
Chapter 4

DASR Processing

***From
SCE's Manual***



The ESP Handbook

Chapter 5 The Direct Access Service Request— An Overview

*Version 2.5
November 23, 1998*

5.1 Introduction

In order to provide Direct Access to a specific service address for an individual customer, an ESP is required to submit a Direct Access Service Request (DASR). This request serves as the central communication mechanism between ESPs and SCE in establishing, modifying, and terminating Direct Access services. A separate DASR must be submitted for each individual SCE service account. In other words, **ESPs will need to submit an individual DASR for each end-use customer service address planning to:**

- Switch from bundled service with SCE to Direct Access
- Switch customer from one ESP to another ESP
- Terminate Direct Access Services
- Update Direct Access options
- Cancel a pending DASR

5.2 Completing the DASR

Detailed instructions on completing the DASR in the two forms acceptable to SCE, EDI and Comma Separated Values (CSV), are provided in Chapter 6.


Some of the information necessary for DASR submission must be obtained from the customer's SCE bill statement as described in the examples in the following section.

5.3 Obtaining the Right Information from SCE's End-use Customer Bill

Top Portion of Sample SCE Bill
Domestic Rate Schedule

Field 22: Customer Name
Fields 26-35: Service Address

Field 6: Receiver Customer Identifier
(use without dashes, i.e., 5322123456715)

 **SOUTHERN CALIFORNIA EDISON**
Southern California Edison Company
An EDISON INTERNATIONAL Company
P.O. Box 600, Rosemead, CA 91771-0001

Customer and Service Address
SAMPLE CASE #001
123 EDISON ST
ALHAMBRA CA 91803

Date Bill Prepared
Dec 06, 1995
Next Meter Read on or about
Jan 04, 1996

Rate Schedule
DOMESTIC (D)

Your Customer Account Number
53-22-123-4567-15
~~000-4~~

24-hr. Customer Service
1 (800) 684-8123

Update Balance from previous bill \$0.00
Account Balance..... \$ **0.00**

Detail Service / Billing Period - 10/31/95 to 12/01/95 (31 days) - Summer to Winter Season

Energy Charge:				
Baseline	244 kWh	x 12.419¢	\$	30.30
State Tax	244 kWh	x 0.02¢		0.05

Current amount must be paid by 12/26/95 \$30.35

Your baseline allocation for this billing period is 324 kWh.
\$.98 is your average daily cost this period.

Top Portion of Sample SCE Bill I-6 Rate Schedule

Southern California Edison Company

Draft Bill - Internal Use Only
VENTURA DISTRICT
PLEASE RETURN THIS PORTION
MAIL PAYMENT TO
P.O. BOX 600, ROSEMEAD, CA 91771

EDISON CUSTOMER
5656 4TH ST
ANYWHERE, CA
91111

PLEASE
PAY THIS
AMOUNT
NOW DUE

\$ 19,977.75

52 39 999 1999 91

Southern California Edison Company
P.O. Box 600, Rosemead, CA 91771

KEEP THIS PORTION FOR YOUR RECORDS

DATE BILL PREPARED 02/05/98

RATE SCHEDULE
I-6-STBY-DA ACCOUNT NUMBER
52-39-999-1999-91

SERVICE ADDRESS
EDISON CUSTOMER
5656 4TH ST
ANYWHERE CA 91111
SERVICE VOLTAGE 12000 VOLTS
STANDBY DEMAND KW 1250 KW
FIRM SERVICE LEVEL 0 KW

FOR SERVICE FROM 01/05/98 TO 02/05/98

Field 22: Customer Name
Fields 26-35: Service Address

Field 6: Receiver Customer Identifier
(use without dashes, i.e., 5239999199991)

Top Portion of Sample SCE Bill GS-1 Rate Schedule



Southern California Edison Company
An EDISON INTERNATIONAL Company
P.O. Box 600, Rosemead, CA 91771-0001

Customer and Service Address

SAMPLE CASE #034
1234 FIRESTONE BLVD HSE
DOWNEY CA 90241

Date Bill Prepared

Feb 07, 1998
Next Meter Read on or about
March 06, 1998

Your Customer Account Number

~~2-01-070-0612~~
24-hr. Customer Service
~~1 (800) 990-7888~~

Service Account

3-000-0174-07

Old Account #

~~34-47-122-5667-01~~

Rate Schedule

GS-1

Field 22: Customer Name
Fields 26-35: Service Address

Field 6: Receiver Customer Identifier
(use without dashes, i.e., 3000017407)



Update

Amount of previous statement 01/09/96	\$478.82
Previous Charges Subtotal	\$ 478.82
(includes \$316.81 Payment Extension due by 02/08/98 and \$162.01 Due Immediately)	

Current Charges:

Late Payment Charge (\$478.82 x 0.90%)	\$4.31
Current Charges Subtotal	\$ 4.31



Detail

Service / Billing Period - 01/04/96 to 02/05/96 (32 days)	
Energy Charge	1,170 kWh x \$0.12037 \$ 140.83
Customer Charge	32 days x \$0.55000 17.60
3 Phase Service Chg	32 days x \$0.05400 1.73
Current Billing Detail Subtotal	\$ 160.16
Downey City Tax	\$ 160.16 x 5.00000% 8.01
State Tax	1,170 kWh x \$0.00020 0.23

Current amount must be paid by 02/26/96 \$172.71

Your Account's Total Balance Due \$651.53




\$ 5.01 is your daily average cost this period excluding city/county tax

Service Metered Voltages: Below 2KV

Top Portion of Sample SCE Bill GS-2 Rate Schedule

Field 22: Customer Name
Fields 26-35: Service Address

Field 6: Receiver Customer Identifier
(use without dashes, i.e., 3006457653)

		Southern California Edison Company An EDISON INTERNATIONAL Company P.O. Box 600, Rosemead, CA 91771-0001
	Customer and Service Address SAMPLE CASE #035 12 CAMARILLO ST CAMARILLO CA 93012	Date Bill Prepared Feb 02, 1996 Next Meter Read on or about March 01, 1996
	Service Account 3-006-4576-53	Old Account # 3-39-123-4567-09
		Rate Schedule GS-2
		Your Customer Account Number 2-01-916-1210 24-hr. Customer Service 1 (800) 990-7788
	 Update	Amount of previous statement 01/05/96 \$3,689.32 Payment received 01/09/96 - Thank you \$ (500.00) Payment received 01/23/96 - Thank you \$ (500.00) Payment received 01/30/96 - Thank you \$ (500.00)
		Payment Arrangement Balance \$ 2,189.32 - See Due Date on subsequent page -
		Current Charges: Late Payment Charge (\$2,189.32 x 0.90%) \$19.70 Current Charges Subtotal \$ 19.70
	 Detail	Service / Billing Period - 01/02/96 to 01/31/96 (29 days) - Winter Season
		Demand Charge \$ 185.25 Block 1 Energy Charge 9,600 kWh x \$0.09044 868.22 Block 2 Energy Charge 4,170 kWh x \$0.05063 211.13 Customer Charge 54.15
		Current Billing Detail Subtotal \$ 1,318.75
		State Tax 13,770 kWh x \$0.00020 2.75
		Current amount must be paid by 02/21/96 \$1,341.20
		Your Account's Total Balance Due \$3,530.52
		\$ 45.57 is your daily average cost this period Service Metered Voltages: Below 2kV

5.4. Submitting the DASR

ESPs will be required to submit all DASRs electronically. DASRs will be accepted in EDI format and via e-mail sent with an attached file in ASCII, Comma-Separated Values (CSV) format. ESPs should use PGP encryption software to submit the DASR. This software is available from *www.pgp.com*.

Before the DASRs can be accepted electronically, the ESP will have to be pre-established in SCE's Reference Table with the necessary Internet or EDI transmission control information provided to SCE's Electronic Communications Coordinator.

Once established in the Internet Reference Table, an ESP can send DASRs in e-mail form to the following address: *esp_autocomm@sce.com*. (For submitting DASRs for Direct Access at the Time of Turn-On see section 5.7.G) **ESPs should note that only one attachment will be accepted per e-mail; each attachment should be no greater than 200 kb in size. ESPs should only send DASRs to this e-mail address; questions about the DASR process should be submitted to the ESP Support Center.**

For further information on terms and conditions associated with DASR submission, please see the CPUC's October 30, 1997 decision.

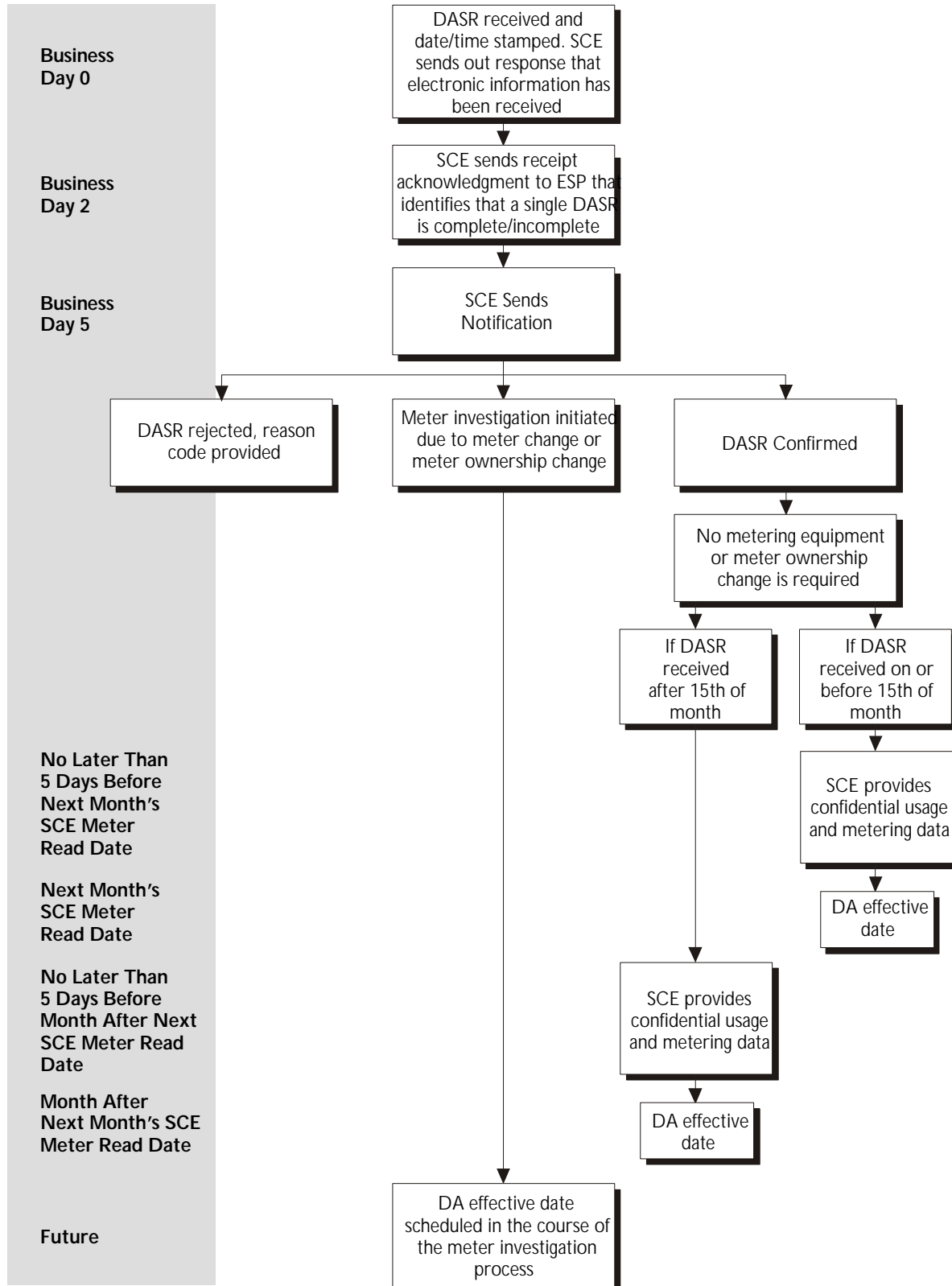
5.4.A. DASR Submission Start Date

DASRs were received by SCE beginning 00:01, November 1, 1997. All DASRs will be date and time stamped upon receipt. The date and time stamp refers to receipt in SCE's EDI and e-mail mailbox. DASRs received before this time were not accepted. Note that all DASRs received after November 1, 1997, and prior to March 15, 1998, will not be scheduled sooner than the customer's first scheduled meter read date following April 1, 1998.

5.4.B. DASR Field 60, Life Support Required

Enrollment DASRs received by SCE that include a value for Life Support status (field 60) will be compared to SCE's customer account information. If after reviewing records to determine if the end-use customer has life support equipment requiring electricity, but such information conflicts with existing information, SCE will notify the ESP of the conflict. SCE will work with both the ESP and end-use customer to resolve the discrepancy. Life Support Required status, Y or N in a DASR response will indicate Life Support Status as reflected in SCE's customer database.

5.5 Processing the DASR within SCE



5.3 DADR Submission Types

There are four DADR types:

- **Connect DADR:** Initial DADR requesting a customer to be switched from bundled SCE service to Direct Access, a new or moving customer requesting Direct Access at the time of turn on, and a customer requesting to switch from one ESP to another ESP.
- **Cancel DADR:** A DADR requesting to cancel a pending DADR that has been submitted but not yet complete.
- **Disconnect DADR:** A DADR requesting a service account to be disconnected from Direct Access and returned to bundled service.
- **Update DADR:** A DADR requesting to change the service options for end-use customers. These changes include Billing and Metering options only.

5.4 Processing a Connect DADR

In order to facilitate an ESP's interaction with SCE, the following section describes the pathway of a DADR through SCE.

- 5.4.a DADRs are date and time stamped upon receipt by SCE 24 hours a day. ESPs that submit a DADR by e-mail or EDI will receive an automatic response indicating that electronic information has been received. Note that any one of these messages is not the "receipt acknowledgment," and therefore does not trigger the 3-business day confirm/reject notification requirement. After the automatic response is sent by SCE, the DADR is then delivered to a DADR mailbox to await DADR processing.
- 5.4.b DADRs are processed at 5 pm on SCE business days. The batch includes all DADRs received after 5 pm the previous business day and up to 5 pm the current business day. If a backlog should develop, DADRs submitted by a state-certified renewable energy resource supplier meeting the requirements of Public Utilities Code Section 365(b)(2), will receive a higher priority over DADRs submitted by ESPs that do not have this state certification. SCE has no responsibility for verifying the customer's or ESP's compliance with Section 365(b)(2). Remaining DADRs will be processed on the basis of their respective time stamp, on a first-come, first-served basis.

During processing, DADRs are reviewed for correct format and completion. SCE will then send a receipt acknowledgment within two (2) business days of the original date/time stamp for receipt of the DADR. The receipt acknowledgment will be sent in the same electronic format in which the DADR was received. This acknowledgment triggers the 3-business day window within which SCE must provide notification to the ESP concerning the final scheduling confirmation or pending meter change status of the DADR.

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- 5.4.c Following receipt acknowledgment, SCE will conduct a series of validations to determine if the DASR will be accepted or rejected.
- 5.4.d After validation, SCE must notify the ESP of the status of the DASR. SCE will: (a) reject the DASR; (b) confirm the DASR and schedule Direct Access; (c) confirm a DASR and initiate a Meter Investigation when meter ownership or new meter changes are required. SCE must provide notification within three (3) business days of the time SCE sent the ESP the DASR receipt acknowledgment.
- 5.4.e At the notification step, the process changes depending on the status of the DASR.

5.4.e.1 If the DASR is confirmed, and no changes to the meter or changes in meter ownership are required or requested, a Direct Access effective date will be scheduled. This Direct Access effective date will be determined on the basis of the DASR receipt date at SCE.

- ◆ If the DASR is received by SCE on or before the 15th of the month (prior to 5 pm), the Direct Access effective date will be scheduled for the next month's SCE meter read date. ESPs should note that, in certain circumstances, SCE's meter read dates take place in the first days of the following month (e.g., a February meter read date might occur in early March) or the last days of the current month. The SCE meter reading schedule, with all meter read dates, is included in Chapter 7 of the handbook.

