AEP OHIO CHOICE OPERATIONS

RATE READY FREQUENTLY ASKED QUESTIONS

Who may have access to AEP Ohio's Business Partner Portal?

Only Power Marketers certified by the PUCO and registered in AEP Ohio will be granted access to our Business Partner Portal.

How do I register to use the Business Partner Portal?

Send an email request to ohiochoiceoperation@aep.com to receive login information for both the External Access Manager (XAM) and the Business Partner Portal (BPP). XAM is the web navigation system to gain access to register and maintain users within the BPP. Each CRES provider will need to select a person to be the XAM Broker, and that person will be able to register and maintain users within the site. The XAM Broker will receive an email with a User ID and log-in instructions for both the XAM and BPP platforms.

What if I forget my User ID and/or password?

Click on the 'Forgot User ID or Password' hyperlink on the log-in page and enter your email address. A link will be sent to reset your password.

Is the User ID specific?

Yes, User ID's are specific to the user.

Are the User ID's and passwords case sensitive?

Yes, User ID's are always lowercase. Passwords do not have to be lowercase.

How many users are permitted?

CRES providers may have more than one user. The person designated as the XAM Broker has the ability to grant access to other users in your organization.

Which access can be selected?

The XAM Broker may grant "CRES User" and/or "Allotment Approver" level access to anyone in your organization. CRES Providers may NOT select AEP BU access.

How does a XAM Broker unregister a user?

The XAM Broker has the ability to Revoke or Change a user's access.

What functions can I perform using the Business Partner Portal web site?

CRES Users will be able to:

- Set up rate codes.
- View, enter, and print rates.

How do I enter a rate?

Click on 'Add Rate' and enter the following fields:

- **Rate Code**: Required field – Rate Code is a unique identifier of the rate. It is a total of 12 alphanumeric characters. The first 4 characters are entered by the user and the last 8 characters are system generated.
- **Effective Date**: Required field - The effective date of the rate is defaulted to a date 6 days from the current date. It may be changed to a date greater than the default date. See subsequent questions pertaining to effective dates for new rates, existing rates, and new enrollments.
- **Remarks**: Optional field - Free format text may be entered to any rate code when the code is created.
- **Description**: Required field - Description of the rate entered at the time the rate code is created. (40 characters – free-form text) **This field may be used in the future to display on the Rate Ready bill.**

How do I enter Rate Detail?

Click on 'Rate Detail' at the bottom of the 'Add Rate' screen and enter the following fields:

- **Charge Class**: Required field – Dropdown list box which will allow you to select the type of charge being entered.
- **Charge Code**: Required field - Dropdown list box which allows you to select the charge to be entered.
- **Formula ID**: Required field - Dropdown list box which allows you to select how you want the charges calculated.
- **Business Line**: Required field – Defines the line of business for each charge. This field will default to G&T – Generation and Transmission (Ohio Choice).
- **Charge Description**: Required field – Freeform text that will appear on the charge line in the provider section of the bill (40 character limit) and should describe the charge being billed.

How many decimal values are permitted in the rate charge?

Seven values before and after the decimal are permitted.

How do I enter Base Type?

Options include: Regular, Stepped or Seasonal

- If Regular is selected, no additional items are needed.
- If Stepped is selected, complete the RANGE FROM and RANGE TO and enter the RATE for each step.
- If Seasonal is selected, the 'Seasonal Date Type' field defaults to 'Calendar Month'. In the dropdown list box, select the 'From and To' months for each season to be entered. Complete the 'Range From' and 'Range To' and enter your rate.
- The summary page will display and allow for sample calculation. After reviewing your calculation, click SUBMIT to process the Rate entry into the system, and the APPROVE to enter the rate.

How do I enter a seasonal rate?

Seasonal rates must cover an entire calendar year.

Seasonal rate entry will default with 3 seasons checked. If the user is trying to enter 2 seasons, i.e., May to October and November to April, the check box for season 3 needs to be "unchecked".

Can I modify a rate already entered?

If the user clicks on the APPROVE button, a confirmation message will be displayed and no further modifications can be made. The user will be able to VIEW the rates entered.

Approved rates are provider specific.

If the user clicks on the CANCEL button prior to approving the rate, a message from the webpage will display confirming the action.

See 'sample calculation' prior to clicking on the APPROVE button to process the Rate entry into the system.

Modifications can still be made on the VIEW DETAILS link prior to approving the rate.

How many rate codes can I enter at a time?

One rate code at a time may be entered, submitted, and approved.

How many rate codes am I permitted to enter in total?

There is no limit to the number of rate codes entered.

How do I change the price on an existing rate?

The system does not allow for changes/edits to approved rates.

What if I make an error on a rate code that has been approved?

No modifications can be made once the approval is submitted. Another rate must be entered.

NOTE: It is the CRES provider's responsibility to change their customer to the appropriate rate.

What if I receive an error when I enter rates?

A message will be displayed identifying the error.

How do I view the rates that I have entered?

