

# PA Accelerated Switching Phase II

Met-Ed, Penelec, Penn Power, West Penn Power

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## Accelerated Switching: Metered Overview

### **Phase I (12/15/2014)**

- **One** off cycle switch per billing period
- Next switch would occur on cycle (NOTE: Met-Ed, Penelec, and Penn Power moved to a “last in” EDI evaluation method)
- FE evaluates EDIs using the DTM129 field to determine which supplier is accepted or rejected due to not last in.

### **Phase II (08/30/2015)**

- **Multiple off cycle** switches per billing period
- **Next day switching will occur** - unless multiple activity exists.
- FE will be evaluating EDIs using the DTM129 field to determine which supplier gains the customer.

## Phase II Rules:

*Next Day enrollment unless multiple activity. Enrollments are next day in all instances except when we have consecutive activity that takes place on the account within a day or two of an enrollment. (Move-Out reflects final day with current supplier....Move-In reflects first day of new supplier.)*

### Examples:

Mon	Tues	Wed	Thurs	Fri	Sat
Supplier A	-	-	-		
Move-Out	Move In				

**Scenario #1.** If we have no additional activity prior to supplier becoming active, perform a next day switch.

Mon	Tues	Wed	Thurs	Fri	Sat
Supplier A	-	-	-		
Move Out	Move In				
	Supplier B				
		Move Out	Move In		

**Scenario #3.** If we receive a switch request the day of a supplier move in, perform a 2 day switch for the new supplier.

Mon	Tues	Wed	Thurs	Fri	Sat
Supplier A	-	-	-		
Move Out	Move In				
Supplier B					
Move Out	Move In				

**Scenario #2.** If we receive another EDI on the same day as an enrollment taking place, we will use last in rules to determine which supplier receives that customer.

Mon	Tues	Wed	Thurs	Fri	Sat
Supplier A	-	-	-		
Move Out	Move In				
	Supplier B				
		Move Out	Move In		
		Supplier C			
		Move Out	Move In		

**Scenario #4.** If we receive a switch request on the day of a supplier move out, rescind previous supplier and perform a next day switch.

# Phase II Examples

## Enrollment for a shopping customer

Example 1 is a 09/01 – 09/30/2015 Bill Period

Enrollment received on 9/14/2015

Supplier A finals on 09/14/2015

Supplier B starts on 09/15/2015

Example 2 is a 09/01 – 09/30/2015 Bill Period \*Switch on Saturday

Enrollment received on 09/04/2015

Supplier A finals on 09/04/2015

Supplier B starts on 09/05/2015

Example 3 is a 09/01 – 09/30/2015 Bill Period \*Two consecutive day switches

Enrollment received on 9/14/2015

Supplier A finals on 09/14/2015

Supplier B starts on 09/15/2015

Enrollment received on 09/15/2015

Supplier B finals on 09/16/2015

Supplier C starts on 09/17/2015

Example 4 is a 09/01 – 09/30/2015 Bill Period \*Three consecutive day switches

Enrollment received on 9/14/2015

Supplier A finals on 09/14/2015

Supplier B starts on 09/15/2015

Enrollment received on 09/15/2015

Supplier B finals on 09/16/2015

Supplier C starts on 09/17/2015

Enrollment received on 09/16/2015 the contract date is later than Supplier C

Supplier C is rescinded

Supplier D starts on 09/17/2015



## Accelerated Switching: Unmetered Overview

### **Phase I (12/15/2014)**

- Some unmetered accounts may take longer than three days to switch if near the bill window. (Approved waiver item through 12/30/2015)

### **Phase II (08/30/2015)**

- Unmetered accounts will follow same rules as metered accounts for the first switch in the bill period. They will continue to follow Phase I rules if near the bill window. (Multiple switches to be implemented by 12/2015)

