



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

### MEMORANDUM

TO: Distribution List in:  
D.P.U. 19-07, Investigation into Initiatives to Promote and Protect  
Consumer Interests in the Retail Electric Competitive Supply Market

FROM: Gregory Wade, Hearing Officer

RE: Stakeholder Working Group Assignments

DATE: July 2, 2019

CC: Mark D. Marini, Secretary

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#### I. INTRODUCTION

On June 14, 2019, the Department of Public Utilities (“Department”) announced that it would convene the initial meeting of the D.P.U. 19-07 stakeholder working groups on June 26, 2019. As discussed in the June 6, 2019 technical session, the Department has formed two working groups to develop implementation details associated with the initiatives that the Department is investigating in D.P.U. 19-07: (1) a Customer Protection working group that will focus on the initiatives related to (i) automatic renewal, (ii) customer complaint data, (iii) marketing standards of conduct, (iv) supplier enrollment reports, and (v) increased awareness of the Energy Switch website; and (2) an Energy Switch website working group that will focus on improvements to the Energy Switch website, including but not limited to the display of municipal aggregation products.

#### II. WORKING GROUP ASSIGNMENTS

On June 26, 2019, the Department convened the first meeting of the DPU 19-07 stakeholder working groups. During the meeting, Department staff discussed the stakeholder

"assignments" that were proposed in the June 24, 2019 Hearing Officer memo. These assignments are as follows:

1. Competitive Suppliers:
  - a. Language/format of the automatic renewal notifications,
  - b. Language/format for the written and oral disclosure of product information, and
  - c. Introductory and closing scripts for door-to-door and telemarketers.
2. Consumer Advocates:
  - a. Protocol for competitive supplier oversight of their third-party marketing vendors

The Department appreciates the willingness of these stakeholder groups to take the lead in developing straw proposals on these issues for presentation to the working group at large. Department staff requests that the groups develop their straw proposals and submit them to Gregory Wade at [greggory.wade@mass.gov](mailto:greggory.wade@mass.gov) by July 26, 2019. After reviewing the straw proposals, the Department will convene a second meeting of the working groups (expected to be during the week of August 5, 2019) to discuss the proposals. To assist these groups in their efforts, and to best ensure an effective and efficient process, Department staff will convene weekly phone calls with each group to discuss the status of the group's efforts, and to provide input that may be of assistance in those efforts. Department staff will contact each group to arrange for the initial call.

### III. EDITS TO THE TABLES AND REQUEST FOR COMMENTS

During the June 26, 2019 meeting, Department staff also discussed with stakeholders the tables that were attached to the June 24, 2019 Hearing Officer memo. Based on that discussion, Department staff has revised the tables in the following ways:

1. Automatic Renewal Report Table: This table now includes columns for the reporting of customers that have entered into new contracts with a supplier during the time in which the customers were receiving service through the automatic renewal provision of their previous contracts.
2. Enrollment Report Table: This table now includes columns for the reporting of enrollments through additional marketing channels.
3. Contract Pricing Report Table (new): Department staff proposes a new table that calls for the reporting of information, on a statewide basis, on the number of customers that the supplier serves:
  - a. through the automatic renewal provision of their contracts, and
  - b. through fixed or monthly price structures.

The Department seeks comments on the tables listed above by July 19, 2019. Please submit comments to Gregory Wade at [greggory.wade@mass.gov](mailto:greggory.wade@mass.gov).