Electronic Data Exchange and Protocol Process Flows for Gas Deregulation in The State of New Jersey

EFFECTIVE – March 8, 2002
BOARD APPROVAL PENDING

Prepared by: The Gas Implementation Working Group
March 8,2002 Draft Version 2.1

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Version 1.0 Notes

The intent of this Data Exchange and Protocol Process Flow report is to document the process flows required to support gas deregulation. Combined with the Implementation Guides and Data Dictionaries, this represents the documentation required to understand and implement the EDI standards.

Gas utilities will be referred to as **Gas Distribution Company (GDC).**
Gas brokers/suppliers will be referred to as **Energy Service Providers (ESP).**
Version 1.1 Notes

Changes from Version 1.0:

- Inserted section governing rules for communicating usage adjustments and restatements

Version 1.2 Notes

Changes from Version 1.1:

- Inserted section Business Rules and updated table of contents and numbering to reflect change.

Version 1.3 Notes

Changes from Version 1.2:

- Updated section Business Rules to clarify and correct formatting.

Version 1.4 Notes

Changes from Version 1.3:

Updated
    Section 3.A paragraph 1, **Eligible Customers**
    Added
        GDC tariff(s) for the following categories or rate classes may have additional requirements that apply and should be consulted.

    Section 3.B.4, **Customer contacts GDC to drop an ESP (after the 14 day rescission period has ended) Customer returns to BGSS**,
    Changed
        Fourteen-day rescission period from a PSE&G special consideration to general rule.

Version 2.0 Notes

- Business Rules 7/24/00 Elizabethtown changing from Rate Ready to Bill Ready 9/21/00
- Changes made to incorporate CAS business rules – 8/14/01. Future changes may be necessary when the business rules for ESP consolidated billing are developed.
- Changes made to incorporate Internet EDI as the New Jersey Board of Public Utilities adapted primary means of transferring EDI data.

Version 2.0 Notes

Additional Business Rules for Elizabethtown

1. Business Relationships

These relationships as described herein are intended to serve as a general guide for the purpose of establishing information standards. In order to establish a set of mutually agreed upon standards, there first must be a mutual understanding of the business relationships to which the standards will be applied in accordance with the Board's orders. The following represents the current understanding of these relationships.

It should be noted that in an effort to remain consistent with the Utility Industry Group's terminology, and for the purposes of this document, the term enrollment is used for the transaction involving a customer signing up or canceling gas supply service from a Energy Service Provider (ESP).

Customers will:
1. Give authorization for enrollment.
2. Be responsible for evaluating and securing services from ESP.
3. Be responsible for notifying the ESP and/or Gas Distribution Company (GDC) for any concerns regarding energy supply.
4. Notify GDC of move or disconnect.
5. Notify ESP of bill option.

Energy Service Providers (ESP's) will:
1. Obtain authorization from customers for customer enrollment.
2. Obtain authorization from customers for release of historical usage information.
3. Exchange information electronically with GDC for enrollment, changes or discontinuance of service, etc.
4. Render bills for service when a customer selects to receive separate bills from the GDC and the ESP.
5. When applicable, provide the GDC with the necessary billing information when the customer selects to receive one bill from the GDC.
6. Resolve customer payment problems for relevant ESP and/or GDC charges (when applicable).
7. Maintain records on customer payments and fees (when applicable.)
8. Participate in electronic systems testing as defined herein.
9. Provide a point of contact to facilitate business and technical communications.
10. Abide by applicable rules issued by the Board.
11. Implement and maintain data transmission standards as recommended within this document.
12. Communicate and resolve customer disputes.
    - GDC special considerations
      PSE&G:
      - An ESP's charge will be identified as disputed when the customer informs the Gas Utility and refuses to pay all or a portion of the bill. Customer must verbally confirm having discussed with the ESP.
      - Payment will be made in full to the ESP on the scheduled date after the initial bill.

- If a customer contacts PSE&G and disputes an ESP's charges, PSE&G will inform the customer to contact the ESP directly to discuss the ESP' charges.
- If the ESP does not resolve the customer's dispute, and the customer contacts PSE&G regarding the same dispute, PSE&G will reduce a future payment to the ESP via the 820 transaction.
- Prior to initiating the 820 transaction, PSE&G will attempt to contact the ESP to ascertain the status of the dispute.
- If the ESP has not resolved the dispute with the customer, PSE&G will issue an 820 and reduce a future payment by the disputed amount (on the scheduled date of the 820).

13. Execute, TPS Customer Account Services Master Service Agreement (BSA) (if applicable)
    - GDC special considerations
      PSE&G:
        - In additional execute Application for Transportation Receipt Service.

Gas Distribution Companies (GDC's) will:
1. Provide customers with the Board's list of ESP's as per Board orders.
2. Provide information electronically to ESP for enrollment, changes or discontinuance of service, customer information, etc.
3. Maintain an Internet site for customer choice information for access by licensed suppliers.
4. . Release historical usage information and other customer information to ESP's upon ESP receiving appropriate customer authorization
5. Provide billing information to ESP's.
6. Provide eligible customers with the bill option that has been communicated by the ESP's, provided the ESP has met all necessary regulatory requirements.
7. Provide a point of contact to facilitate business and technical communications.
8. Implement and maintain data transmission standards as recommended within this document.
9. Provide beginning and ending meter readings as well as gas consumption, and demand information (if appropriate) to the ESP.
10. Provide customer payment data on behalf of the ESP to the ESP when not assuming receivables (if applicable).
11. Forward funds collected on behalf of the ESP to the ESP in accordance with each GDC supplier agreement, and/or TPS Customer Account Services Master Service Agreement (BSA) (if applicable).
12. Communicate and resolve customer disputes.
    - GDC special considerations
      PSE&G:
        - An ESP's charge will be identified as disputed when the customer informs the Gas Utility and refuses to pay all or a portion of the bill. Customer must verbally confirm having discussed with the ESP.
        - Payment will be made in full to the ESP on the scheduled date after the initial bill.

- If a customer contacts PSE&G and disputes an ESP's charges, PSE&G will inform the customer to contact the ESP directly to discuss the ESP' charges.
- If the ESP does not resolve the customer's dispute, and the customer contacts PSE&G regarding the same dispute, PSE&G will reduce a future payment to the ESP via the 820 transaction.
- Prior to initiating the 820 transaction, PSE&G will attempt to contact the ESP to ascertain the status of the dispute.
- If the ESP has not resolved the dispute with the customer, PSE&G will issue an 820 and reduce a future payment by the disputed amount (on the scheduled date of the 820).

2. Electronic Data Interchange Concepts and UIG Standard Formats

The Gas Implementation Working Group was charged with establishing practical, operational, electronic standards for the transaction of business between GDC's and ESP's for the implementation of Customer Choice in New Jersey. After consideration of standards that are available and those being used by other states, the GIWG, by consensus, recommends the use of ASC X12 Electronic Data Interchange (EDI) Standards using a subset of Utility Industry Group (UIG) guidelines as outlined in published Implementation Guides and Data Dictionaries.

What is EDI?

Electronic Data Interchange (EDI) is the computer to computer exchange of business documents in standard, machine-readable formats. The following diagram depicts a simple example of a one-way exchange using EDI for customer billing information:

GDC   **TPS**

```
┌──────────────┐                          ┌──────────────┐
│ GDC Customer │                          │ Customer Billing │
│    System    │                          │ Data in EDI Format │
└──────┬───────┘                          └──────┬───────┘
       │                                         │
       ▼                                         ▼
┌──────────────┐                          ┌──────────────┐
│ Customer Billing │                      │ EDI Translator │
│ Data in proprietary │                   │                │
│ electronic format │                     └──────┬───────┘
│ (i.e. flat file) │                             │
└──────┬───────┘                                 ▼
       │         ┌──────────────┐         ┌──────────────┐
       ▼         │              │         │ Customer Billing │
┌──────────────┐ │ Communications│        │ Data in proprietary │
│ EDI Translator │ │              │       │ electronic format │
│                │ │              │        │ (i.e. flat file) │
└──────┬───────┘ └──────▲───────┘         └──────┬───────┘
       │                │                        │
       ▼                │                        ▼
┌──────────────┐        │                 ┌──────────────┐
│ Customer Billing │────┘                 │ TPS Customer Billing │
│ Data in EDI Format │                    │    System    │
└──────────────┘                          └──────────────┘
```

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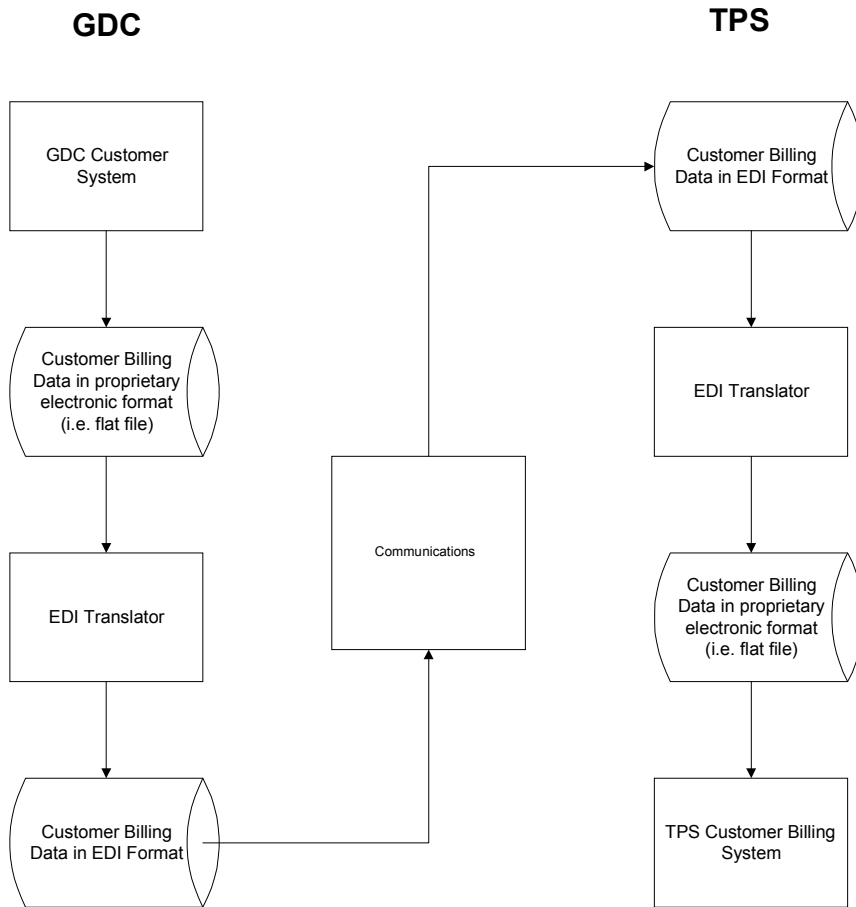
The use of standard formats will allow all parties to develop the business processes and automated systems needed to facilitate the exchange of business information in the restructured gas industry.

Proven benefits of EDI include:
- Uniform communications with trading partners
- Reduced errors, improved error detection
- Better auditability and control
- More timely communications
- Rapid exchange of business information
- Reduced paperwork and associated costs
- One time data entry
- On-line data storage
- Faster management reporting
- Reduced clerical workload

What is ASC X12?
The American National Standards Institute (ANSI) chartered the Accredited Standards Committee (ASC) X12 to develop uniform standards for inter-industry electronic interchange of business transactions. ASC X12 develops, maintains, interprets, publishes and promotes the proper use of American National Electronic Data Interchange Standards. The X12 standards facilitate transactions by establishing a common, uniform business language for computers to communicate.

What is the UIG?
The Utility Industry Group (UIG) is an industry action group dedicated to the advancement of EDI within the electric, gas, and combination utility industry. The UIG encourages, promotes, and establishes implementation conventions for the use of ASC X12 standards as the recommended method of EDI, in order to promote the growth and timely implementation of EDI within the utility industry. The UIG also provides a forum for the exchange of ideas related to Electronic Commerce/EDI and its influence on the business needs of the industry.

The effectiveness of an industry's EDI program depends on how well the accepted standards support that industry's specific needs. For the electric, gas, and combination utility industry those needs are being addressed, within the ASC X12 standards, by the active involvement of the Utility Industry Group. The UIG represents the Edison Electric Institute (EEI) on the ASC X12 committee to facilitate implementation of EDI in the utility industry.

The UIG does not set standards. It participates in the ASC X12 process that sets the cross-industry standards. The UIG provides guidelines that assist utilities using these standards to benefit more fully from EDI. UIG membership is open to gas, electric, and combination utilities, their customers, suppliers and supplier group representatives.

What Transaction Sets will be used?
Transaction Set is an EDI term for a business document, such as an invoice. There are a number of EDI transaction sets that will be used to transact business in New Jersey for Customer Choice. They are defined below.

814 General Request, Response or Confirmation

ASC X12 definition, "This standard can be used to request actions to be performed, to respond to a request for actions to be performed or to confirm information related to actions performed."

This transaction set will be used to communicate enrollment information in addition to customer/ESP relationship information between the GDC and the ESP. Each 814 request requires an 814 response. The following scenarios have been addressed:

A. Enrollment (Supplier Selection)
   1. Customer Contacts ESP to Initiate ESP Selection
   2. Customer Contacts New ESP to Switch ESP's
   3. Customer Contacts GDC to Reverse a ESP Selection
   4. Customer Contacts GDC to Drop a ESP
   5. Customer Contacts ESP to Drop ESP
   6. ESP Drops Customer

B. Customer Account Maintenance
   1. Customer Contacts GDC to Relocate
   2. Customer Data Changes from GDC
   3. Customer Data Changes from ESP

C. Historical Usage Requests
   1. ESP Requests Historical Usage for a Customer to other than Supplier of Record (pre-enrollment.)
   2. ESP Requests Historical Usage as part of or after Enrollment (Supplier Selection.)

