

9. Enrolling End-Use Customers

Customers who choose to be served by an ESS must be enrolled by the ESS as a direct access customer. Enrollment information is sent electronically by the ESS using an EDI transaction called a Direct Access Service Request (DASR) for each customer Point of Delivery ID (PODID) the ESS is to serve. This chapter explains the business processes that PGE and the ESS follow to enroll a direct access customer.

This chapter covers the following topics:

- Who is Eligible to Participate in Direct Access?
- Enrollment Requirements
- Direct Access Service Request (DASR) Fees
- Formatting the Customer Account Number
- DASR Timeframes
- Enrolling Direct Access Customers
- Switching the Direct Access Customer
- Dropping the Direct Access Customer
- Requesting Changes in Options for a Direct Access Customer
- Enrollment Error Notices

Important Note:

All DASRs submitted by a registered ESS will be automatically processed. It is the responsibility of the ESS to review EDI content for accuracy before submittal.

Any subsequent DASR submittals for the same PODID will be processed following PGE's OPUC Tariffs and Rules. A thorough understanding of PGE's OPUC Tariffs and Rules and EDI specifications is necessary to avoid unintended outcomes from EDI transactions.

For more information about PGE's EDI specifications, see the [Direct Access Operations Web page](#).

9.1. Who is Eligible to Participate in Direct Access?

All nonresidential customers are eligible to purchase retail electricity directly from an ESS. For more information about customer eligibility for direct access service, see [Chapter 2, Welcome to PGE's Restructured Marketplace](#).

9.2. Enrollment Requirements

Each participating customer must agree to receive direct access service. The ESS must have written or electronic authorization from the customer before submitting a DASR to PGE. The ESS must maintain records to demonstrate compliance with this requirement, including a copy of the written or electronic authorization, for one year from the date the customer authorizes the enrollment. Upon request, the ESS must provide these records to the OPUC. The rules surrounding such authorizations are found in the [Oregon Administrative Rules for Direct Access Regulation, Division 38](#).

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Enrollment is by the customer's Point of Delivery ID (PODID). The customers can find their PODID on their PGE bill or by calling PGE Customer Service. An ESS may not contact PGE to obtain this information.

For an enrollment DASR to be accepted, customers must be on an eligible rate schedule and their account cannot be in arrears.

9.3. Direct Access Service Request (DASR) Fees

Enrollments and Drops

Where charges apply, PGE assesses a \$20 fee from the ESS for each DASR submitted, whether it is accepted or rejected. DASR fees are applied to the following DASR transactions:

- Enrollments
- Drops

Please note, DASR fees are **not** charged for the following transactions:

- Rescinds
- Change of customer information

Information about the fees charged for DASR transactions can be found under "Switching Fees" in [Schedule 600 of the OPUC Tariff](#).

Change of Effective Date Request Fee

When PGE receives from the ESS a DASR requesting a change in enrollment effective date, PGE charges a Change of Effective Date Request Fee of \$35 according to [Schedule 600 of the OPUC Tariff](#).

This fee is applied when a specific effective date other than the assigned on-cycle effective date is requested through a DASR transaction. This fee is charged only if the DASR is accepted.

9.4. Formatting the Customer Account Number


Proper formatting of the customer account number in the DASR is necessary for it to be accepted. PGE's electronic DASR enrollment process requires that the ESS provide a complete **17-digit** PGE customer account number in the DASR.

PGE's customer account number is comprised of three sections:

- 9-digit customer number
- 7-digit premise number
- 1-digit check digit.

ESS' can obtain the customer account number from the customer's electricity bill as displayed below.

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Portland General Electric

Name: JOHN DOE ENTERPRISES
 Account Number: 0006 28864-632374 6
 Service Address: 12345 SW ANYWHERE RD
 PORTLAND, OR 97224
 Mailing Address: JOHN DOE ENTERPRISES
 PO BOX 98765
 PORTLAND, OR 97224-4321

	Cycle: 1601 Feeder Line Code: T12	AMOUNT DUE	\$ 2,478.73
		Due date for current bill	04/11/07
This month's charges		Do Not Pay	
Meter #S184469085, Schedule 83 Secondary			
<u>Energy Charges (31600 kWh)</u>	2,375.55		
<u>Adjustments</u>	20.86		
	2,396.41		
Taxes and Fees	82.32		
Current Charges	2,478.73		
Thank you for your payment. It's a privilege to provide your electric service.			
On 04/11/07, \$2,478.73 will be automatically deducted from the bank account you designated, and paid to your PGE account. Be sure to notify us if you close or change bank accounts.			
Point of Delivery Identification (PODID) number for meter number S184469085 is: 846501414.			
Details of this month's charges		Your energy use	
		Meter # S184469085	
		Schedule 83	
		Meter Multiplier 80	
		Service Period	Meter Reading
		03/23/07	18496
		02/22/07	18101
		29 days of service	31600 kWh

Additional formatting to the account number as it appears on the bill may be required to fulfill the 17-digit requirement. This is because the account number on the customer's bill may not include leading zeroes in front of the customer and/or premise number. If the customer and/or premise number is less than required number of digits, then the ESS must add leading zeroes in front of the number. A single check digit number must be included at the end of the customer account number, so that the entire customer account number is seventeen (17) digits long. All spaces and hyphens also need to be deleted.

