

Supplier Services FAQ – New Jersey

Enrollment / Drop

Q: Who is eligible?

A: 100% of New Jersey customers are eligible to shop for their generation.

Q: When is a new customer eligible to shop?

A: A new customer is eligible to select a supplier as soon as the account is established in SAP but the switching rules dictate that the customer will be JCP&L full service until the supplier switch is effective on the next meter read date after the **20-day** window.

Q: Are unmetered accounts eligible to shop?

A: Yes. All 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 signature"?

A: No. The supplier is responsible to retain records for the customer switch authorization, which may be a wet signature or other form.

Q: Is the customer notified when an alternative supplier has been selected by the customer?

A: Yes. Jersey Central Power & Light sends confirmation letters within one day of receipt of EDI 814 enrollments.

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

A: Residential Customers have **14 calendar days** from the day the customer enrollment letter was mailed to rescind their enrollment. Commercial and Industrial customers cannot rescind their enrollment.

Q: How long does the customer have to rescind their drop?

A: Customers have **14 calendar days** from the day the customer drop letter was mailed to rescind a customer initiated drop. Customers cannot rescind a drop received via EDI from the supplier. The customer will need to reenroll with the Supplier.

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

A: An enrollment must be received **20 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 www.Firstenergycorp.com website, **Customer Care>Supplier Services>New Jersey>Meter Read Schedules**.

Q: What is the switch effective date?

A: Switches become effective one minute after midnight, day after meter read date.

Q: If switch date is different than the scheduled date for both the enrollment or drop, what notification is sent to the supplier?

A: The supplier will received an 814C via EDI for all change of start or end dates when there is a difference greater than **3 days from** the actual schedule read date.

Q: If a supplier drops a customer, how many days in advance of the meter read must Jersey Central Power & Light be notified?

A: The minimum length of time required to process a supplier drop is **15 days prior** to the scheduled meter read date. Customer cannot rescind the supplier drop.

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A: The minimum length of time required to process a customer drop is **20 days** prior to the scheduled meter read date. Customer can rescind the customer drop.

Q: When a supplier drops a class of customers, what notification must be provided?

A: Supplier must send notification to Utility **90 days** prior to drop. Supplier must send notification to customers **30 days** prior to drop. Supplier must send EDI 814 drop transaction **15 days** prior to drop.

Q: What is determining date for "last in"?

A: The supplier who has the most recently signed contract with the customer will become the active supplier. Last-in is determined by the Contract date sent on the EDI enrollment transaction.

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

A: Customers can rescind an enrollment within the **14-day rescission window**. Otherwise, the customers must stay with the supplier for one billing period. The supplier would need to send a drop after the customers becomes active and contact the customer to explain the enrollments being sent in error.

Q: Will Jersey Central Power & Light provide files to suppliers of currently active customers with arrears?

A: No.

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 Jersey Central Power & Light.

Q: Does a supplier have to be licensed 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 LDC account number?

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

Q: Can a supplier call Jersey Central Power & Light for usage information for their customers?

A: Customer information can be released if the customer has authorized the supplier to obtain it.

Q: What are POLR rules (Minimum stay)?

A: All customers may choose a new supplier at any time.

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Price to Compare

Q: How can a customer find their "Price-to- Compare"?

A: Price to compare is provided on the customer bill each month for BGS-FP customers.

Q: Does Jersey Central Power & Light have a standard definition on how price to compare is calculated?

A: PTC=generation+transmission+reconciliation+retail margin, (if applicable) for BGS-FP customers.

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Billing

Q: What billing options are available?

A: Dual, Rate Ready and Bill Ready.

Q: How is the customer's due date set?

A: Jersey Central Power & Light due dates are set 15 days from invoice date for residential, commercial and industrial customers.

Q: What is the payment posting sequence?

A: All payments received will be applied as listed: utility arrears, supplier arrears, utility current, supplier current.

Q: What are Jersey Central Power & Light's "switch to dual" rules as it pertains to consolidated billing when in arrears with supplier?

A: Jersey Central Power & Light will switch the customer to dual if the supplier charges become 60 days past due.

Q: When is a customer NOT eligible for consolidated bill?

A: A new customer who hasn't shopped and current arrears are less than 60 days at enrollment can be eligible for consolidated billing. For all shopping customers who were switched from consolidated billing to dual billing due to arrears greater than 60 days, failure to keep bills current for a minimum period of one year will result in customers not being eligible for consolidated billing.

Q: In utility consolidated billing (rate ready and bill ready), will Jersey Central Power & Light provide budget billing for the supplier?

A: If the supplier wishes to offer budget billing, the supplier will send the billing amount for the current charges to the utility company. JCP&L will be responsible to the supplier only for the budget amount and will have no responsibility for maintaining a deferred budget balance on behalf of the supplier.

Q: In utility consolidated billing, does Jersey Central Power & Light maintain supplier balance?

A: Yes.

Q: Does JCP&L hold supplier charges in Bill Ready for a missed bill window?

