

Standard Offer Conference Call

WELCOME

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Billing and Supplier Services Team

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SOP Changes

- EGS are required to OPT in semi-annual vs Quarterly
- PPL is required to provide the SOP supplier with the customers phone number, email address or both, upon receiving consent to release the information during the call. If consent is not given, the report will be blank and will not be provided.
- There are new fields that will be on the referral report with this information
- There will be a new format for the rates codes for future periods.
- A new Binding Agreement is needed for anyone that will start participating in the period starting **June 1, 2021**. Once you submit a new binding agreement you will not need to submit a new form, with the exception of a contact form change, missed period or change in your customer group participation (ie: Commercial/ Residential or both)

Rate Format Change

- There will be a new format for the rates codes for future periods (ie:SOR2P1 or SOS2P1)
 - SOR = Residential Rate
 - SOS= Commercial Rate
 - 1P would mean first period (December 1 to May 31)
 - 2P would mean second period (June 1 to November 30)
 - 1 would mean the last digit of the year we are in (but the year will change effective December for this program) ie: December 2021 will be SOR1P2

CAP Customer Changes

- As of June 1, 2021, CAP customers are no longer able to shop
- If the CAP customers have an existing supplier, they are allowed to finish out the contract, but the supplier **MUST** drop them at the end of the current contract
- If the customer is a **NEW** CAP customer, they must drop the supplier before they can be approved for the CAP program.
- When a CAP customer comes up for recertification, they must drop their supplier at that time recertification. If they do not choose to drop their supplier, they will no longer be eligible for the CAP program.

Enrollment Timeline

- EGS Obligations: Initiate EDI Enrollment transaction no later than 3 business days after the Referral.
- EGS Control: Suggest EGSs develop internal controls to ensure EDI Enrollments have been sent. Compare against Referral Report.

EDI Enrollment Transactions

- EGS Obligation: EGS must enroll the referred customers using the Rate Ready Bill Option.
- EGS Obligation: EGS must enroll using the correct rate code for the Referred date, regardless of when the Enrollment is sent. The appropriate rate code is on the Referral Report.
 - For example; Referral date is November 30th, and the Enrollment is not sent until December 1st, the rate code in affect in November is required. (SOR4Q3)
- EGS Obligation you must serve the account for 12 months from enrollment date unless customer decides to drop or re-enroll with SOP for lower rate. There is no cancellation charges permitted with SOP program

Enrollment Errors

- EGSs cannot use a non-standard offer rate code for SOP referrals.
- When a non-standard offer rate code is sent, the Enrollment will be rejected on a not-yet-active buffered account.

Frequently Asked Questions

- What happens when customers already enrolled with the EGS come in via the SOP process?
 - You will need to process an EDI change request for the proper rate and proper billing option for the referral that was sent.
- What happens when SOP accounts are submitted for enrollment, but then rejected by PPL for 'Account Exists but Is Not Active.'?
 - This is because the EGS submitted the 814 Enrollment with a non-SOP rate code. Resend corrected 814 Enrollment.
- Website: <https://www.pplelectric.com/utility/about-us/for-generation-suppliers/general-supplier-reference-information/standard-offer-program>

Notification

- The Standard Offer EGS Participant need only execute and submit the Binding Agreement to PPL Electric one time.
 - Once you submit a new binding agreement you will not need to submit a new form, with the exception of a contact form change, missed period or change in your customer group participation (ie: Commercial/ Residential or both)
- However, in order to be a participant during each period, it must utilize distinct Rate Codes for each period through the PPL Electric System and notify the Company via e-mail of its intent to participate per Article 4 of the SOP Rules. Any EGS failing to notify the Company of its intent to participate in the Program will be excluded from that period's SOP offering.

Questions?

