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Pennsylvania PUC, NEM defend reputation of retail market

The National Energy Marketers Assn (NEM) joined with the Pennsylvania PUC yesterday to urge all consumers to be informed energy shoppers. The commission and Pennsylvania's Attorney General warned consumers last week about bad actors in the retail energy market who were overly aggressive and dishonest in their sales pitches recently (RT, [Mar-21](#)).

"To be clear, NEM members are honored to serve consumers," NEM President Craig Goodman said in prepared remarks. "Our members endorse a zero-tolerance policy for any fraudulent, illegal or unethical conduct of any employee or agent."

NEM members adopted a Consumer Bill of Rights and a National Marketing Standards of Conduct that delineate proper business practices for doing business in the retail energy marketplace.

"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," Pennsylvania PUC Chairman Robert Powelson said in prepared remarks.

"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," he added.

The commission's PAPowerSwitch.com website is an excellent tool to help consumers make informed choices in the state's market and the PUC urges all customers to use it, Powelson noted.

"We share the commission's desire for consumers to have a positive shopping experience," Goodman said. "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."

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2 stories in 30 seconds

Gas futures flirt with

\$4 mark, fall short:

NYMEX April natural gas futures made an early attempt at \$4/MMBTU and then subsided ahead of options expiration at the close of business yesterday, analyst Jackson Mueller reported. The front month dropped 6.2¢ to close at \$3.865/MMBTU amid cold weather forecasts into early April. May futures also briefly crested \$4 before dropping 6.4¢ to close at \$3.888/MMBTU.

Austin certifies DR firm

NAPP as women-owned:

North America Power Partners (NAPP) got a certification as a women-owned business entity from the City of Austin, Texas, the DR firm said yesterday. The certification designated it as a diversity vendor approved to provide DR, computerized control systems and related energy and consulting services with the city government and associated agencies. NAPP opened an office in Austin last year and moved into ERCOT after the PUC approved new DR pilot programs, said CEO Laurie Wiegand-Jackson.

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