

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

Meeting Summary

Meeting Date: Oct 21, 2010

Meeting Time: 10:00-11:30

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

Facilitators: Lori Harnack, Cognera

1. Introductions

Name:	Organization:
Anne Glass	AUC
Kathy McCollum	ATCO Gas
Chad Crossland	AltaGas Utilities
Bettyann Skagen	Battle River REA
Lori Harnack	Cognera Corp.
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.
Susan Enskat	Utilities Consumer Advocate
Lorraine Wigston	Utilities Consumer Advocate

2. Discussion of Desired Outcomes

2.1 Erroneous Enrolment

To gain consensus on scope and objectives, participants were asked to provide desired outcomes and objectives associated with erroneous enrolments:

- ENMAX Encompass discussed the need to ensure retailers are not affected by bad debt, that customers are not affected by gaps in billing, and that customers receive invoices from the retailer they have actively chosen.
- There was some discussion around long term errors vs. short term errors. Retailers agreed that time period is less of a concern than the total value of the error, which can be substantial even for short periods of time.

- The group discussed the origination of erroneous errors. ENMAX Power indicated that the issue is not a matter of data correction for the wire owners, and as a result is not a wire owners' issue.
- There was some discussion around privacy challenges with respect to erroneous enrolments. Retailers agreed that while the error is not with the distributor, resolution of the issue may require assistance from distributors for access to data, and as a result a solution may require working together to provide associated charges.

EDTI discussed existing regulations relating to disclosure of information for billing and collection purposes (i.e. Code of Conduct subsection 10(3) and Energy Marketing and Residential Heat Sub-metering Regulation section 20) that may allow access to data required to resolve erroneous enrolments.

- There was some discussion around data required to resolve errors. EDTI discussed the need for access to settlement data and TBF data to solve enrolment errors, and access to settlement information would not be sufficient.
- The UCA discussed the need for consumers and retailers to remain whole in resolving erroneous enrolments.

The group discussed the possibility of a third party arbitrator. ENMAX Power questioned whether the UCA could play this role. ATCOGas echoed interest in a third party participating in the process. UCA indicated that they currently act in that capacity in these situations.

- The group discussed the need for a standard processes to simplify interactions and reduce cost to serve. There was some discussion around the need to ensure solution cost will not outstrip issue cost. ENMAX Power questioned the volume of erroneous enrolments that are occurring.

Action Item: Retailers are requested to provide information on current processes for handling enrolment errors and any available statistics on common causes of errors.

- There was some discussion around pro-active vs. re-active solutions. The AUC discussed the need for solutions that prevent errors in addition to standardized processes to correct past errors. There was some discussion around solutioning, and the group agreed to capture those solutions for future reference.

Action Item: Facilitator to create a solution log to capture solutions for consideration.

- The group discussed potential unintended outcomes of solutions designed to address erroneous enrolments. Participants agreed that solutions need to address enrolment errors only, and that retailers should not use these processes for correct enrolments that later result in collection and/or other issues.

Decision: Any solution identified for erroneous enrolments will not be available to address "regrettable" enrolments.

2.2 Energization Status at Enrolments

To gain consensus on scope and objectives, participants were asked to provide desired outcomes and objectives associated with energization status at enrolment:

- There was some discussion around issues associated with energizing newly enrolled customers. ENMAX Encompass discussed the need to have a solution that will assist customers that need to be energized immediately after a move to a new site while staying with the same retailer. Direct Energy discussed customer urgency associated with the need for such energizations, and how quickly issues can escalate if not resolved.
- The group discussed frequency of occurrence. ENMAX Power indicated they deal with this issue approximately once every two weeks. The UCA indicated they receive calls based on movement and length of time for a retailer to take ownership.
- There was some discussion around customer responsibility in this issue. The AUC discussed the need to identify what can be done for those customers that provide advance notice, but still face an energize delay upon enrolment.
- The group discussed energization issues related to financial cut-off and cut-off for non-payment and whether those issues should be in scope for the working group.

Decision: 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.

Action Item: Facilitator to bring this decision to the SSC Working Group for transfer to the CONP working group (once struck).