SCE will send confidential customer information and basic metering information to ESPs automatically through the DASR process for all initial DASRs. Effective December 1, 1998 this information will be sent via the California Metering Exchange Protocol (CMEP) format. This information will be provided to ESPs no later than five (5) days before the Direct Access effective date. SCE will also send a confirmation letter to the customer, confirming their elections and indicating the scheduled Direct Access effective date. In addition, SCE will notify the prior ESP in cases where a Direct Access customer switches from one ESP to another.

- ◆ If the DASR is received by SCE after 5 pm on the 15th of the month, the Direct Access service effective date will be scheduled for the month after next month's meter read date.

SCE will send confidential customer information and basic metering information to ESPs automatically through the DASR process. Effective December 1, 1998 this information will be sent via the California Metering Exchange Protocol (CMEP) format. This information will be provided no later than five (5) days before the Direct Access service effective date. SCE will also send a confirmation letter to the customer, confirming their elections and

indicating the scheduled Direct Access service effective date. In addition, SCE will notify the prior ESP in cases where a Direct Access customer switches from one ESP to another.

5.4.e.2 If the DASR is rejected, the ESP will receive a response from SCE indicating the reason(s) for the rejection. In order to facilitate communication between SCE and the ESP, SCE has implemented a new error/warning message format that includes an "E" for errors and "W" for warnings preceding the field and reason codes. Error messages will trigger DASR rejections while warnings are used to inform ESPs that field information is invalid; warnings do not trigger DASR rejections. These outbound messages are contained in the "Comment" field (field 13) of the DASR. For example, a code E-006-02 would indicate that the "Receiver Customer Identifier" field (field 6) is in error, for "Invalid" data (Reason Code 2). DASRs may be rejected if the information provided is determined to be false, incomplete, or inaccurate in any material respect. Please refer to the following table for the failure reasons and associated reason codes. ESPs should note that end-use customers will receive notification of this rejection.

Reason	Code (Number)
Blank	1
Invalid	2
Not Found	3
Not in Contract	4
Blocked by Pending DASR	5
Not Active	6
Not Registered	7
Insufficient ESP Security	8
Duplicate	9
Blocked by Current DA Status	10
Non-Electric Account	11
Acct # Changed	12
Turn-On Request Not Found	13
Connect DASR is pending and has been altered by an Update DASR	14
Update DASR held until customer goes DA and will then be resubmitted by SCE	15
Connect DASR is scheduled but has been altered by an Update DASR	16
Option requested has not passed compliance/certification/qualification	17
Record ID will fail when no updates are entered	18
No existing relationship with customer for that ESP	19

Current DA customers of a specific ESP cannot have a Connect DASR submitted on their behalf by the same ESP (in this case, the reject message is 'Blocked by Current DA Status' for field #6). Additionally, non electric accounts would be rejected with the reject message, 'Non Electric Account,' for field #21. A warning message would be sent if a DASR is submitted with the CIS account number (the warning message is 'Customer Account Number Changed' for field #6).

Most Common Causes of DASR Rejection

- **Not using Edison's DASR format (75 fields)**
 - Nor anyone else's either
- **Not completing "required" fields**
- **Using commas, exponential format (e.g., 1.2+E12)**
- **Including dashes and slashes in data**
 - Such as account number, D&B numbers, SSN
- **Not using Service Account Number**
 - Typically Customer Account Number is substituted
- **Not using recognizable Customer Name or Service Address**
 - These require human review
- **Specific to E-mail (CSV) method**
 - Sending from non-registered E-mail addresses
 - Not sending data as an attached file
 - Incorrect record version (Field #2) should be 19971101

5.7.e.3 If an accepted DASR requires a meter ownership change, or a change to the meter itself, then SCE will initiate a Meter Investigation. Information about the Meter Investigation is provided in Chapter 7 of this handbook. If an ESP does not respond to SCE's communication, a letter will be sent after fifteen (15) business days. The ESP will have an additional fifteen (15) business days to respond to the Meter Investigation, after which the DASR will be canceled. SCE will provide the ESP with a confirmation message that provides a Direct Access service effective date once arrangements are made to carry out the meter change. When SCE is the entity installing a new meter or providing meter services, SCE will exercise its best efforts to complete the change within a reasonable time frame.

SCE Notification Matrix

	Acknowledgment	Reject	Confirmation	Re-schedule	Cancel
Current ESP	X	X	X	X	X
New ESP	X	X	X	X	X
Customer		X	X	X	X
DASR Field "Operation Type"	ACK*	SP-NAK	SP-ACK*	SP-ACK	

* Effective 2/9/98 SCE began sending "ACK" for acknowledgments and "SP-ACK" for confirmations. ESPs reviewing DASRs returned by SCE prior to February 9, 1998, will have the "ACK" and "SP-ACK" messages reversed.

5.7.F Special DASR Situations

DASRs submitted on Saturday, Sunday, or holidays will be processed at 5 pm the following business day. For example, DASRs received beginning November 1, 1997 were processed at 5 pm on Monday, November 3, 1997. The following scenarios indicate DASR submission situations and their implications:

5.7.F.1. **Scenario 1**

T	W	T	F	S	S	M	T	W
10	11	12	13	14	15	16	17	18

A DASR is received on Sunday, the 15th. The DASR is not processed until 5 pm Monday the 16th. A receipt acknowledgment will be sent out by Wednesday the 18th by 5 pm. In this case, the Direct Access effective date for a DASR that is confirmed and requires no Meter Investigation will be scheduled for the month after next month's SCE meter read date.

5.7.F.2. **Scenario 2**

S	S	M	T	W	T	F	S
15	16	17	18	19	20	21	22

A DASR is received on Saturday, the 15th. The DASR is not processed until 5 pm Monday the 17th. A receipt acknowledgment will be sent out by Wednesday the 19th by 5 pm. The Direct Access scheduled effective date for a DASR that is confirmed and requires no Meter Investigation will be scheduled for the month after next month's SCE meter read date.

5.7.F.3. **Scenario 3**

M	T	W	T	F	S	S	M	T	W	T
9	10	11	12	13	14	15	16	17	18	19

Some ESPs may want to ensure that a received DASR will be scheduled for the next month's read date. If the 15th is a Saturday or Sunday, the ESP must submit the DASR on the business day prior to the 15th. In this case, the DASR must be submitted by Friday the 13th by 5 pm. Notification would be provided on Tuesday the 17th.

5.7.G Direct Access at the Time of Turn-On

The CPUC has required that SCE provide the capability that allows customers that are new to the SCE service territory and those customers moving within the SCE service territory to begin and/or retain Direct Access services, provided that the applicable metering requirements have been met.

A new customer or a customer moving within the SCE service territory desiring Direct Access services, is required to provide SCE with at least 10 business days notice prior to the effective date of new electrical service. Customers requiring this service must contact SCE's Direct Access Support Center at (800) 799-4723 to initiate service request as a SCE customer and obtain a pending service account number.

In addition to the customer notifying SCE of the request, the ESP must submit a connect DASR to SCE with at least 10 business days notice. This DASR must be submitted by an e-mail address established in SCE's Internet Reference Table, via CSV email to "DAMOVING@sce.com", with account status, field 17, containing the value "Moving". Using this e-mail address with the identifier of "Moving" will notify SCE that this is a "New Customer" request. ESP's requiring assistance submitting DASRs using the CSV format should contact the ESP Support Center.

5.8 Canceling DASRs

Cancellation of a DASR can be initiated by the ESP by submitting a cancel DASR or through written correspondence to SCE. To cancel a DASR, ESPs will be required to submit a separate, new DASR in which the "Reason" field (field 12) is marked "CANCEL". ESPs can only cancel DASRs that are in queue for processing. ESPs have up to three (3) days before the scheduled effective date to cancel a pending DASR. ESPs may be charged for any costs incurred by SCE, in the processing of DASRs, prior to the cancel date. If metering equipment has been ordered or purchased, and costs have already been incurred, SCE will contact the ESP to determine what to do with the equipment. SCE has the ability to also cancel pending DASRs, but prefers the request to come from the ESPs. ESPs will receive notice of any such change. A "Cancel DASR" should not be submitted for a customer that has gone Direct Access, i.e. customer's scheduled switch has already passed. In addition, end-use customers will receive notification that the DASR has been canceled. However, the Cancel letter will not be sent if a new Connect DASR is accepted (SCHED, PENDSCHD, COMPLETE) within five working days. If not accepted within 5 days or if rejected, a Connect DASR would not stop the Cancel letter from being sent to the end-use customer.

The CPUC has determined that customers should have the right to cancel DASRs through the ESP. This does not mean that these customers cannot end Direct Access

participation. Customers may contact SCE to determine the status of a DASR, and can request to switch back to bundled service with SCE at anytime. Customers can also switch from their original provider to a new provider by working through a new ESP.

5.9 Disconnect DASR

An ESP can disconnect an end-use Direct Access customer at any time by submitting a new DASR in which the Reason field (field 12) is marked "DISCONNECT." A disconnect DASR will terminate Direct Access services with the current ESP and will return the customer to bundled service with SCE. The Disconnect DASR is submitted in order to disconnect a DASR with the status, "Complete Connect." The ESP and end-use customer will receive notification of the switch. The Disconnect DASR is not to be used for end-use customers who are moving from their address.

SCE can disconnect an end-use customer from Direct Access service when requested to do so by the end-use customer. SCE will notify the ESP and the end-use customer of the scheduled switch date when these requests are processed.

5.10 Update DASR

To change billing or metering options a new DASR must be submitted in which the Reason Field (field 12) is marked "UPDATE" and Billing Options, (field 43) and/or Metering Options (fields 61-67) are marked with the appropriate changes. Currently, these DASRs are only accepted for customers already switched to Direct Access. This option does not apply to pending DASRs.

However, a process has been developed that will enable ESPs to update a pending DASR. The ESP would need to submit a Cancel DASR, followed by a Connect DASR within five working days, with the updated options specified. This process would be made transparent to the end-use customer by suppressing letters.

5.11 DASR Rescheduling

DASRs may be rescheduled for a number of reasons. These include:

- Joint meet missed
- Metering equipment not available
- Customer access issues

Rescheduling DASRs Requiring a Meter Change

All DASR rescheduling will be done with full knowledge of the ESP and the customer. Prior to a rescheduling, the ESP will be notified via a phone call or e-mail of the pending change. After the change has been finalized, the

customer will be mailed a letter informing them of the changed date and the reason for the change.

5.12 DASR Fees

SCE will have the ability to assess a charge for successfully completed DASRs only, and only if such a fee is approved by the CPUC. At this time, DASR charges will not be assessed to ESPs directly, but will be posted to a special account to be reviewed by the CPUC.

5.13 DASR Assistance

The ESP Support Center will be available to assist ESPs in developing, submitting, and tracking the status of individual DASRs. To contact the ESP Support Center, please call (800) 795-6723.

5.14 DASR Correspondence

There are different types of DASR correspondence that are generated for End-use Customers and Energy Service Providers.

5.14.A Types of End-use Customers DASR Correspondences:
(Refer to letter samples on Page 16 - 29)

- **Direct Access Service Request (C101-V3):** To inform the end-use customer that their request to switch to a new Electric Service Provider has been acknowledged, and to convey the Direct Access effective switch date.
- **Direct Access Delay (C102-V1):** To inform a customer who has requested to change to a new Electric Service Provider, of the CPUC decision to delay Direct Access. It also informs the customer that SCE will communicate a new schedule effective date as soon as possible.
- **Status of Direct Access Request (C104-V1 and C104-V2):** To inform the end-use customer that their request to switch to a new Electric Service Provider has been acknowledged, and is currently pending a meter investigation. C104-V1 includes CPUC Decision to delay Direct Access text.
- **Rejection of Direct Access Service Request (C106-V1):** To inform end-use customer that their DASR has been rejected
- **Rescheduling of Direct Access Service Request (C107-V1):** To inform the end-use customer that their DASR has been rescheduled.
- **Cancellation of Direct Access Service Request (C108-V1):** To inform the end-use customer that their 'Connect' DASR has been canceled.
- **Direct Access Service Request - Status Change (C109-V1):** To inform the end-use customer to disregard previous notification of request

to switch to new Energy Service Provider and the notice sent was an error.

- **Ineligible Direct Access Service Request (C110-V1):** To inform the end-use customer when DASR can not be processed due to location of the service address.
- **Rescheduled Direct Access Service Request (C111-V1):** To inform the end-use customer that their DASR scheduled originally for 3/31/98 was subsequently rescheduled to another date.
- **Dual Bill - LPP (C112-V1):** To inform the DA customer who selects Dual Billing of their LPP billing status.
- **ESP Consolidated Bill (C113-V1):** To inform the DA customer who selects Consolidated Billing that they no longer will receive a SCE LPP bill.
- **UDC Consolidated Bill - LPP (C114-V1):** To inform the DA customer who selects UDC Consolidated Billing of their LPP billing status.
- **Request to Return to Southern California Edison Bundled Service (C115-V1):** To inform the DA customer that they are returning to bundled UDC service.

5.14.B Types of Electric Service Providers DASR Correspondences:
(Refer to letter samples on Page 30 - 33).

- **Direct Access Service Change Request(s) (E101-V1):** To inform the ESP of the SCE service accounts that are scheduled to be switched for Direct Access service.
- **Direct Access Service Request - Status Change (E102-V1):** To inform the ESP to disregard outbound message received in regards to a request to switch to new Energy Service Provider. Outbound message sent was an error.
- **Rescheduling of Direct Access Service Request (E104-V1):** To inform the ESP that a DASR for an end-use customer account had been rescheduled.
- **Ineligible Direct Access Service Request (E103-V1):** To inform the ESP that a DASR for an end-use customer account can not be processed due to the location of the service address.

CIS account numbers are in the process of being phased out. When transmitting or receiving any data regarding Non-Energy Billing, ESP's will need to reference the account by service account number only.

*Sample 1 - Excludes wording for ESP Consolidated Billing for DASRs requesting UDC Consolidated or Dual Billing.

ABC Studies
Attn: Mary Smith
c/o ABC Industries
1234 Day Street
Wonderland, CA 90278

01/09/1998

Notification: **REQUEST TO CHANGE ELECTRIC SERVICE PROVIDERS**

Dear Customer:

This is to notify you that Southern California Edison (SCE) has received a Direct Access Service Request from **ZZZ ENERGY**, to become your Electric Service Provider (ESP). Effective **January 19, 1998**, you will be purchasing your electricity from **ZZZ ENERGY**, and your account will be changed to Direct Access service. If you have any questions about this request, please contact your ESP directly.

SCE will continue to be your electric service delivery company. We will continue to maintain the power lines, poles and other equipment on our electric distribution system. You can count on us to continue providing you emergency repair service with the same high quality and reliability we have provided for over a century.

For questions regarding SCE's services, billing, or the change to your new ESP, please call SCE at (800) 799-4723, Monday through Friday, 6:00 AM - 7:00 PM; Saturday and Sunday, 8:00 AM - 5:00 PM.

For emergency service, such as reporting a power outage or downed power line, SCE representatives are available 24-hours a day, 7-days a week, at (800) 611-1911.

Details of the Direct Access Service Request:

Service Address: 5678 Night Street Wonderland CA 92222
Service Account #: 3-12345678 (51-60-999-9999-99)
Effective Date: January 19, 1998

Meter Owner (Owner of the electric meter at your premise): SOUTHERN CALIFORNIA EDISON CO.

Meter Service Provider (Procures, installs, calibrates, and maintains your meter): SOUTHERN CALIFORNIA EDISON CO.

Meter Data Management Agent (Reads your meter and calculates your usage): SOUTHERN CALIFORNIA EDISON CO.

Billing Agent (Prepares and sends your bill statement): SOUTHERN CALIFORNIA EDISON CO.

Sincerely,

Southern California Edison
Direct Access Service Center

C101-V3

*Sample 2 - Includes wording for ESP Consolidated Billing for DASRs requesting ESP Consolidated Billing

ABC Studies
Attn: Mary Smith
c/o ABC Industries
1234 Day Street
Wonderland, CA 90278

01/09/1998

Notification: **REQUEST TO CHANGE ELECTRIC SERVICE PROVIDERS**

Dear Customer:

This is to notify you that Southern California Edison (SCE) has received a Direct Access Service Request from **ZZZ ENERGY**, to become your Electric Service Provider (ESP). Effective **January 19, 1998**, you will be purchasing your electricity from **ZZZ ENERGY**, and your account will be changed to Direct Access service. If you have any questions about this request, please contact your ESP directly.

