

TAB 9

REQ and RGQ 2004 Annual Plans

North American Energy Standards Board

1301 Fanin, Suite 2350, Houston, Texas 77002
Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@aol.com

Home Page: www.naesb.org

NORTH AMERICAN ENERGY STANDARDS BOARD 2004 ANNUAL PLAN – RETAIL GAS QUADRANT¹

Item Number & Description	Completion ²	Subcommittee Assignment
1 Billing & Payment Datasets and Models Develop datasets and models to support the Billing & Payment model business practices.	1 st Qtr. 2004	Customer Processes
2 Market Participant Interactions Develop model practices to support interactions between Distribution Companies and/or registration agents and Suppliers, such as supplier registration processes, governing documents, and roles and obligations of both Distribution Company and/or registration agent and Supplier (e.g. content and framework of governing documents or orders).	1 st Qtr. 2004	Supplier-Utility Interface
3 Customer Usage Information Develop practices for exchanging and retaining customer usage information. (For example: historical usage, pre-enrollment oriented, enrollment oriented and billing oriented usage.) Develop practices for the release, collection, exchange and maintenance of customer information between and among market participants, such as customer authorization, pre-enrollment information, customer lists, enrollment information and post-enrollment information. Develop procedures and protocols for communicating the nature & level of a customer's service as human needs, firm, interruptible, critical needs, and/or building protection for emergency services.	3 rd Qtr. 2004	Customer Processes
4 Distribution Company – Supplier Disputes Develop dispute resolution procedures applicable to differences between Distribution Companies and Suppliers.	2 nd Qtr. 2004	Supplier-Utility Interface
5 Customer Enrollment, Switching & Dropping Develop practices for submitting and receiving, processing and fulfilling a customer's request to enroll with or leave a supplier (including suppliers dropping customers) and for maintaining current customer account information, and for notifying affected parties.	4 th Qtr. 2004	Customer Processes
6 Examine Wholesale Gas Quadrant Non-EDM Standards Review NAESB Wholesale Gas Quadrant Non-EDM manuals to determine whether the standards within should be modified and/or adopted for use in the Retail Quadrants.	4 th Qtr. 2004	Supplier-Utility Interface
7 Customer Inquiries Develop procedures for responding to customer inquiries directed to Distributors and/or Suppliers and for notification of the other party.	2005	Customer Processes

¹ As outlined in the NAESB Bylaws, the RGQ will also address requests submitted by members and assigned to the RGQ through the Triage Process.

² Dates in the completion column are by end of the quarter for completion by the assigned committee. The dates do not necessarily mean that the standards are fully staffed so as to be implementable by the industry, and/or ratified by membership. If one item is completed earlier than planned, another item can begin earlier and possibly complete earlier than planned. There are no begin dates on the plan.

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NORTH AMERICAN ENERGY STANDARDS BOARD 2004 ANNUAL PLAN – RETAIL GAS QUADRANT¹

Item Number & Description	Completion ²	Subcommittee Assignment
8 Supplier Licensing Develop practices for licensing Suppliers with state utility commissions.	2005	Supplier-Utility Interface
Retail Gas Business Practice Inventory Task Force		
9 Inventory Existing Natural Gas Practices within States ³ Conduct inventory of existing natural gas practices in various states. Status: Underway.		Retail Gas Business Practice Inventory Task Force
Technical Electronic Implementation Subcommittee⁴		
10 TEIS Subcommittee Process Establish a subcommittee process for the processing of standards released by other quadrant subcommittees, including interfaces with other subcommittees (e.g. CPS, SUIS, Information Requirements (IR), etc), receipt of standards, completion of required inputs (e.g. data dictionaries, etc), and identification of required outputs (e.g. X12 standards, QEDM book components, etc).	1 st Qtr. 2004	Technical Electronic Implementation
11 Technical Electronic Implementation Standards – Billing & Payments Status: Dependent on completion of Item 1.	2 nd Qtr. 2004	Technical Electronic Implementation
12 Electronic Transport Work jointly with the WGQ EDM subcommittee and the RGQ TEIS subcommittee to establish standards for the NAESB Internet Electronic Transport.	2 nd Qtr. 2004	Technical Electronic Implementation
13 Quadrant EDM Work jointly with the WGQ and RGQ to establish a common format for Quadrant-specific EDM (QEDM) Books.	2 nd Qtr. 2004	Technical Electronic Implementation
14 Technical Electronic Implementation Standards – Customer Enrollment and Switching Status: Dependent on completion of Item 5.	4 th Qtr. 2004	Technical Electronic Implementation
15 Technical Electronic Implementation Standards – Customer Information Status: Dependent on completion of Item 6.	2005	Technical Electronic Implementation
Provisional Activities		
Review security standards as may be deemed necessary; Public Key Infrastructure (PKI).		

³ This is an ongoing item designed to serve as a resource to other RGQ subcommittees.

⁴ The TEIS is assigned the completion of any technical work forwarded to them by the business development subcommittees ideally one quarter after receipt of forwarded work.

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NORTH AMERICAN ENERGY STANDARDS BOARD 2004 ANNUAL PLAN – RETAIL GAS QUADRANT¹

Item Number & Description	Completion ²	Subcommittee Assignment
"Energy Day" Standard - including assessment of changes to existing NAESB standards.		
Program of Standards Maintenance & Fully Staffed Standards Work⁵		
Business Practice Requests	Ongoing	Assigned by the EC on a request by request basis
Information Requirements and Technical Mapping of Business Practices	Ongoing	Assigned by the EC on a request by request basis
Ongoing Interpretations for Clarifying Language Ambiguities	Ongoing	Assigned by the EC on a request by request basis
Ongoing Maintenance of Code Values and Other Technical Matters	Ongoing	Assigned by the EC on a request by request basis
Ongoing Development and Maintenance of Definitions	Ongoing	Glossary Subcommittee

⁵ This work is considered routine maintenance and thus the items are not separately numbered.

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NORTH AMERICAN ENERGY STANDARDS BOARD 2004 ANNUAL PLAN – RETAIL ELECTRIC QUADRANT¹

Item Number & Description	Completion ²	Assignment
1 Billing & Payment Datasets and Models Develop datasets and models to support the Billing & Payment model business practices.	1 st Qtr. 2004	Customer Processes
2 Market Participant Interactions Develop model practices to support interactions between Distribution Companies and/or registration agents and Suppliers, such as supplier registration processes, governing documents, and roles and obligations of both Distribution Company and/or registration agent and Supplier (e.g. content and framework of governing documents or orders).	1 st Qtr. 2004	Supplier-Utility Interface
3 Customer Usage Information Develop practices for exchanging and retaining customer usage information. (For example: historical usage, pre-enrollment oriented and billing oriented usage.) Develop practices for the release, collection, exchange and maintenance of customer information between and among market participants, such as customer authorization, pre-enrollment information, customer lists, enrollment information and post-enrollment information. Develop procedures and protocols for communicating the nature & level of a customer's service as human needs, firm, interruptible, critical needs, and/or building protection for emergency services.	3 rd Qtr. 2004	Customer Processes
4 Distribution Company – Supplier Disputes Develop dispute resolution procedures applicable to differences between Distribution Companies and Suppliers.	2 nd Qtr. 2004	Supplier-Utility Interface
5 Customer Enrollment, Switching & Dropping Develop practices for submitting and receiving, processing and fulfilling a customer's request to enroll with or leave a supplier (including suppliers dropping customers) and for maintaining current customer account information, and for notifying affected parties.	4 th Qtr. 2004	Customer Processes
6 Examine Wholesale Gas Quadrant Non-EDM Standards Review NAESB Wholesale Gas Quadrant Non-EDM manuals to determine whether the standards within should be modified and/or adopted for use in the Retail Quadrants.	4 th Qtr. 2004	Supplier-Utility Interface
7 Customer Inquiries Develop procedures for responding to customer inquiries directed to Distributors and/or Suppliers and for notification of the other party.	2005	Customer Processes

¹ As outlined in the NAESB Bylaws, the REQ will also address requests submitted by members and assigned to the REQ through the Triage Process.

² Dates in the completion column are by end of the quarter for completion by the assigned committee. The dates do not necessarily mean that the standards are fully staffed so as to be implementable by the industry, and/or ratified by membership. If one item is completed earlier than planned, another item can begin earlier and possibly complete earlier than planned. There are no begin dates on the plan.

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NORTH AMERICAN ENERGY STANDARDS BOARD 2004 ANNUAL PLAN – RETAIL ELECTRIC QUADRANT¹

Item Number & Description	Completion ²	Assignment
8 Supplier Licensing Develop practices for licensing Suppliers with state utility commissions.	2005	Supplier-Utility Interface
9 Retail Meter Data Validation, Editing & Estimating Develop procedures for insuring the integrity and validity of retail customer metering data that is needed by utilities and suppliers for billing, load profiling, settlement, etc. Issues related to unbundled or competitive metering are not to be considered.	2005	Supplier-Utility Interface
10 Load Profiling Develop practices for using statistical methods to estimate interval consumption by customers who do not have interval meters.	2005	Supplier-Utility Interface
11 Settlement Process Reconcile energy schedules and energy delivered by suppliers within a given market. Note: will need to be coordinated with the WEQ.	2005	Supplier-Utility Interface
Technical Electronic Implementation Subcommittee³		
12 TEIS Subcommittee Process Establish a subcommittee process for the processing of standards released by other quadrant subcommittees, including interfaces with other subcommittees (e.g. CPS, SUIS, Information Requirements (IR), etc), receipt of standards, completion of required inputs (e.g. data dictionaries, etc), and identification of required outputs (e.g. X12 standards, QEDM book components, etc).	1 st Qtr. 2004	Technical Electronic Implementation
13 Technical Electronic Implementation Standards – Billing & Payments Status: Dependent on completion of Item 1.	2 nd Qtr. 2004	Technical Electronic Implementation
14 Electronic Transport Work jointly with the WGQ EDM subcommittee and the RGQ TEIS subcommittee to establish standards for the NAESB Internet Electronic Transport	2 nd Qtr. 2004	Technical Electronic Implementation
15 Quadrant EDM Work jointly with the WGQ and RGQ to establish a common format for Quadrant-specific EDM (QEDM) Books.	2 nd Qtr. 2004	Technical Electronic Implementation
16 Technical Electronic Implementation Standards – Customer Enrollment and Switching Status: Dependent on completion of Item 5.	4 th Qtr. 2004	Technical Electronic Implementation
17 Technical Electronic Implementation Standards – Metering Status: Dependent on completion of Item 9.	2005	Technical Electronic Implementation
18 Technical Electronic Implementation Standards – Load Profiling	2005	Technical

³ The TEIS is assigned the completion of any technical work forwarded to them by the business development subcommittees ideally one quarter after receipt of forwarded work.

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NORTH AMERICAN ENERGY STANDARDS BOARD 2004 ANNUAL PLAN – RETAIL ELECTRIC QUADRANT¹

Item Number & Description	Completion ²	Assignment
Status: Dependent on completion of Item 10.		Electronic Implementation
19 Technical Electronic Implementation Standards – Customer Information Status: Dependent on completion of Item 6.	2005	Technical Electronic Implementation
Provisional Activities		
Review security standards as may be deemed necessary; Public Key Infrastructure (PKI).		
“Energy Day” Standard - including assessment of changes to existing NAESB standards.		
Program of Standards Maintenance & Fully Staffed Standards Work⁴		
Business Practice Requests	Ongoing	Assigned by the EC on a request by request basis
Information Requirements and Technical Mapping of Business Practices	Ongoing	Assigned by the EC on a request by request basis
Ongoing Interpretations for Clarifying Language Ambiguities	Ongoing	Assigned by the EC on a request by request basis
Ongoing Maintenance of Code Values and Other Technical Matters	Ongoing	Assigned by the EC on a request by request basis
Ongoing Development and Maintenance of Definitions	Ongoing	Glossary Subcommittee

⁴ This work is considered routine maintenance and thus the items are not separately numbered.

TAB 10

REQ and RGQ Subcommittee Mission Statements

Workpaper for RGQ Executive Committee Meeting – December 10, 2003

Process Note: From *Section 18.1 Amendments of the RGQ Bylaws*; In order for RGQ Procedures to be amended, upon petition of at least five (5) RGQ Members, the Vice Chair of the EC for the RGQ shall announce an RGQ meeting. Such announcement shall provide for at least a 30-day notice. In order to transact business at the RGQ meeting, there shall be a quorum consisting of at least 1/3 of the RGQ Membership. Following such meeting, the proposed resolution adopted at the meeting shall be sent out for comment, and the comments shall be distributed to all RGQ Members in advance of a notational vote. Any RGQ Member not choosing to vote shall be considered to have voted in favor of the proposed change. In order for a proposed change to take effect, it must be approved by at least 2/3 of RGQ Members and 40% of each RGQ Segment's Membership.

111 Section 7.3 Number and Election of Directors**112 A. Number of Directors**

113 The RGQ of NAESB shall be represented on the NAESB Board of Directors by twenty ~~four (2420)~~
114 persons who shall be elected, from time to time, as required by Article 7 of the NAESB Bylaws and in this
115 Exhibit to those Bylaws. The NAESB office shall coordinate the election process for the RGQ
116 representatives to the NAESB Board during the second week of November of each year.

122 Section 7.4 Term of Office

123 The ~~initial~~ RGQ Directors on the NAESB Board shall be divided into ~~three~~ two groups within each
124 RGQ Segment whose terms shall expire as follows: Group A, consisting of two Board seats, on December
125 ~~31st of even-numbered years, 2004; and~~ group B, consisting of three Board seats, on December 31st ~~of odd-numbered,~~
~~2003; and group C, consisting of one~~
126 ~~Board seat, on December 31, 2002~~ years. ~~Upon the completion of those initial terms, a~~ A ll succeeding Directors
127 shall ~~thereafter~~ be elected for a two-year term, consistent with the NAESB Bylaws.

163 Section 10.3 Number and Election of RGQ EC Members**164 A. Number of EC Members**

165 The RGQ of NAESB shall be represented on the RGQ EC by twenty ~~four (2420)~~ persons who shall
166 be elected, from time to time, as required by Article 10 of the NAESB Bylaws and in this Exhibit to those
167 Bylaws.

175 Section 10.4 Term of Office

176 The ~~initial~~ RGQ EC Members shall be divided into ~~three~~ two groups within each RGQ Segment whose
177 terms shall expire as follows: Group A, consisting of ~~two~~ three EC seats, on December 31st ~~of even-numbered years,~~
~~2004; and~~ Group B,
178 consisting of ~~three~~ two EC seats, on December 31st, ~~2003; and Group C, consisting of one EC seat, on~~
179 ~~December 31, 2002~~ odd-numbered years. ~~Upon the completion of those initial terms, a~~ A ll succeeding EC Members
shall
180 ~~thereafter~~ be elected for a two-year term, consistent with the NAESB Bylaws.

