



North American Energy Standards Board

1301 Fannin, Suite 2350, 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

DRAFT - Request for Information

July 08, 2003

SUBCOMMITTEE: N/A

CATEGORY: Requirements for New Delivery Service Customers

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for enrolling new delivery service customers?
5. What customer information is required?
6. How does the delivery service program supplier commence service to the new customer?
7. What other requirements are necessary for a customer to be eligible for participation in the delivery service program?



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SUBCOMMITTEE: N/A

CATEGORY: Customer Financial Security Requirements

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What fees, deposits or other financial requirements are necessary for a customer to be eligible for participation in the delivery service program?



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CATEGORY: Customer Contract Terms and Conditions

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 required terms and conditions of the contract between the customer and the delivery service program supplier?
5. What are the provisions for negative option contracts?



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CATEGORY: Partial-Requirements Customers

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 restrictions for partial-requirements customers (those with demand split between tariff rates) being eligible for delivery service?



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CATEGORY: Requirements Governing a Customer Switch Between Delivery Service Program Suppliers

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for delivery service customers to switch between delivery service program suppliers?
5. What customer enrollment information is required?
6. What utility enrollment information is required?
7. What is the notification period for a switch between delivery service program suppliers?
8. How often may a delivery service customer switch between delivery service program suppliers?
9. What fees are imposed on the delivery service customer for switching between delivery service program suppliers?
10. How are switching delivery service customers verified between the utility and the delivery service program supplier?
11. What provisions are there for automatic re-enrollment or evergreen contracts?



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CATEGORY: Regulatory Requirements of Delivery Service Program Suppliers

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 restrictions regarding advertising by delivery service program suppliers?
5. What are the general terms and conditions for customer solicitations by delivery service program suppliers?
6. What are the requirements for the delivery service program supplier regarding the use of telephone solicitations?
7. What are the requirements for the delivery service program supplier regarding the use of price to compare information?
8. What are the requirements for the delivery service program supplier regarding the use of third-party verification?



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CATEGORY: Delivery Service Program Supplier Licensing

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the applicability of this jurisdiction's delivery service program supplier licensing requirement?
5. What is the process for the delivery service program supplier to obtain a license in this jurisdiction?
6. What are the requirements for the delivery service program supplier to provide proof of license to the utility?
7. What is the delivery service program supplier license renewal requirement?
8. What are the fees associated with obtaining a delivery service program supplier license in this jurisdiction?



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CATEGORY: Assignment of Delivery Service Program Supplier Contracts (Customers)

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for a delivery service program supplier to assign contracts (customers) to another delivery service program supplier?
5. What are the requirements for the delivery service program supplier to effectuate the contract (customer) assignment?



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CATEGORY: Slamming Prevention Process

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for preventing delivery service program suppliers from slamming customers?
5. What provisions are there to allow customer recissions?
6. What are the responsibilities of the utility?
7. What are the responsibilities of the delivery service program supplier?



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CATEGORY: Discontinuance of Service – Voluntary

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for delivery service program suppliers to voluntarily discontinue service in a utility's delivery service program?
5. What are the requirements for the delivery service program supplier to voluntarily exit from the utility's program?
6. What are the requirements for the utility to effectuate the delivery service program supplier's voluntary exit?



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CATEGORY: Discontinuance of Service – Involuntary

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 reasons for which a delivery service program supplier may be involuntarily removed by the utility from a utility's delivery service program?
5. What are the reasons for which a delivery service program supplier may be involuntarily removed by the public service commission from a utility's delivery service program?
6. What are the requirements for the delivery service program supplier when involuntarily removed from the utility's program?
7. What are the requirements for the utility to effectuate the delivery service program supplier's involuntary exit?



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CATEGORY: Discontinuance of Service – Customer Request

1. What entity do you represent?
2. What is the date of this response?
3. What jurisdiction are these responses for?
4. What is the process for delivery service customers to voluntarily discontinue service from a delivery service program supplier?
5. What are the requirements for the utility to effectuate the delivery service customer's voluntary exit from the delivery service program supplier?
6. What are the requirements for the delivery service program supplier to effectuate the delivery service customer's voluntarily exit?



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CATEGORY: Payment Collection and Competitive Metering Services

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 restrictions regarding disconnection of service for non-payment of delivery service program supplier bills?
5. What payment collection services are delivery service program suppliers allowed to use in this jurisdiction?
6. What competitive metering services are delivery service program suppliers allowed to use in this jurisdiction?