Example:

Customer's account number from a bill: 0006 28864-632374 6

DASR 17-digit requirement: 00062886406323746

9.5. DASR Timeframes

PGE's processing occurs within the timeframes listed below. All time periods shown are in business days, and all effective dates begin at midnight. PGE considers a business day to be from 8 am to 5 pm Pacific time, Monday through Friday, excluding Federal holidays.

Defining Business Days for DASR Processing

Deadlines for DASR processing can be tight due to the 13 business day requirement described below. A DASR must be received before 8:00 am of a given business day in order for that day to be counted as a business day for DASR processing deadlines. If a DASR is received between 8:00 am and 5:00 pm of a given business day, then the following day is considered the first business day for the DASR 13 business day requirement. Each DASR receives a timestamp from PGE's Value Added Network (VAN) in order to determine the exact time that a DASR is received or sent.

13 Business Day Requirement

PGE strongly recommends that all DASRs requiring effective dates (enrollments, change of enrollment effective dates, and drops) be submitted at least thirteen business days prior to the requested effective date. The thirteen days are comprised of the ten business day advance notice of the transaction required by PGE's OPUC Tariff, and the three business days allowed for PGE to respond to the request.

Since PGE cannot guarantee the amount of processing time that will be needed during the initial three business day period, the best strategy is to allow for the full thirteen business days when requesting a date.

Important Note:

Failure to provide the required number of business days may result in the rejection of a DASR.

3 Business Day Response from PGE

PGE notifies the ESS of DASR acceptance or rejection by EDI transaction within three business days. PGE initially accepts and responds to all error-free DASRs.

In the event of an accepted DASR to switch a customer from one ESS to another, PGE provides notice within three business days by EDI transaction to the customer's current ESS of the customer's change to a new ESS.

The timeframes listed above are concurrent. For example, the 3 business day notification period is counted as part of the 13 business day requirement period.

9.6. Enrolling Direct Access Customers

PGE's enrollment process begins when the ESS submits an enrollment DASR to PGE. This is done electronically using an EDI 814 enrollment request transmitted via a Value Added Network (VAN). PGE accepts only the first enrollment received for a PODID. Upon initial acceptance of an enrollment DASR, PGE may provide to the ESS account-specific information, excluding credit information.

For PGE-initiated transaction requests, such as a change request or drop request to the ESS from PGE, no EDI 814 response is required.

Ensuring Necessary Data is Included on the Enrollment DADR

On each enrollment DADR, the ESS provides information that PGE needs to properly enroll the customer for direct access. The ESS obtains this information from its prospective customers. Some of the key DADR fields are listed below:

- Customer name and address
- PGE's 17-digit customer account number obtained from the customer's bill
- Nine digit PODID number obtained from the customer's bill
- Large Nonresidential Large Load Split Service enrollments are an exception. A special PODID will be given to the customer by their assigned Key Customer Manager for this type of enrollment.
- Meter number obtained from the customer's bill
- ESS DUNS number
- Scheduling ESS DUNS number

For a complete reference of all the required information to include on a DADR, please refer to PGE's EDI specifications at the [Direct Access Operations Web page](#).

Assigning the Effective Date

PGE will assign the effective date for direct access service after the initial DADR has been successfully processed and PGE has verified installation of an interval meter with communications. PGE will then send the ESS a second 814 acceptance with the assigned effective date for the enrollment. The effective date assigned will be the customer's first applicable meter read cycle. After an effective date has been assigned, PGE will provide up to one year of summary usage history. The ESS must send in a second DADR if they wish to change the assigned effective date.

The final acceptance is sent after the service has been enrolled.

Requesting a Change of Effective Date

After PGE accepts an enrollment and has notified the ESS of the effective date by the second 814 accept response, the ESS may request a change of the effective date. This would change the initial effective date from the assigned on-cycle date to the requested off-cycle date.

If the ESS would like to change the assigned effective date, the ESS must send in a second DADR. The requested effective date should be at least 13 business days from the date of the DADR in order to comply with the 13 business day requirement. The requested date may be sooner or later than the normal read cycle. If the ESS requests a change of effective date, PGE will charge the ESS a \$35 Change of Effective Date Request Fee, as described per [Schedule 600 of the OPUC Tariff](#).

Important Note:

The change of effective date is only valid for the initial effective date. It does not change the billing cycle of the customer or affect future billing cycles. All subsequent billing usage is delivered on PGE assigned cycle dates.

Rescinding an Enrollment

A rescind is an EDI request by an ESS to withdraw an enrollment transaction prior to the effective date being assigned to the PODID. A rescind typically is used when the ESS realizes a mistake has been made with the enrollment request and desires to withdraw it before PGE assigns an effective date.

