

TO: Hearing Officer Gregg Wade

FROM: Competitive Supplier Working Group

RE: D.P.U. 19-07 Investigation into Initiatives to Promote and Protect Consumer Interests in the Retail Electric Competitive Supply Market MA Supplier Working Group Assignments – Language/format for the written and oral disclosure of product information

DATE: July 26, 2019

## **INTRODUCTION**

Our working group was tasked with developing a proposal from a competitive supplier standpoint for “b. Language/format for the written and oral disclosure of product information” See Department of Public Utilities (“Department”) July 2, 2019 Hearing Officer Memorandum at p. 2; see also June 24, 2019 Hearing Officer Memorandum outlining goals for June 26, 2019 Department Working Group meeting.

As discussed in more detail below, the Competitive Supplier Working Group’s (“Working Group”) proposal is to require Competitive Suppliers to provide customers with standardized, summarized, contract information at the point of enrollment.

## **PRODUCT INFORMATION RECOMMENDATION**

### **A. Introduction and General Observations.**

1. In order to provide customers with the best information, in an easily digestible format, which allows them to readily compare offers amongst suppliers, the Working Group recommends that Competitive Suppliers be required to provide a Contract Summary (“Summary”) to all customers at the point of enrollment.

Suppliers propose that the Summary, shown as Appendix A, with a Competitive Supplier’s product-specific information be required accompany the Terms of Service provided to the customer at the point of enrollment. The Summary shall appear as the first page(s) of the contract, be in plain language and in a font no less than 10pt. All material information contained within the Summary shall be communicated to the customer during the enrollment process whether the enrollment is conducted in person, electronically or via telephone.

## Appendix A

### Massachusetts Competitive Electric Supplier Contract Summary

Electric Generation Supplier Information	<i>Name, DPU License number, telephone number, website, etc. Plain language statement that Competitive Supplier is responsible for generation/supply charges.</i>
Price Structure	<i>Fixed or variable. If variable, based on what? If variable, how often is the rate expected to vary? If variable, give any applicable ranges/ceilings. If no ranges/ceilings, a plain language statement indicating this fact. If variable, describe when the customer will receive notification of price changes in relation to time of month, final monthly meter read, billing cycle or when the price takes effect.</i>
Generation/Supply Price	<i>\$/kWh or ¢/kWh. If variable rate, the first billing cycle's rate. Any introductory rate with length of term.</i>
Statement Regarding Savings	<i>Plain language that the supply price may not always provide savings to the customer or if savings are guaranteed, under which circumstances</i>
Deposit Requirements	<i>Any deposit requirements necessary for a customer and any terms associated with that deposit, in plain language.</i>
Incentives/Value Added Products and Services	<i>Any bonuses, discounts, cashback, etc. offers and any associated terms, in plain language.</i>
Contract Start Date	<i>Plain language regarding start of Competitive Supplier service (meter reads/billing cycles/etc.)</i>
Contract Term/Length	<i>In months, billing cycles, etc.</i>
Cancellation/Early Termination Fees	<i>Yes or no. If yes, describe the amount of the fee and how to avoid that fee, if possible.</i>
Renewal Terms	<i>Treatment of customer at end of contract or term. Timing of notices. No cancellation/early termination fees. In plain language.</i>
Electric Distribution Company Information	<i>Name, telephone number, website, etc. Plain language statement that EDC is responsible for distribution charges, as well as any emergencies/outages/etc.</i>
Rate Web Site Information	<i><a href="http://www.energyswitchma.gov">www.energyswitchma.gov</a></i>