**ccess Implementation Activity Report**

**ic Gas and Electric Company**

October 15, 2013

**'s Activity: September 1, 2013 to September 30, 2013**

| Requirement | Residential | Commercial <20 kW | Commercial 20 kW > | Industrial > 500 kW | Agricultural | Total |
|---|---|---|---|---|---|---|
| 1) The number of Direct Access requests received | {Redacted} | | | | | |
| 2) The number of Direct Access requests processed | | | | | | |
| 3) The average backlog of Direct Access requests during the month | | | | | | |
| 4) The number of Direct Access switches from UDC to ESP | | | | | | |
| 5) The number of Direct Access switches from ESP to ESP | | | | | | |
| 6) The number of Direct Access switches from ESP to UDC | | | | | | |

# Direct Access Reporting Requirements

## Table 1 - Previous

| Requirement | Definition |
|---|---|
| 1) The number of Direct Access requests received | The total number of Direct Access Service Requests (DASRs - including resubmissions and possible cancellations) received requesting sign-up with an Electric Service Provider (ESP), during the reporting period. |
| 2) The number of Direct Access requests processed | The total number of Direct Access Service Requests (DASRs) accepted requesting sign-up with an Electric Service Provider (ESP), during the reporting period. |
| 3) The average backlog of Direct Access requests during the month | The average number of business days, at the end of the required seven day period, between the time the DASR was received to the time it was determined to be accepted, rejected or pending. |
| 4) The number of Direct Access switches from UDC to ESP | The total number of complete Direct Access switches from UDC bundled service to Direct Access, during the reporting period. |
| 5) The number of Direct Access switches from ESP to ESP | The total number of complete Direct Access switches from one Electric Service Provider (ESP) to another Electric Service Provider (ESP), during the reporting period. (The table displays the count for the receiving ESP.) |
| 6) The number of Direct Access switches from ESP to UDC | The total number of complete Direct Access switches from Direct Access to UDC bundled service, during the reporting period. |

## General Definitions

| | |
|---|---|
| The "Unknown" customer category | The "Unknown" customer category exists to represent DASRs that are received by the UDC but may not be processed because of missing or incorrect DASR data which prevents the UDC from identifying the intended customer account and the correct customer class. In most of these cases, the UDC issues a "DASR Rejection" notice to the ESP, which includes the reason for rejection. The ESP may re-submit a corrected DASR at any time. |