

Supplier Services FAQ - Ohio

Billing

Q. What billing options are available?

A. Dual and Rate Ready billing options are currently available.

Q. How is a customer's due date set?

A. CEI and TE due dates are set to 21 days from mail date for non-residential and 14 days from mail date for residential. OE due dates are 15 days from mail date for both. Senior citizen and government accounts due dates are set to 30 days from mail date for all operating companies and OE mag tapes.

Q. For utility consolidated billing (rate ready), when is a supplier paid?

A. FirstEnergy sends 820 EDI transactions to the supplier on the next business day following posting of customer payments to their account. Money is wired two (2) days thereafter to the supplier's bank.

Q. What is the payment posting hierarchy?

A. The payment posting hierarchy is: Supplier arrears, FirstEnergy arrears, FirstEnergy current charges, and Supplier current charges.

Q. For utility consolidated billing, can FirstEnergy terminate customer for non-payment of supplier arrearages?

A. No. FirstEnergy would only disconnect for non-payment of Utility dollars.

Q. If a customer is not shopping and is on a budget bill and they switch, will supply portion be included in budget?

A. Not automatically. The customer must contact the supplier to arrange for budget billing. The supplier would then be required to send an 814 change transaction to FirstEnergy to request the budget bill amount (in whole dollars only).

Q. In utility consolidated billing (rate ready), will FirstEnergy provide budget billing for the supplier?

A. No, FirstEnergy does not provide budget billing for a supplier. However, a supplier can submit a flat (budget) amount which the supplier will then need to track the customer balances owed.

Q. In utility consolidated billing (rate ready), what will FirstEnergy send in the EDI 810 transaction for a customer on budget bill?

A. FirstEnergy will send 810's which reflect the Budget Amount (\$) submitted by the supplier. Budget Code for this transaction is BUD001 in the SAC04 segment which represents current budget charge.

Q. In utility consolidated billing, does FirstEnergy maintain supplier balance?

A. Yes. However, supplier receivables are not aged.

Q. How long must FirstEnergy maintain supplier balance?

A. Until the balance is written off via EDI 248. Time periods will vary.

Q. When there is a cancel/rebill over bill types with the same supplier, what bill method does the rebill use?

A. The bill type that was in effect at time of original bill period will be used.

Q. When there is a cancel/rebill over bill types and the supplier is no longer active with the customer, what bill method does the rebiller use?

A. The bill type that was in effect at time of original bill period will be used.

Supplier Services FAQ - Ohio

Q. Will FirstEnergy rebill for previous supplier?

A. FirstEnergy will review, on a case-by-case basis, requests for this type of rebilling service.

Q. What is the statute of limitations for utility rebilling?

A. Per Section 4933.28 of the Ohio Revised Code, utility rebilling can occur for a maximum of 6 years but varies based on the conditions causing the rebill.

Q. If a supplier changes Bill Option, when does the change take effect?

A. Bill Option change is effective based upon the switching rules as stated in the supplier tariff.

Q. If a supplier changes a rate in rate ready, when does the change take effect?

A. 814 changes are effective with the previous meter read.

Q. Does FirstEnergy provide a customer sync list?

A. Yes. Upon supplier request - no charge

Q. Will FirstEnergy print a supplier logo on the bill?

A. No

Q. Will FirstEnergy send inserts for suppliers?

A. No

Q. Is the supplier able to include a 'bill message' on the FirstEnergy bill?

A. No

Q. Are "Collective" billed customers allowed to shop?

A. Yes, "collective" billing is available to shopping customers for all FirstEnergy operating companies located in Ohio.

Supplier Services FAQ - Ohio

EDI

Q. Is budget billing offered to suppliers?

A. Yes

Q. How does a supplier request budget billing?

A. Suppliers can send an 814 enrollment or change transaction for budget billing of customers. The segment used for budget billing is AMT~B5~00.00.

Q. Are there specific EDC drop codes that apply when a customer is dropped by the EDC because he/she has enrolled on the PIPP program?

A. No. The B40 code is used for this option.

Q. Are there special coding requirements for Government Aggregation customers?

A. Government Aggregation codes should be included for all enrollments for communities involved in Government Aggregation (Ref Code example: REF*GAG).

Q. Can I obtain 12-month customer usage history prior to the customer being enrolled?

A. Yes. If suppliers receive a customer account number, the supplier can request historical usage by sending an 814 secondary request for historical usage.

Q. How do I obtain interval data for customer accounts?

A. **Historical interval detail data** can be obtained by visiting the FirstEnergy web site. From the FirstEnergy Home Page, select Customer Service, Supplier Services, Ohio, then click [Requesting Account Information](#).

