

Case No. 12-M-0476 et al.
EDI Business Working Group (BWG)/
Technical Working Group (TWG)
Draft Minutes – September 13, 2017

Administration

- Review/Modify Agenda: The Draft Agenda was adopted.
- DPS Staff Remarks: None.

Regulatory Update

The BWG Chair provided a brief overview the communications from DPS Staff concerning implementation the Low Income Prohibition Order (“LI Prohibition Order”) in response to a September 6, 2017 Order from the Appellate Division denying a motion for a stay (dated September 1, 2017) and termination of a temporary restraining order.

Updates to EDI Implementation Plan(s)

a. Prohibition Order Matrix

The BWG Chair reviewed updates provided since the last working group conference call and solicited updates from utilities on progress and/or timing of restoration of their LI Prohibition Order implementations. Discussion centered around restoration of blocks, availability of ineligible customer lists and whether or not utilities would issue another mass mailing to affected customers.

Since some dates were not completely firm, working group members were asked to check the web site for further updates before the next meeting.

b. Ineligible Customer Enrollment Reject Response Codes

The BWG Chair reviewed a workpaper showing the available options for codes to be provided to ESCOs (that don’t have waivers) when they enroll an ineligible customer. No specific code was provided in a prior Order but based upon the text in such Orders most utilities are using the code CAB (Customer Account Blocked). There is a privacy rationale for this code; using another code could reveal a customer’s low income status. Where implemented, CAB is used whether it is a LI Prohibition initiated block or a customer initiated block.

ESCOs (and/or their EDI Service Providers) believe this is potentially confusing and need to distinguish between customer initiated blocks and LI Prohibition initiated blocks. ESCOs can ask customers to remove blocks initiated by the customers themselves to process the enrollment whereas only utilities can remove the LI Prohibition initiated block. Further, since the customer agrees to a contract with the ESCO before the enrollment is submitted (which should permit the ESCO to learn the customer’s Low Income status), there should no longer be a privacy issue. Further, it’s not the customer that is ineligible to be served by an ESCO but rather the ESCO that is not eligible to serve the customer (unless it has a waiver). ESCOs suggest that ANL (ESCO not eligible to serve customer) is a more appropriate code. Even ANE (ineligible customer) is workable because it is distinguishable from the customer initiated block scenario.

Staff was asked to review Commission Orders to determine privacy concerns remain; i.e. does Staff believe the Commission's Orders give privacy primacy over the business circumstances relative to which code should be provided.

Other Business

Kandi Terry (Just Energy) asked how ESCOs with waivers to serve low income customers would be able to identify customers who should be served subject to a price guarantee. Some utilities were able to respond and provided answers for their implementations. Where answers were unavailable, it was agreed that utilities should communicate their procedure to ESCOs, as applicable.

Establish Date/Time for Next Meeting

The next meeting is a combined BWG/TWG meeting on Friday 9/22/2017 at 10 AM.

Attendees

Charlie Trick – NYSEG/RGE	Ana Harley – Accenture
Liz Ciborowski - NYSEG/RGE	Jeff Begley – NOCO Energy Corp
Gary Lawrence – Energy Services Group	Elois Anderson – National Grid
Craig Weiss – National Grid	Jason Gullo - NFR
Juliana Griffiths – National Grid	Kris Redanauer – Direct Energy
Adam Powers – Clean Choice Energy	Samantha Curry – Starion Energy
John Holtz – NRG	Mike Day – IGS
Janet Manfredi – Central Hudson	Rosie Garlapow - NFR
Jean Pauyo – O&R	Mike Novak – National Fuel Gas Dist.
Susan Swiderski - NRG	Amy Delooza – Agway Energy Services
Thomas Rankin – Marketwise	Rebecca Sweeney – DPS Staff
Travis Bickford – Fluent Energy	Candice Cox – Direct Energy
David Parnell – Direct Energy	Eric Heaton – Con Edison
Barbara Goubeaud –EC Infosystems	Angel Alveraz – Con Edison
Jamie Acosta – Customized Energy Solutions	Eric Hunter
Deborah Croce – EC Infosystems	Kandi Terry – Just Energy
Anton Petrosyuk – Kiwi Energy	Jennifer Lorenzini – Central Hudson
Kim Wall – Hansen Technologies	Sergio Smilley – National Grid