

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Supplier Consolidated Billing -

Question	Conectiv Power	Consolidated Edison Company of New York, Inc.
1 What entity do you represent?	Conectiv Power Delivery – Gas Delivery Business	Consolidated Edison Company of New York, Inc.
2 What is the date of this response?	3-Apr-03	24-Apr-03
3 What jurisdiction are these responses for?	Delaware	New York City (Boroughs of Manhattan, Bronx, and parts of Queens) and Westchester.
4 What are the billing options?	Gas choice pilot program: only option offered was utility consolidated billing. Other options are in use in our electric choice programs. Those rules state three options: utility consolidated, dual, and supplier consolidated.	Bill Ready only.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	N/A for gas choice. Electric Choice: Option is included in rules, but is not technically supported yet. EDI discussions to establish supplier consolidated billing transactions have been delayed due to low interest.	The consolidated bill process is governed by the New York State Uniform Business Practices and assumes that data will be exchanged using a uniform electronic data interchange (EDI) system. A Marketer can elect to provide a consolidated bill.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	N/A with former gas choice program. Electric Choice: Follows same payment posting rules as other billing options: DE: Application of Payment. The billing entity will conduct all payment processing of current Customer charges. In the event of a partial payment of a bill by a Customer, the Customer's remittance will be applied in the following order: (i) arrears for Company's Electric Supply and Delivery or Delivery Service; (ii) arrears for Company's Gas Utility Sales Service or Gas Delivery Service, where applicable; (iii) by vintage of arrearage, arrears for Electric Supplier charges, where applicable and then same-vintaged arrears for Gas Supplier charges, where applicable; (iv) current charges for Company's Electric Supply and Delivery or Delivery Service; (v) current charges for Company's Gas Utility Sales Service or Gas Delivery Service, where applicable; (vi) current charges for Electric Supplier charges, where applicable; (vii) current charges for Gas Supplier charges, where applicable; (viii) arrears for Company's "Value Added Services", where applicable; and (ix) current	There are currently 2 allocation methods in effect: either 1) the hierarchy of payments between the LDC and the Marketer is utility arrears, utility current charges, then marketer arrears and marketer charges or 2) the billing party can change the method to utility arrears, marketer arrears, current utility charges, current marketer charges. Modifications to allocation rules are expected later this year.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	N/A in gas choice. To be determined for electric choice.	1. A billing party shall perform the following functions and responsibilities: a. Using the bill ready method, receive bill charges and other billing information from the non-billing party; b. Using the rate ready method, receive rates, rate codes and/or prices (fixed and/or variable) and other billing information from the non-billing party; c. Receive bill messages and bill inserts from the non-billing party; d. Using the bill ready method, acknowledge receipt of the non-billing party's information and accept or reject it; e. Using the rate ready method, calculate billed charges, including sales and use taxes; the billing party is required to obtain information necessary to determine the customer's sales and use tax rate; f. Print or make available electronically consolidated bills that state the non-billing party's charges, including taxes, arrearages, and late fees, and bill messages; g. Insert in bill envelopes consolidated bills and inserts required by statute, regulation or Public Service Commission order; h. Stamp, sort and mail consolidated bills or, if authorized, transmit bills electronically. The minimum elements on a consolidated bill are Customer Name; service address; billing address (if different than service address); billing party account number; start of billing cycle period (prior meter reading date for metered customers); starting period meter reading (for metered customers); end of billing cycle period (current meter reading date for metered customers); ending period meter reading (for metered customers); billing period metered usage, any multiplier necessary to convert usage to billing units and resulting billing units (for metered customers); billing period demand (if applicable); indicators if usage is estimated, actual or customer provided; total current charges; total prior bill charge; total credits since last bill; date through which the credits have been applied; total current bill; billing party name; billing party address; billing party toll-free or local telephone number; utility toll-free or local telephone number for natural gas or electric system emergencies; how and where payment may be made; date of bill; payment due date; general billing party bill me
8 What are the minimum elements on a consolidated bill?	N/A in gas choice. To be determined for electric choice.	

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Question	Conectiv Power	Consolidated Edison Company of New York, Inc.
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	N/A in gas choice. Current rules for electric choice indicate wire payments will be required.	Payments are sent on a daily basis to the non-billing entity via EFT with a corresponding file detailing account numbers and payment amounts sent directly.

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Question	Dominion Peoples	KeySpan Energy Delivery
1 What entity do you represent?	Dominion Peoples	KeySpan Energy Delivery
2 What is the date of this response?	14-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	New York City (Boroughs of Brooklyn, Parts of Queens and Staten Island) and Long Island (the counties of Nassau and Suffolk and Parts of the Borough of Queens).
4 What are the billing options?	A Delivery Service Provider may choose to offer a separate bill for commodity charges while Dominion Peoples provides a bill to the customer for the applicable delivery charges. Or, the Delivery Service Provider can choose to use Dominion Peoples' billing system to issue a combined bill for both Dominion Peoples' delivery charges and the Delivery Service Provider's commodity charges. Delivery Service Providers do not issue combined bills.	The "Bill Ready" method which requires that each non-billing party, after receiving the customers usage data, calculate its own charges and send those charges and other billing information and bill messages in a form that allows the billing party to transfer the information to the billing party's bill in a format selected by the billing party. The "Rate Ready" method eliminates the need for a non billing party to receive customers usage data immediately and instead provides for a non billing party to furnish the billing party in advance with bill messages and rates, rate codes and/or prices so that when the billing party receives the usage data from the meter reading entity it may directly calculate both its and the non billing party charges and subsequently issue the bill.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	Delivery Service Provider's are not permitted to provide a combined bill. Combined bills are only offered through Dominion Peoples' billing system.	The business practices governing the consolidated bill process assumes that data will be exchanged using a uniform electronic data interchange (EDI) system. Accordingly, these practices will not be in full force and effect until EDI is operational.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	Not applicable	The hierarchy of payments between the LDC and marketer is utility arrears and utility current charges than marketer arrears and marketer charges.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	Not applicable	The LDC will make available all validated usage information necessary for billing when it is deemed appropriate. All customer usage, billing and credit data is to be considered confidential and may not be shared with anyone without the express authorization of the customer, unless disclosure is required by appropriate legal or regulatory authority or is authorized in accordance with the Uniform Business Practices of the State of New York. Utilities and marketers must demonstrate the technical capability to exchange information electronically for the billing and payment processing options offered by each party and meet the operational time frames. Each party is responsible for ensuring that the calculation of its applicable state and local tax charges for presentation on the bill is in accordance with all statutes and local ordinances. The cancel and rebill process may not be unduly discriminatory, must be clear and reproducible, and be communicated to all affected parties. Bills must comply with all consumer protection requirements established Customer Name, service address, billing address, billing party account number, start and end of billing cycle period, billing period metered usage including any multiplier used to convert usage to billing units, indicators if usage is estimated or actual, total current charges, total prior bill charges, total credits since last bill, date through which credits have been applied, total current bill, billing party name, billing party address, billing party toll free or local phone number, utility toll free or local phone number for emergencies.
8 What are the minimum elements on a consolidated bill?	Not applicable	

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Question	Dominon Peoples	KeySpan Energy Delivery
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	Not applicable	Payments are electronically transferred from the utility to the marketer via wire payment.

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Question	National Fuel Gas Distribution	NiSource (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)
1 What entity do you represent?	National Fuel Gas Distribution Corporation, Credit, Collections and Recovery Management Department	Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia
2 What is the date of this response?	8-Apr-03	11-Apr-03
3 What jurisdiction are these responses for?	National Fuel jurisdiction includes service areas in the following counties: in New York, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Steuben and Wyoming counties; in Pennsylvania, Armstrong, Butler, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Venango and Warren counties.	Kentucky, Maryland, Ohio, Pennsylvania & Virginia
4 What are the billing options?	Single Retailer Model	Consolidated Billing is not an option for any of the States.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	The Tariff requires Suppliers to render bills in clear and plain language.	Consolidated Billing is not an option for any of the States.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	NA - The Supplier is billed for and pays the utility charges whether or not the customer pays the Supplier.	Consolidated Billing is not an option for any of the States.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	NFGDC provides consumption information to the Supplier.	Consolidated Billing is not an option for any of the States.
8 What are the minimum elements on a consolidated bill?	Utility Gas Emergency Phone Numbers must be displayed.	Consolidated Billing is not an option for any of the States.

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Question	National Fuel Gas Distribution	NiSource (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	NA	Consolidated Billing is not an option for any of the States.

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Question	NiSource (Bay State Gas Company/ Northern Utilities)	Nisource (NIPSCO)
1 What entity do you represent?	Bay State Gas Company/ Northern Utilities	NIPSCO
2 What is the date of this response?	2-Apr-03	1-Apr-03
3 What jurisdiction are these responses for?	Massachusetts, New Hampshire, Maine	Indiana
4 What are the billing options?	Standard Complete Billing Service and Standard Passthrough Billing Service.	N/A
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	Not permitted	N/A
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	n/a	N/A
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	n/a	N/A
8 What are the minimum elements on a consolidated bill?	n/a	N/A

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Question	NiSource (Bay State Gas Company/ Northern Utilities)	Nisource (NIPSCO)
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	n/a	N/A

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Question	PECO Energy	Shell Energy Services
1 What entity do you represent?	PECO Energy	Shell Energy Services Company, L.L.C., a marketer of natural gas
2 What is the date of this response?	8-Apr-03	7-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	Georgia (Atlanta Gas Light delivery area) and Ohio (DEO and CGO delivery areas)
4 What are the billing options?	LDC's are not required by PA Commission regulations to offer this service.	All billing is done by the marketer/supplier following the LDC's meter reading calendar. Most suppliers offer a level billing option for residential customers and a summary billing option for commercial customers with multiple accounts.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	n/a	The marketer must receive from the LDC sufficient information to calculate the LDC's charges for a customer.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	n/a	The LDC bills the marketer for the upcoming month with all charges for all customers, as determined by a market census, included in one statement. The marketer must recover from the customer.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	n/a	The marketer does all billing. Other than providing the required information for billing its charges, the LDC has no responsibility for billing the customer.
8 What are the minimum elements on a consolidated bill?	n/a	The basic statement includes: the LDC's charges, the marketer's commodity charges, the marketer's customer charges and all state and local taxes. Any other LDC charges, for special services, are also included on the statement. Other information, as required by the state, including meter readings, reading dates, the LDC identifier, and various multipliers may also appear on the statement.

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Question	PECO Energy	Shell Energy Services
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	n/a	NA

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Question	Washington Gas Light	Wisconsin Public Service Corporation
1 What entity do you represent?	Washington Gas Light	Wisconsin Public Service Corporation
2 What is the date of this response?	8-Apr-03	21-Apr-03
3 What jurisdiction are these responses for?	Virginia, Maryland, District of Columbia	Wisconsin and Michigan.
4 What are the billing options?	Consolidated, Separate, Dual	Supplier Consolidated Billing is not offered by tariff.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	Must follow the retail rule guidelines set by the Commission	N/A
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	In VA and MD if a customer makes a partial payment the payment order is as follows: 1) LDC arrears; 2) supplier arrears; 3) LDC current charges; 4) supplier current charges; 5) other charges. In VA this can change at the customer's request	N/A
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	To follow the retail rules of each jurisdiction which insure consumer protections.	N/A
8 What are the minimum elements on a consolidated bill?	Minimum elements are described in the retail rules of each jurisdiction	N/A

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Question	Washington Gas Light	Wisconsin Public Service Corporation
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	By a billing agreement. Payment is on a pay as the customer pays basis, twice a month.	N/A

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Question	Xcel Energy
1 What entity do you represent?	Xcel Energy administering the Public Service Company of Colorado - Gas Transportation Delivery Business
2 What is the date of this response?	11-Apr-03
3 What jurisdiction are these responses for?	Colorado
4 What are the billing options?	No options for billing – just the standard invoicing of LDC transportation and related imbalance and backup supply charges to the Shipper (which can be the DSP or an end-use customer) or its designated Billing Agent.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	There are none. Billing between a DSP and its customers is governed by their individual agreements.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	The standard payment hierarchy: The LDC invoices the DSP for all transportation and related imbalance and backup supply charges related to the services provided to end-use customers under the transportation agreement, with the DSP responsible for remitting in full to the LDC. (The DSP is responsible for invoicing it's own customers based on their contractual arrangements. Remitting to the LDC is not contingent on the DSP receiving payment from its own customers first.) Payments are allocated to the oldest receivables first. There is no priority given to either the Transportation or associated imbalance penalties or back-up supply charges assessed by the LDC.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	The LDC deals directly with the Shipper or its nominating agent. If an end-use customer receives service under a DSP's Master Transportation Agreement, the LDC communicates with the DSP it is the DSP's responsibility to communicate with the end-user directly.
8 What are the minimum elements on a consolidated bill?	N/A for a supplier consolidated bill to a customer

Question	Xcel Energy
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	See 6 above

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- Customer Information -

Question	BGE	Conectiv Power
1 What entity do you represent?	Baltimore Gas and Electric	Conectiv Power Delivery – Gas Delivery Business
2 What is the date of this response?	15-May-03	3-Apr-03
3 What jurisdiction are these responses for?	Maryland	Delaware
4 What type of historical customer information is available to the Delivery Service Provider?	12 months DCQ's when customer is enrolled 12 months historical usage with customer written consent	Gas choice pilot program offered to provide, upon request by customer, one copy of 12 months of billing history; customer could forward that to the supplier/marketer / provider if they wished. Current practice on the electric side is to provide historical information via the Electronic Data Interchange (EDI) 867hu (historical usage) transaction. This transaction includes monthly usage, monthly demand, rate code, peak load capacity contribution, peak load transmission contribution, etc. The 867hu is available pre-, during, or post-enrollment. See the First Regional EDI (FREDI) implementation guides for PA/NJ/DE/MD for details at http://www.firstregionaledi.org/implementation.html .
5 How is the customers' credit information shared with the Delivery Service Provider?	No credit information shared	Gas choice pilot program rules prohibited transfer of credit information or any other personal information from utility to provider; providers were on their own to identify & accept / reject a customer. Several participating providers ran credit checks on all prospects submitting applications. Current electric side practice: credit information is not shared with suppliers in any of our four jurisdictions.
6 How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?		Was not applicable in case of gas choice pilot program. Current electric practice is to provide usage via EDI. All EDI transactions are responded to by the next business day. EDI files are not processed on weekends or scheduled holidays.
7 How is the customers' meter read data (consumption) shared with the Delivery Service Provider?	5 business day turnaround for usage request	Gas choice pilot program offered two options: bill ready and rate ready, with all billing by the utility. Under bill ready, meter data was forwarded to the supplier (after translation) for pricing by supplier; supplier provided a return file with charges to be assessed. Rate ready option had Conectiv pricing the provider's services when bill was created, followed by a summary report of daily billings which was sent to provider. Electric retail choice suppliers in Conectiv programs receive consumption via the EDI 867 mu (monthly usage) transaction. See the First Regional EDI implementation guides for PA/NJ/DE/MD for details at http://www.firstregionaledi.org/implementation.html .
8 What are the Delivery Service Provider's limits on the use of the customer information?	By a report when the customer is billed	Given the rules of the gas choice pilot program, this was not an issue. Provider received no information until customer was confirmed as a program participant. After confirmation, the only additional information received was a verification of utility account number submitted by provider and verification of payments for charges by customer. Customer : provider relationship was sole source for any other customer information. Under terms of the electric supplier agreements, all information distributed to suppliers is considered confidential unless otherwise authorized by the customer.
9 What are the rules governing the use of customer mailing lists?	Available to licensed entity only Paid for in full up front Customer has opt out option No guarantee of the number of customers Must have signed agreement before releasing lists	Gas choice pilot program did not offer a customer mailing list to providers. Current practice on electric side varies by state jurisdiction: Only Virginia requires the utility to make a customer mailing list available to suppliers, for a fee.

