

## Supplier Services FAQ – Met-Ed & Penelec

### ***Billing***

**Q. What billing options are available?**

A. Dual, bill ready and rate ready billing options are currently available.

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

- A. • 15 days from the invoice date for C&I customers  
• 20 days from the invoice date for residential customers  
• Exception: Senior citizens and government accounts might have special due dates.

**Q. With utility consolidated billing (rate ready and bill ready), when is a supplier paid?**

- A. • 25 calendar days for Residential  
• 20 days after the invoice date for Non-Residential  
• 40 calendar days after invoice for customers included in the Purchase of EGS Receivables (POR) program – contingent upon Pennsylvania Public Utility Commission (PaPUC) approval by December 31, 2010, of the companies' supplier tariffs filed at Docket Nos. P-2009-2093053 and 2093054, with an effective date of January 1, 2011.

**Q. What is the payment posting hierarchy?**

- A. The payment posting hierarchy is as follows:
1. Total Due
  2. Security Deposit
  3. Service Charge
  4. Late Payment Charge Arrears
  5. Returned Check Fee
  6. Reconnection Charge
  7. Installment Plan Arrears
  8. FirstEnergy Consumption Item Arrears
  9. Current Late Payment Charge
  10. Current Installment Plans
  11. FirstEnergy Current Consumption Items
  12. All Supplier Consumption Items
  13. Cap Arrears
  14. Miscellaneous Charges

**Q. With utility consolidated billing, can the company terminate a customer for non-payment of supplier arrearages?**

- A. Yes, the company will disconnect for supplier arrearages for customers and suppliers included in the POR program – contingent upon PaPUC approval by December 31, 2010, of the companies' supplier tariffs filed at Docket Nos. P-2009-2093053 and 2093054, with an effective date of January 1, 2011. The companies may not terminate for non-payment of supplier arrearages for customers and suppliers that are not included in the POR program.

**Q. If a customer is on a budget bill and they switch, will the supply portion be included in budget?**

- A. • If customer is rate ready or bill ready, the supply portion will automatically be placed on budget.  
• If customer is dual, the supply portion will not be included. However, if customer switches from dual to either rate ready or bill ready, the supplier portion will automatically be placed on budget.

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- Q. With utility consolidated billing (rate ready and bill ready), will the company provide budget billing for the supplier?**
- A. Yes.
- Q. With utility consolidated billing (rate ready), what will the company send in the EDI 810 transaction for a customer on budget bill?**
- A. The companies will send 810s, which reflect the calculated supplier amount.
- Q. With utility consolidated billing, does the company maintain the supplier balance?**
- A. Yes. However, all company and Supplier arrearages are combined when presented on the bill (presented as Previous Balance).
- Q. How long must the company maintain the supplier balance?**
- A. The company will maintain supplier balance 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 the 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 the original bill period will be used.
- Q. Will the company rebill for the previous supplier?**
- A. Yes
- Q. What is the statute of limitations for utility rebilling?**
- A. The timeframe for rebilling is generally four years.
- Q. If a supplier changes the bill option, when does the change take effect?**
- A. An 814 Change will take effect following rolling switching rules (first bill at least 16 days in future).
- Q. If a supplier changes a rate in rate ready, when does the change take effect?**
- A. An 814 Change will take effect as of the previous meter read date.
- Q. Does the company provide a customer sync list?**
- A. Yes, the company will provide a customer sync list upon supplier request and at no charge.
- Q. Will the company print a supplier logo on the bill?**
- A. No.
- Q. Will the company send inserts for suppliers?**
- A. No.
- Q. Is the supplier able to include a bill message on the company's bill?**
- A. No.
- Q. Are "combined" billed customers allowed to shop?**
- A. Yes.

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### **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 special coding requirements for Governmental Aggregation customers?**

A. There is no Governmental/Municipal Aggregation currently in Pennsylvania.

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

A. Yes. If a supplier receives 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 company's website: [http://www.firstenergycorp.com/supplierservices/Pennsylvania/Met-Ed and Penelec/Requesting Account Information.html](http://www.firstenergycorp.com/supplierservices/Pennsylvania/Met-Ed%20and%20Penelec/Requesting%20Account%20Information.html)
- 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 transactions.