~~232 19 – TRANSITION PROCEDURES~~

~~233 During the initial startup of the RGQ, the Quadrant and Segments may operate with vacant Board~~
~~234 and EC seats in a transitional period in accordance with the following provisions. This transitional voting~~
~~235 period will be sunset on June 30, 2003, unless the RGQ EC decides to extend the period prior to its~~
~~236 expiration. In the event one or more Segments does not populate the maximum number of NAESB Board~~
~~237 seats or RGQ EC seats, the number of seats per Segment will be reduced from six to five on January 1,~~
~~238 2003, unless the RGQ EC decides otherwise during its December 2002 meeting.~~

~~239 Section 19.1 Initial Election of RGQ Directors~~

~~240~~
~~241 The founding membership of the RGQ will elect no less than three (3) Directors of their choosing~~
~~242 per Segment by means that are consistent with NAESB Bylaws and the requirements of Section 7 of~~
~~243 these Procedures. Selection of candidates and their election will be by procedures agreed to by consensus~~

Workpaper for RGQ Executive Committee Meeting – December 10, 2003

244 or voting methods adopted by the founding group. Such elected representatives will be presented to the
 245 NAESB Board for acceptance as Directors of the RGQ, and acceptance by the Board will place all the
 246 requirements and restrictions of the By laws, including these Procedures, upon those individuals.
 247 Subsequent elections to fill vacant seats, as necessary, will be held each month until all seats are filled.

248 Section 19.2 Initial Election of RGQ Executive Committee

249
 250 The founding membership of the RGQ will elect no less than three (3) EC representatives of their
 251 choosing per Segment by means that are consistent with NAESB Bylaws and the requirements of Section
 252 10 of these Procedures. Selection of candidates and their election will be by procedures agreed to by

253 consensus or voting methods adopted by the founding group. Such elected representatives will be
 254 presented to the NAESB Board for acceptance as representatives of the RGQ, and acceptance by the
 255 Board will place all the requirements and restrictions of these Procedures upon those individuals.
 256 Subsequent elections to fill vacant seats, as necessary, will be held each month until all seats are filled.

257 Section 19.3 Balanced Voting During the Transition Period**258 A. Transitional Voting Multiplier**

259 Recognizing that the RGQ Segments might fill their allotted Board and EC seats at varying rates, a
 260 Transitional Voting Multiplier mechanism will be used to ensure balanced voting between Segments until
 261 all Board and EC seats are filled.

262 1. The Transitional Voting Multiplier shall be calculated for each RGQ Segment by dividing the
 263 number of populated seats in the largest REG Segment by the greater of the number of seats
 264 populated in each of the other RGQ Segments.
 265 The following example is used to illustrate this: A given RGQ Segment populates three seats,
 266 while the largest RGQ Segment in this case populates six. To determine the Transitional
 267 Voting Multiplier for the smaller RGQ Segment in this example, the number of seats in the
 268 largest RGQ Segment (which in this case is 6) would be divided by the number of seats
 269 populated in the smaller Segment (which is 3 in this case) to arrive at 2.00 as the Transitional
 270 Voting Multiplier for the smaller REG Segment in this case.

271 2. The Transitional Voting Multiplier for each Segment will be recalculated as each additional
 272 vacant seat is filled by the Quadrant on the Board or the EC.

273 3. Once each of a Segment's seats on the Board or the EC has been populated at least once, the
 274 Transitional Voting Multiplier will no longer be needed or used for either the Board or EC
 275 (whichever applies). Subsequent vacancies on the Board or the EC will not re-institute use of
 276 the Transitional Voting Multiplier mechanism.

277 B. Application

278 When non-procedural votes are tallied at NAESB Board or EC meetings, each of the voters
 279 present will have their votes weighted by the Transitional Voting Multiplier applicable to that voter's RGQ
 280 Segment. Where applicable, NAESB balanced voting rules will be applied after votes have been
 281 weighted. Thus in the example given in Section 19.3(A), if all three representatives from the smaller RGQ
 282 Segment vote, the tally of their votes would be 6.

283 C. Limitation on Transitional Voting Multiplier

284 To the extent that the number of individuals identifying with a RGQ Segment at a sub-committee
 285 or task force meeting is less than or equal to the number of RGQ EC seats populated by the Segment, the
 286 Transitional Voting Multiplier may be used to weight votes prior to the application of balanced voting rules.



NAESB Retail Electric Quadrant

Customer Processes Subcommittee Mission

The Customer Processes Subcommittee is a subcommittee of the NAESB Retail Electric Quadrant (REQ). The mission of the Customer Processes Subcommittee is to develop recommendations for standards and model business practices regarding customer-facing processes. The focus is to develop clear recommendations for customer processes that facilitate efficient implementation of competitive retail electric markets. This will require close cooperation/coordination with other NAESB efforts and close working relationships with other subcommittees, as required.

The Customer Processes Subcommittee will be responsible for the creation of proposed standards and model business practices (including data dictionaries and complementary documentation) as a result of items contained in the approved NAESB REQ Annual Plan, Requests for Standards or other requests for action forwarded to it by the NAESB Executive Committee; to solicit input as to the source and nature of the circumstances giving rise to the Request for Standard or EC formulated request for action; and, working in conjunction with other subcommittees within the REQ and the balance of NAESB, to develop standards, model business practices or other recommendations (with respect to the processing of such matter forwarded to it for processing) for review and determination by the NAESB Executive Committee. The Customer Processes Subcommittee is primarily tasked with assessing and addressing those Requests for Standards or portions thereof involving customer processes, with an initial focus on (1) billing and payments, (2) customer enrollment and switching, (3) customer information and (4) customer inquiries. The Customer Processes Subcommittee will utilize both Uniform Business Practices work product and other applicable documents as needed to facilitate recommended standards and model business practices.

Composition of the Customer Processes Subcommittee

The Customer Processes Subcommittee is comprised of members of the retail electric industry interested in participating in meetings to discuss the resolution and disposition of the matters referred to the subcommittee by the EC. There is no requirement that a member of the Customer Processes Subcommittee be a NAESB Member.

Subcommittee Operating Procedures

The Customer Processes Subcommittee will operate in conformance with the NAESB Certificate, Bylaws and established NAESBOPS (see references, below).

Meetings and Voting:

The Customer Processes Subcommittee will meet on a regularly scheduled basis initially, with a preference to in-person meetings scheduled approximately every six weeks, with provisions made for conference call participation if/as appropriate. The schedule of meetings will be noticed on the NAESB home page and will be open to any participant. When votes are taken, the members of the Customer Processes Subcommittee are the voting members of the subcommittee. Votes with respect to Standards



and recommendations are to be recorded by polling each member of the Customer Processes Subcommittee then present during the meeting. Members not present at the time of a vote will not have their vote counted. All votes will be recorded in the minutes. All voting is as specified in the NAESB Certificate, Bylaws, and NAESB Operating Procedures (NAESBOPs).

REFERENCES (partial)

1. NAESB Bylaws Section 10.5
2. NAESBOP document "Procedures for NAESB Executive Committee Subcommittees"



NAESB Retail Electric Quadrant

Supplier-Utility Interface Subcommittee Mission

The Supplier-Utility Interface Subcommittee is a subcommittee of the NAESB Retail Electric Quadrant (REQ). The mission of the Supplier-Utility Interface Subcommittee is to develop recommendations for standards and model business practices, and other recommendations regarding the working relationships between retail energy suppliers and the Local Distribution Company (or other entity similarly charged with facilitating retail access in a given service area, e.g. ERCOT in Texas) for review and determination by the NAESB Executive Committee. The focus is to develop clear recommendations that facilitate the working of the retail market and compliment similar standards and model business practices developed by the other NAESB Quadrants. This will require close cooperation/coordination with other NAESB efforts to determine working relationships between market participants.

The Supplier-Utility Interface Subcommittee will be responsible for the creation of proposed standards and model business practices (including data dictionaries and complementary documentation) as a result of items contained in the approved NAESB REQ Annual Plan, Requests for Standards or other requests for action forwarded to it by the NAESB Executive Committee; to solicit input as to the source and nature of the circumstances giving rise to the Request for Standard or EC formulated request for action; and, working in conjunction with other subcommittees within the REQ and the balance of NAESB, to develop standards, model business practices or other recommendations (with respect to the processing of such matter forwarded to it for processing) for review and determination by the NAESB Executive Committee. The Supplier-Utility Interface Subcommittee is primarily tasked with assessing and addressing those Requests for Standards or portions thereof involving the working relationships between retail energy suppliers and the Local Distribution Company implementing retail access in its service area. The subcommittee's initial focus is on (1) creditworthiness, (2) supplier licensing, (3) retail meter data validation, editing & estimating, (4) load profiling, (5) market participant interactions, (6) utility-supplier disputes and (7) settlement process. The Supplier-Utility Interface Subcommittee will utilize both Uniform Business Practices work product and other applicable documents as needed to facilitate recommended standards and model business practices.

Composition of the Supplier-Utility Interface Subcommittee

The Supplier-Utility Interface Subcommittee is comprised of members of the retail electric industry interested in participating in meetings to discuss the resolution and disposition of the matters referred to the subcommittee by the EC. There is no requirement that a member of the Supplier-Utility Interface Subcommittee be a NAESB Member.

Subcommittee Operating Procedures

The Supplier-Utility Interface Subcommittee will operate in conformance with the NAESB Certificate, Bylaws and established NAESBOPS (see references, below).

Meetings and Voting:

The Supplier-Utility Interface Subcommittee will meet on a regularly scheduled basis, initially with a



preference to in-person meetings scheduled approximately every four weeks, with provisions made for conference call participation if/as appropriate. The schedule of meetings will be noticed on the NAESB home page and will be open to any participant. When votes are taken, the members of the Supplier-Utility Interface Subcommittee are the voting members of the subcommittee. Votes with respect to Standards and recommendations are to be recorded by polling each member of the Supplier-Utility Interface Subcommittee then present during the meeting. Members not present at the time of a vote will not have their vote counted. All votes will be recorded in the minutes. All voting is as specified in the NAESB Certificate, Bylaws, and NAESB Operating Procedures (NAESBOps).

REFERENCES (partial)

1. NAESB Bylaws Section 10.5
2. NAESBOP document "Procedures for NAESB Executive Committee Subcommittees"



NAESB Retail Electric Quadrant

Technical Electronic Implementation Subcommittee Mission

The Technical Electronic Implementation Subcommittee (TEIS) is a subcommittee of the NAESB Retail Electric Quadrant (REQ). The mission of TEIS is to develop recommendations for transaction sets, data communication standards and implementation guidelines to support the standards and model business practices of the REQ. This will require close cooperation/coordination with other NAESB efforts to ensure the development of interoperable communication standards and the consistent use and semantics of ANSI data elements, transaction sets and message exchange models, where applicable.

The TEIS will be responsible for the creation of proposed standards and models as a result of items contained in the approved NAESB REQ Annual Plan, Requests for Standards or other requests for action forwarded to it by the NAESB Executive Committee; to solicit input as to the source and nature of the circumstances giving rise to the Request for Standard or EC formulated request for action; and, working in conjunction with other subcommittees within the REQ and the balance of NAESB to develop standards or other recommendations (with respect to the processing of such matters forwarded to it for processing) for review and determination by the NAESB Executive Committee.

The TEIS is primarily tasked with assessing and addressing those Requests for Standards or portions thereof involving data communications, ANSI data element and transaction set definitions, with an initial focus on electronic delivery mechanisms and on the technical implementation standards associated with (1) billing and payments, (2) customer enrollment and switching, (3) metering, (4) load profiling and (5) customer information. TEIS will not engage in the development of standards or models that encroach on business practices that are the domain of other REQ subcommittees. All requirements, issues, questions and concerns identified by the TEIS that pertain to standards and model business practices must be referred to the appropriate subcommittee or Executive Committee of the REQ.

Composition of the TEIS

The TEIS is comprised of members of the retail electric industry interested in participating in meetings to discuss the resolution and disposition of the matters referred to the TEIS by the EC. There is no requirement that a member of the TEIS be a NAESB Member.

Subcommittee Operating Procedures

The TEIS will operate in conformance with the NAESB Certificate, Bylaws and established NAESBOPS (see references, below).

Meetings and Voting:

The TEIS will meet on a regularly scheduled basis initially, with a preference to in-person meetings scheduled approximately every four weeks, with provisions made for conference call participation if/as appropriate. The schedule of meetings will be noticed on the NAESB home page and will be open to any participant. When votes are taken, the members of the TEIS are the voting members of the



subcommittee. Votes with respect to Standards and recommendations are to be recorded by polling each member of the TEIS then present during the meeting. Members not present at the time of a vote will not have their vote counted. All votes will be recorded in the minutes. All voting is as specified in the NAESB Certificate, Bylaws, and NAESB Operating Procedures (NAESBOps).

