

Chapter 4

Retail Electric Suppliers Handbook

CUSTOMER SWITCHING AND DIRECT ACCESS SERVICE REQUESTS

To facilitate the process of choosing and switching suppliers the Direct Access Service Request (DASR) was adopted by the Illinois electric utilities. DASRs apply to all customer switching activities including dropping customers from RES supply service.

ComEd requires that transactions relating to customer switching and DASRs be performed through Electronic Data Interchange (EDI).

This chapter describes the process and policies used for customers switching suppliers, including specific customer/RES switching situations and the timeframes within which they must take place. Also described here are specific procedures for new customers who do not make choices in a specified time period, for delivery services customers left without a supplier after having received delivery services for some time, and for customers that are “slammed.”

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SUBMITTING DIRECT ACCESS SERVICE REQUESTS

Once a customer has decided to purchase electricity from a RES, the RES must obtain verifiable authorization from the customer and maintain that authorization for two years.

The RES must then submit a Direct Access Service Request (DASR) to ComEd to initiate the switch. The DASR is only accepted from certified RESs having met all applicable requirements or from ComEd for customers voluntarily switching to bundled service. RESs must also keep the electronic DASR on file for a minimum of two years.

The Communication Protocols Working Group (CPWG) is the group which governs the EDI standards for the electric utilities in Illinois. The EDI standards also referred to as EDI Implementation Guides can be found on the CPWG website.

All EDI transactions must be received by ComEd by 5:00 PM CPT (Central Prevailing Time) on a regular ComEd business day. All EDI transactions received after such time will be treated as received on the next business day.

❖ Prerequisites

The RES that wishes to submit a DASR must meet the following requirements:

- Certified by ICC and ComEd
- RES obtains verifiable authorization prior to submitting enrollment DASRs

For more information on these prerequisites, see Chapter 2 in this guide, *Retail Electric Suppliers Requirements and Processes*.

❖ Types of DASRs

The RES must submit via EDI a DASR to ComEd to enroll or drop a customer. Also, the RES must submit via EDI a DASR to ComEd to request a change to the customer bill option. Requests to stop or rescind an enrollment or a drop DASR before it goes into effect are also made via EDI.

To confirm receipt of a DASR, a functional acknowledgement DASR will be sent automatically to the requestor. A response DASR indicates whether the DASR was accepted or rejected. If rejected, a reason code will be included. The list of possible rejections are located in the EDI Implementation Guides.

- DASR requests can only be made for active or pending active accounts.
- ComEd does not charge a fee for processing standard DASRs at this time.

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Enrollment DASR

The enrollment DASR starts the process of enrolling a customer with a new RES. One enrollment DASR must be submitted for each customer account. The enrollment DASR is used for switches from the utility to a RES, from one RES to another RES, and from a RES to the utility (see drop DASR)

Sending the DASR

DASRs must be sent through EDI. Instructions on the data elements required to perform each type of DASR are in the Illinois Implementation Guides, the guides can be found on the CPWG website.

ComEd uses the Internet for EDI transport. See Chapter 5 in this guide, *Electronic Communication Requirements and Procedures*, for more information on EDI.

❖ **Validate DASR**

Upon receipt, the DASR will undergo the following automated validation checks:

- EDI gateway checks compliance with ComEd EDI standards
- ComEd verifies RES status
- ComEd validates account number
- ComEd verifies customer status and eligibility

EDI performs validation on all fields, and may reject a DASR that does not follow ComEd EDI guidelines before the DASR goes through ComEd validations. Some fields, but not all mandatory fields, are used by ComEd for validation including RES identifier, customer account number and requested effective date.

Submission Guidelines

Mass Market

On-Cycle Enrollments for Mass Market Customers (please see Chapter 1 for Mass Market definition)

- An On-Cycle DASR must be submitted at least eighteen (18) calendar days before the scheduled meter read date.
- An On-Cycle DASR submitted less than eighteen (18) calendar days before the scheduled meter read date will be effective on the following scheduled meter read date.
- On-Cycle DASR submissions can be requested at a maximum of 45 days prior to the switch (45 Day Rule).

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- A switch can occur within the 4-day billing window and can occur with an actual or estimated meter reading.
- DASRs not meeting the above referenced criteria will be rejected back to the RES with a corresponding rejection code. The list of rejection codes can be found in the EDI Implementation Guides noted earlier in this chapter.

