

North American Energy Standards Board

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

Item Description	Completion ²	Assignment
Retail Access Uniform Business Practices (UBP)³		
1 Customer Information <i>Develop practices for the release, collection, exchange & maintenance of customer information between Distributors and Suppliers. Such practices may involve the customer authorization process, and the necessary data elements and the process for providing pre-enrollment information, customer lists, enrollment information and post-enrollment information.</i>	4 th Qtr 2002	Customer Interface Subcommittee
2 Supplier Licensing <i>Develop practices for licensing Suppliers with state utility commissions and for registering suppliers with distributors. Such practices may involve the applications process and requirements.</i>	4 th Qtr 2002	Supplier Interface Subcommittee
3 Market Participant Interactions <i>Develop model practices to support the interactions between Distributors and Suppliers. Such practices may involve the content and framework of the governing documents (ie. regulatory documents/orders, a Master Service Agreement between the parties, Operational Manuals, etc) that would establish the legal relationship, obligations and roles of both the Distributor and the Supplier. Such practices may also establish performance standards between the market participants.</i>	1 st Qtr 2003	Supplier Interface Subcommittee
4 Customer Inquiries <i>Develop procedures for responding to customer inquiries directed to Distributors and/or Suppliers and for notification of the other party. Such practices may involve the management of inquiries involving switching and enrollment, billing, changes in customer account information, customer disputes and distribution emergencies.</i>	1 st Qtr 2003	Customer 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 UBP document that should be maintained and updated as a common glossary for all items under this sub-heading as the sub-committees address the UBP items in this section of the Plan.

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Item Description	Completion ²	Assignment
5 Customer Enrollment & Switching <i>Develop practices for submitting (and receiving), processing and fulfilling a customer's request to enroll with a Supplier. Such practices may establish the enrollment and customer authorization requirements between a Supplier and a Customer for written, telephone and internet enrollments (and other possible forms), establish the practices for Distributors to process, validate and communicate switch requests to/from Suppliers</i>	2 nd Qtr 2003	Customer Interface Subcommittee
6 Utility - Supplier Disputes <i>Develop dispute resolution procedures applicable to differences between Distributors and Suppliers. Such practices would be included in the governing documents.</i>	2 nd Qtr 2003	Supplier Interface Subcommittee
7 Load Profiling <i>Develop practices for using statistical methods to estimate consumption by customers who do not have interval meters.</i>	3 rd Qtr 2003	Supplier Interface Subcommittee
8 Billing & Payments ⁴ <i>Develop practices for billing customers and remitting payments to parties providing services to the customer. Such practices may involve the establishment of the necessary billing information that needs to be communicated between Distributors and Suppliers for different billing options (ie. dual bills or consolidated bills, and if consolidated bills - rate ready, bill ready), the timing for providing such information between the market participants, the information that should be included on customer's bills, and the payment procedures between the Distributor and the Supplier under different payment options (ie. assumption of receivables, pay-as-you-get-paid, etc)</i>	4 th Qtr 2003	Customer Interface Subcommittee
9 Creditworthiness Standards <i>Develop practices for extending commercial credit by Distributors to Suppliers to cover financial risk. Such practices may involve creditworthiness determination, maintenance of creditworthiness, determination of exposure, acceptable instruments of security, and calling on security.</i>	4 th Qtr 2003	Supplier Interface Subcommittee

⁴ Includes Retail Meter Data VEE [Validation, Editing & Estimating], Retail Meter Data Restatements and Supplier Delivery Point identification program)

⁵ Data exchange standards for Uniform Business Practices should be completed by the end of the quarter following the quarter in which the Board adopts the model business practices for that area of focus.

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Item Description	Completion²	Assignment
Data Exchange Protocols⁵		
10 Technical Electronic Implementation Standards - Customer Information	1 st Qtr 2003	Technical Electronic Implementation
11 Technical Electronic Implementation Standards - Customer Enrollment and Switching	3 rd Qtr 2003	Technical Electronic Implementation
12 Technical Electronic Implementation Standards - Load Profiling	4 th Qtr 2003	Technical Electronic Implementation
13 Technical Electronic Implementation Standards - Billing & Payments	1Qtr 2004	Technical Electronic Implementation
14 Electronic Delivery Mechanisms	2 nd Qtr 2003	Technical Electronic Implementation

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Provisional Activities⁶

Settlement Process

Develop standards for providing and processing data necessary to reconcile a Supplier's hourly imbalance between energy delivered to Distributor's control area and the actual customer load (requires coordination with Electric Wholesale Quadrant)

Environmental Disclosure

Develop standards for disclosing generation mix and emissions data to customers

Distributed Generation

Develop standards for customers to connect small on-site generation and for handling net energy metering

Unbundled Competitive Retail Metering

⁶ To the extent that it is determined that any of the provisional activities should be worked upon during the year, the Board has the discretion to modify the annual plan.