

Commonwealth Edison Company's Response to
Illinois Commerce Commission ("STAFF") Data Requests
OGC 1.01

Date Received: November 5, 2012

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Staff X Exhibit No. 1

GARCIA

Date 12-7-12 Reporter Demati

REQUEST NO. OGC 1.01:

The Company's general terms and conditions state the following with respect to customer historical billing and usage information:

HISTORICAL BILLING AND USAGE INFORMATION.

Information regarding the retail customer's historical billing and usage data is provided in accordance with the Company's standard procedures, practices, and policies for the provision of such information to the retail customer or to an entity properly authorized by the retail customer to receive such data.

(ILL.C.C. No. 10, Original Sheet No. 201.8, effective November 14, 2011)

Please provide, the Company's standard procedures, practices and policies for the provision of retail customer's historical billing and usage data.

RESPONSE:

ComEd offers three (3) methods for obtaining historical billing and usage information:

1. Manual request – The customer or their authorized agent may request historical billing and usage information by submitting the Authorization Information Release Authorization Form labeled as OGC 1.01_Attach 1, which is available on the ComEd website <https://www.comed.com/Pages/default.aspx>.
2. Electronic Data Interchange (EDI) – Certified Retail Electric Suppliers (RESs) may request historical billing and usage information using the Illinois Statewide Protocols.
3. Website – The customer or their authorized agent may request historical billing and usage information via the website <https://www.comed.com/customer-service/rates-pricing/customer-choice/Pages/usage-data.aspx>.

Further responding, the release of historical billing and usage information is described in the Residential Customer Handbook, Non-Residential Customer Handbook, and the Retail Electric Supplier Resource Handbook (Chapter 3, Customer Information) attached hereto, respectively, as OGC 1.01_Attach 2, OGC 1.01_Attach 3, and OGC 1.01_Attach 4. These handbooks can also be found, respectively, on the website:

- <https://www.comed.com/customer-service/rates-pricing/customer-choice/Pages/residential.aspx>
- <https://www.comed.com/customer-service/rates-pricing/customer-choice/Pages/non-residential.aspx>
- <https://www.comed.com/customer-service/rates-pricing/retail-electricity-metering/Pages/res-resources.aspx>.

ACCOUNT INFORMATION RELEASE AUTHORIZATION FORM (Rev. 7-27-2011)

This document authorizes Commonwealth Edison Company ("ComEd") to release to you or your agent, available usage data, Peak Load Contribution (PLC) values and/or Supply Group data.

The following types of data are available:

Summary Data – Kilowatt-hour and kilowatt summarized by account per billing period. Included with the Summary Data is PLC Values and Supply Group

Interval Data – Half-hour demand data for non-residential accounts having recording-type meters. A \$3.45 fee per meter on the account will be charged for all interval data requests.

1. Customer Information: *(Required)*

Account Name: _____ *Account Number: _____

Contact Name: _____ Telephone Number: _____

Usage Data Type: Summary Interval

Delivery Method: Email US Mail – (Not available for Interval Data)

Mailing Address: _____ City: _____ State: _____ ZIP: _____

Email Address: _____

**For multiple accounts, please list all account and meter numbers on a separate sheet and attach with this form.*

_____	_____
Customer Name	Title
_____	_____
Customer Signature	Date

2. General Account Agents (GAA): *(Required only if data is to be delivered to a GAA)*

GAA Name: _____

Mailing Address: _____ City: _____ State: _____ ZIP: _____

Contact Name: _____ Telephone Number: _____

Email Address: _____

3. Billing Information: *(Required for all interval)*

Charge Customer's ComEd Account Account Number: _____

Charge Separate Invoice *(Complete information below only for Separate Invoice)*

Mailing Address: _____ City: _____ State: _____ ZIP: _____

Fax to (630) 684-3990, email datarequest@comed.com, or mail to ComEd, ESSD/Data Request Team, 1919 Swift Drive, Oak Brook, IL 60523



Residential Customer Handbook

November 2012

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An Overview of the Deregulated Marketplace

The Illinois Electric Service Customer Choice and Rate Relief Law of 1997 provided for the restructuring of the state's electric service

industry. Illinois electric consumers benefit by having a choice of electric suppliers in this new competitive marketplace. As of May 1, 2002, all residential customers in Illinois are eligible to choose their electric supplier. ComEd strongly supports customer choice. It allows us to concentrate on our core business: the safe and reliable delivery of electricity.

