

**Case No. 12-M-0476 et al.**  
**EDI Business/Technical Working Groups**  
**Workpaper - Seasonal Customer Processes - 11/18/2016**

Company	Process Description	Drop Sent
<b>Cent. Hudson</b>	Central Hudson does not have a seasonal indicator. A drop is sent when the customer ceases service. When service is restored, the customer begins with utility service and the customer may contact the ESCO to have an enrollment submitted to resume ESCO service.	Y
<b>Con Edison</b>	ConEd provides ESCOs with account sync lists on RAIS and TCIS <u>that</u> have an indicator for accounts that have been seasonally shut off. Seasonally shut off accounts are considered active, so they will enroll and remain enrolled while on this status. Once an account becomes inactive <u>with the ESCO</u> , they are removed from the sync file <u>after 60 days</u> .	N
<b>Nat. Grid - Upstate</b>	When a customer turns off their gas in the spring/summer and might turn it back on once fall/winter comes, and if they turn off the meter, the account finalizes and drops the ESCO. When the customer turns back on, it automatically is back with National Grid for supply.	Y
<b>Nat. Grid - Downstate</b>	Same as Nat. Grid Upstate.	Y
<b>NFG</b>	<ul style="list-style-type: none"> <li>National Fuel does not formally track whether a customer is seasonal but will note such when a customer discontinues service if the customer provides that information. In other words, it is a "note" rather than a system status flag.</li> <li>When service is resumed, if the customer tells us they are restoring service if our records tell us the applicant is that same party that discontinued service, service will be restored under the same account number. If not, a new account number will be created.</li> <li>Some ESCOs know who their seasonal customers are and submit enrollment transactions in advance of the restoration using the seamless move process. In these cases, it is believed that at least in some cases the customer is providing at least a general idea of the service restoration date to the ESCO.</li> </ul>	Y
<b>NYSEG</b>	<ul style="list-style-type: none"> <li>A customer turns the meter off each fall and turns back on in the spring. For these, since the meter was turned off, the account finalizes and the ESCO is dropped. If the ESCO wants them back the following spring they must re-enroll them. They either wait for the meter to turn back on and then send an enrollment via EDI or notify us in an email at least 15 days before the meter is turned back on if they want them the day the meter is placed back in service.</li> <li>NYSEG has a seasonal rate that a customer can be on. The meter and account are both left on and the ESCO stays on the account even thru the "inactive" months.</li> <li>If another ESCO tries to enroll this seasonal account in say January when it is "inactive", we will accept the enrollment via EDI but will change the start date to coincide with the read that "activates" them for the season.</li> <li>We send an email to the ESCOs to let them know of the adjusted drop/start dates.</li> </ul>	Y

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<b>O&amp;R</b>	<ul style="list-style-type: none"> <li>O&amp;R does not send notification to ESCOs; the meter is turned off and on upon customer request <del>during winter on customer request</del>. The meter and account are both left on and the ESCO stays on the account even thru the "meter off" months.</li> <li>If another ESCO tries to enroll this seasonal account when it is "meter off", we will accept the enrollment via EDI and will become effective when the meter is turned back on.</li> <li>If the incumbent ESCO tries to drop this seasonal account when it is "meter off", we will accept the Drop via EDI but will become effective when the meter is turned back on. <u>The customer has the option to turn the service off then the account drops from retail access.</u></li> </ul>	N
<b>RG&amp;E</b>	<ul style="list-style-type: none"> <li>A customer turns the meter off each fall and turns back on in the spring. For these, since the meter was turned off, the account finals and the ESCO is dropped. If the ESCO wants them back the following spring they must re-enroll them. They either wait for the meter to turn back on and then send an enrollment via EDI or notify us in an email at least 15 days before the meter is turned back on if they want them the day the meter is placed back in service.</li> <li>RG&amp;E does not have a seasonal rate.</li> </ul>	Y