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- Customer Information -

Question	Consolidated Edison Company of New York, Inc.	Dominion Peoples
1 What entity do you represent?	Consolidated Edison Company of New York, Inc.	Dominion Peoples
2 What is the date of this response?	24-Apr-03	14-Apr-03
3 What jurisdiction are these responses for?	New York City (Boroughs of Manhattan, Bronx, and parts of Queens) and Westchester.	Pennsylvania
4 What type of historical customer information is available to the Delivery Service Provider?	Customer consumption profiles are provided to Marketers free of charge. Gas profiles are weather-normalized forecasts for a 12-month period. Also via EDI (not all Marketers have been certified at present) historical usage for a 12-month period is provided upon request.	Monthly, an electronic file is prepared for each Delivery Service Provider. This file includes all customers the Delivery Service Provider will be serving for the following month. The total actual usage for the previous 12 months is included for each customer.
5 How is the customers' credit information shared with the Delivery Service Provider?	Credit information shall be made available free of charge for the most recent 12 month period, but only upon written authorization from the customer and is limited to whether or not the customer had late payments and/or had been disconnected during the past 12 months. Credit information for greater than 12 months can be requested for a fee.	Dominion Peoples does not provide credit information to Delivery Service Providers. Electronic files containing billing and payment information are available via the Dominion Peoples' website daily.
6 How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?	The LDC must provide the Delivery Service Provider with a gas consumption profile within two business days of receipt of the request. For requests that require manual processing, information must be provided within 5 business days of receipt of the request.	Dominion Peoples has established an email address and twophone lines for Delivery Service Providers and every attempt is made to respond to requests as quickly as possible.
7 How is the customers' meter read data (consumption) shared with the Delivery Service Provider?	Customers' meter read data is shared with the Marketers via EDI for Marketers that have passed EDI certification testing. For others, the customers' meter read data is provided to Delivery Service Provider in a flat file on a web-based bulletin board.	An electronic billing file is prepared each evening and contains the current day's meter readings.
8 What are the Delivery Service Provider's limits on the use of the customer information?	A customer can block or unblock Marketer access to its consumption history. Utility may not disclose a customer's billing, usage and credit history to a Marketer if that customer has notified the utility, in writing, that such information should not be disclosed or, for credit history, has not provided written authorization for its release. The information may thereafter be disclosed to a Marketer only with the customer's written authorization.	Any customer information provided by Dominion Peoples is to be used only for the marketing of gas commodity.
9 What are the rules governing the use of customer mailing lists?	The NYS UBP does not require or allow Utility provision of customer mailing lists.	Customers are given 3 options relating to the release of their information. Option 1: Allow their name, address, and historical usage to be included in mailing lists. Option 2: Allow their name and address to be included, but restrict the release of their historical usage. Option 3: Restrict release of any customer information for mailing list purposes.

NAESB RGQ GPITF Survey Results
- Customer Information -

Question	KeySpan Energy Delivery	National Fuel Gas Distribution
1 What entity do you represent?	KeySpan Energy Delivery	National Fuel Gas Distribution Corporation, Credit, Collections and Recovery Management Department
2 What is the date of this response?	8-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	New York City (Boroughs of Brooklyn, Parts of Queens and Staten Island) and Long Island (the counties of Nassau and Suffolk and Parts of the Borough of Queens).	National Fuel jurisdiction includes service areas in the following counties: in New York, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Steuben and Wyoming counties; in Pennsylvania, Armstrong, Butler, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Venango and Warren counties.
4 What type of historical customer information is available to the Delivery Service Provider?	The utility provides customer consumption profiles to marketers free of charge. Gas profiles are weather-normalized forecasts for a 12-month period.	12 months usage-meter readings, consumption, tax district, meter number. 12 months credit -late payment charges, disconnection notices.
5 How is the customers' credit information shared with the Delivery Service Provider?	Credit information shall be made available only after receipt of written authorization from the customer. The information provided is limited to whether or not the customer ad late payment charges and/or was disconnected during the past 12 months.	Web, EDI
6 How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?	The LDC must provide the Delivery Service Provider with a gas consumption profile within two business days of receipt of the request unless the request pertains to accounts that require manual processing. Accounts processed off-line must be provided within 5 business days of receipt of the request.	2 business days.
7 How is the customers' meter read data (consumption) shared with the Delivery Service Provider?	Meter reading data is provided to marketers as a data file attached to an electronic mail.	Web, EDI
8 What are the Delivery Service Provider's limits on the use of the customer information?	A customer can block or unblock marketer access from gas consumption information and the marketer may not obtain historical usage or customer credit information without the express written consent of the customer.	Information provided to ESCO must be kept confidential and not disclosed to others unless authorized by customer.
9 What are the rules governing the use of customer mailing lists?	The utility does not provide customer mailing lists to any marketer.	NA – NFGDC does not provide mailing lists in NY.

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Question	NiSouce (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)	NiSource (Bay State Gas Company/ Northern Utilities)
1 What entity do you represent?	Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia	Bay State Gas Company/ Northern Utilities
2 What is the date of this response?	11-Apr-03	2-Apr-03
3 What jurisdiction are these responses for?	Kentucky, Maryland, Ohio, Pennsylvania & Virginia	Massachusetts, New Hampshire, Maine
4 What type of historical customer information is available to the Delivery Service Provider?	Third party gas suppliers have access to twenty-four (24) months of Customer Usage history, for those customers they are approved to serve, through an ftp website.	Third party gas suppliers have access to Customer Usage history through our web sites if they provide a customer account number. More detailed usage is available via ftp web site once a Choice customer is enrolled.
5 How is the customers' credit information shared with the Delivery Service Provider?	No sharing of customer credit information occurs.	
6 How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?	Information is provided electronically, thru an automated daily process.	Information is available as desired.
7 How is the customers' meter read data (consumption) shared with the Delivery Service Provider?	Via ftp files.	Via ftp files at posted on our web site
8 What are the Delivery Service Provider's limits on the use of the customer information?	Customer lists remain the property of the issuing Columbia subsidiary and is to be used only by the Delivery Service Provider and its employees for marketing and solicitation efforts related to the applicable Choice Program only. Service Providers are also prohibited from providing the list to any other party.	No customer lists are provided
9 What are the rules governing the use of customer mailing lists?	Customer lists remain the property of the issuing Columbia subsidiary and is to be used only by the Delivery Service Provider and its employees for marketing and solicitation efforts related to the applicable Choice Program only. Service Providers are also prohibited from providing the list to any other party.	No customer lists are provided

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Question	Nisource (NIPSCO)	PECO Energy
1 What entity do you represent?	NIPSCO	PECO Energy
2 What is the date of this response?	1-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Indiana	Pennsylvania
4 What type of historical customer information is available to the Delivery Service Provider?	While the filed tariff requires that the prior twelve months of historic usage data be made available to the Delivery Service Provider, as a matter of internal policy up to three years of monthly usage history is provided for each customer who enrolls with the Delivery Service Provider. (The Delivery Service Provide can specify the number of months of history desired.) Monthly load profiles based on normal usage are also provided for each rate and service plan.	This historical customer information is only available from customers who release it. Monthly gas billing data is available for the most recent 12-month period preceding the respective quarter or on demand..
5 How is the customers' credit information shared with the Delivery Service Provider?	Credit information is not shared with the Delivery Service Provider. Customers who are in arrears are not allowed to select an alternative provider.	Customer's credit information is not shared.
6 How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?	n/a	For customer enrollment the LDC must respond within two days. There are EDI guidelines on response times.
7 How is the customers' meter read data (consumption) shared with the Delivery Service Provider?	Consumption data is available electronically to the Delivery Service Provider on a real time basis (i.e., when customer bills).	For billing purposes actual meter reads are shared within three days through EDI.
8 What are the Delivery Service Provider's limits on the use of the customer information?	There are no formal limits currently established on the use of customer information provided to the Delivery Service Provider.	Customer information is limited to customer-approved release of that information and the Delivery Service Provider is not allowed to share the information with another entity.
9 What are the rules governing the use of customer mailing lists?	Mailing lists are currently not made available to Delivery Service Providers, but the Local Distribution Company has the option to do so.	Customer mailing lists are only to be used only with the intent to serve customers gas and for no other mailing purpose.

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Question	Shell Energy Services	Virginia Natural Gas
1 What entity do you represent?	Shell Energy Services Company, L.L.C., a marketer of natural gas	Virginia Natural Gas
2 What is the date of this response?	7-Apr-03	14-Apr-03
3 What jurisdiction are these responses for?	Georgia (Atlanta Gas Light delivery area) and Ohio (DEO and CGO delivery areas)	Hampton Roads, Virginia (Virginia State Corporation Commission)
4 What type of historical customer information is available to the Delivery Service Provider?	At enrollment, a customer must provide sufficient information to identify a service location and account with the LDC. After a customer enrolls with the marketer, if the information provided is verified, the LDC then gives the marketer a consumption history for the last 13 meter cycles.	N/A
5 How is the customers' credit information shared with the Delivery Service Provider?	It is not shared when marketer has sole billing responsibility	N/A
6 How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?	The LDC's response to the marketer must conform to the regulations of the Georgia Public Service Commission or the Public Utilities Commission of Ohio.	N/A
7 How is the customers' meter read data (consumption) shared with the Delivery Service Provider?	The LDC reads the meter in both Ohio and Georgia, then provides that information to the marketer electronically.	N/A
8 What are the Delivery Service Provider's limits on the use of the customer information?	Customer meter reading data is used to generate a monthly statement, to calculate payments for a level billing program, and in forecasting the supply needs for the marketer.	N/A
9 What are the rules governing the use of customer mailing lists?	Customer mailing lists can be purchased from the LDC for use by the marketer pursuant to the state's specific rules on the use of customer data.	

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Question	Washington Gas Light	Wisconsin Public Service Corporation
1 What entity do you represent?	Washington Gas Light	Wisconsin Public Service Corporation
2 What is the date of this response?	8-Apr-03	21-Apr-03
3 What jurisdiction are these responses for?	Virginia, Maryland, District of Columbia	Wisconsin and Michigan.
4 What type of historical customer information is available to the Delivery Service Provider?	12 month historical	Upon written authorization from the customer, the company will provide 24 months of historic data.
5 How is the customers' credit information shared with the Delivery Service Provider?	It is not shared.	The company does not share customer credit information.
6 How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?	Historical Information is provided within 24 hours.	There is no mandatory response time.
7 How is the customers' meter read data (consumption) shared with the Delivery Service Provider?	By internet access through the Electronic Bulletin Board posting.	The information is shared electronically or hard copy, in an Excel spreadsheet.
8 What are the Delivery Service Provider's limits on the use of the customer information?	Information is to be used for the sole purpose of conducting retail gas business.	Once the customer authorizes the release of information to a service provider, the customer and the service provider determine how the information is used.
9 What are the rules governing the use of customer mailing lists?	In Virginia a supplier is provided with a customer list twice a year if they request. In Maryland a supplier is provided with a customer list once a year. The LDC must allow a customer the opportunity to opt-out of such a list.	The company does not release any customer mailing lists.

NAESB RGQ GPITF Survey Results
- Customer Information -

Question	Xcel Energy
1 What entity do you represent?	Xcel Energy administering the Public Service Company of Colorado - Gas Transportation Delivery Business
2 What is the date of this response?	11-Apr-03
3 What jurisdiction are these responses for?	Colorado
4 What type of historical customer information is available to the Delivery Service Provider?	A print-out of the most recent 12-month historical usage data can be provided by the LDC upon receipt of the end-use customer's written authorization to release the data. Customers holding their own transportation agreements can elect to provide daily and monthly data directly to the potential DSP.
5 How is the customers' credit information shared with the Delivery Service Provider?	An end-use customer's credit information is not shared with any potential supplier. It is the DSP's responsibility to perform their own credit assessments.
6 How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?	There is no formal requirement on response turnaround. In practice, every effort is made to respond within a 24 – 48 hour period.
7 How is the customers' meter read data (consumption) shared with the Delivery Service Provider?	When providing historic information, a printout of the historic measurement is faxed or e-mailed to the DSP. For monthly billing and balancing requirements, the Shipper (which can be the customer, it's nominating agent or the DSP) downloads a Contract Summary identifying daily and monthly nomination, imbalance, confirmed receipts and individual delivery data from the Pronto Website after billing close (8 th business day of following month). Daily data can also be accessed during a month via the Pronto Website.
8 What are the Delivery Service Provider's limits on the use of the customer information?	If a customer authorizes the data released to the DSP, any restrictions or other representations are between the customer and the DSP.
9 What are the rules governing the use of customer mailing lists?	The LDC does not supply or otherwise publish customer mailing lists.

NAESB RGQ GPITF Survey Results
 - Uniform Utility Billing and Collection Services and Charges -

Question	Conectiv Power	Consolidated Edison Company of New York, Inc.
1 What entity do you represent?	Conectiv Power Delivery – Gas Delivery Business	Consolidated Edison Company of New York, Inc.
2 What is the date of this response?	3-Apr-03	24-Apr-03
3 What jurisdiction are these responses for?	Delaware	New York City (Boroughs of Manhattan, Bronx, and parts of Queens) and Westchester.
4 What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?	For Rate Ready providers participating in former gas choice pilot program, statement provided sales by customer, charges billed, and outstanding balance For Bill Ready providers, daily file exchange showed sales by customer and payments received / account balance. Current practice in Conectiv electric retail choice programs: If invoice refers to customer payments, then payment information is communicated to third party electric suppliers via the EDI 820 transaction. This includes the account number and the amount of the payment. See the First Regional EDI implementation guides for PA/NJ/DE/MD for details at http://www.firstregionaledi.org/implementation.html .	The LDC issues a monthly bill to the Marketer and must provide detail for monthly imbalances, extraordinary customer data provided on request, special meter reading charges, adjustments to prior invoices and other retail tariff services provided at the request of the Marketer.
5 What are the invoice payment terms?	Gas choice pilot program: Customers paid the utility, utility forwarded funds to provider, generally within four days. For electric retail choice program suppliers, in DE, MD, and VA utilities must wire funds within four days of receipt of payment from the customer. In NJ, the utilities purchase supplier receivables and payment is made 20 days after the bill is issued.	Bills are payable upon presentation and are subject to late payment charges. Marketers must pay the full amount stated in the invoice, without deduction, set-off or counterclaim, within 20 calendar days from the date of the invoice transmittal.
6 How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?	In the gas choice pilot program, this proved to be a larger problem than expected. Program manager acted as go-between with providers and corporate revenue & accounting teams. Subsequent electric retail choice programs were set up with a person designated as a supplier liaison, with dispute resolution procedures defined at the beginning of the programs. A supplier hotline including phone and email was established as the primary mechanism to receive and respond to supplier questions.	Claims that invoices are not correct must be made in writing and postmarked no later than three months after the disputed invoice was mailed or provided electronically. All questions concerning invoices are directed to a pre-specified department. Responses to billing inquiries must be acknowledged in writing or by electronic transmission promptly, but no later than five calendar days from the utility's receipt of the inquiry. The utility must investigate and respond to the complaint, in writing, no later than 20 calendar days
7 How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?	In the gas choice pilot program, overpayments from customer were credited against their utility account and providers were paid the amounts billed. Overpayments by the utility to the supplier were dealt with as they arose in most cases. Dispute arising from over-payments to one supplier resulted in a lawsuit, which goes to trial in April 2003. Had EDM been in place, dispute probably would not have persisted. In the electric choice programs, overpayments will be held in the billing entity's account for the Customer for distribution in the following billing cycle or will be refunded to the Customer at the Customer's request.	Overpayments made by a Marketer as a result of an inaccurate invoice or as determined through the Dispute Resolution Process shall be credited to the Marketer's account if a prior shortage exists or be refunded otherwise. The credit or refund must occur within five calendar days of a determination that an overpayment occurred and shall earn interest at a rate of 1.5% per month from the date of the overpayment until the date of the credit or repayment, whichever applies. Overpayments made voluntarily by a Marketer shall be credited to the Marketer's account and shall not earn interest unless the overpayment is applied to the security deposit

NAESB RGQ GPITF Survey Results
- Uniform Utility Billing and Collection Services and Charges -

Question	Dominion Peoples	KeySpan Energy Delivery
1 What entity do you represent?	Dominion Peoples	KeySpan Energy Delivery
2 What is the date of this response?	14-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	New York City (Boroughs of Brooklyn, Parts of Queens and Staten Island) and Long Island (the counties of Nassau and Suffolk and Parts of the Borough of Queens).
4 What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?	There are no specific requirements, however, Dominion Peoples provides detail on nominations, customer burn, storage activity, billed charges, due date, etc.	Invoices are issued on a monthly basis and must provide detail of monthly imbalances, extraordinary customer data provided on request, demand charges, special meter reading charges, adjustment to prior invoices and other retail tariff services provided the request of marketers.
5 What are the invoice payment terms?	Payment is due within 15 days of the mailing date of the invoice.	Bills are payable upon presentation and are subject to late payment charges. Marketers shall pay the full amount stated in the invoice, without deduction, set-off or counterclaim, within 20 calendar days from the date of the invoice transmittal.
6 How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?	Please refer to the attached link for the dispute resolution process: 52 Pa. Code § 62.79. Complaint handling process. Also, Dominion Peoples has established an email address and two dedicated phone lines for the resolution of any questions or disputes.	Claims that invoices are not correct must be made in writing and postmarked no later than three months after the disputed invoice was mailed or provided electronically.
7 How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?	Overpayments are applied to the following month's invoice unless a refund is requested by the Delivery Service Provider.	Overpayments made by the marketer as a result of an inaccurate invoice or determined through dispute resolution shall be credited to the marketers account if a prior shortage exists or be refunded otherwise. Credit or refund must occur within 5 calendar days of a determination that an overpayment occurred and shall earn interest at a rate of 1.5% per month from the date of the overpayment until the date of the credit or repayment. Overpayments made voluntarily by a marketer shall be credited to the marketer's account but shall not earn interest unless the overpayment is applied to the security deposit.