Off-Cycle Enrollments are not permitted for Mass Market Customers

Non-Mass Market

On-Cycle Enrollments for Non Mass Market Customers (please see Chapter 1 for Mass Market definition)

- An On-Cycle DASR must be submitted at least seven (7) calendar days before the scheduled meter read date.
- An On-Cycle DASR submitted less than seven (7) calendar days before the scheduled meter read date will be effective on the following scheduled meter read date.
- Early On-Cycle DASR submissions can be requested at a maximum of 45 days prior to switch (45 Day Rule).
- DASRs not meeting the above referenced criteria will be rejected back to the RES with a corresponding rejection code. The list of rejection codes can be found in the EDI Implementation Guides noted earlier in this chapter.

Off-Cycle Enrollments for Non Mass Market Customers

- An Off-Cycle DASR must be submitted at least seven (7) calendar days before the requested switch date and include the off-cycle DASR code.
- An Off-Cycle DASR submitted less than seven (7) calendar days before the requested switch date will be rejected.
- Off-Cycle DASR request dates must be ComEd meter reading dates and cannot be on weekends or on ComEd holidays. Please see the applicable meter reading calendar for those dates.

The customer can have only one active and one pending RES at a time. The first valid DASR received for a specific billing month for a customer account will be accepted. All subsequent DASRs for the same billing month for that customer will be rejected.

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Special Enrollment Requests

- **Split Load Option** – Retail customers may choose to split their load with a portion to be supplied by a RES and the remainder to be supplied by ComEd. A split load contract is required of the customer. The RES will submit the request for the split load to its Account Manager using a manual enrollment DASR form. Customers have the choice to split their load in one of three ways:
 - Meter-by-Meter
 - Percentage of Customer Load
 - First Through the Meter

For additional information regarding Split Load, please contact your ESSD Account Manager or submit a request through ESSD@comed.com.

- **Rescind Pending Enrollment Request** – A RES must rescind a pending enrollment by submitting an EDI 814D transaction and include the REF*1P*EB3 segment, which indicates that the reason for the Drop is a rescission. Only the RES that submitted the DASR can submit a rescind request. The rescind request must be received at least five (5) calendar days prior to the scheduled switch date.
- **Nonstandard (Off-Cycle) Switching** – Non Mass Market customers may switch RESs on a reading date other than their scheduled meter reading or billing cycle date provided it is a ComEd meter reading day (i.e. not available on weekends or holidays) Please refer to the Meter Reading calendars posted on the ComEd Website.

In cases where ComEd must perform a meter read to facilitate an Off-Cycle switch, a nonstandard switching fee is charged on a per meter read basis for non interval recorder meters only.

- Refer to Rate RDS/Non-Standard Switching Fees for applicable charges
 - For non-interval recording meters only
 - Fees charged to the customer's account
 - The only bill option available is dual bill option (*See Chapter 7 Customer Billing*)
- **Customer Moves** – Customers over 100kW may continue uninterrupted supply with the same RES or a new RES when moving from one location to another within ComEd's service territory. If a RES wants to retain a customer the RES must ask their customer to contact a ComEd Customer Service Representative (CSR) **at least 7 days prior to the requested connect date** at 1-877-4ComEd1 (1-877-426-6331). The CSR is able to give the new account number to the customer. The customer must then provide the new account number and the connect date to the RES at least 7 calendar days prior to the scheduled connect date.

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The RES submits an Emergency DASR form to their ESSD Account Manager in accordance with DASR non mass market DASR rules discussed earlier in this chapter to request a “seamless move” for the over 100kW customer.

Tax ID Changes – When an existing customer changes its Federal Employer Identification Number, ComEd creates a new account for the new entity with the new Tax ID. The RES supply service must be reinstated on the new account if the customer wishes to continue supply service with the RES. In order to avoid the discontinuance of RES supply the RES will need to complete an authorization form and submit to ESSD via email or fax. This form is located on our Comed.com website listed below.

<https://www.comed.com/MyAccount/MyService/Pages/RESResources.aspx>

Drop DASR

The RES submits a drop DASR to stop providing electric supply to a customer. The RES Drop DASR should be submitted at least seven (7) calendar days prior to the scheduled meter read date for Non Mass Market customers and eighteen (18) calendar days prior to the scheduled reading date for Mass Market customers. If the Drop DASR is submitted less than seven (7) calendar days for Non Mass Market customers or less than eighteen (18) calendar days for Mass Market customers, the drop will go into effect on the next scheduled meter read date.

