



The Dayton Power and Light Company

**Alternate Generation Supplier Handbook**

**Updated 3/27/2015**

# Alternate Generation Supplier Handbook

## Table of Contents

<b>Preface.....</b>	<b>5</b>
<b>Disclaimer .....</b>	<b>5</b>
<b>Chapter 1: The New Electric Marketplace.....</b>	<b>6</b>
Introduction .....	6
The Dayton Power & Light Company's Role.....	6
The Role of Alternate Generation Suppliers.....	6
Alternate Generation Supplier Interaction with End-Use Customers .....	7
Pre-Enrollment End-Use Customer Information List .....	7
<b>Chapter 2: General Information for Alternate Generation Suppliers.....</b>	<b>8</b>
Introduction .....	8
Additional Resources for Alternate Generation Suppliers.....	8
Alternate Generation Supplier Handbook.....	8
Company Contact .....	8
DP&L Supplier Website .....	8
<b>Chapter 3: Supplier Certification and Registration Process .....</b>	<b>9</b>
Introduction .....	9
PUCO Requirements .....	9
Summary of DP&L Registration Requirements .....	9
Alternate Generation Supplier Coordination Agreement.....	10
PJM Declaration of Authority (DOA) .....	10
Proof of PUCO Certification .....	10
Signatory to PJM Operating Agreement and Reliability Assurance Agreement .....	10
Affidavit for PJM Network Integration Transmission Service .....	11
Alternate Generation Supplier Registration and Credit Application Forms .....	11
Credit Requirements .....	11
EDI Trading Partner Agreement.....	11
EDI Testing Certification .....	11
Billing Services Agreements .....	11
Approval Process.....	12
<b>Chapter 4: Obtaining End-Use Customer Usage .....</b>	<b>13</b>
Introduction .....	13
Obtaining the Pre-enrollment Customer List (Mass Eligibility List).....	13
Obtaining End-Use Customer Historical Usage .....	14
Monthly Energy and Demand Billing Data .....	14
Customer Authorization.....	15
<b>Chapter 5: Electronic Data Interchange (EDI) .....</b>	<b>17</b>
Summary of EDI Transactions .....	17
Establishing EDI Communication with DP&L.....	19
Testing Electronic Communications.....	19
EDI Testing Descriptions .....	19
EDI Testing Criteria .....	20
Scheduling Suppliers for EDI Testing.....	20
<b>Chapter 6: End-Use Customer Enrollment and Direct Access Service Requests (DASRs).....</b>	<b>21</b>
Introduction .....	21
DASR Definition .....	21
Prerequisites for Submitting DASRs .....	21
Procedures for Submitting DASRs .....	22

Enrollment DASR Processing .....	22
Drop DASR Processing .....	23
Account Maintenance DASR Processing .....	24
DP&L's Procedure for Validating, Accepting, and Rejecting DASRs .....	25
DASR Validation.....	25
DASR Acceptance .....	25
DASR Rejection .....	26
Processing Times / Support Needs .....	26
Government Aggregation .....	26
<b>Chapter 7: Load Profiling, Scheduling &amp; Settlements .....</b>	<b>29</b>
Introduction .....	29
Development of Load Profiles .....	29
Load Profiling Resources .....	29
Retail Load Responsibility (RLR) .....	30
Load Scheduling .....	30
Energy Settlement.....	30
<b>Chapter 8: Metering Services .....</b>	<b>32</b>
Introduction .....	32
Meter Ownership and Maintenance .....	32
Meter Reading .....	32
Metering Requirements .....	33
Requests for Interval Metering .....	34
Interval Meter Installation Schedule and Charges .....	34
Pulse Equipment .....	35
Net Metering.....	35
<b>Chapter 9: Customer Billing and Payment Processing .....</b>	<b>37</b>
Introduction .....	37
Billing Options .....	37
Dual Billing .....	37
DP&L Consolidated Rate Ready Billing .....	38
DP&L Consolidated Bill Ready Billing .....	38
Business and EDI Rules for DP&L Consolidated Bill Ready Billing .....	38
Partial Payment Posting Priorities .....	41
Billing Cycles .....	42
Bill Adjustments .....	42
Usage Questions .....	42
Reporting Requirements .....	42
<b>Chapter 10: Credit Requirements .....</b>	<b>44</b>
Introduction .....	44
Registration and Credit Application .....	44
Determination of Creditworthiness.....	44
Alternative Credit Arrangements.....	45
A Guarantee of Payment.....	45
An Irrevocable Letter of Credit .....	46
A Prepayment Account Established with DP&L.....	46
A Surety Bond Including DP&L as a Beneficiary .....	46
Other Mutually Agreeable Security or Arrangement.....	46
Collateral Calculation .....	46
Ongoing Credit Evaluation .....	46
<b>Chapter 11: Dispute Resolution.....</b>	<b>48</b>
Introduction .....	48
Voluntary Alternate Dispute Resolution.....	48
Arbitration Decisions.....	49
Arbitration Costs.....	49
<b>Chapter 12: Frequently Asked Questions.....</b>	<b>50</b>
Supplier Certification and Registration Process .....	50

End-use Customer Enrollment.....	51
General Billing .....	53
Consolidated Rate Ready Billing.....	57
Obtaining End-use Customer Data .....	60
Capacity & Transmission .....	62
Metering Services .....	63
<b>Appendix: Glossary of Terms .....</b>	<b>67</b>

## **Preface**

This Alternate Generation Supplier Handbook has been developed by The Dayton Power and Light Company (DP&L or the Company) for Alternate Generation Suppliers (suppliers or AGS) interested in providing generation service to retail customers located within DP&L's service area. An Alternate Generation Supplier is any person, corporation, broker, marketer, aggregator, utility, generator or any other entity approved by the Public Utilities Commission of Ohio (PUCO) to sell electricity to end-use customers, which is registered in DP&L's Electric Choice program. This Handbook is intended to provide an AGS with an overview of DP&L's procedures so that the proper interactions can take place between each AGS and DP&L.

