| **NORTH AMERICAN ENERGY STANDARDS BOARD**  **2011 ANNUAL PLAN for the RETAIL GAS and ELECTRIC QUADRANTS**  **Approved by the Board of Directors on 12-8-11** | | | | | | |
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|  | | **Item Number & Description[[1]](#endnote-1)** | | | **Completion[[2]](#endnote-2)** | **Assignment[[3]](#endnote-3)[[4]](#endnote-4)** |
| 1. | | Develop Technical Electronic Implementation Standards and Data Dictionaries – Book 10: Customer Enrollment, Drop and Account Information Change | | |  |  |
|  | | a.. | For the Distribution Company Registration Model Registration Agent Model  Status: Not Started | | 2011 | TEIS |
| 2. | Develop NAESB Certification checklist criteria for Retail Quadrants to be used in the NAESB Certification Program. The certification checklist may address test scripts, a checklist of items to be tested, data connectivity for test scripts and EDM testing.  Status: Not Started. Dependent upon publication of Version 2.0 at a minimum, but more dependent upon completion of Customer Choice efforts, expected 2012 at the earliest. | | | | 2012 | Ad Hoc EC Certification Group |
| 3. | Review and develop business practices standards to Demand Response, Demand Side Management and Energy Efficiency Programs  Review and develop needed model business practices for a standardized method for quantifying benefits, savings, cost avoidance and/or the reduction in energy demand and usage derived from the implementation of demand side management and energy efficiency programs. This effort will include demand side response, energy efficiency programs and metering, including the 'curtailment service provider' program. The wholesale and retail demand response work groups and the Smart Grid Standards Subcommittees should actively and timely communicate and coordinate work products to ensure consistency between the three work groups. Each work group should take into account the work products developed by the other. | | | | | |
|  | a. | | Develop glossary for business practice standards  Status: Ongoing | | Ongoing | Joint WEQ/REQ DSM Subcommittee |
|  | b. | | Develop business practice standards used to measure and verify reductions in energy and demand from energy efficiency in wholesale and retail markets.[[5]](#endnote-5) This includes developing business practice standards to measure and verify energy reductions for energy efficiency or a stand-alone Energy Efficiency Portfolio Standard.  Status: Underway | | 2nd Q, 2012 | Joint WEQ/REQ DSM-EE Subcommittee |
|  | c. | | Develop business practice standards used to measure and verify reductions in energy and demand from energy efficiency in wholesale and retail markets.[[6]](#endnote-6) This includes developing business practice standards to measure and verify energy reductions that are made to comply with a Renewable Portfolio Standard.  Status: Not Started | | 4th Q, 2012 | REQ DSM-EE Subcommittee |
|  | d. | | Harmonize DSM-EE glossary with Retail Glossary  Status: Ongoing | | Ongoing | REQ/RGQ Glossary Subcommittee |
| 4. | Overview of Retail Gas and Retail Electric Quadrant Procedures | | | |  |  |
|  | a. | | Develop process flows and online navigational aids to support the procedures and to be provided as Retail orientation materials.  Status: Not Started | | 2nd Q, 2012 | BPS |
| 5. | Additional Registration Agent Processes | | | |  |  |
|  | a. | | Review all existing Model Business Practices to determine if there are other Registration Agent Model processes not covered, and develop a prioritized list of those processes, if any.  Status: Completed | | 3rd Q, 2011 | BPS |
|  | b. | | Develop Model Business Practices and Process Flows for those Registration Agent Model processes on the prioritized list developed in (a) above, if any.  Status: Completed | | 4th Q, 2011 | BPS |
|  | c. | | Develop Technical Electronic Implementation Standards and Data Dictionaries to support Model Business Practices of Book 14 – Service Requests, Disconnections and Reconnections in the registration Agent Model  Status: Delayed – subcommittee inactive | | 2012 | IR/TEIS |
|  | d. | | Develop Technical Electronic Implementation Standards and Data Dictionaries to support any Model Business Practices developed in (b) above  Status: Delayed – subcommittee inactive | | 2012 | IR/TEIS |
| 6. | Supplier Certification  Develop practices to register/certify new Suppliers.  Status: Underway | | | | 4th Q, 2011 | BPS |
| 7. | Supplier Marketing Practices | | | |  |  |
