

North American Energy Standards Board

1301 Fanin, Suite 2350, Houston, Texas 77002
Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@aol.com

Home Page: www.naesb.org

NORTH AMERICAN ENERGY STANDARDS BOARD 2004 DRAFT ANNUAL PLAN – RETAIL GAS QUADRANT¹

| 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. | 1 st 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). | 1 st Qtr. 2004 | Supplier-Utility Interface |
| 3 Customer Usage Information Develop practices for exchanging and retaining customer usage information. (For example: historical usage, pre-enrollment oriented, enrollment oriented and billing oriented usage.) 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 rd Qtr. 2004 | Customer Processes |
| 4 Distribution Company – Supplier Disputes Develop dispute resolution procedures applicable to differences between Distribution Companies and Suppliers. | 2 nd 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. | 4 th Qtr. 2004 | 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. | 4 th Qtr. 2004 | 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 |

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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| 8 Supplier Licensing Develop practices for licensing Suppliers with state utility commissions. | 2005 | Supplier-Utility Interface |
| 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 Subcommittee⁴ | | |
| 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). | 1 st Qtr. 2004 | Technical Electronic Implementation |
| 11 Technical Electronic Implementation Standards – Billing & Payments Status: Dependent on completion of Item 1. | 2 nd 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. | 2 nd 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. | 2 nd Qtr. 2004 | Technical Electronic Implementation |
| 14 Technical Electronic Implementation Standards – Customer Enrollment and Switching Status: Dependent on completion of Item 5. | 4 th Qtr. 2004 | Technical Electronic Implementation |
| 15 Technical Electronic Implementation Standards – Customer Information Status: Dependent on completion of Item 6. | 2005 | Technical Electronic Implementation |
| Provisional Activities | | |
| Review security standards as may be deemed necessary; Public Key Infrastructure (PKI). | | |

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.

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|--|-------------------------|--|
| "Energy Day" Standard - including assessment of changes to existing NAESB standards. | | |
| Program of Standards Maintenance & Fully Staffed Standards Work⁵ | | |
| 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.