NAESB RGQ GPITF Survey Results
 - Uniform Utility Billing and Collection Services and Charges -

Question	National Fuel Gas Distribution	NiSouce (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)
1 What entity do you represent?	National Fuel Gas Distribution Corporation, Credit, Collections and Recovery Management Department	Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia
2 What is the date of this response?	8-Apr-03	11-Apr-03
3 What jurisdiction are these responses for?	National Fuel jurisdiction includes service areas in the following counties: in New York, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Steuben and Wyoming counties; in Pennsylvania, Armstrong, Butler, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Venango and Warren	Kentucky, Maryland, Ohio, Pennsylvania & Virginia
4 What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?	Imbalances, delivery, extraordinary customer data, special meter reading charges, adjustments to prior invoices, and other retail tariff services provided.	Company shall render to Supplier a monthly statement of the quantities delivered and amounts owed, if any. All charges owed to Company by Agent shall be offset against or recouped from Agent's receivables check.
5 What are the invoice payment terms?	Payable upon presentation. Twenty day grace period, 1.5% per month late payment charge.	Ohio: Due within 10 business days of receipt Kentucky: Due on 20 th day of following month Pennsylvania & Maryland: Due within 15 days of receipt. Virginia: Due upon receipt All: The Supplier shall render payment by means of check sent to a lockbox or by electronic funds transfer to the Company, if the required payment posting information is provided to the Company.
6 How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?	Questions regarding invoices are directed to the Transportation Services Department.	In the event of a bona fide dispute as to whether Agent owes money to Company, the process of offset or recoupment of such amounts from Agent's receivables check shall be tolled pending a good faith review of the dispute. Agent shall provide a detailed description of the dispute, including disputed amounts, to Company in writing within five days of receipt of such monthly statement. Company will not issue the portion of the receivables check that is in dispute until said dispute has been resolved.
7 How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?	Credited to the ESCOs account for future billings, or refunded to the ESCO.	Credit balances are returned to Suppliers upon request.

NAESB RGQ GPITF Survey Results
 - Uniform Utility Billing and Collection Services and Charges -

Question	NiSource (Bay State Gas Company/ Northern Utilities)	Nisource (NIPSCO)
1 What entity do you represent?	Bay State Gas Company/ Northern Utilities	NIPSCO
2 What is the date of this response?	2-Apr-03	1-Apr-03
3 What jurisdiction are these responses for?	Massachusetts, New Hampshire, Maine	Indiana
4 What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?	By the tenth (10th) Business Day of the calendar month, the Company shall render to the Supplier a statement of the quantities delivered and amounts owed by the Supplier for the prior Month.	While there are no formal requirements, the current information on the invoice is: Account number Customer name Address - service, and mailing Due date of bill Previous amount due Payments received, and date posted Current charges Current balance Billing dates Rate, and use Charges Return address for bill payment
5 What are the invoice payment terms?	The Supplier shall have ten (10) Business Days from the date of such statement to render payment to the Company. The Supplier shall render payment by means of electronic funds transfer to the Company.	Payment is due 17 days after bill is issued.
6 How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?	If the correctness of the Company's bill to the Supplier is questioned or disputed by the Supplier, an explanation should be promptly requested from the Company. If the bill is determined to be incorrect, the Company shall issue a corrected bill. In the event that the Supplier and the Company fail to agree on the amount of the bill, the Supplier shall follow the billing and termination procedures of the MDTE (Massachusetts) or the NH PUC (New Hampshire).	Questions and disputes are directed to the Manager, Industrial Billing and Controls.
7 How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?	Credit balances are returned to Suppliers upon request	Any credit balances are refunded within two days of the billing date, and mailed as soon as possible.

NAESB RGQ GPITF Survey Results
 - Uniform Utility Billing and Collection Services and Charges -

Question	PECO Energy	Washington Gas Light
1 What entity do you represent?	PECO Energy	Washington Gas Light
2 What is the date of this response?	8-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	Virginia, Maryland, District of Columbia
4 What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?	Coordination Services and other applicable charges must be provided on the invoice.	Both Virginia and Maryland have very specific requirements with respect to the types of information that must be presented on the bills (found in retail access rules). Virginia has spacing requirements that must be provided to suppliers on consolidated bills.
5 What are the invoice payment terms?	The Payment Due Date is not less than 15 days from the Bill Transmittal Date.	20 days from the date of issue
6 How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?	The LDC and the Delivery Service Provider coordinate a proper investigation and inform the customer of the investigation.	Disputes are addressed by the Credit and Collections group. Also, in VA the supplier and LDC must have dispute resolution procedures filed with the Commission.
7 How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?	Overpayments are managed on a case-by-case basis.	Credits are held and applied to future bills. If the supplier is exiting the program, then the money is held for 3 months, invoices are paid and the overage is returned to the supplier.

NAESB RGQ GPITF Survey Results
 - Uniform Utility Billing and Collection Services and Charges -

Question	Wisconsin Public Service Corporation	Xcel Energy
1 What entity do you represent?	Wisconsin Public Service Corporation	Xcel Energy administering the Public Service Company of Colorado - Gas Transportation Delivery Business
2 What is the date of this response?	21-Apr-03	11-Apr-03
3 What jurisdiction are these responses for?	Wisconsin and Michigan.	Colorado
4 What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?	The bill must contain all coordination, billing and payment information as designated by the state administrative code.	The invoices address only transportation and related services provided by the LDC, which include firm or interruptible transportation, and any transportation-related supply contracted for or used, such as firm or interruptible backup supply. Invoices for gas transportation services provide a high-level summary of total charges and then supporting documentation usage and transportation costs attributable to each meter served. · Information on the invoice include TF vs TI service, contract number, prior balances forward and amount due, total delivered volume, Peak Day Quantity contracted for firm service, unit rates/adjustments/surcharges, Backup Supply charges including Imbalance Cashout penalties, Backup supply sales, and unauthorized overrun penalties.
5 What are the invoice payment terms?	Invoices for utility service must be paid in 20 days to avoid late payment charges.	Payments are required within 10 days of the bill date.
6 How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?	In Wisconsin, if the Delivery Service Provider is a customer of the utility, the dispute resolution procedure listed in the State Administrative Code must be followed.	The "Shipper" which can be the DSP or an end-use customer which has executed a transportation agreement with the LDC, are required to pay, and if the dispute is validated refunds with interest will be made. There is a two year maximum period for corrections to billing errors. Errors caused by actual measurement equipment have a six-month correction period. Actual procedures for dispute are not specified in the tariff, but common practice is for a phone contact to initiate discussions, with written follow-up.
7 How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?	Overpayments are handled on a case by case basis.	If no outstanding amount is owed, the overpayment is refunded to the DSP. If there is an outstanding amount due, the overpayment is withheld and credited against the DSP's account.

NAESB RGQ GPITF Survey Results
 - Billing Agency Arrangements -

Question	AGL Resources	BGE
1 What entity do you represent?	Customer Accounting Services – AGL Resources	Baltimore Gas & Electric
2 What is the date of this response?	9-Apr-03	15-May-03
3 What jurisdiction are these responses for?	Chattanooga Gas Company	Maryland
4 What are the Delivery Service Provider's obligations as the customers' billing agent?	Interruptible accounts – monthly billing and accounts receivable. Firm or residential accounts – N/A for Customer Accounting Services. Connie McIntyre or John Beddingfield should be able to answer.	Bill the customer based on consumption
5 What are the Local Distribution Company's obligations in administering the billing agency arrangement?	Firm billing – John Beddingfield or Connie McIntyre. Interruptible billing – in-house monthly billing utilizing Thoroughbred billing system.	Unified Gas Billing is a service that allows marketers to bill their customers through the BGE bill. Marketers provide BGE with their rate and BGE uses this information to bill the customer based on their monthly usage via the current BGE utility bill the customer already receives. BGE remits payments to marketers either twice a month or four times per month using an ACH Deposit process.
6 What are the provisions for the use of a "lock box" payment mechanism?	Interruptible accounts – payments are wired or mailed directly to AGLR. Firm accounts billed in CIS – 1 st Tennessee accepts payments and the totals are sent to us through the lock-box.	

NAESB RGQ GPITF Survey Results
- Billing Agency Arrangements -

Question	AGL Resources	BGE
7 What are the provisions for terminating the billing agency arrangement?		If marketer becomes more than 90 days past due BGE BGE may, at its sole option, terminate this Agreement and immediately cease providing the Billing Services to Marketer.

NAESB RGQ GPITF Survey Results
 - Billing Agency Arrangements -

Question	Conectiv Power	Consolidated Edison Company of New York, Inc.
1 What entity do you represent?	Conectiv Power Delivery – Gas Delivery Business	Consolidated Edison Company of New York, Inc.
2 What is the date of this response?	3-Apr-03	24-Apr-03
3 What jurisdiction are these responses for?	Delaware	New York City (Boroughs of Manhattan, Bronx, and parts of Queens) and Westchester.
4 What are the Delivery Service Provider's obligations as the customers' billing agent?	Former gas choice pilot program did not use third party billing. Current electric programs also have no third party billing.	A Marketer acting as customer billing agent must receive the customer's bills from the utility, consolidate them with the Marketer charges, re-bill the entire amount to the customer, receive payments from the customer and remit payments to the utility for its services, with the balance being retained by the Marketer. The marketer must include a clear, plain language explanation of Billing Agency and its implications in their standard contract/disclosure statements, if such an arrangement is to be offered. The marketer must distribute annually, to each customer, the "Summary of Customer Rights Notice", and to each gas customer, the "Annual Gas Safety Notice", which will be provided, in bulk, by the utility.
5 What are the Local Distribution Company's obligations in administering the billing agency arrangement?	Not applicable	The Utility must provide the Marketer with the "Summary of Customer Rights Notice" and the "Annual Gas Safety Notice", in bulk, for distribution by the Marketer to customers annually. The utility must communicate billing information and bill messages. The utility must send all disconnection-related notices and deferred payment agreements directly to the customer. The utility should inform customers of what communication to expect from them and what to expect from Billing Agents, upon customers' election of Marketer Billing Agents. Any delays in transmitting billing data caused by the utility must be reflected as a comparable adjustment in the corresponding due date for both the Billing Agent and the customer. Security may be collected from the Marketer as specified by the Creditworthiness requirements. Utility must continue to accept payment of utility charges at all agencies where payments for customers who have not selected Billing Agency are accepted. Utility and Billing Agent are permitted, by mutual agreement, to
6 What are the provisions for the use of a "lock box" payment mechanism?	Not applicable	Under the "lockbox" payment mechanism, a Marketer's customers' payments will be made to lockbox, which will be administered by a mutually agreed upon entity. All costs associated with implementing and administering the lockbox will be the responsibility of the Marketer. The allocation of funds in the lockbox between the utility and the Marketer, and other administrative rules, must be agreed to by both parties, with the utility having first rights on funds in the lockbox to off-set utility charges. The administrative rules shall specify the terms under which the lockbox mechanism shall be terminated from non-compliance. The utility, after petition to the Public Service Commission, is permitted to terminate the lockbox and request full security if expected customer payments are not received in a timely manner.

NAESB RGQ GPITF Survey Results
- Billing Agency Arrangements -

Question	Conectiv Power	Consolidated Edison Company of New York, Inc.
7 What are the provisions for terminating the billing agency arrangement?	Not applicable	The utility may terminate a Billing Agency arrangement and send its invoices for delivery charges directly to the Marketer's customers after providing five calendar days' notice to the billing agent if: the Marketer agent has not paid the utility on a timely basis for its delivery charges, unless such payment is made in full before the expiration of the five calendar day notice period, if the Marketer's credit rating or security is no longer adequate and the Marketer fails to post the necessary additional security within the five calendar day notice period, if the utility draws on the Marketer's security deposit and the Marketer does not reinstate the required security within five calendar days, if the Marketer has on several occasions failed, after notice from the utility, to meet its other obligations as Billing Agent, as set forth in the utility's tariff, operating procedures and/or agreement(s) with the utility.

NAESB RGQ GPITF Survey Results
 - Billing Agency Arrangements -

Question	Dominion Peoples	KeySpan Energy Delivery
1 What entity do you represent?	Dominion Peoples	KeySpan Energy Delivery
2 What is the date of this response?	14-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	New York City (Boroughs of Brooklyn, Parts of Queens and Staten Island) and Long Island (the counties of Nassau and Suffolk and Parts of the Borough of Queens).
4 What are the Delivery Service Provider's obligations as the customers' billing agent?	The Delivery Service Provider is required to meet all billing statement requirements as set forth by the Public Utility Commission. Please refer to the attached link 52 Pa. Code § 62.74. Bill format for residential and small business customers.	When a marketer acts as the customer-billing agent, the marketer must apply all customer payments, unless otherwise directed by the customer, first to utility charges, current and past due. If the customer has a deferred payment agreement with the LDC the payment shall be applied first to the current charges and then to the agreed upon deferred payment installment. The billing agent can negotiate deferred payment arrangements or intercede on behalf of the customer on other related utility matters provided that it can demonstrate that the customer has given it the authority to do so. The marketer must include a clear, plain language explanation of billing agency and its implications in their standard contract/disclosure statements, if they are to offer such arrangements. The marketer must distribute annually, to each customer, the "Summary of Customer Rights Notice", and to each gas customer the "Annual Gas Safety Notice", which will be provided, in bulk, by the utility.
5 What are the Local Distribution Company's obligations in administering the billing agency arrangement?	Please refer to Schedule SBS	When a marketer acts as the customer-billing agent, the utility must provide the marketer with the "Summary of Customer Rights Notice" and the "Annual Gas Safety Notice", in bulk, for distribution by the marketer to customers annually. The utility should incorporate bill messages regarding a customer's specific bill into the billing information transmitted. The utility must send all disconnection-related notices and deferred payment arrangements directly to the customer. The utility should inform the customer of what communications to expect from them and what to expect from the billing agent, upon customer's election of billing agency. The LDC may assess late payment charges on marketers only if payment is not received within 25 days of the billing agent's receipt of the customers billing information. Any delays in transmission of billing data caused by the LDC must be reflected as a comparable adjustment in the corresponding due date for both the agent and the customer. Security may be collected from the marketer as specified by the
6 What are the provisions for the use of a "lock box" payment mechanism?	Not applicable to Dominion Peoples.	Under the lockbox the marketer customers payment will be made to the lockbox, which will be administered by a mutually agreed upon entity. All costs associated with implementing and administering the lockbox will be the responsibility of the marketer. The allocation of funds in the lockbox between the utility and the marketer, and other administrative rules, must be agreed to by both parties, with the utility having first rights on funds in the lockbox to offset utility charges. The administrative rules shall specify when the lockbox mechanism may be terminated for non-compliance. The utility, after petition to the NYS Public Service Commission, is permitted to terminate the lockbox if expected customer payments are not received in a timely manner.

NAESB RGQ GPITF Survey Results
- Billing Agency Arrangements -

Question	Dominion Peoples	KeySpan Energy Delivery
7 What are the provisions for terminating the billing agency arrangement?	The billing agreement is terminated if the Delivery Service Provider chooses to end their pooling relationship with Dominion Peoples and no longer serves customers. The billing agreement can be terminated by Dominion Peoples for nonpayment of charges by the Delivery Service Provider.	The utility may terminate a Billing Agency Agreement and send its invoices for delivery charges directly to the marketer's customers after providing five calendar days' notice to the billing agent, if the agent has not paid the utility on a timely basis for its delivery charges (unless payment is made in full before the expiration of the 5 day notice period) or if the agents credit rating or security is no longer adequate and the agent fails to post the necessary additional security within 5 calendar days notice or the utility draws on the marketers security deposit and the marketer does not reinstate the require security within 5 calendar days notice or the marketer has on several occasions failed, after notice from the utility, to meet its other obligations as billing agent, as set forth in the utility's tariff, operating procedures and/or agreements with the utility (if applicable).

