**CHARGE Conference Call**

**July 26, 2012 – 9:30 a.m.**

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

Recap of Discussion

**17. EGS Marketing Activities**

* PUC adopted guidelines by order 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) were 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>
* ***Final Rulemaking Order is targeted for the August 30, 2012 Public Meeting***
* ***Staff reminded EGSs of the Office of Attorney General’s February 2010 letter on telemarketing, which is available at this link:***

[**http://www.puc.state.pa.us/electric/pdf/OCMO/AG\_Ltr-Telemarketer\_Act020810.pdf**](http://www.puc.state.pa.us/electric/pdf/OCMO/AG_Ltr-Telemarketer_Act020810.pdf)

* + *Staff and OCA noted that complaints are being received from customers about being called by EGSs despite being on the “Do Not Call” list*
  + *The OAG letter finds that EGSs (and their agents) are bound by the provisions of the Telemarketer Act, in that they may not call customers who are on that list*
  + *EGSs need not register, however, since they are already licensed by the PUC*

**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 were due 30 days after entry of order, or on December 14, 2011
* ***Final Order is targeted for August 30, 2012 Public Meeting***

**46. Retail Markets 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>
* 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](mailto: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; PUC adopted Final Order on December 15, 2011
* PUC adopted Tentative Order on December 15, 2011 proposing Intermediate Work Plan; Comments are due to be filed with PUC Secretary on January 17, 2012; PUC adopted FinalOrder on March 1, 2012: <http://www.puc.state.pa.us//pcdocs/1167521.docx>
* PUC issued Secretarial Letter and Staff Discussion Document on March 2, 2012 for March 21, 2012 en banc hearing: <http://www.puc.state.pa.us/electric/pdf/RetailMI/RMI-SecLtr_Staff_Doc_EnBanc_Hearing030212.pdf>
* Internal deliberations on end state of default service are continuing
* ***Final Order adopted at June 21, 2012 Public Meeting delaying distribution of the tri-fold flyer mailings and EDC letters/FAQ:*** [***http://www.puc.state.pa.us//pcdocs/1182024.docx***](http://www.puc.state.pa.us//pcdocs/1182024.docx)
* ***Staff updates on Universal Service Subgroup, Consumer Education Subgroup and Subgroup on Call Center Scripts for New/Moving Customers***
  + *Universal Service Subgroup last met in mid-July; subgroup is addressing short-term issues, including consumer education targeted to CAP customers*
  + *Consumer Education Subgroup went through the plan during the last call and is proposing a fair share approach to funding between EDCs and EGSs; the next step is to make edits to the plan discussed on last call*
  + *Subgroup on Call Center Scripts for New/Moving Customers has developed a written process for inserting shopping information into the scripts; next meeting is August 2, 2012 at 10 a.m.; call-in information to be distributed later today*

**55. PA Power Switch - ChoosePAWind**

* Commission has been approached about making a change to PA Power Switch website to include ChoosePAWind logo in the Renewable Energy column when a supplier’s product listed is 100% PA-sourced wind energy with a link to [www.ChoosePAWind.com](http://www.ChoosePAWind.com) for additional details
* In addition, the Commission has been asked to change language on bottom right corner of the homepage where the wind turbine icon appears (Ways to Save Energy) to reference ChoosePAWind and include link to website
* General discussion of pros and cons of making these changes
  + Concerns were raised about having logo displayed on main page, noting that it shows a preference for a product that is not nationally certified and that having a link for PA wind could result in numerous other requests for similar links to be added
  + Suggestion was made that such information may be placed in the “Additional Information” field under the Supplier’s name
* Commission is moving forward to:
  + Include “Renewable Energy” tab on home page (similar to Clean Energy tab that now appears on Ways to Save Energy page)
  + Include Choose PA Wind link on Clean/Renewable Energy page, along with other related links
  + Establish a “Click for details” in the Renewable Energy column of the shopping page (rather than a “Call for details), which would allow suppliers to include information such as Choose PA Wind logo or link
* ***Secretarial Letter circulated on June 19, 2012:*** [***http://www.puc.state.pa.us/pcdocs/1181650.docx***](http://www.puc.state.pa.us/pcdocs/1181650.docx)

**56. PA Power Switch – Renewable Energy Changes**

* Penn Future has worked with a group of EGSs with green products who are interested in adding information to PA Power Switch to help better inform consumers on the differences between green energy products
* During last call discussed Renewable Energy Suppliers Recommendations for PA Power Switch, including:
  + Key proposal includes addition of columns on shopping page to show “percent of renewable power” and “location of renewable power,” which raises concerns about cluttering website but would allow sortability by these criteria
  + Back-up proposal is to create a Renewable Energy Suppliers page
  + Other alternatives were mentioned such as including this information when the customer “clicks for more details” in the renewable energy column
  + Suggestion was made to include information as to whether product is certified, such as Green E, which provides for a third party audit; a downside to that suggestion is that the use of the Green E label requires payment, adding a cost to the EGS
  + It was noted that the Commission should offer guidelines as to product descriptions and/or offer only pre-populated choices, such as PJM RECs
* In connection with adding a “Click for Details” to the Renewable Energy Column, where this information can be made available, the Commission is also working with vendor to add specific blocks for “percent of renewable power” and “location of renewable power,” which would be sortable by consumers
  + Staff asked Penn Future to provide feedback on drop down boxes for location
  + Staff is reviewing existing regulations concerning renewable energy to determine need for any additional guidelines
* ***Secretarial Letter circulated on June 19, 2012:*** [***http://www.puc.state.pa.us/pcdocs/1181650.docx***](http://www.puc.state.pa.us/pcdocs/1181650.docx)

