

INFORMATION ABOUT AND FOR RESIDENTIAL AND NON-RESIDENTIAL CUSTOMERS

To participate in the open access marketplace, Retail Electric Suppliers (RESs) may need to obtain information about retail customers. This may involve obtaining retail customer-specific historical billing and usage, Capacity Peak Load Contribution (PLC) and Network Service Peak Load (NSPL), and/or customer supply group. Other information available includes historical load profiles and a current list of certified RESs.

Customer data may also be requested as part of a community's municipal aggregation program. Please refer to ComEd's website for more information:

<https://www.comed.com/DoingBusinessWithUs/Pages/MunicipalAggregation.aspx>

An authorized party is able to request customer-specific, historical billing and usage information through the Internet. Processes and timeframes vary depending on the type, method and amount of data requested.

❖ Action Items:

- Obtain customer-specific data
- Obtain customer authorization to request historical data
- Submit data request
- Receive data

HISTORICAL CUSTOMER BILLING AND USAGE DATA

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Market participants with customer authorization can access customer-specific historical billing and usage information in several ways: through the Internet, Electronic data interchange (EDI), or through a Direct Access Service Request (DASR). Processes and time frames vary depending on the type and amount of data requested and the method used to request it. To retrieve data, the requestor must first have the customer's authorization. The ComEd account number is needed to obtain historical summary data. The ComEd account number and one valid meter number is needed to obtain interval data.

ComEd releases up to 24 months of customer-specific historical billing and usage data, to the extent available, upon proper authorization. The billing and usage data includes monthly summary data, by account, consisting of total kilowatts and kilowatt-hours. The following chart references methods to obtain both non-residential and residential historical billing and usage data. ComEd will process requests for historical interval data within one business day, if a request is made by 5 p.m. on a given day, unless there is a communication barrier or some other unforeseen circumstance.

Method	Type of Data	Fulfillment Time Frame	How Returned	Fee
Internet *request up to 10 accounts at one time for Residential or Non-Residential accounts	Summary	Real-time	Real time on Internet	None
	Interval	Within 1 business day	Placed on the Internet web server via e-mail link	None
	Peak Load Contribution (PLC) and Supply Group	Real Time	Real time on Internet	None
EDI with DASR enrollment process	Summary only *includes PLC, NSPL, Load Profile and Supply Group	Within 5 business days	EDI	None
EDI without DASR enrollment process	Summary	Within 1 business day	EDI	None
	Interval	Within 1 business day	Placed on the Internet web server via link in EDI response	None

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❖ Obtain Customer Authorization

The RES must have the customer's authorization to obtain summary historical billing and usage data. The RES can obtain customer authorization by having the customer provide an account number to obtain summary data, and an account and meter number to obtain interval data..

❖ Submit Customer Usage Data Request

RESs can submit requests for customer-specific historical billing and usage data in several ways. Customer-specific information such as name and service address will not be provided with any data request. Data provided is in Central Prevailing Time (CPT).

Internet

Requests for residential and non-residential customer-specific billing and usage data, including interval data, can be submitted through the ComEd web site.

Customer authorization is assumed if a request contains a valid customer account number (summary data) and account and meter number (interval data). Requests can be made for up to 10 accounts in a single request. Summary data and can be viewed on-line, printed, or saved to a file.

For interval data requests received by 5 p.m. on a business day, ComEd will fulfill such request within one business day and place the data file on a web server. ComEd then sends the requestor an e-mail message with a link to the file. The file can be downloaded and saved by the requestor. This is recommended as the data file expires after 35 days and is deleted from the server.

Through Direct Access Service Request

For residential and non-residential customers, specific billing and usage data consisting of up to 24 months of summary data, by account, may be obtained when the enrollment DASR is processed.

- During the enrollment process, the RES includes the applicable code to indicate that summary historical billing and usage data is being requested.
- ComEd returns an acknowledgement indicating whether the request was received.

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ComEd sends the RES Customer's Historical Usage (EDI 867) for residential and nonresidential customers.

Request Summary Data Separate from the Enrollment Process

The RES may request residential and non-residential customer-specific billing and usage data, apart from any other process, by submitting a Historical Usage Request (EDI 814H).

