

AUC Rule 021: Settlement System Code
Erroneous Enrolments and Energize Status at Enrolment Subgroup

Meeting Summary

Meeting Date: Nov 23, 2010

Meeting Time: 14:30-16:00

Location: Alberta Utilities Commission
 Calgary Office
 Fifth Avenue Place, 4th Floor
 425 – 1st SW

Facilitators: Lori Harnack, Cognera

1. Introductions

Name:	Organization:
Anne Glass	Alberta Utilities Commission
Kathy McCollum	ATCO Gas
Chad Crossland	AltaGas Utilities
Steve Lai	AltaGas Utilities
Bettyann Skagen	Battle River REA
Lori Harnack	Cognera Corp.
Maureen Jeske	Direct Energy
Nicky Smith	Direct Energy
Lorne McKay	ENMAX Power
Herta Glimpel	ENMAX Power
Brian Neufeld	ENMAX Encompass
Lisa Lamers-Zuger	EPCOR Distribution & Transmission Inc.
Shun Fung	EPCOR Distribution & Transmission Inc.
Lisa Lemish	EPCOR Energy Alberta Inc.
Angela Corsi	FortisAlberta
Susan Enskat	Utilities Consumer Advocate
Lorraine Wigston	Utilities Consumer Advocate

2. Discussion – Erroneous Enrolments

2.1 Retailer Processes (Competitive and RRO)

To increase awareness of issues and practices, Retailers were asked to provide information on current processes for handling enrolment errors and available statistics on common causes of enrolment errors.

- There was some discussion around crossed meters and crossed enrolments, and potential similarities between these issues. Additionally, the group discussed settlement timing and PFAM processes put in place to address consumption issues.

- ENMAX Encompass provided background on processes for handling enrolment errors, and common causes of errors (see Pre-meeting Submissions Appendix C.1.1 for details).
- There was some discussion around customer responsibility related to erroneous enrolments. ATCOGas discussed processes for identifying a Site ID, and the need to receive a meter number from the customer if address cannot be specified.

There was some discussion around incorrect legal land addresses leading to erroneous enrolments.

- AltaGas suggested that a customer use their billing invoice as the source for their Site ID.

The group discussed moving as a major issue driving erroneous enrolments. There was some discussion around customer moves and other situations in which a customer may not have access to an invoice with their Site ID or their meter number when requesting service.

- Direct Energy provided background on processes for handling enrolment errors and common causes of errors (see Pre-meeting Submissions Appendix C.1.2 for details).
- There was some discussion regarding validation processes prior to enrolment, including cross-referencing Site IDs in Site Catalogs.

The group discussed challenges associated with a customer attempting to validate their Site ID using the Site Catalogs without access to a user interface to translate the data.

- The AUC requested clarification from Distributors on current processes for providing Site IDs to end-use customers. There was some discussion around Distributor challenges identifying correct Site IDs when a customer cannot provide accurate or detailed information.

AltaGas discussed current processes for providing Site IDs to customers, and expressed concerns about the impact on their call centre operations if requests for Site IDs were to increase.

- There was some discussion around opportunities for customer education, and customer responsibility to provide correct data when signing a contract.
- EDTI discussed opportunities for Distributors to be part of the solution; acknowledging that the Distributor may have no better information if the customer cannot provide appropriate details.
- The group discussed the possibility of including additional information in enrolment transactions (i.e. meter numbers). However, Distributors suggested this would create an increase in enrolment failures as a function of meter changeovers, etc.
- There was some discussion around including meter number in Site Catalogs. Distributors indicated populating and maintaining meter number in Site Catalogs may require substantial effort.

Action Item: Distributors are requested to provide feedback on effort involved in populating and maintaining meter number in Site Catalogs.

- The UCA discussed the need for proactive solutions to mitigate erroneous enrolments. There was additional discussion around customer education and responsibility.
- Retailers provided additional clarification on processes related to Site ID verification, including comparison to Distributor Site Catalogs.
- There was some discussion around whether the EEE Subgroup's mandate included proactive vs. reactive solutions

Decision: The team will tackle proactive solutions to erroneous enrolments first, followed by reactive solutions.

3. Logistics

- The group discussed logistics related to timing and location.