## Phase II Switching Details: Bill Window

- If EDI is received greater than 2 days **prior** to scheduled meter read date (MRD), follow Phase II (outside bill window) Rules, as outlined on prior slide
- If EDI is received either (1) the day prior to scheduled MRD, or (2) on day of scheduled MRD, switch customer **on cycle**
- If EDI is received **one day** after scheduled meter read, determine the following:
  - Has the customer been billed?
    - If **YES**, complete 2 day switch
    - If **NO**, perform 3 day switch
- IF EDI is received greater than 2 days **after** scheduled MRD, follow Phase II (outside bill window) Rules, as outlined on prior slide

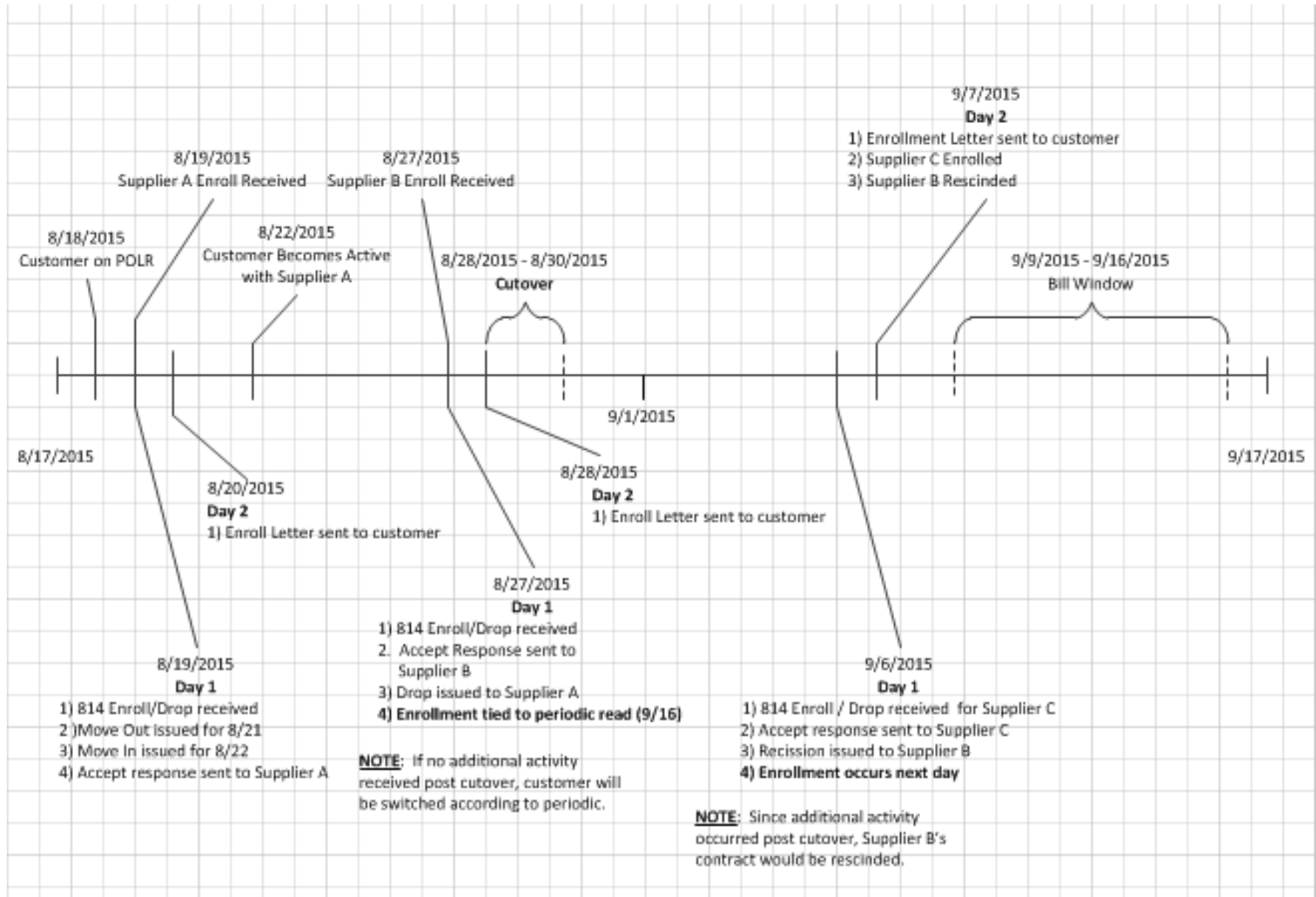
Note: Meter read schedule can be found on the FE Website. Customer specific meter read schedules can be found on the eligible customer list under “meter read cycle” and also can be found on the 867 IU/HU under “bill cycle”.