The Alternate Generation Supplier Handbook serves as one source of guidance to an AGS interested in providing generation service as well as information and procedures necessary for a supplier to interact with DP&L. This Handbook is a working document designed to address the challenging issues raised while establishing the new competitive electric marketplace in Ohio. DP&L reserves the right to modify this Handbook, as necessary, to reflect regulatory and/or business process changes.

All suppliers interested in providing generation service in the state of Ohio should develop an understanding of the Ohio electric industry restructuring process. We recommend a review of the Public Utilities Commission of Ohio's (PUCO) website to obtain background information on electric industry restructuring and the specific regulations for Ohio.

Please refer to the appendix for a definition of terms used in this document.

## **Disclaimer**

DP&L has provided this Handbook for informational purposes only. In the event of any conflict between the guidelines contained within this Handbook and DP&L's approved PUCO Alternate Generation Supplier Coordination Tariff, the PJM Operating Agreement and Reliability Assurance Agreement, or other filed tariffs, the Agreements and tariffs will take precedence.

## **Chapter 1: The New Electric Marketplace**

### ***Introduction***

As a result of electric industry restructuring in Ohio, DP&L's role and relationships in the electricity market have changed. Chapter 1 provides a brief overview of those roles and relationships in the new marketplace.

### ***The Dayton Power & Light Company's Role***

The Dayton Power and Light Company (DP&L), a subsidiary of The AES Corporation (AES), is a regional electric public utility that distributes electricity to residential, commercial, industrial and governmental customers in West Central Ohio. DP&L provides "retail electric service" to consumers as defined in ORC Section 4928.01(A)(27). DP&L is an "electric utility" as defined in ORC Section 4928.01(A)(11) that is engaged in the business of supplying both a noncompetitive retail electric service and competitive retail electric services under ORC Section 4928.03.

DP&L is a member of PJM, and any AGS that serves load in DP&L's area must use the PJM Network to serve retail load, which requires the AGS or its Scheduling Coordinator as signatory to the Operating Agreement and Reliability Assurance Agreement of PJM.

DP&L will continue to own and operate the regulated distribution facilities in its service area and will continue to be responsible for the reliable and safe delivery of electricity to retail customers. DP&L will provide AGSs with impartial information on distribution services to ensure that energy suppliers have the appropriate resources for participating in the new market. As part of its distribution role, DP&L will continue to provide the following services to customers:

- Distribution transportation services;
- Metering services (ownership, purchase, installation, removal, calibration, testing, and maintenance of meters);
- Meter reading and usage data management; and
- Billing and related services.

### ***The Role of Alternate Generation Suppliers***

In the competitive electricity marketplace, retail customers will have a choice of purchasing electricity from their current utility or retail suppliers known as Alternate Generation Suppliers or Competitive Retail Electric Service (CRES) Providers. Energy will continue to be delivered

to retail customers in the DP&L service area using DP&L's distribution network and the PJM network for transmission service.

An AGS providing generation service to retail customers must enter into a service agreement with DP&L under the terms and conditions of DP&L's Alternate Generation Supplier Coordination Tariff, No. G8 of PUCO Vol. 17. The supplier or its designated Scheduling Coordinator must then contract with PJM for transmission service in accordance with the requirements of PJM regulations. .

### ***Alternate Generation Supplier Interaction with End-Use Customers***

It is expected that an AGS will interact with end-use customers as specified in the PUCO CRES rules. Failure to comply with section 4928 of the Ohio Revised Code or section 4901, chapter 21 of the Ohio Administrative Code may result in fines or revocation of CRES certification. Per Ohio law, a list of eligible customers who have approved the release of their account information will be available on DP&L's supplier information website to suppliers who have met PUCO certification requirements.

### ***Pre-Enrollment End-Use Customer Information List***

Upon request, the Company will electronically provide to any Alternate Generation Supplier the most recent end-use customer information list. This information is typically updated on a monthly basis. Before using any information on a list previously provided to a supplier, the supplier should verify that it is up-to-date. Suppliers are required to use the most recent end-use customer information list. Once the list has been updated, a supplier may not use an end-use customer information list from a prior month to contact end-use customers.

The Company will provide end-use customers the option to have all their information removed from the Pre-Enrollment List. At the same time, the Company will also provide an end-use customer the option to have its information reinstated on the Pre-Enrollment List. The end-use customer will be notified of his or her options quarterly. (Please see **Chapter 4: Obtaining End-Use Customer Historical Usage** for further details on the end-use customer information list).

## **Chapter 2:**

### **General Information for Alternate Generation Suppliers**

#### ***Introduction***

This chapter summarizes the resources that DP&L will provide to Alternate Generation Suppliers participating in the Electric Choice program. The Control Area Services department of The Dayton Power & Light Company is responsible for managing AGS-related issues within the Electric Choice program. The staff will be responsible for daily communications with suppliers, including supplier certification, enrollment, energy scheduling, settlements and other tariff or contractual issues.

#### ***Additional Resources for Alternate Generation Suppliers***

##### Alternate Generation Supplier Handbook

This Alternate Generation Supplier Handbook provides guidance to AGSs interested in providing competitive generation services in DP&L's service area. An electronic copy of this Handbook and other Electric Choice documents is available on DP&L's supplier website.

##### Company Contact

Alternate Generation Suppliers may contact the Control Area Services department at DP&L for assistance or to obtain additional information pertaining to this document or other DP&L business practices and procedures.

Phone: 937-331-4431 (8:00 a.m. to 5:00 p.m.)

Fax: 937-331-4216

E-mail: [retailsupplier.information@dplinc.com](mailto:retailsupplier.information@dplinc.com)

##### DP&L Supplier Website

DP&L has established a website to supply information to Alternate Generation Suppliers that will serve customers within DP&L's territory. Upon request by a CRES provider certified by the PUCO, DP&L will provide a login and password to access restricted information on the website. Suppliers can access the website at <http://cres.dpandl.com> or <http://www.electricchoicesuppliersite.com>.



