



## North American Energy Standards Board

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### RETAIL ELECTRIC QUADRANT

#### Customer Processes Subcommittee

Please call the NAESB office (713-356-0060) for conference calling instructions

#### DRAFT AGENDA

Thursday, November 7, 2002 8:00 AM – 5:00 PM CDT

8:00 a.m.	1.	Welcome	Fenoglio
		<ul style="list-style-type: none"><li>• Welcome to members and attendees</li><li>• Antitrust Guidelines</li><li>• Adoption of Agenda</li><li>• Adoption of Draft Minutes of September 19, 2002 meeting</li></ul>	
8:15	2.	Update from REQ EC Meeting	Minneman
8:30	3.	Draft Policy Question for EC	Fenoglio
9:15	4.	Billing and Payments	Alston
		<ul style="list-style-type: none"><li>• Review Working Group Progress</li><li>• Discuss Redline Revisions</li><li>• Finalize Billing and Payments Draft</li></ul>	
10:00		BREAK	
10:15	4.	Continue Billing and Payments	Alston
Noon		LUNCH	
1:00 p.m.	4.	Continue Billing and Payments	Alston
2:15		BREAK	
2:30	5.	Customer Switching and Enrollment	Fenoglio
4:30	6.	Other Business	Fenoglio
		<ul style="list-style-type: none"><li>• Next Meeting</li></ul>	
5:00	7.	Adjourn	