

# AEP Ohio CRES Provider Workshop

*CRES 101*

October 19, 2016

# Housekeeping

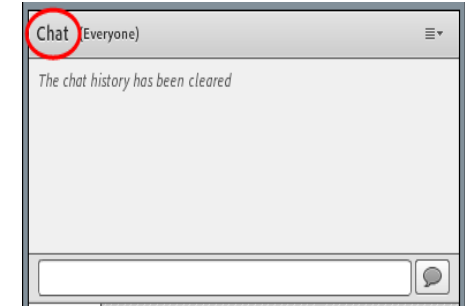
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- Please mute your phone.
- Please do not put your phone on hold during the meeting.

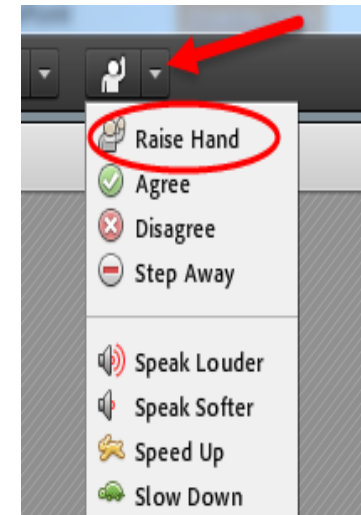
# Housekeeping

If you have a question, please....

Use the **Chat** function



Or **Raise Your Hand**



With either, you need to exit Full Screen mode

- Provider Support Resources
- DUNS Number
- Open/Close Processes
- Drop Notifications
- 248 Write-Off After FRED
- Charge Line Transactions
- Reversals/Reissues
- Q&A

# AEP Ohio Choice Operations

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- Michele Chavalía – Manager
- Anita Adams – Market Specialist
- Stephanie Lepore – Market Specialist
- Kristine Watts – Market Specialist
- Tamara Byrd – Provider Support Associate
- Kevin Vass – Market Account Manager

# Provider Support Resources

Kristine Watts

CRES Market Specialists

- Website
- Business Partner Portal
- CRES Provider Handbook
- Provider Support group email box

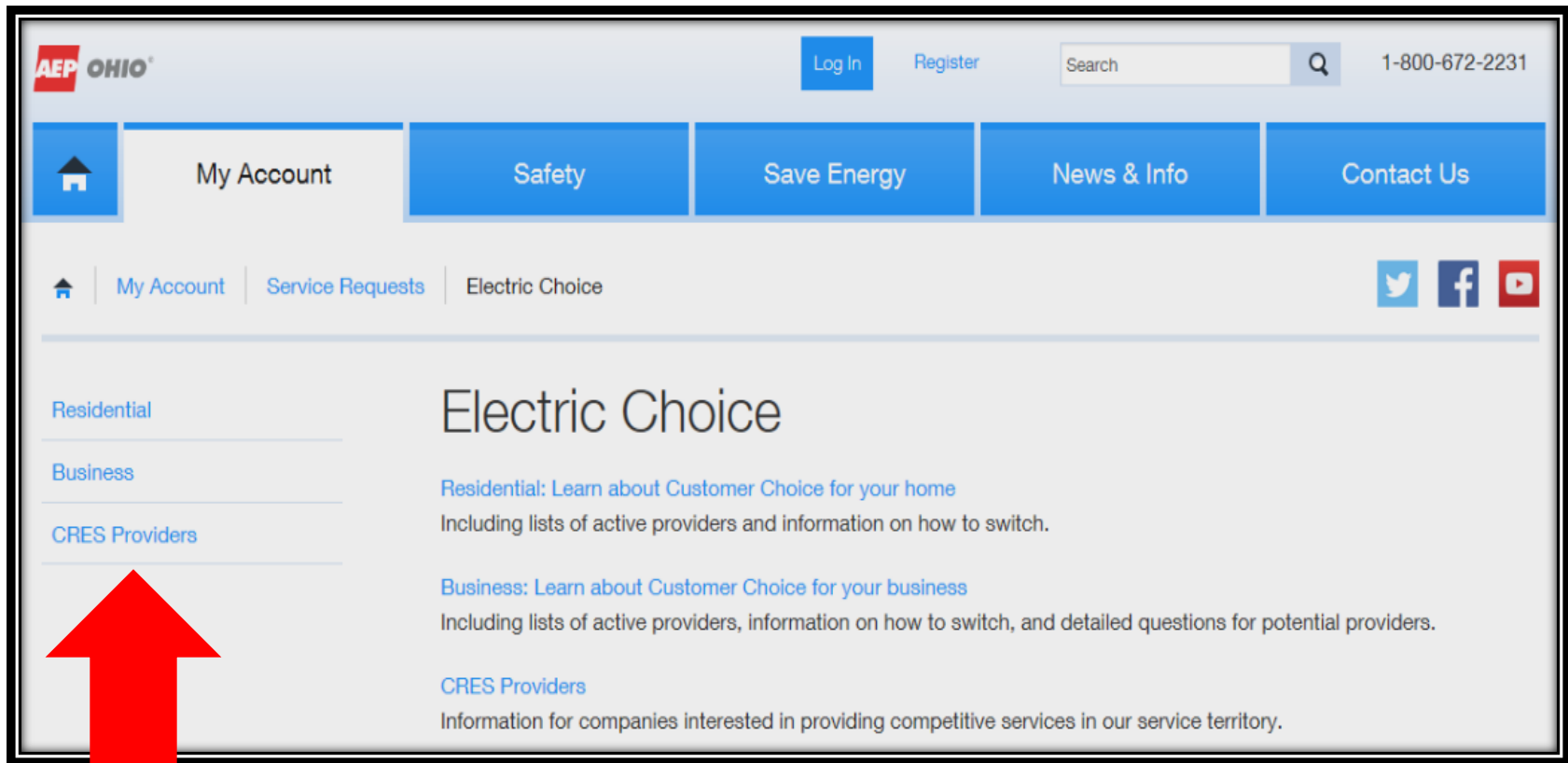
# aepohio.com



The screenshot shows the website's navigation structure. At the top, under the heading "Other Resources", there are six dark grey buttons: "Investors", "Careers", "Rates & Tariffs", "Requirements for Electrical Service", "Customer Choice", and "Ohio Customer Handbook". Below this is a dark grey horizontal menu with ten items: "Home" (highlighted in yellow), "My Account", "Safety", "Save Money & Energy", "Environment", "Outages & Problems", "News & Information", "Builders & Contractors", "Business To Business", and "Contact Us". At the bottom, there is a "CONNECT" section with icons for Twitter, Facebook, and YouTube, followed by the phone number "1-800-672-2231".



