



## North American Energy Standards Board

1100 Louisiana, Suite 3625, Houston, Texas 77002  
Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@aol.com  
Home Page: www.naesb.org

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**TO:** NAESB REQ EC Teleconference, Posting for Interested Industry Participants  
**FROM:** Meghan McMillan, NAESB Staff  
**RE:** Final Minutes from the NAESB REQ Executive Committee Conference Call – July 10, 2002  
**DATE:** July 12, 2002

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**North American Energy Standards Board**  
**Retail Electric Quadrant Executive Committee Teleconference**  
**July 10, 2002 – 12:00p.m. – 2:00p.m.**  
**Final Minutes**

### 1. Administrative

> Mr. Minneman opened the meeting at 12:08pm CST, welcoming all participants and giving the antitrust guidelines. Mr. Minneman then made participants aware that he wants to continue to run these conference calls as they have been run in the past; however, there will be Executive Committee meetings which will allow us to take prompt action on any items requiring EC approval.

> The agenda for today's meeting was adopted unanimously as written.

> Mr. Minneman then proposed the adoption of the draft minutes from the June 19, 2002 meeting. Ms. Hess suggested one change to those draft minutes as follows: in the interest of clarification regarding REQ subcommittees and best practices, she suggested that the sentence reading "It was assumed in our annual plan that one of the expectations is that the subcommittees would do this" be changed to read "it was assumed in our annual plan that our subcommittees would investigate best practices." It was agreed that this change was appropriate. Ms. Hess then made a motion to adopt the draft minutes as modified. The motion was seconded by Mr. Anthony and the minutes were adopted with the modification.

### 2. Update on RGQ Annual Plan

Mr. Zavodnick gave an update on the progress of the RGQ annual plan which included the following. Changes were made in the priorities of two issues. It was decided that the inventory of existing best practices within states remain a separate line item. There was significant discussion on matters of policy vs. practice especially regarding credit-worthiness and supplier licensing. Mr. Zavodnick indicated that a task force has been put together to figure out how the inventory of existing best practices can best be done (not to do the inventory but come up with a means to do it). He informed participants that this is an AGA task force that is not run under NAESB. Mr. Minneman asked if this task force is open to other segments. Mr. Zavodnick responded that their intent is to brainstorm within the LDC segment at this time. When the Quadrant is formed, the RGQ EC will charter a task force to gather the data and report back their findings.

Mr. Ackerman requested an update on RGQ formation. Mr. Zavodnick informed the group that the RGQ has 29 members and the report from recruiters is that within the next couple weeks they expect to have several new members. They hope to be up and running by September. He then stated that both the services and the end user segments need more members.



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### 3. Update on Board of Directors Meeting

Ms. Khan gave the update for the BOD meeting. One main thing the board did was to approve the REQ 2002-2003 annual plan and discuss WEQ issues and the NERC letter of intent that the FERC requested. There was also discussion of the Parliamentary committee that is being organized to turn GISBOPS into NAESBOPS. Mr. Moran asked if the board addressed how the REQ annual plan needs to coordinate with the RGQ. Ms. Khan responded that the board did not discuss this issue. Mr. Minneman then summarized that the two main actions taken by the board that are directly related to the REQ were to approve the REQ annual plan and to approve the REQ segment procedures. Mr. Anthony then asked if the version of the REQ annual plan on the NAESB website is the corrected version. Ms. Khan stated that the version that was approved was the latest version with the corrections made at the EC meeting, but she was not sure if the corrected version is the one posted on the website. Mr. Anthony asked if they could get the annual plan posted on the top to the REQ page. Ms. Khan agreed that this was a good idea. Ms. Hess suggested that, in addition to the annual plan, that the segment procedures should be posted there as well with a notation that they were adopted by the BOD on June 28<sup>th</sup>. It was also noted that the quadrant procedures need to be changed to reflect their adoption. Ms. Camp asked if there was a way to organize the quadrant sites so that each one only displays items relevant to that particular quadrant. Ms. Camp then volunteered to talk to the webmaster about making the proposed changes to the NAESB web site. Ms. McMillan agreed to inform Veronica Thomason of the NAESB office about the suggested changes and to find a contact for Ms. Camp.

### 4. Update from Subcommittees:

#### >Customer Processes Subcommittee

Felicia Lokey (interim chair of the customer processes subcommittee) gives the update. The subcommittee is planning to convene a meeting some time in the next couple of weeks to get started and elect a permanent chair. Several people have indicated interest and the meeting should take place in the second or third week of July (28<sup>th</sup> or earlier). Mr. Cody volunteered to help out with finding a space to meet. Mr. Anthony added that this group should also discuss whether all of the subcommittees should meet together. He voiced his concern that if they are not coordinated then the three different committees might move off too quickly in different directions.

