

ELECTRIC CHOICE SUPPLIER HANDBOOK

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Electric Choice Supplier Handbook

Introduction

Introduction

Welcome to the Detroit Edison Electric Choice Program. The name Electric Choice was purposely chosen for the Detroit Edison retail access program to highlight a key benefit of the program. Customers have the option to choose the Alternative Energy Supplier (AES) who offers the combination of features and price that best meet their needs from among various competing offerings. Detroit Edison is committed to administering the Electric Choice program in a fair and impartial manner for its customers and AESs.

With Choice comes some degree of complexity, new market participants, and new ways of doing business. This handbook introduces new marketplace roles, describes new business requirements, and details new business practices.

This Detroit Edison Electric Choice Supplier Handbook is designed to be a reference guide for all Electric Choice participants, as well as Detroit Edison employees. The primary purpose of the handbook is to provide AESs (often referred to as retailers and marketers in this program) with practical information on how to participate in the program.

The handbook information is organized into chapters, which are in chronological order of events, beginning with the basic program concepts, qualification requirements, and ending with the bill payment procedures for customers and AESs. This allows the reader to quickly focus on those Electric Choice aspects of greatest interest.

Chapter 1 explains participant roles, provides a general orientation to the overall process, and familiarizes the reader with basic program concepts. Chapter 1 also identifies participant qualification requirements.

Chapter 2 discusses the customer enrollment process. Alternative Energy Suppliers (AESs) will want to read this chapter to understand how Detroit Edison will accept and process enrollments and the requirements for enrollment in the Electric Choice Program.

Chapters 3 and 4 describe the support organizations that Detroit Edison will offer suppliers and Electric Choice customers. Contact telephone numbers are located in these chapters. Chapter 4 also describes how suppliers can obtain customer historical usage information.

Chapter 5 provides detailed information on Electric Choice customer billing options and procedures for processing payments.

Chapter 6 explains the Detroit Edison metering requirements for Electric Choice customers and how Detroit Edison will load profile residential and commercial customers.

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Chapter 7 details how an AES will interact with Detroit Edison electronically and which standards and protocols will be used. This chapter also outlines how an AES can register with Detroit Edison to gain access to a secure website with information on their status as participants.

Chapter 8 provides information regarding the MISO Marketer Settlement Process and the website address for information regarding the charges, billing and settlement process.

Chapter 9 provides a brief description of the various scenarios and processes that may initiate termination of Electric Choice relationships and the return of the customer to Full Service.

Chapter 10 addresses dispute resolution. It identifies who to contact and the processes for resolving disputes between Detroit Edison, AESs and Electric Choice customers.

Appendices include a number of reference documents, including the AES Agreement, Marketer Agreement, and Detroit Edison Retail Access Service Rider.

A Glossary of Terms is also provided to assist the reader in understanding unfamiliar terms.

This handbook will be updated as needed to provide clear, understandable information.

Registered Alternative Energy Suppliers who become qualified participants in the program will be informed by e-mail of any subsequent handbook revisions.

Electric Choice Supplier Handbook Introduction

PLEASE READ CAREFULLY:

THIS HANDBOOK HAS BEEN COMPILED TO INTRODUCE YOU TO THE DETROIT EDISON ELECTRIC CHOICE PROGRAM. EVERY ATTEMPT HAS BEEN MADE TO ENSURE ACCURACY AND CONSISTENCY AND TO BE AS HELPFUL AS POSSIBLE. HOWEVER, THIS HANDBOOK MAY CONTAIN INACCURACIES OR INCONSISTENCIES. THE PROGRAM MAY UNDERGO CHANGES, RENDERING THIS VERSION OF THE HANDBOOK OUT OF DATE.

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Chapter 1: Overview of Roles of Electric Choice Participants

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Chapter 1: Overview of Roles of Electric Choice Participants

1.0 Overview of Roles of Electric Choice Participants

The implementation of Electric Choice in Michigan changes the roles of current participants in the electricity marketplace and introduces new participants into the process. These new roles and responsibilities will continue to evolve as retail access unfolds.

Electric Choice has two immediate impacts on the electricity marketplace structure. It separates the commercial business contracts and transactions from the physical power flows, and it brings a number of new participants into the market. Power will continue to flow directly from the generator, through one or more transmission systems, through a distribution system, and finally to a customer location as shown by the bold arrows on the right side of Figure 1-1. The commercial transactions related to these power flows can follow several different paths, depending on the number of parties involved and where and when they take title to the power. The simplest case involves the generator, marketer, and retailer represented by a single entity. In this case, the customer need only deal with that entity and the distribution provider, which is Detroit Edison. In more complex cases, these functions could be performed by different parties, with or without transaction assistance from intermediaries (e.g., brokers, aggregators).

This overview begins with several diagrams describing the Detroit Edison view of the present and future electricity marketplace. An understanding of the Detroit Edison view will aid the reader in understanding each participant's role and overall context of the market.

Figure 1-1, “New Entities and Relationships Will Emerge With Competition”, illustrates the change from integrated generation, wholesaling, retailing and delivery – all within one regulated company - to a *deregulated* energy marketplace where specific energy functions (generating, wholesaling, and retailing) are in the hands of one or more new entities, utilizing *regulated* utility functions (transmission provider, distribution provider) to deliver energy to an end-use customer.

Figure 1-2, “Overview of Participation”, shows the complex pattern of relationships that will exist between the utility and the other participants in order to provide a customer with power. For example, there will be specific regulatory, administrative, legal, financial, and data obligations.

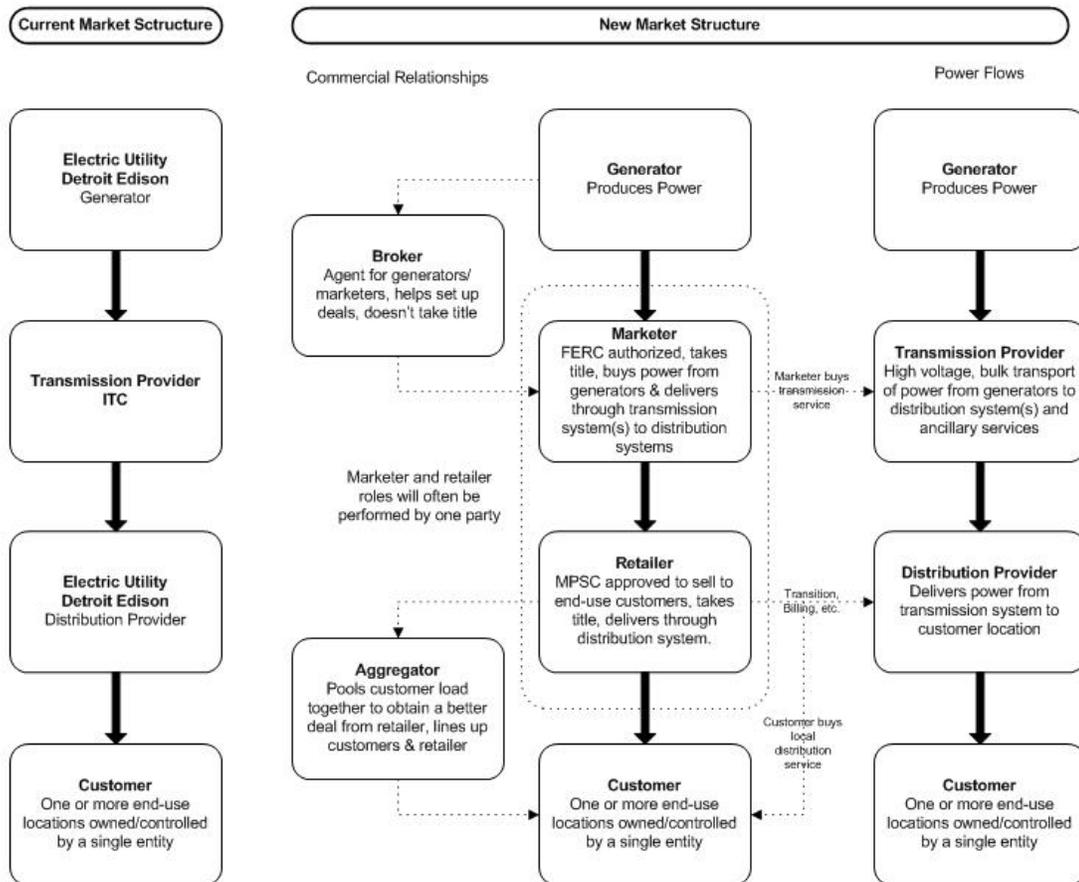
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Chapter 1: Overview of Roles of Electric Choice Participants

Figure 1-1:

Customers will now interact with one or more new entities when electing to participate in Electric Choice. A deeper level of involvement and knowledge will be required of the customer who will need to make conscious power purchase decisions when choosing among alternative retailers who seek their business.

New Entities and Relationships Will Emerge with Competition

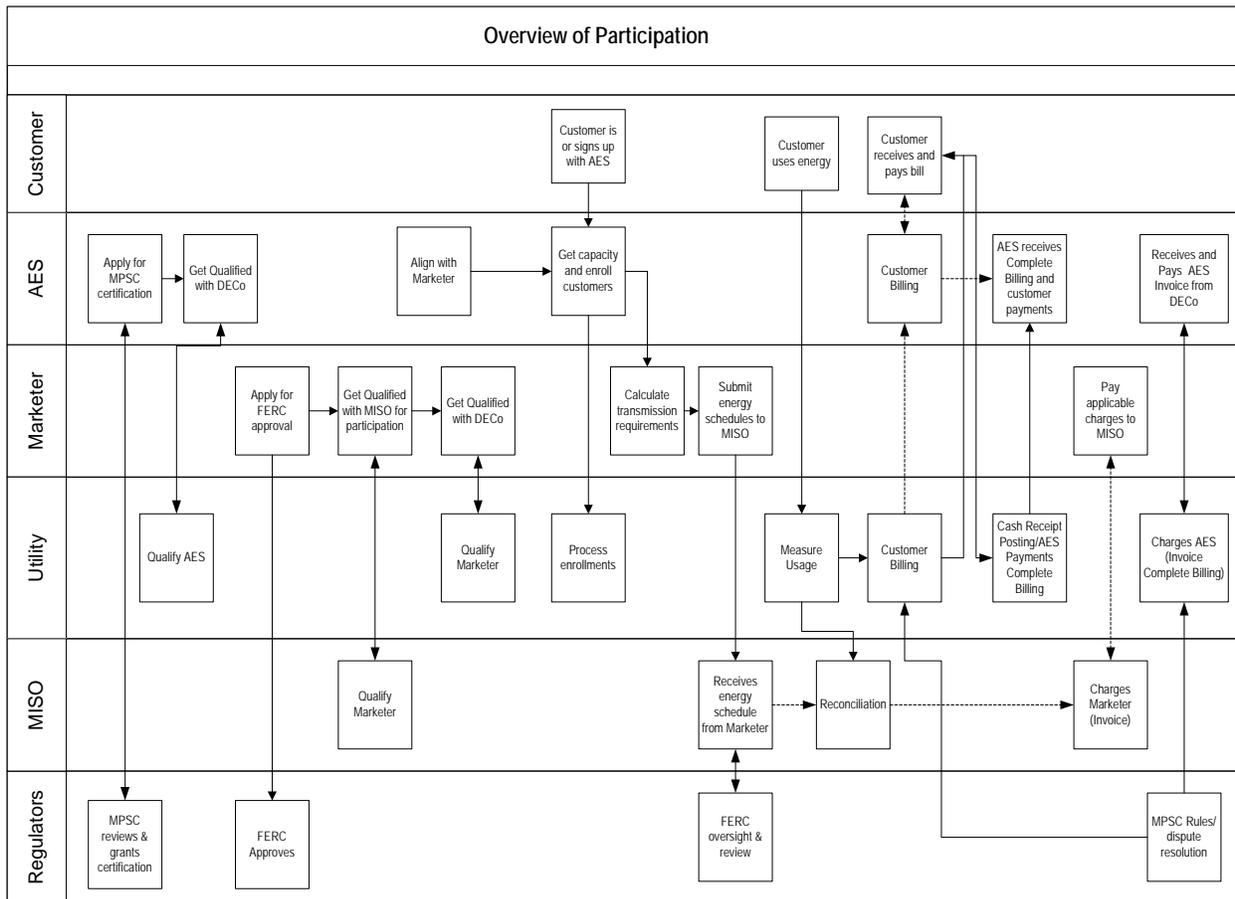


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Figure 1–2:

This diagram illustrates the working relationships needed between various market participants to establish and complete typical purchase and delivery transactions of unregulated electric generation.



The following pages introduce the reader to a number of new terms, roles, responsibilities, and relationships. Each of the sections provides a definition of a key term, including a description of the defined entity’s marketplace role, followed by participation guidelines.

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Chapter 1: Overview of Roles of Electric Choice Participants

1.1 Customer

The customer is the end-user of energy at one or more locations in the State of Michigan who has facilities connected to the Detroit Edison distribution system.

Prior to Electric Choice, the customer obtained full electric service from Detroit Edison, which had been granted the exclusive legal right to provide service to the customer's location. In June 2000, Michigan passed legislation (PA 141) which allowed all residential, commercial and industrial customers to have a choice of competitive electric suppliers. In October 2008, legislation was passed which modified PA 141 and placed a 10% cap on Electric Choice based on Detroit Edison's prior year's weather-adjusted sales.

Under retail access, the customer will conduct transactions with at least two entities – Detroit Edison and a retailer. The customer is responsible for choosing a retailer.

1.1.1 Regulatory Requirements

Currently, there are no statutory or regulatory approvals needed to be a customer in the State of Michigan, other than those applicable to business generally. If and when any regulations become effective, the customer will be required to comply with those requirements.

1.1.2 Detroit Edison Requirements

The key requirement is that the customer is already connected to the Detroit Edison system as a full service customer or meets the requirements for new customers connecting to the Detroit Edison system.

Customers taking service under MPSC-approved contracts or other contracts with the company are bound by the terms of their contracts and will not be eligible for Electric Choice service until their existing contracts permit a service change.

Specific requirements for each customer location include:

- All customer loads to be placed on Electric Choice service must be separately metered (from full service loads) as indicated in the Retail Access Service Rider. See Appendix A for the Retail Access Service Rider.
- Residential and single-phase secondary customers served pursuant to special rates that differentiate base loads from special purpose loads (e.g., interruptible air conditioning on a separate meter) must re-combine those

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loads and have the entire combined load served as an Electric Choice load. At Detroit Edison's option, loads may be combined either logically during the billing process, or physically by removing the separate meter from the customer's location. If any of the separate loads are on interruptible rates, Detroit Edison will disable or remove the interruption device. Detroit Edison will not charge for meter removal or interruption device disabling or removal.

- Customer loads at a single meter point cannot be split or separated between Full Service Rider and Electric Choice service.
- Large industrial/commercial sites with separately metered loads (but not special purpose loads such as described above or on special rates, known as riders) may have some of these separately metered loads on Full Service Riders and some on the Retail Access Service Rider. Nevertheless, a single metered load cannot be split.

1.2 Aggregator

An aggregator consolidates customers into a buying group for the purpose of purchasing blocks of power. The aggregator then aligns this group of customers with an AES – a role the aggregator may choose to perform. An aggregator may be a customer or simply serve as a broker between an AES and customer. If an aggregator chooses to purchase power and then resell it to customers it has aggregated, the aggregator must qualify as an AES.

If an aggregator chooses not to be an AES, the aggregator role will be limited to aggregating customers to an AES. Any transaction between a customer and an aggregator (who is not an AES), or between an aggregator and its AES, will not involve Detroit Edison and will have no impact on either the commercial or physical flow of power.

1.2.1 Regulatory Requirements

Currently, there are no statutory or regulatory approvals required to be an aggregator in the State of Michigan, other than those applicable to business generally. If and when any regulations become effective, an aggregator will be required to comply with those requirements.

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1.2.2 Detroit Edison Requirements

There are no Detroit Edison requirements for aggregators, unless the aggregator takes on other roles. If an aggregator takes on another role, such as becoming a retailer, it must meet the requirements of that role.

1.3 Alternative Energy Supplier (AES)

An AES is an entity that has obtained all the necessary legal approvals to sell retail electricity in Michigan. The AES will take title to power and sell power in Michigan's retail customer market.

The AES buys products/services needed to provide power to customers, combines these products/services in different marketing packages, and sells the packages to customers.

1.3.1 Regulatory Requirements

An AES must meet all MPSC and State of Michigan certification requirements.

1.3.2 Detroit Edison Requirements

AES Agreement

Prior to customer enrollment, the AES must execute an AES Agreement with Detroit Edison. The AES Agreement defines the requirements for being an Electric Choice retailer. See Appendix B for a copy of this agreement. A downloadable, read-only version of the AES Agreement is available on the Detroit Edison website at: <http://www.suppliers.detroitedison.com> in the Downloads & Links section.

Electronic Business Transactions (EBT)

An AES must comply with the electronic standards and protocols established for communications with Detroit Edison. These standards and protocols are posted on the Detroit Edison web site in the Downloads & Links section. See Chapter 7, Electronic Business Transactions, for more information.

Typical electronic business transactions for retailers may include:

- Documenting customer enrollment and switches
- Reporting customer consumption and billing determinants
- Reporting customer payments

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- Electronic funds transfer to and from retailers

1.4 Marketer

The marketer is an entity that takes title to power and has FERC authorization to market energy services. FERC authorization allows the marketer to use transmission systems to move power from the generator(s) to the distribution system. The marketer is either a FERC-authorized power marketer or a utility.

Transmission-related responsibilities of the marketer include: scheduling energy, obtaining ancillary services, and paying energy imbalance charges. Essentially, a marketer takes on the role of a wholesaler, gathering power supply and arranging deliveries to the distribution system where the retailer breaks the bulk transactions down into individual retail sales. In many cases, the retailer and marketer functions will be handled by one entity. The retailer and marketer designations are needed, however, because the two functions are separate and may be performed by different parties. Thus, both a retailer and a marketer are required to complete delivery to a customer.

1.4.1 Regulatory Requirements

FERC Authorized

A marketer participating in the Electric Choice Program must be a FERC-authorized power marketer or a utility authorized to transmit energy over the transmission system.

1.4.2 Detroit Edison Requirements

Marketer Agreement

Prior to serving customers, marketers must execute a Marketer Agreement with Detroit Edison. The Marketer Agreement defines the requirements for being an Electric Choice marketer. See Appendix C for a copy of this agreement. A downloadable read-only version of the marketer agreement is available on the Detroit Edison web site at <http://www.suppliers.detroitedison.com> in the Downloads & Links section.

Electronic Business Transactions (EBT)

Marketers must comply with the electronic standards and protocols established for communications with Detroit Edison. These standards and protocols are posted

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on the Detroit Edison web site in the Downloads & Links section. See Chapter 7, Electronic Business Transactions, for more information.

Typical electronic business transactions for marketers may include:

- Marketer Reconciliation

When a customer rebill occurs outside of the 105 day MISO settlement period a marketer reconciliation calculation will be required to address the difference between what was billed by MISO to the Marketer versus what should have billed by MISO.

1.5 Broker

A broker is an entity that acts as an agent between the generator and the marketer. This entity gathers and offers generation sources to marketers who seek supply. Like an aggregator, once a broker initiates a transaction, it may or may not have a role in ongoing transactions.

It is important to note that brokers do not take title to power. For the purposes of the Electric Choice Program, if a broker takes title to power, it will be classified as a generator or a marketer. The broker will be considered a generator if it sells power to marketers that have transmission access, and will be considered a marketer if it arranges for transportation of the power over the transmission system and then sells the power. If a broker chooses to fill either of these roles, it must meet all requirements associated with each specific role.

1.5.1 Regulatory Requirements

Currently, no federal or state authorization is needed if an entity only intends to be a broker, other than those applicable to business generally. If and when regulations become effective, a broker will be required to comply with those requirements.

1.5.2 Detroit Edison Requirements

There are no Detroit Edison requirements for brokers, unless the broker takes on other roles. If a broker takes on another role, such as becoming a marketer, it must meet all requirements of that role.

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1.6 Generator

The generator is an entity that produces power that will be ultimately delivered to customers through one or more transmission systems and the customer's host utility distribution system, e.g., Detroit Edison. The generator is the original holder of title to the power.

1.6.1 Regulatory Requirements

A generator is expected to meet all federal, state, and local licensing requirements including all applicable state and federal environmental laws.

1.6.2 Detroit Edison Requirements

A Generator shall be duly certified with the Midwest Independent Transmission System Operator (MISO) prior to providing Retail Access service as evidence by being listed on the MISO Certified Market Participants List <http://www.midwestiso.org/publish> (Documents Tab – Certified Market Participants).

1.7 Distribution Provider

The distribution provider is the “wires” company that distributes power to customers in a given geographic area. Distribution of power is an MPSC-regulated business function. The distribution provider is responsible for building, maintaining, and operating the distribution system to provide for the reliability and availability of the distribution system to all customers. The distribution provider performs numerous services, including responding to customer inquiries, responding to outage and power quality issues, meter reading, and billing. Detroit Edison is the distribution provider for its currently defined service territory in Southeast Michigan.

1.7.1 Regulatory Requirements

The distribution provider is the regulated distribution utility serving the area. It must meet all requirements established by the MPSC.

1.7.2 Detroit Edison Requirements

Detroit Edison is the host distribution provider for the Electric Choice Program and is the only distribution provider possible for Electric Choice within the Detroit Edison designated service territory.

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1.8 Transmission Provider

The transmission system is the high-voltage, bulk transport system used to transport power from generators to the distribution providers for delivery to the ultimate end-use customer(s). The transmission provider is responsible for building, owning, maintaining, and operating the transmission system in a given geographic area to provide for the overall reliability of the electrical system. The transmission of power is a FERC-regulated function. International Transmission Company (ITC) is the transmission provider for customers in the Detroit Edison designated service territory.

A key role of a transmission provider is to balance generation to the total load, in real time, to maintain the integrity of the electrical system. The transmission provider is responsible for this balancing function. In doing so, the transmission provider automatically compensates for any imbalances between a marketer's generation and its retail customer's loads.

The transmission provider also provides a number of other required and optional services, including facilitating the use of the transmission system, modifying the transmission system when needed, and providing various ancillary services.

1.8.1 Regulatory Requirements

Transmission providers must meet all applicable FERC regulatory requirements.

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Chapter 2: Customer Enrollment

2.0 Customer Enrollment

Only qualified alternative electric suppliers can enroll customers participating in Electric Choice. The Alternative Electric Supplier (AES) enrolls customers electronically using the Detroit Edison website or through an Extensible Markup Language (XML) transaction. This chapter contains a description of these enrollment processes.

2.1 Customer Eligibility

Customers must have a full service turn-on with Detroit Edison before they are eligible to participate in Electric Choice. Customers receiving service under special customer contracts or MPSC approved contracts are bound by the terms of their existing Detroit Edison contracts.

2.2 Customer Enrollment Information

A customer enrollment can be submitted using either the supplier website, as shown in Figure 2-1, or an electronic data interchange transaction, referenced in Chapter 7, Electronic Business Transactions. Customer-specific information needed for enrollment is obtained from the customer and is also found on the Detroit Edison bill as described in the examples provided in Appendix E, Detroit Edison Customer Bill Samples.

The following fields appear in Figure 2-1, Customer Enrollment Form:

2.2.1 Marketer

The DUNS number and name of the marketer with whom the AES has formed a relationship is a required field. See Section 2.17 for further discussion of the AES-Marketer relationship.

2.2.2 Customer Account Number

The customer account number must be input based on the instructions for each billing system below:

- Customer Service and Billing System (CSB) System is used for billing residential and small secondary (mass market) customers. CSB uses an 11-digit account number. The accounts number cannot have special characters such as a space, comma, period, colon, or semicolon – **Example:** 12345670001.

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- The Key Customer System (KCS) is used for billing primary and large secondary customers, as well as suppliers. KCS uses up to a 9-digit account number and cannot have special characters such as a space, comma, period, colon, semicolon, or leading zeros. – **Example:** 1234 (not 000 001 234).

2.2.3 Customer Account Name

The customer account name field is optional. However, the customer name, as identified in the Detroit Edison billing system, will appear on the acknowledgment screen for the enrollment. See Figure 2-3.