ZZZ Energy has selected ESP Consolidated Billing and will provide you with one bill that contains both the utility transmission and distribution charges for SCE, as well as charges billed by **ZZZ Energy**. If you were previously enrolled in any of SCE's billing or payment options such as Level Pay Plan, Pay by Phone, Direct Pay, Summary Billing or Diskette Billing, these services are no longer applicable and will be discontinued on the effective date listed above. Your new ESP may offer these or other convenient billing or payment services.

SCE will continue to be your electric service delivery company. We will continue to maintain the power lines, poles and other equipment on our electric distribution system. You can count on us to continue providing you emergency repair service with the same high quality and reliability we have provided for over a century.

For questions regarding SCE's services, billing, or the change to your new ESP, please call SCE at (800) 799-4723, Monday through Friday, 6:00 AM - 7:00 PM; Saturday and Sunday, 8:00 AM - 5:00 PM.

For emergency service, such as reporting a power outage or downed power line, SCE representatives are available 24-hours a day, 7-days a week, at (800) 611-1911.

Details of the Direct Access Service Request:

Service Address: 5678 Night Street Wonderland CA 92222
Service Account #: 3-12345678 (51-60-999-9999-99)
Effective Date: January 19, 1998

Meter Owner (Owner of the electric meter at your premise): SOUTHERN CALIFORNIA EDISON CO.

Meter Service Provider (Procures, installs, calibrates, and maintains your meter): SOUTHERN CALIFORNIA EDISON CO.

Meter Data Management Agent (Reads your meter and calculates your usage): SOUTHERN CALIFORNIA EDISON CO.

Billing Agent (Prepares and sends your bill statement): SOUTHERN CALIFORNIA EDISON CO.

Sincerely,

Southern California Edison
Direct Access Service Center

C101-V3

ABC Studies
Attn: Mary Smith
c/o ABC Industries

01/09/1998

SMITH, MARY
ATTN: MARY SMITH
5678 NIGHT STREET
WONDERLAND CA 92222

12/26/1997

Notification: **Direct Access Delay**

Service Account #: 3-12345678
51-60-999-9999-99

Service Address: **5678 Night Street Wonderland CA 92222**

Dear Customer:

Southern California Edison (SCE) previously notified you of your pending switch to a new Electric Service Provider (ESP).

The California Public Utilities Commission (CPUC) issued a decision on December 30, 1997 to postpone the implementation of Direct Access for all California customers until April 1, 1998.

SCE will communicate your new scheduled effective date for switching your account to Direct Access as soon as possible.

If you have any questions regarding this change in Electric Service Providers, please contact the ESP Support Center at (800) 795-6723.

Southern California Edison

C102-V1

SMITH, JOHN
ATTN: JOHN SMITH
123 ABC St.
Any City, CA 90000

01/09/98

Notification: **Status of Direct Access Service Request**

Service Account #: 3-12345678
51-60-999-9999-99

Service Address: 123 ABC St., Any City, CA 90000

Dear Customer:

Southern California Edison (SCE) has received your request to change to a new Electric Service Provider (ESP). This request is in process and we are working with (New Service Provider) to establish your scheduled switch date.

The California Public Utilities Commission (CPUC) issued a decision on December 30, 1997 to postpone the implementation of Direct Access for all California customers until April 1, 1998.

SCE will communicate your scheduled switch date as soon as all of the necessary arrangements have been coordinated with your new ESP.

If you have any questions regarding this notice, please contact the ESP Support Center at (800) 795-6723.

Southern California Edison

C104-V1

ABC STUDIES
Attn: Mary Smith
c/o ABC Industries
1234 Day Street
Wonderland, CA 90278

01/09/98

Notification: **Status of Direct Access Service Request**

Service Account #: 3-12345678
51-60-999-9999-99

Service Address: **5678 Night Street Wonderland CA 90278**

Dear Customer:

Southern California Edison (SCE) has received your request to change to a new Electric Service Provider (ESP). This request is in process and we are working with ZZZ Energy to establish your scheduled switch date.

SCE will communicate your scheduled effective date for switching your account to Direct Access as soon as all of the necessary arrangements have been coordinated with your ESP.

If you have any questions regarding this notice, please contact SCE at (800) 799-4723, Monday through Friday, 6:00 AM - 7:00 PM; Saturday and Sunday, 8:00 AM - 5:00 PM.

Southern California Edison

C104-V2

ABC STUDIES
Attn: Mary Smith
c/o ABC Industries
1234 Day Street
Wonderland, CA 90278

01/09/98

Notification: **Rejection of Direct Access Service Request**

Service Account #: 3-12345678
 51-60-999-9999-99

Service Address: 5678 Night Street Wonderland CA 90278

Dear Customer:

Southern California Edison (SCE) regrets to inform you that your request to change Electric Service Providers (ESP) from **Southern California Edison** to **ZZZ Energy** has not been processed. The Direct Access Service Request received by SCE from your ESP contained errors, which caused it to reject.

Your ESP has been notified of the errors, and as soon as they are corrected, your request to change ESPs will be immediately processed.

If you have any questions regarding this notice, please contact SCE at (800) 799-4723, Monday through Friday, 6:00 AM - 7:00 PM; Saturday and Sunday, 8:00 AM - 5:00 PM.

Southern California Edison

C106-V1

ABC STUDIES
ATTN: Mary Smith
c/o ABC Industries
1234 Day Street
Wonderland, CA 90278

1/9/98

Notification: **Rescheduling of Direct Access Service Request**

Service Account #: 3-12345678
51-60-999-9999-99

Service Address: 5678 Night Street Wonderland CA 90278

Dear Customer:

Southern California Edison (SCE) previously confirmed your request to change Electric Service Providers (ESP) from **Southern California Edison** to **ZZZ Energy**. This notice is to inform you that the effective date of the change has been rescheduled from **January 1, 1998** to **April 1, 1998**.

If you have any questions regarding this change, please contact SCE at (800) 799-4723, Monday through Friday, 6:00 AM - 7:00 PM; Saturday and Sunday, 8:00 AM - 5:00 PM.

Southern California Edison

C107-V1

ABC STUDIES
Attn: Mary Smith
c/o ABC Industries
1234 Day Street
Wonderland, CA 90278

01/09/98

Notification: **Cancellation of Direct Access Service Request**

Service Account #: 3-12345678
51-60-999-9999-99

Service Address: 5678 Night Street Wonderland CA 90278

Dear Customer:

Southern California Edison (SCE) previously confirmed your request to change Electric Service Providers (ESP) from **Southern California Edison** to **ZZZ Energy**. This notice is to inform you that <ESP name or SCE> has canceled this request.

If you have any questions about this cancellation, please contact <ESP Name>, or call SCE at (800) 799-4723, Monday through Friday, 6:00 AM - 7:00 PM; Saturday and Sunday, 8:00 AM - 5:00 PM.

Southern California Edison

C108-V1

WATTS, DOROTHY L
ATTN: DOROTHY L WATTS
529 CITRUS ST
SANTA PAULA CA 93060

12/22/1997

Notification: **Direct Access Service Request - Status Change**

Service Account: 3-12345678
51-60-999-9999-99

Service Address: **529 CITRUS ST SANTA PAULA CA 93060**

Dear Customer:

You may have received a letter from Southern California Edison regarding an acknowledgment to change Electric Service Providers from **SOUTHERN CALIFORNIA EDISON** to **ZZZ ENERGY**. This letter has been sent in error, please disregard the notice.

If you have any questions, please contact SCE at (800) 799-4723, Monday through Friday, 6:00 am - 7:00 pm; Saturday and Sunday, 8:00 am - 5:00 pm.

SOUTHERN CALIFORNIA EDISON

C109-V1

WATTS, DOROTHY L
ATTN: DOROTHY L WATTS
529 CITRUS ST
AVALON CA 93060

12/22/1997

Notification: **Ineligible Direct Access Service Request**

Service Account: 3-12345678
51-60-999-9999-99

Service Address: **529 CITRUS ST AVALON CA 93060**

Dear Customer:

Southern California Edison has received a request to change your service to a new Electric Service Provider (ESP).

Your request to change from **SOUTHERN CALIFORNIA EDISON** to **ZZZ ENERGY** cannot be processed due to the location of the service address.

It is Edison's opinion that, since there is no practical way for an ESP to arrange for the delivery of energy to residences on Catalina Island Direct Access options are not available to those residents.

If you have any questions, please contact SCE at (800) 799-4723, Monday through Friday, 6:00 am - 7:00 pm; Saturday and Sunday, 8:00 am - 5:00 pm.

SOUTHERN CALIFORNIA EDISON

C110-V1

WATTS, DOROTHY L
ATTN: DOROTHY L WATTS
529 CITRUS ST
AVALON CA 93060

12/22/1997

Notification: **Rescheduled Direct Access Service Request**

Service Account #: 3-12345678
51-60-999-9999-99

Service Address: **529 CITRUS ST AVALON CA 93060**

Dear Customer:

Southern California Edison (SCE) previously confirmed your request to change Electric Service Providers (ESP) from **Southern California Edison** to **ZZZ Energy**. This notice is to inform you that the effective date has been rescheduled from **March 31, 1998** to **April 1, 1998**.

The California Public Utilities Commission (CPUC) issued a decision on December 30, 1997 to postpone the implementation of Direct Access for all California customers until March 31, 1998. The Power Exchange (PX) and the Independent System Operator (ISO) are scheduled to become operational on March 31, 1998, however, the effective date for Direct Access is April 1, 1998. Therefore, your request has been rescheduled to begin on the first eligible effective date following March 31, 1998.

If you have any questions regarding this change in Electric Service Providers, please contact SCE at (800) 799-4723, Monday through Friday, 6:00 am - 7:00 pm; Saturday and Sunday, 8:00 am - 5:00 pm.

Southern California Edison

C111-V1

5/12/98

Dual Bill - LPP

Dear Dorothy L Watts:

As a result of your recent selection of ZZZ Energy as your new Electric Service Provider, we would like to inform you of the status of your participation in Southern California Edison's (SCE) Level Pay Plan (LPP).

Effective April 30, 1998, you will receive your electric generation service from ZZZ Energy and SCE will no longer provide LPP for this portion of your bill. You will be billed separately for the electric generation service from ZZZ Energy . Your non-generation services will continue to be provided by SCE, and billed on the LPP.

When your current (SCE) account was switched to the new billing system your account was removed from the Level Pay Plan and a settlement bill was prepared. You will be receiving this settlement bill shortly, reflecting either a balance due or a credit. Your new account will be reinstated on the LPP for the non-generation portion, unless you request otherwise.

We appreciate your participation in the Level Pay Plan and look forward to continuing to serve you in the future. Please call 1-800-799-4723 if you have any questions regarding this matter.

Sincerely,

C112-V1

5/12/98

ESP Consolidated Bill - LPP

Dear Dorothy L Watts:

As a result of your recent selection of ZZZ Energy as your new Electric Service Provider, we would like to inform you of the status of your participation in Southern California Edison's (SCE) Level Pay Plan (LPP).

Your current SCE account was switched to ZZZ Energy's billing system effective April 30, 1998 and was removed from the LPP because you will no longer receive a bill directly from SCE. An LPP settlement bill was prepared and you will be receiving it shortly, reflecting either a balance due or a credit.

We have appreciated your participation in SCE's Level Pay Plan. Please call 1-800-799-4723 if you have any questions regarding this matter.

Sincerely,

C113-V1

5/12/98

UDC Consolidated Bill - LPP

Dear Dorothy L Watts:

As a result of your recent selection of ZZZ Energy as your new Electric Service Provider, we would like to inform you of the status of your participation in Southern California Edison's (SCE) Level Pay Plan (LPP).

When your current SCE account was switched to the new billing system it was removed from the LPP and a settlement bill was prepared. You will be receiving this settlement bill shortly, reflecting either a balance due or a credit.

Your new consolidated bill will reflect both the electric generation charges from ZZZ Energy, and the non-generation services still provided by SCE. This account will be reinstated on the LPP unless you request otherwise.

We appreciate your participation in the Level Pay Plan and look forward to continuing to serve you in the future. Please call 1-800-799-4723 if you have any questions regarding this matter.

Sincerely,

C114-V1

ABC STUDIES
Attn: Mary Smith
c/o ABC Industries
1234 Day Street
Wonderland, CA 90278

01/09/98

Notification: **REQUEST TO RETURN TO SOUTHERN CALIFORNIA EDISON BUNDLED SERVICE**

Dear Customer:

This is to notify you that Southern California Edison (SCE) has received a request from ZZZ Energy to return your account to bundled service. Effective August 14, 1998, you will no longer be purchasing your electricity from ZZZ Energy.

As a bundled customer of SCE, your electricity will be provided to you based on the average PX energy price. SCE will also maintain and read your meter and send your bill statement. Additionally, SCE will continue to be your electric service delivery company. We will continue to maintain the power lines, poles, and other equipment on our electric distribution system. You can count on us to continue providing you emergency repair service with the same high quality and reliability we have provided for over a century.

If you have any questions regarding this request, your bill, or any of our services, please contact SCE at (800) 799-4723, Monday through Friday, 6:00 AM - 7:00 PM, Saturday and Sunday, 8:00 AM - 5:00 PM.

For emergency service, such as reporting a power outage or downed power line, SCE representatives are available 24-hours a day, 7-days a week at (800) 611-1911.

Sincerely,

Southern California Edison
Direct Access Service Center

C115 - V1

ZZZ Energy
700 5TH AVE 3100
SEATTLE WA 98104

01/13/1998

Notification: **Direct Access Service Change Request(s)**

Dear Electric Service Provider:

The following 2 SCE service account(s) are scheduled to initiate Direct Access service with you on the effective date listed. You will need to post the required security for each service account at least 3 full business days prior to the effective date. If security is required and is not received, the account(s) will be processed under the Direct Access Dual Billing Option:

	Service Account #	CIS Acct #/ Load Profile	Scheduled Date	Security \$ Required	Customer Name / Service Address
1)	3-2668088	55-48-466-9900-02 DOM-S/M	02/06/98	1.00	ABC INC 123 MAIN ST BREA CA 92821
2)	3-2668099	55-48-466-9990-02 GS-2 92671	02/06/98	9.00	BEN WRIGHT 4488 MAIN ST ORANGE CA

If you have any questions, please contact the ESP Support Center at (800) 795-6723.

SOUTHERN CALIFORNIA EDISON

E101-V1

ZZZ Energy
1720 N First St
San Jose CA 95112

11/07/1997

Notification: **Direct Access Service Request - Status Change**

Service Account: 3-25306
51-44-999-8200-01

Service Address: 1234 New York Ave., Palos Verdes CA 90274

Dear Electric Service Provider:

You may have received a letter from Southern California Edison regarding a change in Electric Service Providers from **SCE** to **ZZZ ENERGY**. This letter has been sent in error, please disregard this notice.

The Direct Access Service Request for the service address stated above, has been rejected for the following reason(s);

XXXXXXXXXX
XXXXXXXXXX

If you have any questions, please contact the ESP Support Center at (800) 795-6723.

SOUTHERN CALIFORNIA EDISON

E102-V1

ZZZ Energy
1720 N First St
San Jose CA 95112

11/07/1997

Notification: **Rescheduling of Direct Access Service Request**

Service Account #: 3-25306
 51-44-999-8200-01

Service Address: 1234 New York Ave., Palos Verdes CA 90274

Dear Electric Service Provider:

Southern California Edison (SCE) previously confirmed your request to change the account stated above from **SCE** to **ZZZ ENERGY**.. This notice is to inform you that the effective date of the change has been rescheduled from **January 10, 1998** to **April 9, 1998**.

If you have any questions regarding this change, please contact the ESP Support Center at (800) 795-6723.

Southern California Edison

E104- V1

ZZZ Energy
1720 N First St
San Jose CA 95112

11/07/1997

Notification: **Ineligible Direct Access Service Request**

Service Account: 3-25306
51-44-999-8200-01

Service Address: 529 Citrus St., Avalon CA 93060

Dear Electric Service Provider:

Southern California Edison has received a request to change Electric Service Providers (ESP) on the account listed above.

This request cannot be processed due to the location of the service address.

It is Edison's opinion that, since there is no practical way for an ESP to arrange for the delivery of energy to residences on Catalina Island Direct Access options are not available to those residents.

If you have any questions, please contact the ESP Support Center at (800) 795-6723.

