



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

NAESB Retail Electric Quadrant planning document

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Draft "D"

The purpose of this document is to identify and coordinate the next steps for the NAESB Retail Electric Quadrant (REQ). The REQ is in a transition phase from the formation activities that were the focus of attention over the past year to a more task-oriented / production mode as the REQ begins to focus on actual standards development. To provide for an orderly and smooth transition it is important to create appropriate subcommittees (working teams) and facilitate coordination between them. It is also desirable to build upon the lessons learned and experience gained during the UBP effort (1999-2001) in order to make sure efforts begin with that experience base (rather than "re-living" it).

A. REQ Subcommittees & Task Forces

1. The REQ Executive Committee (EC) has created the following REQ subcommittees:
 - Supplier-Utility Interface Subcommittee [SUIS]
 - Customer Processes Subcommittee [CPS]
 - Technical Electronic Implementation Subcommittee [TEIS]

2. The Supplier-Utility Interface Subcommittee [SUIS] will be tasked with addressing the following REQ Annual Plan items, targeting the completion dates shown:
 - ρ Creditworthiness Standards (1st Qtr 2003)
 - ρ Supplier Licensing (2nd Qtr 2003)
 - ρ Retail Meter Data Validation, Editing & Estimating (3rd Qtr 2003)
 - ρ Load Profiling (3rd Qtr 2003)
 - ρ Market Participant Interaction (4th Qtr 2003)
 - ρ Utility-Supplier Disputes (4th Qtr 2003)
 - ρ Settlement Process (1st Qtr 2004)

3. The Customer Processes Subcommittee [CPS] will be tasked with addressing the following REQ Annual Plan items, targeting the completion dates shown:
 - ρ Billing & Payments (1st Qtr 2003)
 - ρ Customer Enrollment & Switching (2nd Qtr 2003)
 - ρ Customer Information (3rd Qtr 2003)
 - ρ Customer Inquiries (4th Qtr 2003)

4. The Technical Electronic Implementation Subcommittee [TEIS] will be tasked with addressing the following REQ Annual Plan items, targeting the completion dates shown:



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- ρ Electronic Delivery Mechanisms (4th Qtr 2002)
 - ρ Technical Electronic Implementation Standards - Billing & Payments (2nd Qtr 2003)
 - ρ Technical Electronic Implementation Standards - Customer Enrollment & Switching (3rd Qtr 2003)
 - ρ Technical Electronic Implementation Standards - Metering (4th Qtr 2003)
 - ρ Technical Electronic Implementation Standards - Load Profiling (4th Qtr 2003)
 - ρ Technical Electronic Implementation Standards - Customer Information (4th Qtr 2003)
5. Temporary chairpersons from the EC will be identified for each subcommittee. At the first subcommittee meeting, these temporary leaders would seek volunteers to be official Subcommittee Chairs. The following interim chairpersons have been identified:
 - SUIS – Cherie Broadrick, ERCOT
 - CPS - Felecia Lokey, TXU
 - TEIS - Dick Brooks, Systrends
 6. Draft charters will be developed for each subcommittee; these will be finalized in August 2002. A draft charter template developed by GISB will be used.
 7. The Triage Subcommittee will be staffed with one EC member from each segment in the REQ. The mission and operation of the Triage Subcommittee will be in accordance with the appropriate NAESBOPs¹ and in accordance with NAESB Bylaws..
 8. Left unaddressed at the EC meeting was whether an "Annual Plan Subcommittee" was warranted. This may or may not include the concept of a "Joint Task Force" with the RGQ. It may or may not also include joint efforts with the RGQ to "baseline" existing practices in the states relative to uniform business practices.
 9. The EC will play a key role in launching, chartering, and coordinating these subcommittees starting in the summer of 2002.

B. Guidance Contained in NAESBOPs

1. All REQ subcommittees need to be formed in accordance with the existing NAESBOP document titled "Procedures for NAESB Executive Committee Subcommittees"².

¹ The "Triage Subcommittee" procedure is contained in the password-protected portion of the NAESB website at: <http://www.naesb.org/protected/triage.pdf>

² This procedure may be accessed at the password-protected portion of the NAESB website at: <http://www.naesb.org/protected/ecsubcom.pdf>



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This procedure provides for the establishment of all subcommittees, the steps that need to be taken at the initial subcommittee meeting, the administrative / procedural aspects for subsequent subcommittee meetings. The REQ will follow this procedure to launch the three initial subcommittees (SUIS, CPS, and TEIS).

2. Each subcommittee will be responsible for developing and adopting standards in accordance with the procedures described in several NAESBOPs³. Clarification will be needed for how these procedures are to be applied to the efforts of the REQ.

C. Administrative / Reference Material

1. This planning document will evolve into an "REQ Guideline" to guide initial REQ standards-setting efforts. This guideline will be developed to identify key assumptions and reference material that all subcommittees will use to achieve consistency and coordination in REQ efforts.
2. Guidance on the following key issues will be developed, documented and provided to the Subcommittees in the "REQ Guideline":
 - "ground rules" and guidance for each subcommittee (some of this may be contained in the charters), including specific definitions and guidance on the topics of "balanced segment voting" and "consensus decision-making"
 - meeting protocols, including expectations for meeting minutes and tracking of action items, use of the NAESB REQ website for information dissemination and use of e-mail distribution lists (note that guidance on scheduling meetings will be forthcoming in the near future from the NAESB "Meeting Coordination Task Force" (MCTF))
 - overall "principles", "policies" and "objectives" for NAESB, as contained in the Certificate of Incorporation⁴ and the NAESB Bylaws⁵. In addition, the REQ may establish additional principles, policies and objectives for the standards it develops to ensure that all such standards are aligned and coordinated towards a common goal.

³ These procedures are contained in the password-protected portion of the NAESB website at:

<http://www.naesb.org/protected/adoptstd.pdf>

<http://www.naesb.org/protected/mclar.pdf>

<http://www.naesb.org/protected/stddev.pdf>

<http://www.naesb.org/protected/appeals.pdf>

⁴ The NAESB "Certificate of Incorporation" is located at: <http://www.naesb.org/protected/certificate.pdf>

⁵ The NAESB Bylaws are located at: <http://www.naesb.org/protected/bylaw98.pdf>



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- a common REQ "Glossary" (building on the UBP Glossary) to ensure all Subcommittees are using terminology consistently [NOTE: several questions need to be resolved on the "Glossary" -- who will maintain / own it ? will it be a separate standard itself ? should an "Administrative Subcommittee" be formed to maintain these kinds of documents and material ?]
- when confronting policy issues, guidance will be needed on whether to avoid the issue altogether and back away from "policy-level" issues or whether different practices (alternatives) should/may be constructed for the various policy paths that a regulatory body might adopt (e.g., construct various practices in a given standard to cover the various policy paths that may be adopted)
- 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)
- need a convenient reference (website link) to the UBP document from 1999-2000 as a reference / starting point
- consistent formats/templates and administrative/numbering conventions to use when drafting standards (this is currently being re-evaluated by NAESB as a whole)