

# **Retail Markets Investigation Technical Conference Call**

**September 14, 2011, 10:00 a.m. – Noon  
Call-In Number: 800-486-2460; Access Code: 798755**

## **Agenda**

### **Default Service Plans for 2013-2014**

Karen Moury

- Group's input on various options, including:
  - One-Year Bridge Plans
  - One-Year Extension of Existing Plans
  - Submission of Plans Consistent with Commission Regulations and any Additional Directives (i.e. Competitive Default Service Plan)

### **Consumer Education**

Tom Charles and Dave Hixson

- Call Center Script Changes (New and Moving Customers)
- Annual Chairman Letter/Postcard
- Bi-Annual EDC Letter/Postcard
- Small Business Customers
  - Optional Pricing Information (25 KW and below)
  - Focus Group/Outreach
- Statewide Campaign
  - Surveys/Awareness
  - Funding
  - Timing
  - Message

### **Supplier of "First" Resort**

Kirk House and Megan Good

- Marketing by EDC
- Seamless Moves
- Account Changes
- PAMPowerSwitch.com Format
- Other-Discussion of Deliverables

### **Acceleration of Switching Process**

Dan Mumford and Patricia Burket

- Staff Update on Status
- Changes to Confirmation Letter-Effect of Settlement Stipulations

**EGS/EDC Coordination Platform (Status Update)**

Kirk House and Matthew Wurst

- Credit Standards-Variations
- List of EDC Supplier Charges
- Staff Reviewing Information

**Price to Compare**

Dan Mumford

- Staff Update on Status

**Default Service Model**

Matthew Wurst and Karen Moury

- Definition of Default Service (Placeholder)
- Cost Allocation (Placeholder)
- EDC as Default Service Provider (Placeholder)
- Pricing of Default Service – Rate Design, Quarterly Changes (Placeholder)
- Optional Default Supply Action Group (9/2 Deliverable)
- *Default Service Products (Discussion)*

**Future Issues (Placeholder)**

Karen Moury

- Customer Referral Programs
- Universal Service
- Energy Conservation Programs
- Access to Customer Information
- Choice for Customers at Small EDCs
- AEPS Obligations
- Unregulated Affiliates
- EGS Consolidated Billing
- EDC Billing Systems
- Regulatory Housekeeping