NAESB RGQ GPITF Survey Results
 - Billing Agency Arrangements -

Question	National Fuel Gas Distribution	NiSouce (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)
1 What entity do you represent?	National Fuel Gas Distribution Corporation, Credit, Collections and Recovery Management Department	Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia
2 What is the date of this response?	8-Apr-03	11-Apr-03
3 What jurisdiction are these responses for?	National Fuel jurisdiction includes service areas in the following counties: in New York, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Steuben and Wyoming counties; in Pennsylvania, Armstrong, Butler, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Venango and	Kentucky, Maryland, Ohio, Pennsylvania & Virginia
4 What are the Delivery Service Provider's obligations as the customers' billing agent?	Must apply customer payments, unless other wise directed by the customer, first to utility charges, past due and current, then to ESCO past due and current. Can negotiate deferred payment agreements provided it can demonstrate that the customer has given it the authority to do so. ESCOs must include a clear, plain language explanation of billing agency and its implications in their standard contract/disclosure statements. ESCOs must distribute annually to each customer the "Summary of Customer Rights Notice and the "Annual Gas Safety Notice", which will be provided by the utility.	Kentucky: Supplier cannot be billing agent. All other States: Supplier is required to abide by any and all tariff provisions.
5 What are the Local Distribution Company's obligations in administering the billing agency arrangement?	Utilities must provide the ESCO with the "Summary of Customer Rights Notice" and "Annual Gas Safety Notice". Utilities should incorporate bill messages regarding a customer's specific bill. Utilities must send all disconnection related notices and deferred payment agreements directly to the customer. Utilities should inform customers of what communications to expect from them and what to expect from Billing Agents. Utilities may assess late payment charges on ESCOs only if payment is not received within 25 calendar days of the Billing Agents receipt of the customers' billing information. Any delays in transmitting billing data caused by the utility must be reflected as a comparable adjustment in corresponding due date for both the ESCO and the customer. Security may be collected from the ESCO. Utilities must continue to accept payment at all agencies where payments for other customers are accepted. Upon the failure of an ESCO to remit the customer's payment to the utility on time, the utility must notify the customer of that failure. The utility	All except Kentucky: The day following the end of the Customer's billing cycle, the Company shall provide an electronic file for the Supplier that will contain the Customer's usage being billed including the current and previous meter readings and applicable delivery charges.
6 What are the provisions for the use of a "lock box" payment mechanism?	NA – NFGDC does not enter into "lock box" payment mechanisms.	Permitted

NAESB RGQ GPITF Survey Results
- Billing Agency Arrangements -

Question	National Fuel Gas Distribution	NiSource (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)
7 What are the provisions for terminating the billing agency arrangement?	Utilities may terminate a billing agency if: the ESCO has not paid the utility on a timely basis for its delivery charges, the ESCO's credit rating or security is no longer adequate, the utility draws on the ESCO's security/deposit and the ESCO does not reinstate the required security within five calendar days, or the ESCO has on several occasions failed, after notice from the utility, to meet its other obligations as billing agent.	Non-payment of customer delivery charges or termination of Supplier's participation in the Choice Program.

NAESB RGQ GPITF Survey Results
 - Billing Agency Arrangements -

Question	NiSource (Bay State Gas Company/ Northern Utilities)	Nisource (NIPSCO)
1 What entity do you represent?	Bay State Gas Company/ Northern Utilities	NIPSCO
2 What is the date of this response?	2-Apr-03	1-Apr-03
3 What jurisdiction are these responses for?	Massachusetts, New Hampshire, Maine	Indiana
4 What are the Delivery Service Provider's obligations as the customers' billing agent?	A Single bill from the Supplier that includes both delivery and commodity charges is not permitted. The only option available for Suppliers to bill is Standard Passthrough Billing Service. Standard Passthrough Billing Service The Customer taking Distribution Service shall receive two (2) bills: the Company shall issue one bill for Distribution Service; and the Supplier shall issue a second bill for Supplier Service. The Supplier shall be responsible for the collection of amounts due to the Supplier from the Customer. Customer payment responsibility with Competitive Suppliers shall be governed by the particular Customer/Competitive Supplier Contract. Within three (3) Business Days following the end of the Customer's billing cycle, the Company shall provide an electronic file for the Supplier that will contain the Customer's usage being billed including the current and previous meter readings.	The Delivery Service Provider accepts exclusive responsibility for all sales, and other taxes that apply and are due on the sale of natural gas to any end use customer aggregated under the Provider's Supplier Aggregation Service Agreement. The Delivery Service Provider must timely file all required tax reports within the State of Indiana. The Delivery Service Provider must agree to indemnify the Local Distribution Company from any and all taxes and any penalties and interest thereon, resulting from the failure of Delivery Service Provider to satisfy its tax obligations related to the sale of gas.
5 What are the Local Distribution Company's obligations in administering the billing agency arrangement?	n/a	To incorporate the rate plans as received and bill the customers according to those plans.
6 What are the provisions for the use of a "lock box" payment mechanism?	Permitted	Permitted

NAESB RGQ GPITF Survey Results
- Billing Agency Arrangements -

Question	NiSource (Bay State Gas Company/ Northern Utilities)	Nisource (NIPSCO)
7 What are the provisions for terminating the billing agency arrangement?	n/a	The billing agency arrangement is part of the Supplier Aggregation Service Agreement, and can only be changed by establishing a new Supplier Aggregation Service Agreement after the termination of the current agreement, unless both parties agree to modify the provisions of the billing agency arrangement within the current Agreement.

NAESB RGQ GPITF Survey Results
 - Billing Agency Arrangements -

Question	PECO Energy	Virginia Natural Gas
1 What entity do you represent?	PECO Energy	Virginia Natural Gas
2 What is the date of this response?	8-Apr-03	14-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	Hampton Roads, Virginia (Virginia State Corporation Commission)
4 What are the Delivery Service Provider's obligations as the customers' billing agent?	Delivery Service Provider must meet regulations of Chapter 56 of the PA Code for residential customers.	Virginia Natural Gas is the regulated delivery service provider for VNG customers. VNG performs all billing related functions with the exception of bill print. That function is outsourced.
5 What are the Local Distribution Company's obligations in administering the billing agency arrangement?	LDC is required to send metering data to the Delivery Service Provider.	N/A
6 What are the provisions for the use of a "lock box" payment mechanism?	Not specified in the commission regulations.	SunTrust Bank currently provides our lock box services.

NAESB RGQ GPITF Survey Results
- Billing Agency Arrangements -

Question	PECO Energy	Virginia Natural Gas
7 What are the provisions for terminating the billing agency arrangement?	Any violation of a supplier coordination tariff or the PA Commission Regulations would be cause for termination of the billing agency arrangement.	N/A

NAESB RGQ GPITF Survey Results
 - Billing Agency Arrangements -

Question	Washington Gas Light	Wisconsin Public Service Corporation
1 What entity do you represent?	Washington Gas Light	Wisconsin Public Service Corporation
2 What is the date of this response?	8-Apr-03	21-Apr-03
3 What jurisdiction are these responses for?	Virginia, Maryland, District of Columbia	Wisconsin and Michigan.
4 What are the Delivery Service Provider's obligations as the customers' billing agent?	To send out a correct bill to the customer.	The Delivery Service Provider acts in behalf of the customer in all billing matters.
5 What are the Local Distribution Company's obligations in administering the billing agency arrangement?	To make a billing agreement available to the supplier and to follow the retail access rules regarding billing .	The Local Distribution Company must insure that it has on file written authorization from the customer designating a billing agent. If a billing agent has been authorized by the customer, the customer's bill is sent directly to the billing agent.
6 What are the provisions for the use of a "lock box" payment mechanism?	N/A	As an agent of the customer, the Delivery Service Provider has access to all available payment mechanisms.

NAESB RGQ GPITF Survey Results
- Billing Agency Arrangements -

Question	Washington Gas Light	Wisconsin Public Service Corporation
7 What are the provisions for terminating the billing agency arrangement?	30 days written notice. If service is terminated within 12 months of initiating the consolidated billing agreement, a penalty is incurred.	The customer must submit to the company a written notice indicating the termination the agency agreement.

NAESB RGQ GPITF Survey Results
 - Billing Agency Arrangements -

Question	Xcel Energy
1 What entity do you represent?	Xcel Energy administering the Public Service Company of Colorado - Gas Transportation Delivery Business
2 What is the date of this response?	11-Apr-03
3 What jurisdiction are these responses for?	Colorado
4 What are the Delivery Service Provider's obligations as the customers' billing agent?	Where the DSP is the "Shipper" holding the transportation agreement with the LDC, it is invoiced for all charges attributable to delivery services provided to the end use facilities under the DSP's "Master" transportation agreement. The DSP is responsible for nominating gas in accordance with tariff requirements to avoid imbalance penalties, and for communicating with an end user of system circumstances such as Operational Flow Orders, Interruptions, or if notified by the LDC of a phone line outage that disrupts transmittal of electronic measurement information, to ensure the line is corrected within the required 2 week period to avoid allocation of interruptible sales gas. If the DSP is the "Billing Agent" for an end-use Shipper holding it's own agreement, the DSP receives and is responsible for remitting the full invoiced amount. If the DSP defaults on payment, the end-user Shipper is invoiced directly and the billing agency is terminated.
5 What are the Local Distribution Company's obligations in administering the billing agency arrangement?	If the DSP holds the Master Transportation Agreement with the LDC, the LDC communicates only with the DSP for standard billing issues. The LDC does not disclose information concerning the amounts billed to an end-user except in cases of the DSP's catastrophic default, such as DSP bankruptcy or payments 40+ days in arrears with no payment arrangements or security in place. In this case, the end-use customers under the DSP's Master agreement will be notified of the default and directly invoiced for their proportionate share of charges.
6 What are the provisions for the use of a "lock box" payment mechanism?	

Question	Xcel Energy
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7 What are the provisions for terminating the billing agency arrangement?

NAESB RGQ GPITF Survey Results
 - Dispute Resolution Process -- Suppliers and LDCs -

Question	BGE	Conectiv Power
1 What entity do you represent?	Baltimore Gas & Electric	Conectiv Power Delivery – Gas Delivery Business
2 What is the date of this response?	15-May-03	3-Apr-03
3 What jurisdiction are these responses for?	Maryland	Delaware
4 What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?	Customer will notify Public Service Commission Marketer will notify BGE's Gas Choice Program's Unit	Former gas choice pilot program: minor disputes handled by telephone, if not resolved, followed by meeting to resolve issue or an exchange of letters. One dispute was never resolved and is going to trial in April 2003. Our electric programs include multiple mechanisms for informal dispute resolution, including email and phone. Supplier and utility contacts are established in the third party electric supplier agreements. In all four jurisdictions, electric suppliers have the option of filing an official complaint with the state regulatory agency.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?		Gas pilot program: per DE PSC Order on payment posting, 1 utility delivery charges in arrears, 2 provider charges in arrears, 3 utility current charges, 4 provider current charges Current practice with electric choice programs depends upon state (DE/MD/VA/NJ) jurisdiction: DE: Application of Payment. The billing entity will conduct all payment processing of current Customer charges. In the event of a partial payment of a bill by a Customer, the Customer's remittance will be applied in the following order: (i) arrears for Company's Electric Supply and Delivery or Delivery Service; (ii) arrears for Company's Gas Utility Sales Service or Gas Delivery Service, where applicable; (iii) by vintage of arrearage, arrears for Electric Supplier charges, where applicable and then same-vintaged arrears for Gas Supplier charges, where applicable; (iv) current charges for Company's Electric Supply and Delivery or Delivery Service; (v) current charges for Company's Gas Utility Sales Service or Gas Delivery Service, where applicable;
6 What is their requirement to meet to resolve a dispute?		See response to #4. For electric choice, not aware of any requirement to meet. The bulk of communications are handled via email, phone, fax, and mail due to the fact that the bulk of the electric suppliers are not located in close proximity to the utility.
7 When does the Public Service Commission become involved during dispute resolution?	When contacted by customer	Gas choice pilot program: disputes were between utility & provider. Unless customer was disadvantaged and contacted the PSC, PSC would not get involved. In the current electric retail choice programs, the state regulatory agency becomes involved when any party (utility, supplier, or customer) files a formal complaint with the state regulatory agency.

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and LDCs -

Question	BGE	Conectiv Power
8 What alternate methods are available to resolve disputes?	Marketer and BGE will work to resolve disputes. Issues resolved at Roundtable process	Gas choice pilot program: lawsuit goes to trial next month. Don't recommend this approach. Electric suppliers have the option of filing a complaint with FERC or with the applicable state or federal legal authority.

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and LDCs -

Question	Consolidated Edison Company of New York, Inc.	Dominion Peoples
1 What entity do you represent?	Consolidated Edison Company of New York, Inc.	Dominion Peoples
2 What is the date of this response?	24-Apr-03	14-Apr-03
3 What jurisdiction are these responses for?	New York City (Boroughs of Manhattan, Bronx, and parts of Queens) and Westchester.	Pennsylvania
4 What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?	Either the Marketer or the utility may initiate the dispute resolution process by presenting a written description of the dispute/complaint, and a proposed resolution, to the other party involved in the dispute, sent in a manner that will verify its receipt.	Failing an informal resolution, either party may present a written Notice of Dispute to the other party.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	There are currently 2 allocation methods in effect: either 1) the hierarchy of payments between the LDC and the Marketer is utility arrears, utility current charges, then marketer arrears and marketer charges or 2) the billing party can change the method to utility arrears, marketer arrears, current utility charges, current marketer charges. Modifications to allocation rules are expected later this year.	Payments are generally applied in the following order: 1) Payment agreement for pre-existing balance; 2) current Dominion Peoples charges; 3) Delivery Service Provider charges; 4) Non-basic service charges; 5) Hardship energy fund contribution. All partial payments are applied in accordance with Commission guidelines.
6 What is their requirement to meet to resolve a dispute?	The party(ies) may request a meeting if the initial exchange of written material (and perhaps verbal discussions) does not resolve the dispute. The responding parties must agree to such a meeting to be held within 15 calendar days following the request.	Within 5 days of receipt of the Notice of Dispute, a designated senior representative of each party shall attempt to resolve the dispute on an informal basis. In the event such resolution is not possible within 30 days of initiation of the dispute, it shall be referred for mediation through the Commission's Office of Administrative Law Judge (ALJ). Also, a party may request mediation prior to that time if it appears that informal resolution is not productive. If mediation is not successful, the matter shall be converted to a formal proceeding before the ALJ.
7 When does the Public Service Commission become involved during dispute resolution?	If a resolution is not obtained within 45 calendar days after the initial complaint letter or the mutually agreed-upon time frame, either party may file the complaint with the Department of Public Service for resolution.	Referral of a dispute to the ALJ constitutes PUC involvement. Any party may file a complaint concerning the dispute with the Commission under relevant provisions of the Public Utility Code.

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and LDCs -

Question	Consolidated Edison Company of New York, Inc.	Dominion Peoples
8 What alternate methods are available to resolve disputes?	The parties may also pursue other legal mechanisms to address complaints and disputes.	Please refer to the response given for question 6.

NAESB RGQ GPITF Survey Results
 - Dispute Resolution Process -- Suppliers and LDCs -

Question	KeySpan Energy Delivery	National Fuel Gas Distribution
1 What entity do you represent?	KeySpan Energy Delivery	National Fuel Gas Distribution Corporation, Credit, Collections and Recovery Management Department
2 What is the date of this response?	8-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	New York City (Boroughs of Brooklyn, Parts of Queens and Staten Island) and Long Island (the counties of Nassau and Suffolk and Parts of the Borough of Queens).	National Fuel jurisdiction includes service areas in the following counties: in New York, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Steuben and Wyoming counties; in Pennsylvania, Armstrong, Butler, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Venango and Warren
4 What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?	Either party may initiate the dispute resolution process by presenting a written description of the dispute/complaint, and a proposed resolution, to the other party (ies) involved in the dispute, sent in a manner that will verify its receipt.	May initiate the dispute resolution process by presenting a written description of the dispute/complaint, and a proposed resolution, to the other party involved in the dispute, sent in a manner that will verify its receipt.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	The hierarchy of payments between the LDC and marketer is utility arrears and utility current charges than marketer arrears and marketer charges.	Unless the customer specifies otherwise, payments are allocated first to utility charges, past due and current, and then to ESCO's charges, past due and current, and any excess funds received may be retained by the billing party as a prepayment for future charges.
6 What is their requirement to meet to resolve a dispute?	The parties may request a meeting to resolve a dispute if the initial exchange of written material (and perhaps verbal discussions) does not resolve the dispute.	If the initial exchange of written material and verbal discussions does not resolve the dispute, the complaining party may request a meeting to discuss the matter further. The responding party must agree to such a meeting to be held within 15 calendar days following the request.
7 When does the Public Service Commission become involved during dispute resolution?	If a resolution is not obtained within 45 calendar days after the initial complaint letter or a mutually agreed upon time frame, either party may file the complaint with the PSC for resolution.	If a resolution is not obtained within 45 calendar days after the initial complaint letter or the mutually agreed upon time frame, either party may file the complaint with the Department of Public Service for resolution.

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and LDCs -

Question	KeySpan Energy Delivery	National Fuel Gas Distribution
8 What alternate methods are available to resolve disputes?	The parties may also pursue other legal mechanisms to address complaints and disputes.	The parties may agree to use alternate dispute resolution techniques. Special circumstances may warrant the request of an expedited dispute process.

