

**Gas Distribution Access Rule  
(GDAR)**

**Electronic Business Transactions  
(EBT) Standards Document**

**for the  
Gas Marketing Industry**

**November 14, 2005**

*Version 1.0*

## **NOTICE OF DISCLAIMER**

No recommendation as to products or vendors is made nor should be implied.

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## 1. Introduction

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The EBT Standards define the computer-based Transaction mechanism for transmitting common format data among Gas Distributors and Gas Vendors, which shall be implemented by a Gas Distributor and a Gas Vendor (or Market Participant, as appropriate).

### 1.1 The Roles of Points and Hubs

The Ontario EBT Standards specify protocols for communication of EBTs between Market Participants using direct Point to Point connections and also using EBT Hubs. In situations where Point to Point Market Participants wish to communicate with Hub subscriber Market Participants, a communications protocol is specified for Point to Hub communications.

A Hub acts as a centralized point of communication for Market Participants in their endeavours to operate in the marketplace. An important role of a Point or of a Hub is to validate and acknowledge Transactions that are error free and reject Transactions with errors according to approved standardized schemas. The exchange of sensitive data across public carrier networks makes it advisable to employ data encryption techniques to mask the application messages. The encryption method to be used has been standardized and is described in the document "Ontario EBT Transport Protocol".

In the case of multiple Hubs serving the Ontario marketplace, the Hubs will communicate among themselves to pass Transactions between Market Participants. In this way, any Market Participant will only need to communicate with one Hub, even if the receiving Market Participant is using a different Hub. Part of each Hub's functionality will be to direct the Transactions to the correct Market Participant using the Hub that the receiving Market Participant is connected to. All Points and Hubs serving the Ontario retail gas marketplace will participate in market testing using a set of tests mutually agreed upon by the Market Participants. This will ensure that the EBT Standards defined in this document are used throughout Ontario for all Market Participants connected to any Point or any Hub.

Initial Hub functionality provides simple mail boxing of EBTs, providing a store-and-forward service for Transactions. Points and Hubs provide an archive and audit trail of all Transactions, and also issue Functional Acknowledgements for all Transactions in both the reject and accept states.

- The Point and/or Hub verify and validates that the Market Participant is an authorized Market Participant, as defined by the OEB.
- The Point and/or Hub verify users against a list of valid Market Participants.

- Each Point and/or Hub acts as a repository for Schemas. All EBT Transactions for the Province of Ontario flow through a Hub to Spoke, a Hub to Point or a Point to Point connection.
- The Point and/or Hub reject EBTs that do not adhere to the standardized Transaction formats.
- The Point and/or Hub ensure First-In-First-Out (FIFO) processing of all files by recording a date and time stamp.
- The Point and/or Hub provide a Transaction-level tracking system that acts as an audit trail for all transmissions that pass through that Point and/or Hub.
- It is the responsibility of the originator of all files to place the Transactions into the proper business order for processing.
- The Point and/or Hub may provide manual entry of EBTs for small- to medium-sized Market Participants.
- The Point and/or Hub *will not* allow End-Use Consumers who are not also Market Participants to have access to the EBT System. Consumer access to information will be provided via a Vendor or Distributor outside the EBT System.

## 1.2 Technology Introduction

eXtensible Markup Language (XML) will be the technology to implement EBT. XML introduces a framework of standardized business-to-business electronic Transactions that will improve the competitive landscape of the deregulated retail gas industry. Electronic business Transactions amongst Market Participants are complex, data-intensive communications. By implementing an XML-based electronic business Transaction standard for deregulation, the barrier of entry for Market Participants is lowered by providing a cost-efficient, reliable, and 'open' means of communication between Market Participants.

## 1.3 Glossary of Terms Used in This Document

This glossary has been prepared solely for the convenience and assistance of readers by providing a narrative, non-technical description of some of the terms used in the sections of this document.

**Authentication:** The logon message is utilized to authenticate a user attempting to establish a connection to a remote system.

**Billing Address:** The mailing address to which the Consumer's bill is sent.

**Bill Ready:** A consolidated billing practice in which the billing party receives the calculated charge amount(s) directly from the non-billing party (rather than the billing party calculating it directly from the rate).

**Consumer:** A person who uses gas for that person's own Consumption.

**Consumer Information:** Data and/or information collected and maintained by a Gas Distributor pursuant to section 5.1 of the Gas Distribution Access Rule.

**Consumption:** The volume of gas used by a Consumer during a specified period, measured by the Meter and stated in cubic meters (m<sup>3</sup>), such that each cubic meter is the volume of gas when at a temperature of 15 degrees Celsius and an absolute pressure of 101.325 kilopascals. For greater certainty, the term Consumption as used in this document refers to billable Consumption (reference also 'Meter').

**Document:** Group of batched Transactions, same as PIPE Document.

**Document Type Definitions (DTD):** Content and element validation code used to support each document.

**E-commerce:** Business to business electronic Transactions.

**Effective Date:** The date the action requested in the Service Transaction Request (STR) is to become effective. The date specified in the STR must be the first day of a calendar month unless otherwise agreed upon.

**Electronic Business Transaction (EBT) System:** A computer-based Transaction mechanism for transmitting common format data between Market Participants.

**Electronic Data Interchange (EDI):** Use of a standardized format to define electronic business Transactions.

**End-Use Consumer:** see Consumer

**Enrolment:** The process of signing up a Consumer for Gas Competitive Services.

**Hub:** A centralized computer system that enables the Market Participants to connect and route EBT Transactions.

**Franchise Area:** The area of the Province of Ontario, either for which a Gas Distributor holds a Certificate of Public Convenience and Necessity granted by the Board, or in which a Gas Distributor was supplying gas on April 1, 1933.

**Gas:** Natural gas, substitute natural gas, synthetic gas, manufactured gas, propane-air gas or any mixture of any of them.

**Gas Competitive Services:** The services related to the supply of the Gas commodity, and may include Gas, transportation and storage.

**Gas Day:** A period of 24 consecutive hours commencing at 9:00am Central Time on a given calendar day.

**Gas Distribution System:** A system used to provide Gas Distribution Services.

**Gas Distribution Services:** The services related to the delivery of Gas to a Consumer, including related safety functions such as emergency leak response, line locates, inspection, and provision of safety information.

**Gas Distributor (or 'Distributor'):** A person who physically delivers Gas to a Consumer.

**Gas Distributor-Consolidated Billing:** A method of billing whereby a Gas Distributor issues a single bill to a Consumer setting out the charges for Gas Distribution Services and the charges for the Gas commodity.

(Note: In addition, reference Service Agreement section 1.5 in regard to "Other Charges".)

**Gas Vendor (or ‘Vendor’):** A person who (a) sells or offers to sell Gas to a Consumer, or (b) acts as the agent or broker for a seller of Gas to a Consumer, or (c) acts or offers to act as the agent or broker of a Consumer in the purchase of Gas.

**Gas Vendor-Consolidated Billing:** A method of billing whereby a Gas Vendor issues a single bill to a Consumer setting out the charges for Gas Distribution Services and the charges for the Gas commodity.

(Note: In addition, reference Service Agreement section 1.5 in regard to “Other Charges”.)

**Gas Vendor Information:** Data and/or information provided by a Gas Vendor to a Gas Distributor concerning the Gas Vendor.

**Hyper Text Markup Language (HTML):** The basic language of the Web, which tells Web browsers how to display elements such as text, headlines and graphics.

**Low-volume Consumer:** A person who annually uses less than 50,000 cubic meters of Gas.

**Market Participant:** A Gas Distributor, a Gas Vendor, or a Consumer’s agent who is registered, and has successfully complied with all market testing, to undertake electronic business Transactions through the EBT System.

**Market Participant Directory:** Defines all Market Participants within the entire PIPE Document message (i.e., the sender and recipient of the PIPE Document).

**Meter:** A device owned or controlled by a Gas Distributor and used to measure the units of Gas consumption which form the basis for billing the Consumer.

**Ontario Energy Board (OEB):** An independent, self-financing Crown corporation that regulates Ontario’s natural gas and electricity sectors.

**Partner Interface Protocol (PIP):** Transaction container for an individual utility Market Participant, such as Enrol Request.

**Partner Interface Protocol for Energy (PIPE):** XML-based messaging protocol for the exchange of Transactions among Market Participants in the retail energy industry.

**Person:** An individual, partnership, corporation, association, or other incorporated or unincorporated organization or legal entity.

**PIPE Document:** Document container for a Market Participant Directory and one or more PIP Transactions.

**Rate Ready:** A consolidated billing practice in which the non-billing party provides rate and or price information to the billing party sufficient for that billing party to calculate the non-billing party’s charges.

**Rescission Period:** The ten-calendar day period that commences when a written copy of the contract is delivered to a Low-volume Consumer, and during which the Consumer is restricted from reaffirming the contract, if applicable (ref OEB Act 1998 ss 88.9 (4.1)). A Vendor is neither required to hold the Enrol Request until the Rescission Period is over, nor required to hold the Enrol Request until the Consumer has reaffirmed the contract.

**Schemas:** Content and element validation code used to support an XML Transaction.



**Service Transaction Request (or 'STR')**: A written authorization, unless otherwise provided in GDAR, that initiates a change from current service provision to alternative service provision.

**Split Billing**: A method of billing whereby the Gas Distributor issues a bill to a Consumer setting out the charges for Gas Distribution Services and the Gas Vendor issues a bill to a Consumer setting out the charges for the Gas commodity.

(Note: In addition, reference Service Agreement section 1.5 in regard to "Other Charges".)

**System Gas**: Gas which is sold or available to be sold by a Gas Distributor to a Consumer.

**Transaction**: A message from one Market Participant to another in a standardized format.

**Transaction set**: Multiple Transactions of the same type, e.g., STRs.

**eXtensible Markup Language (XML)**: A tag-based framework used primarily to organize data in a universally understood format; it facilitates the transmission of information from system to system independent of platform. XML was created to deliver structured content over the Internet.

**eXtensible Style Language (XSL)**: The standard style sheet language for XML.

## 2. Summary

The remainder of this document is comprised of the following sections:

### **Section 3. Technology Overview**

This section is a high-level discussion of some of the technology considerations for implementing EBT in Ontario.

### **Section 4. Business Relationships**

This section summarizes the relationships between the Consumers, Vendors and the Distributors. It is intended to foster the development of a mutual understanding of those relationships.

### **Section 5. Electronic Business Transactions**

This section defines a set of electronic business Transactions corresponding to the business relationships described in Section 4. It also includes a description of the business rules that govern the use of the Transactions.

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### **3. Technology Overview**

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This section describes some technology considerations to implementing the EBT System beyond the choice of XML as an EBT format and translation standard. Technology must also be employed to ensure the security, reliability, and data transport of EBTs to and from Market Participants.

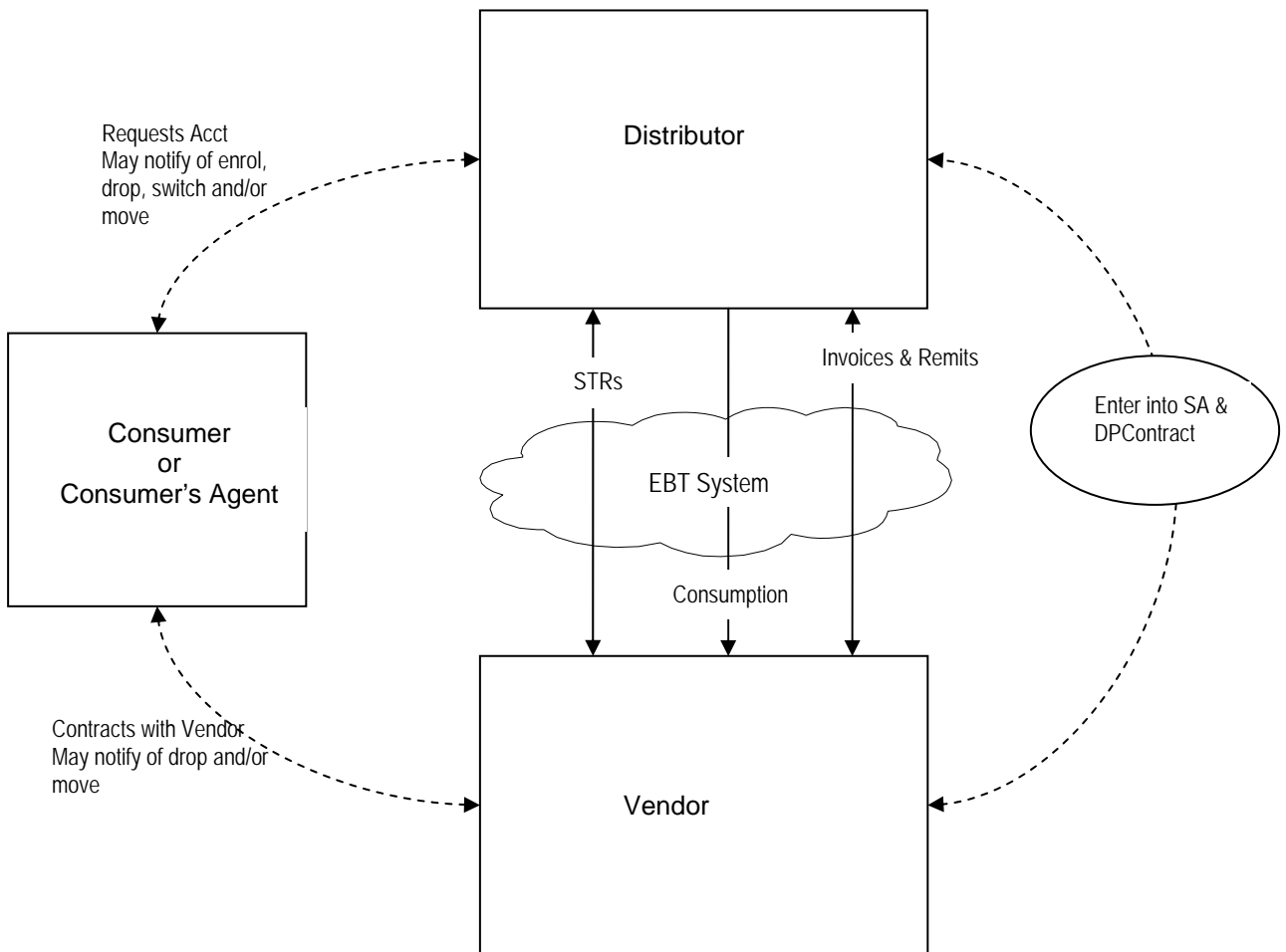
Public Key Infrastructure technology (PKI) was chosen as the key standard to adopt in ensuring EBT Internet security characteristics of Privacy, Authentication, Integrity, and Non-repudiation ("PAIN"). Specific technology standards followed are Secure Multipurpose Internet Mail Extensions (S/MIME) employing Triple Digital Encryption Standard (DES) for encryption and Secure Hash Algorithm (SHA) for Digital Signature.

## 4. Business Relationships

The business relationships described in this document are intended to serve only as a general guide for establishing standards for exchanging information.

The overview below depicts the high-level flow of information in Ontario's retail open access marketplace for gas supply where a Low-Volume Consumer signs a contract with a natural gas marketer licensed by the OEB. It should be recognized that there are other ways Consumers and Gas Vendors may conduct business, and use of this example is not meant to impose requirements that may not be applicable.

### Overview of EBT System Flows



To establish a set of mutually agreed upon standards, Market Participants must first have a mutual understanding of the business relationships to which the standards will be applied in accordance with the OEB's Rules. The following represents the current understanding of these responsibilities and relationships.

**Consumer:**

1. Provides appropriate authorization to a Vendor for release of historical consumption and payment history information from the Distributor to the Vendor.
2. Selects one Vendor for Enrolment per Distributor account.
3. Provides the applicable Distributor account identification number to the Vendor or authorizes Vendor to obtain the account identification number if Consumer does not have an account number.
4. Provides the appropriate authorization for the Vendor to enrol the Consumer.
5. Selects a billing option per Distributor account from Vendor, if offered or applicable.
6. Notifies Vendor to drop from Vendor to System Gas.
7. Notifies Distributor to drop from Vendor to System Gas.
8. Notifies Distributor or Vendor of a move, initiation, or disconnect of Distributor service.
9. Enters into a gas distribution contract with the Distributor, as applicable.

**Consumer's Agent:**

1. Any action required or permitted to be performed by a Consumer may be performed by an agent authorized in writing by the Consumer.

**Vendor:**

1. Obtains licence from the Ontario Energy Board, if required.
2. Enters into a Service Agreement with each Distributor in whose territory it will operate.
3. If applicable, executes a Direct Purchase Contract with each Distributor and supplies any required price point information to the Distributor as a prerequisite for Enrol STRs.
4. Obtains the appropriate authorization from the Consumer to allow the Distributor to release to the Vendor the Consumer account identification number if the Consumer does not have one, historical Consumption

information, and payment history information, and provide a copy to the Distributor if requested.

5. Enters into a contract with the Consumer for Gas Competitive Services.
6. Obtains the appropriate authorization from the Consumer for Enrol STR.
7. Obtains the required information from the Consumer to enrol the Consumer with the Vendor on the Distributor's records.
8. Submits Enrol STR to the Distributor.
9. Sends the applicable information via the EBT system to the Distributor for Consumer Enrolment, changes, and/or termination of Vendor Gas Competitive Services.
10. Advises the Distributor of the billing option and any required rate ready or bill ready pricing information for Distributor-Consolidated Billing, or renders its own bills to the Consumer for service.
11. Maintains its own set of records to reconcile information from the Distributor related to Consumer Information and accounts receivable.
12. Completes required training and electronic systems testing of its EBT solution prior to Consumer Enrolment.
13. Identifies both a business and a technical contact to facilitate inter-business communications.
14. Contacts each Distributor for company-specific information.
15. Processes Transactions according to EBT standards.

**Distributor:**

1. Enters into a Service Agreement, and, if applicable, a Direct Purchase Contract, with each Vendor operating in its territory.
2. Retains Consumer Information until the later of:
  - 24 months;
  - the period of time required by the Board; and
  - the period of time required by law.
3. Creates or obtains, at a minimum, and maintains the following information on all Consumers who are provided Gas Distribution Services by the Distributor:

*for identification purposes:*

- Consumer name;
- service address, including postal code where applicable;
- Consumer mailing address, including postal code;
- Consumer distribution service account number;
- meter identification number;

*for billing purposes:*

- billing address, including postal code;
- gas distribution services contracted for;
- units of Consumption, estimated or actual, by billing period;
- meter reading dates;
- dates of bills rendered based on actual meter readings;
- dates of bills rendered based on estimated meter readings;
- method of bill calculation (e.g., equal billing);

*for payment profile purposes;*

- payment due dates, payment receipt dates;
- number of times the Consumer was delinquent or in arrears in the past 24 months;
- maximum credit exposure in the past 24 months;
- number of times the Consumer's security arrangements were revised in the past 24 months;

*for Consumption information;*

- 24 months of Consumption data by individual distribution service consumed.

4. Shall only use Consumer Information:
  - necessary to provide gas distribution services;
  - necessary for system operations;
  - necessary to provide system gas;
  - for purposes expressly set out in the Service Agreement; or
  - as otherwise authorized by the Board.
5. Shall not disclose any data or information acquired by the Distributor regarding a Consumer to anyone other than the Board, or any person as required by law, without the written consent of that Consumer, unless specifically authorized by the Board. (A Distributor may disclose information that has been sufficiently aggregated such that an individual Consumer's information cannot reasonably be identified.)
6. Provides Consumer Information listed above in item 3 with respect to a Consumer in accordance with any written direction received from that Consumer, and in a format requested by the Consumer, if available, or, at a minimum, in hard copy. Any action required or permitted to be performed by a Consumer may be performed by an agent authorized in writing by the Consumer.
7. Renders bills to the Consumer as required by a Service Agreement between the parties.

8. Provides the Vendor with invoice meter Consumption information as required by the agreed upon billing option.
9. Identifies both a business and a technical contact to facilitate inter-business communications.
10. Is the sole party who can physically connect and disconnect gas service to the Consumer.
11. Processes EBT Transactions and updates Consumer account information.

**Items Outside the EBT System:**

Several items that are outside the EBT system, but related to it, that are of interest to the Market Participants using the EBT system are included or referenced in the EBT Standards for convenience.



## 5. Electronic Business Transactions

This section describes the business process flows and business rules at a high level for each of the Transaction sets. The following table lists the Initiating Transaction, the applicable Response Transaction, associated flow diagrams, and section reference numbers.

Transaction Sets		Flow	Section
Initiating Transaction	Response Transaction		
<b>Service Transaction Request (STR)</b>			<b>5.1</b>
Price Point Create Request	Price Point Create Accept/Reject	STR1	5.1.1.1
Price Change Request	Price Change Accept/Reject	STR2	5.1.1.2
Transfer Request (Contract Transfer and Price Point Transfer)	Transfer Accept/Reject	STR3	5.1.1.3
Enrol Request	Enrol Accept/Reject	STR4 to STR7	5.1.2
Drop Request	Drop Accept/Reject	STR8 to STR10	5.1.3
Vendor to Vendor Switch (Enrol/SA-NPS/Drop)		STR11 to STR21	5.1.4
Consumer Information Request: a) Historical Consumption Request b) Historical Payment Request	a) Historical Consumption Accept/Reject b) Historical Payment Accept/Reject	STR22,23 STR24	5.1.5
Change Consumer Information Request	Change Consumer Information Accept/Reject	STR25,26	5.1.6
Change Consumer Location Request	Change Consumer Location Accept/Reject	STR27 to STR31	5.1.7
<b>Consumption Transaction (CT)</b>			<b>5.2</b>
Consumption	Application Advice Accept/Reject	CT1	5.2
<b>Invoice Transaction (INV)</b>			<b>5.3</b>
<i>Distributor Consolidated Billing in a Rate Ready Form</i>			5.3.1
Invoice Rate Ready	Application Advice Accept/Reject	INV1 to INV5	5.3.1.1
Invoice Vendor Adjust	Application Advice Accept/Reject	INV1 to INV5	5.3.1.2

<b>Transaction Sets</b>		<b>Flow</b>	<b>Section</b>
<b>Initiating Transaction</b>	<b>Response Transaction</b>		
<i>Distributor Consolidated Billing in a Bill Ready Form</i>			5.3.2
Invoice Bill Ready	Application Advice Accept/Reject	INV6	5.3.2.1
<i>Vendor Consolidated Billing in a Bill Ready Form</i>			5.3.3
Invoice Vendor Bill Ready	Application Advice Accept/Reject	INV7	5.3.3.1
<i>Split Billing</i> (Consumption Transaction)		INV8	5.3.4
Invoice Remittance Statements			5.3.5
Invoice Remittance Statement (Distributor Consolidated Billing in a Rate Ready Form)	Application Advice Accept/Reject	INV9	5.3.5.1
Funds Imbalance Statement (Distributor Consolidated Billing in a Rate Ready Form)	Application Advice Accept/Reject	INV10	5.3.5.2
Invoice Remittance Statement (Distributor Consolidated Billing in a Bill Ready Form)	Application Advice Accept/Reject	INV11	5.3.5.3
<b>Application Advice (AA)</b>			<b>5.4</b>
Application Advice	None (other than FA)	AA1, 2	5.4
<b>Status Advice (SA)</b>			<b>5.5</b>
Status Advice	Application Advice Accept/Reject		5.5
<b>Functional Acknowledgement (FA)</b>			<b>5.6</b>
Functional Acknowledgement	None	FA1	5.6

## **Business Rules for All Transaction Sets**

Below are the business rules that correspond to every electronic Transaction.

- All Market Participants, including Hubs if applicable, generate a Functional Acknowledgement upon receipt of every PIPE Document.
- Responses: Each Request Transaction has, as a response, an Accept Transaction and a Reject Transaction. STRs are the only EBTs that are designed this way. All other Transactions (for example, Invoice Transactions, Remittance Transactions and Status Advice Transactions) are accepted or rejected with a Transaction called the Application Advice.
- All EBTs contain the basic information identifying the sender and receiver by a unique identifier (to be determined).
- All Transactions must be given a globally unique Transaction number assigned by the originator.
- All Transactions must be date/time stamped upon creation by the originator of the Transaction.

## **Technical Rules for All Transaction Sets**

Below are technical rules that apply to every electronic Transaction:

- Transactions should be collected together into PIPE Documents for transmission between Hubs, Spokes and/or Points. Large numbers of very small documents and single documents containing very large numbers of Transactions create processing and efficiency problems for the Hubs and Market Participants. It is intended that Market Participants pack as many Transactions as possible, up to a reasonable limit, into a single document before sending the document on to its intended recipient. To that end, there is a set quantifiable lower limit to the number of Transactions that can be packed into a document. If a Market Participant sends over 100 PIPE Documents per day to a given recipient, the mean daily average number of PIP Transactions per PIPE Document must be greater than ten Transactions per document. There are no limitations on Market Participants sending less than this threshold per day.
- The plaintext EBT document must not be larger than 500Mb prior to encryption and compression.
- When Market Participants must reject EBT Transactions, they must do so in accordance with a standardized list (to be developed) of Reject Reasons in order to reduce the amount of manual effort required to process corrections. The fact there is a list of Reject Reasons does not mean to imply that all Market Participants must use all the listed Reject Reasons. However, if an EBT reject Transaction is sent for one of the reasons listed, it must be reported using the associated Reject Reason text.

- If Points are used, the interval between a Request Transaction and a Response Transaction is measured from the time the Functional Acknowledgement (from Market Participant 2) in response to the Request Transaction (from Market Participant 1) arrives at the Senders (Market Participant 1) Point, to the time the PIPE Document containing the Response Transaction (from Market Participant 2) arrives at the Recipient's (Market Participant 1) Point. If Hubs are used, the interval between a Request Transaction and a Response Transaction is measured from the time the PIPE Document containing the Request Transaction is made available for download at the Request sender's Hub, to the time the PIPE Document containing the Response Transaction is made available for download at the Response sender's Hub. The interval is measured in calendar days unless otherwise stated. This convention is applicable to all Transaction response intervals.
- In an XML schema, where an element is optional and the Market Participant does not have any data for the field, the Market Participant should not include the element, not pass an empty field, nor load the field with fill characters (e.g., blanks) in order to pass XML validation. In an optional field, if there is no data to convey, the optional field must be absent from the Transaction
- Any postal codes presented in EBTs must be stripped of spaces and special characters. Canadian postal codes must be six characters long with no space in the middle of the code and the letters must be presented as upper case as per the Canadian Postal Code Standard. U.S. zip codes must be either five or nine characters long, and those that are nine characters long must have no hyphen after the fifth digit.
  - Canadian postal code example:
    - "A9A9A9"
  - U.S. zip code examples:
    - "99999"
    - "999999999"

## EBT Life Cycle Example

This section describes a simple scenario for EBT Transaction processing between a Distributor and a Vendor, from the Distributor's perspective. This is an example only, based on gas supply where a Low-Volume Consumer signs a contract with a natural gas marketer licensed by the OEB. The billing option used in this scenario is Distributor Consolidated Rate Ready Billing and a Point to Point transfer protocol is assumed. It should be recognized that there are other ways Consumers, Gas Vendors and Gas Distributors may conduct business, and use of this example is not meant to impose requirements that may not be applicable.

**Initiating the Enrolment**

Consumers have been able to choose their natural gas supplier since 1985 when the federal government deregulated the natural gas industry. If the Consumer chooses not to sign a contract with a Vendor the Distributor will buy System Gas on his behalf. Regardless of who the Consumer chooses to supply the natural gas, the Distributor will continue to deliver the gas.

A Low-Volume Consumer who wishes to change his natural gas supplier from the Distributor to a Vendor contacts the Vendor to initiate this process.

**Prerequisites**

Before a Vendor can actually supply natural gas to a Consumer it must enter into a Service Agreement with the Distributor and, if applicable, execute a Direct Purchase Contract with the Distributor. The Direct Purchase Contract defines the terms by which the Vendor agrees to deliver to the Distributor's system sufficient gas which will then be delivered to and used by the Consumer. The location at which the gas will be delivered to the Distributor will be identified by the Distributor. The Vendor will provide the rate, or price point, at which the gas will then be delivered to the Consumer on behalf of the Vendor. Once these arrangements are in place the Vendor may proceed to enrol the Consumer.

The Vendor sends an Enrol Request (Service Transaction Request, or STR) to the Distributor through the EBT System to initiate the process.

**Distributor Processing**

When the Distributor receives the Enrol Request (or any other Transaction), the Distributor ensures the required data fields are populated with the correct data type according to the schemas. A Functional Acknowledgement is sent to indicate whether the Vendor's Enrol Request is syntactically correct (Accept), or not (Reject).

The Distributor validates the Enrol Request based on the application and business rules, and then sends an "accept" or "reject" STR response to the Vendor. The Enrol Request will define all of the information needed by the Distributor to identify the Consumer and the details of the supply. This information will include the date the Vendor will start to deliver gas to the Consumer (the Effective Date of the Enrol Request), the contract identifier applicable to the Vendor/Distributor contract to which the Consumer's account is attached, and the price point identifier which identifies the rate the Distributor should apply when calculating the bill on behalf of the Vendor. In its Accept response, the Distributor will confirm (or correct if necessary) all of the Consumer Information, and will provide the billing cycle identifier for the Consumer.

The Vendor can also request Historical Payment and Historical Consumption information for an account; however, these requests must be submitted as separate STRs from the Enrol STR. The Distributor sends the information

requested in the Accept response, or sends a Reject response providing the applicable reject reason.

Once the Enrol Request has been received and accepted by the Distributor, but prior to the Effective Date identified in the Enrol Request, the Enrol Request is considered pending. On the Effective Date identified in the Enrol Request the Distributor will consider the Consumer actively enrolled with the Vendor. The Enrol Request STR is now considered implemented.

### **Billing Period Processing**

The Distributor will read the Consumer's meter in accordance with the billing cycle schedule identified and provided to the Vendor. The Distributor will calculate the Gas Distribution Services charges which will be presented on the Consumer's bill. The Distributor will also calculate the Gas Competitive Services charges using the rates previously provided by the Vendor. The Gas Competitive Services may vary depending on whether or not the Distributor has unbundled its charges. At least the Gas Competitive Services will be the gas commodity, and at most the Gas Competitive Services will be the gas commodity, transportation charges to reflect the cost of transporting the gas to Ontario, storage charges, and a Vendor Administration Fee. The Distributor will prepare a consolidated bill which includes the charges of both the Distributor and the Vendor, and will deliver the bill to the Consumer.

Once the bill has been calculated, the Distributor will send an Invoice Rate Ready Transaction through the EBT System to the Vendor. This Transaction will include both the Consumption data for the billing period, and the amounts that were billed on the Vendor's behalf. The Vendor sends an Application Advice to acknowledge receipt of the Consumption and billing data in the correct format. The Vendor may not question the data through an EBT response.

If the Vendor has provided an incorrect price point identifier to the Distributor, resulting in an incorrect bill calculation, the Vendor may send an adjustment, to go on a subsequent bill, using an Invoice Vendor Adjust Transaction.

If the Distributor must correct its portion of the bill based on revised Consumption data, either on the next billing cycle or off-cycle, it will send a reversal Transaction with the revised Consumption and billing data, if applicable, to the Vendor in a new Invoice Rate Ready Transaction.

This completes the billing process.

### **Remittance Process**

On a monthly basis, the Distributor will remit any money it owes to the Vendor. The remittance amount will depend on the methodology applicable to the Direct Purchase Contract. The remittance may be calculated based on the total of the Consumers' billed Consumption amounts, on the volume of gas delivered by the

Vendor to the Distributor for further delivery to the Vendor's Consumers, or on a combination of these two. Regardless of the methodology used to calculate the remittance, the Invoice Remittance Statement Transaction from the Distributor to the Vendor will provide sufficient financial detail to allow the Vendor to understand and reconcile any differences between the amount being remitted and the total value of their Consumers' billed Consumption.

