

## Supplier Services FAQ – West Penn Power

### ***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 reimburse the supplier for all energy charges collected from customers not included in POR on a daily basis.

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

A. Payments to EGSs will be made based on the current amount that is billed and owed by the Customers and will be paid 40 days after invoicing the Customer. The POR payments to EGSs will not be discounted.

**Q. For utility consolidated billing, can West Penn Power terminate customer for non-payment of supplier arrearages?**

A. Yes, Effective February 1, 2011, West Penn Power will disconnect for supplier arrearages, for customers and suppliers included in the Purchase of Receivables (POR) program. West Penn Power can't terminate for non-payment of supplier arrearages for customers and suppliers that are not included in the POR program.

**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.

If customer is dual - no. But if customer switches from dual to rate ready, the supplier portion will automatically be placed on budget.

**Q. In utility consolidated billing (rate ready & bill ready), will FirstEnergy provide budget billing for the supplier?**

A. Yes, for Rate Ready. No, for Bill Ready.

**Q. In utility consolidated billing (rate ready), what will FirstEnergy send in the EDI 810 transaction for a customer on budget bill?**

A. FirstEnergy will send 810's which reflect the calculated supplier amount.

**Q. In utility consolidated billing, does FirstEnergy maintain supplier balance?**

A. Yes, however, all FE and Supplier arrearages are combined when presented on the bill (presented as Previous Balance)

**Q. How long must FirstEnergy maintain supplier balance?**

A. 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 original bill period will be used.

## Supplier Services FAQ – West Penn Power

**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.** Bill type that was in effect at time of original bill period.

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

**A.**

<b>West Penn Power Payment Posting Rules for Large Commercial and Industrial Shopping Customers PCI</b>
1. Total Due
2. Security Deposit
3. Service Charge
4. Late Payment Charge – Arrears
5. Returned Check Fee
6. Reconnection Charge
7. Installment Plan – Distribution and Supplier – Arrears
8. Installment Plan same as PAM – Arrears
9. Consumption Items – Distribution – Arrears
10. Adjustment Debt (6000/1002) – Distribution Arrears
11. Late Payment Charge – Current
12. Installment Plan same as PAM – Current
13. Installment Plan – Distribution and Supplier – Current
14. Consumption Items – Distribution – Current
15. Adjustment Debt (6000/1002) – Distribution – Current
16. Consumption Items – Distribution then Supplier
17. DC Supplier Final Bill Items by Due Date
18. Adjustment Debt (6000/1002) – Distribution and Supplier
19. Miscellaneous Charges

<b>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

## Supplier Services FAQ – West Penn Power

**Q. Will FirstEnergy rebill for previous supplier?**

**A.** Yes.

**Q. If a supplier changes Bill Option, when does the change take effect?**

**A.** 814 Change will following rolling switching rules (first bill at least 10 days in future)

**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. Does FirstEnergy provide a customer sync list?**

**A.** Yes. The sync list is available on the website at:  
<https://www.firstenergycorp.com/supplierservices/pa/wpp/data.html>

**Q. Will FirstEnergy print a supplier logo on the bill?**

**A.** Yes, a logo may be submitted for utility consolidated bills in accordance with the specifications posted at:  
[https://www.firstenergycorp.com/supplierservices/pa/wpp/supplier\\_registration.html](https://www.firstenergycorp.com/supplierservices/pa/wpp/supplier_registration.html)

**Q. Will FirstEnergy send inserts for suppliers?**

**A.** No.

**Q. Is the supplier able to include a 'bill message' on the FirstEnergy bill?**

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

**Q. Are "Collective" billed customers allowed to shop?**

**A.** Yes, "collective" billing is available to shopping customers for all FirstEnergy operating companies located in PA.

## Supplier Services FAQ – West Penn Power

### ***Enrollment***

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

A. 100% of West Penn Power 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

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

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

A. 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 lead 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 business days to switch. Meter read schedules are posted at:  
[https://www.firstenergycorp.com/supplierservices/pa/wpp/meter\\_read\\_schedule.html](https://www.firstenergycorp.com/supplierservices/pa/wpp/meter_read_schedule.html)

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

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

**Q. How many days does a customer have to cancel a drop?**

A. The customer can cancel a customer-initiated drop by contacting the utility on the same day. The customer cannot cancel a drop received via EDI from the supplier and must instead re-enroll with the supplier.

**Q. If a supplier drops a customer, how many days in advance of the meter read must FirstEnergy be notified?**

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. How is "last in" determined?**

A. FirstEnergy will take the last enrollment received. The contract date and time are only used if two enrollments are received on the same day.

**Q. Can Load Management (curtailable) customers shop?**

A. Yes.

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

A. No.

## Supplier Services FAQ – West Penn Power

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

**A.** No.

**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/pa/wpp/supplier\\_registration.html](https://www.firstenergycorp.com/supplierservices/pa/wpp/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 the 20-digit customer number that is found on page 3 of the customer's utility invoice on any EDI transaction.

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

**A.** A supplier cannot cancel an enrollment. An EDI drop request must be sent on or after the date the enrollment was sent in error.