NAESB RGQ GPITF Survey Results
 - Dispute Resolution Process -- Suppliers and LDCs -

Question	NiSource (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)	NiSource (Bay State Gas Company/ Northern Utilities)
1 What entity do you represent?	Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia	Bay State Gas Company/ Northern Utilities
2 What is the date of this response?	11-Apr-03	2-Apr-03
3 What jurisdiction are these responses for?	Kentucky, Maryland, Ohio, Pennsylvania & Virginia	Massachusetts, New Hampshire, Maine
4 What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?	Supplier shall provide a detailed description of the dispute to Company in writing within five days of receipt of such monthly statement.	No formal Process
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	If a Customer pays the Company less than the full amount billed, the Company shall apply the payment first to Distribution Service, in the order due, and if any payment remains, it shall be applied to Supplier's Commodity charges, in the order due.	If a Customer pays the Company less than the full amount billed, the Company shall apply the payment first to Distribution Service, and if any payment remains, it shall be applied to Supplier Service.
6 What is their requirement to meet to resolve a dispute?	No requirement to meet unless complaint filed with the state commission.	Whose requirement?
7 When does the Public Service Commission become involved during dispute resolution?	As requested	As requested

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and LDCs -

Question	NiSource (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)	NiSource (Bay State Gas Company/ Northern Utilities)
8 What alternate methods are available to resolve disputes?	Mediation, courts	Mediation, courts

NAESB RGQ GPITF Survey Results
 - Dispute Resolution Process -- Suppliers and LDCs -

Question	Nisource (NIPSCO)	PECO Energy
1 What entity do you represent?	NIPSCO	PECO Energy
2 What is the date of this response?	1-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Indiana	Pennsylvania
4 What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?	There is no formal initial notification process for a dispute between the Delivery Service Provider and Local Distribution Company.	Initial notification is a file via Internet or through e-mail. The Delivery Service Provider shall provide all needed information to the LDC within 5 business days of LDC's request.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	<p>Payment hierarchy is as follows:</p> <ul style="list-style-type: none"> - Example 1: Current bill, no arrears - partial payment will satisfy LDC utility first, then DSP, then LDC non-utility - Example 2: Customer has incurred enough arrears to risk disconnection - all payments will be applied solely to LDC to prevent danger of customer being shut-off for non-payment. All payments after that will resume the hierarchy - next in line would be supplier arrearages, etc. - Example 3: Customer has not incurred enough arrears to risk disconnection - Hierarchy is applied as follows: 3-month LDC is paid first, then 3-month DSP, then 2-month LDC, then 2-month DSP, etc. 	These charges are the last to be accounted for by the LDC.
6 What is their requirement to meet to resolve a dispute?	There is no requirement to meet to resolve a dispute.	The Delivery Service Provider must get back to the LDC within 5 days to meet to resolve a dispute.
7 When does the Public Service Commission become involved during dispute resolution?	In the event a disagreement arises between the LDC and DSP, the DSP may file a complaint with the Public Service Commission to resolve the dispute at any time.	The commission becomes involved when a customer files a complaint with the commission.

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and LDCs -

Question	Nisource (NIPSCO)	PECO Energy
8 What alternate methods are available to resolve disputes?	If agreed to by the LDC, the DSP can seek resolution through binding arbitration.	We are not aware of any alternate methods.

NAESB RGQ GPITF Survey Results
 - Dispute Resolution Process -- Suppliers and LDCs -

Question	Shell Energy Services	Washington Gas Light
1 What entity do you represent?	Shell Energy Services Company, L.L.C., a marketer of natural gas	Washington Gas Light
2 What is the date of this response?	7-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Georgia (Atlanta Gas Light delivery area) and Ohio (DEO and CGO delivery areas)	Virginia, Maryland, District of Columbia
4 What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?		Supplier needs to contact the LDC to discuss problem.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	In Ohio, the LDC is paid first, the marketer second. In Georgia, the marketer is paid first, the LDC second, though the LDC bills for the month to come and the marketer bills the customer for the month just past. The marketer must recover from the customer what has already been paid to the LDC.	In VA and MD if a customer makes a partial payment the payment order is as follows: 1) LDC arrears; 2) supplier arrears; 3) LDC current charges; 4) supplier current charges; 5) other charges. In VA this can change at the customer's request
6 What is their requirement to meet to resolve a dispute?	Disputes between marketer and the LDC are covered by the regulations of the state's utility commission.	As required by the Retail Access rules of each jurisdiction, the LDC must have explicit dispute resolution procedures, filed with the Commission to resolve disputes between the LDC and the Supplier
7 When does the Public Service Commission become involved during dispute resolution?	The state commission would only become involved if the parties cannot resolve the dispute and a formal complaint had been lodged with the state by one of the parties.	Only when they are contacted.

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and LDCs -

Question	Shell Energy Services	Washington Gas Light
8 What alternate methods are available to resolve disputes?	There are no formal methods other than the courts.	The LDC and Supplier work it out together, or go to the Commission with a formal complaint

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and LDCs -

Question	Wisconsin Public Service Corporation	Xcel Energy
1 What entity do you represent?	Wisconsin Public Service Corporation	Xcel Energy administering the Public Service Company of Colorado - Gas Transportation Delivery Business
2 What is the date of this response?	21-Apr-03	11-Apr-03
3 What jurisdiction are these responses for?	Wisconsin and Michigan.	Colorado
4 What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?		There is no process identified in the tariff. Standard business practice requires a written notification from the party initiating the dispute. Payment is required even in disputed invoices, with any over-collection refunded with interest if the DSP dispute is upheld.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	A hierarchy of payments is necessary under consolidated billing which is not available from Wisconsin Public Service Corporation.	The LDC invoices the DSP for all transportation and related imbalance and backup supply charges related to the services provided to end-use customers under the transportation agreement, with the DSP responsible for remitting in full to the LDC. (The DSP is responsible for invoicing it's own customers based on their contractual arrangements. Remitting to the LDC is not contingent on the DSP receiving payment from its own customers first.) Payments are allocated to the oldest receivables first. There is no priority given to either the Transportation or associated imbalance penalties or back-up supply charges assessed by the LDC.
6 What is their requirement to meet to resolve a dispute?	In Wisconsin, if the Delivery Service Provider is a customer of the utility, the dispute resolution procedure listed in the State Administrative Code must be followed	There are no formal rules governing meeting to resolve disputes. However, in general practice, a meeting is held if either party so requests.
7 When does the Public Service Commission become involved during dispute resolution?	In Wisconsin, a customer may request an informal review of the dispute by the Commission Staff. After an informal review, either party may request a formal review by the Commission itself.	The DSP or end-user may file a complaint with the PUC at any time.

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and LDCs -

Question	Wisconsin Public Service Corporation	Xcel Energy
8 What alternate methods are available to resolve disputes?	Alternate dispute resolution methods are not specified.	PUC complaints or legal action.

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and Customers -

Question	BGE	Conectiv Power
1 What entity do you represent?	Baltimore Gas & Electric	Conectiv Power Delivery – Gas Delivery Business
2 What is the date of this response?	15-May-03	3-Apr-03
3 What jurisdiction are these responses for?	Maryland	Delaware
4 What is the process for resolving a dispute between a Delivery Service Provider and a customer?	Customers given marketer telephone number on BGE bill and advised to call with questions/disputes	Gas choice pilot program: if customer did not get satisfaction, they often called the utility for assistance. We referred them to the PSC, who did intervene in most instances. Some of these disputes resulted in customers leaving the program and returning to traditional bundled service. In electric choice programs, customers are advised to contact the supplier directly. The utility does not intervene. The customer has the option of filing a complaint with the state regulatory agency if they are not satisfied.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?		Gas pilot program: per DE PSC Order on payment posting -- 1 utility delivery charges in arrears, 2 provider charges in arrears, 3 utility current charges, 4 provider current charges. Current practice with electric choice programs depends upon state (DE/MD/VA/NJ) jurisdiction: DE: Application of Payment. The billing entity will conduct all payment processing of current Customer charges. In the event of a partial payment of a bill by a Customer, the Customer's remittance will be applied in the following order: (i) arrears for Company's Electric Supply and Delivery or Delivery Service; (ii) arrears for Company's Gas Utility Sales Service or Gas Delivery Service, where applicable; (iii) by vintage of arrearage, arrears for Electric Supplier charges, where applicable and then same-vintaged arrears for Gas Supplier charges, where applicable; (iv) current charges for Company's Electric Supply and Delivery or Delivery Service; (v) current charges for Company's Gas Utility Sales Service or Gas Delivery Service, where applicable; (vi) current charges for Electric Supplier charges, where applicable.
6 What is the requirement for a Delivery Service Provider to resolve a dispute?		DE gas choice pilot program: PSC imposed rules and wielded power to suspend a provider, but found the rules were inadequate and staff resources were inadequate to deal with any wide-spread complaints. Rewrote the rules prior to startup of DE electric choice program, and would use those rules for gas choice if gas choice was reinstated in the future. Electric choice rules do not require utilities to become involved in disputes between customers and suppliers.
7 What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?		None in gas choice pilot program. Customer had option of returning to traditional bundled utility service at any time, and could not switch to another provider under the terms of the pilot program. Provided an incentive for provider to spend some resources to satisfy the customer to the point where it was more economical to dump the customer back to the utility. Current practice for electric choice programs is the utilities do not get involved in supplier / customer issues.

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and Customers -

Question	Consolidated Edison Company of New York, Inc.	Dominion Peoples
1 What entity do you represent?	Consolidated Edison Company of New York, Inc.	Dominion Peoples
2 What is the date of this response?	24-Apr-03	14-Apr-03
3 What jurisdiction are these responses for?	New York City (Boroughs of Manhattan, Bronx, and parts of Queens) and Westchester.	Pennsylvania
4 What is the process for resolving a dispute between a Delivery Service Provider and a customer?	The process for resolving a dispute between a Marketer and a customer must be provided in the contractual agreement between the marketer and customer. Due to legislation enacted in New York, customers will have rights and protections in addition to that in the contractual agreement	The dispute process is set forth by the Public Utility Commission. Please refer to the attached link: 52 Pa. Code § 62.79. Complaint handling process.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	There are currently 2 allocation methods in effect: either 1) the hierarchy of payments between the LDC and the Marketer is utility arrears, utility current charges, then marketer arrears and marketer charges or 2) the billing party can change the method to utility arrears, marketer arrears, current utility charges, current marketer charges. Modifications to allocation rules are expected later this year.	Payments are generally applied in the following order: 1) Payment agreement for pre-existing balance; 2) current company charges; 3) Delivery Service Provider charges; 4) non-basic service charges; 5) hardship energy fund contribution. All partial payments are applied in accordance with Commission guidelines.
6 What is the requirement for a Delivery Service Provider to resolve a dispute?	The Marketer's obligation to resolve a dispute should be written in the contract with the customer. Due to legislation enacted in New York, the Marketer will have additional obligations related to customers' rights and protections.	Delivery Service Providers are bound by the dispute process set forth by the PUC. Please refer to the attached link: 52 Pa. Code § 62.79. Complaint handling process.
7 What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?	The LDC does not intervene in disputes that arise between a Marketer and its customer except to the extent where the LDC can verify or clarify established facts that are part of the utility/customer record and/or have been provided to the marketer or customer by the utility.	Company to work together to resolve a dispute between a Delivery Service Provider and a customer? Please refer to the PUC process set forth in the attached link: 52 Pa. Code § 62.79. Complaint handling process.

NAESB RGQ GPITF Survey Results
 - Dispute Resolution Process -- Suppliers and Customers -

Question	KeySpan Energy Delivery	National Fuel Gas Distribution
1 What entity do you represent?	KeySpan Energy Delivery	National Fuel Gas Distribution Corporation, Credit, Collections and Recovery Management Department
2 What is the date of this response?	8-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	New York City (Boroughs of Brooklyn, Parts of Queens and Staten Island) and Long Island (the counties of Nassau and Suffolk and Parts of the Borough of Queens).	National Fuel jurisdiction includes service areas in the following counties: in New York, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Steuben and Wyoming counties; in Pennsylvania, Armstrong, Butler, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Venango and Warren counties.
4 What is the process for resolving a dispute between a Delivery Service Provider and a customer?	The process for resolving a dispute between a delivery service provider and a customer must be spelled out in the contractual agreement between the marketer and the customer.	N/A
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	The hierarchy of payments between the LDC and marketer is utility arrears and utility current charges than marketer arrears and marketer charges.	N/A
6 What is the requirement for a Delivery Service Provider to resolve a dispute?	The Delivery Service Providers obligations in dispute resolution should be spelled out in his contract with the customer.	N/A
7 What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?	The LDC does not intervene in disputes that arise between the marketer and the customer except to the extent where the utility can verify or clarify established facts that are part of the utility/customer record and/or have been provided to the marketer or customer by the utility (i.e. verifying billable consumption, transportation start date, etc.)	N/A

NAESB RGQ GPITF Survey Results
 - Dispute Resolution Process -- Suppliers and Customers -

Question	NiSouce (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)	NiSource (Bay State Gas Company/ Northern Utilities)
1 What entity do you represent?	Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia	Bay State Gas Company/ Northern Utilities
2 What is the date of this response?	11-Apr-03	2-Apr-03
3 What jurisdiction are these responses for?	Kentucky, Maryland, Ohio, Pennsylvania & Virginia	Massachusetts, New Hampshire, Maine
4 What is the process for resolving a dispute between a Delivery Service Provider and a customer?	Dispute resolution procedures require cooperation between the Delivery Service Provider and the Public Utility/Service Commission or Consumers Counsel Office related to customer disputes. Suppliers are required to maintain a contact person for disputes and to provide copies of any related materials and/or contracts needed to resolve complaints.	No formal process
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	There would be no hierarchy related to a Delivery Service Provider's payment to the LDC. All charges would relate to the LDC.	For a consolidated bill, if a Customer pays the Company less than the full amount billed, the Company shall apply the payment first to Distribution Service, and if any payment remains, it shall be applied to Supplier Service.
6 What is the requirement for a Delivery Service Provider to resolve a dispute?	Supplier shall provide a detailed description of the dispute, including disputed amounts, to Company in writing within five days of receipt of such monthly statement.	Good faith effort
7 What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?	None	None

NAESB RGQ GPITF Survey Results
 - Dispute Resolution Process -- Suppliers and Customers -

Question	Nisource (NIPSCO)	PECO Energy
1 What entity do you represent?	NIPSCO	PECO Energy
2 What is the date of this response?	1-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Indiana	Pennsylvania
4 What is the process for resolving a dispute between a Delivery Service Provider and a customer?	The Local Distribution Company, upon being approached by either the Delivery Service Provider or the customer, will act as arbiter in the dispute. Should either of the disputants reject the decision of the Local Distribution Company, their complaint is referred to the utility regulatory commission.	Promptly investigate and gather information (supplier to LDC within 5 business days) in accordance with utility code and PA Commission orders.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	<p>Payment hierarchy is as follows:</p> <ul style="list-style-type: none"> · Example 1: Current bill, no arrears - partial payment will satisfy LDC utility first, then DSP, then LDC non-utility- Example 2: Customer has incurred enough arrears to risk disconnection - all payments will be applied solely to LDC to prevent danger of customer being shut-off for non-payment. All payments after that will resume the hierarchy - next in line would be supplier arrearages, etc. · Example 3: Customer has not incurred enough arrears to risk disconnection - Hierarchy is applied as follows: 3-month LDC is paid first, then 3-month DSP, then 2-month LDC, then 2-month DSP, etc. 	LDC withholds payment to Delivery Service Provider until dispute is resolved.
6 What is the requirement for a Delivery Service Provider to resolve a dispute?	There are no formal requirements.	Delivery Service Provider is required to respond to the commission within 30 days on outcome of a dispute.
7 What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?	There are no formal program requirements.	LDC will coordinate with the Delivery Service Provider so that a proper investigation of a customer dispute is conducted and completed within the time period prescribed by 52 PA Code 56.151 (5) and that customer and Delivery Service Provider (if Delivery Service Provider involved) are informed of the results of the investigation.

NAESB RGQ GPITF Survey Results
- Dispute Resolution Process -- Suppliers and Customers -

Question	Shell Energy Services	Virginia Natural Gas
1 What entity do you represent?	Shell Energy Services Company, L.L.C., a marketer of natural gas	Virginia Natural Gas
2 What is the date of this response?	7-Apr-03	14-Apr-03
3 What jurisdiction are these responses for?	Georgia (Atlanta Gas Light delivery area) and Ohio (DEO and CGO delivery areas)	Hampton Roads, Virginia (Virginia State Corporation Commission)
4 What is the process for resolving a dispute between a Delivery Service Provider and a customer?	In both jurisdictions, the customer is required to inform the company of a dispute. The company is required to respond to the customer's complaint. If the customer is not satisfied, a complaint may be filed with the state. If the state determines that there is evidence the marketer has violated a commission regulation or the law a hearing before a hearing officer may be scheduled. The state may not impose a resolution of the dispute unless a violation has been found.	NA
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	In Ohio, the LDC is paid first, the marketer second. In Georgia, the marketer is paid first, the LDC second, though the LDC bills for the month to come and the marketer bills the customer for the month just past. The marketer must recover from the customer what has already been paid to the LDC.	NA
6 What is the requirement for a Delivery Service Provider to resolve a dispute?	See question 4.	NA
7 What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?	There is no requirement unless the commission determines a violation has occurred. In practice the LDC and the marketer generally work together to resolve a customer's dispute.	NA

NAESB RGQ GPITF Survey Results
 - Dispute Resolution Process -- Suppliers and Customers -

Question	Washington Gas Light	Wisconsin Public Service Corporation
1 What entity do you represent?	Washington Gas Light	Wisconsin Public Service Corporation
2 What is the date of this response?	8-Apr-03	21-Apr-03
3 What jurisdiction are these responses for?	Virginia, Maryland, District of Columbia	Wisconsin and Michigan.
4 What is the process for resolving a dispute between a Delivery Service Provider and a customer?	The Delivery Service Provider must have	The process is designated by contract between the Delivery Service Provider and the customer.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	In VA and MD if a customer makes a partial payment the payment order is as follows: 1) LDC arrears; 2) supplier arrears; 3) LDC current charges; 4) supplier current charges; 5) other charges. In VA this can change at the customer's request	A hierarchy of payments is necessary under consolidated billing which is not available from Wisconsin Public Service Corporation.
6 What is the requirement for a Delivery Service Provider to resolve a dispute?	Retail rules govern that a supplier have a dispute resolution procedure in place for resolving customer disputes.	The Delivery Service Provider may have a contractual requirement with the customer to resolve disputes.
7 What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?	Retail rules govern that a supplier have a dispute resolution procedure in place for resolving customer disputes.	The LDC has no obligation to work with the Delivery Service Provider to resolve disputes between a Delivery Service Provider and a customer.