At the end of the contract period, or on an annual basis as defined in the contract, a financial settlement will be performed to reconcile any differences between the amount being remitted and the total value of the applicable Consumer's Consumption that may have occurred during the period.

This completes the remittance process.

## 5.1 Service Transaction Requests

### Introduction

A “Service Transaction Request” or “STR” means a direction to a Gas Distributor, and includes resulting instructions that may be required between the Market Participants to facilitate Gas supply competition.

STRs have many purposes, including those to accomplish the following business activities at the level of a Consumer’s account:

- a change of gas supply from System Gas to a Gas Vendor;
- a change of gas supply from one Gas Vendor to another Gas Vendor;
- a change of gas supply from a Gas Vendor to System Gas;
- a change in billing option for a Consumer; and
- a change in the Consumer service address when a Gas Vendor provides service.

Also at the level of a Consumer’s account, an STR is required to request historical Consumer Information, or to request a change to Consumer Information.

In addition, if a Gas Vendor must enter into a direct purchase contract with a Gas Distributor as a prerequisite to accomplishing the above noted business activities, then additional STRs have been identified. These STRs are not necessarily applicable in all cases, and may depend on the direct purchase contract. Depending on the applicable billing option, the Vendor may have to define a price point which is associated with each Consumer account. Regardless of the structure of the contract/price point/account hierarchy (which may differ amongst Gas Distributors) STRs accomplishing the following business activities at either the Consumer’s account level or the contract/price point level have been identified:

- a creation of a price point;
- a change of a price on an active contract, where applicable;
- a transfer of a Consumer account between contracts; and
- a transfer of a Consumer account between price points.

### Validation of STRs

After the Distributor verifies a valid Service Agreement is in place with the transacting Vendor, the Distributor must perform a rigorous validation matching several criteria, collectively the “validation terms”, for each STR. These validation terms may vary depending on whether the Transaction is the initial Transaction for a specific Consumer account (Enrol Request, Historical Consumption Request or Historical Payment Request), whether or not the Consumer account number is known for the initial Transaction, and whether or not the Transaction is a subsequent Transaction for an actively enrolled Consumer. Mandatory information to be provided will be determined during the design of the schemas.



(a) Initial Transaction – Account Number Provided

If the Consumer has an account number with the Gas Distributor which is provided by the Vendor, the validation terms are:

- the Consumer's account number with the Gas Distributor; and
- at least one of:
  1. the Consumer's name, and
  2. the postal code at the Consumer's Billing Address.

The following rules apply:

- It is mandatory for the Vendor to present all three validation terms in an attempt to uniquely identify the Consumer.
- The Consumer account number with the Distributor is to be presented in the XML Consumer Account Number Validator field as it is presented on the part of the bill retained by the Consumer in a field labelled "Account Number". The format should be stripped of spaces and special characters. Leading zeros, if applicable, must be included.
- The Consumer's name is to be presented in the XML Name Validator field using the first four alpha-numeric print characters of the Consumer's name as it appears printed on the bill within the Consumer full name field. The first four alpha-numeric print characters will be formatted using uppercase only, (i.e., A-Z and 0-9) left to right with all other characters and blanks excluded. The name validator includes any salutations or initials presented on the bill with the name. The intention is that there is no contextual decoding of the name on the bill required in order to obtain a name validator. For example, the name validator for 'Ms. J. Smith' would be 'MSJS', the name validator for 'Mrs. J. Smith' would be 'MRSJ' and the name validator for 'I. Hu' would be 'IHU'.
- The Consumer's postal code of the Billing Address is to be presented in the XML Address Validator field formatted to strip out spaces and special characters. For example, the address validator for a Canadian address would look like "A9A9A9" and the address validator for a U.S. address would look like "99999", or "999999999".

(b) Initial Transaction – Account Number Not Provided

If the Consumer's account number with the Gas Distributor is not provided by the Gas Vendor in the STR, a search or look-up process is performed by the Gas Distributor. The Gas Distributor must then determine whether or not it has assigned an account number to the Consumer. The result of this determination will dictate the next action.

(i) Consumer Account Number Assigned

If, as a result of the search process, the Gas Distributor determines that the Consumer has been assigned an account number, and has been so advised, then the validation terms provided in (a) above apply. The validation terms are:

- the Consumer's account number with the Gas Distributor; and
- at least one of:
  1. the Consumer's name, and
  2. the postal code at the Consumer's Billing Address.

If the STR does not contain valid entries for the validation terms, the Gas Distributor will reject the STR.

(ii) Consumer Account Number Not Previously Assigned

If, as a result of the search process, the Gas Distributor determines that the Consumer has not been assigned an account number, or has not been advised of the account number so assigned, the validation terms are:

- the Consumer's name; and
- the Consumer's full service address including the postal code.

The Distributor will perform a lookup of the Consumer in the Distributor's records, assign an Account Number to the Consumer if required, and return the Account Number to the Vendor in the Response Transaction.

A response must be sent back within 14 calendar days. The Enrol Accept should include the correct information with regard to the account number.. An Enrol Reject must be returned no later than 14 calendar days after receipt. Until an Enrol Reject is sent, the Distributor will continue to try to identify the Consumer Account Number, and will consider all activity relating to that Enrol Request as one lookup procedure only and one Transaction only.

In performing a lookup, a reasonable set of rules or search criteria similar to the following should apply, and should be developed in accordance with the Change and Version Control Process:

- During the first pass, a match will be identified based on the first three characters of the postal code and the first four characters of the street name.
- Any matches from the first pass will be verified based on the first four letters of the Consumer's name and the street number. If a unique exact match is verified at this point, the Distributor will send back the correct validation terms, including the Account Number, in the Response Transaction.
- If a unique exact match is not verified, a manual review will be performed to determine whether a match is deemed to be made. If the Distributor determines a unique exact match is verified, the Distributor will send back the

correct validation terms, including the Account Number, in the Response Transaction.

(c) Validation After Successful Enrolment

As noted above, before a Consumer is enrolled it is mandatory for the Vendor to present the required validation terms in an attempt to uniquely identify the Consumer. As long as the Consumer is enrolled with that Vendor it is deemed that the Consumer has been uniquely identified, and only the account number validator is mandatory in subsequent STRs. The other validators are optional in subsequent STRs.

During validation, a Market Participant should initially check the account number in the account number validator field. If the Vendor does not recognise this value, it should assume that the account number has changed and attempt to look into the Transaction for a previous account number of the Distributor and use that account number for its validation. If the account number has changed and the Distributor does not recognise the value in the account number validator field as a current account number, it should attempt to recognise this value as a previous account number.

### **Legend for Transaction Flows**

Diagrams depicting the flow of information for a specified scenario are provided for each Transaction. The following conventions have been used in these flow diagrams.

1. Dotted lines indicate communication outside the EBT System.
2. Vendor A is the current or old Vendor and Vendor B is the new Vendor.
3. SA is an abbreviation for Status Advice in some flows.
4. The purpose or message of the Transaction is abbreviated on the flows as follows:
  - a. NED - New Effective Date
  - b. NID - New Identifier
  - c. TTR - Terminate Transaction Request
  - d. NPS - Notice of Pending Switch
  - e. CPO - Contest Period Over
  - f. CCL - Change Consumer Location
  - g. OTx - Original Transaction Number

## 5.1.1 Contract and Price Point Maintenance

A direct purchase contract, if required, must be created and referenced in any ensuing Enrol Request Transaction. The following STRs, if applicable, assume that the necessary contract has been created outside of the EBT system.

### 5.1.1.1 STR – Price Point Create

#### Definition/purpose

In the event that a Consumer is to be billed using a billing method that requires a price point, the price point must first be created and needs to be referenced in the ensuing Enrol Request Transaction. A price point is an entity to which Consumer accounts are attached and from which the Distributor references the rate-ready prices to be used in the invoice calculation process. A price point will contain the applicable charge categories, such as gas commodity, transportation, storage, and Vendor administration fee. The prices will be applied to all Consumers attached to the price point. There can be multiple sets of prices within a price point reflecting the changes in prices during the life of the price point (see STR – Price Change). Only one set of prices may be in effect at any one time.

#### Flow

The Vendor sends a Price Point Create Request to the Distributor.

#### General Description of Data

The information sent in the Price Point Create Request includes the Effective Date on which the price point becomes available coincident with the Effective Date, the initial price to be used for each of the charge categories, and bill presentment if required. Where applicable, the request must also contain the contract identifier to which the price point is being attached.

#### Response

The Distributor confirms the successful acceptance with the Price Point Create Accept. In the event that the Price Point Create Request is invalid or incomplete the Distributor will respond with a Price Point Create Reject which will include the reason for the reject.

The Accept or Reject Response must be sent within four calendar days of the receipt of the Price Point Create Request. (Note Grandfathering Clause)

#### Rules

If applicable, the charge categories specified must correspond to the type of direct purchase contract to which the price point is being attached. For example, requesting a price point which includes Transportation for a contract in which the Vendor does not manage the Transportation price would result in a reject.

A Price Point Create Request cannot be cancelled (therefore, a Status Advice – Terminate Transaction Request is not a valid Transaction for a Price Point Create Request Transaction). An update is made using a Price Point Change Transaction.

A price point must be created respecting the required Service Transaction Lead Times for Enrol Requests and Transfer Requests. For example, if a Vendor wishes to enrol a Consumer on a brand new price point, the Price Point Create Request must be submitted and accepted prior to the Enrol Request Transaction.

The Effective Date of the Price Point Create Request must be the 1<sup>st</sup> of a calendar month. The Vendor will ensure that a valid and complete Price Point Create Request is submitted no less than four calendar days and no more than 120 days prior to the Effective Date.

Price point prices may be not be negative values, and may be subject to limits if agreed by the parties.

Where applicable, the contract specified by the Vendor to which the price point is being attached must be active as of the specified Effective Date.

#### **GRANDFATHERING CLAUSE**

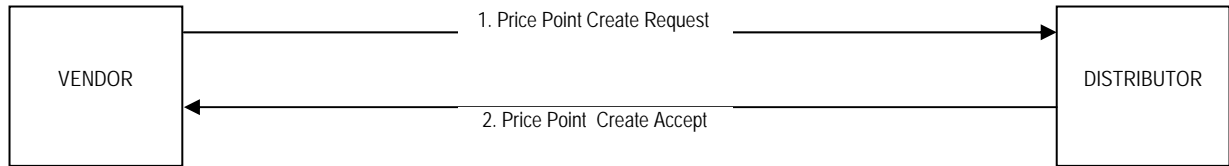
The following additional rules apply or supersede those noted above for those Distributors for whom the Price Point Create process is a manual process as of September 6, 2005.

The Accept Response will be sent within 14 calendar days of receipt of a valid and complete Price Point Create Request Transaction. The Reject Response will be sent within four calendar days of the receipt of the Request.

No more than 15 Price Point Create Request Transactions may be submitted by a Vendor to a given Distributor on a single business day.

## TRANSACTION FLOW STR1 Price Point Create - Accept

In this scenario, a Price Point Create Request with valid, complete information is submitted.  
The STR is accepted.

**Flow:**

1. Vendor submits a valid Price Point Create Request.
2. Distributor sends the Price Point Create Accept within 4 calendar days.

**Rules:** None

**Exceptions:** For those Distributors for whom the Price Point Create process is a manual process as of September 6, 2005, the Accept Response will be sent within 14 calendar days of receipt of a valid and complete Price Point Create Request Transaction.

**Roles and Responsibilities:** None

### 5.1.1.2 STR – Price Change

#### Definition/purpose

The Price Change STR allows Vendors to change the prices within an existing Price Point on an active contract, where applicable.

#### Flow

The Vendor sends a Price Change Request to the Distributor.

#### General Description of Data

The information sent in the Price Change Request includes the price point identifier and the date on which the price change becomes effective for Consumer accounts attached to the price point. Where applicable, the request must also contain the contract identifier to which the price point is being attached.

#### Response

The Distributor confirms the successful acceptance with the Price Change Accept Transaction. In the event that the Price Change Request is invalid or incomplete the Distributor will respond with a Price Change Reject which will include the reason for the reject.

The Accept or Reject Response must be sent within four calendar days of the receipt of the request.

#### Rules

The price categories specified must correspond to the type of direct purchase contract to which the price point is being attached. For example, requesting a price point where the charge includes the transportation price for a contract in which the Vendor does not manage the transportation price would result in a reject.

The Effective Date of the Price Change Request must be the 1<sup>st</sup> of a calendar month. The Vendor will ensure that a valid and complete Price Change Request is submitted no less than 3 calendar days and no more than 120 calendar days prior to the Effective Date.

Price point prices may be not be negative values, and may be subject to limits if agreed by the parties.

The Effective Date of the Price Change Request must not precede the Effective Date of a pending Price Change Request.

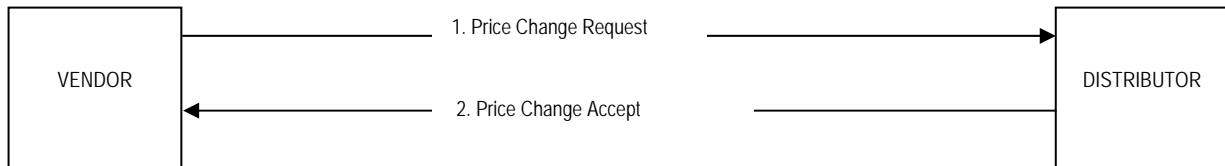
A Price Change Request cannot be cancelled (therefore, a Status Advice – Terminate Transaction Request is not a valid Transaction for a Price Change Request Transaction). An update is made using a subsequent Price Change Request Transaction.

### **Grandfathering Clause for Distributors' Acceptance of Rate Changes**

Notwithstanding the EBT Standards requirements for Price Change Request Transaction to be accepted by the Distributor if sent by the Vendor at least 3 calendar days prior to the Effective Date of the price change, Distributors who were, at September 6, 2005, only able to guarantee price changes sent at least 30 calendar days prior to the Effective Date will be grandfathered. Despite this Grandfathering Clause, Distributors to whom the Grandfathering Clause applies will make best efforts to accommodate Price Change Request which are sent by the Vendor at least 3 calendar days prior to the Effective Date.

### **TRANSACTION FLOW STR2 Price Change - Accept**

**In this scenario, a Price Change Request with valid, complete information is submitted. The STR is accepted.**



**Flow:**

1. Vendor A submits a valid Price Change Request.
2. Distributor sends the Price Change Accept within 4 calendar days.

**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None



### 5.1.1.3 STR – Transfer

#### Definition/purpose

The Transfer Request is a dual purpose request that allows Vendors to move Consumer accounts between contracts (Contract Transfer) and also between price points on the same contract (Price Point Transfer), where applicable.

The billing option is a function of the contract/price point, and therefore all accounts associated with the contract/price point will share the same billing option. To effect a change to a Consumer's billing option the Contract Transfer Request will be used. For example, to change the billing option of a Consumer account from Distributor Consolidated Billing (DCB) to Split Billing, a Vendor would submit a Contract Transfer Request to move the Consumer account from a contract/price point that is designated as DCB to a contract/price point that is designated as Split Bill.

#### Flow

The Vendor sends a Transfer Request to the Distributor.

#### General Description of Data

The information sent in the Transfer Request includes the Effective Date on which the transfer becomes effective. The Transfer Request also includes a valid account number and the contract identifier and/or price point identifier to which the Consumer account is being transferred.

#### Response

The Distributor confirms the successful acceptance with the Transfer Accept. In the event that the Transfer Request is invalid or incomplete the Distributor will respond with a Transfer Reject which will include the reason for the reject.

The Accept or Reject Response must be sent within four calendar days of the receipt of the request.

#### Rules

##### **(a) General**

Only one pending Transfer Request per Consumer account is allowed. Transfer Requests received while there is already a pending Transfer Request will be rejected.

A pending Transfer Request may be cancelled using a Status Advice -Terminate Transaction Request (SA-TTR).

The Effective Date of the pending Transfer Request may be changed with a Status Advice – New Effective Date (SA-NED). (The lead time for a SA-NED must be the same as the lead time for the Transfer Request provided below.)

The contract identifier and/or the price point identifier of the pending Transfer Request may be changed with a Status Advice – New Identifier (SA-NID). (The lead time for a SA-NID must be the same as the lead time for the Transfer Request provided below.)

**(b) Moving a Consumer Account between Contracts (Contract Transfer)**

For a Vendor to move a Consumer account between direct purchase contracts, both the new contract identifier and the new price point identifier, where applicable, must be specified.

The Effective Date of the Contract Transfer Request must be the 1<sup>st</sup> of a calendar month. The Vendor will ensure that a valid and complete Contract Transfer Request is submitted no less than 45 calendar days and no more than 120 calendar days prior to the Effective Date.

Where required, a SA-TTR Transaction must be received no later than 15 calendar days prior to the Effective Date of the Transaction.

**(c) Moving a Consumer Account between Price Points (Price Point Transfer)**

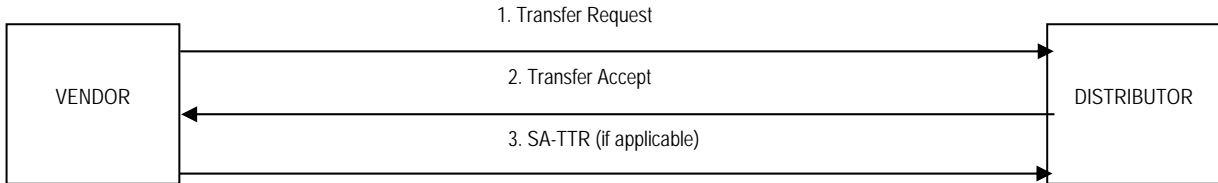
For a Vendor to move a Consumer account between price points on the same contract, the new price point identifier, where applicable, must be specified.

The Effective Date of the Price Point Transfer Request must be the 1<sup>st</sup> of a calendar month. The Vendor will ensure that a valid and complete Price Point Transfer Request is submitted no less than 15 calendar days and no more than 120 calendar days prior to the Effective Date.

Where required, a SA-TTR Transaction must be received no later than 15 calendar days prior to the Effective Date of the Transaction.

### TRANSACTION FLOW STR3 Transfer - Accept

In this scenario, a Transfer Request with valid, complete information is submitted. The STR is accepted.

**Flow:**

1. Vendor submits a valid Transfer Request.
2. Distributor sends the Transfer Accept within 4 calendar days.
3. Vendor submits a SA-TTR (Terminate Transaction Request) if applicable no less than 15 calendar days prior to the Effective Date.

**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

### 5.1.2 STR – Enrol

#### Definition/purpose

The Enrol Request signs up the Consumer for Gas Competitive Services supplied by a Vendor.

Only one pending Enrol Request for a given Consumer account is allowed. For example, if Vendor A has submitted an Enrol Request which has been accepted by the Distributor, and Vendor B submits an Enrol Request prior to the Effective Date of the previous Enrol Request accepted from Vendor A, the Distributor will send an Enrol Reject to Vendor B which will include the reason for rejecting the Transaction.

#### Flow

After the Consumer has signed a contract with the Vendor, the Vendor sends the Enrol Request to the Distributor.

#### General Description of Data

The information sent in the Enrol Request includes the three validation fields described previously (refer to Section 5.1), the billing option (Distributor Consolidated, Vendor Consolidated or Split Billing), and the Effective Date, which shall be the 1<sup>st</sup> day of a calendar month. If the billing option is Distributor Consolidated – Rate Ready, the Enrol Request must include the contract identifier and the price point identifier. If the billing option is Distributor Consolidated – Bill Ready, the Enrol Request must include the contract identifier. The Vendor shall ensure a valid and complete Enrol Request is submitted no more than 120 calendar days prior to the Effective Date, and at least 45 calendar days prior to the Effective Date, or such lesser time as may be accommodated by the Distributor.

#### Response

The Distributor confirms the successful Enrolment with the Enrol Accept. The Enrol Accept Transaction contains a complete and current Consumer record including the account number, Billing Address information, service address information, and billing cycle information. Accept Transactions go back to the originator with correct information, including the account number. If the account number has changed, the Enrol Accept response must also include the old account number in the old account number attribute. The Distributor tags the Enrol Request as “pending” until the requested Effective Date.

The Enrol Reject informs the Vendor that the Enrolment was not successful, provides all of the reasons for the reject, and echoes back the Vendor’s request data (i.e. mirrors the information sent in the Enrol Request). If there is an existing “pending” Enrol Request, the Distributor will send an Enrol Reject.

The Enrol Accept or Enrol Reject response must be sent within 14 calendar days of the receipt of the Enrol Request.

### Rules

At most, there can be only one pending Enrol Request and one active Enrol Request for any one Consumer account with a Distributor.

There can be only one billing option identified as effective for any Consumer account with a Distributor at any point in time.

### **Pending Enrol Request**

An Enrol Request is considered pending if the Distributor has responded with an Enrol Accept, but the requested Effective Date is still in the future. For example, consider the scenario in which the Consumer will otherwise be on System Gas on the Effective Date requested in the Enrol Request sent by the Vendor to the Distributor. If the Enrol Request contains valid entries for the validation terms, and there is not already a pending Enrol Request with respect to the Consumer, the Distributor tags the Enrol Request as "pending". The Vendor starts providing gas to that Consumer on the requested Effective Date.

If a pending Enrol Request exists for the Consumer, the Distributor will reject any subsequent Enrol Request and notify the applicable Vendor by sending an Enrol Reject with the appropriate reject reason.

### **Changes during Pending Status**

The Vendor may change the Effective Date requested in an Enrol Request which is pending by sending a Status Advice - New Effective Date (SA-NED) advising of a new requested Effective Date. This Transaction must be sent in accordance with the timing agreed to for an Enrol Request, and the new Effective Date must be the 1<sup>st</sup> day of a calendar month. The Distributor will acknowledge the acceptance or rejection of the Status Advice using an Application Advice Transaction.

The contract identifier and/or the price point identifier on a pending Enrol Request may be changed with a Status Advice – New Identifier (SA-NID). This Transaction must be sent in accordance with the timing agreed to for the like Transaction being modified.

### **Active Enrol Request**

The Enrol Request moves from a status of pending to a status of active on the Effective Date requested in the Enrol Request. Once the Enrol Request becomes active, the Transaction is considered to have been implemented.

The Effective Date requested in an Enrol Request is the date that the Consumer begins receiving gas from the new Vendor and is no longer being supplied Gas Competitive Services by a previous Vendor or System Gas by the Distributor. Any charges and related costs for Gas Competitive Services used by the Consumer on, and after, this date will be made through the new Vendor. The new Vendor

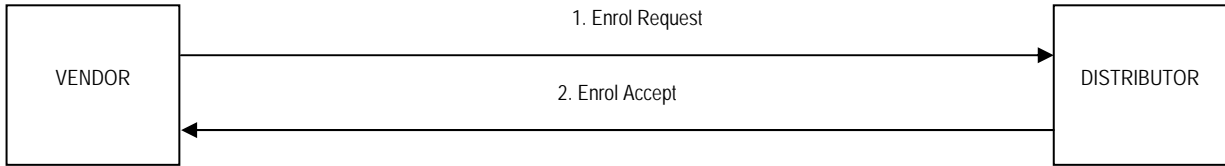
begins charging the Consumer for Gas Competitive Services used on, and after, this date.

**Cancellation of an Enrol Request Transaction**

Before the Effective Date, that is, prior to the Enrol Request Transaction being implemented, the pending Enrol Request may be cancelled by sending a Status Advice - Terminate Transaction Request (SA-TTR). This can occur at any time up to 15 calendar days prior to the Effective Date, and may occur closer to the Effective Date if the Distributor agrees. After the date that is 15 calendar days prior to the Effective Date, the Enrol Request must be cancelled by sending a Drop Request, and the associated rules and service Transaction lead times will apply..

**TRANSACTION FLOW STR4  
System Gas to Vendor Enrol - Accept**

In this scenario, an Enrol STR with valid, complete information is submitted. The Consumer is on System Gas. The STR is accepted.



**Flow:**

1. Vendor submits a valid Enrol Request.
2. Distributor sends the Enrol Accept within 14 calendar days.

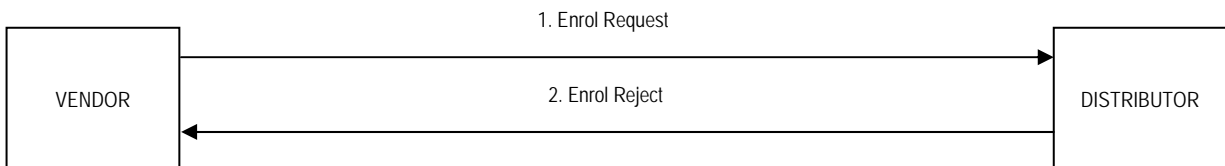
**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

**TRANSACTION FLOW STR5  
System Gas to Vendor Enrol - Reject**

In this scenario, the Vendor submits an Enrol Request for a Consumer currently on System Gas. The Distributor is not able to identify the Consumer based on the validation terms in the Enrol Request. The response is an Enrol Reject.



**Flow:**

1. Vendor A submits an Enrol Request with invalid information.
2. Distributor sends an Enrol Reject within 14 calendar days with reasons for the rejection.

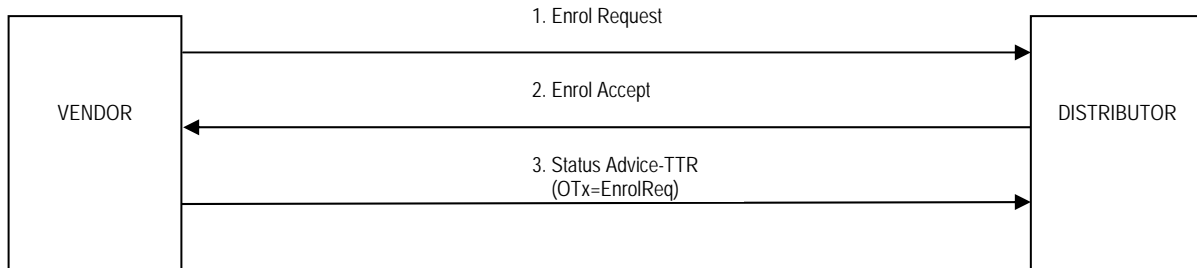
**Rules:** The Distributor must provide all applicable reject reasons.

**Exceptions:** None

**Roles and Responsibilities:** None

### TRANSACTION FLOW STR6 Enrol/Cancel by Vendor (Before Effective Date)

In this scenario, the Consumer signs a contract with Vendor A. Vendor A sends the Enrol Request to the Distributor. The Distributor sends an Enrol Accept and tags the Transaction as 'pending'. Before the Effective Date, Vendor A wishes to cancel the Enrol Request.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Vendor A submits a valid Enrol Request to the Distributor.
2. Distributor sends an Enrol Accept to Vendor A within 14 calendar days.
3. Vendor A decides to cancel the Enrolment. Vendor A sends the Distributor a Status Advice - Terminate Transaction Request. Consumer does not enrol with Vendor A.

**Rules:**

1. An Enrol Request may not be terminated within 15 days of the Effective Date.
2. If the Vendor attempts to terminate the Transaction within this period, the Distributor will reject the Status Advice-TTR with the correct standardized reason.

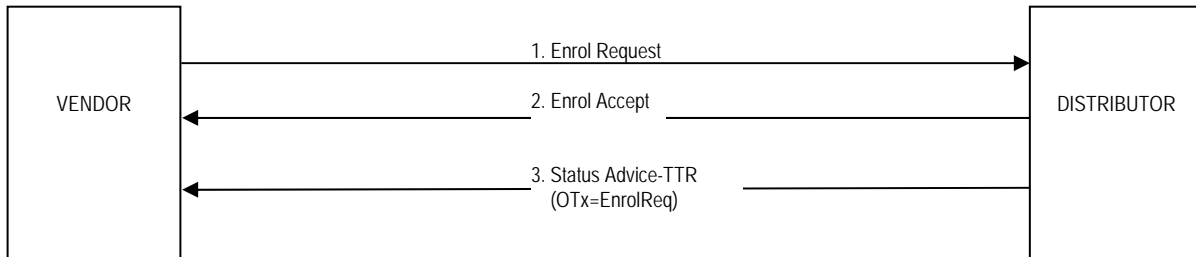
**Exceptions:** The Distributor may agree to terminate the Enrol Request Transaction within the period that commences 15 days prior to the Effective Date.

**Roles and Responsibilities:** None



### TRANSACTION FLOW STR7 Enrol/Cancel by Distributor (Before Effective Date)

In this scenario, the Consumer signs a contract with Vendor A. Vendor A sends the Enrol Request to the Distributor. The Distributor sends an Enrol Accept and tags the Transaction as 'pending'. Before the Effective Date, the Distributor is contacted by the Consumer who wishes to cancel the Enrol Request.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Vendor A submits a valid Enrol Request to the Distributor.
2. Distributor sends an Enrol Accept to Vendor A within 14 calendar days.
3. Distributor, based on instructions from Consumer, cancels the Enrolment. Distributor sends the Vendor a Status Advice - Terminate Transaction Request. Consumer does not enrol with Vendor A.

**Rules:**

1. An Enrol Request may not be terminated within 15 days of the Effective Date.

**Exceptions:** The Distributor may agree to terminate the Enrol Request Transaction within the period that commences 15 days prior to the Effective Date.

**Roles and Responsibilities:** None

### 5.1.3 STR – Drop

#### Definition

The Drop Request Transaction is the opposite of an Enrol Request Transaction. It is used to terminate an active Enrolment (i.e., one where the requested Effective Date is in the past and the gas is being supplied by a Vendor) between a Consumer and the Vendor of record.

Note: Because an Enrol Request may not be cancelled within 15 calendar days of the requested Effective Date (unless otherwise agreed by the Distributor) the Drop Request Transaction must be used to terminate an Enrol Request after this 15 calendar day period begins.

#### Flow

This Transaction can occur as a result of a Consumer request to either the Vendor or the Distributor to drop to System Gas; as a result of a request by the Vendor to drop the Consumer; or as a result of a move by the Consumer outside of the Distributor's Franchise Area.

#### Rules

##### **Consumer Drops Vendor**

The Consumer may inform either the Distributor or the current Vendor if the Consumer wishes to change from a Vendor to System Gas. If the Consumer informs the Vendor directly, the Vendor will send a Drop Request to the Distributor. If the Consumer informs the Distributor directly, the Distributor will send a Drop Request to the Vendor. The Distributor will move the Consumer to System Gas and Gas Competitive Service will be terminated. See Transaction Flow STR8 for details.

