



RETAIL GAS QUADRANT

GAS PRACTICES INVENTORY TASK FORCE

Survey

March 27, 2003

SUBCOMMITTEE: Supplier / Utility Interface

CATEGORY: Creditworthiness

1. What entity do you represent?
Shell Energy Services Company, L.L.C., a marketer of natural gas
2. What is the date of this response?
April 7, 2003
3. What jurisdiction are these responses for?
Georgia (Atlanta Gas Light delivery area) and Ohio (DEO and CGO delivery areas)
4. How often is the Delivery Service Suppliers' creditworthiness reviewed?
The LDC reviews marketer creditworthiness by its own schedule. This company reviews the creditworthiness of the LDC annually.
5. What are the creditworthiness determinants?
The LDC's financial statement is analyzed by our Credit Department using standard credit tools and analysis.
6. How do you calculate the security requirement?
We calculate our maximum exposure at risk and then determine the security requirement.
7. What types of security instruments are allowed?
Security may be posted in the form of cash, a letter of credit, or a surety bond.



North American Energy Standards Board

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

The LCO may call on the security for the exposure if the amount is generally driven by the number of customers supplied by a marketer in the respective LDC.



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SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent?
[Shell Energy Services Company, L.L.C., a marketer of natural gas](#)
2. What is the date of this response?
[April 7, 2003](#)
3. What jurisdiction are these responses for?
[Georgia \(Atlanta Gas Light delivery area\) and Ohio \(DEO and CGO delivery areas\)](#)
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.](#)
5. How is the customers' credit information shared with the Delivery Service Provider?
[It is not shared when marketer has sole billing responsibility](#)
6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?



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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.

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.

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.

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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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

1. What entity do you represent?
[Shell Energy Services Company, L.L.C., a marketer of natural gas](#)
2. What is the date of this response?
[April 7, 2003](#)
3. What jurisdiction are these responses for?
[Ohio \(DEO and CGO delivery areas\)](#)
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?
2. What is the date of this response?
3. What jurisdiction are these responses for?
Georgia (Atlanta Gas Light delivery area) and Ohio (DEO and CGO delivery areas)
4. What are the Delivery Service Provider's obligations as the customers' billing agent?
5. What are the Local Distribution Company's obligations in administering the billing agency arrangement?
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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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

1. What entity do you represent?
[Shell Energy Services Company, L.L.C., a marketer of natural gas](#)
2. What is the date of this response?
[April 7, 2003](#)
3. What jurisdiction are these responses for?
[Georgia \(Atlanta Gas Light delivery area\) and Ohio \(DEO and CGO delivery areas\)](#)
4. What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?
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.](#)
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.](#)



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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.

8. What alternate methods are available to resolve disputes?

There are no formal methods other than the courts.



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March 27, 2003

SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

1. What entity do you represent?
Shell Energy Services Company, L.L.C., a marketer of natural gas
2. What is the date of this response?
April 7, 2003
3. What jurisdiction are these responses for?
Georgia (Atlanta Gas Light delivery area) and Ohio (DEO and CGO delivery areas)
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.
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.



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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.

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

See question 4.

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.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

1. What entity do you represent?
[Shell Energy Services Company, L.L.C., a marketer of natural gas](#)
2. What is the date of this response?
[April 7, 2003](#)
3. What jurisdiction are these responses for?
[Georgia \(Atlanta Gas Light delivery area\) and Ohio \(DEO and CGO delivery areas\)](#)
4. What are the billing options?
[This does not apply to either delivery area.](#)
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?
[Shell Energy Services Company, L.L.C., a marketer of natural gas](#)
2. What is the date of this response?
[April 7, 2003](#)
3. What jurisdiction are these responses for?
[Ohio \(DEO and CGO delivery areas\)](#)
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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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Supplier Consolidated Billing

1. What entity do you represent?
Shell Energy Services Company, L.L.C., a marketer of natural gas
2. What is the date of this response?
April 7, 2003
3. What jurisdiction are these responses for?
Georgia (Atlanta Gas Light delivery area)
4. What are the billing options?
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 Delivery Service Provider to provide a consolidated bill?
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?



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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?

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?

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.

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

Not applicable