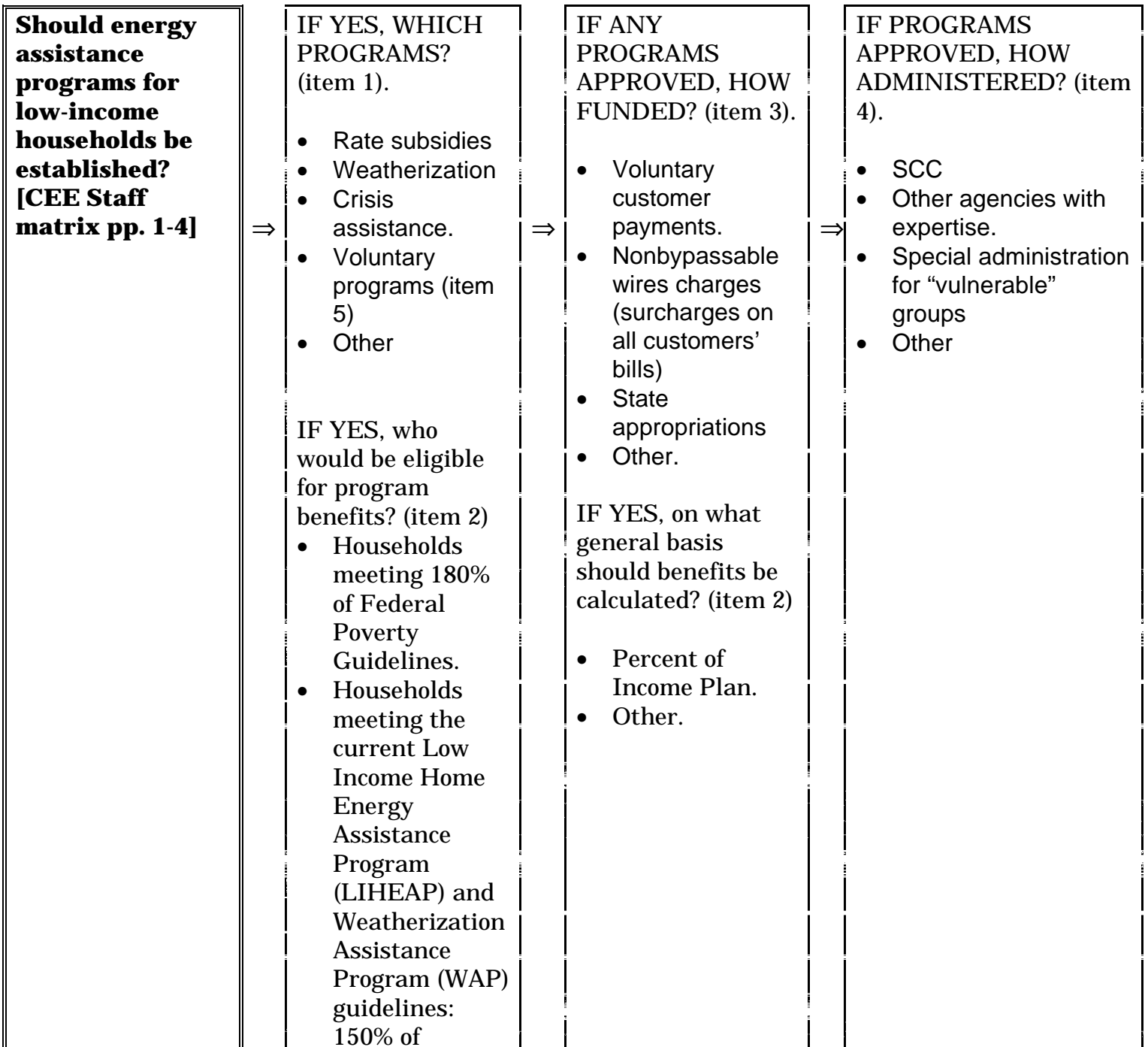


Consumer, Environment & Education Decision Tree

§ 56-590. Public Purpose Programs.



Federal Poverty Guidelines.

- Any low-income household qualifying for any means-tested benefit within the past 12 months.
- Other.



NO

§ 56-587. Voluntary Aggregation.

What requirements should be imposed on aggregators? [CEE matrix, pp. 7, 8; items 14-16]

⇒

- Licensing by the SCC.
- Should be required to post bond
- Adequate demonstration of supply and reserves if acting as supplier.
- Background and financial stability should be checked and verified by regulator.
- Regulatory requirements should distinguish between aggregators representing customers and those representing suppliers of electricity.
- Aggregators should not be permitted to contract with customers as generation providers, unless licensed as generation suppliers.
- Limitations on entry and withdrawal

⇒

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⇒

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[Empty box]

should be reasonable.
• Other.

[Empty box]

[Empty box]



[Empty box]

Should localities be permitted to aggregate the load of their residents, businesses and industries? [staff matrix, pp. 8-10, items 17, 19, 20, 21].



