



Frequently Asked Questions and Helpful Links

- 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. Interval data can also be obtained from the EGS portal if the customer has an AMI meter installed (usually denoted as an "F" meter).
<https://swp.duquesnelight.com/edcaccess/Account> Please note the following:

 - There may be a charge for the interval data.
 - LOA is required for non-PUC licensed entities.
- 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. http://www.customer-choice.com/Tariff/docs/Tariff_3S_28.pdf
- 4. How can you get access to the supplier.customer-choice.com website?**
The requestor must have a PA PUC license and request access via email from the Supplier Service Center (dlc_ssc@duqlight.com). Please include the license when making the request to avoid delays.
- 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, such as summary bill.
- 6. Does Duquesne Light still provide the Customer Sync List?**
Yes, but a request must be sent to dlc_ssc@duqlight.com with "Sync List" in the subject line.
- 7. 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.



Frequently Asked Questions and Helpful Links

- 8. [Can Duquesne Light ever require EDI re-testing?](#)
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.
- 9. [Will Duquesne Light formally notify the supplier that all of its EDI tests have been successfully completed?](#)
Yes.
- 10. [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. Please be sure to include the supplier’s DUNs number and the EGSs Name.
- 11. [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.
- 12. [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.
- 13. [Duquesne Light’s billing system 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

a. EDI Rate ID changes

Date	Bill Cycle Status	FOCUS process
7/1/2015	Beg. of Bill Cycle	EGS A enrolls the customer with Rate ID AB001
7/15/2015		EGS A submits 814 Change request for Rate ID AB002
7/31/2015	End of Bill Cycle	FOCUS bills customer using Rate ID AB001
8/31/2015	End of 2nd Bill Cycle	FOCUS bills customer using Rate ID AB002

Suppliers are also able to update the prices for these rate IDs by submitting a request to the Supplier Service Center. Duquesne Light typically performs pricing updates once a week, pending priority and IT availability. The system will use the price that is active at the time of bill calculations. Please provide the DUNs number and the supplier’s name on the request.



Frequently Asked Questions and Helpful Links

See Example b

b. Behind the scenes pricing changes

Date	Bill Cycle Status	FOCUS process
7/1/2015	Beg. of Bill Cycle	EGS A enrolls the customer with Rate ID AB001 @ \$0.05
7/15/2015		EGS A submits pricing change for Rate ID AB001 @ \$0.10
7/31/2015	End of Bill Cycle	FOCUS bills customer using Rate ID AB001 @ \$0.10

14. [What Rate Ready pricing plans does Duquesne Light support?](#)
 Duquesne Light can bill price per kWh, and/or a fixed monthly charge.
 *Please note the PA GRT must be included in the EGS's rate, please refer to the Electric Generation Coordination Tariff section 12.1.4, "EGS Tax Responsibility"
http://www.customer-choice.com/Tariff/docs/Tariff_3S_28.pdf
15. [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.
16. [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.
17. [Does Duquesne Light support EGS billing option changes?](#)
 Yes, Duquesne supports EGS/ESP billing option changes via an 814 change transaction.
Suppliers must include their ESP account number on the change transaction request.
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/Customer_Correspondence/CustomerCorrespondence.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). http://www.customer-choice.com/Tariff/docs/Tariff_3S_28.pdf
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.



Frequently Asked Questions and Helpful Links

- 22. [Are customers enrolled with a bill ready provider eligible for budget?](#)
Yes. However, the supplier is responsible for monitoring and tracking that information on their side. The supplier must submit the budget amount to be billed in the Inbound 810. Also, when it's time to true-up the customer, the EGS must submit the remaining balance to be charged in the Inbound supplier bill ready 810.
- 23. [How often is a customer's budget reviewed?](#)
The budget amount is reviewed every four months from the budget enrollment date.
- 24. [Will the budgeted amount and the actual charge be included in the Rate Ready 810?](#)
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.
- 25. [How is a supplier paid for a budget customer?](#)
As of August 24, 2015, Duquesne Light remits only on actual charges to suppliers.
- 26. [Will Duquesne Light begin charging late payment fees for suppliers?](#)
Duquesne Light does not assess late payment fees on behalf of the supplier.
- 27. [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.

Customer's state sales tax exemption. Anything other than zero, supplier is required to secure tax exemption percent. If 100% tax exempt, send 1.

PA Use: This field is used for the non-billing party to tell the billing party the tax exemption amount that should be entered into the billing party's system in order to calculate a bill on the sender's behalf. This is required only for rate-ready LDC Consolidated billing where the LDC has loaded the ESP rates into their system, the LDC calculates the ESP charges, and places the ESP charges on the LDC bill. The following generic rules are offered to better explain the use of the segment for PA:

- Residential customers default to '1' (AMT*DP*1~) as 100% tax exempt unless the residence is used for business purposes or vacation home.
- Commercial customers default to '0' (AMT*DP*0~) being 0% tax exempt unless the customer presents a sales tax exemption certificate. Should the customer have a tax exemption percentage less than 100% but greater than 0%, the value would be reported as a decimal (AMT*DP*.5~). A tax exemption certificate must be secured from the customer.