Your Power

The two components of your electric service are:

- Energy Supply - The electricity consumed by you.
- Energy Delivery - The process of moving electricity from where it's produced, to your residence via transmission and distribution lines and other infrastructure equipment.

Your Choice

Customer choice means you can choose which company will provide the electric supply component of your power. Regardless of your decision, you will remain a valued ComEd customer since ComEd will continue to be your provider of delivery services -- the facilities including poles, transformers and wires which carry and distribute the electricity provided by your electric supplier.

The choices available to you are:

- Select a Retail Electric Supplier (RES) to provide your electric service - this is referred to as "unbundled" electric service.
- Select ComEd to provide your electric service - this is referred to as "bundled" electric service.

Customer choice enables you to take more control over your electricity cost. Keep reading for more details on the opportunities available to you.

Customer Eligibility to Select a Retail Electric Supplier (RES)

If you decide to select a RES for your electric service, you will be required to sign a Letter of Agency to authorize the switch to this new supplier. This agreement will be filed with your RES and ComEd reserves the right to review it. In addition, you may be asked to satisfy other

terms required by the RES you choose and they would explain those to you. If at some time you choose to terminate your contract with an electric supplier and return to ComEd, you may select another supplier within the next two bill periods, or after the two bill periods expire, you will be ineligible to switch to another supplier for 12 months.

Release of Customer Data / Blocking and Unblocking Account Information

You may request billing and usage data on your account by calling 1-800-Edison-1 (1-800-334-7661) and it will be mailed to the address of record on your account. A prospective energy supplier may wish to have access to your billing and usage data to determine how best to suit your needs. You may give them authorization either in writing or by providing them with your account number which allows them access to your data. If you choose, you can also limit access to your usage and billing data by simply calling the same number and indicating that you do not want your data released to anyone. This is referred to as "blocking." If you decide to remove this block, you will need to obtain a form for "unblocking" either from the ComEd web site <http://www.comed.com> or by calling 1-800-Edison-1 (1-800-334-7661). The unblocking form requires your signature and should be mailed to the ComEd Data Request Team at 1919 Swift Road, Oakbrook, Illinois 60523.

RES Certification List

The Illinois Commerce Commission (ICC) must certify any Retail Electric Supplier that wants to participate in the Illinois competitive marketplace. ComEd maintains and provides a list of Retail Electric Suppliers based on information from the Illinois Commerce Commission. This list is available on the ComEd web site <http://www.comed.com> or can be obtained in hard copy by contacting a ComEd Customer Service Representative at 1-800-Edison-1 (1-800-334-7661). The list of RESs is updated regularly.

Selection of a Retail Electric Supplier

After you sign an agreement with a supplier, that new supplier will notify ComEd that you want to be switched to them as your energy supplier. These switches occur on your normal meter read date. Even if you choose another supplier, ComEd is still responsible for delivering your electricity and providing reliable service. The Illinois Commerce Commission reviews and approves delivery services charges, terms, and conditions.

Billing Options

Traditionally, ComEd customers receive a single utility bill. If you choose to go with another electric supplier, there are three possible options for billing that an electric supplier could offer you; a dual bill option, a single bill option and a purchase of receivables/consolidated billing option.

Dual Bill Option

With this billing option, you will receive one bill from ComEd for delivery services and one from the RES for their electric supply services. The various charges and costs for services rendered will be on each bill and will be broken out as separate line items - this is to clearly state the services you are paying ComEd.

Single Bill Option

This is a billing option the RES can offer. If the RES sends you a single bill, it will include both its charges for providing the supply of electricity and ComEd's charges for providing delivery services and other tariffed (rate) services. On a monthly basis, the RES will issue and deliver bills, including your ComEd delivery services charges. The RES will provide ComEd with your payment for the portion of the bill that is owed to ComEd.

PORCB (Purchase of Receivable/Consolidated Billing) Bill Option

This is a billing option the RES can offer. PORCB is the bill option whereby ComEd submits a single monthly bill to the retail customer that includes the RES's electricity supply charges and the ComEd's delivery service charges.

Bill Inserts and Notices

If you purchase electric service from a RES and select the Single Bill Option, the RES will receive bill inserts, safety messages and notices

distributed by ComEd in their normal billing and include them in your bill for that month. The RESs are responsible for their own environmental disclosures.

