

Customer Assistance Program -Standard Offer Program (CAP-SOP)

CAP Standard Offer Program – Timeline

- April 25, 2017 Provided guidelines to potential participating EGSs
- May 1, 2017 June 2017 through November 2017 PTC issued by PPL Electric
- May 4, 2017 Deadline to submit testing documents for new Duns PPL Electric of intent to participate CAP SOP Program for June- August 2017 quarterly period
- June 1, 2017 Implementation date of CAP SOP
- June 8, 2017 Next EDI test flight begins. Paperwork must be received by this date to test for the next quarter (September) participation
- Suppliers must opt in each quarter. If no response we will assume that you are not participating.

CAP Standard Offer Program – EGS Qualification Requirements

Certification

- EGS must be licensed by The Commission with authority to provide service to residential customers in PPL Electric's service territory
- EGS must be certified by PPL Electric for EDC Rate Ready with a new duns+4 that will only be tested for CAP SOP Rate Ready
- For certification, testing will be done in conjunction with PPL's flight test schedule
- The abbreviated rate ready certification testing is only for already EDI certified suppliers
- New suppliers entering the PPL market will be tested during the established PPL market entry testing schedule
- All EGSs must meet certification requirements on or before 5 business days prior to the start of a PTC quarter to be eligible to participate in the program
- All EGS's must generate an inbound drop at the end of the customers current contract (non CAP SOP) with the EGS.

CAP Standard Offer Program – EGS Qualification Requirements

Documentation

- EGS must complete and execute the CAP Standard Offer Program Binding Participation Form and;
- CAP Standard Offer Program Contact Form (Exhibit 1)
- Hardcopies of both forms must be received by PPL at least 5 business days prior to the start of the program quarter, to be eligible to participate
- Per Commission Order CAP Customers only have one vehicle to shop which is the CAP SOP program. PPL will enforce this by only allowing incoming enrollments on CAP accounts that are with a participating CAP-SOP supplier, proper rate and are on the proper billing platform effective on the CAP SOP Implementation date
- The EDI rejection code of NLC (Not Lowest Cost) will be sent for the above rejected enrollments

CAP Standard Offer Program – Customer Communication and Allocation Process

- Customer communications explaining the new shopping program have been sent to all of PPL Electric's CAP customers and will be sent again at re-certification time
- On a quarterly basis, lists of participating suppliers will be created according to the customer group (residential)
- When the allocation process is initiated:
 - The list of participating suppliers is obtained
 - The system will select the next supplier from the list to be offered & mark as offered
 - If program is accepted by customer – tracking table will be updated as selected
 - If program is not accepted by customer – update tracking table with not selected
- The next time the customer allocation function is called, the next supplier in that specific list will be offered. Once the process reaches the bottom of the list, the process will start over
- If a customer requests a specific participating supplier, the account will be referred to that supplier. The supplier must enroll the account under the new duns+4

CAP Standard Offer Program – EGS Obligations

- Accept and enroll all referred customers into the CAP Standard Offer Program
- Initiate an EDI 814 enrollment transaction to the EDC. The EDI enrollment will be processed by the EGS no later than 3 business days after rescission period
- Utilize a PPL-created specific CAP rate ready rate for CAP SOP customers, when enrolling customers in this program. The rate is determined when the referral is generated to the EGS
- EGSs must maintain the account on the rate for 12 billing periods, unless the customer withdraws from the program
- If an EGS suspends participation, it must continue to serve the customers already signed up for the duration of the contract unless customer withdraws
- When the twelve month period expires, the customer will automatically be put back in the pool of suppliers for a new supplier referral (unless the customer requests to go back to POLR)

CAP Standard Offer Program – Reporting Requirements

- EGSs are required to independently maintain their own data and information for all customers enrolled in the program
- PPL Electric will not be responsible for tracking or reporting on the Program for the benefit of the EGS. Any actions taken by PPL Electric to monitor the program will be completed on its own behalf and on behalf of the customer
- Each day, the Company will post to their Supplier Portal EGS customer-specific data and information for those customers which have been assigned to the EGS. This data will be provided via PPL's supplier portal. The referrals for the CAP-SOP will be separate from the traditional SOP. The file data content is shown in Exhibit 2
- Suppliers must request access to the supplier portal via the PPLUtilitiesSupplier@pplweb.com mailbox distribution list

