



**SENATE BILL 79 – ELECTRICITY – CHANGE OF ADDRESS – MAINTENANCE OF SUBSCRIPTIONS  
AND CONTRACTS**

**FAVORABLE**

**SENATE FINANCE COMMITTEE  
FEBRUARY 2, 2021**

NRG Energy, Inc. (“NRG”) submits these comments in **support of SB 79 – Electricity – Change of Address – Maintenance of Subscriptions and Contracts.**

NRG is a Fortune 500 company, delivering customer focused solutions for managing electricity, while enhancing energy choice and working towards a sustainable energy future. We put customers at the center of everything we do. We create value by generating electricity and serving more than 6 million residential, commercial and industrial customers through our portfolio of retail electricity brands – including here in Maryland, where NRG owns seven companies that are licensed by the Public Service Commission to serve retail customers.

Our retail business is committed to building long lasting relationships with our customers. SB 79 will make that easier by enabling customers to keep the product, pricing and supplier they selected when they move within a utility service territory. This is referred to as a “seamless move”. In contrast, the rules in place today are disruptive to a customer’s relationship with her chosen supplier – for no good reason.

Today when a customer moves, she is forced to return to regulated utility Standard Offer Service. Unlike when customers enroll with a competitive supplier, customers who move are not required to provide affirmative consent for this change in supplier – they are simply dropped back to SOS. Customers must re-enroll with their chosen supplier after the move. But the product and/or price that the customer had previously selected may no longer be available. Forcing customers to re-enroll with their chosen supplier not only creates an additional administrative burden on the customer, and also means that customers lose out on any of the benefits they were getting from their chosen product or supplier, and may not be able to get that product again. Hundreds of thousands of customers move each year – the amount of churn created is not insignificant.

Other states allow customers to keep their supplier when they move. Pennsylvania adopted seamless moves in 2016 and that program has been operating without issues since that time.

NRG supports SB 79 because it ensures that customers have the best experience possible when exercising their right to choose their energy supplier by allowing them to keep the supplier, product and price that they affirmatively consented to receive when they move. That said, NRG

proposes that the bill be modified to allow natural gas customers to receive the same benefits. There is no reason customers choosing a natural gas supplier shouldn't benefit as well.

Thank you for the opportunity to share our perspective on SB 79 and for the above reasons NRG urges the Committee give the bill a **favorable** report.

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