



Comments of the Retail Energy Supply Association House Economics Matters Committee Hearing on HB0473 – January 26, 2021 Electricity - Change of Address - Maintenance of Subscriptions and Contracts

Thank you, Mr. Chairman, Madam Vice Chair and members of the Committee for the opportunity to provide comments on HB 473 by the Retail Energy Supply Association (RESA) ¹. RESA supports HB 473 and respectfully request that the committee render a favorable report on this legislation.

The purpose of this legislation would enable an existing electric supplier customer to relocate to another premise within the same service territory and remain in an existing contract with their supplier, rather than revert to standard offer service as a result of a move. This process is also referred to as "Seamless Moves."

Seamless Moves is a serious and necessary feature to achieve a well-functioning competitive retail energy market. In a fully functioning competitive market, customers must be able to exercise choice, and if they have chosen to shop, that they be able to keep their contract with their supplier if they move residences within a service territory. The lack of a "Seamless Move" process places the consumer in jeopardy of breaching their contractual obligation with their chosen supplier since some supplier contracts are subject to early termination fees.

The lack of Seamless Moves confuses customers since they cannot understand why their contract with a supplier needs to terminate when they are moving from one premise to another which leads to a negative shopping experience. Mandating that a customer cancel their supplier contract if they move residences, is the opposite of "choice" and encourages the old mentality of thinking that the utility is the provider of first resort rather than the supplier of last resort.

¹ The comments expressed in this filing represent the position of the Retail Energy Supply Association (RESA) as an organization but may not represent the views of any particular member of the Association. Founded in 1990, RESA is a broad and diverse group of retail energy suppliers dedicated to promoting efficient, sustainable and customer-oriented competitive retail energy markets. RESA members operate throughout the United States delivering value-added electricity and natural gas service at retail to residential, commercial and industrial energy customers. Many of RESA's members are licensed electricity and natural gas suppliers in the State of Maryland, who provide products and services to all classes of customers. More information on RESA can be found at www.resausa.org.



The implementation of "Seamless Moves" in Maryland would go a long way to enhance the retail energy market and provide benefits to consumers that they otherwise would not enjoy.

We would like to point out that Pennsylvania implemented a "Seamless Move" process as part of its retail choice enhancements, and the benefits to consumers are helpful when they are looking to enroll with a supplier. To date the process there is working well. Additionally, all of the major utilities have filed plans with the Public Utilities Commission of Ohio to implement "Seamless Move" which are currently pending before the Commission.

Again, RESA appreciates the opportunity to provide these comments, and look forward to a favorable report by the committee.