



North American Energy Standards Board

1100 Louisiana, Suite 3625, Houston, Texas 77002
Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@aol.com
Home Page: www.naesb.org

TO: NAESB Retail Electric Quadrant Subcommittee Kick Off Meeting, Posting for Interested Industry Participants
FROM: Meghan McMillan, NAESB Staff
RE: Final Minutes from the NAESB Retail Electric Quadrant Customer Processes Subcommittee Kick Off Meeting – September 19, 2002
DATE: November 18, 2002

**NAESB REQ Customer Processes Subcommittee Kickoff Meeting
Morning Session
September 19, 2002 (8:00-11:00am EST)
Final Minutes**

1. Administrative

Ms. Lokey welcomed participants and gave the antitrust guidelines. The agenda was adopted as written.

2. Purpose

Ms. Lokey reviewed the purpose of the Customer Processes Subcommittee (CPS) as follows. CPS is here to develop standards that facilitate a competitive retail market. Customer Facing processes are those opportunities or processes where you interact with a customer directly. Developing these standards is a large part of CPS.

3. Election of Chair and Co-Chair

Ms. Lokey nominated Mr. Fenoglio for chair, and Mr. Alston volunteered for the position of co-chair. Ms. Lokey volunteered to remain on as vice chair. Ms. Edwards motioned to elect Mr. Fenoglio and Mr. Alston as co-chairs and Ms. Lokey as vice chair, the motion was seconded by Mr. Kerver. They were elected unanimously to their respective positions.

4. Review Charter

Mrs. Lokey reviewed the contents of the charter.

5. Annual Plan Review

Annual plan items for the CPS were reviewed. Billing and Payments is the first item to be addressed.

6. Billing and Payments

Mr. Fenoglio opened the floor for the discussion of billing and payments and gave a definition of billing and payment. He referred participants to the UBP document. Ms. Camp suggested discussing lessons learned as the group moves through the UBP document. Mr. Fenoglio asked for volunteers to represent states with choice in consolidating their lessons learned; there were several responses. Ms. Hess suggested changing the word scope when referring to the items they will address in their standards, because it has a different meaning in general for the Board and EC. Mr. Minneman agreed. It was agreed that they would use the term 'action items'.

The following discussion addressed action items to be dealt with when developing billing and payment standards. Two billing models will be addressed: consolidated and dual billing. Action items under consolidated billing include:



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purchase/assumption of receivables, billing entity sends money when received from customer, purchase of receivables may be viewed as a policy decision and split into two tracks for standard setting, issue of payment posting hierarchy, bill ready vs. rate ready, need to go into details such as timing of meter reading and timing of information flow, bill content, disputed charges, and charges for providing consolidated billing.

Other action items discussed were as follows.

>For both billing options: practices associated with bill option change – how will it be handled if customer wants to change from dual billing to consolidated billing? >Cancel/rebill issues with active suppliers and when the relationship with supplier(s) ends

>Consider addressing the billing service agreement as a follow-on item

>Meter read cycle/date change (LDC/meter reading entity and supplier issues). It was noted that the CPS should not set policy. Their goal is to develop standards to implement various policies. This is a potential business transaction which will need to be addressed, but may need to be addressed by another subcommittee. It was suggested that this is part of the billing process dealing with suppliers, but this subcommittee should address it as well.

The CPS addressed the issue of policy items. It was agreed that the subcommittee should not set policy but needs to capture such items in a document to be considered when developing standards. It was noted that the standard setting organization does not cover policies. Suggestions for addressing these issues included designing high level processes for the shut off (what notices to supplier, how does it fit in the billing process), and developing a checklist for states to use. It was agreed that this was a grey area, but something that needs to be addressed. It was decided to put this issue on the agenda for the next EC meeting as a discussion item (needs to be reviewed by the REQ EC, the EC as a whole and the general counsel to make sure it is consistent with the Certificate and the Bylaws). Mr. Moran volunteered to prepare a formal question to come from the committee and be sent to the EC on this issue (the CPS will agree to the question before it goes to the EC, the question will be posted and be listed on the next subcommittee agenda).

Under dual billing, several issues were discussed including: timing issues around meter reading, dispute resolution, cancel/rebill issues, and bill components.

Mr. Minneman suggested the group use the UBP document as a guide and get a group together to evaluate the items addressed in this document. He suggested recruiting four people representing the different segments, and conducting a phone call to go through the document. It was suggested that the team go through the UBP and come back next time with comments on how these principles should be implemented. The following individuals volunteered: Ms. Camp, Ms. Beadles, Mr. Dodd, Mr. Barkas, Mr. Moran, Mr. Eynon, Mr. Carrier, Ms. Higashi, and Mr. Alston, who volunteered to lead the team. The team will prepare a redline version of the UBP document and distribute it at least one week before the next subcommittee meeting. Mr. Alston volunteered to keep the document.

7. Other Business

Next meeting is to be scheduled. Probably not attached to the EC meeting. It was suggested that the subcommittees consider scheduling their meetings the week after the EC meeting. Ms. Broadrick volunteered to collect all the information on volunteers to host.

8. Adjourn

The meeting adjourned on September 19, 2002 at 11:05am EST.