## **Chapter 3:**

### **Supplier Certification and Registration Process**

#### ***Introduction***

This chapter provides an Alternate Generation Supplier with an overview of the process for registering with DP&L, so that the supplier may provide competitive retail generation services within DP&L's service area. The purpose of registering is to initiate the business relationship between the Alternate Generation Supplier and DP&L. This chapter includes the following information:

- PUCO Requirements
- Summary of DP&L Registration Requirements
- Details of the DP&L Registration Process
- Approval Process

#### ***PUCO Requirements***

As stated in the Amended Senate Bill 3 (S.B. 3), the Public Utilities Commission of Ohio (PUCO) is responsible for performing the financial, managerial, and technical certification for Alternate Generation Suppliers intending to sell electricity to end-use customers in Ohio. PUCO certification means that the AGS has met the PUCO requirements and has received PUCO approval to participate in Ohio's Electric Choice program. Detailed information regarding PUCO certification can be obtained through the PUCO website.

Once the AGS has met the PUCO requirements, the PUCO will issue the supplier a numbered certificate that specifies the service(s) the supplier is certified to provide.

#### ***Summary of DP&L Registration Requirements***

Alternate Generation Suppliers must register with DP&L to be eligible to operate in DP&L's Electric Choice program. The following is a summary of DP&L's registration requirements:

- (a) an AGS Coordination Agreement, fully executed by a duly authorized representative of the supplier;
- (b) a PJM Declaration of Authority (DOA), fully executed by a duly authorized representative of the supplier;
- (c) a copy of the supplier's Certification application submitted to the PUCO, subject to a confidentiality agreement, or evidence of an unexpired Certification;
- (d) written evidence that the AGS or its Scheduling Coordinator is a signatory to the Operating Agreement and Reliability Assurance Agreement of the PJM Interconnection LLC;

- (e) written affidavit that the AGS or its Scheduling Coordinator will use PJM Network Integration Service to serve retail load in DP&L's certified territory;
- (f) the supplier's Dun & Bradstreet Number;
- (g) an EDI Trading Partner Agreement
- (h) the supplier must demonstrate to the Company's satisfaction that it is fully capable of performing the necessary data transfer functions required to supply the Company with the data necessary to operate its business through EDI testing
- (i) collateral pursuant to Section 12.4 of the AGS Coordination Tariff
- (j) a Billing Services Agreement if DP&L is to provide Consolidated Rate Ready and/or Consolidated Bill Ready billing services

Copies of the required forms and contractual agreements may be found by visiting DP&L's supplier website.

#### Alternate Generation Supplier Coordination Agreement

This agreement is the cornerstone of the legal relationship between the Alternate Generation Supplier and DP&L and is required for operating in the DP&L service area. It establishes the supplier as a customer of DP&L under the terms and conditions of the AGS Coordination Tariff, as well as outlining the responsibilities of both parties.

#### PJM Declaration of Authority (DOA)

The DOA authorizes PJM to transfer certain transmission-related billing line items from the supplier's Dayton-specific subaccount to DP&L. The Commission's Opinion & Order in DP&L's Electric Security Plan (ESP), Case No. 12-426-EL-SSO et al., approved the bifurcation of the Company's Transmission Cost Recovery Rider (TCRR) into a bypassable (TCRR-B) and non-bypassable (TCRR-N) portion as proposed by the Company. In accordance with the Commission's Order, CRES Providers were no longer financially responsible for certain transmission-related charges beginning January 1, 2014 for the retail load they serve within DP&L's service territory. PJM will bill DP&L directly for these charges that are associated with the supplier's subaccount that is strictly used only within the Dayton zone. ***\*As of December 1, 2014, PJM no longer accepts hard copies of the DOA. Transfers are instead coordinated via an online tool administered by PJM.\****

#### Proof of PUCO Certification

A supplier is responsible for certification by the PUCO. Information regarding this certification can be obtained at the PUCO website. Prospective Alternate Generation Suppliers may begin DP&L's registration process before becoming certified with the PUCO. In this case, the Alternate Generation Supplier must submit documented proof of its PUCO certification application to DP&L along with all other registration materials.

#### Signatory to PJM Operating Agreement and Reliability Assurance Agreement

The AGS or its Scheduling Coordinator must be a signatory to the PJM Operating Agreement and Reliability Assurance Agreement. Copies of the signatory pages for these documents must be provided prior to registration.

### Affidavit for PJM Network Integration Transmission Service

A written affidavit must be signed and submitted indicating that the AGS will use PJM's Network Integration Transmission Service to serve retail load in DP&L's service area.

### Alternate Generation Supplier Registration and Credit Application Forms

Each Alternate Generation Supplier must complete and submit the registration and credit application forms as part of the registration process. The credit application is needed to establish the supplier's credit limit and potential collateral requirement for supplying energy in DP&L's certified territory. The registration form serves to provide contact and other information related to the Alternate Generation Supplier including the Alternate Generation Supplier's DUNS number, contact telephone numbers, business hours, e-mail address, and key functional contacts.

### Credit Requirements

DP&L will conduct a creditworthiness review of each Alternate Generation Supplier prior to activation in DP&L's Electric Choice program. The credit review may result in a requirement for specific security to be provided as collateral by the Alternate Generation Supplier. (For more information regarding creditworthiness and security, please refer to **Chapter 10: Credit Requirements**).

### EDI Trading Partner Agreement

This agreement establishes the general responsibilities of the electronic data interchange (EDI) partnership. The EDI Trading Partner Agreement is required for an Alternate Generation Supplier to transact business directly with DP&L using EDI. Each trading partner shall establish a point of contact to resolve daily electronic data interchange issues.

### EDI Testing Certification

Each AGS must successfully complete connectivity and operational tests with DP&L to demonstrate that the proper EDI communication links are functional. (For more information regarding testing, please refer to **Chapter 5: Electronic Data Interchange (EDI)**).

