

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 22 nd and 23 rd

NOI – Due September 29 th

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| <ul style="list-style-type: none"> • Comments • Reply comments due October 13th |
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