



An *EDISON INTERNATIONAL*SM Company

The ESP Handbook

Appendix

***Version 5.0
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Table of Contents

Appendix

Contacting SCE.....	1
Reference Guide.....	4

Contacting SCE

SCE has established two organizations to support ESPs. Customer Choice Services and ESP Support Center are available to assist with inquiries, services, and interactions.

Customer Choice Services is the initial primary point of contact for ESPs and can assist with the following:

- General Inquiries for startup ESPs.
- Requests for appropriate forms and agreements
- Compliance Testing

Customer Choice Services is available Monday–Friday, 8:00 am to 5:00 pm (Pacific Standard Time) at the following:

Customer Choice Services:	(888) 371-ESPS
Customer Choice Services Fax:	(626) 812-7562
E-Mail:	espsvcs@sce.com
Mailing Address:	Customer Choice Services Southern California Edison (SCE) 6020 N. Irwindale Ave., Suite I Irwindale, CA 91702

The ESP Support Center was designed to be the primary point of contact for operational issues, after ESPs have been enrolled. This organization will respond to inquiries on the following:

- Direct Access Service Requests
- Customer Data Requests
- Joint Customer Issues
- Other Direct Access Inquiries

For your convenience, the ESP Support Center is available Monday–Friday, 8:00 am to 5:00 pm (Pacific Standard Time) at the following:

ESP Support Center:	(800) 795-6723
ESP Support Center Fax:	(626) 812-7562
E-Mail:	espsupt@sce.com
Mailing Address:	ESP Support Center Southern California Edison (SCE) 6020 N. Irwindale Ave., Suite I Irwindale, CA 91702

Reference Guide

E-mail requests sent during business hours will be acknowledged within 2 hours. Voice Mail, Fax, and E-Mail are also available outside business hours, with a response or an acknowledgment within 24 hours.

Special Customer Circumstances

SCE provides special attention to Critical Care Customers during outages and credit related events. Critical Care Customers are those with special life support needs. If the ESP is aware of any special customer circumstances, please contact the ESP Support Center at (800) 795-6723 immediately. The ESP Support Center will note the situation on the customer's account.

Unsafe Conditions

Red List customers are those who have threatened or placed utility employees in unsafe situations. SCE requests the ESP to notify the ESP Support Center at (800) 795-6723 with the name and service account information of any customer who threatens or places ESP agents in unsafe situations. SCE will extend the same courtesy to all ESPs.

Outage Notification

Should an electric outage occur, please contact the Customer Contact Center at (800) 611-1911 immediately to report the area of the outage. The Customer Contact Center is available 24 hours per day.

Energy Diversion

SCE meter readers are trained to visually inspect the meter for energy diversion while reading the meter. ESPs will be responsible for notifying SCE of any situation where energy diversion may be occurring. To report these conditions please contact the Meter Investigation division of SCE at:

- Telephone: (800) 203-4634
- Fax: (626) 967-8393
- E-Mail Address: metering@sce.com

Reference Guide

End Use Customer Billing Inquiries

When a Direct Access customer calls their ESP with a Billing Inquiry, the ESP should resolve the Billing Inquiry when pertaining to ESP charges.

The ESP should refer the customer to SCE only when the Billing Inquiry pertains to Transmission and Distribution charges. Please refer the customer to SCE's Direct Access Support Center at (800) 799-4723.

When an ESP needs a pick-up read and SCE is the MDMA, an email request should be directed to SCE's Meter Data Management at metering@sce.com or by calling (800) 203-4634. The request can also be directed to SCE's ESP Support Center by emailing espsupt@sce.com or by calling (626) 967-8104.

When an ESP is processing a Billing Inquiry, Transmission and Distribution charges must continue to be paid on the scheduled due date. SCE will not grant payment extensions.

Energy Assistance Programs

This information is to assist Electric Service Providers in understand the various SCE assistance programs available to help qualified residential customers in need of agency assistance with paying their electric bills. This program information changes each year. This may include SCE Transmission and Distribution (T&D) charges or ESP energy charges.

Each program has specific guidelines and eligibility criteria. An explanation for each individual program is described below, for additional program information you may contact SCE's ESP Support Center at (800) 795-6723.

Program information is available for the following programs:

- **HEAP** - Home Energy Assistance Program
Customers can call HEAP at (866) 675-6623 for application assistance.
- **EAF** - Energy Assistance Fund
Customers should call (866) 675-6623 for referrals to the appropriate agency office.
- **FEMA** - Federal Emergency Management Agency

Additional program information is available on their Web-site at: <http://www.efsp.unitedway.org> or by calling (703) 706-9660.

Reference Guide

The CPUC's October 30, 1997 Decision on Direct Access Tariffs and Service Agreements (D.97-10-087)

On October 30, 1997, the CPUC issued its decision on individual tariffs submitted by several participants in the restructuring program in California. This decision creates a unified tariff on the basis of the separate proposals submitted by utilities and other private parties. As such, the document contains critical information on the business requirements and policies Direct Access participants will have to follow in California. It includes tariff provisions and the ESP agreement. It also identifies several areas that remain outstanding, and could receive further review from the Commission in future months.