**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 the company. 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. GISB VER 3.6 - NAESB 1.6.

**Q. Are VANs used or GISB?**

A. GISB is preferred but the company can use VAN.

**Q. How are VAN charges split?**

A. Each supplier and utility pays its own charges.

**Q. What are the turnaround times for EDI transactions?**

- A. • **814:** One day.
- **810 and 867:** Meter is read on day one, account goes through billing on day two and both transactions are sent together on day three.
- **820:** Details are sent directly to supplier within one day of the customer's payment posting. It usually takes an additional two 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.

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

- A.**
- Enrollments may be rejected because the utility validates an enrollment by account number or the account number submitted could be invalid or not active.
  - A drop request may be rejected because the customer is “pending” with a supplier; the customer must be “active” for a drop to be accepted, or the account number is invalid.
  - Change requests may be rejected because the account number is not valid or the customer is not served by 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 the company send the 820 through the bank or send the 820 to the supplier and an ACH through the banking system?**

- A.** The company will send the 820 to the supplier and an ACH through the banking system.

### ***Enrollment***

**Q. Who is eligible to enroll?**

- A.** All customers except Outdoor Area Lighting (OAL), Street Lighting and Borderline customers are currently eligible to enroll. Effective January 1, 2011, all customers are eligible to enroll.

**Q. Are unmetered accounts eligible to shop?**

- A.**
- No, OAL/Street Lighting customers are not eligible to shop. Effective January 1, 2011, all OAL and Street Lighting accounts will be eligible to shop.
  - Unmetered accounts that have "CONS" distribution contract are eligible to shop.

**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. The company sends confirmation letters within one day of receipt of 814 enrollments.

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

- A.** Customers have 10 calendar days from the date 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 **16 days prior to the scheduled meter read date** in order for the account to become “Active” with the supplier. All meter read schedules are posted at: [http://www.firstenergycorp.com/Residential\\_and\\_Business/Billing\\_and\\_Payments/View%20meter%20reading%20schedule/index.html](http://www.firstenergycorp.com/Residential_and_Business/Billing_and_Payments/View%20meter%20reading%20schedule/index.html).

**Q. What is the switch effective date?**

- A.** The switch is effective one minute after midnight the day after meter reading, unless otherwise agreed to by the company.

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- Q. When does the supplier become responsible for energy charges?**  
**A.** The supplier becomes responsible for energy charges on the customer switch date.
- Q. How many days does a customer have to rescind a drop?**  
**A.** During the 10-day rescission period, the customer can rescind a customer-initiated drop by contacting the utility. The customer cannot rescind a drop received via EDI from the supplier. The 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 the company be notified?**  
**A.** The minimum length of time required for a supplier to process a drop is 16 days in advance of the scheduled meter read date.
- Q. What is the determining date for "last in"?**  
**A.** Last in is determined by the contract date sent on EDI txn.
- Q. Can Load Management (curtailable) customers shop?**  
**A.** Yes.
- Q. Will the company provide a file to suppliers of currently active customers with arrears?**  
**A.** No.
- Q. Is Seamless Move supported?**  
**A.** No. The supplier must enroll customer at new location.
- Q. Are switching fees applied to all customer enrollments?**  
**A.** No.
- Q. If a customer is on a full service rate and they elect to shop, how does the supplier know what shopping rate the customer will be assigned to?**  
**A.** Currently, full service rates (Borderline, Street Lighting and Outdoor Lighting) are not eligible to shop. Effective January 1, 2011, there will no longer be any full service rates, and all Met-Ed and Penelec customers will be eligible to shop.
- Q. Does a supplier have to be registered in the service territory before the supplier can market/solicit customers?**  
**A.** Yes. More information can be found at:  
[http://www.firstenergycorp.com/supplierservices/Pennsylvania/Met-Ed\\_and\\_Penelec/Supplier\\_Registration.html](http://www.firstenergycorp.com/supplierservices/Pennsylvania/Met-Ed_and_Penelec/Supplier_Registration.html)
- Q. When electronically requesting an enrollment or account information, what should be used as the EDU Account Number?**  
**A.** Suppliers must use on any EDI transaction the 20-digit customer number that is found on page 3 of the customer's utility invoice.
- 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 the 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 financially whole, if applicable.