NAESB RGQ GPITF Survey Results
 - Dispute Resolution Process -- Suppliers and Customers -

Question	Xcel Energy
1 What entity do you represent?	Xcel Energy administering the Public Service Company of Colorado - Gas Transportation Delivery Business
2 What is the date of this response?	11-Apr-03
3 What jurisdiction are these responses for?	Colorado
4 What is the process for resolving a dispute between a Delivery Service Provider and a customer?	Disputes between the DSP and their customer are outside the jurisdiction of the LDC, and should be governed by the terms of their mutual contract(s). The LDC will provide the end-use customer with usage information if a written request is received. The Shipper, which can be the DSP or an end use customer, has full access to all data including nominations, imbalances and individual customer usage.
5 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	The LDC invoices the Shipper, which may be the DSP for all transportation and related imbalance and backup supply charges related to the services provided to end-use customers under the transportation agreement, with the DSP responsible for remitting in full to the LDC. (The DSP is responsible for invoicing it's own customers based on their contractual arrangements. Remitting to the LDC is not contingent on the DSP receiving payment from its own customers first.) Payments are allocated to the oldest receivables first. There is no priority given to either the Transportation or associated imbalance penalties or back-up supply charges assessed by the LDC.
6 What is the requirement for a Delivery Service Provider to resolve a dispute?	Unless addressed in the sales agreement between DSP and end-use customer, there is no requirement for a DSP to resolve a dispute between those parties.
7 What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?	Because the LDC is not party to the agreement between the DSP and it's customer(s), it is not normally involved in disputes except for the provision of basic measurement data.

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Dual Billing -

Question	Conectiv Power	Consolidated Edison Company of New York, Inc.
1 What entity do you represent?	Conectiv Power Delivery – Gas Delivery Business	Consolidated Edison Company of New York, Inc.
2 What is the date of this response?	3-Apr-03	24-Apr-03
3 What jurisdiction are these responses for?	Delaware	New York City (Boroughs of Manhattan, Bronx, and parts of Queens) and Westchester.
4 What are the billing options?	Gas choice pilot program: utility consolidated billing was the only option Electric choice program: the rules state three options: utility consolidated, dual, and supplier consolidated.	Dual Bill – Customers may receive a separate bill from the Marketer for commodity charges and a separate bill from the utility for delivery charges. Utility Consolidated Billing – The customer receives a consolidated bill from the Utility that includes Marketer charges for commodity and utility charges for delivery. ESCO Consolidated Billing (includes billing agency) -- The customer receives a consolidated bill from the Marketer that includes Marketer charges for commodity and utility charges for delivery.
5 Who are the billing parties?	Gas choice: N/A Electric choice: Utilities and suppliers	The billing parties are the utility and the marketer.
6 What billing format is used and how is it determined?	Gas choice: N/A Electric choice: the bill format was developed through Public Service Commission run working groups including suppliers, utilities, customer groups, etc. The format varies by state.	Although the NYS UBP requires that certain billing information be presented to customers, no format is prescribed. Therefore, billing entities develop their own formats.
7 What are the minimum elements on a Delivery Service Provider's bill?	Gas Choice: N/A Electric Choice: Varies by state.	a. Distribution utility name, and logo, if the parties agree b. Distribution utility address, if the distribution utility is not the billing party c. Distribution utility toll-free or local telephone number for inquiries about the distribution utility portion of the bill, if the distribution utility is not the billing party d. Distribution utility account number, if the distribution utility is not the billing party e. Distribution utility rate classification identifier f. Distribution utility rates per billing unit, if applicable g. Distribution utility rates not based on billing units, if applicable, and unbundled, if applicable h. Distribution utility charge adjustments and adders, separately stated i. Taxes on distribution utility charges, if separately stated j. Billing period total distribution utility charges k. Prior billing period total distribution utility charges, including any prior late charges l. Credits on prior distribution utility charges m. Net prior distribution utility balance remaining n. Late charge for unpaid prior distribution utility balance o. Total amount due for distribution utility services Billing determinants are communicated via EDI for Marketers that have passed EDI certification testing. For others, the utility provides a flat file, on a daily basis available on its internet-based bulletin board. Data provided is customer name, account number, bill period, consumption billed, bill amount, billing option and if it was a rebill.
8 How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?	Gas Choice: N/A Electric Choice: Utilities send information through the EDI 867 mu transaction. See the First Regional EDI implementation guides for PA/NJ/DE/MD for details at http://www.firstregionaledi.org/implementation.html .	

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Dual Billing -

Question	Dominion Peoples	KeySpan Energy Delivery
1 What entity do you represent?	Dominion Peoples	KeySpan Energy Delivery
2 What is the date of this response?	14-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	New York City (Boroughs of Brooklyn, Parts of Queens and Staten Island) and Long Island (the counties of Nassau and Suffolk and Parts of the Borough of Queens).
4 What are the billing options?	A Delivery Service Provider may choose to offer a separate bill for commodity charges while the Company provides a bill to the customer for the applicable delivery charges. Or, the Delivery Service Provider can choose to use Dominion Peoples' billing system to issue a combined bill for both the Dominion Peoples' delivery charges and the Delivery Service Provider's commodity charges.	Marketers may render a separate bill to the customer for commodity charges; the marketer may submit his charges to the utility for presentation on the utility's bill or the marketer may, in agreement with the customer, become the billing agent of the customer, have the utility forward the customer bill to him (as the customers agent) and render a bill to the customer that includes the utility charges.
5 Who are the billing parties?	A combined bill may be issued by Dominion Peoples or separate bills may be issued by the Dominion Peoples and the Delivery Service Provider.	The billing parties are the utility and the marketer.
6 What billing format is used and how is it determined?	The Public Utility Commission has established bill format guidelines. Please refer to the attached link: 52 Pa. Code § 56.15. Billing information.	The marketer billing format is specific to each individual marketer.
7 What are the minimum elements on a Delivery Service Provider's bill?	Delivery Service Provider's are bound by the bill requirements issued by the Commission Please refer to the link provided in response to question 6.	Bills must comply with all consumer protection requirements established by statutes, regulations, commission orders and as stated in any agreement with customers, provide such agreement does not conflict with any requirements established by statutes, regulations or commission orders.
8 How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?	Billing information is communicated electronically on a daily basis through a secure website.	The utility sends via electronic mail a meter read report, on a daily basis, detailing the customer name, service address, bill period, consumption billed and whether the read was actual or estimated.

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Dual Billing -

Question	National Fuel Gas Distribution	NiSouce (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)
1 What entity do you represent?	National Fuel Gas Distribution Corporation, Credit, Collections and Recovery Management Department	Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia
2 What is the date of this response?	8-Apr-03	11-Apr-03
3 What jurisdiction are these responses for?	National Fuel jurisdiction includes service areas in the following counties: in New York, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Steuben and Wyoming counties; in Pennsylvania, Armstrong, Butler, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Venango and Warren counties.	Kentucky, Maryland, Ohio, Pennsylvania & Virginia
4 What are the billing options?	NA – NFGDC has no marketers engaging in dual billing within its retail choice program	All except Kentucky: The Customer taking Distribution Service shall receive two (2) bills: the Company shall issue one bill for Distribution Service; and the Supplier shall issue a second bill for Supplier Service. Kentucky: Dual billing is not an option
5 Who are the billing parties?	NA	The Company and the Supplier, or the supplier's agent.
6 What billing format is used and how is it determined?	NA	Kentucky: This is not an option in Kentucky Maryland: The Company's bill will resemble a tariff invoice without the charges for gas; the supplier is free to use any billing format as long as it conforms to all state regulations. Ohio: The Company's policy on bill format and billing procedure shall comply with Rule 4901:1-18-10 of the Ohio Administrative Code, Orders of the Public Utilities Commission, and Section 4905.30 of the Ohio Revised Code, as amended from time to time. Pennsylvania: Suppliers who are providing billing services shall comply with the billing and payment provisions set forth in 52 Pa. Code §§ 56.11- 56.12, except § 56.15(12) and (13), and § 56.16(b)-(d). This obligation includes the obligation to offer residential customers equal monthly payment arrangements or "budget billing," as set forth in 52 Pa. Code § 56.12(7). Virginia: Suppliers billing must be in compliance with all SCC Retail Access Rules
7 What are the minimum elements on a Delivery Service Provider's bill?	NA	Kentucky: This is not an option in Kentucky. Maryland: The invoice must comply with all state regulations. Ohio: The Company's policy on bill format and billing procedure shall comply with Rule 4901:1-18-10 of the Ohio Administrative Code, Orders of the Public Utilities Commission, and Section 4905.30 of the Ohio Revised Code, as amended from time to time. Pennsylvania: Suppliers who are providing billing services shall comply with the billing and payment provisions set forth in 52 Pa. Code §§ 56.11- 56.12, except § 56.15(12) and (13), and § 56.16(b)-(d). This obligation includes the obligation to offer residential customers equal monthly payment arrangements or "budget billing," as set forth in 52 Pa. Code § 56.12(7). Virginia: Suppliers billing must be in compliance with all SCC Retail Access Rules
8 How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?	NA	Via ftp files posted to a secure web site. Files are flat with no protocol for EDI, XML or any other language.

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Dual Billing -

Question	NiSource (Bay State Gas Company/ Northern Utilities)	Nisource (NIPSCO)
1 What entity do you represent?	Bay State Gas Company/ Northern Utilities	NIPSCO
2 What is the date of this response?	2-Apr-03	1-Apr-03
3 What jurisdiction are these responses for?	Massachusetts, New Hampshire, Maine	Indiana
4 What are the billing options?	The Company shall offer two billing service options to Customers taking Distribution Service: Standard Complete Billing Service and Standard Passthrough Billing Service. Standard Complete Billing Service The Customer shall receive a single bill from the Company for both Distribution Service and Supplier Service. The Company shall use the rates supplied by the Supplier to calculate the Supplier's portion of the single bill, and integrate this billing within a single mailing to the Customer. The Company may charge a fee to the Supplier for providing this billing service as approved by the MDTE or the NHPUC. The Supplier shall adhere to the customer classes and rate pricing structure as specified in the Company's current Schedule of Rates on file with and approved by the MDTE or the NHPUC. The Company shall reasonably accommodate, at the Supplier's expense, different customer classes or rate structures as agreed to by the Company and the Supplier in the Supplier Service Agreement.	There is only one method of dual billing.
5 Who are the billing parties?	The LDC; or separate bills from the LDC and Supplier.	The Local Distribution Company and the Delivery Service Provider.
6 What billing format is used and how is it determined?	Rate ready consolidated billing	There are no formal billing formats.
7 What are the minimum elements on a Delivery Service Provider's bill?	(1) The starting and ending date of the billing period; (2) Any fixed monthly charges; (3) The price structure for natural gas therm usage and all other applicable billing determinants; (4) The total number of therms used during the billing period; (5) Any applicable penalty date, including but not limited to penalties for late payments, and the related penalty; (6) Any other factors necessary to compute the charges; (7) An itemized breakdown of the charges, including any late fee, penalty or aggregation fee, if applicable, and the name of the company/entity assessing the charge; (8) The telephone number, fax number, email address, and toll free telephone number, if available, of the Supplier or aggregator's customer service department or customer service contact person; and (9) The toll free telephone number of the commission's consumer affairs division.	"If you have a natural gas emergency you should immediately notify Northern Indiana Public Service Company by calling 1-800-4NIPSCO (1-800-464-7726)." The DSP would also be expected to identify itself and to provide the appropriate gas supply charge, along with the billing date, billing period, volume of gas delivered and energy equivalent.
8 How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?	Via ftp files posted to a secure web site. Files are flat with NO protocol for EDI, XML or any other language.	They are communicated electronically via standard file transfer protocols.

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Dual Billing -

Question	PECO Energy	Shell Energy Services
1 What entity do you represent?	PECO Energy	Shell Energy Services Company, L.L.C., a marketer of natural gas
2 What is the date of this response?	8-Apr-03	7-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	Georgia (Atlanta Gas Light delivery area) and Ohio (DEO and CGO delivery areas)
4 What are the billing options?	Dual Billing (LDC and Delivery Service Supplier render separate bills); Utility Consolidated Billing (LDC renders one consolidated bill).	This does not apply to either delivery area.
5 Who are the billing parties?	LDC is normally the Billing Party except in case of Dual Billing where both LDC and Delivery Service Provider are the Billing Party.	
6 What billing format is used and how is it determined?	The LDC and the Delivery Service Provider use a standard bill format approved by the PA Commission.	
7 What are the minimum elements on a Delivery Service Provider's bill?	The minimum elements are billing period, consumption, usage, rate, resulting calculation and supplier's charges.	
8 How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?	Billing determinants are communicated through EDI Transaction Protocol approved by the PA Commission. LDC is required to transmit meter data (meter reads, consumption, dates and type of reading) to the Delivery Service Provider.	

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Dual Billing -

Question	Virginia Natural Gas	Washington Gas Light
1 What entity do you represent?	Virginia Natural Gas	Washington Gas Light
2 What is the date of this response?	14-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Hampton Roads, Virginia (Virginia State Corporation Commission)	Virginia, Maryland, District of Columbia
4 What are the billing options?	NA	Consolidated , separate billing, or dual billing
5 Who are the billing parties?	NA	LDC or Supplier
6 What billing format is used and how is it determined?		LDC and Supplier must conform to the minimum billing requirements as set forth in each jurisdictions retail access rules
7 What are the minimum elements on a Delivery Service Provider's bill?	NA	Retail access rules in each jurisdiction identify the required elements of the bill
8 How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?	NA	Described in the Retail Access rules of each jurisdiction which require both parties to follow them.

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Dual Billing -

Question	Wisconsin Public Service Corporation	Xcel Energy
1 What entity do you represent?	Wisconsin Public Service Corporation	Xcel Energy administering the Public Service Company of Colorado - Gas Transportation Delivery Business
2 What is the date of this response?	21-Apr-03	11-Apr-03
3 What jurisdiction are these responses for?	Wisconsin and Michigan.	Colorado
4 What are the billing options?	By tariff, Dual Billing is the only option available to customers.	LDC invoices the Transportation Agreement Shipper, or the Shipper's designated Billing Agent. Only LDC charges are invoiced. It is the Shipper (or DSP's) responsibility to generate its own invoice for its end-use sales customers.
5 Who are the billing parties?	The LDC and the Delivery Service Provider each issue a separate bill to the customer.	The LDC and the "Shipper" that has executed the Transportation Agreement with the LDC (Shipper can be either DSP or end-use customer)
6 What billing format is used and how is it determined?	For the LDC bill, the billing content is designated by the state administrative code with the specific format of the bill approved by the Public Service Commission.	A standardized multi-tiered bill was developed that first provides the total contract invoice amounts by category (i.e., Transportation-related charges (demand and commodity charges), and Backup Supply related charges (including imbalance cashouts and penalties), with detailed supporting information breaking down charges and usage by individual end-user facility. DSP's with Master transportation agreements may have a bill that is hundreds of pages of supporting end-user data, depending on the number of end-use customers covered under the Master agreement.
7 What are the minimum elements on a Delivery Service Provider's bill?	There is no mandatory billing format for Delivery Service Providers.	Type of service, billing party, contract number, billing period, prior payments or outstanding amounts due, transportation and backup supply contract demand and usage information, unit rates, balancing or other penalties, and standard information concerning remittance instructions.
8 How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?	The company will send a copy of the customer's bill to the Delivery Service Provider and in addition will post meter data to the company's web site where the customer and the Delivery Service Provider can download the customer's usage information.	The LDC sends a standard "paper" invoice. However, usage data for nomination purposes is available daily (18 hours after the end of a Gas Day) via on-line review or download from the Pronto III Gas Transportation website, with final usage and imbalance information available for electronic download 8 business days following the end of a month.

