



North American Energy Standards Board

1301 Fannin, Suite 2350, Houston, Texas 77002
Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@naesb.org
Home Page: www.naesb.org

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REQ Final Action Version 1.1 Ratified 01/07/2007
RGQ Final Action Version 1.1 Ratified 01/07/2007
For Quadrant: Retail Electric and Retail Gas Quadrants

Requesters: Joint REQ/RGQ BPS
Request No.: 2006 Annual Plan Item No. 4(i)
Request Title: Customer Enrollment

1. RECOMMENDED ACTION:

- Accept as requested
- Accept as modified below
- Decline

EFFECT OF EC VOTE TO ACCEPT RECOMMENDED ACTION:

- Change to Existing Practice
- Status Quo

2. TYPE OF DEVELOPMENT/MAINTENANCE

Per Request:

- Initiation
- Modification
- Interpretation
- Withdrawal

- Principle
- Definition
- Business Practice Standard
- Document
- Data Element
- Code Value
- X12 Implementation Guide
- Business Process Documentation

Per Recommendation:

- Initiation
- Modification
- Interpretation
- Withdrawal

- Principle
- Definition
- Business Practice Standard
- Document
- Data Element
- Code Value
- X12 Implementation Guide
- Business Process Documentation

3. RECOMMENDATION

SUMMARY:

In accordance with the decision of the Joint Retail Electric and Retail Gas Quadrants Executive Committee at the August 16, 2006 meeting, the Joint Retail Electric and Retail Gas Quadrants Business Practices Subcommittee submits this Recommendation for REQ/RGQ 2006 Annual Plan Item No. 4(i) Customer Enrollment Model Business Practices. Please note that 4(i) is only one part of 2006 Annual Plan Item No. 4, which also includes Customer Drop and Customer Account Information Change. Please also note that this Recommendation does not include the technical implementation portion. In addition to the Customer Enrollment Model Business Practices, this recommendation includes the Model - RXQ.10.4.1 Customer Enrollment Process Flow Diagram. However, the Executive Summary and Introduction include references to Customer Drop and Customer Account Information Change as a placeholder for Model Business Practices to be developed in the future.



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RECOMMENDED STANDARDS:

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CUSTOMER ENROLLMENT, DROP, AND ACCOUNT INFORMATION CHANGE

Tab 1 -Executive Summary

This section presents a summary of the business practices for Customer Enrollment, Drop, and Account Information Change in competitive electric and natural gas markets where alternative energy providers, known as Suppliers, sell natural gas or electricity to end use Customers. The Supplier provides the energy by purchasing or producing it and arranges for its delivery by the Distribution Company to the Retail Customer.

Customer Enrollment, Drop, and Account Information Change processing encompasses a variety of interactions between Suppliers and Distribution Companies. In a business environment where best practices are voluntary, model business practices should be applied within the context of regulatory requirements and agreements.

Tab 2 -Version Notes

(Insert initial publication date)

Tab 3 –Introduction

The North American Energy standards Board (NAESB) is a voluntary non-profit organization comprised of members from all aspects of the natural gas and electric industries. Within NAESB, the Retail Electric Quadrant (REQ) and the Retail Gas Quadrant (RGQ) focus on issues impacting the retail sale of energy to end-use customers. REQ / RGQ Model Business Practices are intended to provide guidance to Distribution Companies, Suppliers, and other Market Participants involved in providing competitive energy service to end-use Customers. The focus of these Model Business Practices is the processing of Customer Enrollment, Drop, and Account Information Change transactions.

These Model Business Practices are voluntary and do not address policy issues that are the subject of state legislation or regulatory decisions. These Model Business Practices have been adopted with the realization that as the industry evolves, additional and amended Model Business Practices may be necessary. Any industry participant seeking additional or amended Model Business Practices (including principles, definitions, data elements, process descriptions, and technical implementation instructions) should submit a request to the NAESB office, detailing the change, so that the appropriate process may take place to amend the Model Business Practice.



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Tab 4 -Business Processes and Practices

RXQ.10 Overview

RXQ.10.1 Principles

- RXQ.10.1.1 The processes for Customer Enrollment, Drop, and Account Information Change should be efficient to minimize the time and effort needed to accomplish these operational details.
- RXQ.10.1.2 The processes for Customer Enrollment, Drop and Account Information Change should be consistent with the requirements set forth by the Applicable Regulatory Authority.
- RXQ.10.1.3 The processes for Customers to enroll with and drop from Suppliers should minimize the occurrence of unauthorized activity in the marketplace.
- RXQ.10.1.4 A contract or agreement between Market Participants may establish different processes, timeframes, or operational requirements. Any conflict between these recommended processes and an applicable contract shall be resolved according to the provisions of the contract.
- RXQ.10.1.5 These processes do not address communications between a Customer and a Supplier concerning the right of a Customer to cancel a contract prior to or subsequent to the issuance of an Enrollment Request.
- RXQ.10.1.6 These processes do not address contractual obligations between Market Participants and their Customers.



