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**NAESB Releases Compendium of Model Business Practices
Developed by Retail Gas and Retail Electric Quadrants**

HOUSTON – The North American Energy Standards Board (NAESB) has published the first compendium of model business practices (MBPs) developed by its two retail quadrants.

Retail Gas Quadrant, Retail Electric Quadrant, Business Practice Standards, Version 1.0 includes MBPs on market participant interactions, creditworthiness, billing and payments, distribution company–supplier dispute resolution, quadrant-specific electronic delivery mechanisms, contracts and Internet electronic transport. There is also a glossary of defined terms.

“This first publication by the retail quadrants is the culmination of several years of work by many dedicated volunteers,” commented NAESB Chairman Mark Maassel, president of Northern Indiana Public Service Co., who heads the

Retail Gas Quadrant on the NAESB Board of Directors. “This is a very significant milestone for NAESB.”

NAESB Vice Chair Leonard Haynes, executive vice president and chief marketing officer of Southern Co., said, “The value of NAESB and its retail quadrants is clearly demonstrated by the publication of our model business practices.

“It also shows that collaboration between the gas and electric industries can be tremendously productive,” said Haynes, head of the Retail Electric Quadrant on the NAESB Board of Directors. The model business practices are drafted in commodity neutral language.

The introduction to each chapter states that the MBPs “are voluntary and do not address policy issues that are the subject of state legislation and regulatory decisions.”

It continues, “These model business practices have been adopted with the realization that as the industry evolves, additional and amended model business practices may be necessary. Any industry participant seeking additional or amended model business practices (including principles, definitions, data elements, process descriptions and technical implementation instructions) should submit a request to the NAESB office, detailing the change, so that the appropriate process may take place to amend the model business practice.”

NAESB is an independent and voluntary North American organization that develops and promotes the use of business practices and electronic communications standards for the wholesale and retail natural gas and electricity industries. Its members include over 300 companies and organizations that participate actively in the retail and wholesale natural gas and electricity markets.

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