Monthly interval detail data is automatically sent on an interval customer unless the supplier requests summary data on the EDI 814 Enrollment or 814 Change transaction.

Q. Is there a charge for EDI Historical Usage?

A. No

Q. When can EDI testing be initiated?

A. EDI testing can commence when the supplier credit has been approved by FirstEnergy. EDI testing may also be performed any time there are major changes to an EDI transaction, a system change, or a new system implementation.

Q. What version of EDI is used?

A. Effective January 2001, version 4010 is being used.

Q. Are VANs used or GISB?

A. VAN is the default but both VAN and GISB are supported.

Q. How are VAN charges split?

A. Each supplier and utility pay their own charges.

Supplier Services FAQ - Ohio

Q. What are the turnaround times for EDI transactions?

A. 814: 1 day

810 & 867: meter is read on day 1, account goes through billing on day 2, both transactions are sent together on day 3

820: Details are sent directly to supplier within 1 day of customer payment posting. It usually takes an additional 2 days until suppliers receive the ACH payment to post to their bank account.

248: Supplier amounts remain on customer accounts indefinitely or until the customer account final bills. 248s on final billed amounts are generated 45 calendar days after the final bill due date. PIPP write-off amounts are processed immediately after the supplier's final bill due date following the customer's return to the local utility.

Q. Why did my 814 transaction (enrollment, change, drop) reject?

A. Enrollments may be rejected for the following reasons: Utility validates an enrollment by account number. The account number submitted could be invalid or not active. Also, if the customer is on PIPP or is coded as a special contract customer, the enrollment would reject. A **drop request** may reject for the following reasons: the customer is 'pending' with a supplier, customer must be 'active' for a drop to be accepted. Drops can also be rejected due to an invalid account number.

Change requests may be rejected because the account number is not valid, or the customer is not the customer of the requestor.

Q. When do 814 Change requests take effect?

A. Most 814 Changes take effect with the previous meter read date. Bill Method changes take effect according to the supplier tariff switching rules.

Q. Will FirstEnergy send the 820 through the bank or send the 820 to the supplier and an ACH through the banking system?

A. FirstEnergy will send the 820 to the supplier and an ACH through the banking system.

Supplier Services FAQ - Ohio

Enrollment

Q. Who is eligible to enroll?

A. 100% of Ohio customers are eligible to shop for their generation.

Q. Are unmetered accounts eligible to shop?

A. Yes. Unmetered accounts can shop for their generation.

Q. Who holds authorization for a switch?

A. The supplier holds authorization for customer enrollments.

Q. Must there be a 'wet' customer signature?

A. No.

Q. Is the customer notified when a switch to an alternative supplier is processed?

A. Yes. FirstEnergy sends confirmation letters within one day of receipt of 814 enrollments.

Q. How long does the customer have to rescind their enrollment?

A. Customers have 7 calendar days from the day the 'customer enrollment letter' was mailed to rescind their enrollment.

Q. What is the minimum lead time from receipt of an enrollment to the first possible switch date?

A. An enrollment must be received **12 days prior to the scheduled meter read date** in order for the account to become 'Active' with their supplier. All meter read schedules are posted on the [FirstEnergy corporate website](#).

Q. What is the switch effective date?

A. Switches become effective on the scheduled meter read date plus one day.

Q. When does the supplier become responsible for energy charges?

A. The supplier becomes responsible on the customer switch date.

Q. How many days does a customer have to rescind a drop?

A. During the 7-day rescission period, the customer can rescind a customer-initiated drop by contacting the utility. Customer cannot rescind a drop received via EDI from the supplier. Customer would need to re-enroll with the supplier.

Q. If a supplier drops a customer, how many days in advance of the meter read must FirstEnergy be notified?

A. The minimum length of time required for a supplier to process a drop is 12 days in advance of the scheduled meter read date.

Q. What is the determining date for "first in"?

A. The first enrollment received during the billing period will be accepted, all others will be rejected for that period. The Contract Date is the tie breaker only if more than one enrollment is received on the same day.

Q. Can Load Management (curtailable) customers shop?

A. Customer cannot shop unless contract specifically states that they can. Most cannot shop.

Q. Will FirstEnergy provide a file to suppliers of currently active customers with arrears?

A. No.

Supplier Services FAQ - Ohio

Q. Is Seamless Move supported?

A. No. Supplier must enroll customer at new location. Customer will be served for minimum of one month at new location by FirstEnergy. If a customer is final billed in error, FirstEnergy will manually back date the enrollment if agreed to with the supplier. Otherwise, FirstEnergy would provide lost savings.