### Billing Services Agreements

A Billing Services Agreement is required when the AGS desires DP&L to provide for Consolidated Rate Ready Billing or Consolidated Bill Ready Billing. If the AGS desires both utility consolidated billing options, then both versions of the Billing Services Agreement are required. The purpose is to define specific terms of billing and associated costs of providing the services. Execution of the Agreement(s) is required before the supplier may enroll customers on either consolidated billing option.

## **Approval Process**

The process of approval begins when DP&L receives the following completed registration materials:

- Alternate Generation Supplier Registration & Credit Application
- AGS Coordination Agreement
- EDI Trading Partner Agreement
- Written evidence that the AGS or its TSA is a signatory to the Operating Agreement and Reliability Assurance Agreement of the PJM LLC.
- Written affidavit that the AGS or its TSA will use PJM Network Integration Service to serve retail load in DP&L's territory

DP&L strives to acknowledge receipt of registration materials and notify the supplier of any incomplete information within ten calendar days of receipt.

In addition to the above items, the following must be completed in a reasonable amount of time determined by the utility.

- Submit proof of PUCO certification
- Post the appropriate collateral, as determined by DP&L
- Establish PJM subaccount to be used only within the DP&L zone
- Submit PJM DOA to transfer certain transmission-related bill line items

*\*As of December 1, 2014, PJM no longer accepts hard copies of the DOA. Transfers are instead coordinated via an online tool administered by PJM.\**

- Complete EDI testing
- Submit Billing Services Agreement(s) (optional)

DP&L strives to accept or reject the supplier's registration within thirty calendar days of receipt of the above completed registration materials. The thirty-day time period may be extended for up to thirty days for good cause, or until such other time as is mutually agreed to by the AGS and DP&L.

## **Chapter 4: Obtaining End-Use Customer Usage**

### ***Introduction***

This chapter describes how Alternate Generation Suppliers can obtain interval and non-interval usage information. Included in this chapter are the following topics:

- Obtaining the Pre-Enrollment Customer List
- Obtaining End-Use Customer Historical Usage
- Monthly Energy and Demand Billing Data
- PJM Capacity (PLC) and Transmission (NSPL) Data
- Customer Authorization

### ***Obtaining the Pre-enrollment Customer List (Mass Eligibility List)***

Competitive retail electric suppliers may obtain DP&L's Pre-Enrollment Customer List via the internet. This list is provided in a downloadable text file format on DP&L's supplier website. Alternate Generation Suppliers that desire to download the Pre-Enrollment Customer List must be certified by the PUCO. Once proof of PUCO certification has been provided, DP&L will authorize the supplier to download the Pre-Enrollment Customer List. This list is updated monthly.

An AGS is required to use the most recent monthly Pre-Enrollment Customer List when marketing to potential customers.

Information provided on the Pre-Enrollment Customer List includes the following:

- End-use customer name(s)
- Service address
- Service address city, state, and zip code
- Mailing address
- Mailing address city, state, and zip code
- Budget Bill/PIPP indicator
- Interval meter indicator (will provide information that is readily available)

- Meter type (will provide information that is readily available)
- Rate schedule under which service is rendered, including class and sub-class (if applicable) and Rider (if applicable)
- Meter Read Cycle
- Load profile code
- Most recent twelve months of historical usage (actual energy usage plus demand and kVAR, if available)
- Meter Number
- Net Metering Indicator

In accordance with S.B. 3, DP&L provides end-use customers the option of being taken off the Pre-Enrollment Customer List. Customers will be notified quarterly regarding their options.

### ***Obtaining End-Use Customer Historical Usage***

Prior to enrolling an account, CRES providers certified by the PUCO can obtain both non-interval and interval end-use customer historical usage through the EDI process (See **Chapter 5: Electronic Data Interchange (EDI)**). Meter data will display the most recent twelve months energy usage history (kWh) and actual demand (kW). Similar information is provided on the Pre-Enrollment Customer List available on DP&L's supplier website. Suppliers can also retrieve 24 months of non-interval data via the Historical Usage portal on DP&L's supplier website.

Suppliers will be billed for interval data in accordance with the Alternate Generation Supplier Coordination Tariff.

### ***Monthly Energy and Demand Billing Data***

For each billing cycle that an end-use customer is enrolled with an AGS, DP&L will provide to the supplier the current month's billing data. The data is provided for each account enrolled with an AGS.

Summarized meter data (monthly consumption) will consist of the current month's energy usage (kWh) and actual demand (if applicable).

Actual demand does not always equal billed demand due to how rates are structured within Dayton Power and Light's Distribution Tariffs.

Detailed interval meter data can be obtained for a fee and will consist of the current month's hourly energy usage (kWh), hourly demand, and hourly kVAR. The data will be in 60 minute intervals. Historical interval meter data can only be requested manually via email if the supplier has not completed registration or is otherwise not capable of retrieving the data via EDI. Fees for this usage are detailed in the AGS Coordination Tariff. All other requests for historical data should be requested via EDI.

The AGS can obtain the customer's capacity and transmission contributions by EDI or the Historical Usage portal on DP&L's supplier website. Responses to EDI historical usage requests will include the PLC and NSPL values for the current delivery year (June 1 – May 31 for Capacity and January 1 – December 31 for Transmission) and future delivery year, if available. When new values are calculated, they will be delivered to the AGS via 814C EDI transactions. Changes to current PLC or NSPL values will also be delivered to the active or pending AGS via an 814C EDI transaction at the time of the change.

### ***Customer Authorization***

Without the customer's authorization, certain customer attributes and usage information will not be released. For other information, consent is assumed if the supplier has provided to DP&L a valid customer account number.

In the event an AGS has enrolled a customer that has multiple accounts with DP&L, each account would be considered a separate transaction when processing historical usage requests.

See below for a list of data types, the potential methods for obtaining the data, the levels of authorization required and any associated fees, if applicable.