If an ESS thinks they will need to rescind an enrollment, they should contact the ESS Account Manager in Direct Access Operations prior to sending in the rescind DASR.

9.7. Switching the Direct Access Customer

To switch a customer from one ESS to another, the new ESS must send an EDI 814 enrollment request to PGE. Once the enrollment is accepted, PGE will send the incumbent ESS an EDI 814 drop with the effective date. As with a standard enrollment, the effective date is the next applicable meter read cycle date. To have the switch occur on an effective date other than the meter read cycle date, a change of effective date DASR will need to be submitted by the new ESS. Both the enrollment and change of effective date DASRs are subject to the thirteen business day requirement. If the change of effective date DASR is accepted, the incumbent ESS will be sent the new effective date. The new ESS is charged standard enrollment DASR fees. Due to potential timing issues, PGE strongly recommends that ESS' coordinate on a switch transaction to ensure that the customer is moved to the new ESS smoothly.

9.8. Dropping the Direct Access Customer

Returning a Customer to PGE at the ESS' Request

The ESS may return a customer to PGE at any time. To terminate a direct access customer and return them to PGE, the ESS sends PGE an EDI 814 drop request. PGE will send a Drop Accept response. The ESS that is dropping the customer is charged a \$20 DASR fee for each PODID returned to PGE. A billing usage file is provided within two business days after the drop date.

When returning a customer to PGE, the ESS should follow the thirteen business day requirement for DASR submission. If the thirteen business day requirement for DASR submission is followed, the customer will be returned to the daily price option of PGE's Daily Standard Offer.

Important Note:

If the thirteen business day requirement is not followed, the customer is placed on PGE's Emergency Default Service for five business days. After five business days, the customer is enrolled in the applicable price option of PGE's Standard Offer.

For more information on Emergency Default Service, see [Schedule 81 of PGE's OPUC Tariff](#).

Returning a Customer to PGE at the Customer's Request

Alternatively, the customer may contact PGE to initiate their return to PGE. After PGE receives the customer's written authorization, PGE will send a drop request transaction to the ESS. If the customer initiates a drop request the customer is charged the \$20 DASR fee.

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There is no EDI 814 drop response required from the ESS to PGE when PGE has initiated a drop request on a customer's behalf.

Important Note:

If the thirteen business day requirement is not followed, the customer is enrolled in PGE's Emergency Default Service for five business days. After five business days, the customer is enrolled in the applicable price option of PGE's Standard Offer.

For more information on Emergency Default Service, see [Schedule 81 of PGE's OPUC Tariff](#).

9.9. Requesting Changes in Options for a Direct Access Customer

An ESS is required to submit an EDI 814 transaction in order to request changes in certain allowed options for themselves or their direct access customers. The options are the following:

- ESS-assigned account number for a specific PODID
- Authorized Scheduler for a Non-Scheduling ESS
- Customer billing option

9.10. Enrollment Error Notices

If PGE is unable to process an enrollment request, we will send the ESS an enrollment error notice, noting the reason why we could not complete processing. Enrollment error codes are listed in the following table. PGE does not correct any incorrect data submitted by the ESS on 814 transactions. Rejected transactions contain the original data submitted by the ESS to PGE.

Upon receipt of an error notice, the ESS must remedy the problem and submit a new enrollment notice to enroll that PODID. We process the new enrollment request independently of the one that generated the error.

Error Codes

PGE uses the following error codes when notifying an ESS of a rejected enrollment DADR.

Error Code	Reason	Description
ANL	Invalid Scheduling ESS.	Scheduling Coordinator is not valid.
ANL	Invalid Enrolling ESS.	Supplier is not valid.
NMI	Invalid PODID.	PODID not found for this account.
A75	Service is not unbundled.	PODID specified is not unbundled.
A91	Service is not electric.	PODID specified is not electric.
UMA	Service is a non-revenue meter.	Service is a non-revenue meter and is not eligible for enrollment.
A79	Inactive service with service history.	The electric service for this account is not active.

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Error Code	Reason	Description
ANE	Service is not eligible for Enrollment.	Service is not eligible for enrollment.
A13	Invalid billing method indicated.	Invalid billing option requested.
ANE	Customer is in arrears.	Customer is in arrears.
NFI	Account not with current ESS for at least one bill period.	Account with another ESS.

Enrollment Validations

PGE uses the following validations to process an enrollment DASR.

Validation Type	Description
Validate Supplier	<p>Supplier must be licensed. Supplier cannot be suspended. Supplier must be active.</p> <p>Duplicate enrollments are not allowed: Duplicate transaction reference number sent. Customer already enrolled or an enrollment is pending. Account must exist. Account must be active.</p>
Validate Service Level Data	<p>PODID must be found for this account. The electric service for this account must be active, if not new construction. PODID must be for electric service. Service must be eligible for enrollment.</p>
Validate Billing Method	Billing option must be valid.
Customer Arrearage	Customer must not be in arrears with PGE.