Q. Are PIPP customers able to shop their generation?

A. No. If a customer is on PIPP, the enrollment would be rejected. Similarly, if a customer signs up for PIPP (while enrolled with a supplier), they would be processed to be returned to the EDU.

Q. Are switching fees applied to all customer enrollments?

A. A \$5.00 per customer processing fee will be charged to the supplier for each customer selecting or switching to the supplier. The \$5.00 switching fee will not be assessed the first time a retail customer makes a voluntary choice to switch to an alternative generation supplier. Such voluntary choice shall not include "opt-out" in governmental aggregation.

Q. If a customer is on a full service rate and they elect to shop, how does the supplier know what shoppable rate the customer will be assigned to?

A. This information can be provided directly to the customer or to their authorized agent upon request.

Q. Does a supplier have to be registered in the service territory before the supplier can market / solicit customers?

A. Yes.

Q. When electronically requesting an enrollment or account information, what should be used as the EDU Account Number?

A. Suppliers must use the 20-digit customer number that is found on page 3 of the customer's utility invoice on any EDI transaction.

Q. If enrollments are sent in error, how can they be cancelled?

A. If the rescission period has not expired, the supplier will need to contact the customer to explain the situation and advise them to call the utility to rescind their enrollment. If the rescission date has passed, the customer must stay with the supplier for one billing period. The supplier would need to send a drop after the customer becomes active and make the customer whole, if applicable.

Q. What are POLR rules (Minimum stay)?

A. There are no minimum stay requirements currently for Ohio.

Supplier Services FAQ - Ohio

Government Aggregation

- Q. When are Government Aggregation (GAGG) files made available to suppliers?**
- A.** Suppliers must be certified by the PUCO and the community leaders must acknowledge, in writing, that they have contracted the supplier as their electric provider.
- Q. Are GAGG lists complete, including all community residents?**
- A.** GAGG lists are provided for ALL residents but it is up to the suppliers and/or community to scrub the list. FirstEnergy will not provide partial lists of selective residents. Two files are provided, one including customers who did not opt off of the mass marketing list, and one file of residents that did opt off of the master marketing list.
- Q. What if residents of the aggregated community are omitted from the master list?**
- A.** FirstEnergy 'In Good Faith' strives to provide customer information for all customers in the aggregated communities. If customers are inadvertently omitted from the master list, FirstEnergy will work with the suppliers to obtain any missing information on a case-by-case basis.
- Q. Is there a charge for providing updated customer lists?**
- A.** There is currently no charge for 'refresh' lists of GAGG communities.
- Q. What is the process for obtaining GAGG lists?**
- A.** Complete instructions for requesting Government Aggregation files can be found on the FirstEnergy web site. From the Home page, select Customer Service, Supplier Services, Ohio, then click on [Governmental Aggregation](#).
- Q. How long does it take to process GAGG files?**
- A.** Please allow 7-10 business days for processing GAGG files.

Supplier Services FAQ - Ohio

Metering

- Q. Will FirstEnergy charge for special request for meter testing of a FirstEnergy owned meter?**
- A. Yes. Standard Rules & Regulations require one free test per 12 months at the customer's request. Supplier Tariff IX.D. addresses supplier meter testing requirements. Supplier meter test requests must be made to the Electric Distribution Company in writing.
- Q. Will FirstEnergy support unscheduled meter reads?**
- A. Only when final billing a customer move out.
- Q. Does FirstEnergy support non-standard metering?**
- A. No
- Q. Who determines customer's meter read schedule?**
- A. FirstEnergy determines all customer meter read schedules.
- Q. What is the cut-off time for billing for interval accounts?**
- A. One day prior to the customer's monthly billing end date.
- Q. Can a supplier elect to receive interval data at account level or is it at supplier level?**
- A. Interval data is provided at the account level.
- Q. Does FirstEnergy provide monthly interval data at the meter level or the account level?**
- A. Meter level. If there are 2 or more interval meters on an account, FirstEnergy would provide interval data for each meter.
- Q. When is interval metering required?**
- A. Interval metering is required for all customers that shop with billing loads of 200 KW or more.
- Q. Who pays for interval metering upgrades?**
- A. All interval meter upgrade charges are the responsibility of the customer.
- Q. Approximately, what is the charge for upgrading to interval metering?**
- A. On average, FirstEnergy estimates that the cost of interval meter upgrades ranges between \$650 and \$800. Some specialty meter configurations can cost more to upgrade.
- Q. Are there any other charges required for customers upgrading to interval metering?**
- A. All interval metered customers are required to have dedicated phone lines to the meter for remote meter interrogation. If a customer does not have a phone line, one will be required at customer's expense.
- Q. Can suppliers or the customer access their interval metered pulse data?**
- A. Yes. There is a one-time set-up charge of \$65 for customers who want to directly interrogate their interval meter for pulse data.
- Q. How long does it take to process an interval meter upgrade?**
- A. After interval meter work orders are received by FirstEnergy and the phone line is installed, the typical length of time for the meter installation is 3-4 weeks. (This can vary based on the individual metering location and severe weather occurrences.)
- Q. What is the fee for manual historical usage when requested by a supplier?**
- A. The fee for Interval detail is \$37.50 per month per meter for 1 or 2 months or \$150 for 12-month detail usage. The fee for non-interval metered customer's usage history is \$5 per page.

