

September 30, 2013

Delaware Public Service Commission
861 Silver Lake Boulevard
Cannon Building, Suite 100
Dover, DE 19904

RE: PSC Regulation Docket No. 49

To the Delaware Public Service Commissioners:

Clearview Electric Inc. requests clarification on the following proposed changes:

2.1.1.9.1.10 – “An area for the Customer to acknowledge receipt of the document by written signature, Electronic Signature or verbal consent.”

If using telemarketing to solicit new customers, it is not feasible to provide the customer with a copy of the Disclosure Statement during the solicitation. We suggest that the customer receive the Disclosure Statement within three (3) business days following the customer's verbal enrollment.

3.4.2 – “The contract must be signed or verifiable by some other means of authorization by the Residential or Small Commercial Customer. Other means of authorization shall include an Electronic Signature or verbal authorization. An Electric Supplier that contracts with a customer by means of the internet shall confirm the identity of the person making the contract.”

If a customer enrolls for electric service by means of the internet, how is the supplier supposed to confirm the identity of the person making the contract? Would an IP address suffice or would a recorded TPV be needed?

3.8.7 – “Electric Suppliers shall promptly and courteously leave the premises upon request of any Person and comply with a Person's request to be exempted from Door-to-Door Sales and marketing and annotate its existing marketing or sales databases or lists consistent with this request within two (2) business days. The Person's request to be exempted from the Electric Supplier's solicitation list shall not expire.”

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If Door-to-Door solicitation is at an apartment complex and the customer request to be exempted from Door-to-Door solicitation, is the exemption for the address or the customer's name? Since the exemption does not expire and if based on the address then how would an Electric Supplier ever be able to solicit a specific unit in the future?

5.1.3 – "Verbal authorization provided over the telephones as a result of telemarketing or as a result of a Door-to-Door Sale must undergo a Verification Process. The Electric Supplier may choose an independent third-party verification system or the Electric Supplier shall implement its own audio recording system which includes the entire conversation with the Customer."

If an Electric Supplier provides in-house verification, does the above mean that all sales calls must be recorded in their entirety, or can the proposed sale be transferred to a verification agent, and only the verification portion of the call be recorded by the Electric Supplier? As for Door-to-Door Sales there is no way for an Electric Supplier to record the entire customer conversation so the only option would be an independent third-party verification system?

Your clarifications to the above would be greatly appreciated.

Sincerely,



Thomas F. Walker
Regulatory, Clearview Electric Inc.