

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.

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
 - Rider 05 contract (time of use)
 - Billing cycles 62-81.
- Letter of Authorization (LOA) is required for restricted data 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 per account, per calendar year is free. Any subsequent requests in that calendar year are charged \$60 per account, per request.

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 10 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

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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. 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.

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?

Yes. Duquesne Light needs some 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.

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

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

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25) 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.

26) Does Duquesne Light use the 248 Uncollectible (EDI)?

Yes

27) How will funds be remitted to the EGS?

Via EDI.

28) 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 Pilot Program. For further information on our POR pilot program, please see the *What's New* Section on our supplier web-site @ www.customer-choice.com

29) 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.

30) Are T&D losses published?

Yes, in Duquesne's Supplier Coordination tariff.

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

About 0.2%.

32) Is an EGS allowed to provide their own forecast?

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

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33) 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.

34) 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.

35) How is Load Scheduling handled?

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