

AGENDA

Wednesday, September 25, 2019

9:00 a.m. – 4:00 p.m.

Nebraska Public Service Commission Hearing Room, Lincoln, NE

Organizational Notes

Given the large number of attendees expected, we ask that each party designate 1 – 2 representatives to be seated at the main table. Other attendees will be asked to sit in the audience, but are encouraged to speak and contribute to the workshop.

Printed copies of the submitted comments **will not** be available to attendees. Parties are advised to bring their own copies. Comments are available on the Commission's website at the following link: <https://psc.nebraska.gov/natural-gas/consumer-choice-program>. Wi-fi is available to attendees using the "PSC-Guest" network.

As many people are expected to attend via telephone, we ask that all speakers identify themselves when speaking. Those wishing to attend via telephone may use the following teleconference instructions:

Conference Access Number: **(888) 820-1398**

Attendee Code: **4207969#**

Ending time is approximate and will be based on the discussion. Please note that, if necessary, there will be a break from 12:00 p.m. – 1:00 p.m. for lunch, as well as two fifteen-minute breaks at approximately 10:30 a.m. and 2:30 p.m.

Agenda

1. **Welcome & Introductions**
2. **Customer Education**
 - a. Information provided on websites: Utility, suppliers, and PSC
 - b. Bill inserts
 - c. Possible multi-media campaigns
3. **Annual Reports**
 - a. Clarifying what information should be included in annual reports
 - b. Posting of annual report data to PSC website

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION
Docket No. NG-102: Review of Choice Gas Program

4. Code of Conduct

- a. Relationship between Black Hills Energy and Black Hills Energy Services
- b. Investigations into violations
- c. Remedies/penalties for violations

5. Delegation Agreements

- a. Status of DAs for residential customers for 2020 year
- b. Communication between utility and suppliers on DAs
- c. Confirmation letters
 - i. Should they be required
 - ii. When should they be sent
 - iii. What information should they contain

6. Marketing & Selection Periods

- a. Length of marketing period
 - i. Possible reduction of marketing period for residential customers
 - ii. Appropriate length of time for commercial customers
 - iii. Appropriate length of time for agricultural customers
- b. Length of selection period
 - i. Remain at 2 weeks
 - ii. Possible extension to 3 weeks
 - iii. Possible extension to 11 months or year-round
- c. Outreach to customers
 - i. Outbound telephone calls
 - ii. Alternative customer marketing – social media, etc.
- d. Rollover / Default Rates
 - i. Relative cost of selection vs rollover rate
 - ii. Customer education regarding rollover rate

7. Further Investigations/Workshop Issues

- a. Supply side balancing, residential/commercial & agricultural
- b. Energy Options transportation allocations
- c. Future of the Choice Program in Nebraska