

North American Energy Standards Board

1301 Fannin, Suite 2350, Houston, Texas 77002

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

Home Page: www.naesb.org

TO: Interested Industry Participants
FROM: REQ CPS Co-Chair, Rick Alston and RGQ CPS Co-Chair Barb Fatina
RE: Draft Agenda for the REQ and RGQ Joint Customer Processes Subcommittee Meeting – January 14 & 15, 2004
DATE: January 2, 2004

**NORTH AMERICAN ENERGY STANDARDS BOARD
RETAIL ELECTRIC QUADRANT AND RETAIL GAS QUADRANT
JOINT CUSTOMER PROCESSES SUBCOMMITTEE MEETING**

Hosted by Georgia Power

**Meeting arrangements are located on the NAESB website
Teleconferencing arrangements TBD**

Wednesday January 14, 2004 8:30 a.m. to 5:00 p.m. EDT

Thursday January 15, 2004 8:30 a.m. to 3:00 p.m. EDT

DRAFT AGENDA

1. **Administrative**
 - Welcome
 - Antitrust
 - Attendee Roll Call
 - Adoption of Draft Agenda
 - Adoption of Meeting Minutes from October 3, 2003 teleconference call

2. **Continue with Billing and Payment matters:**
 - TEIS representatives will help us design the Data Dictionary

Lunch

Welcome, Leonard Haynes, NAESB Chairman

If time permits, we will begin a new initiative: Customer Usage Information to be completed in the 2nd Qtr. 2004

Develop practices for exchanging and retaining customer usage information. (For example: historical usage, pre-enrollment oriented and billing oriented usage.)

Helpful hints: 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. **Next Steps**
 - February meeting: ??? February 24 and 25, 2004?
 4. **Adjourn**
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