- There was some discussion about work process flows related to energize and de-energize requests that overlap retailer switches. Specifically, the issue of when a retailer has requested an energize or de-energize order, and another retailer enrolls the site, does the distributor go ahead and complete the requested work, even though the retailer requesting the work is no longer the retailer of record? Differing practices were discussed.

Action Item: 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?)

2.3 Other Scope Discussions

- The UCA raised the issue of lengthy enrolment processes for retailers (i.e. 2-90 days), and there was some discussion as to whether this issue was in scope for the working group. There was discussion around RRO notification and cooling off periods.

Decision: Erroneous enrolments resulting from lengthy enrolment cycles will be in scope for the working group.

Action Item: 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.

- The AUC discussed the need to include emergency re-connection fees that are charged by distributors in these move situations in scope of the energization discussion.

3. Logistics and Approach

- The group discussed potential approach and sequencing of issues

Decision: The team will tackle erroneous enrolments first followed by energization status at enrolment.

Decision: Action items will be completed and circulated in advance of the working group meeting.

- The group discussed logistics related to timing and location.

Decision: 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.

Action Item: Facilitator to arrange facilities and date for next meeting.

A.1 Decision Summary

Topic	Decisions
Erroneous Enrolments	Any solution identified for erroneous enrolments will not be available to address “regrettable” enrolments.
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.
Erroneous Enrolments	Erroneous enrolments resulting from lengthy enrolment cycles will be in scope for the working group.
Approach	The team will tackle erroneous enrolments first followed by energization status at enrolment.
Approach	Action items will be completed and circulated in advance of the working group meeting.
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.

A.2 Action Item Summary

Who	What	When
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
Facilitator	Facilitator to create a solution log to capture solutions for consideration.	11/1/2010
Facilitator	Facilitator to bring forward the issue of energizations associated with non-payment/financial cut-off to the SSC Working Group for transfer to the	10/27/2010

Erroneous Enrolment and Energization Status Working Group

	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
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
Facilitator	Facilitator to arrange facilities and date for next meeting.	11/1/2010

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

Category	Desired Outcomes		
	EDTI	UCA	Fortis Alberta
Erroneous Enrolments	<p>Once a site has enrolled with the new retailer, the site settles and the new retailer receives all SSC and TBC transaction files. Our settlement system was not built with the provision to undo an erroneous enrollment; it would be a complicated process to change the settlement system and may impede audit ability. The industry has to look at the cost and benefit and we believe the cost of making these changes would be huge and surpass the benefit and the cost will eventually pass back to customers. Alternatively (we believe this is a low cost solution), the industry could develop a new process for the new retailer to provide all SSC and TBC transactions to the previous retailer during the erroneous enrollment period to re-establish the billing with the customer and settle financially between 2 retailers.</p>		<p>We have not experienced too many customers (maybe one or two) that were erroneously enrolled for long periods of time. We do get the odd 'erroneous' enrolment due to timing, whereby we are asked to backdate an enrolment a day or two. The SSC transactions and business processes do not facilitate this practice and we end up 'resolving' the issue with a manually created 'backdated' SRN and SRO without the corresponding matching SRR. Therefore, our desired outcome would be a transaction and/or business process to facilitate the correction of erroneous enrolments. Or, if erroneous enrolments are few and far between, as they are at FortisAlberta, then our desired outcome is the acknowledgement that the enrolment process is not perfect and when erroneous enrolments occur they are resolved in a manner at the discretion of the parties involved, with the approval from all retailers involved with respect to the effective dates.</p>
Energization	<p>It is not our practice to monitor the CONP sites for the RRO retailer and to delay energize requests from the newly enrolled retailer. After EDTI receives an SRR from a retailer and the site has successfully enrolled, the new retailer will receive a SRN and SMC transactions within 29 minutes, so there is no delay in communicating the current energize status of the site back to the retailer. The new retailer can then submit the ENR immediately.</p>		<p>Our desired outcome would be a transaction and/or business process to facilitate the timely energization of sites at enrolment without compromising customer privacy. The degree of complexity of the solution should be consistent with the degree of the impacts of the issue.</p>
Other		<p>Understanding enrolment timelines (differing practices)</p>	

		amongst retailers) and enrolment practices during the cooling off period	
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