

# Letter Of Authorization - LOA

## FAQ's

### 1. What is an LOA?

**A:** A Letter Of Authorization is a customer signed document authorizing the release of their customer data to CRES Providers or Brokers.

### 2. Where can I find the LOA?

**A:** The AEP Ohio LOA can be found on the AEP Ohio website under the Metering & Usage History page via the following link => [Metering & Usage History \(aepohio.com\)](http://aepohio.com). The AEP Ohio LOA can also be accessed from the Business Partner Portal by navigating to **Add LOA**. At the bottom of the screen select **Link to blank LOA form**, and this will also take you to the blank AEP Ohio LOA form on the AEP Ohio website.

### 3. When I access the website listed above it shows two different LOAs. Which LOA should I use?

**A:** There is an Interval Data Recorder (IDR) request form and a Non-Interval Data Recorder request form. If you are requesting IDR data, you must use the IDR Data LOA request form.

### 4. Is there an example of a properly filled out LOA I can reference?

**A:** See **Exhibit A**.

### 5. How many SDIs can I request on the LOA

**A:** There is no maximum number of SDIs that can be included per customer list. If the customer is not able to fit all the SDIs on the LOA, write "multiple" in the **Account/SDI Number** field and include an additional page containing the SDIs.

### 6. If I write "multiple" in the **Account/SDI Number** field of the AEP Ohio LOA, how do I retrieve the data for each SDI?

**A:** A completed LOA along with a PDF attachment of SDI numbers will need to be uploaded for each SDI data request.

### 7. How do I add a list with a second page of SDI numbers?

**A:** You can upload a single PDF file containing two pages, with the first page being a completed LOA referencing multiple SDIs and the second page listing all the customer's SDI numbers. See **Exhibit B**.

### 8. Can I use customer account numbers?

**A:** No, AEP Ohio requires the use of customer SDI numbers, although other utilities within the state may allow the use of customer account numbers.

**9.** I noticed something incorrect with an uploaded LOA. How can I correct it?

**A:** Corrections cannot be made to an existing uploaded LOA, but you can edit/terminate the incorrectly loaded LOA currently on file in BPP. Once terminated, you can upload an updated LOA with corrected information. The newly updated LOA will be eligible for audit, while the terminated LOA will no longer be eligible for audit.

**10.** How can I view what has been uploaded for my company?

**A:** Through BPP, you can navigate to **On File LOA**. Here you can view any active LOA uploaded by anyone within your organization. You can search by *SDI*, *Date Range*, or by your *Company*. When the data populates, select **View** to retrieve an image of the desired LOA.

**11.** How do I edit/terminate an improperly completed LOA that we have on file in BPP?

**A:** Log on to BPP and navigate to **On File LOA** for a list of active uploaded LOA documents for your company. Once you locate the specific LOA in question, click "Edit". There will be a drop-down menu under **Comments** as to why this specific upload needs to be terminated. Select the appropriate comment, and give your LOA upload an effective **End Date** to terminate that specific LOA upload, then select "Save".

**12.** How often do you perform an LOA audit?

**A:** AEP Ohio is required to complete an LOA audit annually, though we may choose to perform audits bi-annually or quarterly. Audits will not be performed within 30 days of the previous audit.

**13.** What happens if a CRES Provider or Broker fails an audit?

**A:** If it appears a CRES Provider or registered Broker has failed to upload properly completed LOAs during the audit period, we will send a notification email about what occurred. The penalty will be based on your previous auditing history as noted below:

- 1<sup>st</sup> failed audit - suspension from BPP for 30 days
- 2<sup>nd</sup> failed audit - suspension from BPP for 90 days
- 3<sup>rd</sup> failed audit and any further failures - suspension from BPP for 1 year

See **Exhibit C** to view the audit notification letter.

**14.** Is the individual who supplied the LOA that resulted in a failed LOA audit the only one who receives a suspension, or does the entire company for whom that individual represents get suspended?

**A:** The entire company gets suspended and cannot retrieve interval data through the BPP for the terms specified in the failed audit notification letter.

**15.** Do penalties get reset when the next scheduled audit takes place, or do penalties become greater with subsequent failed audits?

**A:** Penalties become greater. They do not "reset" until after a supplier has been suspended for a year, at which time they will start over.

**16. How did you develop your LOA?**

**A:** The existing LOAs were developed in a working group which included the PUCO Staff, Ohio Distribution Utilities and CRES providers who wished to participate in the process. The LOA used by AEP Ohio was directed for use by the PUCO Staff and should be consistent with other Ohio utilities.

**17. How are LOAs pulled for an LOA audit?**

**A:** A systematic algorithm is used to randomly select any active LOA uploaded to BPP during the period being audited. An LOA which has multiple SDI numbers can be pulled multiple times in the same audit since they are uploaded multiple times under different SDI's during the audit period.

The following table is the LOAs uploaded number of LOA's randomly selected from the LOAs available for audit in the date range requested.

<b>LOA's Active During Audit Period</b>	<b>Percentage Audited</b>
1 - 3	100%
4 - 12	50%
13 - 52	25%
53 - 150	20%
151 - 250	19%
>251	18%

**18. If I have failed an audit what access is taken away?**

**A:** The ability to upload an LOA to request IDR data in the BPP is deactivated as stated in the audit letter mailed to the registered Provider or Broker (see **Exhibit C**). The ability to request IDR through a manual (email) process is also deactivated for the same time period.

**19. Will I still have access to summary data in the BPP?**

**A:** Access to summary data will still be available through our BPP since access to the BPP itself is not revoked.

**20. Can my same LOA be pulled for more than one audit?**

**A:** LOAs available for audit include any LOA used as authorization for the CRES Provider or Broker to download interval data on an SDI for the date range entered for the audit. The same LOA cannot be selected again for audit in a subsequent audit, however, a different LOA with the same SDI number could get randomly selected for a future audit. The number of LOA's selected for an audit is based on total number of unique LOA's used to access data within the designated audit period. Audit selection is not CRES-specific.

**21. How frequently are audits conducted?**

**A:** The maximum period between audits is one-year, with the minimum being quarterly. The time period covered during an audit will not overlap a previous audit period.

**22.** Does a Broker need to be registered with AEP Ohio for me to use their completed AEP Ohio LOA form?

**A:** If the Broker is not the one obtaining data from the BPP, there is no requirement that the Broker be registered with AEP Ohio. However, if you are working with a Broker, they must be licensed and registered with the Public Utilities Commission of Ohio (PUCO).

**23.** Can I upload an AEP Ohio LOA with a Broker's name listed in the **CRES Name** field?

**A:** Yes, but the CRES Provider, not the Broker, assumes responsibility for the uploaded LOA.

**24.** I was given an LOA form with a Broker's logo on the form. Is that valid for uploading? Can I add a logo to an AEP Ohio LOA form?

**A:** Yes, a CRES Provider or Broker can add their logo to the AEP Ohio LOA. Please send an example of the LOA with your Broker's logo to [ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com) for our review prior to uploading the LOA to the BPP to ensure it meets LOA requirements.

**25.** I received an LOA form from a Broker and the CRES/Broker name is blank. Whose name should be on the form?

**A:** If the CRES Provider receives a signed AEP Ohio LOA from a Broker and the CRES/Broker section is blank, the CRES Provider uploading the LOA to obtain customer data should document their name in this section. If the CRES Provider is not comfortable with that, they can return the LOA to the Broker and request they complete that section. The CRES Provider is still ultimately responsible for ensuring the LOA is completed correctly before uploading to the BPP.

**26.** I have an LOA being filled out for a residential customer. Do I need to have a **Title** added?

**A:** Yes.

**27.** If the authorized person does not have a **Title**, such as a homeowner, what should I add to the form to pass the audit?

**A:** The Title shall represent the position of the named person of authority, with homeowner being an acceptable title.

**28.** Why do Brokers register with AEP Ohio?

**A:** Brokers registered and licensed with the PUCO also register with AEP Ohio to obtain access to our BPP to download customer usage data and pre-enrollment lists.

## Exhibit A



### Ohio Customer Letter of Authorization For Release of Customer's Electric Utility Account Number/SDI and/or Non-Residential Historical Interval Data

Customer Name: XYZ Company  
Customer Address: 567 Alphabet Circle  
City, State, Zip: Columbus, Ohio 432XX Phone Number: 000-000-0000  
Authorized Person/Title: Sally XYZ, Owner  
Account/SDI Number: 000406210XXXXXXXX For multiple account/ SDI Numbers, please  
attach spreadsheet in Microsoft Excel format containing the accounts/SDI(s) for which you are requesting  
usage.

#### **Competitive Retail Electric Service (CRES) Provider (Includes Brokers, Power Marketers)**

CRES Name: CRES Provider or Power Broker  
Address: 123 Provider Street, Houston TX 770XX Phone Number: 000-000-0000  
Email: cresprovider@domain.com

**Initial** box for release of specific account information to CRES Provider listed above:

**Account/SDI Number Release:** The above named customer authorizes the release of their Account Number/Service Delivery Identification Number. This information is to be used for one or all of the following: enrollment in a product or service; and/or obtaining usage data for pricing of a product or service.

**Interval Historical Energy Usage Data Release:**

The above named customer authorizes the release of up to 12 months of Option required kw/h data, if available. (Please fill in the blank with your request, e.g., Summary, IDR, Cap/Tran, Hourly, 30-minute, 15-minute, etc.) Broker/CRES agrees to \$50 charge per SDI, if applicable. This information is to be used for pricing of a product or service.

