

MASTER LIST OF CHARGE AGENDA ITEMS

If the “LAST (CLOSING) DATE” column is blank, then that agenda item is still in active discussion by CHARGE. Refer to recent CHARGE agendas/recaps for a description and status of that issue.

	ISSUE	START DATE	MEETING DATES	LAST (CLOSING) DATE	LAST/CLOSING RECAP OF ISSUE:
1	Gross Receipts Tax (GRT) / Amount of GRT in Price To Compare	1/7/10 Reopened 6/10/10 Reopened 10/28/10	1/7/10 1/22/10 2/4/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 10/28/10 11/18/10 12/21/10	2/4/10 7/22/10 12/21/10	<p>Explanation of new GRT rate was set forth in document attached to agenda for November 18 meeting and also is included at the end of this agenda; staff added that this is an issue that EGSs should handle consistently but it will not always be an apples-to-apples comparison between EGSs and EDCs</p> <ul style="list-style-type: none"> Per this morning’s call, the PURTA surcharge rate was changed. In the December 18th Pennsylvania Bulletin the DOR released an update to the PURTA surcharge previously provided in the September 18th PA Bulletin. The December 18th PA Bulletin states that the PURTA surcharge is 1.6 mils, as opposed to the previously determined 1.8 mils. Here is a link to the article: <http://www.pabulletin.com/secure/data/vol40/40-51/2419.html> Using the base GRT rate of 59 mils plus the new PURTA surcharge of 1.6 mils, EGS’s can recover this tax by using the gross up calculation of $[1/(1-.0606)]$. This calculation results in a total GRT liability of 6.45% (rounded to the nearest hundredth) Staff noted that all of the information conveyed regarding the calculation of the GRT has been obtained from the Department of Revenue. If CHARGE participants have additional questions regarding this issue, it was recommended that they contact the Department of Revenue directly. <p>Thanks to the CHARGE participants who brought the PURTA Surcharge change to our attention.</p>
2	Large C & I Customers	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> EGSs asked for clarification of the rules for disclosure statements/offers/marketing materials/contracts for large C&I customers <ul style="list-style-type: none"> Points were raised about the sophistication of large C&I customers but it was also acknowledged that many customers are in between “small business” and “large C&I” customers OCMO referred EGSs to 52 Pa.Code §54.1 for the scope of the customer information requirements <ul style="list-style-type: none"> 54.2 (definitions) and 54.3 (standards and pricing practices) apply to all customers 54.4-54.9 (bill format, disclosure statements, privacy, complaint handling, etc.) apply only to residential and small business customers

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					<ul style="list-style-type: none"> • Please see 54.3, which requires EGSs to use common and consistent terminology in customer communications, including marketing, billing and disclosure statements • Additional discussion will ensue at the next meeting • Question arose about components of RTP rate for large C&I customers – PPL will look into posting/publishing them
3	Price To Compare (PTC)	1/7/10	1/7/10 1/22/10 2/4/10	2/4/10	<p>OCMO is seeking volunteers to develop a list of components that should be included in the “price to compare” for large commercial and industrial customers</p> <ul style="list-style-type: none"> ○ 54.1 requires that information be provided to customers in an understandable format that enables them to compare prices and services on a uniform basis ○ It was noted that most EGSs are not including GRT and that many variable price products are being offered
4	CHARGE and Retail Market Working Group (RMWG) roles.	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • OCMO clarified roles of CHARGE and RMWG • CHARGE: quick informal resolution and sharing of information to ease the process for consumers to navigate the market, electric generation suppliers to enter and participate in the market, and default service providers to receive what they need to make timely switches , and to enhance the ability of the PUC, EGSs and DSPs to respond to consumer inquiries • Retail Market Working Group: address longer term issues that will promote the development of a competitive market • Participants need not be concerned with where to raise an issue since CHARGE and RMWG are communicating and coordinating • May be possible to merge at a later time when short-term issues are not so pressing
5	Third Party Marketing Services Providers	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • OCMO gave reminder to EGSs about responsibility for actions of unlicensed third parties providing marketing and sales support services, i.e. door-to-door sales and telemarketing, 52 Pa. Code §54.43
6	EGS Call Centers	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • Consumers have indicated that they have not been able to reach EGSs due to heavy call volumes • Several EGSs noted that they have been monitoring wait times and have taken steps to add call center staff so as to more timely answer consumers’ calls
7	Low-Income Customers	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • Question arose about whether recipients of low income subsidies in PPL eligible to shop and still receive the subsidies <ul style="list-style-type: none"> ○ Customers on customer assistance programs (CAPs) - PPL’s is called OnTrack,