Mr. Minneman suggested that they postpone that discussion temporarily and asked if they could discuss the process that the subcommittees need to go through to get up and running; specifically how a permanent chair is chosen. Ms. Hess answered that in the past the interim chair has been the chair and the subcommittees had a simple majority vote to vote them in. Mr. Anthony then stated that the subcommittees are obligated to follow the operating documents that talk about the procedures of NAESB EC subcommittees. Ms. Hess reminded participants that the GISBOPS have been adopted as NAESBOPS and that there are several different NAESBOPS that deal with the formation of subcommittees. Mr. Anthony then informed participants that a web-cast is being planned where the NAESB office will provide training for REQ members on the NAESBOPS.

Mr. Minneman stated that the first standard the customer processes subcommittee will work on is billing and payment. Mr. Moran asked if there needs to be an official request through the EC to start working on this. Ms. Hess stated that the sequencing was part of the annual plan. Mr. Moran added that it was his understanding that it still had to go through as a request and through Triage. Mr. Minneman replied that he thought it was agreed that if something is identified on the annual plan then it has been approved. Ms. Hess added that they did have this discussion at the June EC meeting and there are going to be differences between the REQ and WGQ because the quadrants are in different stages of development. Over the years there were items being put on annual plan that only one person requested so it was necessary for those people to put in requests to clarify the intent of the work items. She recalled that during the EC meeting we came to the agreement that the REQ does not need requests to work on annual plan items. Mr. Minneman took an action to verify that requests are not needed for items on the REQ Annual Plan. Mr. Anthony added that on the gas side the talk is that a request would be put through to begin work on an item and it would go through Triage. Mr.



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Minneman stated that this touches on the issue of how to coordinate with gas quadrant, and the REQ will pretty much have to let the gas quadrant get formed and then let the EC work on coordination

### Supplier-Utility Interface Subcommittee

Mr. Minneman stated that the first item this committee will deal with will be credit-worthiness, and asked that anyone who is interested in chairing this subcommittee let him know. He added that usually this is an EC member or alternate but there is nothing to prevent us choosing someone who is outside the EC.

### Technical Electronic Implementation Subcommittee

Mr. Minneman informed the group that Mr. Brooks is the interim chair for this committee, and is currently traveling. He added that Mr. Brooks has contacted two individuals who might want to chair the committee and plans to hold a meeting in September. Ms. Camp asked if notice of these meetings will be posted on the website. Ms. Hess answered that typically all notices and agendas are posted and the NAESB office sends out an email for participants. You can call and let NAESB know if you want to be on the distribution list so you should get an email but it will also be posted.

### Triage Subcommittee

Mr. Minneman reminded the group that they need one EC representative from each segment to be part of the Triage Subcommittee. He added that their function is to examine requests that come in and decide if they are consistent with the annual plan and whether a joint subcommittee should be established across more than one quadrant to deal with the issue. He then informed the group that they have two volunteers so far: Ruth Kiselewich for the distributor segment and Barbara Alexander for the end user segment.

## 5. REQ Guidelines

Mr. Anthony began the discussion by stating that the intent of the NAESB Retail Electric Quadrant planning document (draft C) is to coordinate the REQ's initial efforts in order to get off on the best possible foot. He reviewed the contents of each section as follows.

Section A deals with subcommittees and task forces we need to form and guidance for those committees including developing charters. Section B covers guidance in GISBOPS and NAESBOPS. Section C deals with developing guidelines for the subcommittees. He added that we need to get down on paper a lot of the content guides that the subcommittees should start with, and should try to capture some of the things learned from the UBP to give them a place to start. Mr. Ackerman stated that unless there have been new practices developed in the last two years dealing with controlling scope then there is a question of whether this needs to be revisited. Mr. Anthony welcomed any additional feedback.

Ms. Alexander asked if draft C contains versions of the draft charters for these subcommittees. Mr. Anthony answered that it does not but that in the next few days he will try to develop those based on examples given to him by NAESB. He plans to discuss this on the next conference call two weeks from today. Ms. Alexander then asked if they had agreed that these need to be approved by the REQ EC. Mr. Anthony confirmed that this was correct.

Mr. Minneman then asked if there was any input on the overall usefulness of the document. Mr. Moran stated that it is a good idea to establish this prior to getting the subcommittees going. Mr. Minneman thanked Mr. Anthony for putting the document together. Mr. Moran then added that having some direction for making policy decisions would be useful.

