

# PA Stakeholder Meeting

Met-Ed, Penelec, Penn Power, West Penn Power



# Meeting Purpose

**The Companies agree to reconvene their supplier workshops so that CRP Suppliers and the Companies are provided a collaborative forum to discuss operational enhancements that can be implemented by the Companies and the EGS participants to improve administration of the program. Topics shall include but not limited to sharing customer account information associated with those customers who have affirmatively selected to participate in the CRP.**

# Agenda

- ❑ **NITS Updates**
- ❑ **Customer Refunds**
- ❑ **Customer Referral**
  - ❑ Program Overview
  - ❑ Program Statistics
  - ❑ Processing of Data
- ❑ **Upcoming Changes to Program**
  - ❑ Scripting changes
  - ❑ In and out provision
  - ❑ Ability to charge for disputes
- ❑ **Open Forum**

# NITS Updates

**The Companies will provide notice to EGSs of any public, docketed FERC filings that modify the NITS rate for any transmission company providing service to one of the Companies. This includes but is not limited to any informational filings implementing annual rate changes under a formula rate. All such notices will be provided via email through the Supplier Support communications process no later than ten days after such filing is made at FERC.**

## NITS Updates (Continued)

**The Companies have added a page to their Supplier Support website titled “NITS Rate Information”. The website will also include a prominent table displaying the currently-effective NITS rate for each of the Companies, the effective dates of the NITS rate, and a column labeled “Future NITS Rate”. The “Future NITS Rate” will reflect any proposed rate filed at the FERC as well as the proposed effective date of the rate.**

# NITS Updates (Continued)

## NITS Rate Information

On October 28, 2016, Met-Ed and Penelec filed forward-looking formula rates with the Federal Energy Regulatory Commission (FERC) to better support our efforts to modernize the regional transmission grid and enhance service reliability for customers. If the rates are approved as filed, the increases and effective dates are as listed below.

NITS Rates	Current NITS Rate	Current NITS Rate Effective Dates	Future NITS Rate	Future NITS Rate Effective Date
ATSI Zone	\$43,391.43/MW/Year	January 1 – December 31, 2016	\$45,057.62/MW/Year	January 1, 2017
Allegheny Power Zone	\$15,396.00/MW/Year	Since March 1, 2002		
MAIT Rate for ME & PN Zones	\$15,112.00/MW/Year	Since January 1, 1999	\$22,112.39/MW/Year	January 1, 2017

[https://www.firstenergycorp.com/supplierservices/pa/me\\_pn/NITSRateInformation.html](https://www.firstenergycorp.com/supplierservices/pa/me_pn/NITSRateInformation.html)

# Customer Refunds

An EGS refund should only be credited through the Companies' billing system after an EGS obtains the consent of a residential customer:

- ❑ Who is billed as part of the Companies' POR (and)
- ❑ To whom the EGS is willing to issue a refund to resolve a PaPUC formal or informal individual customer complaint (and)
- ❑ Where the customer has an outstanding arrearage, owed to one of the Companies, that is associated with the dispute that is subject of the informal or formal PaPUC complaint.

# Customer Refunds

- ❑ The EGS will use good faith efforts to remit the refund directly to the EDC to offset any arrearages on the customer's account associated with the disputed amount.
- ❑ If the customer does not agree to have the refund remitted directly to the EDC, the EGS will remit the payment to the customer and encourage the customer to address the outstanding arrearage directly with the EDC.



# Customer Referral Program Overview

- ❑ **The Customer Referral Program is designed to encourage shopping in our Pennsylvania territories.**
- ❑ **It is offered to Met-Ed, Penelec, Penn Power, and West Penn Power non-shopping residential and small commercial customers.**
- ❑ **This program offers a 12-month fixed price that is set at 7% below the EDC's current Price-To-Compare.**

# Customer Referral - Customer Process

- ❑ **When a customer calls into the FirstEnergy Contact Center, for a move-in, high billing question, or a question on Energy Choice, and are eligible, they will be offered the Customer Referral Program.**
- ❑ **If the customer decides to participate in this program, they will be transferred to our third party vendor to select a supplier from one of the participating suppliers.**
- ❑ **If the customer doesn't have a specific supplier in mind, a supplier will randomly be selected for the customer through a round robin selection.**

# Customer Referral - Supplier Process

- **A quarterly email is sent to all suppliers in the PA territory notifying them to express their intent to participate in the Customer Referral Program.**
  - The supplier will be provided a deadline for their intent to participate.
- **The suppliers who wish to participate will send by email their contracts including Appendix C (Intent to Participate) stating what operating companies they wish to participate in. The supplier may participate in Residential and Small Commercial, separately or together.**
  - This is required no less than 60 days prior to the start of the quarter.

