



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

April 15, 2008

Re: Retail Markets Working Group
Docket No. M-00072009

To All Interested Parties:

Pursuant to the Pennsylvania Public Utility Commission's Final Policy Statement on Default Service and Retail Electric Markets ("Policy Statement") adopted May 10, 2007 at Docket No. M-00072009¹, Commission staff is convening the Retail Markets Working Group ("RMWG"). The purpose of the RMWG is to develop policy recommendations in certain areas to enhance customer choice and the development of robust and effective retail markets.²

Sections 69.1812 through 69.1817 of the Policy Statement identify the topics referred to the RMWG. These topic areas are information and data access, rate and bill ready billing, purchase of receivables, customer referral program, supplier tariffs and retail choice ombudsman. For the convenience of the parties, a copy of these sections is attached to this letter.

The Commission has directed the Law Bureau to oversee the RMWG. To initiate the working group process, and to determine the nature and type of subgroup meetings to be held, staff requests all parties interested in participating in the RMWG to submit position papers on the enumerated topics. Each party should include in its position paper the contact person(s)³ for each issue on which it intends to participate along with a concise summary of its position regarding each issue.

Position papers should be filed (original and 10 copies) with the Secretary's Bureau, Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265. All position papers will be posted on the Commission's web site (<http://www.puc.state.pa.us>). Therefore no separate service on other parties is necessary. To facilitate the timely posting of comments to the Commission's web site, each position

¹ Order adopted and entered May 10, 2007, published at 37 Pa.B. 5019, September 15, 2007.

² Policy Statement, pages 13-14.

³ Please include full contact information including email addresses.

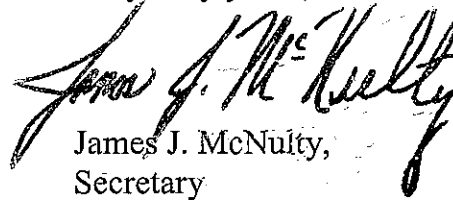
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paper should also be submitted by electronic mail to Assistant Counsel Lawrence F. Barth at lbarth@state.pa.us.

Position Papers should be submitted no later than 45 days after publication of this notice in the Pennsylvania Bulletin. Reply position papers should not be submitted.

Please direct any questions regarding this notice to Assistant Counsel Barth at (717) 772-8579 or the e-mail address appearing above.

Very truly yours,



James J. McNulty,
Secretary

Attachments

cc: Karen Oill Moury, Director of Operations
Bohdan R. Pankiw, Chief Counsel
Robert F. Young, Deputy Chief Counsel
Lawrence F. Barth, Assistant Counsel
Robert F. Wilson, Director, Fixed Utility Services
H. Edwin Rodrock, Supervisor, Fixed Utility Services
Mitchell Miller, Director, Bureau of Consumer Services
Lenora Best, Division Chief -Policy, Bureau of Consumer Services
Daniel Mumford, Bureau of Consumer Services
Wayne Williams, Director, Conservation, Economics and Energy Planning
Thomas Charles, Manager, Office of Communications
Cheryl Walker Davis, Dir., Office of Special Assistants
J. Edward Simms, Director, Office of Trial Staff
June Perry, Director, Office of Legislative Liaison

RETAIL MARKETS WORKING GROUP ISSUES

§ 69.1812. Information and data access.

The public interest would be served by common standards and processes for access to retail electric customer information and data. This includes customer names and addresses, customer rate schedule and profile information, historical billing data, and real time metered data. Retail choice, demand side response and energy conservation initiatives can be facilitated if EGSs, curtailment service providers and other appropriate parties can obtain this information and data under reasonable terms and conditions common to all service territories, that give due consideration to customer privacy, provide security of information and provide a customer an opportunity to restrict access to nonpublic customer information.

§ 69.1813. Rate and bill ready billing.

The public interest would be served by the consideration of the availability of rate and bill ready billing in each service territory.

§ 69.1814. Purchase of receivables.

The public interest would be served by the consideration of an EGS receivables purchase program in each service territory.

§ 69.1815. Customer referral program.

The public interest would be served by consideration of customer referral programs in which retail customers are referred to EGSs.

§ 69.1816. Supplier tariffs.

The public interest would be served by the adoption of supplier tariffs that are uniform as to both form and content. Uniform supplier tariffs may facilitate the participation of EGSs in the retail market of this Commonwealth and reduce the potential for mistakes or misunderstandings between EGSs and EDCs.

§ 69.1817. Retail choice ombudsman.

The public interest would be served by the designation of an employee as a retail choice ombudsman at each EDC and the Commission. The ombudsman would be responsible for responding to questions from EGSs, monitoring competitive market complaints and facilitating informal dispute resolution between the DSP and EGSs.