## Click on CRES Providers



The screenshot displays the AEP Ohio website interface. At the top left is the AEP OHIO logo. To the right are links for 'Log In' and 'Register', a search bar, and the phone number '1-800-672-2231'. Below this is a navigation bar with buttons for 'My Account', 'Safety', 'Save Energy', 'News & Info', and 'Contact Us'. A secondary navigation bar includes a home icon, 'My Account', 'Service Requests', and 'Electric Choice', along with social media icons for Twitter, Facebook, and YouTube. The main content area is titled 'Electric Choice' and contains three sections: 'Residential' (with a link to learn about Customer Choice for home), 'Business' (with a link to learn about Customer Choice for business), and 'CRES Providers' (with information for companies interested in providing services). A large red arrow points to the 'CRES Providers' link in the left sidebar.

## Links to resources:

[Register With AEP Ohio](#)

[CRES Provider Workshops](#)

[Aggregation Registration](#)

[CRES Provider Handbook](#)

[Business Partner Portal](#)

[AEP Ohio Transmission](#)

[PUCO Certification](#)

[EDI Testing And Certification](#)

[EDI Test Schedules](#)

[Load Profiles](#)

[Meter Reading Schedule And Codes](#)

[Metering And Usage History](#)

[Provider Support](#)

[Proxy Day Selection](#)

[Service Territory Maps](#)

[AEP PJM FRR Capacity](#)

[Calculation Filing \(Docket No. ER11-2183-000\)](#)

[Tariffs And Tariff Codes](#)

[Rate Ready](#)

[AEP Ohio CRES Calculations Processes](#)

# Business Partner Portal

<https://businesspartner.aep.com>

## Rates

Add Rate

Rate List

## Usage Data

Pre-Enrollment  
Data

Download SDI

*By accessing this web portal, the party seeking the customer information associated with this inquiry hereby certifies that it is entitled to such information pursuant to applicable law, and that the party seeking the information has obtained the consent of the customer to acquire such information from American Electric Power (AEP).*

# Business Partner Portal

<https://businesspartner.aep.com>

Download  
Pre-Enrollment Lists

## Account Usage Data

### Download Pre-Enrollment Lists

- Includes all accounts in the AEP Ohio Service Territory -- Ohio Power and Columbus Southern Power. (Size: Up to 1 GB each.)
- Includes the Pre-Enrollment List data format (35 KB).
- Does not include customers who opted off the Pre-Enrollment Lists.
- Click Download to begin downloading the Pre-Enrollment lists.

Lists Last Updated: 09/01/2016

Download

WinZip [AEPOhioPreEnrollmentList.zip]

Name	Type
CSP_CCI.TXT	Text Document
OHPreEnrollList Data Format.xlsx	Microsoft Excel Worksheet
OPCO_CCI.TXT	Text Document

<https://businesspartner.aep.com>

12 months of Historical  
Usage for an SDI

## Obtain Usage Data

View 12 months of Cumulative data for an SDI, or download both cumulative and interval data.

- Cumulative data provides one entry per month for up to 12 months. Interval data provides 15-minute increments of usage for a 12 month period.
- Actual customer data available for both cumulative/interval data may be less than 12 months.
- All data presented is billed data and could be up to 30 days old.
- Downloading data will save the SDI you search to a .csv format.
- Only cumulative data and customer attributes are viewable on a separate detailed screen.
- If a blank file is returned upon download, no interval data exists. If you feel data provided is incorrect please contact your respective provider support group.

SDI

17 digit numeric field

Search

Select cumulative or interval data for the download. Data is returned in .csv format.

- Cumulative (one entry per month)
- Interval (15 minute increments)

## Add Rate

### Rate

\* Rate Code i

\* Effective Date i

From

\* State i

Michigan-MI

Ohio

Remarks i

80 Character Limit

\* Description i

40 Character Limit

### Rate Detail

### Summary

# Provider Handbook

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- Processes
- Requirements
- Explanations of functionality
- Bill Formats/Samples
- Links to PUCO topics

## Provider Support

**ohiochoiceoperation@aep.com**

**Dedicated GROUP email box for:**

Questions

Billing Issues

Enrollment  
Issues

EDI  
Issues



# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

# DUNS Numbers 814 EDIs

Doug Hinkle

Functional Systems Analyst Sr.

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# SDI Number

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- Service Delivery Identifier (SDI)
  - 17 digit number on the customer's bill
  - Used by suppliers to enroll customers into the choice program.
  
- AEP Ohio account number is not used by suppliers.

# DUNS Numbers

- AEP 'Columbus Southern' Accounts
  - SDIs starting 000406210
  - DUNS in transactions should be 007901739
  
- AEP 'Ohio Power' Accounts
  - SDIs starting 001400607
  - DUNS in transactions should be 002899953

# DUNS Numbers

- Transactions received with non-corresponding DUNS numbers reject for 'A76~Account Not Found.'

## ENROLLMENT RECEIVED:

ST\*814\*782  
BGN\*13\*05021607114834047\*20161006  
N1\*SJ\*CMDM ELECTRIC\*1\*00998877\*\*41  
N1\*8S\*AEP OHIO POWER\*1\*002899953\*\*40 <<Ohio Power DUNS  
N1\*8R\*JAMES HETFIELD  
LIN\*1607114834047\*SH\*EL\*SH\*CE  
ASI\*7\*021  
REF\*Q5\*00040621012345678 <<Columbus Southern SDI  
REF\*BLT\*LDC  
REF\*PC\*LDC  
DTM\*129\*20161201\*120000  
NM1\*MQ\*3\*\*\*\*\*93\*ALL  
REF\*RB\*RATE12345678  
SE\*15\*782

## REJECTION SENT:

ST\*814\*0005  
BGN\*11\*098354274\*20161006  
N1\*8S\*OHIO POWER COMPANY\*1\*002899953\*\*41  
N1\*SJ\*CMDM ELECTRIC\*00998877\*40  
N1\*8R\*JAMES HETFIELD  
LIN\*16071154047\*SH\*EL\*SH\*CE  
ASI\*U\*021  
REF\*Q5\*00040621012345678  
REF\*7G\*A76\*ACCOUNT NOT FOUND  
SE\*10\*0005

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

# Open/Close Processes

Kristine Watts

CRES Market Specialists

# Open Enroll

- Customer calls AEP Ohio to request service
- Customer provides address and effective date
- Account remains in Pending status until requirements are met
- **Cannot** be enrolled while in **Pending** status.



