

Minutes
EBT Working Group In-Person Meeting
October 8, 2014

Name	Company
In Person:	
Barry Perlmutter	MA Department of Public Utilities
Monica Neibert	ESG
Chrissy Deloughrey	ESG
Candace Cox	Direct Energy Business
Madelyn Beatty	Constellation
Christine Hughey	Constellation
Rich Phillips	Latitude Technologies
Mary Do	Latitude Technologies
Joan Jerz	National Grid
Juliana Griffiths	National Grid
Sergio Smilley	National Grid
Kim Wall	PPL Solutions
Tom Dougherty	Aurea Energy Solutions
Suzanne Clark	Liberty Power
Colleen Begley	NorthEast Utilities
Alex Fornasaca	NorthEast Utilities
Ashnith Shetty	NorthEast Utilities
Paul Kelly	NorthEast Utilities
Bruce Kim	NSTAR
Pat Reno	TransCanada
Denise Shaw	TransCanada
Pawel Sakoski	WMECO
Daryush Donyavi	WMECO
Via Phone:	
Marc Hanks	Direct Energy Services, LLC
Alex De La Rosa	GDF Suez
Barbara Goubeaud	EC Infosystems
Muriel LeClerc	Integrays Energy
Eduardo Aguayo	Con Ed Solutions
Maria Isaac	Con Ed Solutions
Michelle Prosek	Crius Energy
John Wassam	Provider Power
Steve Pitcher	Mint Energy
Susan Swiderski	NRG Energy
Eric R. Huhn	NRG Northeast Retail
Julie Goodchild	Direct Energy/Gateway Energy
Kristine Redanauer	Direct Energy/Gateway Energy
Melinda Covey	Direct Energy/Gateway Energy

Street Lighting Accounts

Candace Cox, Direct Energy Business:

Requests each utility inform the group how street light accounts are handled where there are multiple lights on the service address but only some of them were not functioning for a specified period of time? It seems some utilities are canceling the entire aggregated load for both working and non-working lights for the impacted time period then re-billing the accurate load (the preferred method) while some are just processing a credit for the duration of the time the lights were out. Direct Energy is recommending a consistent process/standard applied.

National Grid:

For the unmetered company-owned equipment street and area lighting accounts in our Massachusetts and Nantucket Electric Companies' territories, the tariffs include a similar provision as follows:

FAILURE OF LIGHTS TO OPERATE

Should any light or lights which are owned and maintained by the Company fail to operate the full period provided therefore, except as hereinafter specified, a deduction will be made from the charges under this rate, other than the Support and Accessory Charge, for such light or lights, upon presentation of a claim therefore from the Customer, equivalent to such part of the annual price thereof as is equal to the ratio that the time of any outage bears to the annual operating time of such light or lights. The provisions of this paragraph will apply only if such failure is due to some cause or condition which might reasonably have been prevented by the Company and without limiting the generality of the foregoing will not apply in case such failure is due to an act of God or an act or order of any public authority or accidental or malicious breakage; provided, however, that in the latter case the necessary repairs are made with reasonable dispatch upon notification by the Customer.

In other words, once the customer notifies the company of an individual light outage, the customer's bill is credited for the period the light did not operate beginning with the date of notification until the date of the repair. The credit amount is applied to the billing account as an adjustment on the following customer's lighting service bill. This is the same process for an account with one light or an account with 15,000.

NSTAR:

Preferred method is to do full cancel/rebill

WMECO:

Issues credit instead of full cancel/rebill

UNITIL:

Unitil's tariff includes the following provisions for Outdoor Light Delivery Service:

Failure of Lights to Burn

If any lights fail to burn the full period herein provided, then upon request, a deduction will be made from the monthly price for such lights provided they are not burning within 72 hours from the time the Company is notified of the outage.

The deduction shall be the monthly Delivery Service Charges multiplied by the ratio that the period of such outage bears to the total monthly burning time as herein indicated. This deduction shall not apply in case the failure of the lights to burn is due to the act of any public authority or to malicious breakage; provided, however, that in the latter case the necessary repairs are made with reasonable dispatch.

The credit amount is applied as an adjustment to the customer's next bill.

Status of Change Request Forms:

Change Request	National Grid	NSTAR	WMECO	Unitil
Add Net Metering Indicator to 814	January 31, 2015	Completed	We can add it to the SYNC list	2015 Q4
Add LDC Initiated 814 Reinstatement Requests	No Estimated Completion Date as yet	Completed	This is in progress. It's still in development.	2015 Q4
Update 820 for POR	Completed	Completed	N/A	2015 Q4
Update 810 for POR	Completed	Completed	N/A	2015 Q4
Update 814 Change to support Utility Account Number Changes	January 31, 2015	Completed	The request is in with no ETA at this time	2015 Q4

Interval Data:

There was a lengthy discussion regarding the option of changing the way interval data is provided.

Barry Perlmutter, MA DPU, recommended the Suppliers come up with a new process if they want it changed. Also discussed was the requirement to petition the Massachusetts Department of Public Utilities if the Suppliers would like to change the existing process.

The issue of data quality was brought discussed. The Suppliers requested interval data to be billing quality to allow Suppliers to bill off of it.

