



## BPU GEA Stakeholder Meeting Comments

2/19/2015

- As discussed, it was brought to the BPU's attention that JCP&L does not provide the capacity and transmission tags when providing the summary data. This info, provided pre-bid, is required in order for suppliers to accurately and competitively price their bid. Otherwise, they are left with a best guess which does not provide the best price which in turn, affects customer's savings.
- We recommend the PTC be standardized on what a consultant should be using. If an average is utilized, customers should have somewhere to reference this either on the BPU site or the EDC's. Utilizing the PTC for that month or even season does not accurately reflect what the PTC will be over the course of the contract.
- Upon providing draft bid documents, comments are received back from both the BPU and Rate Counsel pertaining to offering comparisons for rates beyond the BGS rate expirations. We would like to see guidelines or direction on rate comparison beyond BGS rate expirations from the BPU and Rate Counsel.
- A more clearly defined statement to identify the 10 day EDC rule for supplying summary data is needed (N.J.A.C 14:4-6(f)). We feel it should be within 10 days of receipt of EDC agreement, not 10 days after EDC agreement has been executed. Leaving this open ended allows for different interpretations and therefore different expectations. In order for the consultant to manage the process, this should be defined to a specific date.
- There have been multiple instances where the EDC customer care centers giving incorrect information to customers in a GEA program (i.e. there are penalties if they opt out, budget billing isn't part of the program etc.). We recommend having dedicated training and/or special GEA helpline in each of the EDC's or have EDC's add GEA info sheet for their call centers screens. The incorrect information creates issues and confusion when a program starts and subsequent complaints.
- In efforts to have a competitive program, we would like to see the EDC's post BSG auction rates no later than 4/15 for the new 6/1 rate. This gives some opportunity for auctions and enrollments for June/July start and allow the customers to start realizing savings in the early summer months.
- Since we require budget billing to be part of the program, we look to the EDC's to fix budget billing issues prior to new bills being sent through program. There have been challenges with double billing supply for the 1st and even 2nd months into the program which again creates confusion and angry customers. If there are EDC billing challenges, the EDC should send a special notice to budget bill customers regarding any of the issues, why it's occurring and the steps they are taking to resolve it.

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- As required, the winning supplier must notify customers of any change in a rate 30 days in advance yet the EDC's may do so the day before a new rate goes into effect. Customers then cannot make an educated decision on what is the better rate since the new rate from the supplier may seem artificially high or the PTC artificially low. We recommend requiring EDC's to post changes 30 days in advance just as GEA programs must do.
- Opt outs should only be handled through the consultant. If the customer opt outs through the EDC, we have no way to track that and therefore cannot accurately report participation to our clients or know who not to include for renewal programs. The EDC's will not provide data on who is opting out through them, only drop notices to the supplier.

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