ComEd Customer Moves to New Residence

If you are currently a ComEd customer and you move to a new home within the ComEd service territory, you can switch electric suppliers on your move-in date. You need to notify ComEd and the RES of the date you wish to begin electric supply service at the new address. When you talk to a Customer Service Representative about the move you need to ask for your new account number. The supplier you select will need to send in a request to switch service at your new home, and will need the account number in order to send in this request to ComEd. Both the RES and ComEd need to know about your pending move in order to assure uninterrupted electric service at your new residence.

If you are a new customer moving into the ComEd service territory, you are also eligible to go with the electric supplier of your choice at the time you move into your home. As in the case above, you must notify ComEd that you are moving into the service territory, and you will have to obtain the account number for the location of your residence to give to your chosen supplier.

In both instances, you will receive a letter notifying you of the pending switch to the supplier.

Response to Customer Inquiries

In general, ComEd handles all inquiries related to services we provide. Inquiries relating to electric power and energy supply services not provided by ComEd are referred to the RES. The toll free number for the ComEd Call Center is printed on all bills including the single bill from the RES. ComEd has also established processes for resolving customer inquiries even if the customer is with a RES.

Billing

ComEd telephone representatives and other customer contact personnel are trained to answer inquiries and resolve issues relating to billing,

including customers that receive one bill from the RES. If the inquiries are related to electric power and energy supply services not provided by ComEd, the customer service representative will direct you to call your RES.

Outages

Service outages are usually due to interruptions on the distribution system. ComEd will continue to take outage calls from customers in their service territory whether or not they are getting their supply of electricity from the utility or a RES. ComEd is responsible for maintaining the delivery of electricity to you. When storms or other circumstances cause an outage, you'll call the same number you've always called to restore your service.

Other Service Related issues

If you choose to purchase your electricity from another supplier, ComEd will continue to take all calls related to delivery of electric service to your residence.

For Your Consumer Protection

In the new restructured Illinois electricity marketplace, you may be dealing with more than one company for your electric supply and electric delivery services. These changes in the marketplace will not affect the reliability of your electric service. To protect you and other electric customers, the law that governs customer choice in Illinois provides protective measures, supported by ComEd and other market participants.

In order to provide you with reliable electric service, these services remain regulated under Illinois law via the ICC. ComEd remains subject to the regulatory oversight of the Illinois Commerce Commission and the Federal Energy Regulatory Commission. ComEd continues to provide electricity delivery services for **all** customers within our service territory, and we are committed to this core business. We continue to work to improve reliability regardless of your electric supplier choice.

For your consumer protection, regulatory bodies oversee and certify electric service providers in Illinois, ensuring that ComEd and other provider's act in accordance with the law and meet defined standards in their business practices and customer service activities. Legal provisions

are in place to lessen the risk of fraudulent business practices experienced by consumers when other industries restructured to allow customer choice.

Other Types of Consumer Protection for You

If the RES goes out of business or for any reason can no longer supply their customers with electric service, you will continue to have electricity supplied to your residence. You will immediately default to ComEd supply service, which ensures that your electric supply will not be interrupted. This enables you to continue to take electric service from ComEd while you choose another supplier or remain on ComEd bundled service.

You are also protected against a practice known as "slamming." This is the unlawful practice of an electric supplier switching you without prior consent. If a RES sends ComEd a request to switch you to them as your electric supplier, ComEd will notify you of this switch in writing. If you did not authorize this switch, you should call the supplier or ComEd immediately. Call ComEd's toll free number - 1-800-Edison -1 (1-800-334-7661), and talk to a Customer Service Representative who will tell you the steps you will need to take to correct this pending switch.

Resources for Customers

ICC Consumer Education Materials

The Illinois Commerce Commission Web site provides general information about customer choice as well as a list of approved Retail Electric Suppliers and suggested questions to ask suppliers. The ICC Web site address is <http://www.icc.illinois.gov>