##### **Vendor Drops Consumer**

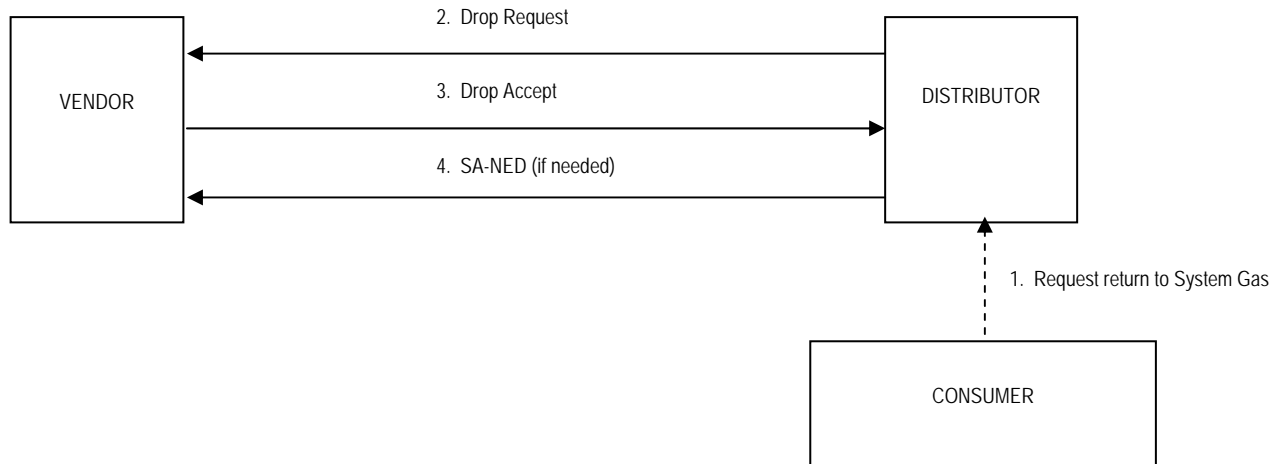
The Vendor may send a Drop Request to the Distributor to discontinue Gas Competitive Service for a Consumer at the request of a Consumer, if the Consumer's contract has been terminated due to default, or if the Consumer's contract will expire on the Effective Date requested in the Drop Request. The Distributor will notify the Consumer, and will move the Consumer to System Gas on the requested Effective Date. The Vendor will be sent final Consumer Consumption and Invoice Transactions applicable to the billing option for Consumption up to and including the day immediately preceding the Effective Date requested in the Drop Request. Commencing on the Effective Date requested in the Drop Request, the Consumer will receive System Gas unless and until they enrol with a new Vendor. See flow STR9 for details.

##### **Change of Effective Date**

A Drop Request includes the Effective Date of the Drop. The Effective Date of the Drop Request may be changed by the initiating party through a Status Advice – New Effective Date (SA-NED) Transaction.

## TRANSACTION FLOW STR8 Consumer Drop

In this scenario, the Consumer initiates the return to System Gas by contacting the Distributor.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Consumer contacts the Distributor to request a return to System Gas.
2. Distributor submits a Drop Request. The Drop Effective date must be the 1<sup>st</sup> day of a calendar month.
3. Vendor sends the Drop Accept within 14 calendar days.
4. Distributor sends a Status Advice-New Effective Date (SA-NED) if the Effective Date changes from the original date.

**Rules:**

1. Drop Request may not be submitted more than 120 days prior to the Effective Date.
2. Drop Request may not be cancelled within 15 calendar days of the Effective Date.

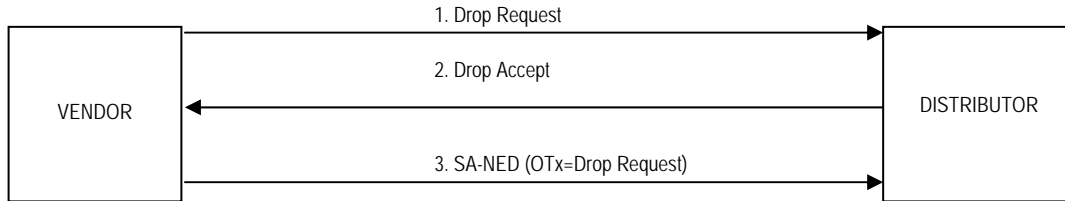
**Exceptions:**

1. Distributors able to process a Drop Request with less lead time or on other than the 1<sup>st</sup> day of a calendar month should continue with current practice.
2. Distributors able to cancel a Drop Request with less lead time should continue current practice.

**Roles and Responsibilities:** None

## TRANSACTION FLOW STR9 Vendor Drop

In this scenario, the Vendor initiates the Drop Request Transaction either of its own accord or at the request of the Consumer.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Vendor sends Drop Request at least 15 days prior to the Effective Date, which must be the 1<sup>st</sup> day of a calendar month.
2. Distributor sends Drop Accept.
3. Vendor sends Status Advice - New Effective Date (if applicable).

**Rules:**

1. Drop Request may not be submitted more than 120 days prior to the Effective Date.
2. Drop Request may not be cancelled within 15 calendar days of the Effective Date.

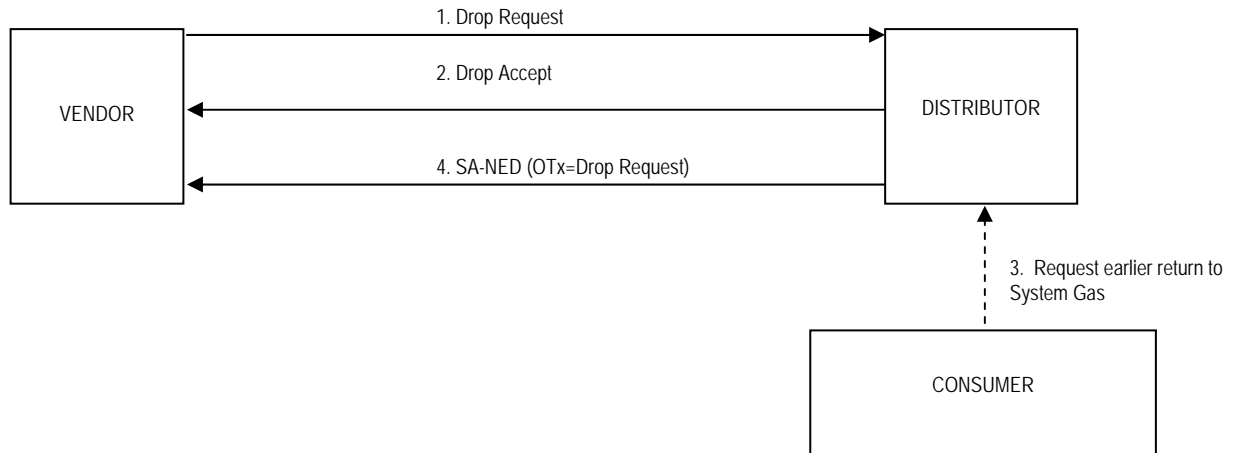
**Exceptions:**

1. Distributors able to process a Drop Request with less lead time or on other than the 1<sup>st</sup> day of the calendar month should continue with current practice.
2. Distributors able to cancel a Drop Request with less lead time should continue current practice.

**Roles and Responsibilities:** None

## TRANSACTION FLOW STR10 Vendor Drop – Consumer Requests New Effective Date

In this scenario, the Vendor initiates the Drop Request Transaction either of its own accord or at the request of the Consumer. The Consumer then contacts the Distributor to request an earlier Effective Date. The Distributor sends a Status Advice – New Effective Date to the Vendor.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Vendor sends Drop Request at least 15 days prior to the Effective Date, which must be the 1<sup>st</sup> day of a calendar month.
2. Distributor sends Drop Accept.
3. Consumer contacts Distributor to request earlier return to System Gas.
4. Distributor sends Status Advice - New Effective Date to the Vendor advising new date requested by the Consumer.

**Rules:**

1. Drop Request may not be submitted more than 120 days prior to the Effective Date.
2. Drop Request may not be cancelled within 15 calendar days of the Effective Date.

**Exceptions:**

1. Distributors able to process a Drop Request with less lead time or on other than the 1<sup>st</sup> day of the calendar month should continue with current practice.
2. Distributors able to cancel a Drop Request with less lead time should continue current practice.

**Roles and Responsibilities:** None

#### 5.1.4 STR – Vendor to Vendor Switch

##### Definition/purpose

If Vendor A is the Vendor of record on the Effective Date of an Enrol Request submitted by Vendor B, a potential Vendor to Vendor Switch is created, and the transfer process is subjected to a Contest Period of 30 calendar days. The switch is effected through an Enrol Request, Status Advice Transactions denoting Notice of Pending Switch and Terminate Transaction Request, and a Drop Request if required. The Service Transaction Lead Time for the Enrol Request in the case where switch may occur is therefore increased by the Contest Period of 30 calendar days.

##### Flow

The Transaction flows are dependent on who initiates the switch, and the status of the Enrol Request with the current Vendor when the new Vendor submits an Enrol Request. Examples have been provided to capture multiple scenarios.

##### General Description of Data

Refer to STR – Enrol and STR – Drop.

##### Request and Response

In these scenarios, there is already a Vendor (Vendor A) supplying gas to the Consumer on the requested Effective Date submitted by another Vendor (Vendor B) in an Enrol Request for the same Consumer. If the Enrol Request is correctly formatted, contains all required data and can be processed, the Distributor must process the Enrol Request. Upon determining that the Consumer is currently, or will be on the requested Effective Date, served by a Vendor (Vendor A), the switch process is subjected to a Contest Period of 30 calendar days. The process flows are described below.

- I. The Distributor verifies that the requested Effective Date in the Enrol Request sent by Vendor B is at least 30 calendar days forward (the required Contest Period), in addition to the standard Enrol Service Transaction Lead Time (as defined in the Appendix A).
  - a. If the Effective Date meets or exceeds the Service Transaction Lead Time, the Distributor continues to process the Enrol Request. Go to Step II.
  - b. If the Effective Date does not meet or exceed the Service Transaction Lead Time, the Distributor will respond to Vendor B with an Enrol Reject. The reject reason will indicate to Vendor B that the Consumer is currently receiving service from a Vendor and the Enrolment is subject to a Contest Period. Vendor B may then submit a new Enrol Request to the Distributor with a revised requested Effective Date which provides for the standard Service Transaction Lead Time and the additional 30 calendar day Contest Period requirement. Vendor B will also update any other additional

information as required (for example, the contract identifier and/or price point identifier if applicable for the new Effective Date).  
(Reference STR12)

- II. The Distributor responds to Vendor B with an Enrol Accept.
- III. Coincident with the Enrol Accept identified above, the Distributor sends a Status Advice – Notice of Pending Switch to both Vendor A and Vendor B. The date and time stamp on this SA-NPS starts the beginning of the 30 calendar day Contest Period. The SA-NPS Transaction includes the Effective Date that the potential switch would occur.
- IV. Within the 30 day contest period, Vendor A may:
  - a. Take no action, which will allow the switch to proceed as scheduled (that is, Vendor A does not contest the switch). When the 30 calendar day Contest Period expires the Distributor will send a Status Advice Transaction to both Vendors confirming the switch. Vendor A will receive a Status Advice - Contest Period Over Lost (SA-CPO Lost) confirming Vendor A will lose the Consumer on the Effective Date, and Vendor B will receive a Status Advice – Contest Period Over Won (SA-CPO Won) confirming Vendor B will begin supplying the Consumer on the Effective Date. (Reference STR13)
  - b. Upon authorization of the Consumer, Vendor A may terminate the contest. Vendor A sends a Status Advice - Terminate Transaction Request (SA-TTR) to the Distributor requesting the Distributor cancel the switch to Vendor B. The Distributor will then send a Status Advice – Terminate Transaction Request to Vendor B indicating the same. The switch to Vendor B is terminated. (Reference STR14)
- V. Within the 30 calendar day contest period, the Consumer may:
  - a. Contact the Distributor to request cancellation of the switch to Vendor B. The Distributor sends a Status Advice – Terminate Transaction Request (SA-TTR) to Vendor A cancelling the Status Advice – Notice of Pending Switch; and a Status Advice - Terminate Transaction Request to Vendor B cancelling the Enrol Request. The Consumer remains with Vendor A. (Reference STR15)
  - b. Contact Vendor B to cancel the switch to Vendor B. Vendor B sends a Status Advice – Terminate Transaction Request (SA-TTR) to the Distributor cancelling the Enrol Request. The Distributor sends a Status Advice – Terminate Transaction Request (SA-TTR) to Vendor A cancelling the Status Advice – Notice of Pending Switch. (Reference STR16)
  - c. Contact Vendor A to cancel the switch. This scenario would be the same as IV.b above. (Reference STR14)
- VI. Within the 30 day contest period, Vendor B may:
  - a. Cancel the switch request by sending a Status Advice – Terminate Transaction Request (SA-TTR) to the Distributor cancelling the

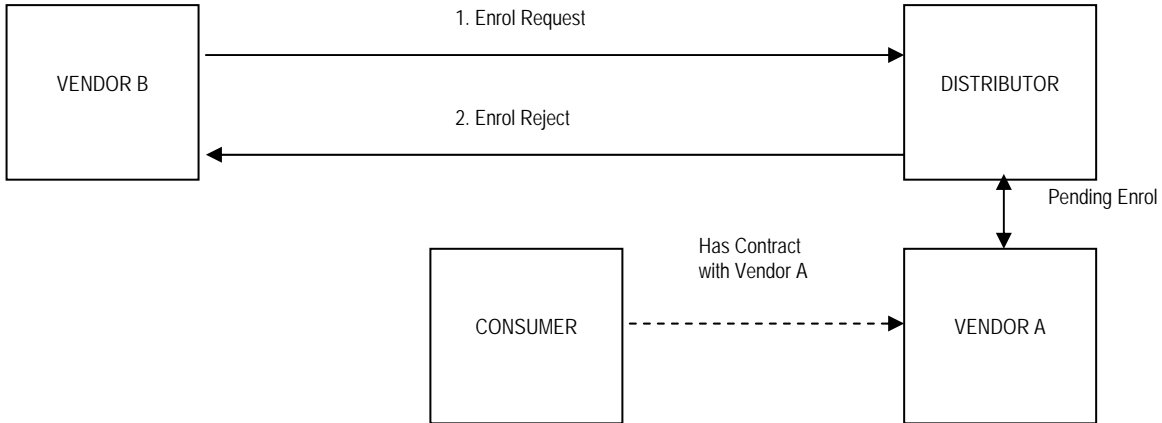
Enrol Request. The Distributor will send a Status Advice – Terminate Transaction Request (SA-TTR) to Vendor A cancelling the Status Advice – Notice of Pending Switch.

It is foreseeable that there may be cases where the Consumer selects more than two Vendors and that those Vendors will attempt to enrol the same Consumer. The first valid Enrol Request received will be processed through to the Enrol Accept. Prior to the Effective Date of the first valid Enrol Request, the Distributor will reject any subsequent Enrol Requests by responding with an Enrol Reject notifying the applicable Vendor that there is already a pending Enrol Request for the Consumer account. In this manner, only one Enrol Request may be pending at one time.



### TRANSACTION FLOW STR11 Enrol/Switch-Reject (Pending Enrol)

In this scenario, Vendor B submits an Enrol Request. The Distributor has a pending Enrol Request for the Consumer from Vendor A (i.e., the Enrol Request from Vendor A has been accepted, but the requested Effective Date is in the future).

**Flow:**

1. Vendor B submits Enrol Request.
2. Distributor sends an Enrol Reject to Vendor B within 14 calendar days indicating the applicable reject reason.

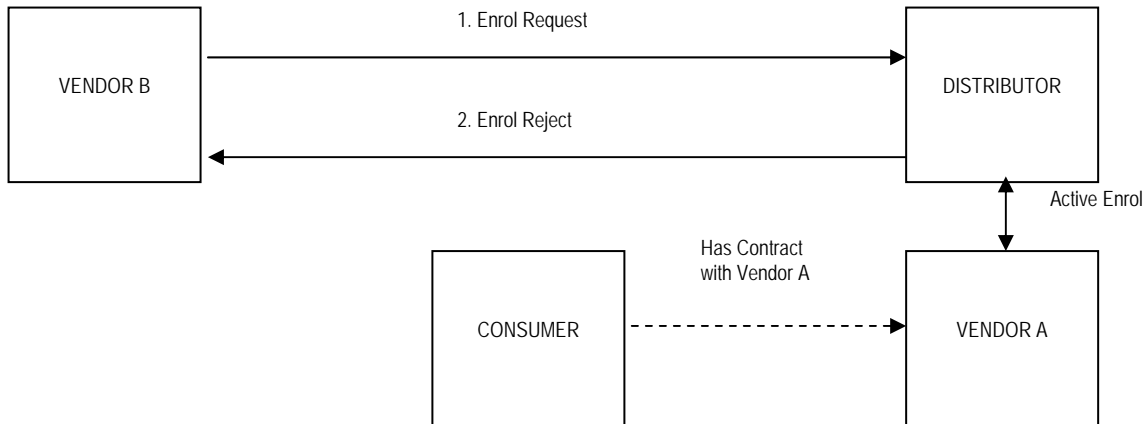
**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

## TRANSACTION FLOW STR12 Enrol/Switch-Reject (Insufficient Time for Contest)

In this scenario (Reference 1b), Vendor B submits an Enrol Request 45 days prior to the requested Effective Date. The Distributor has an active Enrol Request for the Consumer from Vendor A (i.e., the Consumer is enrolled with Vendor A). The Distributor rejects the Enrol Request from Vendor B with a reject reason which advises Vendor B that the Consumer is already enrolled.

**Flow:**

1. Vendor B submits Enrol Request 45 calendar days prior to requested Effective Date.
2. Distributor sends an Enrol Reject to Vendor B within 14 calendar days indicating the applicable reject reason.

Vendor B may resubmit Enrol Request with an Effective Date which is at least 75 days in the future (the standard 45 calendar days plus 30 calendar days for the Contest Period).

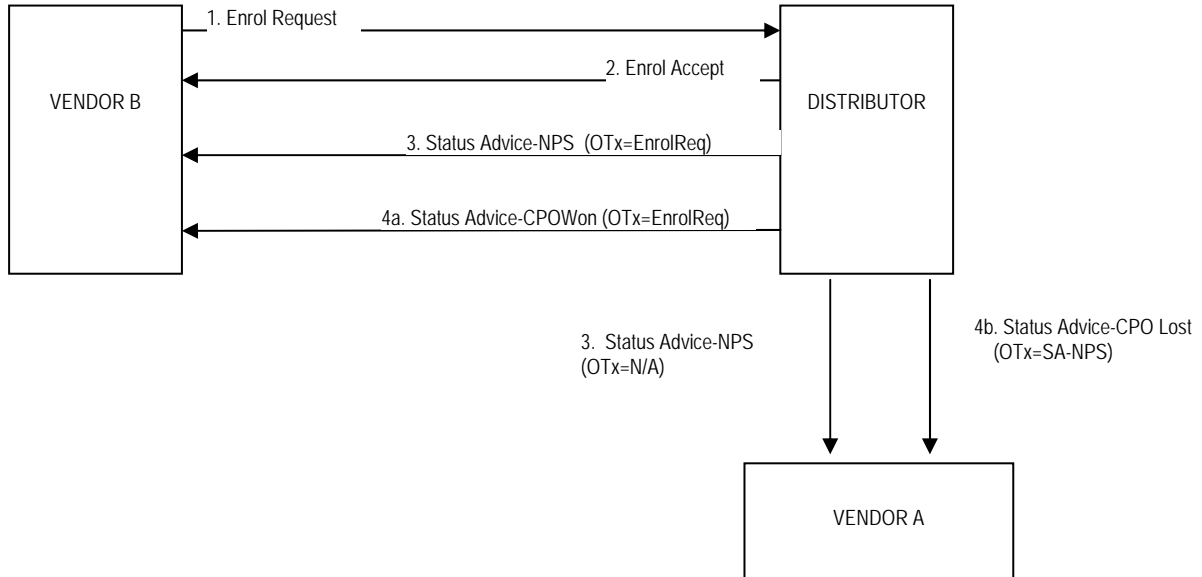
**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

## TRANSACTION FLOW STR13 Enrol/Switch

**In this scenario (Reference IVa), the Consumer is already enrolled with Vendor A when Vendor B submits an Enrol Request. Vendor A does not contest the switch.**



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

### Flow:

1. Vendor B submits Enrol Request to the Distributor for Vendor A's Consumer.
2. Distributor sends an Enrol Accept to Vendor B within 14 calendar days.
3. Distributor sends two Status Advice - Notice of Pending Switch (NPS) messages coincident with sending the Enrol Accept. One message goes to Vendor A, the other to Vendor B. The date/time stamp on the outbound Notice of Pending Switch starts the beginning of the 30 calendar day contest period.
4. When the 30 calendar days Contest Period has expired, the Distributor sends a Status Advice – Contest Period Over to both Vendor A and Vendor B. Vendor B is sent a Status Advice - Contest Period Over Won (CPO-Won) which is notification that it will begin to supply the Consumer on the Effective Date requested in its Enrol Request. Vendor A is sent a Status Advice – Contest Period Over Lost (CPO-Lost) which is notification that the Consumer's Enrolment with it will be terminated on the Effective Date.

### Rules:

1. If there is no contest then the Consumer is enrolled with Vendor B after the 30 calendar day Contest Period has expired with an Effective Date requested in the Enrol Request.

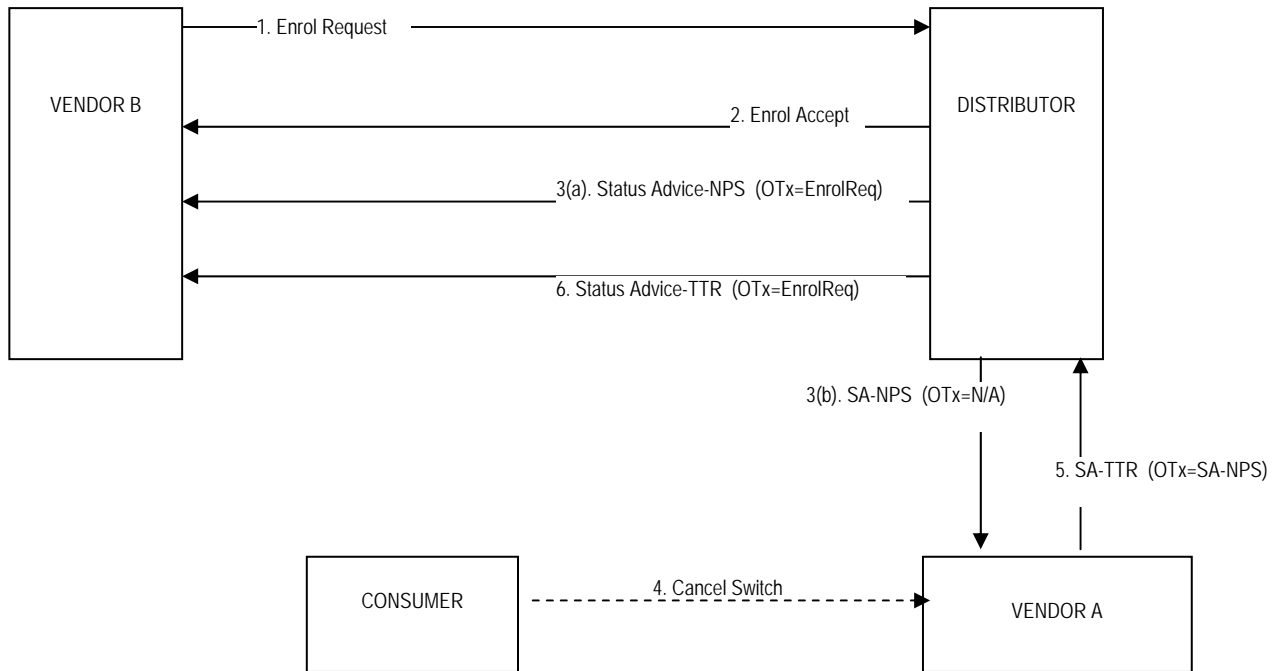
**Exceptions:** None

### Roles and Responsibilities:

Distributor is responsible for notifying both Vendor A and Vendor B with switch results.

## TRANSACTION FLOW STR14 Enrol/Switch/Cancel During the Contest Period

In this scenario (Reference IVb), the Consumer is enrolled with Vendor A. Vendor B has sent in the Enrol Request to the Distributor. Vendor A contests Vendor B's Enrolment and the Consumer cancels the switch to Vendor B (during the 30 calendar day Contest Period) by notifying Vendor A.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate an accept or reject of the Transaction.**

### Flow:

- Vendor B submits Enrol Request to the Distributor for Vendor A's Consumer.
- Distributor sends an Enrol Accept to Vendor B within 14 calendar days of receipt.
- Distributor sends two Status Advice - Notice of Pending Switch (SA-NPS) messages coincident with the Enrol Accept. One message goes to Vendor A, the other to Vendor B. The date/time stamp on the outbound Notice of Pending Switch starts the beginning of the 30 calendar day Contest Period.
- Consumer notifies Vendor A of desire to cancel the Enrolment with Vendor B (Cancel the Switch) within the 30 calendar day Contest Period.
- Vendor A sends the Distributor a Status Advice - Terminate Transaction Request (SA-TTR).
- The Distributor then notifies Vendor B with a Status Advice - Terminate Transaction Request. Consumer remains with Vendor A.

### Rules:

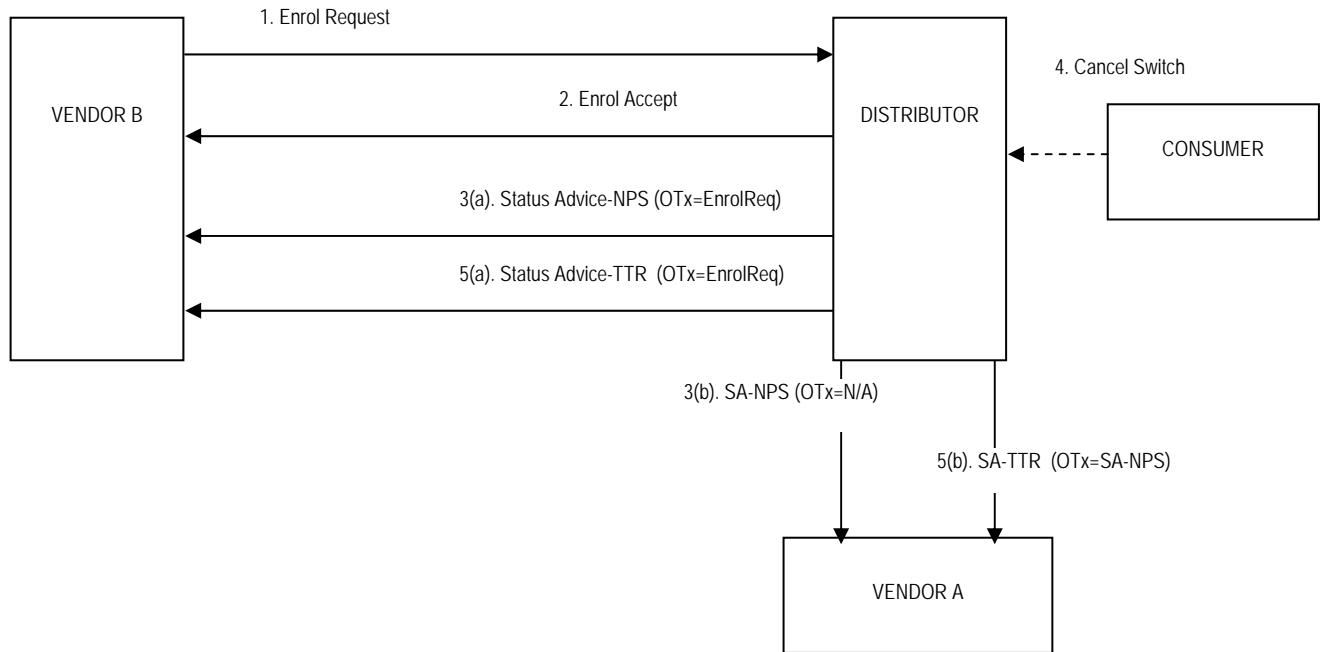
- Since this is a pending Enrolment with Vendor B, only a Status Advice - Terminate Transaction Request (SA-TTR) is required.

**Exceptions:** None

**Roles and Responsibilities:** None

## TRANSACTION FLOW STR15 Enrol/Switch/Cancel During Contest Period

In this scenario (Reference Va), the Consumer is enrolled with Vendor A. Vendor B has sent in the Enrol Request to the Distributor. The Consumer cancels the switch to Vendor B by contacting the Distributor during the 30 calendar day contest period. The Distributor notifies Vendor A and Vendor B that the Transaction has been terminated.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

### Flow:

- Vendor B submits Enrol Request to the Distributor for Vendor A's Consumer.
- Distributor sends an Enrol Accept to Vendor B within 14 calendar days of receipt.
- Distributor sends two Status Advice - Notice of Pending Switch (SA-NPS) messages coincident with the Enrol Accept. One message goes to Vendor A, the other to Vendor B. The date/time stamp on the outbound Notice of Pending Switch starts the beginning of the 30 calendar day Contest Period.
- Consumer notifies Distributor of desire to cancel the Enrol Request with Vendor B (Cancel the Switch) within the 30 calendar day Contest Period.
- The Distributor then notifies both Vendors with a Status Advice - Terminate Transaction Request (SA-TTR).  
Consumer remains with Vendor A.

### Rules:

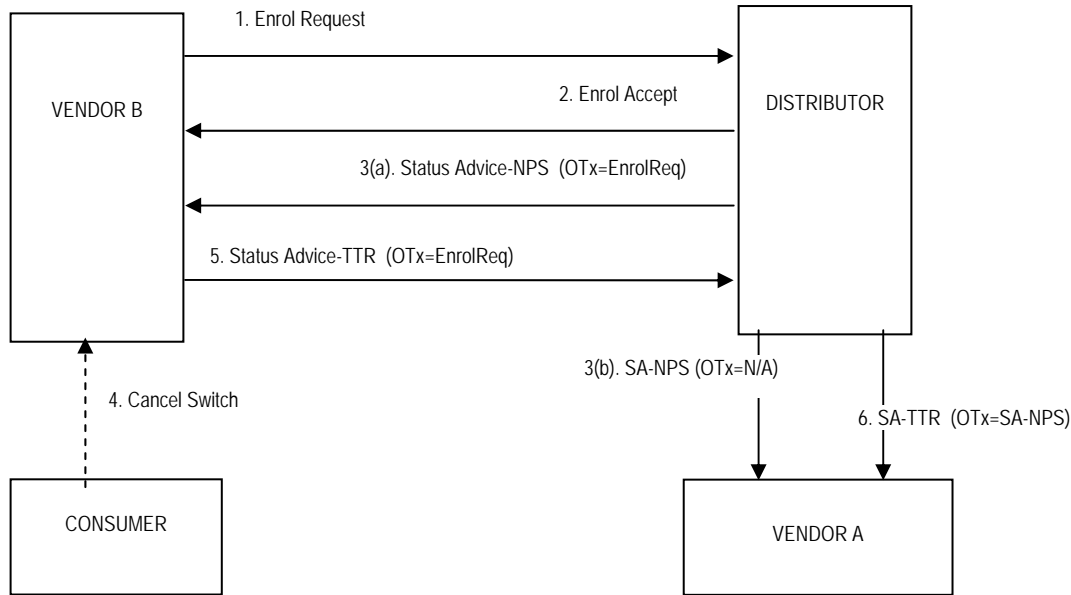
- Since this is a pending Enrol with Vendor B, only a Status Advice - Terminate Transfer Request is required.

**Exceptions:** None

**Roles and Responsibilities:** None

## TRANSACTION FLOW STR16 Enrol/Switch/Cancel (During Contest Period)

In this scenario (Reference Vb), the Consumer is enrolled with Vendor A. Vendor B has sent in the Enrol Request to the Distributor. Consumer cancels the switch during the 30 calendar day Contest Period by notifying Vendor B. Vendor B cancels its Enrol Request with the Distributor. The Distributor then notifies Vendor A that the switch has been cancelled.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

### Flow:

- Vendor B submits Enrol Request to the Distributor for Vendor A's Consumer.
- Distributor sends an Enrol Accept to Vendor B within 14 calendar days of receipt.
- Distributor sends two Status Advice - Notice of Pending Switch (NPS) messages coincident with the Enrol Accept. One message goes to Vendor A, the other to Vendor B. The date/time stamp on the outbound Notice of Pending Switch starts the beginning of the 30 calendar day Contest Period.
- Consumer notifies Vendor B of desire to cancel the Enrolment with them (Cancel the Switch) within the 30 calendar day Contest Period.
- Vendor B sends the Distributor Status Advice - Terminate Transaction Request (SA-TTR).
- The Distributor then notifies Vendor A with a Status Advice (Terminate Transaction Request). Consumer remains with Vendor A.