Supplier Services FAQ - Ohio

Shopping Credits

Q. What are the 2006 shopping credits?

- A.** In 2006, a customer who is shopping will have one of three different shopping credits.
1. The first shopping credit is **little "g"** and little "g" is the generation component in FirstEnergy's tariff
 2. The 2nd Shopping Credit **shall be increased** to 65% of the RSC, increased to 75% in 2007 and 85% in 2008
 3. The 3rd Shopping Credit **shall be increased** to 100% of the RSC

Note: #2 and 3 are **referred** to Enhanced Shopping Credits

Q. How does a customer receive the enhanced shopping credit?

- A.** A customer who is shopping may elect an enhanced shopping credit if they enter into a firm generation service electric contract, satisfying the full capacity, energy and transmission requirements associated with such customer loads, with a credit worthy generation supplier, for a binding term dependent on the enhanced shopping credit elected.

Q. When will the 2006 shopping credits be effective?

- A.** The enhanced shopping credits will be effective for shopping customers beginning with the usage as of January 1, 2006 and while the Rate stabilization Plan is in effect through December 31, 2008.

Supplier Services FAQ - Ohio

Price to Compare

Q. What are the 2006 price to compare changes?

A. The price to compare functionality will be modified to include both generation and transmission in the value. Price to compare will be further modified to provide an average for the rate category and only be reflected on residential shopping and non-shopping customer bills.

Q. How is the 2006 price to compare calculated?

A. For a residential service, the price to compare figure is based strictly on the average kWh usage for that particular rate category.

Q. When will the new price to compare be effective?

A. The price to compare will be effective with the January 2006 bills.

Q. How often is price to compare calculated?

A. The price to compare amount changes periodically to reflect increase/decrease in the Transmission and Ancillary and/or fuel riders.

Q. How can a customer find their price to compare?

A. Price to compare will be provided monthly on a residential customer's bill.

Q. Does price to compare print on the bill?

A. Yes. Price to compare is printed on a residential customer's bill each month.

Q. Can a CRES provider call in to FirstEnergy for a price to compare information for their customers?

A. Price to compare information can only be released to CRES providers if the customer has authorized FirstEnergy to release it. A "Release Authorization Letter" must be on file for a supplier to receive customer price to compare information.

Q. Are price to compare amounts shown on ALL customer bills?

A. No. Only residential customers will have a price to compare on their monthly bill.

Q. Are shopping credit components listed in the tariff used to calculate the price to compare listed on residential bills?

A. Yes.

Supplier Services FAQ - Ohio

Registration & Eligibility List

Q. How long does it take to complete the supplier registration process with FirstEnergy?

A. The Company will approve or disapprove the supplier registration within 30 calendar days of receipt of complete registration information from the supplier.

Q. What if the registration packet is incomplete?

A. In the event the supplier fails to provide all of the information required for registration, the Company will provide written notice to the supplier of the registration's deficiencies within 10 calendar days after the Company's receipt of the registration.

Q. What are the credit requirements necessary for registration?

A. A supplier will satisfy its creditworthiness requirement and receive an unsecured credit limit by demonstrating that it has and maintains investment-grade long-term bond ratings from any two of the following four rating agencies: 1) Standard & Poors - BBB- or higher; 2) Moody's Investors' Services - Baa3 or higher; 3) Fitch IBCA - BBB- or higher; 4) Duff & Phelps Credit Rating Company - BBB- or higher. Complete credit requirements may be found in Section VI of FirstEnergy's Ohio operating company Supplier Tariff.

Q. What occurs if my company is unable to meet the credit requirements set forth in Section VI of FirstEnergy's Ohio operating company Supplier Tariff?

A. FirstEnergy will make reasonable alternative credit arrangements with a Supplier that is unable to meet the criteria and with those suppliers whose credit requirements exceed their allowed, unsecured credit limit.

Q. When can EDI Supplier Certification testing begin?

A. EDI Supplier Certification can take place concurrently with the registration process but must be completed before supplier is registered with FirstEnergy.