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**Q. What are Default Service rules (Minimum stay)?**

**A. Effective January 1, 2011**, there are no minimum stay rules. Until January 1, 2011, the Market-Based Generation Rate Adjustment Rider included in Met-Ed/Penelec tariffs governs relative minimum stay rules. The Market-Based Generation Rate Adjustment Rider is being withdrawn as of January 1, 2011.

### ***Metering***

**Q. Will FirstEnergy charge for special request for meter testing of a FirstEnergy owned meter?**

**A.** Yes. Rule 10 of the companies' Retail Tariff allows a charge, which is refunded if meter does not meet accuracy standards.

**Q. Will the company support unscheduled meter reads?**

**A.** The company will only support unscheduled meter reads when final billing a customer move out.

**Q. Does the company support non-standard metering?**

**A.** No.

**Q. Who determines customer's meter read schedule?**

**A.** The company determines all customer meter read schedules.

**Q. What is the cut-off time for billing for interval accounts?**

**A.**

- IDM accounts: Day of billing at 2400.
- Non-IDM accounts: If not specified by billing, day of billing at 0015 is used.

**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 the company provide monthly interval data at the meter level or the account level?**

**A.** The company provides monthly interval data at the account level.

**Q. When is interval metering required?**

**A.** The companies' Default Service Plan effective January 1, 2011, requires all customers on rate schedules GSL, GP, LP and TP to have interval metering.

**Q. Who pays for interval metering upgrades?**

**A.** The companies are installing interval meters as needed for Default Service effective January 1, 2011.

**Q. Can suppliers or the customer access their interval metered pulse data?**

**A.** If a customer has paid for a meter with pulse output, the customer can access pulse data once they install their own hardware and software.

**Q. What is the fee for manual historical interval usage when requested by a supplier?**

**A.** There is no fee for 12 months of data.

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### ***Price to Compare***

- Q. Can an EGS call FirstEnergy to request Price to Compare information for their customers?**
- A. All customers in a given class (as found in the Price to Compare Default Service Rate Rider effective January 1, 2011) will have the same Price to Compare.
- Q. How often is Price to Compare calculated?**
- A. The Price to Compare amount is updated for changes on a quarterly basis to reflect increases or decreases to the Current Cost Component (the projected weighted cost of Default Service to serve Default Service load including any AEPS expenses), Network Integration Transmission Service charge (NITS) and any changes resulting from the quarterly reconciliation.
- Q. How can a customer find their Price to Compare?**
- A. The Price to Compare will be provided monthly on a residential customer's bill.
- Q. Does Price to Compare print on the bill?**
- A. Yes. The Price to Compare is printed on a residential customer's bill each month.
- Q. Are Price to Compare amounts shown on ALL customer bills?**
- A. Yes. The Price to Compare amounts are shown on shopping customers as well as default service customers' bills
- Q. Can you give us an idea of the administrative fees that the Companies will charge to customers taking Hourly Default Service?**
- A. The administrative fees associated with providing Hourly Default Service to customers are a separate charge in the Hourly Pricing Default Service Rider. An estimate of those costs is detailed in Met-Ed/Penelec Exhibit RAD-5. The following represents the estimate of those costs allocated to Hourly Customers pursuant to the Settlement in the Met-Ed and Penelec Default Service Program proceeding at Docket Nos. P-2009-2093053 and P-2009-2093054:
- |  | <u>Met-Ed</u>   | <u>Penelec</u>  |
|--|-----------------|-----------------|
| Bill Inserts for Customer Notifications  | \$117           | \$141           |
| Legal and Regulatory Expenses            | \$3,990         | \$4,601         |
| Consultant Costs for Auction Process     | \$7,152         | \$8,252         |
| Metering and Related Expenses            | \$45,000        | \$37,000        |
| Billing System Enhancements and IT costs | <u>\$19,950</u> | <u>\$12,358</u> |
| Total                                    | \$76,209        | \$62,352        |

### ***Solar Photovoltaic Requirement***

- Q. Are the companies responsible for obtaining Solar Photovoltaic Alternative Energy Credits (SPAECs) for Default Service Load only or for the entire retail load including the load of customers that take service from EGSs?**
- A. The companies are responsible for obtaining SPAECs for the entire retail load for the period January 1, 2011 through May 31, 2013 – contingent upon PaPUC approval by December 31, 2010, of the companies' supplier tariffs filed at Docket Nos. P-2009-2093053 and 2093054, with an effective date of January 1, 2011.

