



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

COPYRIGHT NOTICE

The following North American Energy Standards Board (NAESB) final action or published standards is protected by federal copyright and a limited waiver has been granted for your access for **evaluation purposes only**. It should not be distributed or shared in any manner other than to task force members of the Illinois Commerce Commission for their review and evaluation. If you are not a member of NAESB and would like to use the following final action or published standards for purposes other than evaluation, please contact the NAESB office at 713-356-0060 or naesb@naesb.org for permission or purchase.



REQ Final Action Version 1.1 Ratified 08/20/2007
 RGQ Final Action Version 1.1 Ratified 08/20/2007
 For Quadrant:

Requesters: Joint REQ/RGQ BPS
 Request No.: 2007 Annual Plan Item No. 3a(ii)
 Request Title: Customer Drop

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:

The Joint Retail Electric and Retail Gas Quadrants Business Practices Subcommittees submit this Recommendation for REQ/RGQ 2007 Annual Plan Item No. 3a(ii) – Customer Drop Model Business Practices. These Model Business Practices detail the process for dropping a Customer from service by a competitive Supplier. The transaction request to Drop a Customer may be submitted by either the Supplier or by the Distribution Company. These Model Business Practices do not address which Market Participant initiates the Drop process.

RECOMMENDED STANDARDS:



REQ Final Action Version 1.1 Ratified 08/20/2007

RGQ Final Action Version 1.1 Ratified 08/20/2007

For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ.10.3.3 Customer Drop Process – Submitted by Supplier

RXQ.10.3.3.1 Drop Requests may be submitted by Suppliers for the purposes described in the Governing Documents, including requests for Drops from Customers.

RXQ.10.3.3.2 The Supplier should send a Drop Request to the Distribution Company via Uniform Electronic Transaction within the required timeframe prior to the desired Drop Effective Date.

RXQ.10.3.3.3 To enable the Distribution Company to confirm the Customer account, a Drop 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.10.3.3.4 In addition to the required confirmation elements, a Drop 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;
- Drop indicator;
- Drop reason code (if required);
- Type of service (gas or electric);
- Supplier account number (if provided by Supplier), and;
- Distribution Company's previous account number (if applicable).

RXQ.10.3.3.5 The Distribution Company should send a Drop Confirmation to the current Supplier via Uniform Electronic Transaction within one (1) Business Day of receiving the current Supplier's Drop Request if both of the following conditions exist:

- the Customer account is confirmed, and;
- the Drop Request has the required elements.



REQ Final Action Version 1.1 Ratified 08/20/2007

RGQ Final Action Version 1.1 Ratified 08/20/2007

For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ.10.3.3.6 Where the pending Supplier is permitted to cancel its Pending Enrollment by submitting a Drop Request, the Distribution Company should send a Drop Confirmation to the pending Supplier via Uniform Electronic Transaction within one (1) Business Day of receiving the pending Supplier's Drop Request if both of the following conditions exist:

- the Customer account is confirmed, and;
- the Drop Request has the required elements.

In addition, if the Customer is served by a current Supplier, the Distribution Company should send the current Supplier a Reinstatement Request via Uniform Electronic Transaction within one (1) Business Day of receiving the pending Supplier's Drop Request, containing a Reinstatement Effective Date that coincides with the Drop Effective Date of the pending Supplier.

RXQ.10.3.3.7 The Distribution Company should send a Drop Rejection containing the applicable rejection reason code to the Supplier submitting the Drop Request via Uniform Electronic Transaction within one (1) Business Day of receiving the current Supplier's Drop Request if any of the following conditions exist:

- the Customer account is not confirmed,
- the Drop Request does not have the required elements;
- Customer is not served by the Supplier;
- Customer does not have a Pending Enrollment with the Supplier, or;
- Supplier is not permitted to cancel its Pending Enrollment by submitting a Drop Request.

RXQ. 10.3.3.8 Where the pending Supplier is permitted to cancel its Pending Enrollment by submitting a Drop Request, the Distribution Company should send a Drop Rejection containing the applicable rejection reason code to the pending Supplier via Uniform Electronic Transaction within one (1) Business Day of receiving the pending Supplier's Drop Request if either of the following conditions exist:

- the Customer account is not confirmed, or;
- the Drop Request does not have the required elements.

RXQ.10.3.3.9 If a Supplier's Drop Request is confirmed by the Distribution Company, the Distribution Company and/or Supplier may be required by the Governing Documents to send a Drop confirmation letter to the Customer. The Drop confirmation letter, if required, should be sent within one (1) Business Day of sending or receiving the Drop Confirmation. The Drop confirmation letter should, at a minimum, notify the Customer of the Drop Effective Date and name of the dropped Supplier and, if applicable, the last date and method to rescind the Pending Drop.



REQ Final Action Version 1.1 Ratified 08/20/2007

RGQ Final Action Version 1.1 Ratified 08/20/2007

For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ.10.3.3.10 Where the Customer may request Rescission by contacting the Supplier and the Customer makes such a request, the Supplier should send a Reinstatement Request via Uniform Electronic Transaction to the Distribution Company within one (1) Business Day of receiving the Customer's request for Rescission, containing a Reinstatement Effective Date coinciding with the Drop Effective Date of the Pending Drop.