SOUTHERN CALIFORNIA EDISON

E103-V1



The ESP Handbook

Chapter 6 The Direct Access Service Request— Completing the DASR

*Version 2.5
November 23, 1998*

Chapter 6: The Direct Access Service Request— Completing the DASR in Comma Separated and EDI

6.1. An Introduction to the Direct Access Service Request

The Direct Access Service Request (DASR) is the central communication mechanism between ESPs and SCE in establishing, modifying, and terminating Direct Access services. The DASR is best understood as a single row of information with 75 columns. Each column – generally called a “field” – must contain certain information, and may be restricted in terms of size and type of data (alpha-numeric, integer, etc.).

The 75 fields of the DASR fall into several categories. One category includes those fields an ESP must complete in order to have the DASR accepted by SCE. A second category includes optional fields an ESP may want to complete to track DASR transactions, customers, and other data. A third category of the 75 fields includes those fields SCE must complete. Finally, a fourth category of fields includes information that is required, and should not be changed by either the ESP or SCE. The entire list of fields, including name, description, format, acceptable size, and status is included in 6.3.

To create a DASR, ESPs may select to use the comma separated value (CSV) format or electronic data interchange (EDI). In general, ESPs that have limited experience with EDI should begin creating DASRs using comma separated value format. A CSV DASR can be created using a spreadsheet program such as Microsoft Excel or you can use the DASR Assistant Tool that can be found on our Web-site at the following address:
<http://www.sce-esp.com>.

6.2. Completing Comma Separated Value DASR

6.2.A. General Information

ESPs interested in creating CSV DASRs can do so in two ways:

- Create a template using a spreadsheet program or text file application such as Notepad
- Use one of several tools developed by SCE to assist ESPs to create DASRs

SCE recommends that ESPs with limited experience creating and sending DASRs successfully begin by using a SCE DASR Assistant tool. At the time of this writing, SCE has developed a “DASR Assistant” –a user-friendly application designed to assist ESPs in completing DASRs in CSV format and viewing SCE responses. This DASR Assistant program can be downloaded from the Internet at the following address: <http://www.sce-esp.com>.

For those ESPs choosing to develop their own template, please note the following:

- Each field should be a column in a spreadsheet
- Each Direct Access Service Request (DASR) should be a separate row in a spreadsheet
- DO NOT put any commas in any field (Commas will prevent the correct reading of the file when it is uploaded as a comma-delimited file)
- DO NOT put dashes in fields; omit dashes in phone numbers, account numbers, etc.
- MINIMIZE the use of other punctuation; no quotation marks, tick marks, etc.
- Fill in all REQUIRED fields (those fields with an **R** in the field usage column of the following table)
- Fill in the OPTIONAL fields if you so choose (those fields with an **O** in the field usage column of the following table); many of the OPTIONAL fields have a default value which will be triggered if the field is left blank when submitted to Edison
- The MAXIMUM SIZE column of the following table indicates the maximum number of characters allowed in the field. There is no problem if your entry has less than this maximum size; DO NOT fill in any extra spaces.
- Ensure numerical fields are FORMATTED such that an exponential number is not returned (1 + E09)
- The first 53 fields of the following table are the fields required by the RSIF; the remaining fields are Southern California Edison-specific fields used to better serve the ESP's and their customers
- The "Type" column delineates the type of data element to be used in populating the field
 - C is Character
 - D is DateTime

6.2.B. Specific Field Information

- For the CUSTOMER NAME field (Field 22), input it as it appears on the SCE bill, replacing the comma with a space (e.g. Last name (space) First name (space) Middle Initial)
- For the end-use customer number in SCE's system (Field 6 — Receiver Customer Identifier), input it as it appears on the SCE bill. For your assistance, Chapter 5 includes several copies of SCE bills with the required numbers highlighted.
- SCE's Dun and Bradstreet (DUNS) number is: 006908818 (Field 5, at a minimum)
- SCE's ID (4 character identifier, or "ticker" symbol) is: SCE (Field 74, at a minimum)

6.3. A Field by Field Description of the DASR

All ESPs sending DASRs should be familiar with the 75 fields, and their data requirements. A list of each field and a description are included below. To assist in reading this table, please note the following:

- Shaded fields (54 through 75) are SCE-added fields; all others are RSIF fields
- Type of data element (Type)
 - C is Character
 - I is Integer
 - D is DateTime
- Requirements for including a value in the field when submitting a DASR (Field Usage)
 - R is Required
 - O is Optional
 - E is Edison (SCE) Use Only

Field by Field Description for COMMA-DELIMITED DASRs

RSIF Field No	Data Element Name	Data Element Description	Type	Maximum Size	Field Usage
1	Record Type	The code that identifies this record as a DASR (Administrative data type 1). This must always be: MEPAD01 (The last two characters are numeric).	C	8	R
2	Record Version	This field should be 19971101 ; this value indicates the DASR version currently approved by the CPUC. This field may be changed if a new DASR format is adopted in the future. (Format is YYYYMMDD)	C	8	O
3	Sender Identifier	This field identifies the entity sending the DASR using a Dun & Bradstreet number. If, for example, an ESP uses a third-party to send DASRs through e-mail to SCE, the D&B number of the third-party should be entered in this field. ESP's should note that when they receive a DASR response from SCE, this field will contain the D&B number of SCE. The D&B number of the original sender (the third party in the example above) will now appear in Field 5.	I	9	R
4	Sender Customer Identifier	An ESP may choose to give each Direct Access account an individual account number to be used within the ESP's information system for accounting and/or tracking purposes. Field 4 allows ESPs to include this account number as part of the DASR. ESP's should note that when they receive a DASR response from SCE, this field will now hold the SCE service account number for the customer, as described in Field 6. The ESP's internal account number will now appear in Field 6.	C	20	O
5	Receiver Identifier	This field identifies the receiver of a DASR using a D& B number. For ESPs completing and sending DASRs, the receiver will be SCE, or 006908818. ESP's should note that when SCE sends a DASR response, the D&B number of the ESP –now the receiver -- will appear in this field. The D&B for SCE –the sender –will appear in field 3.	I	9	O

RSIF Field No	Data Element Name	Data Element Description	Type	Maximum Size	Field Usage
6	Receiver Customer Identifier	<p>This field identifies the end-use customer switching to Direct Access, using the customer's service account number (or the CIS account number) within SCE's system. An ESP can identify this account number by obtaining the correct number from the customer's monthly SCE bill, or by calling the ESP Support Center at (800) 796-6723. ESPs should note that incorrectly completing field 6 is the single most common reason for DASR rejections. For further assistance in identifying the correct account number, please see: www.edisonx.com/esp/esp.htm</p> <p>ESPs should note that when SCE sends a DASR response, the ESP becomes the receiver. As such, the number originally inserted by the ESP in field 4 will now appear in this field. SCE's account number will now appear in field 4 because it is now the sender.</p>	C	20	R
7	Time Stamp	<p>This field should be a timestamp for the individual DASR currently being created. The format is YYYYMMDDHHMM.</p> <p>ESPs should note that when SCE sends a DASR response, a new timestamp will be inserted.</p>	C	12	O
8	Record ID	<p>This field should be an identification number for the individual DASR being created. This field could, for example, be used by an ESP to distinguish between multiple DASRs sent for an individual customer.</p>	C	20	O
9	Operation Type	<p>ESPs sending DASRs to SCE should enter "SP-REQ" in this field. ESPs should note that the information in this field will change for DASR responses from SCE.</p> <p>Once the DASR is processed, SCE will send DASR responses to the ESP, and will include one of the following messages in the field: ACK, SP-NAK, SP-ACK.</p> <p>ACK – This code informs an ESP that SCE has successfully received a DASR from the ESP, but does not indicate confirmation or rejection of the DASR. One DASR with "ACK" in Field 9 will be returned for every DASR processed by SCE.</p> <p>SP-NAK – This code informs an ESP that SCE has rejected the DASR. Comments explaining this rejection are included in Field 13 of the returned DASR.</p> <p>SP-ACK – This code informs an ESP that the DASR has</p>	C	8	O

RSIF Field No	Data Element Name	Data Element Description	Type	Maximum Size	Field Usage
		<p>been confirmed. Two kinds of confirmations may be sent: a confirmation/schedule, and a confirmation/pending. A confirmation/schedule will indicate the effective start date in Field 15 of the DASR response message, or may include messages concerning CANCEL, UPDATE, and DISCONNECT DASRs in Field 13. A confirmation/pending will indicate that a DASR is pending due to a meter investigation; this message will be included in Field 13.</p> <p>Important Note: SCE's DASR responses were originally sent with "SP-ACK" indicating acknowledgment, and "ACK" representing confirmation. The meanings of the codes were reversed (to the meanings described above) effective 2/9/98. ESPs reviewing DASRs response messages by SCE before this date may need to inspect the DASR to identify which code applies.</p>			
10	Service Relationship Count	Number of service relationships described in Field 11	I	2	O
11	Type of Service Relationship	Type of service relationships that the entity in Field 19, the new ESP, will be performing, options are: ELEC-ESP, Meter-Reader, Meter-Owner, and/or Meter-Installer.	C	256	O
12	Reason	<p>In this field, an ESP defines the reason for sending the DASR. Reasons include: CONNECT, CANCEL, DISCONNECT, or UPDATE.</p> <ul style="list-style-type: none"> • To connect a customer to Direct Access, an ESP should select CONNECT. • To cancel a DASR up to 3 business days before a customer's scheduled switch date, an ESP should select CANCEL. • To return a customer to bundled service with SCE, an ESP should select DISCONNECT. • An ESP may want to change certain options for customers that have already been switched to Direct Access. These include metering options (fields 61 through 67) and billing options (field 43). To change these options, and ESP should select UPDATE. 	C	12	R
13	Comment	SCE will use this field to provide ESPs with comments about the cause for DASR rejections, as well as comments about field information that is incorrect but did not cause a rejection. The information will be	C	256	E

RSIF Field No	Data Element Name	Data Element Description	Type	Maximum Size	Field Usage
		<p>presented in the following way:</p> <p>1. E or W: E indicates that an error in the data for the field caused a DASR rejection W warns the ESP that an error exists in the data, but this did not cause a DASR rejection</p> <p>2. Field Number</p> <p>3. Reason Code: The code explaining the rejection. These are:</p> <ul style="list-style-type: none"> 01 – Blank field 02 – Invalid data in field 03 – Data not found 04 – Field information not in ESP Service Agreement 05 – DASR blocked by pending DASR 06 – Entity is not active 07 – Not Registered 08 – Insufficient ESP Security 09 – Duplicate 010 – Blocked by Current DA Status 011 – Non-Electric Account 012 – Customer Account Number Changed <p>Additional reason codes are being developed by SCE, and will be outlined in the ESP kit.</p> <p>For example, an ESP may receive a message that states: "E-006-01".</p> <p>ESPs should note that SCE's response messages may contain corrected data for those fields that received warning messages as well as contain and may add default data in other fields. Information in error fields will not be modified, however.</p>			
14	UDC Account Number for ESP	A customer account number assigned to each ESP by Edison. This field is not in use at this time.	C	9	E
15	Effective Start Date	This field will be used in two ways. First, ESPs may at some point in the future be allowed to select a specific start date for switching a customer to Direct Access. This option is not available to ESPs at this time. Second, in DASR confirmation messages (SP-ACK) SCE will insert the scheduled DA switch date in this field.	D	12	E
16	Effective End Date	This field will be used in two ways. First, ESPs may at some point in the future be allowed to select a specific end date for terminating Direct Access service to a customer. This option is not available to ESPs at this	D	12	E

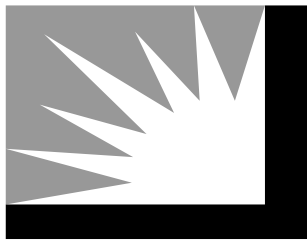
RSIF Field No	Data Element Name	Data Element Description	Type	Maximum Size	Field Usage
		time. Second, SCE will use this field to inform the ESP of the DA termination date for a customer. This will occur if: (1) the ESP submitted a DISCONNECT DADR; (2) a different ESP submitted a CONNECT DADR, therefore indicating that the customer has decided to switch ESPs; (3) a customer called SCE requesting to return to bundled service.			
17	Account Status	ESPs submitting DADRs should enter "NEW" in this field. ESPs may also enter "MOVING" for DADRs being submitted for customers that are already participating in Direct Access but are moving to a new location. DADR response messages will contain other codes in this field. For acknowledgments, rejections, and confirmation/scheduled responses, SCE will enter "OK". For confirmation/pending responses, SCE will enter "PENDING"	C	15	O
18	Pending Status	A status (from among options in field 17) that Edison will use to inform the ESP that an account status will change soon. This field is not in use at this time.	C	15	E
19	Pending ESP DUNS	This field should contain the D&B number of the ESP who will be serving the customer.	I	9	R
20	Reading Estimation Method	This field allows ESPs to enter the meter estimation rules to be followed by the MDMA. At this time, this field can be left blank.	C	8	O
21	Commodity	This field identifies the commodity that will be supplied by the ESP to the end-use customer. Options include: E-Electric, G-Gas, W-Water, or S-Steam. In the SCE service territory, the only acceptable option at this time is "E".	C	1	O
22	Customer Name	In this field, ESPs should enter the name of the end-use customer. For residential customers, the data should be entered as: Last Name First Name.	C	30	R
23	Contact Last Name	In this field, ESPs can enter the last name of the end-use customer.	C	30	O
24	Contact First Name	In this field, ESPs can enter the first name of the customer contact.	C	30	O
25	Contact Middle Initial	In this field, ESPs can enter the middle initial of the customer contact.	C	1	O
26	House/Building Number	In this field, ESPs should enter the house/building number of the service account address switching to Direct Access. This address is available on the	C	6	R

RSIF Field No	Data Element Name	Data Element Description	Type	Maximum Size	Field Usage
		customer's current SCE bill.			
27	House/Building Fraction Number	In this field, ESPs can enter the house/building fraction number of the service account address switching to Direct Access.	C	3	O
28	Street Prefix Code	In this field, ESPs can enter the street prefix code of the service account address switching to Direct Access.	C	2	O
29	Street Name	In this field, ESPs should enter the street name of the service account address switching to Direct Access.	C	25	R
30	Street Suffix Code	In this field, ESPs can enter the street suffix of the service account address switching to Direct Access.	C	4	O
31	Unit Number	In this field, ESPs can enter the unit number of the service account address switching to Direct Access.	C	8	O
32	City	In this field, ESPs should enter the city of the service account address switching to Direct Access.	C	25	R
33	State	In this field, ESPs can enter the state of the service account address switching to Direct Access.	C	2	O
34	Country	In this field, ESPs can enter the country of the service account address switching to Direct Access.	C	5	O
35	ZIP	In this field, ESPs can enter the zip code of the service account address switching to Direct Access.	C	5	O
36	ZIP Extension 4	In this field, ESPs can enter the 4 digit extension zip code of the service account address switching to Direct Access.	C	4	O
37	ZIP Extension 2	In this field, ESPs can enter the two digit US zip code extension which further defines the 4 digit zip code extension of the service account address switching to Direct Access.	C	2	O
38	Standard Time Zone	Minutes + or - from UTC time to local standard time (Value must be numeric with a required leading sign. (M or -, P or +)). This field is not in use at this time.	I	5	O
39	Daylight Time Zone	Minutes + or - from UTC time to local daylight savings time (Value must be numeric with a required leading sign (M or -, P or +)). This field is not in use at this time.	I	5	O
40	Distribution Loss Designator	ESPs can use this field to define the method used in calculating the distribution line loss for the purposes of forecasting power purchases.	C	4	O
41	Meter Congestion Zone	ESPs can use this field to enter an ISO meter congestion zone. At this time, the only zone identifier within the SCE territory is " SCE 1 "	C	8	O
42	Usage Profile	SCE will provide the SCE load profile identifier in this field in confirmation response messages.	C	8	E
43	Billing Options	ESPs must enter the billing option they intend to offer to the end-use customer in this field. Options include: D-	C	1	R