2.2.4 Meter Profile

Alternative Electric Suppliers enrolling non-residential secondary customers must choose a meter profile for the customer at time of enrollment. The meter profiles are described as follows:

- Standard Load Profile (SLP) – Customers that do not have an interval meter, and will be read via meter reading route. The service load and type determine the load profile. The standard load profile will be used by the AES for scheduling of power only – this is not used to bill the customer by Detroit Edison.
- Optional Interval Meter Service (OIMS) – Customers that have elected to have an interval meter installed at their expense, in place of the standard demand/energy meter, with a required working phone line. This service requires a 12-month commitment by the customer.
- Primary Interval Meter Service (PRIMS) – Primary Service customers must have an interval meter with a working phone line. This selection will be automatic when primary voltage is detected at the time of enrollment.

2.2.5 Billing Option

AESs enrolling customers with the **complete** billing option will be required to submit a Rate Ready Price Schedule. This schedule provides Detroit Edison with basic rate information that identifies the AES's specific product offerings to the customer, as described in Section 5.5.

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Chapter 2: Customer Enrollment

Detroit Edison will apply the designated rate to the AES portion of the invoice. Refer to Sections 5.5.1 and 5.5.2, for more information on alternative electric supplier price options.

If the alternative electric supplier selects the **separate** billing option, no further action is required.

2.2.6 Meter Number

The customer's meter number in the Detroit Edison system must be input **exactly** as it appears on the Detroit Edison bill. The enrollment will be rejected if the meter number is incorrect, or if it does not match with the account number.

2.2.7 SINK

A drop down box showing all applicable SINKs (a designation ID for the transmission service) for the Marketer selected is provided. The AES may select only one SINK per enrollment.

2.2.8 Alternative Electric Supplier Product Offering

Detroit Edison will provide a product offering identification number when the AES sends the rate ready schedule that identifies the basic rate information for the customer. Detroit Edison will also generate a unique product offering identification for each individual price submitted.

2.2.9 Meter Configuration

AESs must select a meter configuration for non-residential secondary enrolled customers with a meter profile of OIMS (Optional Interval Meter Service) and PRIMS (Primary Interval Meter Service), of either meter answers or meter calls.

If the AES selects meter calls, the meter will be programmed to call Detroit Edison with meter readings. In this option, the customer may use a shared telephone line. No more than four telephonic devices should be connected to the same telephone line as the meter. Also, sharing the line with the facility alarm system phone line is discouraged because spurious activation has occurred in the past.

If the AES selects meter answers, the meter will be programmed to answer calls from Detroit Edison or the marketer linked to the AES. The Marketer will receive the data necessary to communicate with the meter from Detroit Edison when the

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Chapter 2: Customer Enrollment

enrollment becomes site ready. In this option, the customer will be required to provide a dedicated telephone line.

2.2.10 Telephone Line Information

The information in this area is optional. However, if the AES knows some or all of the telephone line information at the time of enrollment, it may be provided.

The telephone prefix is the number or numbers that may be required to call externally with the meter calls configuration, i.e., dial 9 to get an outside line. If no prefix is required, enter “none”.

The telephone number may only be provided in conjunction with the meter answers option. If all applicable telephone information has been provided at enrollment, the AES may indicate that the telephone line is installed and functional by checking the box provided.

If no telephone information is available at the time of customer enrollment, the AES may provide this information later (see Section 2.13).

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Chapter 2: Customer Enrollment

Figure 2-1

Customer Enrollment Form

Detroit Edison Main Page
Search
Site Map


Detroit Edison
Electric Choice Supplier

Supplier Home

Supplier Notifications

Supplier Account

Customer-Based Data

Customer Activity

Setup Rates

Create Enrollment

Search Enrollments

Search Services

Drop and Switch Rpt

Work Order Report

Customer Payments

Billing

SINK Meter Link

Information Center

Downloads & Links

Detailed Usage Data

Logout

Create Enrollment

Enroll New Customers

Enroll your new customers by completing the form below. All asterisk (*) fields must be filled in. When complete, click **Submit**.

Marketer: *

Customer account number: *
(from Detroit Edison bill)

Customer account name: *
(from Detroit Edison bill)

Metering Profile Option: *

Billing option: * Separate Complete

Meter number: *
(with meters only)

SINK: *

AES product offering:
(required for complete billing)

Meter configuration: * Meter calls Meter answers

Phone line information: Phone prefix: (Meter calls only)

Phone number:
(313.255.5555)

Phone line installed and functional

Review your selections below. Use the horizontal scroll bar to view information not visible on the screen. To remove a meter from the list, enter the item number and click on the **Remove Item** button.

Detroit Edison Main Page
Search
Site Map

2.3 Customer Enrollment Submittal

The AES submits customer enrollments electronically by using one of the following methods:

- Alternative Electric Supplier Website

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The AES logs onto the password-secured Detroit Edison website, selects the appropriate option, enters the required information, and submits the electronic form for validation and confirmation.

- Extensible Markup Language (XML)

The AES creates a specified XML 814 transaction set for the desired action (enroll, modify, cancel or drop) and electronically sends the XML transaction to Detroit Edison for validation and confirmation. See Section 7.2 for additional information regarding XML. XML schemas are found on the Detroit Edison website in the Downloads & Links section.

Please Note: All customer enrollments will be date and time stamped upon receipt in the Detroit Edison XML or web-based supplier interface.

2.3.1 Customer Enrollment Processing

Customer enrollments will be processed the next regular business day. For example, customer enrollments received on Saturday will be processed on Monday; if received on Monday, it will be processed on Tuesday (if not a holiday).

2.4 Site Level Enrollment

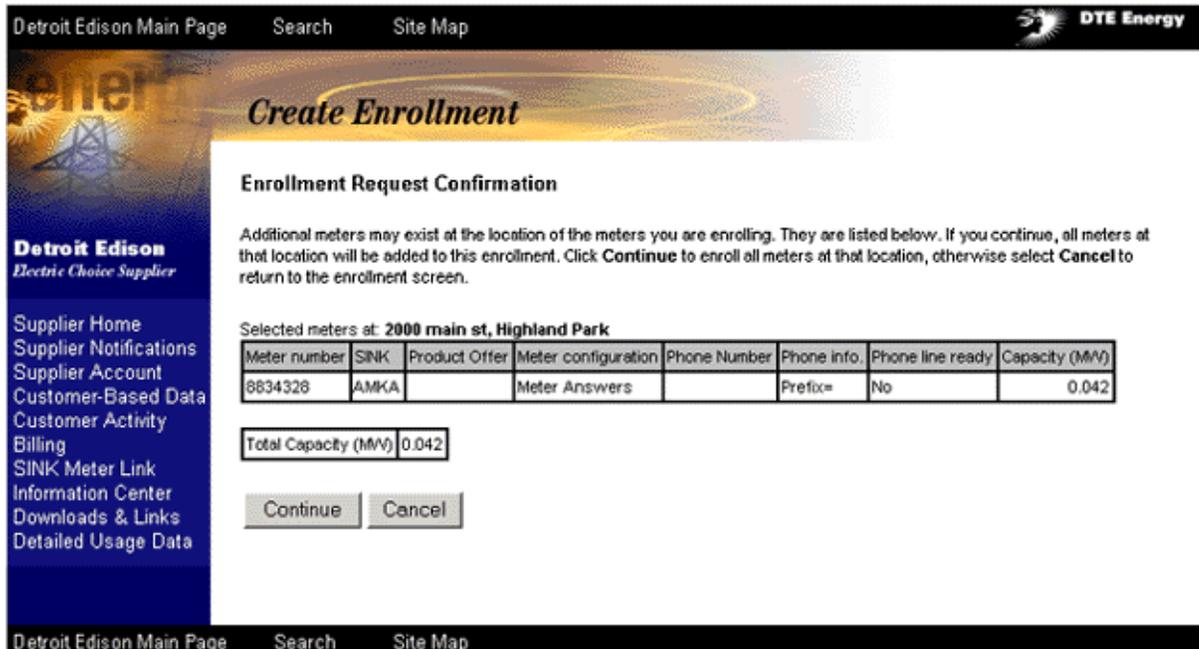
Customer enrollment in the Electric Choice Program is at a site level. This means that when one or more meters are enrolled for a specific location, all additional meters for that location are also enrolled. The Detroit Edison Electric Choice Program does not accommodate the splitting or separating of customer loads at a single meter point between full service tariff and retail access service.

When creating a new customer enrollment, the alternative electric supplier may enter all or a partial list of meters for a customer location. Once submitted, a confirmation screen, shown in Figure 2-2, displays a list of the additional meters for the location along with the capacity, product ID, AES reference, and total capacity required for the site. This is called a “site sweep.” The AES will then receive an acknowledgment, as shown in Figure 2-3, listing all of the enrollment information that can be printed for recordkeeping.

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

Figure 2-2



Detroit Edison Main Page Search Site Map 

Create Enrollment

Enrollment Request Confirmation

Additional meters may exist at the location of the meters you are enrolling. They are listed below. If you continue, all meters at that location will be added to this enrollment. Click **Continue** to enroll all meters at that location, otherwise select **Cancel** to return to the enrollment screen.

Selected meters at: **2000 main st, Highland Park**

Meter number	SINK	Product Offer	Meter configuration	Phone Number	Phone info	Phone line ready	Capacity (MW)
8834328	AMKA		Meter Answers		Prefix=	No	0.042

Total Capacity (MW) 0.042

Detroit Edison Main Page Search Site Map

Electric Choice Supplier Handbook Chapter 2: Customer Enrollment

Figure 2-3

Detroit Edison Main Page Search Site Map  **DTE Energy**

Create Enrollment

Enroll Customer - Acknowledgment

Your request has been received. This page may be printed for record keeping.

Enroll ID: **47226**
 Marketer D-U-N-S number: **126473649**
 Marketer email address: **franklink@sun122.detroit.deco.com**
 Customer account number: **102**
 Customer account name: **American Tape Co**
 Back-up Service: **Yes**
 Billing option: **Separate**

Meter number	SINK	Product Offer	Meter configuration	Phone Number	Phone info.	Phone line ready	Location	Capacity (MW)
8834328	AMKA		Meter Answers		Prefix=	No	2000 main st, Highland Park	0.042

Detroit Edison
Electric Choice Supplier

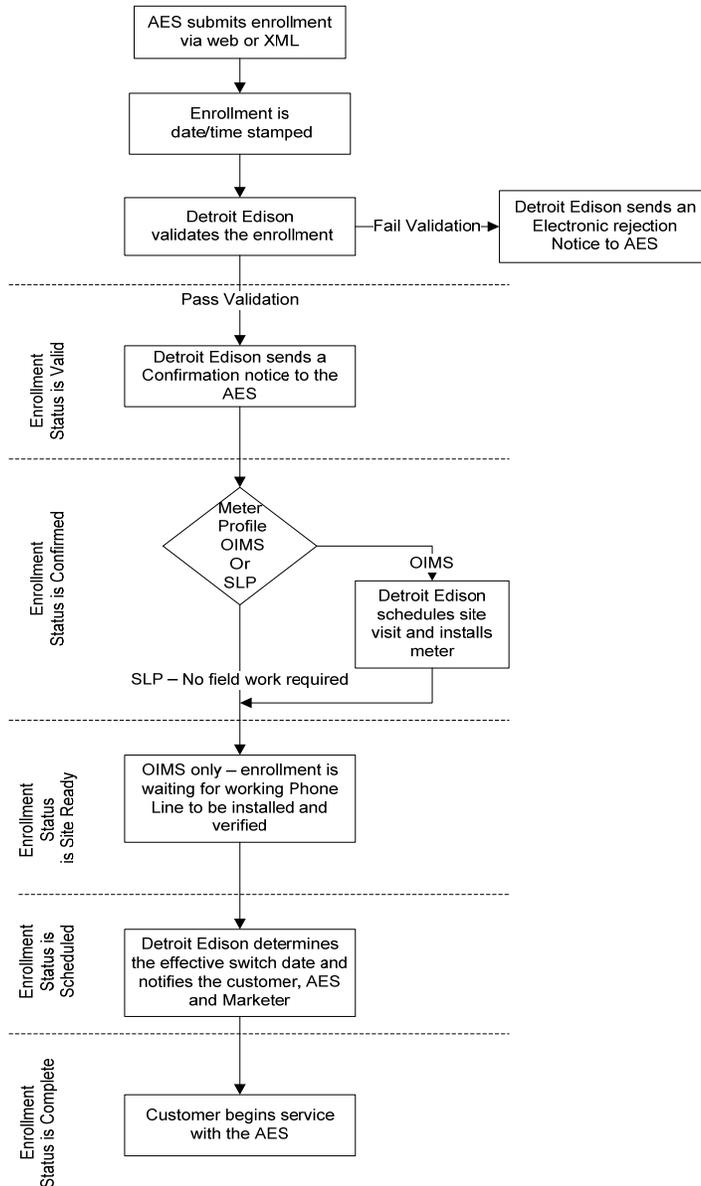
- Supplier Home
- Supplier Notifications
- Supplier Account
- Customer-Based Data
- Customer Activity
- Billing
- SINK Meter Link
- Information Center
- Downloads & Links
- Detailed Usage Data

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

2.5 Processing a Customer Enrollment

In order to facilitate an AES's interaction with Detroit Edison, the following sections describe the pathway of a customer enrollment through Detroit Edison. The diagram below depicts the primary procedures related to processing customer enrollments. See Sections 2.6 through 2.8 for additional information regarding the process diagram displayed below.



Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

2.6 Validating a Customer Enrollment

Upon receipt of the customer enrollment, Detroit Edison will date, time stamp, and assign an enrollment identifier.

Detroit Edison will validate customer enrollments for accuracy and completeness. Detroit Edison will also determine the customer's distribution contract capacity at this time. The submitting AES will normally receive an electronic notice that the enrollment was received within 24 hours of the date of enrollment.

This notice will indicate that Detroit Edison completed **one** of the following:

- Rejects the customer enrollment, indicating one or more reasons why the enrollment did not pass validation.
- Confirms the customer enrollment, provides the customer's distribution contract capacity and initiates a site evaluation when meter changes are required.

If the enrollment is rejected, Detroit Edison will send an electronic rejection notice to the alternative electric supplier.

2.7 Evaluating a Site

Customers who are enrolled with a meter profile of OIMS may require a change to their meter if there is currently not an interval demand meter at the site. Detroit Edison will initiate field work to have the required metering change completed. Enrollments that require a meter change will remain in a "Confirmed" status until all metering work is complete. If this enrollment is a site sweep (see Section 2.4) and other meters for the location do not require an interval meter installation, the enrollment will stay in "Confirmed" until all meter work is completed, then will move into "Site Ready" enrollment status until a working phone line for the interval meter has been installed, operational and verified by Detroit Edison.

Customers who are enrolled with a meter profile of OIMS or PRIMS who do not require a meter change, as an interval demand meter is currently installed at the site will move into "Site Ready" enrollment status until a working phone line for the interval meter has been installed, operational and verified by Detroit Edison.

Those enrollments with a meter profile of SLP that do not require a meter change, will move directly to the "Scheduled" enrollment status.

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Chapter 2: Customer Enrollment

2.8 Issuing a Switch Date Notice

At the point in which an enrollment is scheduled to go into service, the Detroit Edison enrollment system will automatically determine the switch date. The switch date should occur on the next scheduled meter read date.

Due to the unique aspects of manual data acquisition from non-interval meters, it may not be possible to obtain a meter read on the switch date. Variances of two business days prior to or one business day following the posted read date can occur. If this happens, the customer will begin service on the read date and load profiling will be used to ensure appropriate hourly values are available. In any case, the Marketer should schedule energy and begin service by the posted switch date.

Detroit Edison will notify the AES and Marketer of the Electric Choice service switch date. Notification of the scheduled switch date will be sent by mail to the customer and electronically to the AES and Marketer. See Appendix D for the customer notification letter.

The Detroit Edison meter read schedule with read dates, is shown in Appendix F, Industrial and Three-Phase Commercial KCS Meter Read Schedule, and Appendix G, Single-Phase and Three-Phase Commercial CSB Meter Read Schedule. The schedules are also displayed on the Detroit Edison website in the Customer-Based Data section.

After KCS commercial customers who have selected a meter of profile of OIMS have had their meter work done, their accounts will be converted to the Industrial meter read schedule corresponding to the same billing cycle number, which could have a different read date. CSB single-phase commercial customers who have selected a meter profile of OIMS and Residential customers will remain on the same meter read schedule.

2.9 Website Search Functionality

Customer enrollment records may be modified during the enrollment process or after the enrollment is complete via the website by first accessing either of the search options. Search Enrollments (prior to service) and Search Services (once a customer is in service).

2.10 Search Enrollments

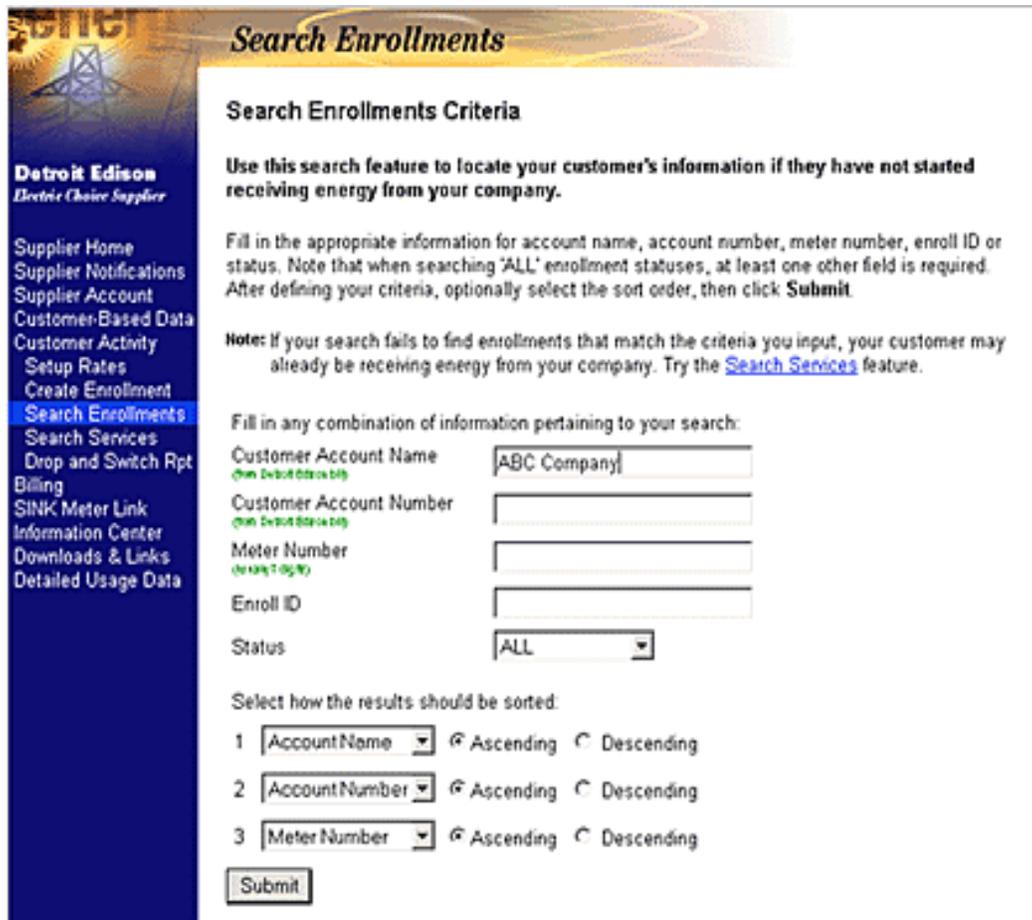
Search the enrollment database to retrieve records **prior to** the start of service when the customer will receive energy from the alternative electric supplier. From the Search

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

Enrollments screen, as shown in Figure 2-4, the process to modify or cancel an enrollment order is started.

Figure 2-4



Detroit Edison
Electric Choice Supplier

- Supplier Home
- Supplier Notifications
- Supplier Account
- Customer-Based Data
- Customer Activity
- Setup Rates
- Create Enrollment
- Search Enrollments
- Search Services
- Drop and Switch Rpt
- Billing
- SINK Meter Link
- Information Center
- Downloads & Links
- Detailed Usage Data

Search Enrollments

Search Enrollments Criteria

Use this search feature to locate your customer's information if they have not started receiving energy from your company.

Fill in the appropriate information for account name, account number, meter number, enroll ID or status. Note that when searching 'ALL' enrollment statuses, at least one other field is required. After defining your criteria, optionally select the sort order, then click **Submit**.

Note: If your search fails to find enrollments that match the criteria you input, your customer may already be receiving energy from your company. Try the [Search Services](#) feature.

Fill in any combination of information pertaining to your search:

Customer Account Name

Customer Account Number

Meter Number

Enroll ID

Status

Select how the results should be sorted:

1 Ascending Descending

2 Ascending Descending

3 Ascending Descending

2.11 Checking an Enrollment Status

The AES can check the status of previously submitted enrollment transactions using the Search Enrollments section on the Detroit Edison secure website. This is done from the Search Enrollments Results screen, as shown in Figure 2-5. Click on the status codes box at the bottom of the screen to display the definitions for each status code as shown in Figure 2-6.

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Figure 2-5

Detroit Edison Main Page
Search Enrollments

Search Enrollments Results

Below are the results of your enrollment orders search. See linking [instructions](#) below.

Your search returned **2 Enrollment** item(s).

Account Name	Account Number	Enrollment Order ID	Meter Number	Location	Method Submitted	Date Submitted	Enrollment Status	Switch Date	Reason Codes
ABC Company	102	47208	1212122	unknown	XML	12/18/2002	REJ	-	A13
		47226	8834328	2000 main st, Highland Park, MI, 48226	WEB	01/29/2003	CON	-	

When you use the:

Account Number link, you can:
Modify Billing Option, Modify Marketer, Modify Backup Service, Modify Product Offering (if product offering is available) or Cancel enrollment.

Enroll ID link, you can:
Modify Marketer, Modify Backup Service, Modify Product Offering (if product offering is available) or Cancel enrollment.

Meter Number link, you can:
Modify Product Offering (if product offering is available), Meter Configuration and Phone Information (for meters requiring field work and for which an installation order has not already been sent out to the field).

Location link, you can:
Modify Marketer, Modify Product Offering (if product offering is available) or Cancel enrollment.

Status codes:
[VALID](#) - Valid
[NHLD](#) - No Hold
[HOLD](#) - Hold
[CON](#) - Confirmed
[SITE](#) - Site Ready
[SCHO](#) - Scheduled
[Cmpl](#) - Complete
[PEND](#) - Pending
[ERR](#) - ERR
[CAN](#) - Cancelled
[REJ](#) - Rejected
[DROP](#) - Drop

Reason codes:
 CR - Cancelled by AES (Retailer)
 CC - Cancelled per customer by Detroit Edison
 CE - Cancelled by Detroit Edison

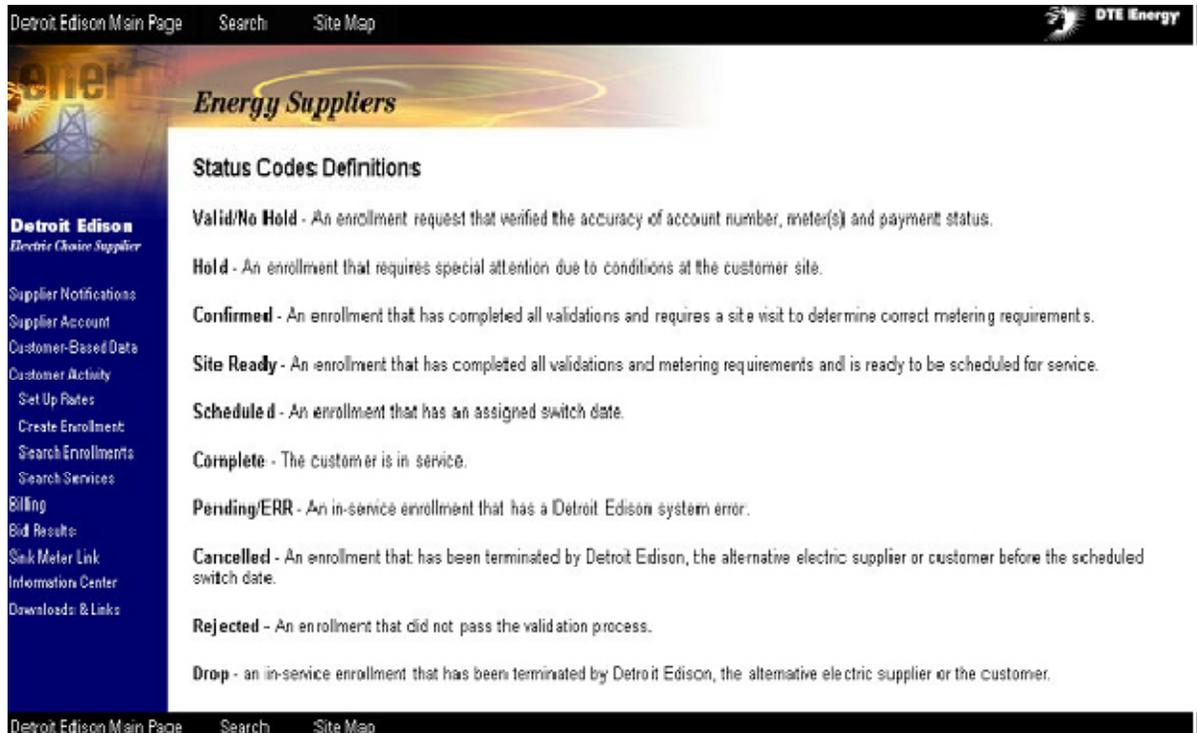
(Note: Backup Service is no longer a part of the Electric Choice program – web screen is under modification.)