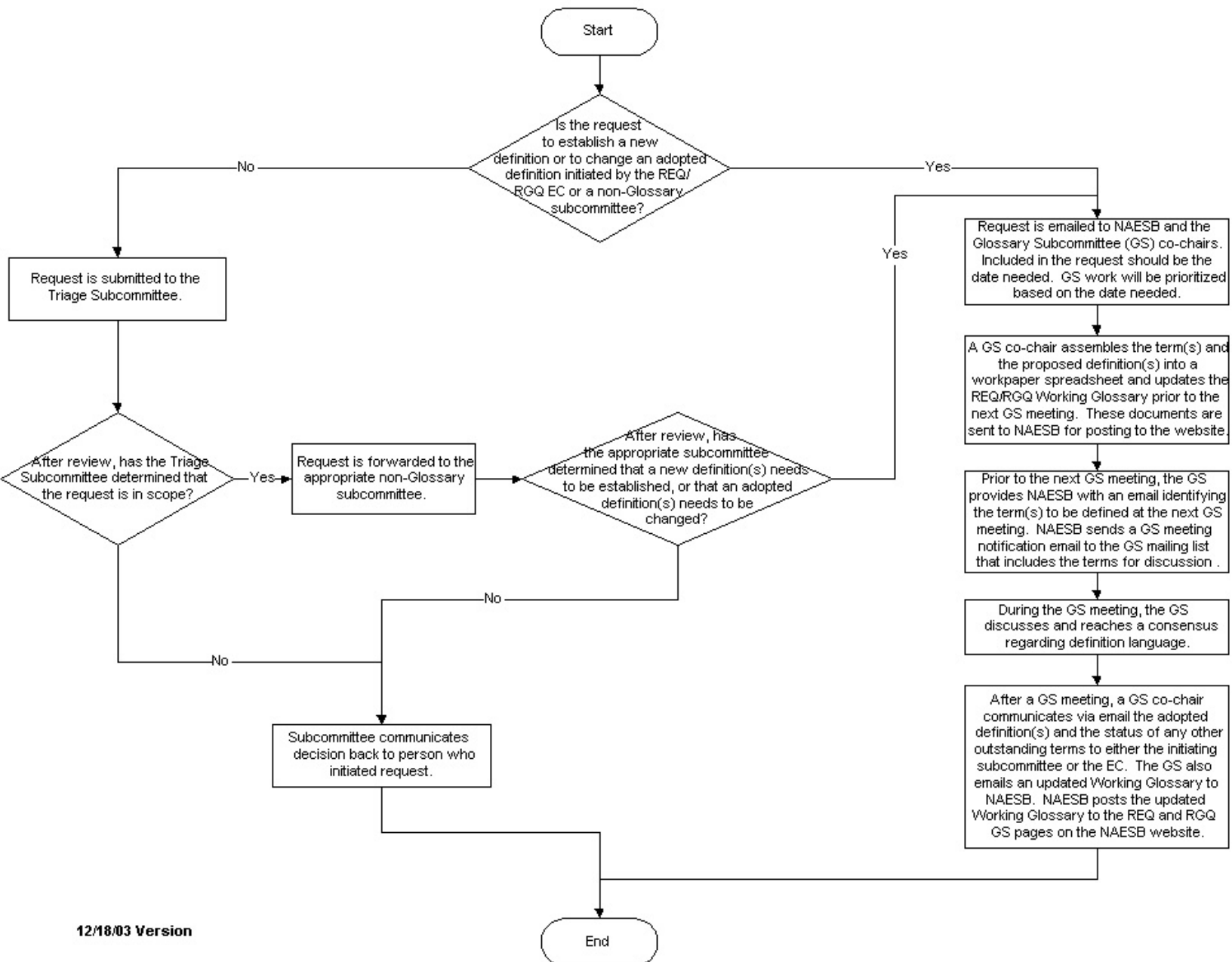
REFERENCES (partial)

1. NAESB Bylaws Section 10.5
2. NAESBOP document "Procedures for NAESB Executive Committee Subcommittees"

REQ/RGQ Glossary Subcommittee Process for Adopting Definitions

- 1.** The process of **adopting a new definition** and/or **changing an adopted definition** can be started in one of two ways: 1. The request is submitted to an REQ/RGQ subcommittee. The subcommittee determines if the request should be pursued further; or 2. During the course of an REQ/RGQ subcommittee meeting or an REQ/RGQ Executive Committee meeting, the meeting participants agree that a new definition or a change in an adopted definition is needed.
- 2.** An REQ/RGQ subcommittee chair (or the designated representative) or the Executive Committee submits a request to establish a new definition(s) and/or to change an adopted definition(s) to NAESB and the Glossary Subcommittee (GS) co-chairs. The request for definition(s) should include: 1. the term(s) and the proposed definition(s), and 2. the date(s) the definition(s) is needed from the GS.
- 3.** A GS co-chair assembles the term(s) and the proposed definition(s) into a workpaper spreadsheet prior to the next GS meeting. The GS co-chair also updates the REQ/RGQ Working Glossary. If a proposed definition involves changing an adopted definition, the term is flagged in the REQ/RGQ Working Glossary. Both the workpaper and the updated REQ/RGQ Working Glossary are sent to NAESB for posting on the REQ and RGQ GS pages on the NAESB website.
- 4.** Prior to the next GS meeting, the GS provides NAESB with an email identifying the term(s) to be defined at the next GS meeting. NAESB sends a GS meeting notification email to the GS mailing list that includes these terms as well as links to the REQ and RGQ GS pages on the NAESB website. Interested parties can view the current workpaper(s) on these pages.
- 5.** During the GS meeting, the GS discusses and reaches a consensus regarding definition language. Definitions are prioritized and worked based on the date needed.
- 6.** After a GS meeting, a GS co-chair communicates via email the adopted definition(s) and the status of any other outstanding terms to either the initiating subcommittee or the EC, as appropriate. The GS also emails an updated Working Glossary to NAESB. NAESB posts the updated Working Glossary to the REQ and RGQ GS pages on the NAESB website.

REQ/RGQ Glossary Subcommittee Process for Adopting Definitions



TAB 11

REQ and RGQ Subcommittee Updates

NORTH AMERICAN ENERGY STANDARDS BOARD
Executive Committee Meeting - WEQ, REQ, RGQ, WGQ Meeting Materials
February 24-26, 2004

CPS Documents



North American Energy Standards Board

1301 Fannin, Suite 2350, 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 and Retail Gas Quadrant Customer Processes Subcommittee, Posting for Interested Industry Participants

FROM: Meghan McMillan, NAESB Staff

RE: Draft Minutes from the NAESB Retail Electric Quadrant and Retail Gas Quadrant Customer Processes Subcommittee Meeting – January 14 - 15, 2003

DATE: January 29, 2004

**Retail Electric Quadrant and Retail Gas Quadrant
Customer Processes Subcommittee
January 14 - 15, 2004
Draft Minutes**

1. Administrative

Mr. Alston opened the meeting and gave the antitrust advice. Introductions were made. Ms. Heath moved, seconded by Mr. Rothfuss to adopt the agenda as modified. The agenda was adopted as modified absent objection. Mr. Wolfe moved, seconded by Ms. Camp to adopt the October 3, 2003 draft minutes as modified and the October 21, 2003 draft minutes as written. The draft minutes were adopted absent objection.

EC and Board Elections: Ms. McCain noted the NAESB office is currently soliciting nominations for seats on both the Board and EC in both retail quadrants. She suggested if anyone is interested in running they should notify Todd Oncken at the NAESB office.

2. Continue with Billing and Payment Matters

Mr. Alston noted that some clarification changes were made to the model business practices during the Executive Committee meeting and stated that in order to complete these model business practices the subcommittees still need to draft the data dictionary and technical implementation processes. Mr. Alston stated the CPS has discussed a data dictionary proposal and in the latest version he has tried to incorporate both the invoice in a bill ready situation and an advice notice in a rate ready situation. He suggested the two should be separated into two distinct processes, and that a sample paper transaction may not be entirely appropriate because on the electric side these transactions are not often visibly inspected. It was noted that the subcommittees will try to draft a sample paper transaction, which may prove useful to the Technical Electronic Implementation Subcommittees when they receive this information. The subcommittees used the Invoicing standards manual from WGQ to assist in the development of the data dictionary and sample paper transaction.

The group discussed Mr. Alston's draft data dictionary and documented changes during the meeting. For a record of changes made, please see the attachment to the minutes.

Mr. Alston stated during the meeting the subcommittee agreed there should be three different data dictionaries: bill ready, rate ready, and single retailer model. Mr. Behr joined the meeting to represent the TEIS and help the CPS with the development of their data dictionary. Mr. Behr encouraged the CPS to develop sample paper transactions even though they may not be needed for the REQ.



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3. Next Steps

Tentative dates for the next set of subcommittee meetings were discussed. The dates of March 3-5, 2004 were suggested.

4. Web Conferencing Options

A presentation was given by a web-conferencing representative. This presentation is posted as a work paper for the meeting.

5. Adjourn

The meeting adjourned on January 15, 2004 at 1:10 p.m. Central.

6. Attendees

Name	Company	In Person/Phone
Adams, Tan	Georgia Power	In Person
Alston, Rick	Old Dominion	In Person
Barkas, Bill	Dominion	Phone
Behr, George	ESG	Phone
Brown, Dan	Southern Company	Phone
Camp, Yvette	Southern Company	In Person
Davis, Dorman	Mississippi Power	Phone
Dodson, Greg	Dominion Resources	Phone
Edwards, Mary	Dominion Virginia Power	In Person
Eynon, Patrick	Ameren Services	In Person
Fatina, Barb	Exelon Energy	In Person
Garrett, Michael	Georgia Power	In Person
Heath, Cathy	Georgia Power	In Person
Jones, Dan	Cinergy	In Person
McCain, Marcy	Duke Energy Gas Transmission	In Person
McMillan, Meghan	NAESB	Phone
Nishida, Les	Wisconsin Public Service	In Person
Precht, Phillip	BG&E	Phone
Robert, Lisa	Department of Defense	In Person
Rothfuss, Dan	Cinergy	Phone
Sarafin, Alex	NiSource	Phone
Thiry, Ken	Wisconsin Public Service	Phone
Wise, Barbara	BG&E	Phone
Wolf, Bill	BG&E	In Person
Yetman, Kathy	National Grid	In Person

BILLING AND PAYMENTS DATA DICTIONARY Draft January 15, 2004***(Bill Ready Invoice)**

Business Name	Definition	Usage	Condition	Code Value (to be removed and set up in a Code Values Dictionary)
Adjustment Amount	A dollar amount representing an allowance or charge to the customer	C	Used by the Non-Billig Party when an adjustment amount is transmitted to the Billing Party for placement on the bill	
Adjustment Indicator	A code that identifies the existence of an adjustment in the invoice	M		Yes or No
Applicable budget billing information	Text used by the Non-Billing Party to inform the customer of the difference between the budget amounts paid and the accrued amount outstanding	MA		
Applicable taxes	A taxable amount calculated by the Non-Billing Party and transmitted to the Billing Party for placement on the customer bill	C	Used by the Non-Billing Party when a tax amount is transmitted to the Billing Party for placement on the bill	
Bill Action Code	This is a code sent to the Billing Party that conveys instructions regarding the action to be taken by the Billing Party	M		Memorandum, Original, Cancellation, Reversal, Reissue, Memorandum, Final Bill
Billing Option	Indicates which party is to calculate the customer's bill	M		Utility Consolidated, Supplier Consolidated, Dual
Billing Party Duns Number	Billing Party's DUNS Number or DUNS+4 Number	M		
Category of Charge	This is a code to indicate whether or not the charges are summarized at the account level	M		Yes or No
Charge Description	Text description for line item charge that will print on the customer's bill	BP		kW, kWh, therms, ccf, mcf, late payment charge, non-energy charge
Charge Due Date	Customer payment due date	C	Mandatory if Billing Option code of "S"	
Charge or Credit Amount	Dollar amount (credit or debit) for the charge. If dollar amount is negative, the leading negative sign will be sent. If the dollar amount is positive, no leading sign is sent.	M		
Charge or Credit Indicator	A code indicating whether the Adjustment Amount is an allowance or a charge to the customer	C	Used by the Non-Billig Party when an adjustment amount is transmitted to the Billing Party for placement on the bill	Allowance, Charge, No Charge
Cross Reference Number	The cross-reference number originally transmitted with the usage information for use as a cross-matching tool	M		
Customer Account Number or SDID Number	Customer Account Number assigned by the Distribution Company	M		
Customer Name	Customer Name	M		

Business Name	Definition	Usage	Condition	Code Value (to be removed and set up in a Code Values Dictionary)
Invoice date	The date the Non-Billing Party's invoice was generated	M		
Invoice number	Unique number identifying this invoice	M		
Non-Billing Party account number	A customer account number assigned by the Non-Billing Party	MA		
Non-Billing Party Duns number	Non-Billing Party DUNS number or DUNS+4 number	M		
Original Invoice Number	Original Invoice Number is the unique number assigned to the original bill	C	When a bill is cancelled and re-billed, the Original Bill Number is used as a trace number for the receiver	Bill Action Code = 01, 17, 18
Service address	Customer's service address that may not be the Customer's Billing Address	C	Mandatory if Billing Option code of "S"	
Service Type	Indicates type of service rendered	M		Electric or Gas
Text message by the Non-Billing Party	A text message the Non-Billing Party wants to appear on the customer's bill	MA		
Twelve months usage history	Twelve individual monthly usage amounts that are placed on the bill so the customer may review historical usage patterns	C	Used when the Distribution Company is required to place usage history on the customer's bill	Mandatory if Billing Option code of "S"
Unit of Measure	Unit of measure for quantity	C	Mandatory if Billing Option code of "S"	
Usage Indicator	Indicator distinguishes between estimated usage and actual usage	C	Mandatory if Billing Option code of "S"	
Utility Rate Code	Rate Code that indicates the billing rate	C	Mandatory if Billing Option code of "S"	

BILLING AND PAYMENTS DATA DICTIONARY**(810 Rate Ready - Billing Party to Non-Billing Party)**

Data Element Name	Definition	Usage	Condition	Code Value (to be removed and set up in a Code Values Dictionary)
Adjustment Amount	A dollar amount representing a credit or charge to the customer	C	Used by the Billing Party when an adjustment amount is transmitted to the Non-Billing Party for placement on the bill	
Adjustment Charge or Credit Indicator	A code indicating whether the amount is a charge or a credit to the customer	C	Used by the Billing Party when an adjustment amount is transmitted to the Non-Billing Party	Credit (negative) or Charge (positive)
Adjustment Indicator	A code that identifies the existence of an adjustment in the invoice	M		Yes or No
Applicable Tax Charge or Credit Indicator	A code indicating whether the amount is a charge or a credit to the customer	C	Used when an Applicable Tax Indicator is Yes	Credit (negative) or Charge (positive)
Applicable tax indicator	Used to indicate that taxes are included for Non-Billing Party charges	M		Yes or No
Applicable taxes	A taxable amount calculated by the Billing Party and transmitted to the Non-Billing Party	C	Used by the Billing Party when a tax amount is transmitted to the Non-Billing Party	
Bill Action Code	This is a code sent to the Non-Billing Party that conveys the type of billing issued by the Billing Party	M		Memorandum, Original, Cancellation, Reversal, Reissue, Memorandum, Final Bill
Bill Date	The date the bill was or will be issued to the customer	M		
Bill Number	Unique number identifying this bill	M		
Billing Cycle	Cycle on which the bill will be rendered. Cycle associated with account.	M		
Billing Demand		MA		
Billing Option	Indicates which party is to calculate the customer's bill	M		Supplier Consolidated, Distribution Company Consolidated, Dual
Billing Party Duns Number	Billing Party's DUNS Number or DUNS+4 Number	M		
Category of Charge	This is a code to indicate whether or not the charges are summarized at the account level	M		ACCOUNT - Indicates charges are summarized at an Account level
Charge Description	Text description of the line item charge	MA		kW, kWh, therms, ccf, mcf, late payment charge, non-energy
Charge or Credit Amount	Dollar amount for the charge	M		
Charge or Credit Amount Due Date	Customer Payment Due Date	MA		
Cross Reference Number	The cross-reference number originally transmitted with the meter reading for use as a cross-matching tool	MA		