A RES should submit a drop DASR if the customer switches to a new RES to ensure they no longer supply the account as of the drop date. ComEd sends the RES that is being dropped a drop notification via EDI once the drop DASR is accepted or once the new RES’s DASR is accepted.

- **Rescind Pending Drop Request** – A RES must rescind a pending drop by submitting an EDI 814D transaction and include the REF*1P*EB3 segment, which indicates that the reason for the Drop is a rescission. Only the RES that submitted the DASR can submit a rescind request. The rescind request must be received at least five (5) calendar days prior to the scheduled switch date.

Update DASR

This update DASR will be sent by the utility for the following change reasons:

- The RES sends a Change DASR (814C) to change the bill option for a customer or to provide a RES account number
- ComEd sends a Change DASR (814C) to the current RES or the pending RES for:
 - Bill option changes
 - Meter Additions, Removals and Exchanges
 - Meter Attributes (including Number of Dials, Meter Constant, Type of Metering, Meter Role and Special Meter Configuration
 - Delivery class changes

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- Account level information (i.e. phone numbers, address)
- Peak Load Contribution (PLC)
- Transmission Contribution (NSPL)
- Utility Rate Class
- Supply Group
- Load Profile

ComEd does not accept any account level customer information changes from RESs except for bill option changes or changes to the RES account number changes. ComEd has chosen not to make any changes to customer information unless the delivery service customer notifies the appropriate ComEd call center to initiate the change(s).

❖ Confirm Receipt from ComEd

The DASR will be automatically acknowledged (EDI 997) or rejected for non-compliance with ComEd EDI standards. If rejected, it will be returned to the RES through EDI. After correcting it, the RES can send it back to ComEd through EDI.

❖ Response from ComEd

After further processing, the DASR is either accepted or rejected by ComEd within *five business days of receipt*. ComEd sends a response DASR back to the RES. Rejections include a reason code. The RES may correct the DASR and send it back to ComEd which starts the process from the beginning for timeline purposes.

DASR rejection reason codes are provided in the EDI Implementation Guides. Typical reasons include incomplete DASR, invalid supplier code, RES not registered and active, customer not eligible, invalid customer account number.

A DASR acceptance response provides the effective date of the switch, determined by ComEd (generally the next scheduled meter reading date) and information included in the original enrollment request. See the EDI Implementation Guides for more detail. ComEd also sends other notifications to complete the process related to switching customer accounts.

- **EDI Notification to current RES** – When a customer selects a new RES, ComEd notifies the existing RES via EDI with the effective date of termination.
- **Customer written notification** – ComEd sends a written notification of a pending switch to the customer’s mailing address of record, including the name of the pending (new) RES, an effective date, and the pending (new) RES’s telephone number for questions about electric supply. Nonresidential customers can call ComEd at 1-877-4-ComEd-1 (1-877-426-6331) and residential customers can call 1-800-EDISON1 (1-800-334-7661) for questions about delivery services.

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- **EDI Acknowledgements for a rescind** – After processing a pending enrollment rescind request, ComEd sends an 814D enrollment rescission drop accept response to the pending RES and a notice of reinstatement to the existing RES (EDI 814 Reinstatement). ComEd also sends a written notification to the customer's mailing address of record.
- **Other EDI notices** – ComEd sends an electronic notice to current and pending RESs for any customer whose account has been finalized by ComEd (814D)

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EDI SYSTEM PROBLEMS

In the event a RES is experiencing EDI communication problems, ComEd has established an emergency DASR process for enrollments only. This process enables the RES to switch customers while resolving EDI communication problems. The following action steps are to be followed if a RES experiences EDI communication problems and wishes to submit DASRs:

- This process is only to be used when the RES's EDI communications have not been working for 24 hours. The RES is responsible for working with their EDI provider to ensure reliable communications. The RES must provide their ESSD Account Manager with an email from their EDI provider confirming the problem before ComEd will begin this process.
- The RES must contact their ESSD Account Manager via telephone to arrange for manual entry. The letter from the EDI provider must be faxed or e-mailed to the ESSD Account Manager at this time.
- The ESSD Account Manager provides the RES with the Emergency DASR Enrollment Form. The form must be filled out completely and faxed or e-mailed to ComEd's Electric Supplier Services Department. One form is required for each DASR. The RES must call their ESSD Account Manager before each group of manual DASRs is faxed. The ESSD Account Manager confirms the receipt of each group of manual DASRs with the RES via telephone.
- ComEd only manually enrolls DASRs for customers whose 7th or 18th calendar day prior to the switch falls, for non mass market and mass market respectively, within the EDI outage window. All other customer enrollments must wait to determine if EDI communications can be restored for the next day.
- ComEd only provides this service for up to 5 consecutive business days.
- ComEd only provides this service up to 3 times per RES per year.
- ComEd only provides this service if resources are available to fulfill the request. ComEd will work to process all manual Emergency DASRs before the requested switch date, but does not guarantee all can be processed due to unknown volumes.