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

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

## Supplier Services FAQ – West Penn Power

### EDI

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

A. Yes.

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

A. Yes. 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 FirstEnergy web site at: <https://www.firstenergycorp.com/supplierservices/pa/wpp/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 can EDI testing be initiated?**

A. EDI testing can commence when the supplier credit has been approved by FirstEnergy. 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 we can use VAN

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

A. Each supplier and utility pays their own charges.

**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.

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

A. **Enrollments** may be rejected for the following reasons: Utility validates an enrollment by account number. The account number submitted could be invalid or not active.

A **drop request** may reject for the following reasons: 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** requests may be rejected because the account number is not valid, or the customer is not the customer of the requestor.

## **Supplier Services FAQ – West Penn Power**

**Q. When do 814 Change requests take effect?**

**A.** 814 rate code changes take effect with the previous meter read date. Bill Method changes take effect according to the supplier tariff switching rules.

**Q. Will FirstEnergy send the 820 through the bank or send the 820 to the supplier and an ACH through the banking system?**

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

## Supplier Services FAQ – West Penn Power

### *Metering*

**Q. Where can suppliers find information regarding the Smart Meter program?**

**A.** Information regarding the Smart Meter program can be located on the website at:  
<https://www.firstenergycorp.com/content/customer/help/pa-smartmeter.html>

**Q. Will FirstEnergy support unscheduled meter reads?**

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

**Q. Does FirstEnergy support non-standard metering?**

**A.** No.

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

**A.** FirstEnergy 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 FirstEnergy 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 an KYZ pulse is on the website at:  
[http://www.firstenergycorp.com/supplierservices/Ohio/Interval\\_Meter\\_Workorder.html](http://www.firstenergycorp.com/supplierservices/Ohio/Interval_Meter_Workorder.html)

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

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

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



## Supplier Services FAQ – West Penn Power

### *Price to Compare*

- Q. Can a supplier call in to FirstEnergy for a price to compare information for their customers?**
- A.** The PTC can be found on the website at:  
[https://www.firstenergycorp.com/customer\\_choice/pennsylvania/west\\_penn\\_power/price\\_to\\_compare.html](https://www.firstenergycorp.com/customer_choice/pennsylvania/west_penn_power/price_to_compare.html)
- 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/decreases to the Generation, Energy Cost Adjustment (“ECA”) & Transmission Service Charge.
- Q. Are price to compare amounts shown on ALL customer bills?**
- A.** No.

## Supplier Services FAQ – West Penn Power

### **Registration & Eligibility List**

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

**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 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 4 of FirstEnergy's Pennsylvania operating company Supplier Tariff or on our website at:  
[https://www.firstenergycorp.com/supplierservices/pa/wpp/supplier\\_registration/creditworthiness.html](https://www.firstenergycorp.com/supplierservices/pa/wpp/supplier_registration/creditworthiness.html)

**Q. What occurs if my company is unable to meet the credit requirements set forth in Section 4 of FirstEnergy's Pennsylvania operating company Supplier Tariff?**

**A.** FirstEnergy 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 FirstEnergy.

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

**A.** The eligibility list provides a list of customers who live within FirstEnergy's Pennsylvania (West Penn Power) service territories. Customers are given an option to remove their name 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. For a complete file layout, please reference the Supplier Services website at: <https://www.firstenergycorp.com/supplierservices/pa/wpp/data.html>

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

**A.** The eligibility list is generated monthly. Once the list has been updated, a Certified Supplier may not use an eligibility list from a prior month to contact customers.

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

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

**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.

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

**A.** No.

## Supplier Services FAQ – West Penn Power

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

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

- A.** All supplier rates must be submitted via email using the 'Supplier Rate Schedule' on the FirstEnergy website at:  
[https://www.firstenergycorp.com/supplierservices/pa/wpp/supplier\\_registration.html](https://www.firstenergycorp.com/supplierservices/pa/wpp/supplier_registration.html)

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

- A.** The naming convention for rate names has changed. Before, each rate name was supplier specific. Going forward, a generic rate name will be used. For example, a rate of 5 cents per kwh for XYZ Supplier might have been named XYZ-005, now it will be named GEN-005. This only applies to new rate change requests. The new naming convention is beneficial because it allows us to quickly turnaround rate change requests in approximately 2 weeks versus 90 days.

**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 and a percentage off the Price to Compare. The supplier is limited to no more than 200 discrete Rate Ready rates per calendar quarter.

**Q. When does FirstEnergy 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 \$53/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 FirstEnergy 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, FirstEnergy will not bill late payment charges for suppliers.

**Q. Can Residential customers for Pennsylvania FirstEnergy operating companies pay their bill electronically?**

- A.** Yes. If FirstEnergy bills for the supplier, customers may utilize FirstEnergy'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 – West Penn Power**

***Website / Contact Information***

**Retail Choice Call Center**

**1-866-892-6171**

**Official Licensed Supplier List**

**<http://www.puc.state.pa.us/>**

**Supplier Hotline**

**330-761-4348**

**Supplier Hotline Fax**

**330-315-8664**