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**Q. Please clarify how the companies' procurement of SPAECs affects EGS requirements to meet Alternative Energy Portfolio Standards (AEPS).**

- A. As stated in Paragraph I.3.7 of the companies' Fixed Auction Rules, the companies will procure and supply SPAECs sufficient to fully satisfy solar AEPS requirements associated with default service supply provided to the companies by each default service supplier during the period January 1, 2011 to May 31, 2013. The companies will also provide SPAECs to fully satisfy EGS AEPS solar photovoltaic requirements associated with EGS load served in the companies' service territories during the same period – contingent upon PaPUC approval by December 31, 2010, of the companies' supplier tariffs filed at Docket Nos. P-2009-2093053 and 2093054, with an effective date of January 1, 2011. For more information, please go to the website for the procurement of SPAECs:

<http://www.firstenergycorp.com/utilitypowerprocurements/pa/mepn/srec/index.html>

**Q. If too few SPAECs are procured through the RFP that Met-Ed and Penelec will conduct, is it the responsibility of Default Service Suppliers (DS Suppliers) to supply the balance of the SPAECs?**

- A. The obligation to obtain SPAECs to meet the solar photovoltaic requirements of the AEPS Act rests with the companies under their Default Service Programs. DS Suppliers will not have the obligation to obtain SPAECs even if the procurement of SPAECs that the companies will conduct is not fully subscribed.

**Q. You mentioned that the companies will supply SPAECs on behalf of the EGS. Will the companies bill customers directly for the Solar Credits on utility portion of the bill, or with the companies bill the EGS and then the EGS is responsible for collecting those costs from their customers?**

- A. The cost of SPAECs will be recovered through a Solar Photovoltaic Charge that will be charged to all delivery service customers at the same rate per kWh – contingent upon PaPUC approval by December 31, 2010, of the companies' supplier tariffs filed at Docket Nos. P-2009-2093053 and 2093054, with an effective date of January 1, 2011.

### ***AEPS Compliance***

**Q. Are suppliers responsible for AEPS requirements for load served?**

- A. Yes. However, suppliers will not be responsible for solar RECs for the period January 1, 2011 through May 31, 2013 – contingent upon PaPUC approval by December 31, 2010, of the companies' supplier tariffs filed at Docket Nos. P-2009-2093053 and 2093054, with an effective date of January 1, 2011.

**Q. What system is used for tracking AEPS Compliance?**

- A. The PJM GATS system is recognized as the system for tracking AEPS Compliance for suppliers.

**Q. What is the load suppliers must base their AEPS compliance on?**

- A. Suppliers will use the load as submitted to the RTO market true up for prior period adjustments, less both transmission and distribution losses.

**Q. How is the load submitted to the PJM-GATS?**

- A. The local Electric Distribution Company (EDC) will submit the load values and any true ups into each EGS' respective GATS account on a monthly basis.



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**Q. How is the load submitted to the AEPS Program Administrator?**

- A.** The local EDC and Supplier are required to submit load values by quarter for each Supplier. These values will be used by the PaPUC to determine the quarterly Tier I resource percentage adjustments.

**Q. How is AEPS compliance demonstrated?**

- A.** In addition to submitting quarterly data for Tier I quarterly adjustments, each EGS must submit to the AEPS Program Administrator an annual report that demonstrates the EGS met the requirements of AEPS. For more information, see:  
[http://www.puc.state.pa.us/electric/Act\\_129\\_info.aspx](http://www.puc.state.pa.us/electric/Act_129_info.aspx).

