

STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

CASE 24-M-0324 - In the Matter of the Commission to Regulate Energy Services Company Home Warranty Product Offerings.

CASE 98-M-1343 - In the Matter of Retail Access Business Rules.

NOTICE SOLICITING COMMENTS

(Issued July 24, 2024)

On May 29, 2024, Department of Public Service staff (Staff) filed its Department of Public Service Staff White Paper on Energy Service Company Home Warranty Products in Case 24-M-0324 (White Paper). The White Paper detailed Staff's experience with home warranty products (HWPs) offered by or through energy service companies (ESCOs), highlighted concerns with such products as they are offered in New York, and presented recommendations for improved consumer protections in HWP offerings. Appended to this Notice are questions, prepared by Staff, regarding issues presented in the White Paper.

PLEASE TAKE NOTICE that interested persons are invited to submit comments on the White Paper and to respond to the questions appended hereto by **August 26, 2024**. Commenters are asked to submit comments by e-filing through the Department's Document and Matter Management (DMM) System.¹ All comments

¹ To register with DMM, go to <http://www.dps.ny.gov/efile/registration.html>. Information and instructions related to becoming a party, subscribing to the service list, or otherwise monitoring the status of these proceedings can found on the Department's website at: <http://documents.dps.ny.gov/public/MatterManagement/RequestAPStatus.aspx>.

CASES 24-M-0324 AND 98-M-1343

received will be posted to the Department's website and become part of the case record.

Questions regarding this Notice should be directed to Tom Dwyer at Francis.Dwyer@dps.ny.gov.

(SIGNED)

MICHELLE L. PHILLIPS
Secretary

ATTACHMENT

Please respond to the following Staff questions by August 26, 2024:

1. What qualitative and/or quantitative evidence can ESCOs provide that shows their HWP offerings are providing value to customers? This evidence should include, but not be limited to, data specific to the number of consumer service claims, the rate of increase in commodity costs to the consumer over the contract period, and the number of successful service claims that resolve consumer service requests.
2. What barriers, if any, prevent ESCOs from separately disclosing the cost of the service contract from the cost(s) of commodity supply, thereby increasing the transparency of bills including HWP costs?
3. What added value do consumers receive by enrolling in ESCO HWPs when they can otherwise directly sign up for home warranty services that are not tied to their energy provider?
4. What barriers, if any, prevent ESCOs from establishing their own in-house home warranty division that would free them from relying on a third-party to handle the service obligation inherent to their HWP contract?
5. How many maintenance professionals would an ESCO need to employ to ensure their HWP customer base is covered in a way that supports the recommendations in the White Paper?
6. Are there any industry standards in New York or other states regarding HWPs and consumer protections associated with such products that the Commission should consider?
7. Any there any other consumer protections related to ESCO HWPs that the Commission should consider?