The user will be able to view the rate entered, after approving the rate by clicking on the Rate List option on the home page.

What if I do not see the rate I just entered?

The APPROVE button must be pressed to enter the rate.

See 'sample calculation' prior to clicking on the APPROVE button to process the Rate entry into the system.

Modifications can still be made on the VIEW DETAILS link prior to approving the rate.

What is the format of the rate code?

Rate Code is a unique identifier of the rate. It is a total of 12 alphanumeric characters. The first 4 characters are entered by the user and the last 8 characters are system generated.

Can an AEP Administrator modify existing rates for a CRES user?

AEP Administrators are not permitted to edit any rates.

Can I print the approved rate codes list?

Click on RATE LIST, and the option to print is available.

Can I view other provider rates?

Only the rates assigned to the specific provider are viewable.

How does the effective date of the rate get assigned?

The effective date of the rate is defaulted to a date 6 calendar days from the current date. It may be changed to a date greater than the default date.

When can the newly approved rate be used applicably in an 814C?

The new rate must be effective for the entire bill period; there is no pro-ration. The new rate's effective date in our system is different from an 814C's effective date for a certain SDI. The brand new rate must be in effect prior to the start of the SDI's current service period in order for it to apply to that SDI's current period .

For example: A new rate is entered with an effective date in our system of 1/17/2016. The SDI's cycle started 12/29/2015 and the next meter read is scheduled 1/28/2016. The new rate did not become effective until 1/17/2016. This rate must be effective for the entire bill period; there is no pro-ration.   For this reason, a BRAND NEW rate cannot immediately take effect on the 12/29/2015 - 1/28/2016 service period. If you were to submit an 814C the next day (1/18/2016) to assign that rate to an SDI with a scheduled meter read date of 1/28/2016, the 814C would be rejected.   You will receive rejection code W05, "Requested rate not found or not in effect on the effective date."

After this account bills, you can submit the 814C request again to change the customer to the new rate code. Please do keep in mind, for the rate to become effective for the next billing, the 814C must be accepted no later than 6 days prior to the next scheduled read date.

Using the example above, after this current billing period has passed, the next available meter read date is 2/26/2016. As long as the 814C is submitted after the billing, but before 2/20/2016, it should take effect for this SDI on the upcoming bill for service period 1/28/2016 – 2/26/2016.

If an 814 Change (814C) is submitted to change the customer to rate ready billing or to an <u>existing</u> rate code, when does the change take effect?

The change will be effective the first day of the next full bill period covered by the rate ready rate. The rate must be effective for the entire bill period; there is no pro-ration.

The input received time stamp date on the 814C must be more than six (6) calendar days prior to the meter point's next scheduled read date. The 814C must include the full 12-character alphanumeric rate code. If the 814C is received too late, it will be rejected and you will have to resubmit at the

appropriate time; it will not be held in our system.

The effective date of the change will be the **last billed date plus 1.**

For example: For an account with a meter read date of 8/30, if the CRES Provider submits an 814 C on 8/16 to change a customer to Rate Ready, this is at least 6 days prior to the 8/30 read date so the 8/30 bill will reflect the 7/30-8/30 service period and will be Rate Ready.

If an 814 Enrollment is submitted to enroll a new customer on rate ready, will the new customer bill on rate ready immediately?

After the 814E is received, the account will bill one more billing period on the bundled tariff. The rate ready bill will be effective the following billing period. The 814E must include the full 12-character alphanumeric rate code.

How do I remove an expired or obsolete rate?

It is not permitted to add expiration dates or remove the rate codes.

If a CRES provider no longer offers a particular rate, it is the provider's responsibility to change their customer to the appropriate rate.

What components of CRES charges display on the bill?

CRES rate ready charges will be displayed in the current charges section of the bill. This includes, price per unit (kwh, kw), percent discount on Generation and Transmission charges and the amount, blocked rates, if applicable, and any fixed monthly charges.

Can calculations be pro-rated?

The CRES charges will only be pro-rated if a meter reading cycle is changed, the customer finals his account, or a CRES provider leaves the market.

Are taxes displayed on the bill?

No taxes are displayed on the bill, and tax exemption information is not exchanged.

Are late payment charges for the supplier calculated?

No.

Can a customer remain on budget billing with the utility when a CRES Provider chooses Rate Ready?

A customer can remain on budget billing strictly for distribution charges, if already established.

Are messages by the provider allowed to be submitted for display on customer's bill?

No, messages from the CRES are not permitted to be displayed on the bill for the Rate Ready option.

Will AEP send the following BAL segments as required by the Ohio Rate Ready 810 EDI guide?

Yes, these fields have been added to the 810:

- BAL*P*YB (Previous Balance)
- BAL*M*J9 (Balance Prior to Billing)
- BAL*M*YB (Balance After Billing)

Are separate rates required for customers in OH and CSP DUNS?

When entering rate codes, the same rate code applies to customers in Ohio Power and Columbus Southern Power DUNS.