- The RES submits a Historical Usage Request (EDI 814H) to ComEd
- ComEd returns an acknowledgement indicating whether the request was received.
- ComEd transmits to the RES a Historical Usage Response (EDI 814H).
- ComEd sends the RES Customer's Historical Usage (EDI 867) for residential and non-residential customers

Request for Interval Data for non-residential customers

The RES can electronically request interval data independent of the enrollment DASR submittal process. The EDI Historical Usage Request is used for requesting customer-specific historical billing and usage data including interval data. The data is provided on a per account basis.

- The RES submits an electronic request (EDI 814HI) for interval data to ComEd.
- ComEd returns an acknowledgement indicating that the request has been received
- Interval data is processed to a file and placed on a web server. ComEd transmits to the RES a Historical Usage Response (EDI 814HI), which gives the RES the web address to access the data. Each request has a specific web address.

For interval data requests received by 5 p.m. on a business day, ComEd will fulfill such request within one business day and place the data file on a web server. ComEd then sends the requestor an EDI response with a link to the file. The file can be downloaded and saved by the requestor.

❖ **Green Button Connect**

Green Button Connect affords utility companies the means to voluntarily provide customers easy access to their electricity usage data in a secure and user-friendly electronic format. Customers can also make available retail customer usage data to a Third Party. A completed Rate Dart (Data Access and Retrieval Tenets) registration form and an online GBC Registration form is necessary when certifying for the Green Button Connect process that will allow third party providers to gain access to usage data for residential customer (see link below).

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<https://secure.comed.com/MyAccount/MyBillUsage/pages/GBCThirdPartyReg.aspx>

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BLOCKING CUSTOMER INFORMATION

Blocking and Unblocking

Customers that want to keep their information private can block the release of their historical billing and usage data. To do this, non-residential customers must call **1-877-4ComEd1** (1-877-426-6331) and residential customers must call **1-800-EDISON1** (1-800-334-7661). When making the call, customers need to indicate that they do not want their data released to anyone.

To unblock an account the non-residential customers must call **1-877-4ComEd1** (1-877-426-6331) and the residential customers must call **1-800-EDISON1** (1-800-334-7661) and request ComEd to unblock their account.

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HISTORICAL LOAD PROFILES

A load profile illustrates the hourly pattern of electrical demand over a given period of time for a group of customers sharing common characteristics. ComEd provides RESs with the following load profiles:

- Historical load profiles (discussed in Chapter 8, Control Area Services)

ComEd's load profiles are based on average historical hourly load data in kWh, collected from a statistical sample of the segment to be profiled. From the sample data, an average profile for each delivery service class is created for each hour in the year. The sample data used to compute these averages are also utilized in the PJM 60-day reconciliation process.

The historical load profiles contain historical hourly load data dating back to April 1, 2009 CST which is updated on a monthly basis. The data are in an excel format.

The historical load profiles are posted on the ComEd's website at www.comed.com and are updated monthly.

❖ Customer Load Categories

RES supplied customers receive delivery services from ComEd under Rate RDS. The following table contains the customer delivery service classifications for which historical load profiles will be calculated. *These categories include both non-residential and residential customer classes.*

Customer Classifications	Historical
NONRESIDENTIAL CUSTOMERS	
Watt Hour Delivery Class	X
Small Load Delivery Class (0-100kW)	X
Medium Load Delivery Class (100-400kW)	X
Large Load Delivery Class (400-1,000kW)	
Very Large Load Delivery Class (1,000kW-10MW)	
Extra Large Load Delivery Class (over 10MW)	
High Voltage Delivery Class (under 69kV & over 69kV)	
Railroad Delivery Class	
Fixture-included Lighting Delivery Class	X
Dusk To Dawn Lighting Delivery Class	X

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General Lighting Delivery Class	X
RESIDENTIAL CUSTOMERS	
Residential Single Family Without Electric Space Heat Delivery Class	X
Residential Multi Family Without Electric Space Heat Delivery Class	X
Residential Single Family With Electric Space Heat Delivery Class	X
Residential Multi Family With Electric Space Heat Delivery Class	X

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LIST OF CERTIFIED ARES

ComEd maintains and provides a list of Alternative Retail Electric Suppliers (ARESs) that have been certified by the Illinois Commerce Commission (ICC) and have completed the registration process with ComEd. This list is available on the ComEd.com web or by e-mailing ESSD@comed.com. The list is updated as applicable.

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