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RXQ.10.2 Definitions

- RXQ.0.2.xx Account Information Change:** The process by which Market Participants notify each other of modifications to Customer account data.
- RXQ.0.2.xx Applicable Regulatory Authority:** The state regulatory agency or other local governing body that provides oversight, policy guidance, and direction to any parties involved in the process of providing energy to retail access Customers through regulations and orders.
- RXQ.0.2.4 Bill Ready:** A Consolidated Billing practice in which the Billing Party receives the calculated charge amount(s) directly from the Non-Billing Party in lieu of the Billing Party calculating it directly from the rate.
- RXQ.0.2.7 Business Day:** As defined in the Governing Documents.
- RXQ.0.2.12 Consolidated Billing:** The billing option in which the Distribution Company or Supplier renders a Customer bill consolidating the energy, transmission / transportation and distribution charges of the Distribution Company and the Supplier, for which a single payment from the Customer is expected.
- RXQ.0.2.16 Customer:** Any entity that takes gas and/or electric service for its own consumption.
- RXQ.0.2.17 Distribution Company:** A regulated entity which provides distribution services and may provide energy and/or transmission / transportation services in a given area.
- RXQ.0.2.xx Drop:** The process of discontinuing responsibility for providing energy to a Customer from an existing Market Participant.
- RXQ.0.2.xx Drop Confirmation:** The Uniform Electronic Transaction used to notify the Market Participant that their Drop Request has been accepted.
- RXQ.0.2.xx Drop Effective Date:** The date on which the current Market Participant ceases to be responsible for providing energy to a Customer.



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- RXQ.0.2.xx Drop Rejection:** The Uniform Electronic Transaction used to notify the Market Participant that their Drop Request has been denied.
- RXQ.0.2.xx Drop Request:** The Uniform Electronic Transaction used to initiate a Drop.
- RXQ.0.2.20 Dual Billing:** The billing option in which the Distribution Company and Supplier render separate Customer bills for the products and services each provides.
- RXQ.0.2.xx Enrollment:** The process of designating a Market Participant that has the responsibility for providing energy to a Customer.
- RXQ.0.2.xx Enrollment Confirmation:** The Uniform Electronic Transaction used to notify the Market Participant that their Enrollment Request has been accepted.
- RXQ.0.2.xx Enrollment Effective Date:** The date on which a Market Participant becomes responsible for providing energy to a Customer.
- RXQ.0.2.xx Enrollment Rejection:** The Uniform Electronic Transaction used to deny an Enrollment Request.
- RXQ.0.2.xx Enrollment Request:** The Uniform Electronic Transaction used to initiate an Enrollment.
- RXQ.0.2.xx First-in:** The Enrollment process which uses the first Enrollment Request received for the same Enrollment Effective Date as the operative Enrollment.
- RXQ.0.2.22 Governing Documents:** Documents that determine the interactions among parties, including but not limited to: regulatory documents (e.g., tariffs, rules, regulations), contractual agreements, and Distribution Company Operational Manuals.
- RXQ.0.2.xx Last-in:** The Enrollment process which uses the last Enrollment Request received for the same Enrollment Effective Date as the operative Enrollment.
- RXQ.0.2.xx Pending Enrollment:** An Enrollment Request that has been responded to with an Enrollment Confirmation, but has not reached its Enrollment Effective Date.



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- RXQ.0.2.34 Rate Ready:** Refers to the practice in which the Non-Billing Party provides rate information to the Billing Party sufficient to calculate the Non-Billing Party's charges.
- RXQ.0.2.xx Reinstatement:** The process of canceling a Pending Drop or a Pending Enrollment so that the existing Market Participant continues to have the responsibility for providing energy to the Customer.
- RXQ.0.2.xx Reinstatement Confirmation:** The Uniform Electronic Transaction used to notify the Market Participant that their Reinstatement Request has been accepted.
- RXQ.0.2.xx Reinstatement Rejection:** The Uniform Electronic Transaction used to notify the Market Participant that their Reinstatement Request has been denied.
- RXQ.0.2.xx Reinstatement Request:** The Uniform Electronic Transaction used to initiate a Reinstatement.
- RXQ.0.2.xx Rescission:** The process whereby a Customer causes a Pending Enrollment or Pending Drop to be canceled.
- RXQ.0.2.39 Supplier:** Persons engaged in the competitive sale of energy to end-users.
- RXQ.0.2.42 Uniform Electronic Transactions:** Standard data arrangements for trading information, making business requests and exchanging other information, encompassing a number of electronic media and utilizing specified transport protocols.