If the Customer requests Rescission where the Pending Drop is canceling a former Pending Enrollment and the Customer has a current Supplier, the Distribution Company should send the current Supplier a Drop Request via Uniform Electronic Transaction within one (1) Business Day of receiving the pending Supplier's Reinstatement Request, containing a Drop Effective Date that coincides with the Reinstatement Effective Date sent by the Distribution Company in its Reinstatement Confirmation.

RXQ.10.3.3.11 Where a Supplier may cancel their Drop Request and the Supplier chooses to initiate such action, the Supplier should send a Reinstatement Request via Uniform Electronic Transaction to the Distribution Company during the required timeframe, containing a Reinstatement Effective Date coinciding with the Drop Effective Date of the Pending Drop. The Distribution Company should send the current Supplier a Drop Request via Uniform Electronic Transaction within one (1) Business Day of receiving the former pending Supplier's Reinstatement Request, containing a Drop Effective Date that coincides with the Reinstatement Effective Date if the Supplier submitting the Reinstatement Request meets all of the following conditions:

- Supplier is a former pending Supplier who canceled their Pending Drop, and;
- Supplier is canceling their Pending Drop with a Reinstatement Request.

RXQ.10.3.3.12 The Distribution Company should send a Reinstatement Confirmation to a Supplier via Uniform Electronic Transaction within one (1) Business Day of receiving a Supplier's Reinstatement Request if all of the following conditions exist:

- the Customer account is confirmed;
- the Reinstatement Request has the required elements, and;
- the Supplier has a Pending Drop for this Customer account.



REQ Final Action Version 1.1 Ratified 08/20/2007

RGQ Final Action Version 1.1 Ratified 08/20/2007

For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ.10.3.3.13 The Distribution Company and/or Supplier may be required by the Governing Documents to send a Reinstatement confirmation letter to the Customer. The Reinstatement confirmation letter, if required, should be sent within one (1) Business Day of sending or receiving the Reinstatement Request. The Reinstatement confirmation letter should, at a minimum, notify the Customer of the Reinstatement Effective Date and name of the reinstated Supplier.

RXQ.10.3.3.14 The Distribution Company should send a Reinstatement Rejection to a Supplier via Uniform Electronic Transaction within one (1) Business Day of receiving a Supplier's Reinstatement Request if any of the following conditions exist:

- the Customer account is not confirmed;
- the Reinstatement Request does not have the required elements, or;
- the Supplier does not have a Pending Drop for this Customer account.

RXQ.10.3.3.15 Where a Drop Confirmation is required by a Supplier, the Supplier should send the Drop Confirmation via Uniform Electronic Transaction to the Distribution Company within one (1) Business Day of receiving a Drop Request from the Distribution Company.

RXQ.10.3.3.16 A Supplier should reject a Drop Request if the Supplier determines that the Customer account number in the Drop Request is not valid. If the Customer account number is not valid, the Supplier should send the resulting Drop Rejection to the Distribution Company via Uniform Electronic Transaction within one (1) Business Day of receiving the Distribution Company's Drop Request.

RXQ.10.3.3.17 Where a Reinstatement Confirmation is required by a Supplier, the Supplier should send the Reinstatement Confirmation via Uniform Electronic Transaction to the Distribution Company within one (1) Business Day of receiving the Reinstatement Request from the Distribution Company

RXQ.10.3.3.18 A Supplier should reject a Reinstatement Request if the Supplier determines that the Customer account number in the Reinstatement Request is not valid. If the Customer account number is not valid, the Supplier should send the resulting Reinstatement Rejection to the Distribution Company via Uniform Electronic Transaction within one (1) Business Day of receiving the Distribution Company's Reinstatement Request.



REQ Final Action Version 1.1 Ratified 08/20/2007

RGQ Final Action Version 1.1 Ratified 08/20/2007

For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ.10.3.3.19 A Drop Confirmation should contain the data elements found in RXQ.10.6. At a minimum, the following Customer account information should be included:

- Customer name;
- Drop acceptance indicator;
- Supplier account number, (if provided by Supplier);
- Distribution Company account number, and;
- Scheduled Drop Effective Date.

RXQ.10.3.3.20 A Drop Rejection should contain the data elements found in RXQ.10.6. At a minimum, the following Customer account information should be included:

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

RXQ.10.3.3.21 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;
- Supplier account number, (if provided by Supplier);
- Scheduled Reinstatement Effective Date;

RXQ.10.3.3.22 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;
- Scheduled Reinstatement Effective Date, and;
- Supplier account number (if provided by Supplier).



REQ Final Action Version 1.1 Ratified 08/20/2007

RGQ Final Action Version 1.1 Ratified 08/20/2007

For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ.10.3.3.23 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).

