



North American Energy Standards Board

1301 Fannin, Suite 2350, Houston, Texas 77002

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Home Page: www.naesb.org

TO: NAESB Retail Quadrant Subcommittee Chairs
CC: Retail Quadrant EC Members
FROM: Jim Buccigross, Executive Committee Chairman
Steve Zavodnick and Ruth Kiselewich - Retail Quadrant coordinators for the development of the Retail Quadrant 2004 annual plans
RE: NAESB Retail Quadrant Development of the 2004 Annual Plans
DATE: August 13, 2003

Dear Retail Quadrant Subcommittee Chairs,

Attached are the 2003 Annual Plans for the Retail Gas and Retail Electric Quadrants. All Subcommittee Chairs are asked to review the annual plan items assigned to their subcommittee, and after consulting with members of their subcommittee, provide estimated completion dates for those items. For items scheduled in 2004, please indicate the estimated quarter of completion. If there are items that, due to the amount of work involved cannot be completed in 2004, please indicate 2005 as the estimated completion date.

Executive Committee members are invited to submit their estimated completion dates for all annual plan items.

Please respond to the NAESB office with comments by August 22.

The comments will be compiled by the NAESB office and widely distributed by August 29.

Comments from the wide distribution will be due by September 5.

These comments will be compiled and sent out to all EC members by September 10.

There will be a meeting to discuss the comments and hopefully finalize the 2004 annual plans on September 15 in conjunction with the Annual Meeting.

It is expected that the Retail Gas and Electric Annual Plans will be presented to the ECs for approval at the October meeting, with Board approval expected in December.

Best Regards,

Jim Buccigross, Steve Zavodnick and Ruth Kiselewich

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NORTH AMERICAN ENERGY STANDARDS BOARD 2002-2003 ANNUAL PLAN - RETAIL ELECTRIC QUADRANT¹

Item Number & Description	Completion ²	Assignment
Retail Access Uniform Business Practices (UBP)³		
1 Billing & Payments <i>Develop practices for billing customers and remitting payments to parties providing services to the customer.</i> Status: Underway, being coordinated with RGQ.	3rd Qtr 2003	Customer Processes Subcommittee
2 Creditworthiness Standards <i>Develop practices for extending commercial credit by Distributors to Suppliers to cover financial risk.</i> Status: Underway, being coordinated with RGQ..	3rd Qtr 2003	Supplier-Utility Interface Subcommittee
3 Customer Enrollment & Switching <i>Develop practices for market participants to process customer switch requests, for maintaining current customer account information regarding a customer's Supplier, and for notifying affected parties.</i>	2004	Customer Processes Subcommittee
4 Supplier Licensing <i>Develop practices for licensing Suppliers with state utility commissions.</i>	2004	Supplier-Utility Interface Subcommittee

¹ As outlined in the NAESB Bylaws, the REQ will also address requests submitted by members and assigned to the REQ 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.

³ A "Glossary" exists from the November 2000 UBPs document that should be maintained and updated as a common glossary for all items under this sub-heading as the sub-committees address the UBPs items in this section of the Plan.

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NORTH AMERICAN ENERGY STANDARDS BOARD 2002-2003 ANNUAL PLAN - RETAIL ELECTRIC QUADRANT⁴

Item Number & Description	Completion	Assignment
Retail Access Uniform Business Practices (UBP) (continued)		
5 Retail Meter Data Validation, Editing & Estimating <i>Develop procedures for insuring the integrity and validity of retail customer metering data that is needed by utilities and suppliers for billing, load profiling, settlement, etc. Issues related to unbundled or competitive metering are not to be considered.</i>	2004	Supplier-Utility Interface Subcommittee
6 Customer Information <i>Develop practices for the release, collection, exchange & maintenance of customer information between Distributors and Suppliers.</i>	2004	Customer Processes Subcommittee
7 Load Profiling <i>Develop practices for using statistical methods to estimate interval consumption by customers who do not have interval meters.</i>	2004	Supplier-Utility Interface Subcommittee
8 Customer Inquiries <i>Develop procedures for responding to customer inquiries directed to Distributors and/or Suppliers and for notification of the other party.</i>	2004	Customer Processes Subcommittee
9 Market Participant Interactions <i>Develop supplier registration processes for Distributors and protocols for communications and interactions between Distributors and Suppliers.</i>	2004	Supplier-Utility Interface Subcommittee
10 Utility - Supplier Disputes <i>Develop dispute resolution procedures applicable to differences between Distributors and Suppliers.</i>	2004	Supplier-Utility Interface Subcommittee

⁴ As outlined in the NAESB Bylaws, the REQ will also address requests submitted by members and assigned to the REQ through the Triage Process.

