



## North American Energy Standards Board

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**TO:** NAESB Retail Electric Quadrant / Retail Gas Quadrant Customer Processes  
Subcommittees

**FROM:** Rick Alston, REQ CPS Chair

**RE:** Final Minutes from the NAESB REQ Subcommittee Meeting – July 17, 2003 – July  
18, 2003

**DATE:** August 12, 2003

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**NAESB Joint REQ/RGQ CPS Meeting**  
**Thursday, July 17, 2003**  
**8:00am – 5:00pm EST**  
**Final Minutes**

### 1. Administrative -Day 1

Mr. Alston welcomed participants and thanked AEP for hosting. He gave the antitrust guidelines. Introductions were made. The Draft Agenda was adopted. Meeting minutes for May 13-14, 2003 and June 17, 2003 were discussed, but not adopted pending a re-formatting of the information (combine NAESB notes with those taken at meeting) to be done by Mr. Alston. Adoption of these meeting minutes will be added to the September 2003 meeting agenda. Ms. McCain moved to adopt the May and June minutes to the next meeting, seconded by Mr. Gross and Mr. Jansen, and adopted by the Subcommittee.

The Subcommittee created a new date rule for documents to be discussed at the each meeting to minimize such deferrals in the future: documents should be distributed the second Friday before the week of the meeting to give participants more time to review the material.

Heidi Arroyo and Bill Newbold agreed to take the meeting minutes today and tomorrow.

### 2. Purpose

Mr. Alston reviewed the purpose of the meeting: to continue working on the Billing & Payment document and to begin a review of the Billing Services Agreement.

- Discussion of Mr. Alston's desire to complete the overview section, data sets, and model business practices (MBP's) before the September meeting.
  - Mr. Minneman talked about doing MBP's and a limited overview and sending them on for approval. He stated that a NAESB Technical Writer would work with the subcommittee to prepare introductory and executive summary material.
  - Mr. Newbold mentioned that SUIS is doing MBP's and a limited overview and sending them on for approval.
  - Ms. Hess suggested that the subcommittee make a decision on whether to send MBP's fully staffed (with datasets and EDI stuff done). Need to vote on how to proceed. We can decide to send MBP's and do datasets later.
  - If approved and moved out of subcommittee in September the document could be reviewed in December at the Executive Committee meeting.
  - In May this subcommittee talked about data sets and agreed to do them as part of this subcommittee's work.
  - Mr. Oppenheim suggested working on this document now and work on datasets at the September meeting. Ms. Hess said creating datasets is not a one meeting process.
  - Discussion of developing definitions in conjunction with the Glossary Subcommittee:



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- **Need to send to proposed glossary changes and additions to the Glossary Subcommittee ASAP.** Mr. Oppenheim agreed to do it.
- Ms. Alexander moved that we send Definitions and MBP's to Executive Committee (omitting datasets and overview) and request the Executive Committee to hold the information until the related datasets are completed before sending out for member ratification. Ms. Edwards seconded. Followed by unanimous vote to accept the motion.
- The participants, except for Mr. Alston, agreed to not establish a timeline to complete work on the Billing and Payment Model Business Practices and datasets.

### 3. Billing and Payments document discussion

Discussion was held using 6/17/03 Draft B created by Mr. Minneman and posted to the website following the June conference call. Draft A and draft B are similar but draft B included a couple of changes (not substantive) done by Mr. Minneman.

Mr. Alston described minor revisions he made to Draft B to help move today's process along

- Added definitions approved by the Glossary Subcommittee as of 7/11/03.
- Corrected numbering where hard coding was used in lieu of automatic formatting.

Subcommittee decided to read and review all of the definitions

- Decided to change "Utility" to "Distribution Company" everywhere it appears and incorporate modified definition— matching action taken by SUIs
  - Cinergy has a problem with the definition of *Assumption of Receivables* because they do not flag their accounts as "in dispute" and they don't have the capability to do so.
  - **Need to ask Glossary Subcommittee to:**
    - Modify the definition of "Business Day" by re-thinking about including State holidays because each State needs to comply with such holidays, and
    - Drop the definition of "Utility"
    - Change all definitions that used "Distribution Company/Utility" to read "Distribution Company"

#### Section 2.6 Single Retail Supplier billing

Members proposed removing the distinction between large and small bill formats in section 2.6.1.1 as had been done in earlier sections. Ms. Hess and Mr. Gross raised objections. This section describes the Supplier's bill. Group decided not to include a discussion of bill format, but proposed new wording that included the distinctions sought by some members.

