Gas Distribution Access Rule (GDAR)

Electronic Business Transactions (EBT) Standards Document

**for the
Gas Marketing Industry**

~~September 7, 2006~~September 2, 2008

Version ~~1.0.5~~2.0 draft 1

NOTICE OF DISCLAIMER

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

In the event of a conflict between this Standard and a provision of the Gas Distribution Access Rule, the Gas Distribution Access Rule prevails.

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Revision Date	Version	Revised Section and Reason:
November 14, 2005	1.0	Original Document – Approved by Board on November 15, 2005
March 27, 2006	1.0.1	Procedural Order No. 2 Submissions incorporated as applicable and additional wording and process improvements agreed during EBT Working Group meetings.
April 7, 2006	1.0.2	Additional wording and process improvements agreed during EBT Working Group meetings.
July 14, 2006	1.0.3	• Wording and process improvements agreed during EBT Working Group meetings. • Appendix D Reject Reason and Reason Codes added.
August 15, 2006	1.0.4	Final wording and process improvements agreed during EBT Working Group meetings.
September 7, 2006	1.0.5	Revisions to Appendix D Reject Reasons and Reason Codes and addition of Appendix E Collision Matrix (embedded file)
September 2, 2008	2.0	Final wording and process improvements agreed to as a result of market testing and implementation (Ref Meeting March 5, 2008))

1.   Introduction

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 process by which a computer, computer program, or another user attempts to confirm that the computer, computer program, or user from whom the second party has received some communication is, or is not, the claimed first party.
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.
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^3), 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 appropriate 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.

3.   Technology Overview

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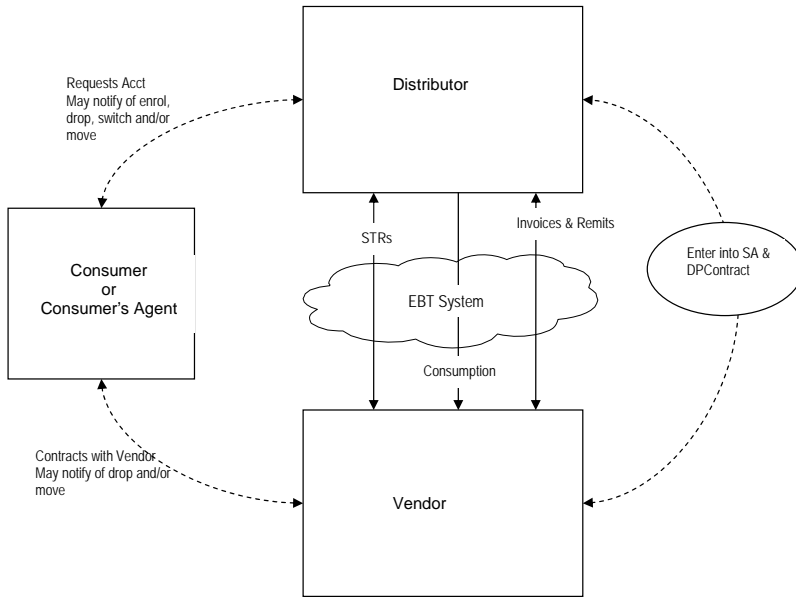
To establish a set of mutually agreed upon standards, Market Participants must first have a mutual understanding of the business relationships to which the standards will be applied in accordance with the OEB's Rule. The following represents the current understanding of these responsibilities and relationships.

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. (Ref GDAR 1.3.1) 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 submitting 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. (Ref GDAR 5.4.1) 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. (Ref GDAR 5.1.1) 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. (Ref GDAR 5.2.1) 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. (Ref GDAR 5.3) 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. (Ref GDAR 5.5) 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. (Ref GDAR 1.3) 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 Consumption information, including any adjustments, 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**		
Service Transaction Request (STR)			**5.1**
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
Termination of Service Request	Termination of Service Accept/Reject	STR11 to 15	5.1.4
Reconnection of Service Request	Reconnection of Service Accept/Reject	STR16	5.1.5
Vendor to Vendor Switch (Enrol/SA-NPS/Drop)		STR17 to STR24	5.1.6
Consumer Information Request: a) Historical Consumption Request	a) Historical Consumption Accept/Reject	STR25,26	5.1.7
Change Consumer Information Request	Change Consumer Information Accept/Reject	STR27,28	5.1.8
Change Consumer Location Request	Change Consumer Location Accept/Reject	STR29 to STR31	5.1.9
Consumption Transaction (CT)			**5.2**
Consumption	Application Advice Accept/Reject	CT1	5.2
Invoice Transaction (INV)			**5.3**
Distributor Consolidated Billing in a Rate Ready Form			5.3.1
Invoice Rate Ready	Application Advice Accept/Reject	INV1 to INV3	5.3.1.1

Transaction Sets		Flow	Section
Initiating Transaction	**Response Transaction**		
Invoice Vendor Adjust (ref Invoice Rate Ready)	Application Advice Accept/Reject	INV1 to INV3	5.3.1.2
Distributor Consolidated Billing in a Bill Ready Form			5.3.2
Invoice Bill Ready	Application Advice Accept/Reject	INV4	5.3.2.1
Vendor Consolidated Billing in a Bill Ready Form			5.3.3
Invoice Vendor Bill Ready	Application Advice Accept/Reject	INV5	5.3.3.1
Split Billing (Consumption Transaction)		INV6	5.3.4
Invoice Remittance Statements			5.3.5
Invoice Remittance Statement (Distributor Consolidated Billing in a Rate Ready Form)	Application Advice Accept/Reject	INV7	5.3.5.1
Funds Imbalance Statement (Distributor Consolidated Billing in a Rate Ready Form)	Application Advice Accept/Reject	INV8	5.3.5.2
Invoice Remittance Statement (Distributor Consolidated Billing in a Bill Ready Form)	Application Advice Accept/Reject	INV9	5.3.5.3
Application Advice (AA)			**5.4**
Application Advice	None (other than FA)	AA1, 2	5.4
Status Advice (SA)			**5.5**
Status Advice	Application Advice Accept/Reject		5.5
Functional Acknowledgement (FA)			**5.6**
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, 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 (see Identifiers and Reference Numbers below).
- All Transactions must be given a globally unique Transaction number assigned by the originator (see Identifiers and Reference Numbers below).
- All Transactions must be date/time stamped upon creation by the originator of the Transaction.
- Despite the allowed maximum initial screening window, distributors will perform initial screening and validation, and respond to screened STRs on a reasonable efforts basis as expeditiously as possible.
- It is possible that a previously submitted pending transaction may become unnecessary in some cases where it has been superseded by a subsequent STR. In this situation each party will be responsible for deleting unnecessary transactions from (i.e., cleaning up) its own system.
- If a Consumer account number has been superseded by a new account number due to a refolio, the Distributor must send the new account number, the old account number, and the account number switch date. An old account number must be present in all EBT Transactions for at least 60 calendar days.
- All parties may exceed, or improve upon, the minimum transaction lead time requirements contained in the Standards.
- All STRs shall be processed by the Distributor in the order in which they are received (ref GDAR 4.3.1.1 and Service Agreement 4.3), and in accordance with the process set out herein (ref Service Agreement 4.3). However, parties cannot guarantee that Transactions will be received and accepted in the same order in which they are submitted by the sender. It is therefore good business practice to wait for a response to the originating Transaction prior to submitting a subsequent Transaction applicable to the same Consumer account.

Identifiers and Reference Numbers
To ensure uniqueness of Market Participant identification, documents (PIPE), and transactions (PIP), the following conventions are to be observed by all Market Participants.

Market Participant Identifier

Market Participant identifiers will be self-selected and registered with the OEB to ensure uniqueness within Ontario. The format will be exactly 10 alpha numeric characters. Numeric values that are less than 10 digits must be padded with non-space characters. Possible identifiers that Market Participants may choose from include (but are not limited to) OEB license number, Dun & Bradstreet identifier, and GST registration number.

Document (PIPE) Reference Number

Document identifiers are generated by the originator of the document. The format of the document identifier will be:

P<MktPtID><CreateDtTm><#####>

Where:

P	Required string prefix.
<MktPtID>	Originator's Market Participant Identifier
<CreateDtTm>	Document creation date and time in format YYYYMMDDHHMMSS. Date and time are included to help ensure uniqueness and to aid in later potential operator diagnosis. The date and time is not to be deemed to imply actual creation time – this is accomplished using the CreationDate element in the PIPE Document container.
<#####>	5-digit number, internally generated by the originator, which ensures a unique document reference number. It is not required that the sequence number be reset when the create date/time changes – only that the reference number is unique.

Transaction (PIP) Reference Number

Transaction identifiers are generated by the originator of the transaction and must be unique. The format of the transaction identifier will be:

T<MktPtID><CreateDtTm><#####>

Where:

T	Required string prefix.
<MktPtID>	Originator's Market Participant Identifier

<CreateDtTm>	Transaction creation date and time in format YYYYMMDDHHMMSS. Date and time are included to help ensure uniqueness and to aid in later potential operator diagnosis.
<#####>	5-digit number, internally generated by the originator, which ensures a unique transaction reference number. It is not required that the sequence number be reset when the create date/time changes – only that the reference number is unique.

Example

In this example, the Market Participant identifier is "1234567890" and the document and its transactions are being created on about February 1st, 2007 at 2:00 pm. Actual transaction data has been suppressed in this example.

```
<DocumentReferenceNumber>
    P123456789020070201135959001 24
</DocumentReferenceNumber>
    …
    <TransactionReferenceNumber>T1234567890200702011 4000100489
    </TransactionReferenceNumber>
    …
    <TransactionReferenceNumber>T1234567890200702011 4000100490
    </TransactionReferenceNumber>
    …
    <TransactionReferenceNumber>T1234567890200702011 4000200491
    </TransactionReferenceNumber>
    …
```

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 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 Vendor will provide the price, 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, 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 pool identifier applicable to the Vendor/Distributor contract to

which the Consumer's account is attached, and the price point identifier which identifies the price 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 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 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 prices 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 issued, 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 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 a subsequent billing cycle or off-cycle, it will send a 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, and may include an off-set for any applicable wholesale charges. 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 identified in GDAR 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.

Additional transactions are necessary to support the STRs identified above. Also at the level of a Consumer's account, an STR is required to request historical Consumer Information, or to notify the Vendor of a change to Consumer Information.

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 further 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 pool/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 pool/price point level have been identified:

- a creation of a price point;
- a change of a price on an active pool, where applicable;
- a transfer of a Consumer account between pools; 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 or Historical Consumption 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 is documented in the Implementation Guides, and included in the schema.

(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 Distributor Account Number field as it is presented on the part of the bill
  retained by the Consumer. 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. There
  may be a minimum of one character and a maximum of four characters. 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". There may be a minimum of one character and
  a maximum of ten characters.

(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 Consumer is deemed to have been advised of the account number thirty calendar days after the billing date of the first bill sent to the Consumer. 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.

Note: If the Gas Distributor has not assigned an account number to the Consumer, and the Consumer has not received a first bill, then it is unlikely that the Consumer, and therefore the Vendor, will be able to provide the information for the "Name Validator" and the "Address Validator". In this situation, the "Validator" tags are not required to match the Distributor's records. Regardless, the Distributor must determine that there is a unique match based on the information provided in the initial STR Request Transaction.

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, the following set of rules or search criteria will apply.

- 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 last 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 Distributor Account Number 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 Distributor Account Number 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 Distributor Account Number field as a current account number, it should attempt to recognise this value as a previous account number for a period of 60 calendar days.

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 some flows as follows:

a.	OTx	Original Transaction Number
b.	UT	Update Transaction
c.	TTR	Terminate Transaction Request
d.	NPS	Notice of Pending Switch

5.1.1   Distributor Pool and Price Point Maintenance

A Distributor pool, if required, must be created and referenced in any ensuing Enrol Request Transaction. The following STRs, if applicable, assume that the necessary Distributor pool 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 Vendor related information for bill presentment. Where applicable, the request must also contain the Distributor pool 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 pool 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 1st 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 not be negative values, and may be subject to limits if
agreed by the parties.

Where applicable, the pool 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 may apply or supersede those noted above for
Kitchener Utilities and Utilities Kingston if the Price Point Create process is a
manual process.

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.

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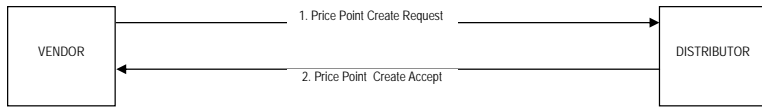
Flow:
1.   Vendor submits a valid Price Point Create Request.
2.   Distributor sends the Price Point Create Accept within 4 calendar days.

Rules: Refer to text.

Exceptions: Refer to Grandfathering Clause in text.

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 pool, 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 pool 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 three 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 1st 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 not be negative values, and may be subject to limits if
agreed by the parties.

The first time a Price Change Request is submitted for a specific Effective Date,
that Effective Date must not precede the Effective Date of a pending Price Change
Request (i.e., if you have previously submitted an accepted Price Change
Request with an Effective Date of June 1, and another with an Effective Date of
August 1, you may not submit a new Price Change Request for July 1).
A Status Advice (either a SA–Terminate Transaction Request or SA-Update
Transaction) is not a valid Transaction for a Price Change Request Transaction.

An accepted Price Change Request may be superseded by a new Price Change Request (i.e., a Price Change Request cannot be cancelled). Therefore, in the preceding example, despite being unable to submit a new Price Change Request with an Effective Date of July 1, a new Price Change Request with an Effective Date of June 1, or August 1, my be submitted to revise the price of a previously accepted Price Change Request Transaction provided the appropriate lead times are met.

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, Kitchener Utilities and Utilities Kingston, who are 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.

```
┌──────────┐        1. Price Change Request        ┌──────────────┐
│          │ ──────────────────────────────────►  │              │
│  VENDOR  │                                       │  DISTRIBUTOR │
│          │ ◄──────────────────────────────────  │              │
└──────────┘        2. Price Change Accept         └──────────────┘
```
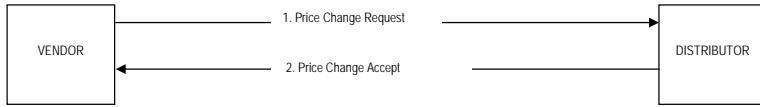
Flow:
1. Vendor A submits a valid Price Change Request.
2. Distributor sends the Price Change Accept within 3 calendar days.

Rules: Refer to text.

Exceptions: Refer to text for Grandfathering Clause applicable to Kitchener Utilities and Utilities Kingston.

5.1.1.3   STR – Transfer

<u>Definition/purpose</u>
The Transfer Request is a dual purpose request that allows Vendors to move
Consumer accounts between pools and between price points on the same pool,
where applicable.

In the Distributor Consolidated Billing in a Rate Ready form, the billing option is a
function of the pool/price point, and therefore all accounts associated with the
pool/price point will share the same billing option. To effect a change to a
Consumer's billing option the 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 Transfer Request to move
the Consumer account from a pool that is designated as DCB to a pool that is
designated as Split Bill.

<u>Flow</u>
The Vendor sends a Transfer Request to the Distributor.

<u>General Description of Data</u>
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 pool identifier and/or price point identifier to which the
Consumer account is being transferred.

<u>Response</u>
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.

<u>Rules</u>
(a) General
A Transfer Request with an Effective Date that is the same as or earlier than a
pre-existing pending Transfer Request will be rejected (an Status Advice-Update
Transaction should be used).

A Transfer Request cannot be submitted with an Effective Date which is the same
as or prior to the Effective Date of the Enrol Request Transaction for the
applicable Consumer account.

A Transfer Request may be submitted for a pending STR-Enrol provided the
Effective Date of the Transfer Request is later than the Effective Date of the STR-
Enrol.

A Status Advice (either a SA-TTR or a SA-UT) must be received no later than 15 calendar days prior to the Effective Date of the pending Transfer Request to which the Status Advice applies.

A pending Transfer Request may be cancelled using a Status Advice -Terminate Transaction Request (SA-TTR). The current pool must not be scheduled for termination.

The Effective Date of the pending Transfer Request may be changed with a Status Advice – Update Transaction (SA-UT). (The lead time and the revised values for a SA-UT to change the Effective Date must respect the same rules as those for the original Transfer Request, as provided below.)

The pool identifier and/or the price point identifier of the pending Transfer Request may be changed with a Status Advice – Update Transaction (SA-UT). (The lead time and the revised values for a SA-UT to change the pool and/or price point identifier must respect the same rules as those for the original Transfer Request, as provided below.)

(b) Moving a Consumer Account between Pools
For a Vendor to move a Consumer account between pools, both the new pool identifier and the new price point identifier, where applicable, must be specified.

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

(c) Moving a Consumer Account between Price Points
For a Vendor to move a Consumer account between price points on the same pool, the new price point identifier, where applicable, must be specified.

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

TRANSACTION FLOW STR3
Transfer - Accept

In this scenario, a Transfer Request with valid, complete information is submitted. The STR is accepted.
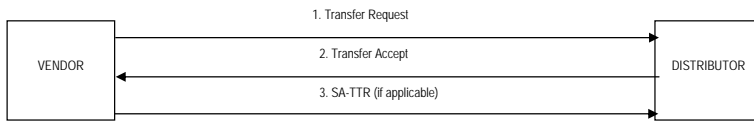
Flow:
1. Vendor submits a valid Transfer Request.
2. Distributor sends the Transfer Accept within 4 calendar days.
3. Vendor submits a SA-TTR (Terminate Transaction Request) if applicable no less than 15 calendar days prior to the Effective Date.