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					<p>will be able to receive discounts even if they switch to an EGS, but the mechanics are still being worked out</p> <ul style="list-style-type: none"> ○ For LIHEAP customers, all EGSs currently serving residential customers are participating in PPL's POR program so they can receive those benefits while being served by an EGS since they can be terminated for non-payment <ul style="list-style-type: none"> ▪ If an EGS isn't in PPL's POR program, there may be complications because EGSs are not vendors
8	Budget Billing	1/7/10	1/7/10 1/22/10 2/4/10 2/18/10 3/4/10 3/18/10	3/18/10	<p>Group discussed status of request by EGSs for budget billing status to be added to the Eligible Customer Lists (ECLs)</p> <ul style="list-style-type: none"> ○ EDCs have expressed concerns re: consumer privacy and cost recovery of change to ECL ○ EDEWG subgroup discussed issue at 2/18/10 meeting and could not reach consensus ○ PPL is considering putting budget bill status on ECL ○ Appears that this issue needs to be addressed within the context of ECL discussions rather than on a stand-alone basis <ul style="list-style-type: none"> • At prior meetings, discussions were held regarding consumer concerns about the amount of EGS budget bills compared to PPL's budget bill amounts due to different methodologies and the timing of changes by PPL following the expiration of rate caps ○ If EGS sends PPL spreadsheet with list of customers, PPL provides budget bill amounts and when they will be changed ○ No further discussion ensued at 3/18/10 meeting; PUC staff will add to list of issues to address with other EDCs whose rate caps are expiring in 2011
9	Rate Mitigation Plans	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • Questions also arose about whether EGSs need to do anything to ensure that customers get full advantage of deferral and pre-payment plans • Consensus was that EGS's only obligation is to inform customers that they will not lose any money as a result of switching
10	Migration Statistics	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • OCA currently posts migration statistics on a quarterly basis • Suggestion has been made to have migration statistics available on a monthly basis • If Commission receives this information from EDCs and EGSs, we can make it available more frequently • OCMO will talk to OCA about whether there are any plans to post this information more often

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11	814 Enrollment Transaction	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • Question has arisen as to the appropriate date to be included on the electronic enrollment transaction • PPL indicates that contract date should be used rather than the date when the enrollment transaction was sent • Use of contract date ensures that customer who chooses multiple EGSs in a single period is switched to the last EGS they chose • Use of date when enrollment transaction is sent can lead to EGSs holding enrollments and can result in slamming if customer is switched to the wrong EGS • It was noted that Allegheny goes with enrollment date, whereas PECO does it the same way as PPL • EDEWG should address it, and meanwhile EGSs should follow practice of EDC in whose territory they are serving
12	Rescission and Confirmation Periods	1/7/10	1/7/10	1/7/10	<ul style="list-style-type: none"> • Consumers have a 3-day rescission period have after receiving the disclosure statement from the EGS, per 52 Pa. Code 54.5(d) – this applies only to residential and small business customers • EDCs give consumers 10-days in the confirmation letter sent under 57.173(2) to indicate if that is an error or they did not authorize the change – this applies to all customers • Care should be taken to have consistent references to the 3-day rescission period and 10-day confirmation period • While EDC understandably wants to avoid getting involved in consumer-EGS dispute or contract, efforts should be made by all market participants to ensure that consumers (especially residential and small business) are satisfied with outcome • OCMO referred to customer dispute procedures for slamming in 57.177
13	EGS Billing	1/22/10	1/22/10	1/22/10	<ul style="list-style-type: none"> • A question arose as to the status of PPL being able to provide EGSs with customer interval meter data via EDI for EGS billing purposes • PPL explained that due to a system conversion, it is unable to provide this data through EDI but that EGSs may contact PPL to get a spreadsheet until the problem is corrected • PPL is working on a fix and has contacted EGSs who are offering billing; a conference call will be held with EGSs • There is no issue with providing historical data via EDI
14	Confirmation Letters	1/22/10	1/22/10 2/4/10 2/18/10	3/18/10	Discussion continued about standardizing the EDC 10-day confirmation letter to make clear that it is intended to avoid an unauthorized switch and not to provide customer with a penalty-free right to rescind or cancel their EGS contract

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			3/4/10 3/18/10		<ul style="list-style-type: none"> • After reviewing input from the group, PPL has changed the language in the letter to read as follows: “Your contract may have conditions or cancellation fees that apply if you cancel your enrollment.” <ul style="list-style-type: none"> o A final version of the confirmation letter is attached o PUC staff will add to list of issues to address with other EDCs whose rate caps are expiring in 2011 • PPL has removed reference on website to rescission during the confirmation period
15	Disclosure Statement – Notification of Expiration/Change in Terms of Service	1/22/10	1/22/10	1/22/10	<ul style="list-style-type: none"> • PUC regulations at 54.5 refer to three notifications of an impending expiration date or when an EGS proposes to change terms of service • Later guidelines order requires only two notices between 45 and 90 days before expiration date or date of effective changes • BCS advises EGSs to follow the later guidelines order, which is attached
16	Applicability of Consumer Protections	1/22/10	1/22/10	1/22/10	<ul style="list-style-type: none"> • Protections in 52 Pa. Code §§54.4-54.9 apply to residential and small business customers, and the latter are defined at §54.2 as an entity that receives “electric service under a small commercial, small industrial or small business rate classification, and whose maximum registered peak load was less than 25 kW within the last 12 months.” • Questions have arisen as to whether those protections apply to commercial customers who have several related smaller accounts totaling more than the specified maximum of load or to a customer with multiple meters that includes some residential consumers • OCMO advised that consistent with prior interpretations of this regulation, the protections in 54.4-54.9 do not apply to C&I customers who have several accounts, including some with a peak load of less than 25 kW; stated otherwise, the definition of a small business customer does not include a C&I customer with several related accounts totaling more than a maximum registered load of 25 kW within the last 12 months • As the situation where an EGS contracts with a C&I customer above the 25 kW threshold and some residential customers are served under that contract, OCMO advised that the protection in 54.4-54.9 do not apply <ul style="list-style-type: none"> o A related question arose as to whether an EGS with authority to serve C&I customers may contract with a C&I customer where some residential customers also receive that service o OCMO advised that as long as the EGS is contracting only with C&I customers, the EGS would not need additional authority just because some residential customers will receive service

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					<ul style="list-style-type: none"> ○ OCMO will, however, consult with staff working on licensing issues and advise the group if that information changes
17	EGS Marketing Activities	1/22/10	1/7/10 1/22/10 2/4/10 2/18/10 3/4/10 3/18/10 4/8/10 4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11 3/24/11 4/21/11 5/12/11 6/23/11 7/21/11 8/18/11 9/15/11 10/21/11 11/17/11		PENDING: See most recent CHARGE recap for status of agenda item.