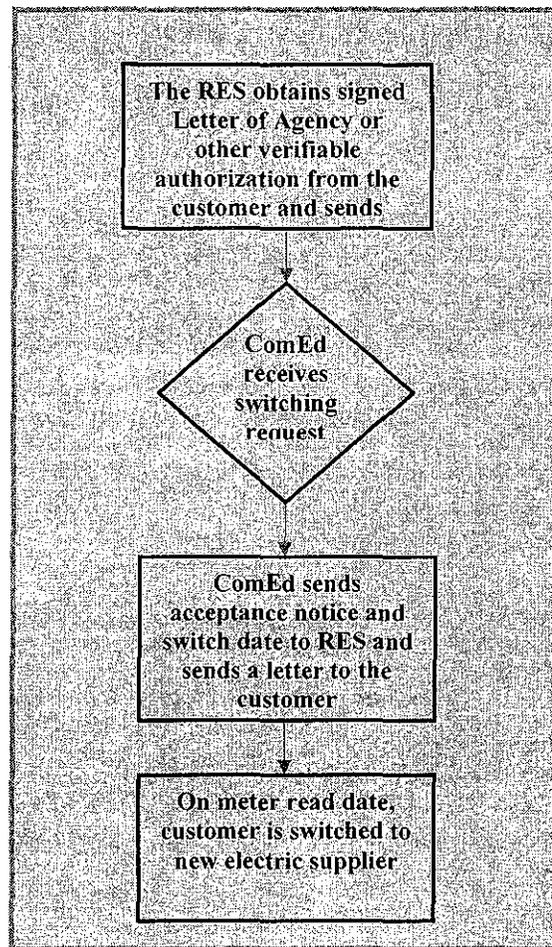
ComEd Web Site

This is ComEd's resource for information on customer choice. By accessing the Comed.com Web site you can obtain information about customer choice including the list of RESs that have been approved to do business in ComEd's territory and other essential and objective information to help you make an informed decision about the supplier of your electricity. The Comed.com web site address is <http://www.comed.com>

Call Center

ComEd's Customer Service Center can answer many questions about customer choice. If you have questions about choice that you would like to discuss with a ComEd customer service representative you can call the following toll free number, 1-800-Edison-1 (1-800-334-7661).

Simple Illustration of the Switching Process



Glossary of Key Terms

Delivery Services: This term is defined by Section 16-102 of the Public Utilities Act as follows: "Delivery Services" means those services provided by the electric utility that are necessary in order for the transmission and distribution systems to function so that retail customers located in the electric utility's services

area can receive electric power and energy from suppliers other than the electric utility, and shall include, without limitation, standard metering and billing services.

Energy Supply: The electricity consumed by the customer.

Dual Billing Option: The customer will receive two bills for their residential monthly electric service. One bill will be from ComEd for the delivery services portion of their service and a second bill from their RES for the energy supply portion of their electric service.

Illinois Commerce Commission (ICC). The Illinois agency that regulates electric, telephone, and gas utilities, as well as other lines of commerce within the State of Illinois.

Letter of Agency (LOA): An agreement signed by the customer that empowers the Retail Electric Supplier to switch the customer from a previous supplier to the one submitting the enrollment request.

Purchase of Receivable/Consolidated Billing Bill Option: ComEd submits a single monthly bill to the retail customer that includes the RES's electricity supply charges and ComEd's delivery service charges.

Reliability: The ability of an electric system to deliver electric power and energy to customers continuously under different conditions.

Retail Electric Supplier (RES): An Alternative Retail Electric Supplier or Illinois jurisdictional electric utility other than the host utility that is eligible to sell electricity to retail electric customers in the host utility's service territory.

Slamming: Slamming refers to the unlawful switching of suppliers without the prior consent or knowledge of the customer.

Single Bill Option: The option in which a Retail Electric Supplier submits a single bill to the customer that includes the RESs electricity supply charges and the delivery services charges of the host utility. The use of the Single Bill Option is at the election of the RES.

Residential Choice Customer Handbook



ComEd
Customer Care Center
P.O. Box 87522
Chicago, IL 60680

ADDRESS CORRECTION REQUESTED

CPTR 0000422



Non-Residential Customer Handbook

NOVEMBER 2012

~ Contents ~

- An Overview
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- Customer Protections
- Resources for Customers

An Overview of the Deregulated Marketplace

The Illinois Electric Service Customer Choice and Rate Relief Law of 1997 provided for the restructuring of the state's electric service industry. Illinois electric consumers benefit by having a choice of electric suppliers in this new competitive marketplace. Non-residential customers in Illinois are eligible to choose their electric supplier. ComEd strongly supports customer choice. It allows us to concentrate on our core business: the safe and reliable delivery of electricity.

Your Power

The two components of your electric service are:

- Energy Supply - The electricity consumed by you.
- Energy Delivery - The process of moving electricity from where it's produced, to your business via transmission and distribution lines and other infrastructure equipment.

Your Choice

Customer choice means you can choose which company will provide the electric supply. Regardless of your decision, you will remain a valued ComEd customer since ComEd will continue to be your provider of delivery services -- the facilities including poles, transformers and wires which carry and distribute the electricity provided by your electric supplier.