Rules: Refer to text.

Exceptions: This transaction may not be implemented by Utilities Kingston.

5.1.2   STR – Enrol

Definition/purpose
The Enrol Request signs up the Consumer for Gas Competitive Services supplied by a Vendor. Refer to Appendix A for the Service Transaction Lead Times and associated rules.

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.

(Refer to section 5.1.6, STR – Vendor to Vendor Switch for additional rules that apply when an Enrol Request creates a potential switch.)

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 Rate Ready or Split Billing), and the Effective Date, which shall be the 1st day of a calendar month. If the billing option is Distributor Rate Ready, the Enrol Request must include the pool identifier and the price point identifier, if applicable. 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 Distributor account number, Billing Address information, service address information, and billing cycle information. Accept Transactions go back to the originator with correct information, including the Distributor account number. If the Distributor account number has changed due to a refolio, the Enrol Accept response must also include the old account number in the old Distributor account number attribute. The Distributor tags the Enrol Request as "pending" until the requested Effective Date.

The Enrol Reject informs the Vendor that the Enrol was not successful, provides the reason 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.

<u>Rules</u>
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 - Update Transaction (SA-UT) advising of a new requested Effective Date. This Transaction must be sent at least 15 days prior to the current Effective Date for which the update is being requested, and the new Effective Date must be the 1st day of a calendar month. The Distributor will acknowledge the acceptance or rejection of the Status Advice using an Application Advice Transaction.

The pool identifier and/or the price point identifier on a pending Enrol Request may be changed with a Status Advice – Update Transaction (SA-UT). 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.

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.

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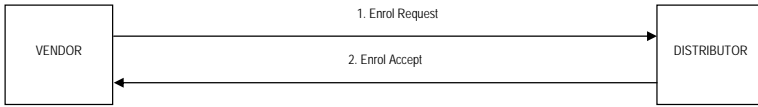
Flow:
1.   Vendor submits a valid Enrol Request.
2.   Distributor sends the Enrol Accept within 14 calendar days.

Rules: Refer to text.

Exceptions: 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.

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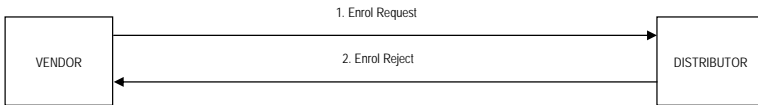
Flow:
1.   Vendor A submits an Enrol Request with invalid information.
2.   Distributor sends an Enrol Reject within 14 calendar days with reasons for the rejection.

Rules: The Distributor must provide the applicable reject reason.

Exceptions: 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.

```
              1. Enrol Request
  ┌────────┐ ─────────────────────→ ┌────────────┐
  │        │   2. Enrol Accept       │            │
  │ VENDOR │ ←───────────────────── │ DISTRIBUTOR │
  │        │  3. Status Advice-TTR   │            │
  │        │     (OTx=EnrolReq)      │            │
  │        │ ─────────────────────→ │            │
  └────────┘                        └────────────┘
```

***Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.
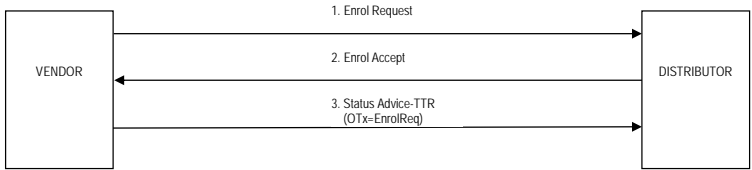
Flow:
1. Vendor A submits a valid Enrol Request to the Distributor.
2. Distributor sends an Enrol Accept to Vendor A within 14 calendar days.
3. Vendor A decides to cancel the Enrolment. Vendor A sends the Distributor a Status Advice - Terminate Transaction Request. Consumer does not enrol with Vendor A.

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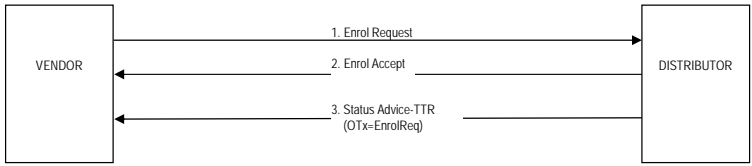1. An Enrol Request may not be terminated within 15 days of the Effective Date.
2. If the Vendor attempts to terminate the Transaction within this period, the Distributor will reject the Status Advice-TTR with the applicable reject reason.

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

TRANSACTION FLOW STR7
Enrol/Cancel by Consumer through 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.

VENDOR		DISTRIBUTOR
	1. Enrol Request →	
	← 2. Enrol Accept	
	← 3. Status Advice-TTR (OTx=EnrolReq)	

***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.

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 STR-Enrol (i.e., one where the requested Effective
Date of the STR-Enrol is in the past and the gas is being supplied by a Vendor)
between a Consumer and the Vendor of record. Refer to Appendix A for the
Service Transaction Lead Times and associated rules.

Flow
This Transaction can occur as a result of a Consumer request to either the Vendor
or the Distributor to drop to System Gas, or as a result of a request by the Vendor
to drop the Consumer.

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 –
Update Transaction (SA-UT). The lead time for submitting the SA-UT is the same
as that for a Drop Transaction.

Exception
A Consumer cannot cancel, or change the Effective Date to one which is later
than that requested in, a Drop Request Transaction initiated by a Vendor with a

reason code "Contract Expired" or "Vendor Initiated" on its (i.e., the Vendor's) own behalf.

TRANSACTION FLOW STR8
Consumer Drop and New Effective Date Requested by Consumer through
Distributor

In this scenario, the Consumer initiates the return to System Gas by contacting the Distributor, and then contacts the Distributor to request a new drop effective date.
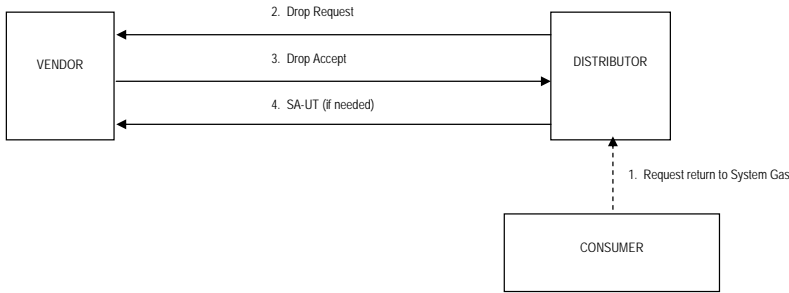
***Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

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 1st day of a calendar month.
3. Vendor sends the Drop Accept within 14 calendar days.
4. Distributor sends a Status Advice-Update Transaction (SA-UT) to provide a new Effective Date 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 1st 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.None

| | Formatted: Bullets and Numbering |

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.

```
                    1. Drop Request
            ┌──────────────────────────────→┐
┌─────────┐ │      2. Drop Accept            │ ┌──────────────┐
│ VENDOR  │ ←──────────────────────────────  │ DISTRIBUTOR  │
│         │ │  3. SA-UT (OTx=Drop Request)   │ │              │
└─────────┘ └──────────────────────────────→┘ └──────────────┘
```

***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 1st day of a calendar month.
2. Distributor sends Drop Accept.
3. Vendor sends Status Advice - Update Transaction (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.
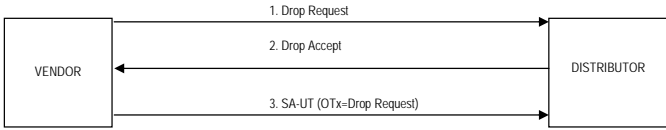
Exceptions:
1. ~~Distributors able to process a Drop Request with less lead time or on other than the 1st day of the calendar month should continue with current practice.~~

   2. ~~Distributors able to cancel a Drop Request with less lead time should continue current practice.~~None

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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 – Update Transaction 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 1st 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 - Update Transaction 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.
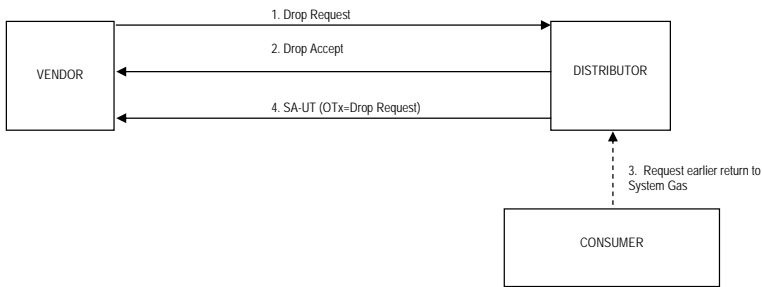2. Drop Request may not be cancelled within 15 calendar days of the Effective Date.

Exceptions:
1. Distributors able to process a Drop Request with less lead time or on other than the 1st 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.None

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5.1.4   STR – Termination of Service (TOS)

Definition/purpose
The Termination of Service is used to inform the current and pending Vendors that a Consumer's Gas Distribution Services is terminating and gas will no longer flow at that Consumer's location. A TOS Transaction can result from direct contact with a Consumer (e.g., an STR from a Consumer), indirect or implicit contact with a Consumer (e.g., a "force out"), or as a result of a Distributor's internal processes (e.g., write-off of account due to non-payment). Service termination may occur for a number of reasons including:
  a. Consumer moves outside of the Distributor's territory.
  b. Consumer moves to an unknown location.
  c. Consumer disconnects his location from the distribution system (for example, conversion to an alternate fuel).
  d. Consumer location is physically disconnected as a result of continuous non-payment and Distributor write-off.
  e. Account ownership at a Consumer's location is changed (e.g., change in marital status, death, etc).

Gas Competitive Services to the Consumer will not terminate until the Gas Competitive Services end date, which is the 61st day following the Effective Date, or, in the event the Effective Date is in the past, until the 61st day following the notification date, of the STR-TOS. During this 60 day period, if the Distributor becomes aware that the Consumer has either moved to a new location within the Distributor's territory at which the Consumer is receiving Gas Distribution Services, or that the Consumer did not move from the original location, the Distributor will send a Change Consumer Location Request or a Reconnection of Service Request, respectively, to the Vendor.

Flow
The transaction is initiated by the Distributor and sent to the Vendor of record and to any pending Vendor, if applicable. The transaction is sent as soon as possible after the Distributor becomes aware of the pending termination of service. As a result, it is possible that the pending termination of service could be cancelled or its Effective Date modified before the transaction is implemented. In these cases, a Status Advice will be generated to notify the Vendor of the TOS cancellation (SA-TTR) or change in Effective Date (SA-UT). It is possible that an STR-TOS can occur with an Effective Date in the past (which may result in a cancel/rebill). STR-TOS transactions can be modified or cancelled at any time until the 61st day following the Effective Date, or, in the event the Effective Date is in the past, until the 61st day following the notification date of the STR-TOS.

General Description of Data
The transaction includes forwarding Billing Address information and the reason for the termination based on the information provided to the Distributor by the Consumer.

If forwarding Billing Address (or any other required Consumer Information) changes after the STR-TOS is sent, but prior to the 61st day after the Effective Date, or, in the event the Effective Date is in the past, prior to the 61st day following the notification date of the STR-TOS, current and pending Vendors will be notified via STR-Change Consumer Information.

<u>Request and Response</u>
This transaction does not require an Accept by the Vendor to implement. An Accept by the Vendor is used to indicate that the STR and its data are not in conflict with the Vendor's data. In cases where the STR-TOS is not accepted, either via TOS Reject Transaction (e.g. STR noting an account number that does not apply to the receiving Vendor) or lack of a TOS Accept Transaction, a process outside of the EBT system should be in place to ensure parties' respective systems are kept in sync.

<u>Rules</u>
Pending Enrol Request Transactions may be affected by an STR-TOS. For example, a pending Enrol Request Transaction with a later Effective Date than that of an incoming TOS will be implicitly cancelled at the STR-TOS Effective Date; that is, gas will not flow for that account. In that event, both the Distributor and the Vendor will ensure that their own systems are cleaned up, i.e., each party will determine independently how its system will handle transactions that are implicitly cancelled by subsequent transactions.

When a STR-TOS is sent by the Distributor, if a pending STR-Enrol exists with a later Effective Date than that of the STR-TOS, then the pending STR-Enrol will be implicitly cancelled on the STR-TOS Effective Date. If the STR-TOS is subsequently cancelled, or the Effective Date is up-dated to a new date which is later than that of the pending STR-Enrol (i.e., prior to the STR-Enrol being implicitly cancelled), then the pending STR-Enrol will be preserved (i.e., the Vendor will not be required to resubmit the pending STR-Enrol). Note following exception for Enbridge.

<u>Enbridge Exception</u>
Enbridge requires notice from the Consumer of at least 3 calendar days prior to the Effective Date of the pending STR-Enrol in order to cancel the TOS with a SA-TTR and preserve the pending STR-Enrol.

If the Distributor issues an STR-TOS and, through communication with the Consumer, becomes aware later (but prior to the 61st day following the Effective Date, or, in the event the Effective Date is in the past, prior to the 61st day following the notification date of the STR-TOS, and provided the Vendor has not previously sent a STR-Drop, and no pending or active Enrol already exists) of the Consumer's new service address, the Distributor will generate an STR-Change

Consumer Location (CCL). If applicable, the Distributor will also generate an SA-TTR to terminate the pending STR-TOS.

If the Distributor issues an STR-TOS and, through communication with the Consumer, becomes aware later (but prior to the 61st day following the Effective Date, or, in the event the Effective Date is in the past, prior to the 61st day following the notification date of the STR-TOS, and provided the Vendor has not previously sent a STR-Drop) of the Gas Distribution Services being reconnected at the Consumer's location, the Distributor will generate a STR-Reconnection of Service (STR-ROS). (A Reconnection of Service is only applicable if the same Consumer is being reconnected at the same location.)

TRANSACTION FLOW STR11
Termination of Service
Move Outside of Distributor's Territory

In this scenario, a Consumer notifies the Distributor that he is moving out of the Distributor's territory. The flow would be the same regardless of the TOS reason.
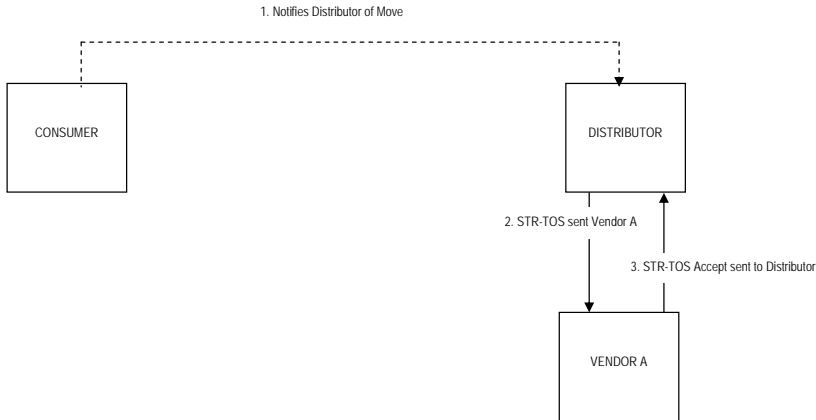
1. Notifies Distributor of Move

```
+-----------+                              +-------------+
|           |                              |             |
| CONSUMER  |                              | DISTRIBUTOR |
|           |                              |             |
+-----------+                              +-------------+
```

2. STR-TOS sent Vendor A

3. STR-TOS Accept sent to Distributor

```
                                           +-----------+
                                           |           |
                                           | VENDOR A  |
                                           |           |
                                           +-----------+
```

Flow:
1. Consumer notifies Distributor that he is moving outside of the Distributor's territory.
2. Distributor sends an STR-Termination of Service (TOS) to the Vendor of record and/or pending Vendor.
3. Vendor(s) sends a TOS Accept to indicate that the transaction was received and is correct.

Rules:
1. The termination of service will occur whether or not the Vendor(s) sends a TOS Accept.

Exceptions: None

TRANSACTION FLOW STR12
Termination of Service
Pending TOS Cancelled

In this scenario, a Consumer notifies the Distributor that he is moving out of the Distributor's territory but subsequently cancels the move request with the Distributor. The flow would be the same regardless of the TOS reason.

1. Notifies Distributor of Move

4. Notifies Distributor that Move is not happening

CONSUMER

DISTRIBUTOR

2. STR-TOS sent Vendor A

3. TOS Accept sent to Distributor

5. Status Advice-SA-TTR (OTx-TOS)

VENDOR A

Flow:
1. Consumer notifies Distributor that he is moving outside of the Distributor's territory.
2. Distributor sends an STR-Termination of Service (TOS) to the Vendor and/or pending Vendor.
3. Vendor sends a TOS Accept to indicate that the transaction was received and is correct.
4. Consumer notifies Distributor that he is no longer moving.
5. Distributor sends an SA-TTR to the Vendor(s) terminating the pending STR-TOS.

Rules:

Exceptions: None

TRANSACTION FLOW STR13
Termination of Service
Date of Pending TOS Changed

In this scenario, a Consumer notifies the Distributor that he is moving out of the Distributor's territory but subsequently contacts the Distributor to change the Effective Date of the move request. The flow would be the same regardless of the TOS reason.