810 Invoice – Between ESP and GDC

ASC X12 definition, "The transaction set can be used to provide for customary and established business and industry practice relative to the billing for goods and services provided."

The 810 will provide applicable monthly usage and billing components, and charges used to generate actual customer invoice. The following scenarios have been addressed:

Customer Billing Scenarios

Statewide Billing Scenarios:

1. GDC Consolidated Billing (Rate Ready)
2. GDC Consolidated Billing (Bill Ready)
3. Dual Billing (No 810 Necessary)

867 Product Transfer and Resale Report

ASC X12 definition, "The transaction set can be used to: (1) report information about product that has been transferred from one location to another, (2) report sales of product from one or more locations to an end customer, or (3) report sales of a product from one or more locations to an end customer, and demand beyond actual sales (lost orders). Report may be issued by either buyer or seller."

The 867 will provide customer usage information needed for billing for all customers regardless of the billing scenario. This transaction set will also be used to communicate monthly or totalized historical usage from GDC to ESP. The following scenarios have been addressed:

1. GDC provides usage history with current rate class upon request to ESP
2. Transmission of usage information as captured from the meter for both monthly and AMR-type metered data, and unmetered usage for non-metered accounts

820 Payment Order/Remittance Advice

ASC X12 definition, "The transaction set can be used to make a payment, send a remittance advice, or make a payment and send a remittance advice. This transaction set can be an order to a financial institution to make a payment to a payee. It can also be a remittance advice identifying the detail needed to perform cash application to the payee's accounts receivable system. The remittance advice can go directly from payer to payee, through a financial institution, or through a third party agent."

The billing party will send an EDI 820 to the party on whose behalf they are collecting payment. The EDI 820 will contain remittance/financial information and credit/credit adjustment information by account, with funds transfers as defined in the GDC Supplier Tariff/Contract. The following scenarios have been addressed:

Statewide Scenarios:

1. GDC Consolidated Billing (Rate Ready)
2. GDC Consolidated Billing (Bill Ready)
3. Dual Billing (No 820 Necessary)

997 Functional Acknowledgment

This functional acknowledgment provides for verification of receipt of data and reports the extent to which the syntax complies with the standards. This, in addition to the archiving of all EDI transmissions, provides the audit trail necessary to verify receipt of all EDI transmissions by ESP and GDC. This information may be utilized to resolve customer, GDC, or ESP inquiries or disputes. All functional acknowledgments will take place at the transaction level.

824 Notification

ASC X12 definition, "The transaction set will be used to automate the communication of problems occurring with transactions other than the 814's."

Note: *As of 10/25/99 these issues are still being considered.*

Some **potential** uses of the 824 transaction have been identified. The 824 is designed to either request a resend, or be a notification only. The following situations have been identified and will need to be evaluated:

1. 810 Rate Ready Rejection or Notification
2. 810 Bill Ready Rejection or Notification
3. Bill Ready bill issued with no supplier charges

Glossary of EDI Terms

Attribute: Characteristic of data element or segment.

> *Mandatory (M):* A data element/segment requirement designator, which indicates that the presence of a specified data element/segment is required.

> *Optional (O):* A data element/segment requirement designator which indicates that the presence of a specified data element/segment is at the option of the sending party or is based on the mutual agreement of the interchange parties.

> *Conditional (X):* A data element/segment requirement designator, which indicates that the presence of a specified data element is dependent on the value or presence of other data elements in the segment.

Data Element: One or more characters that represent numeric or alphanumeric fields of data. A related group of elements make up a segment.

Data Element Separator: A special character used to separate elements in a segment.

Delimiter: A special character used to separate fields of data.

Document: A transaction set.

EDI Internet or Internet EDI: Refers to employing the Internet as the transportation mechanism when sending and receiving Electronic Data Interchange (EDI). In New Jersey also refers to Gas Industry Standards Board ("GISB") Electronic Delivery Mechanism (EDM).

EDI Translator: Computer software used to perform the conversion of application data to and from the X12 standard format.

EDM: Electronic Delivery Mechanism

Electronic Data Interchange (EDI): The computer application to computer application exchange of business information in a standard format.

EDI Standard/Format: A format for transmitting business documents between business entities in a non-proprietary environment.

Electronic Envelope: An electronic envelope consists of codes that mark the boundaries of electronic documents. The electronic envelope contains the EDI documents and sender/receiver information.

Electronic Mailbox: A term used to refer to the place where an EDI transmission is stored for pick-up or delivery when using a third party service system, such as a Value Added Network (VAN). A term used to refer to a Uniform Resource Locator (URL) when EDI Internet is employed as the EDI transmission mechanism.

Functional Acknowledgment: A transaction set (997) transmitted by the receiver of an EDI transmission to the sender, indicating receipt and syntactical acceptability of data transmitted according to the ASC X12 standards. The functional acknowledgment allows the receiving party to report back to the sending party any problems encountered by the syntax analyzer as the data is interpreted. It is not intended to serve as an acknowledgment of data content.

GISB: Gas Industry Standards Board

Industry Guideline: Defines the EDI environment for using conventions within an industry. It provides assistance on how to implement the X12 standard. The Utility Industry Group (UIG) establishes Industry Guidelines for the utility industry.

Interchange Control Structure: The interchange header and trailer segments envelope one or more functional groups or interchange related control segments and perform the following functions: (1) define the data element separators and the data segment terminators, (2) identify the sender and receiver, (3) provide control information for the interchange, and (4) allow for authorization and security information.

Internet EDI or EDI Internet: Refers to employing the Internet as the transportation mechanism when sending and receiving Electronic Data Interchange (EDI). In New Jersey also refers to Gas Industry Standards Board ("GISB") Electronic Delivery Mechanism (EDM).

Mapping: The process of identifying the relationship of standard data elements to application data elements.

Qualifier: A data element that identifies or defines a related element, set of elements, or a segment. The qualifier contains a code taken from a list of approved codes.

Segment: A combination of related data elements in a specific sequence. A segment consists of a segment identifier, one or more data elements, each proceeded by an element separator, and a segment terminator.

Segment Identifier: A unique identifier for a segment, composed of a combination of two or three uppercase letters and digits. The segment identifier occupies the first character position of the segment.

Segment Terminator: A unique character appearing at the end of a segment to indicate the termination of the segment.

Trading Partner: The sending and/or receiving party involved in the exchange of electronic data interchange transmissions.

Transaction Set: The EDI term for a business document, such as an invoice.

Transaction Set ID: A three digit numerical representation that identifies a transaction set.

Translation Software: Software that is used to translate EDI data to a corporate proprietary format and vice versa.

Value Added Network (VAN): A service provider providing mailbox access and related services.

Version/Release: Identifies the edition of the standard being used for the generation or the interpretation of data in the X12 standard format.

3. Business Rules

General Business Rules

This section proposes a set of Business Rules for transactions corresponding to the anticipated business relationships described in Section 1. It also defines the transaction rules that govern the use of the transactions. This section does not supercede any tariff, New Jersey Board of Public Utilities ruling/order or any law enforceable within the State of New Jersey.

A Functional Acknowledgement of receipt of a transaction will follow receipt of all transmissions.   This functional acknowledgment provides for verification of receipt of data. This, in addition to the archiving of all transmissions, provides the audit trail necessary to verify receipt of all transmissions by ESP and GDC. This information may be utilized to resolve customer, GDC, or ESP inquiries or disputes.

The sender of request transaction (i.e. enrollment request, drop request, change request, reinstatement request, usage, bill etc) is responsible for follow-up action for rejected transactions.

All rules are common to all GDCs except where noted.

The rules stated in this document may be subject to change due to changes in New Jersey Natural Gas business process.

Definitions
- Pending ESP
  - ESP's customer's enrollment has been accepted by the GDC but customer is still within the rescission period. ESP may supply gas to customer in the future.
- Pending Active ESP
  - ESP's customer's enrollment has been accepted by the GDC, and customer's rescission period has passed without customer rescission and customer's start date with ESP has not yet occurred. ESP will supply gas to customer in the future.
- Active ESP
  - ESP is currently supplying gas to customer.

A. Eligible Customers

The EDI business rules and transactions apply to all customers **except** those in the following categories or rate classes. However, all customers in the following categories or rate classes are eligible to shop for their gas supply but will not be processed with the EDI business rules and transactions contained in this document. GDC tariff(s) for the following categories or rate classes may have additional requirements that apply and should be consulted.

NUI Elizabethtown Gas Company

NUI Elizabethtown Gas Company defines:
- o EDI ESP's as ESP's that are certified to supply gas to ETG customers using the processes and data flows as defined in this document and the EDI Transaction Guidelines. EDI ESP's still must use the non-EDI transaction guidelines for the customer rate classes stated below.
- o Non-EDI ESP's as ESP's that are active gas suppliers that are not certified to supply gas to ETG delivery customers using the processes and data flows as defined in this document and the EDI transaction guidelines.

All ESP's regardless of status must comply with the business rules stated herein, and those rules in the applicable ETG rate schedules and Third Party Supplier (TPS) tariff.

The following additional rules apply to Non-EDI ESP's:
- o Upon Gas EDI implementation, ETG will permit enrollments for non EDI-ESP's until on or about January 1, 2003 using non-EDI enrollment processes (pending ETG EDI certification).
- o On or about January 1, 2003, ETG will not accept enrollments using non-EDI enrollment processes. ETG will allow currently active non-EDI ESP's with customers to continue the non-EDI processes for existing customers only. The business rules, however, in the document apply.
- o In order for an ESP to utilize any and all provisions of CAS, the ESP must be EDI certified.
- o ESP's must serve all meters on customer's accounts.

The following additional rules apply to EDI ESP's:
- o Once an ESP is EDI certified, all transactions for the ESP's customers (with the exception of excluded classes) must be transacted via EDI.
- o All customers of EDI ESP not eligible for EDI processing (excluded classes) will continue to use non-EDI business processes.
- o At the time ESP's become certified for EDI processing, ETG will transfer all EDI eligible customers of the ESP to the EDI business process.
- o If an EDI ESP wishes to change a customer billing option, the EDI ESP must utilize the applicable EDI transaction to effect the changes.

Customers in the following rate classes are excluded from EDI processes and data flows:
- o Firm Transportation Service (FTS)
- o Interruptible Transportation Services (ITS)
- o Contract Service (CS)

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New Jersey Natural Gas
- Large Commercial/Industrial Customers Eligible for NJNG Firm (FT) and Interruptible Transportation (IT) Service as defined in NJNG's Tariff
- Unmetered Gas Lights

PSE&G

- o PSE&G defines:
    - ▪ EDI ESPs as ESPs that have successfully completed EDI testing with PSE&G and are certified to supply gas to PSE&G delivery customers using the processes and data flows defined in this document and the EDI Transaction Guidelines. EDI ESPs still must use the non-EDI business processes for the customer classes stated below.
    - ▪ Non-EDI ESPs as ESPs that are active Gas suppliers to PSE&G gas delivery customers and have not successfully completed EDI testing with PSE&G.
- o All ESPs (EDI ESPs and Non-EDI ESPs) must comply with the business rules stated herein, and those rules in the applicable PSE&G rate schedule.
- o The following additional rules apply to Non-EDI ESPs
    - ▪ PSE&G will permit enrollments for non-EDI ESP's customers until Gas EDI is implemented, utilizing the non-EDI enrollment processes.
    - ▪ After the date of Gas EDI implementation, PSE&G will not accept enrollment utilizing the non-EDI enrollment process.
    - ▪ Upon Gas EDI implementation, PSE&G will allow currently active Non-EDI ESPs with customers to continue the non-EDI business processes for existing customers only. However the business rules contained in this document apply.
    - ▪ As specified in section "B. Enrollment (Supplier Selection)", ESPs must serve all meters on customers' accounts. Therefore upon Gas EDI implementation, PSE&G will include all customer meters on current ESP customers' accounts in the ESP's ADCQ list.
- o The following additional rules apply to EDI ESPs
    - ▪ Once an ESP is EDI certified, all transactions for the ESP's customers (that are eligible for EDI transactions, see exceptions below) must be done via EDI.
    - ▪ All customers of EDI ESP not eligible for EDI processing (in the rate classes shown below) will continue to use the non-EDI business processes.
    - ▪ At the time an ESP successfully completes EDI testing with PSE&G and become certified as an EDI ESP, PSE&G will transfer all EDI eligible customers of the ESP to the EDI business process.
    - ▪ If an EDI ESP wishes to change a customer billing option, the EDI ESP must utilize the applicable EDI transaction to effect the change.
- o Customers in the following rate classes are excluded from the EDI processes and data flows.
    - • TSG-NF
    - • TSG-FIRM
    - • ISG
    - • CIG
    - • CEG

South Jersey Gas
- • GSG-FT Rider I

- CTS
- LVS-FT
- FES
- CS
- LVCS
- SCS
- SS
- YLS
- SLS
- LMS-GS
- LMS-LV
- IGS
- ITS

B. Enrollment (Supplier Selection)

1. Customer contacts ESP to initiate ESP selection or switch ESP

The following is a list of rules to be followed to ensure proper management of customer Gas Supplier selections and changes to those selections.

In all following scenarios tariff permitting, the customer may at any time choose to go back to their Basic Gas Supply Service (BGSS). Each GDC may have specific rules that affect a customer's ability to shop if they have returned to BGSS. The specific rules that apply to the GDC will be relayed to the customer in their confirmation letter.

- Enrollment will be at the account level not meter level.
- ESP sends EDI 814 Enrollment Request (814E) to GDC by 1st business day of the month for service to begin on the first expected meter read date of the following month. Rule allows for a time lag of approximately 30 to 90 days between the processing of customer's enrollment and the customer's actual switch of gas suppliers to become effective. ***Example***: *For a customer to be switched to an ESP on their expected meter reading date of 5/27, the GDC must receive the EDI enrollment request **prior to** the first business day of April and after the first business day of March.*
  - March 12, 20XX, Enrollment sent to GDC
  - May 27, 20XX, Customer becomes active with ESP.

