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# **Electronic Data Transaction Practices for Electric Retail Access in the Commonwealth of Virginia**

Prepared by:  
The Virginia Electronic Data Transfer Working Group  
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Version 2.3

## Version History

This document has evolved from the following versions:

<b>DATE</b>	<b>VERSION</b>	<b>MODIFICATIONS</b>
May 14, 1999	1.01 (Draft)	Initial Draft of Consensus Plan Circulated for Comments
May 18, 1999	1.02 (Draft)	Added AEP's flow diagrams. Made numerous editorial changes
June 4, 1999	1.03 (Draft)	Numerous editorial changes
June 30, 1999	1.04 (Draft)	Section 1 – Added new participants Section 4 – Added 824 Application Advice Several references to “default supplier” were changed to “the LDCs capped rates” (in Section 5.5 and 5.6)
July 6, 1999	1.05 (Draft)	Section 1: Added two paragraphs about the evolutionary aspect of the Plan. Section 11: Updated with “First Use” dates of each transaction set.
March 21, 2000	1.06 (Draft)	Major revisions throughout the document
June 22, 2000	1.0 Final	Approved version release filed with VA SCC
December 13, 2000	1.1 (Final )	Minor revisions to Sections 5.4, 7, 9 and EDI Test Plan
May 17, 2001	2.01	Initial Draft of Plan for Full Electric Retail Access
July 11, 2001	2.02	Redlined Draft of Plan for Full Electric Retail Access
July 24, 2001	2.03	Redlined Draft of Plan for Full Electric Retail Access Reviewed Chapter 1, 2, 3, and 5 through 5.2.6
August 1, 2001	2.04	Major re-write of most sections; re-order of EDI document table and the following EDI document descriptions. Most changes were approved at the August 1-3, 2001 VAEDT meeting (see meeting minutes) except removal of 5.3 and re-write of 11.
August 10 – 13, 2001	2.05 – 2.06	Changes made pursuant to teleconference calls
August 23, 2001	2.07	Changes made pursuant to teleconference call on 8/20/01 including clean-up
August 30, 2001	2.1 Final	Approved version release for open access submitted to VA SCC
October 3, 2001		Added Business Rules section to scenarios, as necessary. Modify customer contacts LDC to close out service to customer closes out service. Correct wording on timing of the payment to supplier for scenario “When LDC purchases accounts receivables of CSP: Customer sends payment to LDC – LDC sends Payment Order and Remittance Advice separately to CSP”.
May 1, 2002	2.11 Proposed	Revised to address open items in V2.1 prior to incorporating into FREDI Document.
December 1, 2002	2.2	Revised to address CSP Consolidated Billing effective January 2003 and to adopt Change Control Request Form recently adopted by FREDI.
January 28, 2003	2.2.1 Proposed	Added comments for BARC, Central Virginia, Craig-Botetourt, Mecklenburg, Northern Neck, Shenandoah Valley, Southside Electric Cooperatives
February 24, 2003	2.2.2 Proposed	Revised comments for BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC.
March 21, 2003	2.3 Final	Approved changes from Draft Version 2.2.2 and some format clean-up work

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## **1. Formation of the Virginia Electronic Data Transfer Working Group**

The Virginia Electronic Data Transfer Working Group (VAEDT) began in February 1999 as a collaborative effort among the Commonwealth's investor-owned electric utilities and electric cooperatives. Since then, active participation by Competitive Service Providers (CSPs) has increased to over a dozen and currently includes two of Virginia's natural gas utilities. Additionally, as of April 2002, there are over 160 subscribers, including other CSPs, monitoring the VAEDT's efforts through its list-server. Further information regarding VAEDT may be found at <http://www.vaedt.org>.

The group's original objective was to formulate guidelines and practices for the exchange of information during electricity customer choice pilot programs. These guidelines were the basis of the development of processes to support the market place transition to full retail access (or open access) in Virginia. The Rules Governing Retail Access to Competitive Energy Services approved by the Virginia State Corporation Commission (SCC) in Case PUE-2001-00013 has charged the VAEDT with the responsibility to develop and maintain EDI standards to reflect certain rules.

### **1.1. Guiding Principles**

- Promote statewide and regional consistency in electronic business transactions for electricity retail access
- Keep efforts to a minimum while balancing the needs of competitive service providers (CSPs) and the local distribution companies (LDCs)
- Meet short-term needs while remaining flexible enough to accommodate the gradual adoption of regional or national EDI standards as they evolve with regards to both the electricity and natural gas industries
- Comply with appropriate legislative and regulatory requirements
- Preserve consumer protection

### **1.2. Focus of the Plan**

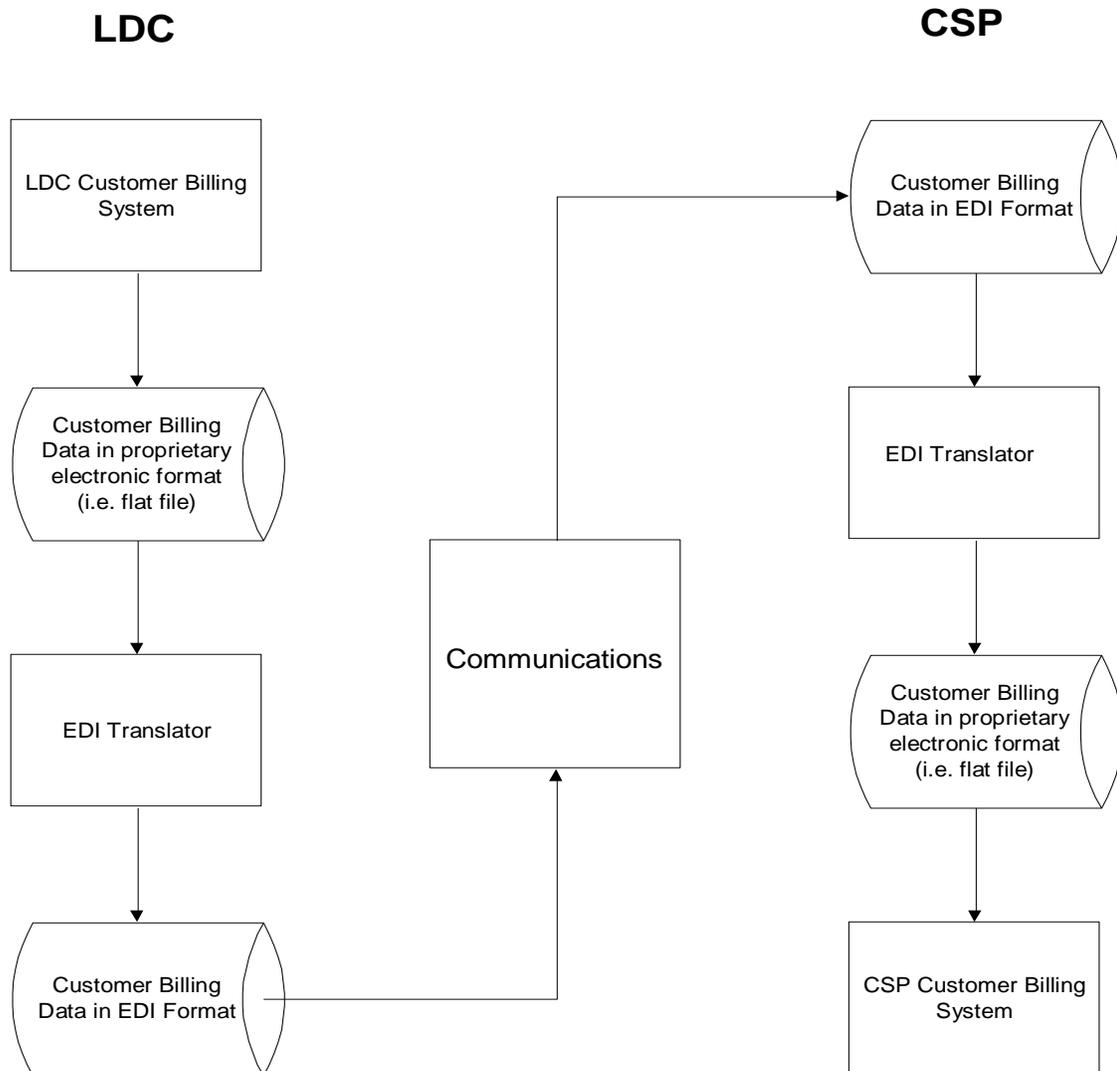
This Plan will focus on information that is being implemented as part of open access of the electricity market. Since the current VAEDT Plan cannot possibly address every conceivable exception or contingency, it must be continually reviewed and revised as warranted.

## 2. Electronic Data Interchange Concepts and UIG Standard Formats

The VAEDT's goal is to establish practical, operational, electronic standards for the transaction of business among LDCs and CSPs for the implementation of open access in Virginia. The VAEDT recommends the use of the 4010 version of the ASC X12 Electronic Data Interchange (EDI) standards using a subset of Utility Industry Group (UIG) standards.

### 2.1. Electronic Data Interchange (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:



The use of standard formats shall enable all parties to develop the business processes and automated systems needed to facilitate the exchange of business information in the restructured energy industry.

## **2.2. American National Standards Institute ASC X12 Standards**

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.

## **2.3. Utility Industry Group (UIG)**

The Utility Industry Group (UIG) is an industry action group dedicated to the advancement of EDI within the electric, natural gas, and combination utility industry. The UIG encourages, promotes, and establishes implementation conventions for the use of ASC X12 standards 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 industry. The UIG-UMO (Utility Market Operations) is a sub-team concentrating on the development of UIG guidelines for the deregulated energy industry. Many members of the VAEDT are also members of the UIG-UMO. The VAEDT will continue to work with the UIG as it evolves with the retail energy market. Additional information regarding the UIG may be found at <http://www.vaedt.org>.

## **2.4. North American Energy Standards Board (NAESB)**

The North American Energy Standards Board (NAESB) became effective on January 1, 2002 to support the four sectors of the natural gas and electric industries, wholesale and retail natural gas and electricity markets. Its precursor, the Gas Industry Standards Board (GISB), provided many processes for standards development and group-decision making that will prove invaluable. Recognizing the ongoing convergence of the natural gas and electricity businesses, NAESB ensures that its standards will receive and utilize the input of all industry sectors through its open membership and balanced voting processes. Industry participants will realize reduced transaction costs as standardization of transactions is endorsed and implemented. NAESB has received ANSI recognition and accreditation as a standards setting body, independent of policy and politics, and will build public-private partnerships with the Federal Energy Regulatory Commission (FERC), the Department of Energy (DOE) and the state commissions. NAESB's infrastructure and processes have received endorsement from FERC Commissioners and could be used to comply with FERC's Order in Docket RM01-12-00 on December 19, 2001. The VAEDT will monitor and work with NAESB as its retail sectors evolve. Additional information regarding the NAESB may be found at <http://www.naesb.org>.

### **3. Rules Governing Retail Access to Competitive Energy Services**

On June 19, 2001, the SCC issued its Final Order in Case No. PUE-2001-00013 adopting its Rules Governing Retail Access to Competitive Energy Services (Retail Access Rules or Rules). Such Rules were expanded with SCC Order in Case No. PUE-2001-00296 addressing minimum stay periods and recently in Case Nos. PUE-2001-00298 and PUE-2001-00297, regarding competitive metering services and CSP consolidated billing, respectively. The expanded Rules may be found at <http://www.state.va.us/scc/division/restruct/main/rules/teirrules.htm>. Several of the Rules charge the VAEDT to specify certain communications and processes to exchange necessary information. An additional SCC Docket, Case No. PUE-2002-00174, has been established to develop and propose rules regarding aggregation. As these and other such dockets progress, the Rules will be amended to include such future rules as adopted by the SCC and the VAEDT will monitor and adjust for such developments. These Dockets and others regarding restructuring issues may be of interest and may be found on the SCC's website at <http://www.state.va.us/scc>.

It should be noted that the SCC permitted the electric cooperatives and Kentucky Utilities Company d/b/a Old Dominion Power Company, to phase-in implementation of open access by January 1, 2004, in its Final Order in Case No. PUE-2000-00740. As a result, these smaller LDCs will stagger implementation over the next 20 months. Such LDCs may not be fully prepared at this time, to address specific sections of the VAEDT Plan. It is expected that as such LDCs determine their positions and approach their implementation dates, they may express more certainty regarding specific sections or items. CSPs may wish to contact the individual LDC for any specific information regarding particular positions within the VAEDT Plan and the LDC's open access program.

Rule 20 VAC 5-312-20 K requires the LDC and a CSP to adhere to standard practices for exchanging data and information electronically as specified by the VAEDT. VAEDT's responsibility is fulfilled by developing and submitting this Plan, Implementation Standards, and EDI Test Plan to the SCC and requiring all trading partners to follow its recommendations and standards. Although all of the Retail Access Rules apply to all market participants, those Rules specific to the VAEDT, EDI, and electronic means are identified below.

#### **3.1. Applicability; definitions.**

Definitions provided in Rule 20 VAC 5-312-10 are consistent with the use of such terms throughout VAEDT's documents.

### 3.2. General provisions.

**Rule 20 VAC 5-312-20 K:** The local distribution company and a competitive service provider shall adhere to standard practices for exchanging data and information in an electronic medium as specified by the VAEDT and filed with the State Corporation Commission or as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission. In the event the parties agree to initially use a means other than those specified by VAEDT or the local distribution company's tariff, then the competitive service provider shall file a plan with the State Corporation Commission's Division of Economics and Finance to implement VAEDT or tariff approved standards within 180 days of the initial retail offering.

**Rule 20 VAC 5-312-20 L:** The local distribution company and a competitive service provider that is responsible for exchanging customer information electronically with such local distribution company shall, except as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission, successfully complete EDI testing and receive certification for all applicable EDI transactions, as outlined in the VAEDT EDI Test Plan, prior to actively enrolling customers, except as permitted by subsection K of this section.

**Rule 20 VAC 5-312-20 M:** A competitive service provider offering billing service that requires the direct delivery of a bill to a customer and that requires the electronic exchange of data with the local distribution company shall furnish, prior to enrolling the customer, a sample bill produced from the data exchanged in the EDI certification process, or comparable electronic data exchange process, as described in subsection L of this section, or a sample bill produced similarly elsewhere, to the State Corporation Commission's Division of Energy Regulation and Division of Economics and Finance.

### 3.3. Customer information.

**Rule 20 VAC 5-312-60 B:** The local distribution company shall provide, upon the request of a competitive service provider, a mass list of eligible customers. A competitive service provider shall adequately safeguard all of the information included on the mass list and shall not disclose such information unless the customer authorizes disclosure or unless the information to be disclosed is already in the public domain.

1. The mass list shall include the following customer information: (i) customer name; (ii) service address; (iii) billing address; (iv) either an account number, a service delivery point, or universal identifier, as applicable; (v) meter reading date or cycle; (vi) wholesale delivery point, if applicable; (vii) rate class and subclass or rider, as applicable; (viii) load profile reference category, if not based on rate class; and (ix) up to twelve months of cumulative historical energy usage and annual peak demand information as available.

2. Prior to disclosing any information on the mass list, the local distribution company shall provide each customer the opportunity to have the information itemized in subdivision 1 of this subsection withheld, in total, from the mass list.

3. The local distribution company shall make the mass list available two months prior to implementation of full or phased-in retail access and shall update or replace the list every six months thereafter. Prior to each update, each customer shall be provided an opportunity to reverse the prior decision regarding the disclosure of the information included on the mass list.

4. The local distribution company shall prepare and make available the mass list by means specified by the VAEDT or as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission.

**Rule 20 VAC 5-312-60 C:** A competitive service provider choosing to utilize the mass list shall use the most recent mass list made available by the local distribution company.

**Rule 20 VAC 5-312-60 D:** A competitive service provider shall obtain customer authorization prior to requesting any customer usage information not included on the mass list from the local distribution company. A competitive service provider shall provide evidence of such authorization, in the manner required to demonstrate authorization to enroll a customer in 20 VAC 5-312-80 B, upon request by the customer or the State Corporation Commission.

### **3.4. Marketing.**

**Rule 20 VAC 5-312-70 C:** Customer service contracts shall include:

3. Provisions for termination by the customer and by the competitive service provider including disclosure of any potential minimum stay requirements of the local distribution company;

8. A clear and conspicuous caption: "**CUSTOMER'S RIGHT TO CANCEL**," that shall appear on the front side of the contract, or immediately above the customer's signature, in bold face type of a minimum size of 10 points, and a statement under such caption that a customer may cancel the contract, without penalty, with the competitive service provider by notifying the competitive service provider or the local distribution company prior to the close of business on the tenth day following the mailing of notice by the local distribution company of an enrollment request. Such statement shall be modified as appropriate for those customers that have specifically agreed with the competitive service provider to a shorter cancellation period as provided by subsection D of this section;

**Rule 20 VAC 5-312-70 D:** A competitive service provider and a non-residential customer that is subject to demand-based billing charges may contractually agree to a shorter cancellation period than stated in subdivision C 8 of this section. The competitive service provider shall inform the customer that although the customer has waived the right to the 10-day cancellation period, the customer will still receive notification from the local distribution company indicating a 10-day cancellation period.

### **3.5. Enrollment and switching.**

**Rule 20 VAC 5-312-80 A:** A competitive service provider may offer to enroll a customer upon: (i) receiving a license from the State Corporation Commission; (ii) receiving EDI certification as required by the VAEDT or completing other data exchange testing requirements as provided by the local distribution company's tariff approved by the State Corporation Commission, including the subsequent provision of a sample bill as required by 20 VAC 5-312-20 M; and (iii) completing registration with the local distribution company.

**Rule 20 VAC 5-312-80 C:** A competitive service provider shall send a written contract to a customer prior to, or contemporaneously with, sending the enrollment request to the local distribution company.

**Rule 20 VAC 5-312-80 D:** Upon a customer's request, a competitive service provider may re-enroll such customer at a new address under the existing contract, without acquiring new authorization records, if the competitive service provider is licensed to provide service to the customer's new address and is registered with the local distribution company.

**Rule 20 VAC 5-312-80 E:** The local distribution company shall advise a customer initiating new service of the customer's right and opportunity to choose a competitive service provider.

**Rule 20 VAC 5-312-80 F:** In the event that multiple enrollment requests are submitted regarding the same customer within the same enrollment period, the local distribution company shall process the first request submitted and reject all others for the same enrollment period.

**Rule 20 VAC 5-312-80 G:** Except as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission, the competitive service provider shall submit an enrollment request to the local distribution company at least 15 days prior to the customer's next scheduled meter reading date for service to be effective on that meter reading date. For an enrollment request received less than 15 days prior to the customer's next scheduled meter reading date, service shall be effective on the customer's subsequent meter reading date, except as provided by subsection H of this section.

**Rule 20 VAC 5-312-80 H:** A competitive service provider may request, pursuant to the local distribution company's tariff, a special meter reading, in which case the enrollment may become effective on the date of the special meter reading. The local distribution company shall perform the requested special meter reading as promptly as working conditions permit.

**Rule 20 VAC 5-312-80 I:** Upon receipt of an enrollment request from a competitive service provider, the local distribution company shall, normally within one business day of receipt of such notice, mail notification to the customer advising of the enrollment request, the approximate date that the competitive service provider's service commences, and the caption and statement as to cancellation required by 20 VAC 5-312-70 C 8. The customer shall have until the close of business on the tenth day following the mailing

of such notification to advise the local distribution company to cancel such enrollment without penalty.

**Rule 20 VAC 5-312-80 J:** In the event a competitive service provider receives a cancellation request within the cancellation period provided by 20 VAC 5-312-70 C 8 or 20 VAC 5-312-70 D, it shall notify, by any means specified by the VAEDT or as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission, the local distribution company of the customer's cancellation in order to terminate the enrollment process.

**Rule 20 VAC 5-312-80 K:** In the event the local distribution company receives notice of a cancellation request from a competitive service provider or a customer within the cancellation period provided by 20 VAC 5-312-70 C 8 or 20 VAC 5-312-70 D, the local distribution company shall terminate the enrollment process by any means specified by the VAEDT or as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission.

**Rule 20 VAC 5-312-80 L:** In the event a customer terminates a contract beyond the cancellation period as provided by 20 VAC 5-312-70 C 8 and 20 VAC 5-312-70 D, the competitive service provider or the local distribution company shall provide notice of termination to the other party by any means specified by the VAEDT or as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission.

**Rule 20 VAC 5-312-80 M:** If a competitive service provider terminates an individual contract for any reason, including expiration of the contract, the competitive service provider shall provide notice of termination to the local distribution company by any means specified by the VAEDT or as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission and also shall send written notification of such termination, for reasons other than non-payment, to the customer at least 30 days prior to the date that service to the customer is scheduled to terminate. A competitive service provider shall send written notification to the customer of termination for non-payment at least 15 days prior to the date that service to such customer is scheduled to terminate.

