



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

### NOTICE OF INVESTIGATION AND REQUEST FOR COMMENTS

D.P.U. 19-07

January 23, 2019

Investigation by the Department of Public Utilities on its own Motion into Initiatives to Promote and Protect Consumer Interests in the Retail Electric Competitive Supply Market.

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On January 18, 2019, the Department of Public Utilities (“Department”) issued an Order opening an investigation into initiatives to promote and protect consumer interests in the retail electric competitive supply market. This investigation was docketed as D.P.U. 19-07.

This investigation will consider the following initiatives to further improve the protections provided to residential customers related to the marketing and delivery of competitive suppliers’ product offerings: (1) increase customer awareness of the electric competitive supply market and the value these markets can provide, thus allowing customers to make well-informed decisions; (2) improve the Department’s ability to oversee and investigate competitive suppliers’ marketing practices; and (3) investigate initiatives that would improve the operational efficiency of the electric competitive supply market to optimize the value that the market provides to customers.

As part of this investigation, the Department makes proposals and invites all interested persons to participate in this investigation. The Department seeks written comments on the request for comments contained in the Order no later than 5:00 p.m. on **February 19, 2019**. When providing comments, please indicate clearly which question is being answered. Comments may be provided on any or all of the questions. The Department anticipates and hopes for significant interest in this proceeding. Therefore, we encourage interested persons to present consensus positions and submit comments jointly, when possible.

All comments must be accompanied by an executive summary. One original and two copies of all comments should be filed with Mark D. Marini, Secretary, Department of Public Utilities, One South Station - 5<sup>th</sup> Floor, Boston, Massachusetts 02110. The Department will determine the appropriate next steps after reviewing the initial comments.

All documents should also be submitted to the Department in electronic format using one of the following methods: (1) by e-mail attachment to [dpu.efiling@mass.gov](mailto:dpu.efiling@mass.gov) and the

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hearing officer [greggory.wade@mass.gov](mailto:greggory.wade@mass.gov) or (2) on a CD-ROM. The text of the e-mail or CD-ROM label must specify (1) the docket number of the proceeding (D.P.U. 19-07); (2) the name of the person or company submitting the filing; and (3) a brief descriptive title of the document. The electronic filing should also include the name, title, and telephone number of a person to contact in the event of questions about the filing. All documents submitted in electronic format will be posted on the Department's website by looking up the docket by its number in the docket database at:

<https://eeaonline.eea.state.ma.us/DPU/Fileroom/dockets/bynumber> (enter "19-07").

Copies of the Department's Order are available for public inspection during regular business hours at the Department's offices, One South Station - 5<sup>th</sup> Floor, Boston, Massachusetts 02110. In addition, the Department's Order and any electronic filings are available on the Department's website: <http://www.mass.gov/dpu>. Please direct any questions regarding this proceeding to Gregory Wade, Hearing Officer, at 617-305-3605.