### Section C

Mr. Minneman stated that NAESB has a set of rules regarding how subcommittees work which include balanced voting. Ms. Hess stated that the by-laws now state that the subcommittees will use balanced voting. Ms. Alexander added that the



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first rule is to reach consensus and then if you need to vote use balanced voting. Mr. Minneman then asked if NAESB addresses any of the issues in item two. Mr. Anthony stated that some of them are. Mr. Minneman suggested that another item to put on the list is the meeting coordination guidelines. Ms. Hess then added that as far as “the overall ‘principles’, ‘policies’ and ‘objectives’ for the REQ as a whole” is concerned their purpose is covered in the certificate and the by-laws. She suggested that they could even reference these documents or print an extraction there. Mr. Anthony suggested that they should use the UBP glossary as a starting point for the “common REQ ‘Glossary.’ Ms. Hess suggested they discuss who maintains the glossary and how it is maintained. Ms. Hess suggested that they look at the WGQ’s definitions and how they are organized, and also discuss whether the definitions developed for this ‘REQ glossary’ need to pass an EC committee majority vote. Mr. Minneman requested that the EC members take a look at the way GISB handled their definitions and take a look at the UBP document to see how the glossary was handled there to see whether we should emulate these layouts. He then suggested that this be discussed on the next call. Ms. Hess stated that the issue of coordinating the format of the standards needs to be addressed as well, and suggested that they might want to get Rae/NAESB to look at this. Ms. Hess suggested that it is important to think about uniformity for subcommittees proposing standards and this should appear either in this preliminary document or the charters, and this issue should be a subject for discussion at the next meeting.

Mr. Minneman then moved the discussion on to the next item: “a directive on ‘models’, so all subcommittees know how to address differences between various retail access models and how to address in standards creation (e.g., how to deal with ‘Single Retailer Model’ issues). He suggested that this is something the EC members will have to come to agreement on, and he will put it on the agenda as a specific item for the next call or the call after. There was a general agreement that the group had already discussed the last item.

Mr. Moran then asked how they should deal with policy vs. practice issues. Mr. Anthony stated that it is imperative that the three subcommittees start from the same guidance, and suggested they discuss whether it would make sense to have all the subcommittees have their first meetings together. Ms. Alexander agreed with Mr. Anthony and stated that since there will be a lot of people monitoring all three committees having them meet together for the first time would make sense. Mr. Newbold also agreed that this was a good idea. Mr. Minneman suggested this meeting could have the purpose of tasking each subcommittee with their specific charter. Mr. Anthony added that possibly they could have a plenary session where everyone is in one room and then split up into subcommittees. Ms. Alexander asked why only the first three items on the annual plan are listed in the document. Mr. Anthony responded that these were the ones that will be addressed during this calendar year at best. Ms. Alexander then suggested that it might be helpful to show the whole list so that new people know what issues we will be addressing in the future. Mr. Minneman then thanked Mr. Anthony again for putting the draft together.

### **6. REQ Membership Update**

Stacy Park, who was scheduled to give the update was not able to be on the call.

### **7. Segment Officers**

Mr. Minneman reminded participants that each segment must elect their officers and he wanted to have an opportunity to hear whether anyone has started this or not. Participants indicated that no one had yet started this process. Mr. Minneman stated that they needed to get this started as soon as possible.

### **8. Other Business**

Mr. Moran asked if Mr. Minneman had spoken to Mr. Buccigross to find out how the next EC meeting will be structured. Mr. Minneman responded that the WGQ will probably meet Thursday morning and then they will have a joint meeting in the afternoon and then the REQ will meet Friday morning. He added that they should start working on an agenda and said he would call Mr. Buccigross to finalize the details.



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Ms. Broderick asked who would be working on getting the initial subcommittee meeting organized. Mr. Cody of National Grid volunteered to host this meeting. Ms. Broderick also volunteered to help and offered ERCOT as a place to meet.

### 9. Adjourn

The meeting adjourned on Wednesday, July 10, 2002 at 2:30p.m. CST.

#### Attendees

Eric Ackerman	EEL
Barbara Alexander	Main OPA
Jeff Anthony	Wisconsin Electric – Wisconsin Gas
George Behr	Energy Services Group
Bill Barkas	Dominion Retail
Cherie Broadrick	ERCOT
Cade Burks	EC Power
Andy Burnham	Consumers Energy
Yvette Camp	Southern Company
Eric Cody	National Grid USA
Robert Connell	UIG
Dorman Davis	Mississippi Power
Richard Dodd	Mississippi Power
Mary Edwards	Georgia Power Co.
Theresa Hess	Reliant Energy Retail Services
Misty Khan	Teleryx
Tom Kilgore	Gulf Power Co.
Ed Kist	Public Service Company New Mexico
John Kubler	Georgia Power Co.
Felicia Lokey	TXU Energy Retail
Jean Mason	Ameren
Meghan McMillan	NAESB
Jim Minneman	PPL Solutions
Gwen Mizell	Calpine
Terry Moran	Public Service Electric & Gas
Rich Muzikar	Consolidated Edison Company of New York
Les Nishida	
Bill Newbold	Detroit Edison
Rick Olsten	Old Dominion Power Co.
Shellie Patton	Calpine
Lisa Robert	Defense Energy Support Center
John Russum	Alabama Power Co.
Heidi Schrab	Green Mountain Energy Co.
Mark Tare	
Chip Tenorio	Exelon Corp.
Ed Tucker	Duke Power Co.
Eric Wilen	New York State Electric & Gas Corp.
Margarita Williamson	Calpine
Mark Yacker	ELCON
Steve Zavodnick	Baltimore Gas & Electric
Jill Zerukas	