



## North American Energy Standards Board

1100 Louisiana, Suite 3625, Houston, Texas 77002

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### RETAIL GAS QUADRANT

### GAS PRACTICES INVENTORY TASK FORCE

#### Survey

March 27, 2003

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SUBCOMMITTEE: Supplier / Utility Interface

CATEGORY: Creditworthiness

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?
  - April 11, 2004
3. What jurisdiction are these responses for?
  - Colorado
4. How often is the Delivery Service Suppliers' creditworthiness reviewed?
  - Minimum – annual review, and when new end-use customers are added to supplier's gas transportation agreement
5. What are the creditworthiness determinants?
  - General review of credit rating performed for Gas Marketers and end-use customers holding their own transportation agreements. If required based on credit rating against estimate of potential service requirements, company submits Surety Bond, Parental Guarantee, Cash Security Deposit or Irrevocable Letter of Credit.
6. How do you calculate the security requirement?



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- Highest three months transportation charges are estimated. A shipper incurring under-delivery imbalance cashout penalties may be assessed additional charges based on the penalties assessed.
- 7. What types of security instruments are allowed?
  - See 5 above
- 8. When may the Local Distribution Company call on the security?
  - If following repeated collection attempts payment has not be received, service will be discontinued and security deposit used to cover outstanding debt. In practice, this is a rare occurrence that normally occurs when a customer exits the market-area and fails to pay a final month(s) bill.



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#### Survey

March 27, 2003

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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

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?
  - April 11, 2003
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.



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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<sup>th</sup> 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.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

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?
  - April 11, 2003
3. What jurisdiction are these responses for?
  - Colorado
4. What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?
  - 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



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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?
  - 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?
  - 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?
  - 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.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

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?
  - April 25, 2003
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.



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- 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?
  - There are no “lock box” payment provisions currently in place.
- 7. What are the provisions for terminating the billing agency arrangement?
  - Where the DSP is designated as the Billing Agent for an end-user who holds it’s own agreement (i.e., the end-user is the “Shipper”), the end-user can submit notification to the LDC of agency termination. If an DSP acting as Billing Agent fails to remit, the LDC can notify the end-user of the agency termination and invoice the end-user directly.
  - Where the DSP is the “Shipper” holding a master transportation agreement with the LDC under which the end-user receives service, the end-user can send 30 day advance notice to the LDC that it wishes to terminate transportation service and return to traditional LDC sales or a new DSP can submit a request (accompanied by an Agency Designation Form signed by the end-user authorizing such action) to add



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the end-user to the new DSP's Master Transportation Agreement 4 days prior to the beginning of a month. The LDC can also suspend or terminate transportation service under the DSP's Master Transportation Agreement upon 30 days notice if the DSP for cause (DSP is violating major tariff provisions such as payment requirements or balancing), and end-use customers will either be returned to LDC sales, enter into their own Transportation Agreement with the LDC, or can transfer to a new DSP's Master Transportation Agreement.



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**Survey**

**March 27, 2003**

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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

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?
  - April 28, 2003
3. What jurisdiction are these responses for?
  - 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?
  - 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



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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?
  - 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?
  - The DSP or end-user may file a complaint with the PUC at any time.
8. What alternate methods are available to resolve disputes?
  - PUC complaints or legal action.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

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?
  - April 29, 2003
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?



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- 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 its 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.
1. 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.
  6. 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 its customer(s), it is not normally involved in disputes except for the provision of basic measurement data.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

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?
  - April 29, 2003
3. What jurisdiction are these responses for?
  - Colorado
4. What are the billing options?
  - 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 "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?
  - A standardized multi-tiered bill was developed that first provides the total contract invoice amounts by category (i.e., Transportation-related charges (demand and



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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?
  - 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 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.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Utility Consolidated Billing

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?
  - April 29, 2003
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.



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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?
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.



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There is no priority given to either the Transportation or associated imbalance penalties or back-up supply charges assessed by the LDC



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Supplier Consolidated Billing

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?
  - April 29, 2003
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 Delivery Service Provider 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?



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- 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 its 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
- 9. How are payments processed between the Local Distribution Company and the Delivery Service Provider?
  - See 6 above