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

Figure 2-5 displays the results of an enrollment search. See Sections 2.12, 2.13 and 2.14 for specific information regarding how to modify a record or cancel an Electric Choice enrollment.

Figure 2-6



2.12 Modifying Enrollment Information

The AES starts at the Search Enrollments Results screen (Figure 2-5) and proceeds to the Order Selection screen as shown in Figure 2-7 or the AES may send an XML transfer to submit a request to modify a customer's enrollment information. An enrollment record can be modified as follows:

- **Billing Option** – switch the customer to or from complete or separate billing. A Ready Rate Table must be provided to Detroit Edison before a modification to utility complete billing can be made (see Section 5.5).
- **Marketer** - change to another Marketer (restricted after “scheduled” status).

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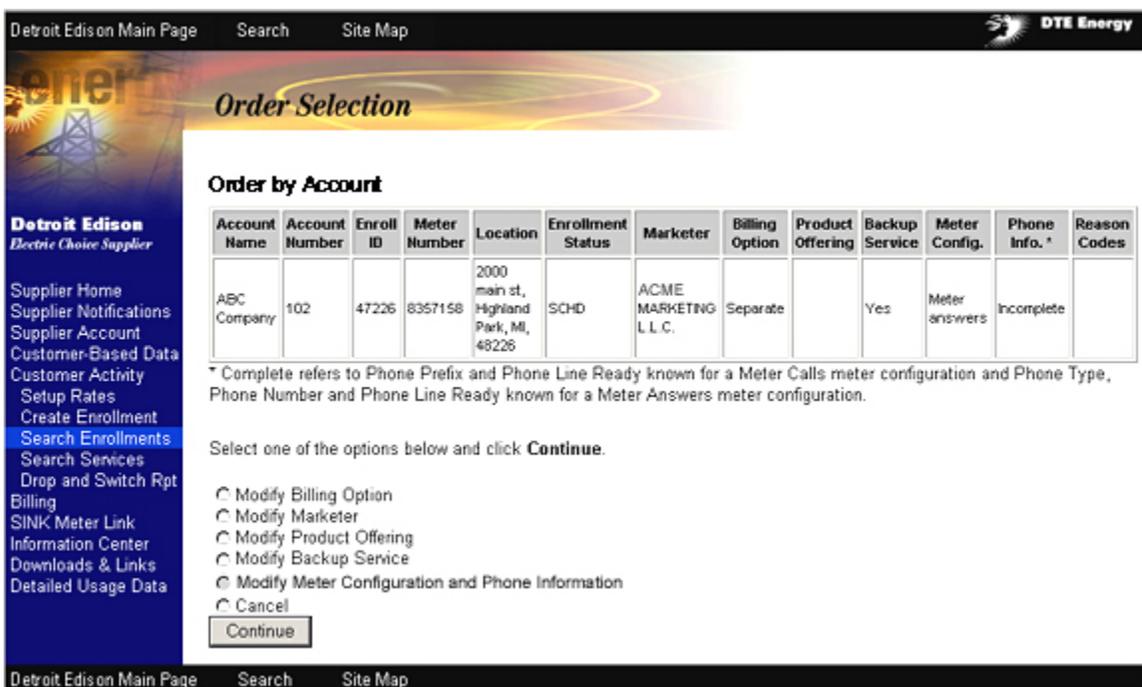
Chapter 2: Customer Enrollment

- Product Offering - utilized **only** if the customer is enrolled under the complete billing option.
- Meter Configuration and Phone Information - change meter configuration and provide telephone information if the meter profile for the customer is PRIMS or OIMS and the enrollment status is “site ready” or “scheduled”.
- Cancel - remove customer from database.

Detroit Edison will modify customer-specific account information (for example, name, telephone number, social security number, and billing address) **only** if the customer contacts Detroit Edison.

Detroit Edison will notify the AES electronically when the “Modify” customer enrollment is accepted. If the modification involves changing a marketer relationship, the new and current marketer also will be notified electronically.

Figure 2-7



Detroit Edison Main Page Search Site Map 

Order Selection

Order by Account

Account Name	Account Number	Enroll ID	Meter Number	Location	Enrollment Status	Marketer	Billing Option	Product Offering	Backup Service	Meter Config.	Phone Info. *	Reason Codes
ABC Company	102	47226	8357158	2000 main st, Highland Park, MI, 48226	SCHD	ACME MARKETING L.L.C.	Separate		Yes	Meter answers	Incomplete	

* Complete refers to Phone Prefix and Phone Line Ready known for a Meter Calls meter configuration and Phone Type, Phone Number and Phone Line Ready known for a Meter Answers meter configuration.

Select one of the options below and click **Continue**.

- Modify Billing Option
- Modify Marketer
- Modify Product Offering
- Modify Backup Service
- Modify Meter Configuration and Phone Information
- Cancel

Detroit Edison Main Page Search Site Map

(Note: Backup Service is no longer a part of the Electric Choice program – web screen is under modification.)

Electric Choice Supplier Handbook

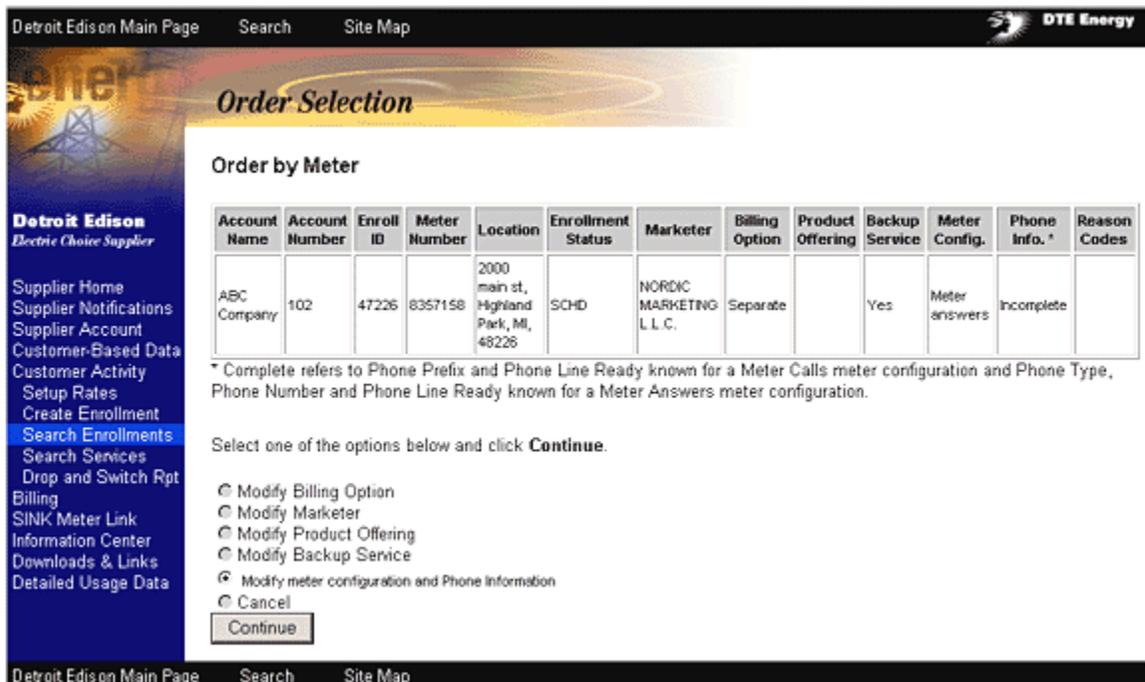
Chapter 2: Customer Enrollment

2.13 Modifying Meter Configuration and Phone Information

To modify the meter configuration or to provide telephone information, the AES searches for the customer (Figure 2-4) and clicks on the meter number to bring up the Order by Meter as shown in Figure 2-8. The AES will be able to modify the meter configuration telephone information when Detroit Edison has completed all meter inspection or installation work. The AES will not be able to modify the meter configuration telephone information after the initial telephone information has been provided to Detroit Edison. If new telephone information is available after the initial telephone information has been provided, the AES will need to contact their Supplier Account Manager to update the information.

To modify the meter configuration or to initially provide telephone information for an enrollment which is in-service, the AES must search for the customer in the Search Services web location (see Section 2.15) and click the meter number. The modify screens are similar to what is shown in Figure 2-9 and Figure 2-10.

Figure 2-8



Order Selection

Order by Meter

Account Name	Account Number	Enroll ID	Meter Number	Location	Enrollment Status	Marketer	Billing Option	Product Offering	Backup Service	Meter Config.	Phone Info. *	Reason Codes
ABC Company	102	47226	8357158	2000 main st, Highland Park, MI, 48226	SCHD	NORDIC MARKETING L.L.C.	Separate		Yes	Meter answers	Incomplete	

* Complete refers to Phone Prefix and Phone Line Ready known for a Meter Calls meter configuration and Phone Type, Phone Number and Phone Line Ready known for a Meter Answers meter configuration.

Select one of the options below and click **Continue**.

- Modify Billing Option
- Modify Marketer
- Modify Product Offering
- Modify Backup Service
- Modify meter configuration and Phone Information
- Cancel

(Note: Backup Service is no longer a part of the Electric Choice program – web screen is under modification.)

Electric Choice Supplier Handbook

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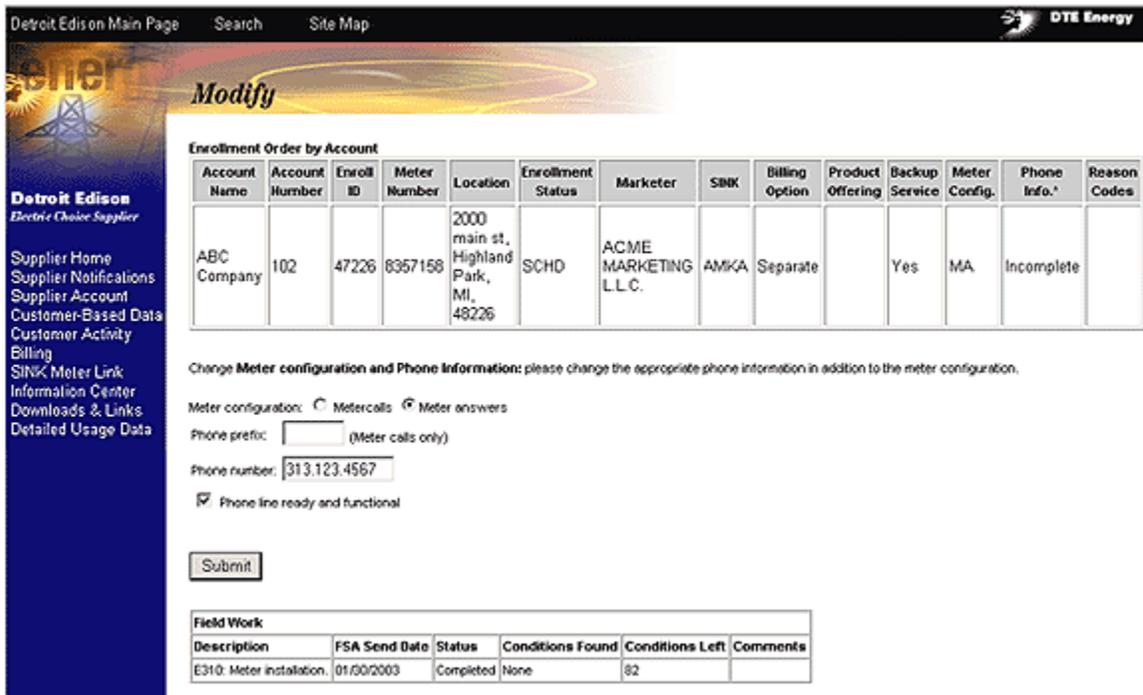
The AES will be required to provide the telephone number if the meter is to be configured as Meter Answers as shown in Figure 2-9. Detroit Edison will call the meter on the scheduled meter read date. The Meter Answers configuration can be utilized when the customer’s telephone line is a dedicated telephone line.

The AES will be required to provide the prefix for the meter to get an outside line (for example 8 or 9) if the meter is to be configured as Meter Calls as shown in Figure 2-10. The meter will call Detroit Edison weekly and on the scheduled meter read date. If no prefix is required for the meter to get an outside line, please enter “none” for the prefix. The Meter Calls configuration is utilized when the customer’s telephone line is shared with another telephone line.

If the telephone line has been installed and is functional, the AES must click the box marked ‘Phone line ready and functional’.

Once all required information is provided, the AES submits the Modify order.

Figure 2-9



Detroit Edison Main Page Search Site Map 

Modify

Enrollment Order by Account

Account Name	Account Number	Enroll ID	Meter Number	Location	Enrollment Status	Marketer	SINK	Billing Option	Product Offering	Backup Service	Meter Config.	Phone Info.*	Reason Codes
ABC Company	102	47226	8357158	2000 main st, Highland Park, MI, 48226	SCHD	ACME MARKETING L.L.C.	AMKA	Separate		Yes	MA	Incomplete	

Change **Meter configuration and Phone Information**: please change the appropriate phone information in addition to the meter configuration.

Meter configuration: Metercalls Meter answers

Phone prefix: (Meter calls only)

Phone number:

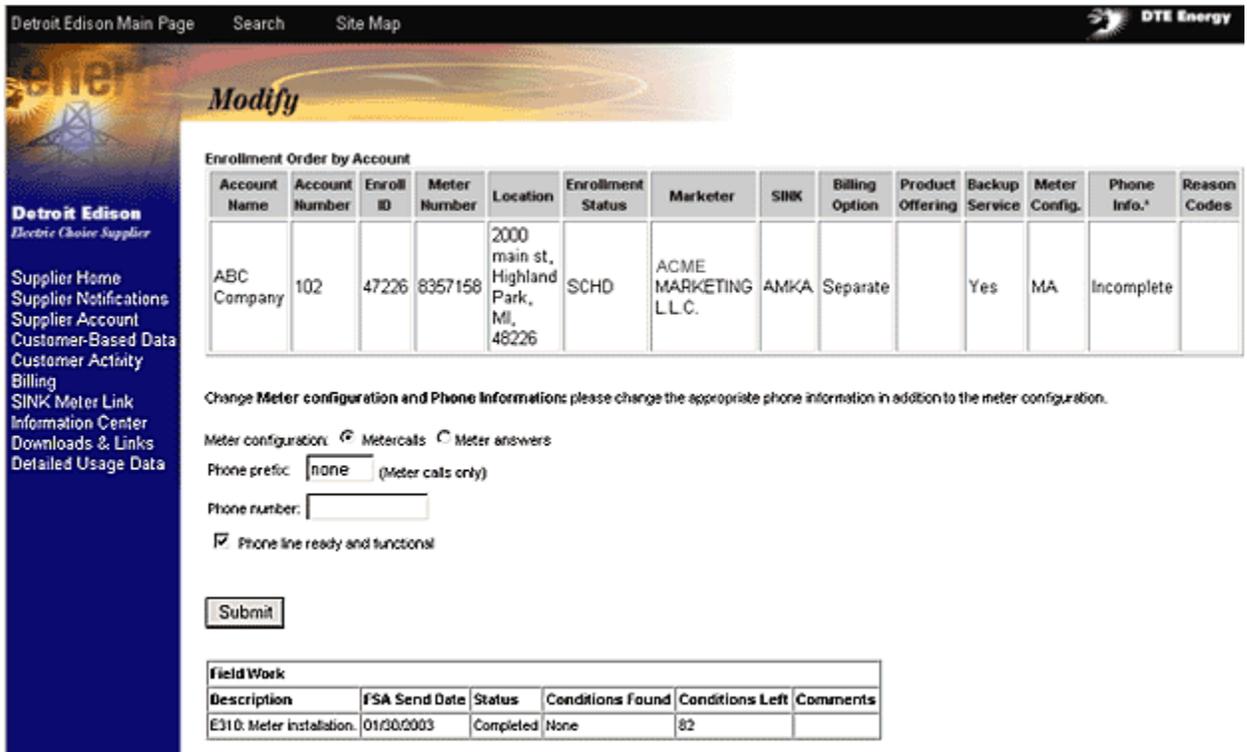
Phone line ready and functional

Field Work					
Description	FSA Send Date	Status	Conditions Found	Conditions Left	Comments
E310: Meter installation.	01/30/2003	Completed	None	82	

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

Figure 2-10



Detroit Edison Main Page Search Site Map 

Modify

Enrollment Order by Account

Account Name	Account Number	Enroll ID	Meter Number	Location	Enrollment Status	Marketer	SINK	Billing Option	Product Offering	Backup Service	Meter Config.	Phone Info.*	Reason Codes
ABC Company	102	47226	8357158	2000 main st, Highland Park, MI, 48226	SCHD	ACME MARKETING LLC.	AMKA	Separate		Yes	MA	Incomplete	

Change Meter configuration and Phone Information; please change the appropriate phone information in addition to the meter configuration.

Meter configuration: Metercalls Meter answers

Phone prefix: (Meter calls only)

Phone number:

Phone line ready and functional

Field Work					
Description	FSA Send Date	Status	Conditions Found	Conditions Left	Comments
E310: Meter installation	01/30/2003	Completed	None	82	

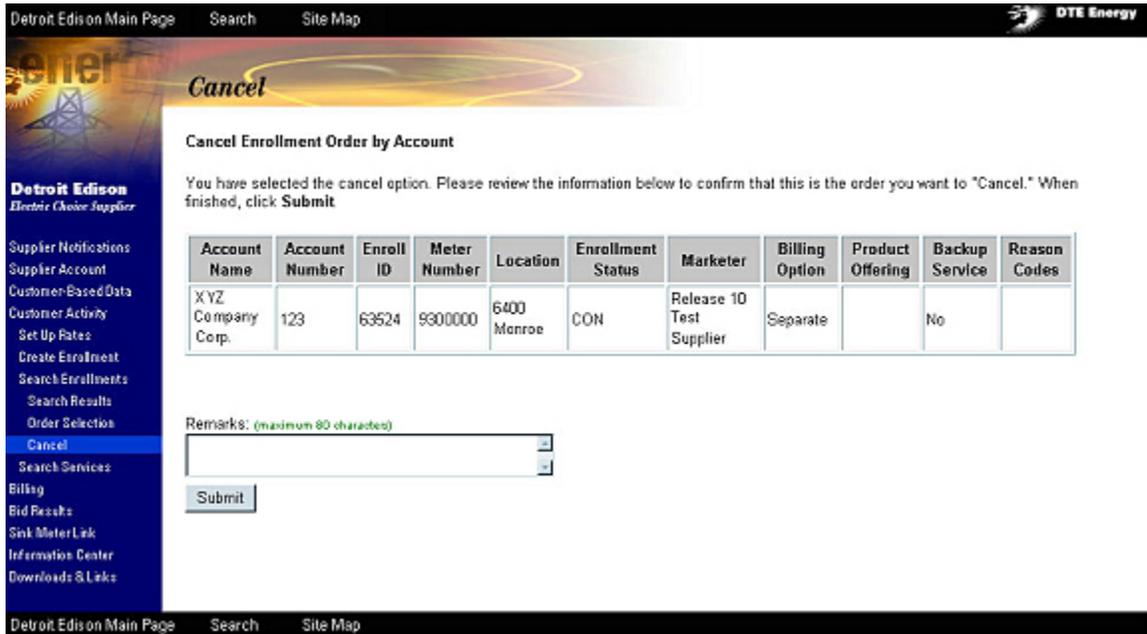
2.14 Cancelling a Customer Enrollment Order

To cancel a pending customer enrollment order, the AES must submit a “Cancel” request to Detroit Edison. The AES starts at the Order Selection screen (Figure 2-7) and proceeds to the Cancel screen as shown in Figure 2-11.

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Figure 2-11



Cancel

Cancel Enrollment Order by Account

You have selected the cancel option. Please review the information below to confirm that this is the order you want to "Cancel." When finished, click **Submit**

Account Name	Account Number	Enroll ID	Meter Number	Location	Enrollment Status	Marketer	Billing Option	Product Offering	Backup Service	Reason Codes
XYZ Company Corp.	123	63524	9900000	6400 Monroe	CON	Release 10 Test Supplier	Separate		No	

Remarks: (maximum 80 characters)

A Cancel Acknowledgement, shown in Figure 2-12, will be displayed for the AES to print out.

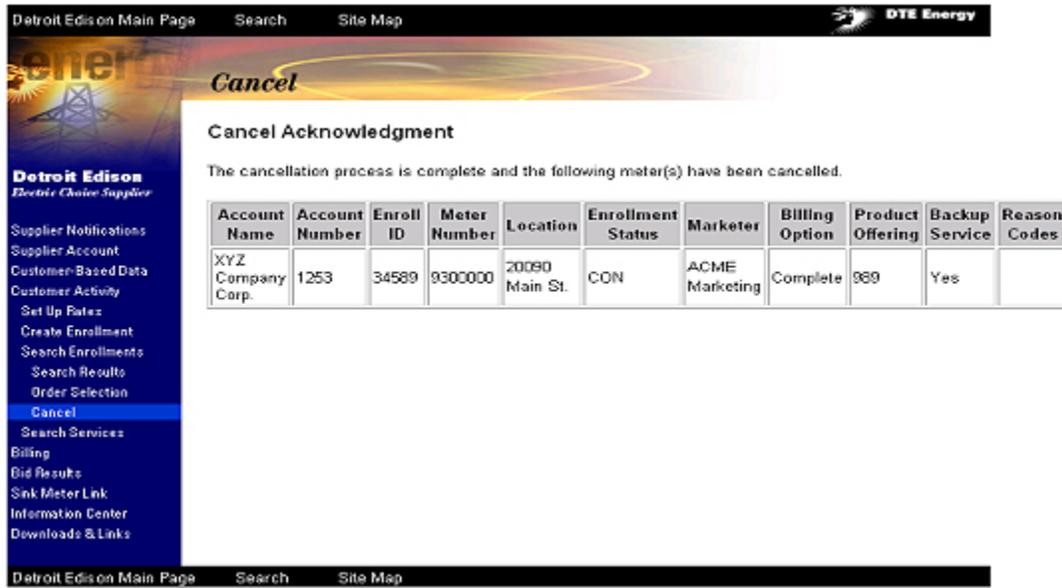
Regardless of the method used to cancel the enrollment, (Web or XML), Detroit Edison will provide notifications of the cancellation based on the following:

- If the cancellation occurs prior to the enrollment being scheduled for Electric Choice service, the AES will receive the notification electronically.
- If the cancellation occurs after the enrollment has been scheduled for Electric Choice service, notifications will be sent by mail to the customer and electronically to the AES and Marketer. See Appendix D for a sample of the customer notification letter.

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Figure 2-12



The screenshot shows a web browser window with the Detroit Edison website. The page title is "Cancel Acknowledgment". A message states: "The cancellation process is complete and the following meter(s) have been cancelled." Below this message is a table with the following data:

Account Name	Account Number	Enroll ID	Meter Number	Location	Enrollment Status	Marketer	Billing Option	Product Offering	Backup Service	Reason Codes
XYZ Company Corp.	1253	34589	9300000	20090 Main St.	CON	ACME Marketing	Complete	989	Yes	

The left sidebar contains a navigation menu with the following items: Supplier Notifications, Supplier Account, Customer-Based Data, Customer Activity, Set Up Rates, Create Enrollment, Search Enrollments, Search Results, Order Selection, **Cancel**, Search Services, Billing, Bid Results, Sink Meter Link, Information Center, and Downloads & Links. The "Cancel" item is highlighted in blue.