1. Notifies Distributor of Move

4. Notifies Distributor that Move date is changing

CONSUMER		DISTRIBUTOR

2. STR-TOS sent Vendor A

3. TOS Accept sent to Distributor

5. Status Advice-SA-UT (OTx-TOS)

VENDOR A

Flow:
1. Consumer notifies Distributor that he is moving outside of the Distributor's territory.
2. Distributor sends an STR-Termination of Service (TOS) to the Vendor of record and/or pending Vendor.
3. Vendor(s) sends a TOS Accept to indicate that the transaction was received and is correct.
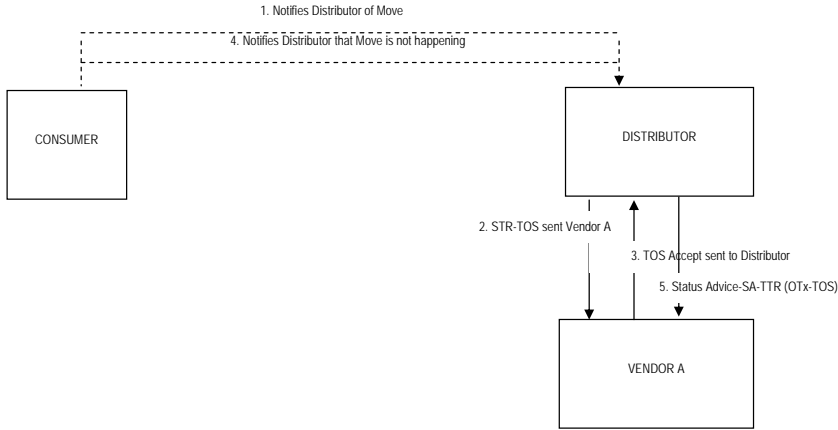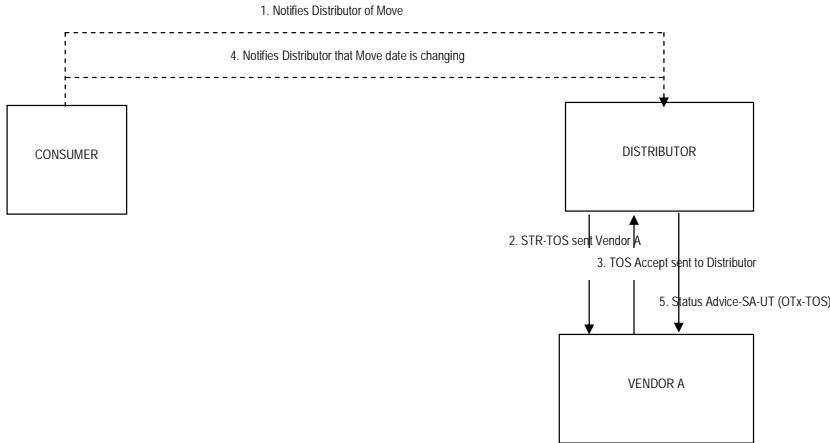4. Consumer notifies Distributor that the move date is changing.
5. Distributor sends an SA-UT to the Vendor(s) reflecting the new requested Effective Date.

Rules:
1. The termination of service will occur on the new effective date whether or not the Vendor(s) sends a TOS Accept.

Exceptions: None

TRANSACTION FLOW STR14
Termination of Service
TOS Causes Pending Enrol to be Terminated

In this scenario, a Consumer notifies the Distributor that he is moving out of the Distributor's territory with an Effective Date that precedes the Effective Date of a pending enrol request by a Vendor. The flow would be the same regardless of the TOS reason.
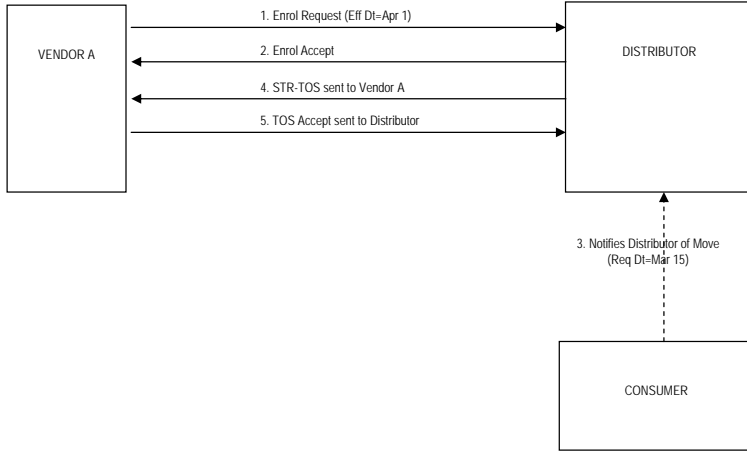
Flow:
1. Vendor sends Distributor a request to Enrol a Consumer to a new Pool effective April 1st.
2. Distributor sends an Enrol-Accept to Vendor within 14 days of receipt of valid STR.
3. Consumer notifies the Distributor that he is moving outside of the Distributor's territory on March 15th.
4. Distributor sends an STR-Termination of Service (TOS) to the Vendor.
5. Vendor sends a TOS Accept to indicate that the transaction was received and is correct.
6. Distributor and Vendor will each ensure their own internal systems are cleaned up to delete the Enrol Transaction on the Effective Date of the STR-TOS.

Rules:
1. The termination of service will occur whether or not the Vendor sends a TOS Accept.

Exceptions: None

TRANSACTION FLOW STR15
Termination of Service
Pending TOS replaced by a Change Consumer Location

In this scenario, a Consumer notifies the Distributor that he is moving out of the Distributor's territory. Subsequently, but prior to the 61st day following the move-out date (or the notification date, if TOS was sent with an Effective Date in the past), the Distributor becomes aware that the move-in location is actually within the Distributor's territory. The Distributor will issue a Change Consumer Location Transaction, and issue a Status Advice-Terminate Transaction Request to cancel the STR-TOS provided the Consumer notifies the Distributor prior to the Effective Date of the STR-TOS.
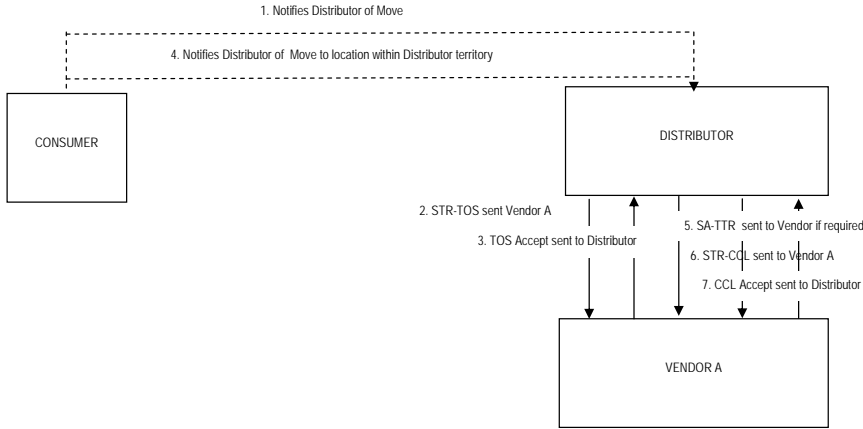
Flow:
1. Consumer notifies Distributor that he is moving outside of the Distributor's territory.
2. Distributor sends an STR-Termination of Service (TOS) to the Vendor(s) of record.
3. Vendor sends a TOS Accept to indicate that the transaction was received and is correct.
4. Consumer notifies Distributor of his new service address prior to the 61st day following the move out date (i.e., the effective date of the TOS).
5. Distributor sends an SA-TTR to cancel the TOS Transaction provided the Consumer notifies the Distributor prior to the Effective Date of the STR-TOS.
6. Distributor sends a STR-CCL to the Vendor to advise the newly acquired move-in account and address information.
7. Vendor sends a CCL Accept to indicate that the transaction received is correct.

Rules: Refer to text.

Exceptions: None

5.1.5   STR – Reconnection of Service (ROS)

Definition/purpose

The STR-Reconnection of Service is used to inform the current Vendor that a Consumer's Gas Distribution Services, and consequently Gas Competitive Services, are reconnected at that Consumer's location subsequent to a STR - Termination of Service being sent (i.e., a STR-TOS will always precede a STR-ROS). A ROS Transaction will be sent as a result of a Distributor's internal processes (e.g., reactivation of an account that was terminated due to non-payment or process a reconnect). Reconnection of service can occur for a number of reasons including:

    a.   Consumer reactivates service following a physical disconnect for non-payment.

    b.   Consumer returns to same location following a physical disconnect.

Flow

The transaction is initiated by the Distributor and sent to the Vendor of record at the time the service order for the reconnection is received/processed by the Distributor.

General Description of Data

The information sent in the Reconnection of Service transaction includes the Distributor's new account number if applicable.

Request and Response

This transaction does not require an Accept by the Vendor to implement. An Accept by the Vendor is used to indicate that the STR and its data are not in conflict with the Vendor's data. In cases where the STR-ROS is not accepted, either via ROS Reject Transaction (e.g. STR noting an account number that does not apply to the receiving Vendor) or lack of a ROS Accept Transaction, a process outside of the EBT system should be in place to ensure parties' respective systems are kept in sync.

Rules

The STR-Reconnection of Service Request allows a Consumer to stay enrolled with the same Vendor when their service is reconnected. Provided the Distributor has determined that, a STR-ROS must occur when the following conditions are met:

- The same Consumer is being reconnected at the same location.
- A Consumer's Gas Distribution Services, and consequently Gas Competitive Services were terminated and a STR-TOS was sent to the Vendor.
- The TOS Effective Date is in the past.

- The Consumer is being reconnected prior to the Gas Competitive Services end date, which is the 61st following the later of the STR-TOS notification date or requested Effective Date.
- The Vendor has not previously sent a STR-Drop.
- The Effective Date of the ROS should be the date of the Consumer's reconnection.

**TRANSACTION FLOW STR16
Reconnection of Service
Payment Processed**

In this scenario, a Consumer whose services were terminated by the Distributor for non-payment ~~have~~ has been reconnected as a result of payment processing.

```
                    1. Consumer does not pay bill.
        ┌──────────────────────────────────────────────┐
        │           4. Consumer pays bill.             │
        │ ┌──────────────────────────────────────────┐ │
        │ │                                          ▼ ▼
  ┌───────────┐                            ┌─────────────────┐
  │           │                            │                 │
  │           │                            │                 │
  │ CONSUMER  │                            │   DISTRIBUTOR   │
  │           │                            │                 │
  └───────────┘                            └─────────────────┘
                                              │  ▲      │  ▲
                   2. STR-TOS sent Vendor A   │  │      │  │  6. ROS Accept sent to Distributor
                                              │  │      │  │
                                   3. TOS Accept sent to Distributor
                                              │  │      │  │
                                  5. STR-ROS sent to Vendor A
                                              ▼  │      ▼  │
                                           ┌─────────────────┐
                                           │                 │
                                           │    VENDOR A     │
                                           │                 │
                                           └─────────────────┘
```
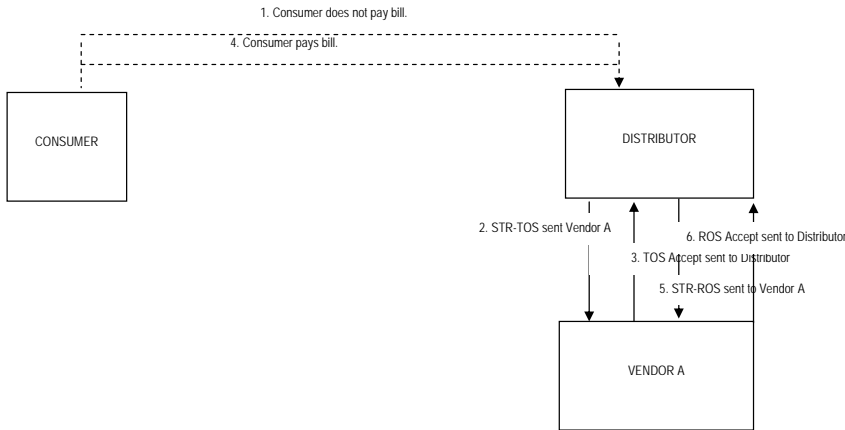
Flow:
1. Consumer does not pay bill.
2. Distributor sends an STR-Termination of Service (TOS) to the Vendor.
3. Vendor sends a TOS Accept to indicate that the transaction was received and is correct.
4. Consumer pays bill.
5. Distributor sends an STR-ROS to the Vendor.
6. Vendor sends a ROS Accept to indicate that the transaction was received and is correct.

5.1.6   STR – Vendor to Vendor Switch

Definition/purpose
If Vendor A is and will continue to be the Vendor of record on the submission date
and the Effective Date of an Enrol Request submitted by Vendor B, a potential
Vendor to Vendor Switch is created, and the process is subjected to a contest
period of 30 calendar days. The switch is effected through an Enrol Request and
Status Advice Transactions denoting Notice of Pending Switch and Terminate
Transaction Request. 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 plus a processing period of five calendar days.

A contest will only be invoked by an initial STR-Enrol Request Transaction, i.e., a
contest will not be invoked by a Status Advice which is sent to change the
Effective Date(SA-UT) or cancel (SA-TTR) a transaction. In this case, the Status
Advice would be rejected.

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 Status Advice.

Request and Response
In these scenarios, there is already a Vendor (Vendor A) supplying gas to the
Consumer on the submission date and the requested Effective Date submitted by
another Vendor (Vendor B) in a STR-Enrol for the same Consumer. If the STR-
Enrol is correctly formatted, contains all required data and can be processed, the
Distributor must process the STR-Enrol. Upon determining that the Consumer is
currently, and 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 plus a
processing period of five calendar days. The process flows are described below.

    I. The Distributor verifies that the requested Effective Date in the STR-Enrol
sent by Vendor B is at least 35 calendar days forward (the required
contest period plus processing 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 minimum 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 minimum 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 Enrol is subject to a contest period. Vendor B may then submit a new STR-Enrol to the Distributor with a revised requested Effective Date which provides for the standard Service Transaction Lead Time and the additional 35 calendar day requirement for the contest period and processing period. Vendor B will also update any other additional information as required (for example, the pool identifier and/or price point identifier if applicable for the new Effective Date). (Reference STR18)

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 (SA-NPS) 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 and the date that the contest period ends. The Distributor will calculate the date that the contest period ends based on the date of the SA-NPS (which is the same as that on the Enrol Accept) plus 30 days, plus 1 day to ensure a contest period of a full 30 days is allowed.

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). (Reference STR19)

   b. Upon authorization of the Consumer, Vendor A may terminate the contest. Vendor A sends a Status Advice - Terminate Transaction Request (SA-TTR) referencing the SA-NPS to the Distributor requesting that the Distributor cancel the switch to Vendor B. The Distributor will then send a Status Advice – Terminate Transaction Request (SA-TTR) referencing the Enrol Request to Vendor B indicating the same. The switch to Vendor B is terminated. (Reference STR20)

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 STR21)

   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 STR22)

   c. Contact Vendor A to cancel the switch. This scenario would be the same as IV b. above. (Reference STR20)

    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.

After the contest period has ended, no party may cancel the switch (i.e., no party may terminate the STR-Enrol), nor may Vendor B change the Effective Date of the STR-Enrol that initiated the Vendor to Vendor switch process. It should be noted that this does not preclude the Consumer from submitting an STR, either directly to the Distributor or through the Vendor, to drop to system gas. For clarity, Vendor B would submit an SA-TTR with a reason code of "Customer Initiated" to cause the Consumer to return to system gas. (Reference STR24)

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 STR17
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).
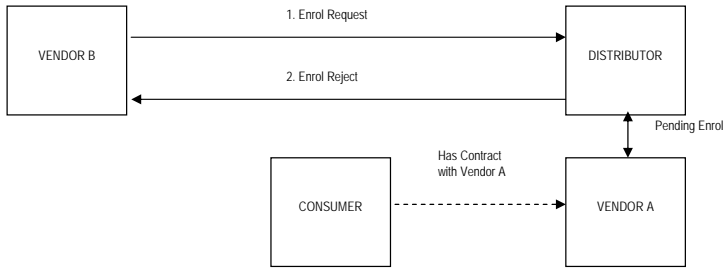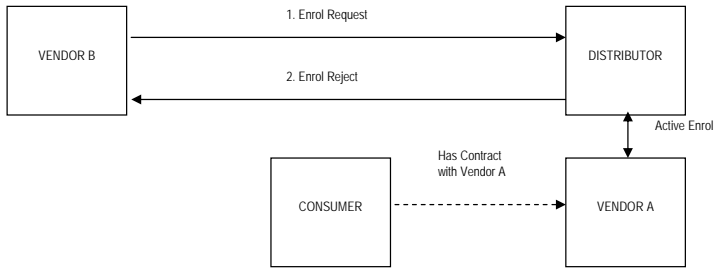

Flow:
1. Vendor B submits Enrol Request.
2. Distributor sends an Enrol Reject to Vendor B within 14 calendar days indicating the applicable reject reason.

Rules: None

Exceptions: None

TRANSACTION FLOW STR18
Enrol/Switch-Reject (Insufficient Time for Contest)

In this scenario (Reference Ib), 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 and therefore there is insufficient lead time for a contest.

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 80 days in the future (the standard 45 calendar days plus 30 calendar days for the contest period plus 5 calendar days for processing).

Rules: None

Exceptions: None

TRANSACTION FLOW STR19
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.
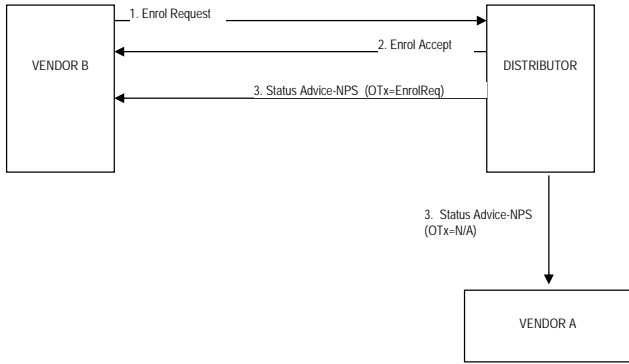
***Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.**

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 (which is the same as that on the Enrol Accept) starts the beginning of the 30 calendar day contest period. (Note: The Distributor will calculate the date that the contest period ends based on the date of the SA-NPS plus 30 calendar days plus 1 calendar day to ensure a full 30 day contest period.)

