UCB-POR Workshop
September 10th & 11th – DLA Piper Law Offices, Chicago
Meeting Notes

Ameren Tariff Discussion

Feedback on Draft Tariff Language:
- Added to existing Supplier Terms & Conditions
- New text under-lined in tariff documents provided in Torsten’s workshop materials provided before the meeting
- Little change from slide deck presentation from last workshop
- Definitions – still a work in progress
- Feedback from ICC Staff was to show formulas within tariffs
- Show rates in informational filing – June thru May program year
- Reconciliation process – 1st period June 2009 to December 2011 covers variance between assumed uncollectible & actual (+ or - ) adjusted to take effect June 2012
- UCB – 75/25 split between customers & RES’
- POR recovered from RES’
- Switching & rescind language not incorporated in this draft – separate language to be discussed
- Hope is to provide stability with discount rate
- 5 year straight-line amortization
- Why 75/25 split?
  - Balance not to impede competition and cost to customers
  - Equity – about 4 cents per customer per month
  - Rates comparable around the country
  - Assumptions about participation rate
  - Approximately 1.2 % Discount Rate (DR)
- Consider 30 days past-due instead of 60
- Power & energy - please include definition
- Disputed charges – how to insure the customer’s voice is not lost
  - Consequences if RES wrongly informs Ameren that dispute is resolved
- Only one supplier for mass market
- Disputed charges section

Switching Language:
- Eliminated meter # requirement
- Mass market has to occur at the account level
- Black-out window is longer for the mass market
  - 2 business days & rescission (10 days & holiday allowance)
- Customer rescission
  - Mass market if 10th day on weekend or holiday it goes to the next business day
Non-mass market stays the same
- Rescissions from RES only via EDI, no e-mail
  - Up to 2 days to scheduled read date
- Contains various “what if” scenarios
- Off-cycle enrollments
  - Only on non-mass market
- RES submits enrollment requesting special billing option & if it is not authorized, then the enrollment will be rejected.
- Drops
  - Mass market – account level and service point level acceptance
  - “What if” scenarios
- Question – Why drop meter number?
  - Barrier to market entry; does not currently provide sufficient consumer protection
- Remove dual billing default language

**ComEd Tariff Discussion**

**Next steps:**
- Late September or early October meeting with ICC Staff
- When will group see language?
- What impact will filing have on “go live” date?
  - No impact

**Draft Language Contains:**
- Contains rescind DSARS
  - 18 days from the switch
- By delivery group, not supply group
- Will not address elimination of meter # validation in tariff, covered in RES Handbook
  - Recommending not to require
- Multiple discount rates
- Customer rescinds –
  - Will not handle (current status)

**Customer Education**

**Updates to “Plug in Illinois” materials and website**
- Post services “to be available” – one bill UCB
- Stats on site activity?
- Should say “what are the other terms” of agreement
- Add: When does service start?
- Credit check – Is a deposit required?
- Include rescission period in consumer protection
- Ask about on-line pay
Include information about how many customer have already switched (other states show)
List RES' that are registered not only certified on website
Explain how payments are applied to customers' bills
Additional input to be provided from AG
Consistency in referring to suppliers (RES, supplier, Alternate Energy Supplier)
Green power questions to suppliers
Placement on ICC homepage makes it look like an ad
Submit additional items to ICC
Focus groups / ad agencies?
  - Who pays?
  - RES?
  - Social issue?
Relevancy of "bundled service" concept
"Lending Tree.com" concept
  - E-mail blast to all suppliers – “Apples to apples” chart
  - PUC website
How do we drive customers to website?
What about those customers without internet access?

**Consumer Education – General Information**

Additional disclosure for uniform script given to customer by supplier at time of sale:

- More specificity needed
- CUB suggests disclosure statement
- **RES' to flow chart/bring samples to next workshop – send to Torsten before next workshop**
- Compare pricing information & consistency going forward as ICC goal

**Purchase of Uncollectibles - POU**

**Blue Star Discussion:**

- Blue Star felt it made sense to implement POU at the same time as UCB/POR
- Similar transactions as POR – 810’s & 820’s
- Different customers & discount rates
- Add flag
- Add billing periods
- Difference of opinion on supply-only or supply & delivery in terms of what represents the receivable for purchase
- Applicable to SBO and Dual Bill (DB)
- Assumes customer then goes to UCB/POR
- Disputed charges can not go on POU
Blue Star suggests it be implemented at the same time as UCB/POR
Direct Energy – should not do at this time if there is any impact to UCB/POR time line