FOR EVALUATION PURPOSES ONLY



REQ Final Action Version 1.1 Ratified 08/20/2007

RGQ Final Action Version 1.1 Ratified 08/20/2007

For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ.10.3.4 Customer Drop Process – Submitted by Distribution Company

RXQ.10.3.4.1 Drop Requests may be submitted by Distribution Companies for the purposes described in the Governing Documents, including requests for Drops from Customers.

RXQ.10.3.4.2 The Distribution Company should send a Drop Request to the Supplier via Uniform Electronic Transaction within the required timeframe prior to the desired Drop Effective Date.

RXQ.10.3.4.3 Where the Supplier is required to respond to a Drop Request, the Supplier should send a Drop Confirmation to the Distribution Company via Uniform Electronic Transaction within one (1) Business Day of receiving the Distribution Company's Drop Request if the Customer account is confirmed by the Supplier.

RXQ.10.3.4.4 A Supplier should reject a Drop Request if the Supplier determines that the Customer account number in the Drop Request is not valid. If the Customer account number is not valid, the Supplier should send the resulting Drop Rejection to the Distribution Company via Uniform Electronic Transaction within one (1) Business Day of receiving the Distribution Company's Drop Request.

RXQ.10.3.4.5 The Distribution Company and/or Supplier may be required by the Governing Documents to send a Drop confirmation letter to the Customer. The Drop confirmation letter, if required, should be sent within one (1) Business Day of sending or receiving the Drop Confirmation. The Drop confirmation letter should, at a minimum, notify the Customer of the Drop Effective Date and name of the dropped Supplier and, if applicable, the last date and method to rescind the Pending Drop.

RXQ.10.3.4.6 Where the Customer may request Rescission by contacting the Distribution Company and the Customer makes such a request, the Distribution Company should send a Reinstatement Request via Uniform Electronic Transaction to the current Supplier within one (1) Business Day of receiving the Customer's request for Rescission, containing a Reinstatement Effective Date coinciding with the Drop Effective Date of the Pending Drop.

If the Customer requests Rescission of a Pending Drop that occurred on their account prior to a Pending Enrollment with another Supplier, the Distribution Company should send the pending Supplier a Drop Request via Uniform Electronic Transaction within one (1) Business Day of receiving the Customer's request for Rescission, containing a Drop



REQ Final Action Version 1.1 Ratified 08/20/2007

RGQ Final Action Version 1.1 Ratified 08/20/2007

For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

Effective Date that coincides with the Reinstatement Effective Date sent to the current Supplier.

RXQ.10.3.4.7 The Distribution Company and/or Supplier may be required by the Governing Documents to send a Reinstatement confirmation letter to the Customer. The Reinstatement confirmation letter, if required, should be sent within one (1) Business Day of sending or receiving the Reinstatement Request. The Reinstatement confirmation letter should, at a minimum, notify the Customer of the Reinstatement Effective Date and name of the reinstated Supplier.

RXQ.10.3.4.8 Where the Supplier is required to respond to a Reinstatement Request, the Supplier should send a Reinstatement Confirmation to the Distribution Company via Uniform Electronic Transaction within one (1) Business Day of receiving the Distribution Company's Reinstatement Request if the Customer account is confirmed by the Supplier.

RXQ.10.3.4.9 A Supplier should reject a Reinstatement Request if the Supplier determines that the Customer account number in the Reinstatement Request is not valid. If the account number is not valid, the Supplier should send the resulting Reinstatement Rejection to the Distribution Company via Uniform Electronic Transaction within one (1) Business Day of receiving the Distribution Company's Reinstatement Request.

RXQ.10.3.4.10 A Drop 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;
- Drop indicator;
- Drop reason code (if required);
- Type of service (gas or electric);
- Distribution Company's previous account number (if applicable);
- Supplier account number (if provided by Supplier), and;
- Scheduled Drop Effective Date.

RXQ.10.3.4.11 A Drop Confirmation should contain the data elements found in RXQ.10.6. At a minimum, the following Customer account information should be included:

- Customer name;
- Drop acceptance indicator;
- Supplier account number, (if provided by Supplier);
- Distribution Company account number, and;
- Scheduled Drop Effective Date.



REQ Final Action Version 1.1 Ratified 08/20/2007

RGQ Final Action Version 1.1 Ratified 08/20/2007

For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ.10.3.4.12 A Drop Rejection should contain the data elements found in RXQ.10.6. At a minimum, the following Customer account information should be included:

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

RXQ.10.3.4.13 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;
- Scheduled Reinstatement 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.



REQ Final Action Version 1.1 Ratified 08/20/2007

RGQ Final Action Version 1.1 Ratified 08/20/2007

For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ.10.3.4.14 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;
- Scheduled Reinstatement Effective Date, and;
- Supplier account number (if provided by Supplier).

RXQ.10.3.4.15 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).