Enrollment/Drop Cycle

	March	April	May	June
Enrollment Cycle	Enrollments processed from 1st business day to last business day		Activation occurs on customer's Meter Read Date	
		Enrollments processed from 1st business day to last business day		Activation occurs on customer's Meter Read Date
Drop Cycle	Drops processed from 1st business day to last business day		Drop occurs on customer's Meter Read Date	
		Drops processed from 1st business day to last business day		Drop occurs on customer's Meter Read Date

Fig 3.b.1

- If a GDC receives two enrollments on the same day, and the contract date and time are the same, then the GDC will accept the first one processed and reject the other.
- It is assumed that the ESP has obtained authorization from the customer prior to sending their Enrollment.
- A customer contract effective date/time has been included as a required data element and is critical to assure that the customer is enrolled with the last ESP with which the customer has entered into a contractual relationship. If a GDC receives an enrollment from two different ESP's that result in the same effective date the ESP whose enrollment contains the most recent contract date/time will be assigned the customer and the other ESP will be rejected.
- A GDC can reject an enrollment request from a ESP for:
  o GDC unable to identify account
  o Enrollment requester not eligible to enroll customers.
  o ESP is not last contract in or is second enrollment being processed for customer with same contract date/time.
  o Customer is not eligible; Each GDC may have specific rules that affect a customer's ability to shop if they have returned to BGSS
  o EDI specific data incorrect or missing, see EDI Guideline 814 Enrollment for specifics.
  o GDC special considerations
    o PSE&G
      ▪ Enrollment is requesting a GDC consolidated bill, but the customer does not satisfy the GDC credit requirements.
      ▪ ESP attempts to enroll a customer for GDC consolidated bill option when the ESP is not eligible for GDC consolidated bill option
- If enrollment is accepted, the GDC sends the customer a confirmation letter within one business day of acceptance of enrollment, notifying them of their selected ESP and the expected start date.
- A customer has 14 calendar days from the date of a confirmation letter to cancel an enrollment.
- If enrollment is accepted, the GDC will include the expected start date in the enrollment response to the ESP (anticipated date the customer will start receiving service from the new ESP).
- GDC will send drop notification to Active ESP, Pending Active ESP, and Pending ESP (see definitions above) as needed. See "Complex Switching Example" for farther clarification
- Should the customer contact the GDC after the 14-day rescission period has ended, this is in effect a "Customer Contacts GDC to Drop an ESP (after rescission period has ended)" see # 4 below.
- GDC special considerations
  - PSE&G will allow an ESP to enroll a customer who is scheduled to move prior to ESP service start date. PSE&G will send drop request to ESP on customer's date of service termination.

- For New Jersey Natural Gas an actively transporting account/meter can only change to a different transportation service, offered by NJNG, upon contract expiration. (CTB is a 2 year contract, SCR is 1 year)
- For New Jersey Natural Gas an actively transporting account/meter can only change Capacity Release requirements, offered by NJNG, upon contract expiration. . (CTB is a 2 year contract, SCR and RT are 1 year)
- New Jersey Natural Gas will support a Bill Ready Supplier Consolidated Billing option. NJNG will support Bill Ready Supplier Consolidated Billing customer's enrollment, change and drop and historical usage requests through EDI protocols. However the billing data exchange will occur outside of EDI protocols and within NJNG established timelines for the Supplier Consolidated Billing option.

2. Customer contacts GDC to initiate ESP selection or switch ESP
- Customer is informed that they must contact ESP of their choosing.

3. Customer contacts GDC to Rescind a ESP selection (within the 14 day rescission period)
- A customer has 14 calendar days from the date of a confirmation letter to cancel an enrollment.
- The customer must contact the GDC during the 14-day rescission period to rescind. If the customer does not respond within 14 days, the enrollment shall go forward.
- Should the customer contact another ESP during the 14-day rescission period and enter an agreement, the enrollment from the second ESP will be treated as a rescission of the first ESP and a switch as described in "Customer contacts ESP to initiate ESP selection or switch ESP", section #1 above, also see "Complex Switching Example" for farther clarification.
- If a customer exercises their right to rescind, the corresponding transactions are voided, as if they never occurred. The customer will then be reinstated to their last Pending Active ESP or Active ESP if customer has no Pending Active ESP even if the customer had a previous Pending ESP.
- An ESP may only reject a Reinstatement Request from a GDC if the ESP could not determine the customer to be reinstated, either because the customer account number is invalid or is not supplier of record. If the ESP no longer wishes to supply this customer, they must accept this reinstatement, then issue a drop to the GDC.
- GDC special considerations
    - PSE&G will allow a 14-day rescission period to customer when Customer contacts GDC to drop an ESP after rescission period. PSE&G applies the rules stated in this section to customer drops ESP by contacting GDC.
    - Elizabethtown, PSE&G and South Jersey Gas will not be retaining the previous pending supplier information. Customers will be required to re-enroll with a previous pending supplier.

4. Customer contacts GDC to drop an ESP (after the 14 day rescission period has ended) Customer returns to BGSS

- Drop/ Request transactions may only be rejected if an ESP could not determine the customer to be dropped, either because the customer account number is invalid or is not supplier of record.   see EDI Guideline 814 Drop for specifics.
- Customer requests to drop an ESP received by the 1st business day of the month will revert to BGSS service on the first expected meter reading date of the following month.
- A customer has 14 calendar days from the date of a confirmation letter to cancel the drop. This scenario is in effect an ESP switch and all rules that apply to the ESP switch scenario apply here also, see section #1 above.
- Customer may find another ESP before the 1st business day of the month and avoid returning to BGSS. The period of time to select another ESP to avoid returning to BGSS would depend upon the timing of the drop request.
- GDC special considerations
  - Elizabethtown, New Jersey Natural Gas and South Jersey Gas will refer customer to ESP.
  - PSE&G
    - In the event of a drop, the customer's outstanding imbalances will be included in the ESP's future delivery requirements. This provision applies to all customer drop scenarios.

5. Customer contacts ESP to drop ESP
- This is the same as the ESP dropping a customer, See #7, "ESP drops customer"

6. GDC drops customer
- GDC may drop customer for the following reasons:
  - Customer name change on account resulting in a new account number
  - Customer moves (in or out of GDC service territory)
  - GDC closes customer account for any reason, see EDI Guideline 814 Drop for specifics
  - GDC special considerations
    - PSE&G
      - IF ESP is in default of, or violates the applicable GDC tariff, agreement or Board license.
- GDC sends drop transaction to Active ESP, Pending Active ESP(s) and Pending ESP as needed.
- GDC drop requests sent to an ESP by the 1st business day of the month will drop ESP service on the first expected meter reading date of the following month.
- GDC special considerations
  - PSE&G will send drop request to ESP on customer's date of service termination.

7. ESP drops customer
- ESP must submit Drop Request to GDC by 1st business day of the month for service to end on the first expected meter read date of the following month.

Example: *For a customer to be dropped their expected meter reading date of 5/27, the GDC must receive the EDI drop request **prior to** the first business day of April and after the first business day of March.*

- Drop Request transactions may only be rejected by the GDC for:
  - GDC unable to identify account
  - Customer listed with another supplier
  - EDI specific data incorrect or missing, see EDI Guideline 814 Drop for specifics.
- Same business rule for the effective date of a switch applies for a Drop as described in #1.
- ESP must notify the customer at least 10 days prior to the date the utility is sent the drop notification, describing in detail the customer's options for choosing a new supplier or returning to BGSS.

8. Complex Switching Example

Initial Condition
> Customer is Active with ESP A or BGSS (month 1)

Action
> Customer signs with ESP B (month 1)
>> ESP B send enrollment request to GDC
>> GDC sends:
>>> Enrollment response to ESP B with a start date in month 3
>>> Drop request to ESP A with a termination date in month 3
> Status
>> ESP A is Active ESP
>> ESP B is Pending ESP (month 2)

Action
> Customer allows rescission period to expire without exercising rescission
> Status
>> ESP A is Active ESP
>> ESP B is Pending Active ESP (month 3)

Action
> Customer signs with ESP C (month 2)
>> ESP C send enrollment request to GDC
>> GDC sends:
>>> Enrollment response to ESP C with a start date in month 4
>>> Drop request to ESP B with a termination date in month 4
> Status
>> ESP A is Active ESP
>> ESP B is Pending Active ESP (month 3)
>> ESP C is Pending ESP (month 4)

Action
> Customer allows rescission period to expire without exercising rescission
> Status
>> ESP A is Active ESP
>> ESP B is Pending Active ESP (month 3)

ESP C is Pending Active ESP (month 4)

Action
    Customer signs with ESP D (month 2)
        ESP D send enrollment request to GDC
        GDC sends:
            Enrollment response to ESP D with a start date in month 4
            Drop request to ESP C with a termination date in month 4

Status
>>ESP A is Active ESP
>>ESP B is Pending Active ESP (month 3)
>>ESP D is Pending ESP (month 4)
>Action
>>Customer calls GDC within rescission period to exercise rescission
>>>GDC sends:
>>>>Drop request to ESP D with a termination date in month 4
>>>>Reinstatement request to ESP B with a reinstatement date in month 3
>>Status
>>>ESP A is Active ESP
>>>ESP B is Pending Active ESP (month 3)

C. Customer Account Maintenance

1. Customer Contacts GDC to Relocate (in or out of service territory)
- Customer contacts GDC to relocate or cancel service.
- GDC sends pending and/or active suppliers a drop notification.
- GDC special considerations
  - PSE&G will send drop request to ESP on customer's date of service termination, which is not necessarily on the date customer contacts PSE&G to schedule the service termination date.

2. ESP makes the decision to drop a class of customer (rate class)
- ESP shall provide, on a confidential basis, 90 days notification to the:
  A. GDC
  B. BPU staff
  C. Rate Payer Advocate
- ESP shall provide 30 day notification to the customer
- Proceed with #B.7 above, "ESP drops customer".

3. Customer Data Changes from GDC
- GDC sends a change request to Active ESP, Pending Active ESP(s) and Pending ESP as needed.
- The GDC will be required to notify the ESP of the following changes:
  A. Change in the GDC customer account number when initiated by GDC
  B. Change in the customer's metering or billing cycle
  C. GDC special considerations
    - PSE&G
      - Will change customer's billing option to Dual if customer is a GDC consolidated billing customer and the customer no longer satisfies PSE&G's credit requirements.
      - Will change customer's billing option to Dual if ESP has not satisfied the applicable regulatory requirements.

4. Customer Data changes from ESP
- ESP sends a change request to GDC

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- The ESP will be required to notify the GDC of the following changes:
  - A. Change in the ESP customer account number, if applicable.
  - B. Change in Billing Option
    - GDC special considerations
      - PSE&G
        - o Requested change in the customers billing option to GDC consolidated will be rejected if the customer does not satisfy PSE&G's credit requirements.
        - o If ESP has not satisfied the applicable regulatory requirements.
  - C. Change in the ESP billing determinants (Rate Ready scenario)

D. Customer Billing Scenarios

The usage transaction (EDI867) is used to transmit usage information as captured from the meter for monthly-metered customers. The Usage transaction (EDI867) is also used to transmit unmetered usage for non-metered accounts. The usage transaction (EDI867) must be sent in all cases. For monthly-metered customers, a monthly usage transaction (EDI867) will be sent.

The Bill transaction (EDI810) is used to transmit monthly usage and billing components used to generate a customer invoice, and the charges. Below is a list of rules and procedures to ensure proper sharing of billing, and consumption information. The rules incorporate the GDC doing the metering and possibly the billing for both GDC and ESP (GDC consolidated billing) or GDC and ESP performing their own billing (Dual).

The rules use the terms "Bill Ready" and "Rate Ready." "Bill Ready" means the company responsible for the billing receives calculated results from the other party for the other party's charges and prints them on a consolidated bill. "Rate Ready" means the company doing the billing knows the rates of the other party, calculates the other party's charges, and prints them on a consolidated bill.

Under all consolidated billing scenarios, where the biller is making the non-biller whole (ie. assumption of receivables), when the billing party is converting the customer from the consolidated bill to a dual bill option for non-payment, the billing party transmits a Change Request to the non-billing party and a letter of notification to the customer.

Billing periods may not overlap.

Billing Option(s) Offered by GDC:

	GDC Elizabethtown	New Jersey Natural Gas	PSE&G	South Jersey Gas
Billing Option				
GDC Consolidated				
Bill Ready	X	NA	X	X
Rate Ready	NA	X	NA	NA
Dual	X	X	X	X

GDC special considerations
- New Jersey Natural Gas will support a Bill Ready Supplier Consolidated Billing option. NJNG will support Bill Ready Supplier Consolidated Billing customer's enrollment, change and drop and historical usage requests through EDI protocols. However the monthly usage and billing data exchange will occur outside of EDI protocols and within NJNG established timelines for the Supplier Consolidated Billing option.
- South Jersey Gas Company will support Rate Ready GDC consolidated Billing outside of the EDI protocols.