2.15 Search Services

Search the services database to retrieve or modify records **after** the start date of service. From the Search Services screen, as shown in Figure 2-13, the process to modify or drop an in-service record is started.

Electric Choice Supplier Handbook Chapter 2: Customer Enrollment

Figure 2-13

Detroit Edison Main Page Search Site Map

Search Services

Search Services Criteria

Use this search feature to locate your customer's information after they have received a scheduled date of service to receive energy from your company.

Fill in any combination of information pertaining to your search. After defining your criteria, click **Submit**.

NOTE: If your search fails to find services that match the criteria you input, your customer may not be receiving energy from your company. Try the [Search Enrollments](#) feature.

Customer Account Name (from Detroit Edison bill)

Customer Account Number (from Detroit Edison bill)

Meter Number (usually 7 digits)

Select how the results should be sorted:

1 Ascending Descending

2 Ascending Descending

3 Ascending Descending

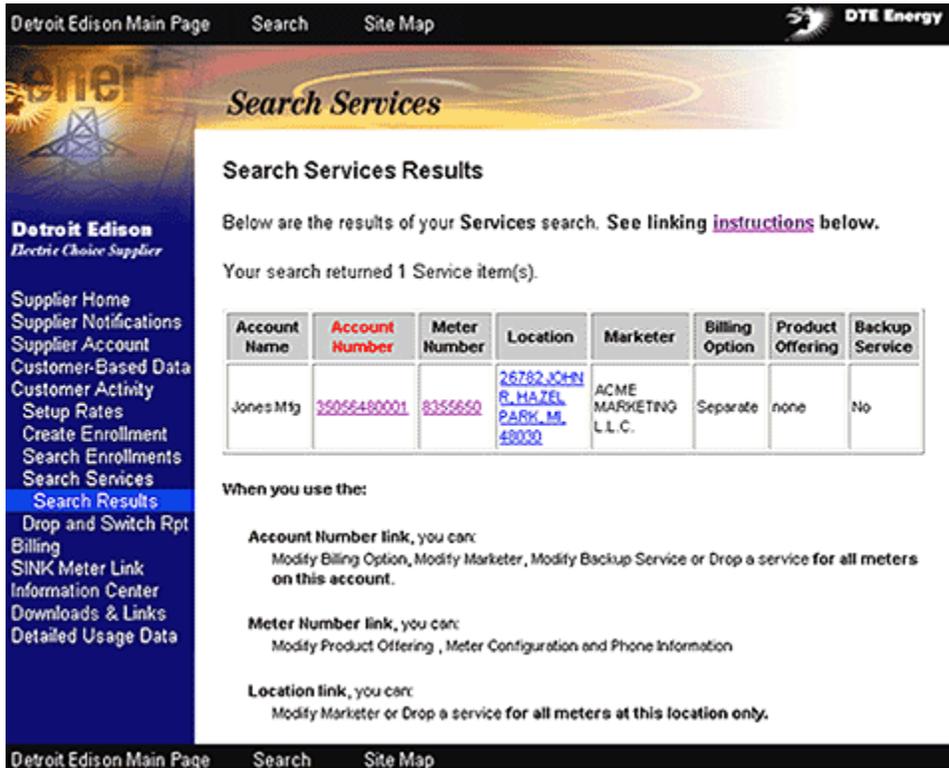
Detroit Edison Main Page Search Site Map

Figure 2-14 displays the results of the services search. See Section 2.17 for specific information regarding how to drop an existing Electric Choice customer.

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Chapter 2: Customer Enrollment

Figure 2-14



DTE Energy

Search Services

Search Services Results

Below are the results of your Services search. See linking [instructions](#) below.

Your search returned 1 Service item(s).

Account Name	Account Number	Meter Number	Location	Marketer	Billing Option	Product Offering	Backup Service
Jones Mfg	35055480001	8355650	26782 JOHN R. HAZEL PARK, MI 48030	ACME MARKETING L.L.C.	Separate	none	No

When you use the:

- Account Number link, you can:**
Modify Billing Option, Modify Marketer, Modify Backup Service or Drop a service for all meters on this account.
- Meter Number link, you can:**
Modify Product Offering , Meter Configuration and Phone Information
- Location link, you can:**
Modify Marketer or Drop a service for all meters at this location only.

(Note: Backup Service is no longer a part of the Electric Choice program – web screen is under modification.)

2.16 Modifying Services Information

Modifications can be made to in-service records once the enrollment is completed. The AES starts at the Search Services Results screen (Figure 2-14) and proceeds to the appropriate Service Selection screen or the AES may use an XML transaction to submit a request to modify a customer’s information. An in-service record can be modified as follows:

- Billing Option – switch the customer from complete or separate billing. A billing service agreement with Detroit Edison is required before this modification can be made.
- Marketer – change to another Marketer (restricted after “scheduled” status)

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- Product Offering - utilized **only** if the customer is enrolled under the complete billing option.
- Meter Profile Option – switch the customer from SLP (Standard Load Profile) to OIMS (Optional Interval Meter Service) or from OIMS to SLP.
- Drop - drop all meters on this account.
- Modify meter configuration and phone information

The search result for an account number query done in the Search Services Results (Figure 2-14) screen is shown in Figure 2-15.

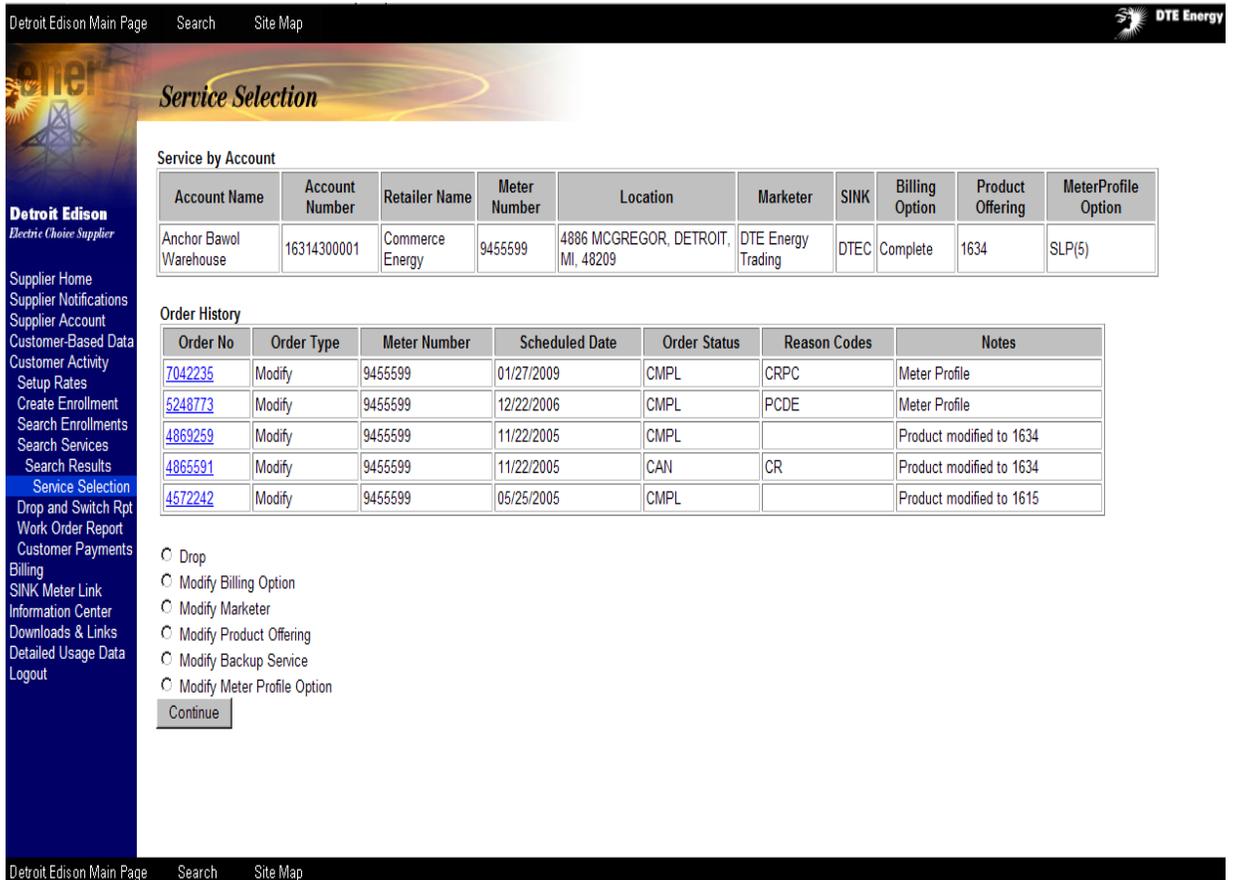
Detroit Edison will modify customer-specific account information (for example, name, telephone number, social security number, and billing address) **only** if the customer contacts Detroit Edison.

Detroit Edison will notify the AES electronically. If the modification involves changing a Marketer relationship, the new and current Marketer also will be notified electronically.

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

Figure 2-15



Detroit Edison Main Page Search Site Map 

Service Selection

Service by Account

Account Name	Account Number	Retailer Name	Meter Number	Location	Marketer	SINK	Billing Option	Product Offering	MeterProfile Option
Anchor Bawol Warehouse	16314300001	Commerce Energy	9455599	4886 MCGREGOR, DETROIT, MI, 48209	DTE Energy Trading	DTEC	Complete	1634	SLP(5)

Order History

Order No	Order Type	Meter Number	Scheduled Date	Order Status	Reason Codes	Notes
7042235	Modify	9455599	01/27/2009	CMPL	CRPC	Meter Profile
5248773	Modify	9455599	12/22/2006	CMPL	PCDE	Meter Profile
4869259	Modify	9455599	11/22/2005	CMPL		Product modified to 1634
4865591	Modify	9455599	11/22/2005	CAN	CR	Product modified to 1634
4572242	Modify	9455599	05/25/2005	CMPL		Product modified to 1615

Drop
 Modify Billing Option
 Modify Marketer
 Modify Product Offering
 Modify Backup Service
 Modify Meter Profile Option

Detroit Edison Main Page Search Site Map

(Note: Backup Service is no longer a part of the Electric Choice program – web screen is under modification.)

2.17 Dropping a Customer Enrollment Order

To drop an in-service Electric Choice customer (customer leaves AES and returns to full service), the AES starts at the Search Services Results screen as shown in Figure 2-14, links to Service Selection (Figure 2-15) and then completes the action in Figure 2-16 Drop Service by Account. A “Drop” customer enrollment will terminate Electric Choice service with the current AES and return the customer to full service with Detroit Edison. The AES, Marketer and customer will receive notification of the Drop. Notification will be sent by mail to the customer and electronically to the AES and Marketer. See Appendix D for a sample of the customer notification letter.

Electric Choice Supplier Handbook
Chapter 2: Customer Enrollment

Figure 2-16

Detroit Edison Main Page Search Site Map **DTE Energy**

Drop

Drop Service by Account

You have selected the drop option. Please review the information below to confirm that this is the correct customer. When finished, click **Submit**.

Account Name	Account Number	Meter Number	Location	Marketer	Billing Option	Product Offering	Backup Service
JONES MFG	34856480001	8355650	21641 JOHN R, HAZEL PARK, MI, 48030	ACME MARKETING L.L.C.	Separate	none	No

No Orders Available

Requested drop date: * 01/30/2003

Reason to drop code: * DC - Drop by customer

Reason description: (within 100 characters) Customer wants to drop as of next meter read. JB 1-31-03

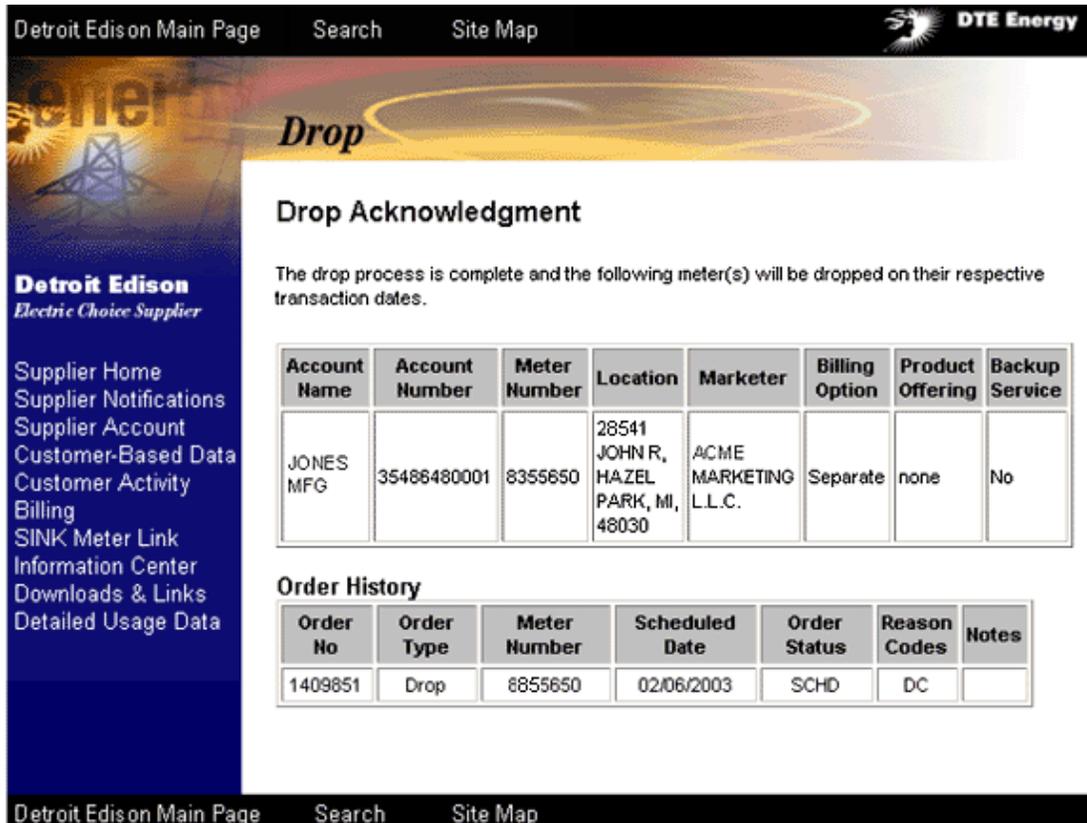
Detroit Edison Main Page Search Site Map

An acknowledgment of the Drop, shown in Figure 2-17, will be displayed for the AES to print out.

Electric Choice Supplier Handbook

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Figure 2-17



Detroit Edison Main Page Search Site Map  DTE Energy

Drop

Drop Acknowledgment

The drop process is complete and the following meter(s) will be dropped on their respective transaction dates.

Account Name	Account Number	Meter Number	Location	Marketer	Billing Option	Product Offering	Backup Service
JONES MFG	35486480001	8355650	28541 JOHN R, HAZEL PARK, MI, 48030	ACME MARKETING L.L.C.	Separate	none	No

Order History

Order No	Order Type	Meter Number	Scheduled Date	Order Status	Reason Codes	Notes
1409651	Drop	8855650	02/06/2003	SCHD	DC	

Detroit Edison Main Page Search Site Map

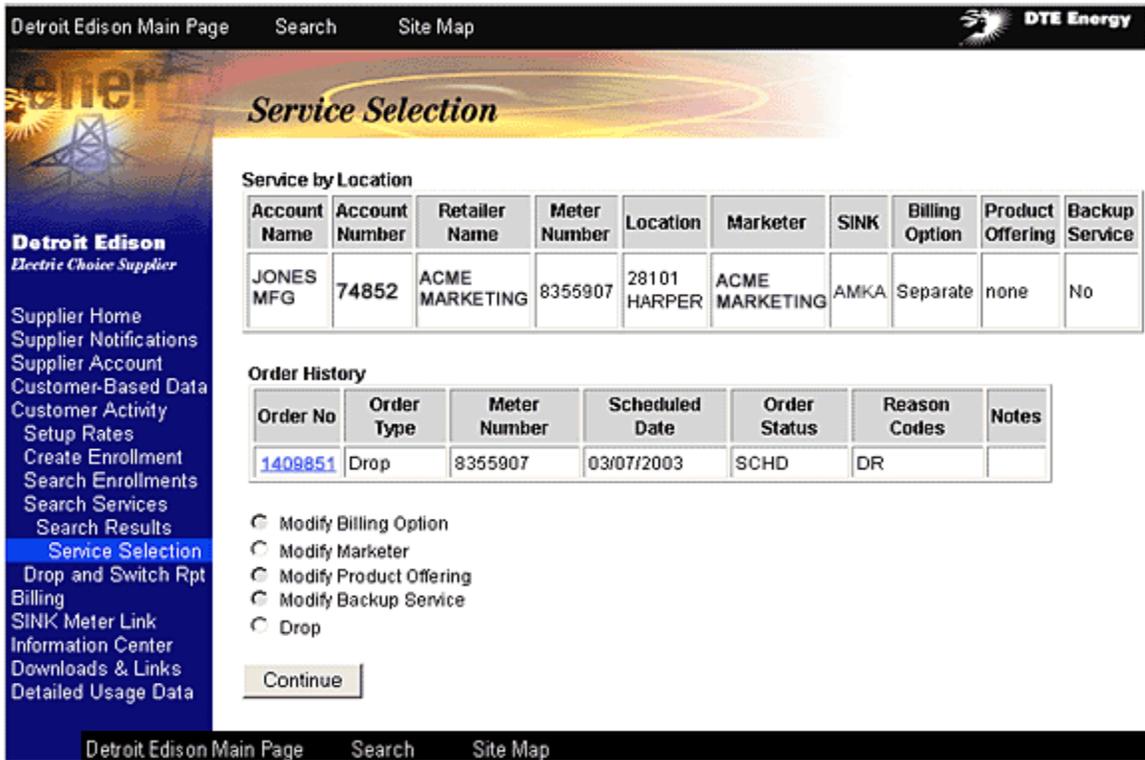
2.18 Cancelling a Scheduled Drop Order

To cancel a scheduled drop order, the AES starts at the Search Services Results screen as shown in Figure 2-14, links to Service Selection (by account number or location) as shown in Figure 2-18, links (by order number) to Order Selection as shown in Figure 2-19 and completes the action required.

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Chapter 2: Customer Enrollment

Figure 2-18



Detroit Edison Main Page Search Site Map  **DTE Energy**

Service Selection

Detroit Edison
Electric Choice Supplier

- Supplier Home
- Supplier Notifications
- Supplier Account
- Customer-Based Data
- Customer Activity
- Setup Rates
- Create Enrollment
- Search Enrollments
- Search Services
- Search Results
- Service Selection**
- Drop and Switch Rpt
- Billing
- SINK Meter Link
- Information Center
- Downloads & Links
- Detailed Usage Data

Service by Location

Account Name	Account Number	Retailer Name	Meter Number	Location	Marketer	SINK	Billing Option	Product Offering	Backup Service
JONES MFG	74852	ACME MARKETING	8355907	28101 HARPER	ACME MARKETING	AMKA	Separate	none	No

Order History

Order No	Order Type	Meter Number	Scheduled Date	Order Status	Reason Codes	Notes
1408851	Drop	8355907	03/07/2003	SCHD	DR	

Modify Billing Option
 Modify Marketer
 Modify Product Offering
 Modify Backup Service
 Drop

Detroit Edison Main Page Search Site Map

Electric Choice Supplier Handbook Chapter 2: Customer Enrollment

Figure 2-19

The screenshot shows the Detroit Edison website interface. At the top, there is a navigation bar with 'Detroit Edison Main Page', 'Search', and 'Site Map' on the left, and the 'DTE Energy' logo on the right. The main content area is titled 'Order Selection' and features a 'Drop Order' section. On the left side of the page, there is a vertical navigation menu with the following items: Supplier Home, Supplier Notifications, Supplier Account, Customer-Based Data, Customer Activity, Setup Rates, Create Enrollment, Search Enrollments (highlighted in blue), Search Services, Drop and Switch Rpt, Billing, SINK Meter Link, Information Center, Downloads & Links, and Detailed Usage Data. The 'Drop Order' section contains a table with the following data:

Account Name	Account Number	Order ID	Meter Number	Location	Order Status	Scheduled Date	Reason Codes
JONES MFG	74852	1409851	8355907	28101 HARPER	SCHD	02/06/2003	DR

Below the table, there are two buttons: a 'Cancel' button with a radio button next to it, and a 'Continue' button.

The AES may provide remarks related to the Cancelled Drop Order as shown in Figure 2-20.

Electric Choice Supplier Handbook Chapter 2: Customer Enrollment

Figure 2-20

Detroit Edison Main Page Search Site Map

Cancel Customer

Cancel Drop Order By Group

You have selected the cancel option. Please review the information below to confirm that this is the order you want to "Cancel". When finished, click **Submit**.

Account Name	Account Number	Order ID	Meter Number	Location	Order Status	Scheduled Date	Reason Codes	MPP Option
JONES MFG	35056480001	1409851	8355650	21641 JOHN R, HAZEL PARK, MI, 48030	SCHD	02/06/2003	DC	1

Remarks: (maximum 80 characters)

Detroit Edison Main Page Search Site Map

Figure 2-21

Detroit Edison Main Page Search Site Map

Cancel Customer

Cancel Acknowledgement

The cancellation process is complete and the following meter(s) have been cancelled.

Account Name	Account Number	Order ID	Meter Number	Location	Order Status	Scheduled Date	Reason Codes	MPP Option
JONES MFG	35486480001	1409851	8355650	21641 JOHN R, HAZEL PARK, MI, 48030	CAN	02/06/2003	DC	1

Detroit Edison Main Page Search Site Map

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

2.19 Rejecting a Customer Enrollment

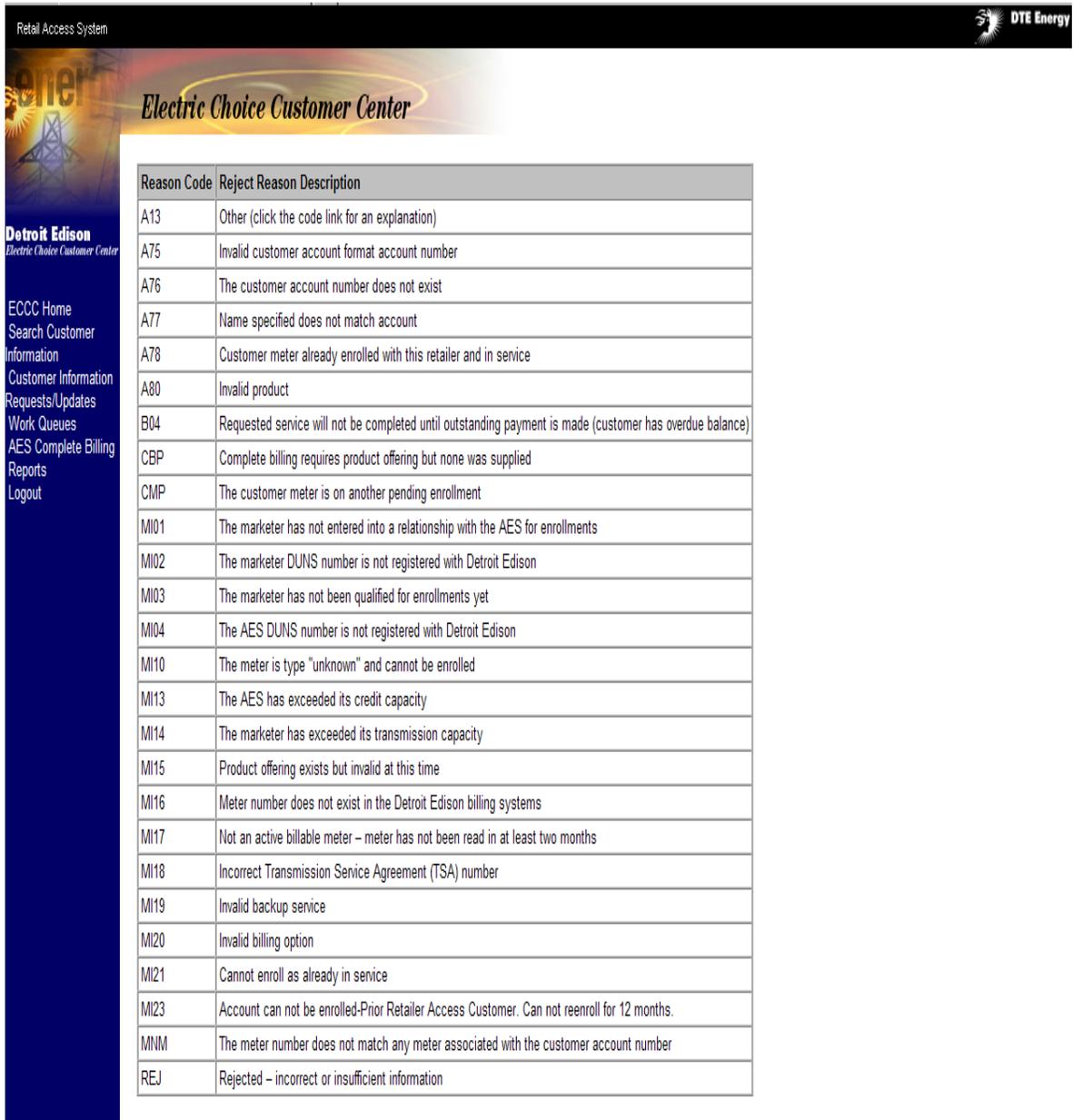
If an enrollment fails any of the validations, the enrollment is rejected, and the AES will receive a notice electronically from Detroit Edison indicating the reason(s) for the rejection.