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

TRANSACTION FLOW STR20
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.
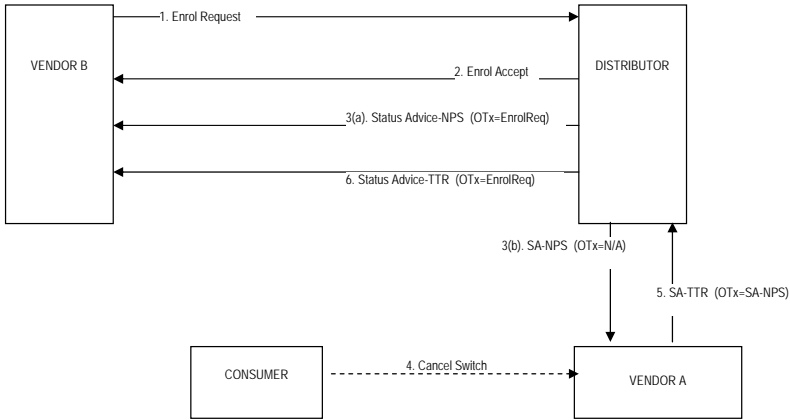
***Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate an accept or reject of the Transaction.

Flow:
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 (which is the same as that on the Enrol Accept) starts the beginning of the 30 calendar day contest period. (Note: The Distributor will calculate the date that the contest period ends based on the date of the SA-NPS plus 30 calendar days plus 1 calendar day to ensure a full 30 day contest period.)
4. Consumer notifies Vendor A of desire to cancel the Enrolment with Vendor B (Cancel the Switch) within the 30 calendar day Contest Period.
5. Vendor A sends the Distributor a Status Advice - Terminate Transaction Request (SA-TTR).
6. The Distributor then notifies Vendor B with a Status Advice - Terminate Transaction Request.
Consumer remains with Vendor A.

Rules:
1. Since this is a pending STR-Enrol with Vendor B, only a Status Advice - Terminate Transaction Request (SA-TTR) is required.
2. Vendor A may not send a SA-TTR to cancel the switch if Vendor A has previously sent a STR-Drop with an Effective Date that precedes the date of the switch for the Consumer. The

pending STR-Drop does not preclude the Consumer from contacting the Distributor or Vendor B to cancel the switch.

Exceptions: None

TRANSACTION FLOW STR21
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:
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 (which is the same as that on the Enrol Accept) starts the beginning of the 30 calendar day contest period. (Note: The Distributor will calculate the date that the contest period ends based on the date of the SA-NPS plus 30 calendar days plus 1 calendar day to ensure a full 30 day contest period.)
4. Consumer notifies Distributor of desire to cancel the Enrol Request with Vendor B (Cancel the Switch) within the 30 calendar day Contest Period.
5. The Distributor then notifies both Vendors with a Status Advice - Terminate Transaction Request (SA-TTR).
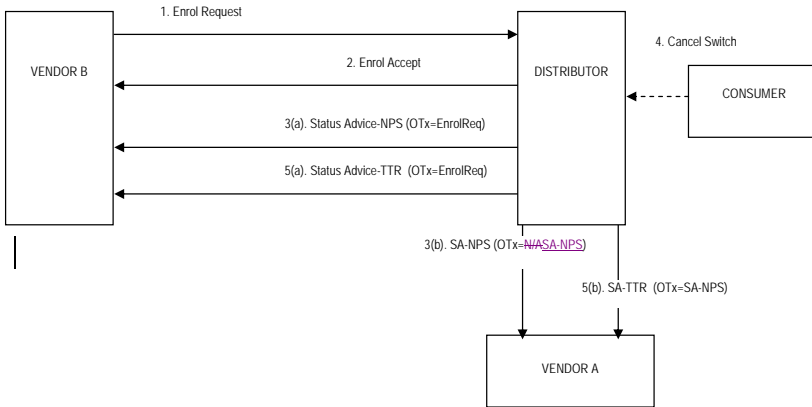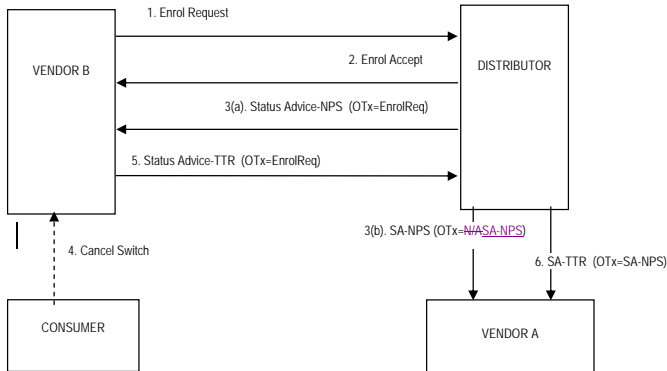Consumer remains with Vendor A.

Rules:
1. Since this is a pending Enrol with Vendor B, only a Status Advice - Terminate Transaction Request is required.

Exceptions: None

TRANSACTION FLOW STR22
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:
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 (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 (which is the same as that on the Enrol Accept) starts the beginning of the 30 calendar day contest period. (Note: The Distributor will calculate the date that the contest period ends based on the date of the SA-NPS plus 30 calendar days plus 1 calendar day to ensure a full 30 day contest period.)
4. Consumer notifies Vendor B of desire to cancel the Enrolment with them (Cancel the Switch) within the 30 calendar day Contest Period.
5. Vendor B sends the Distributor a Status Advice - Terminate Transaction Request (SA-TTR).
6. The Distributor then notifies Vendor A with a Status Advice (Terminate Transaction Request).
Consumer remains with Vendor A.

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

Exceptions: None

TRANSACTION FLOW STR23
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.
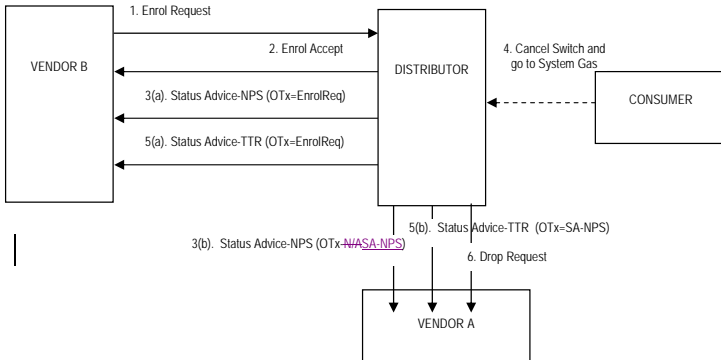
***Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.

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 - 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 Status Advice - Notice of Pending Switch (which is the same as that on the Enrol Accept) starts the beginning of the 30 calendar day contest period. (Note: The Distributor will calculate the date that the contest period ends based on the date of the SA-NPS plus 30 calendar days plus 1 calendar day to ensure a full 30 day contest period.)
4. Consumer notifies Distributor of desire to cancel the Enrol 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). The SA-TTR to Vendor A references the SA-NPS; the SA-TTR to Vendor B references the STR-Enrol.
6. The Distributor sends a STR-Drop to Vendor A advising that the Consumer will go to System Gas.
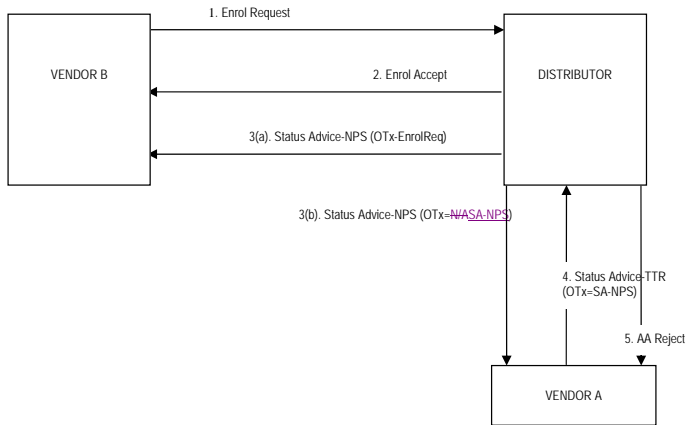Consumer goes to System Gas at the Effective Date specified in the Drop Request.

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

Exceptions: None

TRANSACTION FLOW STR24
Enrol/Switch/Cancel
After Contest Period, Before Switch Date

In this scenario, the Consumer is enrolled with Vendor A. Vendor B submits an STR-Enrol. Upon expiry of the 30 calendar day contest period (during which Vendor A did not contest the switch), the STR-Enrol from Vendor B will be implemented on the Effective Date requested. (Note: Vendor B, having "won" the contest, may not modify the Effective Date of the STR-Enrol.) 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. After a contest period, i.e., after a switch has been effected, neither Vendor may terminate or cancel 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 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 (which is the same as that on the Enrol Accept) starts the beginning of the 30 calendar day contest period. (Note: The Distributor will calculate the date that the contest period ends based on the date of the SA-NPS plus 30 calendar days plus 1 calendar day to ensure a full 30 day contest period.)
4. 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.

5. Distributor rejects the Status Advice with an Application Advice Reject. Neither Vendor may terminate or cancel the switch on its own behalf after the contest period is over.

The Consumer will switch to Vendor B on the requested Effective Date in the STR-Enrol.

Rules:
1.
2. The Consumer is not precluded from contacting the Distributor directly, or through the Vendor, to request a change of gas supply from a Vendor to system gas.

Exceptions: None

**5.1.7   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. There is no
requirement for a Consumer to be enrolled by a Vendor prior to submitting a
Consumer Information Request. (Note: Implementation of the Historical Payment
Request STR has been deferred.)

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

Response
The Historical Consumption Request must be responded to within 14 calendar
days.

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

If the requested Consumption will not be available within the 14 calendar day
timeframe, the Distributor will respond to the Vendor by sending an Historical
Consumption Reject Transaction with the appropriate reject reason. 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 Request Transaction within the timeframe agreed
upon with the Distributor.

General Description of the Data

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 minimum of 1 and a maximum of 24
months of Consumption data. The number of months will indicate the number of
previous months' billed consumption relative to the date of the Historical
Consumption Request. The Historical Consumption Accept Transaction contains
all requested and available Consumption at the service location of the Consumer's
account. The Distributor will return data for the months requested, including a
value of "zero" if there was no billable Consumption during a requested month. If
the account is a residential or general service account for which less than the
requested history is available, the Distributor will provide standard profile data
(e.g. average of the rate class in the applicable delivery area) in the Historical
Consumption Accept Transaction. If the account is a large volume account for
which less than the requested history is available, the Distributor will not provide

null any values in the Historical Consumption Accept Transaction for those periods for which history is not available.

Rules
- The presentation of the data included in the Accept Transaction response will be in consecutive months with the most current data available at the beginning of the transaction.

TRANSACTION FLOW STR25
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.
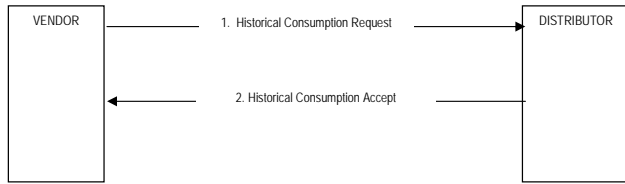
Flow:
1. Vendor submits an Historical Consumption Request.
2. Distributor gathers data and returns the Historical Consumption Accept, including the requested data, to the Vendor within 14 calendar days of receipt of the request.

Rules: Refer to text.

Exceptions: None

TRANSACTION FLOW STR26
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.**
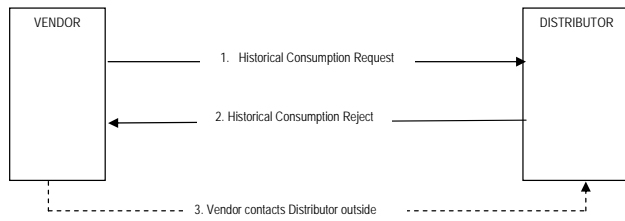
Flow:
1. Vendor submits a Historical Consumption Request Transaction.
2. Distributor cannot provide historical consumption data within the 14 calendar day timeframe,
   so sends a Historical Consumption Reject within 14 calendar days of receipt of the Request.
3. Vendor will follow up with Distributor outside the EBT system, and submit a new Historical
   Consumption Request Transaction within the agreed upon timeframe.

Rules: Refer to text.

Exceptions: None

5.1.8   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, or will be providing, 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.

The STR-Change Consumer Information is also initiated by the Vendor for the
purpose of advising the Distributor that the Consumer has provided the Vendor
with notice that they are moving.

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 make its best effort to confirm
whether or not Consumer Information changes sent by the Vendor are accurate,
and to then advise the Vendor immediately 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 for initiating the Change Consumer Information Request Transaction,
and the Effective Date of the change.

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
refresh the data. 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.

<u>Rules</u>

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.

In the case of an account number change, the Consumer's expiring account number will be populated in the "Distributor Account Number" field of the Account Information section, and the Consumer's new account number will be populated in the "New Distributor Account Number" field of the Consumer Data section. If the expiring account number itself is less than 60 days old, the Consumer's previous account number will be populated in the "Old Account Number" field of the Account Information section. In other words, the "Old Account Number" field will only be used if a Consumer's account number changes twice within 60 days. If a Distributor populates the "Old Account Number" field, the "Account Number Switch Date" field must also be populated. An old account number must be present in all EBT Transactions for at least 60 calendar days after being revised, and must be accepted by the Distributor and the Vendor for at least 60 calendar days.

The Change Consumer Information Request will include an Effective Date identifying the date that the revised information will become effective. If applicable, 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 STR27
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.**

```
                              2. Change Consumer Information Request
                              3. Change Consumer Information Accept
   ┌─────────┐               5. Change Consumer Information Request        ┌─────────────┐
   │ VENDOR  │               6. Change Consumer Information Accept         │ DISTRIBUTOR │
   └─────────┘                                                            └─────────────┘

        1. Changed Consumer Information given to the Vendor.

                        4. Confirms Change of  Consumer Information
   ┌─────────┐
   │ CONSUMER│
   └─────────┘
```
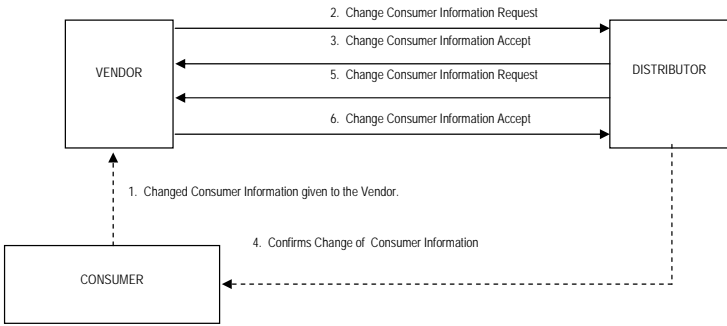
Flow:
1. Consumer provides Vendor with changed information.
2. Vendor sends Change Consumer Information Request.
3. Distributor sends Change Consumer Information Accept within 14 calendar days.
4. Distributor contacts Consumer to confirm changed information.
5. Distributor sends Change Consumer Information Request to the Vendor to advise that it has
    amended its records.
6. Vendor sends Change Consumer Information Accept within 14 calendar days.

Rules: Refer to Text

Exceptions: None

TRANSACTION FLOW STR28
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.
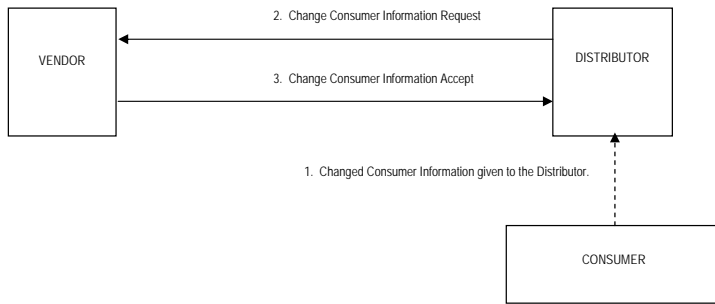
Flow:
1.   Consumer provides Distributor with changed information.
2.   Distributor submits a Change Consumer Information Request to the Vendor.
3.   Vendor sends the Change Consumer Information Accept within 14 calendar days.

Rules: Refer to Text

Exceptions: None

5.1.9   STR – Change Consumer Location

<u>Definition/purpose</u>
The STR - 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 Distributor is advised that the Consumer is relocating within the Distributor's
service territory, then the Distributor will ensure a continuation of Gas Competitive
Services with the same Vendor at the new address. The STR - Change
Consumer Location, which may only be initiated by the Distributor, is the
transaction that is used to notify the Vendor that a move will take (or in some
cases, has taken) place.

The Consumer/Vendor relationship cannot be retained when the Consumer
relocates outside the Distributor's service territory. An STR-Change Consumer
Location does not, therefore, apply if a Consumer is moving from the service
territory of one Distributor to the service territory of another Distributor. (Refer to
STR – Termination of Service.)

<u>Flow</u>
The STR – Change Consumer Location is only initiated by the Distributor.