### Rules:

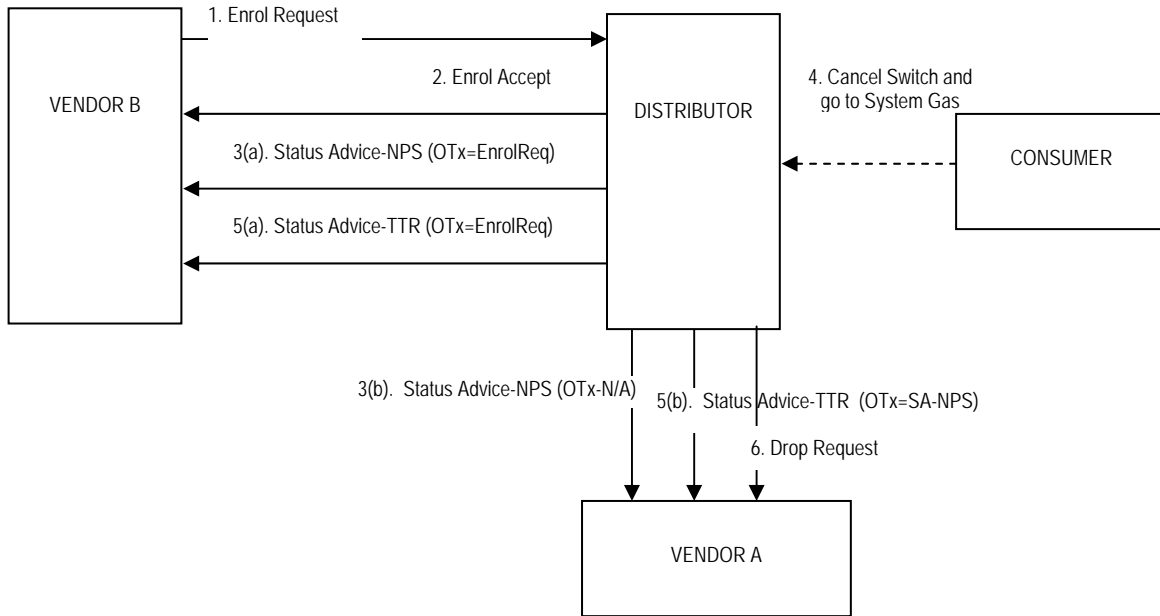
- Since this is a pending Enrolment with Vendor B, only a Status Advice - Terminate Transaction Request (SA-TTR) is needed.

**Exceptions:** None

**Roles and Responsibilities:** None

**TRANSACTION FLOW STR17  
Enrol/Switch/Cancel  
During Contest Period**

In this scenario, the Consumer is enrolled with Vendor A. Vendor B has sent in the Enrol Request to the Distributor. The Consumer cancels the switch to Vendor B during the 30 calendar day contest period by contacting the Distributor and requesting to return to System Gas. The Distributor notifies Vendor A and Vendor B that the Transaction has been terminated, and sends a Drop Request to Vendor A.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Vendor B submits Enrol Request to the Distributor for Vendor A's Consumer.
2. Distributor sends an Enrol Accept to Vendor B within 14 calendar days of receipt.
3. Distributor sends two Status Advice of Notice - Pending Switch (NPS) messages coincident with the Enrol Accept. One message goes to Vendor A, the other to Vendor B. The date/time stamp on the outbound Notice of Pending Switch starts the beginning of the 30 calendar day Contest Period.
4. Consumer notifies Distributor of desire to cancel the Enrolment with Vendor B (Cancel the Switch) and to go back to System Gas within the 30 calendar day Contest Period.
5. The Distributor then notifies both Vendors with a Status Advice - Terminate Transaction Request (SA-TTR).
6. The Distributor sends a Drop Request to Vendor A advising that the Consumer will go to System Gas.

Consumer goes to System Gas at the Effective Date specified in the Drop Request.

**Rules:**

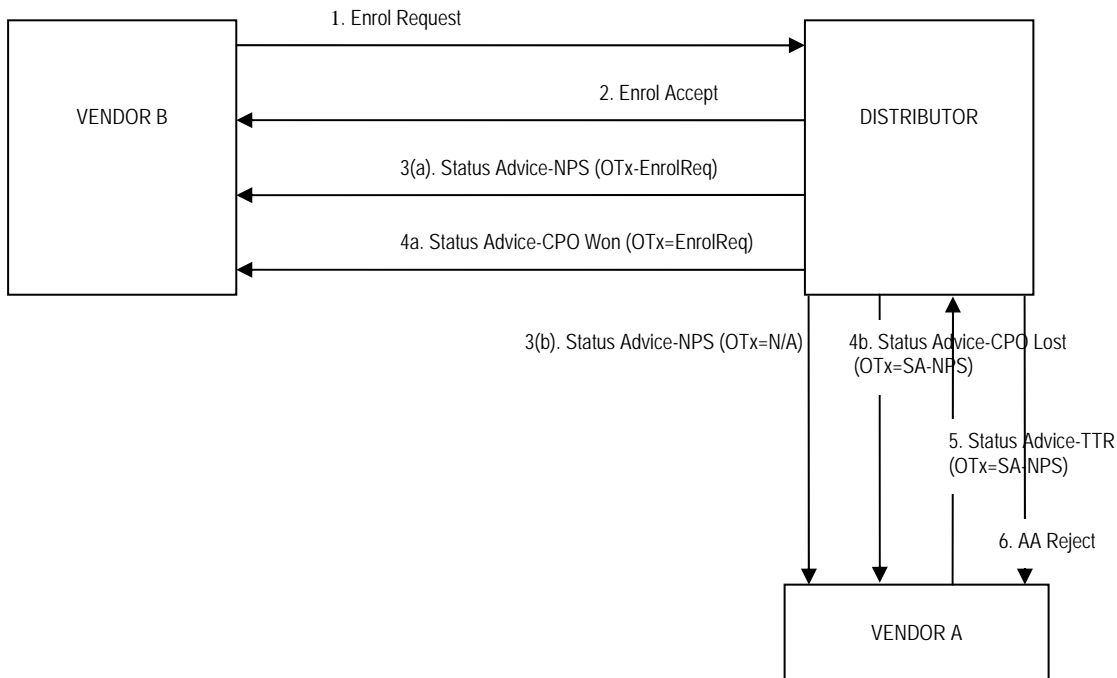
1. Since this is a pending Enrolment with Vendor B, only a Status Advice - TTR (Terminate Transaction Request) is required.

**Exceptions:** None

**Roles and Responsibilities:** None

### TRANSACTION FLOW STR18 Enrol/Switch/Cancel After Contest Period, Before Switch Date

In this scenario, the Consumer is enrolled with Vendor A. Vendor B submits an Enrol Request. Upon expiry of the 30 calendar day Contest Period (during which Vendor A did not contest the switch), the Distributor sends to Vendor B a 'Status Advice – Contest Period Over – Won', and to Vendor A a 'Status Advice – Contest Period Over – Lost'. Then, before the Effective Date of the switch but after the end of the contest period, Vendor A sends a 'Status Advice – Terminate Transaction Request' to the Distributor to cancel the switch to Vendor B. The Distributor rejects the 'Status Advice – Terminate Transaction Request' from Vendor A with a reject reason to indicate the previous Transaction (Enrol Request from Vendor B) is now complete. (Vendor A must send the Terminate Transaction Request within the 30 calendar day Contest Period, and not after.)



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Vendor B submits Enrol Request to the Distributor for Vendor A's Consumer.
2. Distributor sends an Enrol Accept to Vendor B within 14 calendar days of receipt.
3. Distributor sends two Status Advice - Notice of Pending Switch (SA-NPS) messages coincident with the Enrol Accept. One message goes to Vendor A, the other to Vendor B. The date/time stamp on the outbound Notice of Pending Switch starts the beginning of the 30 calendar day Contest Period.
4. When the 30 calendar day Contest Period has expired, Distributor notifies Vendor B with Status Advice - Contest Period Over – Won; and notifies Vendor A with Status Advice - Contest Period Over -Lost. Consumer will now switch to Vendor B on the requested Effective Date.



5. Vendor A sends a Status Advice – Terminate Transaction Request (SA-TTR) to the Distributor advising of the cancellation of the switch from Vendor A to B.
6. Distributor rejects the Status Advice with an Application Advice Reject and a reject reason indicating that the Enrol Request Transaction was complete coincident with the expiry of the Contest Period. (Vendor A must send a Terminate Transaction Request prior to the end of the 30 calendar day Contest Period. The Contest Period begins at the date/time stamp on the Notice of Pending Switch (reference step 3).

The Consumer will switch to Vendor B on the requested Effective Date.

**Rules:**

1. If the Consumer were to contact Vendor A after the Contest Period is over, Vendor A would refer the Consumer to the Distributor.

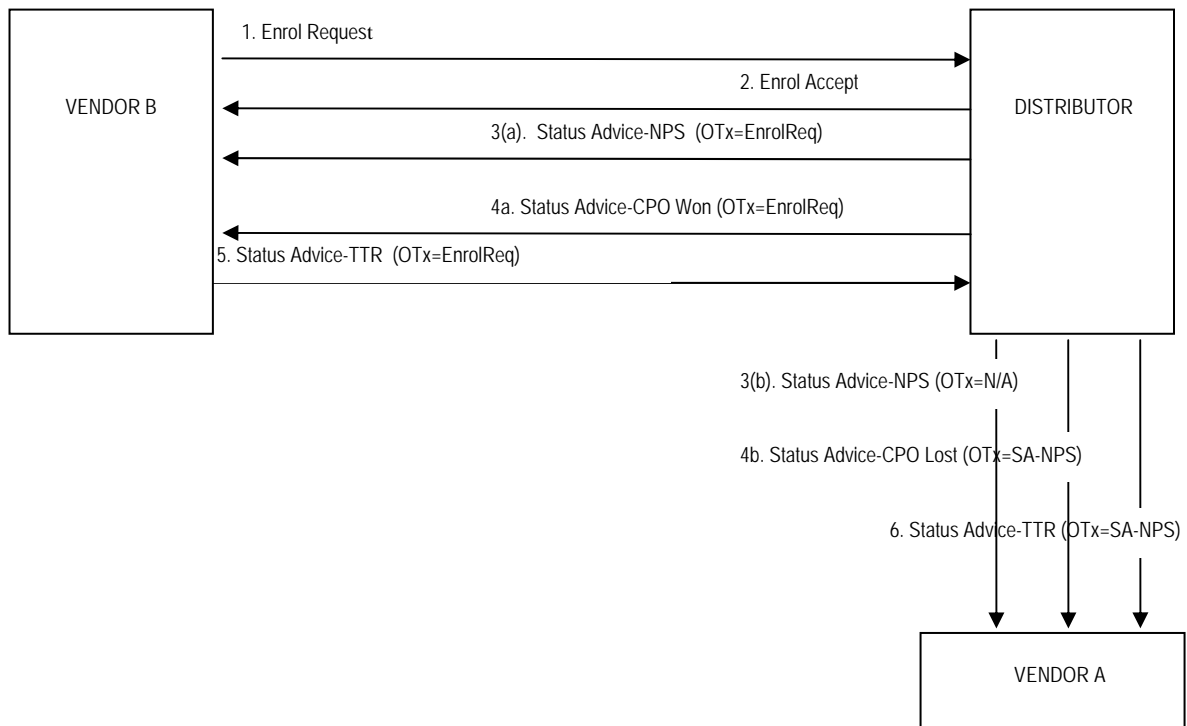
**Exceptions:** None

**Roles and Responsibilities:**

Distributor is responsible for notifying both Vendor A and Vendor B of the switch results.

**TRANSACTION FLOW STR19  
Enrol/Switch/Cancel  
After Contest Period, Before Switch Date**

In this scenario, the Consumer is enrolled with Vendor A. Vendor B submits an Enrol Request. After the 30 calendar day Contest Period, the Distributor sends to Vendor B a 'Status Advice – Contest Period Over – Won'; and to Vendor A a 'Status Advice – Contest Period Over – Lost'. Then, before the switch date, Vendor B sends a Status Advice – Terminate Transaction Request to the Distributor to cancel its Enrol Request, and consequently the switch to Vendor B. The Distributor accepts the Status Advice – Terminate Transaction Request from Vendor B and notifies Vendor A that the switch has been cancelled.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Vendor B submits Enrol Request to the Distributor for Vendor A's Consumer.
2. Distributor sends an Enrol Accept to Vendor B within 14 calendar days of receipt.
3. Distributor sends two Status Advice - Notice of Pending Switch (SA-NPS) messages coincident with the Enrol Accept. One message goes to Vendor A, the other to Vendor B. The

date/time stamp on the outbound Notice of Pending Switch starts the beginning of the 30 calendar day Contest Period.

4. When the 30 calendar day Contest Period has expired, Distributor notifies Vendor B with Status Advice - Contest Period Over – Won; and notifies Vendor A with Status Advice - Contest Period Over - Lost. Consumer will now switch to Vendor B on the requested Effective Date.
5. Prior to the requested Effective Date, Vendor B sends a Status Advice – Terminate Transaction Request (SA-TTR) to the Distributor advising of the cancellation of its Enrol Request, and consequently the switch from Vendor A to B.
6. Distributor accepts the Status Advice - Terminate Transaction Request and sends to Vendor A a Status Advice - Terminate Transaction Request to advise Vendor A that the switch has been cancelled.

Consumer will continue with Vendor A.

**Rules:**

1. Vendor A should accept a Status Advice - Terminate Transfer Request even after receiving a Status Advice - Contest Period Over - Lost.
2. A Status Advice – Terminate Transaction Request cannot be used to cancel an Enrol Request within 15 calendar days of the Effective Date requested in the Enrol Request.

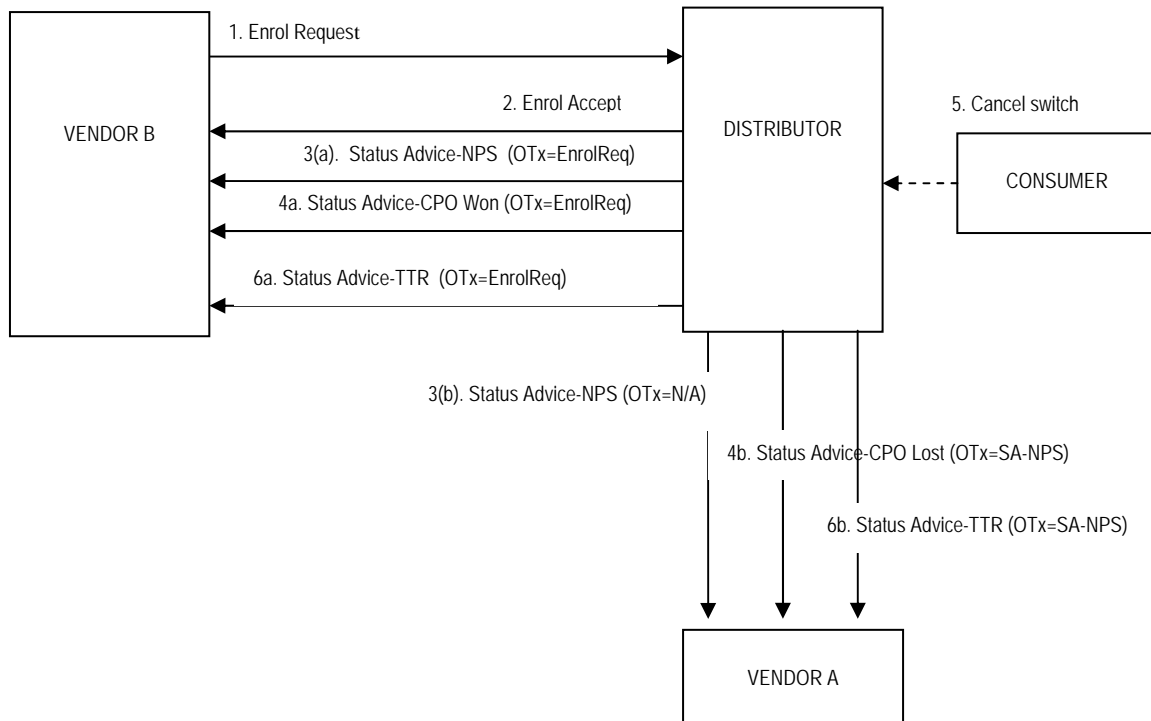
**Exceptions:** None

**Roles and Responsibilities:**

Distributor is responsible for notifying both Vendor A and Vendor B of switch results.

## TRANSACTION FLOW STR20 Enrol/Switch/Cancel After Contest Period, Before Switch Date

In this scenario, the Consumer is enrolled with Vendor A. Vendor B submits an Enrol Request. After the 30 calendar day Contest Period, the Distributor sends to Vendor B a 'Status Advice – Contest Period Over – Won'; and to Vendor A a 'Status Advice – Contest Period Over – Lost'. Then, before the switch date, the Consumer contacts the Distributor wishing to remain with Vendor A. The Distributor sends a Status Advice – Terminate Transaction Request to Vendors A and B to cancel the switch to Vendor B.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

### Flow:

1. Vendor B submits Enrol Request to the Distributor for Vendor A's Consumer.
2. Distributor sends an Enrol Accept to Vendor B within 14 calendar days of receipt.
3. Distributor sends two Status Advice - Notice of Pending Switch (SA-NPS) messages coincident with the the Enrol Accept. One message goes to Vendor A, the other to Vendor B. The date/time stamp on the outbound Notice of Pending Switch starts the beginning of the 30 calendar day Contest Period.

4. When the 30 day Contest Period has expired, Distributor notifies Vendor B with Status Advice - Contest Period Over – Won; and notifies Vendor A with Status Advice - Contest Period Over -- Lost. Consumer will now switch to Vendor B on the requested Effective Date.
5. Consumer contacts the Distributor wishing to remain with Vendor A (cancels the switch to Vendor B).
6. Distributor sends a Status Advice – Terminate Transaction Request to the Vendors A and B advising of the cancellation of the switch from Vendor A to Vendor B.  
Consumer will continue with Vendor A.

**Rules:**

1. Vendors A and B must accept a Status Advice - Terminate Transaction Request even after receiving a Status Advice - Contest Period Over.
2. A Status Advice – Terminate Transaction Request cannot be used to cancel an Enrol Request within 15 calendar days of the Effective Date requested in the Enrol Request.

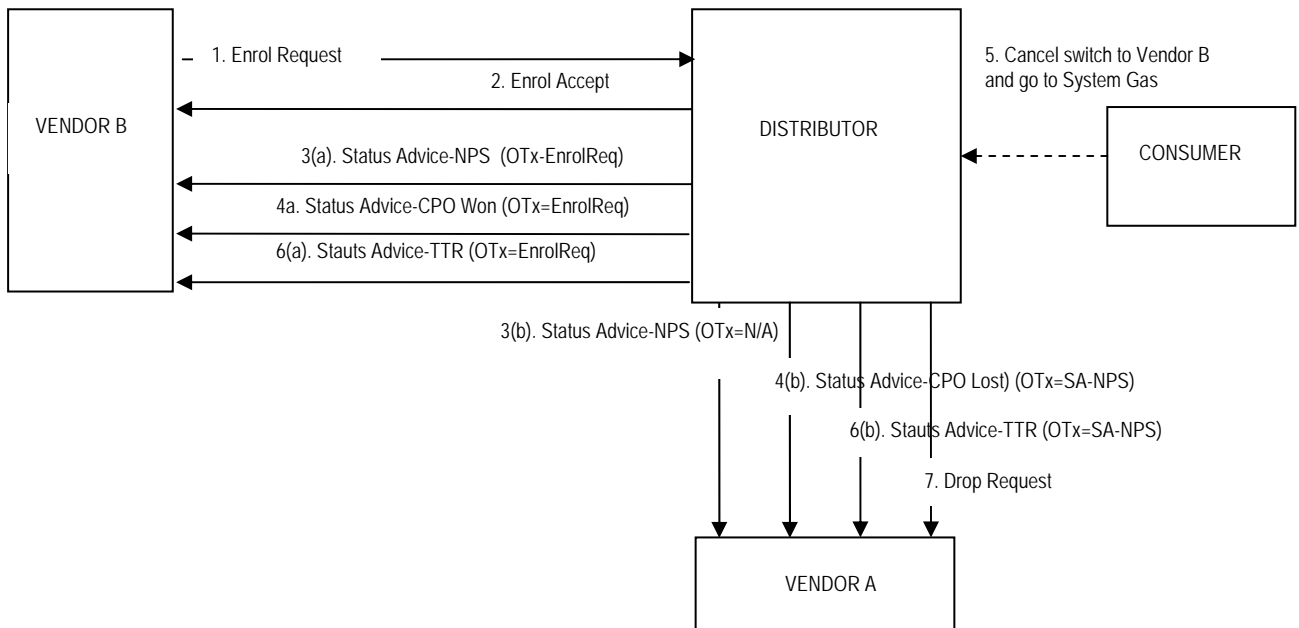
**Exceptions:** None

**Roles and Responsibilities:**

Distributor is responsible for notifying both Vendor A and Vendor B of switch results.

**TRANSACTION FLOW STR21  
Enrol/Switch/Cancel  
After Contest Period, Before Switch Date**

In this scenario, the Consumer is enrolled with Vendor A. Vendor B submits an Enrol Request. After the 30 calendar day Contest Period, the Distributor sends to Vendor B a 'Status Advice – Contest Period Over – Won'; and to Vendor A a 'Status Advice – Contest Period Over – Lost'. Then, before the switch date, the Consumer contacts the Distributor wishing to go back to System Gas. The Distributor sends a Status Advice – Terminate Transaction Request to both Vendors A and B to cancel the switch to Vendor B, and then sends a Drop Request to Vendor A to return the Consumer to System Gas. (See End Note)



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Vendor B submits Enrol Request to the Distributor for Vendor A's Consumer.
2. Distributor sends an Enrol Accept to Vendor B within 14 calendar days of receipt.
3. Distributor sends two Status Advice - Notice of Pending Switch (SA-NPS) messages coincident with the Enrol Accept. One message goes to Vendor A, the other to Vendor B. The date/time stamp on the outbound Notice of Pending Switch starts the beginning of the 30 calendar day Contest Period.

4. When the 30 calendar day Contest Period has expired, Distributor notifies Vendor B with Status Advice - Contest Period Over – Won; and notifies Vendor A with Status Advice - Contest Period Over - Lost. Consumer will now switch to Vendor B on the requested Effective Date.
5. Consumer contacts the Distributor wishing to go back to System Gas (cancels the switch to Vendor B).
6. Distributor sends a Status Advice – Terminate Transaction Request (SA-TTR) to both Vendors A and B advising of the cancellation of the switch from Vendor A to B. Vendors A and B must accept the Status Advice - Terminate Transaction Request even after a Status Advice - Contest Period Over has been received.
7. Distributor sends a Drop Request to Vendor A.  
Consumer will return to System Gas.

**Rules:**

1. Vendors A and B must accept a Terminate Transaction Request even after receiving a Status Advice - Contest Period Over.
2. A Status Advice – Terminate Transaction Request cannot be used to cancel an Enrol Request within 15 calendar days of the Effective Date requested in the Enrol Request.

**Exceptions:** None

**Roles and Responsibilities:**

Distributor is responsible for notifying both Vendor A and Vendor B of switch results.

**End Note:**

It is possible that neither Step 6(b), SA-TTR to Vendor A, nor Step 7, Drop Request Transaction to Vendor A is required. At Step 4(b) Vendor A is advised that they have lost the contest, so at this point Vendor A knows the Consumer will no longer be enrolled with it on the Effective Date included in the SA-CPO-Lost. The intent is to accomplish all required notification with as few Transactions as possible. All parties will consider the implications of each methodology, and determine the most efficient way to conclude this Scenario.

### **5.1.5 STR - Consumer Information Requests: Historical Consumption and Historical Payment**

#### Definition/purpose

The Historical Consumption Request and Historical Payment Request Transactions allow the Vendor to request historical information.

#### Flow

The Vendor requests the historical information for a specific Consumer account by sending an Historical Consumption Request or an Historical Payment Request to the Distributor.

#### Response

The Historical Consumption Request and Historical Payment Request must be responded to within seven calendar days.

If the originating Request is accepted, the Distributor responds to the Vendor by sending an Historical Consumption Accept or a Historical Payment Accept Transaction, as applicable, within 14 calendar days. The Response includes the data requested by the Vendor.

If the requested Consumption or payment history will not be available within the 14 calendar day timeframe, the Distributor will respond to the Vendor by sending an Historical Consumption or Historical Payment Reject Transaction, as applicable. The responsibility will then be on the Vendor to follow up with the Distributor outside the EBT system. Once the Vendor contacts the Distributor, the Vendor will submit a new Historical Consumption/Payment Request Transaction within the timeframe agreed upon with the Distributor.

#### General Description of the Data

##### a. Historical Consumption

The Historical Consumption Accept Transaction conveys the history of the gas Consumption at the service location of the Consumer's account. The Distributor issues this Transaction in response to a Historical Consumption Request sent by the Vendor. The Vendor may request a maximum of the previous 24 months of Consumption data; however, if the account does not have data for the whole period requested, the available data, including "null" fields where data is not available, is returned in the response Transaction. In the originating Request, if the field in which the Vendor requests the number of months of data requested is not filled in, this number will default to twelve. The Historical Consumption Accept contains all requested and available Consumption at the service location of the Consumer's account. If there is no Consumption during any part of the period, a value of "zero" should be returned for the applicable periods. If data is not available a "null" field should be returned for the applicable periods.



**b. Historical Payment**

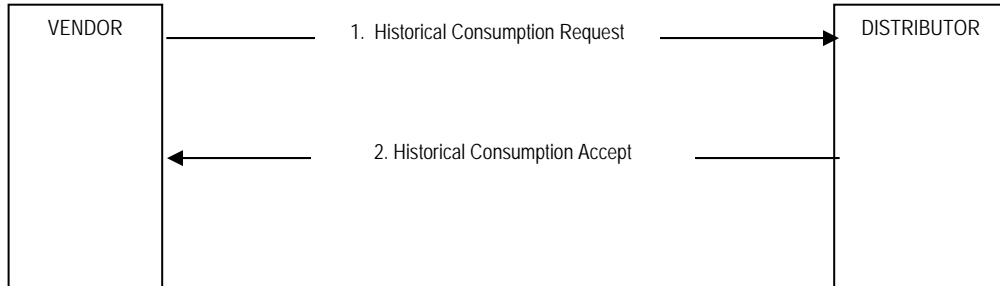
The Historical Payment Accept Transaction conveys the Consumer's payment profile, including payment due dates, payment receipt dates, number of times the Consumer was delinquent or in arrears in the previous 24 months, maximum credit exposure in the previous 24 months, and the number of times the Consumers security arrangements was revised in the previous 24 months.

**Rules**

- A Distributor shall provide Consumer Information with respect to a Consumer in accordance with any written direction received from that Consumer.
- The Vendor, if authorized in writing by the Consumer, is the Consumer's agent, and as such may perform any action required or permitted by the Consumer.

### TRANSACTION FLOW STR22 Historical Consumption

In this scenario, the Vendor sends an Historical Consumption Request. The Distributor is able to respond with the historical consumption within 14 calendar days.



**Flow:**

1. Vendor submits an Historical Consumption Request.
2. Distributor gathers data and returns the Historical Consumption Accept, including the requested data, to the Vendor within 14 calendar days of receipt of the request.

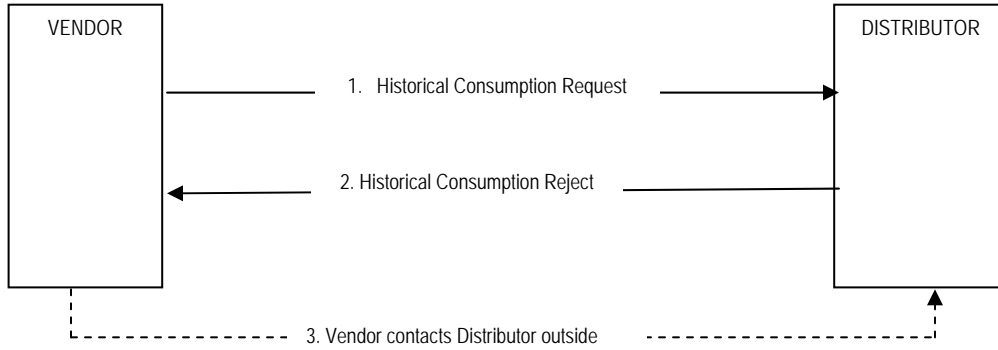
**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

## TRANSACTION FLOW STR23 Historical Consumption

In this scenario, the Vendor sends an Historical Consumption Request, but the Distributor is unable to provide the historical Consumption information within 14 calendar days.

**Flow:**

1. Vendor submits a Historical Consumption Request Transaction.
2. Distributor cannot provide historical consumption data within the 14 calendar day timeframe, so sends a Historical Consumption Reject within 14 calendar days of receipt of the Request.
3. Vendor will follow up with Distributor outside the EBT system, and submit a new Historical Consumption Request Transaction within the agreed upon timeframe.

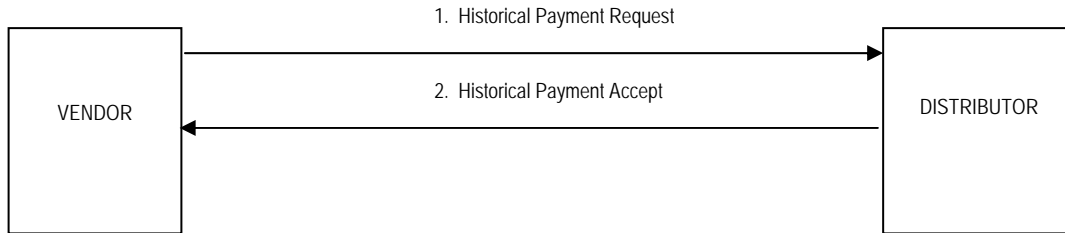
**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

## TRANSACTION FLOW STR24 Historical Payment

In this scenario, the Vendor requests payment profile data which can be supplied within 14 calendar days.

**Flow:**

1. Vendor sends Historical Payment Request.
2. Distributor gathers data and sends Historical Payment Accept, including requested data, within 14 calendar days of receipt of the request.

**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

### 5.1.6 STR - Change Consumer Information

#### Definition/Purpose

It is recognized that a Consumer that is enrolled with a Vendor is a customer of both the Distributor for Gas Distribution Services, and of the Vendor for Gas Competitive Services. Any Consumer Information identified as necessary for each party, as long as each party continues to provide service to the Consumer, must be exchanged between the parties if the information is changed. The Change Consumer Information Transaction is used to ensure each party has accurate and up-to-date Consumer Information.

#### Flow

This Transaction may be originated by either the Distributor or the Vendor. The Distributor is the "owner" of the Consumer Information. There is, therefore, no requirement for the Distributor to match its information to that sent by the Vendor. However, it is the Distributor's responsibility to confirm whether or not Consumer Information changes sent by the Vendor are accurate, and to then advise the Vendor if it makes any changes to the Consumer Information in its system.

#### Data Description

The full set of applicable Consumer Information will be defined in the schemas. However, some types of information include Consumer's name, account number, service address and billing address. The originator of the Transaction will provide the reason the Transaction is being sent, the field(s) changed, the reason for the change, the changed information, and the Effective Date.

#### Response

The party receiving the Change Consumer Information Request will respond within 14 calendar days by sending a Change Consumer Information Accept.

If the Change Consumer Information Request is sent from the Distributor to the Vendor, the Vendor responds with an Accept Transaction. The Accept Transaction from the Vendor will echo back the same fields sent by the Distributor in the Change Consumer Information Request. The Vendor updates its records with any changes as required. If the Vendor has any questions regarding the updated information, the Vendor contacts the Distributor outside the EBT System.

