



North American Energy Standards Board

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TO: NAESB Retail Electric Quadrant and Retail Gas Quadrant, Posting for Interested Industry Participants
FROM: Rick Alston, Chair REQ Customer Processes Subcommittee
RE: Final Minutes from the NAESB Retail Electric Quadrant and Retail Gas Quadrant Customer Processes Subcommittee Meeting – May 13-14, 2003
DATE: August 12, 2003

**Retail Electric Quadrant/Retail Gas Quadrant
Customer Processes Subcommittee
May 13-14, 2003
Final Minutes**

Day One

1. Administrative

Mr. Alston called the meeting to order and gave the antitrust advice. Participants introduced themselves. The agenda was adopted as drafted.

Participants discussed the minutes of the April 1-2, 2003 Retail Electric Quadrant/Retail Gas Quadrant Customer Processes Subcommittee (CPS) meeting. In part, the level of detail of the minutes was discussed. To assist in the level of detail of the minutes, it was agreed a participant in the meeting room would take notes of the discussion surrounding modification of the Billing and Payments Document. [Please see Attachment A.] For future meetings, it was suggested the host company provide a staff member to assist in completing the meeting minutes. Ms. Alexander moved, seconded by Ms. McCain to adopt the April 1-2, 2003 Retail Electric Quadrant/Retail Gas CPS minutes without modification. The motion passed unanimously.

2. Update on Executive Committee

Mr. Minneman provided a brief update on the April Executive Committee meetings. He noted extensive work is being completed to coordinate the efforts of the Retail Electric Quadrant (REQ) and Retail Gas Quadrant (RGQ) subcommittees. Currently, he said the Customer Processes Subcommittees, Supplier-Utility Interface Subcommittees (SUIS) and Glossary Subcommittees are operating through joint meetings. Additionally, he stated the dates in the annual plans were modified in recognition of the coordination of the subcommittees. He also mentioned that NAESB is conducting monthly 1-hour update meetings with NARUC on NAESB and Subcommittee activities. These meetings are held the 3rd Wednesday of each month at 1:00 p.m. Central Time.

Mr. Minneman stated an open item was the format of model business practices within and outside of the retail quadrants. He suggested the retail quadrants formulate a common format, since a joint standards manual has been discussed. It was agreed a format proposal would be appropriate for discussion at the next Joint REQ/RGQ Executive Committee meeting. It was noted the CPS could not finalize the Billing and Payments Document until the format was determined, because the CPS had not looked at definitions or principles.

Below is a proposed draft format created late on May 13, 2003 by Mr. Minneman.

2. Billing and Payment Processing

2.1 General Billing

2.2 Dual Billing

2.2.1 Principles



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- 2.2.2 Definitions
- 2.2.3 Model Business Practices
- 2.2.4 Data Sets – Data Dictionary
- 2.2.5 Models
- 2.3 Consolidated Billing**
- 2.3.1 Principles
- 2.3.2 Definitions
- 2.3.3 Model Business Practices
 - 2.3.3.1 General
 - 2.3.3.2 Bill Ready Billing Methodology
 - 2.3.3.3 Rate Ready Billing Methodology
 - 2.3.3.4 Payment Processing and Remittance
 - 2.3.3.5 Payment Reversal or Adjustment
 - 2.3.3.6 Payment Arrangement
- 2.3.4 Data Sets – Data Dictionary
- 2.3.5 Models
- 2.4 Single Retail Supplier Billing**
- 2.4.1 Principles
- 2.4.2 Definitions
- 2.4.3 Model Business Practices
- 2.4.4 Data Sets – Data Dictionary
- 2.4.5 Models

Notwithstanding the issue of document format, Mr. Alston suggested the CPS work on clarifying the current document, before any reformatting that might be necessary.

The process for completing the Billing and Payments Document was discussed. Ms. Hess stated the normal process flow would be for the CPS to finish its work, and then the TEIS complete the implementation, prior to adoption by the Executive Committee. However, she noted the CPS could vote to send the document for Executive Committee approval prior to implementation. Ms. Hess said this approach had been taken in the Wholesale Gas Quadrant (WGQ) in instances where the subject matter of the standards was contentious.

Ms. Hess stated completion of data dictionaries was also discussed at the Executive Committee meetings. She said the issue was not decided at the last meeting, but she would prepare a proposal to move completion of the data dictionaries to the business subcommittees, instead of the technical subcommittees, to be discussed at the June Executive Committee meeting. She noted data dictionaries are created through an independent subcommittee in the WGQ (WGQ Information Requirements Subcommittee), but the retail quadrants generally felt it was unnecessary to establish a discrete subcommittee. It was noted creation of a data dictionary was essentially identifying the components required to send the data in the manner described in the model business practices.

Mr. Alston says creating a data dictionary could work in here, because it is essentially identifying the components to move back and forth.

Mr. Novak reported on the RGQ Executive Committee meeting. He stated the RGQ established a Glossary Subcommittee, and it was likely a survey would be conducted to complement the work done by the REQ Glossary Subcommittee. Mr. Novak stated the terms defined should be consistent across jurisdictions.

3. Continue with Billing and Payment Document



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Prior to working on the Billing and Payment Document, a formatting proposal was discussed. Mr. Newbold presented a formatting proposal used in the SUIIS document, which was based on the WGQ Standards. Mr. Newbold noted the manual was divided into principles, definitions, model business practices, data sets, and model agreements. Each of those elements are broken down by subject areas. Organization by sub-subjects was also discussed, with Ms. Hess noting sub-segment organization might be preferable to the WGQ version without sub-segments. While it was noted the formatting method would probably work with the Billing and Payments Document, it was agreed to reformat the document at a later date.