FOR EVALUATION PURPOSES ONLY

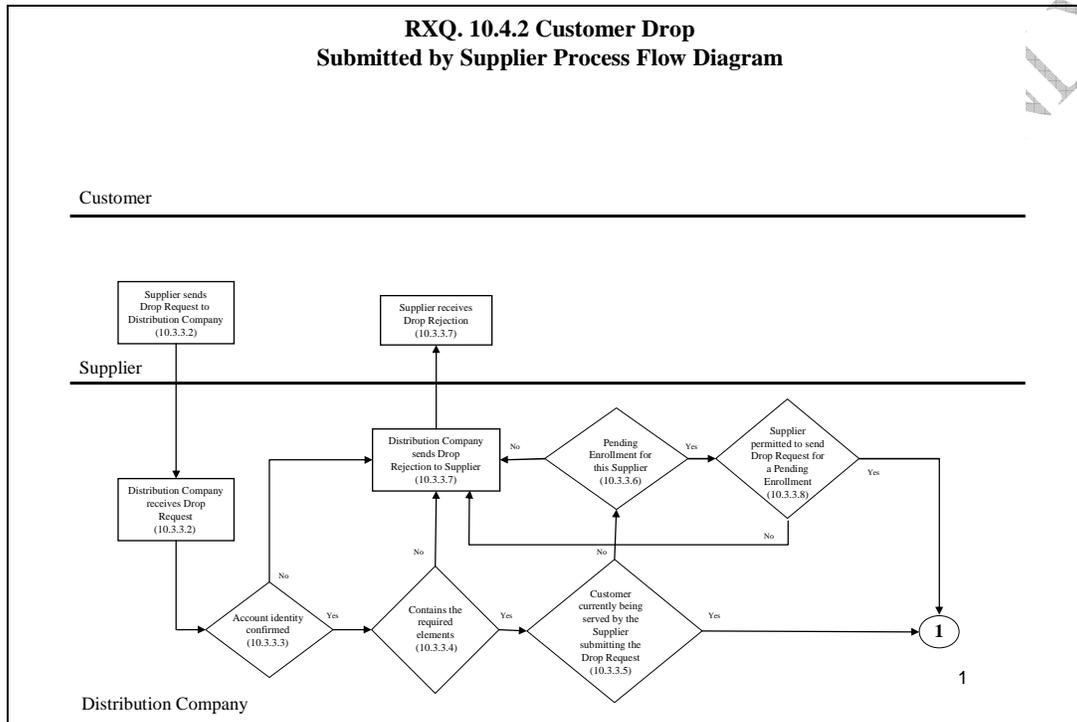


REQ Final Action Version 1.1 Ratified 08/20/2007
RGQ Final Action Version 1.1 Ratified 08/20/2007
For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ.10.4 Models

RXQ.10.4.2 Customer Drop Submitted by Supplier Process Flow Diagram

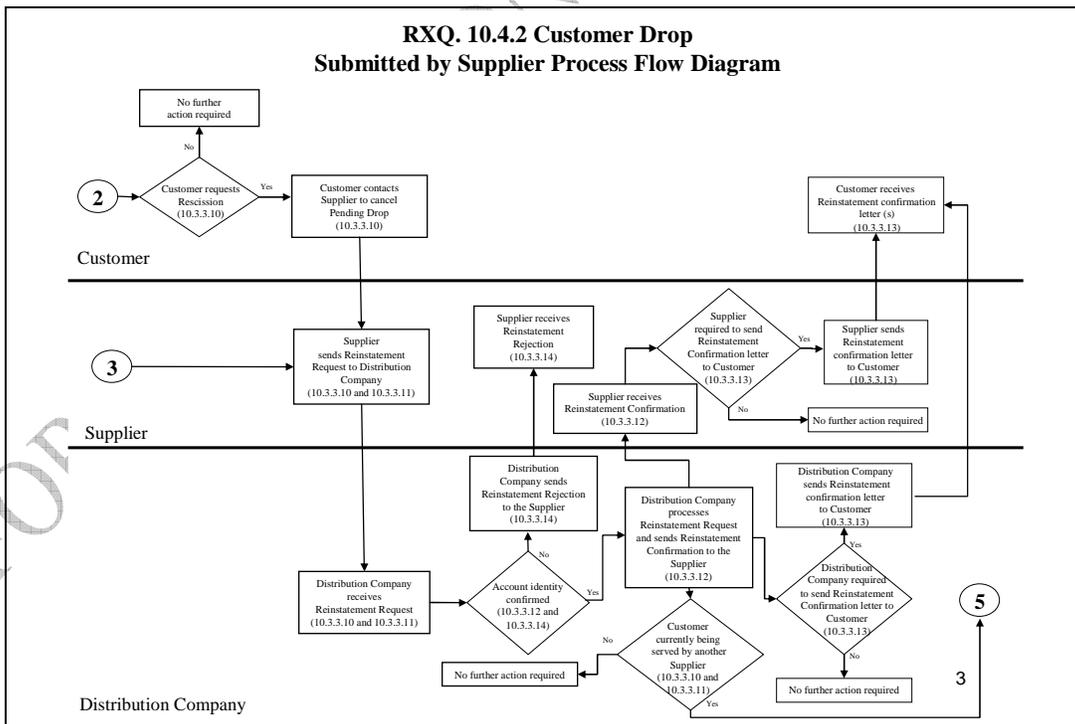
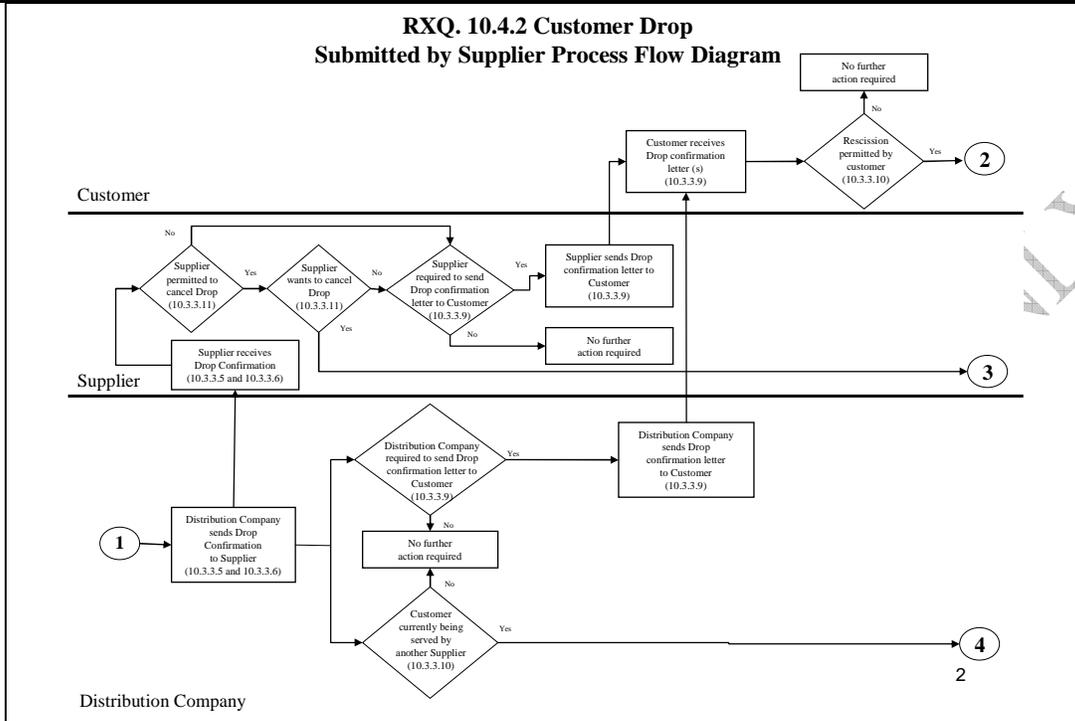


