

## INTRODUCTION

The North American Energy Standards Board (NAESB) is a voluntary non-profit organization comprised of members from all aspects of the gas and electric industries. The NAESB mission is to take the lead in developing and implementing Model Business Practices across the industry to standardize and streamline business practices and to simplify and expand supporting electronic communication. This will lead to a seamless North American marketplace for energy, as recognized by its customers, the business community, industry participants and regulatory bodies.

Within NAESB, the Retail Electric Quadrant (REQ) focuses on issues impacting the retail sale of electricity to end-use Customers. REQ Model Business Practices are intended to provide guidance to Distribution Companies, Suppliers, and other Market Participants involved in providing competitive electric service to end-use Customers. The focus of this particular section (book?) is the process of establishing credit between Distribution Companies and Suppliers to enable them to work together serving retail access Customers. The Model Business Practices contained herein are a product of the North American Energy Standards Board.

The Model Business Practices are written as 'minimums,' which industry participants are encouraged to exceed (if they are not doing so already) through provision of value-added services and customized arrangements. NAESB defines 'exceed the minimum standard' to mean surpassing the Model Business Practices without negatively impacting contracting and non-contracting parties. All of the Model Business Practices have been adopted in the realization that as the industry evolves and uses the Model Business Practices, additional and amended NAESB REQ Model Business Practices may be necessary. Any industry participant seeking additional or amended Model Business Practices (including principles, definitions, Model Business Practices, data elements, process descriptions, technical implementation instructions) should submit a request to the NAESB office, detailing the change, so that the appropriate process may take place to amend the Model Business Practices.

### **TAB 1 Version Notes**

Contains a summary of changes to this version and all preceding versions.

### **TAB 2 Introduction**

Provides a background statement about NAESB's Mission and the underlying concepts behind the design and use of this guide.

### **TAB 3 Executive Summary**

Provides a brief outline of the industry business situation that is the basis for development of this guide.

**TAB 4 Business Process & Practices**

Provides a brief overview of the business process and the NAESB REQ approved principles, definitions, Model Business Practices and interpretations related to the business process covered by this guide.

**TAB 5 Related Model Business Practices**

Provides a reference to any related Model Business Practices, including Model Business Practices and standards from other organizations, that were used in development of this set of Model Business Practices or that relate to implementation of these NAESB REQ Model Business Practices.