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Meeting Attendees*

Name	Company	Attend/Phone
Alexander, Barbara	Maine Public Advocate	Attend (SUIS)
Alston, Rick	Old Dominion Electric Cooperative	Attend (SUIS, CPS, TEIS)
Barkas, Bill	Dominion Retail	Attend (SUIS, CPS, TEIS)
Beadles, Gwen	Dominion Virginia Power	Attend (SUIS, CPS, TEIS)
Broadrick, Cherie	ERCOT	Attend (SUIS, CPS)
Brooks, Bill	Pepco	Attend (SUIS, CPS, TEIS)
Burden, Christopher	Williams Gas Pipeline	Phone
Camp, Ward	DCSI	Attend (SUIS)
Camp, Yvette	Southern Company Services	Attend (SUIS, CPS, TEIS)
Carrier, Ron	Consumers Energy	Attend (SUIS, CPS)
Cody, Eric	National Grid	Attend (SUIS, CPS)
Corbin, Jason	Allegheny Power	Attend (SUIS, CPS)
Darnell, Dave	Systrends	Attend (CPS, TEIS)
Davis, Dale	Williams Gas Pipeline	Attend (SUIS, CPS, TEIS)
Dodd, Richard	Mississippi Power	Attend (SUIS, CPS, TEIS)
Edwards, Mary	Dominion Virginia Power	Attend (SUIS, CPS, TEIS)
Evans, Lewis	PMO Link	Phone (1st day)
Eynon, Patrick	Ameren Services Co.	Attend (SUIS, CPS, TEIS)
Fenoglio, Walt	TXU Energy	Attend (SUIS, CPS)
Garrett, Michael	Georgia Power Co.	Attend (SUIS, CPS)
Hain, Mary	PJM	Attend (SUIS, CPS, TEIS)
Heath, Cathy	Georgia Power Co.	Attend (SUIS, CPS)
Hess, Theresa	Reliant Energy Retail Services	Attend (SUIS, CPS, TEIS)
Higashi, Gail	SCE	Attend (SUIS, CPS, TEIS)
Hindes, Cheryl	BGE	Attend (SUIS)
Howe, Jim	DCSI	Attend (SUIS, CPS, TEIS)
Huffer, Randy	Dominion Virginia Power	Attend (SUIS, CPS, TEIS)
Jarrett, Mark	Southern Company	Attend (SUIS, CPS, TEIS)
Kerver, Ron	Consumers Energy	Attend (SUIS, CPS, TEIS)
Khan, Misty	Telerox	Phone (2nd day)
Kilgore, Tom	Gulf Power Company	Attend (SUIS, CPS, TEIS)
Kilmer, Burrell	Accenture	Attend (SUIS, CPS, TEIS)
Kiselewich, Ruth	Baltimore Gas & Electric Company	Phone (2nd day CPS, TEIS)
Kiselewich, Ruth	Baltimore Gas & Electric Company	Attend (SUIS)
Krauss, Robert	PSE&G	Attend (SUIS)
Lokey, Felecia	TXU Energy	Attend (SUIS, CPS)
Mason, Jean	Ameren Services Co.	Attend (SUIS, CPS, TEIS)
Mason, Kim	Pepco	Attend (SUIS, CPS)
Mastin, Wayne	SCT Corp.	Attend (SUIS)
McMillan, Meghan	NAESB	Phone
Minneman, Jim	PPLSolutions	Attend (SUIS, CPS, TEIS)
Moran, Terry	PSE&G	Attend (SUIS, CPS, TEIS)
Muzikar, Rich	Con Edison	Attend (SUIS, CPS, TEIS)
Newbold, Bill	Detroit Edison	Attend (SUIS, CPS, TEIS)
Nishida, Leslie	Wisconsin Public Service	Phone
Prentice, Karen	Savannah Electric	Attend (SUIS, CPS)
Ray, Judy	Alabama Power	Attend (SUIS, CPS, TEIS)



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Ringenbach, Tom	American Electric Power	Attend (SUIS, CPS, TEIS)
Robert, Lisa	Defense Energy Support Center	Attend (CPS)
Rone, Thomas	Allegheny Power	Phone (2nd day)
Rukis, Ilze	Wisconsin Public Service	Attend (SUIS)
Russom, John	Alabama Power Co.	Attend (SUIS, CPS, TEIS)
Scheel, Mark	Dynegy	Phone
Schneider, Richard	PSE&G	Attend (SUIS)
Seshadri, BJ	PSEG	Phone (2nd day)
Shaw, Brenda	Dominion Virginia Power	Attend (SUIS, CPS, TEIS)
Teaman, Cindy	Allegheny	Phone (1st day)
Tenorio, Charles	Exelon Energy Delivery	Phone
Thiry, Ken	Wisconsin Public Service	Attend (SUIS, CPS, TEIS)
Wilen, Eric	NYSEG	Attend (SUIS, CPS, TEIS)
Wise, Barbara	BGE	Attend (CPS, TEIS)
Wolf, Bill	BGE	Attend (Plan, SUIS, TEIS)
Yelverton, Andria	Pepco	Attend (SUIS, CPS)
Zavodnick, Steve	BGE	Attend (SUIS)
Zollars, Rick	Dominion Retail	Phone (1st day)

***All above attendees were present at the plenary session on the morning of September 18, 20**