

D.P.U. 19-07: 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

Technical Session: June 6, 2019 - Agenda

- I. INTRODUCTIONS
- II. DISCUSSION OF TIERED APPROACH (see Attachment 1)
 - A. *Tier One* - Initiatives that staff believes can be resolved in the timeliest manner, thus, providing customers with the “biggest bang for the buck”
 - B. *Tier Two* - Initiatives that staff believes require more information before we can determine how best to proceed
 - C. *Tier Three* - Initiatives that would require fundamental changes to the way in which the retail competitive market currently operates, and thus significant more discussion before.
- III. DISCUSSION OF STAKEHOLDER WORKING GROUPS
- IV. INCLUSION OF GAS COMPETITIVE MARKET
- V. DISCUSSION OF TIER ONE INITIATIVES
 - A. Notification of automatic renewals
 - B. Customer complaint data
 - C. Standards of conduct
 - D. Supplier enrollment reports
 - E. Energy Switch website (electric only)
- VI. NEXT STEPS
 - A. Working group tasks
 - B. Tier Two issues

Attachment 1: Tiered Approach

Initiative Categories	Customer Awareness	Department Investigations	Market Efficiency	Other Initiatives
<u>Tier One</u>	Auto renewal Complaint data Energy Switch	Standards of conduct Supplier reports		
<u>Tier Two</u>	General education	TPV	Enrollments - Timing - Account #	Do not switch Customer information
<u>Tier Three</u>	Billing			