

Case No. 12-M-0476 et al.
EDI Business Working Group (BWG)/
Technical Working Group (TWG)
Final Minutes – August 26, 2016

Administration

- Review/Modify Agenda: The Draft Agenda was adopted.
- The Draft Minutes for the 8/19/2016 meeting were adopted as final with modifications to the attendance list.
- DPS Staff Remarks: Staff has received drafts of letters to be sent to customers pursuant to the Moratorium Order from each of the utilities.

Low Income Moratorium Order Matrix

The matrix addressing the initial presentation and periodic updates to the files containing lists of blocked customers was reviewed on a utility by utility basis. Con Ed was not present so working group members were told to contact ConEd directly if they had any questions.

With respect to the file structure, after discussion it was determined that the files should minimally contain account number, customer name and since some ESCOs may supply gas and electric to the same customer, commodity. Mary Do (Latitude) asked if the file should contain an effective date. The BWG Chair replied that the presence of the account in the file was all that was necessary to require a responsive action from the ESCO so effective date didn't really add value.

To reflect customers that were initially identified as ineligible for service that become subsequently eligible, the approach taken by the utilities is to drop the customer from the list. Customers that were initially not identified as ineligible for service who become ineligible will be added to lists. ESCOs should compare the list of customers in most current file to the previous file to determine which customer accounts have status changes.

Kris Redanauer (Direct Energy) asked if utilities providing files through secure web sites or web portals would provide emails to ESCOs when the files become available. Each of the applicable utilities agreed to do so. NFG noted that while an initial email would be provided, ESCOs would be expected to check for updates weekly because they'll be provided on a schedule. Utilities generally plan retention periods for the files posted on web sites so time-stamps at the account level are really necessary because the file date serves as the time stamp.

It was clarified that if a customer no longer eligible for ESCO service has multiple accounts, all of the accounts will be listed individually. It was also clarified that utilities plan "fully inclusive" lists, i.e. they will contain the list of all ESCO customers (for each ESCO) ineligible for ESCO service at the time the file is created.

John Holtz (NRG) pointed out that adding and removing customer blocks will be a sensitive customer experience issue. Since ESCOs do not have to drop customers with long-term contracts until the contract expires, it is possible that an ESCO will have customers removed from the ineligible list and no longer be obligated to drop the customer at contract expiration. Mr. Holtz asked if utilities plan to provide a second letter to the customer saying that they were now eligible for ESCO service if they are removed from the ineligible list. The BWG Chair noted the Moratorium Order didn't require the letter and suggested it was probably more appropriate for the ESCO to contact the customer.

With respect to whether the dual block utilities will place a block on historical usage requests at the same an enrollment block is placed, the BWG Chair noted that the Moratorium Order was silent on this subject. NFG plans to place an HU block because it has a risk-averse posture when it comes to providing customer information. Since the customers with Moratorium Order cannot shop, there didn't seem to be any business purpose to making the usage information available. Central Hudson also plans to place an HU block and since ConEd/O&R have comprehensive blocks, implicitly HU blocks are in place as a part of the enrollment block. NYSEG/RG&E will not place HU blocks and Grid did not provide a response. There was no preference expressed for adding or not adding the HU block so it will be up to the utility.

An updated matrix will be posted on the working group website early next week as a workpaper for the 9/9 meeting and periodically updated.

Proposed EDI Changes

A workpaper showing proposed modifications to the 814C EDI transaction to communicate changes in customer eligibility in response to the Moratorium Order was reviewed. The proposal is to add a new REF (Customer Eligibility for Service) segment and provide a corresponding change to the REF (Reason for Change – Account Level) segment. REF01 would be ZV and REF02 would be EB or CAB depending upon whether the utility put an enrollment-only or enrollment/historic usage block in place for the customer. REF03 would signify whether the block was being added or deleted.

Barbara Goubeaud (EC Infosystems) the workpaper was a good proposal but suggested that any EDI changes should be held until there was a decided universal approach that all utilities will put in effect. She added that it would be difficult and double work using two processes: web files and EDI.

The BWG Chair responded that some utilities believe that EDI is a better long-term solution. Moving away from web files/encrypted spreadsheets to EDI depends on how long the moratorium will be in place and the number of affected customers in choice program. Additionally, a future Order could change the EDI design requirements. Kris Redanauer asked if there was a timeline in place to implement the new EDI segment (Con Ed, O&R and NFG have each identified they are considering EDI) and if not, was it worth investing working group effort in development before there's a commitment to use the new segment. Since each utility has a different volume of accounts in their territory and with the focus on providing the initial web files, no one has put too much investigation into EDI yet. Since utilities will likely see different volumes, a mixed result (some web files/some EDI) may be inevitable. In any event, there's no rush on the new EDI segment and formally filing the new segment can wait until utilities are better prepared to answer whether they'll be implementing EDI.

Other Business

Anton Petrosyuk (Kiwi Energy) asked how ESCOs would be able to distinguish between customer-initiated blocks and moratorium-initiated blocks. When the ESCO submits the enrollment, if it is rejected there's no explanation of block-type. The BWG Chair said the Moratorium Order requires a non-explanatory rejection response. The BWG Chair suggested that similar to the response to Mr. Holtz earlier, it's probably best if the ESCO contacts the customer. If the customer tells the ESCO they are not in a utility low-income program, the ESCO can still ask the customer to contact the utility to have the enrollment block removed. If the block is customer-initiated, it will be removed and the enrollment when re-submitted should be successful. If, however, the block was implemented by the utility in response to the Moratorium order, it won't be removed and the ESCO can infer that the customer is, in fact, ineligible for ESCO service.

Establish Date/Time for Next Meeting

The next meeting will be a combined BWG/TWG meeting following a customary agenda on Friday 9/9/2016 at 10 AM.

Attendees

Amie Williams – Agway	Jennifer Lorenzini - Central Hudson
Anton Petrosyuk – Kiwi Energy	Jimmy Huie - PSEG-LI
Barbara Goubeaud – EC Infosystems	John Holtz – NRG
Barbara White – Ambit	Kris Redanauer – Direct Energy
Cindy Tomeny – National Grid	Marie Vajda – NYSEG/RG&E
Craig Wiess – National Grid	Mary Agresti - National Grid
Debbie Rabago – Ambit	Mary Do – Latitude
Deborah Croce – EC Infosystems	Mike Novak – National Fuel Gas Dist.
Donna Satcher-Jackson – National Grid	Rachel Fry – Direct Energy
Elois Anderson – National Grid	Rick Malek – National Grid
Elorita Martinez – National Grid	Rock Carbone – Agway
Erin Horleman - Aurea	Stacy Rantala - NEM
Gary Lawrence – Energy Services Group	Tom Dougherty – Marketwise
Jamie Timberlake – Central Hudson	Tracie Gaetano – IGS
Jasmine Thom - CES	Tyler Lones - Aurea
Jason Gullo - NFR	Veronica Munoz – Accenture
Jean Pauyo – O&R	William Hunsicker- Crius Energy
Jeff Begley – NOCO	Zoe Gaston - Aurea