Q. What is the Ohio eligibility list?

A. The eligibility list provides a list of customers who live within FirstEnergy's Ohio service territories. Customers are given an option to remove their name from this list. This list includes information such as customer name, service address, mailing address, utility rate schedule, and 12 months of historical consumption data. For a complete file layout, please reference the Supplier Services website under Eligibility List.

Q. How often is the Ohio eligibility list generated?

A. The eligibility list is generated quarterly throughout the market development period. Once the list has been updated, a Certified Supplier may not use an eligibility list from a prior quarter to contact customers. However, Certified Suppliers will not be required to purchase subsequent lists.

Q. Who is eligible to purchase the Ohio eligibility list?

A. Upon request, the Company will provide to any Certified Supplier the most recent eligibility list. A Certified Supplier is defined as one that has received final certification from the Commission pursuant to Ohio Revised Code 4928.08 to provide competitive retail electric service and has received written notification of registration pursuant to Section V of the Supplier Tariff for FirstEnergy's Ohio operating companies.

Q. How is the Ohio eligibility list made available?

A. The Company will provide the eligibility list on CD. The CD will be sent via regular U.S. Mail.

Supplier Services FAQ - Ohio

Q. What is the charge for the Ohio eligibility list?

A. The charge for the eligibility list is \$150.00 per CD. Payment must be received by FirstEnergy prior to the CD being released to the Certified Supplier.

Q. Are multiple scheduling coordinators allowed?

A. No - Supplier Coordination Tariff XIV. J addresses this issue.

Q. Can a customer split load among suppliers?

A. No - Supplier Coordination Tariff VII. D addresses this issue.

Q. Will FirstEnergy provide a file to suppliers of currently active customers with arrears?

A. No.

Supplier Services FAQ - Ohio

Supplier Rates & Billing

Q. How does a CRES provider submit new rates?

A. All supplier rates must be submitted in writing using the 'Supplier Rate Schedule' on the FirstEnergy website. These forms can be faxed or emailed into the FirstEnergy Supplier Support group.

Q. How long will it take to implement a new rate once it is submitted?

A. Supplier Tariff V B8 regarding implementing rates allows for up to 90 days to program new rates into the FirstEnergy system.

Q. What, if any, limitations exist for submitting new rates?

A. All rate IDs must be limited to 4 characters. Suppliers can submit generation rates with a cents per kWh, dollars per KW, a fixed monthly amount, or any combination of the three options. A percentage of shopping credit rate is also offered and can stand alone or be used in combination with the fixed monthly amount only. Transmission (and related charges) rates can be submitted with cents per kWh, cents per KW, a fixed monthly amount, or any combination of the three options. In addition, suppliers may choose Special Option which is utilizing FirstEnergy's transmission (and related charges) calculation for non-shopping customers. Please note that the transmission related charges would be an exact duplication. Therefore, what will be applied will have to be exactly what FirstEnergy charges for transmission to non-shopping customers. If the value changes, the supplier's value will change also. Please be aware that if our transmission over or under collects for your transmission related costs, FirstEnergy is not obligated to resolve that for suppliers.

Q. When does FirstEnergy Supplier Services 'charge' for processing CRES provider information requests?

A. Supplier Services will charge (at a tariff rate of \$53/hr.) for research and CRES information requests when applicable. Typically, research time is billable when a CRES provider requests assistance with matters that could be resolved without the assistance of FirstEnergy Supplier Services.

Q. How does FirstEnergy pay the supplier with the utility consolidated rate ready billing?

A. An 820 CTX transaction is used to send the ACH payment and 820 detail information at the same time through the banking system.

Q. Is FirstEnergy able to accept supplier consolidated billing?

A. No, not at this time.

Q. Can supplier 'late payment charges' be applied to customer bills?

A. No, FirstEnergy will not bill late payment charges for suppliers.

Q. Can Residential customers for Ohio FirstEnergy operating companies pay their bill electronically?

A. Yes. If FirstEnergy bills for the supplier, customers may utilize FirstEnergy's E-Bill payment website to pay their bill.

Q. Are suppliers notified when customers file bankruptcy with the utility?

A. No. A supplier must notify FirstEnergy to obtain supplier bankruptcy balance for utility consolidated billing.

Q. Are there any special provisions when using the "percent of shopping credit" rate?

A. Yes, some utility rates include "Minimum Bill" stipulations regarding customer energy usage. When a minimum bill is calculated, no shopping credit will be calculated. Because no

Supplier Services FAQ - Ohio

shopping credit is calculated, no supplier dollars will be calculated. Please refer to the applicable operating tariffs.