**57. PA Power Switch – Term for Fixed-Price Product**

* While PA Power Switch allows consumers to sort by price, the consumer does not receive information as to the term for a fixed-price product in the results but must instead click on “additional information,” which makes it difficult to do an apples-to-apples comparison
* It has been suggested that a column to show the term for fixed-price products should be added (See <http://pluginillinois.org/OffersBegin.aspx> and [www.powertochoose.com](http://www.powertochoose.com)**)**
  + An alternative suggestion, to avoid adding another column, is to add text in the price column that indicates the length of the product
* Commission is moving forward to have the term or expiration date for fixed price products added to the price column and to give consumers the ability to sort by the term
* ***Secretarial Letter circulated on June 19, 2012;*** [***http://www.puc.state.pa.us/pcdocs/1181650.docx***](http://www.puc.state.pa.us/pcdocs/1181650.docx)

**57A. PA Power Switch – General Upgrades**

* Vendor has made general upgades to website, including:
  + Currently when consumers sort by price, identical prices are shown in alphabetical order; this will be changed to have the most recent posting shown first
  + A change is being made to allow consumers to display “Additional Information” for multiple offers, whereas currently they have to close each one before opening another
  + The color of the font will be changed to make “Additional Information” more noticeable to consumers
* ***Staff is receiving suggestions from EGSs about further enhancements to PA Power Switch, particularly focused on the recent changes, and asked that additional feedback be provided to*** [***ra-OCMO@pa.gov***](mailto:ra-OCMO@pa.gov) ***by August 15, 2012*** 
  + *Suggested changes should be aimed at improving the customer’s experience on PA Power Switch rather than to promote a particular business model*
  + *Staff will review suggestions that have been submitted and consult with vendor where necessary in preparation for discussion during August 23, 2012 CHARGE call*

**58. Cancellation Fees**

* An issue has been raised about the fact that consumers sometimes switch to EGSs and must pay cancellation fees to other EGSs under their contracts
* Suggestion has been made that switch be delayed to inform customer of the fee and that EDI transaction be developed to support this delay
  + Some participants support a delay to avoid later customer frustration
  + Others noted that this is contrary to the efforts that are underway to accelerate the switching process and that it is incumbent upon customers to be aware of their contract provision
  + Staff believes that some EDC’s current confirmation letters contain language warning customers to check contracts for possible cancellation fees
* Although there are no action items arising from this issue, Staff will keep the issue on the agenda for now so it can be monitored
* Commission plans to add a feature to PA Power Switch to enable consumers to sort by “cancellation fee”
* ***Secretarial Letter circulated on June 19, 2012;*** [***http://www.puc.state.pa.us/pcdocs/1181650.docx***](http://www.puc.state.pa.us/pcdocs/1181650.docx)

**59. *Account Numbers (NEW)***

* Issue has been raised about the inability of EGSs to obtain account numbers for customers who are not on the Eligible Customer List but now wish to authorize (through LOAs) their EGSs to obtain them from EDCs; this occurs when EGSs sign customers at locations other than their homes and the customers do not have their bills or account numbers readily available
* LOAs have been used in the past to permit EGSs to obtain historical usage data for customers who are not on the ECL; in these cases, the EGS had the customer’s account number
* Discussion of feasibility, as well as pros/cons, of EDCs providing account numbers to EGSs pursuant to LOAs from customers
  + EGSs describe issue as an impediment to shopping and an inconvenience for customers
  + Green Mountain has found that 40% of the customers who wish to enroll with them at events, etc. are not on the ECL (PECO and PPL service territories)
  + PECO understands the convenience part but has concerns about potential for abuse and the technology needed to implement a solution
  + PPL’s opt-out rate is very low so there is no difficulty looking up account information
  + First Energy said that manually searching for information would be cumbersome and that automation would be necessary
  + OCA emphasized the need to change the LOA to make it very clear to customers that they are granting access to account information
* PECO offered to host a call with interested parties to talk about the technology needed to implement a solution; staff observed that this information would be helpful in addressing the policy questions; PECO will notify the group of the call-in information

**60**. ***Default Service Reconciliation Interim Guidelines (NEW)***

* Staff noted that the Commission adopted the Motion of Commissioner Cawley on July 19, 2012, which is available at this link: <http://www.puc.state.pa.us//pcdocs/1185245.pdf>
  + Motion notes that reconciliation riders have produced rate volatility and inaccurate price signals and have complicated shopping decisions for consumers
  + Motion seeks feedback from market participants on changes that the Commission should make to reconciliation riders to minimize adjustments to the PTC
* Order reflecting the Motion is being prepared by the Law Bureau
* Comments will be due within 30 days of entry of the Order

**General Matters**

1. **New Issues**

* Any new issues or questions about issues previously discussed on CHARGE calls should be submitted to [ra-ocmo@pa.gov](mailto:ra-ocmo@pa.gov)

1. **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>

1. **CHARGE Distribution List**

* To be added to the CHARGE distribution list, please send an email to [ra-ocmo@pa.gov](mailto:ra-ocmo@pa.gov)

1. **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](mailto:ra-ocmo@pa.gov)

1. **Meeting Schedule for Remainder of 2012**

August 23, 2012, 9:30 a.m.

October 4, 2012, 9:30 a.m.

November 1, 2012, 9:30 a.m. December 13, 2012, 9:30 a.m.