Action Item: Facilitator to arrange facilities and date for next meeting (week of Jan 17-21, 2011)

A.1 Decision Summary

Topic	Decisions	Date
Erroneous Enrolments	Any solution identified for erroneous enrolments will not be available to address "regrettable" enrolments.	10/21/2010
Energization Status	The scope of the working group will be limited to energization issues resulting from moves from one site to another while customer stays with the same retailer NOT related to attempts to get sites re-energized by switching retailers after financial cut-off/cut-off for non-payment.	10/21/2010
Erroneous Enrolments	Erroneous enrolments resulting from lengthy enrolment cycles will be in scope for the working group.	10/21/2010
Approach	The team will tackle erroneous enrolments first followed by energization status at enrolment.	10/21/2010
Approach	Action items will be completed and circulated in advance of the working group meeting.	10/21/2010
Logistics	Meetings will occur via phone and/or video conference until fact-to-face is required. Meetings will be scheduled close to SSC meetings where possible to minimize travel costs.	10/21/2010
Approach	The team will tackle proactive solutions to erroneous enrolments first, followed by reactive solutions.	11/23/2010

A.2 Action Item Summary

Who	What	When	Status
Distributors	Distributors to provide feedback on effort involved in populating and maintaining meter numbers in Site Catalogs.	1/17/2011	Outstanding
Facilitator	Facilitator to create a solution log to capture solutions for consideration.	11/1/2010	Complete
Facilitator	Facilitator to bring forward the issue of energizations associated	10/27/2010	Complete

	with non-payment/financial cut-off to the SSC Working Group for transfer to the CONP working group (once struck).		
Distributors	Distributors to confirm workflow processes associated with energization and de-energization requests that overlap retailer enrolments and/or switches. (i.e. will workflow override occur if process is in progress and a switch occurs)	11/17/2010	Complete
Facilitator	Facilitator to bring forward the issue of differing enrolment periods to the SSC Working Group to determine whether this fits in the mandate of another group, or if it needs to be placed in the funnel for future initiatives.	10/27/2010	Complete
Facilitator	Facilitator to arrange facilities and date for next meeting.	11/1/2010	Complete
Retailers	Retailers are requested to provide information on current processes for handling enrolment errors and any available statistics on common causes of errors.	11/17/2010	Complete
Facilitator	Facilitator to arrange facilities and date for next meeting.	12/1/2010	Complete

B.1 Possible Solution Log

Topic	Decisions
Enrolments	Include meter numbers in the site catalog to pro-actively mitigate erroneous enrolments
Enrolments	Add customer name to the site catalog, as in the phone book, to mitigate erroneous enrolments

C.1 Pre-Meeting Submissions – Erroneous Enrolments

C.1.1 ENMAX Encompass

ENMAX Encompass – Enroll-in-Error

Approx numbers (which is a business guess)

3 - 5 sites per month where we enrolled the wrong site

10 -12 email received per month of notification another retailer has enrolled a site in error

Our process for when we enroll the site in error is that we review the account and determine if the site was truly enrolled in error, if it was, we drop it with code 0003 and we write-off the charges.

Possible Channel for Enrollment Requests

- Phone
- Web
- Door to Door
- Written
- Sites returning/going to Default Supplier

Notification Periods to be aware of

- 30 day RRO Notification
- 10 Day Cooling Notification

Types of Enrollments - SRR (Retailer currently does not own site)

- New Customer moving into Premise (this would include customers who transfer locations)
- Current customer at Premise switching Retailers
- New SiteID – Builder
- Site returning to Regulated Default Retailer – Vacancy, Retailer Drop

Possible causes of Enroll-in-Error

- Enrolling Incorrect SiteID
 - Incorrect site look up
 - Typo - incorrect SiteID entered
- Customer Switch retailer when already on Contract with another Retailer
- Regulated Default Supplier sends enrollment (SRR) on same day as competitive retailer, but was first in the enrollment queue for processing

If Enroll-in-Error happens, what are the possible impacts?

Customer

- Confusion by customer when they receive an invoice from incorrect retailer
- Confusion by customer when they receive an invoice for incorrect site
- Customer needs to contact two retailers to get resolved (billing/enrollment)

- Confusion by customer to whom to pay invoice to
- Confusion by customer when they receive a gap in their billing from retailer
- Confusion by customer by how the industry allows this to happen

Retailer

- Receives Customer Calls – Upset customer
- May bill for incorrect site
- May bill for incorrect customer
- When enrollment error discovered, retailer may not know who to bill for energy usage
 - Distributor charges
 - Commodity charges
- Retailer energy forecast/position incorrect (unexpected gaps)

LSA

- Upset Customer Calls that will be re-directed to retailer

AESO - Pool

- ?

UCA / AUC

- Upset End-user Customer Calls

Limit the number of Enroll-in-Error Sites

Is there a way to insure customer and/or retailer have a valid SiteID for customer at site?

- Quality data in SiteID Catalogue for lookup (i.e. Address Lookup)
- Is there more information we could provide customers and retailers for SiteID Lookup?

Is there a way to stop retailers from enrolling a site that is currently on an active contract?

- Could we notify current retailer before enrollment happens? (10-14 day notification)
- Current Retailer could confirm if enrollment should happen and contact other retailer if enrollment should not happen. On contract

What if we only allow next day enrollments for certain situations, and have a delay in other situations?

