



North American Energy Standards Board

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TO: NAESB Retail Electric Quadrant and Retail Gas Quadrant Customer Processes Subcommittee, Posting for Interested Industry Participants

FROM: Meghan McMillan, NAESB Staff

RE: Final Minutes from the NAESB Retail Electric Quadrant and Retail Gas Quadrant Customer Processes Subcommittee Meeting – September 9-10, 2003

DATE: October 21, 2003

**Retail Electric Quadrant and Retail Gas Quadrant
Customer Processes Subcommittee
September 9-10, 2003
Final Minutes**

1. Administrative

Mr. Alston opened the meeting and gave the antitrust advice. The group agreed to defer adoption of the August 12, 2003 draft minutes until day two of the meeting. Mr. Oppenheim moved, seconded by Ms. Yetman to adopt the draft agenda. The agenda was adopted absent objection.

2. Discussion of the Billing and Payment Processing document to clear up any remaining issues.

Mr. Alston stated the group can either vote the document out of subcommittee as a whole or section by section. The group agreed to discuss the document by section and vote on the document as a whole. Mr. Alston added after the document is voted out of the subcommittee it will go out for a thirty day comment period, and the resulting information will go to the EC for approval and/or further work. Mr. Alston stated that he and Mr. Oppenheim will suggest to the EC that the document be held for member ratification until the standards are fully staffed.

Mr. Alston suggested changing the word “none” under the Principles section to “Reserved for future use” to indicate that material may be added at a later time. The group agreed to this change. The definition of Rate Code was edited to reflect changes made at the last Glossary Subcommittee meeting.

Section 2.1

Mr. Alston suggested changing the word “later” to “Reserved for future use” as before. Minor changes were made to correct grammar and wording in this section.

Section 2.2

The language “Reserved for future use” was inserted as in section 2.1.

Section 2.3

Minor formatting and wording changes were made. Mr. Oppenheim suggested deleting the second sentence in 2.3.1.3 and the same language in 2.6.1.1. It was agreed to delete this language. “Reserved for future use” inserted in 2.3.2 and 2.3.3 to replace the language previously used.

Section 2.4

Minor wording and formatting changes were made in this section. “Reserved for future use” inserted in 2.4.2 and 2.4.3 to replace the language previously used.



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Section 2.5

Minor grammatical and wording changes were made in 2.5.1.5 and 2.5.1.2. "Reserved for future use" inserted in 2.5.2 and 2.5.3 to replace the language previously used.

Section 2.6

Minor wording changes were made to 2.6.1.5 and 2.6.1.7. "Reserved for future use" was inserted in 2.6.2 and 2.6.3 to replace the language previously used.

Section 2.7

"Reserved for future use" was inserted in 2.7.2 and 2.7.3 to replace the language previously used.

Section 2.8

Minor wording changes were made to 2.8.1.7. "Reserved for future use" was inserted in 2.8.2 and 2.8.3 to replace the language previously used.

Section 2.9

Proposed standard 2.9.1.4 was modified to add a time limit of "two (2) business days" after "...payments posted for all undisputed Non-Billing Party charges within..." Additionally, the phrase "In the Pay As You Get Paid method" was stricken from 2.9.1.6 and 2.9.1.7. "Reserved for future use" was inserted in 2.9.2 and 2.9.3 to replace the language previously used.

Section 2.10

Proposed standard 1.8.1.3 was copied and inserted into this section with minor word changes to become the new proposed standard 2.10.1.1. Proposed standards 2.10.1.2; 2.10.1.3; and 2.10.1.4 were also added.

It was noted that the definitions section would be checked to make sure the text of the definitions corresponds with the definitions developed by the Glossary Subcommittee.

3. Vote to move the partially completed document out of subcommittee to the NAESB REQ and RGQ Executive Committee where it will be released for public comment prior to going to the Executive Committee for action.

Mr. Precht moved, seconded by Ms. Edwards to move this document, as amended at today's meeting, out of the Customer Processes Subcommittee and to the Retail Gas and Retail Electric Executive Committees subject to a final check of the definitions and formatting. Upon a balanced vote, the motion passed unanimously. Below is a detailed record of the balanced vote conducted during the meeting. A detailed record of the raw vote can be found by referencing the attachment to these minutes.



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	Raw Votes					Balanced Votes				Motion Status
	For	Against	Total	Abstain		Total Wt	For	Against	Total	
REQ										
End Users	2	0	2	0		2	2.00	0.00	2	
Distributors	12	0	12	0		2	2.00	0.00	2	
Suppliers	2	0	2	0		2	2.00	0.00	2	
Services	1	0	1	0		1	1.00	0.00	1	
	17	0	17	0		7	7.00	0.00	7	PASS
RGQ										
End Users	0	0	0	0		0	0.00	0.00	0	
LDCs	4	0	4	0		2	2.00	0.00	2	
Suppliers	2	0	2	0		2	2.00	0.00	2	
Services	0	0	0	0		0	0.00	0.00	0	
	6	0	6	0		4	4.00	0.00	4	PASS

4. Continue with Billing and Payment matters:

- Review, discuss and complete the Billing Services Agreement (BSA)

Participants were referred to a redlined copy of the BSA, which is posted on the NAESB website as a work paper for this meeting. The group discussed and edited the BSA, and recorded all changes as redlines in the draft document.

- Develop datasets, models and principles

Mr. Alston stated that the CPS will now have the responsibility of creating data dictionaries to accompany the business practices it creates. He suggested it would be beneficial to consult with representatives in the wholesale technical groups to better understand what is required in these types of documents.

The group briefly discussed the development of models. It was suggested that participants gather information before a detailed discussion of datasets and models is undertaken. Volunteers were recruited to research particular states. Mr. Alston stated the CPS will communicate with the TEIS to make sure the subcommittee covers all relevant areas with respect to data dictionaries and models.

5. Next Steps

- 2004 Annual Plan expectations

It was suggested that CPS should push the completion date of Billing and Payments back to the end of 2003 due to the necessity of developing the data sets and models. Mr. Oppenheim stated he would be contacting the Annual Plan subcommittee regarding suggested completion dates for CPS.

- Next Meeting: October 21 – 22 at Gulf Power

It was noted that this meeting will cover datasets and models.

- Future Meetings

It was agreed to schedule a conference call on September 26 (10:00am – 11:00am) at which the subcommittee would vote on the draft BSA in time to send it out for comment before it goes to the



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EC in December. [Subsequent to this meeting, the September 26 call was rescheduled for October 3.]

Mr. Alston stated the subcommittee is still looking for a place to host their December 8-10, 2003 meeting. Ms. McMillan volunteered to check on meeting facilities at NAESB. It was decided to hold the January 13-15 meeting in Atlanta, GA to be hosted by Georgia Power.

Ms. Yetman moved, seconded by Ms. Edwards to adopt the August 12, 2003 draft minutes as written. The minutes were adopted as written absent objection.

6. Adjourn

Ms. Shaw moved, seconded by Mr. Oppenheim to adjourn the meeting on September 10, 2003 at 2:54p.m. Central.

7. Attendees

Name	Company	In Person/Phone
Alexander, Barbara	Maine Office Public Advocate	In Person
Alston, Rick	ODEC	In Person
Barkas, Bill	Dominion Retail	In Person
Coyle, Michael	PSE&G	In Person
Davis, Dorman	Mississippi Power	Phone
Edwards, Mary	Dominion Virginia Power	In Person
Eynon, Patrick	Ameren	In Person
Gross, Blake	American Electric Power	In Person
Ishida, Susan	Southern California Edison	In Person
Jones, Dan	Cinergy	Phone
Kilgore, Tom	Gulf Power	Phone
McCain, Marcy	Duke Energy Gas Transmission	Phone
McMillan, Meghan	NAESB	Phone
Minneman, Jim	PPL Solutions	In Person
Moran, Terry	PSE&G	In Person
Newbold, Bill	Detroit Edison	In Person
Nishida, Leslie	Wisconsin Public Service	Phone
Novak, Michael	National Fuel	Phone
Oppenheim, Bill	PECO Energy	In Person
Precht, Phil	Baltimore Gas & Electric	In Person
Ray, Judy	Alabama Power	In Person
Robert, Lisa	Defense Energy Support Center	In Person
Rone, Thomas	Allegheny Power	In Person
Shaw, Brenda	Dominion Virginia Power	In Person
Thiry, Ken	Wisconsin Public Service	Phone
Wolf, Bill	Baltimore Gas & Electric	In Person
Yetman, Kathleen	National Grid	In Person
Zavodnick, Steve	Baltimore Gas & Electric	Phone
Zollars, Richard	Dominion Retail	Phone