Ameren Tariff Status Update

- Filing was September 30th.
- Links on Commission’s website.
- Ameren to share changes (red-lined/black-lined document).

ComEd Tariff Status Update

- Discussion tabled to October 23, 2008.

ComEd Bill Re-design

- Supply charges not easy to distinguish on old bill.
- Used focus groups along with internal feedback.
- Items repositioned.
- Differentiation between delivery and supply charges on new bill.
- Clarity for customers.
- Supplier name, web address & phone number included.
- Reverse side includes a Message Center – 2 lines for suppliers.
  - Possible if elimination of definitions is approved.
- Standard on length of fields for price – 5 to right of decimal point.
- Cancel/rebills are shown before message section, before total charges.
- What happens to current terms on back on bill?
  - Possible ways to provide information to customers.
    - Spell out definitions that previously were abbreviated.
    - Will print on front & back.
- Suppliers will have 7 lines to present charges based on supplier input.
- Roll-out June 2009.
- ComEd will use the line item text that suppliers provide.

Disputed Charges

- Discuss ComEd document.
  - Contact needs to be made with supplier by customer.
  - Other states, experience is that most are misunderstandings or inquiries.
  - In other states, once at the level of a Commission compliant, are charges reversed?
  - What is the appropriate trigger point?
  - When/If do we deduct charges?
Should there be a more formalized process (formal/informal) with the Commission?
Need for CPWG to look at cancel/rebill reason?
How are things handled on gas side today?
Recommendation from Dominion that trigger point is a formal complaint w/Commission to deduct charges.
  • CUB does not agree that a formal complaint w/ICC should be trigger point to cancel charges.

• Discuss Ameren workflows
  • Price issues should be easy to solve because term sheets are available.
  • Three-way complaint process may possibly be set up w/ICC & some suppliers.

Supplier Handbook
• Discussion of Ameren slide deck.
• Supplier handbook is currently on Ameren’s website.
  • Share draft red-line w/group.
  • Ameren’s original plan is to have draft ready by end of 2nd quarter 2009 but group feels draft may spur discussion.
  • Chapter-by-chapter review in advance is desirable.
• ComEd’s process is similar to Ameren’s.
• Concern about items that will be in tariffs while on-going testimony is occurring.
• ComEd considering an Implementation Guide also.

Current System Design Issues
• ComEd Issues:
  • Summary Bill Issues
    • Currently break relationship when moved to SBO or Dual.
    • Would like to break relationship on all SBO/Dual/UCB-POR bills.
    • It is a bill presentment option.
    • What if all of the customers’ accounts were enrolled with the supplier in UCB/POR?
    • Possibly continue to break SBO, others not.
    • Can volumes be provided?
  • Changes in load profile over a cancel/rebill period.
    • Should load profile data be saved/sent on cancel/rebills?
      o Recommendation is to not send.
  • Off cycle switch
    • Non-mass market.
      o 100 – 400 CE.
150 – 400 AIU.
- UCB/POR on cycle only.
- Dual billing can be on or off cycle.
- Flag on 814 response that account is mass market & designation class?
    - Group flag?
    - Flag on all transactions.
    - Would flag be on rejects too?
    - Recommendation would be to include flags.
- Temporarily reject of enrollment.
  - Generic reason for arrears, flooding conditions, minimum stay, etc.
  - Recommendation - pursue temporary ineligible generic code.
  - What about reject of LIHEAP/PIPP participants?
- More supplier participation/input needed at CPWG meetings.

**Ameren Issues:**
- Ameren will notify all of its suppliers' that they will need to comply with testing/system changes in order to continue to serve customers.
  - Request that ORMD send letter to all suppliers'.
- Define random – assume rotation because it addresses clusters versus a random generator.
- Beyond initial discount referral which is random, is there the need for another “random” bucket for other referrals?
  - Not as long as it’s random (rotation).
- On discount program, supplier preference is to follow New York enrollment process.
  - One rate code would apply for all – same discount.
  - Discount allowed once per customer.
  - Utility will submit enrollment DSAR.
  - Supplier will need to monitor stay, otherwise rate will continue.
- Ameren will comply with suppliers’ recommendation that new construction customers not be allowed to participate.
- Ameren Revert-To-Owner (RTO) landlords will be excluded from participation because of the general extreme short nature of service (between tenants). Note: length of service generally too short to allow suppliers to schedule supply.