FOR EVALUATION



REQ Final Action Version 1.1 Ratified 08/20/2007
RGQ Final Action Version 1.1 Ratified 08/20/2007
For Quadrant:

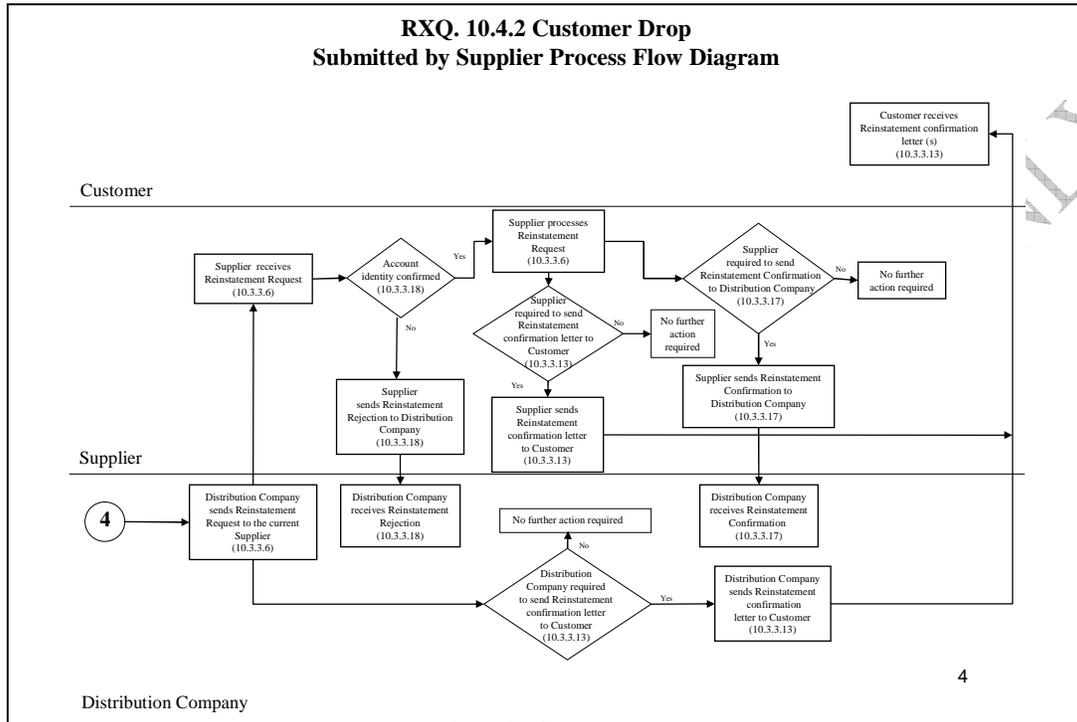
Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop





REQ Final Action Version 1.1 Ratified 08/20/2007
 RGQ Final Action Version 1.1 Ratified 08/20/2007
 For Quadrant:

Requesters: Joint REQ/RGQ BPS
 Request No.: 2007 Annual Plan Item No. 3a(ii)
 Request Title: Customer Drop



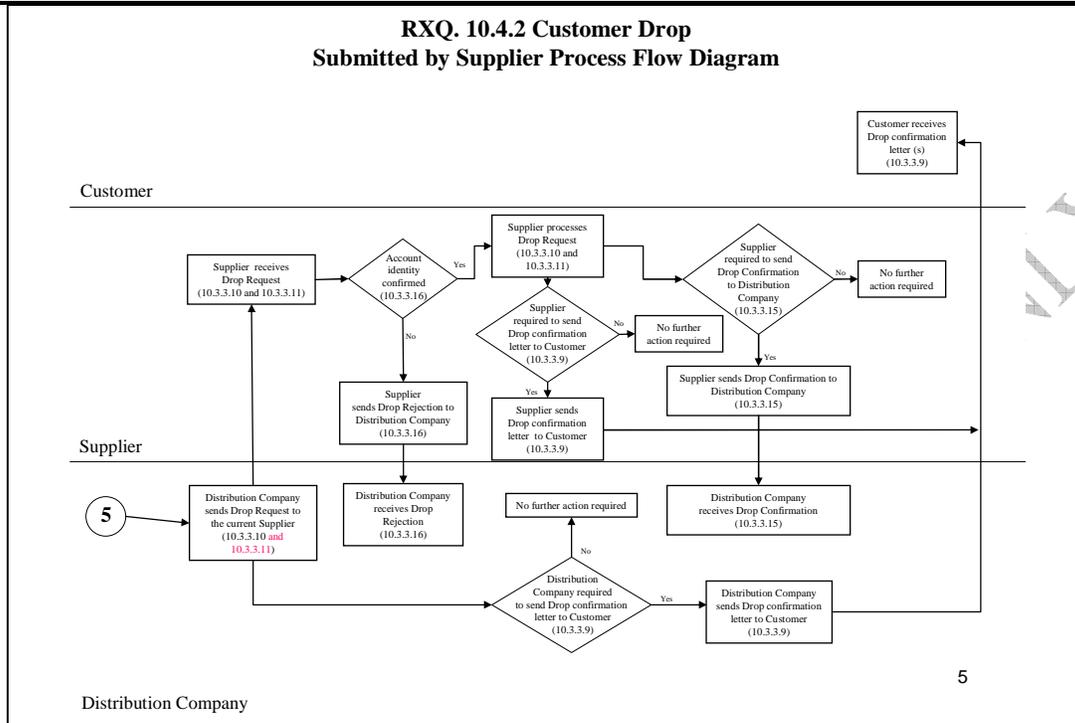
FOR EVALUATION



REQ Final Action Version 1.1 Ratified 08/20/2007
RGQ Final Action Version 1.1 Ratified 08/20/2007
For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ. 10.4.2 Customer Drop Submitted by Supplier Process Flow Diagram



