

**SJR 91**  
**CONSUMER, ENVIRONMENT & EDUCATION TASK**  
**FORCE**  
**Stakeholder and Interested Party Issue Positions**  
**Matrix Addition (11/6/98)**

| <b>Consensus Group</b>  |   |
|---|---|
| <b>PUBLIC BENEFITS CHARGES TO BENEFIT LOW-INCOME HOUSEHOLDS</b> |   |
| <b>1. Rate subsidy/energy efficiency programs</b>               | The law should establish a statewide low income electric service payments assistance program Home weatherization and energy conservation programs to assist low-income citizens also should be established. |
| <b>2. Eligibility</b>   |   |
| <b>3. Funding</b>   | Low-income payment assistance, home weatherization, and energy conservation programs should be funded through a nonbypassable public benefits charge imposed on all purchasers of electric energy.          |
| <b>4. Administration</b>  |   |
| <b>5. Alternative or supplement programs</b>                    |   |
| <b>6. Other issues</b>  |   |
| <b>CONSUMER EDUCATION</b>                                       |   |
| <b>7. General purpose</b>                                       | To inform consumers about changes in the way they may purchase electric energy and about using electric energy safely, efficiently and in environmentally sound manner.                                     |
| <b>8. When conducted</b>  | In advance of competition and on a continuing basis.  |
| <b>9. Regulatory oversight</b>                                  | SCC should supervise education programs in association with other state governmental agencies.  |
| <b>10.State regulatory agency participation</b>                 |   |
| <b>11.Funding</b>   | Through a nonbypassable public benefits charge imposed on all purchasers of electric energy.  |
| <b>12.Long-term consumer education program</b>                  | Yes. Consumer education should be offered on a continuing basis.  |
| <b>13.Other issues.</b>   | SCC should contract with appropriate private non-profit organizations and other media, educational, and consumer organizations to implement such consumer education programs.                               |

## CUSTOMER AGGREGATION

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| <b>14. Permitted</b>  | Yes. Local governments, community action groups, for-profit entities, and non-profit organizations should be permitted to aggregate customers.   |
| <b>15. Mandatory Licensing</b>  | An aggregator that is a supplier should be licensed by the SCC.  |
| <b>16. Other requirements</b>   |  |
| <b>17. Aggregate residential load</b>                                 | Yes. Electric energy consumers, including residential customers, should have the ability, if they so choose, to aggregate to purchase power in order to increase their buying power.           |
| <b>18. Opt out basis</b>  |  |
| <b>19. Inter-locality aggregates</b>                                  |  |
| <b>20. Aggregation with private entities outside territory</b>        |  |
| <b>21. Aggregation with private entities or localities outside VA</b> |  |
| <b>22. Other issues</b>   | Other than in retained service territories of municipal electric utilities, aggregators should have access to consumers and consumers should have access to aggregators willing to serve them. |

## CONSUMER PROTECTION

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| <b>23. Standard information disclosure</b> | Marketing materials should clearly show separate charges for the various unbundled services.  |
| <b>24. Marketing practices prohibited</b>  | The law should prohibit supplier discrimination and supplier or distributor redlining based on gender, race or income. Private, customer-specific information should be divulged only upon customer consent. The law should protect consumers from unfair and deceptive advertising, marketing and business practices, including misrepresentations of "green power" and intrusive telemarketing tactics. |
| <b>25. Deposit size limit</b>              |   |
| <b>26. Standardized info on bills</b>      | Bills should be clear, informative, and customer-friendly. They should show charges for unbundled services, the supplier's fuel mix and emissions resulting from power generation sold to the customer.   |
| <b>27. Consumer cancellation rights</b>    | Agreement with supplier should be made in writing with a 3-day right to cancel.   |
| <b>28. Protection against slamming</b>     | An agreement to obtain service should be in writing. Accordingly, any agreement made by telephone or electronically should be confirmed in writing.   |

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| <b>29. Protection against certain telemarketing practices</b>    | The law should protect consumers from intrusive telemarketing tactics.   |
| <b>30. Complaint assistance</b>                                  |  |
| <b>31. Other issues</b>  | Safe, reliable and affordable service should be available for all consumers. All suppliers should be licensed by the SCC. License requirements should include assurance of supplier's financial strength and ability to deliver reliable and efficient service, including maintenance of appropriate reserve margin. All suppliers should meet service quality standards set by the SCC. At least at the beginning of transition to competition, the incumbent utility should serve as "supplier of last resort" for customers who do not have the option to purchase from other providers. As soon as practicable, these customers should be bid or assigned among competitors. The incumbent utility should also serve as emergency supplier to any customer whose alternative supplier fails to deliver energy as contracted. |
| <b>ENVIRONMENTAL PROTECTION</b>                                  |  |
| <b>32. Renewable energy promotion</b>                            | Funding for programs that encourage the use of renewable energy resources should be provided by a nonbypassable public benefits charge imposed on all purchasers of electric energy.   |
| <b>33. Air quality provisions in restructuring legislation</b>   |  |
| <b>34. Generation fuels disclosure</b>                           | The law should require disclosure in customer bills of the supplier's fuel mix and emissions resulting from the power generation sold to the customer.   |
| <b>35. Other issues</b>  | Electric restructuring should be implemented so that the competitive market for generation services operates in a manner that maintains environmental quality and offers opportunities to enhance the quality of the environment.  |
| <b>ENERGY EFFICIENCY</b>   |  |
| <b>36. Energy conservation promotion</b>                         | Funding for programs that promote energy efficiency and conservation should be provided by a nonbypassable public benefits charge imposed on all purchasers of electric energy.  |
| <b>37. Public benefits charge for energy efficiency programs</b> | Yes. Funds for energy efficiency and conservation programs should be collected through a nonbypassable public benefits charge and administered by an independent entity.   |

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| <b>38. Other issues</b>                       |   |
| <b>ELECTRIC UTILITY WORKER PROTECTION</b>     |   |
| <b>39. Statutory protection</b>               |   |
| <b>40. Additional costs funding</b>           |   |
| <b>41. Minimum staffing levels</b>            |   |
| <b>42. Continued employment after sale</b>    |   |
| <b>43. New electrical worker requirements</b> |   |
| <b>44. Mandatory training standards</b>       |   |
| <b>45. Other issues</b>                       | <p>Programs that offer education, retraining and outplacement services should be established to assist electric utility employees directly affected by the implementation of competition.</p> |