Detroit Edison is not responsible for notifying the customer whose enrollment is rejected. The AES should do this. Rejection codes are shown on the Detroit Edison website, and Figure 2-22 provides a list of rejection reason codes as well as their description.

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

Figure 2-22



The screenshot shows the 'Electric Choice Customer Center' interface. At the top, it says 'Retail Access System' and 'DTE Energy'. The main heading is 'Electric Choice Customer Center'. On the left, there is a navigation menu with the following items: Detroit Edison, Electric Choice Customer Center, ECCC Home, Search Customer Information, Customer Information Requests/Updates, Work Queues, AES Complete Billing Reports, and Logout. The main content area displays a table with two columns: 'Reason Code' and 'Reject Reason Description'.

Reason Code	Reject Reason Description
A13	Other (click the code link for an explanation)
A75	Invalid customer account format account number
A76	The customer account number does not exist
A77	Name specified does not match account
A78	Customer meter already enrolled with this retailer and in service
A80	Invalid product
B04	Requested service will not be completed until outstanding payment is made (customer has overdue balance)
CBP	Complete billing requires product offering but none was supplied
CMP	The customer meter is on another pending enrollment
MI01	The marketer has not entered into a relationship with the AES for enrollments
MI02	The marketer DUNS number is not registered with Detroit Edison
MI03	The marketer has not been qualified for enrollments yet
MI04	The AES DUNS number is not registered with Detroit Edison
MI10	The meter is type "unknown" and cannot be enrolled
MI13	The AES has exceeded its credit capacity
MI14	The marketer has exceeded its transmission capacity
MI15	Product offering exists but invalid at this time
MI16	Meter number does not exist in the Detroit Edison billing systems
MI17	Not an active billable meter – meter has not been read in at least two months
MI18	Incorrect Transmission Service Agreement (TSA) number
MI19	Invalid backup service
MI20	Invalid billing option
MI21	Cannot enroll as already in service
MI23	Account can not be enrolled-Prior Retailer Access Customer. Can not reenroll for 12 months.
MNM	The meter number does not match any meter associated with the customer account number
REJ	Rejected – incorrect or insufficient information

2.20 Switching Alternative Electric Suppliers

A customer may switch to a new AES by authorizing the new AES to submit an “Enroll” customer enrollment. Detroit Edison will assess the customer a \$5 switching fee, which is payable by the customer.

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

Upon receiving confirmation and validation of the new enrollment from the new AES, Detroit Edison will notify the customer, the new and former AES, and the new and former Marketer of the switch and the scheduled switch date. Notification will be sent by mail to the customer and electronically to the AES and Marketers. See Appendix D for a sample of the customer notification letter.

The effective AES switch date is the next scheduled customer meter-read date. See Section 2.8.

Detroit Edison will cancel the enrollment switch upon receipt of an electronic cancellation notification from the new AES prior to the effective switch date.

If the customer disputes the enrollment, Detroit Edison will cancel the enrollment switch. To do so, the customer may either contact the Electric Choice Customer Support directly or the new AES who will submit a “Cancel” customer enrollment.

When an enrollment switch is cancelled, Detroit Edison will notify the new and former AESs, the new and former Marketers, and the customer of the cancellation.

2.21 Terminating and Switching Marketers

To terminate or switch Marketers, the AES does the following:

- Submits a “Modify” customer enrollment for all customers to be served by the new Marketer.
- Complies with all of the provisions of its AES Agreement with Detroit Edison.
- Provides the Alternative Electric Supplier-Marketer Notice (with the appropriate section completed by the AES) to Detroit Edison at least 30 days prior to the effective date of service from the new Marketer and termination of the former Marketer. See Appendix B, Attachment C.

The effective date of service from the new Marketer and termination of the former Marketer will occur on the first day of the calendar month following the completion of all new Marketer participation requirements.

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

2.22 Customers Returning to Full Service

Customers who are participating in the Electric Choice Program and are being served by an alternative electric supplier may return at any time to full service with Detroit Edison under any tariff rate for which they qualify.

Non-Residential and Primary customers who elect to participate in the Electric Choice Program and are being served by an alternative electric supplier have a minimum term of two years. Upon completion of their initial term, retail access service may continue on a month to month basis until terminated by the customer or Detroit Edison with 30 days written notice, subject to the provision of Section E5 Term, Commencement of Service and Return to Full Service of the Retail Access Service Rider, Section E5.1.1.

Non-Residential and Primary customers shall provide Detroit Edison with Notice of Return to Full Service no later than December 1st if the customer will be taking full service during the following summer. If a customer does not provide Detroit Edison with written notice prior to December 1st and then takes full service during the following summer, the customer may be subject to additional Market Priced Power changes plus a 10% penalty, subject to the provision of Section E5 Term, Commencement of Service and Return to Full Service of the Retail Access Service Rider, Section E5.3. See Chapter 12, “Termination of Electric Choice and Return to Full Service.”

Residential customers who elect to participate in the Electric Choice Program and are being served by an Alternative Energy Supplier will have a minimum of one full billing cycle. Upon written Notice of Return to Company Full Service, any residential customer taking Retail Access Service may return to full service in accordance with their next bill cycle, subject to the provision of Section E5 Term, Commencement of Service and Return to Full Service of the Retail Access Service Rider, Section E5.1.2.

2.23 Drop and AES Switch Report

From the Customer Activity Screen the AES may select the Drop and AES Switch Report, as shown in Figure 2-23. This report offers the option of a search and listings of customers who are scheduled to be or have been dropped from Electric Choice or customers who are scheduled to be or have been switched to another AES. Figure 2-21 shows the results of the Drop Report search. Figure 2-22 shows the results of the AES Switch search.

Electric Choice Supplier Handbook Chapter 2: Customer Enrollment

Figure 2-23

Detroit Edison Main Page Search Site Map **DTE Energy**

Drop and AES Switch Report

Detroit Edison
Electric Choice Supplier

- Supplier Home
- Supplier Notifications
- Supplier Account
- Customer-Based Data
- Customer Activity
- Setup Rates
- Create Enrollment
- Search Enrollments
- Search Services
- Drop and Switch Rpt**
- Billing
- SINK Meter Link
- Information Center
- Downloads & Links
- Detailed Usage Data

Fill in the appropriate information for account name, account number, meter number, order ID or status. Note that when searching 'ALL' order statuses, at least one other field is required. Order ID doesn't not apply for AES Switch. After defining your criteria, optionally select the sort order, then click **Submit**.

Select the type of order you want to find:

Fill in any combination of information pertaining to your search:

Customer Account Name
(from Detroit Edison bill)

Customer Account Number
(from Detroit Edison bill)

Meter Number
(usually 7 digits)

Order ID

Order Status

Order Switch Date
(Scheduled or Complete status only)

Order Submit Date
(mm/dd/yyyy) From: To:

Select how the results should be sorted:

1 Ascending Descending

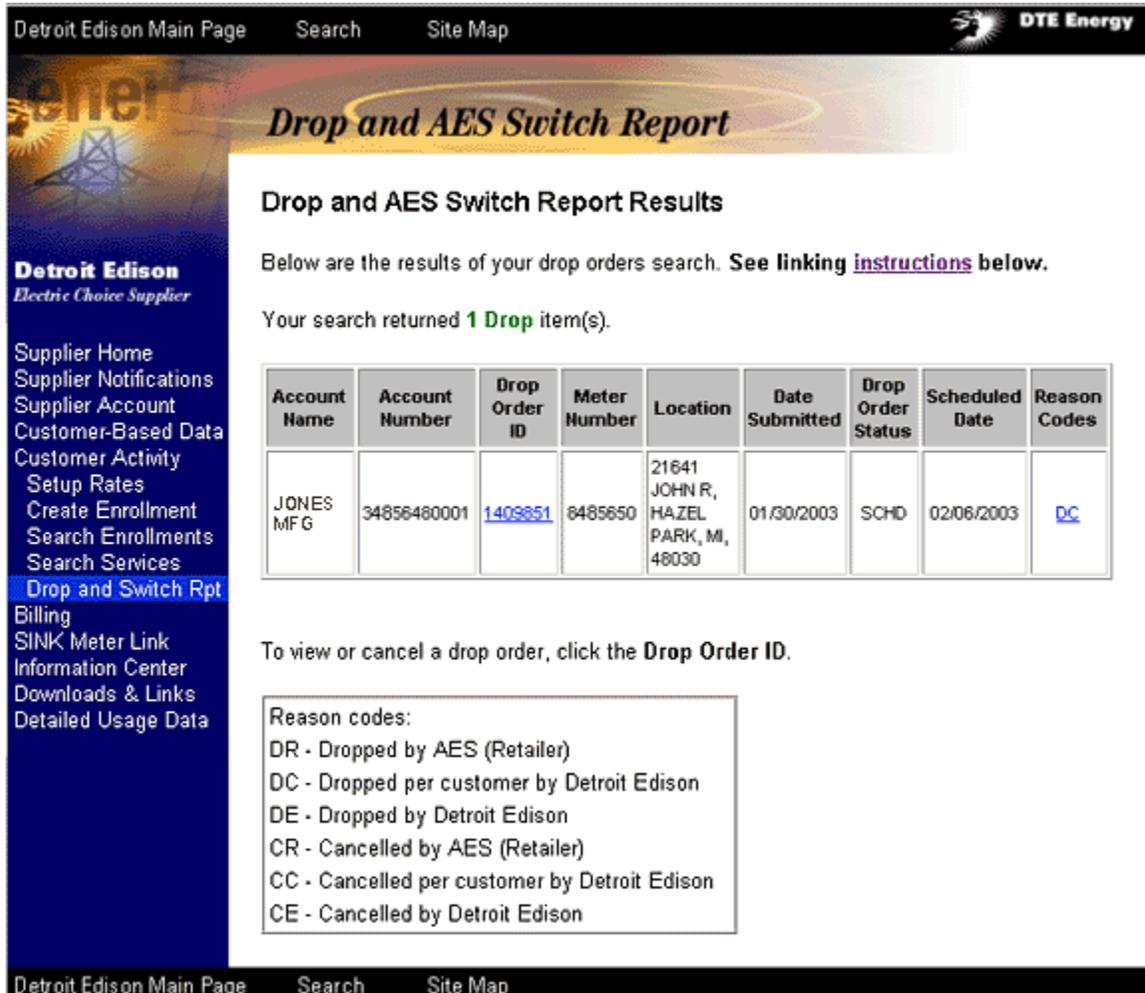
2 Ascending Descending

3 Ascending Descending

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

Figure 2-24



Detroit Edison Main Page Search Site Map  **DTE Energy**

Drop and AES Switch Report

Drop and AES Switch Report Results

Below are the results of your drop orders search. See linking [instructions](#) below.

Your search returned **1 Drop** item(s).

Account Name	Account Number	Drop Order ID	Meter Number	Location	Date Submitted	Drop Order Status	Scheduled Date	Reason Codes
JONES MFG	34856480001	1403851	8485650	21641 JOHN R, HAZEL PARK, MI, 48030	01/30/2003	SCHD	02/06/2003	DC

To view or cancel a drop order, click the **Drop Order ID**.

Reason codes:

- DR - Dropped by AES (Retailer)
- DC - Dropped per customer by Detroit Edison
- DE - Dropped by Detroit Edison
- CR - Cancelled by AES (Retailer)
- CC - Cancelled per customer by Detroit Edison
- CE - Cancelled by Detroit Edison

Detroit Edison Main Page Search Site Map

Electric Choice Supplier Handbook Chapter 2: Customer Enrollment

Figure 2-25



Detroit Edison Main Page Search Site Map  **DTE Energy**

Drop and AES Switch Report

Drop and AES Switch Report Results

Below are the results of your AES switch search. The following customers are in the process of switching or have been switched to another Alternative Electric Supplier.

Your search returned **1 AES Switch** item(s).

Account Name	Account Number	Meter Number	Location	Date Submitted	Switch Status	Switch Date
Unicote Corp of Fraser	15492	8352091	33165 Groesbeck Hwy, Fraser, MI, 48026	01/02/2002	CMPL	01/11/2002

The results listed above represent enrollment orders pending against your customers. Enrollments in Complete (CMPL) status have already been switched to another AES.

Status codes:

[VALD](#) - Valid

[NHLD](#) - No Hold

[HOLD](#) - Hold

[CON](#) - Confirmed

[SITE](#) - Site Ready

[SCHD](#) - Scheduled

[CMPL](#) - Complete

[PEND](#) - Pending

[ERR](#) - ERR

[CAN](#) - Cancelled

[REJ](#) - Rejected

[DROP](#) - Drop

Detroit Edison Main Page Search Site Map

Electric Choice Supplier Handbook

Chapter 2: Customer Enrollment

2.24 Customer Enrollment Assistance

The Electric Choice Supplier Support Center representatives are available to assist AESs in developing, submitting, and tracking the status of individual customer enrollments.

The Electric Choice Supplier Support Center can be reached using the toll-free supplier hot-line number, 888.830.2170 or by dialing 313.235.3796.

Electric Choice Supplier Handbook
Chapter 3: Electric Choice Supplier Support Center

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	3.2.2 Supplier Hotline	2
	3.2.3 Fax and E-Mail	3
	3.2.4 Website	3
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Electric Choice Supplier Handbook

Chapter 3: Electric Choice Supplier Support Center

3.0 Electric Choice Supplier Support Center

The Electric Choice Supplier Support Center is designed to assist suppliers (AESs) as they participate in Electric Choice in the Detroit Edison service area. The Supplier Support center staff serves as the primary point of contact between Detroit Edison and each program participant **excluding customers**. The staff is available to answer Electric Choice questions and respond to requests for forms or agreements.

The Supplier Support Center will not provide legal or financial advice in response to any inquiry. Market analysis and its business implications (e.g., legal, financial, regulatory or otherwise) are the sole responsibility of the participant.

3.1 Location

The Supplier Support Center is located at:

Detroit Edison Company
Electric Choice Supplier Support Center
One Energy Plaza, 319 WCB
Detroit, MI 48226-1279

3.2 Contact Information

The Supplier Support Center can be contacted for assistance by telephone, fax, e-mail, or by writing to the center. As discussed in Section 3.2.4, the Detroit Edison website provides answers to many of the electric choice program questions. If the information provided on the website does not address a specific issue, the request should be telephoned or e-mailed to the center.

3.2.1 Operating Hours

The Electric Choice Supplier Support Center's normal hours of operation are:
Monday - Friday
8:00 a.m. – 5:00 p.m. (Eastern Time)

3.2.2 Supplier Hotline

Supplier Support Center representatives can be reached using the toll-free supplier hotline number, 888.830.2170 or by dialing 313.235.3796. In the event a caller is unable to reach a representative, voicemail is available to allow callers to leave a

Electric Choice Supplier Handbook

Chapter 3: Electric Choice Supplier Support Center

message or inquiry. A representative will respond to all calls, faxes, and e-mails in a timely manner.

3.2.3 Fax and e-mail

Fax and e-mail services are available 24 hours a day. Correspondence can be faxed to 313.235.0531. Questions or comments regarding the program can be e-mailed to suppliers@dteenergy.com and a response will follow within one (1) business day.

3.2.4 Website

Information on the Electric Choice Program can be viewed or downloaded from the Detroit Edison website in the Energy Suppliers section. For detailed information regarding the site, refer to Section 8.1.

The website includes information such as:

- Electric Choice Supplier Handbook
- Retail Access Service Rider
- Customer-based information, such as proxy curves
- Downloadable documents used by suppliers to qualify and participate in Electric Choice
- Educational workshop dates and registration information
- Frequently Asked Questions (FAQs) related to Electric Choice
- Glossary of Terms

SUMMARY OF ELECTRIC CHOICE SUPPLIER SUPPORT CENTER INFORMATION

Operating Hours	Monday – Friday, 8:00 a.m. – 5:00 p.m., Eastern Time, excluding holidays
Hotline Number	888.830.2170 or 313.235.3796
Fax Number	313.235.0531
e-mail Address	suppliers@dteenergy.com
Web Site Address	www.suppliers.detroitdison.com
Mailing Address	Detroit Edison Company Electric Choice Supplier Support Center One Energy Plaza, 319 WCB Detroit, MI 48226-1279

Electric Choice Supplier Handbook

Chapter 3: Electric Choice Supplier Support Center

3.3 Personnel

The Supplier Support Center is staffed by knowledgeable personnel who are available to address inquiries from interested parties. Each supplier will be assigned a supplier representative who will provide personalized attention. The supplier representatives are:

Supplier Representative	Phone No.	Pager No.	E-mail address
Stan Evans	313.235.8944	248.272.0541	evanss@dteenergy.com
Tony Moffett	313.235.8293	313.940.5263	moffetta@dteenergy.com
Celeste Moffett	313.235.8183	313.280.3061	moffettcp@dteenergy.com

Supplier Support Center staff responsibilities include, but are not limited to:

- Addressing specific questions or issues regarding the Detroit Edison Electric Choice Program.
- Addressing questions related to supplier billing.
- Addressing supplier requests for customer historical usage information. See Section 5.4 for specific requirements to obtain customer information.
- Providing educational materials (located at www.dteenergy.com.)
- Maintaining web site information on supplier qualification status.
- Administering agreements between Detroit Edison and AESs.
- Serving as the initial point of contact for resolving disputes between Detroit Edison and other participants.
- Communicating changes to the Detroit Edison Electric Choice Program participation requirements.

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Chapter 4: Electric Choice Customer Support

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Electric Choice Supplier Handbook

Chapter 4: Electric Choice Customer Support

4.0 Electric Choice Customer Support

This chapter informs suppliers about ongoing Detroit Edison Electric Choice customer transaction support.

Detroit Edison provides customers with a variety of Electric Choice information through the Detroit Edison website, brochures, assigned account managers, and the Electric Choice Customer Support Center.

Customer call handling is determined by the customer's billing system: Key Customer System (KCS) or Customer Service & Billing System (CSB).

The contact phone number for Electric Choice Customer Support is 1.888.235.3535. Customer calls are routed to the correct customer representative based on whether or not their account number begins with a zero (0).

4.1 Summary of Electric Choice Customer Center Information

Operating Hours	Monday-Friday, 8:00 a.m. - 5:00 p.m., Eastern Standard Time excluding holidays
Hotline Number	888.235.3535
Fax Number	313.235.3700
e-mail Address	eccc@dteenergy.com
Web Site Address	http://www.dteenergy.com/businessCustomers
Mailing Address	Detroit Edison Electric Choice Customer Support Center One Energy Plaza, 323 WCB Detroit, MI 48226-1279

4.2 Customer Support for Industrial and Large Commercial Customers

Detroit Edison provides assigned account managers for industrial and large commercial customers. If a customer does not know who its account representative is, the customer can call its Assigned Account Analyst (see customer bill front page, middle right: Billing Inquiry phone number) to obtain the telephone number of its account representative. The customer can also call the Electric Choice Customer Support Center during normal business hours (Monday – Friday 8:00 am to 5:00 pm EST, excluding holidays) at 888.235.3535 for assistance.

Electric Choice Supplier Handbook

Chapter 4: Electric Choice Customer Support

4.3 Outage Inquiries/Power Quality Inquiries

Detroit Edison continues to be responsible for responding to all customer inquiries regarding emergency system conditions, outages and safety. Customers should call Detroit Edison directly about any service delivery issues. Should an outage occur, contact the customer service line at 800.477.4747 immediately to report the outage location. The customer service line is available 24 hours per day, 7 days per week. Industrial and large commercial customers should call the Outage Contact Number listed at the top right corner of page 3 of their bill.

4.4 Customer Account Information Disclosure

Detroit Edison will release customer-specific usage data only upon the express request of the customer. The customer must make the request in writing and mail or fax the request to the address listed in Section 3.2.

Customers with Customer Service Billing (CSB) accounts can access their usage data via the Detroit Edison website. See Section 3.2.4 for more information on the CSB system. To gain access to the information, the customer needs to register on the website by providing either the last four digits of their social security number, if they are residential customers, or their federal tax identification number, if they are business customers. A maximum of 18 months data is available.

Alternative electric suppliers requesting this information on behalf of a customer must provide the Electric Choice Supplier Support Center (by mail or fax) with a signed Customer Information Release Form indicating the specific customer account and meter number(s). No electronic signatures will be accepted. The Customer Information Release Form, Appendix N, is available on the Detroit Edison web site in the Download & Links section.

Detroit Edison will forward the usage data to the customer or its authorized agent. Detroit Edison treats customer usage data in its possession as confidential. Under no circumstances is Detroit Edison liable for any damages alleged to be caused by disclosure of such information, either at the customer's request or otherwise.

4.5 Data Types

Upon receipt of a completed Customer Information Release Form, the following data types may be provided:

4.5.1 12-Month Consumption History

Electric Choice Supplier Handbook

Chapter 4: Electric Choice Customer Support

Detroit Edison will provide the customer or its authorized agent with 12-month simple bill history data, free of charge. The data will be provided electronically via email and will include the following:

- Account number
- Customer name
- Mailing address
- Service address
- Rate code/s
- Standard Load Profile (SLP) code
- Usage data by month (includes meter read date, number of days in billing cycle, kWh, kW (if applicable))
- Previous bundled rate Standard Industrial Classification (SIC) Code
- Cycle number/billing unit
- Meter number
- Meter type
- Read type

Customer information will be forwarded to the requestor within ten (10) business days of receipt of the request, barring unusual circumstances. AESs or marketers with questions regarding the release of confidential customer information or status of customer information requests may contact the Electric Choice Supplier Support Center at 888.830.2170 or 313.235.3796.

4.5.2 Customer Access to Interval Meter

The customer or the customer's AES can have access to the customer's interval meter data. Detroit Edison will configure the customer's interval meter, at no additional cost, to accept incoming calls from a telephone line at each meter location. More information on how this access is obtained can be found in Section 6.4.

By requesting this access, the customer acknowledges that under this arrangement, the privacy of the usage data may be more easily compromised, especially if the telephone number is not kept private.

4.5.3 Customer Access to Interval Meter Data via the Web

Detroit Edison will provide the customer with access to interval meter usage data using a product known as MV-Web, which is located on the Detroit Edison website. A detailed description of this product can be found in Section 6.4.1.

Electric Choice Supplier Handbook

Chapter 4: Electric Choice Customer Support

To obtain this service free of charge, the customer may contact the Electric Choice Supplier Support Center at 888.830.2170 or 313.235.3796. The Supplier Support Center will fax or mail the customer a MV-Web User ID and Password form to fill out.

The MV-Web User ID and Password will be forwarded to the customer only. Requests for IDs and Passwords from anyone other than the customer will not be honored.