<b>Data Type</b>	<b>Available Method(s)</b>	<b>Authorization(s) Needed</b>	<b>Fee(s)</b>
DP&L Account Number	Secure Email	Letter of Authorization (LOA) signed by customer	None
Social Security Number (if available)	Secure Email	LOA signed by customer	None
Payment Information	Secure Email	LOA signed by customer; OR Inquiry by payee	None
Copy of DP&L Invoice	Secure Email	LOA signed by customer; OR Inquiry by AGS active during bill period	None
Customer Name	Customer List / EDI / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None
Service Address	Customer List / EDI / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None
Mailing Address	Customer List / EDI / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None
Budget Bill Indicator	Customer List / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None
PIPP Status Indicator	Customer List / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None
Interval Meter Indicator	Customer List / EDI / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None

Meter Type	Customer List / EDI / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None
Rate Code and/or Description	Customer List / EDI / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None
Meter Read Cycle (or Bill Unit)	Customer List / EDI / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None
Load Profile Code	Customer List / EDI / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None
Meter Number	Customer List / EDI / Web Portal	Assumed consent if provided acct # (for EDI/portal only)	None
Capacity PLC (current and future)	EDI / Web Portal	Assumed consent if provided acct #	None
Transmission NSPL (current and future)	EDI / Web Portal	Assumed consent if provided acct #	None
Net Meter Indicator	Customer List / Web Portal	Assumed consent if provided acct # (for portal only)	None
Most recent 12-24 months of historical usage (kWh, kW and kVAR)	Customer List (12 mos) / EDI (12 mos) / Web Portal (24 mos)	Assumed consent if provided acct # (for EDI/portal only)	None
Most recent 24 months of historical billing demand (kW and kVAR)	Web Portal	Assumed consent if provided acct #	None
Most recent 25-36 months of historical usage or billing demand (kWh, kW and kVAR)	Secure Email	Assumed consent if provided acct #	\$16.50 per account per request
Greater than 36 months of historical usage or billing demand (kWh, kW and kVAR)	Secure Email	Assumed consent if provided acct #	\$32.25 per account per request
Most recent 12 months of Non-Residential Hourly Interval Data (if available)	EDI	Assumed consent if provided acct #	\$25 for one month per account per request; \$150 for 12 months per account per request
Most recent 13-36 months of Non-Residential Hourly Interval Data (if available)	Secure Email	Assumed consent if provided acct #	\$25 for one month per account per request; \$150 for 12 months per account per request
Residential Hourly Interval Data (if available)	Secure Email	LOA signed by customer	\$25 for one month per account per request; \$150 for 12 months per account per request



## **Chapter 5:**

### **Electronic Data Interchange (EDI)**

The PUCO, Ohio utilities, and interested stakeholders have determined that Electronic Data Interchange (EDI) will be utilized as the common communication method for exchanging data between utilities and Alternate Generation Suppliers. EDI is the standard communication vehicle between the AGS and DP&L for end-use customer enrollment, drop, reinstatement, customer billing, account maintenance, and transfer of usage information. This will serve to provide a common methodology for conducting business in an electronic environment in Ohio. EDI transactions are designed to automate and streamline repetitive transactions that occur between DP&L and the AGS.

This chapter includes the following information about establishing EDI communications:

- Summary of EDI Transactions
- Establishing EDI Communication with DP&L
- Testing Electronic Communications
  - EDI Testing Descriptions
  - EDI Testing Criteria
  - Scheduling Suppliers for EDI Testing

#### ***Summary of EDI Transactions***

DP&L will use EDI transaction implementation guidelines as determined by the EDI Working Group for the State of Ohio to identify how this communication mechanism will be used.

Primary business transactions between DP&L and the AGS are outlined on the table on the following page:

<b>Business Events and Scenarios</b>	<b>EDI Transaction Set Types</b>	
	<b>Request</b>	<b>Response</b>
Customer Enrollment	814E – Enrollment Request	814ER-Acknowledgment of acceptance or rejection of Enrollment Request
Customer's Historical Usage Request	814HU – Historical Usage Request	814HUR-Acknowledgment of acceptance or rejection of Historical Usage Request 867HU-If accepted, Utility sends Historical Usage Information
Customer's Historical Interval Request	814HI – Historical Interval Request	814HIR - Acknowledgment of acceptance or rejection of Historical Interval Request 867HI - If accepted, Utility sends Historical Interval Usage Information
Customer Drop Request	814D - Drop Request	814DR - Acknowledgement of acceptance or rejection of Drop Request
Customer Reinstate Request	814R – Reinstate Request	814RR - Acknowledgement of acceptance or rejection of Reinstate Request
Customer Account Information Change	814C – Change Request	814CR - Acknowledgement of acceptance or rejection of Change Information
Application Advice Transaction	No Request Required	824 - Rejection notice from Supplier or Utility in response to an error in an 867 or 810 transaction
Customer Billing Usage Information	No Request Required	867MU - Utility sends Monthly Usage Information 867IU - Utility sends Monthly Interval Usage Information
Customer Payment/Remittance Information	No Request Required	820 – Payment/Remittance Detail
Customer Charge Write-Off Information	No Request Required	248 – AGS Charge Wipe Off

Customer Invoice Information for Consolidated Rate Ready or Bill Ready Billing	No Request Required	810 – Invoice Charges
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EDI guidelines established by the EDI Working Group for the State of Ohio are based upon Utility Industry Group guidelines but include modifications specifically tailored for use in Ohio.

### ***Establishing EDI Communication with DP&L***

The Public Utilities Commission of Ohio has established the ANSI ASC X12 – Version 4010 EDI as the standard throughout the State of Ohio. For transmission of data, a Value Added Network (VAN) is the default in Ohio. An AGS should begin to establish EDI capability by contacting DP&L's Control Area Services department. Control Area Services will provide assistance with:

- understanding the requirements associated with establishing EDI with DP&L,
- completing the EDI Trading Partner Agreement, and
- obtaining the required electronic data interchange control information for EDI testing and processing.