CPUC Website

The CPUC website contains valuable information on the California Electric Market Restructuring efforts, as well as detailed information for ESPs, including registration information.

..... www.cpuc.ca.gov

Senate Bill 477 (SB477)

This senate bill made a series of changes to the statutes governing electric industry restructuring (AB1890), including changes to Section 394 which requires certain information from registrants. The most immediate change from the initial requirements in AB 1890 is that registrants must provide a brief description of the services to be offered, including types of customers and the area in which services are to be provided.

..... www.leginfo.ca.gov

Assembly Bill 1890 (AB1890)

This assembly bill amended the Public Utilities Code to facilitate a restructured electricity market. It provided for the creation and operation of an Independent System Operator (ISO) and the California Power Exchange (PX), with FERC authorization. In addition, AB1890 authorized direct transactions between electricity suppliers and end use customers, subject to implementation of a non bypassable charge.

..... www.leginfo.ca.gov

CPUC Decision - D.97-05-039

This CPUC policy decision determined that competing retail electric service providers should be allowed to offer their customers consolidated billing for electric services, meters, meter reading, and related services. This decision also allowed ESPs to provide for their customers' meters other than those furnished by the UDCs. In addition, this decision determined that in the unbundling proceeding the CPUC would determine the appropriate way to separately identify cost savings associated with ESPs providing consolidated bills, meters, or other related functions. Finally, this decision permitted utilities to modify their existing meters on a system-wide scale with AMR technology;

Reference Guide

only customers taking advantage of AMR are required to reimburse the UDC for its cost.
..... www.cpuc.ca.gov

CPUC Decision - D.97-05-040

This CPUC decision addressed some of the policy and time-critical issues regarding direct access. It permitted full direct access for all customer classes beginning on January 1, 1998. This decision also determined that customers with load of 50kW and above must have interval metering. Customers with load less than 50kW may participate in direct access through load profiles. Finally, D.97-05-040 addressed the registration process for ESPs.

..... www.cpuc.ca.gov

CPUC Decision - D.98-03-072

This CPUC decision addressed the consumer protection issues associated with direct access. This decision adopted interim standards that registered ESPs must meet. It addressed UDC-ESP service agreements, ESP registration, bond requirements, and required filings.

..... www.cpuc.ca.gov

CPUC Decision - D.98-07-032 and D.98-09-070

These CPUC decisions resolved issues re: revenue cycle services - distribution support functions like metering and billing which are unbundled in order to promote competition in direct access. Specifically, these decisions addressed required billing system changes to implement credits for these services and established the level of credits for each UDC.

..... www.cpuc.ca.gov

CPUC Decision - D.97-10-086

Load profiling is the process of taking the cumulative kilowatt-hour (kWh) usage of a customer over a billing cycle and assigning it to individual hours in the cycle, based on the aggregate characteristics of the customer class in which the customer resides. Statistically valid methods are used in the assignment process.

The load profiling decision clarified that customers who are eligible for Direct Access without installing hourly meters are those with demand less than 20 kW. In addition, the customers between 20 and 50 kW are exempt from interval metering and are eligible for load profiling, until September 1998. Four load profiling workshops were held in 1998. A workshop report was issued on 9/9/98 addressing load profiling for all UDC rate groups, use of dynamic and static load profiling, and reporting requirements. Finally, an additional workshop was held on 9/25/98 to determine whether the exemption allowing load profiling for 20 to 50kW customers should continue past 1/1/99, and to address the impacts of requiring metering for these customers.

..... www.cpuc.ca.gov

Reference Guide

CPUC Decision - D.98-12-065

This Decision continued the meter exemption of CPUC Decision - D.97-10-086, until March 31, 2002. Customers with 20kW to 50kW demand can continue to use load profiling to participate in Direct Access until that date. In addition, the Energy Division of the CPUC will be conducting a workshop in 2000 to reevaluate the use of load profiles, and to develop a final meter recommendation for customers currently allowed to use load profiles.

..... www.cpuc.ca.gov

CPUC Decision - D. 98-11-044

This Decision adopted a Universal Node Identifier System (UNIS) for the UDCs. It directed the UDCs to develop and assign service delivery point (SDP) numbers to each SDP which serves a Direct Access end use customer. The SDP is to be included on all information exchange involving DASRs and meter data management. In addition, the ESPs are to include the SDP number in all DASR-related and meter data management - related information exchanges.

..... www.cpuc.ca.gov

CPUC Decision - D.98-12-080

The CPUC adopted permanent meter and meter data standards in D.98-12-080. These standards are based on recommendations of the Permanent Standards Working Group (PSWG) in its filed workshop report. Areas addressed include: 1) meter product standards, 2) meter communications standards, 3) meter data management and meter reading standards, 4) VEE (validating, editing and estimating) rules for meter data, 5) meter installation, maintenance, testing and calibration standards, and 6) meter worker classifications.

