**PPL Electric Utilities Corporation**

**Standard Offer Program  
Process and Rules**

**Dated: June 1, 2021**

**STANDARD OFFER PROGRAM PROCESS and RULES**

**TABLE OF CONTENTS**

[ARTICLE 1 INTRODUCTION 2](#_Toc350336536)

[ARTICLE 2 INFORMATION AND SCHEDULE 5](#_Toc350336537)

[ARTICLE 3 GENERAL REQUIREMENTS 5](#_Toc350336538)

[ARTICLE 4 EGS Qualification Requirements 6](#_Toc350336539)

[ARTICLE 5 Customer Communications and Customer Allocation Process 8](#_Toc350336540)

[ARTICLE 6 EGS Obligations 9](#_Toc350336541)

[ARTICLE 7 Program Costs and Invoicing 10](#_Toc350336542)0

[ARTICLE 8 REPORTING REQUIREMENTS 11](#_Toc350336543)

[ARTICLE 9 RESERVED RIGHTS 11](#_Toc350336544)1

[EXHIBIT 1 Standard Offer Program Binding Participation Form 12](#_Toc350336545)2

[EXHIBIT 2 Standard Offer Program Contact Form](#_Toc350336546)………………………………………...….15

# **ARTICLE 1 INTRODUCTION**

1. **Introduction**
   1. This Standard Offer Program Process and Rules document (“SOP Rules") defines the processes and rules for PPL Electric Utilities Corporation’s (“Company” or “PPL Electric”) Standard Offer Program (“SOP” or “Program”), implemented pursuant to the Pennsylvania Public Utility Commission’s (“PA PUC” or “Commission”) Final Order to PPL Electric Utilities Corporation Default Service Program and Procurement Plan V at Docket No. P-2020-3019356.
   2. PPL Electric is issuing this SOP Rules document, as a continuous program from June 1, 2021 through May 31, 2025, to solicit participation from Retail Electric Generation Suppliers (“EGS”) in a customer referral program, to serve Residential and Small Commercial & Industrial (“Small C&I”) Customer Groups. Customers who are participating in OnTrack[[1]](#footnote-1) are not eligible to participate in SOP. The Residential Customer Group is defined on the basis of the Company’s existing specific rate schedules as shown in the following table. The Small C&I Customer Group is defined as those customers under 25kW demand and subsequently on the basis of the Company’s existing specific rate schedules as shown in the following table. To the extent an existing rate schedule is modified, or replaced by successor rate schedules, PPL Electric, at its sole discretion, will place that rate schedule in the appropriate Customer Group.

|  |  |  |
| --- | --- | --- |
| **Customer Group** | **Rate Schedule** | **Description** |
| **Residential** | RS | RS – Residential Service |
| RTS | RTS(R) – Residential Service – Thermal Storage |
| **Small Commercial & Industrial** | GS-1 | GS-1 – Small General Service |
| GS-3 | GS-3 – Large General Service – Customers with less than 100 kW peak demand |
| GH-2 | GH-2(R) – Separate Meter General Space Heating Service |
| LP-4 | LP-4 – Large General Service (12 KV or Higher) – Customers with less than 100 KW peak demand |
| BL | BL – Borderline Service – Electric Utilities |
| SA | SA – Private Area Lighting |
| SM | SM(R) – Mercury Vapor Street Lighting |
| SHS | SHS – High Pressure Sodium Street Lighting |
| SE | SE – Energy Only Street Lighting Service |
| SLE | SLE – Light Emitting Diode (LED) Street Lighting Service |
| TS | TS(R) – Municipal Traffic Signal Lighting Service |
| SI-1 | SI-1(R) – Municipal Street Lighting |
| Standby | Rule 6A – Standby Service for Qualifying Facilities applicable to customers in the above listed rate schedules. |