# Customer Referral - Supplier Process

- **The Price to Compare will be released during the months of January, April, July, and October, depending on the quarter. At this time an email will be sent to participating suppliers communicating the PTC as well as an intent to withdraw date.**
  - The participating suppliers will use the PTC to determine if they want to participate in the Customer Referral Program for the quarter.

# Supplier Requirements

- ❑ **Must be a registered third-party supplier for the territory in which they would like to participate (ME, PN, PP and/or WP).**
  - ❑ Complete supplier registration.
  - ❑ Upon delivery of registration application and review of documents, the supplier will be contacted to complete EDI testing for Rate Ready billing.
- ❑ **Assume load responsibility.**
- ❑ **Accept and enroll all referred customers in the Customer Referral Program.**

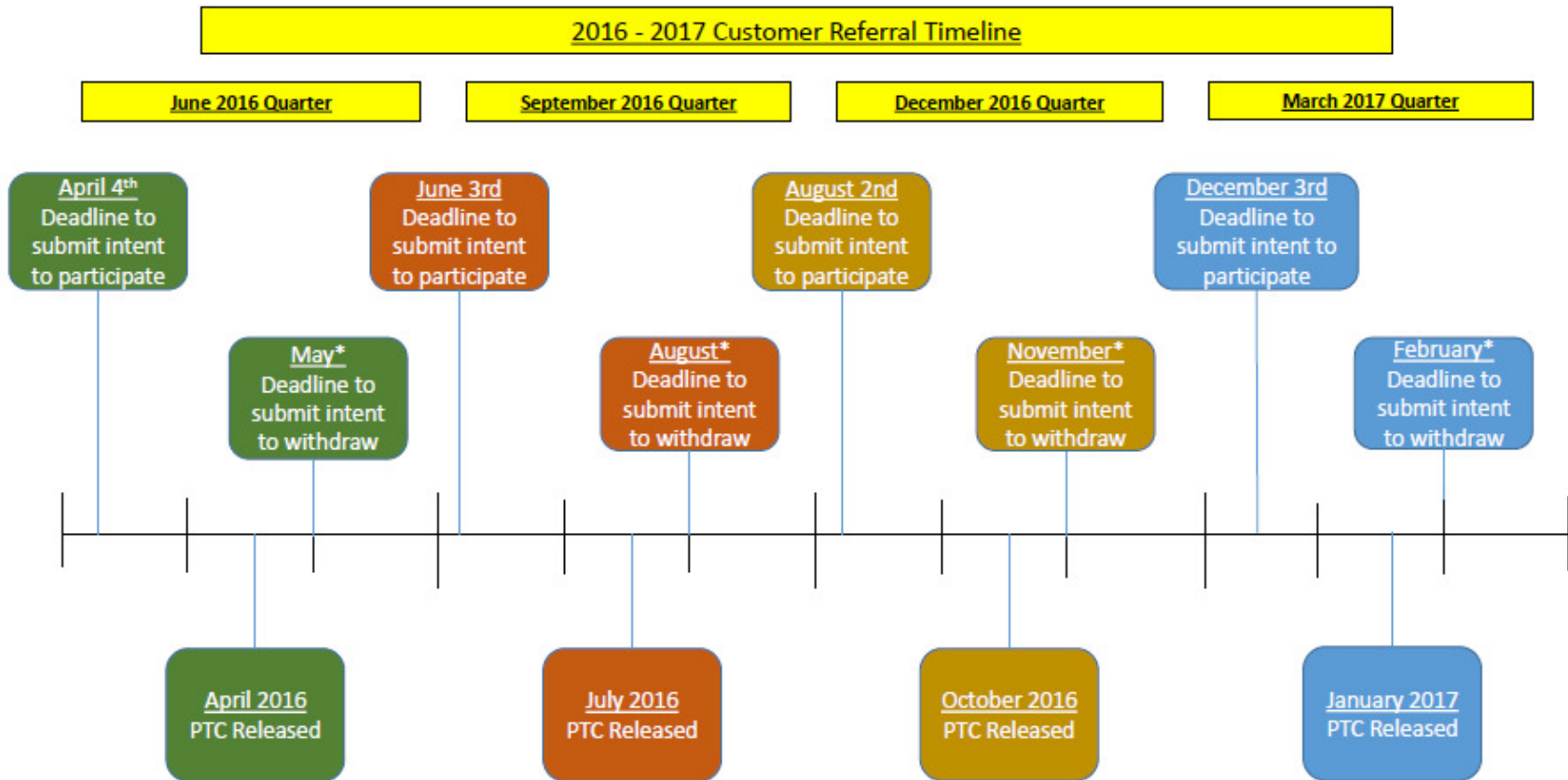
# Supplier Requirements (Continued)