## Cutover Details:

- Accelerated switch cutover will begin on Friday evening, 8/28/2015.
- Any enrollment/drop requests that are received and processed during normal business hours on Friday 8/28/2015 will have the current switching rules applied.
- Any EDI or other enrollment/drop requests received after end of processing on Friday 8/28/2015 will have the new switching rules applied.

Therefore, anything received from the point the system is down on Friday through the weekend, will be processed on Monday using the new rules.

# Cutover Scenario: Timeline





# Bill Print Changes

Usage Information for Meter Number AYEBP0099			
Feb 12, 2013 KWH Reading (Actual)			14,088
Jan 15, 2013 KWH Reading (Actual)			13,363
KWH used (Jan 15, 2013 to Feb 12, 2013)			725
Charges From West Penn Power			
Customer Number: 0000000000 – 0000000000			
Rate: Domestic Service WP-RS10D (Jan 15, 2013 to Feb 12, 2013)			
Customer Distribution Charge			5.00
Distribution Charge	725 KWH	x 0.023269	16.87
FirstEnergy Merger Credit			-0.49
Consumer Education Charge			0.47
State Tax Surcharge			-0.10
<b>Current Consumption Bill Charges</b>			<b>21.75</b>
Charges from Any Supplier			
000 Any Street, Anywhere, OH 99999			
Customer Service: 1-800-888-5555			
Rate: GEN-F000			
<b>Billing Period: Jan 15, 2013 to Jan 29, 2013</b>			
Basic Charge	386 KWH	x 0.050000	19.30
<b>Total Charges</b>			<b>19.30</b>
Charges from Any Supplier			
000 Any Street, Anywhere, OH 99999			
Customer Service: 1-800-888-5555			
Rate: GEN-F000			
<b>Billing Period: Jan 30, 2013 to Feb 12, 2013</b>			
Basic Charge	339 KWH	x 0.055162	18.70
<b>Total Charges</b>			<b>18.70</b>

Note: If the customer had 4 suppliers in the bill period they would see 4 supplier boxes.