# Tenant Changes

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- SDI remains with premise
- AEP Ohio does not currently offer seamless move
- A change in Tax ID number = different customer.

# Tenant Changes

## Scenario



- Tenant A calls to close service.
- When close order is processed, a drop goes out to CRES Provider.
- Tenant B moves in and opens service.

# Tenant Changes

- Submitting 814E for this SDI will not re-enroll Tenant A with you.
- Doing so will cause Tenant B to get enrolled instead, and he has not signed a contract with you.
- If Tenant A wants to enroll a new location with you, the new location's SDI needs to be used.

# Tenant Changes

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- Pay attention to our 814E acceptance response; it provides the customer name that service is in on that date.

# Tax I.D. Change

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- Different Tax I.D. = Different Customer
- Existing account will be closed.
- Drop will go out to CRES Provider.
- New account will be opened in “new” customer name.
- Submit 814E with same SDI if “new” customer wishes to enroll with you.

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

# Drop Notifications

## 814D, 814E, 814R

Stephanie Lepore  
CRES Market Specialist

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# 814 Transactions

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814D – Drop Notification

814E – Switch Notification

814R – Reinstatement Notification

814Ds can be sent by the supplier and sent by the utility.

814Rs can be sent by the supplier and sent by the utility.

814Es can only be sent by the supplier to the utility.



# 814Ds - Drops

## Provider sends a drop to AEP Ohio

### Examples\*:

- Customer requested
- Non-payment
- End of contract

## AEP Ohio sends a drop to Provider

### Examples\*:

- Changed to another provider
- Closed Account
- Withdrawn (Rescind)
- Percentage of Income Payment Plan (PIPP)

# Pending Enrollments

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## Supplier Question:

“We submitted an 814E, which was accepted with a switch date of Oct 31. The customer called (Oct 24) asking us to cancel the enrollment. What do we do?”

## Answer:

“As the supplier who initiated the 814E, you must submit an **814D - Drop** no later than two business days prior to the scheduled switch date, (Oct 31).”

When the customer is outside their allotted seven day rescission period, the switch can only be stopped by the supplier who initiated the enrollment.

# Drop Received - “CHA”

## Supplier Question:

“We received a drop with a reason ‘CHA – Changed to another provider’ with a drop date, Oct 31. After talking to the customer (Oct 24), they want to come back with us. What can we do to stop the switch?”

### Answer:

“The current supplier with the future drop pending, can do **nothing** to prevent another supplier’s switch from occurring. It is up to the customer to reach out to AEP Ohio during their rescission period, or to contact the other supplier to cancel their initiated enrollment.”

If you receive a drop because the customer is switching to another provider, you will need to contact the customer to find out if the pending switch is intentional.

Please Do Not continue to submit 814Es while the customer is still on your supply. They will all reject before the drop takes place.

# Supplier Submitted Drop

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## Supplier Question:

“We submitted an 814D for a current customer and it was accepted for a drop date of Oct 31. The customer decided, before the drop date (Oct 24), they wanted to stay with us. How do we stop our drop?”

## Answer:

“In order for a supplier to stop a drop it initiated for an existing customer, the supplier would need to submit an **814R – reinstatement** no later than two business days prior to the scheduled drop date, (Oct 31).”

Please Do Not continue to submit 814Es while the customer is still on your supply. They will all reject before the drop takes place.

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

# 248 Write-Off After Financial Responsibility End Date (FRED)

Anita Adams

CRES Market Specialist

# What about FRED

## FRED is the Financial Responsibility End Date

- AEP Ohio will no longer forward customer payments to the CRES Provider after this date

## FRED dates are determined when:

- A. CRES sends a Drop
- B. Customer switches to new Supplier
  1. AEP Ohio will forward payment to CRES for 2 bill cycles
  2. EDI 248 Write-off will be sent
- C. Account Closes
- D. System generated drop for non-pay after disconnect on the 7<sup>th</sup> day
  1. System generated close order 814D, finalling the account
  2. AEP Ohio will forward payment to CRES for 35 days
  3. EDI 248 Write-off will be sent

## What do you already know about the 248 Write-Offs?

- EDI notices are sent to CRES
- Customer bill message appears with FRED date
- Collection continues by AEP Ohio for two billing cycles
  - CRES does **not** collect from customer before Write-off



# 248 Write-Off

If CRES receives payment from customer before Write-off

- Return payment to customer, for customer to pay AEP Ohio or submit a miscellaneous adjustment EDI transaction
- Do not apply credit to your charges

CRES may pursue payment directly from the customer **AFTER** the 248 write-off/FRED

## Life after FRED

- No new invoices will be accepted from suppliers
- No credit (refund) transactions from AEP Ohio
- Yes, 867 corrections can be sent after FRED with DUAL billing notification
  - Only when cancel rebill is necessary due to:
    - Incorrect usage previously sent
    - Any change to usage high or low will generate a new 867

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

# Charge Line Items

## 810 EDIs

Doug Hinkle

Functional Systems Analyst Sr.

# Charge Lines

- AEP accepts up to 20 (max) line items in the 810 transaction
  - As noted in the Ohio 810 Implementation Guide
  - [PUCO Site – Ohio EDI Working Group](#)
- 810s received with more than 20 line items are rejected
- If you need to send more than 20 line items, you will need to send separate 810s in order for AEP to process them and place on customer invoice

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

# Reversals and Reissues

## 810 EDIs

Doug Hinkle

Functional Systems Analyst Sr.

# 810 Reversal/Reissues

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- If supplier needs to adjust a prior customer charge, reverse the original charge & reissue a new one.
- 810 Reversal & Reissues can be sent outside of the bill window, and will be held until next scheduled bill date when they will then be presented to the customer.

Utilize BIG07 & BIG08 segments

- ME~17 Reversal
- ME~18 Reissue



# 810 Reversal/Reissues

## ME~17 - Reversal

When issuing a reversal, be sure:

- ✓ Cross Reference Number matches original 867
- ✓ Original Invoice Number (REF~OI) is included
- ✓ Utilize a unique invoice number
- ✓ Dates from 867 match

## ME~18 - Reissue

When issuing a reissue, be sure:

- ✓ Cross Reference Number matches original 867
- ✓ Utilize a unique invoice number (Different from reversal)
- ✓ Dates from 867 match

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

# Budget Billing & Average Monthly Payment Plans

Anita Adams

CRES Market Specialist

# CRES Regularly Ask

Can this customer switch?