- ❑ **Utilize a Rate Ready bill method only.**
  - ❑ Supplier must serve the customer on the Customer Referral fixed rate for 12 billing periods.
- ❑ **The supplier must complete and sign the contract and return it at least 60 days prior to the start of the quarter if they wish to participate.**
  - ❑ This contract does not need to be completed each time as long as nothing changes from previous quarter participation.
- ❑ **If the supplier totally withdraws for any quarter, the supplier will need to complete a new contract to participate.**

## Supplier Requirements (Continued)

- ❑ **Participating suppliers will be invoiced monthly. Any accepted enrollment sent with the “Customer Referral” rate will be charged \$30.00 per enrollment. Rejected enrollments are not charged.**
- ❑ **The supplier is provided a timeline on our website which provides dates for intent to participate and withdraw.**

# 2016-2017 Timeline

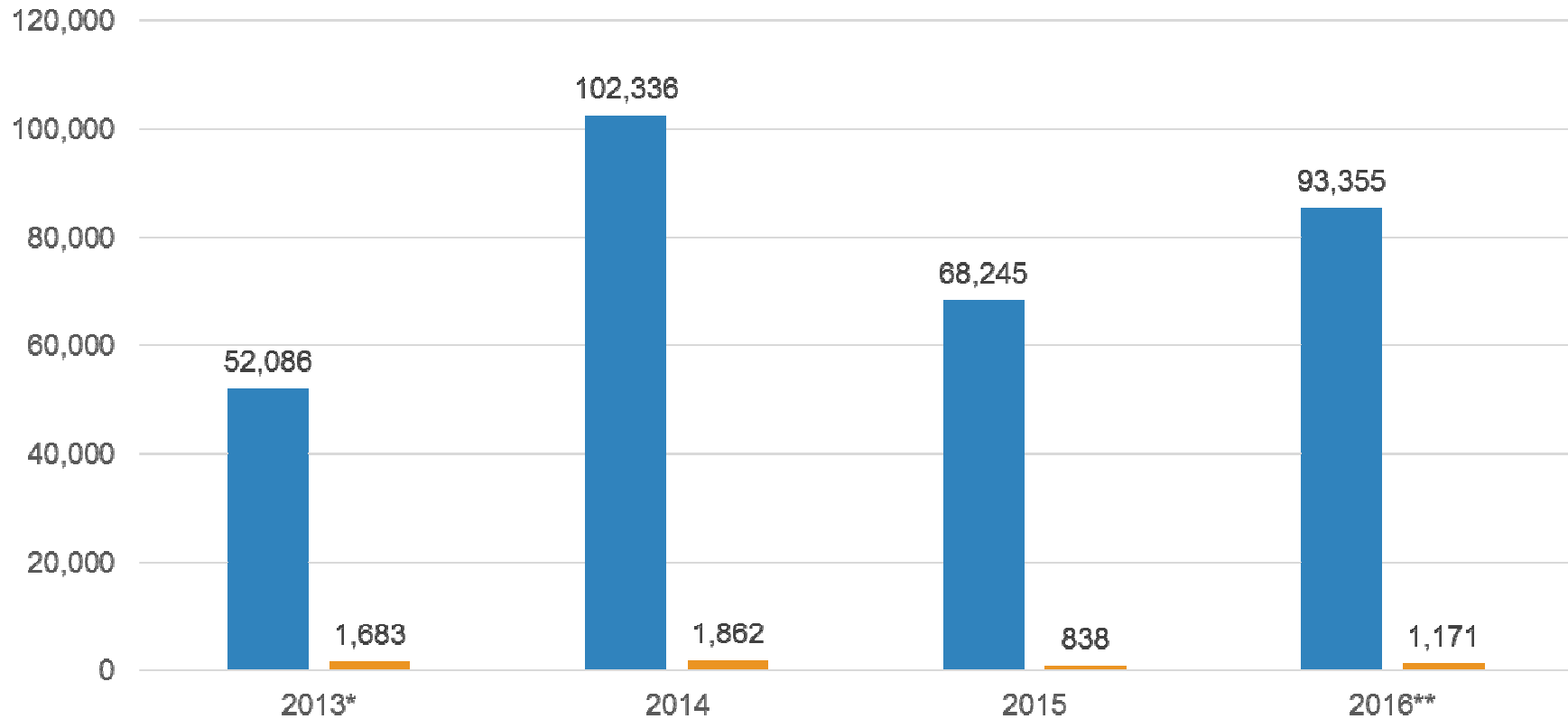


\*Intent to Withdraw is 30 days prior to the quarter start however could be less due to the availability of the quarterly PTC release. Participants will be emailed of deadline dates to withdraw.