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			1/19/12 3/22/12 4/19/12 5/17/12 7/26/12 8/23/12 10/3/12 11/1/12 12/13/12 2/7/13		
18	Sources of EGS Supply	1/22/10	1/22/10	1/22/10	<ul style="list-style-type: none"> • PUC staff has received inquiries from consumers who want to know what percent of each EGS's generation is from coal, nuclear, etc. • Consumers should make those requests of EGSs, who are obligated to provide the response – see 54.6(a) and 54.39(b)(4) • It is sufficient to respond using the PJM residual mix information
19	Residential Thermal Storage Rate (RTS)	2/4/10	2/4/10	2/4/10	<p>PUC has heard reports that some or maybe all EGSs who offer percentage discounts from PPL rate will offer a discount rate from the RTS rate but do not advertise it and only offer it if asked</p> <ul style="list-style-type: none"> o On the call, EGSs were understandably reluctant for marketing reasons to indicate their willingness to offer a discount rate o OCMO encouraged EGSs to let consumers know upfront if they are offering it
20	New York Service Addresses	2/4/10	2/4/10	2/4/10	<p>About 140 PPL accounts on the eligible customer list have service addresses in NY; questions have arisen as to whether these accounts are subject to PPL tariffs and PA regulations and laws, including GRT</p> <ul style="list-style-type: none"> o An example of these accounts are billboards that are located in PA but do not have service addresses so their billing address is used; they are covered by PA rules
21	90 Days In Arrears	2/4/10	2/4/10 2/18/10 3/4/10 3/18/10	3/18/10	<p>The issue of customers who are 90 days in arrears being blocked from switching was caused by a programming error and has been resolved through re-enrollments by EGSs and data repairs by PPL to switch customers by next meter read date</p> <ul style="list-style-type: none"> • PUC staff has added this issue to “lessons learned list” that other EDCs should address prior to rate caps expiring in 2011
22	Price/Quotes/Offer from EGSs to Large Commercial	2/18/10	2/18/10	2/18/10	<p>Group discussed whether there is a need for large commercial and industrial price quotes/offers from EGSs to contain specific components</p> <ul style="list-style-type: none"> o 54.1 requires that information be provided to customers in an understandable format

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	and Industrial Customers				that enables them to compare prices and services on a uniform basis <ul style="list-style-type: none"> IECPA noted that as long as offers comply with 54.1 and indicate what components are included in them, there is no need to further standardize offers
23	Handling of Negative 810s under PPL's POR Program	2/18/10	2/18/10 3/4/10 3/18/10	3/18/10	Concern has been raised about the handling of negative 810s on a case-by-case-basis <ul style="list-style-type: none"> PPL cannot handle negative 810s except on case-by-case basis PPL has been studying internally and plans to share a proposal during week of 3/22/10
24	Borderline Customers	2/18/10	2/18/10 3/4/10 3/18/10	3/18/10	About 200 customers have service addresses in PPL's area but are connected to a customer of another utility; no automated meter reading is available so PPL reads them only twice per year, estimates the bills and settles with the bordering utility; 55 have signed up with EGSs <ul style="list-style-type: none"> PPL held meeting with affected EGSs the prior week EGSs are okay with receiving estimated meter reads and settling with the bordering utility for generation in the same way PPL does PPL is putting list of borderline customers on supplier's portion of website PPL will incorporate this in Supplier Tariff
25	Default Service Bid Information	2/18/10	1/7/10 1/22/10 2/4/10 2/18/10 3/4/10 3/18/10 4/8/10 4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10	10/28/10	Secretarial Letter issued on October 12, 2010; it is available under Secretarial Letters at http://www.puc.state.pa.us/electric/electric_CompetitiveMarketOversight.aspx <ul style="list-style-type: none"> Please note that the link in the Secretarial Letter to First Energy's default service information has been replaced due to the information being updated; please use the link below and click on "Model for Calculating Default Service Rates" http://www.firstenergycorp.com/supplierservices/Pennsylvania/Met-Ed_and_Penelec/Met-Ed_and_Penelec_Default_Service_Information.html Issue is closed

