

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17105-3265

EDC Customer Account Number
Access Mechanism for EGSs

Public Meeting: July 16, 2013
2355751- DIR
Docket No. M-2013-2355751

STATEMENT OF COMMISSIONER CAWLEY

Before us is a recommendation from the Commission's Office of Competitive Market Oversight (OCMO) regarding a proposal to provide procedures to facilitate Electric Generation Suppliers' (EGS) access to the Electric Distribution Company (EDC) account numbers of newly contracted customers in instances where the account number is not available from either the customer or from the Eligible Customer List (ECL).

In an effort to allow them to limit disclosure of their utility related information, customers are permitted to opt out of providing information regarding usage, account number, and service type to licensed EGSs. This important information is needed by EGSs to accurately make price offers and enroll customers. If customers later opt out of the ECL and choose to participate in the competitive market, often EGS cannot gain timely or accurate access to their account information.

The purpose of our final order in this proceeding is to enable EGSs, with proper customer authorization, to obtain the account number necessary to enroll customers. It has been the experience of the marketplace that many customers are not in the habit of carrying around their electric utility account number when outside their home. This Order addresses that specific situation but does not address the circumstance of customers simply discarding their utility bill, or instances when customers have waived receipt of a monthly paper utility bill (and thus will not have account information readily available if called by a telemarketer or approached by a door-to-door solicitor).

Because of the narrowness of this Order, I encourage the interested parties to continue to review the effectiveness of this new account number lookup facility and to collect information on the difficulties that result from the restricted use of this system by EGSs. A more expansive use of the system will first require a showing that these restrictions create unnecessary barriers to further enrollments, and that expanded use of the system for other marketing situations does not impose unwarranted risks to customer privacy.

July 16, 2013
Date


James H. Cawley
Commissioner