Can the customer stay on budget  
after switching?

What happens to the account  
balance when customer is on AMP  
or Budget?

# Budget Billing (BB)

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Customers refer to BB as:

- Level billing
- Equal payment plan
- Fixed
- Flat rate
- Average Monthly Payment

- The Budget Plan is Calculated by using
  - 12 previous months of usage
  - Totaled then divided by 12
- Monthly budget amount is determined by that number
- Annual settle-up once a year on 12th month
  - Additionally AEP's Customer Information System (CIS) reviews balance due regularly
    - bi-monthly, quarterly and bi-annually

# Average Monthly Plan

- AMP is Average Monthly Payment plan
  - Total of 11 previous months usage
  - Total of 11 months divided by 11
  - Without Current month bill
  - Monthly Payment fluctuate each month
    - Each month the process continues
    - Each month a new AMP is billed
    - Credit or Debit will adjust monthly charge
  - *Customer Has No Official Settle-Up Month*

# Switched with CRES

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- If a customer is on BB or AMP
  - Yes the customer can stay on either plan
  - Usage will be recalculated after switch
    - This will drive the new payment amount
  - AEP Ohio will send letter with new plan amount
  - Bill message will also appear on bill



# Switched with CRES

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- Once the customer switches, the AEP Ohio's budget will only cover AEP Ohio's portion.
- If the CRES offers budget billing, they can set up a separate budget for their portion.
  - The CRES must manage their budget balance.

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

- Follow up email to attendees
- CRES Provider input
- Preference for Face-to-Face vs. Remote
- Additional comments
- Should receive later today

***THANKS FOR  
ATTENDING!***

*AEP Ohio Choice Operations*  
[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

# AEP Ohio CRES Provider Workshop

*Afternoon Session*

October 19, 2016

# Housekeeping

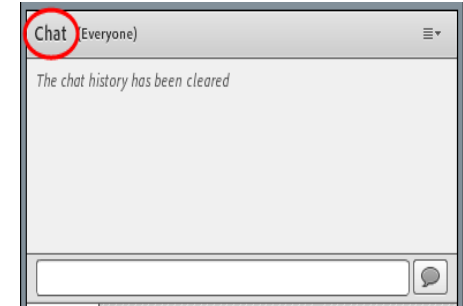
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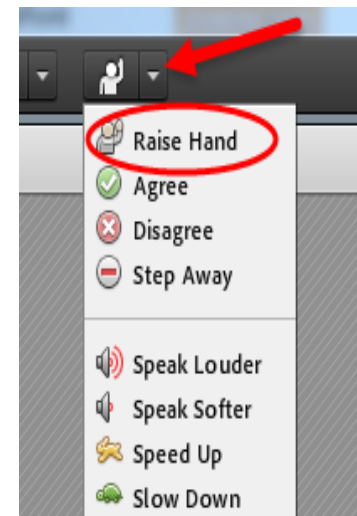
# Housekeeping

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Use the **Chat** function



Or **Raise Your Hand**



With either, you need to exit Full Screen mode

- New Letters of Authorization (LOA)
- Large C&I Bankruptcy Process
- Customer Payment Processing
- Summary Consolidated Billing
- CRES Renewals
- *Break*
- Interval Data/Settlements/gridSMART
- AEP Ohio PIPP Load Auction
- AEPCH Enhancements
- Q&A / Wrap Up



# AEP Ohio Choice Operations

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- Michele Chavalía – Manager
- Anita Adams – Market Specialist
- Stephanie Lepore – Market Specialist
- Kristine Watts – Market Specialist
- Tamara Byrd – Provider Support Associate
- Kevin Vass – Market Account Manager

# Letter of Authorization (LOA)

Tamara Byrd

Provider Support Associate

## Why a new LOA?

- Suppliers discussed having a standardized LOA during a Market Development Working Group meeting
- After weeks of discussion, PUCO staff adopted a new LOA which was ready for use in early 2016
- All EDUs in Ohio use this LOA

# Two LOAs

## New Non IDR LOA

## New IDR LOA



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

Customer Name: \_\_\_\_\_  
 Customer Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Authorized Person/Title: \_\_\_\_\_  
 Account/SDI Number: \_\_\_\_\_ 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: \_\_\_\_\_  
 Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Email: \_\_\_\_\_

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.

**Residential, Interval Historical Energy Usage Data Release:**

The above named residential customer authorizes the release of up to 24 months of \_\_\_\_\_ kwh data, if available. (Please fill in the blank with your request, e.g., Hourly, 30-minute, 15-minute, etc.) 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.

Signature \_\_\_\_\_ Date \_\_\_\_\_

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



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

Customer Name: \_\_\_\_\_  
 Customer Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Authorized Person/Title: \_\_\_\_\_  
 Account/SDI Number: \_\_\_\_\_ For multiple account/ SDI Numbers, please  
 attach spreadsheet in Microsoft Excel format containing the accounts/SDI(s) for which you are requesting  
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Initial box for release of specific account information to CRES Provider listed above:

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**Interval Historical Energy Usage Data Release:**

The above named customer authorizes the release of up to 12 months of \_\_\_\_\_ 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.

Signature \_\_\_\_\_ Date \_\_\_\_\_

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

## Similarities:

- The customer information section
- The CRES/Brokers section
- Customer signature section

Customer Name: \_\_\_\_\_  
Customer Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
**Authorized Person/Title:** \_\_\_\_\_  
Account/SDI Number: \_\_\_\_\_ 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: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Email: \_\_\_\_\_

## Differences:

### Residential, Interval Historical Energy Usage Data Release:

The above named residential customer authorizes the release of up to 24 months of \_\_\_\_\_ kwh data, if available. (**Please fill in the blank with your request**, e.g., Hourly, 30-minute, 15-minute, etc.) This information is to be used 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 \_\_\_\_\_ 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.

# Usage Release Box

The usage release box must have the authorized person's initials. This is a new section and per the PUCO, we will not accept check marks or "Xs"

**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 \_\_\_\_\_ 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.



# IDR Data Request

**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.

**TAB**  **Interval Historical Energy Usage Data Release:**  
The above named customer authorizes the release of up to 12 months of \_\_\_\_\_ 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.