If the Change Consumer Information Request is sent from the Vendor to the Distributor, the Distributor will respond with an Accept Transaction, but will not echo back the same fields. The Accept Transaction response from the Distributor is intended to be an acknowledgment of receipt of the Request Transaction. The Distributor should contact the Consumer to verify any changes to the Consumer Information it has in its records. If and when the Distributor updates its records, it will send the current revised data to the Vendor with a new Change Consumer Information Request.

### Rules

The Distributor owns the information of record regarding the Consumer. Therefore, any time the Distributor changes the information of record, a Change Consumer Information Request must be sent to the Vendor. This rule applies whether or not it was the Vendor who first advised the Distributor of the change.

The Change Consumer Information Request must be used to communicate updated information between the Vendor and the Distributor once a Distributor has sent an Enrol Accept. This rule applies both when the Enrol is pending (i.e., the Effective Date is in the future) and when the Enrol is active (i.e., the Effective Date is in the past).

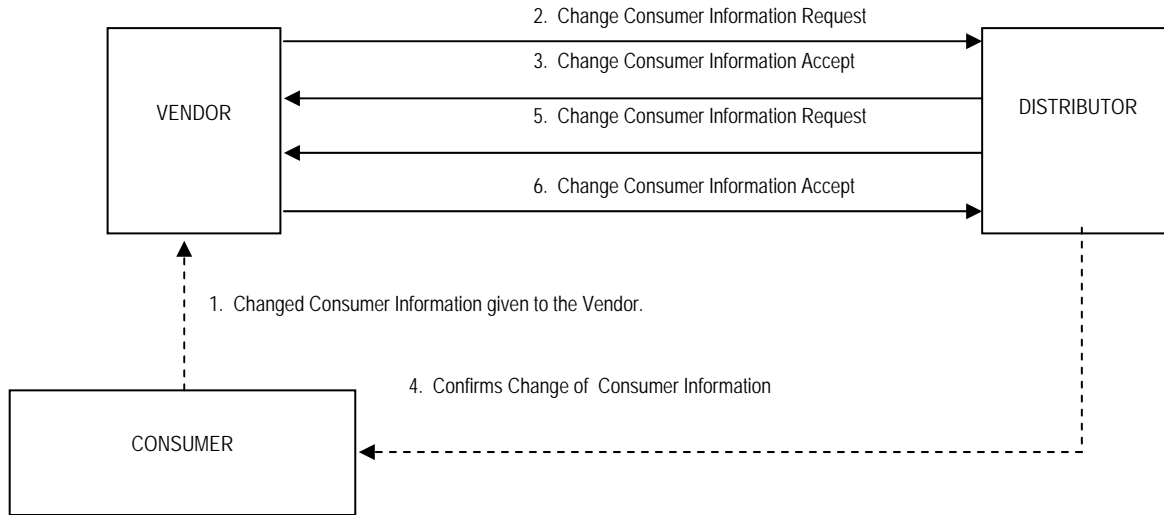
In the case of a contest, the Distributor sends the Change Consumer Information Request to both Vendors.

If a Distributor sends an old account number, the account number switch date must also be included. An old account number must be present in all EBT Transactions for at least two billing periods after being revised, and must be accepted by the Distributor and the Vendor for at least two billing periods.

The Change Consumer Information Request will include an Effective Date identifying the date that the revised information will become effective. The Distributor will send the Change Consumer Information Request when it is advised of any changes, and will include the Effective Date in the Request.

**TRANSACTION FLOW STR25  
Change Consumer Information – Consumer to Vendor**

**In this scenario, the Consumer provides the Vendor with changed information. The Vendor advises the Distributor by initiating a Change Consumer Information Request.**



**Flow:**

1. Consumer provides Vendor with changed information.
2. Vendor sends Change Consumer Information Request.
3. Distributor sends Change Consumer Information Accept within 14 calendar days.
4. Distributor contacts Consumer to confirm changed information.
5. Distributor sends Change Consumer Information Request to the Vendor to advise that it has amended its records.
6. Vendor sends Change Consumer Information Accept within 14 calendar days.

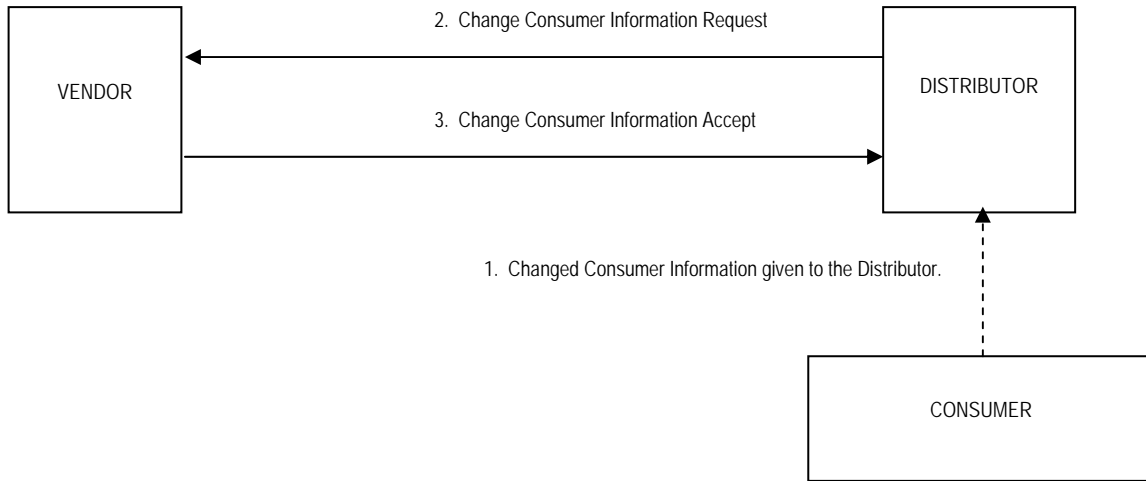
**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

**TRANSACTION FLOW STR26**  
**Change Consumer Information – Consumer to Distributor**

**In this scenario, the Consumer provides the Distributor with changed information. The Distributor advises the Vendor by initiating a Change Consumer Information Request.**



**Flow:**

1. Consumer provides Distributor with changed information.
2. Distributor submits a Change Consumer Information Request to the Vendor.
3. Vendor sends the Change Consumer Information Accept within 14 calendar days.

**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None



### 5.1.7 STR – Change Consumer Location

#### Definition/purpose

The Change Consumer Location Transaction allows a Consumer to retain its relationship with its existing Vendor at its new premises when the Consumer moves within the Distributor's service territory. If the Consumer is moving within the Distributor's service territory (and provided the Distributor is aware that such a move is taking place), then the Distributor will ensure a continuation of Gas Competitive Services with the same Vendor at the new address (referred to as a "seamless move"), unless the Consumer indicates that they wish to return to System Gas. The Distributor will notify the Vendor by means of a Change Consumer Location Request that the seamless move will take place.

When the Consumer moves outside the Distributor's service territory, a Drop Transaction is used. A seamless move cannot take place if a Consumer is moving from the service territory of one Distributor to the service territory of another Distributor.

Regardless of which Transaction is used, the Distributor must provide the Billing Address and service address of the new premises if they are known.

#### Flow

Typically, a Consumer will contact the Distributor to advise that the Consumer is moving. If the Consumer contacts the Vendor instead, the Vendor may refer the Consumer to the Distributor, or send a Status Advice to the Distributor notifying of Consumer's intent to move. **In any event, the Distributor and the Consumer will make contact to arrange details of the move.**

If a Consumer notifies the Distributor that he is moving inside the Distributor's service territory but no longer wishes to remain with the same Vendor, the Distributor may indicate this to the Vendor using the following flow:

- Bypass issuing the Change Consumer Location Transaction and only issue a Drop Request Transaction. From the Vendor's view, this flow is identical to the flow for a move that is out of the Distributor's service territory.

The address of the 'move to' location, if known, must be included in the Drop Request Transaction.

If the Consumer notifies the Vendor of the move, the Vendor will send a Status Advice to the Distributor indicating the Consumer's intent to move. If applicable, the Vendor will also send a Drop Request Transaction.

If the Distributor has issued a Change Consumer Location Transaction in error, this Transaction can be cancelled by sending the Vendor a Status Advice - Terminate Transaction Request.

### General Description of Data

The information sent in the Change Consumer Location Request includes the Distributor's new account number if applicable, the new Billing Address and service address, and the associated dates for the old and new service locations as provided by the Consumer.

If either the Distributor or the Vendor sends an old account number, the account number switch date must also be included. An old account number must be present in all EBT Transactions for at least two billing periods.

### Response

If the Vendor replies with a Change Consumer Location Accept, or does not reply before the move occurs, the Distributor will maintain the Consumer's Enrolment with the Vendor at the new location, provided the rules listed below are met.

For an in service territory move, once the Change Consumer Location Request has been sent, the Distributor shall not send a Drop Request on the move out location (i.e., there is an implied drop at the old location).

If the Vendor does not wish to continue to supply Gas Competitive Services to the Consumer at the new 'move in' location, the Vendor may reply with a Change Consumer Location Reject Transaction. If the 'move out' date in the Change Consumer Location Request is in the future, the reject reason will indicate to the Distributor that the Vendor will not continue to supply the Consumer at the new 'move to' location. In other words, the Change Consumer Location Reject is an implied drop, and the Drop Request Transaction will not be sent. If the move out date in the Change Consumer Location Request is backdated (i.e., in the past), then the Vendor must accept the Change Consumer Location Request. If the Vendor does not wish to continue to supply the Consumer at the new 'move in' location, the Vendor will send a Drop Request to the Distributor.

### Rules

The Change Consumer Location Request allows a Consumer to stay enrolled with the same Vendor at the new address and must occur when the following conditions are met:

- Any Consumer is eligible for an in service territory move.
- A Distributor shall issue a Change Consumer Location to a Vendor when it is has been determined that the applicable Consumer is moving from one location to another location within the Distributor's service territory.
- If the Consumer provides the required details with respect to an in-service territory move, but is still currently registered in Location 1 (the move out location), then the Distributor will issue a Change Consumer Location Transaction to the Vendor. Notification of the move may occur before or after the physical move.

- Gap and overlap scenarios will be allowed.
- There are no restrictions with respect to the number or type of meters, and/or the number of service points at the new service location.

In-service territory moves and rules surrounding Contest Periods are dependent on when the move occurs and when the Consumer contacts the Distributor (refer to the Scenarios and Working Principles table below).

The Distributor will not delay sending the Change Consumer Location Request Transaction even if there is insufficient lead time for notification and response from the Vendor.

In the event that a Consumer moves to a new delivery area within a Distributor's service territory, the Vendor must provide updated contract and price point identifiers for the Consumer at the new location. The Distributor will effect a seamless move if the information to do so, from both the Consumer and the Vendor, is received with sufficient lead time.

#### Move Outside Distributor's Service Territory

For out of service territory moves, the Distributor shall initiate a Drop Request to the Vendor for service at the old service ('move out') location. The Transaction shall include the new service address if available. If the Vendor intends to maintain Consumer Enrolment at the new location, the Vendor must initiate an Enrol Request with the new Distributor at the new service ('move in') location.

If the Consumer is moving outside the Distributor's service territory, the Distributor will arrange to finalize the Consumer's account, and notify the Vendor by means of a Drop Request.

When the Consumer is moving outside the Distributor's service territory and there is only a pending Enrol Request from a Vendor (i.e., the Consumer is on System Gas, and not actively enrolled with a Vendor), a Drop Request is not valid. In this circumstance, a Status Advice -Terminate Transaction Request (SA-TTR) is to be used with a reason to indicate that a move outside the service territory will take place.

### Scenarios and In-Service Territory Move Working Principles

1.	<p>At the time a Consumer contacts a Distributor, the information relayed to the Distributor will determine the appropriate Transaction to notify a Vendor of Consumer's relocation.</p> <p>If criteria/rules are met and the relocation is within the Distributor's service</p>
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<b>Scenarios and In-Service Territory Move Working Principles</b>	
	<p>territory, then a Change Consumer Location Transaction will be initiated. (Note rule where move is within Distributor's service territory, but is from one delivery area to another.)</p> <p>If criteria are met and the relocation is outside the Distributor's service territory, then a Drop Request Transaction will be initiated.</p>
2.	The Change Consumer Location Transaction is intended to ensure that the Consumer/Vendor relationship is maintained throughout an in-service territory move. The Change Consumer Location Transaction is sent by the Distributor to the Vendor to inform of a Consumer move within the Distributor's service territory and will provide all required data as per the schemas.
3.	<p>Definition of a Consumer relocation within a Distributor's service territory, which will result in a Change Consumer Location Transaction, includes:</p> <ul style="list-style-type: none"> <li>• move out and move in on the same dates (simple);</li> <li>• move out date less than move in date (gap); and</li> <li>• move out date greater than move in date (overlap).</li> </ul>
4.	For a gap or overlap scenario, if the Consumer provided all relevant data at the time of notification to the Distributor (dates and move in location), then a Change Consumer Location Transaction will be initiated by the Distributor regardless of the difference (gap or overlap) in the dates provided.
5.	Regardless of when a Consumer notifies the Distributor of relocation, (prior to, on, or after the move out date) a Change Consumer Location Transaction will be initiated if the criteria are met as outlined in the "Rules" section above.
6.	If the Consumer notifies the Distributor of a relocation cancel after a Change Consumer Location has been issued, then a Status Advice – Terminate Transaction Request (SA-TTR) will be sent to the Vendor.
7.	<p>If the Consumer notifies the Distributor of a move date change after a Change Consumer Location has been sent, then a Status Advice – New Effective Date (SA-NED) will be sent to the Vendor.</p> <p>If the date change is for the Move Out date then the value will be "New Effective Date – Move Out"</p> <p>If the date change is for the Move In date then the value will be "New Effective Date – Move In"</p> <p>If there is a date change for both the Move In and Move Out dates then two Status Advice Transactions will be sent, one for the Move In date and one for the Move Out date.</p>
8.	If information in the Change Consumer Location Transaction requires

### Scenarios and In-Service Territory Move Working Principles

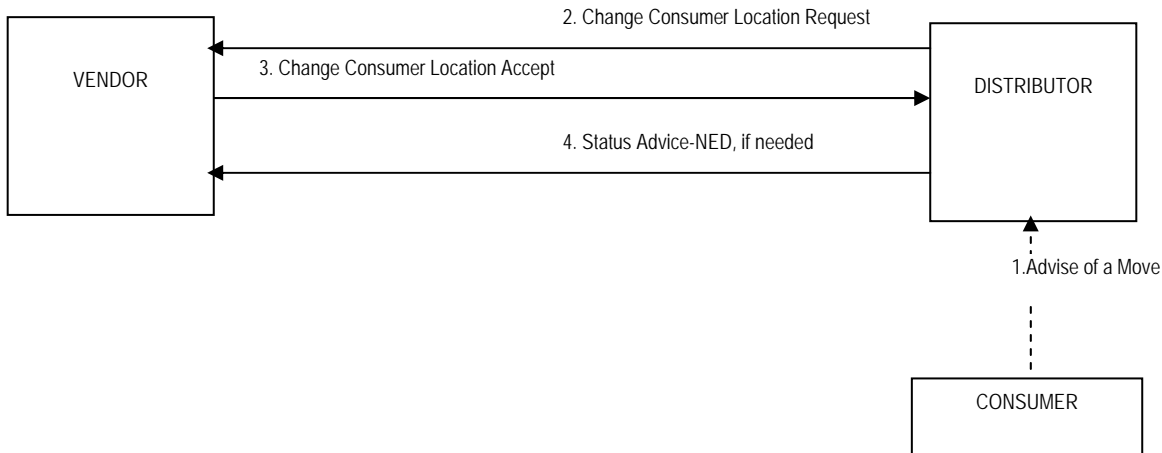
	<p>modification (as a result of Consumer contact and or processing errors) prior to the Move In date, then a Status Advice – Terminate Transaction Request (SA-TTR) will be sent to cancel the original Change Consumer Location, and a new Change Consumer Location will be sent to reflect the change.</p> <p>If the information requires modification after the Move In date then the Distributor will send a Change Consumer Information (CCI) Transaction.</p>
9.	All Consumption Transactions, if applicable, associated with the Change Consumer Location process will follow the business rules as outlined in Section 5.2 Consumption Transaction.
10.	The Vendor must have the ability in a gap and/or overlap scenario, if applicable, to send separate Invoice Bill Ready Transactions in response to Consumption Transactions received in which the account number is the same for both the old and new premises locations.
11.	The Distributor has the responsibility to maintain all internal processes (meter reads, billing, etc) throughout the Change Consumer Location process with or without a response from the Vendor.
12.	The Vendor will respond to the Change Consumer Location Transaction with a Change Consumer Location Accept if they wish to continue the relationship with the Consumer. If no response is sent, the default is that the Vendor will continue the relationship with the Consumer.
13.	If a Vendor does not wish to continue the Consumer relationship, then a Change Consumer Location Reject will be issued with a reject reason to indicate that the Vendor rejects the Consumer. The specified reject reason will be equivalent to a Drop Request for the Distributor. No further response is required from the Distributor to the Vendor.
14.	<p>In the scenario where a Change Consumer Location Transaction has been initiated by the Distributor to Vendor A, and then Vendor B submits an Enrol Request for the Consumer, the Distributor will respond to the Enrol Request as follows:</p> <ul style="list-style-type: none"> <li>Issue an Enrol Reject to Vendor B with a reject reason to indicate a pending move.</li> </ul> <p>This reject reason will provide a method for Vendor B to resend the Enrol Request after contacting the Consumer.</p> <p><b>Note:</b> The same reject reason to indicate a pending move will also apply to an Enrol Reject for a Consumer on system gas.</p>
15.	If a Consumer notifies the Distributor of an in-service territory move after the start of a 30 calendar day Contest Period, but prior to the end of the Contest Period (i.e., during the Contest Period), the Distributor may cancel an Enrol Request (i.e., cancel the contest) by sending a Status Advice – Terminate Transaction Request (SA-TTR) Transaction with a reason code to indicate a pending move to both Vendors.

**Scenarios and In-Service Territory Move Working Principles**

	<p>In the event that a Vendor rejects the SA-TTR pending move Transaction it must be noted that the contest period will be terminated. However, the responsibility to correct and resend the SA-TTR pending move Transaction remains with the Distributor.</p>
16.	<p>If, after the 30 calendar day Contest Period but prior to the Effective Date requested by the winning Vendor (SA-CPO Transactions having been sent to both Vendors) the Consumer notifies the Distributor of a move, then the following will apply:</p> <ul style="list-style-type: none"><li>• The Distributor shall inform at least the winning Vendor of the in-service territory move and may inform the second Vendor using a Change Consumer Location Transaction if it chooses.</li></ul>

## TRANSACTION FLOW STR27 Change Consumer Location

In this scenario, the Consumer notifies the Distributor about the change of location within the Distributor's service territory. The Vendor accepts the change of location.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

### Flow:

1. Consumer contacts Distributor to advise of a move to a new location inside the current Distributor's service territory.
2. Distributor sends a Change Consumer Location Request to the Vendor.
3. Vendor accepts the Change Consumer Location Request by sending the Distributor a Change Consumer Location Accept. (Note: The default is that the Distributor will assume the Vendor accepts the CCL Request Transaction. If the Vendor decides after sending the CCL Accept that it does not wish to retain the relationship with the Consumer the Vendor MUST send a Drop Request.)
4. The Distributor sends a Status Advice - New Effective Date if either the Move In or Move Out date changes from the dates sent in the Change Consumer Location Request.

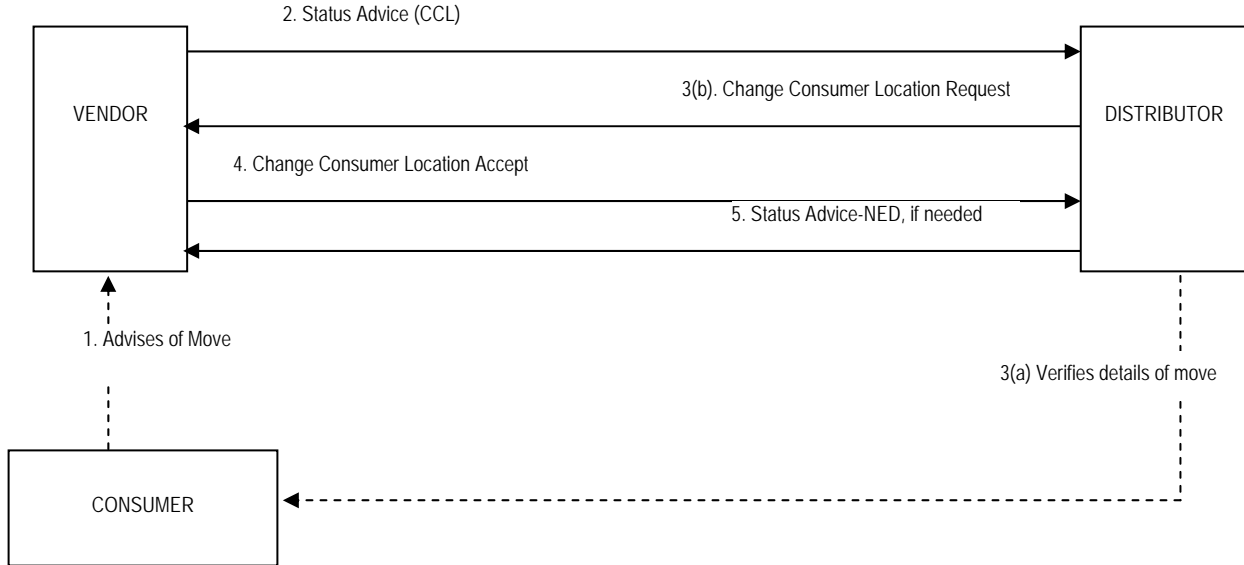
**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

**TRANSACTION FLOW STR28  
Change Consumer Location**

**In this scenario, the Consumer notifies the Vendor about the change of location within the Distributor’s service territory. The Vendor advises Distributor.**



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the SA has been processed.**

**Flow:**

1. Consumer contacts Vendor to advise of a move within the Distributor’s service territory.
2. Vendor sends a Status Advice - Change Consumer Location to the Distributor.
3. Distributor sends a Change Consumer Location Request to Vendor after verifying the information with Consumer.
4. Vendor accepts the Change Consumer Location Request by sending the Distributor a Change Consumer Location Accept. (Note: The default is that the Distributor will assume the Vendor accepts the CCL Request. If the Vendor does not wish to retain the relationship with the Consumer the Vendor MUST either send a CCL Reject, or send a Drop Request, as applicable.)
5. The Distributor sends a Status Advice - New Effective Date if either the Move In or Move Out date changes.

**Rules:** None

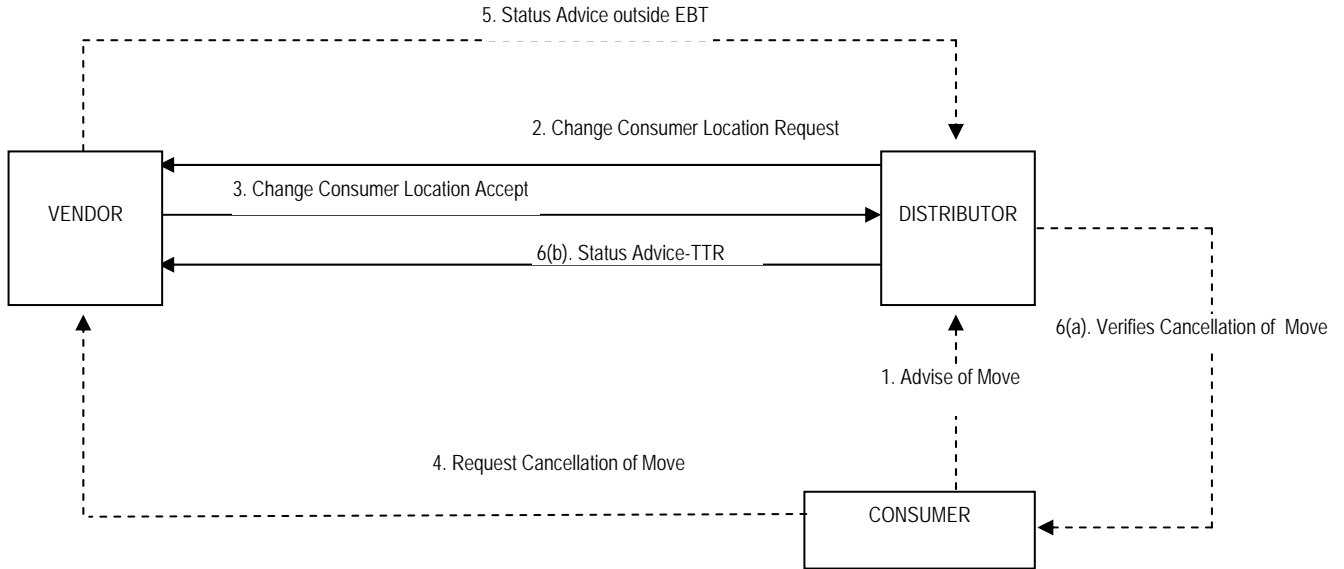
**Exceptions:** None

**Roles and Responsibilities:** None



### TRANSACTION FLOW STR29 Change Consumer Location

In this scenario, the Consumer notifies the Distributor about the change of location within the Distributor’s service territory. The Vendor accepts the change of location. The Consumer then contacts the Vendor to cancel the move.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the SA has been processed.**

**Flow:**

1. Consumer contacts Distributor to advise of a move within the current Distributor's service territory.
2. Distributor sends a Change Consumer Location Request to the Vendor.
3. Vendor accepts the Change Consumer Location Request by sending the Distributor a Change Consumer Location Accept. (Note: The default is that the Distributor will assume the Vendor accepts the CCL Request Transaction. If the Vendor does not wish to retain the relationship with the Consumer the Vendor MUST either send a CCL Reject or send a Drop Request, as applicable.)
4. Consumer contacts Vendor to cancel the move.
5. Vendor contacts the Distributor outside the EBT System to advise that the Consumer is not moving.
6. The Distributor sends a Status Advice - Terminate Transaction Request, after verifying the cancellation with Consumer, to inform the Vendor that the move is cancelled.

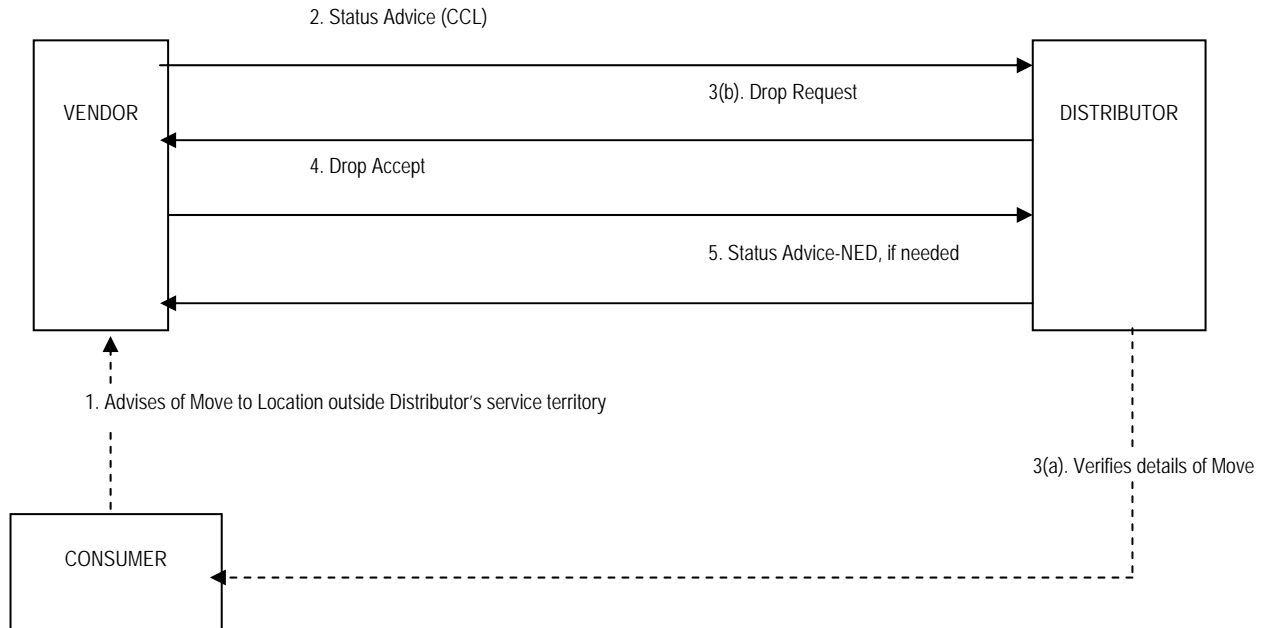
**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

## TRANSACTION FLOW STR30 Change Consumer Location

In this scenario, the Consumer notifies the Vendor of a move to a location outside the Distributor's service territory.



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Consumer contacts the Vendor to advise of a move to a location outside of the Distributor's service territory.
2. Vendor sends a Status Advice - Change Consumer Location to the Distributor notifying it of the Consumer's request to move.
3. Distributor sends a Drop Request to the Vendor after verifying change location information with the Consumer.
4. Vendor sends the Distributor a Drop Accept. The Drop Request in this case (Consumer moving outside of the service territory) can only be rejected if the validation fails. The Vendor must accept the drop and enrol the Consumer with the new Distributor in the new service territory.
5. A Status Advice with a new Drop Effective Date will be sent if the move/drop date changes from that requested in the Drop Request.

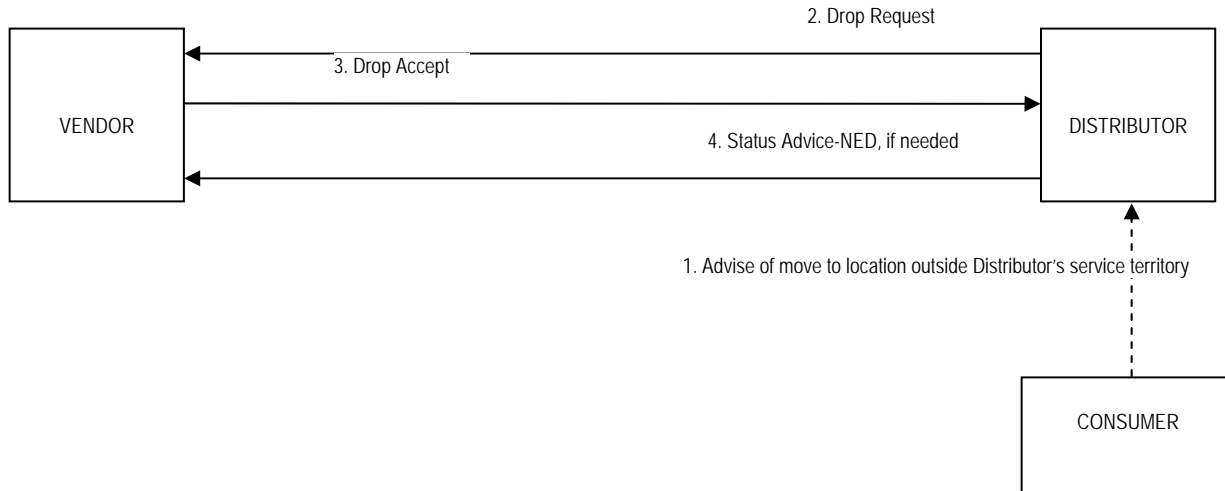
**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

## TRANSACTION FLOW STR31 Change Consumer Location

**In this scenario, the Consumer notifies the Distributor of a move to a location outside the Distributor's service territory.**



**\*\*\*Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Consumer contacts the Distributor to advise of a move to a location outside the Distributor's service territory.
2. Distributor sends a Drop Request to the Vendor.
3. Vendor sends a Drop Accept to the Distributor. The Drop Request in this case (Consumer moving outside of the service territory) can only be rejected if the validation fails. The Vendor must accept the Drop and Enrol the Consumer with the new Distributor in the new service territory.
4. A Status Advice with a new Drop Effective Date will be sent if the move/drop date changes from that requested in the Drop Request.

