

## Supplier Services FAQ – Potomac Edison

### **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.** Due date is set to 15 days from invoice date for C&I and 20 days from invoice date for residential.

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

**A.** The company will pay all undisputed charges to the supplier by the 5th day from the due date noted on the consolidated bill.

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

**A.**

<b>Potomac Edison Co - MD, Potomac Edison Co - WV, Monongahela Power Co and West Penn Power Payment Posting Rules and Government &amp; Special Due Date Payment Posting Rules AY2, WP2</b>
1. Total Due
2. Security Deposit
3. Service Charge (Fee at Move-In)
4. Late Payment Charge Arrears
5. Returned Check Fee
6. Reconnection Charge
7. Installment Plan Arrears
8. FirstEnergy Consumption Item Arrears
9. Supplier Charges Arrears
10. Current Late Payment Charge
11. Current Installment Plans
12. FirstEnergy Current Consumption Items
13. Current Supplier Consumption Items
14. Miscellaneous Charges - Field Collection Charges, Meter Test Fees, Reconnection Charges

**Q. What account types are eligible for Purchase of Receivables (POR) in Maryland?**

**A.** All account classes are eligible for POR in Potomac Edison territory who are served as either Bill Ready or Rate Ready. See Schedule III of the Potomac Edison Supplier Tariff for the POR discount calculation methodology. Under POR, the supplier will be paid 5 days after the due date.

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

**A.** Yes, Potomac Edison will disconnect for supplier arrearages, for customers and suppliers included in the Purchase of Receivables (POR) program.

**Q. Is budget billing offered to suppliers?**

**A.** Yes.

## Supplier Services FAQ – Potomac Edison

- Q. If a customer is not shopping and is on a budget bill and they switch, will supply portion be included in budget?**
- A.** If customer is rate ready, yes, the supply portion will automatically be placed on budget. Budget billing is not supported if the customer is bill ready, in which case the supplier portion of the bill reflects the amount the supplier sends to the company. Budget billing is not supported if customer is dual.
- Q. In utility consolidated billing (rate ready), what will Potomac Edison send in the EDI 810 transaction for a customer on budget bill?**
- A.** Potomac Edison will send 810's which reflect the calculated supplier amount.
- Q. In utility consolidated billing, does Potomac Edison maintain supplier balance?**
- A.** Yes, however, all Potomac Edison and Supplier arrearages are combined when presented on the bill (presented as "Previous Balance").
- 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 rebill use?**
- A.** Bill type that was in effect at time of original bill period.
- Q. Will Potomac Edison rebill for previous supplier?**
- A.** Potomac Edison will rebill to correct an error on a bill but will not rebill an account if requested by a supplier.
- 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 Change will take effect as of the previous meter read.
- Q. Will Potomac Edison print a supplier logo on the bill?**
- A.** No.
- Q. Will Potomac Edison send inserts for suppliers?**
- A.** No.
- Q. Is the supplier able to include a 'bill message' on the Potomac Edison bill?**
- A.** Yes, two NTE lines of 80 characters each are accepted on Bill Ready 810 transactions.
- Q. Are summary billing customers allowed to shop?**
- A.** Yes.

## Supplier Services FAQ – Potomac Edison

### ***Enrollment / Drop***

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

**A.** 100% of Potomac Edison customers are eligible to shop for their generation.

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

**A.** Yes - OAL and Street Lighting accounts will be eligible to shop.

Yes - unmetered accts 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, Potomac Edison sends confirmation letters within one day of receipt of 814 enrollments.

**Q. How long does the customer have to cancel their enrollment or drop?**

**A.** The customer must contact the supplier to cancel an enrollment or drop. With accelerated switching, there is a limited time frame for rescissions.

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

**A.** There is no minimum length of time. Switches, enrollments, and drops will be performed within 1 to 3 business days. Some switches may occur on a Saturday. Some unmetered accounts may take longer than 3 days to switch.

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

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

**Q. How can a customer drop supply service?**

**A.** All residential and non-residential customers must request their supplier to drop supply service. After the third utility business day following the customer request, the customer may contact the utility to verify that the drop request submitted by the supplier has been processed by the utility. If a customer's drop request has not been processed by the customer's utility, and the customer requests drop of supplier service, the utility shall process the drop.