- Group adopted concern with a modifying sentence saying the ARA requirements may be different. This sentence is also being added to section 2.3.1.3.
- Use cancel and re-bill language similar to earlier sections (2.2.1.5 etc).

2.6.1.2/3/4 – Deleted

2.6.1.5 – Changed wording to use similar wording from previous section (2.2.1.3).

2.6.1.6 – Changed wording to use similar wording from previous section (2.2.1.4).



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2.6.1.8 – There is confusion regarding what a *Point of Delivery* actually might be. This is the retail point of delivery, but it might be confused with wholesale point of delivery that is a common industry term. Proposed to send to Glossary Subcommittee to define at an account/service address type. Proposed to just delete *Point of Delivery* from section and re-word. Group moved back to close to original wording, using “Service Delivery Point” instead of “point of delivery”.  
**Need a definition for “Service Delivery Point”.**

### Recess for Lunch

Finalized wording for 2.6.1.8 – Changed *Point of Delivery* to *Service Delivery Point*. **Ms. Camp noted this item for referral to the Glossary Subcommittee.**

2.6.1.11 – This is an option for the Distribution Company to send to the Supplier non-usage related charges for the Supplier to accept or have the Distribution Company to bill directly. Cinergy stated their opposition to the wording but wording was not changed.

2.6.1.12 – This is a general model business practice that covers all options. This was deleted.

2.6.1.13 - This is a general model business practice that covers all options. This was deleted.

2.10 – Moving 2.10.1.1 and 2.10.1.2 back into end of section 2.6.

- 2.10.1.2 was deleted

### Discussions on Comments to document

Cinergy comments -

2.1.1.5 – Concern where we may be doing a ‘triangular’ EDI with multiple trading partners – covered by NAESB bylaws – Reworded.

2.3.1.2 – Cinergy understand that these best practices are not mandatory. Cinergy agreed to leave as is.

2.4.1.1 – Cinergy agreed to leave as is.

2.4.1.10 – Cinergy agreed to leave as is.

Reminded that in yesterday’s discussion at SUI, we agreed to use calendar days (non-defined) and Business Days (defined).

2.5.1.2 – Cinergy was concerned about the short time frame specified since they cannot do a cancel/rebill when a rate code is changed from one rate to another rate code—which they must to execute a pricing change. Nothing is in the system to maintain the old rate code. Cinergy requires a new ‘814’ with rate code to create a new rate code to handle these types of rate ‘changes’. Acknowledging that such issues exist, the group modified the number of days specified from 10 days to 10 Business Days. The new wording requires submission of a pricing change 10 Business Days prior to the next billing date (the required effective date of the revised rate code).

2.7.1.2 – Cinergy does not flag bills as “in dispute”. But they use a manual process and handles with extensions of payments, calls or emails Distribution Company to notify. Group left item unmodified.

2.8.1.7 – Mr. Alston had a concern that a change to Dual Billing cannot be made during the current meter-reading period because it might not provide sufficient time for the Non-Billing Party to prepare its process. Agreed to specify in the BSA the effective date of Dual Billing. Then agreed to delete third bullet because it is included in the business practices.



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2.7.1.7 & 2.7.1.8 – Cinergy had a concern that this cannot be done in Consolidated Billing (and definitely should not belong in Payment Processing). Moved to the end of Bill Ready section. Then take a portion of 2.7.1.7 and place revision under Rate Ready (new 2.5.1.6). Decided to include the calculation of late payment charges as a standard for the billing party and the calculation should be the same methodology used to calculate their own late payment charge.

2.8.1.7 – When there is an account in arrears, Cinergy does not move the customer to Dual Billing. They return the customer to the applicable regulated energy supply service.

#### **4. Administrative**

Next meeting – Checking with Dominion Virginia Power for availability of room.

Discussed possibility of Conference Call for final comments to be sent on to EC- August. Call schedule at end of Day 2.

