



North American Energy Standards Board

1100 Louisiana, Suite 3625, Houston, Texas 77002

Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@aol.com

Home Page: www.naesb.org

TO: RGQ Annual Plan Task Force
Posting for Interested Industry Participants

FROM: Mariam Arnaout, AGA - on Behalf of Prospective RGQ Participants

RE: Draft Minutes for RGQ Annual Plan Task Force Conference Call - May 1, 2002

DATE: May 5, 2002

**NORTH AMERICAN ENERGY STANDARDS BOARD
RETAIL GAS QUADRANT ANNUAL PLAN TASK FORCE
Wednesday, May 1, 2002 9:00 a.m. - 11:00 a.m. Central
MEETING MINUTES - FINAL**

1. Administrative

Mr. Boswell opened the meeting and reviewed the antitrust guidelines and caller etiquette and followed with a roll call. The task force adopted the agenda and minutes of the April 26, 2002 conference call.

2. Review and Discuss Meeting Work Paper: Draft "NAESB RGQ Survey -Topics on 2002-2003 Annual Plan"

➤ **Agreed to Revisions to the draft RGQ AP Survey:**

The task force reviewed the draft survey developed by Ms. Specht Adusei-Poku and Ms. Arnaout, examined and discussed at length each category and description, and **agreed to the following revisions:**

1. Insert a sentence in the introductory section of the survey to the effect that the list is not an exhaustive one but rather an initial cut at placing items on the annual plan and encourage survey participants to add to the list.
2. Remove descriptions of priority levels that tie them to specific completion dates, because priority levels and completion dates do not necessarily go hand in hand. e.g. Two high-priority items may be by necessity completed in different quarters.
3. Add a description to the "Do No Address" category as follows: "e.g. *inappropriate for policy reasons; premature; should be addressed at a later date; not a Retail Gas Quadrant matter.*"
4. Keep categories general (by intent) and do not break them down by business practices and EDM (electronic delivery mechanisms).
5. Add "& Dropping" to the "Customer Enrollment and Switching" category and add the parenthetical phrase "*including Suppliers dropping customers*" at the end of the descriptive section for this category.



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6. Revise the description for the Customer Inquiries category as follows: *“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.”*
 7. Follow a consistent approach of inclusiveness in developing the survey so as not to pre-judge any category—i.e. agreed to add three items to the survey but not to delete any of the existing ones.
 8. Add the following three categories, as proposed by participants on the task force: a) *“Examine Wholesale Gas Quadrant EDM Standards;”* b) *“Examine Wholesale Gas Quadrant Non-EDM Standards;”* and c) *“Inventory Existing Natural Gas Best Practices within States.”*
 9. Include descriptive language for two of the new categories, as follows:

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.”

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.)

10. Include a “Contact Information” section on the survey form.
11. Add a sentence to the introductory section, stating that the survey results will be posted on the NAESB web site by May 22, 2002.

➤ **Agreed to the Following Approach and Timelines:**

1. May 2, 2002: Ms. Arnaout will circulate the final draft of the survey to the task force for review before forwarding the survey to the NAESB office by the morning of May 3, 2002.
2. May 3, 2002: Ms. McQuade will distribute the survey from the NAESB office to a wide audience, including all those who have expressed an interest in the RGQ; state regulators; and trade associations. The RGQ AP Task Force agreed to proceed quickly to meet the June 2002 deadline—i.e. to be able to present a plan to the NAESB Board of Directors at its June meeting.



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3. May 17, 2002: Deadline for completing and returning the survey to Jo Ann Garcia at NAESB.
 4. May 21, 2002: Ms. Garcia will tabulate the results.
 5. May 22, 2002: The NAESB office will post the compiled results on the NAESB web site.

➤ **Discussed Other Related Matters:**

- Discussed but did not resolve whether the annual plan should have sublevels under each category.
- Discussed with participants from the REQ group whether that group intends to conduct a similar survey effort for the REQ annual plan. Those participants explained that the REQ has already solicited and received feedback on the draft REQ annual plan. They also clarified that the REQ solicitation did not include a formal survey questionnaire.
- Upon deciding on the recipients of the survey, Ms. Alexander observed that state regulators had not been included in the review process of the REQ annual plan. The RGQ Task Force encouraged Ms. Alexander to relay to the REQ group this RGQ initiative to solicit feedback from all interested parties, including state regulators.
- Mr. Boswell explained the process for adopting the annual plan as follows: the Quadrant Executive Committee Chair and Vice Chair will review the proposed annual plan with the NAESB Board Chair. The Board Chair will then present the plan to the NAESB Board for its consideration and vote. The Board will review the annual plans of the Quadrants to ensure that they are not inconsistent with each other and, if overlap exists, that the timing of such items coincide.
- Task Force members indicated the importance of coordinating the timelines of overlapping items on the RGQ and REQ annual plans to maximize the efficient use of time and resources.

3. **Tabled Discussion on Existing Draft of RGQ Annual Plan** until the next scheduled conference call—after the results of the RGQ 2002-2003 Annual Plan Survey are compiled by NAESB.

4. **Agreed to the Following Next Steps and Meeting(s)**

- **NEXT** Conference Call – Wednesday, May 22, 2002 1:00 p.m. – 3:00 p.m. central (2:00 p.m. – 4:00 p.m. eastern)

To review results of “RGQ Annual Plan Survey” and continue discussion on the current draft of the RGQ Annual Plan

- **CANCELLED:** May 7, May 14, May 21 (Tuesday, 9:00 a.m. – 11:00 a.m. central)



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- **STILL SCHEDULED:** May 28, June 4, June 11, June 18, June 25 (Tuesdays 9:00 a.m. - 11:00 a.m. central)

5. Adjourned at 11:50 a.m. central time.

6. Attendance

Name	Company	Name	Company
Barbara Alexander	NASUCA/AARP	Jo Ann Garcia	NAESB
Mariam Arnaout	AGA	Rachel Gebhardt	TECO Peoples Gas
Samiah Bahhur	Washington Gas	Theresa Hess	Reliant Energy Retail Services
Mike Bauer	KeySpan	Rose Lennon	Washington Gas
Bill Boswell	Dominion	Jim Minneman	PPL Solutions
Bill Bourbonnais	Wisconsin Public Service	Terry Moran	Public Service Electric & Gas
Audrey Bragg	Washington Gas	Les Nishida	Wisconsin Public Service
Artie Brake	Atlanta Gas Light	Tim Oaks	
Jim Buccigross	Group 8760	Keith Sappenfield	Pan Canadian Energy
Nancy Cianflone	KeySpan	Marilyn Specht Adusei-Poku	NiSource Distribution
Michele Doyle	Consolidated Edison of NY	Eric Wilen	NYSEG
Donna Fulton	Northeast Utilities	Steve Zavodnick	Baltimore Gas & Electric