Data Element Name	Definition	Usage	Condition	Code Value (to be removed and set up in a Code Values Dictionary)
Current Customer Charge	Charges associated with the current customer charge	MA		
Current Demand Charge	Charges associated with the current demand	MA		
Current Non-TOU Charge	Charges associated with the current billing of non-TOU	MA		
Current Off-Peak Charge	Charges associated with the current off-peak charge	MA		
Current Peak Charge	Charges associated with the current peak charge	MA		
Current Service Period End	Service Period Ending Date	M		
Current Service Period Start	Service Period Starting Date	M		
Current Shoulder Charge	Charges associated with shoulder period usage	MA		
Current usage	Consumption or other "unit" for the charge	M		
Customer Account Number or SDID Number	Customer Account Number or SDID Number assigned by the Distribution Company	M		
Late payment charges	The charge rendered for late payment of Non-Billing Party charges	C	Sent to Billing Party only if a late payment charge is appropriate	
Non-Billing Party account number	A customer account number assigned by the Non-Billing Party	MA		
Non-Billing Party Arrears	A dollar amount representing the Non-Billing Party's balance excluding current charges	MA		
Non-Billing Party Duns number	Non-Billing Party DUNS Number or DUNS+4 Number	M		
Non-Billing Party Pricing Option	Indicates the Non-Billing Party's additional rate code description	MA		
Non-Billing Party Rate Code	Indicates the Non-Billing Party's rate code for a charge	M		
Off Peak Kilowatt-hour Usage		MA		
Off Peak KVA Demand		MA		
Off Peak KW		MA		
Off Peak KW Demand		MA		
Original Bill Number	Original Bill Number is the unique number assigned to the original bill	C	When a bill is cancelled and re-billed, the Original Bill Number is used as a trace number for the receiver	
Peak Kilowatt-hour usage	Kilowatt-hour usage during peak hours	MA		
Peak KVA Demand	Peak KVA demand during the billing period	MA		

Data Element Name	Definition	Usage	Condition	Code Value (to be removed and set up in a Code Values Dictionary)
Peak KW Demand	Peak demand during the billing period	MA		
Primary Metering Indicator	Indicates that the customer has primary metering	MA		
Service Type	Indicates type of service rendered	M		Electric or Gas
Shoulder Kilowatt-hour Usage		MA		

TEIS INTERFACES

The Technical Electronic Implementation Subcommittees (TEIS) of the Retail Electric and Retail Gas quadrants have several key deliverables with respect to Quadrant business process books.

In the Business Practices and Processes tab:

- The cross-reference to QEDM and Internet ET Related standards. Note that any technical standards will be included in the QEDM and Internet ET related standards, and no longer in the 'Related Standards' tab one level higher.

Inside each transaction standard (e.g. 1.4.1 Nomination):

- Collaboration with business subcommittees on the Technical Implementation of the Business Process (TIBP)
- Collaboration with business subcommittees on the Sample Paper Transaction
- Collaboration with business subcommittees on the Data Dictionary
- The Code Values Dictionary

Inside each transaction standard's EDI/FF tab:

- Data Element Cross Reference
- Sample X12 Transaction
- X12 Mapping Guidelines
- Transaction Set Tables

This document details the optimal interface between the business subcommittees and the TEIS subcommittees to achieve these goals in a timely manner.

CROSS-REFERENCE TO QEDM AND INTERNET ET RELATED STANDARDS

Led by TEIS

TEIS will lead the effort to cross-reference standards from the Internet ET and QEDM standards. These standards will no longer appear in the higher-level 'Related Standards' tab since this is redundant for technical related standards.

Completed after transaction sub-tabs are completed

Since the transaction sub-tabs may dictate related standards, this work will be done after the each transaction sub-tab is completed.

TECHNICAL IMPLEMENTATION OF BUSINESS PROCESS

Led by business subcommittee

TEIS will look to the business subcommittees for the initial draft of this document.

Collaboration

TEIS will provide input to the TIBP, but completion of this section remains the responsibility of the business subcommittees.

SAMPLE PAPER TRANSACTION

Led by business subcommittee

TEIS will look to the business subcommittees for the initial draft of this document.

Collaboration

TEIS will provide input to the sample paper transaction, but completion of this section remains the responsibility of the business subcommittees.

DATA DICTIONARY

Led by business subcommittee

TEIS will look to the business subcommittees for the initial draft of this document, and for finalization of this section.

Collaboration

TEIS will provide input to the data dictionary, but completion of this section remains the responsibility of the business subcommittees.

Required Information

The TEIS needs the following data dictionary information to complete its deliverables:

- The business name and abbreviation for each data element
- The definition of each data element
- The data group of each data element. The data group defines a group of data elements that are related to each other. For example, charge quantity and charge rate on an invoice would be in the same data group. The data group may also reflect a 'looping' relationship, where a group of data elements repeats in a transaction.
- The Usage of the data element, from the following list of usage codes:
 - M = Mandatory; must be used
 - C = Conditional; mandatory when defined conditions are met in the transaction or in the business process life-cycle.
 - BC = Business Conditional; mandatory when defined conditions are met outside of the transaction or life-cycle (e.g. 'Outstanding Balance' mandatory for Rate Ready Billing invoices).
 - MA = Mutually-agreed; used when both sending and receiving party agree on use
 - SO = Sender's option; used at sender's discretion (e.g. Supplier account number in enrollment)
 - NU = Not used; when multiple scenarios are shown for a given transaction
- Narrative of the conditions of usage for the data element if either C or BC.
- Narrative of the list of acceptable flavors if a finite list is expected. (e.g. 'Dual', 'Utility', or 'Supplier' for Party calculating charges/bill on an Invoice). Note that TEIS will define the actual Code Values.

Once the transaction sub-tab is complete, TEIS will provide a cross reference to the Code Values Dictionary for any elements that have a Code Values table.

CODE VALUES DICTIONARY

Led by TEIS

TEIS will lead this effort, including responsibility for completion.

Collaboration with business subcommittees

TEIS will look to the business subcommittees for direction with respect to acceptable flavors for the data element. For example in the Invoice, TEIS would like to receive the 'party calculating charges' data element as 'Dual', 'Utility', or 'Supplier', rather than any well-known or popular codes (e.g. DUAL, LDC, ESP).

Where actual codes are required by a business subcommittee, TEIS will look for Quadrant EC approval.

Reference existing body of work and industry/regional standards

TEIS will define the actual Code Values by researching existing bodies of work in the energy industry, in transaction standards (e.g. X12), and other locations.

Since debate is expected and there is no TEIS subcommittee voting structure, Code value dictionaries that do not achieve TEIS consensus will be forwarded to the EC for disposition.

TRANSACTION SUBTABS

Transaction Format Priority

TEIS will look to each Quadrant's EC to define the priority for transaction formats (ie X12, Flat-files, XML).

DATA ELEMENT CROSS REFERENCE

Led by TEIS

TEIS will lead this effort, including responsibility for completion.

SAMPLE ELECTRONIC TRANSACTION

Led by TEIS

TEIS will lead this effort, including responsibility for completion.

May be X12, FF, XML, etc

MAPPING GUIDELINES

Led by TEIS

TEIS will lead this effort, including responsibility for completion.

May be X12, FF, XML, etc

TRANSACTION SET TABLES

Led by TEIS

TEIS will lead this effort, including responsibility for completion.

May be X12, FF, XML, etc

ID	Business Name	Definition	Bill Ready (BR)	Rate Ready (RR)	Condition	Comments [Code Descriptions for Code Value Dictionary]
AdjAmt	Adjustment Amount	A dollar amount representing an allowance or charge to the customer	C	C	BR:Used by the Non-Billing Party when an adjustment amount is transmitted to the Billing Party for placement on the bill; RR:Used by the Billing Party when an adjustment amount is transmitted to the Non-Billing Party	
AdjChgCredInd	Adjustment Charge or Credit Indicator	A code indicating whether the amount is a charge or a credit to the customer	NU	C	Used by the Billing Party when an adjustment amount is transmitted to the Non-Billing Party	
AdjInd	Adjustment Indicator	A code that identifies the existence of an adjustment in the invoice	M	C		
ApplBudgetBill	Applicable budget billing information	Text used by the Non-Billing Party to inform the customer of the difference between the budget amounts paid and the accrued amount outstanding	MA	NU		
ApplTaxes	Applicable taxes	A taxable amount calculated by the Non-Billing Party and transmitted to the Billing Party for placement on the customer bill	C	C	BR: Used by the Non-Billing Party when a tax amount is transmitted to the Billing Party for placement on the bill; RR: Used by the Billing Party when a tax amount is transmitted to the Non-Billing Party	
ApplTxChgCr	Applicable Tax Charge or Credit Indicator	A code indicating whether the amount is a charge or a credit to the customer	NU	C	Used when an Applicable Tax Indicator is Yes	
ApplTxInd	Applicable tax indicator	Used to indicate that taxes are included for Non-Billing Party charges	NU	M		[Yes,No]
BillActionCode	Bill Action Code	This is a code sent to the Billing Party that conveys instructions regarding the action to be taken by the Billing Party	M	M		
BillDate	Bill Date	The date the bill was or will be issued to the customer	??	M	??same as InvDate	
BillNum	Bill Number	Unique number identifying this bill	??	M	??same as InvNum	
BillCycle	Billing Cycle	Cycle on which the bill will be rendered. Cycle associated with account.	NU	M		
BillDemand	Billing Demand		NU	MA		
BillingOption	Billing Option	Indicates which party is to calculate the customer's bill	M	M		
BillingPartyDUNS	Billing Party Duns Number	Billing Party's DUNS Number or DUNS+4 Number	M	M		
ChgCategory	Category of Charge	This is a code to indicate whether or not the charges are summarized at the account level	M	M		
ChgDesc	Charge Description	Text description for line item charge that will print on the customer's bill	BP	MA		
ChgDueDate	Charge Due Date	Customer payment due date	C	NU	Mandatory if Billing Option code of "S"	
ChgCredAmt	Charge or Credit Amount	Dollar amount (credit or debit) for the charge. If dollar amount is negative, the leading negative sign will be sent. If the dollar amount is positive, no leading sign is sent.	M	NU		
ChgCredAmtDate	Charge or Credit Amount Due Date	Customer Payment Due Date	NU	MA		

ChgCredInd	Charge or Credit Indicator	A code indicating whether the Adjustment Amount is an allowance or a charge to the customer	C	??same as above?	BR:Used by the Non-Billing Party when an adjustment amount is transmitted to the Billing Party for placement on the bill	
XRefNum	Cross Reference Number	The cross-reference number originally transmitted with the usage information for use as a cross-matching tool	M	MA	??why? How do you tie to payments? Or usage?	
CurCustChg	Current Customer Charge	Charges associated with the current customer charge	NU	MA		
CurDemChg	Current Demand Charge	Charges associated with the current demand	NU	MA		
CurNonTOUC	Current Non-TOU Charge	Charges associated with the current billing of non-TOU	NU	MA		
CurOffPkChg	Current Off-Peak Charge	Charges associated with the current off-peak charge	NU	MA		
CurPkChg	Current Peak Charge	Charges associated with the current peak charge	NU	MA		
ServPerEnd	Current Service Period End	Service Period Ending Date	M	M		
ServPerStart	Current Service Period Start	Service Period Starting Date	M	M		
CurShoulderC	Current Shoulder Charge	Charges associated with shoulder period usage	NU	MA		
CurUsg	Current usage	Consumption or other "unit" for the charge	NU	M		
CustAcctNum	Customer Account Number or SDID Number	Customer Account Number assigned by the Distribution Company	M	M		
CustName	Customer Name	Customer Name	M	M		
InvDate	Invoice date	The date the Non-Billing Party's invoice was generated	M	??	Same as Bill date	
Invnumber	Invoice number	Unique number identifying this invoice	M	??	Same as Bill Num	
LtPayChg	Late payment charges	The charge rendered for late payment of Non-Billing Party charges	NU	C	Sent to Billing Party only if a late payment charge is appropriate	
NonBillPartyA	Non-Billing Party account number	A customer account number assigned by the Non-Billing Party	MA	BC		
NonBillPartyA	Non-Billing Party Arrears	A dollar amount representing the Non-Billing Party's balance excluding current charges	NU	MA		
NonBillPartyD	Non-Billing Party Duns number	Non-Billing Party DUNS number or DUNS+4 number	M	M		
NonBillPartyP	Non-Billing Party Pricing Option	Indicates the Non-Billing Party's additional rate code description	NU	MA		
NonBillPartyR	Non-Billing Party Rate Code	Indicates the Non-Billing Party's rate code for a charge	NU	M		
OffPkKWH	Off Peak Kilowatt-hour Usage	??	NU	MA		
OffPkKVA	Off Peak KVA Demand	??	NU	MA		
OffPkKW	Off Peak KW	??	NU	MA		
OffPkKWDem	Off Peak KW Demand	??	NU	MA		
OrigInvNum	Original Invoice Number	Original Invoice Number is the unique number assigned to the original bill	C	C	When a bill is cancelled and re-billed, the Original Bill Number is used as a trace number for the receiver	
PkKWH	Peak Kilowatt-hour usage	Kilowatt-hour usage during peak hours	NU	MA		
PkKVA	Peak KVA Demand	Peak KVA demand during the billing period	NU	MA		
PkKWDeman	Peak KW Demand	Peak demand during the billing period	NU	MA		
PriMtrInd	Primary Metering Indicator	Indicates that the customer has primary metering	NU	MA		

ServAddr	Service address	Customer's service address that may not be the Customer's Billing Address	C	NU	BR:Mandatory if Billing Option code of "S"	
ServType	Service Type	Indicates type of service rendered	M	M		
ShldKWH	Shoulder Kilowatt-hour Usage		NU	MA		
ShldKVA	Shoulder KVA Demand		NU	MA		
ShldKW	Shoulder KW Demand		NU	MA		
TotalBal	Total Balance	Customer total outstanding balance (previous period balance plus current charges, allowances or credits)	NU	MA		
TotalKWHNo	Total Kilowatt-hour usage (non	Kilowatt-hour usage (non-TOU)	NU	MA		
NonBillPartyM	Text message by the Non-Billing Party	A text message the Non-Billing Party wants to appear on the customer's bill	MA	MA	??BC	
UsgHist12Mo	Twelve months usage history	Twelve individual monthly usage amounts that are placed on the bill so the customer may review historical usage patterns	C	NU	BR:Used when the Distribution Company is required to place usage history on the customer's bill	
UnitMeas	Unit of Measure	Unit of measure for quantity	C	M	BR:Mandatory if Billing Option code of "S"	
UsgInd	Usage Indicator	Indicator distinguishes between estimated usage and actual usage	C	M	BR:Mandatory if Billing Option code of "S"	
UtilRateCode	Utility Rate Code	Rate Code that indicates the billing rate	C	M	BR:Mandatory if Billing Option code of "S"	

