

**Case 12-M-0476, et. al.**  
**EDI Business Working Group (BWG)/**  
**Technical Working Group (TWG)**  
**Final Minutes – February 20, 2015**

**Administration**

- Review/Modify Agenda: The Draft Agenda was adopted without modification.
- The Draft Minutes from the 2/6/2015 EDI Business Working Group (BWG)/Technical Working Group (TWG) meeting were adopted as Final with modifications to attendance list and list of companies supporting contest period EDI transaction.
- DPS Staff Remarks – None.

**Regulatory Update Regarding EDI Matters**

Review of 2/6/2015 Order on Rehearing – The Commission has directed the EDI Working Group to develop an ESCO bill credit transaction now, reporting revised EDI standards in early April (“April EDI Report”). A Working Group will be set up to address various low income issues identified in the Order, but those issues impact how and for whom a credit is calculated; they should not impact the bill credit EDI transaction. The initial approach will be to work out details for the bill ready model. Once locked down, the bill ready approach will serve as a starting point for modifications to the rate ready approach. Utilities that support the rate ready model will have considerable back-office systems development requirements to process the credit on bills.

**Accelerated Switching – Post Implementation Update**

The TWG Chair asked each utility to update their drop timeline in response to the flexibility provided by Staff in setting the effective switching date. Staff has stated that the 15 day is the requirement for the ESCO to notify the customer, but the Utility is not required to follow the 15 day rule. The updated results are attached as a table at the end of these minutes.

There is still some confusion as to what the UBP states; the BWG Chair thought that the accelerated switching collaborative provided an opportunity clarify the UBPs. Utilities should clarify in their EDI Guides the timeline they follow regarding the 15 day/5 day drop. Since the Guides, in most cases, ESCOs can rely upon the above mentioned table.

**Contest Period EDI Transaction/Reinstatement Requests**

The workpaper prepared for this topic was reviewed and no significant issues concerning the contest period reinstatement request were found. The same segment can be used to inform ESCOs when customer requests to return to full utility service are processed by utilities. As the segment exists today, it is somewhat ambiguous whether it should be used to communicate such customer requests and if used, which code should be sent in 814 Drop transactions. Some utilities send the A13 code while others send a CHA code. The TWG Chair noted that in most other jurisdictions, the CHA code is the standard response. Many utilities process the call center requests manually using systems that may or may not be integrated with the business systems that support customer choice.

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Going forward, there is general agreement that EDI Drops will be sent and standardizing upon one code may be desirable. If ESCOs were primarily concerned with the Drop, without as much regard for the reason, then using the same code may not be as important. There was some thought that the Utility Initiated Drop in response to a customer's call center request to return to full utility service was important and that a new code, e.g. CHU might be appropriate. The BWG Chair asked John Holtz to check with other ESCOs to see if there was a preference.

A workpaper reflecting further research on this issue as well as necessary modifications to the 814 Drop Business Process document related to the contest period reinstatement request will be discussed during next week's meeting. The intention of the working group is to submit these changes along with the low income bill changes in the April EDI Report.

**Enhanced ESCO Service Portability**

The Service Portability Workpaper was reviewed; the substance of changes needed to the 814E Implementation Guide changes appear complete and the next step will be to review if changes to the 814E Business Process document will be needed. The intention of the working group is to submit these changes along with the low income bill changes in the April EDI Report.

**Use of 814E/814C to communicate sales tax rate information applicable to ESCO charges**

The working group reviewed proposed changes to 814E and 814C IGs reflecting how several utilities have implemented optional segments related to the communication of sales tax rate information to be applied to the ESCO portion of rate ready bills. Each of these utilities was asked to review the changes and report if further modifications are necessary to reflect their implementation. The intention of the working group is to submit these changes along with the low income bill changes in the April EDI Report.

**Modifications to PSC EDI Web pages**

A workpaper reviewing changes to the DPS A-Z web site made to date and proposed changes relocating remaining EDI web pages to the ASKPSC.com website was reviewed. Robin Taylor noted that the change request has been sent to Staff and the Vendor for review.

**Modifications to Testing Procedures**

There is still a need for a volunteer to lead the Testing Sub Group.

**Other Business**

There is concern among both utilities and EDI Service Providers that some small ESCOs, including those that process EDI transactions internally, are unaware of the upcoming changes from the October 23 Report. There is concern that if these ESCOs do not modify their business

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systems and/or EDI implementations, that overall implementation could be hampered impacting some Utility-ESCO communications. The BWG Chair noted that the first step is for the PSC to issue an Order but once that is done, the working group should work with Staff to ensure that all parties are compliant. Failure to comply with EDI transaction set standards and processing protocols and/or use properly functioning EDI systems appears to violate the UBPs which may impact the ESCO's eligibility to serve customers.

**Establish date/time for next meeting**

The next meeting will be a combined BWG/TWG meeting on Friday 2/27/2015 at 10 AM. Weekly meetings will likely be scheduled until the April Report is filed. The main topic will be the ESCO Bill Credit Transaction, however, other topics will include a Regulatory Update pertaining to EDI matters, revisions to EDI Testing procedures, ESCO Service Portability, ESCO Tax Information provided for Utility Combined Billing, Contest Period EDI Revisions and proposed changes to the Commission's EDI web site.