- New Customer moving into Premise (this would include customers who transfer locations)
- Customer at Premise switching Retailers
- New SiteID – Builder
- Site returning to Regulated Default Retailer - Vacancy

After Enroll-in-Error happens

We need to switch Site back to correct retailer (already have process in Rule 021)

Reconcile billing information?

- Customer Invoice – Whole (One invoice to Customer)
- Settlement/Consumption
- Billing Information
 - LSA
 - Pool

C.1.2 Direct Energy

Direct Energy has identified our most common causes for erroneous enrollments to be:

- Legal Land description with multiple sites (no way to identify site to customer)
- Customer provides incorrect site id or address
- Agent imputing incorrect site id or address on contracts
- Single Address with multiple Units (apartment/condo complex and trailer park) address provided for building not unit number

Below are Direct Energy processes for both DE and DERS for erroneous enrollments.

Direct Energy Regulated Services

Customer Error:

- Customer is responsible for the charges until the previous retailer re-enrolls the site. (e.g.: customer provided wrong start date or incorrect premise address)
- DERS notifies distributor
- Distributor notifies previous retailer and requests they re-enroll the site
- Previous retailer re-enrolls the site per their policy
- Customer is added to correct site, previous (forced off) customer added to previous site (if DERS)
- If no previous (forced off) customer, HFO created

Supplier Error:

- Charges will be cancelled and bridged (e.g.: add service processed on incorrect site or start date)
- DERS notifies distributor
- Distributor notifies previous retailer and requests they re-enroll the site
- Previous retailer should be re-enrolling the site within 3 business days
- Customer is added to correct site, previous (forced off) customer added to previous site (if DERS)
- If no previous (forced off) customer, HFO created

Another Retailer Enrolls a DERS site in Error (notification from customer):

- Confirm with customer that DERS account forced off by another retailer in error
- Confirm that customer did not sign a contract with other retailer
- Process add service
- Notification sent to distributor to advise previous retailer (DERS) is re-enrolling the site

Notification from Distributor (other retailer slammed the site and notified distributor)

- Notification received from distributor - no Pending Enrollment Request file or UCI:
 - DE sets up previous customer of record (DERS last customer of record) unless the site has been de-enrolled for greater than a couple of months.

If the site has been de-enrolled for greater than a couple of months site goes to our SPI Team (Service Point Investigation) to find the correct billing customer.

- Notification received from distributor - received before PER or UCI file:
 - DE re-enrolls the site as above. There is a rule in our system to process enrollments before PER or UCI files.
- Notification received from distributor, received after PER or UCI file (i.e. service account is not yet active):
 - DE re-enrolls the site as above.
- Notification not received from distributor, only PER file:

PER file is used to set up a customer account with a start date 15 business days in the future. If the DSR de-select reason in the PER file (from previous retailer) is:

 - **0001** (Customer Moving Out): RROR customer account is set up. This will trigger a work queue item to be created for SPI.
 - **0002** (Retailer/RRP Drops Customer): service account is set up using the customer data from the PER file.

If another retailer enrolls the site within the 15 business day period, then the distributor will issue an RPE (Revoke Potential Enrollment) file to the RRO provider.

Direct Energy

Prior to enrolling a site

Site Validation

- When contract is entered site id and address are verified to be exact matches in Utility Net
- If not an exact match – contact is send back for corrections
 - Calls reviewed to obtain correct information or re-contact customer to confirm address and site
- If unable to confirm address and site Id contract is rejected (0.51% of contracts were rejected for 2010)
- A 2nd Site Validation is preformed after contract is processed -

Processes are same as DERS enrolled in error

- Send notification to the previous retailer to re-enroll the site
- Enroll the customer at the correct site and charges for the wrong site would be w/o.
- Enrollments cannot be backdated
- Investigation around locating a customer is completed by our Service Point Investigation team.

C.1.3 EEAI

Process: EEAI erroneously enrolls a site:

- ☒ Either a customer calls to report erroneous enrollment as a result of receiving a bill and/or agent identifies manual error that resulted in erroneous enrollment
- ☒ EEAI sends out a DSR 0003 to EDTI or email to Fortis to inform DSO to inform previous retailer of erroneous enrollment
- ☒ EEAI bills customer for period site was enrolled in error (is there criteria that is used when we would not do this?)

Process: EEAI is notified by email that a site is enrolled in error:

- EEAI investigate and submits SRR within 24 hours of receiving notice of erroneous enrollment
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They are fairly manual processes, despite the implementation of the DSR 003 transaction. On a case by case basis, we may bill the other retailer, if required, so that the retailer could bill their customer accordingly.

Unfortunately, we do not currently have statistics on erroneous enrollments.