects Secretarial Letter to be issued during November 2011***

51. Peak Load Contribution & Network Service Peak Load Values/EDI Change Control #87

- Add effective date of Peak Load Contribution & Network Service Peak Load values to the EDI 867 Historical Usage and Historical Interval Usage transaction sets
- EDEWG has been unable to reach consensus and is referring to CHARGE for resolution
- Change would enable EDCs to report effective dates for both current and future PLC/NSPL values; currently the non-incumbent EGS cannot receive the future values via EDI until after June 1 when it becomes current

- EGSs are supportive of change and indicate need for future values in pricing products; EDCs generally do not object to change but point to time and resources needed to implement; FirstEnergy plans to include future values on ECL; Duquesne emails future values to EGSs; PECO posts an ECL list with future values
- Staff proposed that CHARGE seek Commission approval of EDI Control Change #87 and that EDCs implement this change within 12 months after Commission approval unless an EDC already has plans to make system-wide changes at a later time that would incorporate these changes
 - No objections were raised to this proposal
- ***Staff is targeting December 15, 2011 Public Meeting for Commission action on recommendation to approve EDI Control Change #87***

52. Duquesne CAP Customers

- Questions have arisen about the ability of Duquesne CAP customers to switch to EGSs
- Staff has looked into this and learned that Duquesne CAP customers may switch if the EGS is offering a price lower than Duquesne's default service rate
- Duquesne's current billing system is unable to issue consolidated bills to CAP customers but this will no longer be a problem with the new system goes into effect in January 2013
 - Duquesne has communicated this information to suppliers, implemented new reject messages and posted a notice on the supplier customer choice website
 - Duquesne has also provided training material to call center agents, shared info with community outreach organizations and posted information on the website to properly inform customers on CAP that there are qualifying conditions on their eligibility to shop
- ***Duquesne reported that it plans to include an article in several editions of "Service Line," a newsletter that is sent with bills that will address the ability of CAP customers to shop for electricity***
- ***Duquesne also noted that a request for EDI change controls will be submitted to EDEWG within the next week or so***

53. Variable Prices

- Customers have raised concerns with variable pricing options, particularly with respect to the manner in which they are presented on PaPowerSwitch.com
- One suggestion is to have a description of variable prices more prominently displayed such as a "hover" over the term when consumers are viewing the offers
- Some confusion seems to exist over introductory vs. variable prices
- ***Staff noted that consumers continue to express concerns about variable prices and this feedback will be shared with individual EGSs as necessary***

54. Dual Billing – Customer Drops

- During Retail Markets Investigation, an issue was raised about commercial and industrial accounts returning to the EDC, usually without notice to EGS or even the customer, when an EGS initiates the dual billing process
- EGSs reported that it happens fairly frequently
- ***Staff noted the need to investigate the cause of the problem since it is not clear whether it is a legacy system issue with the EDCs or an EGS communication issue***
- ***Brandon offered that EDEWG would investigate if a specific example can be forwarded; Noble will contact Brandon with an example***

General Matters

A. New Issues

- Any new issues or questions about issues previously discussed on CHARGE calls should be submitted to ra-ocmo@pa.gov

B. Old Agendas/Recaps

- All agendas and recaps are posted on the OCMO page of the website along with various other documents that have been distributed or relied upon during CHARGE discussions, at the following link -
http://www.puc.state.pa.us/electric/electric_CompetitiveMarketOversight.aspx

C. CHARGE Distribution List

- To be added to the CHARGE distribution list, please send an email to ra-ocmo@pa.gov

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

E. Meeting Schedule for 2011

- December 22, 2011, 9:30 a.m.

F. Proposed Meeting Schedule for First Six Months of 2012

- January 19, 2012, 9:30 a.m.
- February 23, 2012, 9:30 a.m.
- March 22, 2012, 9:30 a.m.
- April 19, 2012, 9:30 a.m.
- May 17, 2012, 9:30 a.m.
- June 14, 2012, 9:30 a.m.