

# Duplicate Process

DRS

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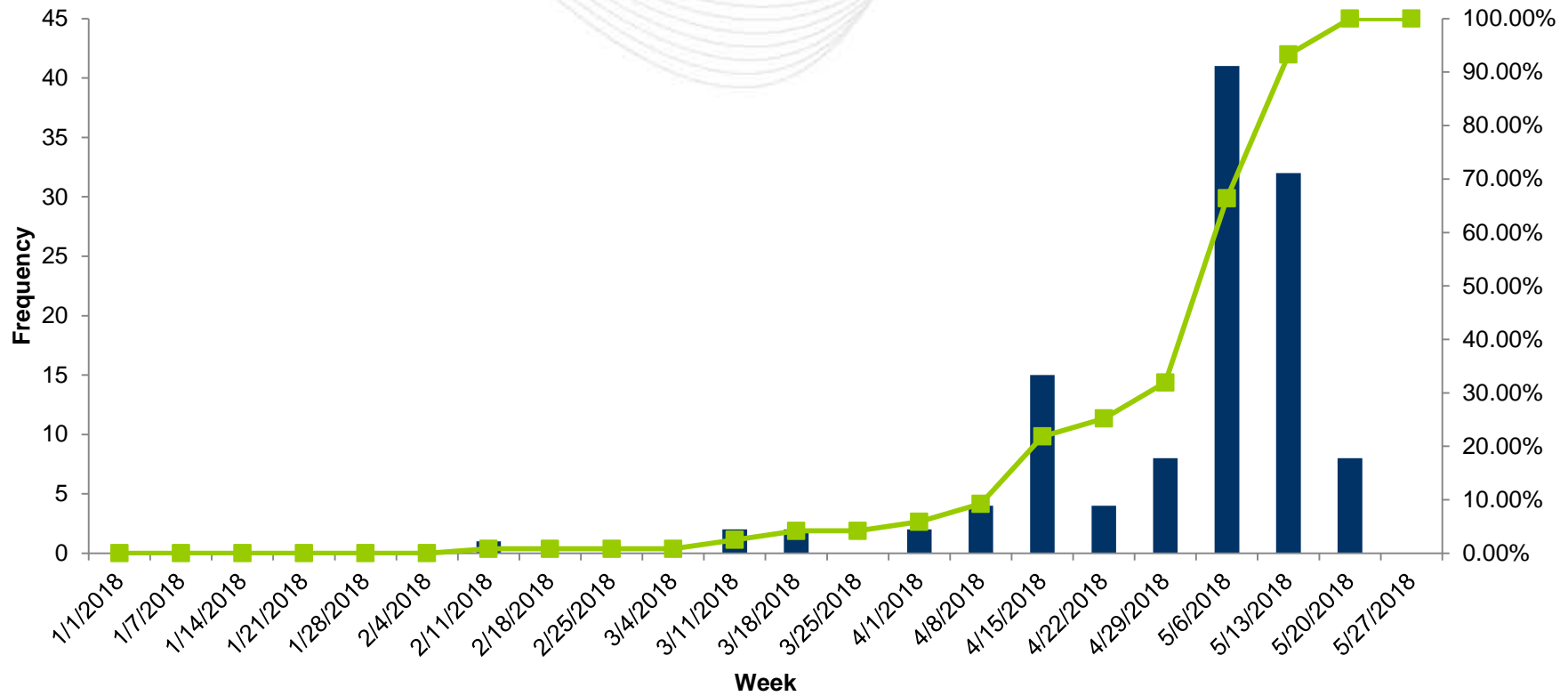
6/22/2018

- 93 unique customers involved in duplicate process
- Number of times a customer went through duplicate process:

Number of times in Duplicate Reviews	Number of Customers
1	75
2	11
3	6
4	1

- Registrations confirmed for year: 13,433. with 0.69% involved in duplicate review process
- PJM involved in duplicate process– 11 customers (11.8% of duplicates)

# Number of Duplicates Submitted by Week



- CSP duplicate registration escalated to PJM to resolve:
  - All CSPs produced signed contracts immediately
  - Most customers “forgot” they had signed multi-year contract more than 1 year ago
  - Most needed time to consult with both CSPs and attorneys
  - All customers were aware that they had 2 CSPs

- Registrations marked “Completed” can be terminated by process (both CSPs affirm).
  - May have eRPM transactions that need to be unwound first
- One CSP suggested they need more time to resolve after 2<sup>nd</sup> CSP affirms to allow resolution before system automatically terminates both registrations
- A couple of CSPs mentioned it is difficult to figure out who other CSPs is so they can call and work out.