



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

Home Page: www.naesb.org

RETAIL GAS QUADRANT

GAS PRACTICES INVENTORY TASK FORCE

Survey

March 27, 2003

SUBCOMMITTEE: Supplier / Utility Interface

CATEGORY: Creditworthiness

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. How often is the Delivery Service Suppliers' creditworthiness reviewed?
5. What are the creditworthiness determinants?
6. How do you calculate the security requirement?
7. What types of security instruments are allowed?
8. When may the Local Distribution Company call on the security?



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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent?

BGE

2. What is the date of this response?

5/15/2003

3. What jurisdiction are these responses for?

Maryland

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

5. How is the customers' credit information shared with the Delivery Service Provider?

No credit information shared

6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?

5 business day turnaround for usage request

7. How is the customers' meter read data (consumption) shared with the Delivery Service Provider?



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By a report when the customer is billed

8. What are the Delivery Service Provider's limits on the use of the customer information?

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



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?
5. What are the invoice payment terms?
6. How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?
7. How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

1. What entity do you represent?

BGE

2. What is the date of this response?

5/15/2003

3. What jurisdiction are these responses for?

Maryland

4. What are the Delivery Service Provider's obligations as the customers' billing agent?

Bill the customer based on consumption

5. What are the Local Distribution Company's obligations in administering the billing agency arrangement?

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?

7. What are the provisions for terminating the billing agency arrangement?



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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.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

1. What entity do you represent?

BGE

2. What is the date of this response?

5/15/2003

3. What jurisdiction are these responses for?

Maryland

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

5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?

6. What is their requirement to meet to resolve a dispute?

7. When does the Public Service Commission become involved during dispute resolution?

When contacted by customer



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8. What alternate methods are available to resolve disputes?

Marketer and BGE will work to resolve disputes.

Issues resolved at Roundtable process



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

1. What entity do you represent?

BGE

2. What is the date of this response?

5/15/03

3. What jurisdiction are these responses for?

Maryland

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

5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?

6. What is the requirement for a Delivery Service Provider to resolve 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?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What are the billing options?
5. Who are the billing parties?
6. What billing format is used and how is it determined?
7. What are the minimum elements on a Delivery Service Provider's bill?
8. How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Utility Consolidated Billing

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What are the billing options?
5. What are the requirements for the Local Distribution Company to provide a consolidated bill?
6. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?
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?
9. How are payments processed between the Local Distribution Company and the Delivery Service Provider?



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