

North American Energy Standards Board

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NORTH AMERICAN ENERGY STANDARDS BOARD 2002-2003 ANNUAL PLAN - RETAIL ELECTRIC QUADRANT¹

[Note to readers of this document: The "Notes" enclosed in brackets are provided herein for explanation only. They will be removed from the final document. Redlined "Comments" indicate items to be discussed at the next REQ conference call.]

Item Number & Description ²	Priority ³	Completion ⁴	Assignment
Retail Access Uniform Business Practices (UBP)⁵			
1 Customer Information <i>Develop practices for the release, collection, exchange & maintenance of customer information between Distributors and Suppliers.</i> [Note: Such practices may involve the customer authorization process, and the necessary data elements and the process for providing pre-enrollment information, customer lists, enrollment information and post-enrollment information.]	High	4 th Qtr 2002 SCT: 3 rd Qtr 2003	Customer Interface Subcommittee
2 Supplier Licensing <i>Develop practices for licensing Suppliers with state utility commissions and for registering suppliers with distributors.</i> [Note: Such practices may involve the applications process and requirements.]	Low	4 th Qtr 2002 SCT: 3 rd Qtr 2003	Supplier Interface Subcommittee
3 Market Participant Interactions <i>Develop protocols for communications and interactions between Distributors and Suppliers except for issues that are addressed in items 6 and 9</i>	Low	1 st Qtr 2003	Supplier Interface Subcommittee

¹ As outlined in the NAESB Bylaws, the REQ will also address requests submitted by members and assigned to the REQ through the Triage Process.

² The item number is provided only as a line reference. It is not intended to indicate the priority or sequence in which the item will be addressed. [Note: Since the line numbers above do not reflect the priority of each item, SCT's comments -- which included a rearrangement of the item numbers -- has not been incorporated into this draft. SCT's revised completion dates have been included.]

³ [NOTE: The priority rankings in this column are shown for exemplary purposes only. Whether or not to include this column and rankings -- as determined by the REQ -- will be a topic of discussion at the next conference call. If this column is retained, this footnote will be deleted from the final plan submitted to the NAESB board.]

⁴ 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 so as 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.

⁵ A "Glossary" exists from the November 2000 UBP document that should be maintained and updated as a common glossary for all items under this sub-heading as the sub-committees address the UBP items in this section of the Plan.

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<i>below.</i>			
<p>[Note: Such practices may involve the content and framework of the governing documents (ie. Regulatory documents/orders, a Master Service Agreement between the parties, Operational Manuals, etc) that would establish the legal relationship, obligations and roles of both the Distributor and the Supplier. Such practices may also establish performance standards between the market participants.]</p>			
4 Customer Inquiries	Medium	1 st Qtr 2003	Customer Interface Subcommittee
<p><i>Develop procedures for responding to customer inquiries directed to Distributors and/or Suppliers and for notification of the other party.</i></p>		SCT: 2 nd Qtr 2003	
<p>[Note: Such practices may involve the management of inquiries involving switching and enrollment, billing, changes in customer account information, customer disputes and distribution emergencies]</p>			
5 Customer Enrollment & Switching	High	2 nd Qtr 2003	Customer Interface Subcommittee
<p><i>Develop practices for Distributors to process customer switch requests from Suppliers, for maintaining current customer account information regarding a customer's Supplier, and for notifying affected parties.</i></p>		SCT: 4 th Qtr 2003	
<p>[Note: Such practices may establish the enrollment and customer authorization requirements between a Supplier and a Customer for written, telephone and internet enrollments (and other possible forms), establish the practices for Distributors to process, validate and communicate switch requests to/from Suppliers.]</p>		EnCana: 1 st Qtr 3003	
<p>[Nat'l Grid Comment: Would put Customer Enrollment and Switching higher up in the priority sequence than #5-2nd Qtr 2003, perhaps even first in REQ's order of battle. This area lends itself to standardization and has no real competitive downside, i.e., no stakeholder gains or loses if it's done a different way, and there are serious switching problems in several states that could be addressed through national standards. There are clear practical choices to be made here as well. Distributors may say that there are significant costs to reworking their existing systems, but that's going to be a problem in several of the process areas for markets that are currently open and therefore will have to be addressed globally, as it was in UBP.</p>		Nat Grid: 4 th Qtr 2002	
6 Utility - Supplier Disputes	Low	2 nd Qtr 2003	Supplier Interface Subcommittee
<p><i>Develop dispute resolution procedures applicable to</i></p>		SCT: 1 st Qtr 2003	