CAP Standard Offer Program – Exhibit 1 CAP Standard Offer Program Contact Form

Please provide contact information for purposes of the SOP (*items with an * are required*):

Company:*

Contact Name:*

Contact Title:*

Address:

Street 1*

Street 2

City*

State*

Zip Code*

Phone Number:*

E-mail Address:*

Fax (Optional):

Standard Offer Program – Exhibit 2 Report Fields made available to Suppliers via Supplier Portal

Report 1 – Fields Needed for supplier to enroll and contact the customer

Bill Account Number

Customer Name

Customer Service Address

Customer Mailing Address

Customer Rate Class

Date/time/time zone customer agreed to obtain service from the Service Provider

Customer Tax Exemption

Customer Rate Code (CAP rate per)

Standard Offer Program – Exhibit 3 - Details of the approved order P-2016-2526627

That the Customer Assistance Program - Standard Offer Program proposed by PPL Electric Utilities Corporation, the Bureau of Investigation and Enforcement, the Office of Consumer Advocate, and the Coalition for Affordable Utility Service and Energy Efficiency in Pennsylvania is approved:

- a) Effective on the CAP SOP Implementation date, the CAP-SOP is the only vehicle that a CAP customer may use to shop and receive supply from an EGS.
- (b) Any CAP customer shopping request that does not get processed through the CAP-SOP will be denied.
- (c) EGSs participating in the CAP-SOP must agree to serve customers at a 7% discount off the PTC at the time of enrollment. This price shall remain fixed for the 12-month CAP-SOP contract unless terminated earlier by the customer.
- (d) CAP customers may terminate the CAP-SOP contract at any time and without any termination or cancellation fees or other penalties.

Standard Offer Program – Exhibit 3 Details of the approved order

- (e) A CAP customer who terminates a CAP-SOP contract or whose CAP-SOP contract reaches the end of its term can re-enroll in the CAP-SOP.

- (f) At the conclusion of a 12-month CAP-SOP contract, the CAP customer will be returned to the CAP-SOP pool and be re-enrolled in a new CAP-SOP contract, unless the CAP customer requests to be returned to default service or is no longer a CAP customer.

- (g) All CAP customer shopping fixed-term contracts in effect as of the effective date of the CAP-SOP will remain in place until the contract term expires and/or is terminated.

- (h) Once the existing CAP customer shopping contract expires or is terminated, the CAP customer will have the option to enroll in the CAP-SOP or return to default service, but in any event will only be permitted to shop through the CAP-SOP.

Standard Offer Program – Exhibit 3 Details of the approved order

(i) PPL Electric will revise its CAP recertification scripts/process so that all existing CAP shopping customers receiving generation supply on a month-to-month basis after CAP SOP implementation date will be required at the time of CAP recertification to enroll in the CAP-SOP or return to default service, but in any event will only be permitted to shop through the CAP-SOP.

(j) EGSs must enroll separate from the standard SOP to be a participating supplier in the CAP-SOP. EGSs are free to voluntarily elect to participate in none, one or the other, or both the traditional SOP and the proposed CAP-SOP. Enrollment will be for a three-month period, and shall conform to the enrollment process for the standard SOP. EGS may opt in to participate in the CAP-SOP on a quarterly basis, and are free to leave the CAP-SOP on a quarterly basis.

Talking Points

- On May 22, 2017 a list will be sent to each supplier that currently has their customers on the CAP Program
- When we send the quarterly announcements for the Standard Offer Program will also send a customer list to the suppliers that have CAP customers
- There is an indicator for Time of Use (TOU) on the Eligible Customer List (ECL). If it states that the customer is NOT Eligible that usually indicates that they are a CAP customer
- PPL has began to educate the CAP customers about what the restrictions are for CAP customers and shopping
- PPL is informing the CAP customers at the time that their current contract ends expires with the supplier, they will have the choice to shop with the CAP SOP program or return to POLR
- The suppliers DO NOT have to send in a drop starting June 1, 2017. The drops will need to be sent at the end of the current contract with the supplier.
- At the end of the 12 months of the CAP SOP contract. PPL will automatically send a new referral to the a participating supplier for the customer. Once the supplier sends in the new enrollment it will generate a drop request to current supplier. This is based upon a 365 day look back to start service.

Current Standard Offer Program Changes as of June 1, 2017

- Invoicing for SOP will be done Monthly VS Quarterly
- The assignment of supplier when the customer calls in to elect SOP or re-enroll we will no longer automatically assign them to their current supplier unless the customer request this to be done.

