



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.

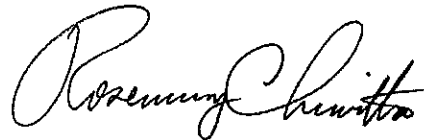
Attached is a tentative agenda. In addition to discussing consumer protection and marketing regulations, we intend to provide an orientation to Commission procedures and the Bureaus and Offices that handle specific matters of concern to suppliers. The OCA and OAG will likewise discuss their role, procedures 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.
- Director of the Office of Competitive Market Oversight Daniel Mumford at 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 or (717) 787-4518.
- Matthew Hrivnak, Manager of Compliance and Competition at the Bureau of Consumer Services at 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. See weblinks:
**PUC Moves to Enhance Consumer Information about Energy Shopping;
Seeks Comments on Changes to Retail Electricity Service Regulations
(12/7/2017)**
http://www.puc.pa.gov/about_puc/consolidated_case_view.aspx?Docket=L-2017-2628991

4:00 Adjourn