

Managing Subscribers

This chapter describes the steps that developers will take for managing their subscribers associated with a project. As a precursor to this section, a developer should have already setup the Community Supply Project in the Portal. The anticipated scenarios for subscribers include:

- ❖ Add Subscriber to Project
- ❖ Update Subscriber Allocation
- ❖ Remove Subscriber from Project
- ❖ Subscriber Move / Transfer / Final

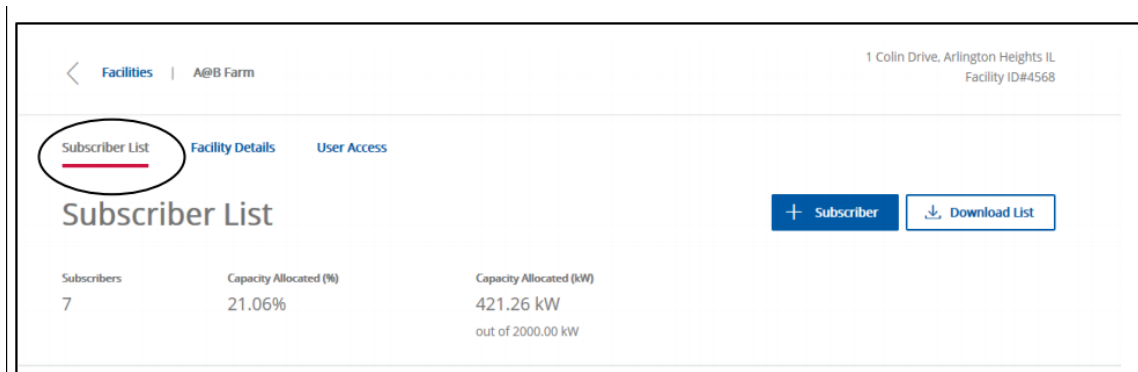
Add Subscriber to Project

ComEd has developed a secure CS Portal that is utilized for subscriber enrollment. Developers have access to the CS Portal by using the process established for registering and providing access to the CS Portal (see Chapter 3). Adding a subscriber to the CS Project through the CS Portal requires the developer to provide the following information;

- ❖ Customer ComEd account number
- ❖ One valid meter number
- ❖ CS Subscriber/Beneficiary's Share of the CS Project (e.g. kW of nameplate capacity)

Once this information is submitted through the CS Portal ComEd will perform a customer validation. Upon approval of the customer as a CS Subscriber/Beneficiary, the customer will begin receiving credit, effective the next business day.

The following shows a screen shot of the Subscriber Enrollment window that the developer will utilize for signing up customer to the CS Project.



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New Enrollment Request

Account #

Meter #

Allocation %

Submit Enrollment Request

CS Subscribers/Beneficiary's may be enrolled with multiple CS Projects. Each CS Project Developer will independently enroll the CS Subscriber/Beneficiary in the CS Portal noting the customer account information and the share of the CS Project being allocated to the account. ComEd will add the allocations for all the subscriptions allocated to the CS Subscriber/Beneficiary's account for determination of the amount to be credited on the account. A separate message box on the customer bill statement will provide more detail on each of the CS Projects the customer has entered into with the solar developer. The message box will include the following information for each CS Project the customer enrolls;

- ❖ CS Project Developer Name and contact information
- ❖ The generation date range
- ❖ Amount being credited (kWh's and \$'s)
- ❖ Accounts that are with a Retail Electric Supplier, will not include the Rate or Total Credit value

RENEWABLE COMMUNITY SUPPLY DETAILS

Generation Period	Project Name	Phone Number	Generation kWh	Rate	Total Credit
4/12 - 5/13	Community Supply Project L		300.5404	-0.05972	-\$17.95