**Rule 20 VAC 5-312-80 N:** If the local distribution company is notified by a competitive service provider that the competitive service provider will terminate service to a customer, the local distribution company shall respond to the competitive service provider by any means specified by the VAEDT or as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission to acknowledge (i) receipt of the competitive service provider's notice, and (ii) the date that the competitive service provider's service to the customer is scheduled to terminate. Additionally, the local distribution company shall send written notification to the customer, normally within five business days, that it was so informed and describe the customer's opportunity to select a new supplier. Absent the designation of a default service provider as determined by the State Corporation Commission pursuant to § 56-585 of the Code of Virginia, the local distribution company shall inform the affected customer that if the customer does not select another competitive service provider, the local distribution company shall provide the customer's electricity supply service or natural gas supply service.

**Rule 20 VAC 5-312-80 O:** If a competitive service provider decides to terminate service to a customer class or to abandon service within the Commonwealth, the competitive service provider shall provide at least 60 days advanced written notice to the local distribution company, to the affected customers, and to the State Corporation Commission.

**Rule 20 VAC 5-312-80 P:** If the local distribution company issues a final bill to a customer, the local distribution company shall notify, by any means specified by the VAEDT or as otherwise provided in the local distribution company's tariff approved by the State Corporation Commission, the customer's competitive service provider.

**Rule 20 VAC 5-312-80 Q:** The local distribution company may require a 12-month minimum stay period for electricity customers with an annual peak demand of 500 kW or greater. Electricity customers that return to capped rate service provided by the local distribution company as a result of a competitive service provider's abandonment of service in the Commonwealth may choose another competitive service provider at any time without the requirement to remain for the minimum stay period of 12 months.

**Rule 20 VAC 5-312-80 S:** The local distribution company electing to implement a minimum stay period in conformance with this chapter shall notify, in writing, applicable customers at least 30 days in advance of such implementation date and within each subsequent notification letter as required by 20 VAC 5-312-80 I. Electricity customers who have selected a competitive service provider prior to the local distribution company's notice of implementing a minimum stay period will not be subject to the minimum stay period until such time as the customer renews an existing contract or chooses a new competitive service provider.

### **3.6. Billing and payment.**

**Rule 20 VAC 5-312-90 A:** A competitive service provider shall offer separate billing service or consolidated billing service, where either the local distribution company or the competitive service provider would be the billing party, to prospective customers pursuant to § 56-581.1 of the Code of Virginia and the local distribution company's tariff approved by the State Corporation Commission. Where a competitive service provider would be the billing party, prior to an initial offering of consolidated billing service to customers within the service territory of each local distribution company, and after certification as required by 20 VAC 5-312-20 L, the competitive service provider shall abide by the following requirements:

...

**Rule 20 VAC 5-312-90 B:** Subject to the exemptions applicable to municipal electric utilities and utility consumer service cooperatives set forth in § 56-581.1 J of the Code of Virginia, a competitive service provider shall coordinate the provision of the customer-selected billing service with the local distribution company by any means specified by the VAEDT or as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission.

**Rule 20 VAC 5-312-90 C:** Consolidated billing, except as otherwise arranged through contractual agreement between the local distribution company and a competitive service provider or as otherwise provided by the local distribution company's tariff approved by the State Corporation Commission, shall:

1. Be performed under a "bill-ready" protocol.
2. Not require the billing party to purchase the accounts receivable of the nonbilling party.
3. Not require the electric local distribution company to include natural gas competitive energy service charges on a consolidated bill or the natural gas local distribution company to include electric competitive energy service charges on a consolidated bill.
4. Not require the local distribution company to exchange billing information for any customer account with more than one competitive service provider for the same billing period.
5. Comply with the local distribution company's normal billing and credit cycle requirements for distribution service.

**Rule 20 VAC 5-312-90 G:** Terms and conditions concerning customer disconnection for non-payment of regulated service charges shall be set forth in each local distribution company's tariff approved by the State Corporation Commission. A customer may not be disconnected for non-payment of unregulated service charges. If a customer receives consolidated billing service and a competitive service provider is the billing party, the local distribution company shall advise the customer directly of any pending disconnection action for nonpayment through 10 days' notice by mail, separate from the consolidated bill. Such notice shall clearly identify the amount that must be paid and the date by which such amount must be received by, and also provide instructions for direct payment to, the local distribution company to avoid disconnection.

**Rule 20 VAC 5-312-90 H:** The provision of consolidated billing service shall conform to the following requirements:

1. The billing party shall apply a customer's partial payment of a consolidated bill as designated by the customer, or, in the absence of a customer's designation, to charges in the following order: (i) to regulated service arrearages owed the local distribution company; (ii) to competitive energy service arrearages owed the competitive service provider; (iii) to regulated service current charges of the local distribution company; (iv) to competitive energy service current charges of the competitive service provider; and (v) to other charges.
2. Collections of state and local consumption taxes and local utility consumer taxes shall be remitted as required by law. The person responsible for collecting and remitting such taxes shall: ...

**Rule 20 VAC 5-312-90 I:** The local distribution company and a competitive service provider shall comply with the following minimum billing information standards applicable to all customer bills:

1. Sufficient information shall be provided or referenced on the bill so that a customer can understand and calculate the billing charges.
2. Charges for regulated services and unregulated services shall be clearly distinguished.
3. Standard terminology shall be employed and charges shall be categorized for the following key bill components, as applicable: (i) distribution service; (ii) competitive transition charge; (iii) electricity supply service or natural gas supply service; (iv) state and local consumption tax; and (v) local (or locality name) utility tax. The bill may provide further detail of each of these key components as appropriate.
4. Non-routine charges and fees shall be itemized including late payment charges and deposit collections.
5. The total bill amount due and date by which payment must be received to avoid late payment charges shall be clearly identified.
6. The 24-hour toll-free telephone number of the local distribution company for service emergencies shall be clearly identified.
7. In the event a disconnection notice for non-payment is included on a customer bill issued by the local distribution company, the notice shall appear on the first page of the bill and be emphasized in a manner that draws immediate attention to such notice. The notice shall clearly identify the amount that must be paid and the date by which such amount must be paid to avoid disconnection.
8. The following additional information shall be provided on customer bills to the extent applicable:
  - a. Customer name, service address, billing address, account number, rate schedule identifier, and meter identification number.
  - b. Billing party name, payment address, and toll-free telephone number for customer inquiries and complaints.
  - c. For consolidated bills, non-billing party name and toll-free telephone number for customer inquiries and complaints and the customer's local distribution company account number.
  - d. Bill issue date and notice of change in rates.
  - e. Previous and current meter readings and dates of such meter readings or metering period days, current period energy consumption, meter reading unit conversion factor, billing-demand information, and "estimated" indicator for non-actual meter reads.
  - f. Previous bill amount or account balance, payments received since previous billing, balance forward, current charges, total amount due or current account balance, and payment plan information.
  - g. For consolidated bills, billing party and non-billing party elements as specified in subdivision 8 f of this subsection.

**Rule 20 VAC 5-312-90 L:** The billing party shall, except as otherwise arranged through contractual agreement with the nonbilling party, provide sufficient space on a consolidated bill to accommodate the local distribution company's customer account number and the nonbilling party's name and toll-free telephone number, previous bill amount or account balance, payments applied since the previous billing, balance forward, total current

charges, total amount due or current account balance, six additional numeric fields to detail current charges, and 240 additional text characters.

**Rule 20 VAC 5-312-90 M:** If the local distribution company, as the billing party, provides consolidated billing service to a customer and continues to be the customer's billing party after the customer's service with a competitive service provider terminates, the local distribution company shall, except as otherwise arranged through contractual agreement with such competitive service provider, continue to track and bill customer account arrearages owed to such competitive service provider for two billing cycles after service has terminated. The bill shall list, at a minimum, the name, toll-free telephone number, and balance due for each former competitive service provider.

**Rule 20 VAC 5-312-90 N:** If the current charges of the nonbilling party are not included on the consolidated bill issued by the billing party, the bill shall note that such charges are not included.

**Rule 20 VAC 5-312-90 O:** If the current charges of the nonbilling party are not included on the consolidated bill issued by the billing party due to causes attributable to the nonbilling party, the charges shall be billed in the following month unless the two parties mutually agree to other arrangements.

**Rule 20 VAC 5-312-90 P:** If the current charges of the nonbilling party are not included on the consolidated bill issued by the billing party due to causes attributable to the billing party, the bill shall be cancelled and reissued to include such charges unless the two parties mutually agree to other arrangements.

**Rule 20 VAC 5-312-90 Q:** The local distribution company or a competitive service provider shall report any significant deficiency regarding the timely issuance, accuracy, or completeness of customer bills to the State Corporation Commission's Division of Energy Regulation as soon as practicable. Such reports shall detail the circumstances surrounding the deficiency and the planned corrective actions.

### **3.7. Load Profiling.**

**Rule 20 VAC 5-312-100 E:** The local distribution company shall make available to a competitive service provider the validated and edited customer class or segment load profile via a website in a read-only, downloadable format or by other appropriate cost-effective electronic media. The information shall be date stamped with the date posted and the date created, and the website or other electronic media shall clearly indicate when updated information has become available.

**Rule 20 VAC 5-312-100 I:** The local distribution company shall post its distribution and transmission loss factors via the appropriate electronic methodology.

## 4. Business Relationships

To establish a set of mutually agreed upon guidelines, there first must be an understanding of the business relationships to which the guidelines shall be applied. In the event of a conflict, the VAEDT guidelines shall be superceded by the Rules, which in turn shall be superceded by any applicable enacted legislation or subsequent SCC order.

### 4.1. Responsibilities of Parties

#### *Customers shall:*

- a. Give authorization to release customer specific information.
- b. Be responsible for evaluating and securing services from the CSP.
- c. Be responsible for contacting the appropriate CSP with any questions regarding energy supply.
- d. Notify the LDC of a move or termination of service.
- e. Notify the LDC to cancel an enrollment or switch or to cancel a customer initiated drop.
- f. Notify the CSP or LDC to drop energy supply service.

#### *CSPs shall:*

- a. Obtain authorization from the customer to enroll such customer and/or to obtain the customer's historical usage information.
- b. Exchange information electronically with the LDC for enrollment, changes, discontinued service, etc.
- c. Render a bill to the customer for CSP services when a separate bill option is offered for and selected by the customer.
- d. Provide the LDC with the necessary billing information when LDC consolidated customer billing is provided.
- e. Render a bill to the customer for the LDC and CSP charges when CSP consolidated customer billing is provided.
- f. Maintain records on customer payments and fees as per the billing services provided.
- g. Provide a point of contact to the LDC to facilitate business and technical communications.
- h. Abide by applicable rules issued by the SCC.
- i. Implement and maintain data transmission guidelines as recommended within this document.
- j. Communicate and resolve customer disputes regarding CSP charges and issues.
- k. Provide customer payment data to the LDC when the CSP provides consolidated customer billing for the LDC.
- l. Forward LDC funds collected from the customer to the LDC when the CSP provides consolidated customer billing for the LDC.
- m. Provide a representation that the electric CSP has undertaken the necessary preliminary coordination efforts with tax officials of each potentially affected

- locality regarding the competitive service provider's obligation to collect and remit local consumption taxes and local utility consumer taxes.
- n. Bill and collect all utility and consumption taxes and distribute same to the Commonwealth and/or the cities, counties and towns when the CSP is providing a CSP consolidated bill.

***LDCs shall:***

- a. Provide customers with resources to obtain information regarding a list of licensed CSPs registered with the LDC.
- b. Provide the customer's usage to the CSP upon CSP request.
- c. Provide customer information to CSPs as permitted.
- d. Exchange information electronically with CSPs for customer enrollment, changes, or discontinuance of service, etc.
- e. Maintain an Internet site or other vehicle for distributing retail access information to licensed, registered suppliers.
- f. Provide appropriate load profiles to CSPs.
- g. Provide the CSP with the necessary billing information when CSP consolidated customer billing is provided.
- h. Render a bill to the customer for LDC services when a separate bill option is provided.
- i. Render a bill to the customer for the LDC and CSP charges when LDC consolidated customer billing is provided.
- j. Maintain records on customer payments and fees as per the billing services provided.
- k. Provide a point of contact to the CSP to facilitate business and technical communications.
- l. Abide by applicable rules issued by the SCC.
- m. Implement and maintain data transmission guidelines as recommended within this document.
- n. Provide meter reading and usage information to the appropriate CSP.
- o. Provide customer payment data to the CSP when the LDC provides consolidated customer billing for the CSP.
- p. Forward CSP funds collected from the customer to the CSP when the LDC provides consolidated customer billing for the CSP.
- q. Bill and collect all utility and consumption taxes and distribute same to the Commonwealth and/or the cities, counties and towns when the LDC is providing a separate bill or an LDC consolidated bill.
- r. Communicate and resolve customer disputes regarding LDC charges and issues.

## 5. Electronic Transaction Sets

Transaction Set is an EDI term for a business document, such as an invoice. Transaction numbers as referenced throughout this document reflect the corresponding EDI standards. The following EDI transaction sets have been developed and are recommended for use to transact business in Virginia for retail access. The use of these transactions may be subject to regulatory and/or legislative actions. The transactions are ordered according to their business process sequence.

<b>Transaction</b>	<b>X12 Name</b>	<b>Virginia Reference Names</b>
814	General Request, Response or Confirmation	814 Enrollment 814 Drop 814 Change 814 Reinstatement
867	Product Transfer and Resale Report	867 Historical Usage 867 Monthly Usage 867 Interval Usage /Historical Interval Usage
810	Invoice	810 LDC Consolidated Bill
820	Payment Order / Remittance Advice	820 Payment Order / Remittance Advice
568	Contract Payment Management Report	568 Collections
248	Account Assignment / Inquiry and Service Status	248 Write-off
824	Application Advice	824 Application Advice
997	Functional Acknowledgement	997 Functional Acknowledgement

## **5.1. 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.”

In Virginia, the 814 shall be used to communicate enrollment information in addition to customer/CSP relationship information between the LDC and the CSP. Each 814 request generally requires an 814 response. The following scenarios have been identified:

### ***Customer Enrollment/Switching***

- Customer Enrollment for Generation Services
- Customer Contacts LDC to Cancel Enrollment within “Cancellation Period”
- Customer Switches to New CSP
- Customer Cancels CSP Switch within “Cancellation Period”
- CSP Initiates Drop
- Customer Contacts LDC to Drop CSP
- Close Out LDC Service

### ***Customer Account Maintenance***

- Customer Data Changes from LDC
- Customer Data Changes from CSP

### ***Historical Usage Requests***

- CSP Requests Historical Usage for a Customer

## **5.2. 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.”

In Virginia, the 867 shall provide customer usage information needed for billing all customers regardless of the billing scenario. This transaction set shall also be used to communicate historical usage between LDCs and CSPs. The following scenarios have been identified:

### ***Customer Enrollment/Switching***

- Close Out LDC Service

### ***Historical Usage Requests***

- CSP Requests Historical Usage for a Customer

### ***Customer Billing Scenarios***

- LDC Consolidated Billing (Rate Ready)
- LDC Consolidated Billing (Bill Ready)
- Dual Billing with LDC Meter Read
- CSP Consolidated Billing (Bill Ready)

### **5.3. 810 Invoice – Between Competitive Service Providers and Local Distribution Companies**

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.”

In Virginia, the 810 shall provide applicable monthly usage and billing components, and charges used to generate actual customer bills. The following scenarios have been identified:

#### ***Customer Enrollment/Switching***

- Close Out LDC Service

#### ***Customer Billing Scenarios***

- LDC Consolidated Billing (Rate Ready)
- LDC Consolidated Billing (Bill Ready)
- Dual Billing with LDC Meter Read (no 810)
- CSP Consolidated Billing (no VAEDT 810)

### **5.4. 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.”

In Virginia under LDC Consolidated Billing, the billing party (LDC) shall send an 820 to the party on whose behalf they are collecting payment. The 820 shall contain remittance/financial information and debit/credit adjustment information by account, with funds transfers as defined in the LDC Supplier Tariff/Contract. Under CSP Consolidated Billing, the use of the 820 transaction by the CSP is not required. Please refer to the LDC's Supplier Agreement to determine the payment methods being used.

The following 820 scenarios have been identified:

### ***Payment Transaction Scenarios***

- LDC Does Not Purchase Accounts Receivables from the CSP:
  - Customer Sends Payment to LDC - LDC Sends Payment and 820 to CSP via Bank
  - Customer Sends Payment to LDC - LDC Sends Payment Order and Remittance Advice Separately to CSP
  
- LDC Purchases Accounts Receivables from the CSP:
  - Customer Sends Payment to LDC - LDC Sends 568 to CSP with Payment and 820 to CSP via Bank
  - Customer Sends Payment to LDC - LDC Sends Payment Order and Remittance Advice, along with 568, Separately to CSP
  
- CSP Does Not Purchase Accounts Receivables from the LDC
  - Customer Sends Payment to CSP – CSP Sends Payment and 820 to LDC via Bank
  - Customer Sends Payment to CSP – CSP sends Payment Order and Remittance Advice Separately to LDC

### **5.5. 568 Contract Payment Management Report**

ASC X12 definition, “This transaction set can be used to enable the transmission of a management report to provide the details of payments and collections made against funds obligated on contracts, orders, and other services.”

In Virginia under LDC Consolidated Billing, the 568 is used when the billing party (LDC) purchases the receivables of the non-billing party (CSP) and is required to send notification to the non-billing party of amounts collected from the customer. The VAEDT 568 transaction will not be used in CSP Consolidated Billing. The following scenarios have been identified:

### ***Payment Transaction Scenarios***

- LDC Purchases Accounts Receivables from the CSP:
  - Customer Sends Payment to LDC - LDC Sends 568 to CSP with Payment and 820 to CSP via Bank
  - Customer Sends Payment to LDC - LDC Sends Payment Order and Remittance Advice, along with 568, Separately to CSP

## **5.6. 248 Account Assignment/Inquiry and Service/Status**

ASC X12 definition, “The transaction set can be used for two-way, multi-transactional purposes of assigning accounts for collection, reporting status inquiries and inquiry responses and to update accounts between entities.”

In Virginia under LDC Consolidated Billing, the 248 is used by the billing party (LDC) to notify the party on whose behalf they are collecting, that they shall no longer pursue collection activities for the customer’s outstanding charges. The 248 applies only to LDC consolidated billing when the LDC does not purchase receivables. The 248 transaction will not be used in CSP Consolidated Billing. The following scenario has been identified:

### ***Customer Account Write-Off for CSP***

- LDC Write-off for CSP

## **5.7. 824 Application Advice**

ASC X12 definition, “The transaction set can be used to provide the ability to report the results of an application system's data content edits of transaction sets. The results of editing transaction sets can be reported at the functional group and transaction set level, in either coded or free-form format. It is designed to accommodate the business need of reporting the acceptance, rejection or acceptance with change of any transaction set. The Application Advice should not be used in place of a transaction set designed as a specific response to another transaction set.” (E.g., an enrollment response sent in reply to an enrollment request).

In Virginia, the 824 shall be generated whenever an application level error is found on an EDI transaction (other than an 814) received by the trading partner. These errors generally prevent the trading partner from applying the information to its system. The information returned to the sender on the 824 provides sufficient information to identify the error. Consequently, the sender must correct the identified error and, if requested, transmit the corrected transaction. The following scenarios have been identified:

### ***Rejections of Payment and Remittance and Collection Transactions***

## **5.8. 997 Functional Acknowledgment**

ASC X12 definition, “The transaction set can be used to define the control structures for a set of acknowledgements to indicate the results of the syntactical analysis of the electronically encoded documents.”

In Virginia, the 997 provides for verification of the receipt of data and reports to the extent to which the syntax complies with the ASC X12 standards. When archived, it provides the audit trail to verify receipt of all EDI transmissions by the CSP and the LDC. It may also assist in the resolution of customer, LDC, or CSP inquiries or disputes.

## **5.9. Implementation Standards**

Detailed technical issues for each EDI transaction are addressed in the VAEDT's companion documents referred to as the Implementation Standards. Such documents may be found at <http://www.vaedt.org/openaccess.htm>. The purpose of such a standard is to define the control structures for electronic interchange of data between one or more market participants within Virginia. The transaction set is a semantically meaningful unit encoded with data and exchanged between the parties. These transactions provide the interchange envelope, with a header and trailer for the electronic interchange, through a data transmission and a structure to acknowledge the receipt and processing of this envelope. The transactions consist of Mandatory, Optional, or Conditional elements/segments that when populated indicate the presence of specified data. The associated EDI terms used throughout the Implementation Standards are included at the end of this document within Defined Terms. Following is a high level overview of how to use the Implementation Standard.

## How to Use the Implementation Standard

**Segment:** REF Reference Identification  
**Position:** 030  
**Loop:** LIN  
**Level:** Detail  
**Usage:** Optional  
**Max Use:** >1  
**Purpose:** To specify identifying information  
**Syntax Notes:**

- 1 At least one of REF02 or REF03 is required.
- 2 If either C04003 or C04004 is present, then the other is required.
- 3 If either C04005 or C04006 is present, then the other is required.

**Semantic Notes:**

- 1 REF04 contains data relating to the value cited in REF02.

**Comments:**

This section is used to show the X12 Rules for this segment. You must look further into the grayboxes below for State Rules.