### ***Testing Electronic Communications***

DP&L will conduct communication and compatibility tests with an AGS registered with DP&L. This will be performed in advance of the production use of the EDI transactions to ensure the functionality of the electronic infrastructure as well as to confirm the communication channels. The scope of these tests includes the EDI business transactions that an AGS and DP&L anticipate using. AGSs are encouraged to contact DP&L as soon as possible to arrange for testing as scheduling demands and conflicts may result in delays. Prior to contacting DP&L to initiate testing, the AGS should thoroughly review this Handbook and the supplier website to ensure understanding of the EDI requirements. DP&L expects the AGS to use this information to establish its EDI capability and data conformity before testing begins.

### **EDI Testing Descriptions**

The EDI Working Group for the State of Ohio has developed testing transactions and procedures. The Ohio Test Plan for EDI Certification of suppliers has been modified to meet DP&L's business requirements. The testing transactions for DP&L can be viewed on DP&L's supplier website. Versions of the test plan exist for Dual, Consolidated Rate Ready and Consolidated Bill Ready billing. A condensed test plan is available for suppliers who intend to utilize both Rate Ready and Bill Ready billing.

## EDI Testing Criteria

DP&L only requires Level 2 Electric Choice EDI testing.

Level 2 testing consists of end to end testing for all inbound and outbound transaction sets between the utility and the supplier. This test includes connectivity, movement of data from each trading partner's VAN mailbox to DP&L's VAN mailbox, data translation by each trading partner, and response to pre-defined testing scenarios. Upon successful completion of Level 2 testing, DP&L will approve the supplier as EDI compliant for the transactions that were tested.

If any testing could not be completed or was completed unsatisfactorily, DP&L will notify the supplier with an explanation for why the supplier is not considered EDI compliant and work with the supplier to correct any problems. Upon correction of any deficiencies, testing will be resumed. A supplier requesting or performing multiple re-testing of EDI testing may be subject to administrative fees.

## Scheduling Suppliers for EDI Testing

The following guidelines will be used to schedule suppliers for testing:

- Alternate Generation Suppliers will be scheduled in the order that their completed registration application is received by DP&L.
- Supplier tests will be done independently of each other. Testing with one Alternate Generation Supplier will not be dependent on the progress of another. As an example, supplier A and supplier B can start testing on the same day. If testing for supplier A moves faster than testing for supplier B, supplier A can progress through the test even if supplier B is taking longer to complete.
- DP&L will support a maximum of 2 suppliers simultaneously.

DP&L will allow suppliers to take more than one week to complete EDI testing, as long as the supplier is proactively attempting to resolve issues and perform the testing. At DP&L's discretion, testing with a certain supplier can be suspended and moved to the end of the testing queue if it unreasonably delays the ability of other suppliers to begin their testing.

## **Chapter 6:**

### **End-Use Customer Enrollment and Direct Access Service Requests (DASRs)**

#### ***Introduction***

This chapter introduces the processing steps associated with the enrollment process and Direct Access Service Requests (DASRs). This chapter also defines how DASRs are prioritized for processing once received by DP&L and when service will be effective.

This chapter includes the following topics:

- DASR Definition
- Prerequisites for Submitting DASRs
- Procedures for Submitting DASRs
  - Enrollment DASR Processing
  - Drop DASR Processing
  - Account Maintenance DASR Processing
- Procedure for Validating, Accepting, and Rejecting DASRs
  - DASR Validation
  - DASR Acceptance
  - DASR Rejection
- Processing Times / Support Needs
- Government Aggregation

#### ***DASR Definition***

A DASR is an electronic form of communication that will be exchanged between DP&L and an Alternate Generation Supplier for enrollment of an end-use customer. Data submitted through a DASR will be used as the source to establish a business relationship between DP&L and the Alternate Generation Supplier on behalf of the end-use customer. Information listed on the DASR will be retrieved via EDI (Electronic Data Interchange) as described in **Chapter 5: Electronic Data Interchange (EDI)**.

#### ***Prerequisites for Submitting DASRs***

Before a supplier is authorized to submit a DASR, the following items must be completed:

- The supplier must be certified by the PUCO for the DASR communication channels to be operational.
- DP&L must have found the supplier to be EDI compliant.
- An end-use customer must have an active electric service account established with DP&L (i.e., the meter must be set and the account must be open).

### ***Procedures for Submitting DASRs***

- A DASR may only be submitted by an AGS via an EDI file.
- DP&L will confirm with a functional acknowledgment (EDI 997 transaction) upon receipt of supplier's EDI transaction when it receives the in-bound transaction.
- An enrollment DASR will be effective on the next scheduled meter reading date provided that it is received by DP&L at least 12 calendar days prior to the next scheduled meter reading date. An enrollment DASR received by DP&L within 12 calendar days of the next scheduled meter reading date will be accepted but not become effective until the following scheduled meter reading date.
- Each AGS must submit one DASR for each customer account number. A DASR will not be accepted for a summary master account number.
- DP&L will process all valid DASRs. Within two business days, end-use customers will be mailed a confirmation letter from DP&L. For residential and small commercial customers, the letter not only confirms the enrollment information, but also advises the customer of the 7 calendar day rescission period. If the end-use customer rescinds within the 7 day period, the AGS will be sent a drop notice.
- Simultaneous with the sending of the confirmation to the end-use customer, DP&L will electronically advise the AGS of acceptance.
- Notice of rejection of the DASR to the AGS shall be sent within one business day, if possible, but no later than 4 business days, and will include the reason for the rejection.

### **Enrollment DASR Processing**

An enrollment DASR will be processed on a "first-in" priority basis based on the received date. If an enrollment DASR is received from 2 separate suppliers on the same day, the customer will be enrolled with the supplier whose DASR was first received by DP&L. During the 7 calendar day rescission period following enrollment, all enrollment DASRs will be rejected. After the rescission period, a subsequent enrollment DASR received from another AGS for the

same effective meter reading date will be accepted but not become effective until the following scheduled meter reading date.

Suppliers will be assessed a switching fee of \$5 for every successful switch of a customer account to the AGS. This does not include switches from a supplier back to Standard Offer. The fee will be waived in the event that a customer is enrolled in a government aggregation. The charges will accumulate and appear on the supplier's monthly support invoices.