ID (TEIS Use)	Business Name	Definition	Model Data Group	Payment	Condition	Comments [Code Descriptions for Code Value Dictionary]
BillPartyAcctNum	Billing Party Account Number	Billing Party's account number	Header	M		
BillPartyDUNS	Billing Party's Duns Number	Billing Party Duns Number	Header	M		
FundXferDate	Funds Transfer Date		Header	M		
FundXferTrackNum	Funds Transfer Tracking Number		Header	M		
NonBillPartyAcctNum	Non-Billing Party Account Number	Non-Billing Party account number	Header	M		
NonBillPartyDUNS	Non-Billing Party's Duns Number	Non-Billing Party Duns number	Header	M		
PayAdjType	Payment Adjustment Type	A code to indicate the type of payment or adjustment	Detail	M		[Adjustment,Payment on Account]
PayAdjAmt	Payment/Adjustment Amount	A dollar amount representing a payment or adjustment on the customer's account	Detail	M		
PayAdjPostDate	Payment/Adjustment Date	The date the customer's payment was posted	Detail	M		
TransDate	Transaction Date	The date this transaction was sent	Header	M		

Proposed data elements

BillThreadXRef	Billing Thread Cross Reference	The cross reference to an invoice	Detail	M		
AdjReasonCode	Adjustment Reason Code	A code to indicate reason for the adjustment	Detail	C	Mandatory for PayAdjType="Adjustment"	[Invoice Cancelled,Authorized Return,Adjustment,Insufficient Funds]

NORTH AMERICAN ENERGY STANDARDS BOARD
Executive Committee Meeting - WEQ, REQ, RGQ, WGQ Meeting Materials
February 24-26, 2004

SUIS Updates



North American Energy Standards Board

1301 Fannin, Suite 2350, 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 and Retail Gas Quadrant Supplier-Utility Interface Subcommittee, Posting for Interested Industry Participants

FROM: Meghan McMillan, NAESB Staff

RE: Draft Minutes from the NAESB Retail Electric Quadrant and Retail Gas Quadrant Supplier-Utility Interface Subcommittee Meeting – January 13, 2004

DATE: February 19, 2004

**Retail Electric Quadrant and Retail Gas Quadrant
Supplier-Utility Interface Subcommittee
January 13, 2004
Draft Minutes**

1. Administrative

Ms. Camp opened the meeting and welcomed participants. Introductions were made. Ms. Camp gave the antitrust advice. Mr. Eynon suggested adding an update from the Glossary Subcommittee under the administrative section on the agenda. Mr. Newbold added a discussion SUIS leadership. Ms. Yetman moved, seconded by Ms. McCain to adopt the agenda as modified. The agenda was adopted as modified absent objection. Modifications were made to the October 23, 2003 draft minutes. Mr. Wolfe moved, seconded by Ms. Edwards to adopt the draft minutes from October 23, 2003 as modified. The October 23, 2003 draft minutes were adopted as modified absent objection. Ms. Camp moved, seconded by Ms. Yetman to adopt the December 3, 2003 draft minutes as modified. The December 3, 2003 draft minutes were adopted as modified absent objection.

Glossary Subcommittee Update: Mr. Eynon gave a brief review of the Glossary Subcommittee process for adopting and changing definitions. He noted that he would send the updated draft to the NAESB office for posting.

SUIS Leadership: Mr. Newbold stated he will not be able to be as active in his position as chair of the SUIS and is still looking for a co-chair who can attend the meetings. No volunteers were noted during the meeting.

2. Discussion and Approval of Creditworthiness Introductory Sections

Ms. Ray suggested the group review the suggested modifications spreadsheet and vote to approve the changes after reviewing all of them. Mr. Newbold noted that under Tab 1 we will have a chart noting which standards are adopted by which quadrant, and the entire introductory section will be moved to Tab 2 under the Introduction. Tab 3 will be the Executive Summary. It was noted that the same introduction will be reprinted in each section of the standards. Concerns were voiced over the change made to the language in the introduction which referring to NAESB's mission. After extended discussion, it was agreed to strike the language concerning NAESB's mission in its entirety from the introductory language in order to solve concerns regarding this language. Other minor changes were made and are reflected in the attachment to the minutes. It was agreed to move the models out of the Executive Summary section and insert them in the Models section, and to add some language containing a brief review of what is contained in the Model Business Practices. It was decided to table discussion of the diagrams that were included in the Executive Summary. The diagrams will be discussed at a later meeting.



North American Energy Standards Board

1301 Fannin, Suite 2350, Houston, Texas 77002
Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@aol.com
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REQ Vote

Mr. Eynon moved, seconded by Ms. Edwards to approve the introduction and executive summary to the Creditworthiness Model Business Practices out of the SUIS subcommittee as modified during this meeting. Upon a balanced vote the motion passed unanimously. Detailed voting results are available as an attachment to these minutes.

RGQ Vote

Ms. McCain moved, seconded by Mr. Nishida to approve the Introduction and Executive Summary to the Creditworthiness Model Business Practices out of the SUIS subcommittee as modified during this meeting. Upon a balanced vote the motion passed unanimously. Detailed voting results are available as an attachment to these minutes.

3. Next Steps for Model Non-Disclosure Agreement

Mr. Newbold stated that originally the subcommittee attempted to draft a model contract, but made the decision to develop an outline instead. The group reviewed the outline drafted by Ms. Heath. Modifications were suggested and recorded during the meeting.

4. Discussion of Market Participant Model Business Practices Red-line

The group discussed the Market Participant Model Business Practices red-line and recorded modifications.

5. Next Steps

The dates of March 2-4, 2004 were suggested for the next SUIS & CPS meetings. [Subsequent to the meeting it was decided to move the meetings back one day to be held on March 3-5, 2004 in Orlando, FL. Mr. Alston will be contacted about locating a host for the meeting.

Ms. Edwards stated she has done some further research concerning web-casting options. A brief presentation was given by a representative of a web-casting service provider. The presentation is provided as an attachment to these minutes.

6. Adjourn

The meeting adjourned on January 13, 2003 at 4:18 p.m. Central.



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8. Attendees

Name	Company	In Person/Phone
Alston, Rick	Old Dominion	In Person
Banning, Leona	NAESB	Phone
Barkas, Bill	Dominion Retail	Phone
Camp, Yvette	Southern Company	In Person
Edwards, Mary	Dominion Virginia Power	In Person
Fatina, Barb	Exelon Energy	In Person
Garrett, Michael	Georgia Power	In Person
Jones, Dan	Cinergy	In Person
McCain, Marcy	Duke Energy Gas Transmission	In Person
McMillan, Meghan	NAESB	Phone
Newbold, Bill	Detroit Edison	Phone
Nishida, Les	Wisconsin Public Service	In Person
Precht, Phil	Baltimore Gas & Electric	Phone
Robert, Lisa	Defense Energy Support Center	In Person
Rothfuss, Dan	Cinergy	Phone
Sarafin, Alex	NiSource	Phone
Thiry, Ken	Wisconsin Public Service	Phone
Wise, Barbara	BG&E	Phone
Wolf, Bill	BG&E	In Person
Yetman, Kathy	National Grid	In Person



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TO: REQ/RGQ SUIS members, Posting for Other Interested Industry Participants
FROM: Bill Newbold, Detroit Edison, REQ SUIS Co-Chair
Suzanne Calcagno, UBS Warburg Energy, RGQ SUIS Co-Chair
RE: Prep Work for March 3, 2004 SUIS Meeting
DATE: February 2, 2004

If you attended the January 13, 2004 SUIS meeting and have not already done so, please respond to the January 27, 2004 e-mail regarding interpretation of two items that were voted on. (If you attended the meeting, but did not receive the January 27 e-mail, please contact Bill at newboldw@dteenergy.com).

In addition, four Items on the agenda for our March 3, 2004 meeting require prep work on your part:

1. Discussion of the Creditworthiness Process-Flow Diagrams for possible inclusion in the Model Business Practices as "Models".
 - o The existing three diagrams are enclosed:
 - Initial Credit Limit Determination (becomes MBP 1.3.3.1)
 - Challenging Initial Credit Limit (becomes MBP 1.4.3.1)
 - Reconsideration of Credit Limit (becomes MBP 1.4.3.2)
 - o Please be prepared to discuss these diagrams on March 3
 - If sufficient consensus is reached we may vote to recommend their addition to the Creditworthiness MBP's
2. Discussion of the Outline of a Non-Disclosure Agreement for possible inclusion as a "Model" within the Creditworthiness MBP's
 - o The Outline, as modified on January 13, is enclosed.
 - o Please be prepared to make final/near-final revisions on March 3
 - If sufficient consensus is reached we may vote to recommend its addition to the Creditworthiness MBP's
3. Discussion of the Market Participant Interactions MBP Red-line
 - o The current draft is enclosed
 - o Please review and post any comments back to NAESB by February 16, 2004 (or to Bill Newbold, who will post them)
 - o Compiled comments will be published and a new Red-Line draft produced by February 26, 2004
4. Please be prepared to discuss contract outlines we would want to include in the Market Participant Interactions MBP's as "Models"
 - o A copy of the UBP's final (August 2000) Master Service Agreement Outline is enclosed to use as a starting point for the Distribution Company-Supplier Service Agreement
 - o In addition, copies of a number of company's agreements have been posted to the reference document section of the SUIS web page.

If you have any questions, please feel free to contact Bill Newbold at newboldw@dteenergy.com or (313) 235-7895.

Creditworthiness Process Flow Diagrams for Discussion at March 3, 2004 SUIS Meeting