<b>Notes:</b>	Recommended by UIG
<b>PA Use:</b>	Must be identical to account number as it appears on the customer's bill, excluding punctuation (spaces, dashes, etc.). Significant leading and trailing zeros must be included.
	Request: Required
	Accept Response: Required
	Reject Response: Required
<b>NJ Use:</b>	Same as PA
<b>Example:</b>	REF*12*2931839200

The "Notes:" section generally contains notes by the Utility Industry Group (UIG).

This section is used to show the individual State's Rules for implementation of this segment.

One or more

### Data Element Summary

	<u>Ref. Des.</u>	<u>Data Element</u>	<u>Name</u>	<u>X12</u>
<b>Attributes</b>				
<b>Must Use</b>	<b>REF01</b>	<b>128</b>	<b>Reference Identification Qualifier</b>	<b>M ID 2/3</b>
			Code qualifying the Reference Identification	
			12 Billing Account	
			LDC-assigned account number for end use customer.	
<b>Must Use</b>	<b>REF02</b>	<b>127</b>	<b>Reference Identification</b>	<b>X AN 1/30</b>
			Reference information as designated by the Reference Identification Qualifier	
			for a particular Transaction Set or as specified by the Reference	

This column shows the use of each data element. If state rules differ, this will show "Conditional" and the conditions will be explained in the appropriate grayboxes.

These are X12 code descriptions, which often do not relate to the information we are trying to send. Unfortunately, X12 cannot keep up with our code needs so we often change the meanings of existing codes. See graybox for the UIG or state definitions.

This column shows the X12 attributes for each data element. Please refer to Data Dictionary for individual state rules.

M = Mandatory, O = Optional, X = Conditional

AN = Alphanumeric, N# = Decimal value, ID = Identification, R = Real

1/30 = Minimum 1, Maximum 30

## 6.1. EDI Transactions

This section addresses EDI transactions corresponding to the business relationships described in Section 4. This set of transactions applies to the relationships when the LDC provides the billing and metering services. This document should be used in conjunction with the Implementation Standards. The Implementation Standards define the specific fields that are shared between parties. In the near future, another set of transactions will be developed to apply to the relationships where CSPs provide billing and/or metering services.

A functional acknowledgment (997) shall promptly follow the syntax verification of all EDI transmissions. It is understood that the receiving party will process the EDI transactions at least once per business day. The 997 transaction can be sent at the EDI functional group, transaction set, and data segment levels as defined in ASC X12 guidelines. In Virginia, the VAEDT has chosen to send a functional acknowledgement at the segment level for rejected transactions.

Some scenarios also require a response to be sent after a request. The response provides for further validation of the contents of the request against the format standards 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 shall also provide a reason(s) why.

The remainder of Section 6 identifies the processes and transactions under normal operating conditions only. They do not depict scenarios where application level errors exist. For application level errors associated with non-814 transactions, an 824 Application Advice transaction will be sent.

## 6.2. EDI Processes between the LDC and CSP

### *CUSTOMER ENROLLMENT/SWITCHING*

The following is a list of scenarios and procedures to be used for customer enrollments, switches and changes to customer data. Several variations of the 814 are used for these scenarios. The following topics apply to multiple flows and determinations within the enrollment process:

First-in enrollment methodology (Rule 20 VAC 5-312-80 F): Virginia has adopted a first-in enrollment practice, which means the LDC will process the first enrollment request received during an enrollment period and reject all other enrollments. The following LDCs requested and received waivers from the SCC to support a last-in methodology: Conectiv (Case No. PUE-2001-00366) and Allegheny Power (AP) (Case No. PUE-2001-00365).

Confirmation letter/Cancellation period (Rules 20 VAC 5-312-80 I, J and K): Upon acceptance of an enrollment request from a CSP, the LDC shall, normally within one business day of receipt of such notice, mail notification to the customer advising of the enrollment

request, the approximate date that the CSP's service commences, and the right to cancel. The customer shall have 10 calendar days from the date the LDC mails the customer such notification to advise the LDC of wishes to cancel such enrollment. If the customer notifies the CSP within the cancellation period, the CSP shall advise the customer to contact the LDC to cancel the enrollment. Cancellation of a CSP contract may require resolution of some contractual obligations between the current CSP and the customer.

Use of Account number versus Service Delivery Identification (SDID): For American Electric Power (AEP), a customer must be enrolled at the SDID level. For all other LDCs, the customer will be enrolled at the account number level.

LDC Minimum Stay: The Final Order in Case No. PUE-2001-00296 issued by the SCC on October 9, 2001, defined minimum stay period and modified Rule 20 VAC 5-312-70 C3 requiring CSPs to disclose a potential minimum stay. Rules 20 VAC 5-312-80 Q, R, and S were added to permit a 12-month minimum stay period upon large customers with an annual peak demand of 500 kW or greater.

Setting of expected start date (Rule 20 VAC 5-312-80 G): The expected start date is the next regularly scheduled meter reading date, at least 15 calendar days in the future. For instance, if an account was scheduled to be read in 12 days, the expected start date would be the subsequent meter read, approximately 42 days in the future.

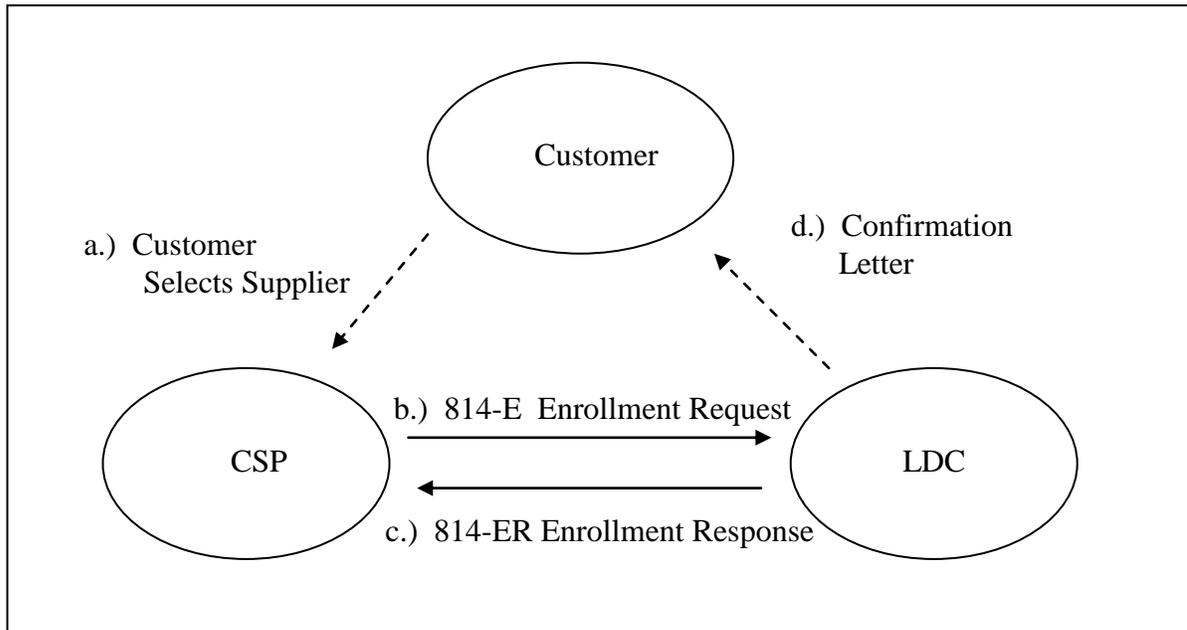
Special Meter Reads (Rule 20 VAC 5-312-80 H): As of January 2002, AEP supports Special Meter Reads via EDI for an off-cycle switch. Additionally, it is worth noting that no LDC supports Special Meter Reads via EDI for a check read.

Bill Options offered by each LDC (Rules 20 VAC 5-312-90 A, B and C) as of January 2003:

- All LDCs offer LDC Bill Ready Consolidated Billing.
- AEP, AP, Conectiv, DVP, BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC offer Dual Billing.
- AP and DVP also offer LDC Rate Ready Consolidated Billing.
- Investor Owned Utility (IOU)-LDCs must accommodate CSP Consolidated Billing as of January 2003 (Interim workaround, SCC Order PUE-2001-000297, 8/21/02).

### 6.2.1. Customer Enrollment for Generation Services

The following represents the steps necessary for the LDC to process an enrollment request from a specific CSP when the customer does not currently receive service from another CSP. Should the customer contact the LDC to initially enroll with a CSP, the LDC shall inform the customer to contact the CSP directly.



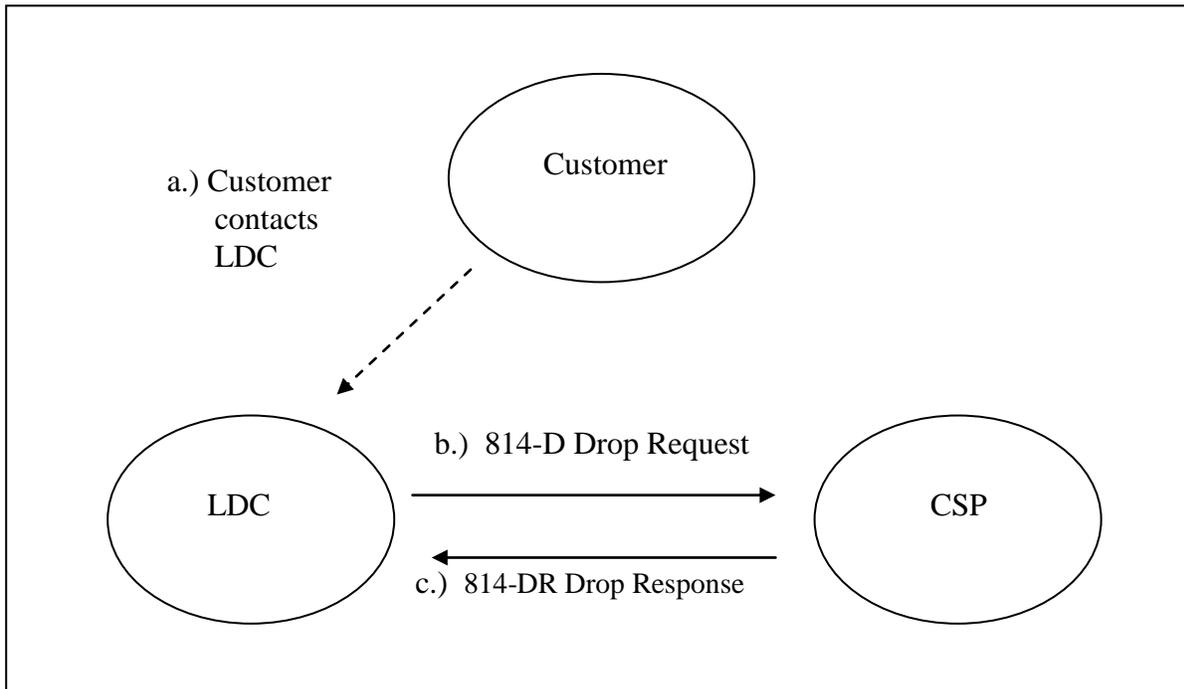
- a.) The customer selects the CSP.
- b.) The CSP sends an 814-E Enrollment Request to the LDC.
- c.) Normally within 1 business day, the LDC sends an 814-ER Enrollment Response to the CSP.
  - If accepted, the response shall include the expected start date and customer information the CSP needs to prepare to do business with that customer.
  - If rejected, the response shall include the reason for the rejection (e.g. invalid account number).
- d.) If accepted, the LDC shall send a confirmation letter to the customer notifying the customer of the selected CSP. The mailing of the letter begins the 10-calendar day "cancellation period" during which the customer may contact the LDC to cancel the enrollment.

#### Business Rules:

Rule 20 VAC 5-312-80 C  
Rule 20 VAC 5-312-80 F  
Rule 20 VAC 5-312-80 G  
Rule 20 VAC 5-312-80 H  
Rule 20 VAC 5-312-80 I

### 6.2.2. Customer Contacts LDC to Cancel Enrollment within “Cancellation Period”

The following represents the steps necessary for the LDC to process a customer's cancellation (rescission) of an enrollment request for service from a specific CSP when the customer does not currently receive service from another CSP. This is a cancellation of the enrollment described in the scenario above.



#### Customer contacts the LDC within 10 calendar day cancellation period:

- a.) The customer shall have 10 calendar days from the mailing of the confirmation letter to reply to the LDC if the customer wishes to cancel the enrollment.
- b.) The LDC shall send an 814-D Drop Request to the CSP notifying it of the customer cancellation, thus stopping the enrollment process.
- c.) Normally within 1 business day, the CSP shall send an 814-DR Drop Response to the LDC to acknowledge the drop.

#### Explanatory Notes:

- If a customer notifies the LDC within the cancellation period, the customer will not receive generation from the CSP.
- If the customer contacts the pending CSP during the cancellation period, the CSP should instruct the customer to contact the LDC directly to rescind. If, however, the CSP processes the request for a drop, it will not be considered a rescission, but rather a cancellation of the contract and a drop. The specific processes are described in the CSP Initiates Drop scenario.

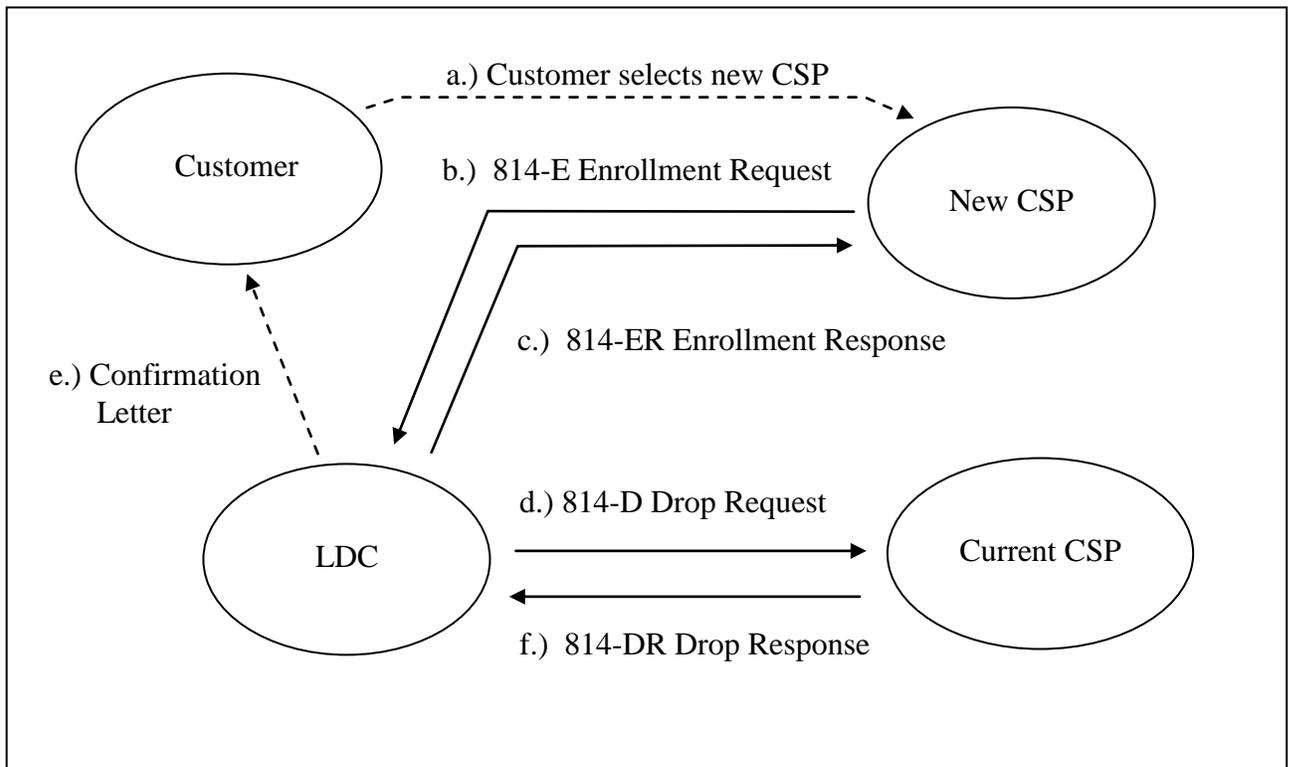
#### Business Rules:

Rule 20 VAC 5-312-80 I

Rule 20 VAC 5-312-80 J  
Rule 20 VAC 5-312-80 K  
Rule 20 VAC 5-312-80 L

### 6.2.3. Customer Switches to New CSP

The following represents the steps necessary to process a customer's request to switch service from one CSP to another CSP. In this scenario, the customer has selected a new CSP who initiates the change. If the customer contacts the LDC to switch to another CSP, the LDC shall inform the customer to contact the new CSP directly.



- a.) The customer selects a new CSP.
- b.) The new CSP sends an 814-E Enrollment Request to the LDC.
- c.) Normally within 1 business day, the LDC sends an 814-ER Enrollment Response to the new CSP.
  - If accepted, the response shall include the expected start date and customer information the CSP needs to prepare to do business with that customer.
  - If rejected, the response shall include the reason for the rejection (e.g. invalid account number).
- d.) If the enrollment is accepted, normally within 1 business day, the LDC shall send an 814-D Drop Request to the current CSP.
- e.) If the enrollment is accepted, the LDC shall send a confirmation letter notifying the customer of the enrollment request with the CSP.
  - The customer shall have 10 calendar days from the mailing of the confirmation letter to reply to the LDC to cancel the switch.

- f.) Normally within 1 business day, the current CSP sends an 814-DR Drop Response to the LDC. A rejection from the current CSP should only occur if it could not determine the customer to be dropped.

Explanatory Note:

- If a second enrollment is received during the “enrollment period”, it shall be rejected to adhere to the first-in methodology. The SCC granted Conectiv and AP a waiver to perform last-in logic as currently done in their other jurisdictions. In such cases, the last enrollment received during the “enrollment period” will supercede previous enrollments.

Business Rules:

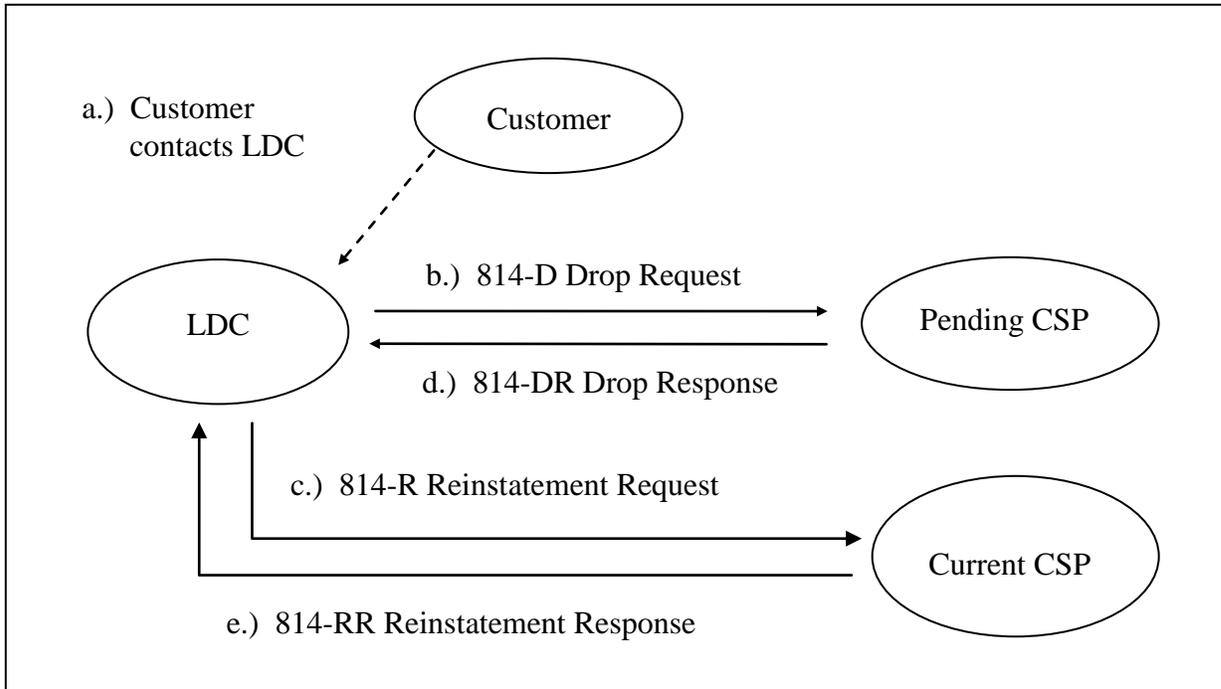
Rule 20 VAC 5-312-80 F

Rule 20 VAC 5-312-80 G

Rule 20 VAC 5-312-80 I

#### 6.2.4. Customer Cancels CSP Switch within “Cancellation Period”

After a customer switches from one CSP to another, the customer shall receive a confirmation letter from the LDC notifying them of the pending switch and the 10-calendar day cancellation period. The customer may cancel this switch by contacting the LDC during the cancellation period. This is a cancellation of the switch described in the previous subsection.