Also discussed was the possibility of LOA for historical usage, could the same LOA be used for interval data for additional LOA's? Suppliers agree that this would save a great deal of time.

Interval Data Questions and Responses:

National Grid:

1. Is the first request free to the customer or the customer designee? [The first request from a Supplier or Broker is at no charge.](#)
2. How is the first free request tracked? [The requests are tracked manually through National Grid's Meter Data Services Group.](#)
3. Is interval data available to customers? [Yes](#)
4. Document the existing process by each LDC for: Suppliers, Brokers or other customer representatives requesting the data and, how that data is being provided (LOA process/form, request process, form, email, returned via Email, website, etc.). [Each utility to provide.](#)
5. What are the costs and cost components for providing interval data? Determine the fees each LDC is assessing and how those are being assessed (by request, by account, by meter, etc.). [Not appropriate to share costs.](#)

6. Is the utility set up to bill and collect interval data fees from the customer, Supplier or both? [Yes](#).

NSTAR:

1. Is the first request free to the customer or the customer designee? [Yes](#)
2. How is the first free request tracked? [We keep a log of all requests](#)
3. Is interval data available to customers? [Yes](#)
4. Document the existing process by each LDC for: Suppliers, Brokers or other customer representatives requesting the data and, how that data is being provided (LOA process/form, request process, form, email, returned via Email, website, etc.). [NSTAR will provide separately.](#)
5. What are the costs and cost components for providing interval data? Determine the fees each LDC is assessing and how those are being assessed (by request, by account, by meter, etc.). [Not appropriate to share costs](#)
6. Is the utility set up to bill and collect interval data fees from the customer, Supplier or both? [Yes](#)

Interval Data Request Processing

1. Supplier submits request with EPO Agreement
2. NSTAR personnel upload account numbers to Meter Data Management (MDM)
3. MDM personnel compiles interval data and uploads to EPO
4. NU EPO team logs request into tracking database once data is uploaded to EPO
5. NU EPO team assigns User ID & Password to requestor for retrieval of interval data from EPO website

WMECO:

- Is the first request free to the customer or the customer designee? [Once a year **only** a customer can request a one-time EPO request. The customer is responsible for asking for it free.](#)
2. How is the first free request tracked? [Noted on our EXCEL Spreadsheet](#)
3. Is interval data available to customers? [If a recording meter installed then interval data is available.](#)
4. Document the existing process by each LDC for: Suppliers, Brokers or other customer representatives requesting the data and, how that data is being provided (LOA process/form, request process, form, email, returned via Email, website, etc.).

All **interval load data** requests are provided via Online EPO. EPO (Energy Profiler Online) is a secured website that stores, displays, and analyzes interval load data. Data can also be downloaded from this site for use in MS-Excel or other software applications. There are two options. With the one-time request, all available interval data is provided online for a charge of \$50 per account. You and any other party specified is notified via email within two business days that the account is available. The user id and password will automatically expire after 30 days. Within that time, all functions in EPO are available. Data is not updated within that period. The second option is an annual subscription for \$300 per account per year. Data is updated daily or as often as it's collected, which can be monthly for manually-read meters. The subscription automatically renews each year. Below is a link to the service agreement for EPO Online, which in addition to the customer's authorization, provides the information we need to set up the online service. Please note, we do not accept customer billing for third party requests. If you would like access to utility customer interval data, please complete the service agreement online, print it, sign it, and return it as specified on the form, via email or fax. Your online id will be available within two business days.

SERVICE AGREEMENT

<http://www.cl-p.com/Business/CustomerService/MeteringServices/PlatinumService.aspx>

5. What are the costs and cost components for providing interval data? Determine the fees each LDC is assessing and how those are being assessed (by request, by account, by meter, etc.).

Charged per account

\$50.00 = one-time request

\$300.00 = Subscription -renewed each year automatically - can be canceled at anytime

No Tax for WMECO

6. Is the utility set up to bill and collect interval data fees from the customer, Supplier or both?

Yes. We have an aging report that tells us what is over due, then we track it by Sundry Billing Collections Database.

UNITIL:

1. Is the first request free to the customer or the customer designee?
 - a. First request is free to customer or authorized representative
2. How is the first free request tracked?
 - a. Tracked manually
3. Is interval data available to customers?
 - a. Yes
4. Document the existing process by each LDC for: Suppliers, Brokers or other customer representatives requesting the data and, how that data is being provided (LOA process/form, request process, form, email, returned via Email, website, etc.).
 - a. Authorized representative submits LOA and Interval Data Request form, interval data is provided via e-mail, authorized representative is billed according to tariff
5. What are the costs and cost components for providing interval data? Determine the fees each LDC is assessing and how those are being assessed (by request, by account, by meter, etc.).
 - a. Fees are assessed by request, per the tariff
6. Is the utility set up to bill and collect interval data fees from the customer, Supplier or both?
 - a. Both

The Conversation steered away from supporting EDI IU and HI. Barry Perlmutter (DPU) put the onus on the suppliers to conceptualize what they want.

Consensus to stay with EPO but improve.

Periodic audit with list of subscriptions.