### Ameren Billing Design Issues

- **“Shelf” timeframe**
  - If received by 8 am Monday back by 5 pm Wednesday
  - 3 business days
- **Rate ready adjustments**
  - RES adjustments will appear in misc. adj. section of Ameren charge portion on Rate Ready
  - Will Ameren be able to identify specific RES on bill?
  - How long
- **Can the RES Name, 800 #, and Web Address be displayed in a single line on the bill?**
  - Focus should be clarity to consumer, might work if transitional.
- **824 transaction should reference unique tie to 810 & 867 identifier**
  - Answer is yes – CPWG item
- **810/820 should reference unique 867 identifier**
  - Answer yes – CPWG item
- **Cancel/Rebill Scenario**
  - Go back to previous RES
  - Key to include in service agreement with RES for exiting business
  - Go back to previous RES’ for specific time periods for utility initiated
  - Must be current RES under bill ready or rate ready to do adjustment
- **Rate Ready Code Identifier**
  - 15 alpha/numeric characters
  - Separate field to identify RES
- **Ameren RES portal**
  - Driven by bill group
  - Price changes will need to be 5 days in the future for an effect date.
- **2 RES messages only**
  - Mass market will have only one RES active at any time
  - Order
  - RES level first
  - Rate level second
- **The 820 will be issued one day after due date to remit RES charges**

### Discuss Rate Ready Flowcharts

- **Bank flow timing**
  - Should remittance section flow through banks?
    - Cross ref of 867 (new – can bank handle?)
    - Service point (new – can bank handle?)
  - If bank handles then 820 and ACH boxes would be combined into one
Discuss Bill Ready Flowcharts

- Utility initiates bill / rebill (page 1 or 4)
  - Added box required if no RES charges ready to bill, send notice
  - Drop box where service is not active
- Utility initiates cancel (page 2 of 4)
  - Flow is correct
- Supplier issues cancel (page 3 of 4)
  - Add rejection reason (824?)
  - Utility acknowledgement box confusing – what is desired?
    - Consider dropping the 997 box
  - Utility will reject if not current RES – add
  - Add RES must be active
  - If outside shelf utility will reject
  - Box in utility section labeled “Are there billed RES charges?”
    - Clarified what it meant – transaction match
      - Open transaction
      - Shelf life controls for rebill
      - Cancel anytime
- Supplier initiates rebill (page 4 of 4)
  - Add check for active RES
  - Change for if in shelf
  - Send acknowledgement – CPWG
  - Add 820 data flow

Overview of previously covered Standards/Billing items
(Discussion of 4 page document)

Ameren Enrollment Business Practices Matrix (sheet)
- Only Mass Market has longer rescind window (10 days)

Ameren SB 1299 Enrollment Business Practices Matrix (sheet)
- Change in last item – currently we reject – future will be as shown.
- Add situation where mass market rescind period forces it to next on-cycle read date
- Note: on line 1 ComEd rejects the off-cycle
- Ameren will change business rule to reject an off-cycle enrollment without a date

Ameren SB 1299 Drop Request Business Practice Matrix (sheet)
- ComEd does not allow off-cycle drops for either mass or non-mass market

Standards Working Group Issues List
- Estimated reads are a joint concern but all agree switch can occur with estimated read for mass market
- Recalculation of budget billing amount will be at normal time, not at switch
- Review dual billing actions
- Passing outstanding balances on outbound SBO for mass market
  - Do we allow switch but reject the SBO
- SBO mass market switches when customer is in arrears
  - Allow switch but reject SBO
- Customer Letters
- Level at which rates are set
  - Default at account level
  - Ameren will also allow at service point for non-mass market
- Dates in 810 invoice must match
  - Cross reference numbers will be used – unique
- 867 and 820 will be unique
  - Follow up on second question
- Change in levels of DS
  - Need to determine communications triggers
- Refresh item (012)
  - Utilities to review adding summary data to all interval data
- 810 issue (022)
  - Still reviewing
- Two items discussed but not currently resolved
  - Seamless moves – outstanding issue
  - Shopping lists – outstanding – legal issue – on NOI
- Billing and Standards group consolidated together under Standards

Next workshop October 22nd and 23rd

NOI – Due September 29th
- Comments
- Reply comments due October 13th