



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 recommendations for standards and model business practices regarding customer-facing processes. The focus is to develop clear recommendations for customer processes that facilitate efficient implementation of competitive retail electric markets. This will require close cooperation/coordination with other NAESB efforts and close working relationships with other subcommittees, as required.

The Customer Processes Subcommittee will be responsible for the creation of proposed standards and model business practices as a result of items contained in the approved NAESB REQ Annual Plan, Requests for Standards or other requests for action 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 and the balance of NAESB, to develop standards, model business practices 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, with an initial focus on (1) billing and payments, (2) customer enrollment and switching, (3) customer information and (4) customer inquiries. The Customer Processes Subcommittee will utilize both Uniform Business Practices work product and other applicable documents as needed to facilitate recommended standards and model business practices.

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 subcommittee by the EC. There is no requirement that a member of the Customer Processes Subcommittee be a NAESB Member.

Subcommittee Operating Procedures

The Customer Processes Subcommittee will operate in conformance with the NAESB Certificate, Bylaws and established NAESBOPS (see references, below).

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 six 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. All votes will be recorded in the minutes. All voting is 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 (partial)

1. NAESB Bylaws Section 10.5
2. NAESBOP document "Procedures for NAESB Executive Committee Subcommittees"