



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).~~All voting is on a one-company (as same is recorded on the sign-in sheet) one-vote basis. In the event of a vote, each company is entitled to have one person in attendance at the meeting cast one vote on any issue.~~

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).

NAESB REQ Supplier-Utility Interface Subcommittee Mission
[Proposal to Joint Session of the NAESB REQ / RGQ Executive Committees](#)
[June 4, 2003](#)



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).~~All voting is on a one-company (as same is recorded on the sign-in sheet) one-vote basis. In the event of a vote, each company is entitled to have one person in attendance at the meeting cast one vote on any issue.~~

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 ~~data dictionaries,~~ 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:

NAESB REQ Technical Electronic Implementation Subcommittee Mission
[Proposal to Joint Session of the NAESB REQ / RGQ Executive Committees](#)
[June 4, 2003](#)



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 \(NAESBOps\).](#)~~All voting is on a one-company (as same is recorded on the sign-in sheet) one-vote basis. In the event of a vote, each company is entitled to have one person in attendance at the meeting cast one vote on any issue.~~

REFERENCES (partial)

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