#### Customer contacts LDC within 10 calendar day cancellation period:

- The customer contacts the LDC to cancel the pending CSP switch.
- The LDC sends an 814-D Drop Request to the pending CSP.
- The LDC sends an 814-R Reinstatement Request to the current CSP.
- Normally within 1 business day, the CSP receiving a Drop Request sends an 814-DR Drop Response to the LDC. A rejection should occur only if the CSP could not determine the customer to be dropped.
- Normally within 1 business day, the CSP receiving a Reinstatement Request sends an 814-RR Reinstatement Response to the LDC. A rejection should occur only if the CSP could not determine the customer to be reinstated.

#### Explanatory Notes:

- If a customer notifies the LDC within the cancellation period, the customer will not receive generation from the pending CSP.
- If the customer contacts the pending CSP during the cancellation period, the CSP should instruct the customer to contact the LDC directly to rescind. If the CSP processes the

drop, it will not be considered a rescission, but rather a cancellation of the contract and a drop. The specific processes are described in the CSP Initiates Drop scenario.

Business Rules:

Rule 20 VAC 5-312-80 J

Rule 20 VAC 5-312-80 K

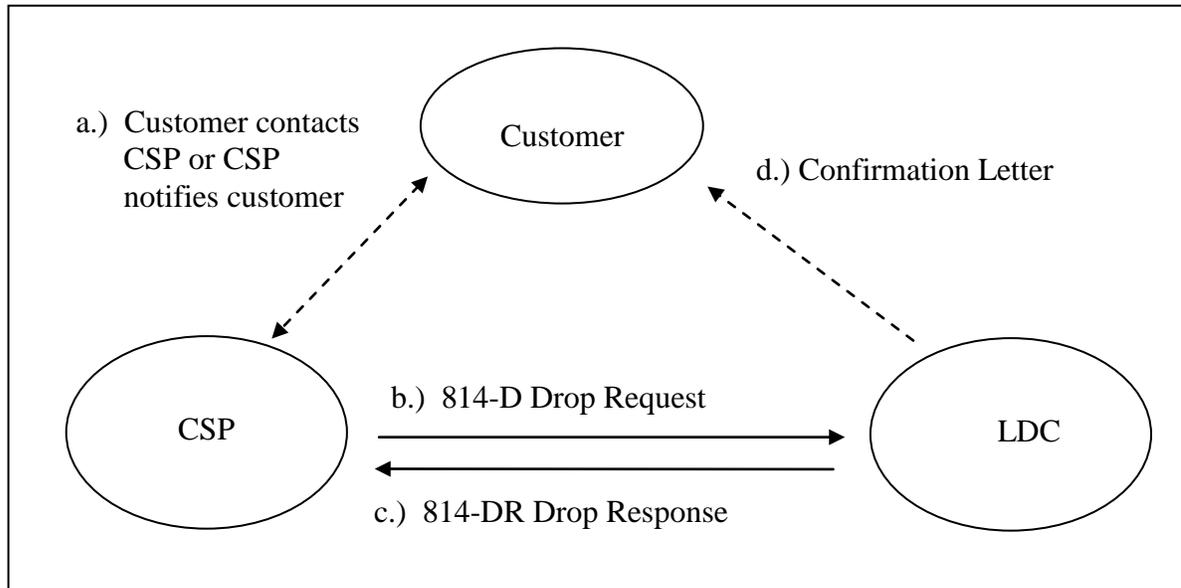
Rule 20 VAC 5-312-80 L

### 6.2.5. CSP Initiates Drop

The following represents the steps necessary for the LDC to process a request to cancel service from the current or pending CSP when:

1. The customer initiates the request through the CSP or
2. The CSP initiates the drop. The CSP must notify the customer.

In either case, the customer returns to Default Service. If the customer wishes to select another CSP, the customer must contact the new CSP directly.



- a.) The customer contacts the CSP to drop service with that supplier, or the CSP notifies the customer of a drop.
- b.) The CSP sends an EDI 814-D Drop Request to the LDC.
- c.) Normally within 1 business day, the LDC sends an EDI 814-DR Drop Response to the CSP.
  - If accepted, the response shall include the expected date the customer will return to Default Service.
  - A rejection from the LDC should occur if it could not determine the customer to be dropped or any other reason as defined in the Implementation Standards.
- d.) The LDC sends a confirmation letter to the customer.

#### Explanatory Notes:

- If the CSP sends a drop to the LDC while the CSP is still pending, all LDCs will process the drop using the 15-day rule regardless of whether the drop is sent during the cancellation period or after the cancellation period.
- The CSP shall notify the LDC of its intention to process a significant volume of 814 Drop transactions via email, telephone, or as otherwise mutually agreed, at least 30 days prior to the date that such transactions are expected to process. In return, the LDC shall acknowledge such notification by similar means.

- There is no cancellation period associated with a CSP initiated drop.

Business Rules:

Rule 20 VAC 5-312-80 J

Rule 20 VAC 5-312-80 K

Rule 20 VAC 5-312-80 L

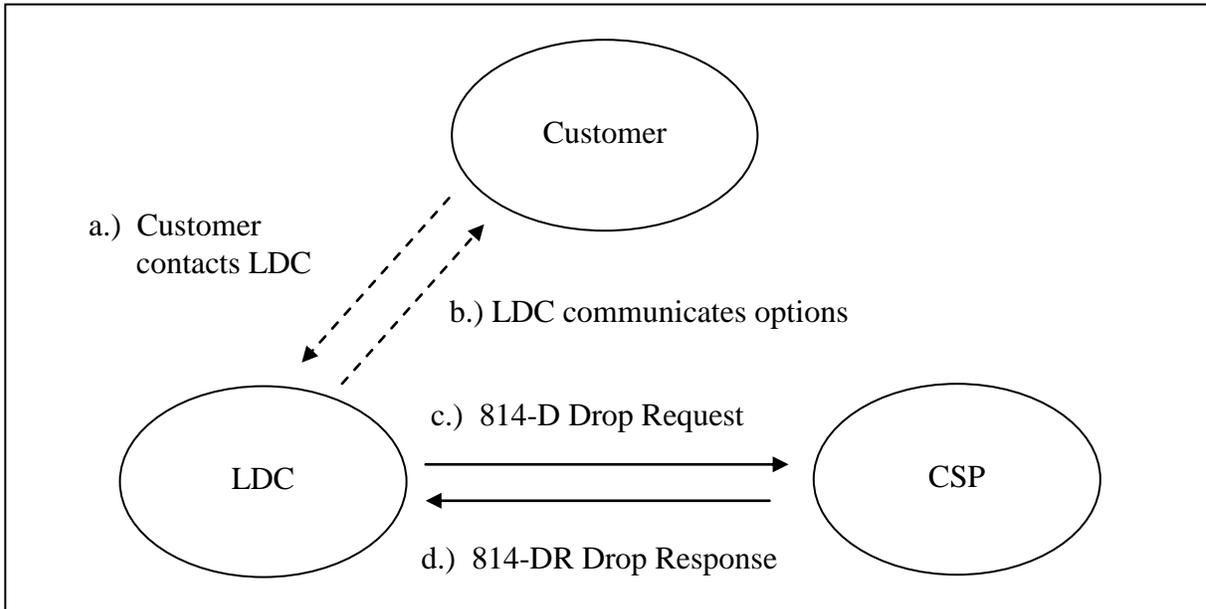
Rule 20 VAC 5-312-80 M

Rule 20 VAC 5-312-80 N

Rule 20 VAC 5-312-80 O

### 6.2.6. Customer Contacts LDC to Drop CSP

The following represents the steps necessary for the LDC to process a customer's request to cancel service from a specific CSP when the customer initiates the request by contacting the LDC. In this case, the customer returns to Default Service. If the customer wishes to select another CSP, the customer must contact that CSP directly. If the request is to drop a pending CSP, and it is received after the cancellation period, the effective drop date will be one meter reading subsequent to the next regularly scheduled meter reading.



- a.) The customer contacts the LDC to drop service with a CSP.
- b.) The LDC must notify the customer of options (selecting a new CSP versus returning to Default Service) either orally or by confirmation letter.
- c.) The LDC sends an 814-D Drop Request to the CSP.
- d.) Normally within 1 business day, the CSP sends an 814-DR Drop Response to the LDC. A rejection from the CSP should only occur if it could not determine the customer to be dropped, due to discrepancy of data.

#### Explanatory Notes:

- The customer will have a cancellation period during which time the customer may rescind the enrollment.
- If a customer contacts the LDC after the expiration of the cancellation period and while the CSP is still pending, the customer will be served by the pending CSP for one billing cycle.
  - Conectiv and AP will follow the 15-calendar day switching process.

Business Rules:

Rule 20 VAC 5-312-80 C

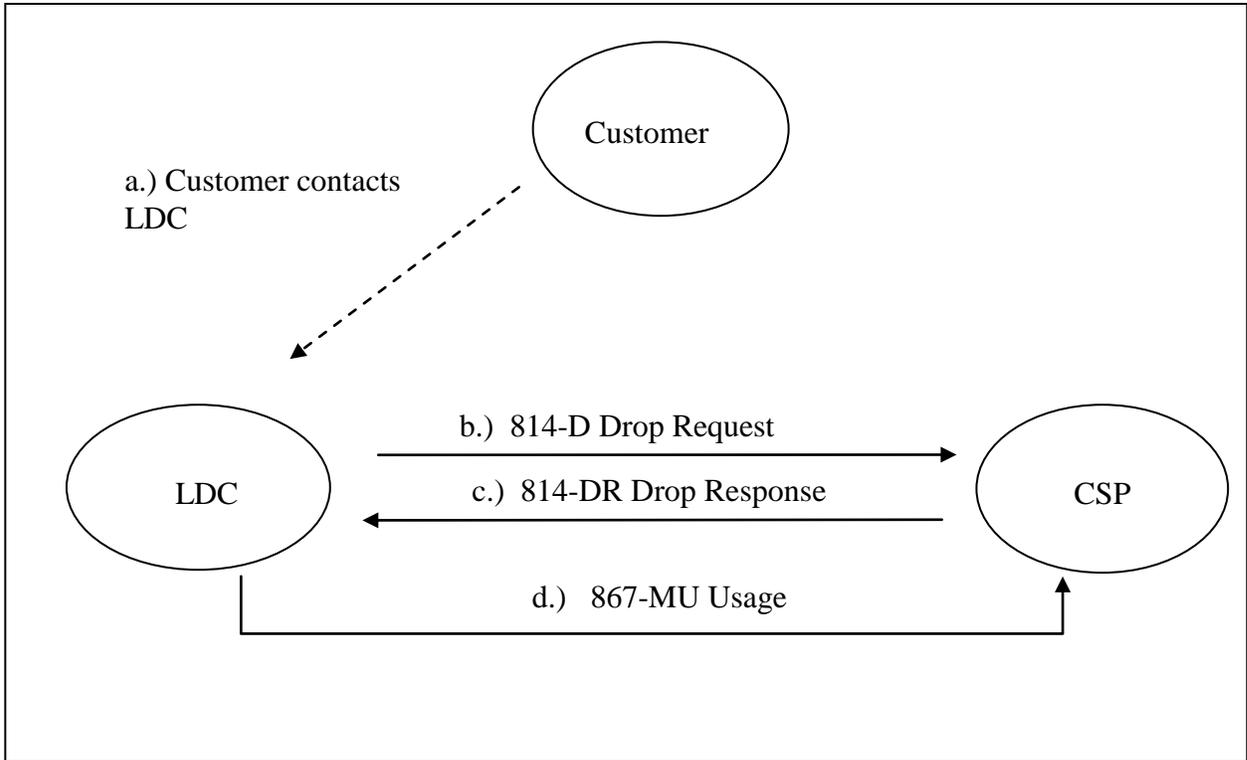
Rule 20 VAC 5-312-80 L

Rule 20 VAC 5-312-80 Q

Rule 20 VAC 5-312-80 S

## 6.2.7. Close Out LDC Service

The following represents the steps necessary to “Final Bill” an account for a customer when the customer’s service is closed out.



- a.) The customer contacts the LDC to close out distribution service or the LDC decides to close out distribution service.
- b.) The LDC sends an 814-D Drop Request to the CSP upon issuance of the “final bill”.
- c.) Normally within 1 business day, the CSP sends an 814-DR Drop Response to the LDC.
  - A rejection from the CSP should only occur if it could not determine the customer to be dropped, due to a discrepancy of data.
  - The CSP should otherwise send an acceptance transaction.
- d.) The LDC sends final meter reading information to the CSP in an 867-MU and/or an 867-IU transaction. Refer to the *Customer Billing Scenarios* for appropriate action.

### Explanatory Notes:

- The customer must contact the LDC to re-initiate distribution service at this location.
- The customer must also contact a CSP to re-initiate supply service at this location or to initiate a new enrollment at a new location. The customer shall remain on Default Service until a valid enrollment is received from a CSP.
- If the LDC closes out distribution service for non-payment, and the customer makes a payment to re-initiate service, the customer shall remain on Default Service until a valid enrollment is received from a CSP.

Business Rules:

Rule 20 VAC 5-312-80 B

Rule 20 VAC 5-312-80 D

Rule 20 VAC 5-312-80 P

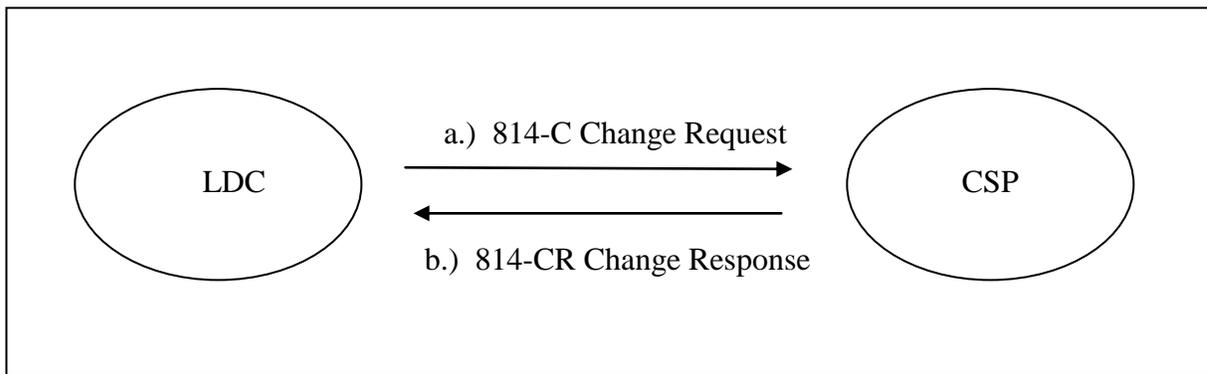
Rule 20 VAC 5-312-90 G

## ***CUSTOMER ACCOUNT MAINTENANCE***

The following scenarios describe changes to a customer's account that require information exchanges between the LDC and the CSP.

### **6.2.8. Customer Data Changes from LDC**

The following represents the steps necessary for the LDC to notify the CSP of a change in customer information such as meter reading cycle, meter changes, mailing address, etc. Refer to the Notes section of the 814-C Implementation Standard.



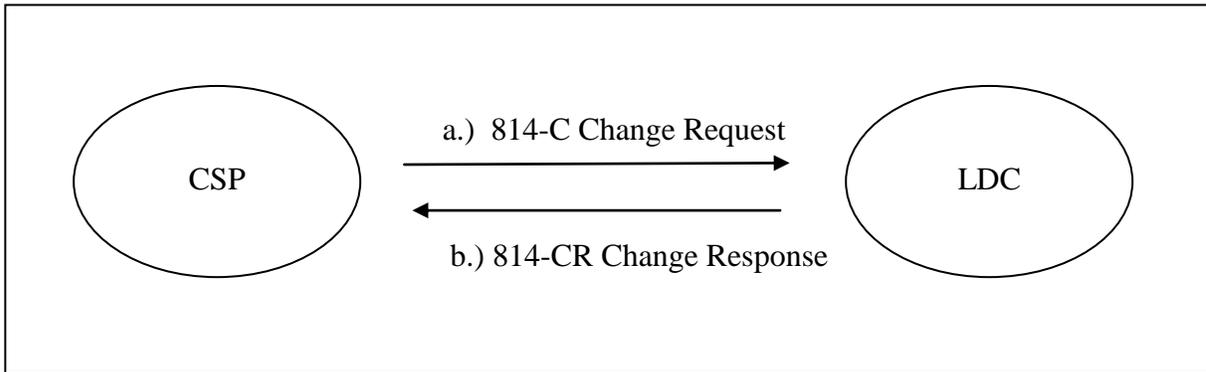
- a.) The LDC sends an 814-C Change Request to the CSP.
- b.) Normally within 1 business day, the CSP sends an 814-CR Change Response to the LDC.

#### Explanatory Notes:

- The 814-C Change Request should be provided to the CSP who is currently serving the customer and to the CSP with a pending enrollment, as applicable.

### 6.2.9. Customer Data Changes from CSP

The following represents the steps necessary for the LDC to process a request to change customer information when it is initiated by the CSP. Refer to the Notes section of the 814-C Implementation Standard.



- a.) The CSP sends an 814-C Change Request to the LDC.
- b.) Normally within 1 business day, the LDC sends an 814-CR Change Response to the CSP.

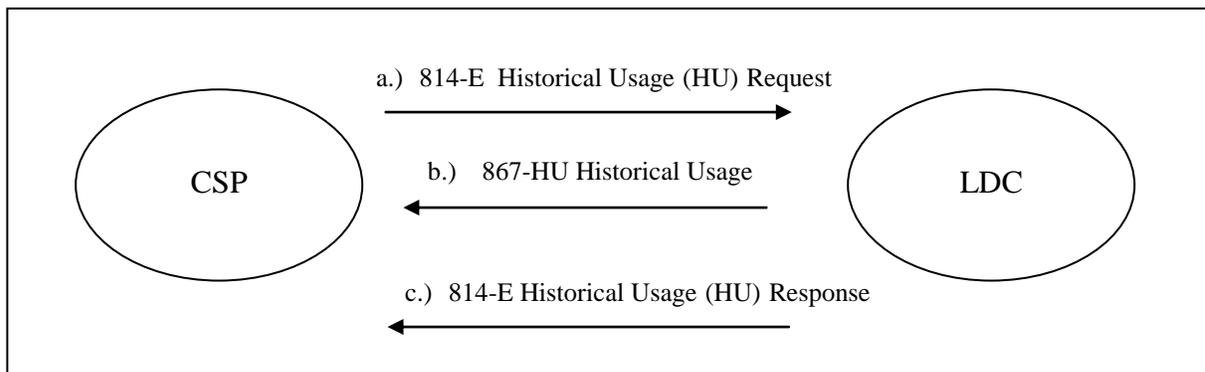
Explanatory Note:

- When a change is requested from the CSP, the LDC may respond with the date such change will become effective. Example: For a bill option change, if the change is to take place with the beginning of a billing period, the LDC may elect to send the date that is the beginning of the billing period which will use the new bill option.

## ***HISTORICAL USAGE REQUESTS***

The CSP may request Historical Usage for a customer, which may or may not accompany an enrollment request. The data returned will contain values for the most recent 12 months available. If the LDC does not have 12 months of data for the customer, the LDC shall send the CSP data for the number of months available for the customer.

### **6.2.10. CSP Requests Historical Usage for a Customer**



- a.) The CSP sends an 814-E Historical Usage (HU) Request to the LDC. This request may accompany an 814-E Enrollment request or may be sent as a stand-alone request.
- b.) Normally within 1 business day the LDC sends both an 814-E Historical Usage (HU) Response and the 867-HU Historical Usage to the CSP.
- c.) The LDC sends an 814-E Historical Usage (HU) Reject response if the request cannot be honored.

#### Explanatory Notes:

- An 824 Application Advice (Reject) may be an acceptable response to the 867 under certain circumstances. See the Implementation Standards for specific instances.
- The LDCs will support historical usage requests during pre-enrollment, enrollment, or post-enrollment.
- BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC do not support receiving the 814 HU Request for Historical Monthly Data. Such data may be requested by a CSP via a mutually agreed upon non-EDI method that will be developed during the Cooperative's CSP certification process. When requested, Historical Monthly (MU) Data will be provided via a mutually agreed upon non-EDI method that will be developed during the Cooperative's CSP certification process.
- If the request is honored, the LDC may elect to send only the 867-HU
- A request may be rejected if the account cannot be identified or the request is for a new or terminated account that has no usage data.
- Obtaining Historical Interval (HI) or Historical Monthly (MU) Data:

- The LDCs will provide Historical Interval Data and Historical Monthly Data as outlined within the respective Supplier Coordination Tariffs or as mutually agreed. Such data may be provided by means other than the 867 Transaction.

Business Rule:

Rule 20 VAC 5-312-60 D

***CUSTOMER BILLING SCENARIOS***

The 867 is used to transmit usage information as captured from the meter, including interval data recorders (IDR), required for billing. The 867 must contain bill quality data and be sent in all cases for billing purposes.

For IDR meters, the 867 IU shall contain at a minimum, the following information:

- kWh interval data by recording device (for customers with multiple meters at the same location, the data may be combined).
- Each interval for each day shall be date and time stamped marking the end of the interval.
- For intervals occurring during the switch to daylight savings time, the time code shall be passed to indicate the affected intervals.
- Estimated or changed interval data shall be identified as such.
- Interval data shall be finalized data for billing.