**Q. How is AEPS compliance handled for the EDC's Default Service Suppliers?**

- A,** Each Default Service Supplier is responsible for the AEPS requirements but is not the party that demonstrates the AEPS compliance – the EDC is responsible for compliance activities. The load data used for compliance is submitted monthly to the EDC's GATS account. At the end of each delivery period, the EDC informs the Default Service Supplier of its AEPS obligations and submits the compliance report to the AEPS Program Administrator utilizing the RECs transferred from the Default Service Suppliers and the load data entered in the EDC GATS account.

### ***Registration and Eligibility List***

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

- A.** Once all of the registration paperwork is completed and approved, suppliers will be sent for EDI testing. EDI testing can take four to six weeks to complete.

**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.

**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 & Poor's: 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 Pennsylvania operating company Supplier Tariff or on the companies' website at: [http://www.firstenergycorp.com/supplierservices/Pennsylvania/Met-Ed\\_and\\_Penelec/ME\\_%26\\_PN\\_Creditworthiness.html](http://www.firstenergycorp.com/supplierservices/Pennsylvania/Met-Ed_and_Penelec/ME_%26_PN_Creditworthiness.html)

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

- A.** The company may 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 once all of the registration paperwork is completed and approved. EDI testing must be completed before the supplier is registered with the company.

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**Q. What is the Pennsylvania eligibility list?**

- A.** The eligibility list provides a list of customers who live within FirstEnergy's Pennsylvania (Met-Ed and Penelec) service territories. Customers are given an option to remove their names 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 (24 months effective the later of August 31, 2010, or upon approval of the companies' supplier tariffs filed at Docket Nos. P-2009-2093053 and P-2009-2093054, with an effective date of January 1, 2011). For a complete file layout, please visit the Supplier Services website at: [http://www.firstenergycorp.com/supplierservices/Pennsylvania/Met-Ed\\_and\\_Penelec/Eligibility\\_List.html](http://www.firstenergycorp.com/supplierservices/Pennsylvania/Met-Ed_and_Penelec/Eligibility_List.html)

**Q. How often is the Pennsylvania eligibility list generated?**

- A.** The eligibility list is generated quarterly. Once the list has been updated, a licensed supplier may not use an eligibility list from a prior quarter to contact customers.

**Q. How is the Pennsylvania eligibility list made available?**

- A.** The company will provide the eligibility list on CD. The CD will be sent via regular U.S. Mail. Following PaPUC approval of the companies' supplier tariffs files at Docket Nos. P-2009-2093053 and P-2009-2093054, the eligibility list will be available to download from a secure portion of the supplier support website or provided by CD.

**Q. What is the charge for the Pennsylvania eligibility list?**

- A.** There is no charge for the eligibility list.

**Q. Are multiple scheduling coordinators allowed?**

- A.** Yes, up to three scheduling coordinators are permitted.

**Q. Can a customer split load among suppliers?**

- A.** No.

**Q. Will the company provide a file to suppliers of currently active customers with arrears?**

- A.** No.

### ***Supplier Rates and Billing***

**Q. How does a EGS submit new rates?**

- A.** All supplier rates must be submitted in writing using the 'Supplier Rate Schedule' on the FirstEnergy website at: [http://www.firstenergycorp.com/supplierservices/files/Supplier\\_Registration/Ratedesignform%20rev%206%2021%2007.xls](http://www.firstenergycorp.com/supplierservices/files/Supplier_Registration/Ratedesignform%20rev%206%2021%2007.xls). These forms can be faxed or emailed to the companies' FirstEnergy Supplier Support group.

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

- A.** For requests of 15 or less rate schedules, the company will seek to implement the new rate within two weeks, but no longer than 30 days. For requests of 16 or more rate schedules, the company will seek to implement the new rate within 30 days, but no longer than 90 days.

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

**A.** The company will offer rate ready, bill ready and dual billing capability to EGSs. The rate ready option will be limited to a flat rate per kWh and a percentage off the Price to Compare. The EGS is limited to no more than 200 discrete rate ready rates per calendar quarter.

**Q. When does the companies' Supplier Services "charge" for processing EGS' information requests?**

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

**Q. How does the company 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 the company able to accept supplier consolidated billing?**

**A.** No.

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

**A.** No, the company will not bill late payment charges for suppliers.

**Q. Can residential customers for FirstEnergy's Pennsylvania operating companies pay their bill electronically?**

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

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

**A.** Yes.