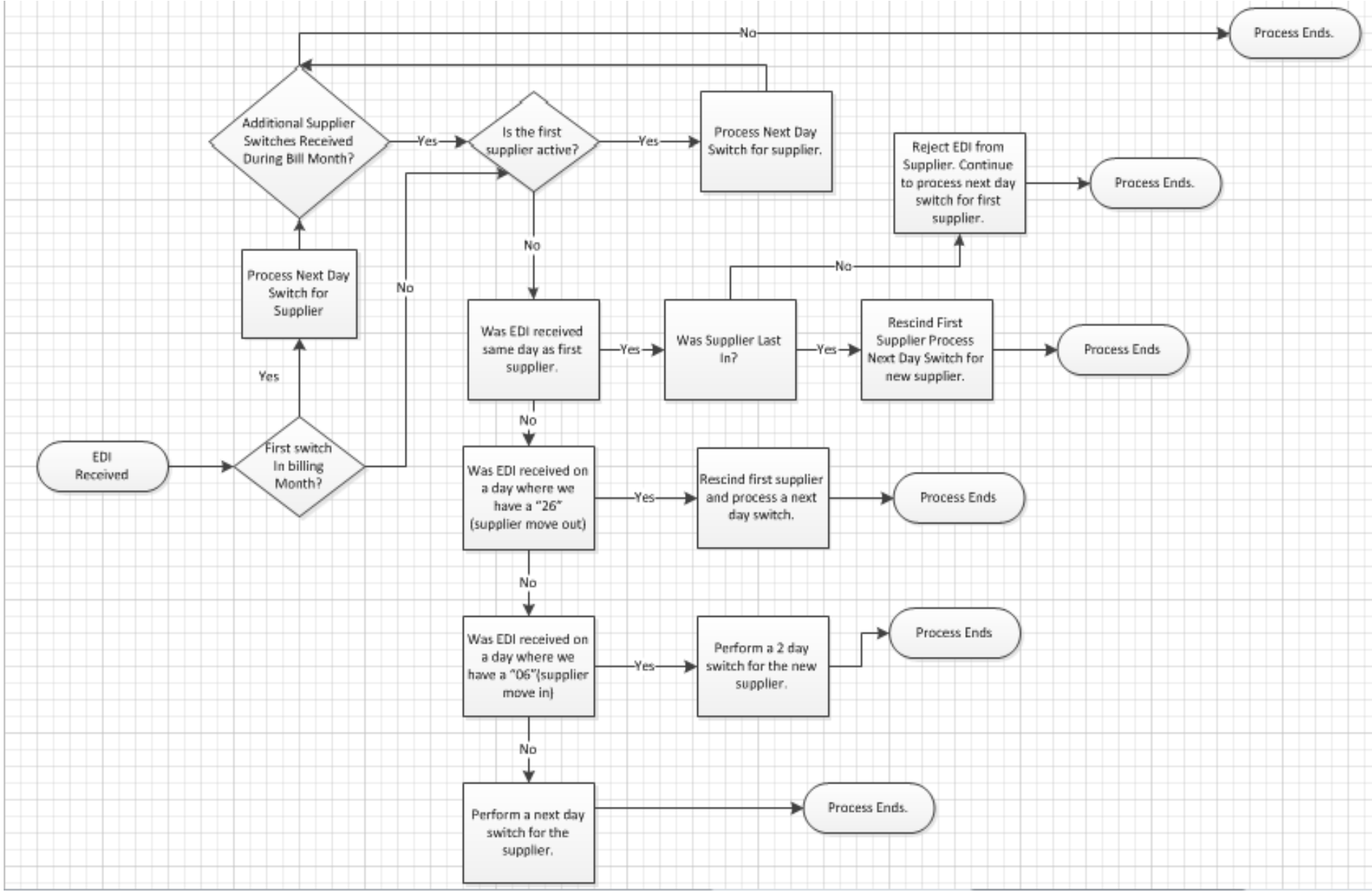
## Phase II: Additional Information

- For any enrollment or drop received, day **one** will be the day that we get the EDI into our billing system (Should be same day unless received in evening).
- Enrollments and Drops will be processed using the same rules.
- Billing/Invoicing will occur with normal scheduled EDC Billing
- Customer will receive ONE bill for the period.
  - Full month of EDC consumption/charges.
  - Bill will show multiple EGS consumption/charges
  - EDI 867 and EDI 810 will be sent at end of billing period
- EDI processed as received. We will not hold the EDI until a point in the future.
- 820 will still be sent 40 days after EDC billing; POR will not be sent 40 days after switch date