The choices available to you are:

- Select a Retail Electric Supplier (RES) to provide your electric supply service – this is referred to as “unbundled” electric service.
- Select ComEd to provide your electric supply service – this is referred to as “bundled” electric service.

Customer choice enables you to take more control over your electricity cost. Keep reading for more details on the opportunities available to you.

RES Certification List

The Illinois Commerce Commission (ICC) must certify any Retail Electric Supplier that wants to participate in the Illinois competitive marketplace. ComEd maintains and provides a list of Retail Electric Suppliers. This list is available on the ComEd web site <http://www.comed.com> or can be obtained in hard copy by contacting a ComEd Business Customer Service Representative at 1-877-4ComEd1 (1-877-426-6331). The list of RES's is updated regularly.

Customer Eligibility to Select a Retail Electric Supplier (RES)

If you decide to select a RES for your electric supply, you will be required to sign a Letter of Agency or provide other verifiable authorization to authorize the switch to the new supplier. This authorization will be filed with your RES and ComEd reserves the right to review it. In addition, you may be asked to satisfy other terms required by the RES you choose and they would explain those to you. If at some time you choose to terminate your contract with an electric supplier and return to ComEd, you may select another supplier within the next two bill periods, or after the two bill periods expire, you will be ineligible to switch to another supplier for 12 months (i.e. if your default supply is fixed price).

Release of Customer Data / Blocking and Unblocking Account Information

You may request billing and usage data on your account. The customer-specific historical billing and usage data typically provided will include up to 24 months of summary data, by account, consisting of total kilowatts and kilowatt-hours. Half-hourly interval usage data from recording meters, where available, will be supplied upon request for a fee. A prospective energy supplier may wish to have access to your billing and usage data to determine how best to suit your needs. You may give authorization either in writing or by providing them with your account number which allows access to your data.

If you choose, you can also limit access to your usage and billing data by simply calling 1-877-4ComEd1 and indicating that you do not want your data released to anyone. This is referred to as “blocking.” If you decide to remove this block, you can do so by calling 1-877-4ComEd1 (1-877-426-6331).

Selection of a Retail Electric Supplier (RES)

After you enter an agreement with a supplier, that new supplier will notify ComEd that you want to be switched to them as your energy supplier. These switches occur on your normal meter read date. Even if you choose another supplier,

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ComEd is still responsible for delivering your electricity and providing reliable service. A Letter is sent to the mailing address of record with information about the supply switch and electric supplier

Letter of Agency

The RES must obtain verifiable authorization from the customer. The letter serves as verification that the customer wishes to purchase electric supply.

Customer Moves

Customers may continue uninterrupted delivery services with the same RES or a new RES when moving from one location to another within ComEd's service territory. Customers must contact a ComEd Customer Service Representative at 1-877-4ComEd1 (1-877-426-6331) to obtain a new account number at the new location in advance of the move. Customers will need to communicate their account number and connect date at the new location to its RES at least 7 calendar days prior to the move date.

Slamming

Slamming occurs when a customer is switched to a new RES without authorization. The steps for correcting this depend on whether the issue is raised before or within 7 calendar days before the switch date. Contact the electric supplier for a resolution.

Billing

Billing Determinants for Retail Electric Suppliers

ComEd will provide validated billing determinants, by meter, so that the suppliers can calculate customers' supply charges. These will be provided by ComEd. Billing determinants are items from the billing and meter-reading systems mainly focused on usage. These measurements are used in calculating both delivery services and electric supply bills. Validated billing determinants will be released simultaneously to the RES and to ComEd's billing system.

Metering Data Adjustments or Corrections

The meter data related to billing-determinant corrections or adjustments will be used to recalculate ComEd delivery services charges. Corrections to the billing will be sent through ComEd's process for our calculations and to the RES electronically for their calculations.

Corrections and adjustments will be applied during regularly scheduled batch runs; therefore, they may be sent out any time throughout the billing cycle.

Billing Options

Traditionally, ComEd customers receive a single utility bill. If you choose to go with another electric supplier, there are three possible options for billing that an electric supplier could offer you; a dual bill option, a single bill option and a purchase of receivables/consolidated billing option. The bill option is

chosen by your supplier. Please consult your supplier for details.

Dual Bill Option

With this billing option, you will receive one bill from ComEd for delivery services and one from the RES for their electric supply services. The various charges and costs for services rendered will be on each bill and will be broken out as separate line items - this is to clearly state the services you are paying ComEd.