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Utility Consolidated Billing -

Question	Conectiv Power	Consolidated Edison Company of New York, Inc.
1 What entity do you represent?	Conectiv Power Delivery – Gas Delivery Business	Consolidated Edison Company of New York, Inc.
2 What is the date of this response?	3-Apr-03	24-Apr-03
3 What jurisdiction are these responses for?	Delaware	New York City (Boroughs of Manhattan, Bronx, and parts of Queens) and Westchester.
4 What are the billing options?	Former gas choice pilot program offered Bill Ready and Rate Ready option to providers. Electric Choice: Bill ready only.	Utilities may elect to provide Utility Consolidated Billing using either the Rate Ready or Bill Ready method.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	That was the only option for billing offered in the gas choice pilot program. Electric choice: Utility consolidated billing must be made available to any third party supplier who has executed the applicable agreements.	The consolidated bill process is governed by the New York State Uniform Business Practices and assumes that data will be exchanged using a uniform electronic data interchange (EDI) system. The LDC is required to provide both Utility Consolidated Billing and ESCO Consolidated Billing
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	DE gas choice pilot program: per DE PSC Order on payment posting -- 1 utility delivery charges in arrears, 2 provider charges in arrears, 3 utility current charges, 4 provider current charges Current practice with electric choice programs depends upon state (DE/MD/VA/NJ) jurisdiction: DE: Application of Payment. The billing entity will conduct all payment processing of current Customer charges. In the event of a partial payment of a bill by a Customer, the Customer's remittance will be applied in the following order: (i) arrears for Company's Electric Supply and Delivery or Delivery Service; (ii) arrears for Company's Gas Utility Sales Service or Gas Delivery Service, where applicable; (iii) by vintage of arrearage, arrears for Electric Supplier charges, where applicable and then same-vintaged arrears for Gas Supplier charges, where applicable; (iv) current charges for Company's Electric Supply and Delivery or Delivery Service; (v) current charges for Company's Gas Utility Sales Service or Gas Delivery Service, where applicable; (vi) current charges for Electric Supplier charges, where applicable.	There are currently 2 allocation methods in effect: either 1) the hierarchy of payments between the LDC and the Marketer is utility arrears, utility current charges, then marketer arrears and marketer charges or 2) the billing party can change the method to utility arrears, marketer arrears, current utility charges, current marketer charges. Modifications to allocation rules are expected later this year.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	DE Gas Pilot: LDC was responsible for reading meter, billing, posting payments, transferring funds and providing reports of account balance / status. Current practice in electric programs depends upon jurisdiction. Generally, the utility is still responsible for reading the meter. The rest is based on the billing option being utilized. For utility consolidated billing, there are a defined set of EDI transactions: The utility sends the usage via the 867mu, the supplier returns the 810 which specifies the charges to print on the bill, the utility sends the 820 to notify the supplier of payment. All transactions also receive a FA-functional acknowledgment which is a way to verify that each transaction was received by either party (utility or supplier).	1. A billing party shall perform the following functions and responsibilities: a. Using the bill ready method, receive bill charges and other billing information from the non-billing party; b. Using the rate ready method, receive rates, rate codes and/or prices (fixed and/or variable) and other billing information from the non-billing party; c. Receive bill messages and bill inserts from the non-billing party; d. Using the bill ready method, acknowledge receipt of the non-billing party's information and accept or reject it; e. Using the rate ready method, calculate billed charges, including sales and use taxes; the billing party is required to obtain information necessary to determine the customer's sales and use tax rate; f. Print or make available electronically consolidated bills that state the non-billing party's charges, including taxes, arrearages, and late fees, and bill messages; g. Insert in bill envelopes consolidated bills and inserts required by statute, regulation or Public Service Commission order; h. Stamp, sort and mail consolidated bills or, if authorized, transmit bills electronically for each service class per commodity accepted, average payment plans. Using the rate ready method, the offer such special billing features, if the billing parties agree in the Services Agreement. If a non-billing party offers budget based payment plans, it shall provide actual charges and the budget

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Utility Consolidated Billing -

Question	Conectiv Power	Consolidated Edison Company of New York, Inc.
8 What are the minimum elements on a consolidated bill?	Former gas pilot program: conventional utility bill, plus commodity portion of bill was revised to be supplier portion of bill, with a note to customer on bill providing phone number of their supplier in the event of a dispute. Requirements for our electric choice programs vary by jurisdiction, but the following is the basic format. All supplier charges must be submitted to the utility using the EDI 810 transaction as defined by the First Regional EDI (FREDI) guidelines.	The minimum elements on a consolidated bill are Customer Name; service address; billing address (if different than service address); billing party account number; start of billing cycle period (prior meter reading date for metered customers); starting period meter reading (for metered customers); end of billing cycle period (current meter reading date for metered customers); ending period meter reading (for metered customers); billing period metered usage, any multiplier necessary to convert usage to billing units and resulting billing units (for metered customers); billing period demand (if applicable); indicators if usage is estimated, actual or customer provided; total current charges; total prior bill charge; total credits since last bill; date through which the credits have been applied; total current bill; billing party name; billing party address; billing party toll-free or local telephone number; utility toll-free or local telephone number for natural gas or electric system emergencies; how and where payment may be
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	Former gas pilot program: payments made to LDC, posted to account, any funds due supplier were forwarded electronically to a specified account; reporting provided to allow provider to balance accounts against payments. Electric Choice: In DE, MD, VA: Payments posted to account according to payment posting rules. ACH wire payment sent to supplier twice a week with the total payments received. EDI 820 transactions sent to suppliers daily (except weekends/holidays) to provide suppliers record of account level payments.	Payments are sent on a daily basis to the non-billing entity via EFT with a corresponding file detailing account numbers and payment amounts sent directly to the non-billing party.

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Utility Consolidated Billing -

Question	Dominion Peoples	KeySpan Energy Delivery
1 What entity do you represent?	Dominion Peoples	KeySpan Energy Delivery
2 What is the date of this response?	14-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	New York City (Boroughs of Brooklyn, Parts of Queens and Staten Island) and Long Island (the counties of Nassau and Suffolk and Parts of the Borough of Queens).
4 What are the billing options?	A Delivery Service Provider may choose to offer a separate bill for commodity charges while Dominion Peoples provides a bill to the customer for the applicable delivery charges. Or, the Delivery Service Provider can choose to use Dominion Peoples' billing system to issue a combined bill for both Dominion Peoples' delivery charges and the Delivery Service Provider's commodity charges.	The "Bill Ready" method which requires that each non-billing party, after receiving the customers usage data, calculate its own charges and send those charges and other billing information and bill messages in a form that allows the billing party to transfer the information to the billing party's bill in a format selected by the billing party.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	Dominion Peoples will provide billing service provided that its billing systems have the capacity and capability to bill the rate plans offered by the Delivery Service Provider. Dominion Peoples is not required to make programming changes to accommodate the Delivery Service Provider's rate structure.	The business practices governing the consolidated bill process assumes that data will be exchanged using a uniform electronic data interchange (EDI) system. Accordingly, these practices will not be in full force and effect until EDI is operational.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	Payments are generally applied in the following order: 1) Payment agreement for pre-existing balance; 2) current Dominion Peoples charges; 3) Delivery Service Provider charges; 4) non-basic service charges; 5) hardship energy fund contribution. All partial payments are applied in accordance with Commission guidelines.	The hierarchy of payments between the LDC and marketer is utility arrears and utility current charges than marketer arrears and marketer charges.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	Dominion Peoples is required to provide a combined bill that meets all Commission guidelines. Dominion Peoples receives payments from customers and provides billing and payment information to the Delivery Service Provider. The Delivery Service Provider is required to provide all information necessary (i.e. customer service phone number, website information) to issue a bill under Commission guidelines.	The LDC will make available all validated usage information necessary for billing when it is deemed appropriate. All customer usage, billing and credit data is to be considered confidential and may not be shared with anyone without the express authorization of the customer, unless disclosure is required by appropriate legal or regulatory authority or is authorized in accordance with the Uniform Business Practices of the State of New York. Utilities and marketers must demonstrate the technical capability to exchange information electronically for the billing and payment processing options offered by each party and meet the operational time frames. Each party is responsible for ensuring that the calculation of its applicable state and local tax charges for presentation on the bill is in accordance with all statutes and local ordinances. The cancel and rebill process may not be unduly discriminatory, must be clear and reproducible, and be communicated to all affected parties. Bills must comply with all consumer protection requirements established by statutes, regulations, commission orders and as stated

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Utility Consolidated Billing -

Question	Dominon Peoples	KeySpan Energy Delivery
8 What are the minimum elements on a consolidated bill?	Guidelines for bill content are established by the Commission. Please refer to the attached link for details: 52 Pa. Code § 56.15. Billing information.	Customer Name, service address, billing address, billing party account number, start and end of billing cycle period, billing period metered usage including any multiplier used to convert usage to billing units, indicators if usage is estimated or actual, total current charges, total prior bill charges, total credits since last bill, date through which credits have been applied, total current bill, billing party name, billing party address, billing party toll free or local phone number, utility toll free or local phone number for emergencies.
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	The Company receives payment on behalf of the Delivery Service Provider and remits those payments in aggregate to the DSP on a monthly basis.	Payments are electronically transferred from the utility to the marketer via wire payment.

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Utility Consolidated Billing -

Question	National Fuel Gas Distribution	NiSouce (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)
1 What entity do you represent?	National Fuel Gas Distribution Corporation, Credit, Collections and Recovery Management Department	Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia
2 What is the date of this response?	8-Apr-03	11-Apr-03
3 What jurisdiction are these responses for?	National Fuel jurisdiction includes service areas in the following counties: in New York, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Steuben and Wyoming counties; in Pennsylvania, Armstrong, Butler, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Venango and Warren counties.	Kentucky, Maryland, Ohio, Pennsylvania & Virginia
4 What are the billing options?	Rate Ready method: non-billing party provides rates, rate codes and bill messages in advance of billing customers.	Consolidated bill produced by the LDC, including delivery charges from the LDC and commodity charges from the Delivery Service Provider.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	Under the "Multi-Retailer" model, regulated utilities offering retail access shall provide mechanisms that will allow customers to choose the manner in which they wish to be billed and one of their options is a consolidated bill from the utility.	Supplier who chooses this billing option must execute an Aggregation and/or Billing Agreement.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	The payment allocation is utility past due charges, utility current charges, marketer past due charges and marketer current charges.	If a Customer pays the Company less than the full amount billed, the Company shall apply the payment first to Distribution Service, in the order due, and if any payment remains, it shall be applied to Supplier's Commodity charges, in the order due.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	Receiving rates, rate codes, calculating billing charges, receiving bill messages, printing bills, mailing bills, notifying non-billing party of amounts billed, receiving payments and posting, responding to general inquiries or complaints, maintaining records of account balances and due dates.	The day following the end of the Customer's billing cycle, the Company shall provide an electronic file via FTP to the Supplier that will contain the Customer's usage being billed including the current and previous meter readings, applicable delivery charges and customer payments.

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Utility Consolidated Billing -

Question	National Fuel Gas Distribution	NiSource (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)
8 What are the minimum elements on a consolidated bill?	Customer name, service address, account number, billing period, meter readings, reading type, current charges, past due charges, late payment charges, total current bill, due date, billing party name, billing party address, billing party toll-free and local telephone numbers, Utility emergency toll-free and local telephone numbers, bill messages, marketer name, marketer address, marketer telephone numbers.	Bill format and information is the same as a non-transportations tariff bill with the addition of the marketer's name, address, phone number, and any other requirements set by the State Commission.
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	Payments are sent by wire to the marketer.	Payments to the Delivery Service Provider for Commodity Charges billed to the customer are paid by check or by Electronic Funds Transfer directly to the Supplier's bank account. This takes place after the billing is completed each month and is less any fees owed to the LDC.

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Utility Consolidated Billing -

Question	NiSource (Bay State Gas Company/ Northern Utilities)	Nisource (NIPSCO)
1 What entity do you represent?	Bay State Gas Company/ Northern Utilities	NIPSCO
2 What is the date of this response?	2-Apr-03	1-Apr-03
3 What jurisdiction are these responses for?	Massachusetts, New Hampshire, Maine	Indiana
4 What are the billing options?	Consolidated bill produced by the LDC or two separate bills, one for delivery charges from the LDC, one for commodity charges from the third party supplier.	There is only one method of consolidated billing.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	Supplier who elects this service must execute a service agreement	To incorporate the rate plans as received, identify the Delivery Service Provider and the Delivery Service Provider's gas supply charges as a separate line item on the bill, and to remit payments to the Delivery Service Provider in accordance with the schedule agreed upon by both parties, or the terms and conditions specified in the Accounts Receivable Agreement established between both parties.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	On partial payments, LDC charges are paid first, the oldest supplier charge is paid next.	Payment hierarchy is as follows: <ul style="list-style-type: none"> · Example 1: Current bill, no arrears - partial payment will satisfy LDC utility first, then DSP, then LDC non-utility · Example 2: Customer has incurred enough arrears to risk disconnection - all payments will be applied solely to LDC to prevent danger of customer being shut-off for non-payment. All payments after that will resume the hierarchy - next in line would be supplier arrearages, etc. · Example 3: Customer has not incurred enough arrears to risk disconnection - Hierarchy is applied as follows: 3-month LDC is paid first, then 3-month DSP, then 2-month LDC, then 2-month DSP, etc.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	The Company shall offer Distribution Service, metering, billing, and information services for a Customer to purchase Supply Service from a Supplier, provided that the Supplier meets applicable registration and licensing requirements established by law or regulation. The Company is prohibited from providing these services to a Supplier that has not met applicable registration and licensing requirements established by law or regulation . In addition, the Company is prohibited from providing these services to a Supplier for a new Customer if the Supplier does not meet applicable registration and licensing requirements established by law or regulation. The Company will also: (1) Provide customer service and support, including call center functions, for services provided by the Company; (2) Respond to service interruptions, reported gas leaks, and to other customer safety calls; (3) Handle connections, curtailments, and terminations for services provided by the Company; (4) Read meters; (5) Submit bills to Customers for Distribution Service, and if	The Delivery Service Provider provides rate plans to the Local Distribution Company, and the Local Distribution Company applies these plans based upon the metered usage of the customer when preparing the consolidated bill.

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Utility Consolidated Billing -

Question	NiSource (Bay State Gas Company/ Northern Utilities)	Nisource (NIPSCO)
8 What are the minimum elements on a consolidated bill?	(1) The starting and ending date of the billing period; (2) Any fixed monthly charges; (3) The price structure for natural gas therm usage and all other applicable billing determinants; (4) The total number of therms used during the billing period; (5) Any applicable penalty date, including but not limited to penalties for late payments, and the related penalty; (6) Any other factors necessary to compute the charges; (7) An itemized breakdown of the charges, including any late fee, penalty or aggregation fee, if applicable, and the name of the company/entity assessing the charge; (8) The telephone number, fax number, email address, and toll free telephone number, if available, of the Supplier or aggregator's customer service department or customer service contact person; and (9) The toll free telephone number of the commission's consumer affairs division. (10) 12 months historical consumption	Customer account number and meter number, volume of natural gas delivered, BTU conversion factor, amount of natural gas delivered in therms, billing date, number of days in billing period, amount due in previous bill and amount paid, utility delivery charge, supplier identity and supplier's gas supply charge, and amount of state tax added to bill.
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	FTP files are posted daily tracking customer payments applied to Supplier balances. Wire transfers are made to Supplier's bank account based on negotiated terms of the Supplier Service Agreement.	For Delivery Service Providers who do not choose to have the Local Distribution Company purchase their receivables, the DSP is paid twice monthly – with the first payment sent the first working day after the 15 th of the month, and the second payment sent the first working day after the last day of the month. The DSP can choose whether payments are sent by check or via electronic wire transfer. For Delivery Service Providers who choose to have the Local Distribution Company purchase their receivables, a single payment is made by electronic wire transfer within twenty days after the last day of the month (generally on the fifth working day of the following month).

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Utility Consolidated Billing -

Question	PECO Energy	Washington Gas Light
1 What entity do you represent?	PECO Energy	Washington Gas Light
2 What is the date of this response?	8-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	Virginia, Maryland, District of Columbia
4 What are the billing options?	Dual Billing and Consolidated Billing	Consolidated, Separate, and Dual
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	LDC is required to render a consolidated bill monthly including the LDC's charges for distribution service and the supplier's basic charges for its gas supply service.	Requirements are to follow certain bill formats, and to provide certain information on the bill as stated in each jurisdictions retail rules.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	LDC pays Delivery Service Provider amounts for all undisputed supplier charges for which LDC has received payment from the customer within 20 days after posting to a customer's account.	In VA and MD if a customer makes a partial payment the payment order is as follows: 1) LDC arrears; 2) supplier arrears; 3) LDC current charges; 4) supplier current charges; 5) other charges. In VA this can change at the customer's request
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	It's the responsibility of both parties to follow the rules and regulations of the Customer Choice Program. The LDC sends the meter read data monthly to the Delivery Service Provider. The Delivery Service Provider returns to the LDC its supplier charges. The LDC renders a bill with the Delivery Service Provider's charges to the customer and processes payment from the customer. The LDC then pays the required amounts to the Delivery Service Provider.	To provide billing in a timely and accurate manner to the customer. To follow the retail rules of the jurisdiction in order to insure consumer protections.