**Q. If a supplier drops a customer, how many days in advance of the meter read must Potomac Edison 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. How is "last in" determined?**

**A.** Potomac Edison will take the last enrollment received. The contract date is only used if two enrollments are received on the same day.

**Q. Can Load Management (curtailment / demand response) customers shop?**

**A.** Yes.

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

**A.** Yes.

## Supplier Services FAQ – Potomac Edison

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

**A.** No.

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

**A.** No.

**Q. Are switching fees applied to all customer enrollments?**

**A.** No, there are no switching fees.

**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:

[https://www.firstenergycorp.com/supplierservices/md/supplier\\_registration.html](https://www.firstenergycorp.com/supplierservices/md/supplier_registration.html)

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

**A.** Yes, suppliers 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 at:

<https://www.firstenergycorp.com/supplierservices/md/data.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 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 in the 'Charges from Potomac Edison' box on page 1 of the customer's utility invoice on any EDI transaction.

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

**A.** There are no minimum stay rules.

**Q. Does Potomac Edison provide a customer sync list?**

**A.** Yes, the sync list is available on the website at:

<https://www.firstenergycorp.com/supplierservices/md/data.html>

## Supplier Services FAQ – Potomac Edison

### **EDI**

**Q. When can EDI testing be initiated?**

**A.** EDI testing can commence when the supplier credit and required paperwork has been approved by Potomac Edison. 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.** NAESB 1.6

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

**A.** GISB.

**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, and 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, and drop) reject?**

**A. Enrollment** - The most common reasons an enrollment may be rejected: Utility validates an enrollment by customer number. The customer number submitted could be invalid or not active.

**Drop request** - The most common reasons a drop request may be rejected: 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** - The most common reasons a drop request may be rejected: the account number is not valid, or the customer is not the customer of the requestor.

For other rejections please refer to EDI Implementation Guidelines on the MDPSC website at the link below:

[http://webapp.psc.state.md.us/Intranet/CaseNum/submit\\_new.cfm?DirPath=\\Coldfusion\Edis tandards\Implementation Guides&CaseN=Edistandards](http://webapp.psc.state.md.us/Intranet/CaseNum/submit_new.cfm?DirPath=\\Coldfusion\Edis tandards\Implementation Guides&CaseN=Edistandards)

**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 Potomac Edison send the 820 through the bank or send the 820 to the supplier and an ACH through the banking system?**

**A.** Potomac Edison will send the 820 to the supplier and an ACH through the banking system.

## Supplier Services FAQ – Potomac Edison

### *Metering*

**Q. Will Potomac Edison support unscheduled meter reads?**

**A.** Only when final billing a customer move out.

**Q. Does Potomac Edison support non-standard metering?**

**A.** No.

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

**A.** Potomac Edison 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: If not specified by billing, day of billing at 0015 is used.

**Q. Does Potomac Edison provide monthly interval data at the meter level or the account level?**

**A.** Monthly interval data is provided at the account level.

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

**A.** Yes, the process for obtaining a KYZ pulse is on the website at:  
<https://www.firstenergycorp.com/content/fecorp/metering.html>

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

**A.** All suppliers that are registered with the PSC can access the interval data, for free, online at:  
<https://www.firstenergycorp.com/supplierservices/md/data.html>

Suppliers not registered with the MDPSC need to request customer data through the terms of the Retail Tariff.

## Supplier Services FAQ – Potomac Edison

### ***Standard Offer Service Price***

- Q. How can a supplier obtain the Standard Offer Service Price information for their customers?**
- A.** The Standard Offer Service Price can be found on the website at:  
[https://www.firstenergycorp.com/customer\\_choice/maryland/standard\\_offer\\_price.html](https://www.firstenergycorp.com/customer_choice/maryland/standard_offer_price.html)
- Q. How often is the MD Standard Offer Service Price calculated?**
- A.** The Maryland Standard Offer Service price is calculated any time there is a change in the Generation, Transmission, or Energy Cost Adjustment.
- Q. Are the Standard Offer Service Price amounts shown on ALL customer bills?**
- A.** No, only residential Type I and Type II have SOS prices printed on the bill.