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RXQ.10.3 Model Business Practices

RXQ.10.3.1 General Practices for Customer Enrollment, Drop, and Account Information Change

RXQ.10.3.1.1 Both the Distribution Company and Supplier should be approved, certified or licensed, to the extent required by the Applicable Regulatory Authority and demonstrate the technical capability to exchange information electronically using Uniform Electronic Transactions and to meet the operational timeframes which have been defined to support Customer Enrollment, Drop and Account Information Change.

RXQ.10.3.1.2 When making changes to its information systems that may affect electronic data interchange, the Supplier or Distribution Company making those changes should provide sufficient advanced notice to the other party prior to implementation to allow them to adapt to the change.

RXQ.10.3.1.3 Distribution Companies should not be required to monitor contract start and end dates between Suppliers and Customers. and should process Customer Enrollment, Drop, and Account Information Change transactions when submitted.

RXQ.10.3.1.4 When a Uniform Electronic Transaction is received, the receiving party should acknowledge receipt via Uniform Electronic Transaction within one business day.

RXQ.10.3.1.5 Uniform Electronic Transactions for Customer Enrollment, Drop, and Account Information Change should be submitted at the account level.



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RXQ.10.3.2 Customer Enrollment Process

RXQ.10.3.2.1 Suppliers should obtain authorization from Customers prior to Enrollment as specified by the Applicable Regulatory Authority.

RXQ.10.3.2.2 The Supplier should send an Enrollment Request to the Distribution Company via Uniform Electronic Transaction within the required timeframe prior to the desired Enrollment Effective Date.

RXQ.10.3.2.3 To enable the Distribution Company to confirm the Customer account, an Enrollment Request should contain the Distribution Company account number. In addition, one or more of the following elements may be required:

- Customer name;
- Five digit zip code of service address, or;
- Other elements as determined by the Applicable Regulatory Authority.

RXQ.10.3.2.4 In addition to the required confirmation elements, an Enrollment Request should contain the data elements found in RXQ.10.6 At a minimum, the following Customer account information should be included:

- Distribution Company account number (the unique Customer identifier);
- Customer name;
- Type of request;
- Type of service (gas or electric);
- Supplier account number (if provided by Supplier);
- Type of billing (Consolidated Billing, Dual Billing, Rate Ready, Bill Ready, etc.);
- Supplier Rate Code;
- Date and tTime of Customer authorization;
- Distribution Company Rate Code, and;
- Tax exemption percent.



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RXQ.10.3.2.5 If the jurisdiction practices First-in, the Distribution Company will send an Enrollment Confirmation to the Supplier via Uniform Electronic Transaction within one (1) Business Day of receiving the Supplier's Enrollment Request if all of the following conditions exist:

- the Customer account is confirmed;
- the Customer account is eligible to participate in the competitive energy market;
- the Enrollment Request has the required elements, and;
- there is no Pending Enrollment.

In addition, if the Customer is currently being served by another Supplier, the Distribution Company will send to that Supplier a Drop Request containing a Drop Effective Date that coincides with the Enrollment Effective Date of the new Supplier via Uniform Electronic Transaction.

RXQ.10.3.2.6 If the jurisdiction practices First-in, the Distribution Company will send an Enrollment Rejection containing the applicable rejection reason code to the Supplier via Uniform Electronic Transaction within one (1) Business Day of receiving the Supplier's Enrollment Request if any of the following conditions exist:

- the Customer account is not confirmed;
- the Customer account is not eligible to participate in the competitive energy market;
- the Enrollment Request does not have the required elements, or;
- there is a Pending Enrollment.

RXQ.10.3.2.7 If the jurisdiction practices Last-in, the Distribution Company will send an Enrollment Confirmation to the Supplier via Uniform Electronic Transaction within one (1) Business Day of receiving the Supplier's Enrollment Request if all of the following conditions exist:

- the Customer account is confirmed;
- the Customer account is eligible to participate in the competitive energy market, and;
- the Enrollment Request has the required elements.