The 810 in LDC Consolidated Billing is used to transmit billing usage and billing components for generating a customer invoice. It also transmits the amount billed on behalf of the CSP. For LDC consolidated billing, the customer due dates and other payment terms and conditions, as determined by the LDC, must be identical for the LDC and CSP charges.

Under all Customer Billing scenarios, when a final meter reading is taken, or a customer receives a final bill, the LDC Consolidated Billing 810 and/or 867 should indicate “Final”.

Explanatory Notes:

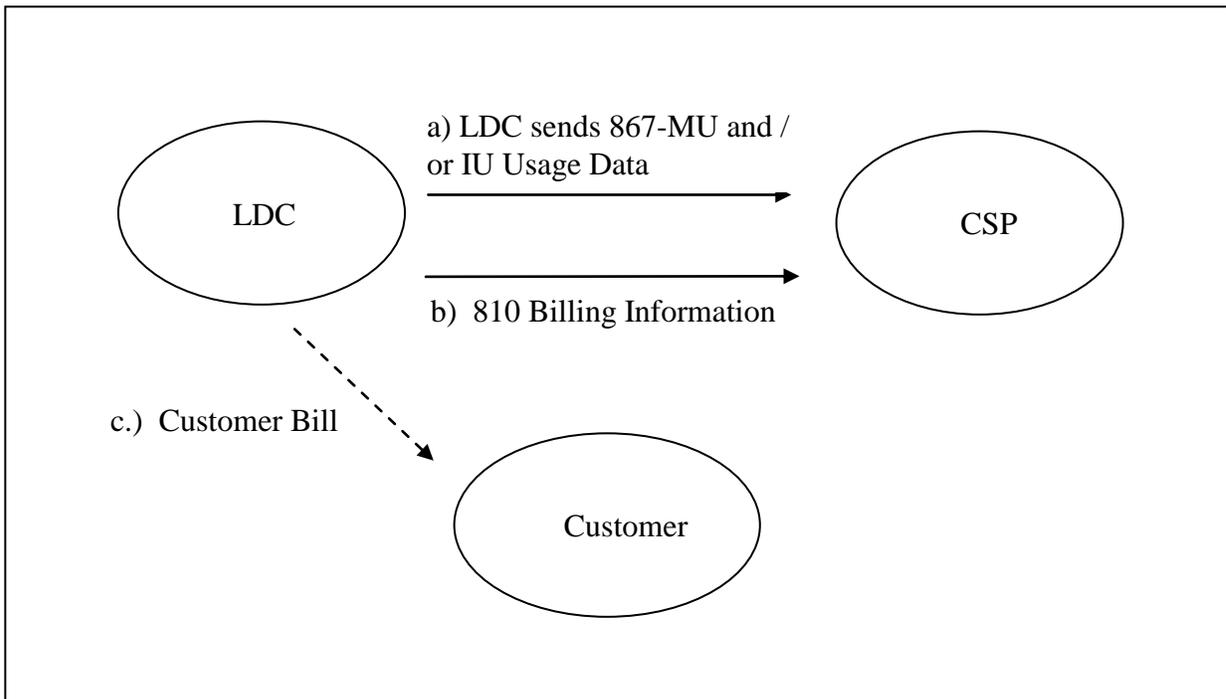
- AEP supports a CSP request to receive a summary usage transaction for an interval account.
- BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC do not support sending the 867 IU/HIU. Summary usage for IDR meters will be sent via the 867 MU. When requested, monthly interval data will be provided via a mutually agreed upon method that will be developed during the Cooperative’s CSP certification process.
- For an IDR meter, DVP will send both an 867-MU and 867-IU. The transaction reference number on the LDC Consolidated Billing 810 in response to the 867, MUST be the transaction reference number from the corresponding 867-MU. Any LDC Consolidated Billing 810 received which references the 867-IU reference number will be rejected.

- Cancel / Rebills after a Bill Option Change (any option and the CSP is still the supplier of record)
  - Conectiv and AP: The cancel/rebill will be under the same billing option as the original bill.
  - DVP: The cancel/rebill will be under the current billing option.
  - AEP and NOVEC are Bill Ready only.
  
- Cancel/Rebills for Previous Suppliers for Active Accounts
  - The LDCs shall send cancel and rebill usage information via EDI for up to 12 months. In a LDC Consolidated Billing Rate Ready scenario, the LDC shall also send cancel and rebill information via EDI for up to 12 months.
  
  - For periods beyond 12 months, the LDC shall work with the CSP to communicate the cancel/rebill information using a mutually agreeable method, if EDI is not available.
    - DVP will send EDI, based on available history, which could exceed 12 months.

The following scenarios identify the exchange of usage and billing information between the LDC and a CSP.

### 6.2.11. LDC Consolidated Billing (Rate Ready)

The LDC reads the meter, calculates the LDC charges, calculates the CSP charges, and issues a bill to the customer. Generally, the LDC sends an 810 for each 867 generated.



- a.) The LDC sends an 867-MU and/or IU Usage Data to the CSP normally within 1 business day of a validated reading.
- b.) The LDC sends an 810 Billing Information to the CSP normally within 1 business day of a validated reading.
- c.) The LDC issues a bill to the customer.

#### Explanatory Notes:

- An 824 Application Advice (Reject) may be an acceptable response to the 810 and 867 under certain circumstances. See the Implementation Standards for specific instances.
- To use a specific rate within Rate Ready, the CSP must have contacted the LDC in advance, and the LDC would have provided a code to the CSP.
- AP sends an 810 to the CSP containing the charges calculated on behalf of the CSP.

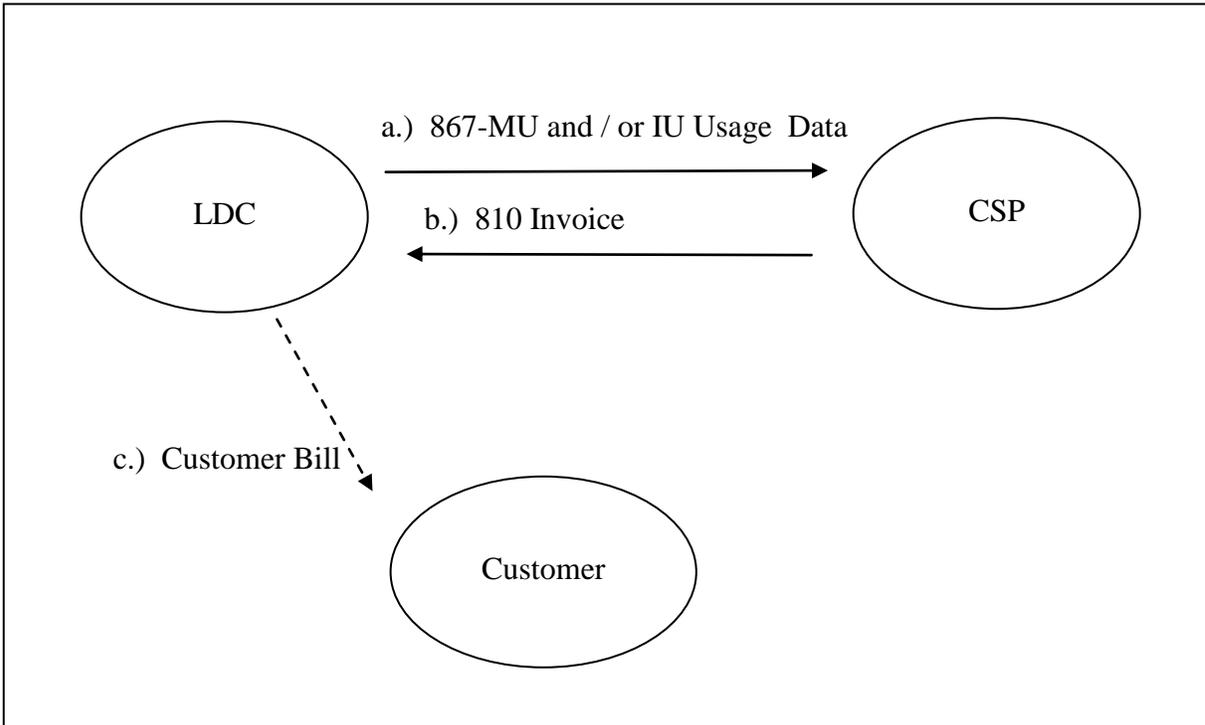
- During the billing window, DVP sends an 810 to the CSP containing the charges calculated on behalf of the CSP. The CSP may send a nonenergy 810 to DVP, during the billing window, for inclusion on the next customer bill.
- Cancellation Due to Usage
  - An 867 Cancel will be sent to cancel the original 867.
  - A new 867 will be sent, if applicable.
  - An 810 Cancel will be sent, by billing period, if applicable. The BIG08 value is '01' to indicate a cancel and the values on the cancel are otherwise identical to the original.
  - If applicable, the LDC recalculates the LDC and CSP portions of the bill and sends an 810 Rebill with BIG08 value of '00'.
- Cancel/Rebills after a Bill Option Change (any option and the CSP is still the supplier of record)
  - AP and Conectiv: The cancel/rebill will be under the same billing option as the original bill.
  - AEP and DVP: The cancel/rebill will be under the current billing option.
- Cancel/Rebills for Previous Suppliers for Active Accounts
  - The LDC will send an 867-MU and an 810 Cancel and Rebill, if applicable.
- Late Payment Charge
  - AP: Will calculate late payment charges on behalf of the CSP in the same manner and at the same percentage that late payment charges are calculated on the LDC's previous balance.
  - DVP: Will not assess late payment charges on behalf of the CSP.
- Budget Billing
  - AP: Calculates a budget bill for both the LDC and CSP under Rate Ready. The customer must contact AP directly to enroll in the budget bill program.
  - DVP: Does not offer budget billing for CSP charges.
- Calculating Previous Unpaid Balance
  - AP: Will have the responsibility of calculating the previous unpaid balance.
  - DVP: Will maintain the CSP customer's previous unpaid balance(s) by combining the incoming nonenergy charges 810 and outgoing energy charges 810, less any customer payments applied to the CSP customer's balance. 810 charges used for calculating the previous unpaid balance will be the sum of the charges / credits (SAC01 value is 'A' or 'C'). Any segment indicating prior balance will be ignored (SAC04 value of 'PRB'). DVP will not send the previous unpaid balance on the 810 to the CSP, however, the balance will be shown on the customer bill.

Business Rules:

Rule 20 VAC 5-312-90 A  
Rule 20 VAC 5-312-90 I  
Rule 20 VAC 5-312-90 L  
Rule 20 VAC 5-312-90 M  
Rule 20 VAC 5-312-90 N  
Rule 20 VAC 5-312-90 O

### 6.2.12. LDC Consolidated Billing (Bill Ready)

The LDC reads the meter. The LDC and the CSP calculate their own charges and the LDC issues the bill to the customer. The CSP will send an 810 Response (Invoice) for each 867 received.



- a.) The LDC sends an 867-MU and/or IU Usage Data to the CSP normally within 1 business day of a validated reading.
- b.) The CSP has 3 business days to send its billing information and an 810 Invoice to the LDC.
- c.) The LDC issues a bill to the customer.

#### Explanatory Notes:

- For the cancel/rebill scenarios, the flow of information is the same. The 867 Rebill opens a new billing window. An 824 Application Advice (Reject) may be an acceptable response to the 810 and the 867 under certain circumstances. See the Implementation Standards for specific instances.
- Bill Purpose Code and Period Date Validation
  - DVP: The bill purpose code and period dates must match the 867-MU. Otherwise, the 810 will be rejected via an 824.
  - NOVEC: has not yet determined.

- Sending Multiple 810s
  - AP, Conectiv and DVP: Prior period charges must be sent in separate 810s but do not have to be sent in the same envelope.
  - AEP: Will accept only one current period 810, per billing cycle, per SDID.
  - NOVEC: has not yet determined.
  - BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC will accept only one current period 810 per billing cycle.
- For an IDR meter, DVP will send both an 867-MU and 867-IU. The transaction cross-reference number on the 810 in response to the 867, MUST be the transaction reference number from the 867-MU. Any 810 received which references the 867-IU reference number will be rejected with an 824 (reject code CRI).

**The LDC receives an 810 after the Bill Window closes:**

- Current active CSP
  - AP and DVP: The 810 will be rejected and the CSP must retransmit the charges during the next billing window.
  - Conectiv: Will hold the charges and display on the next bill as “Charges not billed for prior month(s)”. Conectiv will send an 824 EV (evaluate).
  - AEP: Will not reject an 810 received after the close of the Billing Window. AEP will hold these charges and present them on the next scheduled billing.
  - BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC will hold these late charges and present them on the next scheduled bill as “Charges not billed for prior month(s)”. Notification to the CSP will be provided via a mutually agreed upon method that will be developed during the Cooperative’s CSP certification process.
- Final Customer Bill
  - If the CSP missed the Billing Window for the final bill, any 810 received will be rejected and the CSP will be responsible for billing its subsequent charges. In the event of a cancel/rebill on a final (closed) account, the Billing Window will again be opened.
- Switch of CSP or Last Bill for CSP
  - The following outlines the practices that apply when the previous CSP misses the Billing Window:
    - AP, DVP, NOVEC, BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC: When the previous CSP misses the Billing Window, the previous CSP will be responsible for billing its own charges for the missed bill period.
    - AEP and Conectiv: If a supplier misses the bill window on the last bill, the LDC will accept the charges and place them on the next bill.
- Bill Option is changed and the CSP misses the Bill Ready window
  - AEP, AP, BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC: If acting upon the customer’s decision, a current CSP changes from the bill-ready option

- from LDC consolidated billing and misses the last bill window, the late 810 will be rejected. The CSP must render a bill for its charges.
- DVP: Will accept 810s for 867-MUs generated prior to the billing option change (assuming CSP missed the billing window). The 810 billing option fields must match the 867-MU billing option fields.
  - Conectiv: When a current CSP changes from the bill-ready option from LDC consolidated billing and misses the last bill window, Conectiv will hold the charges and display them on next bill as “Charges not billed for prior month(s)”. Conectiv will send an 824 EV (evaluate).
  - NOVEC: This scenario does not apply.
- Budget Billing
    - The CSP calculates its budget amount based on its own budget billing protocol and transmits its charges to the LDC.
    - The LDC calculates budget charges for the LDC's portion only.
    - The LDC prints the detailed LDC charges, the LDC's budget charges and the CSP's budget charges (transmitted on the 810), on the bill and sends the bill to the customer.
    - The LDC does not maintain the CSP's customer's actual balance. When the CSP removes the customer from budget billing, the CSP should send the budget billing settlement amount on their next 810.
    - The LDC will accept the monthly charge the CSP sends (whether actual or budget amount) and print it on the bill. The LDC will not maintain or print the actual CSP account balance for a customer. It will be the CSP's responsibility to track the actual account balance and provide it to the customer. The CSP may provide the actual account balance in the 240-character free flow text (NTE or PID segments) on the 810 and the LDC will print such balance on the customer bill.
      - Conectiv will also allow the CSP to send the actual amount in the SAC segment of the 810, but marked as ignore (SAC01="N").
      - NOVEC: has not yet determined.
  - Cancel/Rebill scenarios:
    - Cancellations due to usage
      - AEP, Conectiv and DVP: The 867 Cancel will not automatically cancel the CSP's charges. The supplier must send an 810 Cancel (BIG08=01) transaction to cancel their original charges and, upon receipt of an 867 rebill, may also send an 810 Rebill (BIG08=00) transaction.
 

**Note:** A CSP may opt to send an adjusted amount in the next month's 810 as a current charge, rather than sending a cancel and rebill. For DVP, the adjusted amount must have the same period begin and end dates as the next month's 810.
      - AP: The 867 Cancel will automatically cancel the CSP's charges.
      - NOVEC: has not yet determined.
  - Cancellations/Rebills initiated by the CSP

- **Conectiv:** Will allow the CSP to reverse charges by sending an 810 Reversal (BIG08=17) or an 810 Cancel (BIG08=01). The rebill amount may be sent using either an original 810 (BIG08=00) or a restatement 810 (BIG08=18).  
**Note:** When reversing charges, the charges should be sent identical to those of the original transaction.
  - **AEP:** Accept an 810 cancel from a CSP even if it does not send an 867 Cancel, so AEP would expect the cancel and the new original and it would be posted to the next bill presented to the customer.
  - **NOVEC:** has not yet determined.
  - **Other LDCs:** Do not support the use of an 810 Reversal.  
**Note:** A CSP may opt to include an adjusted amount in the next month's 810 as a current charge, rather than sending a cancel and rebill.
- “Corrected Bill” scenario for BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC.
    - **Correction due to usage**  
The Cooperatives will issue an 867 Cancel to be followed by a new 867 MU for the same period. The CSP should send an 810 Cancel followed by new 810 so that the Cooperative may determine the prior period adjustment amount.
    - **Correction initiated by the CSP**  
The CSP will issue an 810 Cancel to be followed by a new 810 so that the Cooperative may determine the prior period adjustment amount.
  - The next scheduled bill issued to the customer will contain the prior period adjustment.
- **Late Payment Charges – all LDCs**
    - Will not assess late payment charges on behalf of the CSP.
    - Will accept the CSP's late payment charges for print on the bill. Late payment charges must be transmitted via appropriate EDI values.  
**Note:** Conectiv will accept late payment charges if coded as a charge (GEN004) or an adjustment (ADJ002).
- **Handling of overall CSP negative charges:**
    - AP and DVP will reject an original 810 with an 824 transaction if the CSP sends a total charge that is negative.
    - AEP, Conectiv, BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC will accept an 810 when the CSP sends a total charge that is negative.
    - NOVEC has not yet determined its process.
- **Printing of Total Amount Due when one party has a negative balance.**  
Example: The CSP has a credit balance of \$75, the LDC has a debit balance of \$125. VAEDT supports not decreasing the amount due by the credit balance. In this example, the Total Amount Due would be \$125, and the CSP charges would reflect \$0 due until the credit amount is depleted.
    - AEP will net the balances, but will accommodate the preferred market approach following planned system programming developments.

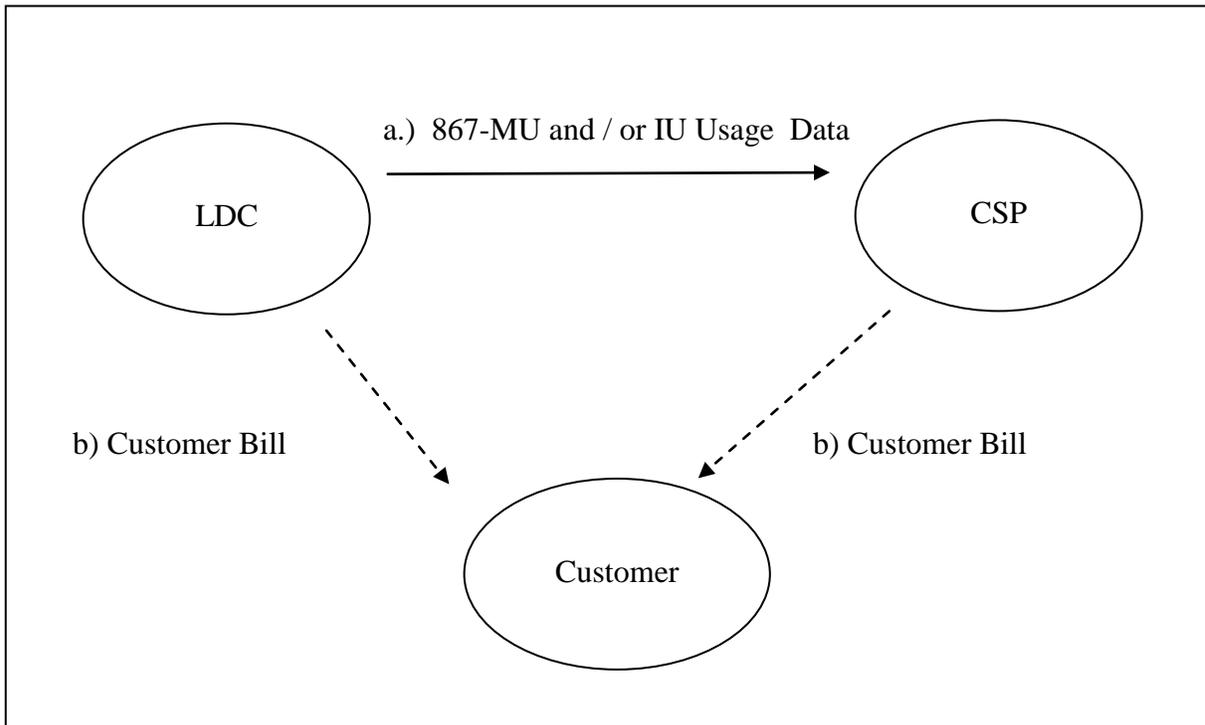
- Line Items Marked as “Ignore”
  - Conectiv: Will print line items, on the bill, which are sent as “ignore” (SAC01 value is ‘N’) but will not include such amounts in the customer balance.
  - Other LDCs: Will not process line items sent as “ignore”.
  