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<i>differences between Distributors and Suppliers.</i>			
[Note: Such practices would be included in the governing documents.]			
7 Load Profiling	Medium	3 rd Qtr 2003 SCT: 4 th Qtr 2002	Supplier Interface Subcommittee
<i>Develop practices for using statistical methods to estimate interval consumption by customers who do not have interval meters.</i>			
[EnCana comment: Profile practices should be used for scheduling and settlement purposes (requires coordination with Wholesale Electric Quadrant)]			
8 Billing & Payments ⁶	High	4 th Qtr 2003 SCT: 4 th Qtr 2002 EnCana: 3 rd Qtr 2003	Customer Interface Subcommittee
<i>Develop practices for billing customers and remitting payments to parties providing services to the customer.</i>			
[Note: Such practices may involve the establishment of the necessary billing information that needs to be communicated between Distributors and Suppliers for different billing options (ie. dual bills or consolidated bills, and if consolidated bills - rate ready, bill ready), the timing for providing such information between the market participants, the information that should be included on customer's bills, and the payment procedures between the Distributor and the Supplier under different payment options (ie. assumption of receivables, pay-as-you-get-paid, etc)]			
9 Creditworthiness Standards	High	4 th Qtr 2003 SCT: 2 nd Qtr 2003	Supplier Interface Subcommittee
<i>Develop practices for extending commercial credit by Distributors to Suppliers to cover financial risk.</i>			
[Note: Such practices may involve creditworthiness determination, maintenance of creditworthiness, determination of exposure, acceptable instruments of			

⁶ Includes Retail Meter Data VEE [Validation, Editing & Estimating], Retail Meter Data Restatements and Supplier Delivery Point identification program) (SCT Comment: Embedding metering & usage reporting activities within billing & payment seems unwise. It hides a very large task within another extremely significant piece of work.)

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security, and calling on security.]			
Data Exchange Protocols⁷			
[SCT comment: Dates for protocol completion (as the footnote says) would align with the dates for business practice completion as modified in our suggested re-numbering]			
10 Technical Electronic Implementation Standards - Customer Information		1 st Qtr 2003	Technical Electronic Implementation
11 Technical Electronic Implementation Standards - Customer Enrollment and Switching		3 rd Qtr 2003 EnCana: 2nd Qtr 2003	Technical Electronic Implementation
12 Technical Electronic Implementation Standards - Load Profiling		4 th Qtr 2003	Technical Electronic Implementation
13 Technical Electronic Implementation Standards - Billing & Payments		1Qtr 2004 EnCana: 4th Qtr 2003	Technical Electronic Implementation
14 Electronic Delivery Mechanisms [SCT comment: It might be appropriate to identify the electronic delivery mechanism(s) by which I understand delivery methods like VANs and Internet-based data transport -- prior to developing the data exchange markup for the various business practices. Markup is not necessarily dependent on transport method, but the costs associated with different delivery methods may impact on the type of markup chosen. [A further explanation, by analogy: if you pay by the ounce for delivery, you would probably choose the lightest possible packaging needed to protect your payload.]		2 nd Qtr 2003 EnCana: 4th Qtr 2002	Technical Electronic Implementation
[EnCana comment: Practices and protocols should be coordinated with al other NAESB Quadrants since EDM probably used by all for at least one electronic exchange of data or information.]			

⁷ Data exchange standards for Uniform Business Practices should be completed by the end of the quarter following the quarter in which the Board adopts the model business practices for that area of focus.

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Provisional Activities⁸

[Nat'l Grid Comment: The provisional activities list represents a real challenge to the success of the REQ in my mind. My sense is that a decision to pursue any of the listed items would push the scope well out of where the real value is, dilute the effort and risk polarizing the participants. These also go more deeply into policy than practices. While there is a voting structure for the REQ's/NAESB's standards building work, the process will work best if there is also a high degree of consensus among participants about standards being adopted. The provisional list contains a series of potentially divisive topics.]

Settlement Process

Develop standards for providing and processing data necessary to reconcile a Supplier's hourly imbalance between energy delivered to Distributor's control area and the actual customer load (requires coordination with Wholesale Electric Quadrant)

Environmental Disclosure

Develop standards for disclosing generation mix and emissions data to customers

Distributed Generation

Develop standards for customers to connect small on-site generation and for handling net energy metering

Unbundled Competitive Retail Metering

⁸ To the extent that it is determined that any of the provisional activities should be worked upon during the year, the Board has the discretion to modify the annual plan.