**Rescind Periods**

Question: If there is a drop supplier B, customer goes back to utility & must wait before going back to a previous supplier A?
- If supplier B submits a drop, customer would need to contact supplier A to submit an enrollment.
- If supplier B submits a rescission, and supplier A submits a drop before supplier B submits the rescission, customer would need to contact supplier A to submit an enrollment.
- If supplier B submits a rescission, and supplier A has done nothing (as normal) the customer would then stay with supplier A because utility would submit a re-instatement.

**Ameren Supplier Portal**
- Discussion of Hand-out.
- Unique ID will be assigned.
- Data retention period?
  - TBD – likely 24 months.
- Messages need to be in one day in advance – specific time will be communicated. Likely listed on appropriate portal page.
- Bill message equals 142 spaces.
- There will be a message hierarchy. Only new supplier.
- Ability (down the road) to make multiple supplier adjustments in mass in an automated fashion thru WEB portal.
- Volunteers needed for testing.

**Testing Timeline**
- Ameren – March?
- ComEd – July?
- Ameren still on target for March testing. Recognize tariff may not be in place by June. Still on target to deliver in June.
  - Are suppliers ready for March testing?
- What is lead time before March 1? December completion of CPWG items possible.
- ComEd
  - All or nothing for market testing for all of market.
    - July – September
- CPWG will assist with test plan.

**ComEd Tariff Discussion**
- Move off socialization.
- Move off seven discount rates.
- Concern about economics from last workshop to this one.
- Uncollectibles – now two discount rates.
  - Residential - 1.2% approx
  - Non-Residential - .33% approx
• Align with how we have uncollectibles today.
• All in for delivery groups, similar to Ameren.
  ➢ Three year true-up possibly.
• True up = actual experience to discount rate.
• Adjust uncollectible rate annually.
  ➢ Debit or Credit mechanism not known at this time.
• True up based only those on UCB-POR product.
• Implementation Costs:
  ➢ Planning a split similar to Ameren.
  ➢ Separate charge for UCB and POR.
    ○ POR implementation costs = charged to supplier discount rate.
      ▪ True-up mechanism as well.
    ○ UCB portion
      ▪ Socialize this portion at start.
      ▪ Put in a trigger that would, based on volumes move these costs to the suppliers’. This is applicable to all customers who can take UCB/POR.
        ✦ After trigger then move the charge back to supplier based customers. Effectively credit back to the socialized group.
• There will be a supplemental customer charge initially.
• When will filing occur?
  • **Can a term sheet with details be prepared and shared?**
• Estimate between % UCB + POR breakdown is unknown at this time.

**Letters of Agency**

• Consumer fraud statute.
• Requirements in Ameren tariff.
• What purpose does the customer phone numbers?
  • **Ameren will review.**
• Oral authorizations now allowed.

**Disputed Charges – Part 2**

• What is the trigger point to cancel supplier charges?
  ➢ 2nd customer call to utility?
  ➢ Call to ICC?
  ➢ Formal ICC complaint (extreme)?
• On gas side CSD would contact supplier/contact utility. Ask utility to “hold” charges.
• Need to suspend or reverse charge.
• Escalated phone number that utilities could refer customers back to suppliers’. (Note: this might be via utility transfer.)
Do all suppliers have an escalated number and compliant group?
• Separate supplier call should be scheduled to discuss.

**Up dates to “Plug-In-Illinois” web site**
- Lists
  - Supplier Lists:
  - Indicate which suppliers are supplying in Ameren & ComEd territories by customers served for customer convenience.
  - Just because supplier is certified doesn’t mean they may be supplying in a given service territory to a particular customer group.

**Ameren’s Proposed Education Activities**
- Discuss handouts.
- What is average cost of bill insert?
  - Production costs?
  - Additional postage increases?
  - Additional calls to contact centers?
- Review what NICOR does on gas side?
- NICOR charges per billing/account set up costs.
- Suggestion from ICC staff for Ameren’s website consistency.
- Possible link to Plug-In-Illinois for list of customer’s rights/responsibilities.

**3rd Party Verification Procedures**
- Ameren does not plan for 3rd party verification for initial (2 month?) introductory fixed discount enrollment. Supplier will use 3rd party verification for enrollment after initial period as appropriate. Ameren will record calls.

**Current Disclosure Practices**
- ORMD has begun a process to develop some “straw man” information to bring forward to the group for discussion in trying to help provide a simple common set of disclosure statement.
  - Potential December 3-4 discussion item.

**Items for a later date**
- Focus on UCB-POR for now.
- Determine dates in future to discuss other items:
  - Standalone UCB – March.
  - POU – March.
  - Seamless moves – March.

**Next Workshop Date**
- December 3-4.