A: Yes. Missed charges will print on next month's bill.

Q: In utility consolidated billing (Bill Ready), will Jersey Central Power & Light automatically cancel supplier's charges?

A: No. Jersey Central Power & Light expects supplier to send cancel 810 to cancel their charges. If a cancel 810 is not sent, the original 810 charges will print on the rebill.

Q: When there is a cancel / rebill over multiple billing periods with the same supplier, what bill method does the rebill use?

A: Bill method that was in effect at time of original bill period will be used.

Q: Will JCP&L rebill for previous supplier?

A: Yes. JCP&L will rebill any billing period affected by a incorrect meter reading or meter equipment malfunction related to supplier billing usage.

Q: If supplier changes bill method, when does the change take effect?

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

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Q: Are collective billed customers allowed to shop?

A: Yes.

Q: Is the supplier able to include a "bill" message on the JCP&L bill?

A: Yes. The text must be a standard AFP pitch proportional font.

Q: In utility consolidated billing (Bill Ready) how are corrections made to erroneous 810s that is not related to usage?

A: The supplier will submit an cancel 810 for the incorrect amount and resubmit the correct amount per the Implementation Guide codes.

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

A: Yes. The supplier will be sent notification via email.

Q: What happens if a customer declares bankruptcy and has an active supplier, how is the supplier affected?

A: The supplier will remain active and notification of the pre-bankruptcy amount will be emailed to the supplier.

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Metering

Q: Will JCP&L support unscheduled meter reads?

A: Unscheduled meter reads are supported when a customer final bills due to moving out prior to the normal schedule meter read date.

Q: Who determines customer's meter read schedule?

A: Jersey Central Power & Light determines all customer's meter read schedules.

Q: Can supplier elect to receive interval data at account level or supplier level?

A: Interval data will be provided at the account level.

Q: Will JCP&L provide monthly interval data at the meter level or the account level?

A: Monthly interval data will be provided at the account level.

Q: Will JCP&L provide monthly interval data for all interval meters or only advanced (telemetered) meters?

A: Monthly interval data will be provided for all interval meters.

Q: What Time of Use (TOU) readings will JCP&L send to supplier?

A: JCP&L will send suppliers what is being recorded by the meter.

Q: When is interval metering required?

A: Interval metering is required for all GT, GP and GST rate customers and also includes all customers taking service under the BGS-CIEP rider.

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EDI

Q: Can suppliers obtain 12- Month Historical meter data for customer accounts?

A: Yes. The supplier can request historical usage by sending an EDI 814 - secondary request for historical usage using a customer 20 digit account number.

Q: Is there a charge for EDI Historical Usage requests?

A: No.

Q: Can suppliers obtain Historical Interval meter data for customer accounts?

A: Yes. Historical interval data can be obtained by visiting the www.Firstenergycorp.com website, **Customer Care>Supplier Services> New Jersey>Requesting Account Information.**

Q: What is the fee for Historical Interval usage when requested by supplier?

A: The fee for historical interval usage is \$40.00 per account requested.

Q: Will JCP&L do energy forecasting for supplier?

A: No.

Q: When can EDI Supplier Certification testing begin?

A: EDI Supplier Certification testing will take place when the registration process and supplier creditworthiness has been completed.

Q: What other "rules" initiates EDI testing requirements?

A: EDI testing may be required any time there are 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: Is VAN or GISB used?

A: GISB is default. VAN is supported.

Q: How does Jersey Power & Light pay the supplier with the utility consolidated rate ready or bill ready billing?

A: JCP&L sends 820 remittance only to supplier, and Treasury sends ACH for funds.

Q: What are the turnaround times for EDI Transactions?

A: **814:** one day, **Rate Ready - 810 & 867:** meter is read on day 1, account goes through billing on day 2, both transactions are sent together on day 3. **Bill Ready/Dual - 867:** meter is read on day 1, account goes through billing on day 2, 867 transaction is sent on day 3, supplier has **3 calendar days** to submit **810 for Bill Ready invoicing. 820:** payment received on day 1 will be sent through the banking system on day 2 (it usually takes an additional **3 days** until suppliers receives the detail payments from their bank).

Q: Will Jersey Central Power & Light print supplier contact information and logo on bill?

A: Yes. Supplier must provide in approved EDI format as outlined in the TPS Agreement "**Attachment A**", **GPU (LDC) Consolidated Print Format.**

Q: Will Jersey Central Power & Light send inserts for suppliers?

A: Yes. All residential customers of a particular supplier will get their insert as outlined in the TPS Agreement "**Attachment B**", **GPU Energy Bill Insert Service Option.**

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Registration

Q: What are the requirements for registration?

A: The Supplier must, a) register and obtain a license from the Board and any other governmental approvals required for participation in the New Jersey retail energy market; b) satisfy the creditworthiness standards of the Company; c) satisfy all applicable FERC requirements; and d) execute all appropriate PJM applications and agreements, including those that make the Supplier and LSE member of PJM. Sign non-disclosure form and communication details form.