As soon as the Distributor is notified by the Consumer that the Consumer is
moving within the Distributor's service territory, the Distributor will send an STR –
Change Consumer Location to the Vendor providing the move in date, move out
date, move in and move out Effective Dates, the new service address, and the
account number at the new service location. (Note: The Distributor will
immediately provide changes to any of the dates, if applicable, in a Status Advice-
Update Transaction.)

Recognizing that Consumers do not always notify the Distributor prior to a move
taking place, the Distributor will use its best efforts to re-establish the
Consumer/Vendor relationship at the new service location until the Gas
Competitive Services end date, which is the 61st day following the later of the
notification date or the Effective Date of the previously sent STR – Termination of
Service. If the Consumer/Vendor relationship is identified during the period, a
STR–Change Consumer Location will be sent by the Distributor.
A Status Advice may be sent to cancel an STR–Change Consumer Location (i.e.,
an SA-Terminate Transaction Request pointing to the CCL) or to change the date
that the move will take place (i.e., an SA-Update Transaction to provide new
Effective Dates pointing to the CCL). A Status Advice may be sent at any time
prior to the 61st day following the later of the 'Move In Effective Date' or the
notification date of the CCL.

It is possible that the Consumer will notify the Vendor that he is moving. In this situation, the Vendor will advise the Consumer to notify the Distributor. The Vendor may also notify the Distributor of the proposed move by sending an STR–Change Consumer Information to the Distributor. If the Distributor is able to contact the Consumer and confirm the Consumer's relocation, the Distributor will initiate the STR–Change Consumer Location.

<u>General Description of Data</u>
The information sent in the STR-Change Consumer Location includes the 'Move In Distributor Account Number', the move in Billing Address and move in service address, the associated dates for the old and new service locations as provided by the Consumer, and the 'Move In Effective Date' and 'Move Out Effective Date. In addition, if the new location to which the Consumer is moving is in a different delivery area of the Distributor's service territory, the Distributor will identify the new delivery area.

<u>Response</u>
The Vendor replies with a Change Consumer Location Accept Transaction. 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. The Distributor shall assume that Gas Competitive Services will continue at the new location with the same Vendor unless informed differently by the Consumer or Vendor.

If the Distributor has identified in the STR–Change Consumer Location that the Consumer is moving to a new delivery area in the Distributor's service territory, the Vendor must provide the appropriate pool identifier and, if applicable, price point identifier, and the Effective Date. This information is provided in a Status Advice–Update Transaction (SA-UT) pointing to the STR–Change Consumer Location. If the required information is not provided at least seven calendar days prior to the 'Move In Effective Date' in the STR–Change Consumer Location, the Consumer will be deemed to be on system supply.

<u>Rules</u>
The STR - Change Consumer Location is intended to provide a mechanism to ensure that a Vendor's contract with a Consumer is not inadvertently discontinued in those cases where the Consumer relocates within the Distributor's service territory. However, the transaction is dependent on the availability of required information to both the Distributor and the Vendor within sufficient lead time to effect the continuation of Gas Competitive Services. The following list, while not exhaustive, attempts to document many of the variables that may occur in the STR-Change Consumer Location.

Consumer Notification
The Consumer may notify the Distributor of Location B address and move-in date at any time prior to the 61st day following Location A move-out date.

Move Dates

Scenario	Move Dates
1. Simple	Location A move out date = Location B move in date
2. Gap	Location A move out date < Location B move in date
3. Overlap	Location A move out date > Location B move in date

Notes:
Simple: The Consumer moves out of Location A and moves into Location B on the same date.
Gap: The Consumer moves out of Location A, but a period of time elapses before the Consumer moves into Location B.
Overlap: The Consumer retains ownership or tenancy at Location A while at the same time assuming ownership or tenancy at Location B. In this situation, the Vendor's Gas Competitive Services may only be supplied to one location at any point in time. (The Vendor may, however, send an STR–Enrol for the other location.)

Effective Dates
A CCL Transaction is generated at the point that the Distributor is notified by the Consumer of a move. The Distributor will populate in the CCL Transaction the 'Move In Date' and the 'Move Out Date' that were provided to the Distributor by the Consumer. The Distributor will populate in the CCL Transaction the 'Move Out Effective Date" to indicate the date up to which Location A will be billed for Gas Competitive Services; and the 'Move In Effective Date' to indicate the date from which Location B will be billed for Gas Competitive Services.

Inter-delivery Area Moves
In cases in which a Consumer moves to a new location within the Distributor's service territory, but the new location is in a different delivery area, the Consumer can no longer be served under the original pool. In these cases, if the Vendor wishes to continue Gas Competitive Services, the Vendor must provide the Distributor with an appropriate pool identifier and, where applicable, price point identifier.

Distributors will notify the Vendor of an inter-delivery area move by sending an STR-CCL to the Vendor. The STR-CCL will indicate the delivery area of the Consumer's new location (Location B). The Vendor will provide the Distributor with the appropriate pool and price point identifier by sending a Status Advice – Update Transaction (SA-UT) referencing the STR-CCL's transaction reference number.

The SA-UT must include the pool identifier, the price point identifier (if applicable), and an Effective Date.

Effective Date Rules for Inter-delivery Area Moves
If a valid and complete SA-UT is received by the Distributor at least seven calendar days prior to the CCL 'Move In Date', the Effective Date can be equal to the CCL 'Move In Date' which will result in seamless continuation of Gas Competitive Service at the Consumer's new location (Location B). In this case the Effective Date does not have to be the 1st day of a calendar month. If the Effective Date is not the 1st day of a calendar month, it must be equal to the CCL 'Move In Date'. If a SA-UT specifies an Effective Date equal to the CCL 'Move In Date', but is received later than seven calendar days prior to the CCL 'Move In Date', the SA-UT will be rejected with an Application Advice Reject.

If a SA-UT cannot be sent such that it is received at least seven calendar days prior to the CCL 'Move In Date', then the Effective Date provided in the SA-UT must be the 1st of a calendar month and must specify a date that is at least seven calendar days in the future. In these cases, the consumer will be served under system supply from the 'Move In Date' until the Effective Date provided in the SA-UT.

Enbridge Exception
The current customer information and billing systems used by Enbridge impose an acknowledged limitation on the implementation of STR–Change Consumer Location. The expectation is that as new systems are designed and implemented any existing limitations will be eliminated.

Enbridge is unable to assign an account number to Location B (the move-in location) until the move-in actually occurs (i.e. until the service order for Location B is completed). In order to ensure the Vendor is provided with information relating to a proposed Consumer move as soon as possible, Enbridge will populate the 'Move In Distributor Account Number' field in the STR–Change Consumer Location with the account number for Location A (the move-out location), and will continue to transact for Location B based on the account number for Location A. Once an account number for Location B has been assigned, the Vendor will be advised with an STR–Change Consumer Information. Once advised of the new assigned account number for Location B, the previously used account number for Location A will only be supported by Enbridge for a period of 14 calendar days.

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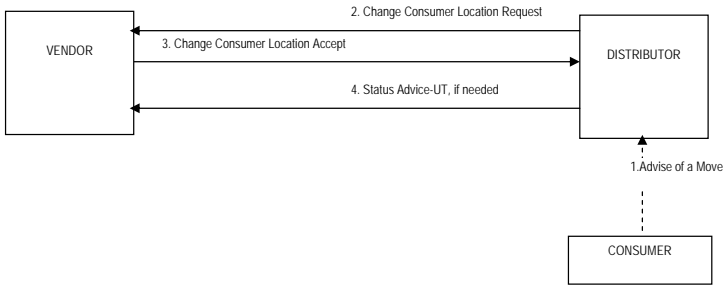
***Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.

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-Update Transaction if any of the dates (i.e., the 'Move In Date', 'Move Out Date', 'Move In Effective Date', and 'Move Out Effective Date) change from the dates sent in the Change Consumer Location Request.

Rules: See Text

Exceptions: See Text

TRANSACTION FLOW STR30
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 Distributor 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:
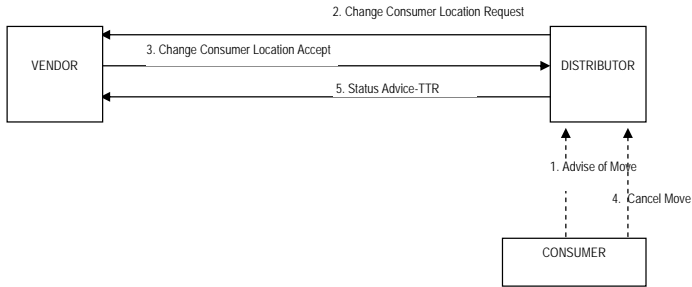1. Consumer contacts Distributor to advise of a move within the current Distributor's service territory.
2. Distributor sends a Change Consumer Location Request to the Vendor.
3. Vendor accepts the Change Consumer Location Request by sending the Distributor a Change Consumer Location Accept. (Note: The 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 send a Drop Request.
4. Consumer contacts Distributor to cancel the move.
5. The Distributor sends a Status Advice-Terminate Transaction Request to inform the Vendor that the move is cancelled.

Rules: See Text

Exceptions: See Text

TRANSACTION FLOW STR31
Change Consumer Location
(Inter-Delivery Area Move)

In this scenario, the Consumer notifies the Distributor of a move to a location in a different delivery area within the Distributor's service territory.

1. Advises of Move to Location outside Distributor's service territory

***Application Advice Accept or Reject must be sent for all Status Advice Transactions to indicate the Transaction has been processed.
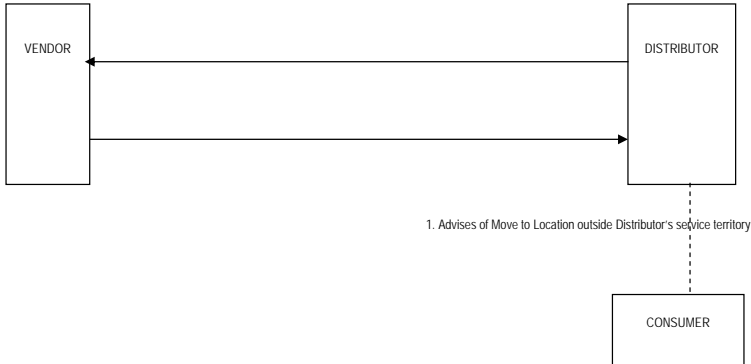
Flow:
1. Consumer contacts the Distributor to advise of a move to a location to a different delivery area within the Distributor's service territory.
2. Distributor sends a Change Consumer Location Request to the Vendor notifying it of the Consumer's proposed move, the Move Effective Date, and the new delivery area to which the Consumer is moving.
3. At least 7 calendar days prior to the Move In Effective Date in the Change Consumer Location Request the Vendor will send a Status Advice–Update Transaction to notify the Distributor of the pool identifier and price point identifier (if applicable), and the Effective Date. (Note: If a valid and complete SA-UT is received by the Distributor at least 7 calendar days prior to the Move In Effective Date in the STR-CCL, then the Effective Date in the SA-UT can be the same as the Move In Effective Date in the STR-CCL, resulting in a "seamless" continuation of Competitive Gas Services. In this case, the Effective Date does not have to be the 1st day of a calendar month.)

Rules: See Text

Exceptions:
1. If the SA-UT cannot be sent such that it is received at least 7 calendar days prior to the Move In Effective Date, then the Effective Date must be the 1st of a calendar month that is at least 7 calendar days in the future. In this case, the Consumer will be served under system supply from the Move In Effective Date in the STR-CCL to the Effective Date in the SA-UT.

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. As such, all information on this transaction is provided for information only, and is not intended to preclude changes once Distributor Consolidated Billing in a Bill Ready form (DCB) is defined.

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^3), 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 allows 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
	Service Period 1 2005/06/15 to 2005/07/14	**Service Period 2** 2005/07/15 to 2005/08/14	**Service Period 3** 2005/08/15 to 2005/09/14
2	Consumption Tx1		
	Service Period 1 2005/06/15 to 2005/07/14	**Service Period 2** 2005/07/15 to 2005/08/14	**Service Period 3** 2005/08/15 to 2005/09/14
3	Consumption Tx1		
	Service Period 1 2005/06/15 to 2005/09/14		
4	Consumption Tx1	Consumption Tx2	Consumption Tx3
	Service Period 1 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.

```
                                                    1. Consumption
        ┌───────────┐                                                  ┌───────────┐
        │           │ ◄───────────────────────────────────────────────│           │
        │  VENDOR   │         2. Application Advice                    │ DISTRIBUTOR│
        │           │ ────────────────────────────────────────────────►│           │
        └───────────┘                                                  └───────────┘
```

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 prices 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, if applicable. The Invoice Rate Ready Transaction is sent from the Distributor to the Vendor for each Consumer enrolled with the Vendor for whom a bill is produced. 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.

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
- cause a Competitive Gas Services charge to be generated for Consumer billing.

<u>Flow</u>
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.

<u>General Description of Data</u>
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.
- Price changes are made effective the 1st day of a calendar month and Consumption is prorated on the 1st day of the month in the event of a price change.

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.

<u>Response</u>

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 EBT response questioning the data is permitted; communication outside of the EBT system is allowed.

If Consumption errors are subsequently discovered, 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
Prior Period Adjustments
If a Consumer changes pools in a month where there is a Prior Period Adjustment (PPA) the following Rules apply:
If the original pool still exists, the adjustment will be applied to the pool.
If the original pool doesn't exist, then the adjustment will be applied to the Consumer's current pool.
If the original pool doesn't exist and the Consumer is no longer with the Vendor, the adjustment will be applied to a mutually agreed pool.

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.

Service Period "From" and "To" Dates
Meter Reads: The "From" date for an IRR will be the same as the "To" date from the previous IRR. The Consumption on the "From" date is not included in the meter reading; the Consumption on the "To" date is included in the meter reading.
Pro-ration: Enbridge will provide using the same method above for Meter Reads. Union and Kitchener, if a pro-ration is required between meter reads, will use a "From" date that is one day later than the "To" date in the previous service period.

Billing of Taxes
The Distributor shall calculate, collect and remit to Canada Revenue Agency GST on the Vendor charges (including any Invoice Vendor Adjust amount, if applicable) and on Distributor charges, unless otherwise agreed in the Service Agreement.

5.3.1.2   Invoice Vendor Adjust

Definition/purpose
The Invoice Vendor Adjust (IVA) 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 IVA Transaction is sent from the Vendor to the Distributor only when required.

General Description of Data
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 reason for the IVA Transaction will be selected from an enumerated list defined in the schema.
- The Vendor may submit a IVA Transaction at any time of the month. The Distributor will post the IVA Transaction on the next available Consumer invoice. The IVA Transaction will be posted immediately upon validation; once accepted (Application Advice Accept), the IVA Transaction cannot be cancelled or terminated.
- There may be no more than 1 pending IVA Transaction at any time (i.e., if an IVA is pending, a subsequent IVA will be rejected). Exception: Kitchener supports multiple IVA details per month per account.
- The IVA Transaction may only be submitted by the Vendor once the Enrol is active. In the event of a switch, if a bill is pro-rated between two Vendors, there may be one Vendor adjustment line for each Vendor.
- The IVA Transaction must be submitted prior to the Effective Date in a STR-Drop or STR-Termination of Service, if applicable.

<u>Response</u>
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 will be presented on the next available bill to the Consumer.

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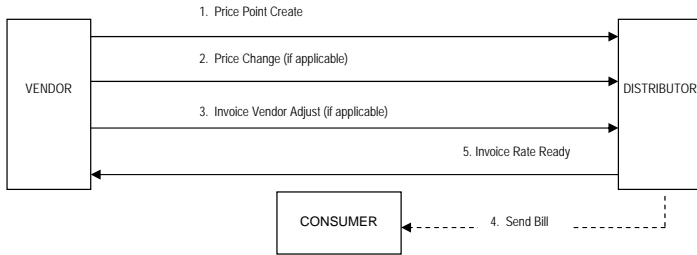
***Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.

Flow:
1. Unit price for each applicable Vendor charge category is provided to the Distributor in advance.
2. (Optional – Vendor sends price 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 1st day of a calendar month.)
3. (Optional – Vendor sends Invoice Vendor Adjust Transaction at any time during the calendar month to be posted on next available Consumer bill.)
4. Distributor calculates Vendor charges based on unit price(s) provided by Vendor and Consumption determined by Distributor, (and Invoice Vendor Adjust if applicable), 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.
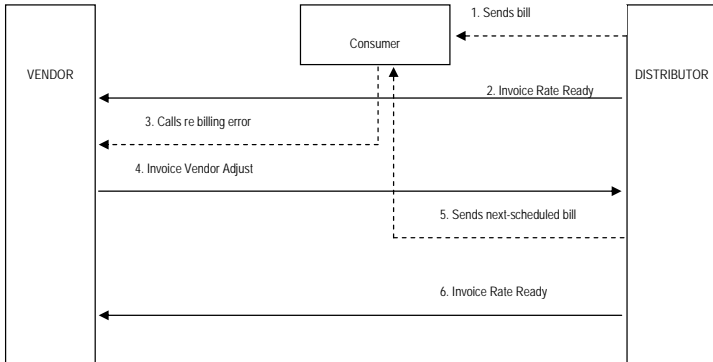
***Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.

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, and can be sent at any time during the month.)
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 IRR 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 may be sent at any time during the calendar month to be presented on the next available bill to the Consumer.

3. Only one amount and one line (per Vendor, if applicable) will be allowed in the Invoice Vendor Adjust.

4. A description line, to be selected from a pre-approved enumerated list, will be included in the Invoice Vendor Adjust Transaction.

5.   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 may be one Vendor adjustment line for each Vendor.