1. Determining Initial Credit Limits

- This would be placed as MBP 1.3.3.1

2. Challenging Initial Credit Limit

- This would be placed as MBP 1.4.3.1

3. Reconsideration of Credit Limit

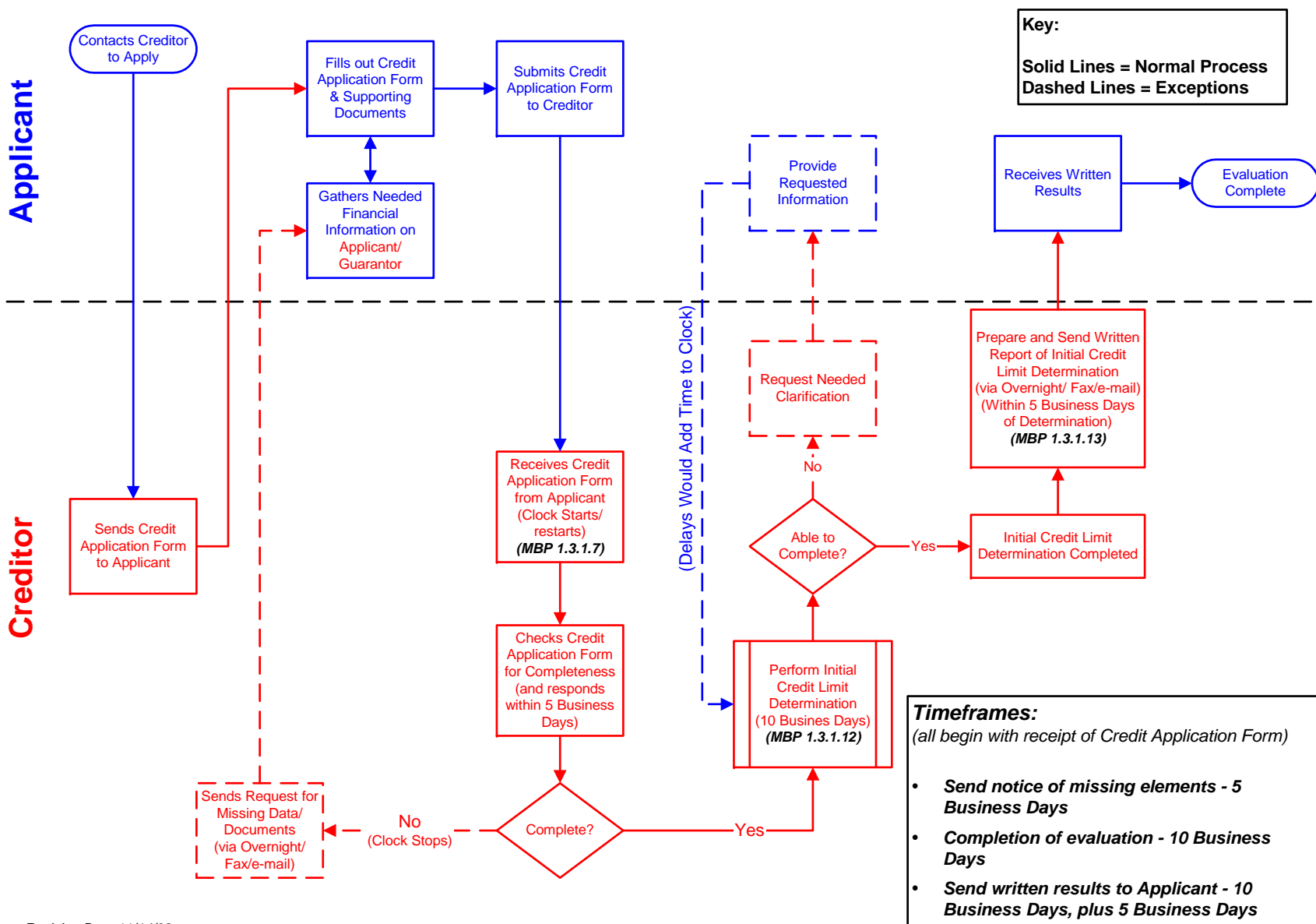
- This would be placed as MBP 1.4.3.2

4. Disqualification/Remedies *(New)*

- This would be placed as MBP 1.5.3.1

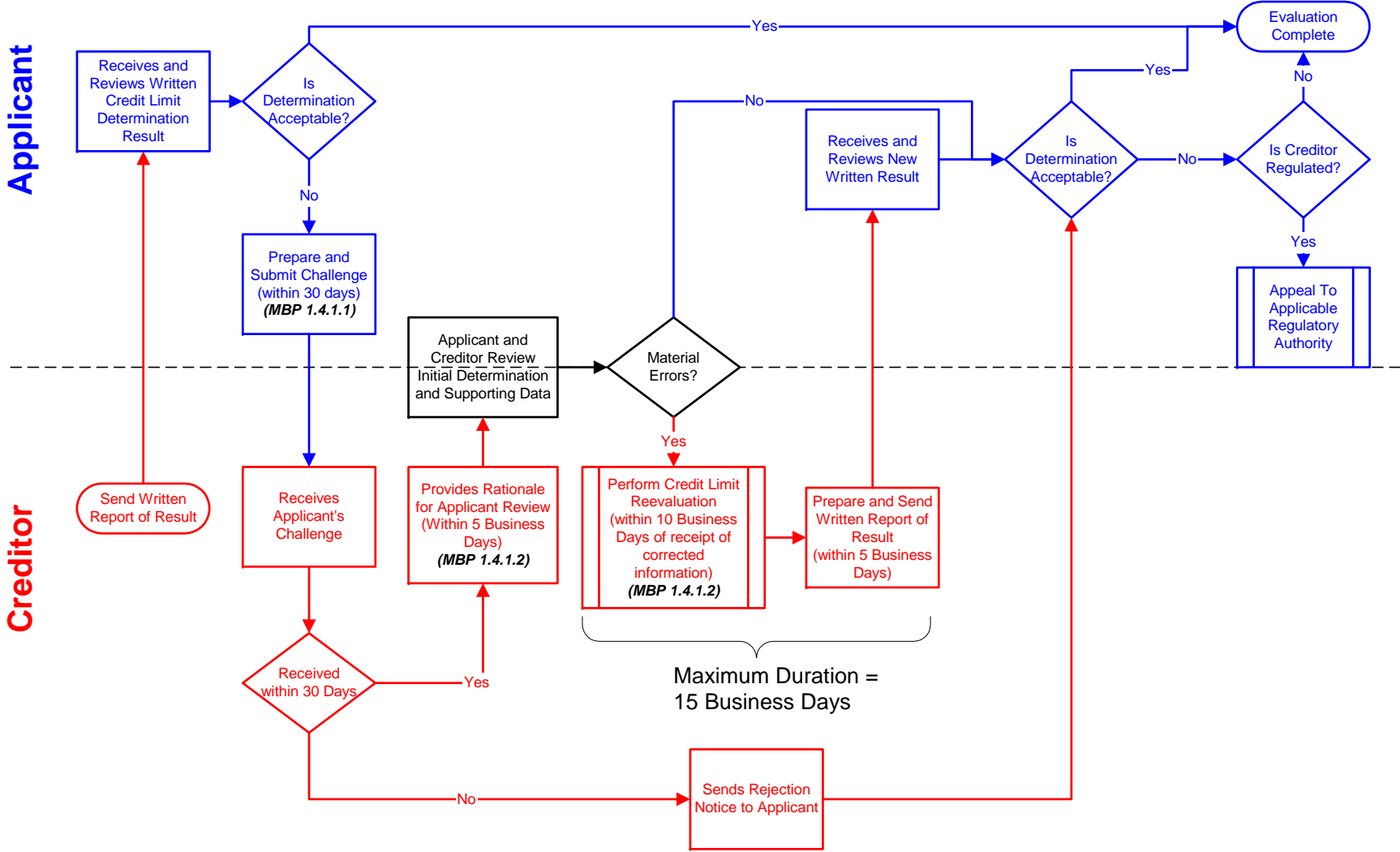
Determining Initial Credit Limit - Process Flow

Creditworthiness Evaluation Process (Section 1.3)



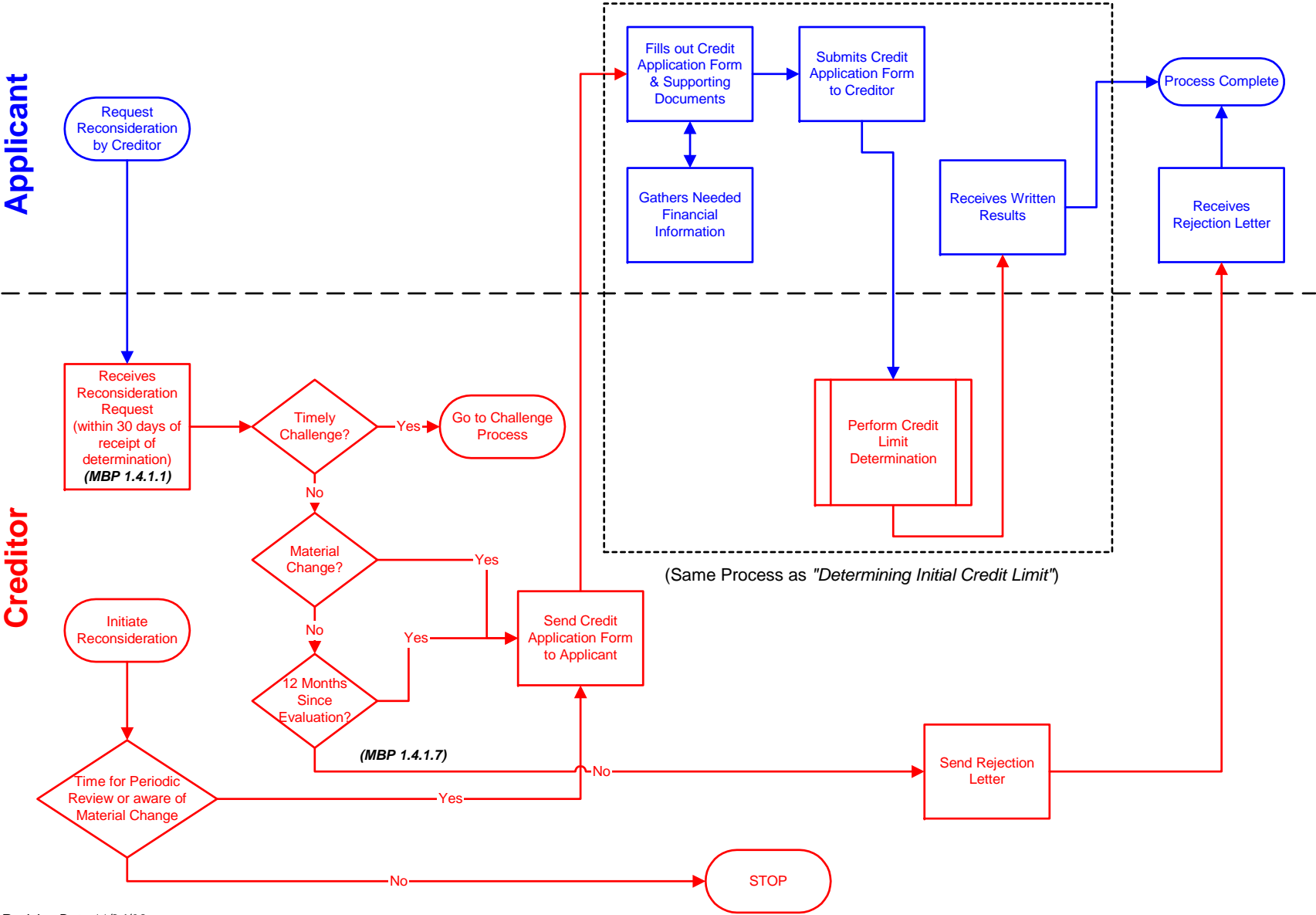
Challenging Initial Credit Limit - Process Flow

Creditworthiness Evaluation Process (Section 1.4)



Reconsideration of Credit Limit - Process Flow

Creditworthiness Evaluation Process (Section 1.4)



Disqualification/Remedies - Process Flow

Disqualification/Remedies (Section 1.5)

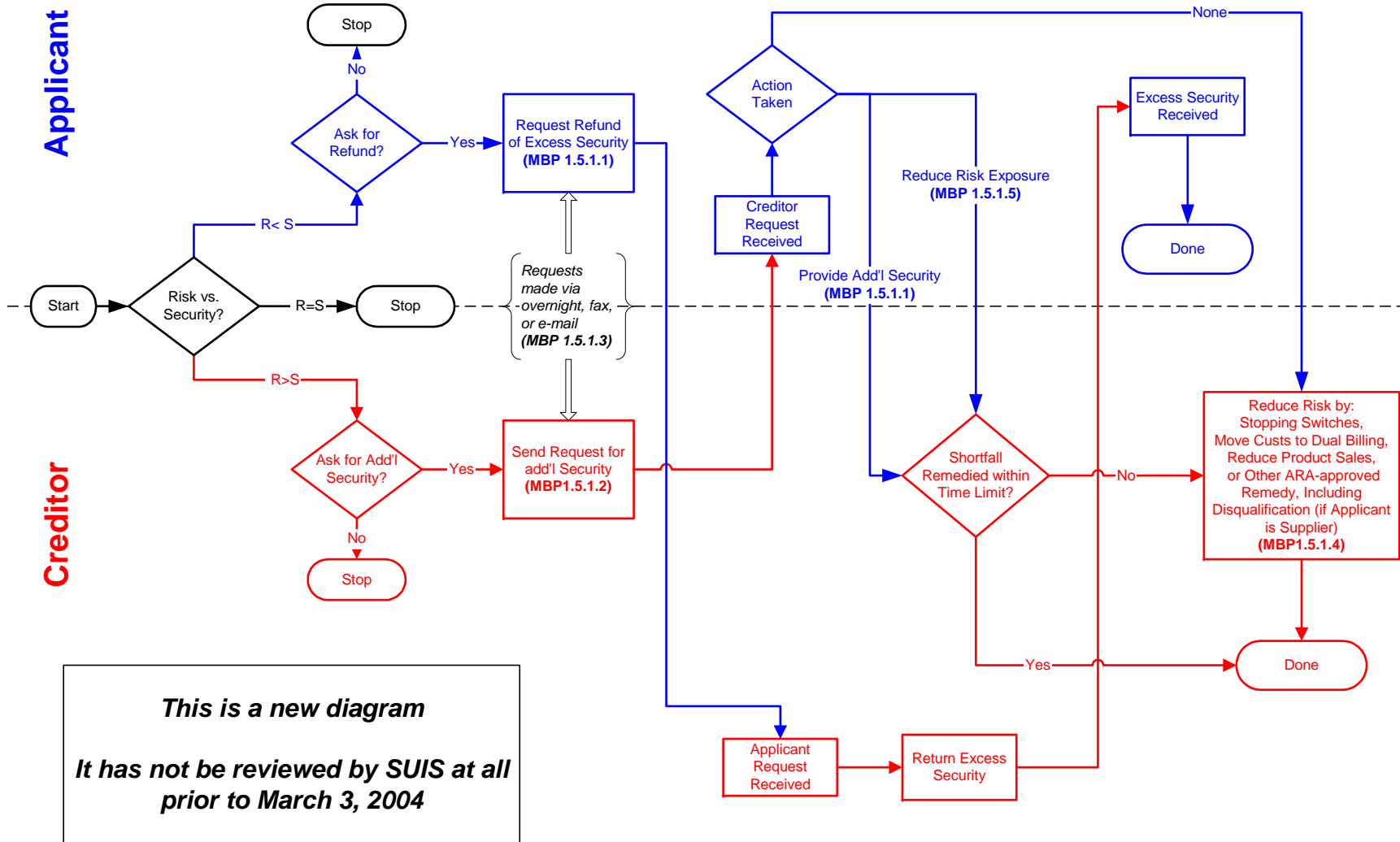


Exhibit to Market Participant Interactions: Outline for a Non-Disclosure Agreement

A. Introduction

The following outline for a “Non-Disclosure Agreement” attempts to address all of the issues surrounding confidential information which must be shared between two parties. The outline provides a framework from which to create a specific non-disclosure agreement and is not intended to be a formal, legal document.

TABLE OF CONTENTS

1	GENERAL AND ADMINISTRATIVE PROVISIONS
	1.1 Purpose of this Agreement
	1.2 Term of Agreement
	1.3 Assignment
2	DEFINITIONS OF INFORMATION CONSIDERED CONFIDENTIAL
3	USAGE AND PROTECTIONS OF INFORMATION CONSIDERED CONFIDENTIAL
4	DISCLOSURE OF INFORMATION CONSIDERED CONFIDENTIAL
5	EXCLUSIONS
6	ENFORCEABILITY
7	REPRESENTATIONS AND WARRANTIES
8	CONTACT INFORMATION
9	SIGNATURE PAGE
10	DISCLAIMERS

1 GENERAL AND ADMINISTRATIVE PROVISIONS

The opening section typically names the parties to which the Non-Disclosure Agreement (the Agreement) applies and the date on which the Agreement was initially signed.

1.1 The Purpose of this Agreement

This section identifies in general terms the purpose of the document and the general terms and conditions that bind the parties. Typical clauses may include the following:

- a. Neither party is obligated under this Agreement to purchase from or provide to the other party any service or product.
- b. There are other applicable laws, regulations, codes, etc. that govern the relationship.

1.2 Term of Agreement

This section defines the effective date of the Agreement (which may differ from the date on which it is signed) and the date the Agreement will terminate. This section also includes a description of the process by which one party may inform the other of its desire to terminate the Agreement.

The date of termination may coincide with any of the following:

- a. The date that a modified or new Agreement commences;
- b. The date that certain automatic termination clauses come into effect.

1.3 Assignment

This section defines the terms and conditions under which a party to the Agreement may assign its rights or obligations to a third party. Typically, clauses would say that neither party may assign its rights nor obligations hereunder, except to an affiliate or successor in interest, without the prior written consent of the other party, which consent shall not be unreasonably withheld.

2 TYPES OF INFORMATION CONSIDERED CONFIDENTIAL

This section defines the types of information considered confidential as covered by the Agreement. Such information may differ depending upon the nature of the Non-Disclosure Agreement.

3 USAGE AND PROTECTIONS OF INFORMATION CONSIDERED CONFIDENTIAL

This section describes the specific usage of the information considered confidential as defined in the Agreement. For example, if this is an Agreement for creditworthiness, this section could limit the usage of such information by the Creditor for the purpose of evaluation of the financial status of the Applicant and/or the Applicant's affiliates as it relates to a determination by the Creditor of whether or not the parties may enter into a written contract for the supply or delivery of energy.

The section also describes the protections of the information considered confidential:

Typical protections might be that the party receiving the information shall protect such information from disclosure to others, using the same degree of care used to protect its own confidential or proprietary information of like importance (i.e. physical, electronic or computer access), but in any case using no less than a reasonable degree of care.