Q: What form of communication will be used by both utility and supplier when exchanging data?

A: The Supplier and Utility will both comply with Electronic Data Interchange (EDI) standards for the exchange of information.

Q: How long does it take to complete the supplier registration process with JCP&L?

A: The Company will approve or disapprove the supplier registration when the supplier creditworthiness has been approved by JCP&L and the registration process has been completed.

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 deficiencies.

Q: What are the credit requirements necessary for registration for CIEP & FP Customers"

A: A Supplier or its Guarantor will satisfy its creditworthiness requirement and received an unsecured credit limit by demonstrating that it has and maintains investment-grade long term bond ratings from any two or the following three rating agencies: 1) Standard & Poor's Rating Services ("S&P"), Moody's Investors Service, Inc. ("Moody's"), or Fitch, Inc. ("Fitch"), and (2) must have a minimum senior unsecured debt rating (or, if unavailable, corporate issuer debt rating discounted one notch) of at least "BBB-" from S&P, "Baa3" from Moody's, or "BBB-" from Fitch (a "Minimum Rating"). A Supplier must also provide the Company with its most recent independently-audited financial statements or, if the Supplier is a publicly held firm, its most recent Form 10-K and Form 10-Q. Complete credit requirements may be found in the **ARTICLE 7** and **APPENDIX B1, B2 AND B3** of the TPS Agreement.

Q: What occurs if my company is unable to meet the credit requirements set forth in "APPENDIX B1, B2 & B3 of the Supplier Tariff?

A: JCP&L 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.

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Supplier Rates and Billing

Q: How do Suppliers submit new rates?

A: All supplier rates must be submitted in writing using the "Supplier Rate Schedule" on the www.Firstenergycorp.com website, **Customer Care>Supplier Services>Supplier Registration>Rate Design**. These forms can be faxed or emailed to Supplier Support group.

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

A: JCP&L will make every effort to implement new rates in a timely fashion, but please allow for up to 30 days to program new rates into JCP&L system.

Q: What are the requirements for Supplier Rates for Rate Ready Design?

A: JCP&L will support flat and "On Peak" and "Off Peak" rate ready designs.

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

A: A rate change is effective with the previous meter read.

Q: Is Jersey Power & Light able to accept supplier consolidated billing?

A: No.

Q: Will JCP&L charge market based rates for non-shopping customers?

A: Yes per the BGS CIEP rider.

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Basic Generation Services (BGS)

Q: What is the Basic Generation Services (BGS)

A: Basic Generation Services (BGS) is electric generation service provided to any customer who has not chosen an alternative electric supplier. BGS is fully regulated by the New Jersey Board of Public Utilities (BPU).

Q: What is Fixed Pricing (FP)?

A: Rider BGS-FP provides Basic Generation Service charges applicable to all KWH usage for Full Service Customers taking service at secondary voltages under Service Classifications RS, RT, RGT, GS, GST, OL, SVL, MVL and ISL, except for GS and GST customers that have a peak load share of 1500 KW or greater as of November 1, 2003, or that have opted to take service under Rider BGS-CIEP as of January 5, 2004.

Q: What is Commercial Industrial Energy Pricing (CIEP)?

A: Rider BGS-CIEP provides Basic Generation Service charges applicable to all Full Service Customers taking service at primary and transmission voltages under Service Classifications GP and GT and any Full Service Customers taking service at secondary voltages under Service Classifications GS and GST that have a peak load share of 1500 KW or greater as of November 1, 2003, or that have opted to take BGS-CIEP service as of January 5, 2004.

Q: What is the definition of Peak Load Share?

A: Peak Load Share or PLS is a demand value for a customer that represents that customer's relative contribution to the JCP&L zonal peak load at the time of the PJM peak load.

Q: When are Capacity / Transmission Peak Load Shares recalculated?

A: The Capacity and Transmission Peak Load Shares are updated annually, effective January 1 of each year. The PLS factors for currently active shopping customers are then sent to each respective supplier via EDI 814C transaction.

Q: How are the Capacity and Transmission Peak Load Share (PLS) data obtain?

A: Capacity and Transmission Peak Load Share values are sent via EDI 814 enrollment, reinstatement, 867HU and 814C transactions.

Q: How often are the Weather Normalization factors (WN Factor) and Profile Class factors (PC Factor) updated?

A: The Weather Normalization Factor (WN Factor) and Profile Class (PC Factor) are updated annually, effective January 1 of each year, and posted on www.Firstenergycorp.com website. **Customer Care>Supplier Services>New Jersey>Additional Informtion>NJ Allocation Factors.**

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Website / Contact Information

JCP&L Retail Choice Call Center
1-888-478-2300

Official Licensed Supplier List
<http://www.bpu.state.nj.us/home/JCPLList.shtml>

Supplier Hotline
440-546-8667

Supplier Hotline Fax
330-315-8664

Supplier Email
Suppliersupport@firstenergycorp.com