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Utility Consolidated Billing -

Question	PECO Energy	Washington Gas Light
8 What are the minimum elements on a consolidated bill?	The minimum elements are billing period, consumption, usage, rate, resulting calculation of distribution service charges and supplier's charges and other PA Commission required information.	Retail rules in each jurisdiction identify the required elements of the bill.
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?		By billing agreement. Suppliers are paid on a pay as LDC gets paid basis twice a month.

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Utility Consolidated Billing -

Question	Wisconsin Public Service Corporation	Wisconsin Public Service Corporation
1 What entity do you represent?	Wisconsin Public Service Corporation	Wisconsin Public Service Corporation
2 What is the date of this response?	21-Apr-03	21-Apr-03
3 What jurisdiction are these responses for?	Wisconsin and Michigan.	Wisconsin and Michigan.
4 What are the billing options?	Utility Consolidated Billing is not offered by tariff.	Utility Consolidated Billing is not offered by tariff.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	N/A	N/A
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	N/A	N/A
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	N/A	N/A

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Utility Consolidated Billing -

Question	Wisconsin Public Service Corporation	Wisconsin Public Service Corporation
8 What are the minimum elements on a consolidated bill?	N/A	N/A
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	N/A	N/A

Question	Xcel Energy
1 What entity do you represent?	Xcel Energy administering the Public Service Company of Colorado - Gas Transportation Delivery Business
2 What is the date of this response?	11-Apr-03
3 What jurisdiction are these responses for?	Colorado
4 What are the billing options?	Either the LDC invoices the Shipper, or the Shipper's designated Billing Agent. The Shipper can be either a DSP holding a transportation agreement serving an unlimited number of end-use customers, or an end-use customer holding it's own transportation agreement with the LDC.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	There is one billing option for gas transportation customers, which involves invoicing the Shipper for LDC transportation-related charges.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	The LDC invoices the DSP for all transportation and related imbalance and backup supply charges related to the services provided to end-use customers under the transportation agreement, with the DSP responsible for remitting in full to the LDC. (The DSP is responsible for invoicing it's own customers based on their contractual arrangements. Remitting to the LDC is not contingent on the DSP receiving payment from its own customers first.) Payments are allocated to the oldest receivables first. There is no priority given to either the Transportation or associated imbalance penalties or back-up supply charges assessed by the LDC.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	

Question	Xcel Energy
8 What are the minimum elements on a consolidated bill?	Type of service, billing party, contract number, billing period, prior payments or outstanding amounts due, transportation and backup supply contract demand and usage information, unit rates, balancing or other penalties, and standard information concerning remittance instructions.
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	The LDC invoices the DSP for all transportation and related imbalance and backup supply charges related to the services provided to end-use customers under the transportation agreement, with the DSP responsible for remitting in full to the LDC. (The DSP is responsible for invoicing it's own customers based on their contractual arrangements. Remitting to the LDC is not contingent on the DSP receiving payment from its own customers first.) Payments are allocated to the oldest receivables first. There is no priority given to either the Transportation or associated imbalance penalties or back-up supply charges assessed by the LDC

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Supplier Consolidated Billing -

Question	Conectiv Power	Consolidated Edison Company of New York, Inc.
1 What entity do you represent?	Conectiv Power Delivery – Gas Delivery Business	Consolidated Edison Company of New York, Inc.
2 What is the date of this response?	3-Apr-03	24-Apr-03
3 What jurisdiction are these responses for?	Delaware	New York City (Boroughs of Manhattan, Bronx, and parts of Queens) and Westchester.
4 What are the billing options?	Gas choice pilot program: only option offered was utility consolidated billing. Other options are in use in our electric choice programs. Those rules state three options: utility consolidated, dual, and supplier consolidated.	Bill Ready only.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	N/A for gas choice. Electric Choice: Option is included in rules, but is not technically supported yet. EDI discussions to establish supplier consolidated billing transactions have been delayed due to low interest.	The consolidated bill process is governed by the New York State Uniform Business Practices and assumes that data will be exchanged using a uniform electronic data interchange (EDI) system. A Marketer can elect to provide a consolidated bill.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	N/A with former gas choice program. Electric Choice: Follows same payment posting rules as other billing options: DE: Application of Payment. The billing entity will conduct all payment processing of current Customer charges. In the event of a partial payment of a bill by a Customer, the Customer's remittance will be applied in the following order: (i) arrears for Company's Electric Supply and Delivery or Delivery Service; (ii) arrears for Company's Gas Utility Sales Service or Gas Delivery Service, where applicable; (iii) by vintage of arrearage, arrears for Electric Supplier charges, where applicable and then same-vintaged arrears for Gas Supplier charges, where applicable; (iv) current charges for Company's Electric Supply and Delivery or Delivery Service; (v) current charges for Company's Gas Utility Sales Service or Gas Delivery Service, where applicable; (vi) current charges for Electric Supplier charges, where applicable; (vii) current charges for Gas Supplier charges, where applicable; (viii) arrears for Company's "Value Added Services", where applicable; and (ix) current	There are currently 2 allocation methods in effect: either 1) the hierarchy of payments between the LDC and the Marketer is utility arrears, utility current charges, then marketer arrears and marketer charges or 2) the billing party can change the method to utility arrears, marketer arrears, current utility charges, current marketer charges. Modifications to allocation rules are expected later this year.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	N/A in gas choice. To be determined for electric choice.	1. A billing party shall perform the following functions and responsibilities: a. Using the bill ready method, receive bill charges and other billing information from the non-billing party; b. Using the rate ready method, receive rates, rate codes and/or prices (fixed and/or variable) and other billing information from the non-billing party; c. Receive bill messages and bill inserts from the non-billing party; d. Using the bill ready method, acknowledge receipt of the non-billing party's information and accept or reject it; e. Using the rate ready method, calculate billed charges, including sales and use taxes; the billing party is required to obtain information necessary to determine the customer's sales and use tax rate; f. Print or make available electronically consolidated bills that state the non-billing party's charges, including taxes, arrearages, and late fees, and bill messages; g. Insert in bill envelopes consolidated bills and inserts required by statute, regulation or Public Service Commission order; h. Stamp, sort and mail consolidated bills or, if authorized, transmit bills electronically. The minimum elements on a consolidated bill are Customer Name; service address; billing address (if different than service address); billing party account number; start of billing cycle period (prior meter reading date for metered customers); starting period meter reading (for metered customers); end of billing cycle period (current meter reading date for metered customers); ending period meter reading (for metered customers); billing period metered usage, any multiplier necessary to convert usage to billing units and resulting billing units (for metered customers); billing period demand (if applicable); indicators if usage is estimated, actual or customer provided; total current charges; total prior bill charge; total credits since last bill; date through which the credits have been applied; total current bill; billing party name; billing party address; billing party toll-free or local telephone number; utility toll-free or local telephone number for natural gas or electric system emergencies; how and where payment may be made; date of bill; payment due date; general billing party bill me
8 What are the minimum elements on a consolidated bill?	N/A in gas choice. To be determined for electric choice.	

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Supplier Consolidated Billing -

Question	Conectiv Power	Consolidated Edison Company of New York, Inc.
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	N/A in gas choice. Current rules for electric choice indicate wire payments will be required.	Payments are sent on a daily basis to the non-billing entity via EFT with a corresponding file detailing account numbers and payment amounts sent directly.

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Supplier Consolidated Billing -

Question	Dominion Peoples	KeySpan Energy Delivery
1 What entity do you represent?	Dominion Peoples	KeySpan Energy Delivery
2 What is the date of this response?	14-Apr-03	8-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	New York City (Boroughs of Brooklyn, Parts of Queens and Staten Island) and Long Island (the counties of Nassau and Suffolk and Parts of the Borough of Queens).
4 What are the billing options?	A Delivery Service Provider may choose to offer a separate bill for commodity charges while Dominion Peoples provides a bill to the customer for the applicable delivery charges. Or, the Delivery Service Provider can choose to use Dominion Peoples' billing system to issue a combined bill for both Dominion Peoples' delivery charges and the Delivery Service Provider's commodity charges. Delivery Service Providers do not issue combined bills.	The "Bill Ready" method which requires that each non-billing party, after receiving the customers usage data, calculate its own charges and send those charges and other billing information and bill messages in a form that allows the billing party to transfer the information to the billing party's bill in a format selected by the billing party. The "Rate Ready" method eliminates the need for a non billing party to receive customers usage data immediately and instead provides for a non billing party to furnish the billing party in advance with bill messages and rates, rate codes and/or prices so that when the billing party receives the usage data from the meter reading entity it may directly calculate both its and the non billing party charges and subsequently issue the bill.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	Delivery Service Provider's are not permitted to provide a combined bill. Combined bills are only offered through Dominion Peoples' billing system.	The business practices governing the consolidated bill process assumes that data will be exchanged using a uniform electronic data interchange (EDI) system. Accordingly, these practices will not be in full force and effect until EDI is operational.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	Not applicable	The hierarchy of payments between the LDC and marketer is utility arrears and utility current charges than marketer arrears and marketer charges.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	Not applicable	The LDC will make available all validated usage information necessary for billing when it is deemed appropriate. All customer usage, billing and credit data is to be considered confidential and may not be shared with anyone without the express authorization of the customer, unless disclosure is required by appropriate legal or regulatory authority or is authorized in accordance with the Uniform Business Practices of the State of New York. Utilities and marketers must demonstrate the technical capability to exchange information electronically for the billing and payment processing options offered by each party and meet the operational time frames. Each party is responsible for ensuring that the calculation of its applicable state and local tax charges for presentation on the bill is in accordance with all statutes and local ordinances. The cancel and rebill process may not be unduly discriminatory, must be clear and reproducible, and be communicated to all affected parties. Bills must comply with all consumer protection requirements established Customer Name, service address, billing address, billing party account number, start and end of billing cycle period, billing period metered usage including any multiplier used to convert usage to billing units, indicators if usage is estimated or actual, total current charges, total prior bill charges, total credits since last bill, date through which credits have been applied, total current bill, billing party name, billing party address, billing party toll free or local phone number, utility toll free or local phone number for emergencies.
8 What are the minimum elements on a consolidated bill?	Not applicable	

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Supplier Consolidated Billing -

Question	Dominon Peoples	KeySpan Energy Delivery
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	Not applicable	Payments are electronically transferred from the utility to the marketer via wire payment.

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Supplier Consolidated Billing -

Question	National Fuel Gas Distribution	NiSource (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)
1 What entity do you represent?	National Fuel Gas Distribution Corporation, Credit, Collections and Recovery Management Department	Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia
2 What is the date of this response?	8-Apr-03	11-Apr-03
3 What jurisdiction are these responses for?	National Fuel jurisdiction includes service areas in the following counties: in New York, Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Steuben and Wyoming counties; in Pennsylvania, Armstrong, Butler, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Venango and Warren counties.	Kentucky, Maryland, Ohio, Pennsylvania & Virginia
4 What are the billing options?	Single Retailer Model	Consolidated Billing is not an option for any of the States.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	The Tariff requires Suppliers to render bills in clear and plain language.	Consolidated Billing is not an option for any of the States.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	NA - The Supplier is billed for and pays the utility charges whether or not the customer pays the Supplier.	Consolidated Billing is not an option for any of the States.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	NFGDC provides consumption information to the Supplier.	Consolidated Billing is not an option for any of the States.
8 What are the minimum elements on a consolidated bill?	Utility Gas Emergency Phone Numbers must be displayed.	Consolidated Billing is not an option for any of the States.

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Supplier Consolidated Billing -

Question	National Fuel Gas Distribution	NiSource (Columbia of Kentucky, Maryland, Ohio, Pennsylvania & Virginia)
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	NA	Consolidated Billing is not an option for any of the States.

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Supplier Consolidated Billing -

Question	NiSource (Bay State Gas Company/ Northern Utilities)	Nisource (NIPSCO)
1 What entity do you represent?	Bay State Gas Company/ Northern Utilities	NIPSCO
2 What is the date of this response?	2-Apr-03	1-Apr-03
3 What jurisdiction are these responses for?	Massachusetts, New Hampshire, Maine	Indiana
4 What are the billing options?	Standard Complete Billing Service and Standard Passthrough Billing Service.	N/A
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	Not permitted	N/A
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	n/a	N/A
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	n/a	N/A
8 What are the minimum elements on a consolidated bill?	n/a	N/A

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Supplier Consolidated Billing -

Question	NiSource (Bay State Gas Company/ Northern Utilities)	Nisource (NIPSCO)
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	n/a	N/A

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Supplier Consolidated Billing -

Question	PECO Energy	Shell Energy Services
1 What entity do you represent?	PECO Energy	Shell Energy Services Company, L.L.C., a marketer of natural gas
2 What is the date of this response?	8-Apr-03	7-Apr-03
3 What jurisdiction are these responses for?	Pennsylvania	Georgia (Atlanta Gas Light delivery area) and Ohio (DEO and CGO delivery areas)
4 What are the billing options?	LDC's are not required by PA Commission regulations to offer this service.	All billing is done by the marketer/supplier following the LDC's meter reading calendar. Most suppliers offer a level billing option for residential customers and a summary billing option for commercial customers with multiple accounts.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	n/a	The marketer must receive from the LDC sufficient information to calculate the LDC's charges for a customer.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	n/a	The LDC bills the marketer for the upcoming month with all charges for all customers, as determined by a market census, included in one statement. The marketer must recover from the customer.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	n/a	The marketer does all billing. Other than providing the required information for billing its charges, the LDC has no responsibility for billing the customer.
8 What are the minimum elements on a consolidated bill?	n/a	The basic statement includes: the LDC's charges, the marketer's commodity charges, the marketer's customer charges and all state and local taxes. Any other LDC charges, for special services, are also included on the statement. Other information, as required by the state, including meter readings, reading dates, the LDC identifier, and various multipliers may also appear on the statement.

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Supplier Consolidated Billing -

Question	PECO Energy	Shell Energy Services
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	n/a	NA

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Supplier Consolidated Billing -

Question	Washington Gas Light	Wisconsin Public Service Corporation
1 What entity do you represent?	Washington Gas Light	Wisconsin Public Service Corporation
2 What is the date of this response?	8-Apr-03	21-Apr-03
3 What jurisdiction are these responses for?	Virginia, Maryland, District of Columbia	Wisconsin and Michigan.
4 What are the billing options?	Consolidated, Separate, Dual	Supplier Consolidated Billing is not offered by tariff.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	Must follow the retail rule guidelines set by the Commission	N/A
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	In VA and MD if a customer makes a partial payment the payment order is as follows: 1) LDC arrears; 2) supplier arrears; 3) LDC current charges; 4) supplier current charges; 5) other charges. In VA this can change at the customer's request	N/A
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	To follow the retail rules of each jurisdiction which insure consumer protections.	N/A
8 What are the minimum elements on a consolidated bill?	Minimum elements are described in the retail rules of each jurisdiction	N/A

NAESB RGQ GPITF Survey Results
- Billing and Payment Processing -- Supplier Consolidated Billing -

Question	Washington Gas Light	Wisconsin Public Service Corporation
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	By a billing agreement. Payment is on a pay as the customer pays basis, twice a month.	N/A

NAESB RGQ GPITF Survey Results
 - Billing and Payment Processing -- Supplier Consolidated Billing -

Question	Xcel Energy
1 What entity do you represent?	Xcel Energy administering the Public Service Company of Colorado - Gas Transportation Delivery Business
2 What is the date of this response?	11-Apr-03
3 What jurisdiction are these responses for?	Colorado
4 What are the billing options?	No options for billing – just the standard invoicing of LDC transportation and related imbalance and backup supply charges to the Shipper (which can be the DSP or an end-use customer) or its designated Billing Agent.
5 What are the requirements for the Local Distribution Company to provide a consolidated bill?	There are none. Billing between a DSP and its customers is governed by their individual agreements.
6 What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?	The standard payment hierarchy: The LDC invoices the DSP for all transportation and related imbalance and backup supply charges related to the services provided to end-use customers under the transportation agreement, with the DSP responsible for remitting in full to the LDC. (The DSP is responsible for invoicing it's own customers based on their contractual arrangements. Remitting to the LDC is not contingent on the DSP receiving payment from its own customers first.) Payments are allocated to the oldest receivables first. There is no priority given to either the Transportation or associated imbalance penalties or back-up supply charges assessed by the LDC.
7 What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?	The LDC deals directly with the Shipper or its nominating agent. If an end-use customer receives service under a DSP's Master Transportation Agreement, the LDC communicates with the DSP it is the DSP's responsibility to communicate with the end-user directly.
8 What are the minimum elements on a consolidated bill?	N/A for a supplier consolidated bill to a customer

Question	Xcel Energy
9 How are payments processed between the Local Distribution Company and the Delivery Service Provider?	See 6 above