



The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

MEMORANDUM

TO: D.P.U. 19-07 Distribution List

FROM: Lauren Morris and Timothy Federico

RE: Investigation into Initiatives to Promote and Protect Consumer Interests in the Retail Electric Competitive Supply Market, D.P.U. 19-07
Reconvening Stakeholder Working Group

DATE: April 9, 2025

CC: Mark Marini, Secretary

I. INTRODUCTION

On March 6, 2025, the Department convened a meeting of the D.P.U. 19-07 Stakeholder Working Group ("Working Group").¹ The meeting focused on a staff presentation that set forth a proposal on the actions the Department could take to address (1) deceptive/misleading marketing targeting vulnerable customers, and (2) high prices ("Energy Switch Proposal"). In a D.P.U. 19-07 Hearing Officer Memorandum (March 13, 2025), the Department, announced that it will convene a meeting of the Working Group on **Wednesday, April 16, 2025, at 10:00 a.m** that will focus on stakeholders' responses to staff's Energy Switch Proposal.² In a subsequent Hearing Officer Memorandum (April 2, 2025), the Department identified those stakeholders that informed the Hearing Officers that they seek to make a presentation during the April 16, 2025 Working Group meeting. This Hearing Officer Memorandum sets forth the agenda for the meeting.

¹ For information on this meeting, see D.P.U. 19-07, Hearing Officer Memorandum (February 25, 2025).

² The meeting will be held in person at the Department's office, One South Station, 3rd Floor, Boston, Massachusetts.

Department staff notes that, to facilitate a useful discussion during the April 16, 2025 Working Group meeting, we have met individually with stakeholders participating in the Working Group. Staff summarizes those discussions below.

II. SUMMARY OF DISCUSSIONS WITH STAKEHOLDERS

Competitive Suppliers

- On March 19, 2025, Department staff met with John Holtz (NRG Energy) via Teams to discuss his proposal for a focus group, as put forth during the March 6, 2025 Working Group meeting. As indicated in the April 2, 2025 Hearing Officer Memorandum, NRG Energy will sponsor a presentation on this topic at the April 16, 2025 Working Group meeting.
- On April 7, 2025, Department staff met with Dr. Debra Borie-Holtz (who will be presenting at the April 16, 2025 Working Group meeting) via Teams to better understand the process and mechanics of focus groups.³

Department of Energy Resources (“DOER”) – On March 24, 2025, Department staff met with DOER staff via Teams to discuss DOER’s willingness to make a presentation at the April 16, 2025 Working Group meeting related to the display of voluntary renewable products on the Energy Switch website. As indicated in the April 2, 2025 Hearing Officer Memorandum, DOER has agreed to make such a presentation.

Municipal Aggregation Consultants

- On March 19, 2025, Department staff met with Paul Gromer (Mass Power) via Teams to discuss the interim steps the Department could take while work on staff’s Energy Switch Proposal was ongoing, as Mr. Gromer proposed during the March 6, 2025 Working Group meeting.
- On April 8, 2025, Department staff met with the Cape Light Compact, Colonial Power Group, Good Energy, and Mass Power to discuss concerns that municipal aggregators and their consultants may have with staff’s Energy Switch Proposal.

National Consumer Law Center (“NCLC”) - On April 9, 2025, Department staff met with Jenifer Bosco and Jeremiah Battle to discuss concerns that low-income advocates such as NCLC may have with staff’s Energy Switch Proposal.

III. AGENDA

1. Introductions (10:00 – 10:15)
2. Stakeholder Presentations (10:15 – 1:00)⁴ - with 20-minute break

³ In preparation for the meeting, staff sent Dr. Borie-Holtz a list of questions regarding focus groups, which are included herewith.

⁴ For information on the presentations, see D.P.U. 19-07, Hearing Officer Memorandum (April 2, 2025). The Department requests that stakeholders (1) limit each presentation to

- i. Boston Climate Action Network and the Fairmount Indigo CDC Collaborative;
 - ii. Boston Hospital;
 - iii. DOER
 - iv. Green Energy Consumers Alliance;
 - v. NRG Energy;
 - vi. Retail Energy Supply Association and Retail Energy Advancement League; and
 - vii. Arbor Energy Brokerage Services, LLC.
3. Lunch (1:00 – 2:30)
 4. Discussion (2:30 - 3:30)

Staff expects that much discussion will take place during the presentations identified above. Staff reserves this time for further discussion that may cut across the different presentations.

5. Next Steps (3:30 – 4:30)

In a March 28, 2025 email, NRG Energy recommended that, as a next step in the Working Group process, the Department establish the following subgroups to address the details of staff's Energy Switch Proposal, as well as any alternative or additional recommendations offered by stakeholders:

- Customer focus groups;
- Energy Switch enrollments;
- Contract renewals; and
- Renewable energy offers.

NRG Energy proposed that the Department establish a deadline for each subgroup for presenting initial findings and recommendations, to be followed by a meeting of the Working Group to hear reports from each subgroup.

Department staff considers NRG Energy's proposed approach to be an effective and efficient way to move forward with the Working Group process. Staff seeks to discuss this approach with stakeholders. Please contact Lauren Morris or Timothy Federico with any questions.

20 minutes, and (2) distribute their presentation(s) to the D.P.U. 19-07 distribution list no later than Friday, April 11, 2025.