Detroit Edison will provide the customer with a User ID and Password via e-mail or U.S. mail. (E-mail will be provided unless there is no e-mail address identified on the form.) MV-Web User ID and Password information can only be provided if the customer has an interval meter installed at the time of the request. Requests received without an interval meter at the site will be rejected and the customer will be notified that an interval meter must be installed at the time of the request. A User's Guide, giving detailed product use instructions, is also available on-line and, if desired, can be downloaded from the Detailed Usage Data section of the Detroit Edison web site, at <http://www.suppliers.detroitedison.com>.

4.5.4 Generic Load Curves

There are twelve Secondary Load Profiles and one Primary Load Profile. These are discussed in more detail in Chapter 6, Section 6.5, Load Profiling.

4.6 General Customer Billing Inquiries

Detroit Edison will continue to receive general inquiries about energy-related matters. If Detroit Edison receives inquiries related to a particular alternative electric supplier's bill, the customer will be referred to its alternative electric supplier.

Billing inquiries will be processed based on the bill option selected (complete or separate billing), the subject matter in question, Detroit Edison's ability to answer the question and responsibility to respond. Callers inquiring about the energy portion of their complete bills will be referred to their alternative electric suppliers. When Detroit Edison provides alternative electric supplier billing services, the Detroit Edison bill will include two clearly identified sections:

- Detroit Edison services and charges
- Alternative electric supplier services and charges

Electric Choice Supplier Handbook

Chapter 4: Electric Choice Customer Support

The alternative electric supplier name and contact information will be clearly displayed on its section of the bills to assist customers who wish to contact the alternative electric suppliers.

4.7 Detroit Edison Website

The Detroit Edison web site at <http://www.dteenergy.com> provides useful and timely electric choice information organized for both residential and business customers. The web site features an introduction to Electric Choice; how the program works; things to consider before participating; glossary of Electric Choice terms; Frequently Asked Questions, and more.

The site also links to the MPSC electric restructuring home page and to the MPSC listing of approved alternative electric suppliers.

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Chapter 5: Customer Billing and Payment Processing

5.0 Customer Billing

Electric Choice Program customers will be billed directly by Detroit Edison for local distribution charges, as described in the Detroit Edison Retail Access Service Rider (see Appendix A). All customer billing will be performed in compliance with existing MPSC-authorized billing rules. This chapter describes customer billing and options. Chapter 8 describes Marketer Billing and Settlements.

5.1 Customer Billing Process

Detroit Edison determines the customer's effective Electric Choice switch date based on the customer's existing monthly meter read schedule. The customer's meter read and billing schedule will not change under Electric Choice service. See Appendix F for the Meter Read Schedule for Industrial and Three-Phase Commercial Customers and Appendix G for the Meter Read Schedule for Single-Phase Small Commercial and Residential Customers.

As in full service, the customer's billing date may change over time as meter read routes are redefined or as population densities change. Read dates and billing schedules are updated at least annually, and the latest information is found on the Energy Supplier web site found at <http://www.suppliers.detroitedison.com/internet/index.jsp>, in the Customer-Based Data section.

5.2 Local Distribution Rates and Charges

Local distribution rates and charges are summarized as follows:

5.2.1 Service Charge

A monthly service charge is applied to each location for costs associated with billing, metering and other administrative services.

5.2.2 Distribution Contract Capacity

Distribution Contract Capacity is defined as the load carrying capacity in kilowatts of the Detroit Edison Distribution System necessary to meet a customer's maximum load requirements at a particular location server under the Retail Access Service Rider.

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Detroit Edison will provide the necessary facilities to deliver energy from its distribution system at the distribution contract capacity level. The customer is responsible for any incremental cost incurred by Detroit Edison to provide the necessary facilities to meet the customer's increased demand for distribution services over the distribution contract capacity. Once established, the distribution contract capacity does not decrease during the contract term unless the customer identifies, in writing, a specific and permanent reduction in connected load.

5.2.3 Substation Charge

A substation charge is applied only to customers with service at a voltage level of 24 kV or above who are provided service through a substation owned by Detroit Edison and dedicated to the customer's use. The substation charge is the product of the applicable rate and the distribution contract capacity. Customers who own their own substation are not subject to a substation charge.

5.2.4 Surcharges

At the present time, the Detroit Edison Tariff includes the following surcharges. *Additional surcharges approved by the MPSC may be added at a later date.* Specific charges are shown in Section C9 of the Detroit Edison Rate Book for Electric Service.

As of January 14, 2009, the following surcharges appear on all customer bills:

Nuclear Decommissioning and Site Security Charges

This charge provides funding for the decommissioning of the Fermi2 Nuclear facility at the end of its useful life.

Securitization Bond Charge

This charge represents the payment of principal and interest associated with issuance of securitization bonds to recover the cost of past investments. The issuance of the bonds and this charge was authorized by the MPSC.

Securitization Bond Tax Charge

This charge represents the recovery of an income tax liability incurred by Detroit Edison arising from the collection of the securitization bond principal payments.

Choice Implementation Surcharge

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This charge represents the recovery of the costs associated with implementing the Electric Choice program.

5.2.5 Power Factor and Excess kVAR Demand Charge

Detroit Edison maintains distribution system design standards based upon normal operating efficiency levels. Excessive deviations from power factor design limits are subject to charges and, if the customer's power factor is less than 70 percent, require the customer to take corrective action. Power factor and excess kVAR demand charges will be calculated at each customer location at the time of the location's single highest 30-minute integrated kW demand meter read during billing period on-peak hours (7:00 a.m. to 11:00 p.m. Eastern Time). Excess kVAR demand is any kVAR demand resulting from operations below 80 percent power factor. A monthly charge will be applied to excess kVAR demand, and this charge is applicable to all Electric Choice primary customers.

5.2.6 Special Purpose Facilities and Services

Detroit Edison may provide special purpose facilities and services requested by the customer under a separate agreement.

5.2.7 Minimum Charge

The customer is subject to a minimum monthly charge as outlined in the Detroit Edison Rate Book.

5.2.8 Late Payment Charge

The customer will pay Detroit Edison the amount billed on or before a due date, which is no longer than 21 days for commercial and residential customers, following the mailing date of the bill. A late charge of two (2) percent of the unpaid balance, not compounded, shall be added to any bill which is delinquent as defined by commission rules.

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5.3 Customer Account Setup

Detroit Edison uses the customer's existing information history to create the initial Electric Choice account. The billing determinants from the former full service account are used for billing distribution services. These determinants include distribution contract capacity, any applicable taxes, the Standard Industrial Classification (SIC), and the type of facility information on record.

5.4 Customer Billing Options

Detroit Edison provides two customer billing options to the Alternative Electric Supplier (AES): complete billing by Detroit Edison or separate billing by Detroit Edison and the AES. If the AES selects the complete billing option, the customer will receive a single bill, which includes the Detroit Edison distribution charges as well as those of the AES. See Appendices I-1 and I-2 for examples of bills under the complete billing option. Separate bill examples containing only Detroit Edison charges are shown in Appendices I-3 and I-4.

5.5 Complete Billing by Detroit Edison

The AES will provide Detroit Edison with basic rate information (rate-ready schedules) that will identify specific product offerings that the AES is providing to the customer. Detroit Edison will apply the designated rate to the AES portion of the invoice.

AESs who subscribe to the Detroit Edison complete billing option will be charge the following:

- **Set-Up Fee**
A set-up fee to establish an initial rate ready table will be assessed a one-time charge of \$5,000, regardless of the number of customers who select this option.
- **Monthly Transaction Charge**
A monthly transaction charge of \$0.20 per customer location billed.
- **Rate Ready Table Change Fee**
If an AES changes its rate ready table, the AES will pay Detroit Edison a change fee of \$1,000 per occurrence for each change request made regardless of the number of changes in the request or the number of customers affected.

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5.5.1 Alternative Electric Supplier Pricing Options for Three-Phase Customers

Existing three-phase customers must take electric choice service as high voltage service customers. Detroit Edison provides three rate ready schedules for this type of customer:

1. Fixed Price A fixed price times kWh

2. Two-Step Price Step one: A fixed price times the first block of kWh within the bill period

Step two: A second price for the kWh usage above the first block within the bill period.

3. Combined kWh and kW A fixed price times kWh and a fixed price times kW

5.5.2 Alternative Electric Supplier Pricing Options for Single-Phase Customers

All single-phase customers must take electric choice service as low voltage service customers. Detroit Edison provides three rate ready schedules for this type of customer:

1. Flat Daily A fixed price times the number of days in the period

2. Flat Monthly A flat monthly price

3. Fixed Price A fixed price times kWh

Of the six types of rate ready schedules available, any combination (within customer class or phase) may be selected but cannot exceed a combined total of 60 prices. For example:

10 prices x 6 Rate Ready Schedules
or
12 prices x 5 Rate Ready Schedules
or
15 prices x 4 Rate Ready Schedules

Once approved, an AES can locate the Rate Ready Schedules under the Customer Enrollment section of the secure portion of the Energy Supplier's website. The

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schedules are in PDF (Portable Document Format) that can be downloaded and printed.

5.5.3 Rate Ready Price Schedules

AESs who elect to enroll customers in the complete billing option must submit a Rate Ready Schedule, as referenced in Section 2.2.5.

AESs must submit their Rate Ready Schedules at least ten (10) business days before enrolling their first customers with the complete billing options.

AESs must submit any changes to an existing Rate Ready Schedule 30 calendar days before using the modified schedule to enroll a new customer or to modify a price offering to an existing customer.

5.5.4 Rate Ready Schedules Instructions

The following steps should be performed when entering information into the schedule input forms:

Single-Phase Customers

Step No.	Description
Step 1	Input Alternative Electric Supplier ID, contact person's name, telephone number and all other requested information
Step 2	Check the appropriate box: New, Change/Update or Cancel
Step 3	Identify the type of Rate Ready Schedule to be used in each category and enter the number of individual prices you will use in each category. Add the total number of rates and input the number in the area provided. The total number of rates should not exceed 60.
Step 4	Enter your daily flat rate information.
Step 5	Enter your monthly flat rate information.
Step 6	Enter your fixed price per kWh information.
Step 7	Upon completion of your entries, fax the completed Rate Ready Schedules to the Supplier Support Center at 313.235.0531 or call the Supplier Support Center Hotline at 888.830.2170 for other available options.

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Three-Phase Customers

Step No.	Description
Step 1	Input Alternative Electric Supplier ID, contact person's name, telephone number and all other requested information
Step 2	Check the appropriate box: New, Change/Update or Cancel
Step 3	Identify the type of Rate Ready Schedule to be used in each category and enter the number of individual prices you will use in each category. Add the total number of rates and input the number in the area provided. The total number of rates should not exceed 60.
Step 4	Enter your fixed price rate information
Step 5	Enter your two-step rate information.
Step 6	Enter your kW and kWh combination rate information.
Step 7	Upon completion of your entries, fax the completed Rate Ready Schedules to the Supplier Support Center at 313.235.0531 or call the Supplier Support Center Hotline at 888.830.2170 for other available options

You will be notified of your Product Offering ID numbers after receipt of your schedules.

5.5.5 Bill Format

The AES detailed energy charges will be presented in a format consistent with the current Billing rules on file with the MPSC. See Appendices I-1 and I-2 for examples of AES charge presentation under the complete billing option.

5.5.6 Application of Tax for Complete Billing Customers

In accordance with applicable tax codes, Detroit Edison is responsible for applying and collecting applicable sales and use taxes on distribution services and on energy service, if the AES has elected the complete billing option. This includes both the City of Detroit Users Tax and Michigan Sales Tax.

City of Detroit Utility Users Tax

The City of Detroit requires Detroit Edison to collect a Utility Users Tax on distribution charges from customers who reside within the city. Electric Choice customers who refuse to pay this tax are subject to the same rules and regulations as full service customers.

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Michigan Sales Tax

The State of Michigan requires Detroit Edison to collect a four (4) percent sales tax from taxable residential customers and six (6) percent from industrial commercial customers, independent of Detroit Edison's tax contribution. Taxes are assessed, where applicable, on the total energy charges. Any overdue state taxes are subject to late payment charges and normal collection action.

Tax Exemption

Customers must complete a Michigan Sales and Use Tax Certificate of Exemption to file for full or partial tax exemption status. Please refer to the State of Michigan web site <http://www.michigan.gov/taxes> for eligibility requirements and instructions for completion of the certificate. The completed certificate must be sent to the Detroit Edison Supplier Support Center.

5.5.7 Application of Sales Tax for Separately Billed Customers

Detroit Edison is not responsible for collecting taxes on the energy bill of separately billed customers. Detroit Edison will only be responsible for collecting taxes on the distribution portion of the monthly bill. The AES is responsible for collecting taxes on the energy portion of the monthly bill and forwarding it to the proper taxing authority.

5.6 Separate Billing by Detroit Edison and the Alternative Electric Supplier

Under separate billing, Detroit Edison will provide the end-use customer with a single bill, which includes only Detroit Edison distribution tariff charges. The AES will issue a separate bill for its charges, and Detroit Edison will provide the AES with the billing determinants needed for the AES to prepare the bill. See Appendix Q, MV90 Determinant Transfer File Layout for a description of the determinants and file layout. This data will be available to the AES after the customer's meter is read. This data will be supplied to the AES via Extensible Markup Language (XML).

5.7 Complete Billing Payment Processing

Detroit Edison will act as the AES's agent for receiving payments when the AES charges are combined on the Detroit Edison complete bill. All charges will have the same due date. A customer's payment will be allocated first to the distribution portion of the bill and then to the alternative electric supplier energy portion.

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Detroit Edison will process all customer payments received on a daily basis. The energy portion and any other AES charges will be forwarded to the AES in the electronic format, described in Chapter 7, within ten (10) business days. In the event of a partial customer payment, the receipts will be allocated as follows:

- First, all past due and current Detroit Edison distribution and distribution related charges
- Second, past due and current energy AES energy charges
- Third, other Detroit Edison charges (i.e., appliance repair programs)
- Fourth, other AES charges

Where there are multiple AESs involved, receipts will be prorated among them, based on the monies owed (i.e., customers with multiple meters at one location participating in Electric Choice with more than one AES).

Detroit Edison will not pursue active collection on behalf of the AES, other than printing the past due balance on the next bill. If the AES initiates active collection and is successful, Detroit Edison must be informed electronically so that accurate customer billing can be maintained.

5.8 Adjustments to Customers' Bills

Back billing of customers is performed in accordance with the MPSC Rules and Regulations Governing the Sale of Electric Service.

- Residential customers are covered in Section B2, Part 4, R460.126. Back billing is limited to a 12-month period immediately preceding discovery of the error.
- Non-residential and primary customers are covered in Section B4, Part 4, R460.1617. Back billing is limited to a 12-month period immediately preceding discovery of the error.

5.9 Shut-off and Reconnection

Detroit Edison will use MPSC Rules 460-136 through 460-133 for Residential Service and 460.1624 through 460-1626 for Non-Residential Service of the Consumer Standards and Billing Practices for Electric Choice service shut-off for distribution non-payment and for customer reconnection.

Service shutoff represents an interruption of delivery, not energy, and, therefore, it is an appropriate remedy only for nonpayment of distribution charges. Detroit Edison will not

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shut-off a customer to enforce collection of an AES bill. However, the AES has the right to process a “Drop” Customer Enrollment Form, as described in Chapter 2, for customer default/non-payment. A customer dropped by an AES has the option of returning to full service.

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6.0 Metering

Detroit Edison is responsible for determining all required electrical quantities needed for billing. Detroit Edison charges to customers and suppliers. Generally, such a determination is made by actual measurements. In instances where this determination is not practical, quantities may be derived through calculation.

Metering is an integral part of the distribution system and is usually provided at the point where the end-use customer takes delivery of the energy. Such metering is essential for billing for electric service, preventing unauthorized use of electricity, and for determining distribution capacity requirements.

Detroit Edison owns, installs, reads, and maintains all metering equipment for electric choice customers in its service territory. This includes meters, current transformers and voltage transformers, data recorders, and any other equipment necessary for accurate electrical quantity measurement and for efficient metered data retrieval. The metering equipment will be effectively integrated with the rest of the service equipment to provide for safe, cost-effective, and reliable performance.

The metering required for Electric Choice service is the same as that required for customers taking service on the equivalent Full services rates.

Here is a quick summary of Electric Choice metering requirements:

Metering Equipment –

- **Secondary** voltage customers may continue to use their current standard energy or energy/demand metering; **or** they may elect an optional interval-metered service, at their own expense.
- **Primary** voltage customers are required to have interval metering.

Meter Reading –

- **Standard** energy and energy/demand meters will continue to be read by a meter reader on a monthly basis.
- **Interval** meters will be read through a customer-provided telephone line.

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Interval Meter Phone Line Requirements

Electric Choice customers with interval meters are required to provide a working telephone line to the meter so that Detroit Edison can read the interval meters electronically. The customer can provide either a shared or a dedicated phone line. The customer is responsible for all costs related to the phone line.

- The telephone line must be installed, and successful communication between the meter and Detroit Edison's data collection system must be verified before a customer may begin the interval metered service.
- If customers fail to maintain a working phone line, Detroit Edison will read the interval meter manually **for a charge of \$37.00 per month after the first manual meter read.**
- If the phone line fails for three consecutive months, Detroit Edison may change the meter service:
 - Secondary customers will be switched from interval-metered service to standard energy meter or energy/demand meter service.
 - Primary customers will be returned to Full Service, subject to the notice provision of the Retail Access Service Rider's Section 5.3, "Term, Commencement and Return to Full Service".
- These requirements apply to all customers taking interval-metered Electric Choice service—all Primary voltage customers and any Secondary voltage customers electing Optional Interval-Metered Service.

Metering Cost and Minimum Term

Optional Interval-Metered Service highlights:

- For Secondary customer only:
 - The monthly charge for Optional Interval-Metered Service is:
 - \$25.00/month for Business Electric/General Service (rate 110)
 - \$20.75/month for Business Electric with Demand/Large General Service (rate 112)
 - The Optional Interval-Metered Service has a 12-month minimum term.
 - The monthly charge and minimum term will apply for any interval meters installed after December 18, 2006.

Primary Interval-Metered Service highlights:

- All Primary voltage customers are required to have interval meters
 - There is no additional monthly charge; an interval meter is already required by—and included in—their primary rate

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- There is no separate minimum term for Primary Interval Meter Service. The minimum term for your Primary electric service applies.

6.1 Metering Function

The function of metering equipment is to provide all determinants required to calculate the bill for Electric Choice service.

6.1.1 Billing Determinants for Delivery Charges

The metered quantities required for calculating delivery charges are specified in the customer's applicable distribution rate as outlined in the Detroit Edison Rate Book.

6.1.2 Billing Determinants for Alternative Electric Supplier Energy Charges

Current Detroit Edison billing determinants are available to an alternative electric supplier for calculating energy charges for its customers. For an alternative electric supplier who elects to have Detroit Edison provide complete billing as described in Chapter 6, the billing determinants will be transmitted to the Detroit Edison billing system which calculates delivery charges on its own behalf and energy charges on behalf of each alternative electric supplier. For an alternative electric supplier who elects to bill its own customers for energy charges (separate billing), Detroit Edison will forward billing determinants to the alternative electric supplier via Extensible Markup Language (XML). In either case, the readings are collected on a meter read schedule determined by Detroit Edison, as illustrated in Appendix F, Industrial and Three-Phase Large Commercial Customers Meter Read Dates, and Appendix G, Meter Read Schedule Single-Phase Small Commercial and Residential Customers.

If an alternative electric supplier uses billing determinants that require additional calculations or additional metering equipment beyond that normally provided by Detroit Edison, such determinants or equipment may be provided for a fee to be determined at the time such additional service is requested. Detroit Edison reserves the right to decline to provide such a service if it deems it to be impractical.

6.1.3 Billing Determinants for Marketer Reconciliation and Settlement

For Marketer reconciliations beyond the current MISO settlement period, see Chapter 8, Marketer Billing & Settlements.

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6.2 Meter Installation

If a new interval meter installation is required (PRIMS or OIMS profile) as described in Chapter 2, Customer Enrollment, Section 2.2.4, Meter Profile, the metering installations for the customer must include a meter capable of providing all the required determinants and capable of being interrogated by telephone. In the event the current meter of a customer electing to participate in Electric Choice does not meet these requirements, the installation will have to be upgraded. The upgrade work will require participation by both Detroit Edison and the customer and should follow the process described in this section.

Appendix K, Typical Metering Installations for Electric Choice Locations, provides additional detail, including schematic diagrams, relative to these installations. Customers will not be scheduled for electric choice service until the metering installation has been upgraded to meet all these requirements. For most installations, the service equipment, such as the meter enclosure or cabinets, will be capable of accepting the required kilowatthour meter, and the only upgrade required will be the installation of a telephone line and a replacement meter. If the service equipment has to be upgraded, the customer will need to obtain a qualified electrician who will perform this work according to the specifications of the Detroit Edison Electric Service Installation Guide (ESIG). Upon receipt of an enrollment request and completion of a site visit, the customer will be informed of the appropriate metering requirements. If the only work required is the installation of a telephone line and a meter replacement, the upgrade will be done in three steps: 1) site preparation, 2) telephone line installation, and 3) meter replacement.

6.2.1 Site Preparation

As part of the site evaluation, Detroit Edison will install a small enclosure near the existing meter enclosure. This enclosure will serve as the termination point for both customer and Detroit Edison supplied equipment. It will be marked with the label CUSTOMER ACCESS ENCLOSURE.

6.2.2 Telephone Line Installation

The customer with PRIMS or OIMS profile must provide a working telephone line to be used to communicate with the meter and retrieve the metered data. Detroit Edison does not require the telephone line to be assigned exclusively to the meter. Rather, it can be an extension of an existing telephone line that also serves other devices, such as a fax machine or an ordinary telephone. This is possible because Detroit Edison will program the meter to initiate or receive telephone calls to its data acquisition equipment.

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If the customer elects to have direct access to the meter or to grant access to its supplier, the meter must be programmed to answer, rather than initiate a telephone call. In this case, the customer must provide a telephone line assigned exclusively to the meter and supply the telephone number to Detroit Edison. The telephone line must be permanently installed to ensure its continued availability for meter interrogation. It must be terminated inside the customer access enclosure using a female RJ11C telephone jack.

In locations where installation of a telephone line is impractical, a cellular telephone may be used. It is the customer's responsibility to: 1) place the telephone in a location that will ensure reliable communication with the meter, 2) extend the connection from the telephone to the customer access enclosure, and terminate the line inside the enclosure using a female RJ11C telephone jack, and 3) protect the telephone from theft or vandalism by housing it in an appropriate enclosure. At the request of the customer and if feasible, Detroit Edison will provide a 120 volt AC feed from the metering installation to power the cellular telephone. See Appendix O, Cell Phone Specifications and Installation Instructions for cell phone equipment requirements and installation instructions. Detroit Edison reserves the right to reject any cell phone installation that does not meet its requirements.

6.2.3 Meter Installation or Replacement

When the customer notifies Detroit Edison that the installation of an operational telephone line has been completed, Detroit Edison will schedule the meter installation upgrade. At the time of the meter upgrade, the Detroit Edison meter tester/installer will determine if the telephone line is operational. If the telephone line is operational, the meter tester will install the meter, connect the telephone line, and establish communications with Detroit Edison data acquisition equipment. At this time, the installer will also wire the data and time pulses from the meter and terminate them in the customer access enclosure. These pulses are for customers or suppliers who desire to monitor usage on a real-time basis. A more thorough description of this service is provided in Section 6.4.

If the telephone line is not operational, the meter installation will not be upgraded, and the customer will be required to correct the defect. When the customer notifies Detroit Edison that the phone line is operational, then Detroit Edison will revisit the site and upgrade the meter installation.

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6.2.4 Existing Telephone Lines

In the event a Detroit Edison supplied telephone line already exists at a location converting to electric choice service, the customer may continue to use that line by transferring the account from Detroit Edison and assuming all associated expenses.

6.2.5 Removal of Special Metering

If, in order to qualify for Electric Choice, a specific location must have its special purpose loads (such as interruptible air conditioning) combined with its base load, Detroit Edison will determine the method for combining these loads. Detroit Edison may elect to remove the meter for the special load and rewire the service so that the entire load at that location is served through one meter. Alternatively, Detroit Edison may elect to leave the meter for the special load in place and calculate the entire load by adding together the usage measured by each individual meter. If the special purpose load is remotely interruptible, the control device will be disabled or removed.