RSIF Field No	Data Element Name	Data Element Description	Type	Maximum Size	Field Usage
		dual billing; U- UDC consolidated billing; E - ESP consolidated billing.			
44	UDC Rate Name	SCE will provide ESPs the DA customer's rate schedule in this field in confirmation response messages.	C	12	O
45	SP Rate Name	The ESP Rate Schedule which applies to the end-use customer for which the DASR has been submitted (applies to UDC Consolidated Billing). This field is not in use at this time.	C	12	O
46	Phone International Access Number	In this field, ESPs can enter the customer contact's foreign phone number.	C	20	O
47	Phone Area Code	In this field, ESPs can enter the customer contact's US phone area code.	C	4	O
48	Phone Number	In this field, ESPs can enter the customer contact's US phone number.	C	7	O
49	Phone Extension	In this field, ESPs can enter the customer contact's US phone extension	C	5	O
50	FAX Number	In this field, ESPs can enter the customer contact's fax number	C	16	O
51	Renewable Energy Provider	The CPUC allows certain ESPs to claim Renewable Energy Provider status. For those ESPs claiming this status, a "Y" (yes) can be entered in this field. Otherwise, a "N" (no) can be entered.	C	1	O
52	Meter Count	In this field, ESPs can enter the number of meters in Field 53. This field is not in use at this time.	I	2	E
53	Meter ID	In this field, ESPs can enter the meter identification. This includes meter number, usage reading interval, and units parameter. This field is not in use at this time.	C	400	E
54	ESP Registration Number	In this field, ESPs can enter the pending ESP's registration number, as assigned by CPUC.	I	5	O
55	ESP Renewable Certification ID	In this field, ESPs can enter the ESP Renewable Certification ID number, if applicable and as assigned by CPUC, for the ESP that will be gaining the direct access customer for which the DASR has been submitted.	C	12	O
56	Metering Service Option	In this field, ESPs can enter the metering servicing option for the account for which this DASR has been submitted, options are: P-Load profiled, H-Hourly meter	C	1	O
57	Customer Acknowledgment of CTC Obtained	In this field, ESPs state whether they have obtained acknowledgment from the customer of knowledge of Competition Transition Cost. This field can be entered with a "Y" or "N".	C	1	O
58	IVA Required	In this field, ESPs can indicate whether an Independent Verification Agent is required for the customer intending to switch to Direct Access.	C	1	O
59	IVA Obtained	In this field, ESPs can indicate whether the ESP has obtained an Independent Verification Agent.	C	1	O

RSIF Field No	Data Element Name	Data Element Description	Type	Maximum Size	Field Usage
60	Life Support Required	In this field, ESPs can indicate whether the customer requires life support systems at the service address. ESPs should enter "Y" or "N".	C	1	O
61	Meter Owner	In this field, ESPs can indicate who will own the meter once the customer switches to Direct Access. Options include: C-Customer, E-ESP, U-UDC, O-Other.	C	1	O
62	Meter Owner DUNS	In this field, ESPs can indicate the D&B number of the entity owning the meter, as applicable, described in field 61.	I	9	O
63	Meter Owner ID	In this field, ESPs can enter the ticker symbol of the entity owning the meter, as applicable, described in field 61.	C	4	O
64	MDMA DUNS	In this field, ESPs can enter who will serve as the Meter Data Management Agent for the customer, identified using a D&B number.	I	9	O
65	MDMA ID	In this field, ESPs can enter the ticker symbol of the entity serving as the meter data management agent described in field 64.	C	4	O
66	Meter Service Provider DUNS	In this field, ESPs can enter who will serve as the Meter Service Provider for the customer, identified using a D&B number.	I	9	O
67	Meter Service Provider ID	In this field, ESPs can enter the ticker symbol of the entity serving as the Meter Service Provider described in field 66.	C	4	O
68	SSN/EIN	In this field, ESPs can enter the Social Security Number or Employer ID Number of the customer or customer contact.	C	9	O
69	DL State/Number	In this field, ESPs can enter the drivers license number of the customer or customer contact. (Format is SSNNNNNNNNNNNNNN where SS is the state abbreviation and N... N is the number)	C	14	O
70	Second Party's Name	In this field, ESPs can enter the second party's name (in cases of multiple purchasers)	C	30	O
71	Second Party's SSN	In this field, ESPs can enter the social security Number or Employer ID Number of the second party.	C	9	O
72	Second Party's DL State/Number	In this field, ESPs can enter the drivers license number of the second party (Format is SSNNNNNNNNNNNNNN where SS is the state abbreviation and N... N is the number)	C	14	O
73	Sender ID	In this field, ESPs can enter the ticker symbol for the entity sending the DASR. ESPs should note that in DASR response messages sent by SCE, this field will contain the ticker symbol "SCE".	C	4	O

RSIF Field No	Data Element Name	Data Element Description	Type	Maximum Size	Field Usage
74	Receiver ID	In this field, ESPs can enter the ticker symbol for SCE if the ESP is sending the DASR to SCE. ESPs should note that in DASR response messages sent by SCE, this field will contain the ticker symbol for the sender as entered in Field 73 of the DASR sent originally to SCE.	C	4	O
75	Pending ESP ID	In this field, ESPs can enter the ticker symbol for the ESP who will become the Direct Access service provider.	C	4	O



**SOUTHERN CALIFORNIA
EDISON**

An EDISON INTERNATIONAL Company

EDI Direct Access Service Request Conventions

Mapping Guide External

Inbound / Outbound (DASR) - 814

ANSI X12
Version 3070

814 General Request, Response or Confirmation

(814 Mapping goes here)

Functional Group ID=**GE**

*From
SDG&E's Manual*

ELECTRIC SERVICE PROVIDER ENROLLMENT

ESPs seeking to provide services in SDG&E's service territory must enter into an *ESP Service Agreement* with SDG&E. The agreement defines the terms and conditions under which an ESP may request services regarding direct access. Upon completion of the ESP Service Agreement, ESPs can submit *Direct Access Service Requests* (DASRs) to SDG&E. A copy of the ESP Service Agreement is available on SDG&E's Web site at www.sdge.com, or by contacting SDG&E at (619) 654-1177 or via e-mail at Directaccess@sdge.com.

In addition to the service agreement, ESPs must complete an *ESP Information Form* containing relevant information about the ESP, so that the ESP and SDG&E may begin a working relationship.

All ESPs regardless of the method of billing they plan to use must also complete SDG&E's *ESP Credit Information Form* and return it to the address shown. SDG&E's creditworthiness requirements are described later in this document.

Upon receipt of the service agreement ESP Information Form and an ESP Credit Information Form, SDG&E will sign and return the agreement and establish the ESP's account.

Forms to Complete for ESP Enrollment

- ✓ **ESP Service Agreement**
- ✓ **ESP Information Form**
- ✓ **ESP Credit Information Form**

Return completed forms to:

San Diego Gas & Electric Company

Attn: ESP Relations/DASR
Administration

8326 Century Park Court
CP-6204A

San Diego, CA 92123-1576

Forms To Complete for ESPs Using EDI

For ESPs planning to use EDI for DASR submittal and/or for transferring billing information and payment of charges, the following EDI start-up information is found in this manual's forms section:

EDI Letter of Intent
ESP Trading Partner Information
SDG&E Trading Partner Information
EDI Bank Information Form

Return all completed forms via fax to:

SDG&E ESP EDI Coordinator
(619) 654-8393

The final item related to the initial ESP enrollment process is directed toward ESPs that plan to use EDI technology, to exchange data between ESPs and UDCs. SDG&E suggests that ESPs return this information in a timely manner so that EDI set-up and testing can take place as soon as possible, thus avoiding unnecessary delays.

CREDITWORTHINESS REQUIREMENTS & PROCEDURES

SDG&E has developed creditworthiness standards and procedures which are detailed in its Rule 25 filed with the CPUC. The following summarizes the requirements for establishing both the ESP's credit worthiness and security requirements with SDG&E.

Requirements

Generally, an ESP with a demonstrable current credit rating of Baa2 or higher from Moody's, or BBB or higher from Standard and Poor's, Fitch or Duff & Phelps, is considered creditworthy unless SDG&E determines that there has been a material change in the ESP's creditworthiness.

If the ESP has an approved bond rating, SDG&E will contact the ESP within 5 business days after receipt of the Credit Information Form to approve the ESP's creditworthiness based on its ratings. If the ESP does not have a rating which meets the criteria SDG&E will contact the ESP to discuss the various methods available to secure the account and the amount of security deposit required. Security deposits may be in the form of cash, irrevocable letters of credit, surety bonds or guarantees. Additionally, if SDG&E determines that there has been material change in the ESP's creditworthiness, the ESP will be notified of the findings.

SDG&E Credit Requirements

Moody's:	Baa2 or higher
S&P, Fitch, Duff & Phelps:	BBB or Higher

SDG&E will continue to review an ESP's credit status throughout the term of the service agreement and reserves the right to revise its initial creditworthiness decision. Pursuant to Rule 25, the ESP is required to promptly notify SDG&E of any material change in its credit rating or financial condition. The ESP will also be required to furnish evidence of an acceptable credit rating or financial condition if requested by SDG&E. SDG&E maintains the prerogative to do an in-depth creditworthiness review when it determines that there has been a material change in an ESP's financial situation.

The amount of the security deposit required to establish credit will be twice the estimated highest bill for SDG&E charges. This estimate will be based on the previous 12 months of historical usage and will, from time to time, be adjusted as necessary to adequately cover the amount of SDG&E charges in the ESP's customer base. The initial value of the security deposit will be estimated by the ESP to cover its expected customer base and will be adjusted as necessary to meet the security requirements based on the changes in the ESP's customer base.

Creditworthiness requirements and the appropriate security deposit must be satisfied prior to accounts moving to consolidated ESP billing. The security deposit will need to be posted no later than 3 days before the ESP's customers begin receiving DA service. If the deposit has not been received, SDG&E will continue to bill the customer under the

same conditions prior to the scheduled change of service. SDG&E will notify the ESP and customers that the ESP will not provide consolidated billing services until the security deposit has been received.

SDG&E will pay interest on cash deposits, calculated on a daily basis and compounded at the end of each calendar month, from the date fully paid to the date of refund. No interest will be paid if the ESP's right to continue providing ESP Consolidated Billing services is discontinued for nonpayment of bills. Interest will also not be paid for periods covered by bills paid after becoming past due.

Satisfactory Bond Rating with No Material Change to Creditworthiness	Satisfactory Bond Rating But Evidence of Material Change	Bond Rating Below Satisfactory Level or No Bond Rating
credit approved -- no security deposit required	security deposit may be required	security deposit will be required
	ESP may submit to creditworthiness evaluation conducted by outside credit analysis agency, determined by the utility, with final credit approval granted by SDG&E, <i>or</i>	
	ESP may submit a security deposit in lieu of submitting to credit-worthiness evaluation by outside agency	

The outside credit evaluation will take as long as 10 business days, and a \$500 non-refundable credit evaluation processing fee may be charged to offset the cost of determining the ESP's creditworthiness.

DIRECT ACCESS SERVICE REQUEST (DASR)

Customers interested in DA services should contact an ESP or SDG&E. If requested, SDG&E will provide customers with a standard information package detailing the requirements for DA, a list of CPUC-registered ESPs, a list of ESPs with Service Agreements with SDG&E, and SDG&E's *Customer Guide to Direct Access*.

The ESP is the single point of contact through which all DA services are arranged. The ESP may subcontract certain services to other entities, but it is the designated ESP with whom SDG&E has its commercial relationship.

ESP's are responsible for initiating the *Direct Access Service Request* (DASR) for each service point (meter). The DASR (SDG&E form 143-02059) contains the data required for processing customers requesting DA service. A complete DASR must be submitted for each SDG&E service point. Incomplete DASRs will be returned to the ESP.

ESP's that have a high volume of DASRs to submit are encouraged to become EDI capable and submit their DASRs

using the EDI 814 format. For more information about using EDI for DASRs, contact SDG&E at (619) 654-1177.

NOTE: Incomplete or duplicate DASRs will automatically be rejected.

SDG&E has also created an additional electronic method for submitting DASRs as an alternative to EDI. The Desktop DASR system provides a DASR entry system which is loaded on the ESP's workstation(s). Once completed, the Desktop DASRs are e-mailed to SDG&E and automatically

loaded into SDG&E's processing system, thereby speeding-up the processing time. The Desktop DASR system is available at SDG&E's Web site at www.sdge.com/eic/html/forms.htm or by calling (619) 654-1177.

SDG&E also accepts paper DASRs. SDG&E's DASR is also available as an MSWord file that can be attached to e-mail transmittals .

DASRs MAY BE TRANSMITTED TO SDG&E BY:

EDI

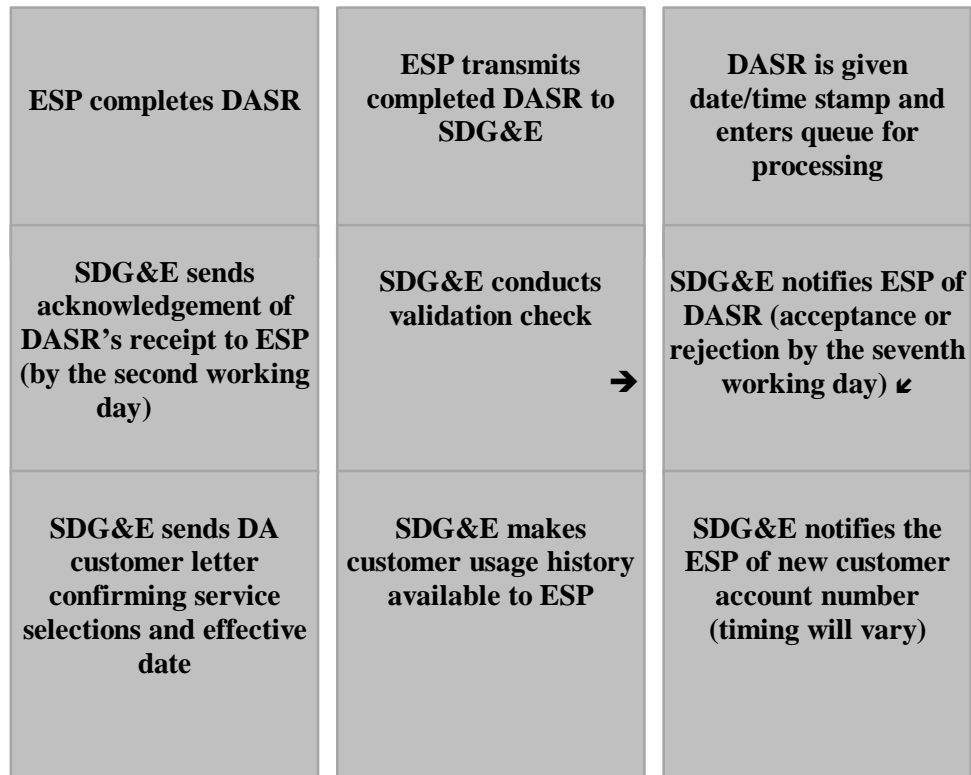
Desktop DASR System

E-mail: Attach your completed DASR as an attached MS Word file to directaccess@sdge.com

Fax: to DASR Administration
(619) 654-1794

Mail: to DASR Administration
8326 Century Park Court
Suite 6204A
San Diego, CA 92123-1576

DASR Processing by SDG&E – At a Glance:



DASR Processing by SDG&E – Step-by-Step:

- 1) **DASR Received**
Via EDI: SDG&E will send an automatic acknowledgment to the ESP via EDI when the DASR arrives at SDG&E's value added network (VAN) mailbox (Saturdays, Sundays and holidays included). This date and time stamp will be the official date and time received by SDG&E for each DASR within the EDI file. Three times each business day, SDG&E will empty the VAN mailbox and download EDI transactions. SDG&E will process EDI DASRs each business day.

Non-EDI: DASRs received by means other than EDI will be date- and time-stamped as received during regular business days, Monday through Friday, excluding SDG&E holidays. DASRs received after the close of business will be date and time stamped at the start of the next regular business day. (SDG&E's normal business hours are 8 a.m. to 5 p.m., Monday through Friday). Within 2 business days of receipt of a DASR that did not receive an automatic EDI acknowledgment, SDG&E will send an acknowledgment to the ESP.

ESPs indicating a renewables preference will be placed at the head of the queue if bottlenecks occur.

- 2) **Validation Check**
SDG&E will exercise its best efforts to complete within 5 to 7 business days of receipt of a DASR, a validation check to determine that the DASR data is complete and that the service elections are valid. SDG&E will then send an acknowledgment to the ESP verifying acceptance or rejection of the DASR. If a DASR is incomplete or rejected for any reason, the request will not

be placed in the processing queue and SDG&E will inform the ESP of the reasons for rejecting the DASR. The ESP is responsible for remedying any deficiencies and resubmitting the DASR to SDG&E. If more than one DASR is received for the same customer within the same DASR processing month, SDG&E will accept the first valid DASR and reject all other DASRs for that point of service.