IF YES, what range of aggregation authority should be permitted?

- Aggregate all load within their jurisdictions.
- Form inter-locality aggregates.
- Aggregate load with private entities outside their jurisdictions.
- Aggregate load with localities outside Virginia.
- Aggregate load with private entities outside Virginia.
- Other.



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NO

On what basis should localities be permitted to aggregate load within their jurisdictions?
[CEE staff matrix pg. 9, item 18]



- Opt out
- Opt in..
- Other.



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§ 56-589. Consumer Protection and Education.

<p>Should Consumer education programs be formally established as part of Virginia's restructuring. [CEE Staff matrix, pp. 4-7]</p>	<p>IF YES, for what purpose (item 7):</p> <ul style="list-style-type: none"> • Inform of opportunity to choose generation suppliers. • Interpretation of information generation suppliers required to furnish. • Inform consumers of their rights and obligations in restructuring. • Completely nonpromotional and unbiased. • Other. 	<p>IF YES, when should the programs begin, and for what duration (items 8 & 12).</p> <ul style="list-style-type: none"> • At least 6-12 months prior to commencement of retail competition. • In advance of the transition, during, and for a reasonable period thereafter. • Continue program indefinitely. • Begin on July 1, 1999. • Long term program as well (matrix, pg. 6) • Other. 	<p>IF YES, which agencies or other groups should have regulatory oversight or participation (item 10)</p> <ul style="list-style-type: none"> • SCC should be in charge. • SCC and DMME should be in charge. • SCC should be in charge, assisted by the Office of the A.G. • SCC, plus state agencies with experience in reaching certain target populations (e.g., low income, elderly, etc.) • SCC, assisted by Social Services, Housing & Community Development, Agriculture & Consumer Services and many other enumerated agencies. • Community-based nonprofits should participate. • Other.
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NO

How should Virginia fund consumer education program associated with electric utility restructuring? [CEE matrix, pg 6, item 11.]



- Nonbypassable wires charge, or public benefits surcharge paid by all electric utility consumers.
- Other.



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Should electricity suppliers be required to furnish standardized marketing information in a restructured market? [CEE staff matrix, pg. 10, item 23]



IF YES, what kinds of marketing information:

- price and terms of electricity sale.
- suppliers' fuel mix.
- Suppliers' emissions.
- rights of cancellation.
- Toll-free number for customer assistance.
- Other



- .



NO

Should electricity customers be given any rights of cancellation concerning deregulated services? [CEE matrix, pg. 12, item 27]



IF YES, what rights?

- Cancellation right similar to that in Virginia's Home Solicitation laws: 3, 7 and 15 days suggested.
- Some reasonable period to cancel.
- Other.



-



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NO

Should electricity suppliers be required to furnish standardized billing information in a restructured market? [CEE staff matrix, pg. 12, item 26]

⇒

IF YES, what kinds of billing information:

- distinguish charges for regulated services vs. Unregulated services.
- itemization of all nonbypassable wires charges.
- billing format should be standardized and distinguish charges for regulated services from charges for. unregulated services.
- itemization of all nonbypassable wires charges.
- billing format should be standardized.
- fuel mix
- emissions rates.
- Other.

⇒

⇒



NO

How should Virginia address deceptive marketing practices in a restructured market? [CEE Staff matrix, pg. 11, item 24]

⇒

- Prohibit Slamming.
- Prohibit Cramming.
- Prohibit intrusive telemarketing practices.
- Make the Virginia Consumer Protection Act applicable to the marketing of electricity.
- Direct the SCC to develop regulations governing marketing practices.
- Other.

⇒

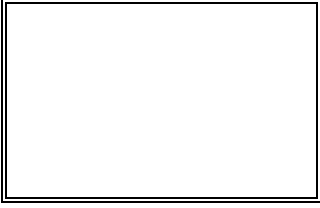
IF SLAMMING IS ADDRESSED IN STATUTE, WHAT PROTECTIONS SHOULD BE PROVIDED? [matrix page 12, item 28]?

- Practice can be satisfactorily addressed through the registration and certification of energy suppliers.
- Require affirmative choice verification.
- Require independent third party verification if supply service sold through telemarketing
- Prohibit slammer from collecting any payment for services from slammed customer.
- Require all electric supply contracts to be in writing.
- Give customers at least three days to cancel contracts after acceptance.

⇒

IF TELEMARKETING IS ADDRESSED, WHAT PROTECTIONS SHOULD BE PROVIDED? [matrix pg. 13, item 29]

- Prohibit the use of misleading supplier names.
- Permit individuals to remove their names from telemarketing lists.
- All telemarketers of electricity should be required to register with the SCC.
- Apply provisions of Virginia Consumer Protection Act to telemarketers of electricity.
- Other.



- Limit provider switching to once a year.
- Other.



NO

Should a centralized complaint bureau be established to received marketing-related and other complaints? [CEE Staff matrix, pg. 13, item 30]



IF YES, what kinds of complaints should be heard?