Recessed for the day



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### NAESB Joint REQ/RGQ CPS Meeting

July 18, 2003

8:00pm-12:15pm EST

Draft Minutes

#### 1. Administrative -Day 2

Mr. Alston reminded the group that the antitrust guidelines are still in effect.

#### 2. Begin review of the Billing Services Agreement.

Change title to Outline for Model Billing Services Agreement for Consolidated Billing

A. Introduction – Removed references to UBP. Discussion of what the intent is for this document. In first reading for an outside person, they may read this as the legal document rather than the outline. Discussion that the wording in the introduction should be included in the definition rather than on this outline and the introduction should only note the parties involved. Added introductory wording to 2.3.1.2. Moved Footnote (1) to preface of outline. Deleted Footnote (2). Agreed to take outline and move to 2.3.3.

#### Billing Services Agreement Outline:

Preface – Changed last bullet to Identification of the parties to the agreement. Added the Effective Date.

Overview and Selections – Changed to Key Components and reworded bullets: billing options, payment processing types and definitions.

Discussion regarding independent billing parties (neither the Distribution Company nor the Supplier acting as the billing party): There is a difference between the Billing Party/Non-Billing Party and Distribution Company/Supplier billing. Clarified that the Billing Party and Non-Billing Party will only be used in the current-day context to mean the Distribution Company and the Supplier. When and if future model business practices include independent billing parties, such language should be considered.

Billing Obligations and Options – Removed reference to payment processing. Why are industrial and commercial customers called out separately? It implies there are separate billing arrangements. Agreed to change it to *selected customers*. Added the responsibility of calculating late payment charges.

Payment Obligations and Options – Identified the terms of responsibility. Since calculating late payment charge was moved to Billing Obligations, it was deleted here and also added to an option in Collection Obligation.

Collection Obligations and Options – Added the responsibility to collect late payment charges. Inactive Non-Billing Party makes it sound like Non-Billing Party is no longer serving customers – changed wording. The Billing Party will not collect the overdue funds for the Non-billing Party so it needs to state what the Non-billing Party will do with their arrears.

Service Level and Remedies – reworded. Terms for payment of billing services rendered can be charges over and above normal billing, or if applicable, for normal billing charges.

**Miscellaneous** – Discussion if physical disconnection should be included with Collection Obligations. Moved to Collection Obligations under Standard and reworded.



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**Next face-to-face meeting** – Richmond, Virginia on September 9,10 & 11. Meeting dates include SUIS. CPS and SUIS will jointly determine division of time. Details will come later from host Dominion Virginia Power.

**Conference call** – August 12, 2003 1 pm until 3 pm (Eastern).

### 3.Adjournment

Motion to adjourn was made by Ms. McCain, seconded by Dan Jones , and adopted. Meeting adjourned.

### Meeting Participants

Name	Company	Attendance
Alexander, Barbara	Maine Public Advocate	In Person
Alston, Rick - REQ Co-chair	Old Dominion Electric Cooperative	In Person
Arroyo, Heidi	Southern California Edison	In Person
Barkas, Bill	Dominion Retail	In Person
Camp, Yvette	Southern Company Services	In Person
Coyle, Mike	PSE&G	In Person
Davis, Dorman	Mississippi Power	Phone
Edwards, Mary	Dominion Virginia Power	In Person
Eynon, Patrick	Ameren Services Co.	In Person
Gross, Blake	AEP	In Person
Heath, Cathy	Georgia Power Co.	In Person
Hess, Theresa	Reliant Energy Retail Services	In Person
Jansen, Joe	PSE&G	In Person
Jones, Dan	Cinergy	In Person
Kilgore, Tom	Gulf Power	In Person
McCain, Marcy	Duke Energy Gas Transmission	In Person
Minneman, Jim	PPLSolutions	Phone
Muzikar, Rich	Con Edison	In Person
Newbold, Bill	Detroit Edison	In Person
Oppenheim, Bill - RGQ Co-chair	PECO Energy	In Person
Ray, Judy	Alabama Power	Phone
Robert, Lisa	Defense Energy Support Center	In Person
Rone, Thomas	Allegheny Power	In Person
Thiry, Ken	Wisconsin Public Service	In Person
Wolf, Bill	BGE	In Person
Yetman, Kathy	National Grid	In Person
Zavodnick, Steve	BGE	Phone
Zollars, Rick	Dominion Retail	In Person