Single Bill Option (SBO)

This is a billing option the SBO certified RES can offer. If the RES sends you a single bill, it will include both its charges for providing the electric supply and ComEd's charges for providing delivery services and other tariffed services. On a monthly basis, the RES will issue and deliver bills, including your ComEd delivery services charges. The RES will provide ComEd with your payment for the portion of the bill that is owed to ComEd.

PORCB (Purchase of Receivable/Consolidated Billing) Bill Option

This is a billing option the RES can offer. PORCB is the bill option whereby ComEd submits a single monthly bill to the retail customer that includes the RES's electricity supply charges and the ComEd's delivery service charges.

ComEd Response to Customer Inquiries

ComEd operates a Call Center to assist customers with inquiries and resolve issues related to meter reading or other functions ComEd provides. The toll-free number for Business Call Center business customers, 1-877-4-COMED-1, is printed on the bills. ComEd follows its current process for resolving customer inquiries.

In general, inquiries related to billing determinants stemming from metering, or services provided by ComEd, will be handled by ComEd. Inquiries relating to electric supply will be referred to the energy supplier.

Outages

Service outages are usually due to interruptions on the distribution system. ComEd will continue to take outage calls from customers in their service territory whether or not they are getting their supply of electricity from the utility or a RES. ComEd is responsible for maintaining the delivery of electricity to you. When storms or other circumstances cause an outage, you'll call the Business Call Center you've always called to restore your service.

Other Service Related issues

If you choose to purchase your electricity from another supplier, ComEd will continue to take all calls related to delivery of electric service to your business.

Customer Protections

In the new restructured Illinois electricity marketplace, you may be dealing with more than one company for your electric

supply and electric delivery services. These changes in the marketplace will not affect the reliability of your electric service. To protect you and other electric customers, the law that governs customer choice in Illinois provides protective measures, supported by ComEd and other market participants. In order to provide you with reliable electric service, these services remain regulated under Illinois law via the ICC. ComEd still remains subject to regulatory oversight by the Illinois Commerce Commission and the Federal Energy Regulatory Commission. ComEd continues to provide electricity delivery services for all customers within our service territory, and we are committed to this core business. We continue to work to improve reliability regardless of your electric supplier choice.

For your consumer protection, regulatory bodies oversee and certify electric service providers in Illinois, ensuring that ComEd and other provider's act in accordance with the law and meet defined standards in their business practices and customer service activities. Legal provisions are in place to lessen the risk of fraudulent business practices experienced by consumers when other industries restructured to allow customer choice.

Other Customer Protections

If the RES goes out of business or for any reason can no longer supply their customers with electric service, you will continue to have electricity supplied to your business. You will immediately be placed on ComEd supply.

You are also protected against a practice known as "slamming." This is the unlawful practice of an electric supplier switching you without prior consent. If a RES sends ComEd a request to switch you to them as your electric supplier, ComEd will notify you of this switch in writing. If you did not authorize this switch, you should call the supplier or ComEd immediately. Call ComEd's toll free number – 1-877-4ComEd1 (1-877-426-6331), and talk to a Customer Service Representative who will tell you the steps you will need to take to correct this pending switch.

Resources for Customers

To facilitate the business relationship between ComEd and non-residential Delivery Services Customers, ComEd makes several resources available, including the following.

ICC Consumer Education Materials

The Illinois Commerce Commission Web site provides general information about customer choice as well as a list of approved Retail Electric Suppliers and suggested questions to ask suppliers. The ICC Web site address is <http://www.icc.illinois.gov>

ComEd Business Customer Service Center – ComEd's Business Customer Service Center can answer many general questions about becoming a delivery services customer, customer choice, or put you in touch with appropriate parties at ComEd.

ComEd Web Site – The information in this guide, and more, is available on ComEd's web site <http://www.comed.com>. The web site also enables customers to obtain historical customer billing and usage. In addition, the web site contains a supplier list, forms & FAQ's to assist with your supply decision. The web site is updated regularly to reflect the latest policies and procedures.

Retail Electric Suppliers Handbook

**INFORMATION ABOUT AND FOR RESIDENTIAL
AND NON-RESIDENTIAL CUSTOMERS**

To participate in the open access marketplace, Retail Electric Suppliers (RESs) may need to obtain information about retail customers. This may involve obtaining retail customer-specific historical billing and usage, Capacity Peak Load Contribution (PLC) and Network Service Peak Load (NSPL), and/or customer supply group. Other information available includes generic load profiles and a current list of certified RESs.

