



NAESB Retail Electric Quadrant

Customer Processes Subcommittee Mission

The Customer Processes Subcommittee is a subcommittee of the NAESB Retail Electric Quadrant (REQ). The mission of the Customer Processes Subcommittee is to develop and adopt standards and model business practices regarding customer facing processes. The focus is to assist NAESB develop clear recommendations/standards for customer processes that facilitate entry into and efficient implementation of competitive retail electric markets. This will require close cooperation/coordination with other REQ efforts and close working relationships with other Subcommittees as required.

The Customer Processes Subcommittee will be responsible for the creation of proposed business practice standards as contained in the approved NAESB REQ Annual Plan and/or proposed business practice standards as forwarded to it by the NAESB Executive Committee; to solicit input as to the source and nature of the circumstances giving rise to the Request for Standard or EC formulated request for action; and, working in conjunction with other subcommittees within the REQ, to develop standards; or, other recommendations (with respect to the processing of such matter forwarded to it for processing) for review and determination by the NAESB Executive Committee. The Customer Processes Subcommittee is primarily tasked with assessing and addressing those Requests for Standards or portions thereof involving customer processes, specifically focused on (1) billing and payments, (2) customer enrollment and switching, (3) customer information and (4) customer inquiries.

Composition of the Customer Processes Subcommittee

The Customer Processes Subcommittee is comprised of members of the retail electric industry interested in participating in meetings to discuss the resolution and disposition of the matters referred to the Customer Processes Subcommittee by the EC. There is no requirement that a member of the Customer Processes Subcommittee be a NAESB Member.

Subcommittee Operating Procedures

Meetings and Voting:

The Customer Processes Subcommittee will meet on a regularly scheduled basis initially, with a preference to in-person meetings scheduled approximately every 6 weeks, with provisions made for conference call participation if/as appropriate. The schedule of meetings will be noticed on the NAESB home page and will be open to any participant. When votes are taken, the members of the Customer Processes Subcommittee are the voting members of the subcommittee. Votes with respect to Standards and recommendations are to be recorded by polling each member of the Customer Processes Subcommittee then present during the meeting. Members not present at the time of a vote will not have their vote counted. Upon request of any



member of the Customer Processes Subcommittee at any time reasonably proximate to a vote, a segment check will be performed. A segment check tallies the previous or upcoming vote on a vote-by-segment-basis. All votes will be recorded in the minutes and all votes for which there has been requested a segment check will be recorded by individual, company, segment and yea, nay, absent, or not voting. All voting, whether by means of segment check or not are on a one-company (as same is recorded on the sign-in sheet) one-vote basis. In the event of a vote, each company is entitled to have one person in attendance at the meeting cast one vote on any issue.

REFERENCES

1. NAESB By-Laws section 10.5
2. NAESBOP document "Procedures for NAESB Executive Committee Subcommittees" dated April 18, 2002: