Electric Supplier Services Department

ELECTRIC SUPPLIER SERVICES DEPARTMENT

ESSD

"Making Customer Choice Work"

Update to RES Operations Conference Call

From January 31, 2007

OFFICIAL FILE

ILL. C. C. DOCKET NO. 06-0800

CES Cross Exhibit No. 10

Witness

Date 4/25/07 Reporter CB

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CES Cross Ex. 10

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Billing Issues

- **Off-cycle switches**
  - If other than January 2nd, switch has to go to data repair for IT assistance with rate changes
  - If on January 2nd, known issue and expect the cancel/rebill to begin shortly
- **UPDATE:** The cancel /rebill process has begun with small groups of customers.

- **Master/subtractive meter relationships** are taking longer, some are going to data repair
- **UPDATE**: Many still require IT fixes.

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Billing Issues (con't)

•**Double billed demand** , known issue and will see adjustments beginning February billing
•**UPDATE:** All adjustments are applied

•**Non-standard switch fee misapplied**, under investigation and accounts will be credited
•**UPDATE**: With IT for analysis. Fix will include credit of misapplied charges and reversal of any late payment fees.

•**Non-standard switch fee rate is lower** than Rate RDS provides, will be corrected . Will not collect for under-billed charges
•**UPDATE:** Still working on analysis for new fee application

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Billing Issues --- New Confirmed Issues

- Accounts are switching to Rate RDS then reverting back to Rate RCDS and cannot bill forward
  - Solution: IT to fix the accounts to allow to bill forward

- Accounts are stuck in the pending active or make active state in our billing system and/or do not recognize the switch ; therefore billing through the switches on the incorrect rate
  - Solution: Cancel back, bill to switch, bill forward with switch
  - Side note: If a bill is generated, the switch data is correct in our enrollment system and may issue the 867 data even if the retail bill is incorrect. As cancel/rebill are performed, all corrections will flow through

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CTC Pro-ration Update

•As communicated in the November/ December ESSD Newsletter, the transition period to collect customer transition charges (CTCs) ended on December 31st. A one day CTC adjustment for January 1st was planned to be applied to the February bills

•The one day CTC adjustment will now be applied to the March bill

•**UPDATE**: Each RES will receive a list of the supply customers who will receive their CTC adjustment applied to the March bill. 230 account calculations are outstanding and will be provided when available

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