3) Direct Access Effective Date

DASRs for accounts which do not require a DA meter installation and which are received by the 15th day of the month will begin DA service on their next scheduled meter read date in the following billing period. DASRs received after the 15th day of the month will begin DA service on the account's regular meter read date one month hence. SDG&E will notify the ESP of the effective date of direct access service initiation.

ESPs may request an effective date other than the customer's regular meter read date for accounts that do not require a DA meter installation. These requests may be subject to additional fees as approved by the CPUC. SDG&E will send the DA customer a letter confirming service selections and the scheduled effective date. Customers will also be notified of rejected DASRs.

4) Meter Installation

DASRs which require a DA meter installation will begin DA service on the date that the meter installation is completed. If a meter change is required or requested, and the DASR indicates that SDG&E is to provide the meter, a DA meter change request will be submitted. The customer's account will not be changed to direct access service until the DA meter installation has been completed by SDG&E.

If the ESP is to install the meter, the customer account will not be changed to direct access service until the DA meter installation is complete. At the point of DASR acceptance notification, SDG&E will send the ESP the existing meter data so it can properly identify the correct type of compatible meter replacement. The ESP must complete and submit a Meter and Data Communications Request (MDCR) at least 5 business days prior to the meter set date.

New Construction: DASRs for new construction service points will be processed similarly to DASRs which require a meter installation. New service accounts will not be placed on DA service until the regular SDG&E meter (if qualified for load profiling) or the DA meter installation has been completed. The DASR for new construction must indicate "new service" in appropriate field on the DASR.

New Customer: DA customers who are relocating to another facility that already has an SDG&E meter in place will become effective on the date that the service goes into the customer's name. If the new facility has an SDG&E meter in place, but a DA meter has been requested or is required, the account will not be placed on DA service until the DA meter installation is complete. If the ESP is to provide the DA meter, at point of DASR acceptance, SDG&E will send the ESP the existing meter data so it can properly identify the correct type of compatible meter replacement. The ESP must complete and submit an MCDR at least 5 business days prior to the meter set date. The DASR for new customer must indicate "new service" in appropriate field on the DASR.

5) Customer Usage History Made Available

At least 5 days before the scheduled effective date, SDG&E will make available to the ESP the most recent available 12-month history of the customer's kWh usage. If the customer receives service on a time-of-use tariff, SDG&E will make available to the ESP a split out of kWh by on-peak, semi-peak and off-peak periods as well as the billing period's maximum 15-minute interval demand and the maximum on-peak period demands.

If the ESP requires the customer's usage information prior to submitting a DADR, the ESP may submit a letter of authorization or *Historical Energy Usage Information Release* (SDG&E form 132-01199), signed by the customer. SDG&E will then send the customer's usage information to the ESP in a timely manner. A sample of this form is included in the forms section of this manual.

- 6) **New Account Number/Meter Number**
SDG&E creates a new service account for each account that goes on DA service, and closes the existing bundled service account that was accepted via the DADR. SDG&E will notify the ESP as soon as the new account number is available. For accounts that do not involve a meter installation, the new account number will be available and communicated to the ESP approximately 10 days after DADR acceptance.

NOTE: It is essential that the ESP use the new account number, and if applicable the new meter number

For accounts that do involve a meter installation, the new account number will become available and communicated to the ESP at the time the meter is installed. The new meter number is also provided to the ESP at this time.

It is essential that the ESP use the new account number, and if applicable the new meter number in all subsequent correspondence with SDG&E. It's also essential for the ESP to provide the new account/meter number to their external agents (ie MDMA, billing agent) so that accurate and timely MDMA and billing features can take place.

Changes in ESPs

The new ESP is responsible for providing notice to SDG&E whenever a DA customer seeks to change its ESP. The notice must be on the standard DADR form. The change will be effective in the same manner as for a change from SDG&E to an ESP. The previous ESP is responsible for providing the new ESP with a record of the customer's historical usage.

Returning to SDG&E as the Electric Service Provider

ESP's wishing to return a customer to UDC electric commodity service must submit a *Termination of Direct Access* (SDG&E's form 143-02159). DA customers may call or provide SDG&E with a customer signed *Termination of Direct Access* to return to SDG&E for the electric commodity. These changes will be effective in the same manner used to activate DA service.

Direct Access Administration

If you need assistance or have questions regarding DADR processing, please contact:

San Diego Gas & Electric Company
DADR Administration /ESP Relations
8326 Century Park Court, 6204A
San Diego, CA 92123-1576
(619) 654-1177 or 1148 FAX: (619) 654-1794

FILE TRANSFER PROTOCOL (FTP) PROCEDURE

The SDG&E FTP server was set up as a means to communicate with ESPs and to secure proprietary information. Once an ESP has contracted with SDG&E, a personal directory along with a user ID and password unique to the ESP are established. The directory currently includes customer 12 months' consumption history, meter data, account planned outage information and will soon contain account maintenance data. Data is posted to the FTP server the day following DASR acceptance. ESP's are responsible for checking the FTP server regularly in order to access the data posted there.

NOTE: ESP's are responsible for checking the FTP server regularly in order to access the data posted there.

To access SDG&E's FTP server, an ESP must be entered into a service contract with SDG&E. Upon contractual agreement, a directory will automatically be created on the server for retrieval of files. A representative with SDG&E's ESP Administration group will contact the ESP with the user ID and password necessary to access the server and the ESP's directory. If the ESP has not received this information, the ESP should contact SDG&E's ESP Administration at **espadmin@sdge.com** or by calling (619) 654-1177.

The data available in these files carries the following disclaimer:

The following information is being provided to comply with the orders of the California Public Utilities Commission. This information has been taken from San Diego Gas & Electric Company's existing customer information data system and has not been audited or verified. SDG&E accepts no responsibility for any errors or omissions in the information contained herein. SDG&E PROVIDES THIS INFORMATION ON AN "AS IS" BASIS WITH NO WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. In no event shall SDG&E be liable for any damages which arise from SDG&E providing this data or the subsequent use of this data.

The recommended software to access SDG&E's FTP server is **WS_FTP Professional**, a file transfer client product designed for WIN '95/NT operating systems. If an ESP is not currently running either of these operating systems, SDG&E recommends an FTP utility compatible with your operating system.

An evaluation copy of the software may be downloaded from the following URL:

<http://www.ipswitch.com/downloads/index.html>.

The evaluation copy is only available for 30 days, therefore, continued use will require purchasing the product.

To download the WS_FTP software, the user must go to the above URL and scroll down to the *WS_FTP Professional, version 4.5, download* selection. If an Unknown File Type pop-up window is displayed once the download is started, simply click on *Save File* button. In the *Save As...* window, select the directory created for downloading of software and click on *save*.

In order to explode or unzip the downloaded file, the user will need the PKUnzip utility software (see the *Utilities Downloads* section at the above URL). One should download this utility to the same directory as the *wsftppro.zip* file. To unzip the *wsftppro.zip* file, the user will need to type the following command from the DOS prompt at the directory where the file is located:

C:\wsftp\pkunzip wsftpro.zip

From within the directory, the user will need to install the WS_FTP software by clicking on Inst32 file. Upon software installation, the user must open the FTP95Pro.exe file to launch WS_FTP Professional.

To begin set up of the profile for logging onto the FTP server, the user must input the following information in the *Session Properties* window:

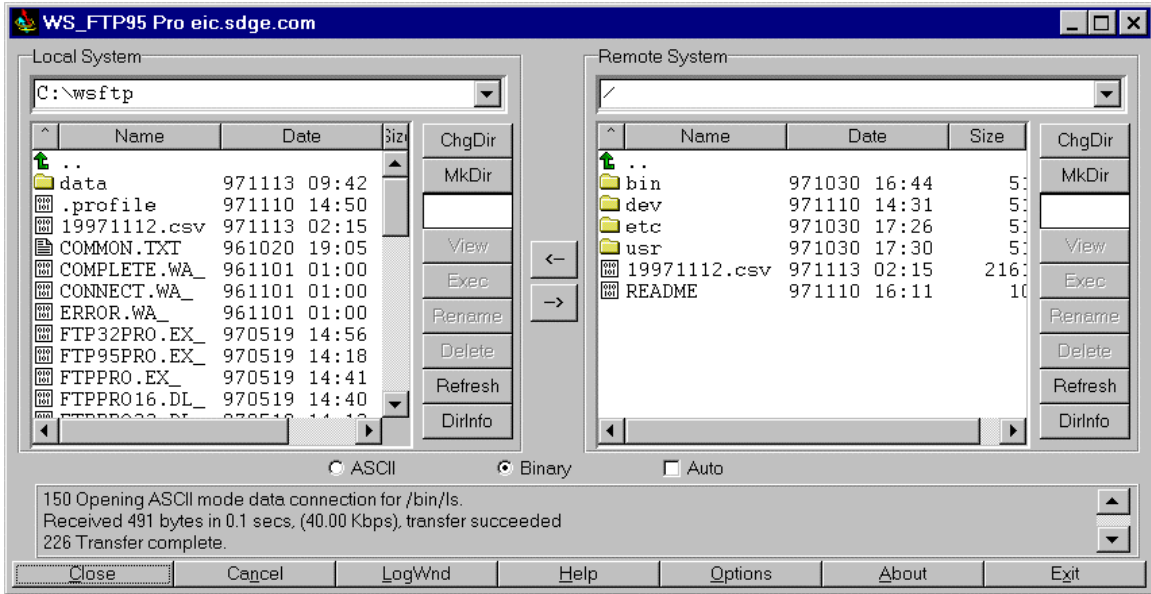
- Profile Name: (name of your choice)
- Host Name: **eic.sdge.com**
- User ID: (assigned id)
- Password: (assigned password)

The screenshot shows the 'Session Properties' dialog box with the following fields and controls:

- Profile Name:** A dropdown menu containing 'sdgefiles' and a 'New' button.
- Host Name/Address:** A text box containing 'eic.sdge.com' and a 'Delete' button.
- Host Type:** A dropdown menu containing 'Automatic detect'.
- User ID:** A text box containing 'testesp' and an unchecked checkbox labeled 'Anonymous'.
- Password:** A text box with masked characters and an unchecked checkbox labeled 'Save Pwd'.
- Account:** An empty text box.
- Comment:** An empty text box.
- Buttons:** 'OK', 'Cancel', 'Apply', and 'Help' buttons at the bottom.

The user must click on *OK* to connect to FTP server.

Once the ESP user has connected successfully to the server, the ESP will see its directory along with dated *.csv file(s) under *Remote Session* window. To retrieve the file(s), the user must drag and drop the file(s) to the appropriate directory under the *Local Session* window.



To terminate the session, the user must click on *Close*. Retention of files will be on a rolling 30-days basis.

***From
PG&E's Manual***

Chapter 3

PROCESSING DIRECT ACCESS SERVICE REQUESTS (DASRs)

This chapter was last updated on: 5/21/98

Overview

This chapter discusses the processing cycle associated with Direct Access Service Requests (DASRs) and the establishment of ESP services to include: DA enrollment, cancellation of DASRs, DA service termination, and DA account maintenance. The chapter also discusses how DASRs are prioritized for processing once received by PG&E and when DA service will commence after a setup DASR has been accepted.

DASRs are the electronic records used to initiate, cancel and update DA service options between ESPs and end-use customers. ESPs are authorized by end-use customers to submit DASRs for service accounts that desire to switch to DA, change ESPs, cancel DA, etc. An approved DASR will become a part of the ESP Service Agreement and will be used to define the services that PG&E will be providing to the customer. An end-use customer may not directly submit a DASR to PG&E unless that customer has agreed to act as an ESP on its own behalf.

Customers with more than one account with PG&E at the same premises may choose DA or full service for each separate account. However, a customer may not partition the load at a single meter or on a single account with multiple meters. In order to establish DA service for end-use customers, ESPs must submit DASRs which provide detailed information about the service requirements for a given customer. The ESP must submit all DASR information electronically through DES using the CMEP protocol discussed previously within the “*Electronic data exchange*” section of Chapter 2, “**Direct Access Setup.**” PG&E’s specific record format for DASRs is **MEPAD01**. The table below provides examples of the transactions which use the MEPAD01 record format.

TRANSACTION #	COMMUNICATION FLOW	DESCRIPTION OF TRANSACTION
TRANSACTION #1:	(ESP TO UDC)	SETUP/ESTABLISH DIRECT ACCESS WITH CUSTOMER
TRANSACTION #2:	(ESP TO UDC)	DISCONTINUE DIRECT ACCESS WITH CUSTOMER

TRANSACTION #	COMMUNICATION FLOW	DESCRIPTION OF TRANSACTION
TRANSACTION #3:	(UDC TO ESP)	ACKNOWLEDGE SUCCESS OF DIRECT ACCESS REQUEST
TRANSACTION #4:	(UDC TO ESP)	ACKNOWLEDGE FAILURE OF DIRECT ACCESS REQUEST
TRANSACTION #5:	(UDC TO ESP)	ACKNOWLEDGE ACTUAL SWITCH OF SERVICE PROVIDER
TRANSACTION #6:	(ESP TO UDC)	ACKNOWLEDGE RECEIPT OF SWITCH NOTIFICATION
TRANSACTION #7:	(ESP TO UDC)	REQUEST RESEND OF ACCOUNT INFORMATION
TRANSACTION #8:	(UDC TO ESP)	RESEND ACCOUNT INFORMATION
TRANSACTION #9:	(UDC TO ESP)	NOTIFY OF SHUTOFF OR TURN-ON OF SERVICE
TRANSACTION #10:	(ESP TO UDC) OR (UDC TO SP)	ACCOUNT MAINTENANCE (I.E., CUSTOMER RATE SCHEDULE CHANGE)

EXHIBIT: FLOW OF DASR TRANSACTION INFORMATION

Prerequisites

Prior to obtaining customer information and submitting DASRs, the ESP must fulfill the following:

- Register with the CPUC if it intends to serve Small Customers.
- Complete, execute, and submit the *ESP Service Agreement* and *ESP Credit Application*. (See Chapter 1)
- Complete, execute, and submit the Consolidated Billing Options Worksheet if planning to offer consolidated billing options. Complete, execute, and submit the *EDI Trading Partner Agreement* and *EDI Setup Form* if planning to offer Consolidated ESP billing. If applicable documents are not submitted, PG&E will default billing option selection to Separate billing. (See Chapter 1)
- Obtain credit approval from PG&E if planning to offer Consolidated ESP billing. If credit is not approved, PG&E will default billing option to Separate billing. (See Chapter 1)
- Prepare information systems setup for electronic data exchange. (See Chapter 2)
- Confirm the viability and accuracy of information transferred to PG&E by performing data exchange testing in accordance with PG&E requirements. (See Chapter 2)
- Meet the requirements of PU Code Section 365(b)(2) (renewable supplier status) if the DASR indicates that the Customer and ESP claim the status

afforded by that code section. DASRs in which the ESP and the Customer claim the status afforded by Section 365(b)(2) will be given priority in the processing of the DASR in the event of backlog.