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26	Drop Notices – Customer Account Number Changes	3/4/10	3/4/10 3/18/10	3/18/10	<p>PPL gave status report on issue where Drop Notices were being generated when customer account number changes such as due to a name change</p> <ul style="list-style-type: none"> o PPL has developed a work-around that is seamless for the customer, under which the system drops the customer, and a customer service representative contacts the Supplier Group who then notifies EGS of drop and requests that the EGS to re-enroll customer o PPL has had 16 incidents this year which have been handled this way o No lapse for the customer but this work-around requires quick response from EGS and is subject to later settlement/scheduling o PPL is working with IT on automated process <ul style="list-style-type: none"> • PUC staff will add issue to “lessons learned” list for other EDCs to address • Several EGSs noted their appreciation for the way PPL has handled this situation
27	Acceptance of EDI 810	3/4/10	3/4/10	3/4/10	<p>Question raised about how EGS knows when an EDI 810 is accepted by EDC</p> <ul style="list-style-type: none"> • EGS would know by receipt of EDI 997-Functional Acknowledgement
28	Notice of Service Terminations	3/4/10	3/4/10	3/4/10	<p>EGSs have expressed interest in receiving advance notice of a service termination so the EGS has an opportunity to potentially mitigate market losses and pursue contractual penalties (for larger non-residential customers)</p> <ul style="list-style-type: none"> • Group sought EDC feedback on this suggestion, which ideally would then be achieved through a standard EDI transaction • No concerns were raised and CHARGE referred matter to EDEWG for development of EDI transaction, following its normal protocols for establishing priorities
29	Electric Shopping Website – PA PowerSwitch.com	3/4/10	3/4/10 3/18/10	3/18/10	<p>Secretarial Letter about including link to www.PAPowerSwitch.com was attached to Topics for Discussion for 3/18/10</p>
30	Estimated State Tax Amount on Bills	3/18/10	3/18/10 4/8/10 4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10	7/21/11	<p>Question has arisen about whether the presentation of “estimated total state taxes” on residential bills is required for generation charges of EGS as there is no standard treatment among EGSs; more recently, EDEWG asked CHARGE to resolve issue so that requirement for tax field on EDI 810 Bill Ready Invoice can be eliminated:</p> <ul style="list-style-type: none"> o Components of EDC’s “estimated total state taxes” components are Capital Stock, Property Tax-Local and PURTA, State Unemployment Compensation, PA State Income Tax, and Gross Receipts Tax o Resolution of this issue will not affect presentation of GRT by EGSs o Staff is reviewing statute and regulations to offer guidance to EGSs on issue of

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			8/26/10 9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11 3/24/11 4/21/11 5/12/11 6/23/11 7/21/11		<p>whether their state taxes (other than GRT) must be displayed</p> <p>☑ EGSs are either not populating the state tax field or are populating it with zero; EGS prices are computed using different methods, raising questions about whether requirement is practical; no party expressed desire to require EGSs to show “estimated total state taxes”</p> <p>☑ Secretarial Letter was issued on July 7, 2011 with the following guidance:</p> <p style="padding-left: 40px;">o EGS-GRT needs to be included on bill, but since we are aware that some EDCs cannot accommodate that, PUC will temporarily waive requirement and asked OCMO/CHARGE to explore what has to be done to have this information included</p> <p>☑ Staff is reviewing responses from EDCs regarding ability to include and will discuss next steps during August 18 call</p> <p>o EGS-PA State Sales Tax needs to be included on bill, if applicable</p> <p>o EGS-Other State Taxes do not need to be included on bill; if EGS is performing Supplier Consolidated Billing, EGS will need to include EDC-Other State Taxes</p>
31	Eligible Customer List	4/8/10	4/8/10 4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11	4/19/12	<ul style="list-style-type: none"> • Errata sheet (non-substantive corrections) and Corrected Final Order entered on November 28 and December 13, 2011 • Appellate period expired on December 14, 2011; not aware of any appeals having been filed as of this time • Clarification – Field #18 Tax Exempt Status <ul style="list-style-type: none"> o The following clarifications were provided by EDEWG representative: <ul style="list-style-type: none"> ▪ Item #18 – Tax Exempt Status (Y/N) <ul style="list-style-type: none"> • Y = There is some level of tax obligation on the account • N = There is no sales tax obligation on the account ▪ Expect N for most residential accounts and Y for most commercial accounts ▪ Tax exemption certificates are not required for residential customers ▪ Any level of tax, e.g. commercial account at 50% exempt, would appear as ‘Y’ ▪ ECL is monthly snapshot of the EDC system so recent changes may not be reflected ▪ EGS responsibility to confirm customers’ tax obligations

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			3/24/11 4/21/11 5/12/11 6/23/11 7/21/11 8/18/11 9/15/11 10/20/11 11/17/11 1/19/12 3/22/12 4/19/12		<ul style="list-style-type: none"> ○ <i>A question was raised as to whether a third indicator can be provided to show a partial tax obligation</i> <ul style="list-style-type: none"> ▪ <i>EDEWG discussed on April 5, 2012 call and concluded that a third field did not seem to add value and that it is best to continue with only two indicators and have a partial obligation fall under the Yes category</i>
32	Historical Usage Requests	4/29/10	4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10	8/26/10	<p>Questions have arisen as to the obligation of electric distribution companies to provide historical usage information to electric generation suppliers when a customer has previously restricted release of this information but has given the EGS a letter of authorization</p> <ul style="list-style-type: none"> • The attached Secretarial Letter clarifying this obligation was issued on August 20 and may be accessed at the following link: http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=M-2009-2082042
33	Last-In Enrollments	4/29/10	4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10 11/18/10	3/24/11	<ul style="list-style-type: none"> • Spreadsheet was previously circulated to show how EDCs handle multiple enrollments for the same customer before the 16-day cut-off date • Issue was discussed during calls on April 29, May 13, May 27 and June 10, 2010; summary of discussion appears in recaps for those calls • Although group has recognized some value in having a standardized process, uniformity is not a priority, so the matter is being closed out, subject to the ability of any participant to ask to have the item placed on a future agenda; the key is that customers should be shifted to the EGS from whom they have chosen to receive service

