



## North American Energy Standards Board

1100 Louisiana, Suite 3625, Houston, Texas 77002  
Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: [naesb@aol.com](mailto:naesb@aol.com)  
Home Page: [www.naesb.org](http://www.naesb.org)

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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? [Washington Gas](#)
2. What is the date of this response? [April 8, 2003](#)
3. What jurisdiction are these responses for? [Virginia, Maryland, District of Columbia](#)
4. How often is the Delivery Service Suppliers' creditworthiness reviewed?  
[Washington Gas has a "Credit Policy and Procedures for Energy Supply Companies"](#)  
[Credit is initially reviewed annually at the time of application and then quarterly within 60 days of the end of the supplier's fiscal quarter.](#)
5. What are the creditworthiness determinants? [Supplier must meet state and federal requirements to supply commodity; must have the ability to deliver commodity continuously in sufficient amounts to meet its' customers' requirements; and have sufficient resources to remain through a 12 month supply cycle.](#)
6. How do you calculate the security requirement? [The security requirement is calculated by a formula derived by the Company which uses information obtained through credit review, and credit evaluation services and information derived by the which will be held in strict confidence by the Company.](#)
7. What types of security instruments are allowed? [Surety Bond from an insurance company rated A or higher; irrevocable letter of credit from a financial institution](#)



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acceptable to Washington Gas; a guarantee in a form acceptable to Washington Gas from an affiliate of the energy supply company whose long-term debt securities are rated no less than Baa2 by Moody's, BBB by Standard & Poor's and BBB Fitch.

8. When may the Local Distribution Company call on the security?

The local distribution company may call on the security at any time the criteria for contracted firm delivery, or creditworthiness is not met.



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#### Survey

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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent? [Washington Gas](#)
2. What is the date of this response? [April 8, 2003](#)
3. What jurisdiction are these responses for? [Virginia, Maryland, District of Columbia](#)
4. What type of historical customer information is available to the Delivery Service Provider? [12 month historical](#)
5. How is the customers' credit information shared with the Delivery Service Provider? [It is not shared.](#)
6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request? [Historical Information is provided within 24 hours.](#)
7. How is the customers' meter read data (consumption) shared with the Delivery Service Provider? [By internet access through the Electronic Bulletin Board posting.](#)
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.](#)
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](#)



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provided with a customer list once a year. The LDC must allow a customer the opportunity to opt-out of such a list.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

1. What entity do you represent? [Washington Gas](#)
2. What is the date of this response? [April 8, 2003](#)
3. What jurisdiction are these responses for? [Virginia, Maryland, District of Columbia](#)
4. What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider? [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? [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? [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? [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.](#)



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

1. What entity do you represent? [Washington Gas](#)
2. What is the date of this response? [April 8, 2003](#)
3. What jurisdiction are these responses for? [Virginia, Maryland, District of Columbia](#)
4. What are the Delivery Service Provider's obligations as the customers' billing agent?  
[To send out a correct bill to the customer.](#)
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 .](#)
6. What are the provisions for the use of a "lock box" payment mechanism? [N/A](#)
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.](#)



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

1. What entity do you represent? [Washington Gas](#)
2. What is the date of this response? [April 8, 2003](#)
3. What jurisdiction are these responses for? [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 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? [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? [Only when they are contacted.](#)



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8. What alternate methods are available to resolve disputes? [The LDC and Supplier work it out together, or go to the Commission with a formal complaint](#)



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

1. What entity do you represent? [Washington Gas](#)
2. What is the date of this response? [April 9, 2003](#)
3. What jurisdiction are these responses for? [Virginia, Maryland, District of Columbia](#)
4. What is the process for resolving a dispute between a Delivery Service Provider and a customer? [The Delivery Service Provider must have](#)
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](#)
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.](#)
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.](#)



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

1. What entity do you represent? [Washington Gas](#)
2. What is the date of this response? [April 9, 2003](#)
3. What jurisdiction are these responses for? [Virginia, Maryland, District of Columbia](#)
4. What are the billing options? [Consolidated , separate billing, or dual billing](#)
5. Who are the billing parties? [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? [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? [Described in the Retail Access rules of each jurisdiction which require both parties to follow them.](#)



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Utility Consolidated Billing

1. What entity do you represent? [Washington Gas](#)
2. What is the date of this response? [April 9, 2003](#)
3. What jurisdiction are these responses for? [Virginia, Maryland, District of Columbia](#)
4. What are the billing options? [Consolidated, Separate, and Dual](#)
5. What are the requirements for the Local Distribution Company to provide a consolidated bill? [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? [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? [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.](#)



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8. What are the minimum elements on a consolidated bill? [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.](#)



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Supplier Consolidated Billing

1. What entity do you represent? [Washington Gas](#)
2. What is the date of this response? [April 9, 2003](#)
3. What jurisdiction are these responses for? [Virginia, Maryland and the District of Columbia](#)
4. What are the billing options? [Consolidated, Separate, Dual](#)
5. What are the requirements for the Delivery Service Provider to provide a consolidated bill? [Must follow the retail rule guidelines set by the Commission](#)
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](#)
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.](#)
8. What are the minimum elements on a consolidated bill? [Minimum elements are described in the retail rules of each jurisdiction](#)



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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.**