Additionally, ESP customers who wish to obtain DA services are subject to the following requirements and conditions stated below:

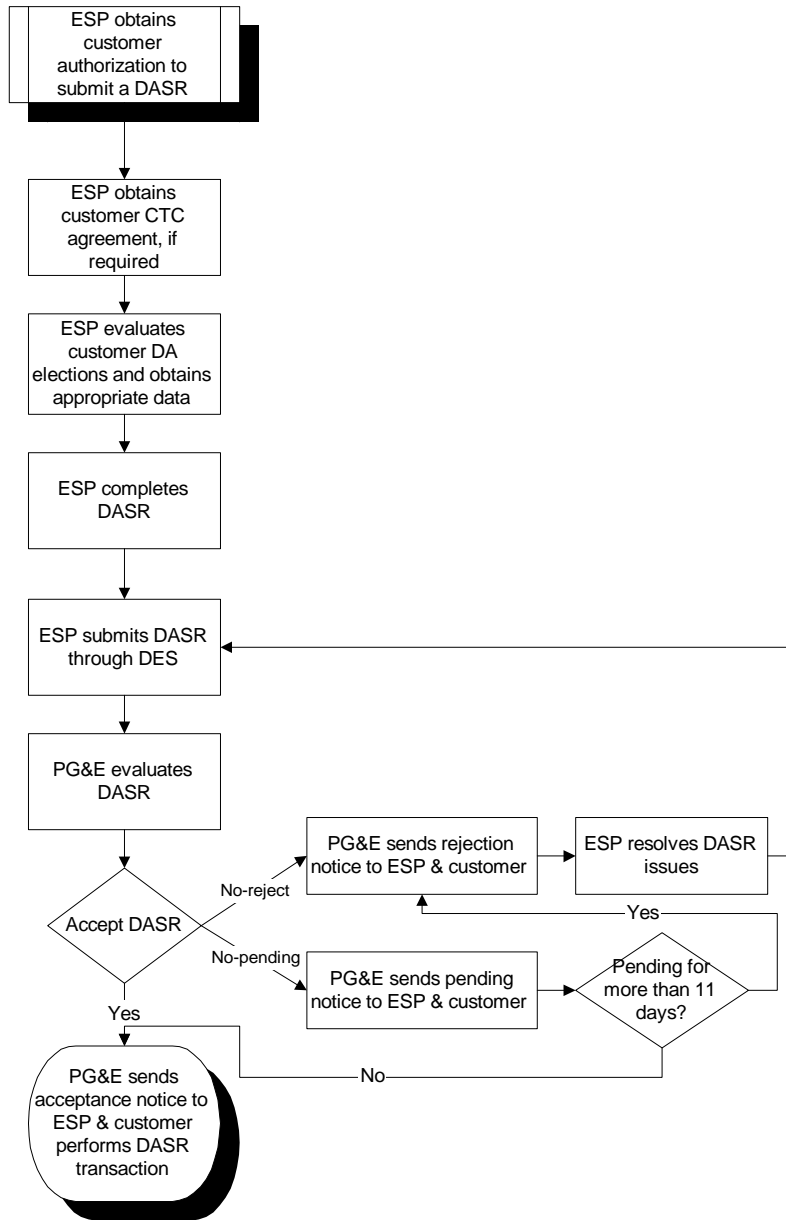
- A customer must have a service account number assigned by PG&E before the customer may authorize an ESP to submit a DASR on its behalf. If the customer is new to the service territory or is moving to a different physical location within the service territory, the customer must first establish an account with PG&E and receive an account number. This account number will be used for the submission of DASRs.

Checklist of key steps

#	STEP
1.	ESP OBTAINS CUSTOMER AUTHORIZATION TO SUBMIT A DASR ON THEIR BEHALF.
2.	ESP OBTAINS CUSTOMER CTC AGREEMENT, IF REQUIRED.
3.	ESP DETERMINES DASR TRANSACTION AND OBTAINS CUSTOMER INFORMATION REQUIRED TO COMPLETE DASR.
4.	ESP COMPLETES DASR INFORMATION.
5.	ESP SUBMITS DASR TO PG&E THROUGH DES.
6.	PG&E FORWARDS ACKNOWLEDGEMENT OF DASR TO ESP WITHIN (2) BUSINESS DAYS.
7.	PG&E PROCESSES DASR.
8.	PG&E SENDS A CONFIRMATION, REJECTION, OR PENDING NOTIFICATION TO ESP.

Processing DASRs Illustrated

The diagram below depicts the primary procedures related to processing DASRs.



Procedures

This section provides a detailed discussion of the process steps outlined within the “*Checklist of Key Steps.*”

1. ESP obtains customer authorization to submit a DASR on its behalf

An ESP must receive authorization from the end-use customer in order to submit a DASR on its behalf. The customer can authorize any of the available DASR transactions such as DA setup, DA termination, and switch of ESP.

2. ESP obtains customer CTC Agreement, if required

As a condition of receiving DA service, DA customers will be responsible to pay for all Competition Transition Charges (CTC) and other non-bypassable charges authorized by the CPUC for the UDC to recover from customers in accordance with state law. DA customers are required to confirm this responsibility in writing provided to the ESP, unless the customer is exempt from the requirement to provide such a confirmation in writing pursuant to Public Utilities Code Section 370. Where the customer disputes its obligations to pay CTC for a particular account, the customer may condition its agreement on resolution of the dispute, provided that the customer has formally requested the CPUC to grant such relief. However, the existence of such a dispute does not relieve the customer from the obligation of paying CTC while the dispute is pending. PG&E will continue to bill the customer (either directly or indirectly through its ESP, depending on the billing option selected) for such charges. The customer must pay all charges, but may pay any amounts in disputes in accordance with Rule 10, pending resolution of the dispute.

3. ESP evaluates customer DA elections and obtains customer information required to complete DASR

ESPs can designate different types of transactions on a given DASR. The table below lists the transactions which the ESP can initiate on behalf of an end-use customer through the submission of a MEPAD01 format DASR, as of 11/1/97. The table also identifies key *customer* information that the ESP will need to obtain depending on the type of transaction. In addition to the customer information outlined below, there are additional field requirements for each of the transactions. These requirements are available through the DES Web site at <http://mads.pge.com>.

Note that the **Transaction #** designations correspond to those specified in the DASR transaction descriptions also provided within the DES Web site at <http://mads.pge.com>.

TRANSACTION #	DESCRIPTION OF TRANSACTION	REQUIRED CUSTOMER INFORMATION
1	SETUP/ESTABLISH DIRECT ACCESS WITH CUSTOMER	<ul style="list-style-type: none"> • CUSTOMER NAME • SERVICE ACCOUNT ADDRESS • UDC CUSTOMER ACCOUNT NUMBER • SERVICE RELATIONSHIP PROVIDED • COMMODITY (I.E. ELECTRIC, GAS) • BILLING OPTION (I.E. UDC-CONSOLIDATED, CONSOLIDATED ESP, DUAL) • RENEWABLE ENERGY PROVIDER REQUESTED • LIFE SUPPORT CUSTOMER STATUS*
2	DISCONTINUE DIRECT ACCESS WITH	<ul style="list-style-type: none"> • UDC CUSTOMER ACCOUNT NUMBER • SERVICE RELATIONSHIP ENERGY PROVIDED

TRANSACTION #	DESCRIPTION OF TRANSACTION	REQUIRED CUSTOMER INFORMATION
	CUSTOMER	(I.E. ELECTRIC, GAS) <ul style="list-style-type: none"> CUSTOMER NAME SERVICE ACCOUNT ADDRESS
6	ACKNOWLEDGE RECEIPT OF SWITCH NOTIFICATION	<ul style="list-style-type: none"> PROVIDE INFORMATION CONTAINED IN THE ACKNOWLEDGMENT OF ACTUAL SWITCH OF SERVICE PROVIDER
7	REQUEST RESEND OF ACCOUNT INFORMATION	<ul style="list-style-type: none"> UDC CUSTOMER ACCOUNT NUMBER SERVICE RELATIONSHIP ENERGY PROVIDED (I.E. ELECTRIC, GAS) CUSTOMER NAME SERVICE ACCOUNT ADDRESS
10	ACCOUNT MAINTENANCE (I.E., CUSTOMER RATE SCHEDULE CHANGE)	<ul style="list-style-type: none"> UDC CUSTOMER ACCOUNT NUMBER SERVICE RELATIONSHIP ENERGY PROVIDED (I.E. ELECTRIC, GAS) CUSTOMER NAME SERVICE ACCOUNT ADDRESS ACCOUNT INFORMATION THE CUSTOMER WANTS TO CHANGE

* Life support customers are defined per Electric Rules 14 and 19 (see PG&E's *Web Tariff Book* at http://www.pge.com/customer_services/business/tariffs/). ESPs should enter the appropriate comment code within the **Comment** field on the MEPAD01 format to designate a Life Support customer. Acceptable codes for the **Comment** field are defined within the "CMEP Transaction Map" link on PG&E's *DES Website* at <http://mads.pge.com/>. Special metering information related to Life Support customers is addressed within the "*Life Support Customers and Medical Baseline Quantities*" section of Chapter 6, "Metering".

4. ESP completes DASR using the DES DASR creation program or other data entry means

The ESP may enter all field level information required for the given DASR transaction using the DES DASR creation program. This program assists with the DASR data entry process. Alternatively, the ESP can elect not to use the DES application to assist with data entry, however, it is the responsibility of the ESP to ensure that the DASR(s) which it submits conforms with the CMEP and MEPAD01 transaction format.

The DES Web site at <http://mads.pge.com> provides a complete disclosure of required fields for DASR transactions, as of 11/1/97.

Installing the DES DASR creation program

The DES DASR creation program is available through the DES Web site at <http://mads.pge.com>. The site provides detailed instructions on how to locally install the program.

Entering Data using the DES DASR creation program

The DES Web site also provides details regarding how to use the DES DASR creation program.

5. ESP submits DADR to PG&E through DES

Upon entering the required DADR transaction information, the ESP submits the DADR file through DES by typing the following command at the DOS prompt:

http_put https://mads.pge.com/m/nph-mads.exe?[name of file just created] [name of file to be sent to PG&E]

**Note: Successful implementation of the data exchange test procedure outlined with the previous chapter required the ESP to install the put.exe and get.exe files locally. If put.exe and get.exe are not currently installed on the ESP's local workstation, the ESP will need to install these programs. Again the files and downloading instructions are available through the DES Web site at <http://mads.pge.com>.*

6. PG&E forwards acknowledgment of DADR to ESP

1. The DADR includes the ESP's time and date stamp reflecting the time and date the record was created. PG&E will time and date stamp all DADRs received (Monday through Friday, holidays excluded) in the QUE.
2. DADRs received in the QUE will be uploaded to the QUME on the following business day. Processing will proceed after the DADR has been uploaded to the QUME. DADRs will be processed on a first-come, first-served basis. **PG&E will accept the first valid account setup/switch DADR received during the processing cycle, based upon the receiving computer's date and time stamp. Any additional DADRs submitted during the same processing cycle for a given service account will be rejected unless DA service has commenced for that account pursuant to the first DADR.**
3. PG&E will submit an electronic acknowledgment to the ESP within 2 business days of receipt of the DADR.

7. PG&E processes DADR

The illustration below represents the timing associated with processing a DADR.

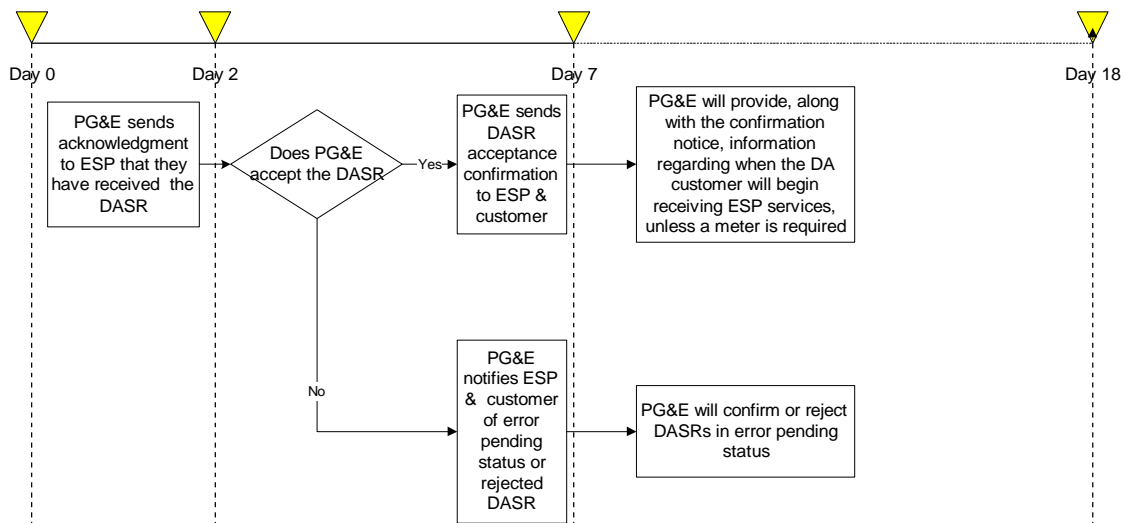


EXHIBIT: DASR PROCESSING TIMELINE

Electronic Validation

All DASRs undergo both transaction level validation, as described in “**DASR Validation**” and customer account validation, as described in “**Account Validation**” below. All validation rules are covered within the DES Web site at <http://mads.pge.com>.

DASR VALIDATION

PG&E will electronically validate DASRs for accuracy and completeness. DASRs failing the basic accuracy validation will be rejected back to the Sending ESP. PG&E will communicate the reasons for rejecting a DASR in the Comments field of the DASR. PG&E will submit a confirmation, rejection or pending DASR to the ESP within seven (7) business days of receipt.

ACCOUNT VALIDATION

Following successful accuracy validation, PG&E will attempt to electronically match the Receiver Customer Identifier field of the DASR to PG&E’s computer information system. PG&E’s customer account number is currently printed on the customer’s energy statement and is therefore the best data available for the Receiver Customer Identifier field. However, due to the instability of the customer account number, PG&E has developed a unique non-changing customer-commodity-location specific number called a “GEN-ID”. PG&E will communicate the customer’s “GEN-ID” (rather than “account number”) to the ESP in the confirmation DASR. The customer’s PG&E GEN-ID is intended for use in all future transactions related to this customer’s service location and commodity. The PG&E account number or GEN-ID is a requirement of all transactions.

In the event system validation fails to match the Receiver Customer Identifier supplied in the DASR, or the account/commodity status is other than open, the DASR will “error” for manual investigation by PG&E. Following investigation, the “error” DASRs will be confirmed or rejected using the standard DASR acknowledgment process. If a DASR flagged as an “error” ages for eleven (11) business days, the system will automatically reject the DASR back to the ESP.

Various PG&E programs and services require additional manual account preparation for certain Direct Access requests. For this reason, successful DASRs may contain a “memo” status informing the ESP of additional manual preparation. These DASRs will, however, be accepted by PG&E and a DA effective date, if applicable, will be established and communicated to the ESP in the confirmation DASR. The most common reasons for memo status will likely relate to metering installation and setup issues.

8. PG&E sends a confirmation, rejection, or pending notification to ESP

Depending upon the results of the validation process, PG&E will electronically send a DASR acceptance confirmation, rejection, or pending notification to the ESP. Notices will also be sent to the customer.

Acceptance notices

An acceptance notice confirms that the DASR has been submitted successfully. If the DASR represented a DA setup transaction and meter installation is not pending for the service account, a notice acknowledging the actual switch of service provider and designating when the DA customer will begin ESP service will also be sent to the ESP and to the customer.

Rejection notification

A rejection notice provides specific information on why a given DASR was rejected.

Error Pending Status

A pending notice provides information on why a DASR is pending.

Additional DASR procedures performed by PG&E

Based upon the requested services designated by the ESP, PG&E may be required to perform additional DASR procedures in order to complete the processing of the DASR transactions as described below.

Additional setup transaction procedures

BILLING OPTIONS

ESPs will state their billing preference in each DASR. Three billing options are allowed with DA including: 1) UDC (UDC-consolidated bill for both ESP and UDC charges), 2) SP (Consolidated ESP bill for both ESP and UDC charges), or 3) DUAL (UDC bills for UDC charges and ESP bills for ESP charges). **DASRs received containing an invalid billing option will automatically default to the Separate billing option and will flag the account for manual follow-up.**

PG&E will communicate the enrolled billing option in the confirmation transaction to the ESP. An example of an invalid billing option is a DASR requesting Consolidated ESP billing by an ESP that is not authorized to perform Consolidated ESP billing. Once the account has been prepared for the requested billing option, PG&E will issue a new confirmation DASR to the ESP informing them of the billing option change and effective date.

Various PG&E programs require manual account preparation for consolidated billing. PG&E will determine which accounts require manual follow-up and will default those accounts to Separate billing pending account preparation for consolidated billing. Customer account billing options which may require manual preparation include:

BALANCED PAYMENT PLAN (BPP)

PG&E's Balanced Payment Plan (BPP) provides customers with levelized monthly bills. However, due to the various billing options offered with DA, PG&E will not be able to offer BPP to DA accounts. Therefore, if a DASR is received and the account is enrolled in BPP, PG&E will remove the account from BPP and send the customer a bill for the account's outstanding balance. This operation will not hinder the account from becoming a DA account.

AUTOMATIC PAYMENT SERVICE (APS)

PG&E's Automatic Payment Service (APS) provides customers the ability to pay their UDC bill through an automatic debit of their personal bank account. For those accounts that will be served under the Consolidated ESP billing option, APS must first be removed from the account before Consolidated ESP billing can be put into effect. PG&E will flag the account for removal from APS. Following account preparation, PG&E will place the account on Consolidated ESP billing and issue a confirmation DASR, informing the ESP of the billing option change and effective date.