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If an earlier Pending Enrollment exists, the Distribution Company will send a Drop Request via Uniform Electronic Transaction to the Supplier responsible for the Pending Enrollment, containing a Drop Effective Date that coincides with the Enrollment Effective Date of the new pending Supplier.

If no earlier Pending Enrollment exists and the Customer has a current Supplier, the Distribution Company will send the current Supplier a Drop Request containing a Drop Effective Date that coincides with the Enrollment Effective Date of the new pending Supplier via Uniform Electronic Transaction.

RXQ.10.3.2.8 If the jurisdiction practices Last-in, the Distribution Company will send an Enrollment Rejection containing the applicable rejection reason code to the Supplier via Uniform Electronic Transaction within one (1) Business Day of receiving the Supplier's Enrollment Request if any of the following conditions exist:

- the Customer account is not confirmed;
- the Customer account is not eligible to participate in the competitive energy market, or;
- the Enrollment Request does not have the required elements.

RXQ.10.3.2.9 In jurisdictions where the Customer may request Rescission by contacting the Distribution Company, the Distribution Company will send a Drop Request via Uniform Electronic Transaction to the Supplier responsible for the Pending Enrollment within one (1) Business Day of receiving the Customer's request for Rescission, containing a Drop Effective Date coinciding with the Enrollment Effective Date of the Pending Enrollment.

RXQ.10.3.2.10 If the Customer is currently being served by another Supplier when the Customer requests Rescission, the Distribution Company will send a Reinstatement Request containing a Reinstatement Effective Date that coincides with the Drop Effective Date of the Pending Drop to the current Supplier via Uniform Electronic Transaction within one (1) Business Day of receiving the Customer's request for Rescission.



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RXQ.10.3.2.11 If the Supplier's Enrollment Request is confirmed by the Distribution Company, the Distribution Company and/or Supplier may be required by the Governing Documents to mail a confirmation letter to the Customer within one (1) Business Day of sending or receiving the Enrollment Confirmation. The confirmation letter should notify the Customer of the Enrollment Effective Date and name of their Supplier and, if applicable, the last date and method to rescind the Pending Enrollment.

RXQ.10.3.2.12 An Enrollment Rejection should contain the data elements found in RXQ.10.6 At a minimum, the following Customer account information should be included:

- Distribution Company account number (the unique Customer identifier);
- Customer name;
- Rejection indicator;
- Rejection reason code, and;
- Supplier account number (if provided by Supplier).

RXQ.10.3.2.13 In jurisdictions where a Drop Confirmation or Drop Rejection is required by the Supplier, the Supplier should send the appropriate Uniform Electronic Transaction to the Distribution Company within one (1) Business Day of receiving a Drop Request from the Distribution Company. The Supplier may not reject a Drop Request unless the Supplier determines that the Customer account number in question is not valid.



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RXQ.10.3.2.14 An Enrollment Confirmation, should contain the data elements found in RXQ.10.6. At a minimum, the following Customer account information should be included:

- Distribution Company account number (the unique Customer identifier);
- Customer name;
- Service address;
- Billing address;
- Acceptance indicator;
- Supplier account number, (if provided by Supplier);
- Distribution Company billing cycle;
- Type of billing (Consolidated Billing, Dual Billing, Rate Ready, Bill Ready, etc.);
- Date and time of Customer authorization;
- Budget billing indicator;
- Estimated Enrollment Effective Date;
- Peak demand during past 12 months, if available;
- Total energy consumed during past 12 months, if available;
- Meter number;
- Distribution Company load profile, if applicable;
- Distribution Company rate class;
- Distribution Company rate sub class;
- Supplier rate code;
- Distribution Company meter reading cycle;
- Meter type;
- Meter constant on usage register;
- Number of dials/digits on usage register;
- Meter constant on the demand register, if applicable, and;
- Number of dials/digits on the demand register, if applicable.



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RXQ.10.3.2.15 A Reinstatement Request should contain the data elements found in RXQ.10.6. At a minimum, the following Customer account information should be included:

- Distribution Company account number (the unique Customer identifier);
- Customer name;
- Service address;
- Billing address;
- Acceptance indicator;
- Supplier account number, (if provided by Supplier);
- Distribution Company billing cycle;
- Type of billing (Consolidated Billing, Dual Billing, Rate Ready, Bill Ready, etc.);
- Date and time of Customer authorization;
- Budget billing indicator;
- Estimated Enrollment Effective Date;
- Peak demand during past 12 months, if available;
- Total energy consumed during past 12 months, if available;
- Meter number;
- Distribution Company load profile, if applicable;
- Distribution Company rate class;
- Distribution Company rate sub class;
- Supplier rate code;
- Distribution Company meter reading cycle;
- Meter type;
- Meter constant on usage register;
- Number of dials/digits on usage register;
- Meter constant on the demand register, if applicable, and;
- Number of dials/digits on the demand register, if applicable.

