



# **D.P.U. 19-07-A**

## **Implementation Details**

June 18, 2020

2-4 pm EST



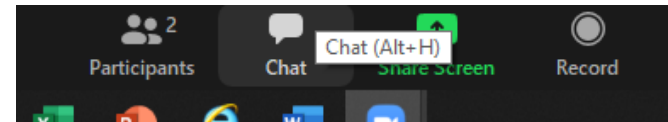
# Purpose

- Improve the Department's understanding of further direction that stakeholders require to allow for an efficient and effective implementation of the initiatives set forth in D.P.U. 19-07-A
- **Not** to discuss the merit of Department decisions



# Submitting Questions/Comments

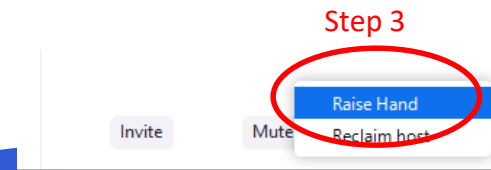
- Discuss issue by issue
- Start by answering the questions that we received in writing and then move on to any additional questions stakeholders may have
- Everyone should stay muted unless called on
- If question is simple, type your comment or question in the chat for everyone to see
  - **Alt+H**
- If question is complicated, select “raise your hand” and we will call on you - **Alt+U**



Step 1



Step 2



Step 3



# License Application Review

(D.P.U. 19-07-A at 7)

## Summary of Initiative (Implementation Date, July 1)

- Department will:
  - post new “complete” license applications (redacted as necessary) on our website for stakeholder comment
  - develop a distribution list to notify stakeholders when a new application is available for comment
- Stakeholders have 15 business days to submit comments
- Applicants have opportunity to respond to comments
- Department to provide further direction on how to (i) access applications, and (ii) be placed on distribution list

## Further Discussion with Stakeholders

- Identify information about licensed entities to be available on Department website without violating confidentiality concerns



# Notification of D2D Marketing

(D.P.U. 19-07-A at 13)

## Summary of Initiative (Implementation Date, August 3)

- Daily notification, two business days prior to marketing day
- Limit of five municipalities
- Identify neighborhoods within Boston
- Provide notifications to Attorney General (on a confidential basis)
- Format specified in Attachment C
- Protective treatment for all but supplier contact information

## Further Discussion with Stakeholders

- Application of municipality limit on regional or vendor basis
- Adoption of neighborhood requirement for other municipalities
- Notification to municipal officials



# Identification of 3<sup>rd</sup> Party Vendors

(D.P.U. 19-07-A at 30)

## Summary of Initiative (Implementation Date, August 3)

- Suppliers required to submit updated list of third-party marketing vendors within ten business days of addition/removal of vendor
- Provide to the Attorney General (on confidential basis)
- Format specified in Attachment D
- Protective treatment of information
- Department will aggregate list of vendors available to the public (without identifying suppliers)



# Contract Summary Form

(D.P.U. 19-07-A at 35)

## Summary of Initiative (Implementation Date, September 8)

- Suppliers required to provide form at point of sale
- Format specified in Attachment E
- Suppliers must submit for Department for review for products with:
  - Variable (monthly) price;
  - Renewable content exceeds the minimum requirements
  - Fees (other than early cancellation or enrollment fee); and/or
  - Additional incentives or “value-added” products/services.
- If Department does not respond within 10 business days, supplier permitted to use form as submitted

## Further Discussion with Stakeholders

- Information regarding renewable energy content
- Presentation of basic service prices



# Marketing Scripts

(D.P.U. 19-07-A at 50)

## Summary of Initiative (Implementation Date, August 3)

- Specified language to be used at beginning of marketing interactions





# Recording of Telemarketing Calls

(D.P.U. 19-07-A at 53)

## Summary of Initiative (Implementation Date, August 3)

- Suppliers required to record/retain telemarketing calls not generated by the customer that exceed one minute (regardless of whether call resulted in enrollment)
- Retain for minimum of two years

## Further Discussion with Stakeholders

- Ensure Department access to recordings in a timely manner



# Review of Marketing Materials

(D.P.U. 19-07-A at 56)

## Summary of Initiative (Implementation Date, September 8)

- Suppliers are required to submit direct mail marketing material for Department review
- Material must clearly identify the name of supplier, and disclose that it is an advertisement for the sale of a product
- Department will not approve if material implies that:
  - mailing is communication from state/utility/municipality
  - consumer's service is at risk
  - supplier is affiliated with municipality aggregation program
- If Department does not respond within 10 business days, supplier is permitted to use material as submitted



# Automatic Renewals

## Notifications (D.P.U. 19-07-A at 62)

### Summary of Initiative (Implementation Date, September 8)

- Suppliers required to send notifications 30-60 days prior to expiration of contracts
- Language specified for upper portion of notification
- Suppliers provided discretion for language to be used in lower portion of notification
- Format shown in Attachment F



# Automatic Renewals

## Reports (D.P.U. 19-07-A at 67)

### Summary of Initiative (Implementation Date, August 3)

- Suppliers required to report semi-annually on the number of residential customers served through automatic renewal
- Initial “limited” report due August 3, 2020
- Subsequent “full” report due February 1, 2020
- Format specified in Attachment G
- Protective treatment of information
- Department to provide further direction regarding definition of automatic renewal



# Customer Enrollment Reports (D.P.U. 19-07-A at 73)

## Summary of Initiative (Implementation Date, August 3)

- Suppliers required to report semi-annually on number of residential/low-income customers enrolled, by marketing channel
- Initial “limited” report due August 3, 2020
- Subsequent “full” report due February 1, 2020
- Format specified in Attachment H
- Protective treatment of information



# Energy Switch

(D.P.U. 19-07-A at 79)

## Summary of Initiative (Implementation Date, TBD)

- Municipal aggregation products to be listed on Website
  - default product always listed under basic service (no special treatment for other products)
- New rule - Website will display information about a product's voluntary renewable energy content if voluntary component is composed entirely of RPS Class I resources
  - Both municipal aggregation and competitive supply products

## Further Discussion with Stakeholders

- Display of voluntary renewable energy content



# Next Steps

- Discussion
- Note: we will be posting information on our mass.gov webpages:
  - Electric: <https://www.mass.gov/information-for-competitive-suppliers-and-electricity-brokers>
  - Gas: <https://www.mass.gov/information-for-gas-competitive-suppliers-and-retail-agents>