FAQs

- **How will suppliers know which of their customers are OnTrack participants who are no longer eligible to shop after June 1, 2017?**
 - (A) PPL will be providing each supplier a list that contains the account numbers of OnTrack customers who are currently shopping with that supplier. This list will be provided to suppliers on May 22, 2017. PPL will also provide suppliers with an updated list on a quarterly basis when PPL sends out its SOP and CAP SOP communications. This updated list will capture the supplier's customers who enroll in OnTrack since the previous quarterly update.
- **How will suppliers know which of their customers have enrolled in OnTrack at any time in the future?**
 - (A). PPL will provide all suppliers with a list on a quarterly basis that contains the account numbers of OnTrack customers who are currently shopping with that supplier. This list will be sent out when PPL sends out its SOP and CAP SOP communications. This updated list will capture the supplier's customers who have enrolled in OnTrack since the previous quarterly update.
- **How can suppliers avoid inadvertently contracting with/marketing to OnTrack customers?**
 - (A). PPL's Eligible Customer List (ECL) can be used by suppliers as a tool to identify customers who are on OnTrack. PPL's ECL identifies some customers as "TOU not eligible." This means that the customer is on OnTrack. Suppliers can also ask potential customers whether they are enrolled in OnTrack. PPL is also educating OnTrack customers that the OnTrack Shopping Program is their only method of shopping for electricity, and therefore the OnTrack customer can alert a supplier upfront that he or she is not eligible to shop. If a supplier inadvertently signs an OnTrack customer up as a customer, PPL has safeguards in place to prevent the switch from occurring since the OnTrack customer is ineligible to shop.

FAQs

- **What if a supplier has sent an initial notice or an option notice to a current shopping customer which is enrolled in OnTrack? (These notices are required by PUC regulation to notify the customer that the terms of his or her existing contract are expiring and new terms will be accepted unless the customer acts.**
 - (A) To avoid customer confusion, particularly for OnTrack customers who are currently shopping, PPL has begun taking steps to educate OnTrack customers that as of June 1, 2017, the OnTrack Shopping Program is their exclusive method to shop for electricity. PPL is informing its OnTrack customers that when their current shopping contract ends, they will have the choice of either returning to POLR service or enrolling in the OnTrack Shopping Program. If the contract is set to renew before June 1, 2017, however, the OnTrack customer is still eligible for that contract and can continue on that contract until it expires. For shopping contracts set to renew June 1st or later, the customer list PPL will provide to suppliers on May 22nd will alert suppliers to which customers are no longer eligible to enter into shopping contracts. Suppliers will have to return these customers to POLR service. PPL will leave it to the individual suppliers to determine if and how they want to communicate to these customers, but PPL will continue to educate OnTrack customers as to why they were returned to POLR service and can no longer shop for electricity outside of the OnTrack Shopping Program.

Questions?

Letter sent to On Track customers

- PPL Electric Utilities
827 Hausman Road
Allentown, PA 18104-9392
Tel. 800.342.5775 Fax 484.634.3484
www.pplelectric.com

May 9, 2017

Bill Account Number:

Dear :

As of June 1, 2017, OnTrack customers can enroll in PPL's new OnTrack Shopping Program. This program allows you to purchase electricity from an electric generation supplier at a discount of 7 percent off of PPL's current price to compare. The OnTrack Shopping Program price will remain the same for 12 months.

Because your OnTrack bill is set at a fixed amount until your next recertification, you will not see an immediate reduction in your bill, but it may reduce the amount of OnTrack credits you see each month. If you do enroll, you can withdraw from this program at any time without being charged a cancellation fee. At the end of the 12 months you will automatically be reenrolled in the OnTrack Shopping Program unless you let us know that you do not want to be reenrolled.

OnTrack customers who want to shop for their electricity after June 1, 2017 must do so through the OnTrack Shopping Program. This means that if you are currently shopping, once your electric generation shopping contract ends, you will have the choice to either switch to the OnTrack Shopping Program or return to PPL's default service.

Starting June 1, 2017 you can enroll in the OnTrack Shopping Program by going to pplelectric.com. Click My Account, then click Shop for Electricity, and then click Standard Offer for the shopping Program. You can also call us at 1-800-342-5775 after June 1, 2017 to enroll in the OnTrack Shopping Program.