- The Account/SDI Number release section is to provide the account/SDI number only. Most of you have that when you contact AEP Ohio for usage
- The Interval Historical Energy Usage Data Release is what the majority of requests are for. The customer should initial this box and **FILL IN THE BLANK** with the data you are requesting
- There is a \$50 fee to request IDR data manually. Our Business Partner Portal (BPP) is available for you to receive the IDR & Summary data free of charge, 24/7



# Helpful Tips

- LOA must be completed in its entirety including the CRES/Broker section
- The **customer** must **initial** the usage release boxes, **not** someone from the supplier and/or broker
- CRES/Broker may **NOT** complete, initial and/or sign the LOA for the customer. The customer information section must match what we have in our system
- If the LOA is obtained from a broker, it is the **supplier's responsibility** to ensure the correct LOA is completed in its entirety before sending it to AEP Ohio
- To minimize errors, please be sure to include multiple SDI numbers on an MS Excel spreadsheet and send along with the LOA

# Helpful Tips

- We try to respond to all requests within three business days
- We provide up to 12 months of usage history (if available) and IDR data is provided in 60 minute intervals
- \$50 fee if we pull the IDR data. BPP is free - 24/7 for summary and IDR data
- To protect the customer and the integrity of the document, AEP Ohio reserves the right to reject any LOA on which the customer's fillable information appears to be altered

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

# Large Commercial & Industrial Customer Bankruptcy

Kristine Watts

CRES Market Specialist

# Large C&I Bankruptcy

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## AEP Ohio process

- current account closes
- new account opens

## Impacted accounts

GS2 and higher

Intent

Maintain CRES Provider liability

# Large C&I Bankruptcy

## AEP Ohio process

- AEP Ohio receives bankruptcy notification
- AEP Ohio notifies CRES Provider via email to determine if CRES wishes to retain account.
- Must respond by deadline (7 days)

# Large C&I Bankruptcy

## YES – Retain account

- Respond within 7 days
- Drop goes out to CRES
- CRES submits 814E for new account (same SDI)
- We manually backdate CRES liability to new account's effective date

## NO – Do not want account

- Respond within 7 days
- Drop goes out to CRES
- No further action required

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)



# Customer Payment Processing

Stephanie Lepore  
CRES Market Specialist

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# Customer Payments

- When the customer makes a payment to AEP Ohio, we apply that payment to the customer's account using the payment posting hierarchy.
- The supplier will then receive their payment in the next 3-4 banking business days.
- Payment agreements, past due balances, and partial payments.

# Payment Posting Order

A utility consolidated-billed (UCB) customer's payment to AEP Ohio is applied in the following order:

- Past due CRES Provider Payment Arrangement charges (CPA)
- Past due AEP Ohio Extended Payment Arrangement charges (EPA)
- Past due CRES Provider charges
- Past due AEP Ohio charges
- Current AEP Ohio charges
- Current CRES Provider charges

# Payment Agreement

Residential customers who are having financial hardship can make an agreement with AEP Ohio to pay installments of the past due amount plus the current monthly bill, until the full amount owed is paid.

\*The payment agreement total will include CRES Provider charges for active customers, when the customer is served by a CRES\*

**We offer the customer either a one-sixth or one-ninth plan**

If a customer is making the agreed-upon payments on time, he is considered current in our system even though the customer may be showing past due on the CRES Provider's books. We adhere to the payment posting hierarchy.

# Payment Agreement

A weekly report of payment agreement customers is generated and emailed to the CRES Provider.

- ✓ Shows total balance due
- ✓ Number of installments
- ✓ Budget Billing (BB) or Average Monthly Payment Plan (AMP)
- ✓ The date on which the agreement began.

Any drop to a customer's account will cause any payment agreement (including CRES charges) to be terminated immediately.

- The past-due CRES balance will become due in full and will be presented the next bill that generates.
- We will continue to collect any unpaid supplier balance until the 248 write-off/FRED occurs.

# Questions



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# Summary Consolidated Billing

Anita Adams

CRES Market Specialist

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Summary Consolidated Billing streamlines customer account payment processing.

Customer's opt for summary billing over standard single bill for many reasons.

- One being to reduce paperwork.
  - Multiple bills
  - Multiple due dates
  - Multiple payments



## **Question:**

What is Summary Consolidated Billing?

## **Answer:**

Summary Consolidated Billing consists of multiple accounts billed on a single statement.

## **Question:**

Why would a customer want a single statement?

## **Answer:**

Convenience of paying multiple accounts with a single payment.

# Requirements

- Each account in the summary billing statement are typically within 7 meter reading cycles of each other
- AEP Ohio does not send the statement until the last scheduled cycle has been read/billed
- **Due dates** are determined by the last cycle read/billed
- Often customers will have more than two summary bills due to our 21 meter reading cycles
- No limit to the number of accounts that can be listed in each summary consolidated bill

## Summary Consolidated Billing Benefits

- Single bill statement
- Multiple accounts billing together
- No limit to number of accounts per statement
- Up to seven billing cycles within statement
  - Can create multiple statements
- Single due date for single statement
- Receive single paper statement per summary bill
- Single check transaction to process per summary bill

**AEP OHIO**  
A unit of American Electric Power

Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
R-07-UNMETERED  
27314-1

Any Consolidated Register  
1 Main Street USA  
Any City, Oh 43211-1234

Account Number: 000 000 000 0 0

**\$4,268.87**  
Total Amount Due

Amount Enclosed: \$ \_\_\_\_\_

DATE PREPARED: 02/22/16  
TIME PREPARED: 21:36:31  
PAGE: 1

REPORT NO: MCSR0287      AMERICAN ELECTRIC POWER      FEBRUARY 2016

OFFICE CD: 09450      SUMMARY OF CONSOLIDATED BILLING

COSHOCTON

ACCOUNT NUM/ID NO      SERVICE NAME      SERVICE PROVIDER

RVCL TAR      METERED DM      PWR FCT      BILL DEM      METERED KVAR      METER

EQP ADJ AT      EQP RT      FUEL RATE      FUEL AMOUNT      CURR

METER NO      KIND      CONSTANT      PV DATE      READ      BB A

\*\*\*\*\*

ACCOUNT      G      \*\*

\*\*\*\*\*

1-888-237-5566

\*\*\*\*\*

Service Address: \_\_\_\_\_

Rate T	Account	Meter	Unme	Previous	Total Amo	Payment C	Previ	Current A	Electric Bil	Total Amo	*Charges	Due Date
	213 916	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	267 B
	0.00	0.000	0.0000	01-14	0.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00 C
												45.93 D
												45.93 E
	213 882	50.0	0.0	50.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	12,520 B
	0.00	0.000	0.0000	01-14	4098.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00 C
		K	40.0000	01-14	1.180	0.00	0.00	0.00	0.00	0.00	0.00	0.00 D
		D	40.0000	01-14	1.180	0.00	0.00	0.00	0.00	0.00	0.00	1,382.78 D
												662.92 E
	213 876	8.6	100.0	8.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2,454 B
	0.00	0.000	0.0000	01-14	22031.000	0.00	0.00	0.00	0.00	0.00	0.00	2.55 C
		K	1.0000	01-14	8.000	0.00	0.00	0.00	0.00	0.00	0.00	0.00 D
		D	1.0000	01-14	8.000	0.00	0.00	0.00	0.00	0.00	0.00	308.26 D
												170.11 E

