

**Minutes of the Retail Settlements Code Development Task Force
Fourth Meeting, May 11, 1999, 9:00am - 3:00pm**

Location: Ontario Energy Board offices

Minutes called to order @ 9:00 am by Richard Crouch

Amendments to May 4 minutes were discussed. Greg Hine & Steve George both had amendment requests. Changes will be made and minutes reissued. Paula Conboy will issue minutes. *Action OEB*

Web site for "Task Force" information will be available this week.

Web Site www.oeb.gov.on.ca

Richard Crouch reviewed the following items (powerpoint presentation was given):

Decision Making Techniques, 4 were reviewed:

- S 51% majority
- S 2/3 majority
- S special majority with a dissenting opinion recorded
- S consensus - best compromise position

Sub-team groups will use a 2/3 majority and present the dissenting opinions.

Overall retail team will also use a 2/3 majority and documenting the dissenting opinions.

- S It is important that all issues are identified with both supporting & non-supporting positions well documented. This will provide both the OEB & general public valuable background information if either old issues or new issues arise.
- S 2/3 majority will only be official after non-present team members have an opportunity to vote, ie. e-mail vote within 5 days with default being a "YES" vote.

Draft Work Plan - First section (I through III presented by Steve George, (handout provided)

- S I. "Global Considerations" apply to all 3 sub groups.
- S II. "Managing Customer Choice" & III. "Competitive Retailer Account Management" apply to sub group #1
- S IV. "Billing and Receivable for End Use Customers" apply to sub group #2
- S VI. "IMO Settlement and Billing Interaction" to IX. "Other (Non Spot Price) Retail Settlement Calculations" apply to sub group #3.

I. Global Considerations - highlights

- S must focus on mandatory obligations & procedures
- S province wide uniformity, when & when not essential
- S “need to have” & “nice to have”
- S large vs. small utilities & business procedures

Richard Battista requested that a one page “market principles” be established to keep team members focused during sub-group market rule discussions.

Action: Steve George

II. Managing Customer Choice - highlights

- S managing changes in service, service provider & ongoing customer interactions with LDC
- S transaction types
- S series of issues that need to be addressed for each “transaction type”
- S internal record keeping
- S on-going customer communication
- S dispute resolution process
- S cost account & cost recovery

Richard Battista identified that contractual terms between retailers & customer that are allowed in the new market place should not be made invalid by other market rules.

III. Competitive Retailer Account Management - highlights

- S no preferential access to services by affiliate retailer relative to all independent retailers
- S retailer registration/enrollment
- S account management
- S dispute processing & resolution
- S cost account & cost recovery

Under cost recovery, it was identified that avoided costs (ie retailer providing metering and/or billing) will need to be addressed in the appropriate section.

Action: (RSC)

Second section presentation (IV & V) by Richard Crouch

IV. Billing & Receivable for End Use Customers - highlights

- S billing
- S what’s on the bill
- S payments
- S collections

- S customer default
- S billing disputes
- S credit & deposits

LDC's billing other utilities (ie water, sewage) will need to separate billing costs as well as determine what happens when a default customer switches to a retailer.

Action: RSC

Customer default and disconnection is being looked at by the Distribution Task Force. RSC will need to address the information flow and mechanism to be used to have a default customer disconnected.

V. Retailer Billing & Receivables - highlights

- S billing
- S payments/receivables/collectives
- S security
- S dispute resolution

- S Cost avoidance for retailers billing and metering should be addressed in this area.
- S The question was raised with respect to whether ill retailers will be able to bundle the segregated costs and present it as one charge to the customer's bill. This issue does not fall into RSC's responsibility at this time.

Third section presentation (VI to IX) by Don Thorne

VI. IMO Settlement and Billing Interaction - highlights

- S LDC
- S with Retailer that is Wholesale Market Participant
- S with Embedded Wholesale Customer
- S with Embedded Wholesale Generator
- S Wholesale Load Transfers

VII. Retail Metering, Meter Data Gathering, Processing, Communications, Rights - highlights (by Kevin Bell / Angela Zapp / Luc Van

- S VEE rules
- S Data Communications
- S Access Rights to data
- S Data Storage & Maintenance
- S Meter Reading Schedules
- S Meter Management
- S Meter Technical Standards
- S LDC MSP/MDMA obligations
- S Competitive MDMA'a & MSP's?

- VIII. Retail commodity Settlement Calculations - highlights
 - A. General
 - B. Translating IMO information into billing determinants
 - C. Commodity Settlement Area
 - D. Determining Network losses and UFE
 - E. Calculating NSLS - RTP recommendation
 - F. Calculating Customer Commodity Bills
 - G. Internal/External Data Communications

- IX. Other (Non Spot Price) Retail Settlement Calculations - highlights
 - A. General
 - B. Translating IMO information into billing determinants
 - C. Transmission/Transformation/Distribution Charges - RTP
 - D. Fixed and Energy based allocations
 - E. Treatment of Special LDC Customers

With regards to load transfers, between LDC's where customers were considered within one LDC but supplied from another, these customers will remain with their present LDC but new customers will become customers of the LDC they are connected to.

Richard Crouch reviewed the list of names for each of the three sub groups and for the remainder of the meeting these groups met to establish priorities and initiate work on issues.

Next meeting as an overall group is June 10, 1999. Sub-groups will be meeting frequently prior to this date.