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GDC Consolidated Billing (Rate Ready)

GDC reads meter, GDC calculates both GDC and ESP charges, and GDC provides a consolidated bill to customer
- GDC special considerations
  - New Jersey Natural Gas (NJNG) special considerations
    - New Jersey Natural Gas will support in the Rate Ready Utility Consolidated Billing option, the following billing methods:
      - Per Therm Rate
      - Percentage Discount
      - Rebundled Flat Rate
    - NJNG will address ESP receivables and customer collection activity in NJNG's Agreement for Billing and Collection Activities.
    - NJNG will not convert a customer from Utility Consolidated Billing to dual billing for issues related to non-payment.
    - An existing account/meter can only change to another transportation service, offered by NJNG, upon contract expiration. (Ex CTB is a 2 year contract, SCR is 1 year)
    - Billing rates must be specified and are maintained at an individual meter level.
      - If requesting variable rates per meter, all meters for the account must be specified at enrollment, else the account will be rejected
      - IF requesting same rate for all meters, no meter number is required.
    - For multi-meter accounts all meters must be eligible for and enrolled as the same transportation service type offered by NJNG.
    - For multi-meter accounts all meters must be the same bill option.   (Ex. All meters are dual billing or "rate ready", one meter cannot be rate ready and the other dual)
    - For multi-meter accounts all meters must be of the same billing type: If selecting utility consolidated billing, all meters are set at either a per therm, percentage discount, or rebundled rate. Depending on the customer account configuration the rate specific to each meter may be variable.
    - NJNG's Rate Ready Utility Consolidated Bill will display the following items
      1. ESP Name
      2. ESP Telephone Number
      3. NJNG Comparative Charges
      4. Percentage of Savings/Loss
      5. Dollar Savings/Loss
      6. Total
      7. Volume
      8. If Budget Customer
         a. NJNG Comparative Budget Amount
         b. ESP Percentage Discount
         c. Budget Amount Dollar Savings

GDC Consolidated Billing (Bill Ready)

GDC reads meter, GDC and ESP each calculate their own charges, and GDC provides a consolidated bill to customers.

- The ESP's charges must be sent to the GDC's Internet EDI URL within 48 hours (including only GDC business days) of the meter reading being delivered to ESP's Internet EDI URL from the meter reading party.
- Bills received by GDC will be rejected (GDC sends Application Advise) for the following reasons
  - Bill received outside of billing window (the 48 hour window following usage being sent)
  - Not ESP of record for customer
  - EDI specific data incorrect or missing.
- GDC will send Application Advise for Bills sent without ESP charges
- GDC special considerations
  - Elizabethtown Gas special considerations
    - Elizabethtown Gas will not maintain the ESP balance. Elizabethtown will transmit meter reads by 8 p.m.
    - On the day following, ESP will transmit bill ready amount by 4 p.m.
    - Elizabethtown prepares bills overnight for next day billing
    - Meter Reading corrections will be processed immediately, following the data transmission protocol for billing.
    - Elizabethtown Gas will only support the following items from an ESP appearing on the consolidated bill:
      1. ESP Name – Not sent via EDI 810
      2. ESP phone number- Not sent via EDI 810
      3. ESP Rate
      4. Volume
      5. Current Charges

- PSE&G special considerations
  - See NJ CAS Implementation Issues Approved by the NJ BPU on 8/30/01.
  - An ESP that wishes to utilize a PSE&G consolidated bill must first execute a Third Party Supplier Customer Account Services Master Service Agreement (eg "Billing Services Agreement" (BSA).
  - If an ESP does not execute the BSA, its customers are only eligible for dual billing
  - PSE&G will only support the following items from an ESP appearing on the consolidated bill:
    1. ESP Name – Not sent via EDI 810
    2. ESP phone number- Not sent via EDI 810
    3. ESP Logo - Not sent via EDI 810
    4. Current Charges
    5. Adjustments
    6.
    7. Total charges (must equal the sum of Adjustments and Current Charges)
    8. One Rolling Page containing up to 50 lines of text each containing up to 60 characters.

- South Jersey Gas special considerations
  - South Jersey Gas will not maintain the ESP balance.
  - South Jersey Gas will only support the following items from an ESP appearing on the consolidated bill:
    1. ESP Name – Not sent via EDI 810
    2. ESP phone number- Not sent via EDI 810
    3. Current Charges
    4. Payments/adjustments
    5. Prior balance
    6. Total charges

ESP Consolidated Billing (Bill Ready) (for New Jersey Natural Gas only.)
- New Jersey Natural Gas will support Bill Ready Supplier Consolidated Billing and data exchange outside of EDI protocols.

Dual Billing
GDC reads meter, GDC and ESP each calculate their own charges, and GDC and ESP each provide a bill to customer with their own charges.

E. **Customer Payment and Remittance Scenarios**

The Payment/Remittance information transaction is used for the billing party to pay the other party on whose behalf they are billing. There are two alternatives considered. First, the billing party can remit only payments actually received. Second, the billing party can remit all undisputed charges on behalf of the other party, regardless of whether the billing party has been paid in full. In this second alternative, we refer to this as "making the other party whole", or "assuming the receivables". If making the other party whole, no other transaction than the Payment/Remittance information transaction is required.

The actual payment may be made via other electronic means (such as ACH or wire transfer), rather than via a Payment/Remittance information transaction - payment. In all cases, the remittance advice will be sent via a Payment/Remittance information transaction.

Payment allocation is (does not apply to making the other party whole scenarios):
1. GDC past due balance
2. ESP past due balance
3. GDC current charges
4. ESP current charges

GDC special considerations
-
- Over payments and credits remain on the customer's account (PSE&G and Elizabethtown only)
-

Examples of Partial Payment Allocation

Example 1 (ESP for gas only):
    Charges
    GDC past due amount $100
    ESP past due amount $50
    GDC current charges $50
    ESP current charges $25
    Customer payment $220

    Payment Allocation
    GDC receives $150
        $100 for past due
        $50 for Current charges
    ESP receives $70
        $50 for past charges
        $20 for current charges

GDC special considerations

Elizabethtown Gas :

- Elizabethtown will allocate partial payments first to GDC second to ESP
- Billing adjustments for ESP not related to meter reading will be reflected on the customers next bill with up to three lines of detail i.e. current charge, billing adjustment and other
- GDC will collect and report customer payments, returned check, and misapplied payment to ESP on an on going basis. GDC and ESP will be responsible for their own past due receivables.
- ACH payments by the 5th business day of the succeeding month.

South Jersey Gas

- South Jersey Gas has selected the first option, to remit only payments actually received on behalf of the ESP.

New Jersey Natural Gas

- NJNG is Rate Ready and has collected Supplier billing information upon enrollment. Therefore the timeline for providing customer monthly usage and payment processing can have a different timeline than those supporting a Bill Ready option. NJNG's experience to date with rate ready billing usage and payment is that ESP's are satisfied in receiving same approximately twice a month.
- NJNG is purchasing Supplier Receivables. Payment is addressed in NJNG's Supplier Billing agreement.
- Government Assistance Credits to Customers
  - For Utility consolidated billing
    - Credits will remain on customers account
  - For Dual Bill
    - NJNG will apportion credit by 50 %
    - Apply percentage to Supplier account for Customer
    - Notify parties of transaction.

PSE&G

- Shall remit to ESP all undisputed energy commodity ESP charges minus a factoring percentage by the 5th day from the due date noted on the consolidated bill.
- Shall assume the ESP's undisputed energy commodity charges as receivables
- Shall not assume any prior balances.
- The assumed receivable will be treated in accordance with PSE&G's collection practices and procedures applicable to delivery charges, including potential Customer disconnection for non-payment.
- In the event that Customer converts from Consolidated Billing to Dual Billing, ESP and PSE&G will each be responsible for its own receivables effective as of the start of Dual Billing

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- Customers will only be eligible for a PSE&G consolidated bill if they satisfy the Company's creditworthiness criteria.
- Customers that receive a PSE&G consolidated bill but subsequently fail to satisfy the Company's creditworthiness criteria will be switched to dual bill for a period of one year.

F. **Historical Usage Request by ESP**

The ESP and/or Energy Consultant may request Historical Usage for a customer in any of the following:

- ESP Requests Historical Usage for a Customer to other than Supplier of Record – Pre-Enrollment
- ESP Requests Historical Usage After Enrollment (Supplier Selected)
- It is assumed that the ESP has obtained authorization from the customer prior to sending for their historical usage.

In each case, the data returned is the billed therms supplied for the previous 12 months regardless of the way the customer is metered. If the GDC does not have 12 months of data for the customer, the GDC will send the ESP data for the number of months the customer has been in their service. If an ESP wishes to receive Historical AMR data, they must contact the GDC and make arrangements for this data.

GDC special considerations
- PSE&G and South Jersey Gas this will be the last 12 billings
- NJNG presently has approximately 300 accounts where billed usage is not stored at a meter level. This is an option we allow customers to chose when setting up the account. In NJNG's billing system we refer to these type of account as Aggregate. We can provide total therms for the entire Account.

Non-EDI supported customers, historical usage rules.
- PSE&G will provide historical usage information to an ESP upon receiving customer authorization, a fee may apply for this service. South Jersey Gas will reject request with an appropriate message and send response to the ESP.

G. **Nominations**

The information utilized to determine the required daily gas delivery volumes, and the means of transmitting such information, is not covered in this document

H. **Non-EDI Data Requirements**

The following guidelines will be used regarding non-EDI information. The below listed information is to be posted on the World Wide Web and will be available in a common, standard format for each GDC to be outlined in Appendix C. The release of customer specific information will be consistent with Board orders or tariffs.

1) Meter Reading Schedules - posted on web
   - Contains lists of scheduled monthly meter reading dates.
2) Daily Operations Schedule – posted on web

- Specifies dates and times incoming Enrollment, and Customer Change requests are processed. Specifies dates and times billing and remittance transactions are processed. Also specifies date and times the information posted on their Web site is updated. Schedules indicate when normal processes will not occur such as holidays or non-work day, etc.
- GDC's shall post their Daily Operations Schedule on their Web sites.
3) GDC rates – posted on web (per GDC tariffs)
4) Other codes (such as GDC Rate Class Codes and GDC Rate Subclass Codes, Strata Codes, etc) – posted on web
   - A variety of GDC codes are posted for general use

4. Data Interchange Transactions

EDI Transactions

This section proposes a set of EDI transactions corresponding to the anticipated business relationships described in Section 1. It also defines the transaction rules that govern the use of the transactions.

In cases where other Gas Choice requirements (such as rescission letters to customers) affect our transactions, they are included in these scenarios. There are other Gas Choice requirements not included in these scenarios.

A functional acknowledgment (997) will follow all EDI transmissions. This functional acknowledgment provides for verification of receipt of data and reports the extent to which the syntax complies with the standards and will be sent at the transaction level. This, in addition to the archiving of all EDI transmissions, provides the audit trail necessary to verify receipt of all EDI transmissions by ESP and GDC. This information may be utilized to resolve customer, GDC, or ESP inquiries or disputes. Functional Acknowledgements can be done at the EDI group, set, and segment levels. Best practice is to send a functional acknowledgement at the segment level for rejected transactions.

Some scenarios also provide for a response to be sent after a request. The response provides for further validation of the contents of the request against the standard and indicates whether the request was successfully processed. The response contains a code indicating whether the request was accepted or rejected. If rejected, the response will also provide a reason(s) why.

A.   Enrollment (Supplier Selection)

The following is a list of scenarios and procedures to be followed to ensure proper management of customer Gas Supplier selections and changes to those selections. Several variations of the EDI 814 transaction are used for these scenarios. A customer contract effective date/time has been included in each variation as a required data element and is critical to assure that the customer is enrolled with the last ESP with which the customer has entered into a contractual relationship.

In all following scenarios, the customer can at any time choose to go back to their Basic Gas Supply Service (BGSS). Each GDC may have specific rules that affect a customer's ability to shop if they have returned to BGSS. The specific rules that apply to the GDC will be relayed to the customer in their confirmation letter.

1. Customer Contacts ESP to Initiate ESP Selection

The following represents the steps necessary for an GDC to process a customer's request for service from a specific ESP when the ESP initiates the request electronically and the customer isn't currently receiving service or doesn't have any

pending service with another ESP. Should the customer contact the GDC to initially enroll with a ESP, the GDC will tell the customer to contact that ESP.
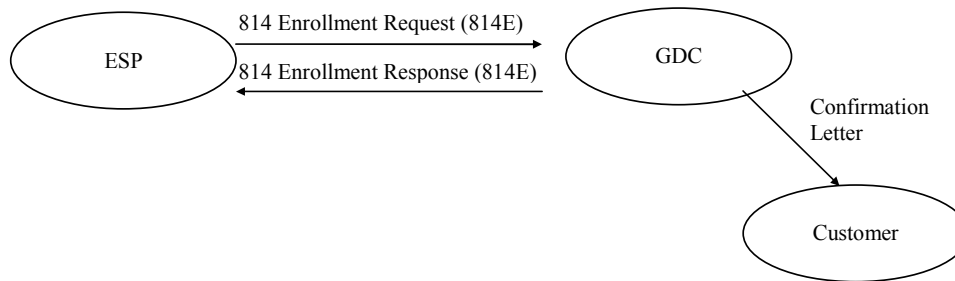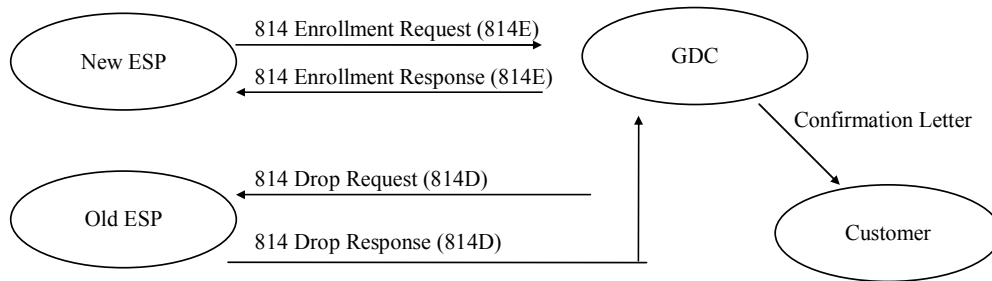

a) ESP sends EDI 814 Enrollment Request (814E) to GDC by 1st business day of the month for service to begin on the first expected meter read date following the first calendar day of the following month.
   It is assumed that the ESP has obtained authorization from the customer prior to sending their Enrollment.
b) GDC sends EDI 814 Enrollment Response (814E) to ESP
   If accepted, the response will include the expected start date (anticipated date the customer will start receiving service from the new ESP – see above)
c) If accepted, the GDC sends the customer a confirmation letter notifying them of their selected ESP and the expected start date. If the customer does not respond within 14 days, the enrollment shall go forward.