RXQ.10.3.2.16 In jurisdictions where a Reinstatement Confirmation or Reinstatement Rejection is required by the Supplier, the Supplier should send the appropriate Uniform Electronic Transaction to the Distribution Company within one (1) Business Day of receiving the Reinstatement Request from the Distribution Company.



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RXQ.10.3.2.17 A Reinstatement Confirmation should contain the data elements found in RXQ.10.6. At a minimum, the following Customer account information should be included:

- Distribution Company account number (the unique Customer identifier);
- Customer name;
- Reinstatement Confirmation indicator, and;
- Supplier account number (if provided by Supplier).

RXQ.10.3.2.18 A Reinstatement Rejection should contain the data elements found in RXQ.10.6. At a minimum, the following Customer account information should be included:

- Distribution Company account number (the unique Customer identifier);
- Customer name;
- Reinstatement Rejection indicator;
- Reinstatement Rejection reason code, and;
- Supplier account number (if provided by Supplier).

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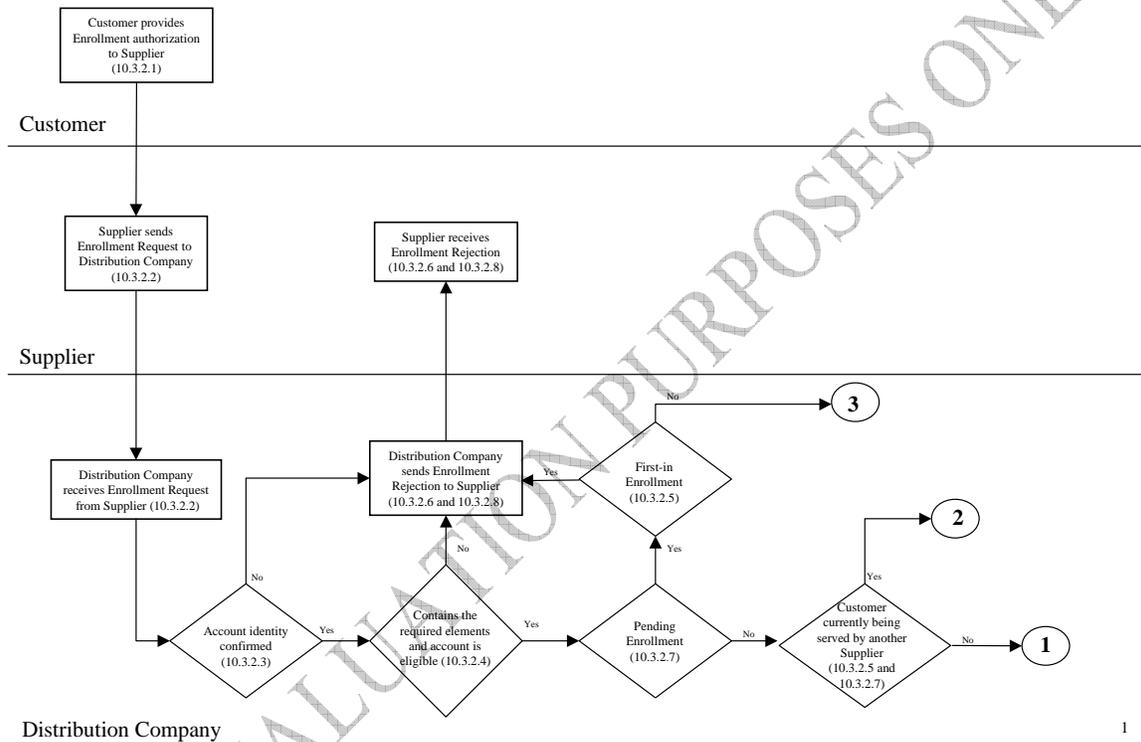
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RXQ.10.4 Models