Exceptions: Kitchener supports multiple adjustment details per month per account.

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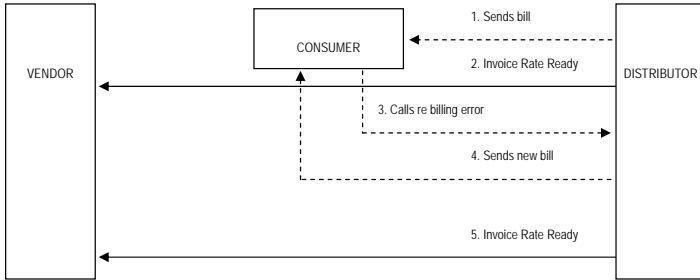
***Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.

Flow:
1. Distributor bills the Consumer.
2. Distributor sends Invoice Rate Ready Transaction to the Vendor.
3. Consumer advises 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

***NOTE: Distributor Consolidated Billing in a Bill Ready form (DCB) is
provided for reference only, and is not intended to preclude changes once
requirements for Distributor Consolidated Billing in a Bill Ready form (DCB)
are defined.***

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.

<u>Invoice Bill Ready Cancel</u>

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.

<u>Billing of Taxes</u>
The Distributor shall calculate, collect and remit to Canada Revenue Agency GST
on the Vendor charges and on the Distributor charges unless otherwise agreed in
the Service Agreement.

TRANSACTION FLOW INV4
Distributor Bill Ready Billing Option
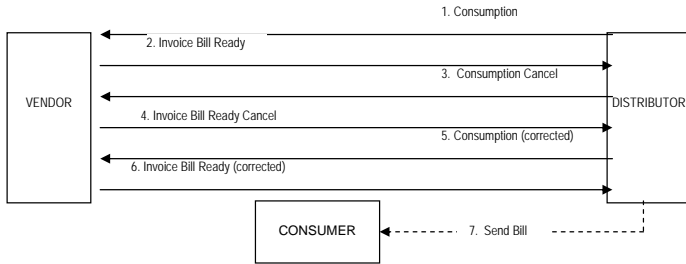
***Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.**

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 INV5
Invoice Vendor Bill Ready
(Vendor Consolidated Billing in a Bill Ready Form)
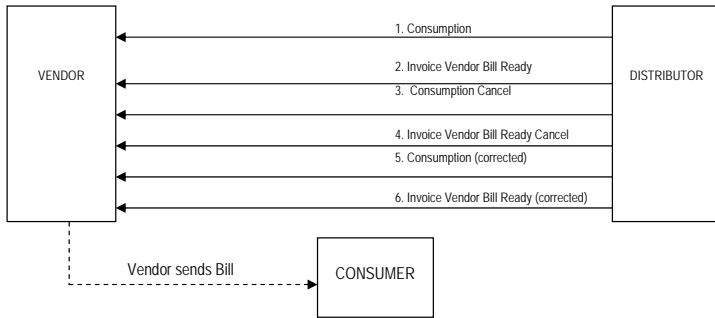
***Application Advice Accept or Reject must be sent on all above Transactions to the Transaction has been processed.

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 sends 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.

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 INV6
Split Billing
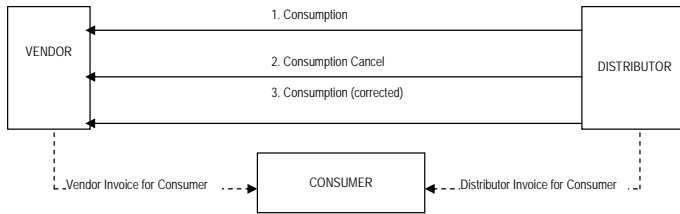
***Application Advice Accept or Reject must be sent on all Transactions to indicate the Transaction has been processed.**

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 pool, by price point, by price, and by
>   charge category, or
>   (b) all amounts remitted rolled up by pool, by price point, by price, 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 will include sufficient detail for each
>   Consumer IRR Transaction included in the remittance total to enable the
>   Vendor to validate and reconcile the Invoice Remittance Statement.

Flow
The IRS Transaction is always sent from the Distributor to the Vendor. The IRS
Transaction is sent as soon as possible, but in any event the Transaction is sent,
and the funds are remitted, no later than the 22nd of the following month.

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.

Charge Types are enumerated.

Financial Settlement

A Financial Settlement is required at the end of the pool term, 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 pool term, or at the expiration of a pool year, identified by separate charge categories. This Financial Settlement will therefore be included in an IRS Transaction.

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 months in the pool term. 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 INV7
Invoice Remittance Statement
(Distributor Consolidated Billing in a Rate Ready Form)
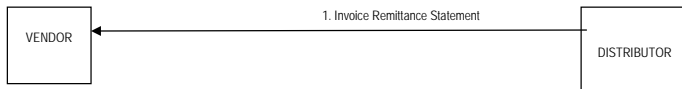
	1. Invoice Remittance Statement	
VENDOR	◄────────────────────────────	DISTRIBUTOR

***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 identifies the Invoice Remittance
Statement Transaction Reference Number with which it is associated. The timing
of this transaction should be the same as the Invoice Remittance Statement
Transaction.

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 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 INV8
Invoice Funds Imbalance Statement
(Distributor Consolidated Billing in a Rate Ready Form)

```
 ┌──────────┐      1. Invoice Funds Imbalance Statement      ┌──────────────┐
 │  VENDOR  │ ◄───────────────────────────────────────────  │ DISTRIBUTOR  │
 └──────────┘                                                └──────────────┘
```
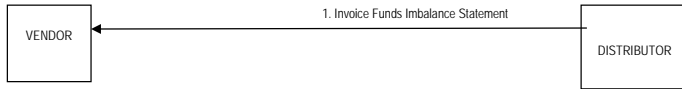
***Application Advice Accept or Reject must be sent on all above Transactions to indicate the Transaction has been processed.

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 INV9
Invoice Remittance Statement
(Distributor Consolidated Billing in a Bill Ready Form)
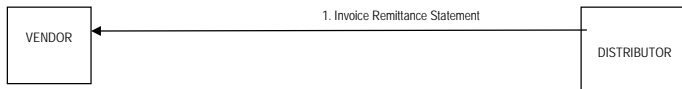
***Application Advice Accept or Reject must be sent on all above Transactions to indicate
the Transaction has been processed.**

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 to, and returned by the recipient for, every Invoice and Status Advice Transaction to notify the sender that the Transaction was either accepted or rejected at their application level. In the case that a Status Advice Transaction is rejected, the Reject Reason provided in the AA Reject will assist in the determination of the corrective action to be taken by the sender of the Status Advice. It is the responsibility of the receiver of the Application Advice Reject Transaction to follow up and, if required, resubmit a corrected transaction in a timely manner.

Definition/purpose
This is an application level Transaction that is in response to a 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. Status Advice Update 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 an Invoice or Status Advice Transaction 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. Invoice Rate 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 offending party must notify the receiving party of the error immediately and both Market Participants must work out a mutually agreed solution.

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), may follow-up with the party from whom they expected to receive it.

TRANSACTION FLOW AA1
Application Advice
"Reject" or "Accept"
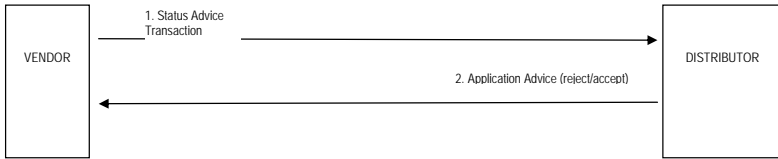
Flow:
1. The Vendor will send a Transaction (e.g., Status Advice) to the Distributor.
2. The Distributor will return to the Vendor an Application Advice (reject/accept) in response to each Invoice Vendor Adjust or Status Advice Transaction.

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

TRANSACTION FLOW AA2
Application Advice
"Reject or Accept"
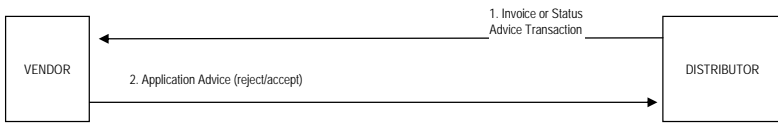
Flow:
1. The Distributor will send a Transaction (Invoice or Status Advice) to the Vendor.
2. The Vendor will return to the Distributor an Application Advice (reject/accept) in response to each Invoice or Status Advice Transaction.

Rules:
1. Application Advice is sent no later than 4 calendar days after receipt of each 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 the reason for the Status Advice,
effective processing dates and descriptions of status changes.

Flow
The Status Advice is bi-directional, and may flow either from the Distributor to the
Vendor, or from the Vendor to the Distributor. For examples, refer to the flows in
the STR sections.

Data
The information contained in the Status Advice includes the reference to an
Original Transaction Reference Number if appropriate, the status codes (i.e., the
reason for the Status Advice), and information, if applicable, related to the status
code. Reasons for the Status Advice are:

Update Transaction (SA-UT)
This Status Advice can be sent by either the Distributor or the Vendor to change a
parameter provided in an originating transaction. The Status Advice-Update
Transaction will include both the current values and the requested values for a
parameter. Parameters that can be changed include a pool identification, a price
point identification, an Effective Date, a move in date, a move out date, a move in
effective date, and a move out effective date. The Update Information container
can be repeated multiple times on the same Status Advice Transaction provided
the information being changed relates to the same originating transaction.

If an SA-UT is submitted, but no data has changed from that sent in the original
transaction, the SA-UT will not be rejected.

Notice of Pending Switch (SA-NPS)
This Status Advice is sent by a Distributor to inform the current or prospective
Vendor that a contest for a Consumer is starting. The Distributor calculates and
provides the end date of the 30 calendar day hold period, also known as the
contest period, by adding 31 calendar days to the date of this Transaction (the 30
calendar day contest period, plus 1 day to ensure a full 30 day contest period) .
The Enrol Effective Date field should be populated with the Effective Date
requested in the STR-Enrol that initiated the contest, and which is therefore the
proposed switch date.

Terminate Transaction Request (SA-TTR)
This Status Advice can be sent by either the Distributor or the Vendor to terminate
a previously requested activity, if allowed. For example, it can be used:

- As a notice that the Consumer has informed the sender of this Status Advice that the Consumer wants to cancel the switch request and remain with Vendor A; or
- As a notice to cancel a STR-Enrol before the Effective Date (i.e., before the gas has begun to flow with the new Vendor).

In the event a SA-TTR is processed prior to the original STR Transaction being accepted, the AA for the SA-TTR and the Accept/Reject for the STR will be generated in all cases (i.e., the original STR will not simply cease to exist).

It is not necessary for the Distributor to send an SA-TTR to cancel any pending or outstanding Transactions from a Vendor if that Vendor is no longer the Vendor of record. As provided in Section 5.0 under the heading "Business Rules for All Transaction Sets", each Market Participant will be responsible to clean up its own system in this situation.

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 Transaction. The sender of the SA Transaction will 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 Transaction 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 SA Transaction using an Application Advice Reject Transaction. Once the sender has been thus notified, the receiver may continue processing previous Transactions as if the SA Transaction had never been received. The sender and the receiver should resolve the discrepancy in a mutually agreeable manner either inside or outside the EBT System.

Standardized Reject Reasons are included as Appendix D. 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 (i.e., not the originator), the original Transaction reference 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 identify and to which it can associate the Status Advice.

This may be an issue during contests when there are two Vendors involved, but only the Vendor originating the STR-Enrol that initiates the contest knows the Original Transaction Reference Number of that STR-Enrol. ~~It is i~~In this situation, when the SA-Notice of Pending Switch is sent to the current Vendor of record, ~~that~~ the original transaction is the Status Advice, and the Original Transaction Reference Number ~~is "blocked" per the Rule above~~should therefore point to the SA-Notice of Pending Switch (i.e., the Status Advice will point to itself).

~~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.~~

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	Update Transaction	Any time enumerated information 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. •
2	Notice of Pending Switch	Notify current Vendor of contest	Distributor	Current Vendor	~~No Original~~ Transaction Number of the instant Status Advice.

	Status Advice	Situation	Sender	Receiver	Original Transaction Reference Number document
					(This is the originating notification Transaction for the Contest process, and the OTRN should reference itself.)
3	Notice of Pending Switch	Notify prospective Vendor of contest	Distributor	Prospective Vendor	Transaction Reference Number of the prospective Vendor's Enrol Request.
4	Terminate Transaction Request	Notify current Vendor of switch cancellation	Distributor	Current Vendor	Notice of Pending Switch Transaction originally sent to current Vendor.
5	Terminate Transaction Request	Notify prospective Vendor of switch cancellation	Distributor	Prospective Vendor	Enrol Request sent by prospective Vendor
6	Terminate Transaction Request	Notify Distributor of cancellation of switch	Current Vendor	Distributor	Notice of Pending Switch Transaction originally sent to current Vendor.
7	Terminate Transaction Request	Notify Distributor of cancellation of switch	Prospective Vendor	Distributor	Enrol Request Transaction sent by prospective Vendor.
8	Terminate Transaction Request	To cancel a Drop Request	Distributor Vendor	Vendor Distributor	The Transaction number of the Drop Request Transaction
9	Terminate Transaction Request	To cancel a Termination of Service Request	Distributor	Vendor	The Transaction number of the Termination of Service Request Transaction

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.

<u>Purpose/Definition</u>

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, 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.

<u>Flow</u>

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.

<u>Data</u>

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. Reference Section 5.0 under the heading "Business Rules for All Transaction Sets" for description of Identifiers and Reference Numbers.

<u>Rules</u>

A Functional Acknowledgement from the Market Participant will be sent within four business hours from the 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 and its own unique identifying number, and fill in the recipient field with the destination Market Participant's name and unique identifying number.

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.

Duplicate PIPE Document numbers shall be rejected at the FA level (i.e., a FA DocReject should be returned if a duplicate PIPE Document number is detected).

Duplicate Transaction numbers within a PIPE Document may be checked at the FA level (i.e., if duplicate Transaction numbers are found within a PIPE Document, a FA DocReject may be returned rejecting the PIPE Document), or at the application level.

Note: Duplicate Transaction numbers across all Transactions will be checked at the application level (i.e., if duplicated Transaction numbers are found beyond the transactions contained in the PIPE Document, then an Application Advice Reject shall be sent rejecting the Transaction with the duplicate number.

If a duplicate file name is detected, the error shall be reported by sending an FA DocReject response.

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 one or more of the Transactions fail schema validation. If a Hub is used, the Hub does not forward any of the Transactions.

TRANSACTION FLOW FA1
Functional Acknowledgement
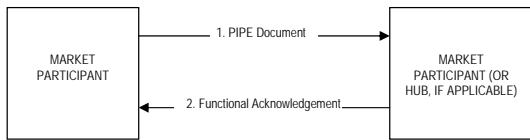
Flow:
1. The Market Participant sends a PIPE Document (which contains one or more PIP Transactions) to another Market Participant, or a Hub if applicable.
2. The recipient Market Participant will send back to the originating Market Participant a Functional Acknowledgement that states whether the PIPE 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

EBT Standards Document
Appendix A
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 valid and complete 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.

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 has passed initial screening 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 Gas Competitive Services 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 within 15 calendar days of the Effective Date, or such lesser amount of time as agreed by the Distributor.

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. For example, Enbridge will accept a STR-Drop with an Effective Date on any day of the month.)

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). Enbridge accepts and processes a valid 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.

3. The Drop Request Transaction may not be submitted more 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.

   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 STR-Drop through the EBT system to the Vendor. In this situation, the STR-Drop may be cancelled by the Consumer directly, or by the Vendor acting on behalf of the Consumer (i.e., the Vendor sends a Status Advice-Terminate Transaction Request [SA-TTR]) up to 5 calendar days before the Effective Date requested in the STR-Drop. 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.

   It should be noted that, the ability of Enbridge to the extent a distributor agrees to exceed the service transaction lead times for both the STR-Drop and any subsequent SA-TTR, may diminish the period available to the Vendor in which to contact the Consumer may be diminished.

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Appendix A
SERVICE TRANSACTION LEAD TIMES

Vendor to Vendor Switch

1. A Vendor to Vendor switch is effected through an Enrol Transaction Request sent to the Distributor from a new Vendor (Vendor B) for the Consumer of a current Vendor (Vendor A), and a Status Advice - Notice of Pending Switch Transaction sent from the Distributor to both the current and new Vendors.

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. In addition to the 30 calendar day contest period, a processing period of five calendar days is included to ensure the full period of the contest is allowed.

4. The Service Transaction Lead Time for the Enrol Transaction Request in the case where switch may occur is therefore increased by the contest period and the processing period (i.e., a total of 35 calendar days).

5. All other Service Transaction Lead Times, as applicable to each of the specific Transactions, apply.

Appendix B

Change and Version Control Process

EBT Standards Document
Appendix B
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

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.

EBT Standards Document
Appendix B
CHANGE AND VERSION CONTROL PROCESS

Ontario EBT Change Request

This Ontario EBT Change Request can be found on the OEB web site at:
XXXXXXXXXXXXXXXXXXXXXXXXX

Requester's Name:	Distributor/Retailer Name:	Phone # :
Date of Request:	Affected XML Transaction Set(s):	E-Mail Address:
Requested Priority (emergency/high/low):	Requested Implementation Date:	Status:

Brief Explanation (This will be copied into the description in the Change Control Summary Spreadsheet):

Detail Explanation (Exactly what change is required? To which Ontario EBT Standards? Why?):

For Change Control Manager Use Only:

Date of Ontario EBT Discussion:	Expected Implementation Date:	

Ontario EBT Discussion and Resolution:

Priority Classifications

Emergency Priority	Implemented within 10 days or otherwise directed by Ontario EBT
High Priority	Changes / Enhancements implemented with 30 days. The next release, or as otherwise directed by Ontario EBT
Low Priority	Changes / Enhancements implemented no earlier than 90 days, Future Release, or as otherwise directed by Ontario EBT

Please submit this form via e-mail to both the OEB at XXXXXXXXXXXX and to the
Change Control Manager, XXXXXXXXXXXXX atXXXXXXXXXXXXXXXXx
Your request will be evaluated and prioritized at an upcoming Ontario EBT meeting or conference call.

