



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
COMMONWEALTH KEYSTONE BUILDING  
400 NORTH STREET  
HARRISBURG, PENNSYLVANIA 17120

December 1, 2023

TO: Electric Generation Suppliers and Electric Distribution Companies

RE: An Upgraded [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com) Going Online December 11, 2023.

With this Secretarial Letter, the Pennsylvania Public Utility Commission (Commission) announces that our long-established [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com) electric information and shopping website is being upgraded on December 11, 2023. Electric Generation Suppliers (EGSs) that participate by listing offers on the website need to be aware of this date and of the things they need to do during the transition to the new, enhanced website.

The new website will have a new look and feel with refreshed pages and updated information, including expanded guidance on renewable energy products. From a shopping/user-perspective, the most significant change is that users will be guided through their product options and preferences up-front so that they will see only the products that they are interested in.

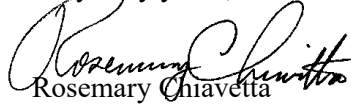
EGSs that post products on the website need to be aware of the following transitional issues:

- **FREEZE PERIOD:** Preceding the “go live” of the new website on December 11, nothing on the current website can be updated during a freeze period that will commence at 12:01 AM eastern time on Thursday, December 7, and run through Monday, December 11, end of day. Offers on the website should be honored during the freeze period. If an EGS cannot commit to honoring the offers during the freeze period, the EGS must remove those offers before the freeze period commences on December 7. Likewise, if an EGS has a new product to offer, they will not be able to add it to the website during the freeze period – the EGS must post it to the website before December 7 or wait until after the freeze period ends at the end of the day on December 11.
- **MIGRATION OF PRODUCTS:** EGS Products on the current website as of the start of the freeze period on December 7 will automatically migrate to the new website. If an EGS does not want its product(s) to migrate, the EGS must remove those offers from the current website before the start of the freeze period on December 7.
- **REVIEW OF PRODUCTS ON THE NEW WEBSITE:** Once the new website goes live on December 11, we are asking EGSs to please check your product listings on the new website to ensure everything migrated properly. Let us know immediately if there is a concern or problem. See the contact information below.
- **RE-ESTABLISHING YOUR PAPOWERSWITCH.COM ACCOUNT:** Once the new website goes live on December 11, all participating EGSs and EDCs will need to re-establish your PAPowerSwitch.com account. EGSs and EDCs can do this by emailing Cyndi Page at [cypage@pa.gov](mailto:cypage@pa.gov) and asking to reactivate your PAPowerSwitch account. She will need your name, company name, email address and phone number.

Please note that the above refers to PAPowerSwitch.com; not PAGasSwitch.com. Similar upgrades will be made to PAGasSwitch.com at a future date, and we will alert all Natural Gas Suppliers (NGSs) of these changes as that date approaches.

If there are questions regarding the above, please contact Cyndi Page in the Commission's Office of Communications at [cypage@pa.gov](mailto:cypage@pa.gov) or (717) 214-5434. A copy of this Secretarial Letter shall be posted on the Commission's website at the Office of Competitive Market Oversight (OCMO) webpage: [http://www.puc.pa.gov/utility\\_industry/electricity/electric\\_competitive\\_market\\_oversight.aspx](http://www.puc.pa.gov/utility_industry/electricity/electric_competitive_market_oversight.aspx). Additionally, OCMO will send a copy of the Secretarial Letter electronically to all participants in the Committee Handling Activities for Retail Growth in Electricity (CHARGE) working group.

Very truly yours,

  
Rosemary Chiavetta  
Secretary

cc: Tom Charles, Director, Office of Communications  
Dan Mumford, Director, Office of Competitive Market Oversight  
Kriss Brown, Deputy Director, Office of Competitive Market Oversight