An authorized party is able to request customer-specific, historical billing and usage information through the Internet, by fax or by e-mail. Processes and timeframes vary depending on the type, method and amount of data requested.

❖ **Action Items:**

- Obtain customer-specific data
- Obtain customer authorization to request historical data
- Submit data request
- Receive data

❖ **Documentation:**

Document	Where Found	How Submitted
Account Information Release Authorization	ComEd web site: www.comed.com Select Residential or Non-Residential, Customer Forms	fax or e-mail to datarequest@comed.com

*The Retail Electric Suppliers Handbook is for training and discussion purposes.
If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

Chapter 3

Retail Electric Suppliers Handbook

HISTORICAL CUSTOMER BILLING AND USAGE DATA

Market participants with customer authorization can access customer-specific historical billing and usage information in several ways: through the Internet, EDI (through a DASR), or written request. Processes, time frames, and fees vary depending on the type and amount of data requested and the method used to request it. To retrieve data, the requestor must first have the customer's authorization.

ComEd releases up to 24 months of customer-specific historical billing and usage data, to the extent available, upon proper authorization. The billing and usage data includes monthly summary data, by account, consisting of total kilowatts and kilowatt-hours. The following chart references methods to obtain both non-residential and residential historical billing and usage data. ComEd will process requests for historical interval data within one business day, if a request is made by 5 p.m. on a given day, unless there is a communication barrier or some other unforeseen circumstance.

Method	Type of Data	Fulfillment Time Frame	How Returned	Fee
Internet *request up to 10 accounts at one time for Residential or Non-Residential accounts	Summary	Real-time	Real time on Internet	None
	Interval	Within 1 business day	Placed on the Internet web server via e-mail link	\$3.45 per active recording meter on account
	Peak Load Contribution (PLC) and Supply Group	Real Time	Real time on Internet	None
EDI with DASR enrollment process	Summary only *includes PLC, NSPL, Load Profile and Supply Group	Within 5 business days	EDI	None
EDI without DASR enrollment process	Summary	Within 1 business day	EDI	None
	Interval	Within 1 business day	Placed on the Internet web server via link in EDI response	\$3.45 per active recording meter on account

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Chapter 3

Retail Electric Suppliers Handbook

Method	Type of Data	Fulfillment Time Frame	How Returned	Fee
Written request	Summary	Within 1 business day	E-mail or U.S. Mail	None
	Interval	Within 1 business days	Placed on the Internet web server via e-mail link	\$3.45 per active recording meter on account

❖ Obtain Customer Authorization

The RES must have the customer's authorization to obtain summary historical billing and usage data. The RES can obtain customer authorization by having the customer sign an Account Information Release Authorization form or by having the customer provide an account number that the RES can include in its request for data. Release forms may be obtained from the ComEd's web site www.comed.com select the Residential or Non-Residential tab for Customer Forms.

❖ Submit Customer Usage Data Request

RESs can submit requests for customer-specific historical billing and usage data in several ways. Customer-specific information such as name and service address will not be provided with any data request. Data provided is in Central Prevailing Time (CPT).

Internet

Requests for residential and non-residential customer-specific billing and usage data, including interval data, can be submitted through the ComEd web site. Customer authorization is assumed if a request contains a valid customer account number. Requests can be made for up to 10 accounts in a single request. Summary data can be viewed on-line, printed, or saved to a file.

Once the interval data request is received by 5 p.m. on a business day, ComEd will fulfill such request within one business day and places the data file on a web server. ComEd then sends the requestor an e-mail message with a link to the file. The file can be downloaded and saved by the requestor. Interval data request requires a credit card payment of \$3.45 per active recording meter on the account.

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If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

Chapter 3

Retail Electric Suppliers Handbook

Through Direct Access Service Request

For residential and non-residential customers, specific billing and usage data consisting of up to 24 months of summary data, by account, may be obtained when the enrollment DADR is processed.

- During the enrollment process, the RES includes the applicable code to indicate that summary historical billing and usage data is being requested.
- ComEd returns an acknowledgement indicating whether the request was received.

ComEd sends the RES Customer's Historical Usage (EDI 867) for residential and nonresidential customers.

Request Summary Data Separate from the Enrollment Process

The RES may request residential and non-residential customer-specific billing and usage data, apart from any other process, by submitting a Historical Usage Request (EDI 814H).

