

Case No. 12-M-0476 et. al.
EDI Business/Technical Working Groups
Workpaper - Timing Considerations – Outbound (Utility) 814C Transactions -
2/12/2016

Initial Question: Do the EDI Standards provide guidance on how long after a customer has been switched from an ESCO, as well as the circumstances, the former ESCO should continue to receive 814C transactions from the utility?

Answer: The EDI Standards do not currently provide any guidance.

Issue: Should the EDI Standards provide guidance on how long after a customer has been switched from an ESCO, as well as the circumstances, the former ESCO should continue to receive 814C transactions from the utility? If so, what standard rules and procedures should be added in the EDI Standards, e.g. the 814C Business Process document.

Observation: ESCOs are not requesting this information; utility are initiating the EDI transactions.

UBP Guidance: SECTION 4: CUSTOMER INFORMATION

B. Customer Authorization Process

The distribution utility or MDSP shall provide information about a specific customer requested by an ESCO authorized by the customer to receive the information.

1. An ESCO shall obtain customer authorization to request information, in accordance with the procedures in UBP Section 5, Changes in Service Providers, Attachments 1, 2, and 3. An ESCO shall inform its customers of the types of information to be obtained, to whom it will be given, how it will be used, and how long the authorizations will be valid. The authorization is valid for no longer than six months unless the sales agreement provides for a longer time.
3. An ESCO shall retain, for a minimum of two years or for the length of the sales agreement whichever is longer, verifiable proof of authorization for each customer. Verification records shall be provided by an ESCO, upon request of the Department, within five calendar days after a request is made. Locations for storage of the records shall be at the discretion of the ESCOs.

Utility Practices: At least two NY utilities continue to provide prospective 814C changes for limited time periods beyond the last day the customer is served by the former ESCO.