**Attendees**

MaryAnn Allen – Integrys Energy	Jeff Begley – Fluent Energy
Mary Do – Latitude Technologies	Thomas Dougherty – Aurea Energy Services
Giovanni Formato – Con Edison	Zoryana Gavrilova – Con Edison
Barbara Goubeaud – EC Infosystems	John Holtz – NRG
Jennifer Lorenzini – Central Hudson	Janet Manfredi – Central Hudson
Brian Meredith – IGS Energy	Mike Novak – NFG
Jean Pauyo – O&R	Debbie Rabago – Ambit Energy
Jay Sauta – Agway Energy Services	Sergio Smilley – National Grid
Jim Stauble – Accenture	Robin Taylor – DPS
Cindy Tomeny – National Grid	Charlie Trick – NYSEG/RG&E
Marie Vajda – NYSEG/RG&E	Kim Wall – PPL Solutions
MaryAnn Allen – Integrys Energy	Jeff Begley – Fluent Energy
Mary Do – Latitude Technologies	Thomas Dougherty – Aurea Energy Services
Jason Gullo – National Fuel Resources	Gary Lawrence - Energy Services Group

Workpaper – Accelerated Switching Implementation

	EDI Cutoff Time	Implementation Date	Rescission	Supplier Reinstatement	Drop	Last date to change billing option
Central Hudson	4:28 PM. Our batch job begins running at 4:30 pm Monday - Friday to process all requests received.	Any transactions received after 4:28 PM on February 12th will have the new rules applied.	Will accept an 814 Drop to cancel the enrollment 1 day prior to scheduled enrollment after 4:28PM on the 12th.	Manual process currently processed up to 1-3 days before effective date. Customer calls to request service to continue. A reinstatement will be sent to ESCO.	5 business day rule.	The request will be accepted at any time and will become effective with the accounts next scheduled bill date. Including receiving the request prior to 4:28 pm the day the account is schedule to bill.
ConEd	5:00 PM	Any transactions received after 5:00 PM on February 10th will have the new rules applied.	Will accept an Email to cancel the enrollment up to the day before the switch.	The incumbent ESCO, after receipt of an 814 Drop for reason code "CHA" (Switch), may contact the customer, who may approve the ESCO to send a Reinstatement transaction to continue service with that ESCO.	5 business day rule.	Billing option changes can only be prospective.  •The effective date is after entry date •If request is received at least 4 calendar days before the cycle date, the change will occur on the next cycle. Otherwise, the change will occur on the following cycle date
National Grid	2:30 PM	Any transactions received after 2:30 PM on February 12th will have the new 5 business day rule applied. Gas will continue to follow the 15 Calendar day rule.	National Grid will accept an 814D or ESCo can send an email to National Grid Supplier Services - the request must be received 4 business days prior to scheduled meter read date. This is true for gas and electric.	Handled via Email to National Grid Supplier Services, which is how it is currently being done today with no special form required. The request must be received 4 business days prior to scheduled meter read date. This is true for gas and electric.	5 business day rule.	If an IB 814C request is received at least 4 Business days prior to the scheduled cycle meter read date, the change will occur on the next cycle date. If the IB 814C is received with in or after 3 business days, the change will occur on the following scheduled meter read cycle date. This is true for gas and electric.
National Fuel	11:59 PM	Gas Only - switches remain at 15 calendar days, however, one day acknowledgements of enrollments, customer cancellations/request to return to utility service up to day prior to effective date is a current process on the 13th.	Will accept an 814 Drop to cancel the enrollment up to the day before the switch.	Manual process currently processed up to 1-3 days before effective date; will be one-day 2/13/2015	Generally 15 calendar days for Drops (gas only) , however, customer calls to NFG call-center requesting return to sales service where customer has already contacted the ESCO or wants to proceed without contacting the ESCO will be processed for next available switching date.	Billing option changes are communicated via EDI using enrollment timeline. They will occur on the first scheduled read (actual or estimate) at least 15 Calendar days from receipt of the 814C.
NYSEG/RG&E	EDI Cutoff Time is 5:30 PM on 2-12-15 (as far as the change to the new switching rules)	Any transactions received after 5:30 PM on February 12th will have the new rules applied.	Will accept an 814 Drop to cancel the enrollment up to the day before.	Reinstatements are sent; the exception being when a manual process is done that disrupts normal flow. Then an email is sent.	5 business day rule.	For Electric, bill presenter change will occur on the first scheduled read (actual or estimate) at least 5 business days from receipt of the 814C. For Gas, bill presenter change will occur on the first scheduled read (actual or estimate) at least 15 Calendar days from receipt of the 814C.
O&R	4:30 PM	Any transactions received after 4:30 PM on February 12th will have the new rules applied.	Will accept an 814 Drop to cancel the enrollment up to the day before.	The incumbent ESCO, after receipt of an 814 Drop for reason code "CHA" (Switch), may contact the customer, who may approve the ESCO to send a Reinstatement transaction to continue service with that ESCO.	5 business day rule.	If request is received at least 4 business days before and 3 business days after the scheduled read date, the change will occur on the current bill cycle. Otherwise, the change will be rejected.