- Sequencing Numbers
  - AEP, AP and Conectiv: 810 print sequence numbers will be used to sequence the line items on the customer bill.
  - DVP, BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC: Will not use 810 print sequence numbers.
  - NOVEC: has not yet determined.
  
- IT1 Loop Use
  - The IT1 is used to indicate whether the charge is at a rate level, account level, SDID level, meter level or unmetered level. Contact the individual LDC to determine the effect of using the loops on the LDC print program used to generate the customer bill. The account loop may contain all charges for the customer’s account (i.e. customer account charge, meter charge and generation charge). Note that the LDCs must allow for at least six CSP line items on the customer bill.
    - DVP: Will accept charges at any IT1 level and the CSP may send unlimited IT1s. Will accumulate all like SAC04 charges and print each group on the bill as one line item. Only the first five groups will be printed. Remaining groups will be combined into a miscellaneous category and will print as one line item on the bill as “Miscellaneous Charges”.
    - AP, Conectiv, BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC: Support only the account level IT1s.
    - AEP supports only the SDID level.
    - NOVEC: has not yet determined.

Business Rules:

Rule 20 VAC 5-312-90

### 6.2.13. Dual Billing with LDC Meter Read

The LDC reads the meter and sends the reading to the CSP. The LDC and the CSP calculate their own charges and each entity provides its portion of the bill to the customer. There are no EDI payment transactions between the CSP and the LDC.

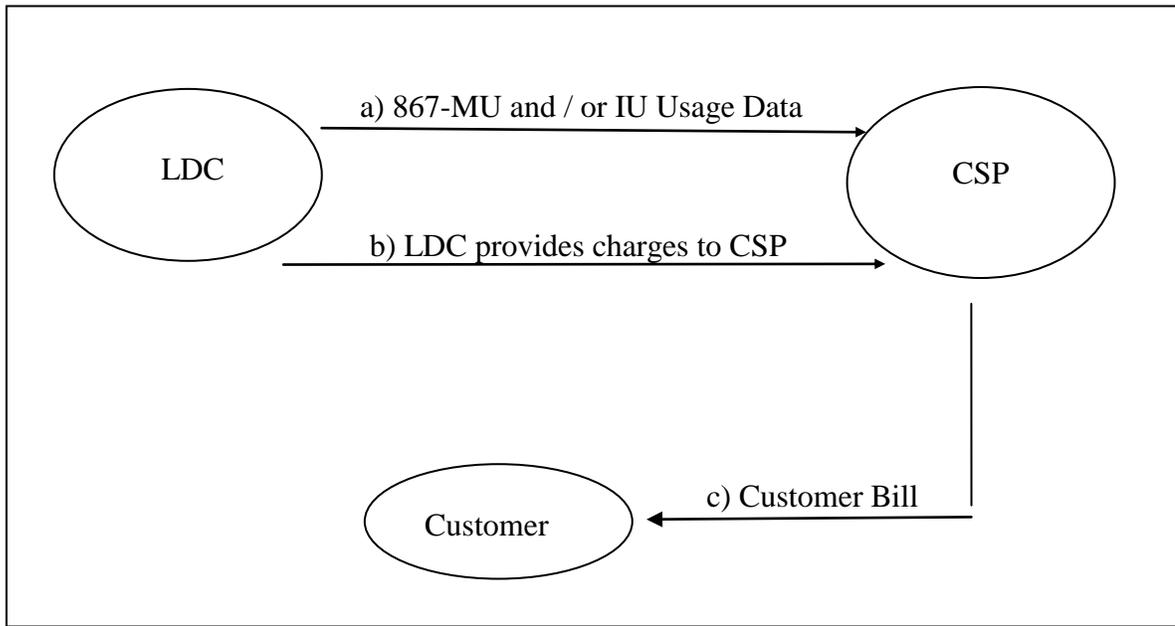


- a.) The LDC sends an 867-MU and/or IU Usage Data to the CSP normally within 1 business day of a validated reading.
- b.) The LDC issues a bill to the customer for its charges, and the CSP issues a bill to customer for its charges. The customer sends payment to the LDC for the LDC portion of the bill, and the customer sends payment to the CSP for the CSP portion of the bill.

Business Rule:  
20 VAC 5-312-90 I

#### 6.2.14. CSP Consolidated Billing (Bill Ready)

The LDC reads the meter and sends the reading to the CSP via an 867 transaction. The LDC and the CSP calculate their own charges. The LDC provides billing charges to the CSP. The CSP issues the bill to the customer.



- a.) The LDC sends an 867-MU and/or IU Usage Data to the CSP normally within 1 business day of a validated reading.
- b.) The LDC has three business days to send billing information to the CSP.
- c.) The CSP calculates its billing information, compiles the LDC charges, and issues a bill to the customer.

#### Explanatory Notes:

- For the cancel/rebill scenarios, the flow of information is the same. The 867 Rebill opens a new billing window. An 824 Application Advice (Reject) may be an acceptable response to the 867 under certain circumstances. See the Implementation Standards for specific instances. An 824 Application Advice (Reject) is only an acceptable response to problems with LDC charges if the LDC Supplier Agreement allows it.
- The method for how the LDC is communicating billing charges to the CSP is addressed in each LDC's Supplier Agreement.
- LDC does not send charges within 3 business days:
  - If the LDC does not send charges within 3 business days of sending the 867 Transaction, the CSP may issue the bill to the customer with no LDC charges.

- The CSP shall notify the LDC if they require the LDC to resend the charges next month, or if the CSP will hold the charges using a method described in the LDC's Supplier Agreement or other mutually agreed method.

Business Rules:

Rule 20 VAC 5-312-90

## 6.2.15. Rejections of Customer Billing Transactions

The party receiving the usage or billing transaction may send an 824 when one of the valid reject reasons shown on the Implementation Standard is detected. The 824 is mandatory if a transaction cannot be processed by the receiver's system (rejection). The 824 is optional if the receiver needs to manipulate data required by their application system (accept with error).

BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC will apply the following procedures:

- When an 810 Transaction cannot be processed by the Cooperative, a mutually agreed upon non-EDI method as developed during the Cooperative's CSP certification process will be used to notify the CSP.
- When an 867 Transaction cannot be processed by the CSP, the CSP should send an 824 to the Cooperative. If the receiver detects a problem as listed in the Implementation Standard and chooses to send an 824, it must be sent within 1 business day of receiving an invalid transaction. Otherwise, the sender will not be held to their timing requirements. (i.e. If an 824 is not sent in response to an invalid 867 within 1 business day, the billing window may not be held up and the bill may go out without the sender's charges.)

### Action Flag

- If an 824 is received with an action flag set to re-send (Follow Up), the receiver is required to respond either automatically or manually and must correct and re-send the transaction within 5 business days or contact the trading partner and agree on an alternative. **Note:** An exception to this is that any rejection of a Bill Ready 810 will not change the billing window.
- If an 824 is received with the action flag set to notification only (Evaluate), a manual response (e-mail or phone call) is suggested to let the sending party know when the problem will be resolved.

### Usage Transactions (867 Monthly Usage and 867 Interval Usage)

- If the 824 action code indicates re-send, the metering party must correct and re-send the transaction within 5 business days or contact the trading partner to agree on an alternative. Only the corrected 867 needs to be sent, but a cancel 867 and a corrected 867 may be sent if the metering party's system requires that to correct the problem.
- If Rate Ready Consolidated Billing and a valid 810 was sent, the 810 does not need to be re-sent, but may be re-sent if the sender's system requires that to correct the problem.
- If Bill Ready Consolidated Billing, the billing party (LDC) must hold the bill and restart the bill window from the time the corrected 867 is sent. The corrected 867 shall contain the new document due date.
  - If the corrected 867 is valid, the nonbilling party (CSP) must return a valid 810 by the new document due date.
  - If the corrected 867 is still invalid, an agreement must be made between the LDC and CSP as to a timeframe for resolving the problem with the 867. A recommended timeframe of 5 business days has been accepted by VAEDT.

#### 810 Bill Ready (LDC Consolidated Billing)

- If the 824 action code indicates re-send, the nonbilling party (CSP) may correct and re-send an 810 immediately if time remains in the billing window. If not, the nonbilling party must wait until the next billing window to re-send. AEP and Conectiv will accept transactions outside the billing window.
- If the nonbilling party (CSP) re-sends the 810 and misses the billing window, the nonbilling party will receive another 824 stating the 810 was outside the billing window.

#### 810 Rate Ready (LDC Consolidated Billing)

- If the 824 action code indicates re-send, the billing party (LDC) must correct and re-send the corrected 810 within 5 business days or contact the trading partner to agree on an alternative.
- If a valid 867 is sent, the 867 does not need to be re-sent, but a valid 867 with a corrected 810 may need to be sent if the LDC system requires that to correct the problem. This will result in duplicate information from the 867 with a new control number.

#### CSP Consolidated Billing

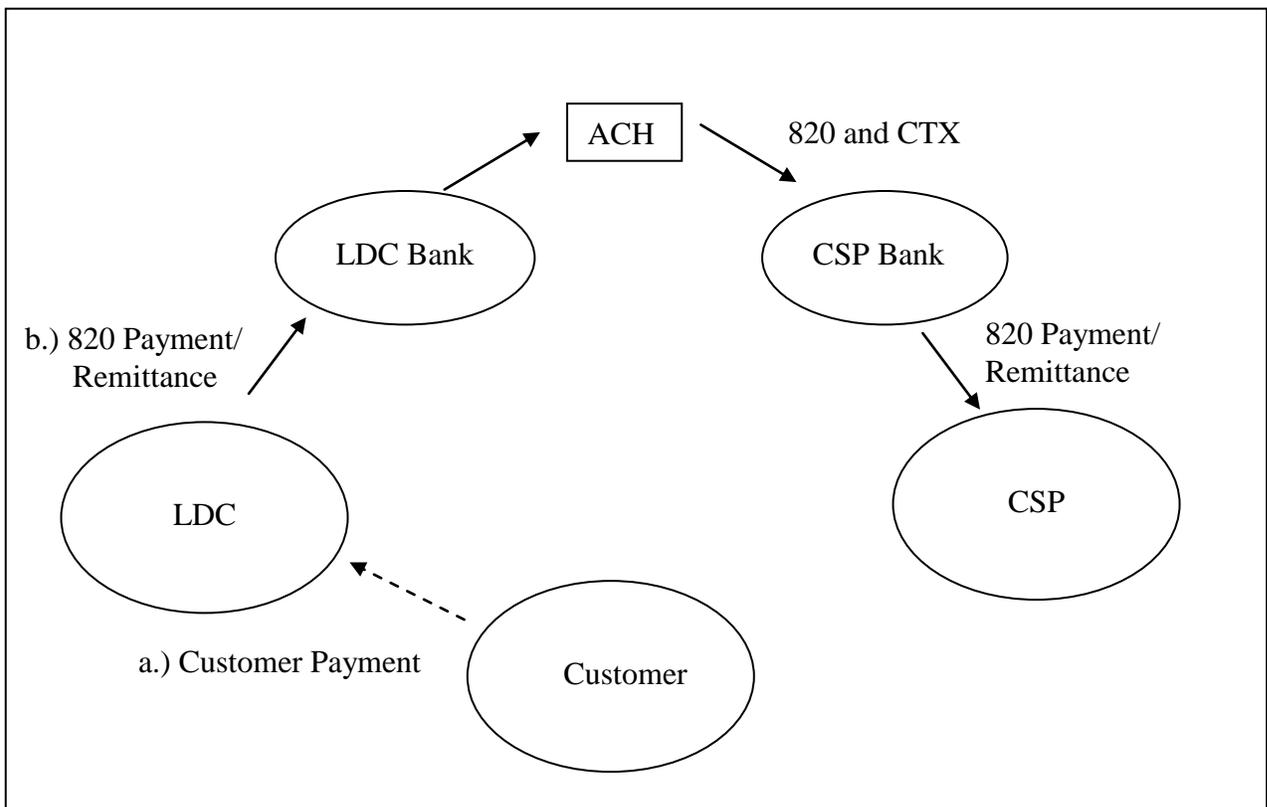
- Unless mutually agreed to by the parties, the 824 transaction will not be used to reject LDC billing charges.

## PAYMENT TRANSACTION SCENARIOS

The following scenarios describe the processes that may be used by the LDC to send the notification of payment, remittance information, and actual payment to the CSP. Two models are addressed: 1) pay-as-you-go or no purchase of the accounts receivables and 2) the purchase of accounts receivables. Also described is the situation when the CSP is providing a consolidated bill to the customer, and the CSP must remit payment to the LDC.

### 6.2.16. LDC does not purchase accounts receivables from the CSP: Customer sends payment to LDC - LDC sends payment and 820 to CSP via Bank

The following represents the steps necessary for the LDC to transfer payment and remittance information to the CSP for both the Bill Ready and Rate Ready options.



- a.) The customer sends payment to the LDC.
- b.) The LDC sends an 820 Payment Order and Remittance Advice to the CSP via the LDC's bank, the ACH and the CSP's bank.

#### Explanatory Notes:

- The above data flow shall also be followed for payment exceptions such as misapplied payments, returned checks, etc. The VAEDT recommends that funds be available for the CSP within 5 business days of payment posting.

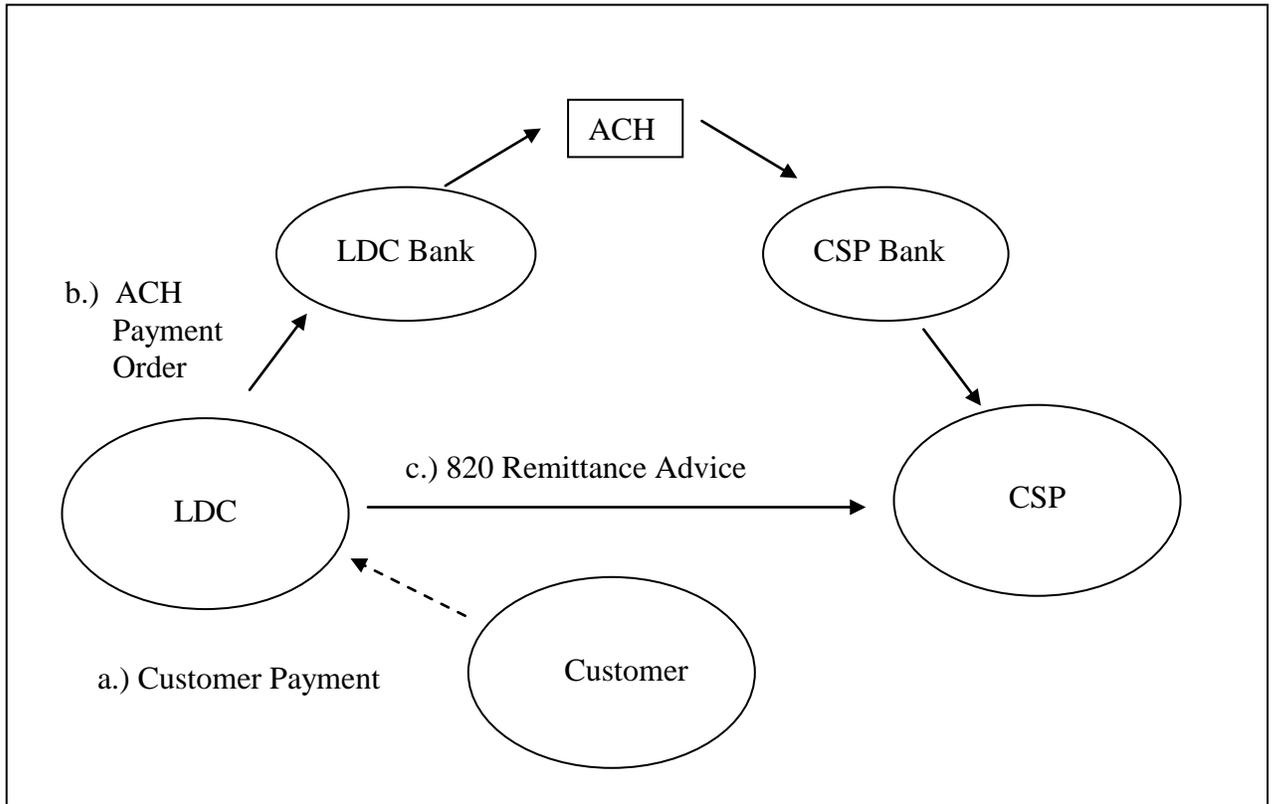
- An 824 Application Advice (Reject) may be an acceptable response to the 820 under certain circumstances. See the Implementation Standards for specific instances.
- An assumption has been made that the CSP will be receiving the detailed remittance advice from its bank.
- When a payment is received after the balance has been sent back to the CSP, the LDC will apply the payment to the existing balances on the customer's account.

Business Rule:

Rule 20 VAC 5-312-90 H

**6.2.17. LDC does not purchase accounts receivables from the CSP: Customer sends payment to LDC - LDC sends Payment Order and Remittance Advice separately to CSP**

The following represents the steps necessary for the LDC to transfer the payment order and remittance advice separately to the CSP for both Bill Ready and Rate Ready options.



- a.) The customer sends payment to the LDC.
- b.) The LDC sends an ACH Payment Order to the CSP's bank via the LDC's bank prior to or in conjunction with the Remittance Advice.
- c.) The LDC sends an 820 Remittance Advice directly to the CSP. The TRN (trace) Segment should be used when the payment order and remittance information are sent on separate 820s.

Explanatory Notes:

- The above data flow shall also be followed for payment exceptions such as misapplied payments, returned checks, etc. The VAEDT recommends that funds be available for the CSP within 5 business days of payment posting.
- An 824 Application Advice (Reject) may be an acceptable response to the 820 under certain circumstances. See the Implementation Standards for specific instances.

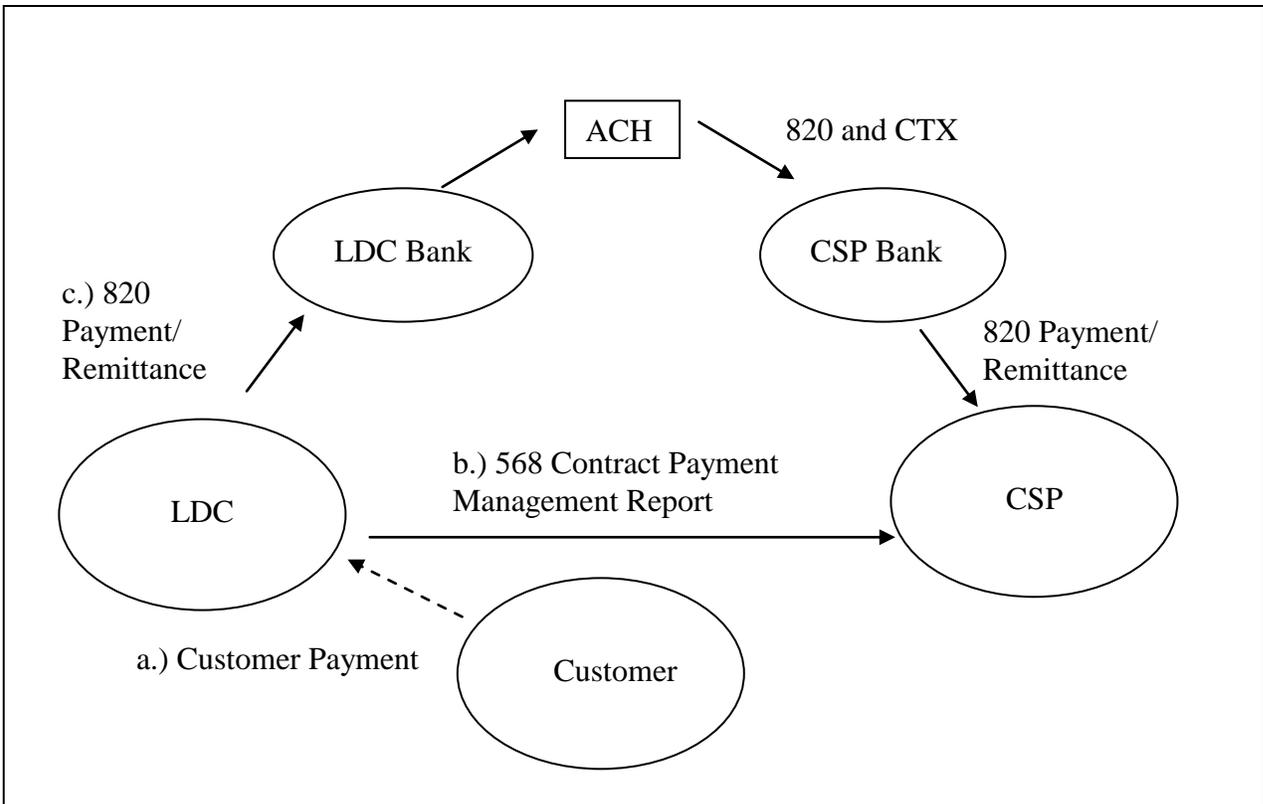
- When a payment is received after the balance has been sent back to the CSP, the LDC will apply the payment to the existing balances on the customer's account.