ELECTRONIC DATA INTERCHANGE (EDI)

EDI provides the customer with the ability to pay their UDC bill using an EDI interface. EDI is treated similar to APS. DASRs requesting the Consolidated ESP billing option will require EDI to be removed from the account. PG&E will default the billing option to "DUAL" (i.e. Separate billing) and flag the account for manual processing of the EDI removal. PG&E will follow-up to confirm the customer's next EDI bank payment clears the account balance. Following account preparation, PG&E will place the account on Consolidated ESP billing and issue a new DASR confirmation to the ESP of the billing option change and effective date.

BALANCE DUE

The ESP must advise its customers that all past due balances owed for bundled utility service must be paid prior to the start of Consolidated ESP billing service. PG&E may pursue collection of the balance owing for bundled service from the customer in accordance with its applicable rules, including if appropriate, termination of the customer's service.

RATE SCHEDULE APPLICATION

DASRs requesting the UDC-consolidated billing option must include a valid ESP Rate Name (SP Rate Schedule). ESPs may submit account maintenance DASR transactions to request a change to the SP Rate plan assigned to the account.

Additional transaction procedures for newly established PG&E account numbers

TURN ON (T/O)

A UDC service turn-on (T/O) order is initiated when a customer establishes a new account with PG&E. Customers must receive an account number from PG&E prior to an ESP submittal of a DASR for the customer at the new location. The DASR must be submitted with a UDC account number containing at least nine (9) characters. This partial account number will alert PG&E to search for a T/O request, allowing the new account to have DA service on the requested service date.

Additional Shut Off (S/O) and Shut-off Non-Payment (SONP) transaction procedures

SHUT-OFFS INITIATED BY THE DA CUSTOMER

In the event that a customer contacts PG&E to close its utility service account, PG&E will notify both the servicing and pending ESP with a termination DASR.

PG&E will notify the current ESP by electronic mail in the event of a shut-off for non-payment.

Additional Cancellation transaction procedures

CANCELLATION OF PENDING DA SERVICE MAY BE REQUESTED BY THE PENDING ESP

The pending ESP can cancel a scheduled switch by submitting a cancel DASR transaction, at least three business days before the scheduled switch date. The request to cancel will be effective immediately. The existing service provider (ESP or UDC) will remain in effect.

TERMINATION OF CURRENT DA SERVICE MAY BE REQUESTED BY THE CURRENT ESP.

The current ESP may terminate service with a customer at any time. The request to terminate service will be effective according to normal DA switching logic. The switch date will be the next scheduled meter read date which occurs fifteen (15) or more days after the DASR has been received in the QUME. Once the switch occurs, the customer would remain a full-service customer with PG&E for at least one billing cycle before it could establish DA service with another ESP.

Additional Customer Account Data Change transaction procedures

PG&E will modify its customer account information upon direct customer request only. Therefore, effective 11/1/97, DASRs received by ESPs communicating customer data changes will not be accepted and will reject back to the initiating ESP.

ESPs may however, request their customer's account information record from PG&E using the Account Information Request transaction. Upon request by the current or pending ESP, PG&E will respond with a standard DASR Customer Account Information record. In the future, PG&E may implement automatic notification of customer data changes to the ESP.

Additional procedures for Initial Customer Historical Usage Information

Upon DASR confirmation, up to 12 months of customer historical usage information will be released automatically to the pending ESP if PG&E is acting as the energy provider. Otherwise, the current ESP is responsible for communicating historical usage information. The Metering Exchange Protocol Interval & TOU data records (MEPMD01 & MEPMD02) are currently proposed to fulfill this requirement. Additional procedures for establishing metering services

THE METER INSTALLATION PROCESS AND THE ROLE OF THE METER EVENT GROUP (MEG)

Initial DA Interval meter requirements are communicated through the submission of the setup DASR. The meter setup information contained in the DASR is electronically forwarded to the Meter Event Group (MEG).

MEG works with ESPs and PG&E field technicians to ensure that metering service requests are fulfilled in an efficient and timely manner. Below is a list of areas that MEG is prepared to assist ESPs with.

- Meter installations to include installation forecasting and scheduling reports
- Meter passwords
- Research on the status of meter transactions
- Meter configuration data associated with DA interval meter installation

ESPs should contact the MEG area (see the "DA Contacts" link on the *ESP Resource Center* website) for questions related to the topics noted above.

METER INSTALLATION FORECASTING AND SCHEDULING PROCESSES FOR METERS INSTALLED BY PG&E

Once the ESP has submitted the setup DASR which indicates the need for PG&E to install either a PG&E meter or non-PG&E meter, communication will take place between PG&E, MEG, and the ESP as indicated below.

1. Once a setup DASR has been received within PG&E's system, the customer will be added to the forecast of meter installations. A customer's place on the forecast queue is determined on a first come, first served basis, with priority given to renewable energy accounts.
2. MEG will send a meter installation setup information package to ESPs on the forecast list. The package will include: a cover letter, outlining the instructions on completing the steps necessary to prepare for meter installation as well as DA interval meter installation forecast and projection reports. It is the ESP's responsibility to ensure that the requirements preliminary to the DA interval meter installation have been completed prior to the meter installation date. The package will be forwarded to metering contact indicated within Attachment A, Section B.2 to the *Energy Service Provider Service Agreement*.
3. MEG will fax or email the DA interval meter password to the ESP.
4. In order to keep ESPs informed of the forecasted meter installation schedule, every month MEG will provide ESPs with lists of DASRs that have been forecasted. One list will indicate for a given ESP the DASRs that have been forecasted for the next month and the other will indicate the DASRs that have been forecasted for the subsequent month. The information will be sent to the ESP per the fax number provided to MEG by PG&E's ESP Relations.
5. Forecasted meter installations will not be scheduled until the ESP has confirmed that a given customer's phone line has been installed and is ready for meter setup. ESPs will communicate the status of the phone line via fax to MEG (see the "DA Contacts" link on the ESP Resource Center website for fax number). Additionally, the ESP will need to fax the Field Meeting Request form to arrange for meeting coordination at the installation site.
6. MEG calls the phone number of the customer's phone line to verify that the number is in service and that the phone service is active

If the phone number is not active or does not produce the anticipated results, MEG will inform the ESP that the site is not ready.

7. If the ESP is informed that the customer site is not ready, it will need to correct the problem before PG&E will schedule the given customer for a meter installation. Once phone service has been successfully established, the ESP will need to inform MEG via fax of its customer's phone service status.
8. Once the site is ready, MEG will schedule the meter installation request. Every week, MEG will provide ESPs with pending installations with the following week's scheduled installations. PG&E will fax the a schedule which lists installations for the following week to the ESP every Friday.
9. PG&E will install the meter (either PG&E, ESP, or third party owned) per established UDC practices.

Determining the Effective ESP DA Customer Switch Date

Service accounts which do not require the installation of a DA interval meter

If a submitted DASR (MEPAD01, Transaction #1) is accepted, and if the account does not require the installation of an interval meter, the effective DA customer switch date will be the next scheduled meter read date which occurs fifteen (15) or more days after the DASR has been received in the QUME.

The DA customer meter read schedule can be determined by matching the first letter of the customer account number with the corresponding letter on the PG&E Meter Read Schedule (See Appendix A, "**PG&E Meter Read Schedule**").

Service accounts which require the installation of a DA interval meter

For accounts which require the installation of an interval meter, the DA customer switch date shall be the date the meter is installed and fully operational.

The date that the interval meter is set will not change the serial read date for the meter. The existing serial read will continue into the future.

Interval meter installation will not affect "Calendar" meter read dates. Calendar meter read dates will remain the same.

Chapter 4

DA ELECTRONIC DATA EXCHANGE CONTINGENCY PLANS

This chapter was last updated on: 1/1/98

Overview

The objective of this chapter is to describe the contingency process for handling DA sign up should one or more elements of the DASR process fail. Although, failure of the electronic process is not anticipated, we have put procedures in place which will allow DASRs to be processed in the event of an unplanned systems-related problem.

Behind the scenes look at the DASR process

DASRs which are submitted by ESPs through DES are transmitted via the Internet to PG&E's systems through a mail server called "QUE." The QUE acts as a "mail box" for the ESPs and PG&E to send and retrieve data. The QUE will sort and direct the incoming data by type. Once the data is in QUE, another system called the "QUME" will retrieve the data for PG&E. The QUME manages the data from the QUE. QUME is a database that contains a list of transactions. It takes the data in and stores the transactions, e.g., who we sent information to, the reasons why, and the data names (e.g. record type, operation type, service relation, SP identifier). QUME also time-stamps the data, looks for data changes, conducts basic validation of data, error checks etc. Next, the QUME sends the data to our Customer Information System (CIS). CIS contains the "CSO5" file--the logic for switching customers to direct access service. CSO5 is located in the "Master File". At this point, the customer's data would be "confirmed" or "rejected" back to the ESP. Once the customer is switched, the CEPC and CHEP screens are updated with the customer's information. This entire process is also know as the DASR or Direct Access Service Request.

DASR Server Communication Illustrated

The diagram below depicts the flow of information between the external mail server QUE, PG&E's QUME database which confirms transactions, and the CIS switching logic which establishes DA service for a given customer.

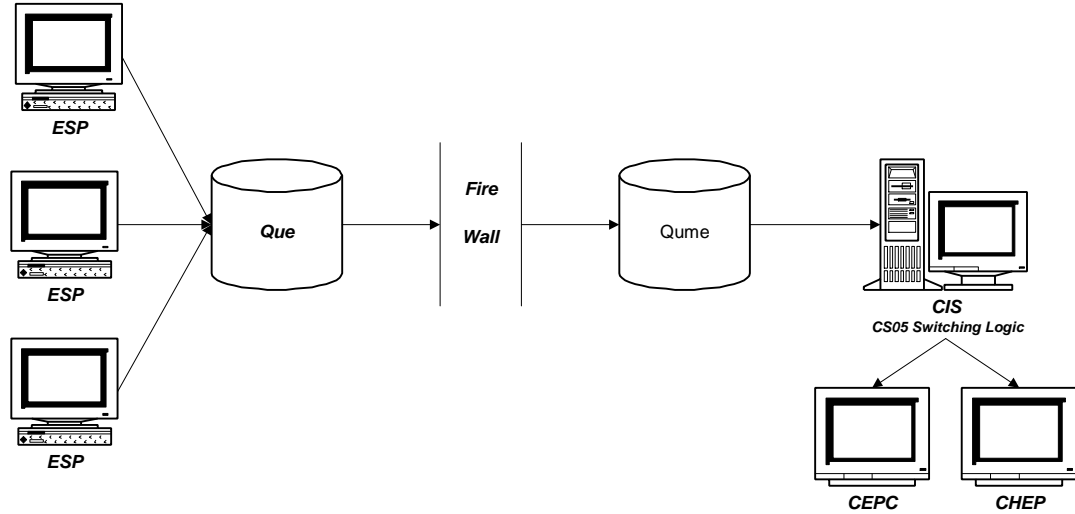


EXHIBIT: INFORMATION FLOW BETWEEN QUE AND QUME

Risks

At any point in this process described above, the electronic down-load or DASR could fail to operate as planned. Conversely, the ESP's system may also fail. The impact is that PG&E will be unable to sign-up customers for Direct Access through electronic means.

Event Scenario Back-up Plans

The following sections describe possible scenarios resulting from Internet failure, ESP/PG&E system incompatibility, ESP equipment failure or PG&E equipment failure.

ESP unable to communicate with the QUE

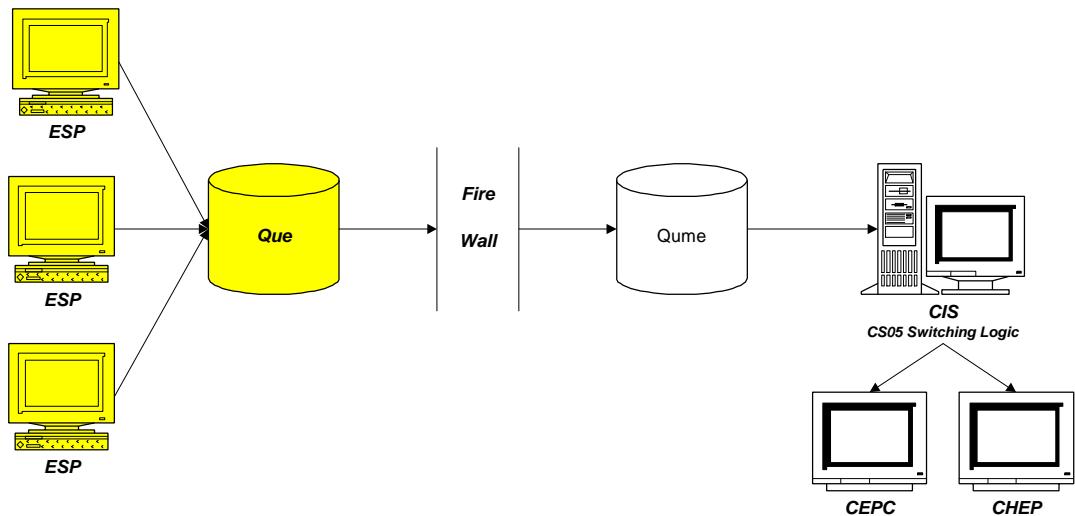


EXHIBIT: ESP UNABLE TO COMMUNICATE WITH THE QUE

Situation

The ESP is unable to send information to PG&E's QUE because of:

- ESP equipment failure.
- The incompatibility of the ESP's system with that of PG&E.
- Internet failure.
- Failure of the QUE.

Back-up Plan

1. The ESP will notify PG&E's ESP Relations Hotline or PG&E's ESP Relations will notify ESPs that there is a problem either by fax or phone..
2. The ESP will save customer DASR requests on a disk **as a comma delimited .CSV file**. The format should be according to the California Metering Exchange Protocol as described within Chapter 2, "**Direct Access Setup**" in the section, "**Review electronic transfer procedures...**"
3. The ESP should express mail the disk to the following address, ESP Relations, Pacific Gas and Electric Company, 123 Mission Street, 26th Floor, San Francisco, CA 94105.
4. PG&E will send a confirmation file back to the ESP containing confirmation or rejection data for each DASR.

Failure of PG&E equipment (QUME & CIS)

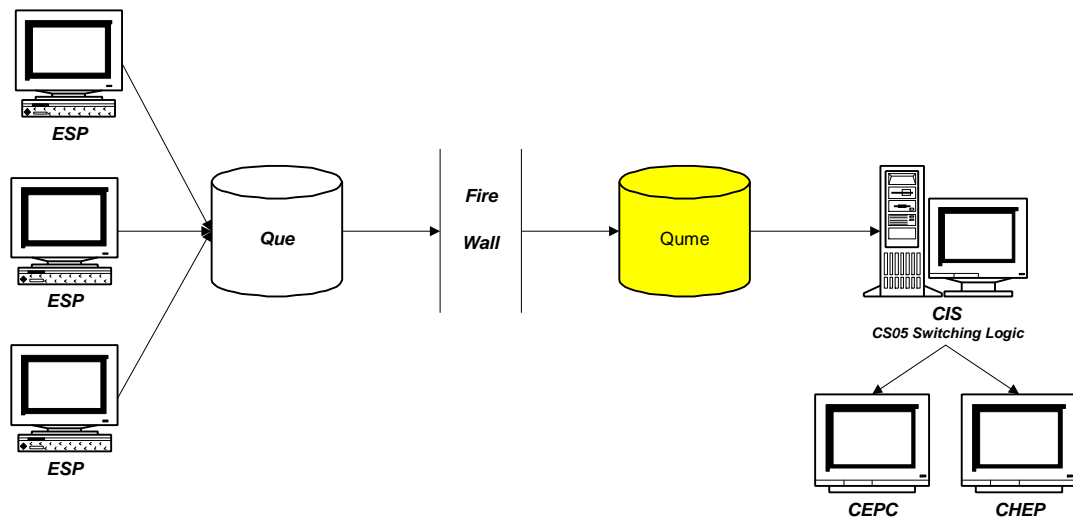


EXHIBIT: FAILURE OF PG&E EQUIPMENT

Situation

The QUME is unable to receive data from the QUE or pass data into CIS or PG&E's CIS goes down.

Back-up Plan

1. This situation will be considered an emergency. ESP Relations will notify all ESP's of emergency conditions.

2. PG&E will not accept DASRs until the problem has been resolved and the system is stable.
3. The CIS “masterfile” will be responsible for all data validation checks if the QUME goes down.