\*\*\*\*\*

SERVICE DELIVERY IDENTIFIER NUMBER: \_\_\_\_\_      ENERGY SERVICE PROVIDER: \_\_\_\_\_

\*\*\*\*\*

 ENERGY SERVICE PROVIDER  
(CRES)

SERVICE DELIVERY IDENTIFIER NUMBER (SDI)

Please tear on dotted line

Billing Inquiries, Call: 1-888-237-5566  
Outage or Service Inquiries, Call: 1-800-672-2231  
Pay By Phone: 1-800-611-0964

**AEP Ohio Messages**  
AEP now furnishes Commercial & Industrial payment histories to credit reporting agencies.

Make this the last bill sent in the mail. Gain more security and trust and Go Paperless to get an email notification when your bill is ready. Today is the Day! AEPpaperless.com.

# Meter Reading Schedule

American Electric Power										Meter Reading Schedule 2016		
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
01	12/31/2015	02/01/2016	03/01/2016	03/31/2016	04/29/2016	05/31/2016	06/29/2016	07/29/2016	08/29/2016	09/28/2016	10/27/2016	11/29/2016
02	01/04/2016	02/02/2016	03/02/2016	04/01/2016	05/02/2016	06/01/2016	06/30/2016	08/01/2016	08/30/2016	09/29/2016	10/28/2016	11/30/2016
03	01/05/2016	02/03/2016	03/03/2016	04/01/2016	05/03/2016	06/02/2016	07/01/2016	08/01/2016	08/31/2016	09/30/2016	10/31/2016	12/01/2016
04	01/06/2016	02/04/2016	03/04/2016	04/01/2016	05/04/2016	06/03/2016	07/02/2016	08/01/2016	09/01/2016	10/03/2016	11/01/2016	12/02/2016
05	01/07/2016	02/05/2016	03/07/2016	04/01/2016	05/05/2016	06/04/2016	07/03/2016	08/01/2016	09/02/2016	10/04/2016	11/02/2016	12/05/2016
06	01/08/2016	02/08/2016	03/08/2016	04/01/2016	05/06/2016	06/05/2016	07/04/2016	08/01/2016	09/06/2016	10/05/2016	11/03/2016	12/06/2016
07	01/11/2016	02/09/2016	03/09/2016	04/01/2016	05/09/2016	06/08/2016	07/06/2016	08/01/2016	09/07/2016	10/06/2016	11/04/2016	12/07/2016
08	01/12/2016	02/10/2016	03/10/2016	04/01/2016	05/10/2016	06/09/2016	07/07/2016	08/01/2016	09/08/2016	10/07/2016	11/07/2016	12/08/2016
09	01/13/2016	02/11/2016	03/11/2016	04/01/2016	05/11/2016	06/10/2016	07/08/2016	08/01/2016	09/09/2016	10/10/2016	11/08/2016	12/09/2016
10	01/14/2016	02/12/2016	03/14/2016	04/13/2016	05/12/2016	06/13/2016	07/13/2016	08/11/2016	09/12/2016	10/11/2016	11/09/2016	12/12/2016
11	01/15/2016	02/15/2016	03/15/2016	04/14/2016	05/13/2016	06/14/2016	07/14/2016	08/12/2016	09/13/2016	10/12/2016	11/10/2016	12/13/2016
12	01/18/2016	02/16/2016	03/16/2016	04/15/2016	05/16/2016	06/15/2016	07/15/2016	08/15/2016	09/14/2016	10/13/2016	11/11/2016	12/14/2016
13	01/19/2016	02/17/2016	03/17/2016	04/18/2016	05/17/2016	06/16/2016	07/18/2016	08/16/2016	09/15/2016	10/14/2016	11/14/2016	12/15/2016
14	01/20/2016	02/18/2016	03/18/2016	04/19/2016	05/18/2016	06/17/2016	07/19/2016	08/17/2016	09/16/2016	10/17/2016	11/15/2016	12/16/2016
15	01/21/2016	02/19/2016	03/21/2016	04/20/2016	05/19/2016	06/20/2016	07/20/2016	08/18/2016	09/19/2016	10/18/2016	11/16/2016	12/19/2016
16	01/22/2016	02/22/2016	03/22/2016	04/21/2016	05/20/2016	06/21/2016	07/21/2016	08/19/2016	09/20/2016	10/19/2016	11/17/2016	12/20/2016
17	01/25/2016	02/23/2016	03/23/2016	04/22/2016	05/23/2016	06/22/2016	07/22/2016	08/22/2016	09/21/2016	10/20/2016	11/18/2016	12/21/2016
18	01/26/2016	02/24/2016	03/24/2016	04/25/2016	05/24/2016	06/23/2016	07/25/2016	08/23/2016	09/22/2016	10/21/2016	11/21/2016	12/22/2016
19	01/27/2016	02/25/2016	03/28/2016	04/26/2016	05/25/2016	06/24/2016	07/26/2016	08/24/2016	09/23/2016	10/24/2016	11/22/2016	12/27/2016
20	01/28/2016	02/26/2016	03/29/2016	04/27/2016	05/26/2016	06/27/2016	07/27/2016	08/25/2016	09/26/2016	10/25/2016	11/23/2016	12/28/2016
21	01/29/2016	02/29/2016	03/30/2016	04/28/2016	05/27/2016	06/28/2016	07/28/2016	08/26/2016	09/27/2016	10/26/2016	11/28/2016	12/29/2016
30	01/29/2016	02/29/2016	03/31/2016	04/29/2016	05/31/2016	06/30/2016	07/29/2016	08/31/2016	09/30/2016	10/31/2016	11/30/2016	12/30/2016
31	01/31/2015	02/29/2016	03/31/2016	04/30/2016	05/31/2016	06/30/2016	07/31/2016	08/31/2016	09/30/2016	10/31/2016	11/30/2016	12/31/2016
32	02/01/2016	03/01/2016	04/01/2016	05/01/2016	06/01/2016	07/01/2016	08/01/2016	09/01/2016	10/01/2016	11/01/2016	12/01/2016	01/01/2017
33	02/01/2016	03/01/2016	04/01/2016	05/02/2016	06/01/2016	07/01/2016	08/01/2016	09/01/2016	10/03/2016	11/01/2016	12/01/2016	Not available

