

POLR- The Low-Income Consumer Perspective

PA PUC POLR Roundtable

Presentation by:

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Introduction

- Low-Income customers need to -
 - Be Risk Averse
 - Avoid Price Fluctuation
 - Maintain Reliable Service at Affordable Rates

Least likely to Shop

- Fewest alternatives
- Most subject to rejection
- Most vulnerable to price increase
 - Weather
 - Supply
 - For any market reason

Universal Service not Sufficient

- Programs not sufficiently expansive
- Payments not always affordable
- Diversity of Programs results in varying levels of low-income security

Highlights

- Incumbent EDC should serve as POLR
- Ability to terminate remains only in EDC
- Chapter 56 must be aggressively maintained
- Universal Services must be appropriately funded throughout the Commonwealth
- EDC should maintain U S Responsibility
- Consumer Education Must Continue

Incumbent EDC as POLR

- Particularly suited- connection and shut-off
- Financial stability
- In-State Physical Presence
- Demonstrated ability to adhere to PUC Requirements e.g. Chapter 56
- Continued Responsibility for US

Termination only by EDC/POLR

- Must Retain the Chapter 56 standards
- Must be Distinct from Contractual Responsibility

Chapter 56 Must be Maintained

Requirement of the Act

Needed for Stability in Time of Change

Proven to Work

US must be appropriately funded

- Does not presently meet the needs
 - Number of participants
 - Level of affordability
 - Need to Look Toward-
 - Contribution of all customer classes
 - Greater LIHEAP Funding

EDC Should be US Provider

- Experience as US Provider
- Experience with DPW
- LIHEAP interconnection

Consumer Education is Needed

- Awareness is Good
- Knowledge is Lacking
 - How to Shop
 - How to Compare
 - What to Avoid

Grass Roots

Local Education