|  | a. | | Phase 1: Develop Model Business Practices providing for a “Consumer Disclosure Statement” to be presented to residential and small commercial customers describing the Supplier’s service offering and related contract provisions. This statement would also identify how certain Supplier-Customer interactions are conducted.  Amongst the topics to be considered for inclusion on the statement would be the following:  • the most important terms of the Supplier agreement, such as the contract’s term and termination fee provisions;  • training and identification of Supplier marketing representatives;  • protocols for Supplier in-person and telephone contacts with customers;  • added measures for protecting non-English speaking customers; and  • Processes for handling customer complaints and resolving disputes arising from Supplier marketing activities.  Status: Completed | | 2nd Q, 2011 | BPS |
|  | b. | | Phase 2: Review RXQ.23.3.8.3 of the Supplier Marketer Practices[[7]](#footnote-1)  Status: Completed | | 3rd Q, 2011 | BPS |
| 8 | Develop Smart Grid Wholesale and Retail Electric Standards | | | |  |  |
|  | a. | | Harmonize Smart Grid glossary with Retail Glossary  Status: Underway | | Ongoing | REQ/RGQ Glossary Subcommittee |
|  | b. | | Develop standards to support PAP 10 – Standards Energy Usage Information | |  |  |
|  |  | | i. | Develop Information Model and related business practices – Phase 2, Harmonization with CIM and SEP 2.0  Status: Not Started, pending discussions with CIM and SEP 2.0 | 2011 | Joint WEQ/REQ PAP 10 SGS Subcommittee |
|  | c. | | Develop standards to support inclusion of OpenADE requirements document into the NAESB Smart Grid standards ([R10008](http://www.naesb.org/pdf4/r10008.doc)), specifically to standardize the exchange of Energy Usage Information.  Status: Completed | | 2nd Q, 2011 | REQ PAP 10 SGS Subcommittee Energy Services Provider Interface Task Force |
|  | d. | | Develop retail electric model business practices for third party access to consumer smart grid data with considerations for data privacy practices those third parties should employ ([R10012](http://www.naesb.org/pdf4/r10012.doc))  Status: Completed | | 2nd Q, 2011 | REQ PAP 10 SGS Subcommittee Data Privacy Task Force |
| 9. | Customer Information - Develop Model Business Practices and Process Flows to enable a Retail Customer, or a third party acting on behalf of the Retail Customer, to obtain the retail Customer’s energy usage information on an on-going basis outside of a Smart Grid environment  Status: Not Started, this development is tied to the development for item 8(d). | | | | 3rd Q, 2012 | BPS |
| 10. | Update Existing Model Business Practices – Review and update all existing Model Business Practices, filling in any gaps that may exist and making the language consistent throughout all Books. | | | |  |  |
|  | a. | | Book 1 – Market Participant Interactions  Status: Underway | | 1st Q, 2012 | BPS |
|  | b. | | Book 2 – Creditworthiness  Status: Underway | | 1st Q, 2012 | BPS |
|  | c. | | Book 3 – Billing and Payments  Status: Not Started | | 2nd Q, 2012 | BPS |
|  | d. | | Book 4 – Distribution Company – Supplier Disputes  Status: Not Started | | 2nd Q, 2012 | BPS |
|  | d1. | | Book 6 – Contracts  Status: Underway | | 4th Q, 2011 | BPS |
|  | e. | | Book 8 – Customer Information  Status: Not Started | | 3rd Q, 2012 | BPS |
|  | f. | | Book 9 – Customer Billing and Payment Notification via Uniform Electronic Transactions  Status: Not Started | | 4th Q, 2012 | BPS |
|  | g. | | Book 10 – Customer Enrollment, Drop, and Account Information Change  Status: Not Started | | 2013 | BPS |
|  | h. | | Book 11 - Customer Enrollment, Drop, and Account Information Change Using a Registration Agent  Status: Not Started | | 2013 | BPS |
|  | i. | | Book 12 – Customer Inquiries  Status: Not Started | | 2013 | BPS |
|  | j. | | Book 14 – Service Request, Disconnection and Reconnection in the Registration Agent Model  Status: Not Started | | 2014 | BPS |
| 11. | Create common interfaces and data structures necessary for enrolling DR sites into a DR program | | | |  |  |
|  | a. | | Enrollment process model business practices development ([R10002](http://www.naesb.org/pdf4/r10002.doc))  Status: Underway | | 1st Q, 2012 | REQ DSM-EE Subcommittee |
|  |  | |  | |  |  |
| **Program of Standards Maintenance & Fully Staffed Standards Work[[8]](#endnote-7)** | | | | | | |
|  | | Business Practice Requests | | | Ongoing | Assigned by the EC |
|  | | Information Requirements and Technical Mapping of Business Practices | | | Ongoing | Assigned by the EC |
|  | | Ongoing Interpretations for Clarifying Language Ambiguities | | | Ongoing | Assigned by the EC |
|  | | Ongoing Maintenance of Code Values and Other Technical Matters | | | Ongoing | Assigned by the EC |
|  | | Ongoing Development and Maintenance of Definitions | | | Ongoing | Glossary |
|  | | Ongoing Development and Maintenance of Model Business Practices | | | Ongoing | BPS |