Bill date issued 9/22  
 Due Date 10/14  
 Includes Cy 12 – Cy 18

# Questions



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# CRES Registration Renewals

Kristine Watts

CRES Market Specialist



## **Responsibility of CRES Provider:**

- Renew annually with AEP Ohio
- Report material financial or credit changes within 21 days to AEP Ohio
- Maintain adequate collateral with AEP Ohio
- Maintain registration with PUCO
- Maintain membership with PJM
- Declaration of Authority, if applicable

## Requirement specified in:

- **EDU/CRES Agreement**

*Section 3.8      Changes in financial or credit info*

*Section 9.5      Renewal terms*

- **OAD Tariff**

*Sheet 103-37D    Confidentiality*

*Sheet 103-32D    \$100 Annual registration fee*

- EDU/CRES Agreement has evergreen provision
- Provider Registration Application must be renewed annually

## **Renewal documents needed:**

- Provider Registration Application
- Updated contact information including EDI, Customer Service, and Scheduling contacts
- Updated Financials
- Dispute Resolution Policy
- \$100 registration fee
- PUCO Renewal Certificate

## Confidentiality is taken seriously...

OHIO POWER COMPANY

2<sup>nd</sup> Revised Sheet No. 103-37D  
Cancels 1<sup>st</sup> Revised Sheet No. 103-37D

P.U.C.O. NO. 20

TERMS AND CONDITIONS OF  
OPEN ACCESS DISTRIBUTION SERVICE

12. CONFIDENTIALITY OF INFORMATION

All confidential or proprietary information made available by one party to the other in connection with the registration of a CRES Provider with the Company and/or the subsequent provision and receipt of service under these Supplier Terms and Conditions of Service, including but not limited to load data, and information regarding the business processes of a party and the computer and communication systems owned or leased by a party, shall be used only for purposes of registration with the Company, receiving or providing service under these Supplier Terms and Conditions of Service and/or providing Competitive Retail Electric Service to customers in the Company's service territory. Other than disclosures to representatives of the Company or the CRES Provider for the purposes of enabling that party to fulfill its obligations under these Supplier Terms and Conditions of Service or for the CRES Provider to provide Competitive Retail Electric Service to customers in the Company's service territory, a party may not disclose confidential or proprietary information without the prior authorization and/or consent of the other party.

The CRES Provider shall keep all customer-specific information supplied by the Company confidential unless the CRES Provider has the customer's written authorization to do otherwise.

13. LOSSES

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)



*A unit of American Electric Power*

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***BREAK***

# Interval Data / Settlements / gridSMART

Stacey Gabbard

Mgr. Choice Processes & Systems



# Interval Data Availability

- All customers >200 KW require IDR
- Focus on IDR data improvements in '15
  - Data delivery-to-market control implemented
  - Now averaging 99.89% on time
  - Increasing control frequency
  - Employee performance goals
    - based upon control established

<b>2016</b>	
<b>IDR Data Delivery</b>	
Jan	99.80%
Feb	99.86%
Mar	99.98%
Apr	100.00%
May	99.98%
Jun	99.72%
Jul	99.85%
Aug	99.93%

# Settlement Processes

- AEP continues to utilize ‘shadow’ system to verify settlement accuracy
  - Average variance ‘16 YTD ..... 0.02%
  - UFE average consistently below... -0.5%
- Monitor large customer loads and liabilities
- Controls established for PIPP auction
- Further automation with implementation of UFE applied to “Settlement A”

# Settlement Reminders

- AEP Ohio will calculate PLC and NSPL tags 4<sup>th</sup> quarter
- Weather Normalization Factor (WNF) will be communicated prior to release of tags
- WNF is used during daily tag aggregation and not embedded in the tag calculation
- Any changes to policy documentation will also be completed by year end
  - (e.g. PIPP changes)

# gridSMART Phase 2

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- PUCO hearing held in August
- Several components enhance Choice
  - Time of Use (TOU) transition plan
  - Rate Ready and Bill Ready TOU functionality
  - Interval data availability through the BPP
  - Settlement of TOU customers on AMI data
- CRES testing participation will be needed
- CRES participation in TOU offerings important
- LOA functionality planning underway
- Pending PUCO order

# Questions



[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

# AEP Ohio PIPP Load Auction

Muneeb Mohammed

Functional System Archt Prin

- PIPP Plus Overview
- Regulation
- PIPP Enrollments & Rules
- PIPP & Choice
- PIPP Settlements

# PIPP Plus Overview

## Ohio Energy Assistance Programs:

- The Ohio Development Services Agency (ODSA) offers several programs for eligible Ohioans to assist in paying utility bills.
- Some of the popular programs are Home Energy Assistance Program (HEAP), Percentage of Income Payment Plan Plus (PIPP Plus) and Winter Crisis Program (WCP).



# PIPP Plus Overview

## What is PIPP Plus?

- The Percentage of Income Payment Plan Plus program is a payment assistance program to help low-income household with gas and electric bills
- PIPP Plus allows customers pay a percentage of their household income instead of actual amount of the bill
- PIPP Plus customers will receive credit for the balance of their current bill as well as credit to reduce their outstanding balance

- AEP-Ohio is utilizing Competitive Bidding Process (CBP) to procure energy to serve non-shopping customers (for SSO load & PIPP load)
- In September 2015 Ohio legislature ordered the PUCO to have AEP-Ohio remove their PIPP load from SSO load and acquire it in a CPB separate from SSO auctions
- On March 2<sup>nd</sup> 2016 PUCO ordered that all EDCs in Ohio need to start procuring PIPP load
- PIPP auction is estimated to save OH low-income customers on their electric bills

# PIPP Enrollment

- Customers will contact local energy assistance provider or fill out an application with Ohio Development Services Agency (ODSA) ([https://development.ohio.gov/is/is\\_pipp.htm](https://development.ohio.gov/is/is_pipp.htm))
- **AEP-Ohio enrolls PIPP Customers through a daily enrollment file comes from ODSA and file is electronically transferred to our Customer Information System (CIS)**
- CIS system then processes enrollment file and customers are automatically enrolled on PIPP Program. Rejected enrollments are returned back to ODSA for specific reasons through automated process
- The majority of accounts are enrolled through the daily automation enrollment file
- Accounts can also be setup through manual process (via paper fax etc.) from ODSA and manually updating CIS system

