

From: Wade, Gregory (DPU) <Greggory.Wade@mass.gov>
Sent: Friday, April 9, 2021 11:29 AM
Subject: D.P.U. 19-07 - Distribution of Straw Proposals on Tier Two Initiatives

Good morning -

On March 17, 2021, the Department issued a Hearing Officer Memorandum (“Memorandum”) in D.P.U. 19-07: <https://fileservice.eea.comacloud.net/FileService.Api/file/FileRoom/13267113>. In the Memorandum, at 7, Department staff requested that the Competitive Supplier Group draft straw proposals the following Tier Two initiatives: (1) customer access to future monthly prices; (2) development of a wholesale market price index; (3) best practices for the terms and conditions of automatic renewal products; (4) best practices for the conduct of TPV calls, including a uniform TPV script; and (5) an “Enroll with Your Wallet” approach. Department staff stated that it would draft straw proposals for the following Tier Two initiatives: (1) Contract Summary Form language for monthly-price products; (2) notification of increase in monthly price; (3) customer complaint scorecard; (4) reporting requirement for monthly price products; (5) best practices for low-income customer products; (6) reporting requirement for renewable energy products; (7) notification of telemarketing campaigns; and (8) pro-active access to marketing call recordings. On April 2, 2021, Department staff held a procedural call with the Competitive Supplier Group to discuss the timing of the requests set forth in this Hearing Officer Memorandum. During that discussion, it was agreed that the Competitive Supplier Group and Department staff will distribute the straw proposals to stakeholders no later than May 18, 2021. The Department will establish next steps in this proceeding upon our review of the Competitive Supplier Group proposals.

Best regards,

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