RXQ.10.4.1 Customer Enrollment Process Flow Diagram

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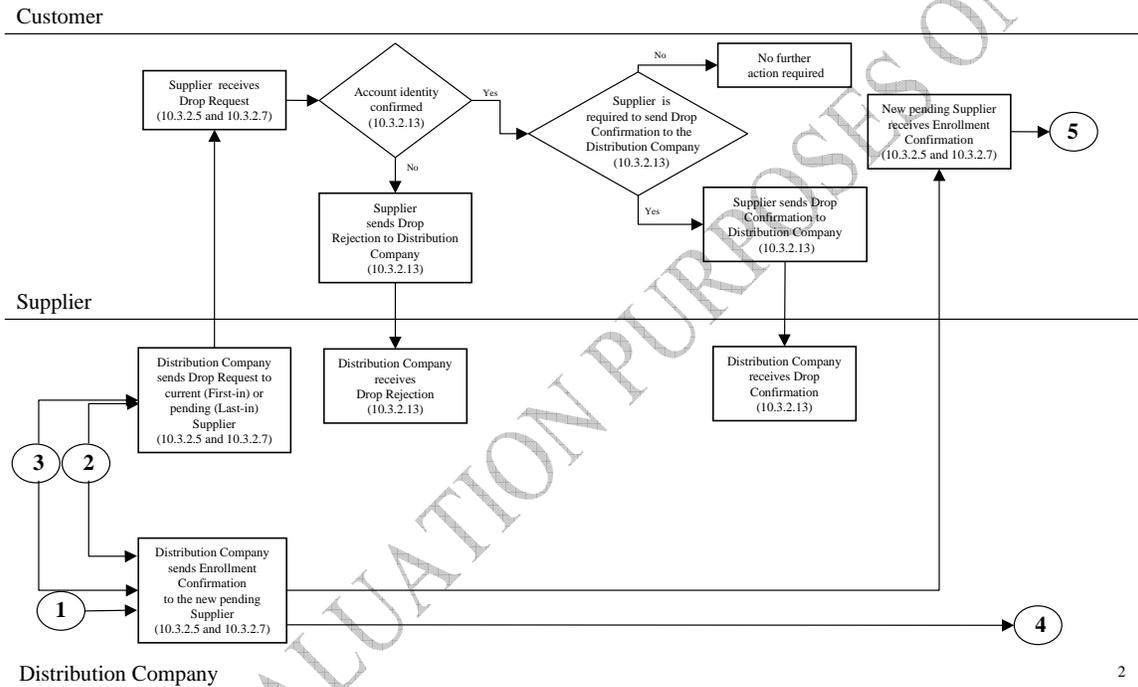




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RXQ.10.4.1 Customer Enrollment Process Flow Diagram