- Complaints against providers of unregulated services.
- Complaints against regulated distribution companies.
- Complaints against aggregators.
- Against any providers over which licensing or regulatory authority exists.
- Other.



IF YES, who should handle such complaints?

- SCC
- SCC and Department of Agriculture & Consumer Services.
- SCC and Office of the Attorney General.
- Other.



NO

Should any limits be placed on the amounts of customer security deposits required by companies furnishing electric services in a deregulated market? [CEE matrix pg. 11, item 25]



IF YES, what kind?

- SCC could establish.
- Not greater than the cost of one month's service.
- Restrict to customers with poor payment record.
- A reasonable amount under the circumstances.
- Other.



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NO

§ 56-590.1. Environment.

Should Virginia's restructuring legislation promote the use of renewable energy in generating electricity? [CEE staff matrix, pg 16, item 32]



- IF YES, in what way:
- establish renewable energy portfolio requirements.
 - establish a public benefits charge to support commercialization of renewable energy.
 - require suppliers to disclosure fuel mix and emissions information in electricity bills.
 - adopt net metering provisions.
 - Require building inspectors to obtain technical training in the proper installation of solar energy units, for purposes of building code inspections and certifications involving solar units (item 45).
 - Other.



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NO

Should Virginia restructuring legislation address air quality issues associated with the production of electricity? [CEE staff matrix, pg 17, item 33.]



IF YES, how?

- General Assembly should adopt resolution urging Congress to eliminate existing emissions exemptions enjoyed by older power plants, thereby subjecting all generation to the same emissions standards.
- Other.



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NO

Should generation suppliers be required to disclose generation fuels? [CEE staff matrix, pp. 17, 18; items 34; 35]

⇒

IF YES, how should this be done?

- SCC should gather this information and publish it quarterly.
- Adopt the Green-e program, a voluntary program said to help consumers identify green, clean electricity products.
- Disclosure on marketing materials.
- Disclose on customer electricity bills.
- Develop and require standardized fuels disclosure “labels,” using the FDA nutritional information labels as models for uniformity. Labels would be placed on marketing information and bills.
- Other

⇒

IF YES, how will verification issues be addressed:

- False or misleading marketing concerning “green power” sources should be prohibited and subject to sanctions.
- Require a regulatory agency to monitor and verify “green power” sources.
- Other.

⇒

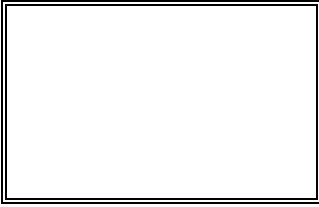
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NO

§ 56-590.2. Energy Efficiency.

<p>Should Virginia’s restructuring legislation include provisions promoting or encouraging energy efficiency? [CEE staff matrix, pg. 19, items 36 and 37.]</p>	<p>⇒ IF YES, what provisions should be included (item 36)</p> <ul style="list-style-type: none">• Tax incentives, e.g., tax credits for homeowner and businesses installing (I) energy efficiency monitoring equipment, and (ii) energy efficient lighting and appliances.• Tax credits for utilities providing energy conservation and efficiency programs.• Energy efficiency “seed projects” through capital outlay for new and renovated public facilities.• Support Virginia’s Weatherization Assistance Programs (WAP) through public benefits charge.• Net metering legislation.• Energy	<p>⇒ IF YES, how should these programs be funded (item 37)</p> <ul style="list-style-type: none">• Public benefits charges.• Tax credits.• Other.	<p>⇒</p> <ul style="list-style-type: none">•
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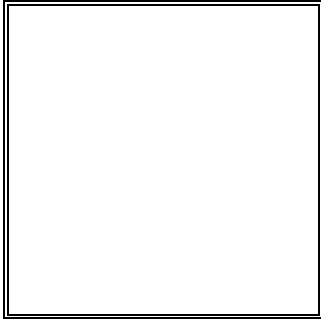
efficiency
consumer
education
programs.
• Other.



NO

§ 56-590.3. Utility Worker Protection.

<p>Should statutory protections be given Virginia's electric utility workers during the transition to retail competition? [CEE staff matrix, pp. 21-24, items 39-44]</p>	<p>⇒</p> <p>IF YES, which ones?</p> <ul style="list-style-type: none">• Require electricity providers to maintain minimum staffing levels linked to reliability (item 41).• Provide "displaced worker" benefits, funded by public benefits charge, e.g., retraining programs, outplacement, etc.• Require purchasers of generation units or stations sold after restructuring to (i) retain current employees, and (ii) honor wage, working conditions, and benefit agreements between former owner and employees (item 42).• Require new entrants into utility market to comply with worker qualification requirements focused on quality, safety and reliability of service (item 43).• Establish mandatory training and skill standards	<p>⇒</p> <ul style="list-style-type: none">•	<p>⇒</p> <ul style="list-style-type: none">•
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for utility workers responsible for systems and equipment affecting safety and reliability (item 44).

- Other.



NO