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			12/21/10 1/6/11 1/20/11 2/3/11 2/17/11 3/24/11		
34	Mixed Meter – EGS Authority	4/29/10	4/29/10 5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11 3/24/11 4/21/11	4/21/11	<ul style="list-style-type: none"> • Secretarial Letter issued on March 25, 2011. • Secretarial Letter is available on the OCMO webpage.
35	Communications About EGS Plans	4/29/10	4/29/10	4/29/10	<p>General discussion re: communications with EDCs and the PUC about EGS plans to make offers to customers in 2011</p> <ul style="list-style-type: none"> • Several EGSs indicated willingness to share market entry plans with PUC staff as soon as possible • PECO encouraged EGSs to get EDI testing done as early as possible
36	Interval Data Recorder Meters	4/29/10	4/29/10	5/13/10	<p>Question was raised about whether customer needs dedicated phone line for an IDR meter, and if so, whether it is their responsibility to pay for the line</p> <ul style="list-style-type: none"> • PECO indicated that customers do not pay for the line when it is needed for an MV90 meter, and staff will poll the other EDCs

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37	Supplier Consolidated Billing Implementation	5/13/10	5/13/10 5/27/10 6/10/10 6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11 3/24/11	3/24/11	<ul style="list-style-type: none"> EDEWG document summarizing issues that need to be addressed for full implementation of supplier consolidated billing was circulated on August 25; and Blue Star provided responses based on Illinois experience which were distributed on October 25 Both documents are available at links next to the agenda for the October 28 call at http://www.puc.state.pa.us/electric/electric_CompetitiveMarketOversight.aspx Currently PPL has an interim structure in place allowing Blue Star to implement SCB Staff has gathered information from EGSs about interest in SCB and from EDCs about ability to implement an interim or permanent solution Staff has also sought guidance from the Commission as to the preferred avenue for further pursuing these issues Commission's preference is for interested party or parties to file a formal petition; therefore, these issues will not be further pursued via CHARGE
38	AEPS Summit	5/27/10	5/27/10 6/10/10	6/10/10	<p>AEPS Summit will be held on June 17 in Hearing Room 1, Keystone Building, 1:00-4:00 p.m.</p> <ul style="list-style-type: none"> Link to Secretarial Letter - http://www.puc.state.pa.us/electric/pdf/AEPS/SLAEPS_Credit_Comp_Summit060110.pdf
39	Rate Ready Billing Platforms	6/10/10	6/10/10	6/10/10	<p>Staff noted that the Retail Markets Working Group is working on rate ready billing issue and will be polling the EGSs for level of interest/need for this feature</p> <ul style="list-style-type: none"> Poll, along with meeting information for June 18, 2010 at 9:30 a.m. will be sent to CHARGE, as well as RMWG Anyone who is interested in participating on RMWG should send an email to ra-RMWG@state.pa.us
40	Contract Expiration / Renewal Notices	6/24/10	6/24/10 7/8/10 7/22/10 8/5/10 8/26/10 9/30/10 10/28/10	10/28/10	<p>Renewal notice regulations at 52 Pa. Code 54.5(g) have been superseded by subsequent guidelines issued in 2001, which are attached and posted on the OCMO's webpage at http://www.puc.state.pa.us/electric/electric_CompetitiveMarketOversight.aspx</p> <ul style="list-style-type: none"> Staff is offering to informally review proposed renewal notices; please send them to ra-OCMO@state.pa.us at least 10 days prior to issuance to consumers Any questions about these issues may be sent directly to Dan Mumford in BCS at dmumford@state.pa.us or by calling Dan at 717-783-1957 PUC issued final order on 9/23/10 which may be accessed below, addressing the issues of

	ISSUE	START DATE	MEETING DATES	LAST (CLOSING) DATE	LAST/CLOSING RECAP OF ISSUE:
					<p>how to handle the situation where the price to compare is not yet known when renewal notices must be sent and what happens to a customer's contract if the customer does not respond to the renewal notice</p> <p>http://www.puc.state.pa.us/general/ConsolidatedCaseView.aspx?Docket=M-2010-2195286</p> <ul style="list-style-type: none"> • Issue is closed
41	Budget Billing for Variable-Priced Products	7/22/10	7/22/10 8/5/10 8/26/10 9/30/10 10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11	2/17/11	<ul style="list-style-type: none"> • Group has discussed whether it is appropriate or necessary to require EGSs to offer budget billing option to customers in connection with dynamically-priced products • Staff asked for feedback on January 20, 2011 call regarding draft language which was circulated prior to the call; no concerns were expressed • Commission issued attached Secretarial Letter on February 16, 2011 clarifying that EGSs do not have an obligation to offer a budget billing option to customers in connection with dynamically-priced products (Docket No. M-2009-2082042)
42	Availability of Estimated and Actual Prices to Compare	9/30/10	9/30/10 10/28/10 11/18/10 12/21/10	12/21/10	<p>Following prior discussions, each EDC made estimated and/or actual prices to compare available for inclusion in EGS renewal notices and EDC mailings to consumers</p> <ul style="list-style-type: none"> • Update on PaPowerSwitch.com – consumers may now use a toggle button to switch between the current PTC and the upcoming PTC; also EDCs may now update their own current PTC and future PTC in the same way that EGSs have been able to update their own prices • Staff advised that estimated and/or actual PTCs should now be available from each EDC
43	Displaying Prices on PaPowerSwitch	10/28/10	10/28/10 11/18/10 12/21/10 1/6/11 1/20/11 2/3/11 2/17/11 3/24/11 4/21/11 5/12/11	5/12/11	<ul style="list-style-type: none"> • Column has been added for EGSs to show introductory price, if applicable, to promote consistency in the way prices are displayed • Sorting capability has been added so that customers may view EGSs in an order that differs from alphabetical <ul style="list-style-type: none"> ○ It was noted that sorting only seems to be possible by price or reverse alphabetical order ○ Staff will look into status of sorting by all columns <p>Question arose about availability of weekly shopping statistics on PaPowerSwitch; they are available at the top of the page in a PDF document (“View Detailed Report”) underneath the number of Pennsylvanians who have switched</p> <ul style="list-style-type: none"> • Sorting capability has been added for all columns