* 1. Customers participating in the SOP will receive a fixed rate for a twelve-month period that is equal to a 7% discount off the Price-to-Compare (“PTC” or “Default Service”) in effect at the time the customer enrolls in the SOP.
  2. A participating EGS, subject to the qualification requirements discussed in Article 4, will provide retail supply for eligible Residential and/or Small C&I customers who elect to participate in the Program and who are successfully enrolled into the Program as discussed in Article 5. Any Participating Customer may return to Default Service or choose another EGS in accordance with the Company’s standard switching requirements, without penalty.
  3. EGSs interested in participating in the Program must initially meet Pre-Qualification Requirements to participate as provided in Section 4.2.
  4. Once all Pre-Qualification Requirements are met, an EGS must meet the SOP Period Qualification Requirements in order to be an EGS Participant in any SOP Period (hereinafter defined). Section 4.3 details the Qualification requirements.
  5. If during any SOP Period there are no EGSs meeting the Pre-Qualification Requirements to participate in the Program, or if no pre-qualified EGSs have met the SOP Period Qualification Requirements, the program will not be offered for that SOP Period. There must be at least one (1) qualified EGS with a submitted rate code for either the Residential or Small C&I Program. If a rate code is not submitted for either customer class, then that class (without a rate code) will not have a Program offering for that SOP Period.
  6. Each Participating EGS must pay its share of the Program costs as set forth in Article 7.
  7. EGSs are required to independently maintain their own data and information for all customers enrolled in the Program. The Company is not responsible for the reporting of any information on the Program for Participating EGSs. See Article 8 for more information.
  8. **Definitions:** In addition to terms defined elsewhere in this SOP Rules, the following definitions shall apply:

“CAP customers” means a residential customer enrolled in PPL Electric’s Customer Assistance Program, OnTrack.

“EDI” – Electronic Data Interchange, which is a standardized format for the electronic transfer of data between entities.

“Electric Generation Supplier” or “EGS” is defined as a retail generation supplier.

“Eligible Customers” include any default service Residential customer, with the exception of CAP customers, or Small Commercial & Industrial customer less than 25kW who contacts PPL Electric’s Call Center, other than for termination or emergency calls. This also includes any eligible shopping customer that actively requests participation in the Program. See Section 1.2 for a list of eligible customer rate classes by customer group.

“Participating EGS” or “EGS Participant” is an EGS that has successfully met Pre-Qualification and SOP Period Requirements.

**“**Participating Customer**”** means any eligible Residential customer or Small Commercial and Industrial customer under 25kW in PPL Electric’s service territory that affirmatively elects to participate and successfully enrolls in the Program.

**“**Program Costs**”** means the costs that PPL Electric will incur to administer and communicate the Program to Eligible Customers.

“Program Term” means the period beginning on June 1, 2021 through May 31, 2025.

“Price-to-Compare Period” or “SOP Period” means the six (6) calendar month periods as follows: June – November and December –March.

“Pre-Qualification Requirements” are those requirements that any interested EGS must complete to initially qualify for the Program, as set forth in Article 4 of this SOP Rules document.

“SOP Period Qualification Requirements” are those SOP Period requirements, corresponding to the Price-to-Compare Period, that an EGS must complete once meeting all Pre-Qualification Requirements, as set forth in Article 4 of this SOP Rules document.

“Rate Ready Billing” billing scenario in which the EGS provides the Company its billing rates so that the Company can complete the billing calculation and bill delivery.

# **ARTICLE 2 INFORMATION AND SCHEDULE**

1. **Information and Schedule**
   1. PPL Electric will post information for this Program on the PPL Electric website on its General Supplier Information webpage: https://www.pplelectric.com/utility/about-us/for-generation-suppliers/general-supplier-reference-information/standard-offer-program.aspx. This website will serve as the main source of information for the Standard Offer Program. Prospective EGS Participants are requested to use this website for current information about all aspects of this Program and to access all essential documents.
   2. The Program will be offered by PPL Electric to all eligible non-shopping Residential customers and Small C&I customers under 25kW starting in June 2021. The Program will be offered on a semi-annual basis based upon the SOP Period.