**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

## 5.2 Consumption Transaction

***NOTE: The Consumption Transaction is not applicable to Distributor Consolidated Billing in a Rate Ready form (DCR). In DCR, the Consumption data is sent together with and included in the Invoice Rate Ready (IRR) Transaction.***

### Definition

The Consumption Transaction conveys information from the Distributor to the Vendor concerning the Consumption of gas. Typically the Consumption Transaction is used to send billable Consumption to the Vendor, and is therefore a requirement for the Distributor Consolidated Billing in a Bill Ready form (DCB), Vendor Consolidated Billing (VCB), and Split Billing. Once the Vendor receives the Consumption, it will calculate the Vendor charge which will be included on the Consumer's bill for the Gas Competitive Charges.

For billing purposes, Consumption is stated in cubic meters (m<sup>3</sup>), such that each cubic meter is the volume of gas when such gas is at a temperature of 15 degrees Celsius and an absolute pressure of 101.325 kilopascals. All Consumption values exchanged through EBT have been converted to this standard temperature and pressure, and are therefore billable quantities.

It is important that Vendors be able to reconcile the amount of gas consumed in total by their Consumers as provided in the Consumption Transactions to the amount of gas delivered by the Vendor to the Distributor to serve those same Consumers. To this end, over the term (normally annually) of a given direct purchase contract (pool), the amount of gas consumed by Consumers of that pool, as provided in Consumption Transactions, must in aggregate equal the amount of gas required by the direct purchase contract to be delivered by the Vendor to the pool (subject to reasonable rounding and unit of measure conversion precision).

### Flow

The Distributor sends the Consumption Transaction to the Vendor. The Vendor responds with an Application Advice Accept or Reject (AA) indicating the Transaction has been processed.

The Consumption Transaction will include a 'purpose' field which will allow the Distributor to:

- send original Transactions;
- send cancel Transactions;
- send replacement Transactions if one or more data errors were discovered after transmission; and
- send a final Transaction.

### General Description of the Data

The Distributor issues a Consumption Transaction according to its meter read schedule. (If applicable, the schedule on which the Consumer's meter read takes place will have been provided to the Vendor.)

If data is missing from a Consumption Transaction, or if there are gaps in the dates of a Consumption Transaction, then the Distributor is showing that the meter was installed at the service site but locked, installed at the service site but not connected, or variations on this.

The Consumption data will include Consumption on the dates included in the Service Period. To clarify, in interpreting the XML Names "Service Period" "Begin Date/Time" and "End Date/Time", the Consumption data is included for the dates stated in both of these fields. For example, if the "Begin Date/Time" is 200506010000 (June 1, 2005 at the beginning of the day), and the "End Date/Time" is 200506142359 (June 14, 2005 at the end of the day), then the Consumption data includes data for the period of June 1 to June 14 inclusive. Likewise, if the "Begin Date/Time" is 200506010000 (June 1, 2005 at the beginning of the day), and the "End Date/Time" is 200506140000 (June 14, 2005 at the beginning of the day), then the Consumption data includes data for the period of June 1 to June 14 inclusive. Regardless of how the time (i.e., the clock hour and minutes) is designated, the Consumption data is included for the complete date that is stated in both the Begin Date/Time and End Date/Time.

### Response

The Vendor responds to a Consumption Transaction with an Application Advice Accept or Reject (AA) indicating the Transaction has been processed.

### Rules

The following rules apply to the Consumption Transaction:

- The Consumption Transaction must be sent to the Vendor no later than four business days after the Consumption is calculated.
  - The Application Advice response to the Consumption Transaction must be returned back to the Distributor no later than two business days after the Vendor receives the Consumption Transaction.
  - At the end of the billing period, the Distributor will send a message containing the full set of Consumption information with the BillRequired field set to 'yes', if applicable (i.e., if DCB). The BillRequired field being set to 'yes' indicates to the Vendor that an Invoice Bill Ready Transaction should be created for this data.

- Only one valid Consumption Transaction for each service period for billing purposes (BillRequired field set to 'yes') may be provided for a given account number. For further clarity, the Distributor will provide only one Consumption value for each service period for each Consumer account to be billed. Consumption Transactions are not cumulative. A Distributor may not send multiple Consumption Transactions for the same service period in any account.
- For accounts containing multiple meters, all Consumption information for all meters to be billed under that account number is to be captured in one single Consumption Transaction. Stated differently, for a given billing period, a Distributor shall send a single Consumption Transaction for each account number which will contain all Consumption information to be billed under that account number. If applicable, the BillRequired field should be set to 'yes'. (Note: There are relatively few situations where there are multiple meters for a single account.)
- A Distributor may send multiple service periods for a given account within a single Consumption Transaction. However, the service periods must be distinct, providing for the respective Consumption value for each service period, and the service periods must be presented in the Transaction in chronological order. Service periods for a given account must be contiguous, and the service period must not be repeated within the Transaction.
- A negative Consumption value is not allowed on a billable Consumption Transaction (BillRequired field set to 'yes'). Where a Distributor has over-estimated previous Consumption value(s) for a Consumer account, which would result in a negative value for the current service period, the Distributor is required to cancel and rebill the service periods, adjusting the previous estimated Consumption and current Consumption accordingly such that the Consumer's Consumption is reflected as accurately as possible.

The following rules apply to the Consumption Cancel Transaction:

- In the event that the Consumption has been sent to the Vendor, has not been rejected by the Vendor, and must be revised or replaced, a Consumption Cancel Transaction must be sent to the Vendor. The Consumption Cancel Transaction can then be followed by a revised Consumption Transaction for that same service period. It is not valid to send the revised replacement Consumption Transaction without first cancelling the original Consumption Transaction which is being replaced.

- A Consumption Cancel Transaction cancels the original Consumption Transaction in its entirety. It cannot partially cancel the original Consumption information. The effect is as if the original Consumption Transaction was never sent.
- Under Distributor Consolidated Billing in a Bill Ready form, if a Consumption Transaction is sent to the Vendor and the Invoice Bill Ready is sent to the Distributor after the Distributor has created a Consumption Cancel Transaction (sent or not yet sent), both the Consumption and Consumption Cancel Transactions must be accepted by the Vendor. For clarity, 'sent' is to be interpreted from the sender's perspective; the Transaction may or may not have been received by the recipient.

The following rules apply to the Application Advice Reject in response to a Consumption Transaction:

- In the event that an Application Advice Reject is sent by the Vendor in response to a Consumption Transaction and both parties agree that the Reject is valid (i.e., the Consumption Transaction is not valid due to a Distributor cause), the Distributor will send a new valid Consumption Transaction to the Vendor.

#### Rebilling Periods

The following documents the methods available for rebilling periods:

In the case where Consumption Transactions were cancelled for the following periods:

- **Service Period 1:** 2005/06/15 to 2005/07/14;
- **Service Period 2:** 2005/07/15 to 2005/08/14; and
- **Service Period 3:** 2005/08/15 to 2005/09/14;

the methods documented in the table below are available to be used for the cancel/rebill of the Consumption.

- Each of the methods outlined in the table below captures the treatment of the Consumption Transaction processing for the Consumption to be rebilled.
- In each case, it is assumed that the original Consumption Transactions have been cancelled.

Method	Consumption Transaction		
1	Consumption Tx1	Consumption Tx2	Consumption Tx3
	<b>Service Period 1</b> 2005/06/15 to 2005/07/14	<b>Service Period 2</b> 2005/07/15 to 2005/08/14	<b>Service Period 3</b> 2005/08/15 to 2005/09/14
2	Consumption Tx1		
	<b>Service Period 1</b> 2005/06/15 to 2005/07/14	<b>Service Period 2</b> 2005/07/15 to 2005/08/14	<b>Service Period 3</b> 2005/08/15 to 2005/09/14
3	Consumption Tx1		
	<b>Service Period 1</b> 2005/06/15 to 2005/09/14		
4	Consumption Tx1	Consumption Tx2	Consumption Tx3
	<b>Service Period 1</b> 2005/06/15 to 2005/09/14		

Definitions for the ConsumptionPurpose Data Field:

ConsumptionPurpose - communicates the disposition of the Consumer account for the given Consumption Transaction as it pertains to the Vendor. Definitions of the associated values are as follows:

Original – identifies to the current Vendor that the given Consumption Transaction may be the first Consumption being received for a Consumer account or for a service period that is not the final service period.

AccountFinal – identifies to the current Vendor that the Consumption Transaction is the final billable Consumption to be received by the Vendor for a Consumer’s account as it pertains to that Vendor.

The value of “AccountFinal” is to be populated in the last Consumption Transaction sent to the current Vendor as identified in the conditional logic scenarios – specifically:

- When a Consumer switches to an alternative Vendor.
- When a Consumer drops to System Gas.



- When a Consumer moves out of the Distributor's service territory.
- When a Consumer moves within a Distributor's service territory (seamless move) the Consumption with the "AccountFinal" value will be issued for the move out location.

Cancel – identifies to the current Vendor that a previously received Consumption Transaction (referenced within the Transaction by the "Original Transaction Reference Number") is now in a cancelled disposition.

#### Use of the ConsumptionPurpose Field:

The Distributor is responsible to communicate the disposition of a Consumer's account to the current Vendor. The guiding principle for use of the values in the ConsumptionPurpose data field is to communicate the disposition/status of a Consumer's account as it pertains specifically to the Vendor regardless of the end status in the Distributor's Customer Information System. The following logic scenarios shall be applied to communicate the disposition of an account as it pertains to the Vendor's service:

1. If the Consumption Transaction represents either the first or ongoing Consumption for a Consumer account prior to a final Consumption then the value in the ConsumptionPurpose data field would be "Original".
2. If the Consumption Transaction represents both the first and final Consumption for a Consumer account then the value in the ConsumptionPurpose data field will be "AccountFinal".
3. If the Consumption Transaction represents the final Consumption to be received by the Vendor for a Consumer account then the value in the ConsumptionPurpose data field will be "AccountFinal".

Under the conditions above, it is not necessary to cancel the previously sent Consumption and reissue with a ConsumptionPurpose value of "AccountFinal"; however, the cancel re-bill process remains an option for a Distributor.

#### Account Number and Service Location:

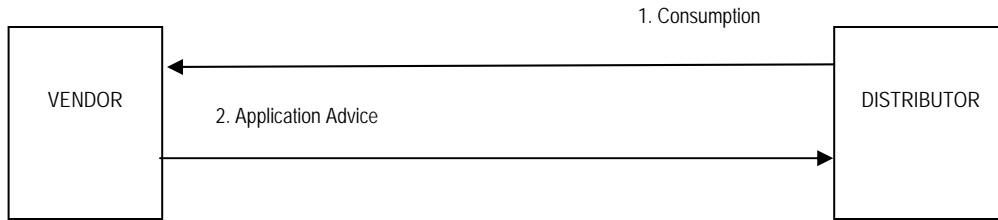
The term "Account" refers to the Distributor Consumer Account Number and the service location to which it is attached.

Where a Distributor does not change the Consumer's account number in the event of a move within territory, then:

- The final Consumption Transaction to be sent to the Vendor for the move-out service location (old premises) must have the ConsumptionPurpose field populated with the value 'AccountFinal'; and
- The first and further Consumption Transactions sent to the Vendor for the move-in service location (new premises) must have the ConsumptionPurpose field populated with the value 'Original'.

## TRANSACTION FLOW CT1 Consumption

In this scenario, the Distributor performs the meter read according to the scheduled meter read date for the account, and sends the Consumption to the Vendor.

**Flow:**

1. Distributor reads the meter and sends Consumption to the Vendor within four business days following the calculation of the Consumption.
2. Vendor returns an Application Advice response within two business days.

**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

## 5.3 Invoice Transactions

Four types of Consumer billing methods are possible:

- Distributor Consolidated Billing in a Rate Ready form;
- Distributor Consolidated Billing in a Bill Ready form;
- Vendor Consolidated Billing in a Bill Ready form; and
- Split Billing.

The Consumer and Vendor will determine and select the form of billing option. The Vendor will then notify the Distributor of the desired billing option which shall be in accordance with the terms of the Service Agreement.

For purposes of bill processing, the Distributor shall be responsible for the accuracy and completeness of the information which the Distributor provides, and the Vendor shall be responsible for the accuracy and completeness of the information which the Vendor provides, in accordance with the terms of the Service Agreement.

### 5.3.1 Distributor Consolidated Billing in a Rate Ready Form

In this form of billing the Distributor calculates the Vendor charges based on the rates provided by the Vendor. The Consumer receives one bill from the Distributor with both the Distributor and Vendor charges on the bill.

This form of billing consists of two separate Transactions, the Invoice Rate Ready Transaction and the Invoice Vendor Adjust Transaction. The Invoice Rate Ready Transaction is sent from the Distributor to the Vendor for each Consumer enrolled with the Vendor for each monthly billing period. The Invoice Vendor Adjust is sent from the Vendor to the Distributor only if and when required. The Transactions are described separately, but are incorporated together in the Transaction Flow diagrams.

#### 5.3.1.1 Invoice Rate Ready

##### Definition/purpose

The Invoice Rate Ready (IRR) Transaction is used by the Distributor to send the Consumer's Consumption and billing information to the Vendor.

##### Flow

Vendors provide unit prices for the Vendor-managed Gas Competitive Services, as applicable, to the Distributor in advance. These prices are managed at the price point level. The Distributor applies these prices to the Consumer's monthly Consumption to calculate the Vendor charges which will be presented on the bill to the Consumer. The Distributor sends the Invoice Rate Ready Transaction to the Vendor.

### General Description of Data

Charge categories may consist of the following:

- Commodity
- Transportation
- Storage
- Vendor Administration Fee

The following rules apply.

- Unit prices are managed at the price point level.
- Unit prices have no expiry date, and to revise must be replaced by a changed price.
- Changed prices must not be negative (may be zero or positive).
- Price changes are made effective the 1<sup>st</sup> day of a calendar month and Consumption is prorated on the 1<sup>st</sup> day of the month in the event of a price change.
- Unit prices can be changed up to 3 calendar days, but no more than 120 calendar days, prior to the Effective Date of the price change.  
(Note Grandfathering Clause)

The Distributor calculates the Vendor charges based on the applicable unit price(s) provided by the Vendor and the Consumption determined by the Distributor. Vendor charges are applied directly to the Consumer's invoice as part of the Distributor's billing process.

The Distributor sends Consumption and billing data in a single Invoice Rate Ready Transaction to the Vendor within 5 calendar days of the Consumer's actual billing date.

The billing data should include any Vendor Adjustment that was presented on the Consumer's bill after an Invoice Vendor Adjust Transaction was received by the Distributor.

### Response

The Vendor sends an Application Advice Accept or Reject within 7 calendar days to acknowledge receipt of the Invoice Rate Ready Transaction in the correct format, but no other response questioning the data is permitted.

If Consumption errors are subsequently discovered, the Distributor sends an Invoice Cancel Transaction to the Vendor. The Distributor issues the corrected invoice to the Consumer and sends the corrected Invoice Rate Ready Transaction based on revised Consumption and billing information to the Vendor.

### Rules

There is only one Consumer to one Invoice Rate Ready Transaction.

An Invoice Rate Ready Transaction cannot be sent without including the corresponding Consumption.

Where the Distributor makes adjustments to the Consumer's invoice for previous periods (Prior Period Adjustments, or PPAs) in which the Consumer was supplied by another Market Participant, that Market Participant (i.e., the Market Participant of record at the time of the service period to which the adjustment applies) will be responsible for any charges (negative and/or positive) resulting from the adjustments.

#### Billing of Taxes

The Distributor shall calculate, collect and remit to Canada Customs & Revenue Agency GST on the Vendor charges and on Distributor charges unless otherwise agreed in the Service Agreement.

#### **Grandfathering Clause for Distributors' Acceptance of Rate Changes**

Notwithstanding the EBT Standards requirements for price changes to be accepted by the Distributor if sent by the Vendor at least 3 calendar days prior to the Effective Date of the price change, Distributors who were, at September 6, 2005, only able to guarantee price changes sent at least 30 calendar days prior to the Effective Date will be grandfathered. Despite this Grandfathering Clause, Distributors to whom the Grandfathering Clause applies will make best efforts to accommodate price changes which are sent by the Vendor at least 3 calendar days prior to the Effective Date.

#### **5.3.1.2 Invoice Vendor Adjust**

##### Definition/purpose

The Invoice Vendor Adjust Transaction is used to send an adjustment value applicable to the Gas Competitive Services charges to be presented in a separate line on the Consumer's bill.

##### Flow

The Vendor Adjust Transaction is sent from the Vendor to the Distributor only when required.

##### General Description of Data

There is only one charge category, Vendor Adjustment.

The following rules apply.

- Managed at the Consumer account level.
- Amount will be a lump-sum dollar value which can be either positive or negative.
- Only one value and one line (per Vendor if applicable) will be allowed.

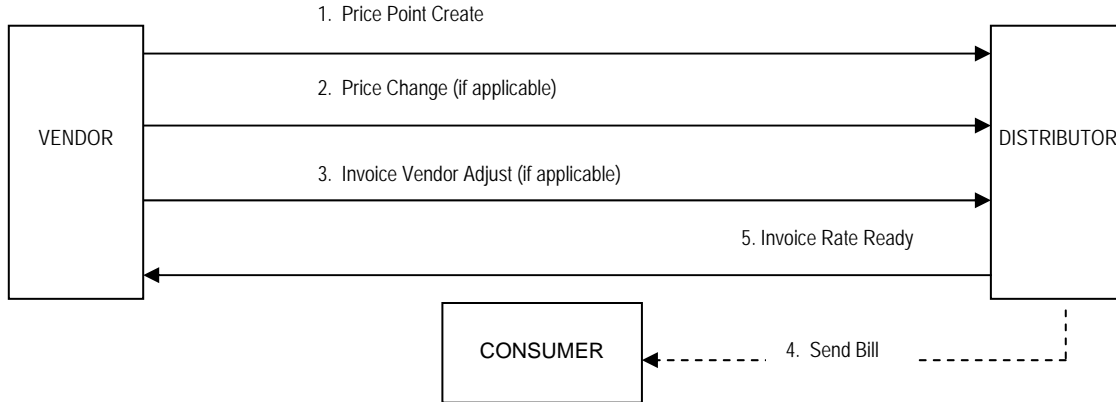
- The value will be associated with a specific Consumer account.
- The description associated with the Vendor Adjustment will be selected from a pre-defined table to be defined during the schema design.
- The Vendor Adjustment must be received by the Distributor a minimum of 15 calendar days prior to the 1<sup>st</sup> day of the calendar month in order to ensure the Vendor Adjustment is included on the next scheduled bill to the Consumer. If received after this point, the Distributor will reject the Invoice Vendor Adjust Transaction with an appropriate reject reason.
- There may be no more than 1 pending Vendor Adjustment at any time (i.e., if a Vendor Adjustment is pending, a subsequent Vendor Adjustment will be rejected).
- The Vendor Adjustment may only be submitted by the Vendor who will be or is the Vendor of record (i.e., the Vendor whose name appears on the Consumer's invoice) for the service period of the invoice. In the event of a switch, if a bill is pro-rated between two Vendors, there will be one Vendor adjustment line for each Vendor.

#### Response

The Distributor sends an Application Advice Accept or Reject within 7 calendar days. An Accept response acknowledges receipt of the Vendor Adjust Transaction in the correct format and in time to be presented on the next scheduled bill to the Consumer. If the Vendor Adjustment is not received in time to be presented on the Consumer's next scheduled bill, a Reject response should be sent with a reject reason to so indicate. This Reject with the appropriate reject reason will indicate to the Vendor that the Invoice Vendor Adjust Transaction will have to be submitted again to be presented on the Consumer's next scheduled bill. No response questioning the data is permitted.

**TRANSACTION FLOW INV1  
Invoice Rate Ready  
and  
Invoice Vendor Adjust  
(Distributor Consolidated Billing in a Rate Ready form)**

**This scenario provides the sequence of Transactions which are necessary in order for the Distributor to calculate and send an invoice to the Consumer.**



**\*\*\*Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Unit rate for each applicable Vendor charge category is provided to the Distributor in advance.
2. (Optional – Vendor sends rate change to the Distributor up to 3 calendar days but no more than 120 calendar days in advance of the Effective Date, which Effective Date shall be the 1<sup>st</sup> day of a calendar month.)
3. (Optional – Vendor sends Invoice Vendor Adjust Transaction 15 calendar days prior to the 1<sup>st</sup> day of the calendar month.)
4. Distributor calculates Vendor charges based on unit rate(s) provided by Vendor and Consumption determined by Distributor, and outside EBT, sends the Consumer a consolidated bill with both Vendor and Distributor charges on it.
5. Distributor sends Invoice Rate Ready Transaction, including Consumption and billing data, to the Vendor within 5 calendar days of sending consolidated bill to the Consumer.

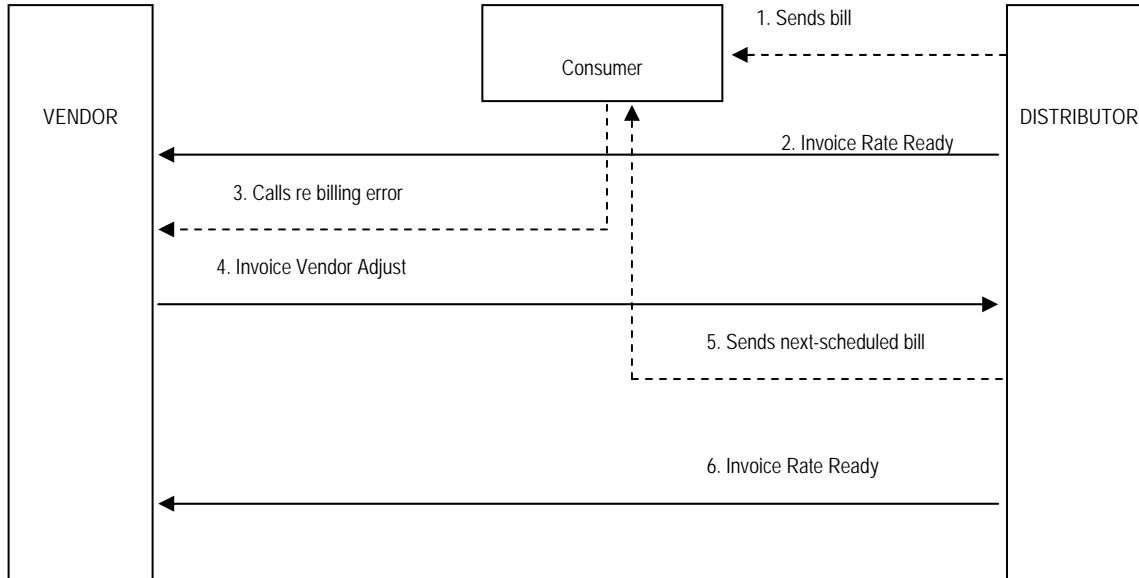
**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

**TRANSACTION FLOW INV2**  
**Invoice Rate Ready and Invoice Vendor Adjust**  
**Vendor Correction**  
**(Distributor Consolidated Billing in a Rate Ready form)**

In this scenario, the Distributor sends the bill to the Consumer and the corresponding Invoice Rate Ready Transaction to the Vendor. The Vendor corrects a billing error on its portion of the bill by sending an Invoice Vendor Adjust Transaction.



**\*\*\*Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Distributor bills the Consumer.
  2. Distributor sends Invoice Rate Ready (IRR) Transaction to the Vendor.
  3. Consumer advises Vendor of billing error (or Vendor may realize on own).
  4. Vendor calculates the applicable adjustment value and sends an Invoice Vendor Adjust (IVA) Transaction to the Distributor. (It should be noted that an IVA is not dependent on receipt of an IRR.)
  5. The Distributor bills the Consumer on the following billing cycle with the additional line item including the description of the Vendor adjustment.
  6. The Distributor, after billing the Consumer, sends an Invoice Rate Ready Transaction to the Vendor with the Invoice Vendor Adjust included in the Transaction.
- The sequence repeats until the Consumer's bill has been corrected.

**Rules:**

1. The amount of the Invoice Vendor Adjust may be a positive or a negative.
2. The Invoice Vendor Adjust must be sent to the Distributor 15 days before the first day of the calendar month in order for the Vendor adjustment to be presented on the next scheduled bill to the Consumer (i.e., the bill for the following month).



3. If the Vendor does not make this 15-day timeline the Invoice Vendor Adjust will be rejected with an Application Advice Reject. This indicates to the Vendor the Invoice Vendor Adjust will have to be submitted again to be presented on the Consumer's next following bill.
4. Only one amount and one line (per Vendor, if applicable) will be allowed in the Invoice Vendor Adjust.
5. A description line, to be selected from a pre-approved enumerated list, will be included in the Invoice Vendor Adjust Transaction.
6. The Vendor must be the Vendor of record (i.e., the Vendor whose name appears on the Consumer's invoice) for the service period of the invoice. In the event of a switch, if a bill is pro-rated between two Vendors, there will be one Vendor adjustment line for each Vendor.

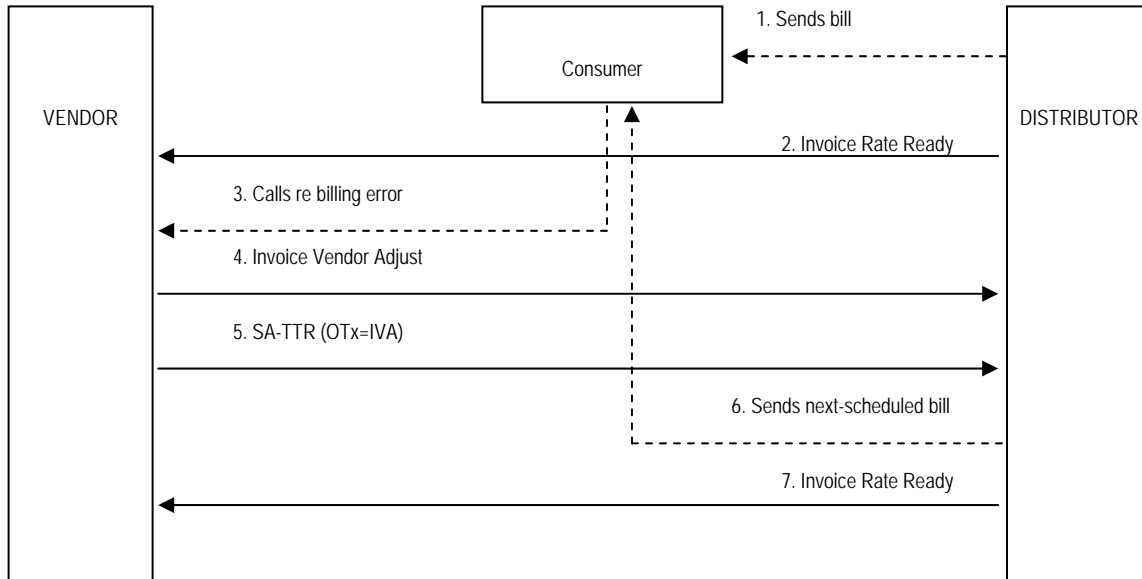
**Exceptions:** None

**Roles and Responsibilities:**

Vendors are only allowed to provide adjustments that relate to the Gas Competitive Services (i.e., line items) on the Consumer's bill, e.g. commodity, and if applicable transportation and storage charges.

**TRANSACTION FLOW INV3**  
**Invoice Rate Ready and Invoice Vendor Adjust**  
**Vendor Correction with Vendor Cancel**  
**(Distributor Consolidated Billing in a Rate Ready form)**

In this scenario, the Vendor has sent an Invoice Vendor Adjust Transaction to correct its portion of the bill, but realizes that the adjustment is not applicable. The Vendor sends a Status Advice – Terminate Transaction Request (SA-TTR) to cancel the Vendor adjustment.



**\*\*\*Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Distributor bills the Consumer.
2. Distributor sends Invoice Rate Ready Transaction to the Vendor.
3. Consumer advises Vendor of billing error (or Vendor may realize on own).
4. Vendor calculates the applicable adjustment value and sends an Invoice Vendor Adjust (IVA) Transaction to the Distributor.
5. Vendor wishes to cancel the Invoice Vendor Adjust Transaction, so Vendor sends a Status Advice - Terminate Transaction Request pointing to the Invoice Vendor Adjust Transaction. (This advises the Distributor to cancel the IVA).
6. The Distributor bills the Consumer on the following billing cycle without the additional line item for the Vendor adjustment.
7. The Distributor sends an Invoice Rate Ready Transaction to the Vendor without the IVA included in the Transaction. (This advises the Vendor the IVA was not presented on the Consumer's bill.)

The sequence repeats until the Consumer's bill has been corrected.

**Rules:**

1. The amount of the Invoice Vendor Adjust may be a positive or a negative.

2. The Invoice Vendor Adjust and any applicable Status Advice to cancel the adjustment must be sent to the Distributor 15 days before the first day of the calendar month in order for the Invoice Vendor Adjust to be presented on the next scheduled bill to the Consumer (i.e., the bill for the following month).
3. If the Vendor does not make this 15-day timeline the Invoice Vendor Adjust will be rejected with an Application Advice Reject. This indicates to the Vendor the Invoice Vendor Adjust will have to be submitted again to be presented on the Consumer's next following bill.
4. Only one amount and one line (per Vendor, if applicable) will be allowed in the Invoice Vendor Adjust.
5. A description line, to be selected from a pre-approved enumerated list, will be included in the Invoice Vendor Adjust Transaction.
6. The Vendor must be the Vendor of record (i.e., the Vendor whose name appears on the Consumer's invoice) for the service period of the invoice. In the event of a switch, if a bill is pro-rated between two Vendors, there will be one adjustment line for each Vendor.

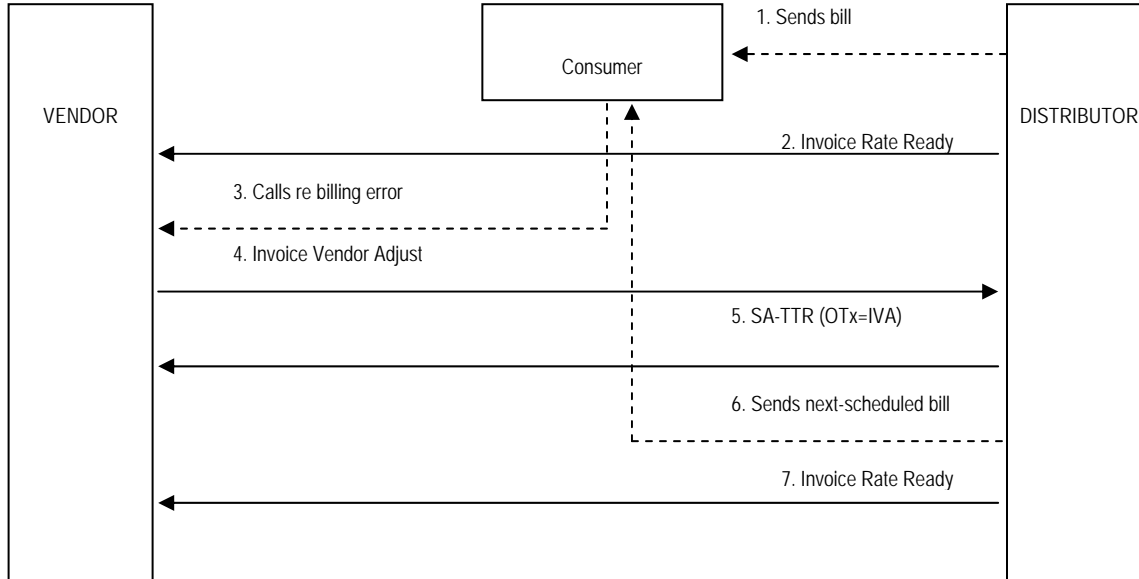
**Exceptions:** None

**Roles and Responsibilities:**

Vendors are only allowed to provide adjustments that relate to the Gas Competitive Services (i.e., line items) on the Consumer's bill, e.g. commodity, and if applicable transportation and storage charges.