The customer's ability to rescind the enrollment begins on the date on the confirmation letter. The customer must contact the GDC during the 14-day rescission period to rescind. This process is described in #3 below. Should the customer contact another supplier during this period and enter an agreement, the change from the initial supplier to the new supplier will be treated as a switch as described in # 2 below. Should the customer contact the GDC after the 14-day rescission period has ended, this will be treated as a drop as described in #4 below.

2. Customer Contacts New ESP to Switch ESP's

The following represents the steps necessary for an GDC to process a customer's request to switch service from a ESP when the customer is currently receiving service from another ESP, or has pending service with another ESP.   In this scenario, the customer must contact the new ESP to initiate the change. Should the customer contact the GDC to switch to another ESP, the GDC will tell the customer to contact the new ESP.

814 Enrollment Request (814E)

New ESP

814 Enrollment Response (814E)

GDC

Confirmation Letter

814 Drop Request (814D)

Old ESP

814 Drop Response (814D)

Customer

a) New ESP sends EDI 814 Enrollment Request (814E) to GDC by 1st business day of the month for service to begin on the first estimated meter read date after the first business day of the following month.

    It is assumed that the ESP has obtained authorization from the customer prior to sending their Enrollment.

b) GDC sends EDI 814 Enrollment Response (814E) to New ESP

    If accepted, the response will include the expected start date (anticipated date the customer will start receiving gas service from the new ESP.

c) If accepted, GDC sends EDI 814 Drop Request to the supplier of record.

d) If accepted, the GDC sends the customer a confirmation letter notifying them of their selected ESP and the expected start date. If the customer does not respond within 14 days, the enrollment shall go forward.

e) If the Old ESP receives an EDI 814 Drop Request (814D), they will send an EDI 814 Drop Response (814D) to the GDC.

    If the 814 Drop is rejected, manual intervention by the GDC is required to handle the 814 Drop Response.

The customer's ability to rescind the enrollment begins on the date on the confirmation letter. The customer must contact the GDC to rescind. This process is described in #3 below. Should the customer contact another supplier during this period and enter an agreement, the change from the initial supplier to the new supplier will be treated as another switch.

South Jersey: *Need to discuss with the Policy Working Group the efficacy of maintaining pending suppliers.*

3. Customer Contacts GDC to Rescind a ESP Selection (within 14 day rescission period.)

After a customer selects a ESP or switches from one ESP to another, the customer will receive a confirmation letter from the GDC notifying them of the change in their ESP selection and the effective date. The customer may rescind this selection by contacting the GDC during the rescission period. There are two scenarios regarding rescissions:

3.1 A rescission of a pending ESP when there is no previous pending ESP. (i.e. a single switch occurred for the customer within a 14 day period)

> If the customer rescinds the switch, the corresponding transactions are voided, as if they never occurred. The customer is returned to their current active supplier, which may be an ESP or GDC.

3.2 A reversal of a pending ESP when there is a previous pending ESP for the same effective date. (i. e. multiple switches occurred for the customer prior to the end date of the previous reversal period)

If the customer reverses the switch, the corresponding transactions are voided, as if they never occurred. The customer is returned to their current active supplier, which may be a ESP or GDC.

The following describes the data exchanges needed to process a rescission.
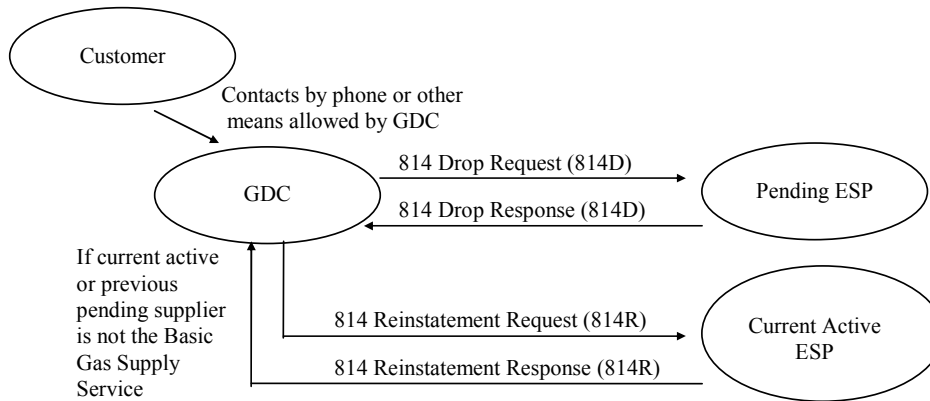
a) Customer contacts GDC to rescind an ESP selection
b) GDC sends EDI 814 Drop Request (814D) to Pending ESP
c) The GDC sends an EDI 814 Reinstatement Request (814R) to the current active ESP
    (If the current active supplier is Basic Gas Supply Service, no further action is required)
d) The ESP receiving a Drop Request sends EDI 814 Drop Response (814D) to GDC.
        If the 814 Drop is rejected, manual intervention by the GDC is required to handle the 814 Drop Response.
e) If an EDI 814 Reinstatement Request (814R) was sent, the recipient ESP sends EDI 814 Reinstatement Response (814R) to GDC.
        A rejection should occur only if the ESP could not determine the customer to be reinstated, either because the customer account number is invalid or the customer is not in their system. If the ESP no longer wishes to supply this customer, they must accept this reinstatement, then issue a drop to the GDC as described in #6 below.

4. Customer Contacts GDC to Drop a ESP (after the 14-day rescission period has ended.)

The following represents the steps necessary for an GDC to process a customer's request to cancel service from a specific ESP when the customer contacts the GDC. In this case, the GDC will return the customer to the GDC. If the customer wishes to select another ESP, they must contact that ESP.
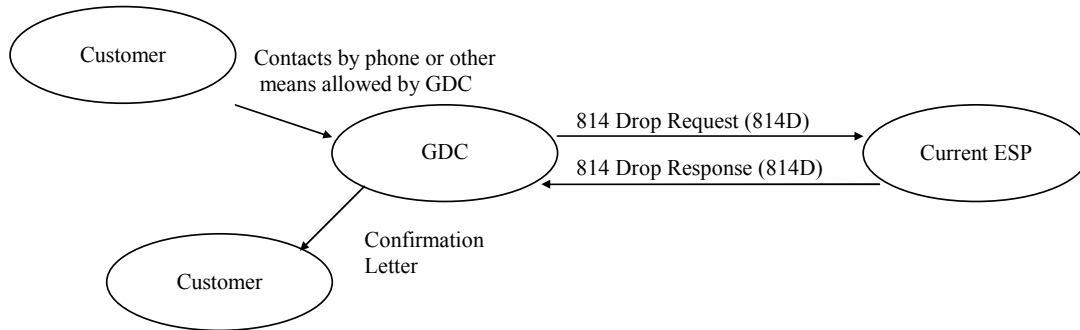
a) Customer contacts GDC to drop ESP
b) GDC sends EDI 814 Drop Request (814D) to ESP
c) ESP sends EDI 814 Drop Response (814D) to GDC
   If the 814 Drop is rejected, manual intervention by the GDC is required to handle the 814 Drop Response.
d) GDC sends Confirmation Letter to Customer

5. Customer Contacts ESP to Drop ESP

The following represents the steps necessary for a GDC to process a customer's request to cancel service from a specific ESP when the customer initiates the request through the ESP. In this case, the GDC will return the customer to the GDC. If the customer wishes to select another ESP, they must contact that ESP.
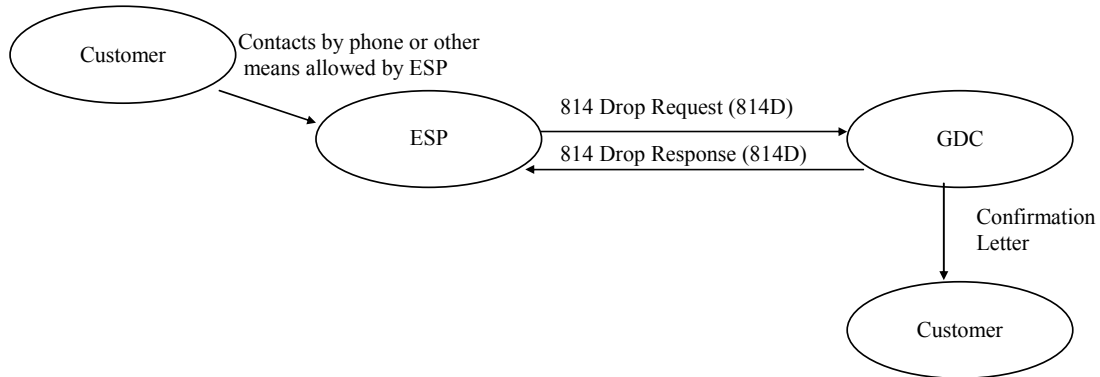
a) Customer contacts ESP to drop that ESP
b) ESP sends EDI 814 Drop Request to GDC
c) GDC sends EDI 814 Drop Response (814D) to ESP
   If the 814Drop is rejected, manual intervention by the ESP is required to handle 814 Drop Response.
d) GDC sends Confirmation Letter to Customer

6. ESP Drops Customer

The following represents the steps necessary for a GDC to process a ESP's request to cancel supply for a customer. In this case, the GDC will return the customer to the GDC.
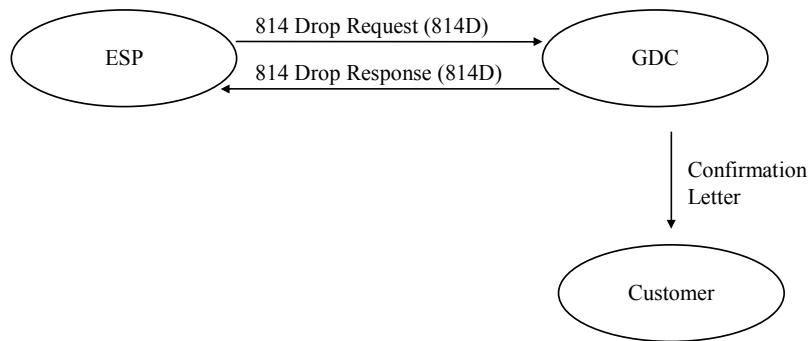
a) ESP sends EDI 814 Drop Request (814D) to GDC
b) GDC sends EDI 814 Drop Response (814D) to ESP
   If the 814 Drop is rejected, manual intervention by the ESP is required to handle the 814 Drop Response.
c) GDC sends Confirmation Letter to Customer

B.   Customer Account Maintenance

The following scenarios describe changes to a customer's account that require information exchange between the GDC and ESP.

1. Customer Contacts GDC to Relocate

The following represents the steps necessary to final an account for a customer when the customer relocates or closes an account. This process will be followed regardless of whether the customer relocates within or outside of the GDC's service territory.
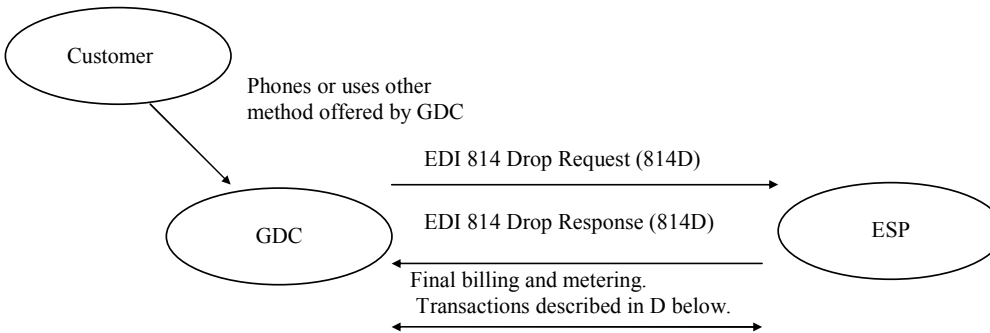
a) Customer contacts GDC to Relocate
b) GDC sends EDI 814 Drop Request (814D) to ESP
c) ESP sends EDI 814 Drop Response (814D) to GDC
d) Final billing and usage information is exchanged between GDC and ESP as described in Section D below.

2. Customer Data Changes from GDC

The following represents the steps necessary for an GDC to notify a ESP of a change in customer information.
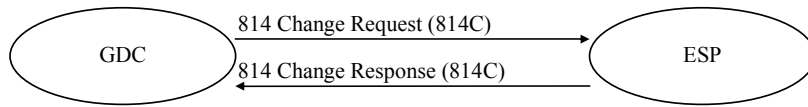
a) GDC sends EDI 814 Change Request (814C) to ESP.
b) ESP sends EDI 814 Change Response (814C) to GDC

The GDC will be required to notify the ESP of the following changes:
- Change in GDC account number
- Change in customer's metering or billing cycle

3. Customer Data Changes from ESP

The following represents the steps necessary for a GDC to process a request to change customer information when it is initiated by the ESP.
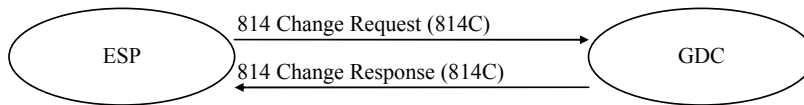
a) ESP sends EDI 814 Change Request (814C) to GDC.
b) GDC sends EDI 814 Change Response (814C) to ESP.

