

NAESB Retail Gas Quadrant

Customer Processes Subcommittee Mission

The Customer Processes Subcommittee (CPS) is a subcommittee of the NAESB Retail Gas Quadrant (RGQ). The mission of CPS is to develop recommendations for standards and model business practices regarding customer related processes that facilitate efficient implementation of competitive retail gas markets.

The CPS will be responsible for the creation of proposed standards and models as a result of items contained in the approved NAESB RGQ Annual Plan, Requests for Standards or other requests for action forwarded to it by the NAESB Executive Committee; to solicit input as to the source and nature of the circumstances giving rise to the Request for Standard or EC formulated request for action; and, working in conjunction with other subcommittees within the RGQ and the balance of NAESB to develop standards or other recommendations (with respect to the processing of such matters forwarded to it for processing) for review and determination by the NAESB Executive Committee.

The CPS is tasked with assessing and addressing those Requests for Standards or portions thereof involving customer processes with an initial focus on (1) customer enrollment, switching and dropping, (2) billing and payments (3) customer information, and (4) customer inquiries. CPS will not engage in the development of standards or models that encroach on business practices that are the domain of other RGQ subcommittees. All requirements, issues, questions and concerns identified by the CPS that pertain to standards and model business practices must be referred to the appropriate subcommittee or Executive Committee of the RGQ.

Composition of the CPS

The CPS is comprised of members of the retail gas industry interested in participating in meetings to discuss the resolution and disposition of the matters referred to the CPS by the EC. There is no requirement that a member of the CPS be a NAESB Member.

Subcommittee Operating Procedures

The CPS will operate in conformance with the NAESB Certificate, Bylaws and established NAESBOPS (see references, below).

Meetings and Voting:

The CPS will meet on a regularly scheduled basis initially, with a preference to in-person meetings scheduled approximately every four weeks, with provisions made for conference call participation if/as appropriate. The schedule of meetings will be noticed on the NAESB home page and will be open to any participant. When votes are taken, the members of the CPS are the voting members of the subcommittee. Votes with respect to Standards and recommendations are to be recorded by polling each member of the CPS then present during the meeting. Members not present at the time of a vote will not have their vote counted. All votes will be recorded in the minutes. All voting is on a one-company (as it is recorded on the sign-in sheet) one-vote basis. In the event of a vote, each company is entitled to have one person in attendance at the meeting cast one vote on any issue.

REFERENCES (partial)

1. NAESB Bylaws Section 10.5
2. NAESBOP document "Procedures for NAESB Executive Committee Subcommittees"