6.3 Meter Data Retrieval (EI Server)

Detroit Edison will retrieve the metered data from the electric choice location using a telephone line that is installed and maintained by the customer. The data retrieval will occur at least once during each billing month, but normally more frequently to minimize data loss in case of equipment failure. In addition, Detroit Edison will use a manual data retrieval system as backup for data collection emergencies such as telephone line failure.

6.3.1 Telephone Line Data Retrieval

The meter will be programmed to initiate toll-free telephone calls to Detroit Edison's data acquisition equipment. Such calls will be scheduled to occur during off-peak hours (11:00 p.m. to 7:00 a.m., Eastern Time) to minimize interfering with the customer's use of that telephone line. However, the meter may initiate a call at another time if the communication was not successful during the scheduled data retrieval period.

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6.3.2 Manual Data Collection

If Detroit Edison is unable to retrieve the metered data using the telephone line, then Detroit Edison will visit the meter location and collect the data using a manual data retrieval system. At a minimum, such visits are required when the account is due for billing but may occur more frequently because of special data needs or special investigations. The customer must provide access to the metering equipment in accordance with Section B-5.4 of the MPSC Rules and Regulations Governing the Sale of Electric Service.

If the inability to retrieve metered data is due to a failure of the telephone line, Detroit Edison will notify the customer of such failure, and the customer will be responsible for repairs. If necessary, Detroit Edison will collect metered data manually for up to two months after notifying the customer of the telephone line failure. Detroit Edison will collect the data manually for a charge of \$37.00 per meter per monthly site visit. After three months, if the telephone line is still not operational, Detroit Edison will return Primary Customers to full service. OIMS customers with non-working phone lines will be placed on Standard Load Profile (SLP) service and remain in Electric Choice.

6.3.3 Estimated Meter Read

If metered data is not available in time for billing for any reason, Detroit Edison will reconstruct the missing data following MPSC-approved estimation procedures. The historical usage for that location will be used to determine the total consumption for the billing period being estimated. Estimated data will not be used to establish a new maximum demand or new distribution contract capacity. Rather, the demand billing determinants in effect at that time will be used to calculate the distribution charges.

6.4 Access to Usage Data

Detroit Edison provides Electric Choice customers and/or their suppliers with three options for accessing usage data: 1) receiving data pulses from the meter; 2) retrieving interval data posted on the Detroit Edison website; and 3) direct access to the meters. Other information, such as historical usage or billing determinants, will also be available to the customer or its supplier, as described in Appendix H, Customer Information Release Form.

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6.4.1 Customer Access to Interval Meter Data via the Detroit Edison Web Site

Detroit Edison will make available on its website usage data for all its interval-metered customers regardless of their participation in Electric Choice. The usage data will be supplied for each meter in 30-minute intervals. New data will be posted periodically as it is collected and processed by Detroit Edison. Historic data, to the extent available, will be retained for up to 18 months. Access to this data will be granted free of charge to bundled customers and electric choice customers and their suppliers. Customers will be able to access their own usage data. Suppliers will only have access to the usage data of the customers they are serving and only for the period of time they have been serving them. The usage data will be accessed using a product known as MV-WEB. With this product, the data can be displayed in a variety of ways, including charts, graphs, and tabular format. It can also be downloaded for further evaluation and analysis.

Under normal circumstances, remotely read meters are queried once a week with the data made available on MV-Web within two business days of the read date. When remote access to the data is not available, Detroit Edison will attempt to manually obtain the data on the next scheduled monthly bill cycle date. This data will be posted to MV-Web within two business days. Detroit Edison reserves the right to update the data in accordance with the MPSC approved billing rules.

To access the web-based interval meter data, a User ID and password are needed. Suppliers are automatically granted access privileges when they register with Detroit Edison. Information on how customers can obtain this service is found in Chapter 4, Electric Choice Customer Support, Section 4.5.3, Customer Access to Interval Meter Data Via the Web.

6.4.2 Data Pulses

At every Electric Choice meter location, Detroit Edison will provide, at no extra cost, access to data pulses so the customer or its supplier can monitor, on a real-time basis, the energy delivered to the customer. These pulses can be recorded over time using commercially available pulse recorders, or they can be used as inputs into a load management system.

The data pulse circuits will be terminated in the same customer access enclosure where the customer will terminate the telephone line. Separate circuits will be provided for kilowatthours, kilovarhours, and end-of-interval time pulses from the meter. Instructions for connecting to and energizing the pulse circuits are included in Appendix K, Typical Metering Installations for Electric Choice Locations. The kilowatthours and kilovarhours values of the data pulses will be recorded on a label in the customer access enclosure. In the event of failure of

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these pulses, Detroit Edison's liability will be limited to repairing the pulse equipment.

6.4.3 Direct Access to Meter

For customers and AESs desiring greater control over access to their usage data, Detroit Edison will configure the metering installation so they can have direct access to the meters. To accomplish this, the customer will be required to provide a telephone line exclusively dedicated for the use of the meter, and Detroit Edison will program the meter to answer, rather than initiate, a data collection telephone call. With this configuration, Detroit Edison and the customer, or its supplier, will be able to retrieve the usage data directly from the meter.

However, this arrangement results in reduced protection against unauthorized third-party access to the meter. While appropriate passwords will be used to protect the meter settings and the usage data from being altered, protection against an intruder viewing and retrieving the usage data is significantly reduced.

As an alternative, a customer may request that Detroit Edison provide a stand-alone recorder for its AES use. This configuration will improve data privacy protection because Detroit Edison will be the sole entity that can directly access the meter, and the customer, or its AES, will have control over access to the recorder. The customer will be billed for the data recorder under Standard Contract Rider 2 of the MPSC Rules and Regulations, at a rate currently set at \$8 per recorder per month. This service will be provided under the following conditions:

- 1) Detroit Edison will own, install, and maintain the stand-alone recorder. Only recorders that are compatible with and supported by the EI Server system will be used. The stand-alone recorder will be powered by Detroit Edison, have battery backup, and will have memory, modem, and password protection capabilities. The recorder inputs will use the data pulses supplied by the billing meter described in Section 6.4.2.
- 2) The customer or its AES will be given control over access to the recorder. The customer will be able to program the recorder either to initiate or to answer a telephone call. The customer may install and maintain its own password to control access to the recorder's data. The password does not need to be shared with Detroit Edison.

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- 3) The customer will be required to provide a telephone line to the recorder to permit the customer to retrieve the energy usage data. Whether the line is shared or assigned exclusively to the recorder will depend on how the recorder has been programmed.
- 4) Detroit Edison will continue to obtain its usage data directly from the meter. The meter can share the recorder's telephone line because the meter will be programmed to initiate a telephone call to Detroit Edison.
- 5) Detroit Edison will endeavor to inform the customer and its AES of any changes to the meter configuration that may result in data errors. The customer or its AES is responsible, however, for verifying the accuracy of the recorder data by comparing it as frequently as practical (but at least once every thirty (30) days) against the meter data posted on the Detroit Edison website.

6.5 Load Profiling

The objective of the load profiling system is to develop a method of distributing a customer's total energy usage for a specific billing period on an hour-by-hour basis. The method of developing a representation of the customer hourly usage pattern is called a proxy curve. The monthly energy usage for each customer can then be distributed to each hourly interval in the billing period on a prorated basis relative to the proxy curve. The monthly energy usage will continue to be measured by a standard kilowatt-hour meter, which is read at the end of the billing period.

Secondary customers will be assigned to one of twelve distinct customer groupings, based on customer class (Residential or Non-Residential), type of service (single-phase or three-phase), type of metering (energy only or energy and demand), historical usage characteristics (annual usage, load factor), and if three phase energy-metered, by major SIC Code grouping (Manufacturing or Non-Manufacturing). Customers will be assigned to a particular load profile based on their historic information in Detroit Edison's customer systems. Where insufficient history exists, the needed information to assign a profile will be estimated by Detroit Edison. Customer assignments to a particular load profile will be reviewed annually to see if the customer's annual kWh usage or load factor for the last 12 months merits reassignment to a different load profile group.

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The twelve load profile groupings are shown in the following table:

Profile	Customer Class	Profiles	Description
1	Residential (D1)	One	All Residential Customers (Current Residential Profile)
2	Secondary – Energy Metered (D3) - Single-Phase	One	Single-phase non-Residential Customers on energy-metered rates (D3) (Current Single-Phase Profile)
3	Secondary – Energy Metered (D3) - Three-Phase	Two - Manufacturing	Low Segment (0 – 256,255 KWh/Year)
4			High Segment (Over 256,255 KWh/Year)
5		Four - Non-Manufacturing	Low Segment (0-46,523 KWh/Year)
6			Medium-Low Segment (46,524 – 114,615 kWh/Year)
7			Medium-High Segment (114,616 – 277,400 KWh/Year)
8			High Segment (Over 277,400 KWh/Year)
9		Four by Annual Load Factor	40 – 49% Annual Load Factor
10			50 – 59% Annual Load Factor
11	60 – 69% Annual Load Factor		
12	70% or Greater Annual Load Factor		

Once the usage for each customer has been profiled, it is then adjusted for losses and aggregated with other profiled usages and with metered usages to determine each marketer's obligation. See Appendix L, Load Profiling Examples, for a numeric example of the process.

6.6 Meter Maintenance and Accuracy Assurance

Detroit Edison will maintain the metering equipment so it complies with all accuracy requirements of Section B-6 of the MPSC Rules and Regulations Governing the Sale of Electric Service.

All metering equipment will be tested in accordance with applicable portions of section B-6 of the rules and regulations. In addition to customers, AESs may request special tests on metering equipment affecting their billing or reconciliation. These request tests shall be subject to the same terms and conditions, including charges, described in Section B-6.10 of the rules and regulations applicable to special tests requested by customers.

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Chapter 7: Electronic Business Transactions

7.0 Electronic Business Transactions

Implementing Electric Choice requires Detroit Edison and AESs to transfer large volumes of data on an ongoing basis. A key to seamless data transfer is following consistent communication standards. This chapter provides the required information associated with establishing electronic business transactions (EBT).

AESs entering the Detroit Edison Electric Choice program will use only XML and will be tested for their capability to transfer data in XML.

This chapter includes information on electronic business transactions with Detroit Edison through:

- The Detroit Edison web site
- Extensible Markup Language (XML)
- Electronic Funds Transfer (EFT)
- Information on testing electronic business transactions

7.1 Detroit Edison Website Communications

The Energy Supplier website has been added to the Detroit Edison web site specifically for AESs who want to participate in the Electric Choice Program. This site can be found at www.suppliers.detroitdison.com/internet/index.jsp. The content of this web site is updated regularly.

7.1.1 Web Site Content

The contents of the Energy Suppliers section of the Detroit Edison web site are divided into two subject areas: non-secure and secure. The non-secure area contains information directed to AESs and Marketers regarding Electric Choice Program participation. Any individual who visits the Detroit Edison web site can access this site. The secure area contains information that is accessible only by AESs once they have completed the registration process with Detroit Edison.

The contents of the non-secure area includes information on participation qualifications, AES support components, a glossary of program terms, available downloads and links, and a list of electric choice frequently asked questions.

The secure area of the Detroit Edison web site contains confidential information and applications that allow participating AESs to easily conduct business with Detroit Edison.

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To access this secure area, AESs must register through the online registration page located on the non-secure portion of the web site in the 'How to Qualify' section. Once the registration is received, a login user name and password are assigned to the AES, enabling access to its qualification status. Once qualified, AESs are able to access additional individual account information, change their passwords, enroll customers, update customer information, view billing information, etc.

7.2 EBT Communications

Detroit Edison conducts the communications and data exchanges to and from AESs using standard transaction formats within an XML environment.

7.2.1 Establishing XML with Detroit Edison

AESs will need to establish XML capability with Detroit Edison by contacting the Detroit Edison Electric Choice Supplier Support Center. Support center personnel function as the liaison between AESs and the Detroit Edison XML Administrator. The XML Administrator will assist AESs in understanding the requirements for establishing XML communications with Detroit Edison, identifying the responsibilities of both parties, and compiling the necessary electronic transmission control information for XML communications. The Electric Choice AES Support Center can be reached at 888.830.2170 or 313.235.3796. AESs who are not XML capable should contact the Electric Choice AES Support Center. Support center personnel will work with AESs to help them implement the required XML communication standards.

To communicate using XML, AESs will need to obtain software capable of generating DSA 1024 or RSA 1024 encryption and decryption. Detroit Edison will provide File Transfer Protocol (FTP) accounts for them to download and upload files. This information can be communicated through the Electronic Business Transactions Profile (see Appendix M), which can be found on the Detroit Edison website in the Downloads & Links section.

7.2.2 XML Transactions

Detroit Edison uses McAfee Pretty Good Privacy (PGP) version 8.1 or any version compatible with 8.1. Detroit Edison requires using PGP or PGP compatible DSA 1024 or RSA 1024 to encrypt or decrypt transactions.

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Detroit Edison XML schemas are available on the Detroit Edison web site in the Downloads & Links section.

Standard XML transaction sets include:

- 810 – Invoice Transaction Set. All invoicing between Detroit Edison and AESs is done with the 810 transaction set. Detroit Edison uses this transaction set to notify alternative electric AESs of customer monthly billing and usage charges as well as any direct charges to AESs.
- 814 – General Request, Response, or Confirmation Transaction Set. AESs should submit all enrollment information using transaction set 814. Detroit Edison uses this transaction set to send enrollment confirmation or rejection notices to AESs. This transaction set is also used for customer information changes as well as to communicate Detroit Edison service termination/disconnection information to AESs, when available.
- 820 – Payment Order Transaction Set. Detroit Edison and AESs use this transaction set to communicate remittance data for posting to accounts. Detroit Edison will send the 820 transaction set directly to the AES. The AES must send the 820 transaction set directly to their “Inbound Directory” on the Detroit Edison FTP server.
- 867 – Product Transfer and Resale Report Transaction Set. Detroit Edison uses this transaction set to send customer load data and billing determinants.
- 997 – Functional Acknowledgment. A functional acknowledgement is sent by the receiving party to the sending party in response to the receipt of an XML transaction. The 997 transaction set confirms that a transaction has been received.

7.2.3 Connecting to Detroit Edison via FTP

AESs will transmit XML transaction sets with Detroit Edison via FTP. Detroit Edison FTP server uniform resource locator (URL) is: <ftp://ftp.dteenergy.com>. Detroit Edison will provide a unique user id and password for each AES to assure secure communications and data confidentiality. Each FTP login account will have two subdirectories from their home directory: Inbound and Outbound. Inbound transaction sets to Detroit Edison from AES are written to the Inbound directory. AESs have ‘write’ access to the Inbound directory and will write transaction sets to this directory that Detroit Edison will read and process. AESs

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have ‘read’ access to the Outbound directory under their home directory. AESs download outbound Detroit Edison transaction sets from the Outbound directory.

7.2.4 XML File Naming Conventions

The naming convention for all inbound and outbound XML transaction sets is:

- ftp login id_transactionset_datetime.xml.pgp
 - Transactionset is the XML transactions sets, i.e. IN814Enrollment, OUT814, schemaOUT810CustomerInvoiceValid
 - Datetime is in yyyyymmddHHMMSS format

An example would be: supp1234_IN814Enrollment_200901071217.xml.pgp. In this example, the above transaction set is from a AES with FTP login id of supp1234, for an inbound 814 enrollment created on January 07, 2009 and is PGP encrypted.

NOTE: All inbound and outbound transaction sets must be encrypted using the software specified in Section 7.2.2. This will ensure the identity and security of the contents. Detroit Edison recommends that all transaction sets be compressed to reduce the size for faster exchange.

7.3 Electronic Funds Transfer (EFT)

Establishing EFT with Detroit Edison

Electronic Funds Transfer (EFT) is the electronic processing of financial transactions. Detroit Edison will use ACH (Automated Clearing House) transactions for payment. For the EFT testing process, see Sections 7.6 and 7.7.

7.4 Testing Electronic Communications

Detroit Edison will test all applicable XML transactions with each AES. The test will be performed using the Detroit Edison FTP account (ftp://ftp.dteenergy.com). For all applicable transaction sets, AESs should specify the transaction type as “certification”. The testing will confirm that transactions can be successfully transmitted and that valid data is received and conforms to the schema.

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NOTE: Testing will not begin until the Marketer has been MISO qualified and the AES has received its MPSC license.

7.5 AES XML Testing Procedure

The XML transaction sets to be tested depend upon whether an AES is an Alternative Electric Supplier or a Marketer. Inbound is from AES to Detroit Edison. Outbound is from the Detroit Edison to the AES. Table 7-1 identifies transaction sets each AES and/or Marketer must test.

Table 7-1

Transaction Sets

Transaction Set	AES	Marketer
810 Invoice – Inbound	✓	✓
814 Enrollment – Inbound	✓	✓
814 Enrollment – Outbound	✓	
820 Remittance Advice – Inbound	✓	✓
820 Remittance Advice – Outbound	✓	✓
867 Product Transfer and Resale Report - Inbound	✓	✓
997 Functional Acknowledgment - Inbound/Outbound	✓	✓

Testing procedure steps to be followed by AESs are:

- Step 1 The AES completes the EBT Profile form on the Detroit Edison Website (see Appendix M). This form will automatically be sent to the Detroit Edison XML Administrator.
- Step 2 The AES sends the AES’s public key as an email attachment to xmladm@dteenergy.com
- Step 3 The Detroit Edison XML Administrator contacts the AES’s XML contact (named on the EBT Profile) to confirm the communications information on the EBT Profile, to determine a testing schedule and to initiate testing.
- Step 4 The Detroit Edison XML Administrator requests the AES’s XML contact to send an 814 enrollment transaction set.

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- Step 5 Upon electronic receipt of the 814 transaction set, Detroit Edison checks for XML and content acceptability. In the event of a problem with the transaction, Detroit Edison will contact the AES's XML contact by telephone or e-mail.
- Step 6 Upon receipt of the 814 transaction set, the Detroit Edison automatically sends a 997 functional acknowledgment. Please note that this acknowledgment does not guarantee that the content of the transaction is acceptable.
- Step 7 Repeat steps 4 through 6 until the test is successfully completed.
- Step 8 The test is considered successful when Detroit Edison receives a test with no XML or content errors and the AES receives the 997 functional acknowledgment from Detroit Edison.
- Step 9 Upon confirmation by the Detroit Edison XML Administrator of an acceptable 814 transaction set, Detroit Edison sends the AES an XML 814 enrollment confirmation.
- Step 10 Upon receipt of the 814 transaction set, the AES verifies the data with their translator and application system according to its test procedures. The Detroit Edison XML Administrator is contacted upon verification of the data to confirm acceptance or discuss issues.
- Step 11 Upon receipt of the 814 transaction set, the AES sends a 997 functional acknowledgment.
- Step 12 Repeat steps 9 through 11 until the tests are successfully completed.
- Step 13 The test is considered successful when the AES receives a test with no XML or content errors and Detroit Edison has received the 997 functional acknowledgment from the AES.
- Step 14 Repeat steps 4 through 6 for the balance of the 814 transaction sets from Detroit Edison to the AES.
- Step 15 The tests are considered successful when Detroit Edison receives all tests with no XML or content errors and the AES receives all 997 functional acknowledgments from Detroit Edison.
- Step 16 Repeat steps 9 through 11 for the balance of the 814 transaction sets from the AES to Detroit Edison.

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- Step 17 The tests are considered successful when the AES receives all tests with no XML or content errors and Detroit Edison receives all 997 functional acknowledgments from the AES.
- Step 18 Repeat steps 9 through 11 for the 810 and 867 transaction sets from Detroit Edison to the AES until they are successfully completed.
- Step 19 The tests are considered successful when the AES receives all tests with no XML or content errors and Detroit Edison receives all 997 functional acknowledgments from the AES.
- Step 20 Repeat steps 4 through 6 for the 820 transaction sets the AES sends to Detroit Edison.
- Step 21 The test is considered successful when Detroit Edison receives a test with no XML or content errors and the AES receives the 997 functional acknowledgement from Detroit Edison.
- Step 22 Upon successful completion of all of the above tests and the EFT testing (see Sections 7.6 and 7.7), the Detroit Edison XML Administrator notifies the Electric Choice Supplier Support Center of completion of the XML testing phase.

7.6 AES Electronic Funds Transfer (EFT) Testing Procedure (AES to Detroit Edison)

An EFT test from the AES to the AES's bank to Detroit Edison's concentration bank to Detroit Edison is required. EFT testing procedures to be followed by AESs are:

1. The Detroit Edison Cash Management Coordinator will send a form to the AES's contact detailing Detroit Edison banking information and authorizing the AES to deposit funds in the Detroit Edison bank account. The form includes space for AES banking information. Upon completion, the AES will return the form to Detroit Edison.
2. Detroit Edison requires an XML 820 remittance advice transaction for the payment information directly to Detroit Edison. The AES must use a 9-digit account number on their remittance advice. The AES will send \$1.00 via ACH and the XML 820 to Detroit Edison.
3. Detroit Edison will confirm receipt of the test into their bank with an e-mail to the AES and send the 997 functional acknowledgment.

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4. AES will receive a 997 functional acknowledgment as confirmation.
5. If the test is not successful, the two parties involved at the breakdown point resolve the issues. The test will resume from the breakdown point. If necessary, the test can be restarted from step 2.
6. The EFT test is considered a success when:
 - The \$1.00 is transferred from the AES's bank to the Detroit Edison bank.
 - The \$1.00 is deposited in the proper Detroit Edison bank account.
 - The \$1.00 is forwarded by the Detroit Edison bank to the Detroit Edison cash management system.
 - The \$1.00 is credited to the Detroit Edison billing system account number specified in the invoice referenced in step 2.

7.7 AES Electronic Funds Transfer (EFT) Testing Procedure (Detroit Edison to AES)

A full loop test from Detroit Edison's bank to the AES's bank is required. EFT testing procedures are below:

1. The Detroit Edison Cash Management Coordinator will obtain information from the AES detailing information about the AES's bank. This bank information authorizes Detroit Edison to deposit funds into the AES's bank.
2. The Detroit Edison Cash Management Coordinator will create a \$1.00 test to be paid to the AES. Detroit Edison will notify the AES when the \$1.00 test has been sent.
3. The AES will confirm receipt of the test into their bank with an e-mail to Detroit Edison at xmladm@dteenergy.com
4. The Detroit Edison Supplier Account Manager will send the AES an 820 transaction set for the \$1.00.
5. The AES must confirm receipt of the test into their system by sending back a 997 functional acknowledgement to Detroit Edison.
6. If the test is not successful, the two parties will work to identify and resolve the issues. If needed, the test may be restarted from step 2 above.
7. The EFT test is considered successful when:

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- The \$1.00 is transferred from Detroit Edison's bank to the AES's bank
- The \$1.00 is deposited in the proper AES's bank account.
- Confirmation is made that AES's account has been credited appropriately.
- Detroit Edison receives the 997 functional acknowledgement.

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Chapter 8: Marketer Billing and Settlements

8.0 Marketer Billing and Settlements

As of April 1, 2005, the Midwest Independent Transmission System Operator (MISO) became the operator of the wholesale bulk power transmission system or electric system in the Midwest. As the operator, they are now responsible for Marketer settlement calculations and invoicing. Detroit Edison provides MISO with hourly kWh consumption data used for settlement purposes and billing. MISO is a regional transmission organization (RTO) that supports the constant availability of electricity in 15 U.S. states and the Canadian province of Manitoba. This responsibility is carried out by ensuring the reliable operations of nearly 94,000 miles of interconnected high voltage power lines that support the transmission of more than 100,000 MW of energy in the Midwest.

As a fully integrated regional transmission organization, the non-profit Midwest ISO assures industry consumers of unbiased regional grid management and open access to transmission facilities under Midwest ISO's supervision. Midwest Independent Transmission System Operator is an essential link in the safe, cost-effective delivery of electric power across much of North America.

For more information, please visit the MISO website at <http://www.midwestiso.org>. It provides information about:

- How to determine charges for service, including Daylight Savings Time (DST)
- What charges appear on the bill
- The bill settlement process

8.1 Detroit Edison Settlements Beyond the MISO Settlement Period

Detroit Edison submits the consumption data on day 7, day 14, day 55 and one final time at day 105 when the MISO settlement period closes. By day 105 estimated consumption data should have been replaced with actual data. If a customer is rebilled beyond the 105 day period, there is a chance that the rebilled kWh will be different than the originally billed kWh. If the rebilled kWh is greater than what was originally billed then the Marketer owes Detroit Edison: if the rebilled kWh is less than what was originally billed then Detroit Edison owes the Marketer. The Marketer Reconciliation Process addresses

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the difference between what was billed by MISO to the Marketer versus what should have been billed.