### Drop DASR Processing

A customer's Electric Choice contract may be terminated in any of the following scenarios:

- An AGS may "drop" its active customer by submitting a DASR. The drop DASR will be effective on the next valid scheduled meter reading date if received at least 12 calendar days prior to the next scheduled meter reading date. A drop DASR received by DP&L within 12 calendar days of the next scheduled meter reading date will be accepted but not become effective until the following scheduled meter reading date. A drop DASR sent prior to the account's effective switch date will be accepted but not become effective until the following scheduled meter reading date. A drop DASR sent during the 7 calendar day rescission period will be rejected and returned to the AGS who submitted the DASR. The supplier must provide a valid drop reason code consistent with the Ohio EDI standards.
- The supplier will have 7 calendar days to reinstate a supplier-initiated drop. The customer is unable to rescind a supplier-initiated drop; however, the customer will have until 12 calendar days before the effective date of the drop to enroll with any supplier (including its current supplier) with an effective date that overrides the scheduled drop date.
- DP&L will send a drop DASR to the supplier for any end-use customer whose service has been disconnected.
- DP&L will send a drop DASR to the AGS if the end-use customer requests a return to DP&L's Standard Service Offer. The timing of the customer-initiated drop will be the same as the supplier-initiated drop (see above). The customer will have 7 calendar days to rescind a customer-initiated drop and also have until 12 calendar days before the effective date of the drop to enroll with any supplier (including its current supplier) with an effective date that overrides the scheduled drop date.
- To rescind an enrollment, the customer must contact DP&L at 937-331-3500 or 1-800-929-8646 by the date provided on the enrollment confirmation letter mailed by DP&L. If the end-use customer rescinds, DP&L shall send a drop notice to the AGS via a drop DASR.
- In the event of a supplier default or supplier withdrawal from the DP&L service area, the end-use customer will be returned to DP&L's Standard Service Offer using the same enrollment timeline explained in the previous section. Although the customer will be unable to rescind this drop, the customer will have until 12 calendar days before the effective date of the drop to enroll with any supplier (except its current supplier) with an effective date that overrides the scheduled drop date.

### Account Maintenance DASR Processing

DP&L will notify the current Alternate Generation Supplier of any change in the following:

- Account number
- Meter number
- Meter multiplier
- Meter Type (interval indicator)
- Billing cycle
- Load profile
- Mailing address
- Customer name
- Addition of an electric service or meter
- Removal of an electric service or meter
- Exchange of an electric service or meter
- Utility rate class
- Capacity (PLC) and/or Transmission (NSPL) amounts

The Alternate Generation Supplier will notify DP&L of any change in:

- Supplier account number
- Scheduling coordinator
- Summary/Detail indicator for interval metered data
- Billing type
- Party calculating charges
- Government aggregation flag
- Government aggregator code
- Supplier rate code / pricing option (for rate ready billing)
- Budget bill account balance (for rate ready billing)

A change DASR sent to DP&L is not subject to the 12 calendar day window that is applicable to enrollment and drop DASRs. Instead, a change DASR will have an effective start date equal to the next scheduled meter reading date as long as it has been received and accepted before that date. Although billing option and supplier rate code changes are effective on a scheduled meter reading date, they will not be used for the calculation of a customer's bill until the billing date following the next meter read after the effective date.



## ***DP&L's Procedure for Validating, Accepting, and Rejecting DASRs***

### **DASR Validation**

DP&L will electronically receive DASRs in EDI format at its EDI translator. The translator automatically reviews the DASR for valid syntax and Transmission Scheduling Agent identification number (Dun and Bradstreet number). An acceptance notice will be transmitted, confirming that the DASR has been submitted successfully. DASRs failing the basic accuracy validation will be rejected and sent back to the AGS for correction.

There are many types of DASRs, as outlined in Chapter 5 of this Handbook. Prior to DASR acceptance, each DASR type is validated to determine that all business validation criteria have been met. Listed below are the validation criteria for each DASR type.

#### ***All DASR Types***

The Alternate Generation Supplier submitting the DASR must be approved by DP&L with a valid Dun and Bradstreet number. The DASR will be validated for the end-use customer's account number (exactly 10 digits including leading zeros).

#### ***Enrollment DASR***

In addition to the validation identified above, DASRs may be rejected for a variety of other reasons. These reasons include an invalid account number, the electric service account being inactive, etc. See the Ohio EDI guidelines for the entire list of reasons.

Additionally, enrollment DASRs are subject to the enrollment window described previously.

#### ***Historical Usage Request DASR***

- When an AGS requests history for an account, DP&L will send history for all electric meters on the account as well as unmetered usage.
- Interval data history requests will be accepted by account number.
- The historical data is provided at the metered or unmetered service level.
- Historical Usage DASRs are not subject to the 12 day enrollment window.

### **DASR Acceptance**

DASR acceptance will be provided to the supplier via an EDI response transaction.

An EDI notice of the effective start date will be sent concurrently with the acceptance. The notice of acceptance of a DASR and the effective start date are the only notices an AGS will receive.

### DASR Rejection

DASR rejection will be provided to the supplier via an EDI response transaction. DP&L will communicate the reason for rejecting a DASR with the use of a rejection code identified by the State of Ohio's EDI Working Group Standards.

### ***Processing Times / Support Needs***

DP&L's cut-off for inbound EDI transactions is 5:00pm Eastern Prevailing Time during DP&L business days. Outbound EDI transactions are sent shortly after midnight.

For technical or procedural assistance with DASRs or other EDI transactions, contact DP&L's Electric Choice Administration Group at 937-331-4431. Depending on the level of assistance required, the supplier may be subject to technical support and assistance charges as outlined in DP&L's AGS Coordination Tariff.