1/10/2001

Appendix C

Transaction Designation – Mandatory or Optional

Initiating Transaction	Mandatory/Optional Designation	Implementation Date
Service Transaction Request (STR)		
Price Point Create Request	Optional	~~January~~ June 1, 2007
Price Change Request	Optional	~~January~~ June 1, 2007
Transfer Request (Pool Transfer and Price Point Transfer)	Optional	~~January~~ June 1, 2007
Enrol Request	Mandatory	~~January~~ June 1, 2007
Drop Request	Mandatory	~~January~~ June 1, 2007
Termination of Service Request	Mandatory	~~January~~ June 1, 2007
Reconnection of Service Request	Mandatory	~~January~~ June 1, 2007
Vendor to Vendor Switch (Enrol/SA-NPS)	Mandatory	~~January~~ June 1, 2007
Consumer Information Request (Historical Consumption Only)	Mandatory	~~January~~ June 1, 2007
Change Consumer Information Request	Mandatory	~~January~~ June 1, 2007
Change Consumer Location Request	Mandatory	~~January~~ June 1, 2007
Consumption Transaction (CT)		
Consumption	Mandatory	~~January~~ June 1, 2008
Invoice Transaction (INV)		
Distributor Consolidated Billing in a Rate Ready Form		
Invoice Rate Ready	Mandatory	~~January~~ June 1, 2007
Invoice Vendor Adjust	Mandatory	~~January~~ June 1, 2007
Distributor Consolidated Billing in a Bill Ready Form		
Invoice Bill Ready	~~Mandatory~~to be determined	~~January 1, 2008~~not applicable
Vendor Consolidated Billing and Split Billing		
Invoice Vendor Bill Ready	to be determined	not applicable
Split Billing (Consumption Transaction)	to be determined	not applicable
Invoice Remittance Statements		
Invoice Remittance Statement (Distributor Consolidated Billing in a Rate	Mandatory	~~January~~ June 1, 2007

Version ~~1.0.5~~2.0 draft 1

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Appendix C
TRANSACTION DESIGNATION – MANDATORY OR OPTIONAL

Initiating Transaction	Mandatory/Optional Designation	Implementation Date
Ready Form)		
Funds Imbalance Statement (Distributor Consolidated Billing in a Rate Ready Form)	Mandatory	~~January~~June 1, 2007
Invoice Remittance Statement (Distributor Consolidated Billing in a Bill Ready Form)	~~Mandatory~~to be determined	~~January 1, 2008~~not applicable
Application Advice (AA)		
Application Advice	Mandatory	~~January~~ June 1, 2007
Status Advice (SA)		
Status Advice	Mandatory	~~January~~ June 1, 2007
Functional Acknowledgement (FA)		
Functional Acknowledgement	Mandatory	~~January~~ June 1, 2007

Appendix D

Reject Reasons and Reject Codes

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EBT Standards Document
Appendix D
REJECT REASONS and REJECT CODES

Glossary

Short Name	Full name
CCI	Change Consumer Information
CCL	Change Consumer Location
DCQ	Daily Contract Quantity
DRN	Document Reference Number
EBT	Electronic Business Transactions
FA	Functional Acknowledgement
IRR	Invoice Rate Ready
IRS	Invoice Remittance Statement
IRSTRN	Invoice Remittance Statement Transaction Reference Number
LDC	Local Distribution Company - (Distributor)
MDV	Mean Daily Volume (Enbridge)
MP	Market Participant
OEB	Ontario Energy Board
OTRN	Original Transaction Reference Number
PIPE	Participant Interface Process for Energy
ROS	Reconnection Of Service
SA - TTR	Status Advice- Terminate Transaction Request
TOS	Termination Of Service
TRN	Transaction Reference Number
XML	Extensible Markup Language

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Appendix D
REJECT REASONS and REJECT CODES

REJECT REASONS:

1. Enrol Reject:

Enumerated Reject Reason	Description	Originator	Comments
AccountDoesNotExist	Used when the recipient is unable to find the account number either by the Distributor account number or the Old Distributor account number.	Distributor	
AccountFinal	Used when the account trying to be enrolled has been finalized with the Distributor	Distributor	
AccountNotEligible	Account is valid but the account type is not allowed to be on Direct purchase (e.g. transfer station)	Distributor	
AlreadyTwoPendingTransactions	Used only by Kitchener and Kingston Only because they only support two pending transactions in their system	Kitchener/ Kingston	
AlreadyVendorOfRecord	Account being enrolled is already actively flowing with the requesting vendor.	Distributor	
CannotMoveFromOntarioPoolWithFTTurnbackElectionToWesternPool	Account movement from an Ontario pool with a FT TurnBack election other than 0 is not permitted to a Western pool.	Distributor	
CannotMoveFromSystemGasAccountWithNullFTTurnbackElectionToOntarioPool	Account movement from system gas with NULL FT TurnBack election is not permitted to an Ontario pool.	Distributor	
CannotMoveFromWesternPoolWithNullFTTurnbackElectionToOntarioPool	Account movement from a Western pool with NULL FT TurnBack election is not permitted to an Ontario pool.	Distributor	
ConsumerDropPending	Used when an Enrol is sent in when a Consumer Requested Drop is pending.	Distributor	
ContestAlreadyUnderway	Used when Consumer is in an existing contest period between 2 Vendors.	Distributor	
DuplicateRequest	Used when a Vendor is Enrolling a Consumer who is already pending Enrolled with that Vendor and the pending and incoming effective dates are the same.	Distributor	
DuplicateTRN	Used when the originator has used the same TRN	Distributor	
EffectiveDateBeyondMaxLeadTime	Used when the Enrol request is submitted and the effective date is greater than the maximum service transaction lead time (Max Lead Time)	Distributor	
EffectiveDateMustBeForNextPoolTerm	An account can no longer be added to the active pool term if the MDV has already been established for the next pool term.	Distributor	
EffectiveDateNotBeyondMinLeadTime	Used when the Enrol request is submitted and the effective date is less than the minimum service transaction lead time (Min Lead Time).	Distributor	
EffectiveDateNotFirstofMonth	Used when the effective date of the Enrol is Not on the first of the month.	Distributor	This reason is no longer required and will not be seen. Schema will enforce on Enrol.
EffectiveDateNotWithinPoolTerm	Used when the Vendor is trying to Enrol an	Distributor	

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Enumerated Reject Reason	Description	Originator	Comments
	account to a Pool when the Effective date is outside the Pool term dates.		
FTTurnbackMismatchPoolAndAccount	FT TurnBack election % applicable to the account does not match the FT TurnBack election % of the target pool.	Distributor	
IncompleteDocumentation	Used when Distributor-requested copies of appropriate authorization from the Consumer have not been received.	Distributor	Kitchener and Kingston only.
InsufficientLeadTimeForContest	Used when the Contesting Vendor's effective date of their Enrol request is less than the minimum service transaction lead time (Min Lead Time) for a switch.	Distributor	
InsufficientVendorCredit	Used when Vendor has not provided enough security for the customers they have enrolled.	Distributor	
InvalidBillingMethod	Used when the supplied billing method value does not match the billing method of the pool to which the account is being enrolled.	Distributor	
InvalidPoolID	Used when the Pool the Vendor is requesting is invalid.	Distributor	
LookupFailedLastNameStreetNumber	Account lookup could not find account number based on supplied street number. Second Pass of lookup failed	Distributor	
LookupFailedManualReview	The account number could not be resolved based on the 1st and 2nd pass criteria and manual review.	Distributor	
LookupFailedStreetNamePostalCode	Account lookup could not find account number based on supplied street name, and postal code. First Pass of lookup failed	Distributor	
LookupNotEligibleAccountNumberProvided	Consumer has already been provided an account number with bill presentment.	Distributor	
OwnDropPending	Used when enrolling Vendor has a pending drop outstanding, Drop must complete before Enrol will be accepted.	Distributor	
OwnEnrolPending	Used when Consumer is pending Enrolment with the submitting Vendor and the incoming effective date is not the same as the pending effective date.	Distributor	
PendingDropByAnotherVendor	Used by the Distributor when current Vendor is dropping the Consumer and an Enrol comes in. The Enrol reject will also have the drop effective date provided.	Distributor	
PendingEnrolWithAnotherVendor	Used when the there is already a pending Enrol with another Vendor. Consumer must be flowing with first Vendor before the second Enrol can proceed. (Additional Information)	Distributor	
PendingMove	Used when the Consumer is pending move either inside or outside the Distributor territory.	Distributor	Required for collision matrix O1,O2,O3
PendingReconnectionOfService	Used when account is not active but there is a pending Reconnection of Service.	Distributor	Required for collision matrix T1, T2, T3

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Enumerated Reject Reason	Description	Originator	Comments
PendingTerminationOfService	Used when there is a pending Termination of Service for the account, or the account is not active on the requested effective date.	Distributor	Required for collision matrix R1, R2, R3
PoolDeliveryAreaMismatch	Consumer's account is in a different delivery area than the pool to which it is being enrolled. Refer to Additional Information for the account's delivery area.	Distributor	UG Specific
PoolPendingTermination	Used when the Pool is pending termination therefore the Enrol can not be attached to the pool being requested.	Distributor	
PricePointIDDoesNotExist	New price point ID does not exist for requesting party.	Distributor	
PricePointIDNotActive	Used when the price point is not active	Distributor	
PricePointIDNotApplicable	Used when account is billed on split billing.	Distributor	
PricePointIDNotValid	New price point ID not associated with the supplied pool ID.	Distributor	
PricePointNotValidForPoolIDBillingMethod	Price point illogical based on pool's billing method, e.g. price point supplied for a split bill-no consumption pool.		EG/UG Specific
Quasi-addToleranceExceeded	Not enough room in pool to quasi-add the account.	Distributor	Enbridge
ServiceAddressInvalid	Used when Service Address is not correct for the account number submitted.	Distributor	Kitchener Specific
ValidationFailed	The account number was correct but both of the name & address validators were incorrect.	Distributor	
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2.   Transfer Reject:

Enumerated Reject Reason	Description	Originator	Comments
AccountDoesNotExist	Used when the recipient is unable to find the account number either by the Distributor account number or the Old Distributor account number.	Distributor	
AccountFinal	Used when the account trying to be enrolled has been finalized with the Distributor	Distributor	
AlreadyTwoPendingTransactions	Used only by Kitchener and Kingston Only because they only support two pending transactions in their system	Kitchener/ Kingston	
CannotMoveFromOntarioPoolWithFTTurnbackElectionToWesternPool	Account movement from an Ontario pool with a FT TurnBack election other than 0 is not permitted to a Western pool.	Distributor	
CannotMoveFromSystemGasAccountWithNullFTTurnbackElectionToOntarioPool	Account movement from system gas with NULL FT TurnBack election is not permitted to an Ontario pool.	Distributor	
CannotMoveFromWesternPoolWithNullFTTurnbackElectionToOntarioPool	Account movement from a Western pool with NULL FT TurnBack election is not permitted to an Ontario pool.	Distributor	

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Enumerated Reject Reason	Description	Originator	Comments
ConsumerDropPending	Used when a Transfer request is sent in when a Consumer Requested Drop is pending.	Distributor	
CurrentPoolIDDoesNotExist	Used when the Pool Id does not exist.	Distributor	
CurrentPoolIDNotValid	Account number provided is not associated with the supplied current pool ID.	Distributor	
CurrentPricePointIDDoesNotExist	Current price point ID does not exist for requesting party.	Distributor	
CurrentPricePointIDMissing	Used when the Price Point is Missing from the Transfer Request but is required based on the pool's billing method.	Distributor	Union
CurrentPricePointIDNotValid	Current price point ID not associated with the supplied pool ID.	Distributor	
DuplicateRequest	Used when a Vendor is Transfering a Consumer who is already pending Transfer with the same effective date.	Distributor	
DuplicateTRN	Used when the originator has used the same TRN	Distributor	
EffectiveDateBeyondMaxLeadTime	Used when the Transfer request is submitted and the effective date is greater than the maximum service transaction lead time (Max Lead Time)	Distributor	
EffectiveDateMustBeForNextPoolTerm	An account can no longer be added to the active pool term if the MDV has already been established for the next pool term.	Distributor	EGD
EffectiveDateNotBeyondMinLeadTime	Used when the enrol request is submitted and the effective date is less than the minimum service transaction lead time (Min Lead Time).	Distributor	
EffectiveDateNotFirstofMonth	Used when the effective date of the Transfer is not on the first of the month.	Distributor	This reason is no longer required and will not be seen. Schema will enforce on Transfer.
EffectiveDateNotWithinPoolTerm	Used when the Vendor is trying to Transfer an account to a Pool when the Effective date is outside the Pool term dates.	Distributor	
EnrolPendingSameEffectiveDate	Pending enrol already submitted by the vendor with the same effective date as the Transfer.	Distributor	
FTTurnbackMismatchPoolAndAccount	FT TurnBack election % applicable to the account does not match the FT TurnBack election % of the target pool.	Distributor	EGD
InvalidBillingMethod	Used when the supplied billing method value does not match the billing method of the pool to which the account is being transferred.	Distributor	
InvalidPoolID	Used when the Pool the Vendor is requesting is invalid.	Distributor	
NewPoolIDDoesNotExist	Used when the new Pool Id does not exist	Distributor	
NewPoolIDNotValid	Used when the new Pool Id is not valid	Distributor	
NewPricePointIDDoesNotExist	New price point ID does not exist for requesting party.	Distributor	
NewPricePointIDMissing	Used when the new Price Point Id is missing from the transaction but is required based on the pool's	Distributor	

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Enumerated Reject Reason	Description	Originator	Comments
	billing method.		
NewPricePointIDNotValid	Current price point ID not associated with the supplied pool ID.	Distributor	
NotVendorOfRecordOnEffectiveDate	Used when the Effective date of the Transfer is outside of the consumer flowing with that Vendor	Distributor	
OwnDropPending	Pending Drop already submitted by vendor with an effective date that is less than or equal to the effective date of the Transfer.	Distributor	
OwnEnrolPending	Pending Enrol already submitted by vendor with an effective date that is less than the effective date of the Transfer.	Distributor	
OwnTransferPending	Pending Transfer already submitted by vendor with an effective date that is less than or equal to the effective date of the Transfer.	Distributor	
PendingDrop		Distributor	
PendingMove	Used when the Consumer is pending move either inside or outside the Distributor territory.	Distributor	
PoolDeliveryAreaMismatch	Consumer's account is in a different delivery area than the pool to which it is being transferred.	Distributor	Note: Additional info will not contain the acct's delivery area in this case (it is already known by the vendor)
PoolPendingTermination	Used when the Pool is pending termination therefore the Enrol can not be attached to the pool being requested.	Distributor	
PricePointIDNotActive	Price point ID is not active	Distributor	
PricePointIDNotApplicable	Used when Transfer is for an account for which the billing method does not require a Price Point ID.	Distributor	
TransferNotAllowedDuringContest	Used when there is a contest underway and the Vendor of record is trying to transfer consumer.	Distributor	
TransferNotPoolAnniversaryOrExpiryDate	Used when the Transfer effective date is not on the anniversary date.	Distributor	EGD Specific
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3.   Historical Consumption Reject:

Reject Reason	Description	Originator	Comments
AccountDoesNotExist	Used when the recipient is unable to find the account number either by the Distributor account number or the Old Distributor account number.	Distributor	
AccountNotEligible	Used for accounts that are not eligible for Historical Usage I.E. the account is valid but type does not	Distributor	

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Reject Reason	Description	Originator	Comments
	allow to be on Direct purchase		
DuplicateTRN	Used when the sender has used the same TRN on previous transactions.	Distributor	
IncompleteDocumentation	Used when Distributor-requested copies of appropriate authorization from the Consumer have not been received.	Distributor	Kingston/Kitchener Specific
LookupFailedLastNameStreetNumber	Account lookup could not find account number based on supplied street number. Second Pass of lookup failed	Distributor	
LookupFailedManualReview	The account number could not be resolved based on the 1st and 2nd pass criteria and manual review.	Distributor	
LookupFailedStreetNamePostalCode	Account lookup could not find account number based on supplied street name, and postal code. First Pass of lookup failed	Distributor	
LookupNotEligibleAccountNumberProvided	Consumer has already been provided an account number with bill presentment.	Distributor	
RequestTimeout	Used when the time required responding to the request has lapsed.	Distributor	
ValidationFailed	The account number was correct but both of the name & address validators were incorrect.	Distributor	
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4.   Price Point Create Reject:

