



Frequently Asked Questions

1. Is there a standard format for the customer to follow for the authorization letter to release information?

The Letter of Authorization (LOA) should be presented on the customer's letterhead or on the supplier's letterhead and signed by an authorized representative.

2. How do you request historical interval load data from Duquesne Light?

If the requestor has EDI capabilities, an 814 HI request should be submitted.

If not, then an email should be sent to the Supplier Service Center (dlc_ssc@duqlight.com) with "INTERVAL DATA" in the subject line.

The requestor should then provide Duquesne Light with the 10 digit Supplier Agreement ID.

Please note the following:

- There may be a charge for the interval data.
- Interval data is typically available for accounts:
 - Billed on Rates, GL L, GLH, HVPS
 - Billing cycles MZ62-MZ81
- LOA is required for non-PUC licensed entities.
- Emailed interval data is provided in ".prm" format. It can be opened in Excel or notepad.

3. Is there a fee for interval load data?

The fee structure for manual interval data requests is outlined in our Electric Generation Supplier Coordination Tariff in the Load Data Charge Section on revised page 42A:

http://www.customer-choice.com/Tariff/docs/Tariff_3S_16.pdf

4. How can you get access to the supplier.customer-choice.com website?

The requestor must have a PUC license and request access via email from the Supplier Service Center (DLC_SSC@duqlight.com)

5. If a customer is enrolled by a supplier, when will the customer be switched?

Per Public Utility Commission (PUC) order (Docket # L-2014-2409383), Duquesne Light updated its switching procedures to allow off cycle switching every three business days. There are other restrictions and conditions pertaining to this change. More information can be found by reviewing the Company's Off-Cycle Switching Presentation:

<http://supplier.customer-choice.com/Supplier/EGS/EGSConferenceMaterials.cfm>

6. Do suppliers providing separate billing ONLY need to test all EDI file transfers?

Testing must be completed on the 814's and 997's transactions, per the test plans, which can be accessed at:



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http://supplier.customer-choice.com/EDI/EDI_home.cfm. (Provide new test plan samples)

7. Can Duquesne Light provide a sample format for EDI testing files?
Sample test files for some EDI transactions can be found at: http://supplier.customer-choice.com/EDI/EDI_home.cfm.
8. Does Duquesne Light still provide the Customer Sync List?
Yes, but a request must be sent to DLC_SSC@duqlight.com.
9. Can we conduct certification testing with Duquesne Light using GISB 1.4?
No. Adhering to Internet EDI Plan Version 2.0, NAESB 1.6 has been the standard in Pennsylvania since 2006. Connectivity testing, both inbound and outbound, must be completed with Duquesne Light prior to the start of your scheduled test block.
10. Can Duquesne Light ever require EDI retesting?
Yes. If a supplier has not had any active customers, or not utilized a specific EDI transaction, within Duquesne Light's territory for more than one year, the Company has the right to require EDI retesting of the supplier. The re-testing process may be a full set of testing, or a subset, as mutually agreed upon between Duquesne Light and the supplier.
11. Will Duquesne Light formally notify the supplier that all of its EDI tests have been successfully completed?
Yes.
12. What does the supplier need to provide Duquesne Light when submitting its rate plan?
A standard rate plan template is available on the Supplier Service Center's website: http://supplier.customer-choice.com/Supplier/Rate_Codes_Load_Profile/rate-plan-schedule.cfm (to be determined if it will be on public side).
13. What is the lead time for providing production rates and rate changes to the Supplier Service Center?
We ask for a lead time of five business days for requests of up to 100 rates.
14. How often can a supplier change its rates?
The supplier must provide Duquesne Light with at least five business days advanced notice. Please know that the customer can only be billed at one rate per bill cycle (no proration). New rates must be submitted to the Supplier Service Center at dlc_ssc@duqlight.com.



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Duquesne Light FOCUS rates process: EDI Rate ID changes vs. pricing changes.

In Duquesne Light's rate ready structure, the system requires a five digit alphanumeric rate ID for all consolidated billing customers. It will use the rate ID that is active at the beginning of every bill cycle when billing the customer. (See Example (a) below)

Suppliers are also able to update the prices for these rate IDs by submitting a request to the Supplier Service Center. Duquesne Light performs pricing updates roughly 1-2 times a week. The system will use the price that is active at the time of bill calculations. (See Example (b))

15. What Rate Ready pricing plans does Duquesne Light support?

Duquesne Light can bill price per kWh, and/or a fixed monthly charge.

16. Does Duquesne Light bill a minimum customer charge for the supplier if the customer's usage was low?

No. Duquesne Light does not bill a minimum charge for the supplier unless the supplier provided a fixed charge for its Rate Ready rate plan.

17. Does the supplier's rate code show on the supplier portion of the bill?

No, the supplier rate code does not appear on the bill. The price per kilowatt hour does, however, appear on the supplier portion of the customer's bill.

18. Does Duquesne Light need supplier rates for EDI testing?

No. Duquesne Light will furnish supplier test rates for EDI testing.

19. Does Duquesne Light have sample customer bills?

Yes. They can be viewed at the secured Supplier Choice Website:

<http://supplier.customer-choice.com/Supplier/EGS/EGSConferenceMaterials.cfm>

20. How much notice does Duquesne Light require from a supplier that is exiting the market?

Duquesne Light requires 90 days. For additional details, (see EGS Coordination Tariff Rule 17 Termination of Individual Coordination Agreement).

21. Does Duquesne Light offer budget billing for customers who have selected a supplier?

Yes. Duquesne Light offers budget billing to residential customers, regardless of their supplier.