**I realize that under the rules and regulations of the Public Utilities Commission of Ohio, I may refuse to allow AEP Ohio to release the information set forth above. By my signature, I freely give AEP Ohio permission to release the information designated above.**

Sally XYZ 00/00/0000 (Required)  
Signature Date

Expiration Date: (Optional), or this authorization will expire one year from the date of the customer signature, whichever is sooner. Rev. 05-10-2016

All customer fields are to be completed, including the title for Authorized Person. AEP Ohio uses the 17-digit SDI number, not the Account number.

Both boxes require the customer's initials. The first box is the customer's approval to use their SDI number to access their account information and the second box is approval to retrieve their account usage.

The Expiration Date is optional if the desired expiration is less than one-year from the default date.

Input for these fields: Name, address, email, and phone number of a registered CRES Provider OR Name, address, email, and phone number of registered or non-registered Power Brokers

An option is required. If requesting IDR, BPP provides only 15-minute interval data, if available.

The Date is required, it is used as a default for the expiration date described below.

Exhibit B (Page 1 of 2)



**Ohio Customer Letter of Authorization  
For Release of Customer's Electric Utility Account  
Number/SDI and/or Non-Residential Historical Interval Data**

Customer Name: ABC Company  
Customer Address: 1234 Alphabet Lane  
City, State, Zip: Columbus, Ohio 432XX Phone Number: 000-000-0000  
Authorized Person/Title: Sam ABC, CFO  
Account/SDI Number: MULTIPLE For multiple account/ SDI Numbers, please  
attach spreadsheet in Microsoft Excel format containing the accounts/SDI(s) for which you are requesting  
usage.

**Competitive Retail Electric Service (CRES) Provider (Includes Brokers, Power Marketers)**

CRES Name: CRES Provider or Power Broker  
Address: 567 Provider Street, Houston TX 770XX Phone Number: 000-000-0000  
Email: cresprovider@domain.com

**Initial box for release of specific account information to CRES Provider listed above:**

**Account/SDI Number Release:** The above named customer authorizes the release of  
their Account Number/Service Delivery Identification Number. This information is to be used for one  
or all of the following: enrollment in a product or service; and/or obtaining usage data for pricing of a  
product or service.

**Interval Historical Energy Usage Data Release:**

The above named customer authorizes the release of up to 12 months of Option required kwh data,  
if available. (Please fill in the blank with your request, e.g., Summary, IDR, Cap/Tran, Hourly,  
30-minute, 15-minute, etc.) Broker/CRES agrees to \$50 charge per SDI, if applicable. This  
information is to be used for pricing of a product or service.

**I realize that under the rules and regulations of the Public Utilities  
Commission of Ohio, I may refuse to allow AEP Ohio to release the  
information set forth above. By my signature, I freely give AEP Ohio  
permission to release the information designated above.**

Sam ABC 00/00/0000 (Required)  
Signature Date

Expiration Date: (Optional), or this authorization will expire one year from the date of the  
customer signature, whichever is sooner.

Rev. 05-10-2016

## Exhibit B (Page 2 of 2)

ABC Company SDIs

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001400607XXXXXXXX

000406210XXXXXXXX

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## Exhibit C

### Business Partner Portal Audit Violation Notice

Dear \_\_\_\_\_ (supplier name),

AEP Ohio Choice Operation completed an audit on \_\_\_\_\_ (date) of the Letters of Authorization (LOA) uploaded by your company to our Business Partner Portal (BPP) to obtain customer data. The following LOAs were found to have violations:

SDI	Customer Name	Violation	Uploaded By	Date
12345678912345678	John Doe	Test Violation – Error with LOA	CRES User	3/02/2022

As a result of the audit findings, \_\_\_\_\_ (supplier name) has been suspended from obtaining IDR data from the BPP for \_\_\_\_\_ (# of days). During this time, Ohio Choice Operation will not fulfill manual usage requests. You will be notified when you are able to resume use of the BPP. This action references Ohio Choice Operation's notification to CRES Providers on 08/23/2019 of the establishment of the BPP Audit Process and in consultation with the PUCO Staff.

Thank you,

AEP Ohio Choice Operation  
[OhioChoiceOperation@AEP.com](mailto:OhioChoiceOperation@AEP.com)

This message, including any attachments, contains confidential information intended for a specific individual(s) and purpose, and is protected by law. If you are not the intended recipient, you should delete this message and are hereby notified that any disclosure, copying or distribution of this message, or taking any action based on it is strictly prohibited.

**For additional questions not covered by the FAQs, please send your questions to [ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)**