

# Duquesne Light Company

## Suppliers' 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 should be presented on the customer's letterhead and signed by an authorized employee.

### 2) How does an EGS request historical interval load data from Duquesne Light?

The EGS should e-mail the Supplier Service Center at [dlc\\_ssc@duqlight.com](mailto:dlc_ssc@duqlight.com).

The EGS should provide the Duquesne Light 13 digit account number.

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 62-81
- Letter of Authorization (LOA) is required for restricted accounts

### 3) How is the interval load data provided?

The interval load data is provided in the PRN format. The file will be e-mailed to the supplier and can be opened in Excel.

### 4) Is there a fee for interval load data?

The first request is free per account (not requestor), per calendar year; any and all subsequent requests will be charged \$60 per account (not meter).

For example: EGS XYZ Company requested interval data for account 9999-999-999-999 on 1/5/2011; *XYZ was NOT charged for interval data as this was the accounts first request for 2011.*

Then on 3/2/11 EGS ABC Company requests interval data for the same account; *ABC was charged \$60 as this is the accounts second request in 2011.*

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

If the requested enrollment is successfully processed by Duquesne Light greater than 16 days prior to the customer's next scheduled meter read date, then the EGS will begin supplying the customer on the customer's next meter read date. Otherwise, the effective date of the enrollment will be the next cycle bill's read date.

### 6) Do suppliers providing separate billing ONLY need to test all the EDI file transfers?

Yes. Testing must be completed on the 814s' and 997s' transactions, per the test plans found at [www.customer-choice.com](http://www.customer-choice.com).

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**7) Does Duquesne Light still provide the On- Demand Customer List?**

Yes.

**8) 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 prior to the start date of your scheduled test block.

**9) Can Duquesne Light ever require EDI retesting?**

Yes. If an EGS has not had any active customers, or not utilized a specific EDI transaction, within the DLC territory for more than one year, DLC has the right to require EDI retesting of the EGS. The re-testing process may be a full set of testing, or a subset, as mutually agreed between DLC and the EGS.

**10) Will Duquesne Light formally notify the supplier that all of their EDI tests have been successfully completed?**

Yes.

**11) What does the supplier need to provide to Duquesne Light when submitting its rate plan?**

A standard rate plan template is available from the Supplier Service Center at [dlc\\_ssc@duqlight.com](mailto:dlc_ssc@duqlight.com). The template provides details of the types of charges Duquesne Light will bill for on the supplier's behalf. Once the completed template is returned to the Supplier Service Center, a rate ID will be provided to the supplier within five business days.

**12) What is the lead time for providing production rates, or rate changes to the supplier service center?**

The lead time is five business days for requests of up to 100 rates.

**13) How often can a supplier change their rates?**

The EGS must provide Duquesne Light with at least five business days **advance** notice. Bear in mind that the customer can only be billed at one rate per bill cycle.

New rates must be submitted to the Supplier Service Center at [dlc\\_ssc@duqlight.com](mailto:dlc_ssc@duqlight.com).

**14) What is the maximum number of EDI 814 transactions that can be submitted by a supplier in a day?**

3000.

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**15) Is Duquesne Light "Bill Ready"/"Rate Ready"?**

Duquesne Light is Rate Ready.

**16) What pricing plans does Duquesne Light support?**

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

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

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

**18) Does Duquesne Light need the EGS rates for EDI testing?**

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

**19) How much notice does Duquesne Light require from an EGS who is exiting the market?**

90 days.

**20) Does Duquesne Light bill a minimum customer charge for the EGS if the customer's usage was very low?**

No. Duquesne Light does not bill a minimum charge for the EGS unless the EGS has provided a fixed charge in their rate plan.

**21) Can Duquesne Light provide a sample format for testing files?**

Sample test files for some EDI transactions can be found at [www.customer-choice.com](http://www.customer-choice.com).

**22) What is the turnaround goal for 814s?**

Duquesne typically processes 814's within one business day.

**23) Does Duquesne Light offer budget billing for customers who have elected to be supplied by an EGS?**

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

**24) How does the Duquesne invoice refer to Budget billing?**

The current charges are provided on the first page in the "summary" section. Directly below the total account balance list the budget payment plan amount and the budget payment plan bill number. Page 3 provides additional information concerning the budget payment plan.

**25) When a customer who is on budget switches to a supplier is the budget amount reviewed?**

The budget is driven by prior usage if the customer elects an EGS, this wouldn't affect the budget amount/usage. The budget is amortized every 12 months, but the usage and budget calculation is reviewed every month when the account bills.

**26) Is the customer's budget amount reviewed and adjusted every quarter/year?**

Please see the response above.

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**27) Is there annual true-up?**

Yes, the budget payment plan is spread out over 11<sup>th</sup> months, then the 12<sup>th</sup> budget bill is considered the "true-up" as the bill will reflect the difference between the actual monthly charges and the budget amounts paid.

**28) If the customer drops their supplier is the budget amount reviewed?**

Please see the responses above.

**29) If the customer does not pay the full budget amount what dollars are sent to the supplier?**

Budgets are only available to residential customers, and all residential customers with integrated billing are on POR, so the payment hierarchy doesn't come into it. The supplier would be paid the supplier budget amount 35 days after the account billed (regardless of what the customer actually pays).

**30) How does the PA payment hierarchy rule apply when a customer is on budget?**

Please see the responses above.

**31) Does Duquesne pay the supplier the full amount of the charges due for the month even though the customer is paying a budgeted amount? If not, how will payment to the Supplier be determined?**

Please see the responses above.

**32) Will the budgeted amount and the actual charge be included in the 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 as such SAC02 = "H151", SAC01 = "N", SAC04 = "BUD001". The budget charge will be in SAC05.

**33) How will a supplier know if a customer is budget billed?**

Please see the responses above.

**34) Will Duquesne Light begin charging late payment fees for the EGS?**

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

**35) Will the sales tax percentage show on the supplier portion of the bill?**

For those commercial and industrial customers who are charged sales tax, the sales tax exemption percentage is shown on the bill if it does not equal 0%. 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.

**36) Does Duquesne Light use the 248 Uncollectible (EDI)?**

Yes

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### 37) How will funds be remitted to the EGS?

Via EDI.

### 38) Does Duquesne Light have a Purchase of Receivables Program (POR) in place?

Yes. Rates RS, RA, RH, GS/GM, and GMH that are on integrated billing with Duquesne are part of our Purchase of Receivables Program. For further information on our POR program, please see the Purchase of Receivable Section on our supplier web-site @ [www.customer-choice.com](http://www.customer-choice.com)

### 39) When will the EGS receive notification of payment from Duquesne Light?

DLC will notify suppliers of payment on day one via a 568 EDI transaction.

**\*\* Please note** -568's are not issued for accounts participating in our Purchase of Receivables Pilot Program.

### 40) Are T&D losses published?

Yes, in Duquesne's Supplier Coordination tariff.

### 41) What percentage of Duquesne's meters will provide hourly consumption data?

About 0.2%.

### 42) Are EGSs allowed to provide their own forecast?

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

Section 6.2.1 is intended to describe how the Company develops the day ahead forecast for non-hourly metered customers. The Company extracts actual data at the customer account level from a day that most reasonably reflects the forecast day (i.e. with respect to day type, season, temperature where temperature utilized is weighted-average temperature). The kWh per day is extracted in the following order as first found for non-hourly metered customers: daily reads, monthly billed, average per rate class. The base date kWh for each account is adjusted to the forecast date by utilizing the rate temperature profile "units" columns between the base date and the forecast date where the data is extracted from the monthly billed. This daily forecast kWh is calculated as (rate temp profile units for the closest match to base date / all rate temp profile units within the bill period \* billed kWh). This daily forecast kWh is then adjusted by the rate temperature profile for the forecast date where an exact match to the forecast date is not found within the bill period (i.e. base date data is adjusted to better align with the forecast day characteristics). For customers where no daily reads consumption or monthly billed consumption is found, the average daily kWh for the supplier/rate is utilized from the daily consumption and the monthly data profiled to daily consumption.

Once the Company has adjusted the daily kWh for the base date to the forecast date kWh for each customer account, the daily values are then aggregated by the supplier and rate. These daily aggregated values are then profiled to hourly values utilizing the rate temp profile "percents" from the rate temperature profile for the forecast date.

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These aggregated values are then adjusted IF the weighted-average temperature for the base date is not the same as the weighted-average temperature for the forecast date (or a holiday is involved between the base date and the forecast date).

The adjustment occurs as:

Aggregate kWh \* (rate temp profile "units" for the forecast date / rate temp profile "units" for the base date).

The aggregate hourly forecast for each LSE is adjusted upward for T&D line losses. An adjustment for unaccounted for energy (UFE) is then made to tie to the hourly load forecast for the zone based on each LSE's load ratio share of the total load.

### **43) Will Duquesne Light provide forecasts in the future and do you foresee a date that this forecasting by Duquesne Light will end?**

Yes, Duquesne Light will provide forecasts in the future and at the present Duquesne Light does not plan to discontinue this service.

### **44) How does Duquesne Light measure or estimate what a customer used in one hour?**

- Some 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 each 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.

### **45) How is Load Scheduling handled?**

Please refer to Sections 7 & 8 in Duquesne's Supplier Coordination Tariff for more information.

### **46) How often is the eligible customer list (ECL) updated?**

The eligible customer list is generated monthly on the 4th Sunday of every month as well as on the 1st day in January and June.

47) The company grosses up the through-the-meter usage per customer for retail transmission and distribution line losses as defined in the retail tariff. The company aggregates the through-the-meter usage grossed up for retail transmission and distribution line losses for each LSE and allocates UFE (unaccounted-for-energy) based on load ratio shares. This data is then reported to PJM as the LSE eSchedules. PJM de-rates the eSchedules based on the PJM calculated EDC loss de-ration factors.

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- 48) Rate SM and MTS (MTS is equivalent to UMS) are unmetered accounts. The customer's, load and usage for these accounts have not changed over the last 12 years. The data is the most recent data and is appropriate to use.
- 49) The " -I " and " -C " base load profiles are the industrial and commercial split of the aggregate L, GL, and GLH load profiles.

The Rate Code and Load Profiles document defines the load profile utilized per Revenue Class and Rate Code related to the Rate Plan Alpha on the Temperature Profiles document. The current Temperature Profiles utilize the aggregate L, GL, and GLH load profiles.

The purpose of the specified document is to define the load profile per the rate code that is utilized in the rate temperature profiles. All of these columns combined are used to define the procurement group.

Rate codes starting with an "E" are metered and rate codes starting with a "U" are unmetered. All residential Revenue Classes, all unmetered Rate Codes, and Architectural Lighting Service are supplied under Duquesne's POLR V plan and the supply rates are defined in the Company's retail tariff.

Those Rate Codes with Load Profile GL, GLH, L and HVPS are large C&I customers >300 kW supplied with hourly price service Rider 9 of the retail tariff.

Those Rate Codes with "Small" or "Fixed" or "Rider 12" in the Description are C&I customers <25 kW.

Those Rate Codes with "Medium Indexed" or that only state "Medium" in the Description are C&I customers >25 kW and <300 kW.

The GS/GM and GMH load profiles are inclusive of the < 25 kW and the > 25 kW procurement groups.