It's the ESP's responsibility to ensure the value in the AMTDP is accurate based on the customer's tax status. Under Rate Ready billing, correcting inaccurate customer bills due to incorrect tax exemption is not the LDC's responsibility and in most cases requires the Supplier to address directly with the customer.



Frequently Asked Questions and Helpful Links

28. [Does Duquesne Light use the 248 Uncollectible EDI transaction?](#)

Yes, for non-Purchase of Receivables customers only.

29. [Does Duquesne Light use the 824 outside the bill window transaction for bill ready?](#)

Yes, this transaction will be sent to the suppliers if the bill ready charges are sent outside the bill window.

30. [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_28.pdf

On December 22, 2016, the Pennsylvania Public Utility Commission approved Duquesne Light's Petition for Default Service Plan for the period of June 1, 2017 through May 31, 2021 ("DSP VIII"). As a result of this proceeding, Duquesne Light will eliminate the uncollectible expense component of the POR discounts effective June 1, 2017. The POR discount of 0.10% for administrative costs will continue.

31. [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.

32. [How and when will funds be remitted to the supplier?](#)

Funds will be remitted via the EDI 820 transaction. Please review the EGS Coordination tariff Rule 12.1.5. http://www.customer-choice.com/Tariff/docs/Tariff_3S_28.pdf

- a. 35 days after the consolidated bill is issued for POR customers
- b. 14 days after payment is received from the customer for non-POR customers

33. [Are T&D losses published?](#)

Yes, in Duquesne Light's EGS Coordination tariff (See rule 4.7 and Table 1) http://www.customer-choice.com/Tariff/docs/Tariff_3S_28.pdf

34. [How are the T&D losses applied?](#)

Duquesne Light applies T&D losses, pursuant to the company tariff. The InSchedule values sent to PJM for each LSE take meter reads and adjusts them for T & D losses and Unaccounted for Energy (UFE). Each EGS is applied a portion of UFE based on a load ratio share that is weighted against our company's total load. DLC aggregates the usage amounts for each EGS and sends this to PJM as the total InSchedule amount for each EGS. PJM will then derate these InSchedules with the PJM EDC loss deration factor, which is applied only to the applicable PJM billing items.

35. [Are suppliers allowed to provide their own forecast?](#)

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_28.pdf



Frequently Asked Questions and Helpful Links

36. [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.

37. [How does Duquesne Light measure or estimate the amount of electricity used by a customer used in one hour?](#)

Most of our meters provide hourly data.

- a. 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.
- b. 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.

38. [How is Load Scheduling handled?](#)

For more information, refer to Sections 7 & 8 in Duquesne Light's EGS Coordination Tariff. http://www.customer-choice.com/Tariff/docs/Tariff_3S_28.pdf

39. [When does Duquesne Light send EDI changes for PLC \(5CP/ICAP\) and NSPL \(1CP/Transmission\) tags?](#)

Duquesne Light sends 814 change transactions 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.

40. [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.

41. [How can I reconcile my customers' usage with the volumes that PJM is showing for settlement – either at the customer level or aggregate level?](#)

In Schedules 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

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.



Frequently Asked Questions and Helpful Links

42. [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 by searching PJM's website: www.pjm.com
43. [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.
44. [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. Also, Duquesne Light does not publish or release the UFE values.
45. [What is Duquesne Lights' weather provider?](#)
Accuweather <https://www.accuweather.com/>
46. [What is the weather station Duquesne Light uses for profiling?](#)
(KPIT) Pittsburgh International Airport.
47. [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.
48. [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>
49. [Does Duquesne Light offer EGS System to System Functionality?](#)
Yes, please contact the Supplier Service Center for additional details, please be sure to provide your PA PUC EGS license and DUNs number and email dlc_ssc@duqlight.com.
50. [Does Duquesne Light offer EDC look up tool?](#)
Yes, the link are <https://swp.duquesnelight.com/edcaccess/Account> to register and obtain account information. Please be sure to email a copy of the PA PUC EGS License.
51. [Where is the meter read schedule located?](#)
The meter read schedule is located on the customer-choice website.
<http://supplier.customer-choice.com/Supplier/Meter Reading Schedule/meter read schedule.cfm>



Frequently Asked Questions and Helpful Links

52. How should Duquesne be alert to door to door marketing activities?

In an effort to streamline the notification process of EGS door-to-door sales and marketing activities in our territory, we created the EGSmktg@duqlight.com email address that will notify all internal parties including our call center.

Helpful Links:

- <https://duquesnelight.com/service-reliability/customer-choice>
- <http://www.customer-choice.com/>
- <http://supplier.customer-choice.com/default.cfm>
- <https://swp.duquesnelight.com/edcaccess/Account>
- http://www.customer-choice.com/Tariff/docs/Tariff_3S_28.pdf
- <https://www.puc.pa.gov/filing-resources/issues-laws-regulations/electronic-data-exchange/edewg-files-for-downloading/>
- <http://www.pacodeandbulletin.gov/>
- <https://www.puc.pa.gov/electricity/>
- <https://www.pjm.com/>