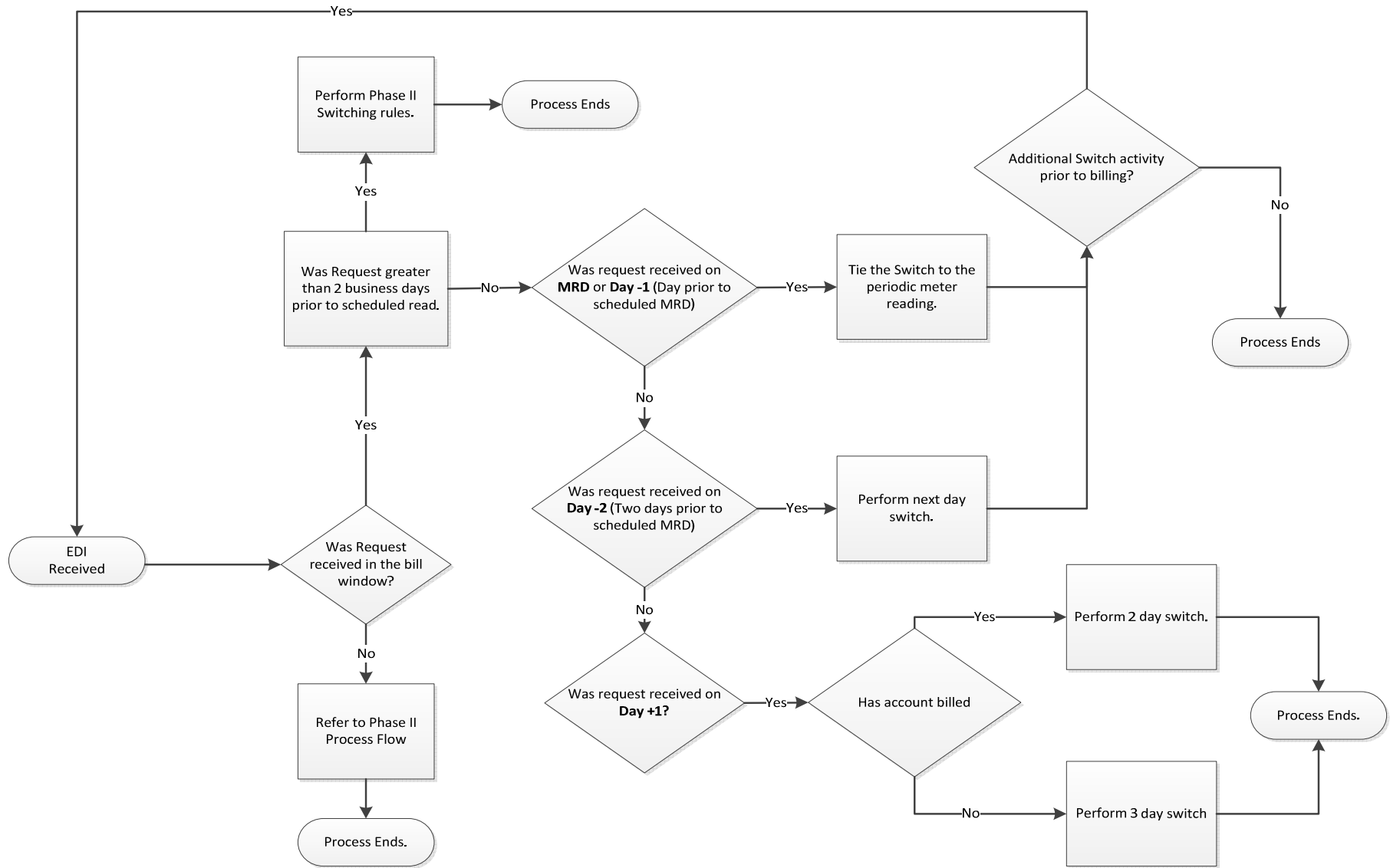
## Appendix

### **Phase II Accelerated Switching: Details**

# Phase II Accelerated Switching Rules



## Accelerated Switch Bill Window Rules



# Q&A

- **Question:** Is it possible to send an enrollment/drop on a Saturday?
- **Answer:** No, we do not process EDI's on weekends or holidays. However if a supplier move out were to occur on a Friday, the customer would move in with the new supplier the following day which would be Saturday.
  
- **Question:** Is there a minimum stay on default service once a customer drops a supplier?
- **Answer:** No, a customer can sign up with an EGS at any time.
  
- **Question:** In order to ensure the EDI is handled using Phase I rules, when on August 28, 2015 does the EDI need to be received?
- **Answer:** It is advised to send requests earlier in the day in order to ensure that the EDI is processed during that business day. We do anticipate the cut-off time to be around 5:00pm EST.
  
- **Question:** If a drop is received, by either the customer or the supplier, is there a way to stop the drop from taking place?
- **Answer:** There is no way for a supplier to rescind a drop. A new EDI enrollment would need to be sent for that customer and they would be on default for at the least two days prior to re-enrolling.
  
- **If there are any additional questions regarding Accelerated Switching Phase II, please contact us at: [supplierprogram@firstenergycorp.com](mailto:supplierprogram@firstenergycorp.com)**