For example, for a period beyond the 105 or more days on the MISO bill, a reconciliation is needed. Each rebilled Marketer hourly value is recalculated using (1) the appropriate hourly Locational Marginal Pricing (LMP), (2) appropriate loss factor and (3) rebilled kWh hourly value; and then compared to the actual MISO value to determine the hourly credit/refund. The process is repeated for all hours involved, compared with what was actually billed by MISO to the Marketer, and then summed up resulting in an overall credit or refund.

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Chapter 9: Termination of Electric Choice and Return to Full Service

9.0 Termination of Electric Choice and Return to Full Service

The Detroit Edison Electric Choice Program provides procedures for termination of various agreements made between the parties. Termination of an agreement and the customer's participation may be initiated by:

- The AES
- The Customer
- Detroit Edison

This chapter describes the various scenarios and processes that may initiate termination of the electric choice relationships and return the customer to Full Service. In all cases, the customer receives written notification of pending return to Detroit Edison Full Service. See Appendix D.10, Customer Notification of Drop.

9.1 Return to Full Service initiated by the AES

The AES may initiate termination of its electric choice relationship with a customer by submitting a Customer Enrollment Order-Cancel or Drop (as described in Chapter 2). Upon receipt of this request, Detroit Edison will initiate the appropriate processes and notifications to return the customer to Detroit Edison Full Service.

Detroit Edison will send the customer written notice advising of the AES's intention to terminate electric choice. The customer will be assessed a \$5 switching fee. The switch date will be established in accordance with the next scheduled meter read date as described in Chapter 2.

The specific reason(s) the AES initiates termination are between the AES and the customer. Should this action become subject to dispute resolution, as described in Chapter 10, Detroit Edison will have no duty or obligation to resolve subsequent complaints or disputes between the AES and customer.

9.2 Return to Full Service Initiated by the Customer

A customer may elect to exercise its right to no longer participate in electric choice by terminating its relationship with an AES. This notification may be initiated by either written request or by calling the Electric Choice Customer Support Center at 888.235.3535. In such cases, Detroit Edison will request positive identification from the customer prior to initiating a termination.

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Detroit Edison will initiate termination by issuing a “Drop” Customer Enrollment Order; the respective AES will receive an electronic notification of the drop with the scheduled switch date, and the customer will receive written notification of the drop and switch date. The customer will return to Detroit Edison full service on the next scheduled meter read date, and will be assessed a \$5 switching fee.

The customer may also contact its respective AES and request electric choice termination. The AES, in turn, submits a drop transaction; the customer is returned to full service at the next scheduled meter read date and is assessed the \$5 switching fee.

In some instances, the customer’s request or notification are the result of physical relocation outside the Detroit Edison service territory or any other circumstance resulting in a physical disconnect of distribution service. Under these scenarios, the termination date will be set to the customer-requested disconnect date with no switching fee applied.

9.2.1 Customer Notice of Intent to Return to Full Service

Non-residential and Primary customers must provide Detroit Edison with written Notice of Intent to Return to Full Service no later than December 1st if the customer will be taking Full Service during the following summer. If the customer does not provide such notice and then takes Full Service during the following summer, the customer may be subject to additional Market Priced Power charges, as specified in Section E5 Term, Commencement of Service and Return to Full Service of the Retail Access Service Rider, Section E5.3

On receipt of a valid notice form, Detroit Edison will initiate termination by issuing a “Future Drop” order, and the respective AES will receive an electronic notification of the Future Drop and the intended month of return. The customer will return to Detroit Edison Full Service on the scheduled meter read date of the specified month, and will be assessed a \$5 switching fee.

Future Drops are processed only between October 1 and December 1 each year. The Drop Reason Code will display “DCRTS,” drop by customer, return to Full Service. Customers who provide a Return Notice, and return from Electric Choice to Detroit Edison Full Service rates are required to stay on Full Service rates for one year. Customers who elect to return to Electric Choice prior to the one-year requirement will have their enrollment with an Alternative Electric Supplier (AES) rejected.

Residential customers are not required to give notice for the following summer. However, on return to Full Service, they are required to stay on Full Service rates for one year.

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9.2.2 Customer Notice of Intent to Return to Full Service—Customer Notification

Detroit Edison notifies all enrolled Electric Choice Customers about the December 1 notice deadline for the following summer. A standard notification package is mailed by October 1 each year to all active Electric Choice customers. The letter explains the December 1 deadline and return pricing implications. A courtesy copy of this annual notification is provided to each AES.

9.3 Return to Full Service Initiated by Detroit Edison

Detroit Edison may terminate an electric choice service relationship between a customer and an AES under the following circumstances:

- The AES has been decertified by the MPSC.
- The AES or its marketer has defaulted under the terms of its respective contractual agreements with Detroit Edison.
- The customer fails to meet its electric choice requirements and obligations as set forth in the Detroit Edison Retail Access Service Rider (RASR) If the termination is due to non-payment of a Detroit Edison bill, the customer is subject to appropriate deposit or reconnect fees (if service was disconnected) or both, as outlined in section 460.2131 through 460.2136 of the MPSC billing rules.

In the aforementioned circumstances, Detroit Edison will notify the customer and AES of the termination. Any dispute arising from the involuntary change of service may become subject to the dispute resolution process described in Chapter 10. In the first and second circumstances, the customer will return to full service with no switching fee assessed, and remain eligible for electric choice participation with another qualified AES. Market Priced Power charges may apply for the first 60 days on Full Service.

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9.4 Return to Full Service

Subject to the notice provisions of RASR Section 5.3A, Customers that discontinue retail access service may return to Detroit Edison Full Service via “Normal Drop” (without giving notice for summer) under the following conditions:

- i. Option 1—12-month Service Commitment
- ii. Option 2—Short-Term Service

These return options are identified in the Drop Notification letter, and the customer is asked to make a selection.

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10.0 Dispute Resolution

Disagreements, misunderstandings, errors or misinterpretations may occur between parties participating in the Detroit Edison Electric Choice Program and may form the basis for a dispute. Clear and open communications while reviewing the facts of the matter can often produce mutually satisfactory remedies. There may be situations where the parties reach an impasse. This chapter describes dispute resolution processes between Detroit Edison and other parties. It provides information on:

- Disputes between Alternative Energy Suppliers (AES) and Detroit Edison
- Disputes between marketers and Detroit Edison
- Disputes between customers and Detroit Edison
- Disputes involving customer enrollment

10.1 Disputes between Alternative Energy Suppliers and Detroit Edison

10.1.1 Disputes between an AES and Detroit Edison

Disputes between the AES and Detroit Edison relating to the interpretation of the provisions in the AES Agreement or the performance of either party's obligations contained in the agreement will be addressed by first contacting the Electric Choice Supplier Support Center at 888.830.2170 or 313.235.3796.

10.1.2 Arbitration Resolution

If the representatives cannot reach a resolution within thirty (30) days, the dispute may be submitted to arbitration to resolve the issues. The arbitration will proceed in accordance with the American Arbitration Association (AAA) Commercial Arbitration Rules, which can be found on the AAA web site at <http://www.adr.org>.

10.1.3 Detroit Edison Fees/Charges

All disputes relating to the payment of Detroit Edison fees or charges by the retailer or customer will be subject to Detroit Edison Retail Access Service Rider provisions.

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10.1.4 Disputes Involving Damages

Disputes involving damages may be resolved through mediation or arbitration. In such cases, the arbitrator(s) will not have authority to award punitive damages. If mediation or arbitration is not used, the parties may pursue other legal remedies.

10.1.5 Dispute Resolution Period

During the dispute resolution period, the parties will continue the performance of their respective obligations under the AES Agreement and the Retail Access Service Rider.

10.2 Disputes between Customer and Detroit Edison

Detroit Edison has in place a well-defined process for issue resolution dealing with customer complaints and/or disputes. Resolution will be in accordance with the administrative billing rules, consumer standards, and company policy.

As part of this program, Detroit Edison has established the Electric Choice Customer Support Center to process electric choice customer service transactions and any complaints. The center is staffed Monday – Friday from 8:00 A.M. to 5:00 P.M., Eastern Time and can be reached at 888.235.3535.

10.3 Disputes between Parties other than Detroit Edison

Detroit Edison has no responsibility to resolve any dispute when it is not one of the parties directly involved in the dispute.

10.4 Customer Dispute of Enrollment

As part of the Detroit Edison customer enrollment process, the customer will receive notification prior to any switch date. This will provide the customer with the name of its AES and the effective switch date.

If the customer disputes the pending enrollment transaction, it has ten (10) business days to contact the Electric Choice Customer Support Center at 888.235.3535, to cancel the enrollment. The enrollment will be cancelled and the associated AES will be notified of the customer dispute.

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The AES and customer involved must resolve the enrollment dispute and a new enrollment request will be required to restart the enrollment process.

If the customer disputes the enrollment after a switch has occurred, it may request termination of service as described in Chapter 12. Customer enrollment disputes will be kept on file and are subject to MPSC audit.

10.5 AES Dispute of Enrollment

As part of the Detroit Edison customer enrollment process, AESs are required to complete certain required fields to initiate the enrollment request process (see Chapter 3). If the request involves a switch of AESs, the existing AES of record will be notified of the pending request. Detroit Edison will cancel the pending enrollment request only upon receipt of a “Cancel” Customer Enrollment Form from the new AES or customer within five (5) business days. The AESs and customer involved must resolve the enrollment dispute. If the dispute is not resolved, the switch proceeds.

This dispute process between AESs is another method to lessen the potential for customer slamming. Enrollment and switching transaction data will be made available to the MPSC for their review.

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These definitions are for the purposes of this document only and do not apply to tariff and other documents that may contain different definitions.

Aggregation

Pooling together customers or electric loads to create a larger buying group for purchasing power.

Aggregator

Entity that pools customers into a buying group for the purpose of purchasing a large block of power. AESs, customers, and brokers may also act as aggregators.

Alternative Electric Supplier (AES)

Entity authorized to make retail sales of electricity according to requirements defined by the Michigan Public Service Commission. Alternative electric suppliers purchase the power they market and take title to any power they represent.

Ancillary Services

Services necessary to maintain reliable operation of the transmission system during the delivery of power from the marketer to the utility's distribution system. Ancillary services must be offered by the transmission provider to buyers or sellers of retail electricity. Six key ancillary services scheduled through the Midwest Independent System Operator (MISO) are:

- Scheduling, system control, and dispatch
- Reactive supply and voltage control from generation sources
- Regulation and frequency response
- Energy imbalance
- Operating reserve . spinning reserve
- Operating reserve . supplemental reserve

Billing Determinants

Measured or calculated values used to determine a bill. These include applicable usage values, fixed charges, and any minimums.

Broker

Entity that arranges the sale and purchase of energy, transmission, and other services between buyers and sellers but does not take title to any of the power in the transaction.

Commercial Pricing Node (CPNode)

Represents an aggregate price for a collection of Elemental Pricing Nodes. Energy supply and demand are financially settled at the CPNode level. The settlement function is performed by Midwest Independent System Operator (MISO).

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Commercial Customer

Customer who is generally referred to as the business customer. Commercial customers can fit into one of several categories; i.e., large or small, manufacturing and non-manufacturing. Generally Detroit Edison would own the high voltage transformation equipment used to serve this customer.

Company's System

All electric generation, transmission, and distribution facilities owned by Detroit Edison.

Complete Billing Option

Billing option under which Detroit Edison will supply the customer with a single bill that includes distribution charges and the AES's charges.

Creditworthiness

Ability of an entity to meet specific financial obligations necessary to receive credit from and transact business with Detroit Edison.

Customer

End-user of electricity at one or more locations in the State of Michigan, who has facilities connected to the Detroit Edison distribution system.

Customer Classes

Traditional utility customer groupings, generally industrial, commercial, and residential customers. See also Bid Classes.

Direct Access

See retail access. The Detroit Edison preferred term is retail access.

Distribution Surcharges

Additional charges on the customer distribution bill authorized by MPSC Final Order in various rate cases. Distribution surcharges include, but are not limited to: Nuclear Decommissioning Surcharge; Securitization Bond Charge and Securitization Bond Tax Charge; and Choice Implementation Surcharge.

Distribution System

Low-voltage electrical system used to deliver electricity from the wholesale transmission system to the end-use customer.

Distribution Utility

Regulated electric utility that constructs, maintains, and operates the distribution system that connects the transmission grid to end-use customers. In most cases this entity offers "customer

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service” functions (such as metering and billing) that extend beyond the wires function to distribute tariffed bundled service. Detroit Edison serves as the distribution utility for much of southeastern Michigan. Also known as Local Distribution Company (LDC) or Utility Distribution Company (UDC).

EI Server

System used to translate/collect time-of-use information from electric meters via telephone lines or portable computer devices.

Electric Choice

Name for the Detroit Edison retail access program.

Electric Utility

Private entity or state agency (including any municipality) with a monopoly franchise, that sells electric energy to end-users. This term usually refers to a vertically integrated utility that provides generation, transmission, and distribution services.

Electricity Generator

Regulated or unregulated entity that operates and maintains power plants or other generation sources with the capability of producing electricity for sale to customers.

Electronic Funds Transfer (EFT)

Generic term for electronically transferring money between financial institution accounts.

Federal Energy Regulatory Commission (FERC)

Federal counterpart to state utility regulatory commissions. FERC regulates the prices, terms, and conditions of power sold in interstate commerce. FERC also regulates the prices, terms, and conditions of all transmission services.

Full Service

Provision of electric generation, transmission, distribution, and related support functions as a combined service (also known as “bundled” service). This represents the normal offering from today’s vertically integrated electric utilities.

Generator

See Electricity Generator.

Hourly Load Determination

Method for calculating the hourly usage for a specific customer based on the total kWh consumed and a representative hourly profile for the customer class.

Industrial Customer

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Customer who is generally a major user of electricity and owns its high-voltage transformation equipment. This type of customer is assigned to an account executive who is responsible for handling all account matters, including service quality.

Interval Meter

Meter that measures and accumulates how much energy a customer uses during specific time intervals, usually an hour or half-hour.

Kilowatt (kW)

One thousand watts of power. A light bulb is often 100 watts.

Kilowatthour (kWh)

A measure of electricity consumption equivalent to the use of 1000 watts of power for a one-hour period.

Large Customer

Customer with ownership and control over a load that is greater than one (1) megawatt. The one (1) megawatt minimum may be a single location or the sum of non-coincident loads at multiple locations.

Line Losses

Energy consumed in moving power through a utility's system between the point of receipt and the point of delivery. Line loss percentages, also referred to as real power losses, are referenced in the Electric Choice Rider, Sec. E 18.

Load

Amount of electricity required at a given time by energy customers measured in kilowatts.

Load Duration Curve

Graph of a customer's metered interval kilowatt demands achieved over a given time period ranked from high to low.

Load Profiling—Leading

Method for forecasting load profile demand data for the purpose of scheduling generation. In some cases profiling may also be used for reconciliation thereby shifting imbalance risk to the host utility.

Load Profiling—Following

Method of using established load profiles and measured kWh usage to calculate hourly energy use over a given period for purposes of reconciliation calculations. The imbalance risk remains with the Marketer. Detroit Edison is using this method.

Local Distribution Company (LDC)

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See Distribution Utility definition.

Marketer

Entity that takes title to and sells power and has FERC approval to market energy services. The Marketer role may also be assumed by utilities that sell power outside their own service areas. Within the Detroit Edison Electric Choice Program, the term Marketer takes on a more specific meaning. It refers to the entity that lines up sources of generation and arranges to move the power through one or more transmission systems to deliver it to the Detroit Edison distribution system. A Marketer can also be a AES.

Maximum Demand

The highest demand of the load that has occurred within a specified period of time.

Megawatt (MW)

One million watts of power.

Meter Profile

An attribute that identifies an Electric Choice customer's metering and how the meter will be read.

Michigan Public Service Commission (MPSC)

Entity created by Michigan law to regulate investor-owned electric and rural electric cooperatives within the state.

Midwest Independent System Operator (MISO)

Independent third-party with no financial interest in generation facilities that administers the operation and use of transmission systems owned by utilities. MISO exercises final authority over the dispatch of generation to preserve reliability and facilitate efficiency, ensures non-discriminatory transmission access, administers transmission tariffs, ensures the availability of ancillary services, and provides information about the status of the transmission system and available transmission capacity. MISO also determines energy balance/imbalance status for each MISO participant. MISO is regulated by FERC.

Non-Coincident Demand/Loads

Sum of the individual maximum customer loads (or demands) measured at different locations at whatever time each location reaches the maximum. This is in contrast to a coincident demand determination in which the hourly demands for the relevant locations are summed and then the peak hour for that sum becomes the relevant measure.

Nondiscriminatory Pricing

Requires utilities to charge the same fees to all users for like transactions and services.

Obligation to Serve

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Obligation of a utility to provide electrical service to any customer who seeks that service and agrees to pay the regulated rates set for that service.

Open Access

See retail access. Detroit Edison prefers to use the term retail access.

Optional Ancillary Service

Optional services used during the delivery of power that a Marketer, AES or customer may purchase from a transmission provider. (See also Ancillary Services).

Optional Interval Metered Service (OIMS)

A meter profile in Electric Choice. Electric Choice customers that have elected to have an interval meter with working phone line to transmit usage data. The service has a monthly fee and one-year commitment.

PA 141 of 2000

Law that specifies "all retail customers in this state have a choice of electric suppliers." It directs the Michigan Public Service Commission to "issue orders establishing the rates, terms, and conditions of service that allow all retail customers of an electric utility or provider to choose an alternative electric supplier." The law was amended in 2008 to limit choice participation to 10% of a utility's sales (10% Cap).

Participant

Generic term used to describe entities involved in the Electric Choice Program. Examples include customers, bidders, aggregators, AESs, and Marketers.

Peak Demand/Peak Load

Electric load (in kilowatts) that corresponds to the maximum level of electric demand in a specified period of time.

Point of Delivery (Distribution)

Point where a utility transfers power from its transmission system to the customer's service location or to another utility's transmission system, usually at the electric meter.

Point of Receipt (Distribution)

Point where a utility receives power from a Marketer/AES for delivery through its transmission system to a customer or to another utility's transmission system, usually at the transmission/distribution system interface.

Power

Combination of the electric demand and energy requirements of a customer. Also relates to the generation or transfer of electric power. Usually expressed in kilowatts.

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Price Schedule

Table of billing determinants and associated prices used by the AES for billing their customers. When the complete billing option is used, the AES provides Detroit Edison this information to calculate the AES portion of the customer's electric bill.

Primary Customer

Non-residential customer, served at 4,800 volts or higher.

Primary Interval Metered Service (PRIMS)

A meter profile in Electric Choice. Primary Service customers that participate in Electric Choice must have an interval meter with a working phone line to transmit usage data.

Rate Schedule

Document describing the services provided and related terms, conditions, and prices for products and services received from the local distribution company or other regulated provider. Detroit Edison's rates are approved by the MPSC and published in The Detroit Edison Rate Book for Electric Service.

Rate Ready Schedule

Basic rate information provided to Detroit Edison by the alternative electric supplier when the alternative electric supplier selects the complete billing option. The schedule identifies specific product offerings the alternative electric supplier is providing to the customer.

Reactive Supply and Voltage Control

Maintenance of voltages within acceptable limits by operating generation and transmission facilities within a control area. This is a mandatory ancillary service.

Real Power Losses

See Line Losses.

Reconciliation

Hourly comparison of a Marketer's schedule (energy provided) to its customer's collective loads (including losses) to determine if the Marketer met its load, or oversupplied or undersupplied energy within the hour. This becomes the determinant for energy imbalance charges or payments. This responsibility is performed by MISO.

Regional Transmission Organization (RTO)

Regional Transmission Organizations that administer the transmission grid on a regional basis throughout North America (including Canada). Midwest Independent System Operator (MISO) is an RTO.

Regulation and Frequency Response

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Provision of continuous balancing of generation and interchange power with load and maintaining scheduled interconnection frequency at 60 cycles per second. This is a mandatory ancillary service.

Residential Customer

Residential dwelling (house, condominium, apartment) that is individually metered.

Retail Access

Ability of a retail customer to purchase electricity from an AES other than the local utility and have it delivered over the local utility's transmission and distribution system (Also known as direct access and open access). The Detroit Edison retail access program is known as Electric Choice.

Retail Access Service Rider (RASR)

Michigan Public Service Commission approved rider which sets forth the Detroit Edison, terms and conditions of service for the delivery of energy purchased by the customer from an AES and supplied by a Marketer at a designated point of receipt and ultimate delivery to an end-use customer.

Retail Access Transaction

Contract between one or more generators, Marketers, or AESs of electric power and one or more AESs or customers providing for the purchase and sale of energy. Contract between an AES or Marketer and the local distribution company for the delivery of energy and/or any ancillary services.

Retail Wheeling

Act of transmitting power from a third-party generator to a retail customer to complete a retail access transaction.

Retailer

See Alternative Electric Supplier

Scheduling

Scheduling the movement of power through, into, within or out of a control area.

Separate Billing Option

Billing option under which the customer will receive separate bills from Detroit Edison for distribution services and from their AES for energy and other, related AES charges.

Separately Metered Load

Electrical load which is served through a single meter or group of meters so that the usage is uniquely identified.

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SINK

Unique four-character node identifier used in transmission path naming terminology to represent the location or aggregate location where energy is consumed.

SINK-Meter Link

Functional process which establishes the relationship between a customer and its Marketer. The customer, identified by the meter number, is connected or linked to a particular load group which belongs exclusively to a unique Marketer.

Special Contract

Contract that provides for utility service under terms and conditions other than those listed in the utility's tariff. The ability of a customer to participate in Retail Access is limited by the terms of any special contracts under which they may be presently operating.

Spinning Reserve

Reserve generating capacity that is immediately available to meet unexpected power needs. Referred to as spinning because the generating units are on-line and available to serve additional load immediately.

Standard Load Profile (SLP)

A meter profile in Electric Choice. Electric Choice customers that do not have an interval meter with working phone line. These customers will be read via meter reading route. The service load and type determine the load profile. The standard load profile is used by the Alternative Energy Supplier for scheduling of power only – this is not used to bill the customer.

Stranded Costs

MPSC-approved costs such as generation, power contract, and regulatory assets currently paid by customers, but which may not be recoverable by the utility if customers switch to another supplier.

Supplier

Entity that owns or has title to electric generation. Detroit Edison sometimes uses the terms AES and/or Marketers when referring to suppliers.

Time Of Use (TOU) Meter

Meter that measures and accumulates customer energy usage during specific time-of-day intervals, usually an hour or half-hour and in total.

Time Of Use Rates

Rates charged to customers based on when they use energy as well as how much energy they use. These are usually fixed rates specified for different blocks of time and are based on forecast costs.

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Transition Charge

Mechanism by which stranded costs continue to be paid by customers who switch to another supplier. These costs include implementation costs required to facilitate retail access.

Transmission Loading Relief (TLR)

A North American Electric Reliability Council-approved procedure used for interconnected electric systems in the eastern portion of the United States to maintain transmission service reservation priorities provided by open access transmission tariffs and to avoid or eliminate operating limit violations which jeopardize the safety and reliability of lines and equipment.

Transmission Provider

Entity that provides transmission service, including ancillary services in a given geographic area. International Transmission Company (ITC) provides this function in Detroit Edison's service territory.

Transmission Service

High-voltage, bulk transport of power from generators to a specified distribution system. The transmission provider maintains and operates the transmission system in a given geographical area to ensure overall reliability of the electric system.

Transmission System

High-voltage wires that connect generation facilities with distribution facilities.

Utility

Regulated entity that exhibits the characteristics of a natural monopoly. For the purposes of electric industry restructuring, utility refers to the regulated, vertically integrated electric company. Transmission utility refers to the regulated owner/operator of the transmission system only. Distribution utility refers to the regulated owner/ operator of the distribution system that serves retail customers.

Utility Distribution Company (UDC)

See Distribution Utility. Also known as Local Distribution Company.

XML

Extensible Markup Language, Detroit Edison's EDI format for communicating data among Electric Choice participants.