# **ARTICLE 3 GENERAL REQUIREMENTS**

1. **General Requirements** 
   1. Participating EGSs must adhere to the terms and conditions of the Program and fulfill all requirements of this SOP Rules document and Standard Offer Program Binding Participation Form. In the event an EGS fails to adhere to the Program terms and conditions the EGS will not be allowed to participate in the Program.
   2. The submission of the Standard Offer Program Binding Participation Form to the Company constitutes the EGS’s acknowledgement and acceptance of all the terms and conditions of this SOP Rules document.
   3. All Representations in this Program and documents executed must be done by an individual authorized to 1) make contractual commitments on behalf of the EGS to provide retail customer generation supply and 2) to financially bind the Participating EGS.
   4. Participation in this Program shall constitute an Agreement by EGS to abide by the terms and conditions of the Program as set forth herein.  In the event of a material default by an EGS in any of its obligations under this Program, PPL Electric shall have the right to terminate the EGS’s participation in the Program upon providing 10 business day written notice of the default to the EGS, directed to the contact listed in Exhibit 2. The EGS shall be permitted to continue participating in the Program if it cures the default during the 10 business day notice period.  PPL Electric also may seek whatever remedies, including but not limited to reasonable attorneys’ fees, to which it may be entitled before the Commission, or a court of competent jurisdiction.  The venue for any court action shall be in the Court of Common Pleas for Lehigh County or in the District Court for the Eastern District of Pennsylvania in Allentown.

# **ARTICLE 4 EGS Qualification Requirements**

1. **EGS Qualification Requirements**
   1. The EGS Qualification requirements are broken down into two components: 1) Pre-Qualifications (Section 4.2) and 2) SOP Period Qualifications (Section 4.3).
   2. Pre-Qualification Requirements:
      1. All EGSs must complete a one-time, pre-qualification process to allow the EGS access and future participation in the Program. Pre-qualification is composed of two primary steps: 1) Certification requirements (Section 4.2.2) and 2) Document completion and execution (Section 4.2.3).
      2. Pre-qualification initially opens July 1, 2013 and remains open on a rolling basis. In order to pre-qualify for participation in any SOP Period, EGSs must submit all materials (as defined in this Article 4) at least 5 business days prior to the start of a new SOP Period. Pre-qualification is a one-time submission event.
      3. Certification:
         1. An EGS must be licensed as an EGS by the Commission with authority to provide service to Residential and/or Small C&I customers in PPL Electric’s service territory. If an EGS loses its license to serve customers in PPL Electric’s service territory it may not participate in the Program.
         2. An EGS must be registered with PJM as an EGS to participate in the Program.
         3. An EGS must be certified by PPL Electric to exchange data using the EDI process, through the EDC consolidated billing level. EGSs must be certified by PPL Electric as Rate Ready Billing.
         4. All EGSs must meet the certification requirements on or before 5 business days prior to the start of a SOP Period to be eligible to participate in the Program (contingent upon completion of the additional qualification requirements set forth in Section 4.2 and 4.3). Furthermore, EGSs must meet the certification requirements prior to PPL Electric accepting the Standard Offer Program Binding Participation Form and Standard Offer Program Contact Form.
         5. Any EGS that is already Rate Ready Billing certified by the Company is already deemed certified and does not have to recertify to pre-qualify.
      4. Documentation:
         1. Every EGS must complete and execute the Standard Offer Program Binding Participation Form (Exhibit 1). The Standard Offer Program Binding Participation Form must be executed by an Authorized Individual of the EGS. Additionally, every EGS must fully complete the Standard Offer Program Contact Form.
         2. Hardcopies of both the Standard Offer Program Binding Participation Form and Standard Offer Program Contact Form must be received in hard-copy format by PPL Electric at least 5 business days prior to the start of a SOP Period in order for the EGS to be eligible to participate in the Program (contingent upon completion of the additional qualification requirements set forth in Section 4.2 and 4.3). Any EGS failing to execute these documents will result in PPL Electric eliminating that EGS from participating in the Program until such time that the EGS submits completed and executed materials. It is of the sole responsibility of the EGS to cure any deficiency in the documentation materials.
         3. All correspondence should be mailed to:

PPL Electric Utilities Corporation

Standard Offer Program

827 Hausman Road, LEHSC

Allentown, PA 18104

Attn: Manager – Billing Operations

* 1. SOP Period Qualification Requirements
     1. Each EGS that is pre-qualified must notify the Company via e-mail of their intent to participate in the upcoming SOP Period, including identifying the Customer Groups in which they intend to serve. The EGS must notify the Company by e-mail (see Section 4.3.2 for the contact e-mail address) on or before 5 business days prior to the start of the SOP Period. If the EGS does not notify the Company of their intent to participate, they will not be included in that SOP Period’s Program.
     2. All communications regarding an EGSs intent to participate in an SOP Period Program must be made to the following e-mail address: PPLUtilitiesSupplier@pplweb.com.

# **ARTICLE 5 Customer Communications and Customer Allocation Process**

1. **Customer Communications and Customer Allocation Process**
   1. The Program will be initially offered by the Company to all eligible PPL Electric Default Service customers who contact the Company call center, with the exception of those defined in Section 5.1.4. Before offering the Program, the Company will first resolve the customer’s concerns or inquiry that was the reason for the call. The initial Program offering will only include a summary overview of the Program – upon interest of the customer, they will be transferred to a third-party to learn more information and enroll.
      1. The Company will offer the Program to new or moving customers upon completing new account set-up.
      2. Enrolled Customer Assistance Program (CAP) customers are not eligible to participate in this Program.
      3. Residential and Small C&I less than 25kW shopping customers in the PPL Service territory calling the Company will not be actively offered the Program. If a shopping customer actively inquires about the Program, the Company will allow for the customer’s participation and inclusion. The Company will explain to the customer that terminating their existing shopping contract to participate in SOP may trigger early termination fees.
      4. The Company will not offer the Program to Default Service customers calling for an emergency or for termination of service.
   2. Customers interested in the Program will be transferred from PPL Electric to a third-party vendor, who will then give the customer additional information on the Program and allow the customer to enroll. Customers who have a specific EGS in mind may enroll with that EGS. Otherwise, customers will be told that they will be randomly assigned to a Participating EGS.
   3. If during any SOP Period there are no EGSs meeting the SOP Period Qualification Requirements, the Program will not be offered to customers for that SOP Period. If such an event occurs, Company call scripts will be modified to not offer the Program.
   4. The Company will utilize an algorithm to randomly assign customers to participating EGSs. The algorithm is designed to assign an equal amount of customers to participating EGSs. As the customer accounts get assigned to an EGS, the accounts will be added to each EGS’s referral report, real time.
   5. At any point during the day, an EGS can access customer-specific data and information for those customers which have been assigned to the EGS through the supplier portal. This data is available via the Company’s Supplier portal for each participating supplier at: https://supplier.prod.pplweb.com/eusupplierportal/Secured/Retail/SOReferrals.aspx

