



**North American Energy Standards Board**  
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Home Page: [www.naesb.org](http://www.naesb.org)

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## **RETAIL GAS QUADRANT / RETAIL ELECTRIC QUADRANT**

### **Technical Electronic Implementation Subcommittee**

#### **[Draft] Information Request**

**May 18, 2004**

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The NAESB Retail Gas Quadrant and Retail Electric Quadrant – Technical Electronic Implementation Subcommittee is researching the methods retail energy market participants use to exchange customer data. This Information Request was developed to help the subcommittee collect data for this study. The subcommittee will use the responses to these questions in their effort to prioritize the development of model business practices for use by all retail energy market participants.

Parts of this Information Request may be technical in nature, therefore, please ensure that a person with the appropriate knowledge of the data exchange process completes it. If you experience difficulty interpreting these questions or if you require assistance completing this Information Request, please contact NAESB at [naesb@naesb.org](mailto:naesb@naesb.org).

All responses received will be published to the NAESB web site. Your timely comments are requested by close of business Tuesday, June 1, 2004. Please provide your comments directly to NAESB at [naesb@naesb.org](mailto:naesb@naesb.org).

Thank you for your participation.



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1. What is the date of this response?
  
2. What organization do you represent?
  
3. For NAESB members only. In which retail quadrant(s) is this organization a member, and in which segment does it belong? Check all that apply.  
 REQ,  RGQ  
 Distributor,  End-User,  Service Provider,  Supplier
  
4. In which energy commodities does this organization participate in retail choice programs? Check all that apply.  
 Electricity,  Natural Gas,  None

**If the answer is None, please stop here.**

5. In which jurisdiction does this organization operate?

If the organization serves more than one jurisdiction, please provide a separate response for each jurisdiction for all of the following questions.



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6. How does this organization currently exchange retail customer data with customers?

Check all that apply.

Flat File,  Web Site Data Entry,  X12 EDI,  XML,  Other

If the answer is Other, please describe.

7. How does this organization currently exchange retail customer data with suppliers?

Check all that apply.

Flat File,  Web Site Data Entry,  X12 EDI,  XML,  Other

If the answer is Other, please describe.

8. How does this organization currently exchange retail customer data with utilities?

Check all that apply.

Flat File,  Web Site Data Entry,  X12 EDI,  XML,  Other

If the answer is Other, please describe.

9. With how many other entities does this organization typically exchange retail customer data?

10. Does the format for retail customer data exchange used by this organization comply with the mandated rules and regulations for the applicable jurisdiction?

Yes,  No

If the answer is No, please explain.



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11. Are other formats for retail customer data exchange allowed in this jurisdiction?

Yes,  No

If the answer is Yes, please explain.

12. Are other formats for retail customer data exchange explicitly prohibited in this jurisdiction?

Yes,  No

If the answer is Yes, please explain.

13. Does the format for retail customer data exchange used by this organization knowingly comply with the mandated rules and regulations for any other jurisdiction?

Yes,  No,  Do Not Know

If the answer is Yes, please explain.

14. Is the organization voluntarily complying with any other retail customer data exchange rules or standards?

Yes,  No

If the answer is Yes, please explain what rules or standards are being followed.

(Example: "PIPE", "UCC", etc.)



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15. Are the organization's retail customer data exchange rules or standards documented?

Yes,  No

If the answer is Yes, please provide information on where they are published.

(Example: Published on a web site at <http://www.mycompany.com/standards>.)

16. For energy suppliers only. What retail market segments does this organization serve?

Check all that apply.

Residential,  Commercial,  Industrial

17. For utilities only. How many accounts does this organization serve?

18. Which formats for retail customer data exchange should be supported within the NAESB Retail Model Business Practices? Check all that apply.

Flat File,  Web Site Data Entry,  X12 EDI,  XML,  Other

If the answer is Other, please describe.

19. If more than one retail customer data exchange format was selected in the response to Question 18, please assign a priority to the selections with one (1) being the highest priority.

- \_\_\_ Flat File
- \_\_\_ Web Site Data Entry
- \_\_\_ X12 EDI
- \_\_\_ XML
- \_\_\_ Other \_\_\_\_\_



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20. Please provide contact information for a person employed by this organization that can respond to technical follow-up questions related to the organization's use of retail customer data exchange formats.

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_