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| **Provisional Activities** | | |
|  | **Joint Effort:** | |
|  |  | Modify TPA as necessary. |
|  |  | Review security standards as may be deemed necessary, such as Public Key Infrastructure (PKI). |
|  |  | Review and update the technical implementation of Book 3 – Billing and Payment. |
|  |  | Develop XML transactions to support customer choice programs. |
|  | **Retail Electric Quadrant Effort Only:** | |
|  |  | Retail Meter Data Validation, Editing & Estimating: Develop procedures for ensuring the integrity and validity of retail customer metering data that is needed by utilities and suppliers for billing, etc. Issues related to unbundled or competitive metering are not to be considered. |
|  |  | Settlement Process: Reconcile energy schedules and energy delivered by suppliers within a given market. Note: will need to be coordinated with the WEQ for the REQ. |
|  |  | Develop business practice standards for cap and trade programs for green house gas. |
|  | **Retail Gas Quadrant Effort Only:** | |
|  |  | Examine Wholesale Gas Quadrant Non-EDM Standards for applicability to retail business practices. |
|  |  | Settlement Process: Reconcile energy schedules and energy delivered by suppliers within a given market. |

**Retail Electric & Retail Gas**

**Quadrant Executive Committees**

**(REQ and RGQ ECs)**

**Business Practices Subcommittee (BPS)**

**Contracts Subcommittee (dormant)**

**Glossary Subcommittee**

**Retail Ad Hoc Texas Task Force (\*)**

**Technical Electronic**

**Implementation Subcommittee (TEIS)**

**Model Business**

**Practice**

**Development**

**Task Forces & Working Groups**

**Technical**

**Standards**

**Development**

**Joint Retail/WEQ DSM-EE Subcommittee**

**Information Requirements Subcommittee (IR)**

**PAP 10 Smart Grid Standards Subcommittee (\*\*\*)**

**Smart Grid Standards Development Subcommittee (\*\*)**

NAESB Retail Subcommittee Leadership: [[9]](#endnote-8)

Executive Committee: Mike Novak, Chair (RGQ), Phil Precht, Chair (REQ)

Business Practices Subcommittee: Phil Precht (REQ), Dan Jones (RGQ)

Information Requirements Subcommittee: Jennifer Teel (REQ)

Technical Electronic Implementation Subcommittee: Judy Ray (REQ)

Glossary Subcommittee: Patrick Eynon (REQ)

DSM-EE Subcommittee: Ruth Kiselewich (Retail), Roy True (WEQ), and Paul Wattles (WEQ)

Retail Ad Hoc Texas Task Force: Debbie McKeever (REQ) and Susan Munson (REQ)

(\*) The Retail Ad Hoc Texas Task Force may draft MBPs, process flows, implementation guides and technical standards supportive of the Registration Agent. The group is chaired by Debbie McKeever and Susan Munson.

(\*\*) The Smart Grid Standards Subcommittee is a joint group of the retail electric and wholesale electric quadrants with other standards development groups such as OASIS, CalConnect, FIX and UCAIug, and includes other groups. Direction may be given from NIST, DoE or FERC and the group reports jointly to the NAESB Board Smart Grid Strategic Steering Committee and the REQ EC. The group is chaired by Wayne Longcore, Joe Zhou and Robert Burke.

(\*\*\*) The PAP 10 Smart Grid Standards Subcommittee is a joint group of the retail electric and wholesale electric quadrants with other standards development groups such as OASIS, UCAIug, OpenADE, ZigBee, ASHRAE, EIS Alliance, NARUC and includes other groups. Direction may be given from NIST, DoE or FERC and the group reports jointly to the NAESB Board Smart Grid Strategic Steering Committee and the REQ EC. The group is chaired by Phil Precht, Cathy Wesley, Sharon Dinges, David Kaufman, Brad Ramsay, Tobin Richardson and Ed Koch.  
The PAP 10 Smart Grid Standards Subcommittee has created a Energy Services Providers Interface Task Force led by Dave Mollerstuen of Tendril, Steve Van Ausdall of Xtensible and Chad Maglaque of Xtreme Consulting Group to address the OpenADE request R10008.

1. Retail 2011 Annual Plan End Notes:

   As outlined in the NAESB Bylaws, the REQ and RGQ will also address requests submitted by members and assigned to the REQ and RGQ through the Triage Process. [↑](#endnote-ref-1)
2. Dates in the completion column are by end of the quarter for completion by the assigned committee. The dates do not necessarily mean that the standards are fully staffed to be implementable by the industry, and/or ratified by membership. If one item is completed earlier than planned, another item can begin earlier and possibly complete earlier than planned. There are no begin dates on the plan. [↑](#endnote-ref-2)
3. The assignments are abbreviated. The abbreviations and committee structure can be found at the end of the annual plan document. [↑](#endnote-ref-3)
4. The DSM-EE subcommittee has split into several separate groups to support concurrent development of separate standards sets. [↑](#endnote-ref-4)
5. Energy efficiency may be a wholesale product, such as capacity. Energy efficiency in retail markets may be from individual energy efficiency measures at the project level or a portfolio of projects that make up an energy efficiency program. [↑](#endnote-ref-5)
6. Energy efficiency may be a wholesale product, such as capacity. Energy efficiency in retail markets may be from individual energy efficiency measures at the project level or a portfolio of projects that make up an energy efficiency program. [↑](#endnote-ref-6)
7. Please reference the August 17, 2011 Retail EC meeting minutes. [↑](#footnote-ref-1)
8. This work is considered routine maintenance and thus the items are not separately numbered. The REQ and RGQ ECs will assign maintenance efforts on a request-by-request basis. [↑](#endnote-ref-7)
9. The ECs and the subcommittees can create task forces and working groups to support their development activities for development of model business practices and technical standards. [↑](#endnote-ref-8)