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| PUC logo | COMMONWEALTH OF PENNSYLVANIA  PENNSYLVANIA PUBLIC UTILITY COMMISSION  P.O. BOX 3265, HARRISBURG, PA 17105-3265 | IN REPLY PLEASE REFER TO OUR FILE  Bp8#2638102 |

December 14, 2017

To: All Electric Generation Suppliers, Natural Gas Suppliers, Electric Distribution Companies, Natural Gas Distribution Companies, Bureau of Investigation and Enforcement, Office of Consumer Advocate and Office of Small Business Advocate.

Re: Residential Supplier Workshop

The Pennsylvania Public Utility Commission (PUC) will be hosting a day-long Residential Supplier Workshop on Wednesday, January 31, 2018, in Hearing Room One of the Keystone Building in Harrisburg, Pennsylvania. The workshop will begin at 9:00 am and conclude at 4:00 pm. This workshop is intended for Electric Generation Suppliers (EGSs) and Natural Gas Suppliers (NGSs) who either currently serve residential consumers or plan to serve residential consumers in the near future. The Office of Consumer Advocate (OCA) and Office of Attorney General (OAG) will be joining the PUC to provide information and guidance for residential suppliers with the goal of promoting supplier business practices that are compliant with Pennsylvania law and PUC regulation and that increase overall customer satisfaction with the retail energy markets.

Attached is a tentative agenda. In addition to discussing consumer protection and marketing regulations, we intend to provide an orientation to Commission procedures and the Bureaus and Offices that handle specific matters of concern to suppliers. The OCA and OAG will likewise discuss their role, procedures and the laws and regulations they enforce. The workshop will conclude by giving participants an opportunity to ask questions and comment on current Commission proceedings, including the EGS disclosure rulemaking at docket L-2017-2628991.

EGSs and NGSs who either currently serve residential consumers or plan to serve residential consumers in the near future are expected to attend this workshop. Due to seating capacity limitations, we ask that each participant send no more than two representatives. We request that attendees RSVP by sending an email to the OCMO inbox listing your attendees and the supplier(s) you will be representing. Please RSVP by Friday, January 16, 2018, by sending an email to RA-OCMO@pa.gov.

If you have any questions about the Workshop, please contact one of the following:

* Office of Competitive Market Oversight: [RA-OCMO@pa.gov](mailto:RA-OCMO@pa.gov).
* Director of the Office of Competitive Market Oversight Daniel Mumford at [dmumford@pa.gov](mailto:dmumford@pa.gov) or (717) 783-1957.
* Deputy Director of the Office of Competitive Market Oversight and Assistant Counsel with the Law Bureau Kriss Brown at [kribrown@pa.gov](mailto:kribrown@pa.gov) or (717) 787-4518.
* Matthew Hrivnak, Manager of Compliance and Competition at the Bureau of Consumer Services at [MHRIVNAK@pa.gov](mailto:MHRIVNAK@pa.gov) or (717) 783-1678.

 Sincerely,

Rosemary Chiavetta

Secretary

cc: Gladys M. Brown, Chairman

Andrew G. Place, Vice Chairman

Norman J. Kennard, Commissioner

David W. Sweet, Commissioner

John F. Coleman, Jr., Commissioner

Jan H. Freeman, Executive Director

Bohdan R. Pankiw, Chief Counsel

Charles E. Rainey Jr., Chief Administrative Law Judge

Paul Diskin, Bureau of Technical Utility Services

Richard Kanaskie, Director, Bureau of Investigation and Enforcement

Alexis M. Bechtel, Director, Bureau of Consumer Services

Robert C. Gramola, Director, Bureau of Administration

Kelly Monaghan, Director, Bureau of Audits

Rosemary Chiavetta, Secretary of the Commission

Cheryl Walker Davis, Office of Special Assistants

Tom Charles, Director, Office of Communications

June Perry, Office of Legislative Affairs

Daniel Mumford, Director of Office of Competitive Market Oversight

Kriss Brown, Deputy Director of Office of Competitive Market Oversight

Matthew Hrivnak, Manager of Compliance and Competition, Bureau of Consumer Services

**TENTATIVE AGENDA**

**Supplier Workshop**

**WEDNESDAY JANUARY 31, 2018**

**Keystone Building – Hearing Room One**

**8:30 REGISTRATION**

**9:00 WELCOME** - PUC Chairman / OAG / OCA / OCMO

**9:15 PUC ORIENTATION**:

* Secretary’s Bureau: formal filings and contact information.
* Technical Utility Services: bonding, reporting requirements.
* Office of Administrative Law Judge: formal complaint procedures.
* Office of Communications: PaPowerSwitch.com and PaGasSwitch.
* Bureau of Investigation and Enforcement.

**10:15 BREAK**

**10:30 OFFICE OF CONSUMER ADVOCATE** and the **OFFICE OF ATTORNEY GENERAL:**  Role of their offices and consumer protection / Telemarketing / Do Not Call.

**12:00 – 1:30 LUNCH BREAK.** (lunch on your own)

**1:30 OCMO/Bureau of Consumer Services:** Marketing Regulations and informal complaint procedures.

**2:45 Break**

**3:00 OCMO**: Status Update/Discussion on various OCMO/CHARGE Initiatives:

* EGS disclosure – 52 Pa. Code § 54.5 regulations. [L-2017-2628991](http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=L-2017-2628991). See weblinks:   
   [**PUC Moves to Enhance Consumer Information about Energy Shopping; Seeks Comments on Changes to Retail Electricity Service Regulations**](http://www.puc.pa.gov/about_puc/press_releases.aspx?ShowPR=3946) (12/7/2017)  
  <http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=L-2017-2628991>

**4:00 Adjourn**