



TO: NAESB Retail Gas Quadrant, Posting for Interested Industry Participants
FROM: Meghan McMillan, NAESB Staff
RE: Draft Minutes from the NAESB Retail Gas Quadrant Customer Processes Subcommittee Meeting - February 3, 2003
DATE: February 12, 2003

**Retail Gas Quadrant Subcommittee/Task Force Kickoff Meeting
Customer Processes Subcommittee
Monday, February 03, 2003
Draft Minutes**

1. Administrative

Mr. Novak opened the meeting and gave the antitrust guidelines. Introductions were made in the room and on the phone. Mr. Stengel moved, seconded by Ms. Cianflone, to adopt the agenda as written. Upon a procedural vote, the agenda was adopted as written.

2. Election of Chairs/Co-chairs

Mr. Yagelski moved, seconded by Ms. Cianflone, to accept Mr. Oppenheim and Ms. Fatina as co-chairs of the RGQ Customer Processes Subcommittee. Upon a procedural vote the motion passed with no opposition.

3. Mission Statement Development

Mr. Oppenheim read the draft mission statement for the RGQ CPS, which is posted on the NAESB website as a work paper for this meeting. Ms. Cianflone moved, seconded by Ms. Calcagno to approve the mission statement as written. Upon a procedural vote the statement was approved with no objections.

4. Review of RGQ Annual Plan

Mr. Novak moved, seconded by Mr. Jansen, that the RGQ CPS request the Executive Committee approve the assignment of the following 2003 RGQ Annual Plan items to the CPS: 1) Item 5, Customer Enrollment, Switching & Dropping; 2) Item 7 Customer Information; and 3) Item 8 Customer Inquiries. Upon a procedural vote the motion passed unanimously.

5. Coordination With Subcommittees & Task Forces from other Quadrants

Mr. Oppenheim suggested the RGQ CPS start with the billing and payment item to coordinate with the REQ's efforts. Mr. Novak suggested contacting the chair of the REQ CPS to do a presentation at one of the RGQ CPS meetings to bring the RGQ up to date on the REQ's progress. Mr. Oppenheim noted he planned to attend the REQ meeting in Newark and would like to bring comments from the RGQ CPS to contribute.

6. Other Business

No other business was discussed.

7. Next Meeting

The next meeting was scheduled for March 4, 2003 from 10:00-12:00 CDT.



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8. Adjourn

Ms. Fatina moved, seconded by Mr. Dotterweich, to adjourn the meeting on Monday, February 3, 2003 at 2:00pm CDT.

9. Meeting Attendees

Name	Company	In Person/Phone
Alexander, Barbara	State of Maine Public Advocate	Phone
Arnaout, Mariam	American Gas Association	In Person
Bahhur, Samiah	Washington Gas	In Person
Basler, Don	Xcel Energy	Phone
Behr, George	Energy Services Group	In Person
Brundoyl, Don	Southern Company Services	In Person
Calcagno, Suzanne	UBS Warburg Energy	In Person
Cianflone, Nancy	KeySpan Energy Delivery	In Person
Dillon, Jim	Niagara Mohawk	Phone
Dodson, Greg	Dominion Resources Services Inc.	Phone
Dotterweich, Andrew	Consumers Energy	Phone
Driggs, Charles	Conectiv Power Delivery	Phone
Fatina, Barb	Exelon Energy	Phone
Giesecking, Ed	Southwest Gas Corporation	Phone
Hayes, Bruce	Ohio Consumers' Council	Phone
Jansen, Joe	PSE&G	In Person
Jones, Dan	Cinergy Gas & Electric	Phone
Keene, Stephen	PA Office of Consumer Advocate	In Person
Magnani, Randy	Amerada Hess	In Person
Marino, Annunciata	PA Public Utility Commission	Phone
Master, Heather	National Energy Marketers Association	Phone
McMillan, Meghan	NAESB	Phone
Moran, Terry	Public Service Electric & Gas	Phone
Nishida, Leslie	Wisconsin Public Service Corp.	In Person
Novak, Michael	National Fuel Gas Distribution	In Person
Oppenheim, Bill	PECO Energy	In Person
Sarafin, Alexander	Nisource	Phone
Stengel, Joe	PGW	In Person
Sytsma, Don	RJ Rudden Associates	Phone
Szykman, Paul	UGI Utilities	In Person
Van West, Lori	Xcel Energy	Phone
Wilén, Eric	NYSEG	Phone
Yagelski, Ken	Washington Gas	In Person
Zavodnick, Steve	Baltimore Gas & Electric	Phone
Zollars, Richard	Dominion Resources Services Inc.	Phone