# Program Statistics

## Enrollments



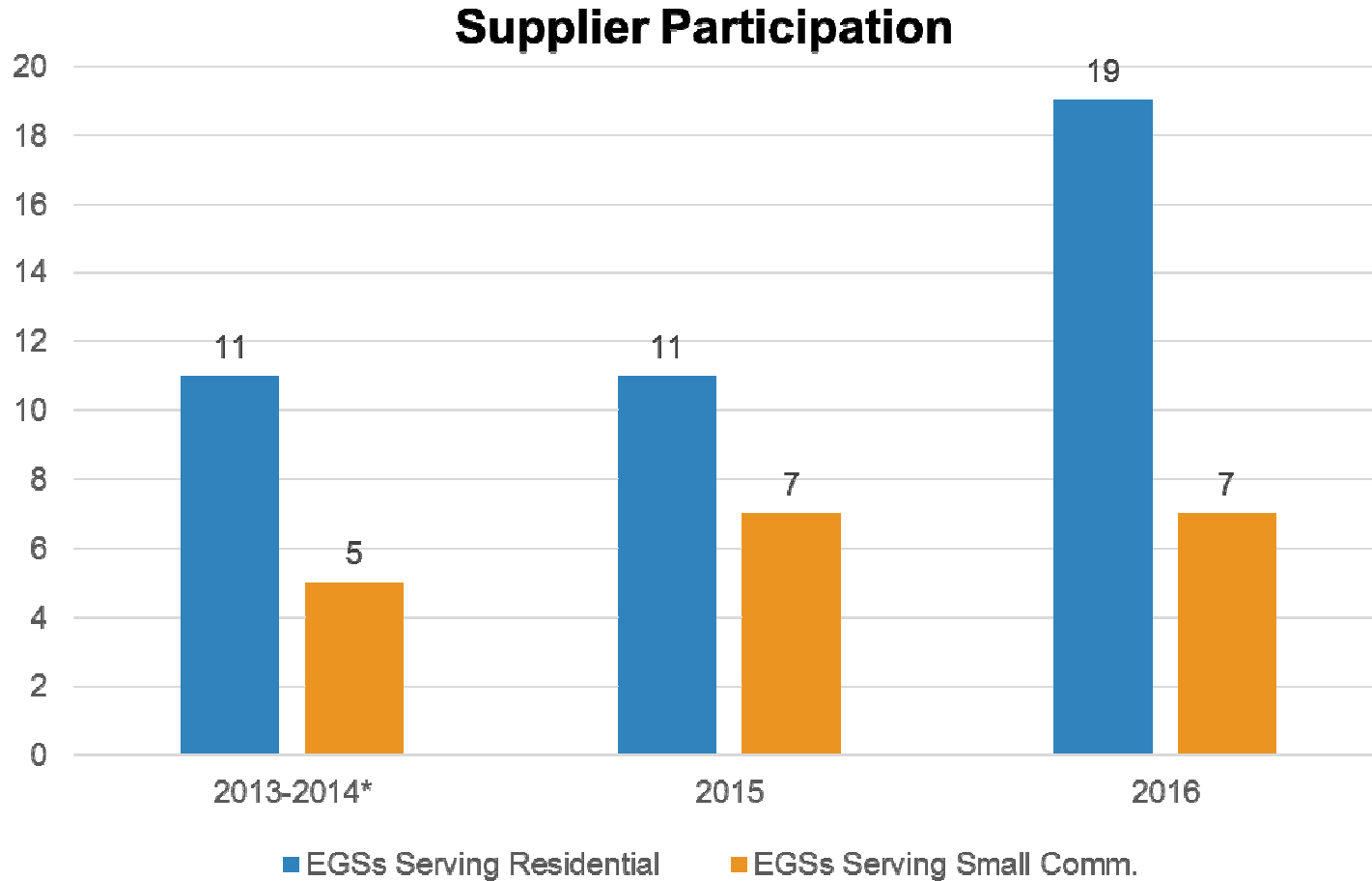
\*August 2013 to December 2013

\*\*January 2016 to November 2016

■ Residential Enrollments

■ Small Comm. Enrollments

# Program Statistics



\*Aug 2013 – Dec 2014  
Jan 2016 – Dec 2016

# FTP File Data Transfer

**FTP = File Transfer Protocol – a method of transferring files between two remote systems. This process will allow suppliers to retrieve files and then initiate internal processes to enroll customers with the EDC.**

- Purpose – To provide participating suppliers the customer information from the EDC (through the vendor) and process enrollments through EDI transactions.**
- Suppliers are to provide location and login credentials for file placement.**
- Files will be sent early morning each day around 12:00am EST. The process will run 7 days per week. Each day's files will contain all Customer Referral opt-ins from that day.**

# FTP File Data Transfer

## □ Data provided to the supplier includes:

- EDC ID ( Met-Ed, Penelec, Penn Power, and West Penn Power)
- Customer number
- Accept date
- Tracking ID
- Customer first, middle and last name
- Service address, including city, state, and zip code

### □ **Mailing address**

- Phone number
- Email address
- EDC Rate Code
- Referral Rate Code Account Type (residential, small commercial, landlord)
- Cycle ID (billing cycle)
- Price to Compare
- Customer referral rate

# CRP Scripting

- FirstEnergy's CSR new script initiating the transition will be as follows:

“In Pennsylvania, you can choose the company that provides your electricity without impacting the quality of service. Would you like to speak to a representative who can offer you a potential savings opportunity by enrolling with an electric generation supplier?”

- If the customer advises yes, our representative will transfer the customer to Allconnect as they do today.

# CRP Scripting

- The AllConnect script will be revised to include the following language:

“The CRP offers a fixed price of \_\_\_/kWh for one year provided by an Electric Generation Supplier. The fixed CRP price provides an initial discount off of today’s Price to Compare which is \_\_\_/kWh. The Price to Compare will change again on (March/June/ September/December) first. The CRP price will not change through twelve monthly bills but the PTC could be higher or lower than the CRP price during this period.”

# CRP: In & Out of the Program

- ❑ Customer Referral Suppliers will still begin participation into the Program effective on the following dates each year: March 1, June 1, September 1, or December 1.
- ❑ A new Customer Referral Supplier must provide their initial notice of its intent to participate in the Customer Referral Program at least sixty days prior to its desired effective date.
- ❑ A Customer Referral Supplier that has previously participated in the Company's Customer Referral Program must provide notice of its intent to participate at least thirty days prior to its desired effective date.

# CRP: In & Out of the Program

- A Customer Referral Supplier may suspend its participation in the Customer Referral Program effective on those same four dates (June 1, September 1, December 1 or March 1) and must provide notice of its intent to suspend participation at least thirty days prior to its desired effective suspension date.
- Notice of participation or suspension of participation (Intent to Withdraw) shall be provided in the Form of Appendix C.



# Hourly Fees

Hourly fees to investigate customer disputes with a CRP supplier will be charged only in instances of confirmed violation of the CRP Agreement.

- ❑ In any such identified instance, the Companies will notify the affected CRP Supplier and the CRP Supplier will have ten days to submit a formal objection to the Companies initial determination.
- ❑ The formal objection shall be processed consistent with Section 18 of the Companies' Supplier Coordination Tariffs.

# Open Forum Discussion