



National Energy Marketers Association

News Release
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Pennsylvania Energy Shoppers Must Receive Highest Level of Ethical Service from Competitive Suppliers *NEM Members Denounce Consumer Mistreatment*

Washington, DC – The National Energy Marketers Association (NEM) joins with the Pennsylvania Public Utility Commission in urging consumers to be informed energy shoppers. The Commission alerted consumers this week to recent complaints about aggressive or dishonest door-to-door and telemarketing sales practices.

“To be clear, NEM members are honored to serve consumers. Our members endorse a zero tolerance policy for any fraudulent, illegal, or unethical conduct of any employee or agent,” said Craig Goodman, President of NEM. “NEM members have adopted a *Consumer Bill of Rights* as well as *National Marketing Standards of Conduct* that delineate proper business practices for doing business in the retail energy marketplace. These resources form the basis for a positive consumer-supplier relationship,” said Goodman.

“We applaud the NEM for adopting its Consumer Bill of Rights and National Marketing Standards of Conduct, as we work together to ensure that every Pennsylvania consumer has a positive shopping experience,” said Pennsylvania Public Utility Commission Chairman Robert F. Powelson. “We continue to encourage customers to shop for their electric generation, just as 2 million of their friends and neighbors already have. The Commission, its Staff and all of the stakeholders worked extremely hard to craft one of the most competitive retail electric markets in the country. The Commission’s PAPowerSwitch.com website is an excellent tool to facilitate informed consumer shopping, and we urge consumers to avail themselves of this excellent resource to become better educated energy shoppers.”

“We share the Commission’s desire for consumers to have a positive shopping experience. This must be founded on the provision of clear and accurate information to the consumer about the competitive energy product, coupled with courteous and professional behavior from the supplier that ensures the consumer is treated with respect. Pennsylvania consumers should expect nothing less, and our members are committed to providing this level of ethical behavior,” said Goodman.

The full text of NEM’s *Consumer Bill of Rights* and *National Marketing Standards of Conduct* is available on the NEM website. NEM is a national, non-profit trade association representing wholesale and retail marketers of natural gas, electricity, as well as energy and financial related products, services, information and advanced technologies throughout the United States, Canada and the European Union. You may contact NEM’s

Washington, DC headquarters at (202) 333-3288 or its website at www.energymarketers.com.