Business Rule:

Rule 20 VAC 5-312-90 H

**6.2.18. LDC purchases accounts receivables from CSP: Customer sends payment to LDC - LDC sends 568 to CSP with payment and 820 to CSP via Bank**

The following represents the steps necessary for the LDC to transfer payment and remittance information to the CSP for both the Bill Ready and Rate Ready options when purchasing accounts receivables. This scenario assumes that CSP charges were presented on the bill.



- a.) The customer sends payment to the LDC.
- b.) The LDC sends a 568 Contract Payment Management Report to the CSP normally within 1 business day of when the customer payment is received.
- c.) Irrespective of when the customer payment is received, the LDC sends an 820 Payment Order and Remittance Advice to the CSP via the LDC’s bank, the ACH and the CSP’s bank. The time to send the 820 depends on the agreement between the LDC and CSP.

Explanatory Note:

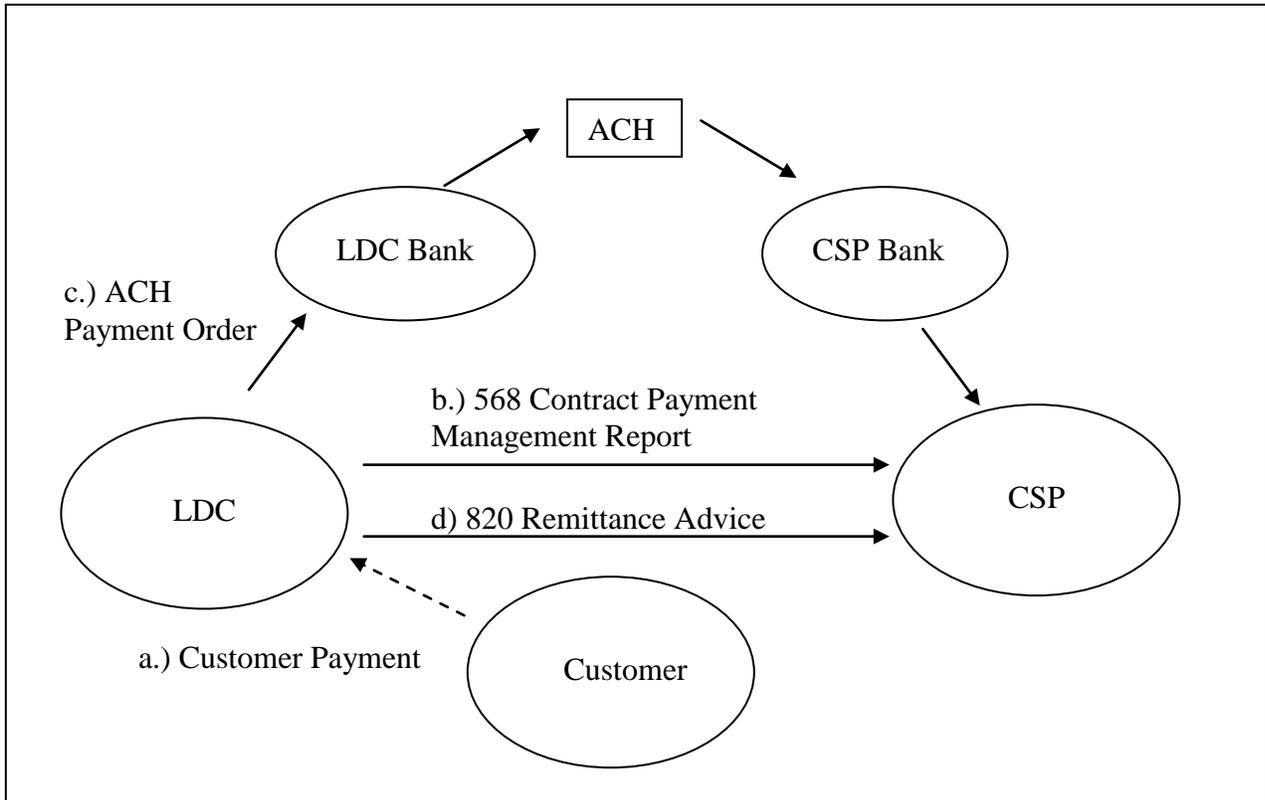
- An 824 Application Advice (Reject) may be an acceptable response to the 820 under certain circumstances. See the Implementation Standards for specific instances.

Business Rule:

Rule 20 VAC 5-312-90 H

**6.2.19. LDC purchases accounts receivables from CSP: Customer sends payment to LDC – LDC sends Payment Order and Remittance Advice, along with 568, separately to CSP**

The following represents the steps necessary for the LDC to transfer payment and remittance information to the CSP for both the Bill Ready and Rate Ready options when purchasing accounts receivables. This scenario assumes that CSP charges were presented on the bill.



- a.) The customer sends payment to the LDC.
- b.) The LDC sends a 568 Contract Payment Management Report to the CSP normally within 1 business day of when the customer payment is received.
- c.) Irrespective of when the customer payment is received, the LDC sends the ACH Payment Order to the CSP’s bank via the LDC’s bank prior to or in conjunction with the Remittance Advice. The time to send the ACH Payment Order depends on the agreement between the LDC and the CSP.
- d.) Irrespective of when the customer payment is received, the LDC sends an 820 Remittance Advice directly to the CSP. The time to send the 820 depends on the agreement between the LDC and the CSP.

Explanatory Note:

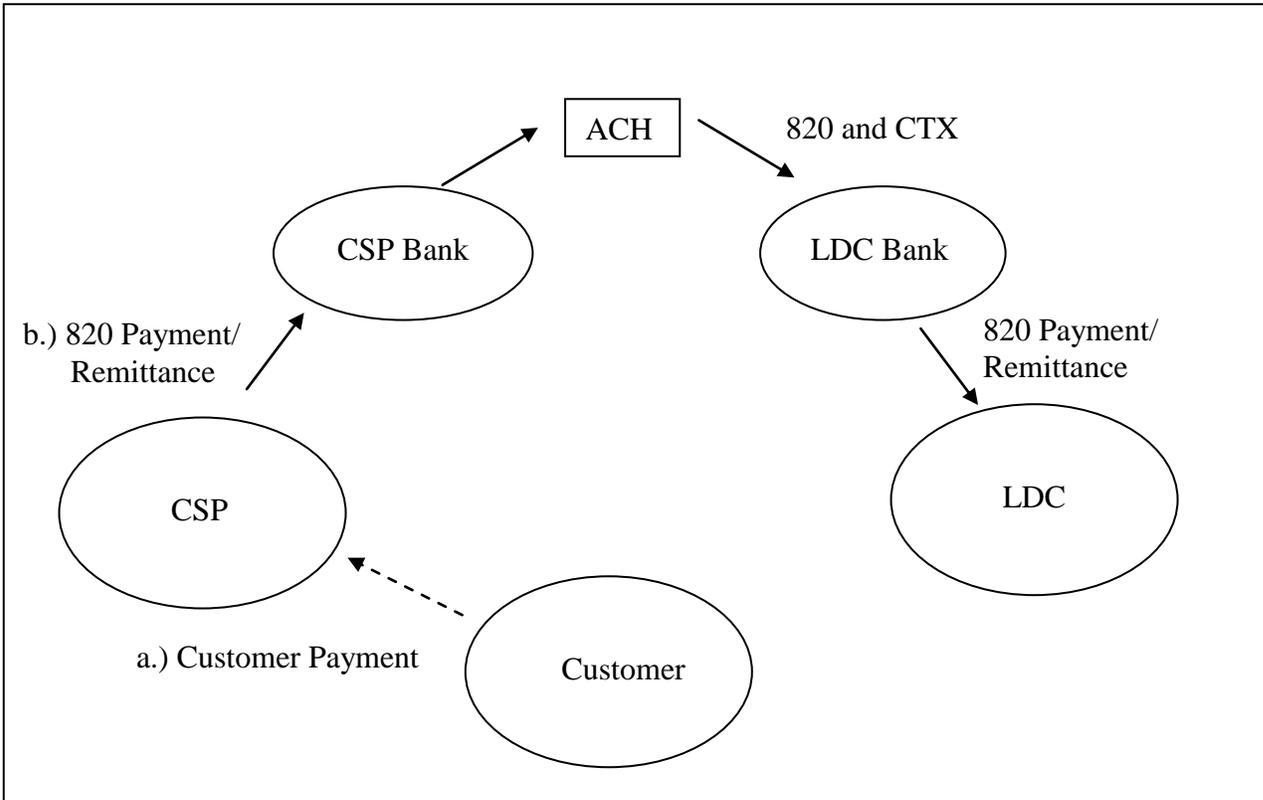
- An 824 Application Advice (Reject) may be an acceptable response to the 820 under certain circumstances. See the Implementation Standards for specific instances.

Business Rule:

Rule 20 VAC 5-312-90 H

**6.2.20. CSP does not purchase accounts receivables from the LDC: Customer sends payment to CSP - CSP sends payment and 820 to LDC via Bank**

The following represents the steps necessary for the CSP to transfer payment and remittance information to the LDC for CSP Consolidated Billing.



- a) The customer sends payment to the CSP.
- b) The CSP sends an 820 Payment Order and Remittance Advice to the LDC via the CSP's bank, the ACH and the LDC's bank.

Explanatory Notes:

- The LDC Supplier Agreement will describe the method(s) being supported by the LDC.
- The above data flow shall also be followed for payment exceptions such as misapplied payments, returned checks, etc. The VAEDT recommends that funds be available for the LDC within 5 business days of payment posting.
- An 824 Application Advice (Reject) may be an acceptable response to the 820 under certain circumstances. See the Implementation Standards for specific instances.
- An assumption has been made that the LDC will be receiving the detailed remittance advice from its bank.
- It is assumed that the CSP will drop the LDC balance from its books 5 calendar days after the last due date. The CSP does not use a 248 transaction or any other method to notify the

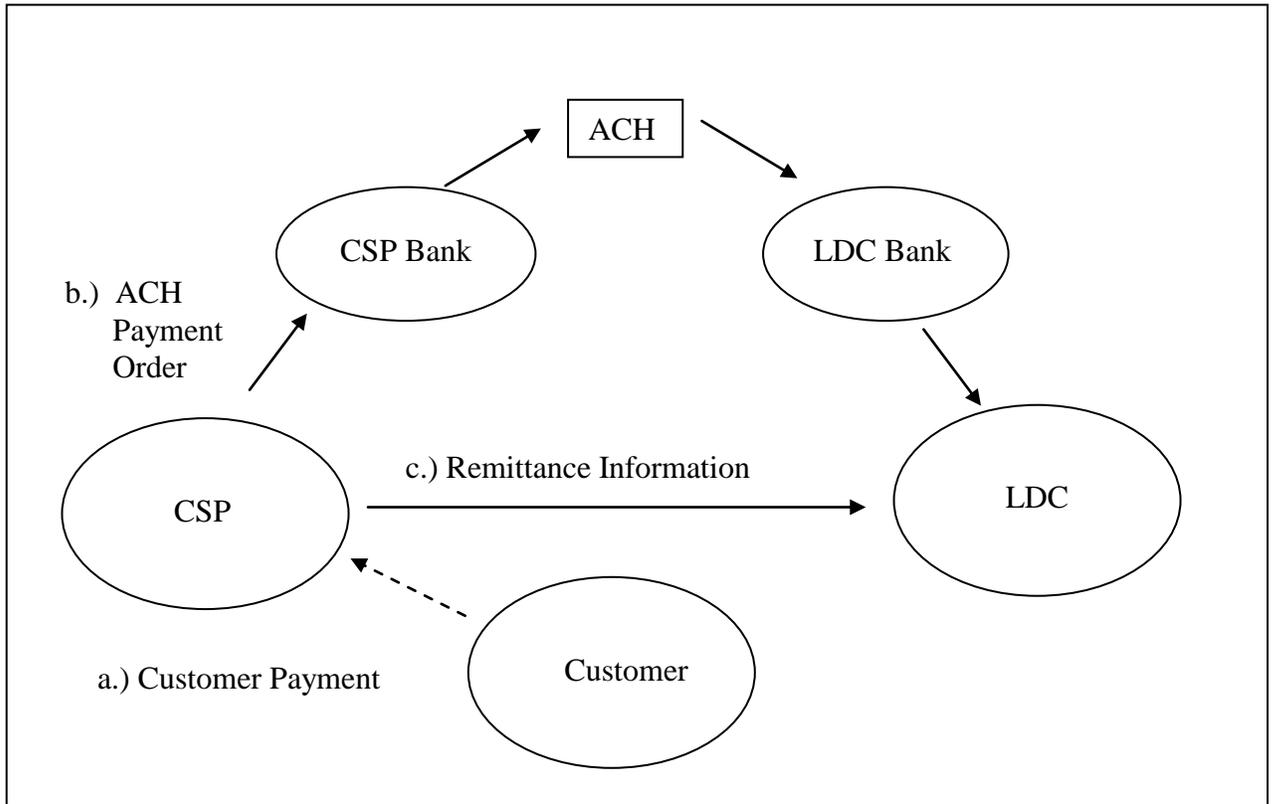
LDC of the dropped balance. If the CSP receives any excess funds up to 60 calendar days after issuing the **last** CSP Consolidated Bill, the CSP will forward those excess funds to the LDC. When a payment is received after the 60 day threshold described above, the CSP will apply the payment to the existing balances on the customer's account and will refund the excess to the customer as necessary.

Business Rule:

Rule 20 VAC 5-312-90 H

**6.2.21. CSP does not purchase accounts receivables from the LDC: Customer sends payment to CSP - CSP sends Payment Order and Remittance Advice separately to LDC**

The following represents the steps necessary for the CSP to transfer the payment order and remittance advice separately to the LDC for CSP Consolidated Billing.



- a.) The customer sends payment to the CSP.
- b.) The CSP sends an ACH Payment Order to the LDC’s bank via the CSP’s bank prior to or in conjunction with the Remittance Information.
- c.) The CSP sends Remittance Information directly to the LDC.

Explanatory Notes:

- The LDC Supplier Agreement will describe the method(s) being supported by the LDC.
- The LDC Supplier Agreement will identify the method for the CSP to send Remittance Information. Two alternatives are listed below:
  - 820 transaction containing the detailed accounts and amounts for which the ACH applies. If used, the TRN (trace) Segment should be used on both the ACH and the 820 transaction.
  - List containing the detailed accounts and amounts for which the ACH applies.

- The above data flow shall also be followed for payment exceptions such as misapplied payments, returned checks, etc. The VAEDT recommends that funds be available for the LDC within 5 business days of payment posting.
- An 824 Application Advice (Reject) may be an acceptable response to the 820 under certain circumstances. See the Implementation Standards for specific instances. An 824 Application Advice is only acceptable if the parties are using an 820 for remittance advice.

It is assumed that the CSP will drop the LDC balance from its books 5 calendar days after the last due date. If the CSP receives any excess funds up to 60 calendar days after issuing the **last** CSP Consolidated Bill, the CSP will forward those excess funds to the LDC. When a payment is received after the 60 day threshold described above, the CSP will apply the payment to the existing balances on the customer's account and will refund the excess to the customer as necessary.

Business Rule:

Rule 20 VAC 5-312-90 H

## 6.2.22. Rejections of Payment and Remittance and Collection Transactions

The party receiving the payment (820) or collection (568) transaction may send an 824 when one of the valid reject reasons shown on the Implementation Standard is detected. The 824 is mandatory if a transaction cannot be processed by the receiver's system (rejection). The 824 is optional if the receiver needs to manipulate any data required by their application system (accept with error). If the receiver detects a problem as listed in the Implementation Standard and chooses to send an 824, the receiver must send it within 1 business day of receiving an invalid transaction. Otherwise, the sender will not be held to their timing requirements.

### Action Flag

- If an 824 is received with an action flag set to re-send (Follow Up), the receiver is required to respond by correcting and re-sending the transaction within 5 business days or contacting the trading partner to agree on an alternative. It should also be used when the original transaction is invalid.
- If an 824 is received with the action flag set to notification only (Evaluate), the receiver should evaluate the problem and modify its system appropriately without re-sending the transaction. A manual response (e-mail or phone call) within 5 business days is suggested to let the sending party know when the problem will be resolved.

### Payment Transaction (820)

Because the 820 Transaction may contain many accounts per transaction, the resolution of problems is difficult to automate. Therefore, 824s for invalid 820s will be sent as notification only and can be used either at the account or summary level as follows:

- Corrective actions will be handled outside the EDI process as agreed upon by the Billing and Nonbilling parties.
- If there is a problem with one or more accounts on the 820 (such as an account number is not in the receiver's system), one 824 will be sent for each problem account. Each 824 will be coded as a Transaction Set Partial Accept/Reject (OTI01 = TP), and the appropriate LDC account number will be provided.
- If there is a problem with the transaction that cannot be attributed to a specific LDC account, the 824 will be coded as a Transaction Set Reject (OTI01 = TR), indicating that the entire transaction is being rejected.
- AEP: references to the account should assume the SDID.

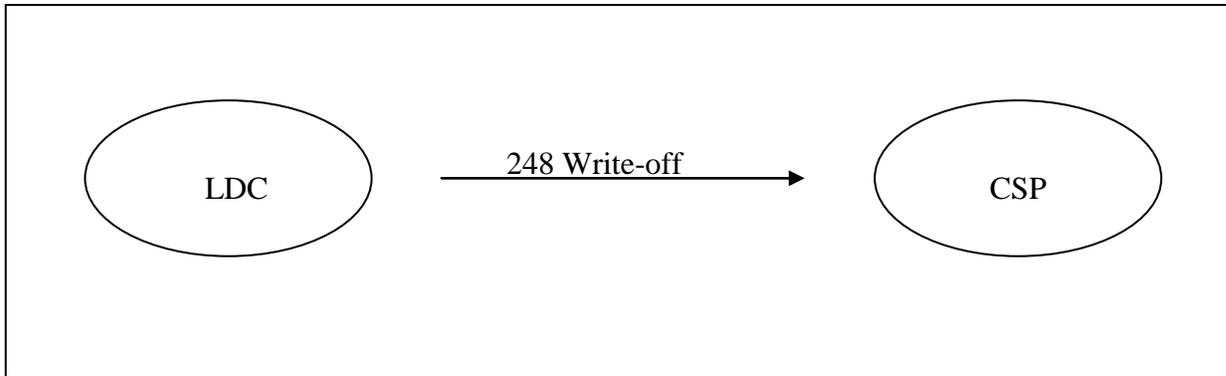
### Collection Transaction (568)

If the action code indicates re-send, the billing party (LDC) must correct and re-send the 568 within 5 business days or contact the trading partner to agree on an alternative.

## ***CUSTOMER ACCOUNT WRITE-OFF SCENARIO***

### **6.2.23. LDC Write-off for CSP**

The 248 Transaction is used for customer account write-offs. The following represents the steps necessary for the LDC to notify the CSP when the LDC shall no longer pursue collection activities on behalf of the CSP. The Write-off transaction is not used when the LDC is purchasing the CSP accounts receivables under a LDC Consolidated Billing scenario.



The LDC sends a 248 Write-off to the CSP, when not purchasing receivables, within 1 business day of removing the CSP balance from LDC system.

#### Explanatory Notes:

- An 824 Application Advice (Reject) may be an acceptable response to the 248 under certain circumstances. See the Implementation Standards for specific instances.
- BARC, CVEC, C-BEC, MEC, NNEC, SVEC, and SEC do not support the use of the 248 Transaction.
- The Write-off transaction will occur after the CSP's service to the customer has been terminated for two billing cycles without full payment of CSP charges.
- When the payment is received after the balance has been sent back to the CSP, the LDC will apply the payment to the existing balances on the customer's account.

#### Business Rules:

Rule 20 VAC 5-312-90 H

Rule 20 VAC 5-312-90 M

### **6.2.24. CSP Write-off for LDC**

Since the LDC is also maintaining their own balance, the CSP does not need to notify the LDC of the balance it is dropping from the CSP books. Listed below are the guidelines for the CSP to follow.

The CSP will drop the LDC balance from its books 5 calendar days after the last due date. If the CSP receives any excess funds up to 60 calendar days after issuing the **last** CSP

Consolidated Bill, the CSP will forward those excess funds to the LDC. When a payment is received after the 60-day threshold described above, the CSP will apply the payment to the existing balances on the customer's account and will refund the excess to the customer as necessary.

Business Rules:

Rule 20 VAC 5-312-90 H

### **6.2.25. Rejections of Write-off Transactions**

The party receiving the write-off transaction may send an 824 when one of the valid reject reasons shown on the Implementation Standard is detected. The 824 is mandatory if a transaction cannot be processed by the receiver's system (rejection). The 824 is optional if the receiver needs to manipulate any data required by their application system (accept with error).

If the receiver detects a problem as listed in the Implementation Standard and chooses to send an 824, the receiver must send it normally within 1 business day of receiving an invalid transaction. Otherwise, the sender will not be held to their timing requirements.

#### Action Flag

- If an 824 is received with an action flag set to re-send (Follow Up), the receiver is required to respond by correcting and re-sending the transaction within 5 business days or contacting the trading partner to agree on an alternative. It should also be used when the original transaction is invalid.
- If an 824 is received with the action flag set to notification only (Evaluate), the receiver should evaluate the problem and modify its system appropriately without re-sending the transaction. A manual response (e-mail or phone call) within 5 business days is suggested to let the sending party know when the problem will be resolved.

