

Creditworthiness

| <u>State</u> | <u>Review</u> | <u>Determinants</u> | <u>Security Calculation</u> | <u>Security Instruments</u> | <u>Calling on Security</u> |
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Customer Information

| <u>State</u> | <u>Historical</u> | <u>Credit Information</u> | <u>Utility Response to Marketer Request</u> | <u>Meter Reads</u> | <u>Use of Customer Info</u> | <u>Customer Lists</u> |
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Uniform Utility Billing and Collection Services and Charges

| <u>State</u> | <u>Marketer Invoices</u> | <u>Invoice Payment Terms</u> | <u>Billing Questions and Disputes</u> | <u>Overpayments</u> |
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New Delivery Customers Requirements

| <u>State</u> | <u>Process Requirements</u> | <u>Information Requirements</u> | <u>Commencement of Service</u> | <u>Fees, Deposits or other requirements</u> |
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Customer Security Requirements

| <u>State</u> | <u>Security Deposits</u> |
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Contracting

| <u>State</u> | <u>Negative Option/Contracts Prohibited</u> | <u>Contract Terms & Conditions</u> |
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Slamming Prevention Process

| <u>State</u> | <u>Prevention Process</u> | <u>Utility Requirements</u> | <u>Customer Recissions</u> | <u>Marketer Requirements</u> |
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Partial Requirements Customers

| <u>State</u> | <u>Economic Incentives</u> |
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Billing Agency Arrangements

| <u>State</u> | <u>Marketer's Obligations</u> | <u>Utility's Obligations</u> | <u>Lockboxes</u> | <u>Termination of Agency</u> |
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Discontinuance of Service - Voluntary

| <u>State</u> | <u>Voluntary</u> | <u>Written Notice Requirements</u> | <u>LDC Requirements</u> |
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Discontinuance of Service - Involuntary

| <u>State</u> | <u>Involuntary - By Utility</u> | <u>Involuntary - By PSC</u> | <u>Written Notice Requirements</u> | <u>Initiation of Process</u> |
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Assignment of Marketer Contracts

| <u>State</u> | <u>Requirements - Transfer of Customers</u> | <u>Written Notice</u> |
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Discontinuance of Service - Customer Request

| <u>State</u> | <u>Customer Requirements</u> | <u>Utility Requirements</u> | <u>Marketer Requirements</u> |
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Dispute Resolution Process - Suppliers & LDC's

| <u>State</u> | <u>Written Notifications</u> | <u>Meeting between the parties</u> | <u>PSC Intervention</u> | <u>Alternate Methods</u> |
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Dispute Resolution Process - Suppliers & Customers

| <u>State</u> | <u>Process</u> | <u>Supplier Requirements</u> | <u>Supplier/LDC Joint Requirements</u> |
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Regulatory Requirements for Suppliers

| <u>State</u> | <u>Type of Advertising Solicitation</u> | <u>Solicitation Terms & Conditions</u> | <u>Telephone Solicitation</u> | <u>Price to Compare Information</u> | <u>3rd Party Verification</u> |
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Supplier Licensing

| <u>State</u> | <u>Applicable To:</u> | <u>LDC Requirement</u> | <u>Application Process/Regulatory Requirement</u> | <u>Renewal Requirement</u> | <u>License Fee</u> |
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Collection and Competitive Metering Services

| <u>State</u> | <u>Disconnection of Services</u> | <u>Competitive Metering</u> |
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BILLING AND PAYMENT PROCESSING/DUAL BILLING

| <u>State</u> | <u>Billing Option</u> | <u>Billing Party</u> | <u>Billing Format</u> | <u>Minimum Elements on ESCO bill</u> | <u>Data Transmission</u> |
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BILLING AND PAYMENT PROCESSING /UTILITY CONSOLIDATED BILLING

| <u>State</u> | <u>Billing Options</u> | <u>Requirements</u> | <u>Business Practices</u> | <u>Functions and Responsibilities</u> | <u>Bill Content</u> | <u>Payment Processing</u> |
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BILLING AND PAYMENT PROCESSING /ESCO CONSOLIDATED BILLING

| <u>State</u> | <u>Billing Options</u> | <u>Requirements</u> | <u>Business Practices</u> | <u>Functions and Responsibilities</u> | <u>Bill Content</u> | <u>Payment Processing</u> |
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