The ESP may send a "change" transaction to the GDC for the following items:
- ESP Account number -- GDCs are not required to store ESP account number their system. GDCs if storing will do so if provided on 814 enrollment and/or 814 change. If GDC does store ESP account number, GDC will provide ESP account number on all transactions. All GDCs except for Elizabethtown are storing ESP account number..
- Billing option
- ESP Billing Determinants (Rate Ready)

C.   Customer Billing Scenarios

The EDI 867 transaction is used to transmit usage information as captured from the meter for monthly metered customers. The EDI 867 is also used to transmit unmetered usage for non-metered accounts. The EDI 867 must be sent in all cases. For monthly metered customers, an EDI 867MU will be sent. The EDI 867MU must contain billing summary information.

Note: The charts below state EDI 867 Usage. It is assumed that the 867MU will be used for gas service since gas is not billed on interval service.

The EDI 810 transaction is used to transmit monthly usage and billing components used to generate a customer invoice. The following is a list of scenarios and procedures to ensure proper sharing of billing, sales tax, and consumption information. The scenarios incorporate the possibility of either the GDC or ESP doing any of the following: metering, calculating the bill, or providing a bill to the customer.

The scenarios below use the terms "Bill Ready" and "Rate Ready." "Bill Ready" means the company doing the billing receives calculated results from the other party for the other party's charges and prints them on a consolidated bill. "Rate Ready" means the company doing the billing knows the rates of the other party, calculates the other party's charges, and prints them on a consolidated bill.

Under all consolidated billing scenarios below, when the billing party is converting the customer from the consolidated bill to a dual bill option for non-payment, the billing party transmits an EDI 814 change to the non billing party and a letter of notification to the customer.

NJ Statewide Billing Scenarios - Customer Receives One Bill

1. GDC Consolidated Billing (Rate Ready)

GDC reads meter, GDC calculates both GDC and ESP charges, GDC provides a consolidated bill to customer
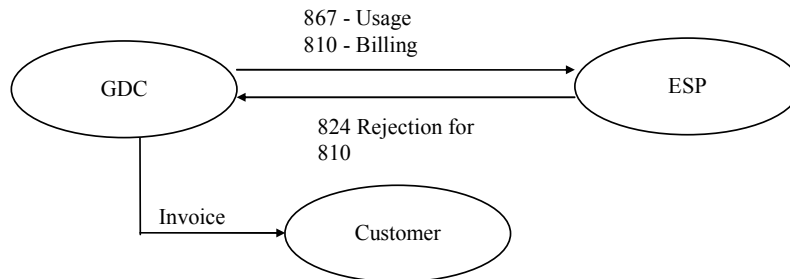
a) GDC sends EDI 867 Usage Data to ESP

b) GDC sends EDI 810 Billing to ESP
c) ESP may send 824 Rejection of 810 information to GDC if needed
d) GDC invoices customer

Note: A, B, and D occur simultaneously.
Note: There is some question as to whether some rate ready utilities will be ready to accept 824s for 810s

2. **GDC Consolidated Billing (Bill Ready)**

GDC reads meter, GDC and ESP each calculate their own charges, GDC provides a consolidated bill to customer.
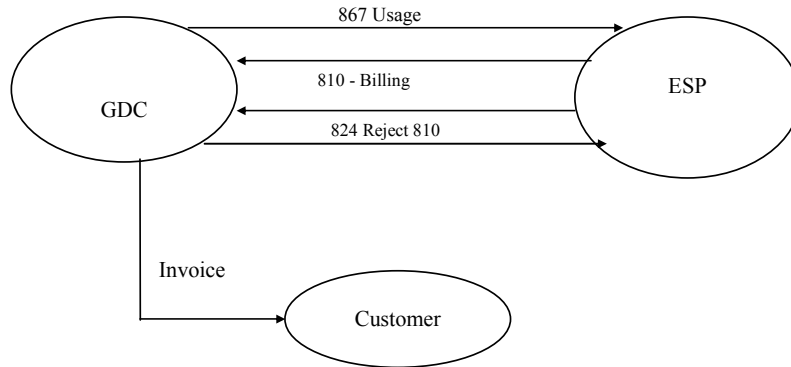
a) GDC sends EDI 867 Usage to ESP
b) ESP sends EDI 810 Billing to GDC containing ESP portion of charges
c) GDC may send 824 Rejection of 810 information to ESP if needed
d) GDC Invoices Customer
e) GDC will notify ESP if invoice is issued without supplier charges

3. ESP Consolidated Billing (Bill Ready) (for New Jersey Natural Gas only.)

This process will not be handled through EDI at this time.

NJ Statewide Scenarios - Customer Receives Two Bills

4. Dual Billing

GDC reads meter, GDC and ESP each calculate their own charges, GDC and ESP each provide a bill to customer with their own charges
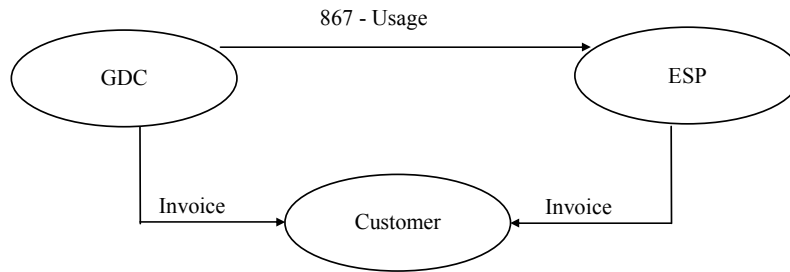
a) GDC sends EDI 867 Usage to ESP
b) GDC Invoices Customer for GDC portion of bill
c) ESP Invoices Customer for ESP portion of bill

NJ Statewide Scenarios – Adjustments and Rebills

5.   867 Adjustments and Rebills

The following represents the steps necessary for the metering party to inform the billing party of a change that needs to be made to a customer's measured usage. In the event that the metering party discovers an error with prior usage sent out on an 867 transaction, the cancel/restate process must be used to communicate this to all non-metering parties. Depending on the type of adjustment that is being communicated, as well as the period which the adjustment covers, the transaction flow associated with cancel/restate will vary. For ease of understanding, and since unbundled metering is not being implemented at this time for natural gas in New Jersey, the GDC is understood to be the measuring party. The scenarios below describe the most common adjustment cases, but it is likely that other scenarios exist that are not covered in this document.

5.1.1   Single-supplier, single-month cancel/restate – dual billing

This scenario describes the simplest type of adjustment and rebill. In this instance, the GDC determines that an adjustment must be made to the usage communicated to a single ESP through a single 867 transaction. The ESP will then adjust its balance and issue a new bill (if necessary) to the customer.
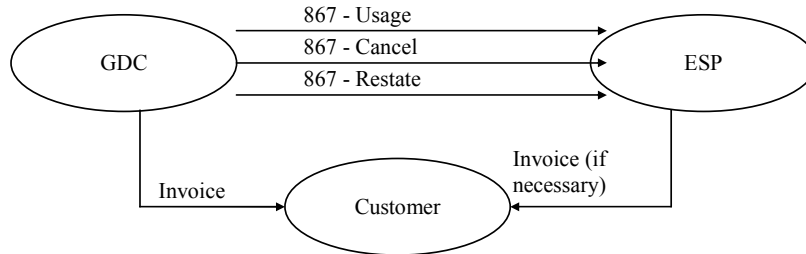
a) GDC sends EDI 867 Usage to ESP
b) GDC sends EDI 867 Cancel to ESP
c) GDC sends EDI 867 Restate to ESP
d) GDC Invoices Customer for GDC portion of bill
e) ESP Invoices Customer (if necessary) for ESP portion of bill

Note that the EDI 867 Cancel must include the transaction reference numbers and all of the data from the EDI 867 Usage that it is canceling. In addition, EDI 867 Restate must include all of the usage for the account from the time that the cause of the adjustment occurred to the present.

5.1.2 Single-supplier, single month cancel/restate – Bill-ready Consolidated Bill

In this scenario, the GDC determines that an adjustment must be made to the usage communicated to a single ESP through a single 867 transaction where the customer has opted to receive a consolidated bill from the GDC. The ESP will then recalculate its portion of the bill and communicate this to the GDC to be included on the GDC's bill.
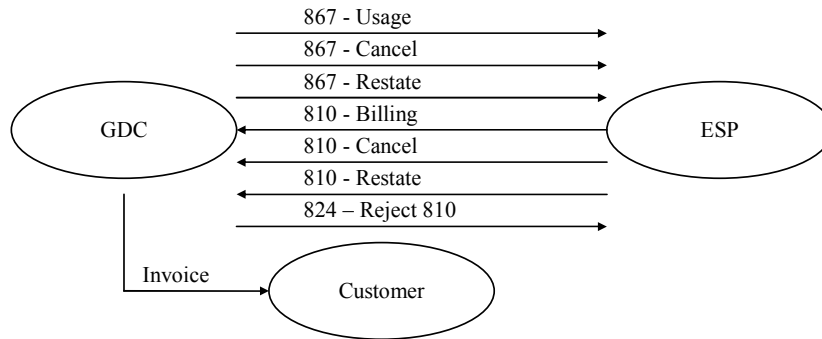
a)   GDC sends EDI 867 Usage to ESP
b)   ESP sends EDI 810 Invoice to GDC
c)   GDC sends EDI 867 Cancel to ESP
d)   GDC sends EDI 867 Restate to ESP
e)   ESP sends EDI 810 Cancel to GDC
f)   ESP sends EDI 810 Restate to GDC
g)   GDC may send EDI 824 Rejection(s) of 810(s) if needed
h)   GDC Invoices Customer
i)   GDC will notify ESP if invoice is issued without supplier charges

Note that the EDI 810 Cancel must include the transaction reference numbers and all of the data from the EDI 810 Invoice that it is canceling. In addition, the EDI 810 Restate must include all of the charges for the account from the time that the cause of the adjustment occurred to the present.

5.1.3   Single-supplier, single-month cancel/restate – Rate-ready Consolidated Bill

This scenario is similar to the one described in 5.1.2 above, but in this instance, the GDC supports rate-ready consolidated billing.
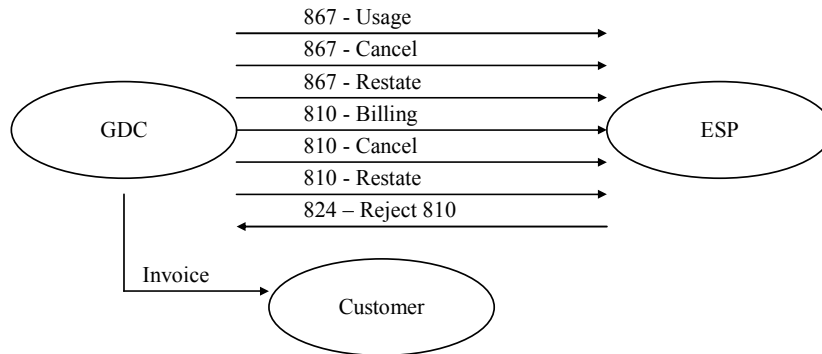
a) GDC sends EDI 867 Usage to ESP
b) GDC sends EDI 810 Invoice to GDC
c) GDC sends EDI 867 Cancel to ESP
d) GDC sends EDI 810 Cancel to GDC
e) GDC sends EDI 867 Restate to ESP
f) GDC sends EDI 810 Restate to GDC
g) ESP may send EDI 824 Rejection(s) of 810(s) if needed
h) GDC Invoices Customer

Note that the EDI 810 and EDI 867 Cancel must include the transaction reference numbers and all of the data from the EDI 810 Invoice and EDI 867 Usage that it is canceling. In addition, the EDI 810 Restate must include all of the charges for the account from the time that the cause of the adjustment occurred to the present, and the EDI 867 Restate must include all of the usage associated with the account from the time of the adjustment to the present.

5.2.1   Single-supplier, multi-month cancel/restate – Dual Billing

This slightly more complicated scenario describes another possible type of adjustment and rebill. In this instance, the GDC determines that an adjustment must be made to the usage communicated to a single ESP through multiple 867 transactions. The ESP will then adjust its balance and issue a new bill (if necessary) to the customer.
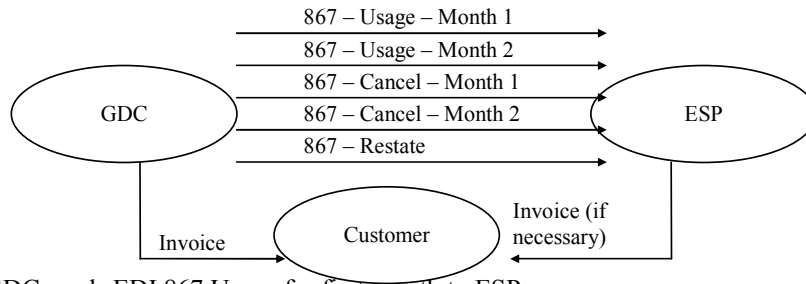
a) GDC sends EDI 867 Usage for first month to ESP
b) GDC sends EDI 867 Usage for second month to ESP
c) GDC sends EDI 867 Cancel for first month to ESP
d) GDC sends EDI 867 Cancel for second month to ESP
e) GDC sends EDI 867 Restate to ESP
f) GDC Invoices Customer for GDC portion of bill
g) ESP Invoices Customer (if necessary) for ESP portion of bill

Note that the process is the same for cancel/restates of periods longer than two months. In every case, EDI 867 Cancels must be sent for every previous EDI 867 Usage sent to the ESP, up to the time of the adjustment, and a single EDI 867 Restate must be sent summarizing all of the usage for the account from the time of the adjustment to the present.