The RES receiving the emergency DASR service from ComEd must reimburse ComEd for out-of-pocket costs for the work associated with processing the manual DASRs.

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TYPES OF COMMUNICATIONS FROM COMED

ComEd initiates communications with the RES in the following instances.

- Customer updates information
- Customer moves
- ComEd disconnects customer
- Meter changes
- Bill option changes
- Rate changes

❖ Customer Update Information

If ComEd updates customer records with information supplied by a delivery service customer (e.g., mailing address or telephone number), ComEd sends an EDI change notification to the RES with the changes

❖ Customer Moves

When a customer moves outside of ComEd's service territory, ComEd finalizes the delivery services account and sends an EDI drop notification to the current RES and any pending RES *when the account has its final bill issued*. Prior to the actual date the account is finalized, as long as the customer notifies ComEd, the current RES and any pending RES is sent an email notifying them of the pending disconnect.

❖ ComEd Disconnects Customer

If ComEd disconnects a customer, the RES is notified via an EDI change notification of a change in meter status, without the specific reason being given. The RES remains as the supplier unless it submits a drop DASR. If the customer is not reconnected and ComEd finalizes the customer's account, ComEd sends an EDI Drop Notification to the RES when the account has its final bill issued.

❖ Change in Meter Status

Any time ComEd disconnects, reconnects and/or exchanges a meter, the RES will be notified via an EDI Change Notification of this change in meter status.

❖ Change in Bill Option

The RES usually initiates the initial request for a Bill Option change for a delivery service customer. However, if a customer is no longer eligible for a particular bill option, ComEd may initiate a bill option change (i.e. customer grows out of Rider PORCB eligibility). At the time ComEd changes the bill option on the customer's account; an EDI transaction is produced and sent to the RES to notify them of the change.

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❖ **Change in Rate Classification**

The RES is notified any time ComEd changes a delivery services customer's delivery class. At the time of billing, if the delivery class has changed for a delivery service customer, an EDI transaction is produced and sent to the RES to notify them of a delivery class change for one of their customers. This should be monitored as it may impact the eligible bill options and/or distribution loss factors that apply to the customer.

The customer may, at times, be left without a RES due to any number of circumstances, as described below. ComEd takes the following actions to help ensure that customers continue to receive uninterrupted electric service.

❖ **RES Fails to Meet Obligations or Loses Certification – Mass Drop Process**

If a RES fails to meet its continuing obligations, including if a RES loses its certification, the RES forfeits the right to serve those customers who have agreed to purchase electric supply from the RES and ComEd can move these customers to their applicable ComEd rate. These customers remain on the applicable ComEd rate until they select electric supply provided by a new RES following the applicable notification rules.

ComEd sends the standard return to bundled notice to the customers which states that their RES no longer provides them with electric supply, and that they have been switched to the applicable ComEd rate.

The applicable rates for customers can be found in Chapter 10 of this Guide, *Switching Rule & Election Process*.

❖ **RES Conducts Orderly Exit from Marketplace**

If a RES decides to exit the ComEd marketplace in an orderly manner, it submits a Drop DASR for each of its active retail customers and submits rescind requests for its pending enrollments. In order for any RES to enroll the customers from the exiting RES, the new RES must submit an Enrollment DASR for each customer it wants to enroll and it must follow all the enrollment rules stated in this chapter.

These customers remain on the applicable ComEd rate until they select electric supply provided by a new RES following the applicable notification rules.

ComEd sends the standard return to bundled notice to the customers which states that their RES no longer provides them with electric supply, and that they have been switched to the applicable ComEd rate.

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❖ Slamming

Slamming occurs when a customer is switched to a new RES without authorization. If a customer believes it has been switched to a new RES without its authorization, the customer should contact that RES. If the pending active RES agrees, it will rescind its pending enrollment request and the current RES will be reinstated. If the customer contacts ComEd five calendar days prior to the switch, ComEd will rescind the pending active enrollment. Otherwise, ComEd will direct the customer to contact the pending active RES.

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