

Accelerated Switch Timeline and Phases

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Talking Points

- Our customers will be able to switch suppliers three business days after receipt of notification, starting December 15, 2014.
- Each customer will be able to request one three business day switch in a bill cycle, any subsequent switches during a bill cycle will be on the next bill date.
- In addition, if a customer is not satisfied with the scheduled switch, and they call PPL, we will return the customer to default within three business days.
- We expect to have the ability to allow multiple switching by the end of July 2015.
- This will bring us into full compliance with the PUC's order to enable unlimited switching within three days.
- We believe this plan will make it easier for customers to shop and choose plans that best fit their needs.

Accelerated Supplier Switching – Multiple Phase Rollout

December 2014 Changes

- One off-cycle switch per billing period
- Metered accounts only

July 2015 Changes

- Multiple switches per month
- Metered accounts only

September 2015 Changes

- Unmetered accounts – multiple switches

One Switch per cycle – Overview of Dec 2014

Enrollment

- 1st Switch effective within 3 business days
- Subsequent switches following current rules
 - Effective next billing cycle
 - Window shortened from 11 calendar to 3 business days
- Customer request/complaints w/ 2nd switch
 - CCC will have ability to return to POLR up to 3 days – take effect on cycle
 - Disconnect/Connect to end supplier relationship

Billing

- One bill; issued on current meter read cycle

EDI

- Multiple 867's/810's based on period served – no consolidation
- All issued during normal monthly metering cycle

One Switch per cycle – Overview of Dec 2014

Bill Presentation

- Supplier Charges Summary Line Total
- Billing Details
 - Supplier Name added
 - Supplier Phone Number added
- Message Section – Supplier identified on message

Supplier Portal

- Limit bill visibility for periods not served
 - Display EGS specific line items instead
- Reporting will include details by Supplier per bill period
 - 814, 824, Charges

Supplier support needed for the successful implementation of Accelerated Switching

EDI 814 Enrollment – Contract date will be critical in the evaluation of NLI

DTM 129 Segment Per EDEWG Standards

- DTM Date/Time Reference (129=Contract Effective Date)
- The date/time the customer agreed to obtain service from the Service Provider. Specifically, the date/time the customer signed the contract or signed up online to begin service with the supplier. This should not be the system timestamp of the EDI 814 enrollment transaction
- **With Accelerated Switching, if an EGS gets a drop that they do not believe is valid, they have to re-contact the customer and get a new contract date prior to sending in a new enrollment, to avoid a slamming claim**

Last In Enrollment Evaluation

- PPL evaluates “Last In” by the 814 Enrollment request “contract effective date” and “contract effective time” representing the date and time in which the contract was established between the customer and the supplier.
- If multiple suppliers attempt to enroll the same customer on the same day, the supplier with the most recent contract effective date/time will be the supplier of record.
- The other supplier will receive an enrollment rejection response with reason code of NLI - not last in.
- If another enrollment comes in prior to the pending active supplier’s effective date, the contract effective date is interrogated for NLI.

Sample Bill 4 – Customer switch – 2 Suppliers

Billing Summary	(Billing details on back)
Balance as of Mar 26, 2014	\$0.00
Charges:	
Total Supplier Charges	\$401.79
Total PPL Electric Utilities Charges	\$91.51
Total Charges	\$504.72
Amount Due By Apr 16, 2014	\$504.72
Account Balance	\$504.72

PPL Electric Utilities' price to compare for your rate is \$0.08814 per kWh. This changes the 1st of Mar, Jun, Sept, and Dec. Visit papowerswitch.com or www.oca.state.pa.us for supplier offers.

Your Message Center

- Message from Supplier ABC: TEXT 1 TEXT 2
TEXT 3 TEXT 4 TEXT 5 TEXT 6 TEXT 7
TEXT 1 TEXT 2 TEXT 3 TEXT 4 TEXT 5
TEXT 6 TEXT 7
- Message from Supplier XYZ TEXT 1 TEXT 2
TEXT 3 TEXT 4 TEXT 5 TEXT 6 TEXT 7
TEXT 1 TEXT 2 TEXT 3 TEXT 4 TEXT 5
TEXT 6 TEXT 7
- Before digging around your home or property, you should always call the state's One Call notification system to locate any underground utility lines. You can do this by simply dialing 811, which will connect you to the One Call system. Be safe and call 811 before you dig.

Sample Bill 4 – Customer switch – 2 Suppliers

Your Current Supplier Contact Info.

For questions regarding the generation and transmission portions of this bill, please contact your supplier at:

✉ **Supplier XZY**
Customer Services
 P.O. BOX 54321
 CITY, PA 54321

☎ **Phone:**
 1-800-333-0000

Manage Your Account

Visit pplelectric.com for self-service options including:

- View your bill, payment, and usage history.
- Make a payment, set up a payment agreement.
- Start/stop service.
- Enroll in paperless billing, automatic bill pay, budget billing.
- Report an outage, check outage status, and more.

View your rate schedule at pplelectric.com/rates or call **1-800-342-5775** to request a copy.

General Information

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution rates and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

Billing Details - (Bill Acct. 99999-99999)

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Previous Balance	\$394.05	
Payment Received Mar 10, 2014 - Thank You!	<u>-\$394.05</u>	
<i>Balance as of Mar 26, 2014</i>		\$0.00
Charges for - Supplier ABC (1-800-111-0000)		
Supply Charges for Feb 24 - Mar 3		
General Service Rate: RATEABC		
ENERGY CHARGE 1000KH@0.219700	219.70	
Total Supplier ABC Charges		\$219.70
Charges for - Supplier XYZ (1-800-333-0000)		
Supply Charges for Mar 3 - Mar 24		
General Service Rate: RATEXYZ		
Base Load 1,396 kWh @ \$0.07600 /kWh	106.09	
GROSS RECEIPTS TAX \$11.42		
Total Supplier XYZ Charges		\$106.09
Charges for - PPL Electric Utilities (1-800-DIAL-PPL)		
Residential Rate: RS for Feb 24 - Mar 24		
Distribution Charge:		
Customer Charge	14.12	
2,396 kWh at 3.17392800¢ per kWh	76.05	
System Improvement Charge at 1.58%	1.42	
PA Tax Adj Surcharge at -0.08500000%	<u>-0.08</u>	
Total PPL Electric Utilities Charges		\$91.51

Multiple Switching – Overview of July 2015

Enrollment

- Effective w/in 3 days of receiving enrollment
- Stacking based on contract effective date
- Limited Rescission period low probability customers will react in time

Billing

- One bill; issued on current meter read cycle
- EDC Billing demand across whole bill period

EDI

- Multiple 867's/810's based on period served – no consolidation
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Questions?