5.2.2   Single-supplier, multi-month cancel/restate – Bill-ready Consolidated Bill

In this scenario, the GDC determines that an adjustment must be made to the usage communicated to a single ESP through a multiple 867 transactions where the customer has opted to receive a consolidated bill from the GDC. The ESP will then recalculate its portion of the bill and communicate this to the GDC to be included on the GDC's bill.
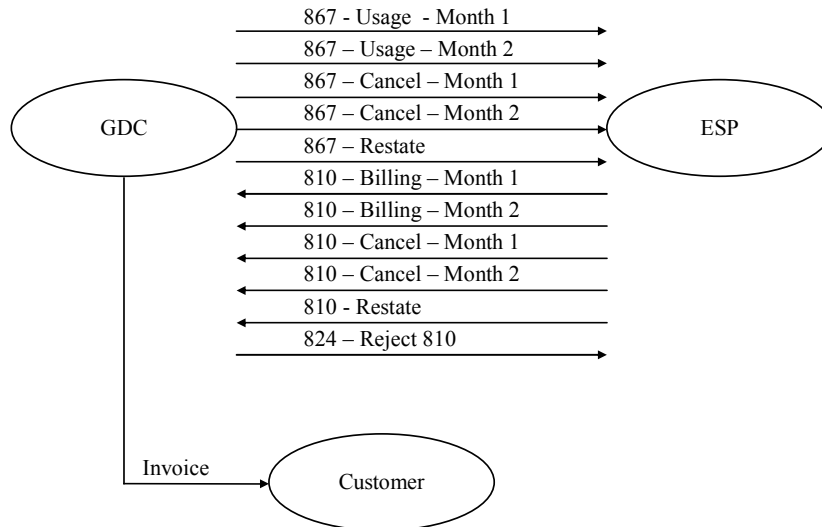
a) GDC sends EDI 867 Usage for first month to ESP
b) ESP sends EDI 810 Invoice for first month to GDC
c) GDC sends EDI 867 Usage for second month to ESP
d) ESP sends EDI 810 Invoice for second month to GDC
e) GDC sends EDI 867 Cancel for first month to ESP
f) GDC sends EDI 867 Cancel for second month to ESP
g) GDC sends EDI 867 Restate to ESP
h) ESP sends EDI 810 Cancel for first month to GDC
i) ESP sends EDI 810 Cancel for second month to GDC
j) ESP sends EDI 810 Restate to GDC
k) GDC may send EDI 824 Rejection(s) of 810(s) if needed
l) GDC Invoices Customer
m) GDC will notify ESP if invoice is issued without supplier charges

Note that the process is the same for cancel/restates of periods longer than two months. In every case, EDI 867 Cancels must be sent for every previous EDI 867 Usage sent to the ESP, up to the time of the adjustment, and a single EDI 867 Restate must be sent summarizing all of the usage for the account from the time of the adjustment to the present. In addition, EDI 810 Cancels must be sent for every EDI 867 Cancel received by the ESP.

5.2.3   Single-supplier, multi-month cancel/restate – Rate-ready consolidated bill

This scenario is similar to the one described in 5.2.2 above, but in this instance, the GDC supports rate-ready consolidated billing.
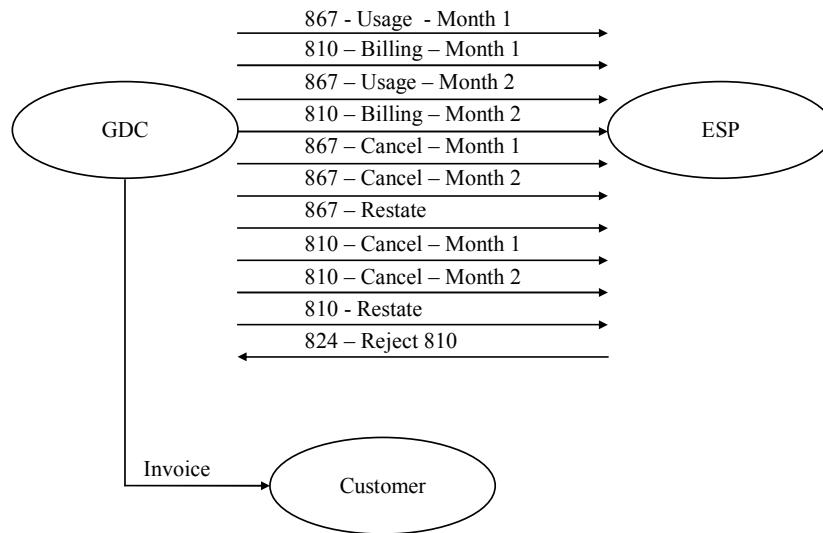
a) GDC sends EDI 867 Usage for first month to ESP
b) GDC sends EDI 810 Invoice for first month to ESP
c) GDC sends EDI 867 Usage for second month to ESP
d) GDC sends EDI 810 Invoice for second month to ESP
e) GDC sends EDI 867 Cancel for first month to ESP
f) GDC sends EDI 867 Cancel for second month to ESP
g) GDC sends EDI 867 Restate to ESP
h) GDC sends EDI 810 Cancel for first month to ESP
i) GDC sends EDI 810 Cancel for second month to ESP
j) GDC sends EDI 810 Restate to ESP
k) ESP may send EDI 824 Rejection(s) of 810(s) if needed
l) GDC Invoices Customer

5.3.1   Multiple-supplier, multiple-month cancel/restate – Dual Billing

In this scenario, an adjustment is made to a customer's account for a period of time that spans a change in ESPs. When this occurs, the GDC will, in all instances, reset the previous ESP's billing option to dual billing. The GDC will be required to break up the usage to be restated into two transactions reflecting the estimated use associated with the periods served by the previous and the active supplier. In this, dual billing, scenario, both the previous and current ESP will be responsible for presenting their adjusted charges to the customer, and both will be responsible for their own collections.
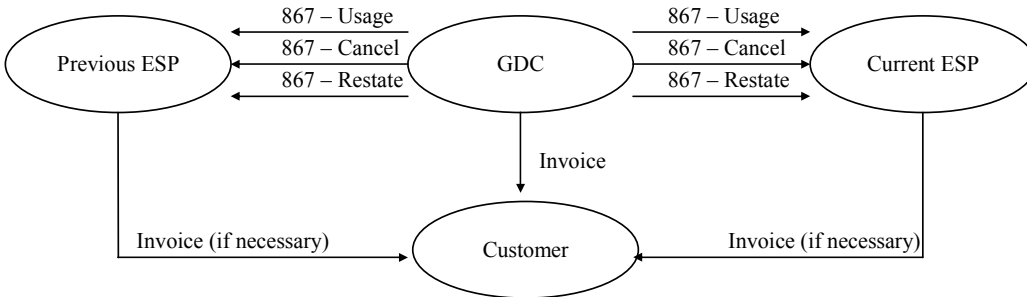
a) GDC sends EDI 867 Usage to previous ESP
b) GDC sends EDI 867 Usage for to current ESP
c) GDC sends EDI 867 Cancel for first month to previous ESP
d) GDC sends EDI 867 Cancel for second month to current ESP
e) GDC sends EDI 867 Restate to previous ESP
f) GDC sends EDI 867 Restate to current ESP
g) GDC Invoices Customer for GDC portion of bill
h) Previous ESP Invoices Customer (if necessary) for previous ESP portion of bill
i) Current ESP Invoices Customer (if necessary) for current ESP portion of bill

Note that the process is the same for cancel/restates where the period covered by either supplier is greater than a single month. In every case, EDI 867 Cancels must be sent for every previous EDI 867 Usage sent to each ESP, up to the time of the adjustment, and a single EDI 867 Restate must be sent to each summarizing all of the usage applicable to that ESP for the account from the time of the adjustment to the present.

5.3.2   Multiple-supplier, multiple-month cancel/restate – Bill-ready Consolidated Bill

In this scenario, the GDC determines that an adjustment must be made to the usage communicated to a multiple ESPs through multiple 867 transactions where the customer has opted to receive a consolidated bill from the GDC. As noted above, the GDC will, in this instance, reset the previous ESP's billing option to dual. The GDC will be required to break up the usage to be restated into two transactions reflecting the estimated use associated with the periods served by the previous and the active supplier. The previous ESP will then be responsible for presenting its adjusted charges to the customer, and will be responsible for collecting any associated amounts. The current ESP will recalculate its portion of the bill and communicate this to the GDC to be included on the GDC's bill.
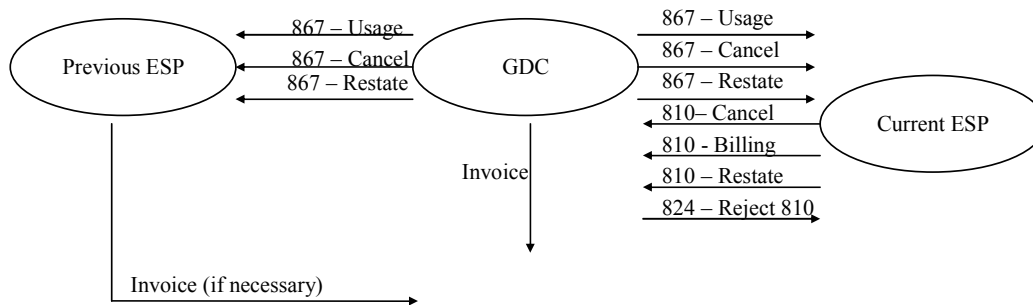
a) GDC sends EDI 867 Usage to previous ESP
b) GDC sends EDI 867 Usage for to current ESP
c) Current ESP sends EDI 810 Invoice to GDC
d) GDC sends EDI 867 Cancel for first month to previous ESP
e) GDC sends EDI 867 Cancel for second month to current ESP
f) GDC sends EDI 867 Restate to previous ESP
g) GDC sends EDI 867 Restate to current ESP
h) Current ESP sends EDI 810 Cancel to GDC
i) Current ESP sends EDI 810 Restate to GDC
j) GDC Invoices Customer for GDC portion of bill and Current ESP portion of bill
k) GDC may send EDI 824 Rejection(s) of 810(s) if needed
l) GDC will notify ESP if invoice is issued without supplier charges
m) Previous ESP Invoices Customer (if necessary) for previous ESP portion of bill

Note that the process is the same for cancel/restates where the period covered by either supplier is greater than a single month. In every case, EDI 867 Cancels must be sent for every previous EDI 867 Usage sent to each ESP, up to the time of the adjustment, and a single EDI 867 Restate must be sent to each summarizing all of the usage applicable to that ESP for the account from the time of the adjustment to the present.

5.3.3   Multiple-supplier, multiple-month cancel/restate – Rate-ready Consolidated Bill

This scenario is similar to the one described in 5.2.2 above, but in this instance, the GDC supports rate-ready consolidated billing.
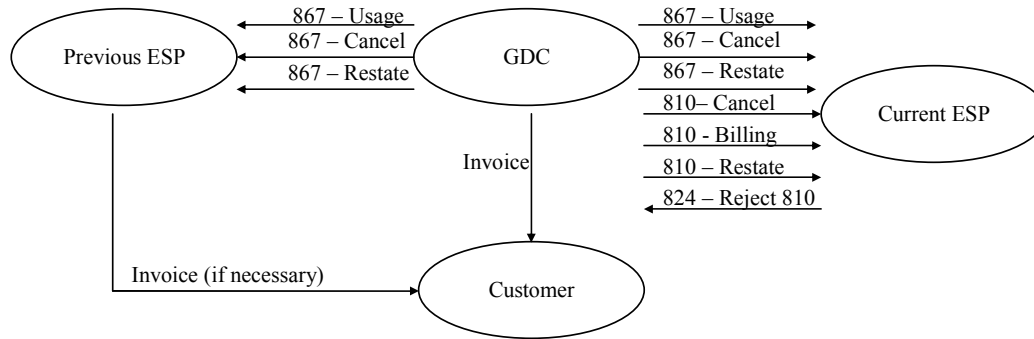
a) GDC sends EDI 867 Usage to previous ESP
b) GDC sends EDI 867 Usage for to current ESP
c) GDC sends EDI 810 Invoice to current ESP
d) GDC sends EDI 867 Cancel for first month to previous ESP
e) GDC sends EDI 867 Cancel for second month to current ESP
f) GDC sends EDI 810 Cancel for second month to current ESP
g) GDC sends EDI 867 Restate to previous ESP
h) GDC sends EDI 867 Restate to current ESP
i) GDC sends EDI 810 Restate to current ESP
j) GDC Invoices Customer for GDC portion of bill and Current ESP portion of bill
k) ESP may send EDI 824 Rejection(s) of 810(s) if needed
l) Previous ESP Invoices Customer (if necessary) for previous ESP portion of bill

Note that the process is the same for cancel/restates where the period covered by either supplier is greater than a single month. In every case, EDI 867 Cancels must be sent for every previous EDI 867 Usage sent to each ESP, up to the time of the adjustment, and a single EDI 867 Restate must be sent to each summarizing all of the usage applicable to that ESP for the account from the time of the adjustment to the present.

D.   Customer Payment and Remittance Scenarios

For transfer of payment and remittance information, the EDI 820 transaction is used. The
EDI 820 is used for the billing party to pay the other party on whose behalf they are
billing. There are two alternatives considered. First, the billing party can remit only
payments actually received. Second, the billing party can remit all undisputed charges on
behalf of the other party, regardless of whether the billing party has been paid in full. In
this second alternative, we refer to this as "making the other party whole" or "assuming
the receivables".   If making the other party whole, no other transaction than the EDI 820
is required. The following is a list of scenarios and procedures for payment and
remittance that relate to the corresponding billing scenarios in C above.

Note: The actual payment may be made via other electronic means (such as ACH as wire
transfer), rather than via an EDI 820 payment. In all cases, the remittance advice will be
sent via an EDI 820.

