North American Energy Standards Board
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NORTH AMERICAN ENERGY STANDARDS BOARD
2004 ANNUAL PLAN – RETAIL GAS QUADRANT[1]

	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. Status: Pending, Discussion Underway	2nd 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). Status: Pending, Discussion Underway	2nd Qtr. 2004	Supplier-Utility Interface
3	Customer Information Develop practices for exchanging customer information necessary for interactions prior to enrollment and billing, i.e., customer authorization procedures identifying types of customer information necessary for pre-enrollment activities, and methodologies for exchanging information.	4th Qtr. 2004	Customer Processes
4	Distribution Company – Supplier Disputes Develop dispute resolution procedures applicable to differences between Distribution Companies and Suppliers.	3rd 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.	2005	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.	2005	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
8	Supplier Licensing Develop practices for licensing Suppliers with state utility commissions.	2005	Supplier-Utility Interface

[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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	Item Number & Description	Completion[2]	Subcommittee Assignment
	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 Subcommittee[4]		
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). Status: Complete	1st Qtr. 2004	Technical Electronic Implementation
11	Technical Electronic Implementation Standards – Billing & Payments Status: Pending, Discussion Underway	3rd 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. Status: Pending, Discussion Underway	2nd 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. Status: Pending, Discussion Underway	3rd Qtr. 2004	Technical Electronic Implementation
14	Technical Electronic Implementation Standards – Customer Enrollment and Switching Status: Dependent on completion of Item 5	2005	Technical Electronic Implementation
15	Technical Electronic Implementation Standards – Customer Information Status: Dependent on completion of Item 3	2005	Technical Electronic Implementation

[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.

	Gas-Electric Scheduling Activities		
16	Status Report on Gas-Electric scheduling coordination issues. Status: Interim status report completed.	3rd Qtr. 2004	Gas-Electric Coordination TF
	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 Work[5]		
	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.