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Item Number & Description	Completion	Assignment
Retail Access Uniform Business Practices (UBP) (continued)		
11 Settlement Process <i>Reconcile energy schedules and energy delivered by suppliers within a given market. Note: will need to be coordinated with the WEQ.</i>	2004	Supplier-Utility Interface Subcommittee
Data Exchange Protocols⁶		
12 Electronic Delivery Mechanisms <i>Develop electronic delivery mechanism guidelines including but not limited to: transactional data interchange, web sites, and bulletin boards.</i> Status: Underway, being coordinated with RGQ.	2004	Technical Electronic Implementation
13 Technical Electronic Implementation Standards - Billing & Payments Status: Dependent on completion of Item 1.	2004	Technical Electronic Implementation
14 Technical Electronic Implementation Standards - Customer Enrollment and Switching Status: Dependent on completion of Item 3.	2004	Technical Electronic Implementation
15 Technical Electronic Implementation Standards - Metering Status: Dependent on completion of Item 5.	2004	Technical Electronic Implementation
16 Technical Electronic Implementation Standards - Load Profiling Status: Dependent on completion of Item 7.	2004	Technical Electronic Implementation
17 Technical Electronic Implementation Standards - Customer Information Status: Dependent on completion of Item 6.	2004	Technical Electronic Implementation

⁵ As outlined in the NAESB Bylaws, the REQ will also address requests submitted by members and assigned to the REQ through the Triage Process.

⁶ Data exchange standards for Uniform Business Practices should be completed by the end of the quarter following the quarter in which the Executive Committee adopts the model business practices for that area of focus.

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2003 RGQ Annual Plan

Action Item, Description and Priority Category		Completion Quarter	Subcommittee Assignment
1	Inventory Existing Natural Gas Practices within States¹ Conduct inventory of existing natural gas practices in various states. Status: Underway.		Retail Gas Business Practice Inventory Task Force
2	Examine Wholesale Gas Quadrant EDM Standards Review NAESB Wholesale Gas Quadrant's (formerly known as GISB) "Electronic Delivery Mechanisms" manual to determine whether the standards within should be modified and/or adopted for use in the Retail Gas Quadrant. Status: Underway, being coordinated with REQ and WGQ.	2004	Technical Electronic Implementation
3	Creditworthiness Develop practices for Distributors extending commercial credit to Suppliers to cover financial risk. Such development should be restricted to implementation of existing regulatory policy, new regulatory policy after it has been ordered and non-policy oriented aspects of Creditworthiness. Status: Underway, being coordinated with REQ.	3rd Qtr 2003	Supplier-Utility Interface
4	Supplier Licensing Develop practices for licensing Suppliers with state utility commissions and for registering Suppliers with Distributors (e.g. application process and requirements).	4th Qtr 2003	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).	2004	Customer Processes
6	Billing & Payment Develop practices for billing customers; remittance to parties providing services to customers under different billing options (e.g. dual or consolidated bills; rate-ready or bill-ready); and payment between Distributor and Supplier under different payment options (e.g. assumption of receivables, pay-as-you-get-paid). Status: Underway, being coordinated with REQ.	3rd Qtr 2003	Customer Processes

¹ This is an ongoing item designed to serve as a resource to other RGQ subcommittees.

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2003 RGQ Annual Plan

Action Item, Description and Priority Category		Completion Quarter	Subcommittee Assignment
7	Customer Information Develop practices for the release, collection, exchange and maintenance of customer information between Distributors and Suppliers, 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.	2004	Customer Processes
8	Customer Inquiries Develop procedures for responding to customer inquiries directed to Distributors and/or Suppliers and for notifying the other party, such as inquiries involving switching and enrollment/disenrollment, billing, customer account changes, customer disputes and distribution emergencies.	2004	Customer Processes
9	Examine Wholesale Gas Quadrant Non-EDM Standards Review NAESB Wholesale Gas Quadrant's other manuals to determine whether the standards within should be modified and/or adopted for use in the Retail Gas Quadrant (i.e. review "Nominations," "Flowing Gas," "Invoicing," "Capacity Release," and "Contracts" manuals.).	2004	Supplier-Utility Interface
10	Market Participant Interactions Develop model practices to support interactions between Distributors and Suppliers, such as governing documents that establish the legal relationship, roles and obligations, including performance standards, of both Distributor and Supplier (e.g. content and framework of governing documents or orders, Master Service Agreement, operational manuals, and so on).	2004	Supplier-Utility Interface
11	Retail Utility-Supplier Disputes Develop dispute resolution procedures to resolve differences between Distributors and Suppliers, which would be included in the governing documents.	2004	Supplier-Utility Interface