NJ Statewide Scenarios - Customer Receives One Bill

1. GDC Consolidated Billing (Rate Ready)

GDC reads meter, GDC calculates both GDC and ESP charges, GDC provides a
consolidated bill to customer
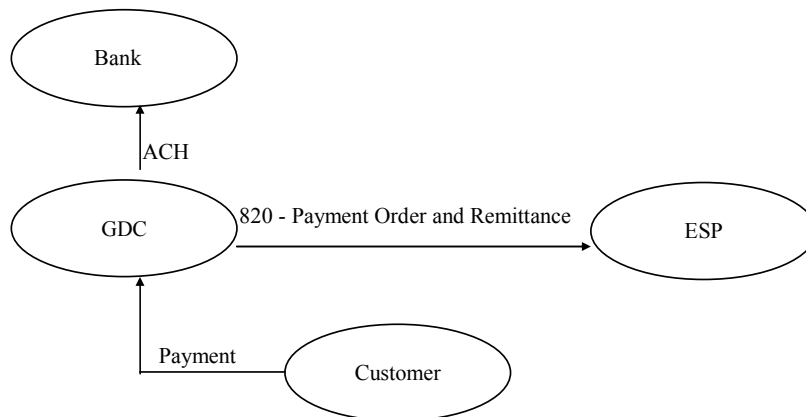
a) Customer sends payment to GDC
b) GDC sends EDI 820 Remittance Advice to ESP.
c) GDC sends ACH to Bank.

2. GDC Consolidated Billing (Bill Ready)

GDC reads meter, GDC and ESP each calculate their own charges, GDC provides a consolidated bill to customer
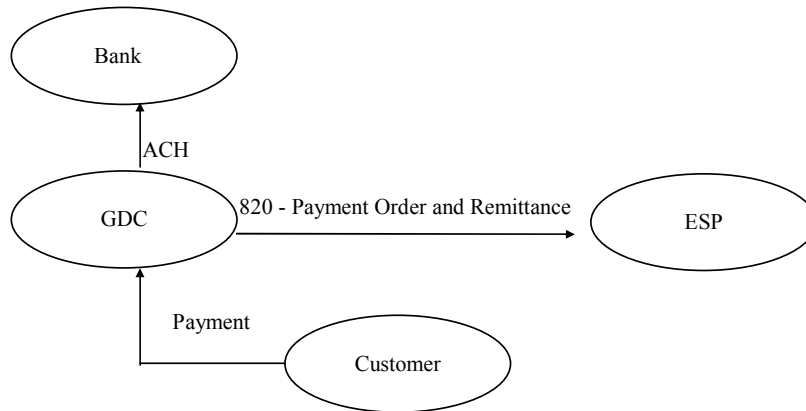
a) Customer sends payment to GDC
b) GDC sends EDI 820 Remittance Advice to ESP.
c) GDC sends ACH to Bank.

3. ESP Consolidated Billing (Bill Ready) (for New Jersey Natural Gas only.)

This process is not handled through EDI.

NJ Statewide Scenarios - Customer Receives Two Bills

4. Dual Billing

GDC reads meter, GDC and ESP each calculate their own charges, GDC and ESP each provide a bill to customer with their own charges
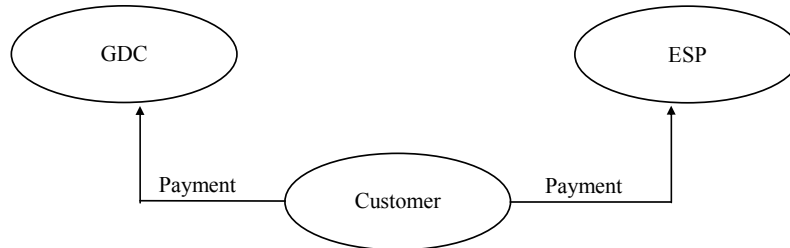
a) Customer sends payment for GDC's bill to GDC
b) Customer sends payment for ESP's bill to ESP

Note: This does not involve an EDI transaction.

E. Historical Usage Request by ESP

The ESP may request Historical Usage for a customer in any of the scenarios listed below. In each case, the data returned contains values for the previous 12 months regardless of the way the customer is metered. If the GDC does not have 12 months of data for the customer, the GDC will send the ESP data for the number of months the customer has been in their service. If a ESP wishes to receive Historical AMR data, they must contact the GDC and make arrangements for this data.

1. ESP Requests Historical Usage for a Customer to other than Supplier of Record – Pre-Enrollment
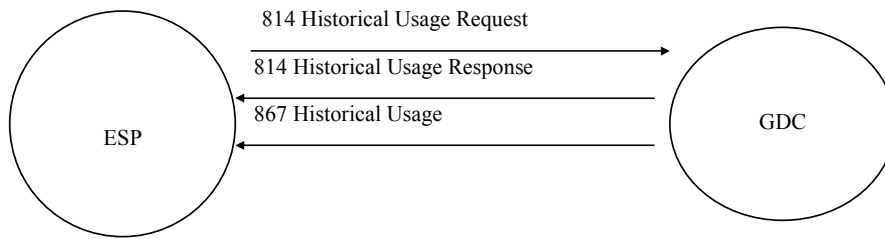
a) ESP obtains written authorization from customer to receive Historical Usage and ESP sends EDI 814 Historical Usage Request to GDC
b) GDC sends EDI 814 Historical Usage Response (814) to ESP. If historical data is available for this customer, the request will be accepted.
c) If accepted and data is available, the GDC sends an EDI 867 Historical Usage to ESP

Note: Need to add rate code to the 867HU

2. ESP Requests Historical Usage After Enrollment (Supplier Selected)
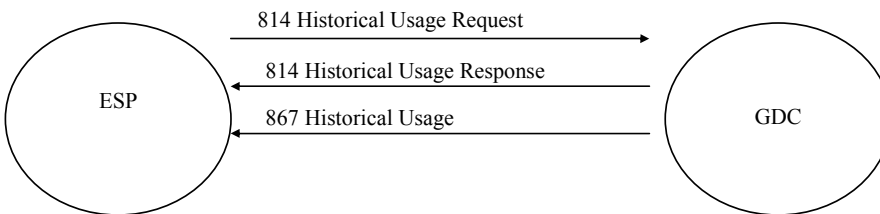
a) ESP sends EDI 814 Historical Usage Request (814) to GDC
b) GDC sends EDI 814 Historical Usage Response (814) to ESP.
c) If accepted, the GDC sends an EDI 867 Historical Usage (867) to ESP

Once a customer is enrolled with a ESP, that ESP is no longer considered a third party and is entitled to the customer's Historical Usage.

F.   Nominations

GDC's and ESP's must exchange customer usage data to advance schedule gas requirements and to reconcile actual metered usage. EDI is not used for this purpose.

G.   Guidelines for EDI Transaction Timelines

After production transmission dates as agreed to by the Working Groups

- 997s within 3 business days or receipt of transmission
- Rate Ready 810s within 3 business days from billing process
- Bill Ready 810s must be delivered to the GDC's Internet EDI URL within GDC defined timeframe of the 867 data being delivered to ESP's Internet EDI URL from the meter reading party in order for ESP charges to be included on the GDC bill.
- 814s within 1 business day of receipt
- 867 Historical Usage Response within 1 business day (subject to data availability) of receipt of request *Note: NJ Natural may need 3 business days*
- 820 Remittance and associated payment is transmitted in accordance with ESP Agreements referencing customer payment allocation
- 867 Monthly Usage within 1 business day of billing date

Note: Receipt of request means placed in receiver's URL.

H.   Conclusion

The Gas Implementation Working Group notes that the above transactions are intended to resolve most questions about the anticipated business relationships. However, there are many unusual and irregular situations that will occur in the normal course of business. In those instances where the standard transactions contained herein are not adequate to resolve a specific situation, the business and/or business contact provided by the GDC/ESP and/or the customer will be contacted directly in an effort to resolve the situation. Furthermore, it is recognized that unanticipated situations may surface as customer choice progresses. In an ongoing effort to resolve any issue that may arise, the Gas Implementation Working Group has committed to continue their efforts (see Section 7).

5. Electronic Transmission

Proposed Standard Approach

The Gas Implementation Working Group has reviewed the standards, technologies and services available for defining transaction sets and transport mechanisms. It has used the agreements reached by the Consumer Working Groups and the Pennsylvania standards as a starting point in developing these standards. Based on this work, the Gas Implementation Working Group recommends that data transmission protocols be standardized so that all parties can develop the business processes and automated systems to insure an efficient and flexible business environment.

For a data transfer method to be recommended, it must be shown that it meets certain minimum criteria in the following key areas:

♦ Security and/or encryption of transactions and customer information
♦ Proof of transmission and receipt
♦ Positive identity of sender and recipient (non-repudiation)
♦ Reliability
♦ Data and file integrity
♦ Network performance and availability
♦ Recoverability and archiving of data

It has been established that a primary means of transferring the data should be mandated for use by all parties. The recommendation adopted by the New Jersey Board of Public Utilities is the use Internet EDI as defined in the document "New Jersey Retail Choice Internet EDI Plan For Electric and Gas"

6. Computer Operations Considerations

Other sections of this document address essential standards for business transactions, data formats and electronic transmission of data. This section deals with the operational issues (both manual and automated) that, while primarily technical in nature, can have a significant effect on the efficiency and consistency of business processes. The Data Exchange Protocol Working Group identified the following principles for computer operations:

♦ Processing of data must be reliable, predictable, accurate and efficient
♦ Transaction processing must be equitable and verifiable
♦ Trading partners' daily operational schedules should be accommodated
♦ The entire process must be designed to detect and report errors without intervention
♦ There must be a clear assignment of responsibility

Computer operations issues have been categorized into the following topics:

1. Scheduling
2. File Handling
3. Error Handling
4. Recovery

Scheduling

Each GDC will have daily schedules that should be accommodated to the extent possible. Operating schedules cannot be standardized because of differences in daily transaction volumes, processing techniques, technology, etc. At the same time, there should be a baseline schedule that all trading partners can rely on that does not place an undue burden on any trading partner.

The Gas Implementation Working Group has reviewed the daily computer operation schedules of the GDCs in order to develop a proposed baseline schedule. Section 3 reviews the maximum acceptable time frames for electronic transactions.

Each GDC will publish their daily operation schedule as a guideline to Suppliers. The schedule should include cycle reading and billing dates, processing "work days" and "no work" days (i.e., holidays, weekends).

File Handling

The operational guidelines pertaining to file handling are based on the recommendations elsewhere in this document concerning transaction standards and data transmission. It should be considered that changes to those recommendations could impact file handling. The Data Exchange Protocol Working Group agreed that:

♦ GDCs will attempt to process all files sent by ESPs unless specific action is taken by the ESPs to avert processing (i.e., delete files, replace files). Refer to the Error Handling section for additional information.
♦ The creator of a file is responsible for the accuracy and authenticity of the contents.

- The recipient of a file has the right to reject the file in whole or in part due to format or protocol errors. In the event that a file is rejected, the recipient will provide reasons for the rejection.
- All data exchanges will be done in a pre-established manner to ensure data security and integrity (see Section 4 Electronic Transmission).
- Each file will have one recipient, and should contain transactions intended only for that recipient. A file may contain multiple transactions of the same or different type for the same customer account as permitted in the guidelines.
- Files will be processed by the recipient according to the recipient's operating schedule. The recipient will sweep the input queue at least once each business day and will process all files that are available by the cut-off and up to the time of the last sweep.
- Files will be processed in chronological order. To ensure accurate and consistent posting of individual transactions files will be processed in date/time sequence as presented on the input files.
- Errors and confirmations will be returned in accordance to the timelines contained herein.
- Transaction exchanges between ESPs and GDCs will generally not be limited in terms of the total number of files or transactions processed on a daily basis.

Error Handling

The Gas Implementation Working Group recommends the ESP's and the GDC's provide a point of contact to facilitate business and technical communications. The ESP's and the GDC's will establish appropriate procedures for problem resolution in a timely manner.

Recovery

A sound operation includes data recovery procedures that can be invoked in the event of unexpected situations that require transactions to be recreated or resubmitted for any reason. The primary purpose of these recovery procedures is to protect the originator of a file from damages related to loss of the data.

Regardless of the specific transmission method used, the originator must have the ability to recreate a file, retransmit a file, and simply omit a file from a job stream (unreadable data, invalid header, file control error, etc.). ESP's will have to coordinate with the GDC's in order to omit a file (dictated by GDC operational schedules); re-submit a file or handle other atypical conditions.

The Gas Implementation Working Group agreed that it is the responsibility of the originator of a file to maintain the ability to recover or recreate the data. In light of current regulations, each trading partner will retain six years of transaction files, which may be utilized for re-transmission or complaint resolution.

7. Statewide Testing Requirements

Among other requirements, GDC's and ESP's must demonstrate their capability and readiness to participate in the deregulated marketplace using the electronic business transactions and standards described in this report. Any GDC or ESP that cannot meet the electronic commerce requirements of the marketplace would slow down the overall development of the deregulated marketplace.

The purpose of the testing is to verify that ESP's and GDC's are capable of complying with the data transfer standards specified in this document and have the necessary software and hardware required to send, receive, and translate the standard transactions required to do business in the State of New Jersey.

Prior to performing a specific function, a ESP/GDC must demonstrate its capability to electronically send and receive transactions relating to that function with a GDC/ESP. For example, prior to volunteering customers, the ESP/GDC must successfully test transactions relating to volunteering. Prior to enrolling customers (supplier selection), the ESP/GDC must successfully test all 814 transactions relating to the enrollment process. Prior to providing gas supply service to any retail Customer in New Jersey, a ESP and GDC must test transactions relating to billing and payment remittance functions. If a ESP wishes to request other information from the GDC such as Historical Usage or Meter Information or perform optional functions such as changing out a meter or doing consolidated billing, it must successfully test transactions relating to those functions. Successful testing must be completed prior to the scheduled implementation of transactions.

Compliance testing for ESPs will be accomplished by exchanging a set of applicable test transactions (Appendix B – EDI Testing Process) with **each** GDC with which it intends to do business.

The test utilizes transactions from the EDI and Non-EDI standard formats described herein by both GDC's and ESP's as required.