**TRANSACTION FLOW INV4  
 Invoice Rate Ready and Invoice Vendor Adjust  
 Vendor Correction with Distributor Cancel  
 (Distributor Consolidated Billing in a Rate Ready form)**

**In this scenario, the Vendor sends an Invoice Vendor Adjust Transaction to correct a billing error in its portion of the bill, but the Distributor is unable to post the Vendor adjustment to the Consumer account.**



**\*\*\*Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Distributor bills the Consumer.
  2. Distributor sends Invoice Rate Ready Transaction to the Vendor.
  3. Consumer advises Vendor of billing error (or Vendor may realize on own).
  4. Vendor calculates the applicable adjustment value and sends an Invoice Vendor Adjust (IVA) Transaction to the Distributor.
  5. After accepting the Invoice Vendor Adjust Transaction, Distributor is unable to post to the Consumer's account. Distributor sends a Status Advice - Terminate Transaction Request pointing to the Invoice Vendor Adjust Transaction. (This advises the Vendor that the Invoice Vendor Adjust could not be completed).
  6. The Distributor bills the Consumer on the following billing cycle without the additional line item for the Vendor adjustment.
  7. The Distributor sends an Invoice Rate Ready Transaction to the Vendor without the Vendor adjustment included in the Transaction.
- The sequence repeats until the Consumer's bill has been corrected.

**Rules:**

1. The amount of the Invoice Vendor Adjust may be a positive or a negative.

2. The Invoice Vendor Adjust must be sent to the Distributor 15 days before the first day of the calendar month in order for the Vendor adjustment to be presented on the next scheduled bill to the Consumer (i.e., the bill for the following month).
3. If the Vendor does not make this 15-day timeline the Invoice Vendor Adjust will be rejected with an Application Advice Reject. This indicates to the Vendor the Invoice Vendor Adjust will have to be submitted again to be presented on the Consumer's next following bill.
4. Only one amount and one line (per Vendor, if applicable) will be allowed in the Invoice Vendor Adjust.
5. A description line, to be selected from a pre-approved enumerated list, will be included in the Invoice Vendor Adjust Transaction.
6. The Vendor must be the Vendor of record (i.e., the Vendor whose name appears on the Consumer's invoice) for the service period of the invoice. In the event of a switch, if a bill is pro-rated between two Vendors, there will be one adjustment line for each Vendor.

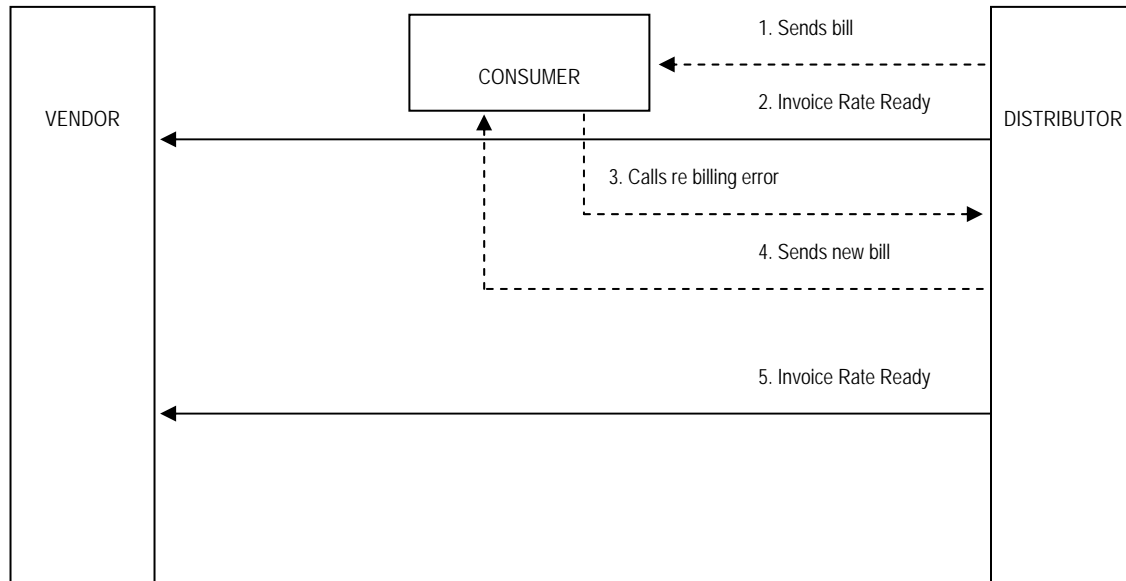
**Exceptions:** None

**Roles and Responsibilities:**

Vendors are only allowed to provide adjustments that relate to the Gas Competitive Services (i.e., line items) on the Consumer's bill, e.g. commodity, and if applicable transportation and storage charges.

**TRANSACTION FLOW INV5**  
**Invoice Rate Ready – Distributor Correction**  
**(Distributor Consolidated Billing in a Rate Ready form)**

In this scenario, the Distributor corrects a billing error in its portion of the bill by sending a new bill to the Consumer either on or off cycle. An Invoice Rate Ready Transaction is sent to the Vendor advising of the revised bill amounts.

**Flow:**

1. Distributor bills the Consumer.
2. Distributor sends Invoice Rate Ready Transaction to the Vendor.
3. Consumer advises Distributor of billing error (or Distributor may realize on own).
4. Distributor calculates the new bill amount and corrects original bill through a reversal Transaction which includes the reversal and correction, if required. Distributor sends bill to Consumer. This may occur on the next following billing cycle, or off-cycle.
5. The Distributor sends an Invoice Rate Ready Transaction to the Vendor.

**Rules:**

1. The reversal Transaction should match the original Transaction being reversed with regard to account number, charge categories, and service period date(s). For greater certainty, the Transaction will be additive in nature.
2. This Transaction may occur coincident with the normal billing cycle, or may be off-cycle.

**Roles and Responsibilities:** None

### **5.3.2 Distributor Consolidated Billing in a Bill Ready Form**

In this form of billing the Vendor calculates its own charges based on the Consumption determined by the Distributor, and advises the Distributor of the Gas Competitive Services charges to be presented on the Consumer's bill. The Consumer receives one bill from the Distributor with both the Distributor and Vendor charges on the bill.

This form of billing consists of one Invoice Transaction, the Invoice Bill Ready.

#### **5.3.2.1 Invoice Bill Ready**

##### Definition/purpose

The Vendor sends the Invoice Bill Ready Transaction to the Distributor. This Transaction is used when the Vendor calculates its own charges, and the charges print on a Distributor's consolidated bill. The Distributor then sends the complete bill to the Consumer.

##### Flow

As defined in Section 5.2, the Consumption Transaction is sent from the Distributor to the Vendor no later than four business days after the consumption is calculated. The Vendor then calculates the commodity charges based on the Vendor's contract with the Consumer. The Vendor sends the Distributor the line item charge(s) to be presented on the Consumer's bill no later than two business days after the Consumption Transaction has been received.

The Distributor should not begin to execute the Consumer billing process after receipt of the Invoice Bill Ready Transaction until the Invoice Bill Ready window of two business days has elapsed to ensure that any Invoice Bill Ready Cancel Transaction or subsequent Invoice Bill Ready Transaction, if received within the two business day window, will be processed. For clarity, if a Vendor wishes to correct an Invoice Bill Ready issued to the Distributor, it will send an Invoice Bill Ready Cancel Transaction and a new Invoice Bill Ready Transaction. Any of these Transactions that are sent within the two business day window commencing with transmission of the original Consumption Transaction should be accepted and processed.

If the Distributor is not capable of issuing a new Consumption Transaction and receiving the Invoice Bill Ready Transaction in time for the current Consumer billing for that Consumption service period, the Distributor shall Cancel/Rebill the Consumer immediately thereafter. The Distributor shall issue a new valid Consumption Transaction such that the Vendor may provide the Invoice Bill Ready Transaction, and the Consumer will be re-billed to include the commodity charge(s). This will occur prior to the next expected billing unless mutually agreed to by both parties.

In the event of a cancel/rebill scenario:

- The Distributor sends a Consumption Cancel Transaction to the Vendor.
- The Vendor sends an Invoice Bill Ready Cancel (IBR-Cancel) Transaction to the Distributor.
- The Distributor sends the corrected Consumption Transaction to the Vendor.
- The Vendor issues the corrected Invoice Bill Ready Transaction to the Distributor.

### Response

Once the Distributor receives the Invoice Bill Ready Transaction, it sends an Application Advice Accept or Reject back to the Vendor to indicate that the Transaction has been processed. This Application Advice Accept or Reject is sent no later than two business days after the receipt of the Invoice Bill Ready Transaction from the Vendor.

An Application Advice Accept in response to an Invoice Bill Ready Transaction indicates that the invoice amount will be presented on the Consumer's bill when the Consumer is billed for all charges for the respective Consumption, and the Invoice Bill Ready amount will be remitted to the Vendor. If an Invoice Bill Ready Transaction is rejected for any reason (Application Advice Reject), it will not be presented on the Consumer's bill, nor will it be included in the remittance to the Vendor.

Only one Application Advice Transaction can be sent in response to any request (i.e. Consumption Transaction or Invoice Bill Ready Transaction) received. Where the sending party has made an error in the type of Application Advice transmitted (e.g. an AA Accept was transmitted instead of an AA Reject), the sending party must notify the receiving party of the error immediately outside the EBT System, and both Market Participants must work out a mutually agreeable solution.

If the Distributor receives an Invoice Bill Ready Transaction from the Vendor after the Distributor has sent the bill to the Consumer, the Distributor will reject the Transaction. The Vendor, receiving such a reject, will have to combine the line items for the current late month together with the line items for the next month into the Invoice Bill Ready Transaction for the next month.

### Rules

#### *Only Gas Competitive Services Charges:*

- The Vendor can only send charges for Gas Competitive Services (i.e., gas commodity, transportation, storage, and/or Vendor Administration Fee, as applicable) with one item per line.
- There is only one Consumer to one Invoice Bill Ready Transaction.
- Negative charges (credits) are allowed on an Invoice Bill Ready Transaction.



*One Invoice Bill Ready per Consumption:*

- Where the Vendor chooses to send an Invoice Bill Ready Transaction, only one Invoice Bill Ready Transaction may be sent in reference to one Consumption Transaction (BillRequired field set to 'yes').
- Multiple Invoice Bill Ready Transactions may not be sent in reference to a single Consumption Transaction, nor may an Invoice Bill Ready Transaction be sent without a corresponding Consumption.
- Similarly, only one valid Invoice Bill Ready Cancel Transaction may be sent for any given Consumption Cancel Transaction.

Invoice Bill Ready Cancel

An Invoice Bill Ready Cancel Transaction must be sent if the Consumption Transaction has been cancelled (with a Consumption Cancel Transaction) **and** an Invoice Bill Ready has been sent by the Vendor in response to the Consumption Transaction that is being cancelled. Additionally, if the Invoice Bill Ready Transaction has not yet been sent by the Vendor when the Consumption Cancel Transaction is received, then neither the Invoice Bill Ready Transaction referencing the original Consumption Transaction, nor the Invoice Bill Ready Cancel is required to be sent by the Vendor. However, if the Vendor does send the Invoice Bill Ready Transaction and the Invoice Bill Ready Cancel Transaction, they must be processed by the Distributor. Further, in the case where a Consumption Transaction is received by the Vendor, the Invoice Bill Ready Transaction sent by the Vendor is rejected, and the Vendor subsequently receives a Consumption Cancel Transaction prior to re-issuing a new Invoice Bill Ready Transaction, the Vendor would send no further Transaction as the Invoice Bill Ready Transaction was rejected.

If the Distributor has received an Invoice Bill Ready Transaction in response to a Consumption Transaction, then even if the Consumption Transaction is subsequently cancelled, the Distributor must bill the amount sent in the Invoice Bill Ready Transaction unless the Distributor receives an Invoice Bill Ready Cancel Transaction to cancel the original Invoice Bill Ready Transaction.

In the event that the Invoice Bill Ready Transaction has been sent and not rejected, and must be revised or replaced, an Invoice Bill Ready Cancel Transaction must be sent, followed by a revised Invoice Bill Ready Transaction for that same service period. It is not valid to send the replacement Invoice Bill Ready Transaction without first cancelling the original Invoice Bill Ready Transaction which is being replaced. The issuance of an Invoice Bill Ready Cancel Transaction may or may not be dependent on the issuance of a Consumption Cancel Transaction.

*Rate/Account Charges:*

An account is described as a specific service location that can have multiple meters. A Consumer with multiple service locations should have multiple accounts, one for each service location.

Based on the above, the following will detail what charges should be used:

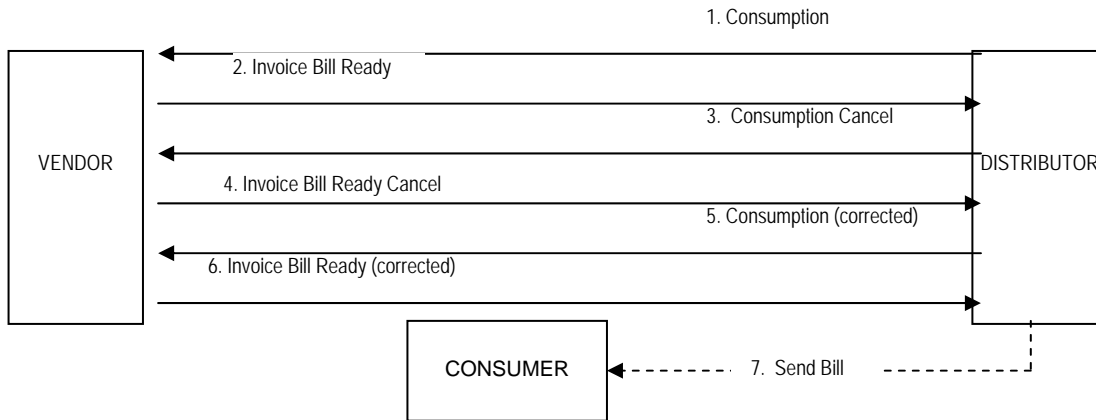
**Rate Charges** – This field will be used when charges are being applied at a price point level provided to the Distributor rather than at the individual account level. Examples of this type of charge, if applicable, are Commodity, Transportation, Storage and Vendor Administration Fee.

**Account Charges** – This field will be used when charges are being applied at an individual account level regardless of the rates associated with that account. An example of this type of charge is the Vendor Adjustment.

#### Billing of Taxes

The Distributor shall calculate, collect and remit to Canada Customs & Revenue Agency GST on the Vendor charges and on the Distributor charges unless otherwise agreed in the Service Agreement.

## TRANSACTION FLOW INV6 Distributor Bill Ready Billing Option



**\*\*\*Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Consumption Transaction is sent from the Distributor to the Vendor within 4 business days from the date the Distributor calculates the billable consumption.
2. The Vendor calculates the commodity charges based on the contract with the Consumer. The Vendor then sends to the Distributor the Invoice Bill Ready Transaction with the line item charge(s) to be put on the Consumer's bill no later than 2 business days after the Consumption Transaction has been received.
3. (Conditional) Distributor sends Consumption Cancel Transaction to Vendor.
4. (Conditional) Vendor sends Invoice Bill Ready Cancel to Distributor to cancel the original IBR.
5. (Conditional – Only if Step 3 occurs) Distributor sends corrected Consumption Transaction to Vendor.
6. (Conditional – Only if Step 4 occurs) Vendor sends corrected Invoice Bill Ready Transaction to Distributor.
7. The Distributor then sends the Consumer a consolidated bill with both Vendor and Distributor charges on it, outside the EBT System.

**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

**Additional Invoice Transactions**

The Service Agreement Section 4.1 clauses (c) through (f) define the process to be undertaken should the Gas Vendor request in writing from the Gas Distributor Vendor-Consolidated Billing or Split Billing. The following business processes, based on those in the Electricity EBT Standards with changes applicable to the gas market, are being included for reference only, and may be revised in accordance with or as a result of the process identified above.

**5.3.3 Vendor Consolidated Billing in a Bill Ready Form**

In this form of billing the Distributor determines the Consumption and calculates its own charges, and advises the Vendor of the Gas Distribution Services charges to be presented on the Consumer's bill. The Consumer receives one bill from the Vendor with both the Distributor and Vendor charges on the bill.

This form of billing consists of one Invoice Transaction, the Invoice Vendor Bill Ready.

**5.3.3.1 Invoice Vendor Bill Ready**Definition/purpose

This Transaction is used when the Distributor calculates its own charges and the charges print on a Vendor's consolidated bill. The Vendor then sends the complete bill to the Consumer. Bill Ready is the only form of Vendor Consolidated Billing currently contemplated.

Flow

The Distributor sends this Transaction to the Vendor. Consumption and charges are sent from the Distributor to the Vendor within 4 business days of the scheduled meter read date. The Distributor then calculates the Gas Distribution Services charges, which will be sent to the Vendor no later than two business days after the Consumption Transaction is sent.

The Vendor should not begin to execute the Consumer billing after receipt of the Invoice Vendor Bill Ready until the minimum Invoice Vendor Bill Ready interval has elapsed such that any Invoice Vendor Bill Ready Cancel Transaction or subsequent Invoice Vendor Bill Ready Transaction may be processed if also received within the interval. For clarity, if a Distributor wishes to correct an Invoice Vendor Bill Ready Transaction previously sent to the Vendor, it will send an Invoice Vendor Bill Ready Cancel and a new Invoice Vendor Bill Ready. Any of these Transactions that are sent within the response interval (from transmission of the original Consumption) should be accepted and processed.

For Cancel/Rebill scenarios, the Distributor sends the Consumption Cancel Transaction to the Vendor. The Distributor must then send the Invoice Vendor Bill Ready Cancel Transaction to the Vendor. The Distributor sends the corrected

Consumption Transaction to the Vendor. The Distributor then sends the corrected Invoice Vendor Bill Ready to the Vendor.

### Response

Once the Vendor receives this Transaction, it sends an Application Advice Accept or Reject back to the Distributor indicating that the Transaction has been processed. This Application Advice Accept or Reject is sent no later than two business days after the receipt of the Invoice Vendor Bill Ready Transaction from the Distributor.

An Application Advice Accept Transaction in response to an Invoice Vendor Bill Ready Transaction indicates that the invoice amount has been accepted by the Vendor. This invoice amount will be included in a subsequent Remittance Detail between Vendor and Distributor. Consumption and the Invoice Vendor Bill Ready amount will be settled with the Vendor. If an Invoice Vendor Bill Ready is rejected for any reason (Application Advice Reject), it should be dealt with by the Distributor in an expedient fashion.

Only one Application Advice Transaction can be sent in response to any request (i.e. Consumption or Invoice Vendor Bill Ready) received. Where the sending party has made an error in the type of Application Advice transmitted (e.g. an AA Accept was transmitted instead of an AA Reject), the sending party must notify the receiving party of the error immediately outside the EBT System, and both Market Participants must work out a mutually agreeable solution.

### Rules

There is only one Consumer account to one Invoice Transaction.

Where the Distributor chooses to send an Invoice Vendor Bill Ready Transaction, only one valid Invoice Vendor Bill Ready Transaction may be sent in reference to one Consumption Transaction (BillRequired field set to 'yes'). Multiple Invoice Vendor Bill Ready Transactions may not be sent in reference to a single Consumption Transaction, nor may an Invoice Vendor Bill Ready be sent without a corresponding Consumption Transaction.

Where the Distributor decides to send a Consumption Cancel Transaction, only one valid Invoice Vendor Bill Ready Cancel Transaction may be sent in reference to one Consumption Cancel Transaction. An Invoice Vendor Bill Ready Cancel Transaction must be issued if the Consumption Transaction has been cancelled (with a Consumption Cancel Transaction) **and** an Invoice Vendor Bill Ready has already been transmitted in reference to the Consumption Transaction that is being cancelled.

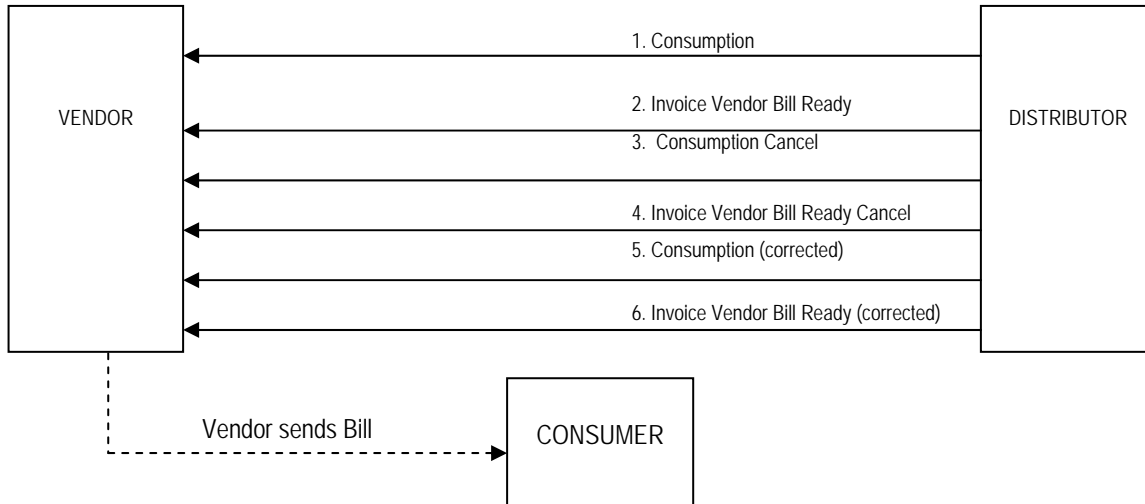
If the Distributor has forwarded an Invoice Vendor Bill Ready in follow-up to a Consumption Transaction, then the Vendor must present on the Consumer's bill the amount in the Invoice Vendor Bill Ready amount, even if the Consumption

Transaction is subsequently cancelled. The exception to this is if the Vendor receives an Invoice Vendor Bill Ready Cancel Transaction for the original Invoice Vendor Bill Ready Transaction.

In the event that the Invoice Vendor Bill Ready Transaction has been sent and not rejected, and must be revised or replaced, an Invoice Vendor Bill Ready Cancel Transaction must be sent, followed by a revised Invoice Vendor Bill Ready Transaction for that same service period. It is not valid to send the replacement Invoice Vendor Bill Ready Transaction without first cancelling the original Invoice Vendor Bill Ready Transaction being replaced. The issuance of an Invoice Vendor Bill Ready Cancel Transaction may or may not be dependent on the issuance of a Consumption Cancel Transaction.

Negative charges (credits) are allowed on an Invoice Vendor Bill Ready Transaction.

**TRANSACTION FLOW INV7**  
**Invoice Vendor Bill Ready**  
**(Vendor Consolidated Billing in a Bill Ready Form)**



**\*\*\*Application Advice Accept or Reject must be sent on all above Transactions to the Transaction has been processed.**

**Flow:**

1. Consumption Transaction is sent from the Distributor to the Vendor within 4 business days after the scheduled meter read date.
2. Distributor calculates the Gas Distribution Services charges and will send Invoice Vendor Bill Ready Transaction to the Vendor no later than 2 business days after the Consumption Transaction is sent.
3. (Conditional) Distributor sends Consumption Cancel Transaction to Vendor.
4. (Conditional) Distributor sends Invoice Vendor Bill Ready Cancel Transaction to Vendor.
5. (Conditional – Only if Step 3 occurs) Distributor sends corrected Consumption Transaction to Vendor.
6. (Conditional – Only if Step 4 occurs) Distributor sends corrected Invoice Vendor Bill Ready Transaction to Vendor.
7. Vendor then sends the Consumer a consolidated bill with both Vendor and Distributor charges on it, outside the EBT System.

**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

### 5.3.4 Split Billing

In this form of billing the Distributor and Vendor each bill the Consumer separately for their own charges, as applicable. The Consumer receives two separate bills.

This form of billing does not have an Invoice Transaction, but may rely on the Consumption Transaction described in Section 5.2.

***NOTE: A similar type of billing, albeit one where the Gas Vendor does not require Consumer Consumption information from the Gas Distributor, occurs now for some large customers who are not offered Agency Billing & Collection Services. This section is not intended to supersede or replace any existing contracts which may currently have this type of split billing component.***

#### Definition/purpose

The Split Bill may require the exchange of Consumer Consumption data from the Distributor to the Vendor via a Consumption Transaction.

#### Flow

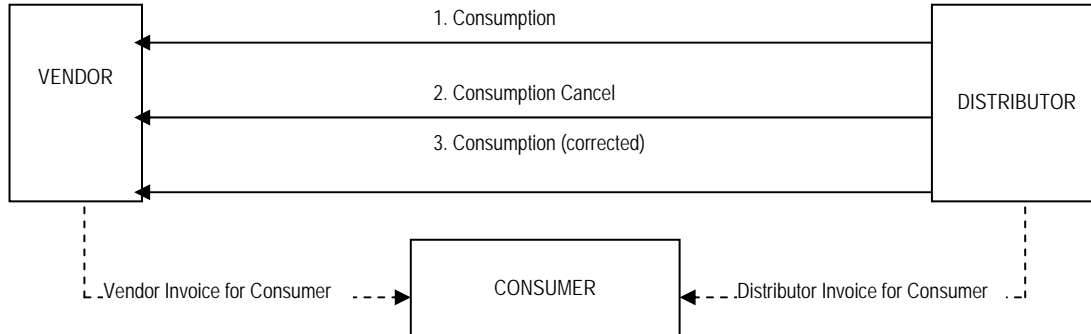
The Distributor sends the Consumption Transaction to the Vendor within 4 business days from the scheduled meter read date. The Consumer will receive two bill statements, one from the Vendor for the Gas Competitive Services being provided to the Consumer and one from the Distributor for the Gas Distribution Services being provided to the Consumer.

#### Billing of Taxes

The billing parties will be responsible for the collection and remittance of all taxes to the government unless otherwise provided in the Service Agreement.



## TRANSACTION FLOW INV8 Split Billing



**\*\*\*Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Distributor sends Consumption Transaction to Vendor within 4 days of the scheduled meter read date. The Consumer will receive two bill statements – one from the Vendor for the Gas Competitive Services charges and one from the Distributor for the Gas Distribution Services charges.
2. (Conditional) Distributor sends Consumption Cancel Transaction to Vendor.
3. (Conditional – Only if Step 2 occurs) Distributor sends corrected Consumption Transaction to Vendor.

**Rules:** None

**Exceptions:** None

**Roles and Responsibilities:** None

### **5.3.5 Invoice – Remittance Statements**

#### **5.3.5.1 Invoice Remittance Statement Distributor Consolidated Billing in a Rate Ready Form**

##### Definition/purpose

The Invoice Remittance Statement (IRS) Transaction is sent from the Distributor to the Vendor. The intent is that this Transaction is to provide sufficient detail to ensure the Vendor is able to understand and reconcile any differences between the amount being remitted to them, and the total value of the actual Consumer Consumption during the remittance period.

The “Remittance Statement” includes, where applicable, the following:

- (a) all amounts billed rolled up by contract, by price point, and by charge category, or
- (b) all amounts remitted rolled up by contract, by price point, and by charge category;
- all charges, including, as applicable, detail of description, quantity, unit of measure, and rate;
- if applicable, the “funds imbalance adjustment” calculated on the Funds Imbalance Statement; and
- the amount that will be remitted to the Vendor by the Distributor.

This Transaction is mandatory.

As previously provided in Section 5.3.1.1, Invoice Rate Ready, the detailed information for each Consumer in each day’s bill cycle will be sent to the Vendor in the Invoice Rate Ready (IRR) Transaction. The Invoice Remittance Statement Transaction and the detail for each Consumer IRR Transaction included in the remittance total need to be linked, that is, one must point to the other. A standardized methodology to link these Transactions will be determined at the time the schema are developed.

The Invoice Rate Ready (IRR) Transaction is a Consumer-level account statement sent from a Distributor to a Vendor. The charges and credits listed on a given IRR must reflect any Transactions that are:

- sent by, or received by, a Distributor for a particular Consumer since the last IRR Transaction for that Consumer was issued; and
- which cause a charge to be generated for Consumer billing.

##### Flow

The IRS Transaction is always sent from the Distributor to the Vendor. The IRS Transaction is sent and the funds are remitted in accordance with the Service Agreement.

### Response

Once the Vendor receives the IRS Transaction, it sends an Application Advice Accept or Reject back to the Distributor indicating that the Transaction was processed. This Application Advice Accept or Reject is sent no later than 5 calendar days after the receipt of the IRS Transaction from the Distributor.

### Rules

The Invoice - Remittance Statement (IRS) Transaction is mandatory.

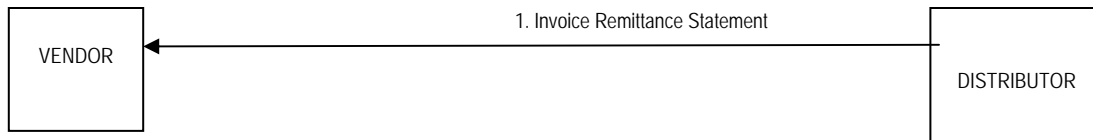
## **Financial Settlement**

A Financial Settlement is required at the end of the contract period, or on an annual basis. Regardless of whether the Distributor remits on delivery or on billed consumption the Financial Settlement will be included in the applicable IRS Transaction sent at the end of the contract, or at the end of a contract year, identified by separate charge categories. This Financial Settlement will therefore be included in the IRS Transaction along with the Remittance Statement for the first period of the new contract year.

Where the Distributor remits on billed consumption, and a Funds Imbalance Statement is not required, the Financial Settlement may consist of prior period adjustments (PPAs) effected after the applicable IRS Transaction was sent.

Where the Distributor sends an Invoice Funds Imbalance Statement Transaction, Financial Settlement will consist of a line item for each month of the preceding year which repeats the appropriate value from the monthly Funds Imbalance Statement. For example, where the Remittance Statement includes a Funds Imbalance Adjustment, the Financial Settlement will consist of a Final Funds Imbalance Adjustment for each of the twelve preceding months. The charge categories will differentiate these amounts from the Funds Imbalance Adjustment which applies to the Remittance Statement for that month's IRS Transaction.

**TRANSACTION FLOW INV9**  
**Invoice Remittance Statement**  
**(Distributor Consolidated Billing in a Rate Ready Form)**



**\*\*\*Application Advice Accept or Reject must be sent on all above Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Distributor sends Invoice Remittance Statement for the month.

**Rules:** None

**Roles and Responsibilities:** None

### **5.3.5.2 Invoice – Funds Imbalance Statement Distributor Consolidated Billing in a Rate Ready Form**

#### Definition/purpose

The Funds Imbalance Statement Transaction is required if the Distributor remits on delivery, i.e., the monthly volume of gas delivered by the Vendor to the Distributor in accordance with a direct purchase contract, or any derivative of the delivery value.

This Transaction is mandatory unless the Distributor remits on billed Consumption.

The Funds Imbalance Statement for the period points to and is associated with the Remittance Statement.