	ISSUE	START DATE	MEETING DATES	LAST (CLOSING) DATE	LAST/CLOSING RECAP OF ISSUE:
44	Net Metering Customers / EDI Change Control # 85	2/3/11	2/3/11 2/17/11 3/24/11 4/21/11 5/12/11 6/23/11 7/21/11 8/18/11 9/15/11 10/20/11 11/17/11 1/19/12 3/22/12 4/19/12 5/17/12	5/17/12	<ul style="list-style-type: none"> • Questions have been raised by customers who have net metering arrangements with EDCs and then switched to EGSs without entering into net metering contracts with the EGSs; staff noted the need for customers to make these arrangements with EGSs before they switch <ul style="list-style-type: none"> • Staff has encouraged EDCs to educate customers at the time they sign a net metering contract and during the enrollment process (i.e. confirmation letter) • Staff has encouraged EGSs to also ensure that customers are aware before they switch that if they are on a net metering tariff, they will no longer receive energy credits from the EDC; it is up to EGSs if they want to offer energy credits to the customer • EDEWG Update: EDI Control Change #85 would add special meter configuration segment to the EDI 814 Enrollment, Change, Reinstatement and EDI 867 Historical Usage and Historical Interval Usage transaction sets <ul style="list-style-type: none"> ○ Consensus not achieved in EDEWG; issue referred to CHARGE ○ EGSs are supportive of change; EDCs generally do not object to change but point to time and resources needed to implement; Duquesne plans to automate process in the first quarter of 2013; Duquesne and PPL currently send spreadsheets to EGSs with this information • Discussion of any EDC plans to include this information on ECL <ul style="list-style-type: none"> ○ PPL plans to include it after the first of the year (2012); Duquesne has submitted request to compliance team; First Energy does not have confirmation of moving forward but does not anticipate problems; and PECO has submitted a request to team to include net metering indicator on ECL • Staff proposed on July 21 that CHARGE seek Commission approval of EDI Control Change #85 and that EDCs implement this change within 12 months after Commission approval unless an EDC already has plans to make system-wide changes at a later time that would incorporate these changes <ul style="list-style-type: none"> ○ No objections were raised to this proposal • Commission adopted Tentative Order on January 12, 2012; Comments due on February 13, 2012; TO tentatively approves EDI Change Control #85 to include indicator of customers who have net metering arrangements with the EDC • Final Order adopted on May 10, 2012 <p style="text-align: center;">http://www.puc.state.pa.us//pcdocs/1176581.docx</p>

	ISSUE	START DATE	MEETING DATES	LAST (CLOSING) DATE	LAST/CLOSING RECAP OF ISSUE:
45	Accelerating Supplier Switching Timeframes	3/24/11	3/24/11 4/21/11 5/12/11 6/23/11 7/21/11 8/18/11 9/15/11 10/20/11 11/17/11 1/19/12 3/22/12 4/19/12 5/17/12 7/26/12 8/23/12 10/3/12 11/1/12 12/13/12 2/7/13		PENDING: See most recent CHARGE recap for status of agenda item.
46	Statewide Investigation	3/24/11	3/24/11 4/21/11 5/12/11 6/23/11 7/21/11 8/18/11 9/15/11 10/20/11 11/17/11 1/19/12 3/22/12 4/19/12 5/17/12 7/26/12 8/23/12 10/3/12		PENDING: See most recent CHARGE recap for status of agenda item.

	ISSUE	START DATE	MEETING DATES	LAST (CLOSING) DATE	LAST/CLOSING RECAP OF ISSUE:
			11/1/12 12/13/12 2/7/13		
47	Price to Compare on Bill	5/12/11	5/12/11 6/23/11 7/21/11 8/18/11 9/15/11 10/20/11 11/17/11 1/19/12 3/22/12	3/22/12	<ul style="list-style-type: none"> • Question has arisen about whether it would be appropriate (not required) for EDC to include price to compare on bill; all EDCs are currently providing price to compare on bills except for PPL who is planning to move forward to also include • Prior feedback on this concept, including accuracy, effect on competition and value to consumers <ul style="list-style-type: none"> ○ It was noted that if this information is included, it is important to state that it is valid for a period of time and subject to change ○ It was also suggested that perhaps it should be included only for residential and small commercial customers ○ Some concerns were raised about the possibility of further confusing customers especially with quarterly price adjustments and that including the PTC may suggest that price is the only relevant factor • Staff has reviewed MD order and noted some key points: <ul style="list-style-type: none"> ○ Price to Compare term was discarded ○ All bills must include current price, future price and the date after which prices are unknown ○ Utilities must also provide this information on their websites • Discussed during August 31 technical conference for the Retail Markets Investigation and staff is moving forward with recommendation for Commission • Issue addressed in December 15, 2011 Tentative Order on Intermediate Work Plan <i>and in March 1, 2012 Final Order on Intermediate Work Plan</i>
48	PPL Billing System Issues	5/12/11	5/12/11 6/23/11 7/21/11	7/21/11	<p>PPL is experiencing some billing system issues</p> <ul style="list-style-type: none"> ○ Unmetered accounts-EGSs have been charged with energy but not recovered costs; PPL has sent lists to affected EGSs and has committed to paying EGSs ○ Finalized accounts-EGSs receiving rejections due to usage charges being received outside the bill window even when they are timely submitted; PPL cannot bill these customers and has told EGSs to send bills ○ Rejection of 867 usage transactions without notice to EGSs; PPL's system is automatically rejecting due to exceeding bill tolerances; text on customers' bills indicates that PPL did not get the charges from the EGS on time