RXQ.10.4.3 Customer Drop Submitted by Distribution Company Process Flow Diagram

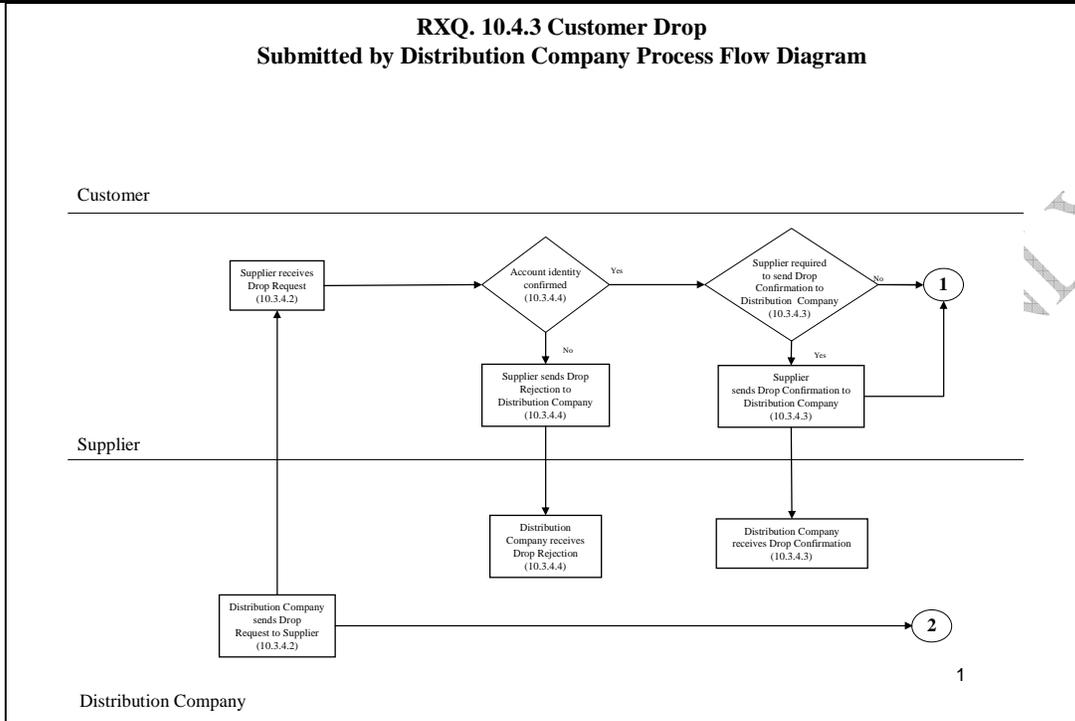
FOR EVALUATION 1



REQ Final Action Version 1.1 Ratified 08/20/2007
RGQ Final Action Version 1.1 Ratified 08/20/2007
For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ. 10.4.3 Customer Drop
Submitted by Distribution Company Process Flow Diagram



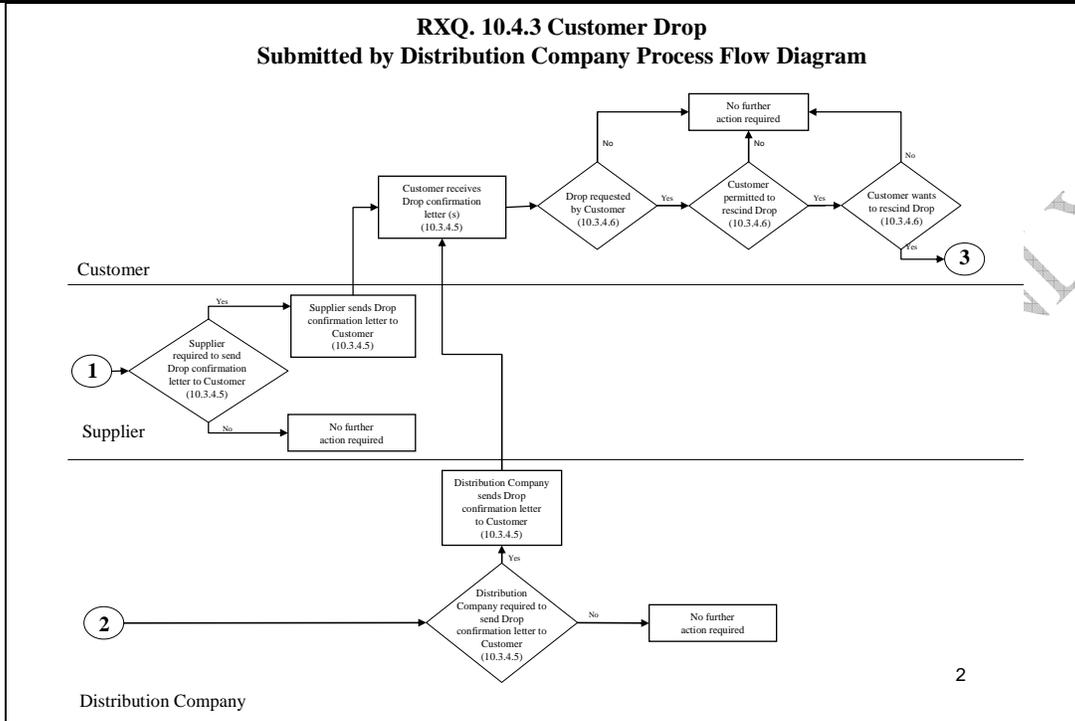
FOR EVALUATION 1



REQ Final Action Version 1.1 Ratified 08/20/2007
 RGQ Final Action Version 1.1 Ratified 08/20/2007
 For Quadrant:

Requesters: Joint REQ/RGQ BPS
 Request No.: 2007 Annual Plan Item No. 3a(ii)
 Request Title: Customer Drop

