

Accelerated Switch Webinar

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Accelerated Switching

- PPL will begin Accelerated Switching with any EDI received 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 cycle 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.
- Switches, enrollments, drops and bill option changes will all be performed within 3 business days.

One Switch per cycle – December 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 – December 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 XYZ**
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

Accelerated Switching - Cutover

- Accelerated Switch cutover will begin on Friday evening, 12/12/2014.
- Any enrollment/drop requests that are received by 1 p.m. and processed during batch on 12/12/2014 will have the current 11-day switching rules applied.
- Any EDI received after 1 p.m. on Friday, 12/12/2014, will have the new 3 day switch rules applied.
- Suppliers should send in enrollments three business days prior to their desired start date.

Q&A

Q. I take it this is for electric only, is that right?

A. Yes just electric (for PPL anyway).

Q. Do you use smart meters or AMR in place to determine the off cycle reading?

A. We have smart meters with daily readings.

Q. Are you prorating or estimating the reading for the off cycle switch?

A. We have actual reads, not estimates.

Q. Who manages the 3 business day rescind, the utility or the supplier?

A. The 3 day commercial law rescind is to be managed by the EGS as it is now.

Q&A

Q. Will every first enrollment in a business cycle be an automatic 3 day switch or is there an indicator that the supplier sends on the EDI request?

A. The first switch in a bill cycle will always be the 3 business day off cycle switch.

- Start date communicated via 814 Enrollment response
- 814 report available on PPL Supplier portal

Q. When you begin to allow multiple switches in a bill cycle, will you continue to send only one bill?

A. Yes. PPL's plans to only have one bill per cycle (PECO is planning on multiple short bills in a cycle).

Q. When should the Supplier send in the enrollment?

A. Three business days before the desired start date.

Q&A

Q. Is Accelerated Switch for all customer classes?

A. Yes, metered customers.

Q. Are any other transactions changing?

A. Inbound 814 changes to bill options for bill ready and dual billing will now become effective as of the start date of the current bill (similar to how rate ready bill option change requests are processed). For example, if the meter read is 1/15/14-2/15/14, and we receive a bill option change on 2/1/14 to modify the option from dual billing to bill ready, the change will become effective as of 1/15/14.

Questions?