	ISSUE	START DATE	MEETING DATES	LAST (CLOSING) DATE	LAST/CLOSING RECAP OF ISSUE:
					<ul style="list-style-type: none"> ☑ Status report from PPL on addressing these issues <ul style="list-style-type: none"> o Unmetered accounts-PPL has made adjustments so that all affected EGSs have recovered costs o Finalized accounts-Problem is fixed o Rejection of 867 usage transactions without notice to EGSs-Problem is fixed ☑ PPL encouraged EGSs to use the supplier hotline or email address to report any problems
49	Unit Pricing and State Sales Taxes on Bills	6/23/11	6/23/11	6/23/11	<p>Secretarial Letter issued on May 27, 2011 reminding EGSs that unit pricing must be included on bills for residential and small business customers' bills and alerting EGSs to the improper inclusion of state sales taxes on some residential customers' bills</p> <ul style="list-style-type: none"> • Staff appreciates the responses received from EGSs regarding compliance with these matters and is following up with those who did not respond
50	Labels of Charges on Bills	6/23/11	6/23/11 7/21/11 8/18/11 9/15/11 10/20/11	10/20/11	<p>Question has arisen about the labels that must be used to describe charges on bills for residential and small business customers; see 52 Pa. Code §54.4(b)(3), which requires labels of generation and transmission charges; issue was also discussed in March 1999 Staff letter, which is attached.</p> <ul style="list-style-type: none"> • Many EGSs are using "Energy" charges; some EDCs do not have sufficient space to include "Generation and Transmission" in the EDI transaction. • Staff is concerned about customer confusion if the bills say "Energy" charges but all other materials (marketing, disclosure statements, etc) say "Generation and Transmission"; however, we are not aware of any consumer complaints about the issue. • It appears that the issue may resolve itself as EDCs add space to permit the inclusion of "Generation and Transmission". • Staff encourages EGSs to use Generation and Transmission where possible but when character limitations prevent inclusion of that label and the unit price, EGSs should choose a label with fewer characters such as "Energy" to ensure that the price is displayed. • PPL's "bill ready" bills now include pre-printed text saying "Generation and Transmission Charges".
51	Peak Load Contribution & Network Service Peak Load Values/EDI Change Control # 87	6/23/11	6/23/11 7/21/11 8/18/11 9/15/11 10/20/11 11/17/11 1/19/12	5/17/12	<ul style="list-style-type: none"> • Add effective date of Peak Load Contribution & Network Service Peak Load values to the EDI 867 Historical Usage and Historical Interval Usage transaction sets • EDEWG has been unable to reach consensus and is referring to CHARGE for resolution • Change would enable EDCs to report effective dates for both current and future PLC/NSPL values; currently the non-incumbent EGS cannot receive the future values via EDI until after June 1 when it becomes current • EGSs are supportive of change and indicate need for future values in pricing products;

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			3/22/12 4/19/12 5/17/12		<p>EDCs generally do not object to change but point to time and resources needed to implement; FirstEnergy plans to include future values on ECL; Duquesne emails future values to EGSs; PECO posts an ECL list with future values</p> <ul style="list-style-type: none"> • Staff proposed that CHARGE seek Commission approval of EDI Control Change #87 and that EDCs implement this change within 12 months after Commission approval unless an EDC already has plans to make system-wide changes at a later time that would incorporate these changes <ul style="list-style-type: none"> ○ No objections were raised to this proposal • Commission adopted Tentative Order on January 12, 2012; Comments due within 30 days of January 13, 2012 (February 13, 2012); TO tentatively approves EDI Change Control #87 to include future values of PLC/NSPL, as well as effective dates for both current and future values • Final Order adopted on May 10, 2012 <p>http://www.puc.state.pa.us//pcdocs/1176581.docx</p>
52	Duquesne CAP Customers		10/20/11 11/17/11 1/19/12	1/19/12	<ul style="list-style-type: none"> • Questions have arisen about the ability of Duquesne CAP customers to switch to EGSs • Staff has looked into this and learned that Duquesne CAP customers may switch if the EGS is offering a price lower than Duquesne's default service rate • Duquesne's current billing system is unable to issue consolidated bills to CAP customers but this will no longer be a problem with the new system goes into effect in January 2013 <ul style="list-style-type: none"> ○ Duquesne has communicated this information to suppliers, implemented new reject messages and posted a notice on the supplier customer choice website ○ Duquesne has also provided training material to call center agents, shared info with community outreach organizations and posted information on the website to properly inform customers on CAP that there are qualifying conditions on their eligibility to shop • Duquesne's EDI change control request was approved by EDEWG in December 2011
53	Variable Prices		10/20/11 11/17/11	11/17/11	<p>Customers have raised concerns with variable pricing options, particularly with respect to the manner in which they are presented on PaPowerSwitch.com.</p> <ul style="list-style-type: none"> • One suggestion is to have a description of variable prices more prominently displayed such as a "hover" over the term when consumers are viewing the offers. • Some confusion seems to exist over introductory vs. variable prices.

