



STATE OF NEW JERSEY
Board of Public Utilities
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Jon S. Corzine
GOVERNOR

Kristi Izzo
Secretary of the Board
TEL: (973) 648-3426

January 30, 2008

To Whom It May Concern:
(LDCs, CPMs and TPSs on Service List)

Re: I/M/O the Proposal for Account Look-up for Third Party Suppliers and
Clean Power Marketers – Docket No. A07110885

Dear LDCs, CPMs and TPSs and other interested parties:

This notice is to request additional comments from the public regarding a procedure that will be considered by the Board at an upcoming Board Agenda meeting. The basic procedure would require an electric distribution company (EDC) or gas distribution company (GDC) (collectively local distribution companies or LDCs) to provide a customer's account number to a Third Party Supplier (TPS) of natural gas or electricity, or to a Clean Power Marketer (CPM), if the TPS or CPM obtains a signed consent form from the customer for enrollment with the TPS or CPM and notifies the EDC or GDC as set forth herein.

By Board Secretary letter dated November 30, 2007 the Board requested comments on this basic proposal. The Board received several comments on this issue from LDCs, TPSs, CPMs, and other interested parties. These comments are posted on the Board's web site at www.nj.gov/bpu/ and at www.njcleanenergy.com. Based upon these comments, the Board is providing the public the opportunity to respond to the comments that were submitted and to provide further input on specific issues identified below.

Background:

Current enrollment procedures require that each potential customer must provide his or her own utility account number in an application for CPM or TPS services. Generally potential customers do not have ready access to their LDC account number and are unable to complete the application process at the point of sale (for example, at a street fair or mall). The customer must thus take the extra step of retrieving a recent utility bill and finding the necessary account number in order to enroll with the TPS or CPM. This both decreases participation and increases costs, creating a real barrier to efficient and affordable customer acquisition by TPSs and CPMs, thereby impeding customer choice.

To address this matter, the Board will consider a customer account number look-up procedure to ensure ease of access/enrollment for customers and provide for customer protections.

The Board's November 30, 2007 letter requested comments on the following procedure:

Under the procedure, the customer would sign a Board-approved CPM or TPS enrollment form authorizing the release of their account number to the CPM or TPS. The customer would provide their name, address, and phone number on the form and the form would designate the CPM or TPS as the customer's agent for the sole purpose of the customer's enrollment with the CPM or TPS, and would give explicit permission to the EDC or GDC to access the customer's account information for enrollment purposes. The CPM or TPS would submit an electronic list of names and addresses to the LDC and the LDC would check the list against its database to "look up" and retrieve the LDC account numbers. The LDC would then return the list to the CPM or TPS with account numbers for those customers whose names and addresses matched. The CPM or TPS would then enter the account number into the EDI system to enroll the customer.

As a safe guard, the proposed procedure would also provide that, if a CPM or TPS enrolls a customer in error, the CPM or TPS will be required to pay full restitution of any payments made within fifteen business days of a complaint filed with and verified by Board staff. If a customer wishing to participate is not enrolled, the CPM or TPS must commit to enrolling such a customer within fifteen business days of a complaint filed with and verified by Board staff.

Additional input is requested regarding the following issues:

1. The proposed procedure was originally intended to be used at street fairs, malls, trade shows, etc. Staff requests comments regarding whether this procedure should be acceptable at all locations or if it should be limited. For example, if a TPS or CPM goes door to door seeking customer enrollment, should the customer be required to put their customer account number on an enrollment form since they should have access to it at their home, or should they be able to authorize the release of their account number by signing the Board-approved form?
2. One commenter recommended that TPSs and CPMs should be required to pay the LDC for the service of retrieving customer account numbers. The commenter recommended that the payment should equal the LDC's fully allocated cost to provide the service. Staff requests comments on this suggestion. In addition, Staff requests that the LDCs provide estimates of how much it would cost to retrieve customer account numbers considering that the customer's name, address, and phone number would be provided to the LDC electronically.

After reviewing the submitted comments, Staff will finalize its basic proposal to be presented to the Board for consideration.

Comments may be submitted through February 11, 2008 by e-mail to OCE@bpu.state.nj.us, or on paper to:

Kristi Izzo
Secretary of the Board
New Jersey Board of Public Utilities
ATTN: BPU Docket Number: AO7110885
Two Gateway Center, 8th Floor
Newark, New Jersey 07102

Sincerely,

A handwritten signature in black ink, appearing to read "Kristi Izzo", with a long horizontal flourish extending to the right.

Kristi Izzo
Secretary of the Board

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c Service List