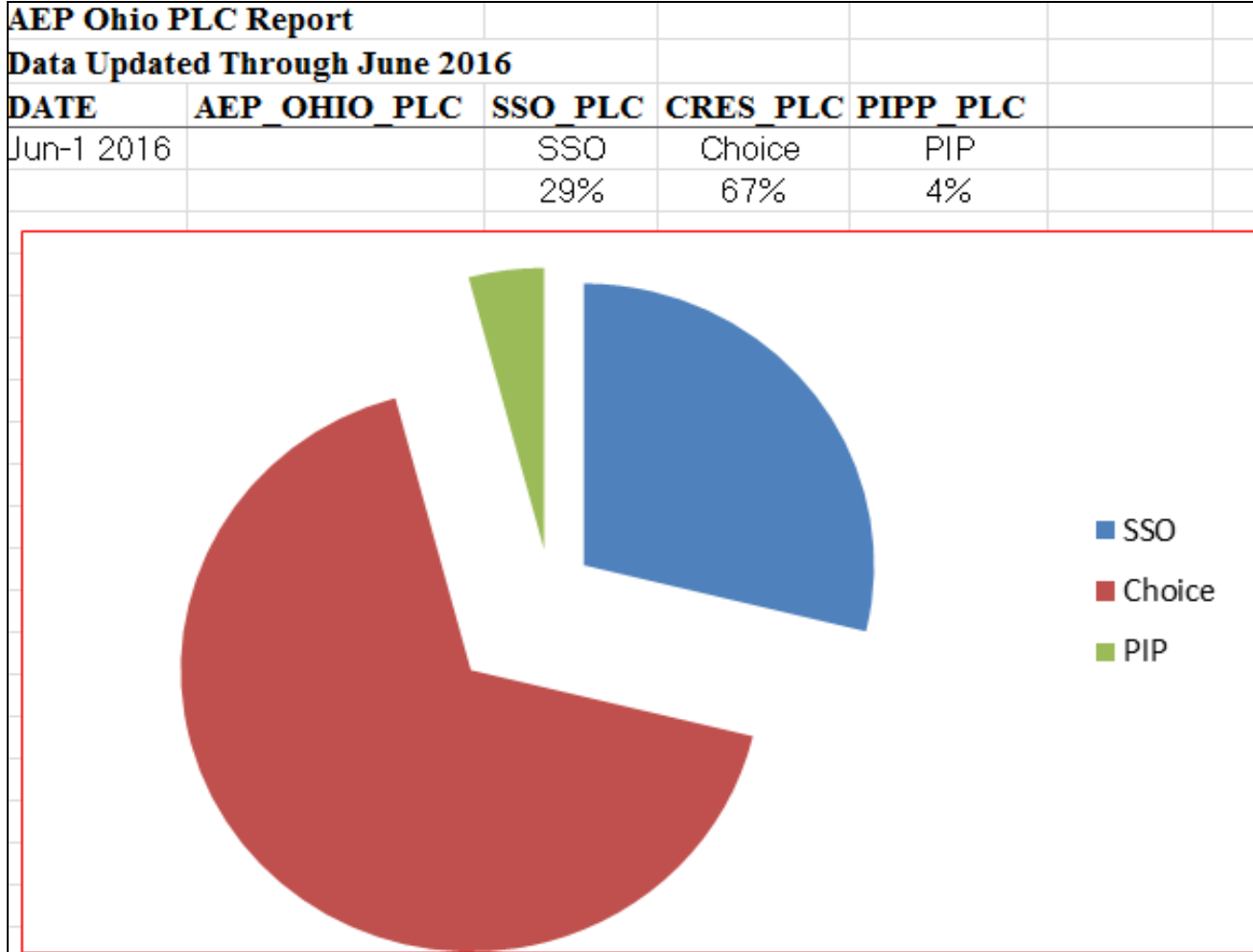
# PIPP Rules

- PIPP Plus customers have a household income at or below x% of federal poverty guidelines
- Customers must make monthly payments and must verify income annually with ODSA
- If customers miss two consecutive payments may be removed from program
- ODSA also re-verifies the PIPP customers every 12 months
- Customers who are no longer income eligible for PIPP Plus, but still owe a balance on the bill will be enrolled into either Graduate program or other Post PIPP programs
- Customers with pending enrollment with a supplier who subsequently become approved with PIPP then supplier will receive a drop from AEP-Ohio (even one day before switch effective date)

# PIPP & Choice

- Residential customers can participate in choice program but if customer becomes eligible for and participates in PIPP then customer will automatically be switched to SSO/PIPP rate
- **Supplier will receive a drop with drop reason 'PIPP' from AEP-Ohio whenever customer is enrolled in PIPP**
- Customer can participate in customer choice after he/she is removed from the PIPP program. However if the customer is re-approved for PIPP Program, then customer will be immediately dropped from choice
- Customers will be removed from PIPP enrollment due to non-payment

# PLC's Percentage Est.



Ref: <http://aepohiocbp.com/index.cfm?s=dataRoom&p=monthly>

# PIPP Settlements

- AEP Ohio has implemented following changes:
  - Implemented a credit rider for all PIPP customers
  - Implemented a full automation solution to separate PIPP load from SSO starting June 1,2016
- PIPP Customers are identified though a PIPP flag which is used to separate PIPP load from SSO load for auction and PJM reporting
- **PIPP Capacity and Energy load obligations submitted to PJM starting June 1<sup>st</sup>**

# Questions



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# AEPCH Enhancements

Bob Hewitt

Supervisor Choice Processes & Systems

# AEPCH Enhancements

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## IT Project initiated and in planning phase

- Identify EDI automation opportunities to increase processing reliability and accuracy for market transaction.
- Focus on priority transactions
- Testing and deployment expected end of year timeframe

# Process Improvement

## Registration Outage Process

- Perform a cross-functional value stream mapping effort
- Identify areas for improvement around regular registration outage process that can impact market operations
- Mapping exercise in October
- Implement process improvements early 2017

# Q&A / Wrap Up

[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)

- Follow up email to attendees
- CRES Provider input
- Preference for Face-to-Face vs. Remote
- Additional comments
- Should receive later today

***THANKS FOR  
ATTENDING!***

*AEP Ohio Choice Operations*  
[ohiochoiceoperation@aep.com](mailto:ohiochoiceoperation@aep.com)