The Funds Imbalance Statement provides the difference between the value of the gas delivered to the Distributor by the Vendor for subsequent distribution to the Vendor's customers, and the value billed to those same Consumers based on their actual Consumption for the same period. The Funds Imbalance Statement may also provide the detail resulting in a Funds Imbalance Adjustment, if applicable, which is then included in the Invoice Remittance Statement.

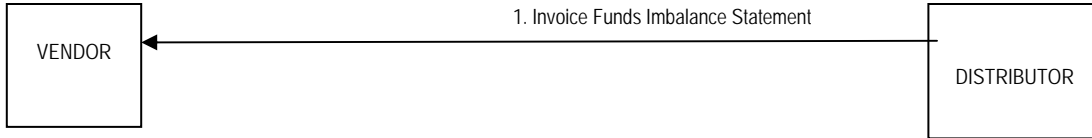
#### Response

Once the Vendor receives the Invoice Funds Imbalance Statement Transaction, it sends an Application Advice Accept or Reject back to the Distributor indicating that the Transaction was processed. This Application Advice Accept or Reject is sent no later than 5 calendar days after the receipt of the Invoice Funds Imbalance Statement Transaction from the Distributor.

#### Rules

The Invoice Funds Imbalance Statement Transaction is mandatory unless the Distributor remits on billed Consumption.

**TRANSACTION FLOW INV10  
Invoice Funds Imbalance Statement  
(Distributor Consolidated Billing in a Rate Ready Form)**



**\*\*\*Application Advice Accept or Reject must be sent on all above Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Distributor sends Invoice Funds Imbalance Statement for the month.

**Rules:** None

**Roles and Responsibilities:** None

### **5.3.5.3 Invoice Remittance Statement Distributor Consolidated Billing in a Bill Ready Form**

#### Definition/purpose

The Invoice Remittance Statement (IRS) Transaction is sent from the Distributor to the Vendor.

The “Remittance Statement” includes, where applicable, the following:

- all amounts billed for each Consumer based on the Invoice Bill Ready (IBR) line(s) sent to the Distributor from the Vendor;
- all charges, including, as applicable, detail of description, quantity, unit of measure, and rate; and
- the amount that will be remitted to the Vendor by the Distributor.

As previously provided in Section 5.3.2, in the Invoice Bill Ready (IBR) option, the billable consumption for each Consumer in each day’s bill cycle will be sent to the Vendor in the Consumption Transaction. In response, the Vendor will send the IBR line(s) to the Distributor. The Distributor will bill the Consumer in accordance with the Vendor provided IBR amount, and this amount will be remitted to the Vendor. The Invoice Remittance Statement Transaction and the detail for each Consumer IBR Transaction included in the remittance total need to be linked, that is, one must point to the other. A standardized methodology to link these Transactions will be determined at the time the schema are developed.

#### Flow

The IRS Transaction is always sent from the Distributor to the Vendor. The IRS Transaction is sent and the funds are remitted in accordance with the Service Agreement.

#### Response

Once the Vendor receives the Transaction, it sends an Application Advice Accept or Reject back to the Distributor indicating that the Transaction was processed. This Application Advice Accept or Reject is sent no later than 5 calendar days after the receipt of the IRS Transaction from the Distributor.

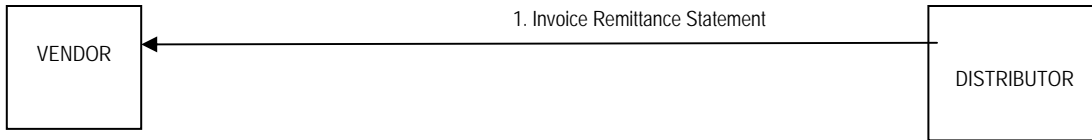
#### Rules

The Invoice Remittance Statement (IRS) Transaction is mandatory.

### **Financial Settlement**

A Financial Settlement is required at the end of the contract period, or on an annual basis. The Financial Settlement will be included in the applicable IRS Transaction sent at the end of the contract, or at the end of a contract year, identified by separate charge categories. This Financial Settlement will therefore be included in the IRS Transaction along with the Remittance Statement for the first period of the new contract year.

**TRANSACTION FLOW INV11  
Invoice Remittance Statement  
(Distributor Consolidated Billing in a Bill Ready Form)**



**\*\*\*Application Advice Accept or Reject must be sent on all above Transactions to indicate the Transaction has been processed.**

**Flow:**

1. Distributor sends Invoice Remittance Statement for the month.

**Rules:** None

**Roles and Responsibilities:** None



## 5.4 Application Advice

The sections below define the definition/purpose, flow, response and business rules around implementing the Application Advice. This Transaction is in response and returned by the recipient for every Consumption, Invoice, and Status Advice Transactions to notify the sender that the Transaction was either accepted or rejected at their application level. If the Transaction was accepted, no further action is needed. If the Transaction is rejected, the originator of the Transaction must send a corrected Transaction in the case of Consumption or Invoice Transactions. In the case that a Status Advice Transaction is rejected, the Reject Reason provided in the AA Reject will determine the corrective action to be taken by the sender of the Status Advice.

### Definition/purpose

This is an application level Transaction that is in response to a Consumption, Invoice, and/or Status Advice Transaction to acknowledge that the Transaction was either accepted or rejected within the receiver's system. For clarity, an Application Advice Reject notifies the sender of the request/notification Transaction (e.g. a Consumption Transaction or Status Advice Transaction) that the Request Transaction was not processed by the recipient's system. Therefore, the underlying Transaction (i.e. that referred to by the AA-R) is treated by the receiver as though that underlying Transaction was never processed by the receiver.

### Flow

The Market Participant sends a Consumption, Invoice, or Status Advice to the other Market Participant. The originating Market Participant will get an Application Advice for each one of the Transactions that was sent. See flow AA-1 for details.

### Response

The only response back from an Application Advice will be a Functional Acknowledgement because the Application Advice is a response Transaction.

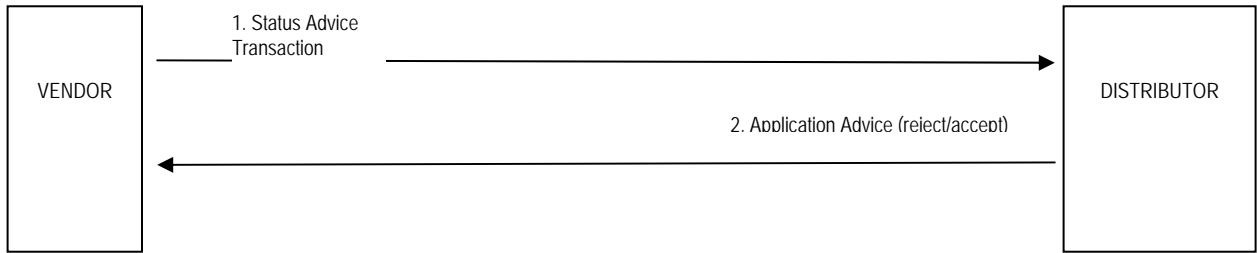
### Rules

An Application Advice must be sent no later than four calendar days after each Invoice or Status Advice Transaction. Both Vendors and Distributors can send an Application Advice.

Only one Application Advice Transaction can be sent in response to any request (e.g. IBR) received. Where the sending party has made an error in the type of Application Advice transmitted (e.g. an AA Accept was transmitted instead of an AA Reject), the offending party must notify the receiving party of the error immediately and both Market Participants must work out a solution as mutually agreed.

If an expected Application Advice Transaction is not received, the receiving party who expected the Application Advice Transaction, as a business rule (not an EBT Standard), should follow-up with the party who didn't send it. The recipient of the expected Application Advice Transaction should assume that the Transaction generating the expected Application Advice response was accepted until they receive the Application Advice Transaction.

**TRANSACTION FLOW AA1  
Application Advice  
"Reject or Accept"**



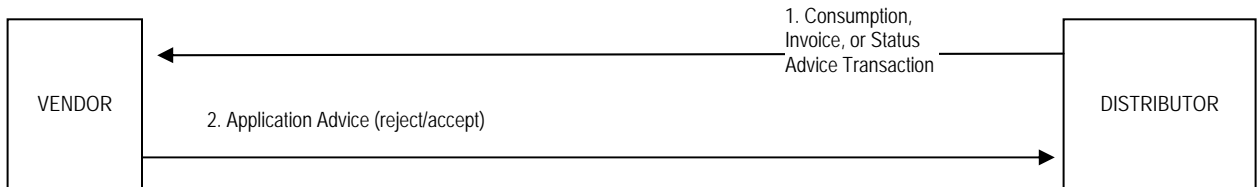
**Flow:**

1. The Vendor will send an EBT (Status Advice) to the Distributor.
2. The Distributor will return to the Vendor an Application Advice (reject/accept) in response to each EBT.

**Rules:**

1. Application Advice is sent no later than 4 calendar days after receipt of each Consumption, Invoice, or Status Advice Transaction.

**TRANSACTION FLOW AA2  
Application Advice  
"Reject or Accept"**



**Flow:**

1. The Distributor will send an EBT (Consumption, Invoice, or Status Advice) to the Vendor.
2. The Vendor will return to the Distributor an Application Advice (reject/accept) in response to each EBT.

**Rules:**

1. Application Advice is sent no later than 4 calendar days after receipt of each Consumption, Invoice, or Status Advice Transaction.

## 5.5 Status Advice

### Definition/Purpose

The Status Advice (SA) Transaction is used by a Market Participant for an informational change in status/response to an originating STR Transaction. The SA is sent on an as needed basis. It contains effective processing dates and descriptions of status changes.

### Flow

The Status Advice is bi-directional, and may flow from any one Market Participant to any other Market Participant. For an example, see the flows in the STR sections.

### Data

The information contained in the Status Advice includes the status codes, the reference to an Original Transaction Reference Number if appropriate, new Effective Date, and any contact information that may assist the recipient. Some example reasons for the Status Advice include:

#### *Contest Period Over-Lost*

This Status advice is sent by a Distributor to inform a losing Vendor that the 30-calendar day contest is now closed. The Effective Date field should be loaded with the date that the contest period ended.

#### *Contest Period Over-Won*

This Status advice is sent by a Distributor to inform a winning Vendor that the 30-calendar day contest is now closed. The Effective Date field should be loaded with the date that the contest period ended.

#### *Change Consumer Location*

This Status advice can be sent by the current Vendor to inform the Distributor that the Consumer is moving. The Effective Date field should be loaded with the date that the Consumer will disconnect from the old service.

#### *New Effective Date*

This Status Advice can be sent by any party to modify a previously arranged Effective Date. The Effective Date field should be loaded with the new expected operation date for the Transaction. For example, this Transaction can be used to change the Effective Date of Change Consumer Location Transaction. Any scheduled date can be modified through the use of this Status Advice.

#### *Notice of Pending Switch*

This Status Advice is sent by a Distributor to inform the current or prospective Vendor that a contest for a Consumer is starting. The date of this notice begins the 30 calendar day hold period also known as the contest period. The Effective Date field should be populated with the proposed switch date.

### *Terminate Transaction Request*

This Status Advice can be sent by any party to terminate a previously requested activity, if allowed. For example, it can be used:

- As a notice that the Consumer has informed whoever sends this Status Advice that the Consumer wants to cancel the switch request and remain with Vendor A; or
- To cancel a request for Enrolment before the gas has begun to flow with the new Vendor.

The Effective Date field should be loaded with the date that the original Transaction was cancelled.

### Response

The response back from a Status Advice will be an Application Advice. Therefore, the party receiving the SA Transaction now has a means by which to acknowledge receipt of a valid Transaction, or to acknowledge receipt of an invalid Transaction, back to the sender of the SA. The sender of the SA Transaction will now receive a positive acknowledgement that the SA has been received by the intended party, and whether the Transaction is acceptable or has failed for any reason.

The responsibility for identifying errors or exceptions with the processing of Status Advice Transactions lies with the party who has received the Transaction. Where an SA fails, either with the content of a given SA Transaction, or where the SA has been sent in error, the receiver will notify the sender of the Transaction using an Application Advice Reject Transaction. Once the sender has been thus notified, the receiver may continue processing as if the Transaction had never been received. The sender and the receiver should resolve the discrepancy in a mutually agreeable manner outside the EBT System.

Standardized Reject Reasons will be developed. The rules applying to Reject Reasons can be found in Section 5.0 under the heading "Technical Rules for All Transaction Sets".

### Rules

When the Status Advice is sent to a third party (not the originator) the original Transaction number is "blocked". This prevents the sharing of one Market Participant's information with another Market Participant in a possibly inappropriate manner.

### *Use of the Original Transaction Reference Number Field*

The Original Transaction Reference Number Field is required when the Status Advice is part of a series of Transactions with a specific Market Participant. The original Transaction reference number must be one that the receiver can know of and associate with the Status Advice. This is an issue during contests when there

are two Vendors involved, as only one of them knows of the enrol request causing the contest.

The reference to the Original Transaction Reference Number must be supplied unless the Status Advice being sent is starting the Transaction flow (for example, in the case of the Notice of Pending Switch sent to the current Vendor to notify of the start of a contest). In this case, there is no Original Transaction Reference Number preceding this Status Advice. Consequently, the Original Transaction Reference Number is “optional” in the schemas, even though it is “mandatory” if an Original Transaction Reference Number does exist. This conditional logic (i.e. “mandatory” if it exists, “optional” if it does not exist) cannot be expressed in the schemas in any other way than declaring the item “optional”.

The table below (see Table 1) contains the complete set of Status Advice scenarios and which Transaction reference number should be used as the Original Transaction Reference Number. Certain Status Advice Transactions can have different Original Transaction Reference Numbers, depending upon the relationship of sender and receiver. Those Transactions have multiple listings in the table.

**Status Advice Scenarios  
Table 1**

	Status Advice	Situation	Sender	Receiver	Original Transaction Reference Number document
1	New Effective Date	Any time a scheduled date has to be adjusted	Distributor Vendor	Vendor Distributor	The Transaction Reference Number of the Transaction that started the sequence of events, such as the Enrol Request from the Vendor, or the Drop Request from either the Vendor or the Distributor.  In a contest, <ul style="list-style-type: none"> <li>• If there is a change to the date for the CPO Won for Vendor B, then the SA NED will reference the Enrol Request.</li> <li>• If the current Vendor gets the CPO lost, the SA NED references the NPS Transaction.</li> </ul>
2	Change Consumer Location	Notify Distributor of Consumer's change of location	Current Vendor	Distributor	No Original Transaction Number

3	Notice of Pending Switch	Notify <u>current</u> Vendor of contest	Distributor	Current Vendor	No Original Transaction Number. (This is the originating notification Transaction for the Contest process).
4	Notice of Pending Switch	Notify <u>prospective</u> Vendor of contest	Distributor	Prospective Vendor	Transaction Reference Number of the prospective Vendor's Enrol Request.
5	Contest Period Over	Notify <u>current</u> Vendor of contest period over	Distributor	Current Vendor	Notice of Pending Switch originally sent to current Vendor.
6	Contest Period Over	Notify <u>prospective</u> Vendor of contest period over	Distributor	Prospective Vendor	Enrol Request sent by prospective Vendor
7	Terminate Transaction Request	Notify <u>current</u> Vendor of switch cancellation	Distributor	Current Vendor	Notice of Pending Switch Transaction originally sent to current Vendor.
8	Terminate Transaction Request	Notify <u>prospective</u> Vendor of switch cancellation	Distributor	Prospective Vendor	Enrol Request sent by prospective Vendor
9	Terminate Transaction Request	Notify Distributor of cancellation of switch	Current Vendor	Distributor	Notice of Pending Switch Transaction originally sent to current Vendor.
10	Terminate Transaction Request	Notify Distributor of cancellation of switch	Prospective Vendor	Distributor	Enrol Request Transaction sent by prospective Vendor.
11	Terminate Transaction Request	To cancel an accepted Change Consumer Location Request	Distributor only	Vendor only	Transaction Number of the Change Consumer Location Request Transaction that is being rescinded.
12	Terminate Transaction Request	To cancel a previously sent SA CCL	Vendor Only	Distributor Only	Transaction Reference Number of the SA CCL
13	Terminate Transaction Request	To cancel a Drop Request	Distributor Vendor	Vendor Distributor	The Transaction number of the Drop Request Transaction
14	Terminate Transaction Request	To cancel a previously sent SA TTR	Distributor Vendor	Vendor Distributor	<b>This is not allowed.</b>

## 5.6 Functional Acknowledgement

The sections below define the definition/purpose, flow, response, and business rules around implementing the Functional Acknowledgement. Every Market Participant (and the Hubs, if applicable) send this Transaction for every PIPE Document (which contains one or more PIP Transactions (i.e., all Transactions) that are received by them.

### Purpose/Definition

The Functional Acknowledgement Transaction is used to indicate the results of the syntactical analysis of the XML encoded PIPE document as well as validation of the Market Participant. This Transaction does not cover the semantic meaning of the information contained in the Transaction sets. The result of the Transaction is to notify the Market Participants (and the Hubs, if applicable) that the PIPE Document was either “accepted” or “rejected” at either the PIPE Document or PIP Transaction level due to the syntactical analysis of the document content as well as other Market Participant validations. A PIPE Document contains one or more PIP Transactions (e.g., STR, Consumption, Invoice, and Application Advice Transactions). There are two levels of the Functional Acknowledgement:

- A PIPE Document is “accepted” when no further action is needed. (PIPE document can contain one or more PIP Transactions.)
- A PIPE Document is “rejected” when the document is not readable; the sender of this document needs to correct and resubmit the document as applicable.

### Flow

The Functional Acknowledgement is sent by each recipient of a PIPE Document (PIPE document can contain one or more PIP Transactions). See flow FA-1 for details.

### Data

Each PIPE Document has a reference number assigned by the originator that uniquely identifies the document. The Functional Acknowledgement identifies this PIPE Document reference number on all correspondence. In addition, within each PIPE Document, each PIP Transaction will have a Transaction reference number assigned to it as well.

It is a requirement that participants in the Ontario Gas Market shall use a document reference number such that the sender of the document is uniquely identifiable.

## Rules

A Functional Acknowledgement from the Market Participant will be sent within one business day from the day of receipt of the original Transaction. A Functional Acknowledgement is also sent in response to each PIPE Document that is sent between the Market Participant and a Hub. A Functional Acknowledgement will be sent from the Hub within four business hours of receipt of the PIPE Document.

The originator of the Functional Acknowledgement is the entity that last received the file.

If a Point to Point is used, the following rule applies:

- When a Market Participant sends a Functional Acknowledgement in response to a PIPE Document, the originating Market Participant should fill in the sender field with the sending Market Participant's name, its own unique identifying number and its own participant type, and fill in the recipient field with the destination Market Participant's name, unique identifying number, and the type.

If a Hub is used, the following rules apply:

- Rule 1: When a Hub is required to send a Functional Acknowledgement in response to a PIPE Document, the sending Hub should fill in the sender field with the sending Hub's name, the sending Hub's unique identifying number and a participant type of 'hub'.
- Rule 2: Likewise for situations where a Market Participant is sending a Functional Acknowledgement to a Hub, the originating Market Participant should fill in the recipient field with the destination Hub's name, the destination Hub's unique identifying number and a participant type of 'hub'.

The above rules apply in the following cases:

- When a Hub is sending a Functional Acknowledgement to a Spoke or Point, apply rule 1.
- When a Spoke or Point is sending a Functional Acknowledgement to a Hub, apply rule 2.
- When a Functional Acknowledgement is being sent from one Hub to another, apply both rules.

A document reject Functional Acknowledge is used where any Transaction in the originating PIPE Document failed schema validation.

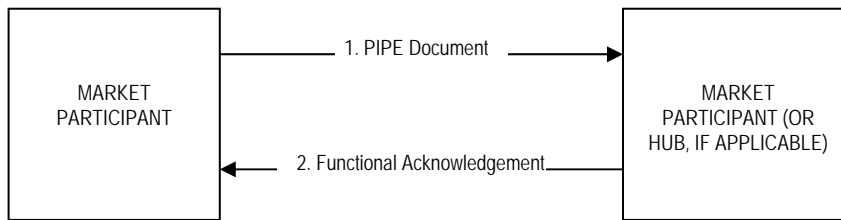
The full set of rules for the Functional Acknowledgement Transaction (FA) is as follows:



Accept FA: Used when all Transactions within the PIPE Document pass schema validation. If a Hub is being used, the Hub will forward all Transactions.

DocReject FA: Used when the EBT PIPE Document cannot be read completely, i.e., when any one or more of the Transactions fail schema validation. If a Hub is used, the Hub does not forward any of the Transactions. As much detail with respect to each Transaction is presented in the FA, including errors for each of the Transactions that failed the schema validation.

### TRANSACTION FLOW FA1 Functional Acknowledgement



**Flow:**

1. The Market Participant sends a PIPE Document (which contains one or more PIP Transactions) to another Market Participant, or a Hub if applicable.
2. The recipient Market Participant will send back to the originating Market Participant a Functional Acknowledgement that states whether the PIPE Document was “accepted” or “rejected”.

**Rules:**

Market Participants, and Hubs if applicable, must send a Functional Acknowledgment for all PIPE Documents that are received.

Appendix A

**Service Transaction Lead Times**

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SERVICE TRANSACTION LEAD TIMES

**Enrol Transaction**

1. The Effective Date of an Enrol Request Transaction (that is, the date the gas will flow with the Vendor of record) will be the first day of a calendar month. (Exceptions will be rare, but may be negotiated between the parties outside the EBT system.)
2. The Enrol Request Transaction must be submitted at least 45 calendar days prior to the Effective Date to guarantee Vendor supply on the stated Effective Date, or such lesser amount of time as agreed by the Distributor.  
*NOTE: Distributors able to process an Enrol Request Transaction with less lead time prior to September 6, 2005 should continue their current practice. Other Distributors should attempt to improve their processes and systems to decrease the lead time.*
3. The Enrol Request Transaction may not be submitted earlier than 120 calendar days prior to the Effective Date.
4. The Enrol Request Transaction must be responded to by the Distributor with an Enrol Response Transaction (Enrol Accept, or an Enrol Reject with the applicable reason code(s)) within 14 calendar days.
5. The Enrol Request Transaction is considered pending from the time it is received by the Distributor (whether or not an Enrol Response Transaction has been sent) until the specified Effective Date. On the specified Effective Date the Enrol Request Transaction is considered implemented, and the Enrol is considered active (i.e., the Consumer is actively enrolled with the Vendor, and being supplied by the Vendor).
6. There can be only one Enrol Request Transaction pending at any point in time; therefore, if an Enrol Request Transaction is pending, any subsequent Enrol Request Transaction will be rejected (with the applicable reason code(s)).
7. The Enrol Request Transaction may not be cancelled with an Enrol Cancel Request within 15 calendar days of the Effective Date, or such lesser amount of time as agreed by the Distributor.  
*NOTE: Distributors able to process an Enrol Cancel Transaction with less lead time prior to September 6, 2005 should continue their current practice.*
8. After the date which is 15 calendar days (or such lesser period if agreed by the Distributor) prior to the Effective Date (i.e., the date prior to which an Enrol Request Transaction may be cancelled with an Enrol Cancel Request), the Enrol Request may only be terminated with a Drop Request Transaction.

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SERVICE TRANSACTION LEAD TIMES

### **Drop Transaction**

1. The Effective Date of a Drop Request Transaction (that is, the date the gas flow with the Vendor of record will cease, and the Consumer will return to System Gas or be supplied by an alternate Vendor) will be the first day of a calendar month. (Exceptions, including time and data transfer, may be negotiated between the parties.)
2. The Drop Request Transaction must be submitted at least 15 calendar days prior to the Effective Date to guarantee return to System Gas on the stated Effective Date, or such lesser amount of time as agreed by the parties (i.e., Distributor, and Vendor of record acting on behalf of the Consumer).  
*NOTE: Distributors able to process a Drop Request Transaction with less lead time prior to September 6, 2005 should continue their current practice.*

*The following current practice of Enbridge (i.e., as at September 6, 2005) is noted: Enbridge accepts and processes a Drop Request Transaction, received either directly from a Consumer or from the Vendor of record acting on specific written authorization of the Consumer, if received at least 3 calendar days prior to the Effective Date. Although the Drop Request Transaction can be processed within this timeframe, there will be no resultant change reflected in the Mean Daily Volume (MDV) of the contract to which the Consumer is attached. If a change is to be reflected in the MDV, the Drop Request Transaction must be sent at least 30 calendar days prior to the Effective Date.*

3. The Drop Request Transaction may not be submitted earlier than 120 calendar days prior to the Effective Date.
4. The Drop Request Transaction must be responded to by the recipient (i.e., Distributor or Vendor, as applicable) with a Drop Response (Drop Accept, or a Drop Reject with the applicable reason code(s)) within 14 calendar days.
5. The Drop Request Transaction may not be cancelled within 15 calendar days of the Effective Date, or such lesser amount of time as agreed by the Distributor.  
*NOTE: Distributors able to process a Drop Cancel Transaction with less lead time prior to September 6, 2005 should continue their current practice.*

*The following current practice of Union Gas (i.e., as at September 6, 2005) is noted: If the Consumer initiates the Drop Request through the Distributor directly (for clarity, this Consumer-initiated Drop Request must be received at least 15 days prior to the Effective Date), The Distributor will send a Drop Request Transaction to the Vendor. The Drop Request may be cancelled by*

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SERVICE TRANSACTION LEAD TIMES

*the Consumer directly, or by the Vendor acting on behalf of the Consumer (i.e., the Vendor sends a Drop Cancel Transaction) up to 5 calendar days before the Effective Date requested in the Drop Request Transaction. This timing provides the Vendor, once it receives a Drop Request Transaction from the Distributor, a period of up to 10 calendar days to contact the Consumer to confirm any contractual obligations, if applicable.*

*The following current practice of Enbridge (i.e., as at September 6, 2005) is noted: Enbridge is able to terminate, or cancel a Drop Transaction Request with as little as 3 calendar days lead time (i.e., the same lead time within which it is able to accept and process the Drop Transaction Request itself).*

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SERVICE TRANSACTION LEAD TIMES

**Vendor to Vendor Switch**

1. A Vendor to Vendor switch is effected through an Enrol Transaction Request, a Status Advice - Notice of Pending Switch Transaction, and a Drop Transaction Request, if required, to both the current and new Vendors, as applicable.
2. If Vendor A is the Vendor of record on the Effective Date of an Enrol Transaction Request submitted by Vendor B, a potential Vendor to Vendor Switch is created, and the transfer process is subjected to a Contest Period of 30 calendar days.
3. The Service Transaction Lead Time for the Enrol Transaction Request in the case where switch may occur is therefore increased by the Contest Period.
4. All other Service Transaction Lead Times, as applicable to each of the specific Transactions, apply.

## Appendix B

### Change and Version Control Process

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CHANGE AND VERSION CONTROL PROCESS

**Introduction**

It is anticipated that the GDAR EBT Standards (the “Standards”) will be periodically modified and/or expanded to accommodate changing market or regulatory requirements. The objective of this section is to establish a change control process to accommodate any modifications. Accordingly, a change control process is vital to allow consistent and timely use of any changed or new Transaction and enable Market Participants to communicate effectively in a timely manner. Each Market Participant shall rely on existing established and documented Transactions, but must have access to a process in which approved changes can be implemented in an efficient, effective, timely and well-coordinated manner. This section provides the process by which changes to Transactions can be proposed, discussed, reviewed, accepted and implemented.

**Structure and Process**

Standards may affect both business processes and programming. Significant lead time may be needed to implement Standards changes. Therefore, when proposed changes are introduced the proponent of change should strive to build consensus among all Market Participants. The following structure and process will be implemented.

The final authority of revisions to the Standards and a plan for their implementation is the Board.

A Gas Electronic Business Transactions Standards Advisory Committee (“AC”) will be created. The responsibility of the AC will be to provide oversight of the implementation of, and recommend to the Board revisions to, the Standards. The AC will have the authority to form subcommittees. The membership will consist of one representative of each distributor and each vendor, with a Chair and secretary from OEB staff.

A Gas Electronic Business Transaction Standards Working Group (“WG”) will be formed as a standing subcommittee of the AC. The responsibility of the WG will be to consider any Change Request that is initiated, and submit to the AC recommended revisions to the Standards. The membership will consist of self-selected Market Participants, with a Chair from OEB staff. The WG will work on a cooperative basis in an effort to achieve consensus before a recommendation is made to the AC. In the absence of consensus, the dissenting party (or parties) will have an opportunity to present its (their) view(s) to the AC.

**Change Request**

Any party may initiate a proposed revision to the Standards. The Chair of the WG will ensure that notices of proposed revisions are provided, that all



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CHANGE AND VERSION CONTROL PROCESS

documentation is complete and available for review prior to a WG meeting, and that notice of a WG meeting to discuss the proposed revision is scheduled.

The initiating party must document in advance the scope of the modification (both a brief and detailed explanation), the affected Transactions, the requested priority, and the requested implementation date. The attached Ontario EBT Change Request Form may be adopted to initiate proposed revisions.

The WG will consider the Change Request. If there is agreement that there is a problem that needs to be addressed, that the change provides a more efficient solution, or that the industry as a whole will be better served by the proposed change, then the WG will assign a Global Issue ("GI") number, a responsible person, and a priority.

The responsible person will lead necessary discussion of the issue, ensuring the production of any further documentation as the review continues.

The disposition of every GI is recorded on the Master Issues List. In addition, a website will be maintained to ensure access to all documentation through the review and approval process.



## Appendix C

### Transaction Designation – Mandatory or Optional

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TRANSACTION DESIGNATION – MANDATORY OR OPTIONAL

<b>Initiating Transaction</b>	<b>Mandatory/Optional Designation</b>	<b>Implementation Date</b>
<b>Service Transaction Request (STR)</b>		
Price Point Create Request	Optional	January 1, 2007
Price Change Request	Optional	January 1, 2007
Transfer Request (Contract Transfer and Price Point Transfer)	Optional	January 1, 2007
Enrol Request	Mandatory	January 1, 2007
Drop Request	Mandatory	January 1, 2007
Vendor to Vendor Switch (Enrol/SA-NPS/Drop)	Mandatory	January 1, 2007
Consumer Information Request	Mandatory	January 1, 2007
Change Consumer Information Request	Mandatory	January 1, 2007
Change Consumer Location Request	Mandatory	January 1, 2007
<b>Consumption Transaction (CT)</b>		
Consumption	Mandatory	January 1, 2008
<b>Invoice Transaction (INV)</b>		
<i>Distributor Consolidated Billing in a Rate Ready Form</i>		
Invoice Rate Ready	Mandatory	January 1, 2007
Invoice Vendor Adjust	Mandatory	January 1, 2007
<i>Distributor Consolidated Billing in a Bill Ready Form</i>		
Invoice Bill Ready	Mandatory	January 1, 2008
<i>Vendor Consolidated Billing and Split Billing</i>		
Invoice Vendor Bill Ready	to be determined	not applicable
Split Billing (Consumption Transaction)	to be determined	not applicable
<i>Invoice Remittance Statements</i>		
Invoice Remittance Statement (Distributor Consolidated Billing in a Rate Ready Form)	Mandatory	January 1, 2007
Funds Imbalance Statement (Distributor Consolidated Billing in a Rate Ready Form)	Mandatory	January 1, 2007

## TRANSACTION DESIGNATION – MANDATORY OR OPTIONAL

<b>Initiating Transaction</b>	<b>Mandatory/Optional Designation</b>	<b>Implementation Date</b>
Invoice Remittance Statement (Distributor Consolidated Billing in a Bill Ready Form)	Mandatory	January 1, 2008
<b>Application Advice (AA)</b>		
Application Advice	Mandatory	January 1, 2007
<b>Status Advice (SA)</b>		
Status Advice	Mandatory	January 1, 2007
<b>Functional Acknowledgement (FA)</b>		
Functional Acknowledgement	Mandatory	January 1, 2007