

North American Energy Standards Board

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TO: Interested Industry Participants
FROM: REQ CPS Co-Chair, Rick Alston and RGQ CPS Co-Chair Barb Fatina
RE: Draft Agenda for the REQ and RGQ Joint Customer Processes Subcommittee Meeting – January 14 & 15, 2004
DATE: January 2, 2004

NORTH AMERICAN ENERGY STANDARDS BOARD
RETAIL ELECTRIC QUADRANT AND RETAIL GAS QUADRANT
JOINT CUSTOMER PROCESSES SUBCOMMITTEE MEETING

Hosted by Georgia Power

Meeting arrangements are located on the NAESB website

Teleconferencing arrangements TBD

Wednesday January 14, 2004 8:30 a.m. to 5:00 p.m. EDT

Thursday January 15, 2004 8:30 a.m. to 3:00 p.m. EDT

DRAFT AGENDA

1. **Administrative**
 - Welcome
 - Antitrust
 - Attendee Roll Call
 - Adoption of Draft Agenda
 - Adoption of Meeting Minutes from October 3, 2003 teleconference call

2. **Continue with Billing and Payment matters:**
 - TEIS representatives will help us design the Data Dictionary

Lunch

Welcome, Leonard Haynes, NAESB Chairman

If time permits, we will begin a new initiative: Customer Usage Information to be completed in the 2nd Qtr. 2004

Develop practices for exchanging and retaining customer usage information. (For example: historical usage, pre-enrollment oriented and billing oriented usage.)

Helpful hints: 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. **Next Steps**
 - February meeting: ??? February 24 and 25, 2004?
4. **Adjourn**