- The RES submits a Historical Usage Request (EDI 814H) to ComEd
- ComEd returns an acknowledgement indicating whether the request was received.
- ComEd transmits to the RES a Historical Usage Response (EDI 814H).
- ComEd sends the RES Customer's Historical Usage (EDI 867) for residential and non-residential customers

Request for Interval Data for non-residential customers

The RES can electronically request interval data independent of the enrollment DADR submittal process. The EDI Historical Usage Request is used for requesting customer-specific historical billing and usage data including interval data. The data is provided on a per account basis.

- The RES submits an electronic request (EDI 814H) for interval data to ComEd.
- ComEd returns an acknowledgement indicating that the request has been received
- Interval data is processed to a file and placed on a web server. ComEd transmits to the RES a Historical Usage Response (EDI 814H), which gives the RES the web address to access the data. Each request has a specific web address.

Once the interval data request is received by 5 p.m. on a business day, ComEd will fulfill such request within one business day and places the data file on a web server. ComEd then sends the requestor an EDI response with a link to the file. The file can be downloaded and saved by the requestor. A charge of \$3.45 per active recording meter on an account for interval data is posted to the RES's account.

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Written Request

The RES may obtain a customer's historical billing and usage data, half-hour interval data, Capacity PLC information (PLCs & NSPLs) and customer supply group information by submitting the signed customer authorization release form. Customer information release forms may be obtained from the ComEd's web site www.comed.com

Summary data is free of charge. Interval data costs \$3.45 per active recording meter on an account for up to 24 months (if available) of data per request. The charge for these requests will be posted on the account designated on the form.

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BLOCKING CUSTOMER INFORMATION

Blocking and Unblocking

Customers that want to keep their information private can block the release of their historical billing and usage data. To do this, non-residential customers must call **1-877-4ComEd1** (1-877-426-6331) and residential customers must call **1-800-EDISON1** (1-800-334-7661). When making the call, customers need to indicate that they do not want their data released to anyone.

To unblock an account the non-residential customers must call **1-877-4ComEd1** (1-877-426-6331) and the residential customers must call **1-800-EDISON1** (1-800-334-7661) and request ComEd to unblock their account.

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GENERIC LOAD PROFILES

A load profile illustrates the hourly pattern of electrical demand over a given period of time for a group of customers sharing common characteristics. ComEd provides RESs with two types of load profiles:

- Generic load profiles by customer classification
- Settlement load profiles (discussed in Chapter 8, Control Area Services)

ComEd creates generic load profiles for 11 non-residential customer classifications and 4 residential customer classifications. (See table on following page.) These are the same delivery service classifications used in ComEd's Rate RDS – Retail Delivery Service

Three 24-hour profiles for each customer classification are provided, representing demand on a typical weekday, a typical weekend day, and the peak day for each month of the year. The profiles are based on a three-year average of historical data in Central Prevailing Time (CPT).

The generic load profiles are posted on the ComEd's website at www.comed.com and are updated monthly. The current 12 months of data are available.

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❖ Customer Load Categories

RES supplied customers receive delivery services from ComEd under Rate RDS. The following table contains the customer delivery service classifications for which generic load profiles will be calculated. *These categories include both non-residential and residential customer classes.*

Customer Classifications	Generic	Settlement
NONRESIDENTIAL CUSTOMERS		
Watt Hour Delivery Class	X	X
Small Load Delivery Class (0-100kW)	X	X
Medium Load Delivery Class (100-400kW)	X	X
Large Load Delivery Class (400-1,000kW)	X	
Very Large Load Delivery Class (1,000kW-10MW)	X	
Extra Large Load Delivery Class (over 10MW)	X	
High Voltage Delivery Class (under 69kV & over 69kV)	X	
Railroad Delivery Class	X	
Fixture-included Lighting Delivery Class	X	X
Dusk To Dawn Lighting Delivery Class	X	X
General Lighting Delivery Class	X	X
RESIDENTIAL CUSTOMERS		
Residential Single Family Without Electric Space Heat Delivery Class	X	X
Residential Multi Family Without Electric Space Heat Delivery Class	X	X
Residential Single Family With Electric Space Heat Delivery Class	X	X
Residential Multi Family With Electric Space Heat Delivery Class	X	X

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LIST OF CERTIFIED ARES

ComEd maintains and provides a list of Alternative Retail Electric Suppliers (ARESs) that have been certified by the Illinois Commerce Commission (ICC) and have completed the registration process with ComEd. This list is available on the ComEd.com web or by e-mailing ESSD@comed.com. The list is updated as applicable.

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