

**Retail Gas Quadrant Customer Processes Subcommittee**  
**March 26, 2003**  
**Draft Minutes**

**1. Administrative**

Mr. Oppenheim opened the meeting and gave the antitrust guidelines. Introductions were made. The agenda and minutes were adopted upon procedural vote. It was noted in the minutes that the REQ CPS was developing a Glossary of terms and definitions work paper and Mr. Oppenheim mentioned that it is in fact posted now on the REQ website under the Glossary Subcommittee for all to review.

**2. Review REQ CPS Draft Billing and Payment Document in preparation for joint REQ/RGQ CPS meeting on April 1 and 2, 2003 in St. Louis.**

The group discussed two items from the gas perspective: section 1.2.1, address "with recourse" and "without recourse" under Assumption of Receivables; and since some gas companies do not have automated (electronic) capabilities, include "if available" throughout the document to account for this.

There were also questions or comments offered on the following sections which will be discussed and clarified at next week's CPS meeting:

- 3.1.3.2 - what does "reinsert the list of bill items" mean?
- 3.2.4.3 - what does "multiple options under consideration" refer to?
- 3.4.1.2.3 - concern with five business days being too long;
- 3.4.1.2.4 - concern with "five days after due date" as some do it once monthly;
- 4.5.3 - needs clarification that this is true only for Rate Ready Model;
- 4.6. - clarify that Utilities and Suppliers may be required to conform to standards set by the Applicable Regulatory Authority.

Overall, the RGQ CPS thought this was a good document addressing most electric and gas retail billing and payment issues. We commend the REQ CPS for their efforts.

**3. Next Meeting**

Joint REQ/RGQ CPS meeting on April 1 and 2, 2003, in St. Louis, MO

**4. Adjourn**

There being no further business, Barb Fatina adjourned the meeting at 10:40 a.m.

**5. Attendees**

Name	Company Name
Mariam Arnaut	American Gas Association
Alexander Serafin	NiSource
Mike Bauer	KeySpan
Barb Fatina	Exelon Energy
Dan Jones	Cincinatti Gas & Electric
Don Sytsma	RJ Rudden

Bill Oppenheim  
Terry Moran

Peco Energy  
Public Service Electric & Gas