..... www.cpuc.ca.gov

CPUC Decision - D.98-12-022

This Decision adopted a joint proposal by market participants including SPURR/REMAC, Cellnet, Itron and the UDCs to modify D.97-05-039. This Decision requires each UDC to modify their tariffs to offer bundled customers at least two of the following meter options: 1) allow bundled utility customers to replace an existing meter with a meter of their choice, at the customer's expense; 2) offer meter attachment options that would modify existing utility meters to accommodate retrofit devices; and 3) offer to attach and own a "dual socket" adapter to an existing utility meter, which would allow the customer to install a secondary meter of its choice to access hourly load data. SCE will offer all three options.

..... www.cpuc.ca.gov

CPUC Decision - D. 02-03-055

The CPUC issued D.02-03-055 which affirms the September 20, 2001 suspension date. Pursuant to D.02-03-055, a customer must have a valid direct access contract that was

Reference Guide

in existence with an Electric Service Provider (ESP) on or before September 20, 2001 to be eligible for direct access. If the customer did not have a valid direct access contract, the customer would no longer be eligible to be served under direct access. Additional, D.02-03-055 set forth the “rules” necessary for the utilities to follow through with implementing the suspension. The implementation rules are outlined in Chapter 18.

..... www.cpuc.ca.gov

EDI ANSI X12 Mapping Guide(s)

SCE intends to use standard EDI transactions developed by the Accredited Standards Committee. This committee and its standard transaction formats are sanctioned and approved by the American National Standards Institute (ANSI). These EDI transactions are provided in the ESP Handbook.

Official California Legislative Information

This website includes information on the various Assembly and Senate Bills filed by the CPUC. This website is the official site for California legislative information. This site is maintained by the Legislative Counsel of California, pursuant to California law.

SCE's Rule 22

The policies and procedures described in this handbook are based on SCE's Rule 22, which is in line with the provisions of the CPUC's October 30, 1997 decision and subsequent decisions.

ESP Enrollment Forms

The ESP Enrollment forms are necessary for ESPs to do business with SCE. The following forms can be obtained in the ESP Direct Access Handbook, Chapter 3: Participant Information Form, Credit Profile Application, Customer Information Request Form (CISR), SCE-ESP Service Agreement, EDI Trading Partner Agreement, EDI Trading Partner Profiles, and EDI Payments Agreement.....

..... <http://www.sce.com/b-db/esp/esp-direct-access-kit.htm>

ESP Information

ESP Information including the ESP Direct Access Handbook is available at SCE Customer Choice Services Internet Webpage.

..... <http://www.sce.com/b-db/esp/esp-direct-access-kit.htm>

Reference Guide

CPUC Decision – D.10.03.022

On March 11, 2010, the California Public Utilities Commission (CPUC) issued a Final Decision (D.10-03-022) that established the rules for implementation of the Partial Reopening of Direct Access (DA) under Senate Bill (SB) 695. This legislation renews the general suspension of Direct Access under Assembly Bill 1X, with exceptions and limits. Subject to annual and overall limits, DA is again re-opened to non-residential customers. Except for those taking DA service prior to the effective date of D.10-03-022, residential customers may not opt for DA service pending any further action by the Legislature. The Decision establishes an Open Enrollment Window, following which the existing rules for DA service and switching are in effect again www.cpuc.ca.gov

CPUC Decision – D.11.12.01

On December 1, 2011, the Commission issued D.11-12-018 to resolve Phase 3 issues in the DA proceeding (R.07-05-025). In this decision, the Commission approves a series of modifications to the DA process. The methodology for establishing bundled customer financial indifference to customers departing for DA service is modified along with the transitional bundled service rate. The minimum required stay on Bundled Portfolio Service is changed from 3 years to 18 months, while the 6 month notice requirements remain in place. New ESP financial security requirements in case of involuntary returns are defined (see Rule 22), and new rules are established for handling involuntary returns of larger commercial and industrial DA customers and small commercial and residential DA customers..... www.cpuc.ca.gov

SCE DASR Assistant

The DASR Assistant is a tool designed to help Electric Service Providers complete Direct Access Service Requests for customers in Southern California Edison territory.
..... <http://www.sce.com/b-db/esp/esp-data-exchange-guides.htm>

Reference Guide

SCE Holiday Schedule

Customer Choice Services and the ESP Support Center will not be available on the following SCE-observed holidays:

<u>Holiday</u>	<u>Date Observed</u>
New Year's Day*	January 1
Washington's Birthday	3 rd Monday in February
Memorial Day	Last Monday in May
Independence Day*	July 4
Labor Day	1 st Monday in September
Columbus Day	2 nd Monday in October
Veterans Day*	November 11
Thanksgiving Day	4 th Thursday in November
Thanksgiving Friday	Day after Thanksgiving
Christmas Day*	December 25

*If the holiday falls on a Saturday, the company holiday will be observed on the previous Friday. If the holiday falls on a Sunday, the company holiday will be observed on the next Monday.