Reject Reason	Description	Originator	Comments
DuplicateChargeType	Used when the same Charge Type is presented twice in the Price Point Create Request.	Distributor	
DuplicatePricePointName	Used when the Price Point Name already exists for the vendor.	Distributor	EGD Specific
DuplicateRequest	Used when the transaction itself is duplicated and sent to the Distributor	Distributor	
DuplicateTRN	Used when the Transaction Reference Number is duplicated.	Distributor	
EffectiveDateBeyondMaxLeadTime	Used when the transaction is submitted and the requested effective date is greater than the maximum service transaction lead time (Max Lead Time)	Distributor	
EffectiveDateNotBeyondMinLeadTime	Used when the transaction is submitted and the effective date is less than the minimum service transaction lead time (Min Lead Time)	Distributor	
InvalidNumberOfDigits	Used when the number of digits is invalid for the applicable charge type.	Distributor	
InvalidPoolID	Used when the Pool Id is invalid or when a price point is being created for a pool that does not support price points (i.e. SplitBillNoConsumption).	Distributor	
OutsidePriceRange	Used when the Price Point specified is outside the Threshold agreed to by the parties as specified in the	Distributor	

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Reject Reason	Description	Originator	Comments
	Service Agreement		
PoolIDShouldNotBeSpecified	Enbridge Specific, used to reject when PoolID is provided in request	Distributor	EG Only
PricePointChargeTypeNotVendorControlledForPoolType	Used when the Price Point Charge type is specified for a pool that does not allow that charge type to be vendor controlled.	Distributor	
RequiredChargeTypeMissing	Used when in the event a Vendor attempts to create a price point that requires a certain charge type but it is missing. For example, Union South DCB pools require both Commodity and Transportation, both of which must be present.	Distributor	
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5.   Price Point Change Reject:

Reject Reason	Description	Originator	Comments
DuplicateChargeType	Used when the same Charge type is repeated in the transaction	Distributor	
DuplicateTRN	Used when the transaction reference number is used by the sender twice.	Distributor	
EffectiveDateBeyondMaxLeadTime	Used when the transaction is submitted and the requested effective date is greater than the maximum service transaction lead time (Max Lead Time).	Distributor	
EffectiveDateMustNotPrecedeEffectiveDateOfPendingPriceChange	Used when the second transaction effective date precedes the first request that has been accepted with a later effective date.	Distributor	
EffectiveDateNotBeyondMinLeadTime	Used when the requested transaction is submitted and the requested effective date is less than the minimum service transaction lead time (Min Lead Time).	Distributor	
InvalidNumberOfDigits	Used when the number of digits is invalid for the applicable charge type.	Distributor	
InvalidPoolID	Used when an invalid pool is specified in the request	Distributor	Union only
InvalidPricePointID	Used in the event a Vendor attempts to change a price point but the ID specified is not valid.		
OutsidePriceRange	Used when the Price Point specified is outside the Threshold agreed to by the parties as specified in the Service Agreement	Distributor	
PoolIDShouldNotBeSpecified		Distributor	Removed from Schema's
PricePointChargeTypeNotVendorControlledForPoolType	Used when the Price Point Charge type is specified for a pool that does not allow that charge type to be vendor controlled.	Distributor	
PricePointIDNotActive	Used when request is asking for a Price Point ID that is not active.	Distributor	This is much less likely now that the PPC is being automated, as long as vendors wait for the PPC accept.
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6.   Change Consumer Location (CCL) Reject:

Reject Reason	Description	Originator	Comments
AccountDoesNotExist	Used when the recipient is unable to find the account number either by the Distributor account number or the Old Distributor account number.	Vendor	
DuplicateRequest	Used by the Vendor when the same Change Consumer Location is sent twice.	Vendor	
DuplicateTRN	Used when the sender has used the same TRN	Vendor	
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7.   Drop Reject:

Reject Reason	Description	Originator	Comments
AccountDoesNotExist	Used when the recipient is unable to find the account number either by the Distributor account number or the Old Distributor account number.	Distributor /Vendor	
AccountFinal	Used when the account trying to be dropped has been finalized with the sender.	Distributor	
AlreadyTwoPendingTransactions	Used only by Kitchener and Kingston Only because they only support two pending transactions in their system	Kitchener/ Kingston	
ConsumerDropPending	Used when a consumer has informed the distributor of their intention to drop and the Vendor is requesting a drop.	Distributor/	
DropNotAllowedDuringContest	Used when the new Vendor has requested a drop during a contest period, with an effective date that is greater than the effective date of their pending Enrol.	Distributor	
DropPending		Distributor	
DuplicateRequest	Used when the transaction is a duplicate of an existing transaction.	Distributor /Vendor	
DuplicateTRN	Used when the sender has used the same TRN	Distributor /Vendor	
EffectiveDateBeyondMaxLeadTime	Used when the Drop request is submitted and the effective date is greater than the maximum service transaction lead time (Max Lead Time).	Distributor	
EffectiveDateNotBeyondMinLeadTime	Used when the Drop request is submitted and the effective date is less than the minimum service transaction lead time (Min Lead Time).	Distributor	
EffectiveDateNotFirstofMonth	Used when the effective date of the Drop is Not on the first of the month.	Distributor	Does not apply to EGD
EnrolPendingSameEffectiveDate	Used when Vendor is trying to Drop an Account when the Account is not flowing yet.	Distributor	
NotVendorOfRecordOnEffectiveDate	Used when a Drop request was submitted on an Account Where the Vendor sending the Drop is not the Vendor of Record	Distributor	

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Reject Reason	Description	Originator	Comments
OwnPendingEnrol	Used when a Drop request is submitted with an effective date that is less than the effective date of that vendor's pending enrol.	Distributor	
PendingEnrol		Distributor	
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8.   Termination Of Service (TOS) Reject:

Reject Reason	Description	Originator	Comments
AccountDoesNotExist	Used when the recipient is unable to find the account number either by the Distributor account number or the Old Distributor account number.	Vendor	
DuplicateRequest	Used when the transaction is a duplicate of an existing TOS transaction.	Vendor	
DuplicateTRN	Used when the Sender has used the same TRN	Vendor	
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9.   Reconnection Of Service (ROS) Reject:

Reject Reason	Description	Originator	Comments
AccountDoesNotExist	Used when the recipient is unable to find the account number either by the Distributor account number or the Old Distributor account number.	Vendor	
DuplicateRequest	Used when the transaction is a duplicate of an existing ROS transaction.	Vendor	
DuplicateTRN	Used when the Sender has used the same TRN	Vendor	
ROSEffectiveDateBeforeTOSEffectiveDate	Used when Vendor receives an effective date in the ROS before the effective date in the TOS	Vendor	
ROSNotValidBeforeTOS	Used when a Vendor receives a ROS before or without a TOS	Vendor	
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10.   Change Consumer Information (CCI) Reject:

Reject Reason	Description	Originator	Comments
AccountDoesNotExist	Used when the recipient is unable to find the account number either by the Distributor account number or the Old Distributor account number.	Distributor /Vendor	
DuplicateTRN	Used when the Sender has used the same TRN	Distributor /Vendor	
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11.   AAR for Status Advice:

Reject Reason	Description	Originator	Comments
AccountDoesNotExist	Used when the recipient is unable to find the account number either by the Distributor account number or the Old Distributor account number.	Distributor /Vendor	
AccountFinal	Used when the recipient receives a transaction and the account has been finalized in the recipients system	Distributor /Vendor	
AccountNumberDoesNotMatchOriginalTXN	Used when the account number in the SA-UT transaction does not match the account number in the original transaction, based on the transaction reference number.	Distributor /Vendor	
BeyondTerminationMinimumLeadTime	Required when a request to terminate too close to the effective date.	Distributor	
CannotChangeEffectiveDateDuringSwitchPeriod	Used when an attempt is made to change the effective date of a pending enrol that caused a contest. Applicable only during the contest period.	Distributor	
CannotMoveFromOntarioPoolWithFTTurnbackElectionToWesternPool	Account movement from an Ontario pool with a FT TurnBack election other than 0 is not permitted to a Western pool.	Distributor	
CannotMoveFromSystemGasAccountwithNullFTTurnbackElectionToOntarioPool	Account movement from system gas with NULL FT TurnBack election is not permitted to an Ontario pool.	Distributor	
CannotMoveFromWesternPoolWithNullFTTurnbackElectionToOntarioPool	Account movement from a Western pool with NULL FT TurnBack election is not permitted to an Ontario pool.	Distributor	
CannotTerminateSwitchContestPeriodOver	Used when either Vendor is trying to terminate the switch and the Contest period is over.	Distributor	Consumer is able to terminate the switch through the Distributor or Vendor.
DropTerminateRequestConflictsAnotherVendorEnrol	Used when a vendor had previously submitted a Drop request, then another vendor submits an Enrol request with an effective date that is greater than or equal to the Drop effective date, then the Dropping vendor attempts to terminate the pending Drop.	Distributor	SA-TTRs can't trigger a contest.
DuplicateRequest	Used when sender sends duplicate request	Distributor /Vendor	
DuplicateTRN	Used when the TRN is used twice.		
EffectiveDateBeyondMaxLeadTime	Used when the transaction is submitted and the requested effective date is greater than the maximum service transaction lead time (Max Lead Time).	Distributor	
EffectiveDateConflictsAnotherVendorEnrol	Used when a vendor had previously submitted a Drop request, then another vendor submits an Enrol request with an effective date that is greater than or equal to the Drop effective date, then the Dropping vendor attempts to change the	Distributor	

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Reject Reason	Description	Originator	Comments
	effective date of the Drop to a date that is greater than or equal to the Enrol effective date.		
EffectiveDateConflictsAnotherVendorsDrop	Used when a vendor had previously submitted a Enrol request with an effective date that is greater than or equal to another vendor's pending Drop request, then the enrolling vendor attempts to change the Enrol effective date to a date that is less than the Drop effective date.	Distributor	
EffectiveDateConflictsWithPendingTransfer	Used when a vendor attempts to change the effective date of a pending Drop request to a date that is less than or equal to the effective date of a pending Transfer request.	Distributor	
EffectiveDateConflictsWithPendingDrop	Used if Vendor attempts to change the effective date of the pending enrol to be less than or equal to their pending drop	Distributor	
EffectiveDateNotBeyondMinLeadTime	Used if Vendor attempts to change the parameters of a pending Enrol, Drop, or Transfer transaction and the effective date is less than the minimum service transaction lead times (Min Lead Time) for the update.	Distributor	
EffectiveDateNotFirstOfMonth	Used if Vendor attempts to change the effective date of a pending Enrol, Drop, or Transfer transaction to a date that is other than the 1st of a calendar month (expect where permitted).	Distributor	Permitted in some cases by EGD.
EffectiveDateNotWithinPoolTerm	Used if Vendor attempts to change the effective date of a pending Enrol, Drop, or Transfer transaction to a date that is not with the term of the affected pool.	Distributor	
EffectiveDateMustBeForNextPoolTerm	An account can no longer be "quasi-added" to a flowing pool term after a renewal pool term has already been established.	Distributor	
FTTurnbackMismatchPoolAndAccount	FT TurnBack election % applicable to the account does not match the FT TurnBack election % of the target pool.	Distributor	EG
InvalidOriginalTRN	Used When the OTRN is invalid	Distributor /Vendor	
InvalidVendorAdjustmentReason	Used to reject a Vendor Adjustment type that is not supported by utility	Distributor	EG/Kitchener/King ston
MultipleVendorAdjustmentsNotSupported	Used when a vendor attempts to submit a vendor adjustment for a consumer's account while there is already a pending adjustment waiting to be billed.	Distributor	not Kitchener
NotVendorOfRecordOnEffectiveDate	Used when the effective date in the transaction is a date where the Vendor is not the Vendor of record.	Distributor	
OutsideAdjustmentRange	Used when the invoice vendor adjustment amount is outside of the defined threshold.	Distributor	
PendingDrop			

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Reject Reason	Description	Originator	Comments
PoolDeliveryAreaMismatch	Used when a vendor updates the pool id of a pending Enrol or Transfer to a pool that is not in the same delivery area as the consumer's account.	Distributor	
PoolPendingTermination	Used when a vendor updates the pool id of a pending Enrol or Transfer to a pool that is pending termination, or terminates a drop or transfer for which the original pool is pending termination.	Distributor	
Quasi-addToleranceExceeded	Not enough room in pool to quasi-add the account.	Distributor	
PricePointIDNotApplicable	Used when a vendor includes a price point id in a transaction for an account that is in a pool with a billing method that does not require a price point ID.	Distributor	
RequestedPoolIDDoesNotExist	Used when a vendor updates the pool id of a pending Enrol or Transfer to a pool that does not exist.	Distributor	
RequestedPoolIDNotValid	Used when a vendor updates the pool id of a pending Enrol or Transfer to a pool that is not valid.	Distributor	UG example would include attempt to add a contract rate account to a U2-Unbundled pool.
RequestedPricePointIDDoesNotExist	Used when a vendor updates the price point id of a pending Enrol or Transfer to a price point that does not exist.	Distributor	
RequestedPricePointIDMissing	Used when a vendor updates the pool id of a pending Enrol or Transfer without also providing a new price point id.	Distributor	Union/Kitchener
RequestedPricePointIDNotValid	Used when a vendor updates the price point id of a pending Enrol or Transfer to a pool that is not valid.	Distributor	UG example would be specifying a price point that's in a different pool than the one specified.
RequestedPricePointNotActive	Used when a vendor updates the price point id of a pending Enrol or Transfer to a pool that is not yet active.	Distributor	UG: This is much less likely now that the PPC is being automated, as long as vendors wait for the PPC accept.
SourcePoolTerminatedOrPendingTermination	Used when the new pool id specified by the Vendor is terminated or is pending termination.	Distributor	Enbridge Specific
TransactionNotSupported	Used in any case where the transaction sent, while supported by the schemas, is not valid. Examples include distributor sending an Enrol Request, vendors sending a TOS Request, and distributors sending a Drop Accept in response to an Enrol Request.	Distributor	
TransferNotPoolAnniversaryOrExpiryDate	Used when the pool transfer requested effective	Distributor	Enbridge Specific

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Reject Reason	Description	Originator	Comments
	date is not coincident with the current pool anniversary or expiry date.		
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12.   AAR for Invoice Remittance Statement:

Reject Reason	Description	Originator	Comments
DuplicateTRN	Used when the Distributor has used the same TRN	Vendor	
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13.   AAR for Funds Imbalance Statement:

Reject Reason	Description	Originator	Comments
DuplicateTRN	Used when the Distributor has used the same TRN	Vendor	
IRSTransactionReferenceNumberNotValid	Used when the TRN does not point to a valid IRS transaction	Vendor	
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14.   Functional Acknowledgement Document Rejects:

Reject Reason	Description	Originator	Comments
DuplicateDRN	Used when the document reference number has already been used	Distributor /Vendor	
DuplicateTRN	Used when there is a duplicate transaction reference number inside the current document.	Distributor /Vendor	
InvalidXMLValidation	Used when any part of the XML document does not pass schema validation.	Distributor /Vendor	
InvalidMarketParticipantID	Used when the Keys of the Sender do not match the Market Participant Identifier in the PIPE Document	Distributor /Vendor	
NoTradingPartnerAgreement	Used when the receiving party does not have a complete, valid and signed service agreement.	Distributor /Vendor	
OptionalTransactionNotSupport	Used when currently defined transactions are optional and not supported by the Distributor. (i.e. Kitchener does not support Price Point Create)	Distributor /Vendor	
DuplicateFileName	Used when the file name has already been used.	Distributor /Vendor	
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REASON CODES:

1.   Drop Request:

Reason Code	Description	Originator	Comments
ConsumerRequested	Used when Consumer request to be dropped	Distributor/ Vendor	
ContractExpired	Used by Vendor when consumer's contract has expired.	Vendor	
VendorRequested	Used by Vendor when Vendor wishes to terminate their contract with the consumer	Vendor	
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2.   Termination of Service Request (TOS):

Reason Code	Description	Originator	Comments
Bankruptcy	Used when the consumer has declared bankruptcy	Distributor	
CCAA	Used when a consumer is under bankruptcy protection and the account is being managed by a receiver.	Distributor	
ChangeOfBillingSystem	Used when the Distributor moves an account from one system to another. ROS will follow a TOS	Distributor	EG and Kitchener only
ChangeOfAccountOwnership	Used when the account ownership changes from one party to another.	Distributor	
CreditFinal	Used when the distributor has terminated the consumer's service and written off the account to bad debt as a result of consumer non-payment.	Distributor	Will be used by Union.
ConsumerDisconnect	Used when a consumer removes their location from the distribution system.	Distributor	
Deceased		Distributor	
MoveOutOfTerritory	Used when the consumer informs the Distributor that they are moving out of the Distributor's franchise area.	Distributor	
MoveForceOut	Used when another consumer moves into a location occupied by the vendor's consumer, but the vendor's consumer has not yet contacted the distributor.	Distributor	
MoveUndisclosedLocation	Used when the consumer informs the Distributor they are moving and do not inform the Distributor where they are moving to.	Distributor	
PowerOfSale	Used when the Distributor is informed that the account is under power of sale.		
Receivership	Used when the consumer informs the Distributor they are in receivership.	Distributor	
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3.   Change Consumer Information (CCI) Request:

Reason Code	Description	Originator	Comments

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AccountSetupFollowingMove	Used to indicate the new account number at the move in location (EG)	Distributor	EGD only
AccountSetupROS	Used to indicate a new account number change in the ROS, The old account number has been finalized	Distributor	EGD only
ConsumerInitiated	Used when the Consumer informs the Distributor of a change in information.	Distributor / Vendor	
ConsumerMove	Used by the Vendor to inform the Distributor the Consumer is moving	Vendor	
DistributorInitiated	Used when the Distributor changes the Consumers Information	Distributor	
Refolio	Used to indicate the account know has a new account number because of refolio. (EG)	Distributor	
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Appendix E

Collision Matrix

EBT Standards Document
Appendix E
COLLISION MATRIX

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