

CHARGE Conference Call

February 4, 2010 – 9:30 a.m.

Call-in number: 1-866-618-6746 and Access Code: 6060145

List of Topics for Discussion

1. Gross Receipts Tax (GRT)

- As to questions of whether GRT for EGS charges needs to be on bills for residential, small business, or large commercial and industrial customers, OCMO is reviewing the applicable provisions in the statute and regulations and consulting with other relevant staff at the PUC; clarifications will be forthcoming
- Resolution of the issue as to whether the GRT should be calculated according to PPL's methodology for all customer classes may be affected by clarifications of above
- Another question has arisen as to whether PPL will print a message on residential customers' bills to this effect: "[Supplier name] uses about \$x.xx of this bill to pay state taxes. In addition, about \$y.yy of this bill pays the PA Gross Receipts Tax."
- Obligation to remit taxes – PPL asked that EGSs be reminded that is the EGSs' obligation

2. Budget Billing

- Discussion of EGSs' budget billing obligations as addressed in the Commission's June 18, 1998 Order and March 31, 1999 Secretarial Letter issued on March 31, 1999
- Status report on Penn Power providing budget billing for EGS charges
- How will PPL notify EGS that customer has switched to or opted for budget billing? Is there a reason the 814 Change cannot be used for this purpose?

3. Price to Compare

- 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
 - 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. Confirmation Letters

- Suggestion was made to standardize 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
 - OCMO has drafted a sentence to add to PPL's confirmation letter; the sample is attached for discussion
 - Feedback from other EDCs is also encouraged
- Status of correcting reference on PPL's website to rescission during the confirmation period

5. EGS Marketing Activities

- PUC staff continues to receive complaints from consumers about the direct marketing tactics of some EGSs
- Commission has expressed an interest in developing best practices for EGSs to follow when engaging in direct marketing
 - We are aware that many EGSs have their own practices, such as uniforms, photo IDs, criminal background checks
 - We welcome suggestions for inclusions in best practices and whether other states have a model that might be utilized here

6. Residential Thermal Storage (RTS) Rate

- 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
- Seeking to confirm the above and to find out whether EGSs would be willing to ensure that any available RTS discounts are stated upfront

7. New York Service Addresses

- 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

Electric Utilities Choice Registration Confirmation Letter--One Bill

PPL Electric Utilities
827 Hausman Road Allentown, PA 18104-9392
Tel. 800.342.5775 (800 DIAL PPL) Fax 484.634.3484
<http://www3.pplweb.com/choice/>

Ratepayer Name **Month/dd/yyyy**
Ratepayer name, line 2 (if required)
Mailing Address Line 1
Mailing Address Line 2

Bill Account No: **99999-99999** For : **Service Address Line 1**
Service Address Line 2

Effective Date: **mm-dd-yyyy**

Dear Customer Choice Participant:

We received notice that the following company will be your electric supplier for the Pennsylvania Electric Choice Program:

A/S name
Phone number1

Our records also indicate that you will receive one (1) bill from PPL Electric Utilities, which will reflect PPL's charges and those of your electricity supplier.

We are confirming your supplier to make sure that this is the supplier you selected before billing begins. If this information is correct, you do not need to call us. If you did not select this company or billing option, please call 1-888-668-4775 within ten (10) days from the date of this letter and we will work with you to make any necessary changes.

If you have questions about your enrollment or terms of service with A/S name, please contact them at phone number1.

Your new supplier will begin providing you with energy when your meter is read on or about the date shown above as the "Effective Date." You will receive your first bill showing this supplier's charges the following month.

If you have any questions about Electric Choice, please contact us at 1-888-668-4775 between the hours of 8 a.m. to 5 p.m. Monday through Friday.

Sincerely,

PPL Electric Utilities' Customer Contact Center