## Supplier Services FAQ – Potomac Edison

### **Registration & Eligibility List**

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

**A.** Once all of the registration paperwork is completed and approved, suppliers will be sent for EDI testing. EDI testing can take 4-6 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 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. These credit requirements may be found in Section 5 of Potomac Edison's Maryland operating company Supplier Tariff or on our website at: [https://www.firstenergycorp.com/supplierservices/md/supplier\\_registration/creditworthiness.html](https://www.firstenergycorp.com/supplierservices/md/supplier_registration/creditworthiness.html)

**Q. What occurs if my company is unable to meet the credit requirements set forth in Section 5 of Potomac Edison's Maryland operating company Supplier Tariff?**

**A.** Potomac Edison 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 once all of the registration paperwork is completed and approved. EDI testing must be completed before supplier is registered with Potomac Edison.

**Q. What are the Maryland eligibility lists?**

**A.** There are two Eligible Customer Lists in Potomac Edison, a Residential Customer List and a C&I Customer list. The lists are both "Opt-on" lists, meaning the customer has the choice of having information placed on the list. These lists include information such as customer name, service address, mailing address, utility rate schedule, and 12 months of historical consumption data. For complete file layouts, please reference the Supplier Services website at: <https://www.firstenergycorp.com/supplierservices/md/data.html>

**Q. How often are the Maryland eligibility lists generated?**

**A.** The eligibility lists are generated monthly and available to registered suppliers at no cost on the FirstEnergy Supplier Services secured website. Once a list has been updated, a Certified Supplier may not use an eligibility list from a prior month to contact customers.

**Q. How are the Maryland eligibility lists made available?**

**A.** The eligibility lists are available to download from a secure portion of the supplier support website at: <https://www.firstenergycorp.com/supplierservices/md/data.html>

**Q. What is the charge for the Maryland eligibility lists?**

**A.** There is no charge for the eligibility lists.



## Supplier Services FAQ – Potomac Edison

### ***Supplier Rates & Billing***

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

**A.** All supplier rates must be submitted using the 'Rate Design Form' on the FirstEnergy website at:

[https://www.firstenergycorp.com/supplierservices/md/supplier\\_registration.html](https://www.firstenergycorp.com/supplierservices/md/supplier_registration.html).

These forms can be faxed or emailed into the FirstEnergy Supplier Services group.

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

**A.** Rate change requests are completed in approximately two (2) weeks for generic rates and ninety (90) days for unique rates.

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

**A.** The Company will offer Rate Ready, Bill Ready and Dual Billing Capability to suppliers. The Rate Ready option will be limited to a flat rate per kWh, blocked rates, and a percentage off the Standard Offer Service Price. The supplier is limited to no more than **200** discrete Rate Ready rates per calendar quarter.

**Q. When does Potomac Edison Supplier Services 'charge' for processing supplier's information requests?**

**A.** There is no charge for processing supplier's information requests. Supplier Services will charge suppliers (at a tariff rate of \$65/hr) for technical support and assistance. Supplier Services will first furnish a written estimate before providing the additional technical support and assistance service being requested.

**Q. How does Potomac Edison 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. Can supplier 'late payment charges' be applied to customer bills?**

**A.** No, Potomac Edison will not bill late payment charges for suppliers.

**Q. Can Residential customers of Potomac Edison pay their bill electronically?**

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

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

**A.** Yes.

## **Supplier Services FAQ – Potomac Edison**

### ***Website / Contact Information***

#### **Retail Choice Call Center**

**1-800-827-0048**

#### **Official Licensed Supplier List**

**[http://webapp.psc.state.md.us/intranet/supplierinfo/electricsupplier\\_new.cfm](http://webapp.psc.state.md.us/intranet/supplierinfo/electricsupplier_new.cfm)**

#### **Supplier Hotline**

**330-761-4348**

#### **Supplier Hotline Fax**

**330-315-8664**