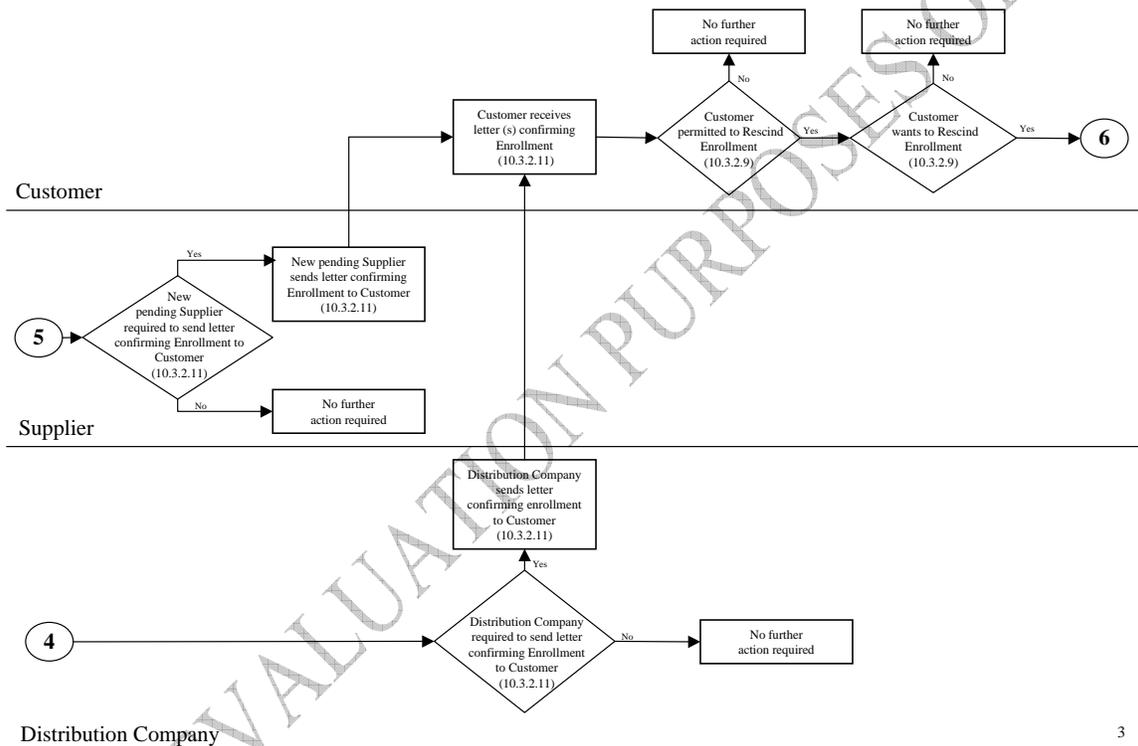




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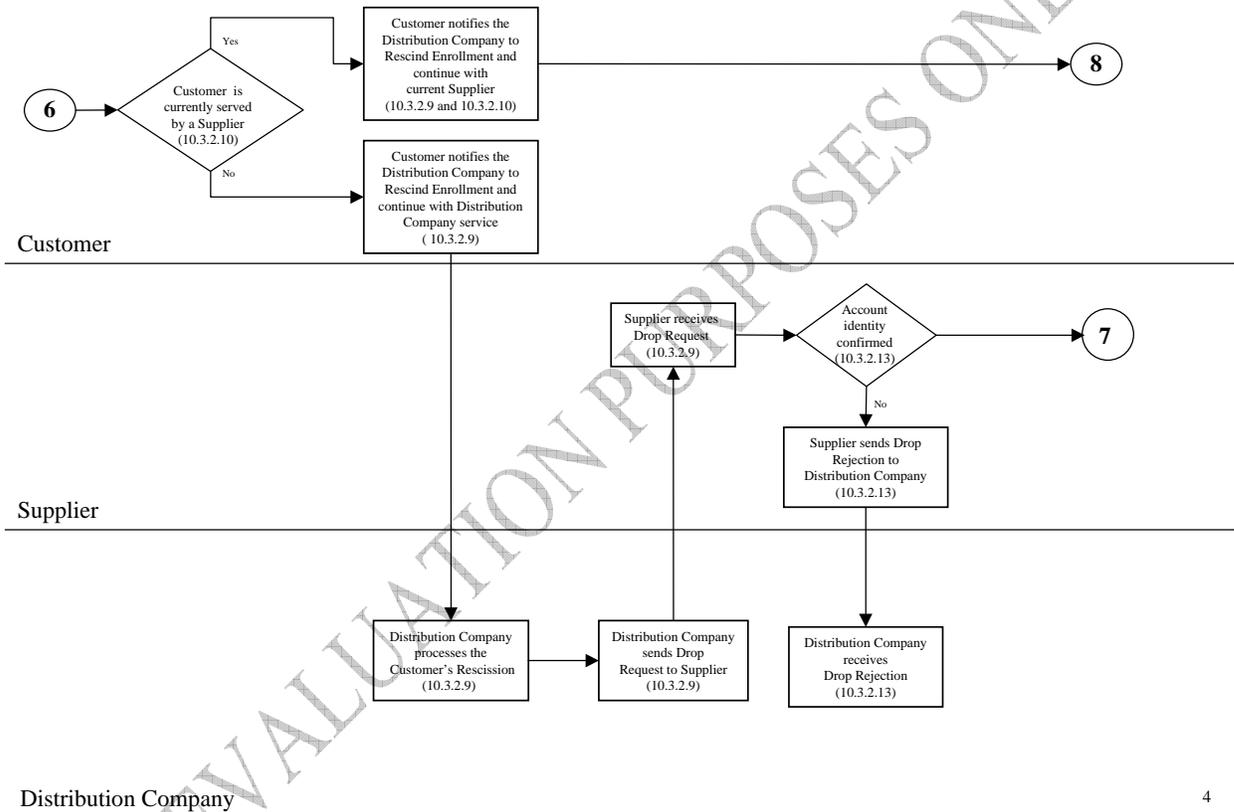