4 DISCLOSURE OF INFORMATION CONSIDERED CONFIDENTIAL

This section lists the conditions under which and to whom the information may be disclosed.

- a. The party receiving the information could, for example, be limited to disclosing such information to affiliates, employees, agents, etc. based on those who have a need to know and are bound to protect the received information from unauthorized use and disclosure under the terms of the Agreement.
- b. In the event a party is required by law, regulation or court order to disclose any of the information, the party will promptly notify the other party prior to making any such disclosure.

5 EXCLUSIONS

The protections afforded by this Agreement may not apply to certain information. Typically, protections may not apply to information that:

- a. Was publicly known at the time of the party's communication of this information to the receiving party;
- b. Becomes publicly known through no fault of the receiving party or affiliate subsequent to the time of the party's communication of this information to the receiving party;
- c. Was rightfully in the receiving party's or affiliates possession free from any obligation of confidence at the time of the party's communication of this information to the receiving party;
- d. Is rightfully obtained by the receiving party or affiliate from third parties authorized to make such disclosure without restriction;
- e. Is identified by the party's communication that the information is no longer proprietary or confidential; or
- f. Is required to be disclosed by existing laws, regulations, or court orders.

6 ENFORCEABILITY

This section describes the enforceability of the Agreement under certain conditions. For example, if any provision of this Agreement is found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision

shall be deemed modified to the limited extent required to permit its enforcement in a manner most closely representing the intention of the parties expressed herein.

7 REPRESENTATIONS AND WARRANTIES

This section describes any representations and warranties provided.

8 CONTACT INFORMATION

This section typically provides the name, address, phone number, fax number, and e-mail addresses of the primary and alternate designated contact people.

9 SIGNATURE PAGE

This section includes the names and signatures of the signatories to the Agreement for each party.

10 DISCLAIMERS

This section typically lists disclaimers regarding items such as the responsibility for costs and the nature of the relationship.

Market Participant Interactions

Model Business Practices

(Title Page)

Version Notes

(To be completed by SUIIS)

Introduction

(To be completed by SUIIS)

Executive Summary

(To be completed)

Business Process and Practices

A. Overview

Scope

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The procedures and processes described in these Model Business Practices are intended to provide a consistent framework for identifying and documenting the roles of the various Market Participants involved in serving Customers' energy needs in competitive markets. In practice, the Governing Documents described within these Model Business Practices will guide the interactions between Market Participants including:

- Suppliers in their interactions with Distribution Companies
- Distribution Companies in their interactions with Suppliers
- Other Market Participants in their interactions with Suppliers, Distribution Companies, or both, including, but not limited to, entities such as:
 - Parties performing the Registration Agent function (when not performed by the Distribution Company)
 - Parties performing meter reading
 - Parties performing billing
 - Parties aggregating (but not serving) Customer loads
 - Parties performing/supporting settlement

Principles

The Governing Documents developed for a given geographical market area should be comprehensive and consistent with one another so that all Market Participants have a clear understanding of their roles and obligations.

Comment: Page: 3
Proposed by Southern & DECo

Deleted: the

This role definition should include not only the processes and functions to be performed, but also a description of interactions and communications necessary among Market Participants to enable the market to function efficiently.

The Applicable Regulatory Authority and the Market Participants should strive to maximize flexibility while minimizing the number and complexity of Governing Documents.

Performance standards should be established for key processes and transactions to ensure that all parties fulfill their roles.

A testing/certification process, as defined in the Governing Documents, is desirable to ensure that new entrants to a market are qualified to perform their roles.

Comment: Page: 3
Proposed by DECo

Deleted: necessary

Definitions

Applicable Regulatory Authority: The state regulatory agency or other local governing body that provides oversight, policy guidance, and direction to any parties involved in the process of providing energy to retail access Customers through regulations and orders.

Comment: Page: 4
Southern Co comment: Note: this does not address FERC/Federal which may end up playing a role to some extent. May be too hard to change at this point, but should be considered for later.

Customer: Any entity that takes gas and/or electric service for its own consumption.

Distribution Company: A regulated entity which provides distribution services and may provide energy and/or transmission/transportation services in a given area.

Distribution Company Operational Manuals: Documents prepared and published by Distribution Companies that describe, in detail, the operating processes/procedures used to perform retail access functions.

Deleted: ,

Comment: Page: 4
Revised definition = definition adopted by Glossary Subcommittee 1/28/04

Deleted: that will be

Deleted: , so that Suppliers are aware of, and can fulfill, their responsibilities

Deleted: “

Deleted: ”

Comment: Page: 4
Definition adopted by Glossary Subcommittee 1/28/04

Distribution Company-Supplier Service Agreement: A bi-lateral contractual agreement between the Distribution Company and the Supplier that determines the parties' roles, responsibilities, and interactions in serving retail access Customers. Usually this will be the master agreement that will cover most aspects of providing retail access service. There may be one or more subsidiary agreements, covering specific functional areas.

Governing Documents: Documents that determine the interactions among parties, including, but not limited to, regulatory documents (e.g., tariffs, rules, regulations), contractual agreements, and Distribution Company Operational Manuals.

Market Participant: A party engaged in the process of providing competitive retail energy to end-use customers including, but not limited to, the Distribution Company, the Supplier, the Registration Agent, the settlement agent, and the meter reading entity.

Market Participant Service Agreement: All contractual agreements between or among Market Participants that determine the parties' roles, responsibilities, and interactions in serving retail access Customers. These include the Distribution Company-Supplier Service Agreement and any other agreements executed by Market Participants to facilitate retail access (e.g. a contract between a meter reading entity, the Distribution Company, and the Supplier detailing how usage data will be provided).

Deleted: A contractual agreement between or among Market Participants that determines the parties' roles, responsibilities, and interactions in serving retail access Customers. These include the Distribution Company-Supplier Service Agreement and any other agreements executed by Market Participants to facilitate retail access (for example: a contract between a meter reading entity and the Supplier detailing how usage data will be provided)

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Comment: Page: 4
Definition adopted by Glossary Subcommittee 1/28/04

Registration Agent: An entity facilitating switches and performing record-keeping for a specified geographical area.

B. Model Business Practices

3.1 Governing Documents

Comment: Page: 5
Southern Co question, why did the numbering change—answer, prior version was holding a space for general MBP's. So far we have no general MBP's

3.1.1 Model Business Practices

3.1.1.1 Typically, the following operational items should be addressed in Governing Documents:

- General
 - Any fees or charges
 - Creditworthiness
 - Standard operating rules
 - Performance standards
 - Dispute resolution process
 - Uniform Electronic Transactions

Comment: Page: 5
List ordered by Bill Newbold, question from Southern Co. Should they be in alphabetical within a category? Answer, WJN tried to make them chronological.

- Customer Enrollment/Switching
 - Release of Customer information
 - Switching processes and procedures
 - Customer authorization
- Customer Billing and Payment Processing
 - ↓ _____
 - Meter reading and data management
 - Customer billing
 - Customer payment processing
 - Customer credit and collection processes and procedures
- Customer Service
 - Customer service processes and procedures
- Retail Settlement
 - Energy losses
 - Load profiles
 - Scheduling processes and procedures
 - Retail settlement _____

Comment: Page: 6
Southern Co suggest deleting, since it's mentioned twice

Deleted: Customer authorization

Deleted: Settlement

3.1.2 Datasets

None

3.1.3 Models.

None

3.2 Regulatory Documents

3.2.1 Model Business Practices

- 3.2.1.1 Market Participants will utilize regulatory documents established by the Applicable Regulatory Authority to provide the policy framework for retail access, including the following:
- o All fees and/or credits required for regulated services,
 - o Definitions of roles and responsibilities, including what has to be done, by when and by whom,
 - o Definitions of regulatory policy in such areas as, available metering and billing options, creditworthiness standards and load profiling eligibility.

3.2.2 Datasets

None

3.2.3 Models.

None

3.3 Contractual Agreements

3.3.1 Model Business Practices

- 3.3.1.1 Market Participants should execute contractual agreements with one another to establish the legal relationship and obligations between the parties in providing retail access service to Customers.
- 3.3.1.2 At a minimum, the Distribution Company and the Supplier should execute a Distribution Company-Supplier Service Agreement encompassing, either directly or through subsidiary agreements, all aspects of providing retail access service where these parties depend upon one another.
- 3.3.1.3 To the extent that some functions required for retail access service are performed by third parties, other than a Distribution Company or Supplier, this third party should execute Market Participant Service Agreements with the Distribution Company or Supplier, as applicable, for the service(s) provided.

Comment: Page: 7

Southern Co: Note of 1/13/04 we said there would be a global search on "Regulatory Documents" and it would be change to "Governing Documents". Newbold's recollection was that we were to lowercase "regulatory documents", and still use the undefined term..

- 3.3.1.4 If applicable, Market Participants should also execute:
- o Trading Partner Agreements
 - o Metering Service Agreements
 - o Billing Service Agreements (if consolidated billing is used)
- 3.3.1.5 In addition to specifying the roles and responsibilities, the Market Participant Service Agreement should also:
- o Define the communication process between the parties,
 - o Set forth performance expectations,
 - o Define data required for interactions.
 - o Specify the optional services, such as billing method or metering options that one party will supply to the other along with the relevant terms and conditions, and
 - o Define the dispute resolution process.
- 3.3.1.6 The content of contractual agreements between Market Participants should adhere to the policies set in regulatory documents

Comment: Page: 8
Southern Co; Note: consolidated billing is not a defined term in this document

Deleted: Consolidated

Deleted: Billing

Comment: Page: 8
Southern Co suggestion

Deleted: to

3.3.2 Datasets

None

3.3.3 Models.

- 3.3.3.1 Outline of a Distribution Company-Supplier Service Agreement
- 3.3.3.2 Outlines of subsidiary/other Market Participant Service Agreements
- 3.3.3.2.1 Billing Services Agreement
- o See REQ/RGQ CPS -- Model Billing Service Agreement Outline
- 3.3.3.2.2 Metering Services Agreement (TBD by SUIIS)
- 3.3.3.2.3 Trading Partner Agreement (TBD by SUIIS)
- 3.3.3.2.4 Non-Disclosure Agreement (TBD by SUIIS)

Comment: Page: 8
Southern Co suggestion, DECo agrees

Formatted: Bullets and Numbering

3.4 Distribution Company Operational Manuals

3.4.1 Model Business Practices

- 3.4.1.1 Detailed Distribution Company processes and procedures regarding retail access not covered in regulatory documents or contractual agreements should be stated in Distribution Company Operational Manuals.
- 3.4.1.2 Operational manuals should be:
 - o nondiscriminatory;
 - o publicly available;
 - o collaboratively developed and modified; and
 - o acknowledged by the Applicable Regulatory Authority.
- 3.4.1.3 The content of Distribution Company Operational Manuals should adhere to the policies set in regulatory documents and applicable contractual agreements.

3.4.2 Datasets

None

3.4.3 Models.

None

3.5 Performance Standards

3.5.1 Model Business Practices

- 3.5.1.1 Performance standards should be developed for key retail access processes and should be published in the Governing Documents.
- 3.5.1.2 Market performance should be monitored, compared to these standards, and appropriate actions taken to achieve performance that meets the standards.
- 3.5.1.3 Performance standards should be:
 - o nondiscriminatory;
 - o publicly available;
 - o collaboratively developed and modified; and
 - o acknowledged by the Applicable Regulatory Authority.

3.5.1.4 Performance standards may be considered for the following operational items, as well as others:

- Customer Information Exchange
 - Customer information request responses issued within the appropriate time frame (indication of problems accessing and/or transmitting Customer information).
- Customer Switching
 - Rejected Switch Requests (indication of problems obtaining necessary validation data from Customer and/or passing data from Supplier to Distribution Company);
 - Customer notification letters issued within the appropriate time frame (indication that Customers are notified of Switching activity in time to take action if appropriate);
 - Customer rescissions (indication of Customer confusion, misinformation, and/or unauthorized Switching); and
 - Switch responses to valid Switch Requests (or Drop responses to valid Drop Requests) within specified time frame (indication of degree of automation and/or accuracy of Switching systems and ability to implement Customer choices).
- Meter Usage and Meter Attributes Data Transfer
 - Time frame for providing meter data (indication of degree of automation and/or accuracy of meter data management systems); and
 - Acceptable levels of estimated/missing data (indication of degree of automation and/or accuracy of meter reading and meter data management systems).
- Billing
 - Required turnaround of Bill Ready charges (indication of problems receiving, calculating and/or transmitting bill-ready billing information within the billing window);
 - Consolidated Bills issued with all appropriate charges (indication that Customers are receiving timely and accurate consolidated bills); and
 - Amount of time to render bills after receipt of the non-billing party charges (indication that consolidated bills are issued promptly).
- Payments
 - Customer payments provided by billing party to non-billing party within appropriate time frame (indication of problems exchanging cash transactions between the parties); and
 - Purchased receivable payments made by the billing to the non-billing party within the appropriate time frame (indication of problems exchanging cash transactions between the parties).

Comment: Page: 10
Southern Co suggestion—re-worded by
WJN (DECo)

Deleted: Meter data provided within
appropriate time frame

Comment: Page: 10
Southern Co suggestions—re-worded by
WJN (DECo)

Comment: Page: 10
Southern Co suggestions—re-worded by
WJN (DECo)

Deleted: provided in the appropriate
time frame

Comment: Page: 10
Southern Co

Comment: Page: 10
Southern Co.

Deleted: purchased

3.5.2 Datasets

3.5.3 Models.

3.6 Supplier Certification

3.6.1 Model Business Practices

- 3.6.1.1 Distribution Companies should have a process to certify a Supplier's, or other Market Participant's, ability to perform the roles required of them in that Distribution Company's service area.
- 3.6.1.2 Distribution Companies should apply the certification process in a non-discriminatory manner to all parties who have met all statutory/regulatory requirements for the relevant jurisdiction (e.g. they have obtained a license, if Supplier licensing is required).
- 3.6.1.3 Certification requirements should be met prior to enrolling customers (if a Supplier) or prior to providing a service (other Market Participants providing services such as meter reading or billing).
- 3.6.1.4 Key elements of certification include:
 - o Demonstrating the ability to exchange data and conduct business via the Uniform Electronic Transactions that have been developed for use in the jurisdiction.
 - o Demonstrating of the ability to handle reasonably expected volumes of transactions accurately while meeting performance standards applicable to the market area.
- 3.6.1.5 Certification requirements should be published so that all potential Market Participants know what is expected
- 3.6.1.6 Demonstrations of required abilities should be in the form of standardized tests, such as the successful transfer of test data and a "penny test" to ensure funds transfers occur as planned.