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					<ul style="list-style-type: none"> • Staff noted that consumers continue to express concerns about variable prices and this feedback will be shared with individual EGSs as necessary.
54	Dual Billing – Customer Drops	11/17/11	11/17/11 1/19/12 3/22/12	3/22/12	<ul style="list-style-type: none"> • During Retail Markets Investigation, an issue was raised about commercial and industrial accounts returning to the EDC, usually without notice to EGS or even the customer, when an EGS initiates the dual billing process • EGSs reported that it happens fairly frequently • Staff noted the need to investigate the cause of the problem since it is not clear whether it is a legacy system issue with the EDCs or an EGS communication issue • Brandon offered that EDEWG would investigate if a specific example can be forwarded; Noble should contact Brandon Siegel with an example or raise during next EDEWG call • No further information has been forthcoming and this issue will not appear on next agenda
54 a	Splitting Accounts	3/22/12	3/22/12 4/19/12	4/19/12	<ul style="list-style-type: none"> • Issue was raised about the practice of PECO and possibly other EDCs to split an account after an EGS has signed up a customer, which results in a delay in the start date after power has been procured, without any communication to customer or EGS • PPL has a supplier transmittal form, which allows it to manually correct the start date • A “seamless move” process would eliminate this problem, but a manual fix should be explored in the interim • PECO update: This was a one-time occurrence due to the expiration of a special contract and is not part of PECO’s regular business process
55	PA PowerSwitch – ChoosePAWind	1/19/12	1/19/12 3/22/12 4/19/12 5/17/12 7/26/12	7/26/12	<ul style="list-style-type: none"> • 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 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

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					<ul style="list-style-type: none"> • 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
56	PaPowerSwitch – Renewable Energy Changes	3/22/12	3/22/12 4/19/12 5/17/12 7/26/12	7/26/12	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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

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					<ul style="list-style-type: none"> ○ 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
57	PaPowerSwitch – Term for Fixed-Price Product	3/22/12	3/22/12 4/19/12 5/17/12 7/26/12	7/26/12	<ul style="list-style-type: none"> ● 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) <ul style="list-style-type: none"> ○ 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
57 a	PaPowerSwitch – General Upgrades	4/19/12	4/19/12 5/17/12 7/26/12 8/23/12 10/3/12 11/1/12 12/13/12 2/7/13		<ul style="list-style-type: none"> ● PENDING: See most recent CHARGE recap for status of agenda item.
58	Cancellation Fees	3/22/12	3/22/12 4/19/12 5/17/12 7/26/12 8/23/12 10/3/12 11/1/12		<ul style="list-style-type: none"> ● PENDING: See most recent CHARGE recap for status of agenda item.

	ISSUE	START DATE	MEETING DATES	LAST (CLOSING) DATE	LAST/CLOSING RECAP OF ISSUE:
			12/13/12 2/7/13		
59	Account Numbers	7/26/12	7/26/12 8/23/12 10/3/12 11/1/12 12/13/12 2/7/13		<ul style="list-style-type: none"> • PENDING: See most recent CHARGE recap for status of agenda item.
60	Default Service Reconciliation Interim Guidelines	7/26/12	7/26/12 8/23/12 10/3/12 11/1/12 12/13/12 2/7/13		<ul style="list-style-type: none"> • PENDING: See most recent CHARGE recap for status of agenda item.
61	Regulatory Compliance Meeting with EGSs Serving Residential Customers	8/23/12	8/23/12 10/3/12 11/1/12	11/1/12	<ul style="list-style-type: none"> • Staff plans to hold an OCMO-Residential EGS meeting in mid-September to discuss various regulatory compliance issues. • Consumer representatives and EDCs are welcome to provide examples of concerns to OCM prior to the meeting. They should be forwarded to ra-OCMO@pa.gov. • Meeting held on October 22, 2012. • PowerPoint showing topics of discussion is attached.
62	PECO's Wind Power Program	10/3/12	10/3/12 11/1/12 12/13/12 2/7/13	2/7/13	<ul style="list-style-type: none"> • Questions have arisen about PECO's consumer outreach plans in advance of the expiration of the Wind Power Program. • PECO provided update on the October 3, 2012 call: <ul style="list-style-type: none"> ○ Program is ending at end of 2012 (affects 10,000-15,000 customers) ○ Notice will be sent to customers on program after final order is issued on Default Service Plan and will refer to other EGSs making renewable product offerings – probably the first week of November. • PECO Update: All mailings have been made, a list of customers on PECO's program is available on the suppliers' website, and PECO has issued a bulletin to suppliers.
63	Fixed Prices – Variable Components	10/3/12	10/3/12 11/1/12 12/13/12		<ul style="list-style-type: none"> • PENDING: See most recent CHARGE recap for status of agenda item.

	ISSUE	START DATE	MEETING DATES	LAST (CLOSING) DATE	LAST/CLOSING RECAP OF ISSUE:
			2/7/13		
64	General PUC Updates	10/3/12	10/3/12	10/3/12	<ul style="list-style-type: none"> • Website Upgrade, including PA Gas Switch Page http://www.puc.state.pa.us/consumer_info/natural_gas/natural_gas_shopping/gas_s_hopping_tool.aspx • Elimination of Paper Copy Filing Requirements http://www.puc.state.pa.us//pcdocs/1188112.docx http://www.puc.state.pa.us//pcdocs/1188104.doc
65	Generation Supply Cost Components	11/1/12	11/1/12 12/13/12 2/7/13		<ul style="list-style-type: none"> • PENDING: See most recent CHARGE recap for status of agenda item.
66	Web Portal Working Group – EDEWG	2/7/13	2/7/13		<ul style="list-style-type: none"> • PENDING: See most recent CHARGE recap for status of agenda item.

Last Updated 3/11/13