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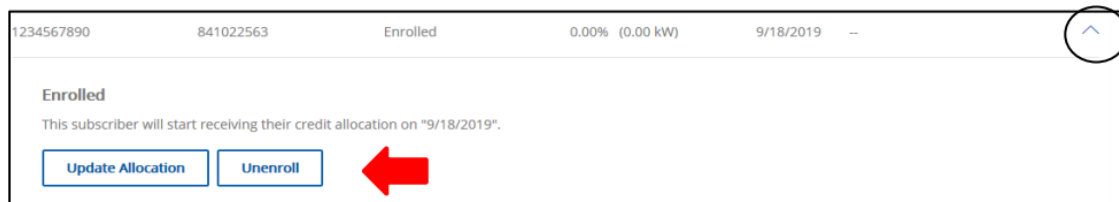
CS Subscribers/Beneficiary's may also be Net Metering customers under the provisions of Rider POGNM – Parallel Operation of Retail Customer Generating Facilities with Net Metering. Under circumstances where customers are receiving service under the provisions of Rider POGNM and Rider POGCS ComEd will distinguish between the energy generated by the net metering facilities and the amount of community supply allocated to the account.

Update Subscriber Allocation

A developer can update the CS Subscriber/Beneficiary customer information whenever necessary. Circumstances such as a customer purchasing additional shares or reducing the number of shares they are entitled to require the developer to update the CS Subscriber/Beneficiary information in the CS Portal to assure the customer is receiving the correct CS Project credit allocations.

A CS Subscriber/Beneficiary share change (increases or decreases share of CS Project output) can be done by adjusting the kW allocation on the customer account. This process is managed through the CS Portal window by selecting the account and updating the enrollment. The share allocated to the customer can be adjusted and will become effective with the next bill period provided the next bill period is at least 5 days after the share update is entered. If the change in share occurs within 5 days of the next bill period, the customer will begin receiving the updated credit allocations from the CS Project on the bill period that occurs after the next bill period (i.e. ~30 days later).

The following shows a screen shot of the Update Subscriber Allocation window that the developer will utilize for making changes to the subscriber allocation to the CS Project.



Remove Subscribers

A developer can remove a subscriber whenever necessary. In the event a subscriber discontinues participation in the CS Project the developer is able to remove the subscriber account from the CSn Portal.

A CS Subscriber/Beneficiary that discontinues participation in the CS Project can be removed by the developer, by selecting the account number and unenrolling the CS Subscriber/Beneficiary in the CS Portal. The removal of the CS Subscriber/Beneficiary customer is effective on the customers next metering date, as long as it is at least 5 days prior to the customers meter reading

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date. If it is less than 5 days prior to the CS Subscriber/Beneficiary's meter reading date, the drop will occur on the next meter reading date (30 days later).

The following shows a screen shot of the Unenrollment in CS Portal in the Subscriber tab.



Unenrollment Request

Account #: 1000000003

Meter #: 1093737338383839933978

Allocation: 1.70% (34.00 kW)

Submit Unenrollment Request

Subscriber Move / Transfer / Final

CS Subscribers/Beneficiary's may continue with their subscription if they move/transfer/final their ComEd account to new premise within the ComEd territory. The Subscriber will need to inform the Developer of their new ComEd account number/meter number and the Developer will need to submit a new enrollment with the new ComEd account number, once the new account is active.

The Developer will be alerted when a CS Subscriber/Beneficiary is moving/transferring and/or finaling their ComEd account. Within the subscriber tab, the Developer will see a pending unenrollment, this should prompt the Developer to reach out to the CS Subscriber/Beneficiary to obtain their new ComEd account number/meter number.

The following shows a screen shot of the Subscriber Move / Transfer / Final window that the developer will utilize for subscribers that move to a new account, transfer their subscription to another eligible ComEd customer or to Final an account from the CS Project.

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5555555555	5555555555	Unenrollment Pending (Moving)	0.52% (10.33 kW)	--	10/15/2019	^
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Unenrollment Pending (Moving)

This subscriber has initiated a service order request to end their utility service for this account. As a result, we will automatically unenroll this subscriber. They will stop receiving credits on "10/15/2019", unless they change their disconnect service date after the initial end date provided. Please be in contact with this subscriber so that you are aware of their future intentions and then re-enroll them at their new address, if applicable.

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