22. How often is a customer's budget reviewed?

The budget amount is reviewed every four months from the budget enrollment date.

23. Will the budgeted amount and the actual charge be included in the Rate Ready 810?



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Yes. Both figures are provided in the 810, as well as the KWH. The budget amount information will be in the 810 transaction in the following segments: SAC02 = "H151", SAC01 = "N", SAC04 = "BUD001". The budget charge will be in SAC05.\

24. How is a supplier paid for a budget customer?

As of August 24, 2015, Duquesne Light remits only on actual charges to suppliers.

25. Will Duquesne Light begin charging late payment fees for suppliers?

Duquesne Light does not assess late payment fees on behalf of the supplier.

26. Will the sales tax percentage show on the supplier portion of the bill?

Commercial and industrial customers that are charged sales tax, the sales tax exemption percentage is shown on the bill if it does not equal 0 percent. The residential bill does not show the exemption percentage. ****Reminder—the supplier must provide the exemption percentage for each customer they enroll with a rate ID.**

27. Does Duquesne Light use the 248 Uncollectible EDI transaction?

Yes, for non-Purchase of Receivables customers only.

28. How will funds be remitted to the supplier?

Funds will be remitted via the EDI 820 transaction.

29. Does Duquesne Light have a Purchase of Receivables Program (POR) in place?

Yes, for more information on our POR program, please see the POR section in our EGS Coordination tariff, section 12.1.7.

http://www.customer-choice.com/Tariff/docs/Tariff_3S_16.pdf

30. When will the supplier receive notification of payment from Duquesne Light?

DLC will notify suppliers of payment via an EDI 568 transaction for non-POR customers only. Please note that 568's are not issued for accounts participating in our POR.

31. When will suppliers receive payments from Duquesne Light?

For all POR customers, Duquesne Light remits payment 35 days after the customer is billed. For non-POR customers, Duquesne Light remits payment 14 days after the payment is received by the Company. Please review the EGS Coordination tariff Rule 12.1.5.

32. Are T&D losses published?

Yes, in Duquesne Light's EGS Coordination tariff (See rule 4.7 and Table 1)

33. Are suppliers allowed to provide their own forecast?



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Yes. Please refer to Section 6.2.1 in Duquesne Light's EGS Coordination Tariff for more information:

http://www.customer-choice.com/Tariff/docs/Tariff_3S_16.pdf

34. Does Duquesne Light provide forecasts, and will this forecasting end?

Yes. Duquesne Light provides forecasts and, currently, there are no plans to discontinue this service.

35. How does Duquesne Light measure or estimate the amount of electricity used by a customer used in one hour?

- Some of our meters provide hourly data.
- If the meter on the customer's account provides daily reads, then the daily data is allocated to hourly using the appropriate temperature adjusted rate class load profiles.
- If the meter on the account is read once a month, the consumption will be allocated over each day/hour between the prior reading and the present reading using the appropriate temperature adjusted rate class load profile.

36. How is Load Scheduling handled?

For more information, refer to Sections 7 & 8 in Duquesne Light's EGS Coordination Tariff.

37. When does Duquesne Light send EDI changes for PLC (5CP/ICAP) and NSPL (1CP/Transmission) tags?

Duquesne Light sends 814 change requests for all shopping customers during the first business day of January for NSPL changes, and the first business day of June for PLC changes. Duquesne Light will also provide future 5CP values (once calculated) on all 814 Enrollment Responses and 867 HU and HI transactions.

38. How often is the eligible customer list updated?

The eligible customer list is generated the fourth Sunday of each month; In addition, the file is updated on the first business day in January and June.

39. How can I reconcile my customers' usage with the volumes that PJM is showing for settlement – either at the customer level or aggregate level?

InSchedules per LSE are based on customer through-the-meter usage profiled to hourly usage grossed up for retail transmission and distribution line losses based on the customer's rate defined in the retail tariff and losses defined in the EGS tariff. These hourly values are then aggregated per LSE and allocated a load ratio share of



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Unaccounted-For-Energy. For additional information, please refer to the documentation on the Customer Choice Website for the supplier tariff, rate temperature profile documents and supplier reconciliation documents.

40. Where can I find the Transmission (NITS) hour, or hours, that are used in the calculation of the transmission tags?
You can find these details at: <http://www.pjm.com/~media/markets-ops/settlements/network-service-peak-loads-2016.ashx>.
41. When is the estimated schedule available?
The “daily estimated InSchedule” is available the day-after the preliminary InSchedule is submitted to PJM. The day-after preliminary InSchedules are required to be uploaded to PJM every PJM business day for the prior usage dates back to the last PJM business day.
42. What is the approximate unaccounted for energy (UFE) percentage?
UFE varies by hour and can be positive or negative. There’s no specific UFE percentage.
43. What is Duquesne Lights’ weather provider?
Air Science Consultants at www.skywatchweather.com.
44. What is the weather station Duquesne Light uses for profiling?
(KPIT) Pittsburgh International Airport.
45. Does Duquesne Light support the Seamless Move and Instant Connect process?
Yes, as of June 26, 2016, Duquesne Light supports both Seamless Move and Instant Connect. A sample 814 Move transaction can be found in the following link:
<http://supplier.customer-choice.com/Supplier/EGS/EGSConferenceMaterials.cfm>
46. Does Duquesne Light have a Standard Offer Program?
Yes For more information, please review the Standard Offer information on the Customer Choice website: <http://www.customer-choice.com/StandardOffer/default.cfm>