Comment: Page: 11
Southern Co suggests re-wording to "(e.g. If Supplier licensing is required, a license has been obtained.)"

Comment: Page: 11
Southern Co. Should we define a penny test?

3.6.2 Datasets

3.6.3 Models.

- 3.6.3.1

NORTH AMERICAN ENERGY STANDARDS BOARD
Executive Committee Meeting - WEQ, REQ, RGQ, WGQ Meeting Materials
February 24-26, 2004

TEIS Updates



North American Energy Standards Board

1301 Fannin, Suite 2350, 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/Retail Gas Quadrant Technical Electronic Implementation Subcommittee & Wholesale Gas Quadrant Electronic Delivery Mechanism, Posting for Interested Industry Participants

FROM: Meghan McMillan, NAESB Staff

RE: Draft Minutes from the NAESB Retail Electric Quadrant/Retail Gas Quadrant Technical Electronic Implementation Subcommittee & Wholesale Gas Quadrant Electronic Delivery Mechanism Conference Call – December 15, 2003

DATE: January 20, 2004

**Retail Electric Quadrant/Retail Gas Quadrant TEIS
and
Wholesale Gas Quadrant EDM
December 15, 2003**

1. Welcome

Mr. Behr opened the meeting. Introductions were made. Ms. McMillan gave the antitrust advice. Mr. Dodson moved, seconded by Mr. Burden to adopt the agenda as written. The agenda was adopted as written. It was decided to postpone adoption of the draft minutes until the next meeting.

2. Review of Posted IET Draft Document

Mr. Behr stated he would like to review the progress on open issues assigned to individuals at the last meeting.

Mr. Burden noted his work on the AS2 issue is posted as a work paper for the meeting, and reviewed the contents of the posted document. He suggested the subcommittee look at eliminating all references to AS2 in the documents being drafted. It was agreed to forward this suggestion on to the EC for consideration and comment. Mr. Behr stated in response to his assignment he included a sample Technical Exchange Worksheet in the IET document.

There was discussion concerning the version name of this new document. It was noted that at the last Executive Committee meeting the EC members voiced their preference for a version number of 1.0. The consensus of the subcommittee was that the members prefer the version number 2.0. It was decided to use the version number 2.0 and noted that the subcommittee would draft a recommendation to the EC regarding the version number. Mr. Stender stated he would draft a motion for the EC regarding the version number, which will include the background for this decision.

There was a discussion concerning definitions and it was noted that at the EC meeting a suggestion was made that all identical terms carry the same definitions. It was decided to use the established NAESB definition were applicable, and where different definitions are necessary different terms will be used. It was noted that any suggested definitions will need to go through the Glossary Subcommittee.

3. Review of Other Documents

It was noted that extensive discussion on additional documents would be done during the January meeting.



North American Energy Standards Board

1301 Fannin, Suite 2350, Houston, Texas 77002
Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@aol.com
Home Page: www.naesb.org

4. Next Meeting

Mr. Behr stated the next meeting will be held on January 21-22, 2004.

5. Other Business

It was suggested that the agenda for the next meeting should include a discussion of the development of the QEDM documents.

6. Adjourn

Ms. Wise moved, seconded by Mr. Stender to adjourn the meeting on December 15, 2003 at 2:33 p.m. Central.

7. Attendees

Name	Company
Behr, George	ESG
Burden, Christopher	Williams Gas Pipeline
Dodson, Greg	Dominion Resources Services
Jarrett, Mark	Southern Company
Johnson, Dave	Systrends
McMillan, Meghan	NAESB
Rothfuss, Dan	Cinergy
Stender, Mike	El Paso
Wise, Barbara	Baltimore Gas & Electric



North American Energy Standards Board

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Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@aol.com
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TO: NAESB Wholesale Gas Quadrant, Retail Electric Quadrant and Retail Gas Quadrant, Executive Committee Members and Members of the Quadrants

FROM: Meghan McMillan, NAESB Staff

RE: Request for Comments on the Exclusion of AS2 from the new Internet Electronic Transport Standards – due February 6, 2004

DATE: January 8, 2004

Dear WGQ, REQ and RGQ Executive Committee Members and Members of the Quadrants,

The WGQ Electronic Delivery Mechanisms Subcommittee (EDM and the REQ and RGQ Technical Electronic Implementation Subcommittees (TEIS) have requested that the Wholesale Gas and both Retail Executive Committees and the quadrant members themselves provide comments on the exclusion of AS2 in the new Internet Electronic Transport standards. Of course, any other interested party is welcome to provide comments. Attached, please find a copy of the options that were considered and the reasons for choosing to exclude these references.

Please submit your comments to the NAESB Office via my email (naesb6@aol.com) by **February 6, 2004**. If you have any questions, please contact the NAESB office or reply to this email. Your comments will be posted along with this request for comments on the respective EDM and TEIS NAESB pages (www.naesb.org/wgq/edm.asp, www.naesb.org/req/req_teis.asp, www.naesb.org/rgq/rgq_teis.asp).

Best regards,
Meghan McMillan
NAESB Office
(713) 356-0060



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NAESB DRAFT WORKPAPER FOR AS2 POSITION

History

For the past several months the WGQ Electronic Delivery Mechanism (EDM) subcommittee and the RGQ/REQ Technical Electronic Information subcommittee (TEIS) have been working together to develop a new set of NAESB Internet Electronic Transport (Internet ET) standards. Simply put, these new standards focus on getting data from points 'A' to 'B' via a single transport. The WGQ EDM version 1.6 standards were used as a base with modifications made to accommodate additional REQ/RGQ requirements. The challenge was to come up with a set of standards that didn't adversely affect the current WGQ EDM installation base. For a working, draft copy of the Internet ET standards please see the NAESB WGQ EDM or REQ/RGQ TEIS subcommittee web pages. One of the issues discussed by the technical groups was whether or not we should continue to include references to AS2 in the proposed NAESB Internet ET manuals. After extensive discussion of 5 options (below), the group is proposing to exclude all references to AS2 (option #5).

Options

The following 5 options were discussed regarding the issue of AS2 certification references within the NAESB WGQ manuals:

1. Continue to ignore AS2 version 12 and keep revise references in NAESB documentation;
2. Contest AS2 version 12;
3. Develop a new Applicability Statement to incorporate NAESB requirements, per the Internet Engineering Task Force (IETF)'s Version 12 draft suggestion;
4. Accept AS2 Version 12 and revise references in NAESB documentation; and
5. Define our own Energy industry standard – no AS2 certification

Recommendation to the Executive Committees

It is the opinion of the joint technical subcommittees to eliminate all references to AS2 within the new NAESB Internet ET(option #5 above) for the following reasons:

- NAESB WGQ EDM has a large installed base in multiple industries.
- NAESB Internet EDM will have an even larger installed base within the gas and retail electric industries, assuming the NAESB Internet ET is adopted as the approved transport.
- Not enough NAESB technical subcommittee resources, and time, to generate the new Internet ET manual along with the quadrant specific EDM manuals (QEDM) **AND** pursue the anticipated extensive discussions with the IETF organization.

Proposed motion:

Adopt the WGQ EDM, RGQ/REQ TEIS joint recommendation to exclude all references to IETF AS2 in the new NAESB Internet ET manual and in the development or modification of subsequent quadrant specific EDM manuals.

TAB 12

Gas Practices Inventory Task Force Updates



North American Energy Standards Board

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TO: NAESB Retail Gas Quadrant Gas Practices Inventory Task Force, Posting for Interested Industry Participants

FROM: Meghan McMillan, NAESB Staff

RE: Draft Minutes from the NAESB Retail Gas Quadrant Gas Practices Inventory Task Force Conference Call – July 21, 2003

DATE: August 8, 2003

**Retail Gas Quadrant
Gas Practices Inventory Task Force (GPITF)
July 21, 2003 (10:00 a.m. – 11:00 a.m. Central)
Draft Minutes**

1. Administrative

Mr. Yagelski opened the meeting and gave the antitrust advice. Introductions were made. Mr. Zavodnick moved, seconded by Ms. Hess to adopt the agenda. The agenda was adopted absent objection. Mr. Zavodnick moved, seconded by Mr. Cherevka to adopt the June 13, 2003 draft minutes. The draft minutes were adopted as written absent objection.

2. Report on NAESB's last Monthly NARUC Conference Call; June 18, 2003

Mr. Yagelski stated a report was drafted which described the task force and its accomplishments to date. Mr. Novak noted that during the June 18 call, comments made concerning this task force were favorable and no objections were voiced concerning the GPITF's activities.

3. Review of Requests for Information for the remaining issues originally identified by the Gas Retail Governance and Structure ("GRGS") Task Force

Mr. Yagelski referred participants to the draft requests for information, which were posted as work papers for the meeting. He noted the requests are organized into three groups: customer, supplier or administrative. He asked the group to provide comments or questions concerning these requests.

Ms. Alexander voiced concerns about the jurisdiction of the questions being asked in the requests for information, and stated she does not believe that these questions are relevant to NAESB or its business practice subcommittees. Mr. Yagelski responded that the intent of the questions is merely to be provocative in order to gather information related to the various topics for possible future use. Mr. Novak suggested the group might draft a disclaimer, which could be attached to the requests to address these concerns. Ms. Alexander stated the questions should be limited to inquiries about particular procedures between distribution companies and suppliers, and objected to the generality of the questions under discussion. Mr. Yagelski stated concerns that asking more detailed questions might limit participation. Ms. Alexander suggested the group might want to rewrite some of the questions to address these concerns, and stated that simply attaching a disclaimer to the requests would not solve the problem. Mr. Novak volunteered to work on redrafting these questions.

4. Other Business

No other business was discussed.



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5. Next Proposed Meeting Date and Agenda

The next GPITF meeting was scheduled for Monday, August 18, 2003 (1:00 pm – 2:00 pm Central).

6. Adjourn

Mr. Novak moved, seconded by Ms. Hess to adjourn the meeting on July 21, 2003 at 10:58 a.m. Central.

7. Attendees

Name	Company
Alexander, Barbara	Maine Office of Public Advocate
Cherevka, Paul	Dominion Retail
Hess, Theresa	Reliant Energy Retail Services
Marino, Annunciata	Pennsylvania Public Utility Commission
McMillan, Meghan	NAESB
Nishida, Leslie	Wisconsin Public Service Company
Novak, Michael	National Fuel
Yagelski, Ken	Washington Gas
Zavodnick, Steve	Baltimore Gas & Electric



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RETAIL GAS QUADRANT

GAS PRACTICES INVENTORY TASK FORCE

DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Requirements for New Delivery Service Customers

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for enrolling new delivery service customers?
5. What customer information is required?
6. How does the delivery service program supplier commence service to the new customer?
7. What other requirements are necessary for a customer to be eligible for participation in the delivery service program?



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DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Customer Financial Security Requirements

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What fees, deposits or other financial requirements are necessary for a customer to be eligible for participation in the delivery service program?



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RETAIL GAS QUADRANT

GAS PRACTICES INVENTORY TASK FORCE

DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Customer Contract Terms and Conditions

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What are the required terms and conditions of the contract between the customer and the delivery service program supplier?
5. What are the provisions for negative option contracts?



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DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Partial-Requirements Customers

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What are the restrictions for partial-requirements customers (those with demand split between tariff rates) being eligible for delivery service?



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DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Requirements Governing a Customer Switch Between Delivery Service Program Suppliers

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for delivery service customers to switch between delivery service program suppliers?
5. What customer enrollment information is required?
6. What utility enrollment information is required?
7. What is the notification period for a switch between delivery service program suppliers?
8. How often may a delivery service customer switch between delivery service program suppliers?
9. What fees are imposed on the delivery service customer for switching between delivery service program suppliers?
10. How are switching delivery service customers verified between the utility and the delivery service program supplier?
11. What provisions are there for automatic re-enrollment or evergreen contracts?



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DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Regulatory Requirements of Delivery Service Program Suppliers

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What are the restrictions regarding advertising by delivery service program suppliers?
5. What are the general terms and conditions for customer solicitations by delivery service program suppliers?
6. What are the requirements for the delivery service program supplier regarding the use of telephone solicitations?
7. What are the requirements for the delivery service program supplier regarding the use of price to compare information?
8. What are the requirements for the delivery service program supplier regarding the use of third-party verification?



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DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Delivery Service Program Supplier Licensing

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the applicability of this jurisdiction's delivery service program supplier licensing requirement?
5. What is the process for the delivery service program supplier to obtain a license in this jurisdiction?
6. What are the requirements for the delivery service program supplier to provide proof of license to the utility?
7. What is the delivery service program supplier license renewal requirement?
8. What are the fees associated with obtaining a delivery service program supplier license in this jurisdiction?



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July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Assignment of Delivery Service Program Supplier Contracts (Customers)

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for a delivery service program supplier to assign contracts (customers) to another delivery service program supplier?
5. What are the requirements for the delivery service program supplier to effectuate the contract (customer) assignment?



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DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Slamming Prevention Process

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for preventing delivery service program suppliers from slamming customers?
5. What provisions are there to allow customer recissions?
6. What are the responsibilities of the utility?
7. What are the responsibilities of the delivery service program supplier?



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RETAIL GAS QUADRANT

GAS PRACTICES INVENTORY TASK FORCE

DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Discontinuance of Service – Voluntary

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for delivery service program suppliers to voluntarily discontinue service in a utility's delivery service program?
5. What are the requirements for the delivery service program supplier to voluntarily exit from the utility's program?
6. What are the requirements for the utility to effectuate the delivery service program supplier's voluntary exit?



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DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Discontinuance of Service – Involuntary

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What are the reasons for which a delivery service program supplier may be involuntarily removed by the utility from a utility's delivery service program?
5. What are the reasons for which a delivery service program supplier may be involuntarily removed by the public service commission from a utility's delivery service program?
6. What are the requirements for the delivery service program supplier when involuntarily removed from the utility's program?
7. What are the requirements for the utility to effectuate the delivery service program supplier's involuntary exit?



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DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Discontinuance of Service – Customer Request

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for delivery service customers to voluntarily discontinue service from a delivery service program supplier?
5. What are the requirements for the utility to effectuate the delivery service customer's voluntary exit from the delivery service program supplier?
6. What are the requirements for the delivery service program supplier to effectuate the delivery service customer's voluntarily exit?



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DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Payment Collection and Competitive Metering Services

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What are the restrictions regarding disconnection of service for non-payment of delivery service program supplier bills?
5. What payment collection services are delivery service program suppliers allowed to use in this jurisdiction?
6. What competitive metering services are delivery service program suppliers allowed to use in this jurisdiction?