## 7. Non-EDI Transaction Data Requirements

The following guidelines shall be used regarding non-EDI information. The information listed below may be posted on the LDC's web site or otherwise made available to CSPs. Additional business processes may require solutions that may not be covered in this document. The LDC may individually address conditions such as customer bankruptcy; inadvertent finalization of a customer account; etc.

- 1.) Mass List:  
The Mass List is a list of customers provided by the LDCs. The required elements of the Mass List are described in the Rules contained in section 20 VAC 5-312-60. The requirements regarding layout of the file may be obtained from the VAEDT's website at <http://www.vaedt.org>.
- 2.) Historical Interval Data:  
LDCs will provide Historical Interval Data and Historical Monthly Data as outlined within the respective Supplier Coordination Tariffs or as mutually agreed. Such data may be provided by means other than the 867 Transaction.
- 3.) Meter Reading Schedules
- 4.) Business Processing Schedules:  
Schedules may include such information as dates and times that transactions are processed, normal workday hours, and holiday schedules.
- 5.) LDC Tariffs
- 6.) Energy Scheduling and Settlement

## **8. Electronic Transmission Approaches**

The VAEDT has reviewed the standards, technologies and services available for defining transaction sets and transport mechanisms. The VAEDT recognizes that data transmission protocols must be standardized so that all parties can develop the business processes and automated systems to insure an efficient and flexible business environment.

Data transfer methods must meet certain minimum criteria in the following key areas:

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

The VAEDT currently endorses the use of a Value Added Network (VAN) as the default transport medium. VANs provide reliable and proven technology for business data transfers, an audit trail, and they specialize in providing services in the key areas identified above. VANs shall be the primary data transport mechanism; however, two trading partners may agree to an alternative solution for transport of data solely between themselves. As of May 1, 2002, AP and Conectiv support and offer the GISB Internet protocol, while other LDCs explore such alternatives.

The VAEDT acknowledges that there are several Internet protocols being tried in various markets around the country. Some examples of transactions being sent over the Internet are monthly and historical usage for interval data recorders. The primary motivation for alternative means is to reduce transaction costs, which are based on the number of bytes flowing in or out of a VAN mailbox.

## **9. Data Recovery and Retention**

A sound operation includes data recovery procedures that can be invoked in the event of unexpected situations.

In accordance with current regulations, SCC Case Number PUE-1985-00027, each trading partner shall retain two years plus the current year of all outbound translated transaction data for possible resubmission to the trading partner.

## 10. Transaction Testing Requirements

The purpose of certification testing is to ensure that trading partners can exchange information in an efficient electronic manner according to the standards developed by the VAEDT and endorsed through the Rules and subsequent SCC Orders. It is VAEDT's position that all participants aggressively pursue implementation of all VAEDT approved EDI transactions as quickly as possible. In addition to the following summary, specific details guiding EDI testing are described in the VAEDT EDI Test Plan located at <http://www.vaedt.org>.

Entities may initially and mutually agree to use a means other than EDI to transact business. Should trading partners initially agree upon another form of communication different from EDI for any transaction, the following testing certification requirements are not applicable. However, such alternative communication must be demonstrated effective to each trading partner and such agreement provided to the SCC Staff pursuant to Rule 20 VAC 5-312-20 K. The trading partners shall work together and advise Staff of a timeline to implement VAEDT approved EDI transactions. As such EDI transactions are developed between the trading partners, they shall then be subject to the following testing certification requirements.

Testing shall be comprised of the following processes: connectivity test and EDI testing that consists of EDI Translation and end-to-end system testing. Each LDC shall determine the EDI testing requirements between the trading partners and the time period in which to complete. This testing shall consist of a minimum set of scenarios that are detailed in Appendix I of the VAEDT EDI Test Plan.

Prior to testing, the CSP must be licensed with the SCC and complete registration forms with each utility in whose service territory it is planning to offer services. The LDC shall notify Staff of such registration and provide the CSP name, date of registration and the EDI contact within the CSP.

Prior to exchanging production EDI transactions the CSP must: a) be licensed by the SCC, b) be registered with the LDC, including EDI certification, and c) have executed all required agreements with the LDC.

The Staff may monitor EDI testing among trading partners and, upon notification of successful completion, shall broadcast certification on the VAEDT listserver. The Staff will arbitrate any non-resolvable dispute that may arise during the testing phase.

## **11. Transactions Change and Version Control Process**

### **11.1. Introduction**

The following process accomplishes the objective of establishing a change control process to accommodate future modifications within the VAEDT Implementation Standards.

It is anticipated that these guidelines shall be periodically expanded and modified to accommodate changing market or regulatory requirements. Accordingly, a change control process is vital to allow consistent and timely use of any changed or new EDI transaction and enable the market participants to communicate effectively in a timely manner. Each participant shall rely on existing established and documented transactions, yet must have access to a process by which to modify and implement approved changes in an efficient, effective, timely, and well-coordinated manner. This change control section provides the process by which changes to the transaction practices may be discussed, reviewed, accepted and implemented.

In order to accommodate the change control process, the VAEDT in conjunction with the Staff shall maintain, publish, and post the guidelines and the ongoing modifications/enhancements to these guidelines on the VAEDT website. The VAEDT shall broadcast via its list-server modifications or enhancements to the guidelines.

When proposed changes to existing practices are introduced to the group, the proponent of such action should strive to build consensus for the change among all VAEDT participants. The proponent should broadcast via the VAEDT list-server using the VAEDT/FREDI Change Request Form (Appendix 1), the proposed change identifying the affected transaction set(s) and state members of FREDI, the precise change and required language, and the timeframe such change is needed as discussed in the section in this chapter titled "Change Requests". The VAEDT shall acknowledge and discuss the proposal at its next regularly scheduled meeting or teleconference and delegate the evaluation to the appropriate transaction sub-team(s). Such sub-team shall present at a future VAEDT meeting or teleconference its findings and recommendations for group discussion and to request acceptance and approval. The iterative process of sub-team analysis and VAEDT discussion shall continue until the VAEDT accepts and adopts the sub-team recommendation or rejects and discards the proposal.

Approved changes shall be posted to the VAEDT website and announced via its list-server. The VAEDT shall determine the implementation date for approved changes. Periodically, the VAEDT shall refresh its guidelines and release, publish and electronically post a new version as deemed necessary by the VAEDT. The new version shall encompass all changes approved and implemented since the prior version and shall be submitted to the SCC to update the informational filing. The VAEDT currently complies with the UIG 4010 standards and shall monitor developments as the industry and the data standards evolve. To the extent future changes are not compliant with UIG guidelines, the VAEDT shall request such changes of UIG.

Non-resolvable issues relating to proposed changes shall be forwarded to the entity managers, consisting of a representative of each participant including SCC Staff, to determine a solution.

## **11.2. Change Requests**

For a change to be considered, the initiating party or appropriate sub-team must (a) document in advance the scope of the modification and the affected transactions and (b) provide justification for such modification. Additionally, such proponent shall demonstrate to the VAEDT that the requested modification (a) shall better the industry as a whole or meet changes as prescribed by the UIG, (b) offer a more efficient solution than bilateral agreements between parties, or (c) address regulatory and competitive market issues and mandates which affect all participants and may not have been prescribed by the UIG. VAEDT has adopted the FREDI Change Request Form to initiate future revisions to EDI Implementation Guides.

## **11.3. First Regional Electronic Data Interchange (FREDI) Working Group**

VAEDT has agreed to participate in the FREDI initiative. The goal of FREDI is to maintain a common set of “electric” EDI Implementation Guides for a number of states. As of this writing, the following state EDI working groups are participating in FREDI: Pennsylvania, New Jersey, Maryland, Delaware, District of Columbia, Ohio, and Virginia. The process for FREDI review and approval of revisions to EDI transactions has been finalized. Once a state working group has agreed to a Change Request, the group will forward it to FREDI for review and recommendation prior to the state working group granting final approval. Implementation can then be coordinated among the states within the FREDI region. FREDI does not have the authority to reject a state approved Change Control solution. Additional information regarding FREDI may be found at <http://www.firstregionaledi.org>.

## **11.4. Notification Requirements**

The Change Control Manager shall notify the affected transaction owner of a request. If no immediate response is available, the Change Control Manager shall broadcast via the VAEDT list-server the proposed change and the VAEDT Chairperson(s) shall add the change/modification request to the agenda for the next regularly scheduled meeting or teleconference.

## **12. Ongoing VAEDT Efforts**

In an on-going effort to resolve issues that arise, the VAEDT remains committed to continue its efforts to review, maintain, and revise the Plan as warranted by the evolving competitive energy market. The topics identified below are some of the issues that VAEDT will likely be addressing within the near future. These issues do not represent an exhaustive list or any particular priority at this time.

Such a future marketplace is unknown and uncertain at the present time. This section serves as a placeholder within this document until the direction of the future competitive energy marketplace is better defined. As situations develop and information becomes available, the VAEDT shall monitor, evaluate, and adjust its documents and associated information to FREDI to reflect experience gained by implementing retail access in Virginia and the continued development of the energy marketplace.

### **12.1. National Standards and Business Practices**

Members of VAEDT were actively involved in the joint effort undertaken by the Edison Electric Institute (EEI) and the Coalition for Uniform Business Rules (CUBR) to develop Uniform Business Practices (UBP) in 2000. Several members continued efforts in 2001 to further UBP development by participating with the evolution of the Retail Standards Board (RSB) to converge the retail electricity and natural gas industries under one common standards board. Additionally, several members participated in efforts to expand the Gas Industry Standards Board (GISB) to include wholesale and retail electricity sectors and create the North American Energy Standards Board (NAESB) with the former GISB populating the wholesale natural gas quadrant. Currently, members are participating in the development and implementation of the remaining retail electricity and natural gas quadrants during the second quarter 2002 and the wholesale electricity quadrant by year-end 2002. The VAEDT will monitor the evolution of the retail quadrants and assist FREDI in determining the proper role for current EDI working groups.

### **12.2. First Regional Electronic Data Interchange (FREDI) Working Group**

As discussed previously, VAEDT agreed in April 2001, to support efforts of FREDI. Commission staffs of the eastern states of PA, NJ, MD, DE, DC, OH and VA realized the similarity of current EDI guidelines and of the competitive service providers participating in retail access and initiated a regional effort to effectuate future EDI changes simultaneously in the respective jurisdictions. Currently, PA, NJ, MD & DE have a common set of EDI documents with the remaining jurisdictions to merge their documents in 2002. Future revisions to EDI guidelines will be reviewed, accepted and implemented by the respective state EDI work groups within each of the FREDI jurisdictions in a coordinated manner to better realize synergies within the regional energy market. This effort may potentially evolve

for the regional jurisdictions to converge to the same EDI standards and perhaps to consistent business rules to better promote a robust competitive energy market.

### **12.3. Electricity Market Development**

The future electricity market may have many CSPs offering choices for energy, billing or metering services. A CSP may provide one or more of the following roles related to those services:

- Energy Service Providers (ESP),
- Meter Service Providers (MSP),
- Meter Data Management Agents (MDMA) or
- Billing Agents (BA).

As the future electricity market matures, other roles may also evolve. Depending on the market place, customers may be able to receive service from more than one CSP per meter point or consumption point (multiple meters acting as one). The marketplace may allow an on-peak/off-peak market or a base load/load following market or other combinations. Other agents such as a Market Data Clearing House (MDCH) may serve as an intermediary point of contact among various market participants.

### **12.4. Continuing Legislation**

Future legislative or SCC action will affect the developing energy marketplace. SCC Orders regarding minimum stay period (PUE-2001-00296), competitive metering (PUE-2001-00298), and CSP consolidated billing (PUE-2001-00297), were issued in June 2001. These Orders established work groups to assist Staff to develop and propose recommendations governing such topics. Decisions rendered in these or future dockets, as well as developments within the energy market, in and around Virginia, will guide the pace and extent to which the competitive energy market will evolve over the next several years. The SCC issued its Order on October 9, 2001 in Case NO. PUE-2001-00296 adopting Rules regarding minimum stay periods. Topics regarding CSP and LDC responsibilities under CSP consolidated billing and competitive metering scenarios will need to be addressed as SCC Orders adopting such rules are anticipated later in 2002. Efforts to add such scenarios may likely include the future development of new transactions such as the EDI 650 transaction to better provide the necessary meter and service order information.

### **12.5. Development of Regional Transmission Organizations (RTOs)**

LDCs and CSPs must exchange customer usage data to schedule energy and capacity in advance and to reconcile actual metered usage at a later time. The transfers of load information from the LDC to the settlement entity and of financial information from the settlement entity to the CSP are two of the components necessary for reconciliation and financial settlement. Presently, the systems operations center of each LDC determines the

methodology for settlement. Further development of Regional Transmission Organizations (RTOs) will likely affect the manner in which such reconciliation is performed (SCC Case Nos. PUE-2000-00550, PUE-2000-00551, PUE-2000-00569, PUE-2000-00736, PUE-2001-00353 and various FERC Dockets). At the current time, EDI will not be used to address scheduling and settlement issues.

## **12.6. Data Communication Protocols**

Members of VAEDT will continue to monitor technology developments to more effectively and efficiently exchange data among trading partners. Such monitoring may include alternative electronic messaging protocols such as eXtensive Markup Language (XML) or communications transport vehicles such as Internet usage (a prime example of Internet usage is the standard adopted by GISB). VAEDT recognizes that alternative solutions and technological advances will deserve evaluation and consideration for potential use.

### 13. Defined Terms

**Account Number:** A reference number used to identify a particular customer and to coordinate activities between the LDC and CSP regarding such customer. In lieu of an Account Number for AEP, see definition of Service Delivery Identification Number.

**Attribute:** Characteristic of data element or segment.

**Mandatory or Must-Use:** A data element/segment requirement designator that indicates that the presence of a specified data element/segment is required.

**Optional:** 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 trading partners.

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

**Automated Clearinghouse (ACH):** A Federal Reserve facility to process and clear banking transactions.

**Bill Quality Data:** Meter reading and consumption data that has been edited and validated for billing purposes.

**Bill Ready Consolidated Billing:** The LDC Consolidated billing practice in which the non-billing party (CSP) calculates each retail customer's billing charges for services provided and forwards such charges to the billing party (LDC) for inclusion on the consolidated bill.

**Billing Agent (BA):** A provider of billing services

**Bill Window:** This term refers to the period that starts on the date of creation of the original 867 (BPT01 - "00") in the sender's application system and ends 3 business days later. The document due date or the document due date and time will be communicated between the parties.

**Business Day:** Any calendar day or computer processing day in the Eastern U.S. time zone, in which the general office of the applicable local distribution company is open for business with the public.

**Cancel or Cancellation:** The act of a customer rescinding, objecting to, or terminating its decision to switch to another CSP within the cancellation period. Also referred to as rescind or rescission.

**Cancellation Period:** The 10-calendar day period beginning on the date of the mailing of the Confirmation Letter. Also referred to as the rescission or objection period.

**Confirmation Letter:** A written notice sent by the LDC to the customer indicating that the customer may cancel the contract with the CSP, without penalty, during the cancellation period.

**Consolidated Billing:** The rendering of a single bill to a retail customer that includes the billing charges of a CSP and the billing charges of the LDC.

**CSP Consolidated Billing:** A consolidated bill issued by the CSP.

**Data Dictionary:** A document describing the layouts and use of the data fields for each transaction as it applies to a specific business event.

**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.

**Default Service:** Absent the designation of a default service provider as determined by the State Corporation Commission pursuant to § 56-585 of the Code of Virginia, the local distribution company shall provide, pursuant to the prices, terms, and conditions of its tariffs approved by the State Corporation Commission, service to all customers that do not select a competitive service provider and to customers that chose a competitive service provider but whose service is terminated for any reason.

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

**Dual Billing:** The rendering of two bills to a retail customer from the CSP for its billing charges and from the LDC for its billing charges.

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

**Electronic Data Interchange (EDI):** The computer application to computer application exchange of business information using common standards for high volume electronic transactions.

**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 within a third party service system, such as a Value Added Network (VAN).

**Energy Service Provider:** A provider of competitive generation services.

**Enrollment:** The transaction whereby a CSP notifies the LDC that a customer has contracted for the services of the CSP.

**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.

**Interval Data Recorder:** A meter for measuring and recording customer load data that reflects actual energy usage for each time interval (e.g., hour, half-hour) during the billing cycle.

**LDC Consolidated Billing:** A consolidated bill issued by the LDC.

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

**Market Data Clearinghouse (MDCH):** A third party entity that coordinates and communicates data from LDCs and CSPs as it relates to enrollment, external meter assets, settlement, usage and measurement data and billing.

**Meter Data Management Agent (MDMA):** A provider of competitive meter reading and data management services.

**Meter Service Provider (MSP):** A provider of competitive metering services such as ownership, installation, inspection and auditing of meters.

**Objection Period:** See Cancellation Period.

**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.

**Rate Ready Consolidated Billing:** The LDC Consolidated billing practice in which the non-billing party (CSP) provides rate information to the billing party (LDC) to calculate and include the non-billing party's charges on the consolidated bill.

**Regional Transmission Organization (RTO):** An independent entity formed to manage use of, operate, and maintain reliability of the interconnected electrical transmission grid. Also known as a Regional Transmission Entity.

**Rescind or Rescission:** See Cancel or Cancellation.

**Rules:** The Rules refer to *The Rules Governing Retail Access to Competitive Energy Services* approved by the SCC in Case PUE-2001-00013 and subsequent orders.

**Segment:** A combination of related data elements in a specific sequence. A segment consists of a segment identifier, one or more data elements, each preceded 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.

**Service Delivery Identification (SDID):** The Service Delivery Identification Number will be used in lieu of a customer account number for all EDI transactions in AEP's Virginia service territory. The SDID number is assigned first to a specific premise (physical location), and second at the tariff level. The relationship of the SDID to the customer account number is a many-to-one relationship. It is possible that multiple SDIDs belong to one customer account number.

**Staff:** Employees and designated representatives of the Virginia State Corporation Commission.

**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.

**Utility Abbreviations:**

<b>Abbreviation</b>	<b>Investor-Owned Utility</b>
AP	Allegheny Power
AEP	American Electric Power
Conectiv	Conectiv
DVP	Dominion Virginia Power
<b>Abbreviation</b>	<b>Electric Cooperatives</b>
A&N	<a href="#">A&amp;N Electric Cooperative</a>
BARC	<a href="#">BARC Electric Cooperative</a>
CVEC	Central Virginia Electric Cooperative
CEC	<a href="#">Community Electric Cooperative</a>
C-BEC	<a href="#">Craig-Botetourt Electric Cooperative</a>
MEC	Mecklenburg Electric Cooperative
NNEC	<a href="#">Northern Neck Electric Cooperative</a>
NOVEC	Northern Virginia Electric Cooperative
PGEC	<a href="#">Prince George Electric Cooperative</a>
ODEC	Old Dominion Electric Cooperative
PVEC	<a href="#">Powell Valley Electric Cooperative</a>
REC	Rappahannock Electric Cooperative
SVEC	<a href="#">Shenandoah Valley Electric Cooperative</a>
SEC	<a href="#">Southside Electric Cooperative</a>

**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.

## Appendix 1: VAEDT / FREDI Change Request Form

This VAEDT Change Request can be found on the VAEDT website at <http://www.vaedt.org>  
 This FREDI Change Request can be found on the FREDI website at <http://www.FirstRegionalEDI.org>

<b>Date of Request:</b>								<b>Requestor's Name:</b>	<b>Requestor's Company:</b>
<b>Affected EDI Transaction Set(s):</b>								<b>Requestor's Phone Number:</b>	<b>Requestor E-Mail Address:</b>
<b>States Affected:</b> (place "X" in appropriate boxes, and Change control number in second row, if applicable)								<b>Requested Implementation Date:</b> (list by state if applicable)	<b>Status (FREDI and individual states):</b>
<b>R</b>	<b>E</b>	<b>C</b>	<b>D</b>	<b>J</b>	<b>H</b>	<b>A</b>	<b>A</b>		
<b>E</b>									
<b>D</b>									
<b>I</b>									
<b>#</b>									

**Brief Explanation** (This will be copied into the description on the Change Log Spreadsheet):

**Detail Explanation** (What state is this initially being requested for – what others may be affected? Exactly what change is being requested? What Implementation Guides are affected? Why is change being requested?):

**Note:** Requestor may attach state Change Request Form.

### For Change Control Manager Use Only:

<b>Expected Implementation Date:</b>	<b>VAEDT Discussion and Resolution:</b> Mm/dd/yyyy:  Mm/dd/yyyy:
<b>FREDI Recommendation:</b>	<b>FREDI Level Discussions (place newest at top):</b> Mm/dd/yyyy:  Mm/dd/yyyy:

*Your request will be evaluated at an upcoming VAEDT meeting or conference call.  
 After discussion at the state level, please submit this form via e-mail to the FREDI ListServer:  
[fredi@ls.eei.org](mailto:fredi@ls.eei.org)*