



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? *LDC*
2. What is the date of this response? *April 8, 2003*
3. What jurisdiction are these responses for? *Pennsylvania*
4. How often is the Delivery Service Suppliers' creditworthiness reviewed?
The LDC reserves the right to review information on the Delivery Service Provider during the year when it receives information on the deterioration of a Delivery Service Provider's creditworthiness. There is no mandated number of times for this review, and they are limited to no more than two per year. Evaluations are at the Delivery Service Provider's expense.
5. What are the creditworthiness determinants?
Not specified. Tariff only mentions "acceptable credit rating".
6. How do you calculate the security requirement?
The security requirement is composed of three components: Borrowed Gas; Pipeline Capacity (demand charge); and Interim Billing Period. Formulas are specified for each of these components.
7. What types of security instruments are allowed?
Cash deposit, Letter of Credit, Performance or Surety Bond, or other guaranty.



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

LDC may call on security when there is a supplier default which exposes the LDC to the above three components.



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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent? *LDC*
2. What is the date of this response? *April 8, 2003*
3. What jurisdiction are these responses for? *Pennsylvania*
4. What type of historical customer information is available to the Delivery Service Provider?
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?
Customer's credit information is not shared.
6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?
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?
For billing purposes actual meter reads are shared within three days through EDI.



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

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?

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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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

1. What entity do you represent? *LDC*
2. What is the date of this response? *April 8, 2003*
3. What jurisdiction are these responses for? *Pennsylvania*
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.
5. What are the invoice payment terms?
The Payment Due Date is not less than 15 days from the Bill Transmittal Date.
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.
7. How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?
Overpayments are managed on a case-by-case basis.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

1. What entity do you represent? *LDC*
2. What is the date of this response? *April 8, 2003*
3. What jurisdiction are these responses for? *Pennsylvania*
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.
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.
6. What are the provisions for the use of a "lock box" payment mechanism?
Not specified in the commission regulations.
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.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

1. What entity do you represent? *LDC*
2. What is the date of this response? *April 8, 2003*
3. What jurisdiction are these responses for? *Pennsylvania*
4. What is the initial notification process for a dispute between a Delivery Service Provider and a 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?
These charges are the last to be accounted for by the LDC.
6. What is their 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?



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The commission becomes involved when a customer files a complaint with the commission.

8. What alternate methods are available to resolve disputes?

We are not aware of any alternate methods.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

1. What entity do you represent? *LDC*
2. What is the date of this response? *April 8, 2003*
3. What jurisdiction are these responses for? *Pennsylvania*
4. What is the process for resolving a dispute between a Delivery Service Provider and a customer?
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?
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?
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?



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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.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

1. What entity do you represent? *LDC*
2. What is the date of this response? *April 8, 2003*
3. What jurisdiction are these responses for? *Pennsylvania*
4. What are the billing options?
*Dual Billing (LDC and Delivery Service Supplier render separate bills);
Utility Consolidated Billing (LDC renders one consolidated bill).*
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?



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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.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Utility Consolidated Billing

1. What entity do you represent? *LDC*
2. What is the date of this response? *April 8, 2003*
3. What jurisdiction are these responses for? *Pennsylvania*
4. What are the billing options?
Dual Billing and Consolidated Billing
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.
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.
7. What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?



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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.

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.

9. How are payments processed between the Local Distribution Company and the Delivery Service Provider?

Payments are processed through EDI.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Supplier Consolidated Billing

1. What entity do you represent? *LDC*
2. What is the date of this response? *April 8, 2003*
3. What jurisdiction are these responses for? *Pennsylvania*
4. What are the billing options?
LDC's are not required by PA Commission regulations to offer this service.
5. What are the requirements for the Delivery Service Provider to provide a consolidated bill? *n/a*
6. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider? *n/a*
7. What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider? *n/a*
8. What are the minimum elements on a consolidated bill? *n/a*
9. How are payments processed between the Local Distribution Company and the Delivery Service Provider? *n/a*