



North American Energy Standards Board

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TO: NAESB Retail Electric Quadrant and Retail Gas Quadrant Customer Processes Subcommittee, Posting for Interested Industry Participants

FROM: Meghan McMillan, NAESB Staff

RE: Final Minutes from the NAESB Retail Electric Quadrant and Retail Gas Quadrant Customer Processes Subcommittee Conference Call – August 12, 2003

DATE: September 10, 2003

**Retail Electric Quadrant and Retail Gas Quadrant
Customer Processes Subcommittee
August 12, 2003 (12:00 p.m. – 2:00 p.m. Central)
Final Minutes**

1. Administrative

Mr. Alston opened the meeting and gave the antitrust advice. Introductions were made. Mr. Oppenheim moved, seconded by Ms. Edwards to adopt the agenda as written. The agenda was adopted as written absent objection.

2. Adoption of Meeting Minutes from May 13 and 14, 2003

Mr. Jansen moved, seconded by Mr. Gross to adopt the draft minutes from May 13-14, 2003 as written. The draft minutes were adopted absent objection.

3. Adoption of Meeting Minutes from June 17, 2003

Ms. Edwards moved, seconded by Mr. Oppenheim to adopt the draft minutes from June 17, 2003 as written. The draft minutes were adopted as written absent objection.

4. Adoption of Meeting Minutes from July 17 and 18, 2003

Mr. Oppenheim moved, seconded by Mr. Jansen to adopt the draft minutes from July 17-18, 2003 as written. The draft minutes were adopted as written absent objection.

5. Discuss – Attachment 1 – Redlined Billing and Payment Document (Revised July 17-18)

Mr. Alston noted comments received from PECO Energy were posted for this meeting. He stated the purpose of today's conference call is to prepare for a vote on the draft document, which will move this document out of the subcommittee and to the Executive Committee in the form of a recommendation. It was noted that next steps to completing the data sets and models will be discussed at the September meeting, and that the group would not be discussing the Billing Services Agreement during today's meeting.

Mr. Oppenheim reviewed his comments.

1. For Sections 2.2.1.3, 2.4.1.9, and 2.6.1.2, we in PA are not required to match the usage when sending a cancellation transaction. This is not a requirement and should be optional. We prefer to send in the cancellation transaction only the invoice number without all the other information. Please reword this to allow for some optionality.

It was suggested that language be drafted in the Overview/Principles section to cover this issue. Mr. Alston requested that any suggested language be sent to him to be posted two weeks before the next CPS meeting.

2. For Sections 2.2.1.4 and 2.4.1.10 we do not individually restate meter usage by metering period. We rebill by larger billing periods, such as a 6 month or 12 month period.



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Sometimes we rebill for the period up until a rate change occurs which could be several months. Please reword these sections to allow for some flexibility.

It was suggested to change the language in 2.2.1.3 to read "When meter usage is cancelled the following practices may be used" and 2.2.1.4 to read "When meter usage is restated the following practices may be used". The same change was proposed for 2.4.1.10. Mr. Alston suggested adding language in the overview section concerning regulatory requirements parties will need to be aware of, and that the group defer making that changes proposed in the first two comments until further comments can be received and discussed in September. It was agreed to finalize these issues at the September meeting.

3. In Section 2.6.1.4, a Supplier is not allowed in PA to issue an estimated bill. Only the metering company (usually the LDC) can issue a bill based on estimated readings. Please remove this statement as it does not apply in at least one state.

It was agreed that because this standard only affects the Single Retail Model and Single Retail is not used in PA this is not an issue.

Mr. Green noted concerns about the definition of Business Day. Ms. Camp suggested the same approach used in the Supplier-Utility Interface Subcommittee (SUIS). It was agreed to modify the document to include Business Day in the principles section and in the definitions section similar to the SUIS.

6. Next Steps

The completion of the Billing and Services Agreement will be listed on the agenda for the next meeting following the vote on the proposed business practices in the Billing and Payment document. The next items on the CPS agenda will be to work on Data Sets and Models for the Billing and Payment business practices, which will be carried into the October meeting, possibly longer.

7. Adjourn

Mr. Jansen moved, seconded by Mr. Barkas to adjourn the meeting on August 12, 2003 at 1:35 p.m. Central.

8. Attendees

| Name | Company |
|--------------------|-------------------------------|
| Alston, Rick | Old Dominion |
| Barkas, Bill | Dominion Retail |
| Camp, Yvette | Southern Company |
| Davis, Dorman | Mississippi Power |
| Edwards, Mary | Dominion Virginia Power |
| Eynon, Patrick | Ameren |
| Garrett, Michael | Georgia Power |
| Greene, Bill | Cinergy |
| Gross, Blake | American Electric Power |
| Ishida, Susan | Southern California Edison |
| Jansen, Joe | Public Service Electric & Gas |
| Johnsonbough, Ed | None Give n |
| Kilgore, Tom | Gulf Power |
| Kilmer, Burrell | Accenture |
| Marino, Annunciata | Pennsylvania Public Utilities |



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McMillan, Meghan
Novak, Michael
Oppenheim, Bill
Ray, Judy
Robert, Lisa
Thiry, Ken
Wilend, Eric

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National Fuel
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Defense Energy Support Center
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