RXQ. 10.4.3 Customer Drop
Submitted by Distribution Company Process Flow Diagram



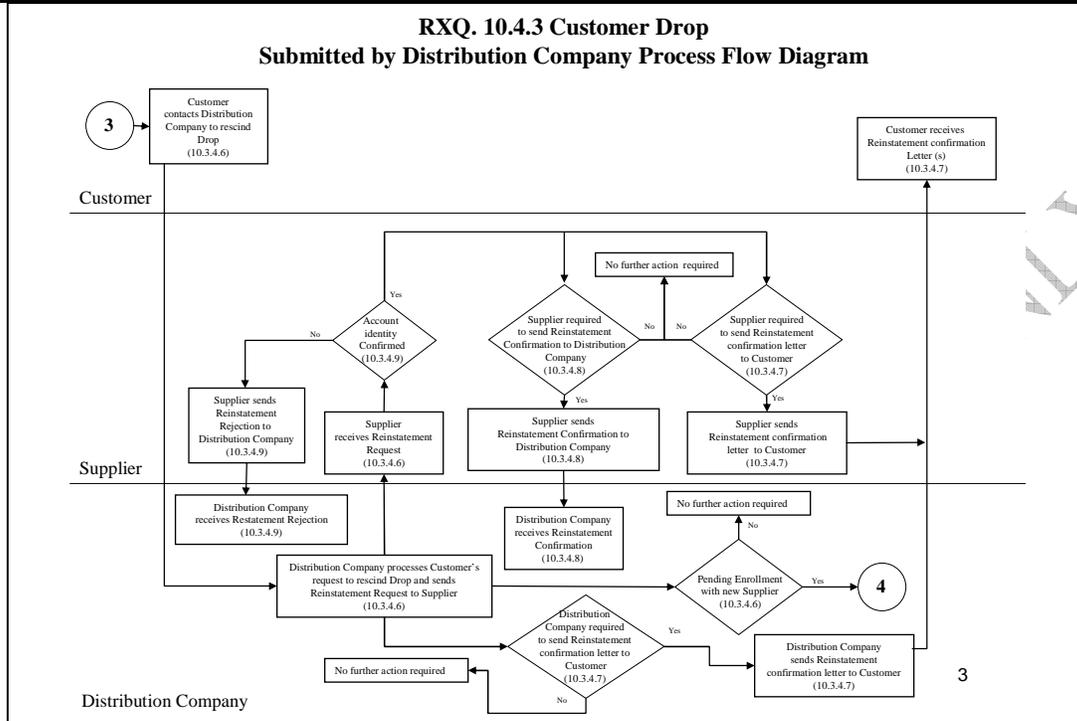
FOR EVALUATION 1



REQ Final Action Version 1.1 Ratified 08/20/2007
RGQ Final Action Version 1.1 Ratified 08/20/2007
For Quadrant:

Requesters: Joint REQ/RGQ BPS
Request No.: 2007 Annual Plan Item No. 3a(ii)
Request Title: Customer Drop

RXQ. 10.4.3 Customer Drop
Submitted by Distribution Company Process Flow Diagram



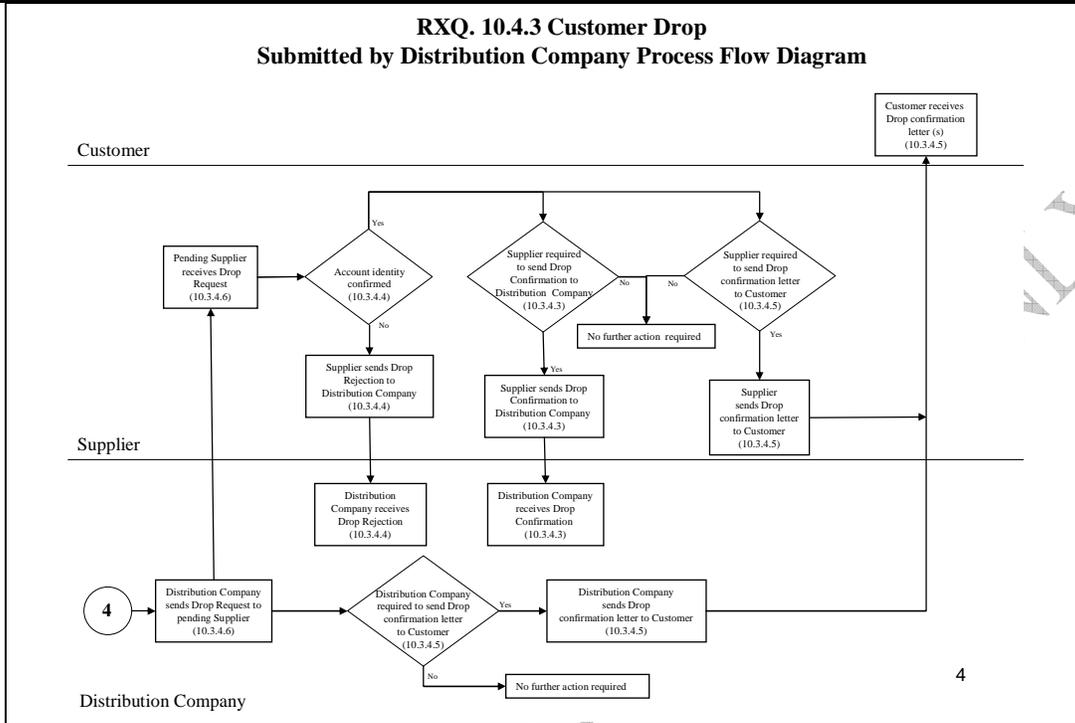
FOR EVALUATION



REQ Final Action Version 1.1 Ratified 08/20/2007
 RGQ Final Action Version 1.1 Ratified 08/20/2007
 For Quadrant:

Requesters: Joint REQ/RGQ BPS
 Request No.: 2007 Annual Plan Item No. 3a(ii)
 Request Title: Customer Drop

RXQ. 10.4.3 Customer Drop
 Submitted by Distribution Company Process Flow Diagram



FOR EVALUATION