# **ARTICLE 6 EGS Obligations**

1. **EGS Obligations**
   1. All Participating EGSs, upon receipt of the customer assignment data file (see Article 5.5), must begin the customer enrollment process. This process includes communicating the terms and conditions of the Program to the customer (Section 6.2) and the completion and submission and processing of the EDI 814 enrollment request transaction with the Company (Section 6.3).
   2. Within three (3) business days upon an EGS receiving a list of customer assignments, the EGS must issue a letter to the customer detailing the terms and conditions of the Program. Additionally, the EGS is obligated to comply with all rules and requirements set forth in 52 Pennsylvania Code Chapter 54. The terms and conditions of the Program that shall be communicated to the customer include:
      1. The generation rate will be set at 7% below the PTC at the time the customer elects the Program. Additionally, the rate must remain fixed for a 12 billing cycle term.
      2. There will be no early termination fee or penalties.
      3. The customer will remain on the EGS’s service at the conclusion of the contract on a month-to-month contract, at a rate set by the EGS, until the customer elects a different rate by the EGS, chooses an alternative supplier, or returns to default service.
   3. Within 3 business days following the customer’s rescission period for enrollment, the EGS must enroll assigned customers through the EDI 814 enrollment process. The Company will respond to the EGS with an EDI 814 enrollment response transaction indicating to the EGS whether the enrollment has been accepted or rejected by the Company and if accepted, the date the EGS should begin serving the customer.
      1. An EGS may not limit or reject any customer assigned to it through the Company’s assignment process.
   4. Following the submission of the EDI 814 enrollment, a customer will begin supply with the EGS on the date communicated to the EGS by the Company via the EDI 814 enrollment response transaction. This date is calculated according to the 3 Business Day Switching Rule with an exception noted in Section 6.4.2, below.
      1. Customers may choose to remain in their current shopping contract or on Default Service without taking service from their assigned EGS during the 3-day contract rescission period.
      2. New and Moving customers will begin supply with the EGS on the date communicated to the EGS by the Company via the EDI 814 enrollment response transactions. The enrollment response will not be generated until the new account is active. The Company provides a separate pending enrollment report for each EGS that includes all accounts that have not been activated. An EGS will begin supplying the customer as of the customer’s connect date.

# **ARTICLE 7 Program Costs and Invoicing**

1. **Program Costs and Invoicing**
   1. Participating EGSs are required to pay a fee of $28 per referred customer. Any remaining costs shall be included and recovered in the Company’s Competitive Enhancement Rider. The allocation of these costs to the Customer Groups will be determined consistent with the cost allocations accepted by the Commission in PPL Electric’s most recent base-rate proceeding.
   2. Invoices will be issued within 10 business days following the conclusion of the month. Invoices will be issued via e-mail to the EGS based upon the contact information provided.
   3. Once issued an invoice, the EGS is required to pay the invoice within 20 business days to PPL Electric. Payment must be made via Electronic Funds Transfer (EFT). The Company will issue banking information upon successful completion of Pre-Qualification requirements.

# **ARTICLE 8 REPORTING REQUIREMENTS**

1. **Reporting Requirements**
   1. Each Participating EGS is independently responsible to maintain data and information regarding its participation and assigned customer participation in the Program. It is also the Participating EGS’s responsibility to provide support or evidence, if called upon, in the event of a formal or informal complaint filed at the PUC by or for a customer with regards to a customer’s participation in the Program.
   2. The Company will not be responsible for tracking or reporting on the Program for the benefit of the EGS. Any actions taken by the Company to monitor the program will be completed on its own behalf.

# **ARTICLE 9 RESERVED RIGHTS**

1. **Non-Binding Program** 
   1. Prior to the commencement of any SOP Period Program offering and with PA PUC approval, PPL Electric has the right to withdraw and terminate this Program without any liability or responsibility to any Participating EGS or any other party.
   2. Subject to PA PUC approval, the Company reserves the right to accept or reject, in whole or in part, any and all Agreements, without any liability or responsibility to any Participating EGS or any other party, for reasonable cause including, but not limited to, adverse statutory changes or interpretations, issuance of new PA PUC orders and/or regulations, market conditions, etc., that preclude this Program from being implemented in substantially the manner described herein. Pursuant to these SOP Rules, PPL Electric shall reject any documents or agreements, including but not limited to the Standard Offer Program Binding Participation Form and Standard Offer Program Contact Form, submitted in response to this Program that are incomplete, or do not conform to the requirements of this Program, or are submitted beyond the deadline for submission. If the SOP Binding Participation Form or Contact form are incomplete or do not conform to Program requirements, the EGS will be given written notice and will have 48 hours to cure non-conformance. In no event shall cure period extend or toll the 5 business day qualification submission requirements (see Article 4 for details).
   3. All documents and agreements submitted by Participating EGSs in response to this Program will become the exclusive property of PPL Electric upon the receipt of such document(s).

1. OnTrack is PPL Electric Customer Assistance Prrogram. [↑](#footnote-ref-1)