



# 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: Energy Switch Working Group Meeting Notice

DATE: July 12, 2019

CC: Mark D. Marini, Secretary

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#### I. INTRODUCTION

As discussed in the June 6, 2019 technical session, the Department has formed two stakeholder 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 working group that will focus on improvements to the Energy Switch website, including but not limited to the display of municipal aggregation products. The Department convened the initial meeting of the working groups on June 26, 2019. Discussion during the meeting focused on consumer protection issues.

#### II. WORKING GROUP MEETING

On July 31, 2019, from 2:00 p.m. to 4:00 p.m., the Department will convene a meeting of the Energy Switch working group at the Department's offices at One South Station, 5th Floor, Boston, MA 02110. The meeting will focus on municipal aggregation products, in particular, the mechanics associated with providing the product information that will be

displayed on the website, and the manner in which the website will display municipal aggregation products. Chris Bernard of Parallax Consulting, the Department's website vendor, will participate in the meeting. Please note that remote participation via telephone will be available. Additional information will follow.