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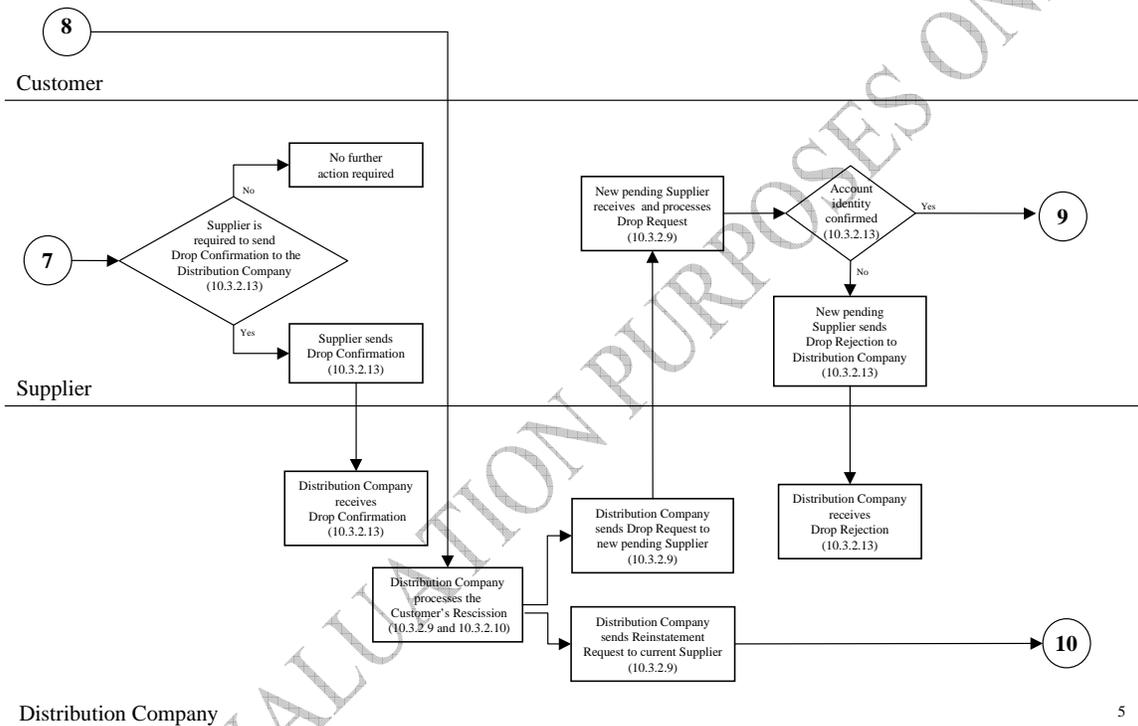




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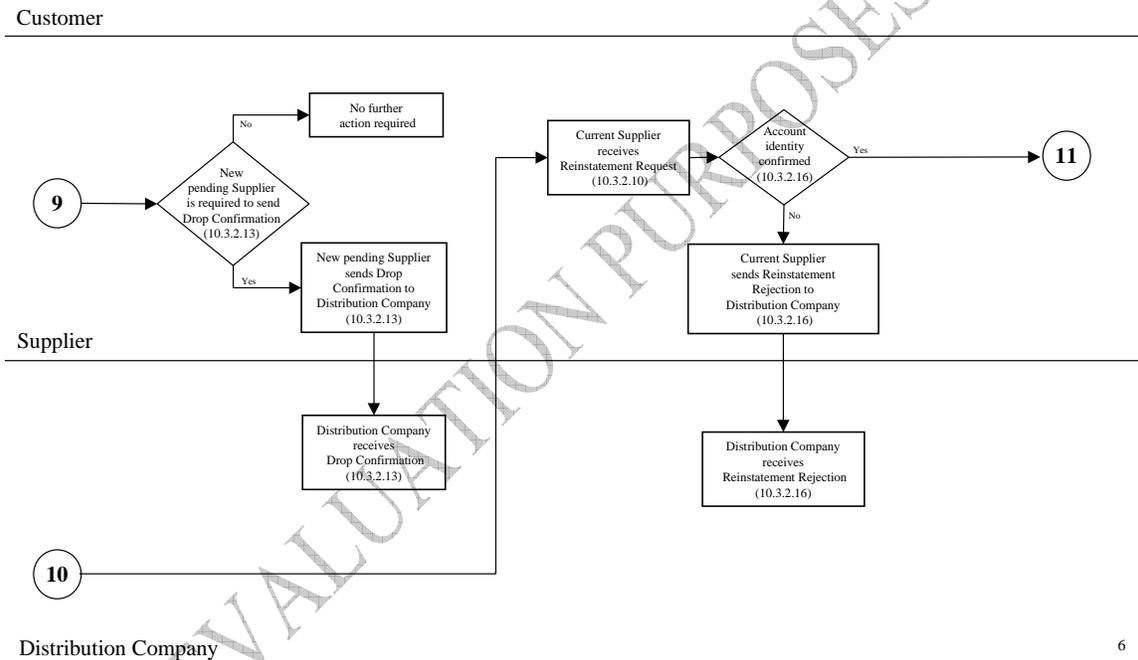
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