

Supplier Services FAQ – New Jersey

Billing

Q: What billing options are available?

A: Dual, Rate Ready, and Bill Ready billing options are currently available.

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. 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:

JCP&L and New York Payment Posting Rules and Government & Special Due Date Payment Posting Rules NJ1, NY1, NJGS and NYGS	
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.	All FirstEnergy Consumption Arrears
9.	All Supplier Consumption Arrears
10.	Current Late Payment Charge
11.	Current Installment Plans
12.	All Current FirstEnergy Consumption
13.	All Current Supplier Consumption
14.	Miscellaneous Charges

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

A. All account classes are eligible for POR in JCP&L territory who are served as either Bill Ready or Rate Ready. Under POR, the supplier will be paid 5 days after the due date.

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 120 days past due. Jersey Central Power & Light will give the supplier notice via EDI when the customer will be dropped to dual billing.

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

A: A new customer who hasn't shopped and current arrears are less than 120 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 120 days, they will be eligible after their bill is less than 60 days in arrears however the supplier will need to submit the change request.

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Q: In utility consolidated billing (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 the next month's bill. If a bill ready 810 is received outside of the 72 hour window for an account which has final billed with a supplier an 824 reject code of AFB (Account Final Billed) will be sent which indicates the charge will need to be invoiced by the supplier directly.

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

A: Yes.

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 an 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.

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, two NTE lines of 80 characters each are accepted on Bill Ready 810 transactions.

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 a 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: No.

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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Enrollment / Drop

Q: Who is eligible to enroll?

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 **13-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.

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 **7 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 **7 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 **13 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 website at:

https://www.firstenergycorp.com/supplierservices/nj/meter_read_schedule.html

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 either the enrollment or drop, what notification is sent to the supplier?

A: The supplier will receive 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 **13 days prior** to the scheduled meter read date. Customer cannot rescind the supplier drop.

Supplier Services FAQ – New Jersey

Q: If a customer drops a supplier, 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 customer drop is **13 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 **13 days** prior to drop.

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

A: First-In is determined by the contract date sent on the EDI transaction.

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

A: Customers can rescind an enrollment within the **7-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: When applicable, JCP&L will provide a monthly arrearages report to each serving supplier which lists the supplier's currently active customers with arrears.

Q: Is Seamless Move supported?

A: No, the 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, a supplier must be licensed by the NJ BPU and registered with FirstEnergy.

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 in the 'Charges from JCP&L' box on page 1 of the customer's utility invoice on any EDI transaction.

Q: What are POLR rules (Minimum stay)?

A: There are no minimum stay requirements currently for New Jersey.

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EDI

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

A: Yes, suppliers 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 FirstEnergy Website at: <https://www.firstenergycorp.com/supplierservices/nj/data.html>

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 and approved.

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: NAESB 1.6.

Q: Is VAN or GISB used?

A: GISB.

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 suppliers, 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 receive the detail payments from their bank).

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

A: JCP&L does not print a supplier logo. Supplier contact information must be included in a Supplier Communications Details Form found at the following link: https://www.firstenergycorp.com/supplierservices/nj/supplier_registration.html

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

A: No.

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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: 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: 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.

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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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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. All registration paperwork can be found on the website at: https://www.firstenergycorp.com/supplierservices/nj/supplier_registration.html

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 and approved.

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 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 at the link below.
https://www.firstenergycorp.com/content/fecorp/supplierservices/nj/supplier_registration/creditworthiness.html

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 using the 'Rate Design Form' on the FirstEnergy Website at:

https://www.firstenergycorp.com/supplierservices/nj/supplier_registration.html. 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. Allow up to 90 days to program new rates into the JCP&L system. Please note that JCP&L does not use generic rates.

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 Transmission Peak Load Shares are updated annually, effective January 1 of each year. The Capacity Peak Load Shares are updated annually effective June 1 of each year.

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 responses, 867 HU, 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 the website at: https://www.firstenergycorp.com/supplierservices/nj/load_profile.html

Supplier Services FAQ – New Jersey

Website / Contact Information

JCP&L Retail Choice Call Center

1-888-478-2300

Official Licensed Supplier List

<http://www.nj.gov/bpu/commercial/shopping.html#nbr1>

Supplier Hotline

330-761-4348

Supplier Hotline Fax

330-315-8664