Mr. Alston opened discussion on the Single Retailer Billing Option (SRBO), noting the format discussed at the last meeting did not lend itself to inclusion in Section E. Mr. Alston suggested including the SRBO as Section E would result in duplication with other elements of the Billing and Payments Document as currently drafted. He noted there were several choices format, including bifurcating the document and having a second section that related solely to the SRBO. Ms. Hess said the discussion of market models was not appropriate, because the billing options should be applicable to any market. There was general consensus on the point and it was agreed to include the SRBO as Section E. SRBO was extensively discussed. It was decided not to use the word "bundled" in the title, "Single Retailer Billing Option".

Discussion followed on the draft Billing and Payments Document. Please see the attached draft Billing and Payments Document for changes. During discussion of the document, nomenclature was extensively debated. Additionally, Ms. Hess said the model business practices should not contain language saying when the model would be used.

The parties generally agreed discussion of default service was not appropriate in relation to billing.

Reorganizing the SRBO into the current model was discussed, since from the customer's perspective, there was either a single bill or more than a single bill. Ms. Alexander noted discussions around SRBO have focused on the potential authority the supplier could exercise. She said the thrust of the business practices should be what communication needs to occur in the back room for completion of the billing process. In that light, she asked if the SRBO required different communications than the other models. Mr. Novak stated the fundamental difference between consolidated billing and single billing has to do with payment allocation. Participants agreed to keep the current three-pronged structure, but more clearly define the three models. Mr. Zavodnick noted his opposition to this approach.

Additionally, on process, participants discussed the draft document in light of the fundamental differences in the gas and electric industries. They also worked through the compiled comments spreadsheet.

As Day One of the meeting closed, Mr. Alston stated cancellation and re-bill discussions would continue on Day Two, with rate-ready billing being next on the agenda.

Day Two

4. Administrative

Mr. Alston opened the meeting and reminded participants Antitrust Guidelines remained in effect.

5. Continue with Billing and Payment Document

Discussion began with a few minor modifications to the definition of Consolidated Billing. Participants continued to work through the Billing and Payments Document. Significant discussion centered on the use of day, business day and calendar day. It was agreed business day should be



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consistently used, and business day should be defined in the glossary. Mr. Novak suggested the definition should note any day not a business day is presumed to be a calendar day.

Participants revisited the issue of format of the standards. It was noted the final decision has not been made on the location of definitions. However, participants suggested the definitions appear both in the pertinent document and a formal glossary. Ms. Hess expressed concern with the numeric length of the proposed format. She suggested five digits is too long. It was suggested using bullets might help to address that issue. Also, it was noted the designation for electric or gas had not been decided.

6. Items for Later Discussion:

- a. What will the process be for submitting the document? Will it go to the EC first before to going to the TEIS?
- b. Transmission should be replaced everywhere with transmission/ transportation for gas purposes.
- c. Check "Pay As You Get Paid" everywhere to omit hyphens.
- d. Lower case any "consolidated bill" but capitalize "Consolidated Billing".
- e. Replace "issue" with "render".
- f. Replace "Billing Statement" with "Bill".
- g. Spell Cancelled with 2 l's.
- h. Do not define Uncollectible Revenues due to all the possibilities.
- i. For the term "Non-Billing", capitalize the "B".
- j. Ask Glossary Subcommittee to define Business Day. If we don't mention
- k. Business Day the assumption is calendar day.
- l. When going through the BSA, address the interest and/or fees matter.
- m. Should definitions be placed in a separate section, or will we have a "glossary" – how should it be published? Need to decide.

7. Next Steps

A conference call was scheduled for June 17 to identify the principles contained in the Billing and Payment Document and discuss formatting. It was noted the next CPS and SUIIS meetings are scheduled for July 15-17 in Columbus, OH with the CPS meeting on July 16 and 17. Subsequent meetings are scheduled for September 9-11 in Detroit, MI with the CPS on September 9 and 10 and October 21-13 in Pensacola, FL.

8. Other Business

No other business was discussed.



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9. Adjourn

Name	Company	In Person/Phone
Barbara Alexander	Maine PUC	In Person
Rick Alston	ODEC	In Person
Bill Barkas	Dominion Retail	Phone
Gwen Beadles	Dominion Virginia Power	In Person
Susan Braza	Not Provided	In Person
Yvette Camp	Southern Company	Phone
Dorman Davis	Mississippi Power	Phone
Mary Edwards	Dominion Virginia Power	In Person
Michael Garrett	Georgia Power	Phone
Blake Gross	AEP	In Person
Theresa Hess	Reliant Energy Retail Services	In Person
Joe Jansen	PSEG	In Person
Tom Kilgore	Gulf Power	Phone
Marcy McCain	Duke Energy Gas Transmission	In Person
Jim Minneman	PPL Solutions	In Person
Terry Moran	Public Service Electric	Phone
Bill Newbold	Detroit Edison	In Person
Les Nishida	Wisconsin Public Service	In Person
Mike Novak	National Fuel	Phone
Todd Oncken	NAESB	Phone/Administrative
Bill Oppenheim	PECO Energy	In Person
Thomas Rone	Allegheny Power	In Person
Ken Thiry	Wisconsin Public Service	Phone
Eric Wilen	NYSEG	Phone
Bill Wolf	Baltimore Gas & Electric	Phone
Kathy Yetman	Not Provided	In Person
Steve Zavodnick	Baltimore Gas & Electric	Phone