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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 L-2010-2208332 |

November 6, 2019

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: December 12, 2019 CHARGE Conference Call and Invitation to Submit Informal Comments re Chapter 111 Residential Supplier Marketing Regulations

The Pennsylvania Public Utility Commission’s (PUC) Office of Competitive Market Oversight (OCMO) announces the next CHARGE conference call to be held **Thursday, December 12 at 2:00 pm.**  The CHARGE working group includes representatives of OCMO, various PUC bureaus, Electric Generation Suppliers (EGSs), Natural Gas Suppliers (NGS), Electric Distribution Companies (EDCs), Natural Gas Distribution Companies (NGDCs) and consumers that work together to informally resolve issues that arise in retail energy markets.[[1]](#footnote-1) The agenda for the December 12 CHARGE call includes:

1)  The PUC’s Bureau of Technical Utility Services re: EGS bonding and an initiative to revise the EGS and NGS application packages.

2) PUC Secretary Rosemary Chiavetta re:  keeping formal contact information up-to-date and filing procedures.

3) The PUC’s Office of Communications re:  updates to PaPowerSwitch, PaGasSwitch, and PUC’s website.

4) The PUC’s Bureau of Consumer Services re:  informal complaint procedures and reporting residential door-to-door marketing activity.

5) The PUC’s Office of Competitive Market Oversight re:  announcing an upcoming rulemaking to review and update the Chapter 111 Residential Supplier Marketing Regulations and inviting informal comments from stakeholders.

As noted in the agenda above, during this call OCMO will be announcing an upcoming review of the Residential Supplier Marketing Regulations found at 52 Pa. Code § 111.[[2]](#footnote-2) We will also be inviting any interested party to submit informal comments. While informal comments may be submitted on any topic related to residential supplier marketing, we are especially interested in obtaining advice and suggestions on the following topic areas:

* Telemarketing rules – see 52 Pa. Code § 111.10; including a possible reporting requirement for telemarketing analogous to the reporting requirement for door‑to‑door marketing at 52 Pa. Code § 111.14, and potential limitations on caller ID spoofing and robocalls.
* Updating the sales verification procedures at 52 Pa. Code § 111.7 to accommodate new and evolving technologies.
* Quality control and oversight of marketing vendors – see 52 Pa. Code § 111.5.
* Updating rules and guidance on the marketing of renewable energy products – see 52 Pa. Code § 54.6 and 52 Pa. Code § 75.68.[[3]](#footnote-3)
* Rules for direct mail marketing and in person marketing.

Informal comments should be emailed to the Office of Competitive Market Oversight at: RA-OCMO@pa.gov. As these are informal comments, they should NOT be addressed to or submitted to the Commission’s Secretary.

**Please email any informal comments by Friday, January 24, 2020.**

We advise all EGSs and NGSs, especially those currently serving residential customers, and those who may serve residential customers in the future, to participate in this CHARGE call. The information needed to participate in the call:  
  
**Phone Number:  1-866-753-3896**

**Access/PIN code:  86868178**

If you have any questions about the information presented in this Secretarial Letter, 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.

 Very truly yours,

Rosemary Chiavetta

Secretary

cc: Chairman Gladys Brown Dutrieuille

Vice Chairman, David W. Sweet

Commissioner Andrew G. Place

Commissioner John F. Coleman, Jr.

Commissioner Ralph V. Yanora

Seth Mendelsohn, Executive Director

Renardo Hicks, Chief Counsel

Richard Kanaskie, Director, Bureau of Investigation and Enforcement

Rosemary Chiavetta, Secretary to the Commission

Tom Charles, Director, Office of Communications   
Paul Diskin, Bureau of Technical Utility Services  
Alexis M. Bechtel, Director, Bureau of Consumer Services

Daniel Mumford, Director of Office of Competitive Market Oversight

Kriss Brown, Deputy Director of Office of Competitive Market Oversight

1. For more information about CHARGE, including information on past conference calls and meetings is available on the Commission’s website at <http://www.puc.pa.gov/utility_industry/electricity/office_of_competitive_market_oversight/charge.aspx> . [↑](#footnote-ref-1)
2. See the current Chapter 111 regulations at this weblink: <http://www.pacodeandbulletin.gov/secure/pacode/data/052/chapter111/052_0111.pdf> . [↑](#footnote-ref-2)
3. See 52 Pa. Code § 54.6 at this weblink: <http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/052/chapter54/s54.6.html&d=reduce>. See 52 Pa. Code § 75.68 at this weblink: <http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/052/chapter75/s75.68.html&d=reduce>. [↑](#footnote-ref-3)