### ***Government Aggregation***

DP&L will provide a list of customers eligible for a voter-approved opt-out government aggregation at no expense to the governmental aggregator or its contracted supplier. The list will only be provided by DP&L to a government aggregator that is fully certified by the PUCO or a supplier that is registered with DP&L and under contract with the government aggregator. See below for a description of the government aggregation file:

- End-use customer name(s)
- Service address
- Service address city, state, and zip code
- Mailing address
- Mailing address city, state, and zip code
- Bill account number
- Budget bill/PIPP indicator
- Deferred pay agreement flag
- Switched flag

- Eligible to switch indicator (i.e., no special contract with the utility)
- Mercantile flag
- Name code
- Total arrears
- Premise phone number
- Meter number
- Interval meter indicator (will provide information that is readily available)
- Meter type (will provide information that is readily available)
- Rate schedule under which service is rendered, including class and sub-class (if applicable) and Rider (if applicable)
- Load profile code
- Most recent twelve months of historical usage (actual energy usage plus demand and kVAR, if available)

Disclaimer: The contents of the aggregation list are based upon the best available information to which DP&L has access, and is true and accurate to the best of DP&L's knowledge at the time it is being provided. DP&L, however, makes no guarantees or warranties as to the contents of the list and is in no way liable for any inaccuracies or omissions. The recipient is solely responsible for determining whether any of the information has been amended, updated and/or changed.

The aggregation list will be provided for all customers active in a tax location that has approved an aggregation. The aggregator or supplier is required by Ohio Administrative Code to send opt-out notices to customers no more than 30 calendar days after being provided an aggregation list. If needed, a refreshed aggregation list can be provided upon request. All requests for a government aggregation list should be sent to [retailsupplier.information@dplinc.com](mailto:retailsupplier.information@dplinc.com) or [retail@aes.com](mailto:retail@aes.com). The lists will be encrypted and sent back to the requestor within 10 business days. If a customer or supplier can provide evidence that a customer had been assigned the wrong tax location within DP&L's billing system, DP&L will investigate and make appropriate changes. Any changes will appear on a refreshed list subsequently provided to the aggregator or supplier.

Before the opt-out notices are sent, the supplier should also request a Group Aggregation Code (6 alphanumeric characters) from DP&L. This code will be specific to each individual aggregation and is required by DP&L on the EDI 814 Enrollment request. The combination of the aggregation (GAG) flag and the Group Aggregation Code must be provided on the EDI transaction to trigger a special enrollment confirmation letter that will be sent to the customer. The letter explains that the enrollment was part of a government aggregation and provides

contact information for the aggregator. In addition to the letter, the required EDI segments will allow DP&L to waive the \$5 switching fees for any switches to/from a government aggregation. Finally, it is also helpful if DP&L can be given notice before customers are contacted or enrolled in an aggregation. This notice will be given to DP&L's call center to prepare for potential questions or complaints.

## **Chapter 7:**

### **Load Profiling, Scheduling & Settlements**

#### ***Introduction***

This chapter describes the purpose and process of load profiling used by DP&L. The following topics are included:

- Development of Load Profiles
- Load Profiling Resources
- Retail Load Responsibility (RLR)
- Load Scheduling
- Energy Settlement

#### ***Development of Load Profiles***

Load profiles are the mechanism by which DP&L will assign usage on an hourly basis for non-interval (monthly consumption) metered customers. Each customer of an AGS with a non-interval meter has a profile class designation that corresponds to the profile template used for the settlement process. Class profiles are created using historical data collected by the utility.

Forecasting and actual weather are used to adjust the class profiles for future conditions or to reflect the actual conditions of previous days. Applying the AGS customer's monthly consumption to the appropriate profile class for the same period results in an hourly usage profile for the customer. DP&L's load profiling methodology can be found on the supplier website.

These customers' usage profiles, as well as the AGS's interval meter customers' usage, are summed across all the AGS's customers for the hours of the settlement month. In this manner, an hour-by-hour aggregate AGS usage profile is created for settlement with PJM.

#### ***Load Profiling Resources***

Load profile information and loss factors will be available on the DP&L supplier website.

The load profile information posted on the supplier website will consist of DP&L's load profile methodology, generic load profiles by rate class, and load profiles by rate class adjusted for the day's actual weather conditions.

The profiles posted for the day's actual weather conditions are the profiles used to calculate the AGS's energy settlement with PJM.

The AGS is solely responsible for the use and interpretation of the load profile information. DP&L assumes no liability for a supplier's use of the load profile information provided by DP&L.

### ***Retail Load Responsibility (RLR)***

DP&L calculates each AGS's RLR for each hour of each calendar day and submits the values to PJM in accordance with PJM's business practices. The RLR values that the Company submits to PJM are the basis for the settlement process.

### ***Load Scheduling***

Energy is delivered to the Company's electric distribution system using the PJM power scheduling policies and procedures.

- The AGS is responsible for forecasting its customer load. The AGS or its TSA must schedule electric power on behalf of the retail customers it supplies in accordance with the PJM Tariff and guidelines. The aggregate hourly load forecast shall define the hourly energy requirements for an AGS.
- An AGS or its TSA must also enter requests for Network Integration Transmission Services on the applicable PJM systems to service retail load in DP&L's certified territory. The AGS or its TSA must adhere to the applicable time frames in accordance with the PJM OATT and other PJM documents.

### ***Energy Settlement***

DP&L and the AGS will rely on PJM to determine the monetary value of reconciliation quantities and to bill and/or credit AGSs for oversupplies and undersupplies at an hourly price through the PJM grid accounting system.

The Company assists PJM in accounting for reconciliation quantities by 1) collecting all Customer usage data; (2) determining the hourly RLR for each TSA; and 3) submitting the RLR quantities to PJM.

DP&L also collects meter data to calculate the quantity of energy consumed by an AGS's customers for a particular reconciliation period. Such collection shall occur at the time of a customer's monthly meter reading. Thus, in order to measure the energy consumed by all customers on a particular day, the settlement, per PJM guidelines, occurs 60 days after the end of the month. Where hourly metered data is not available, load profiles adjusted for actual

weather conditions will be applied to metered usage to derive an estimate for the hour-by-hour usage.

## **Chapter 8: Metering Services**

### ***Introduction***

This chapter describes DP&L's metering obligations for customers choosing to select an AGS, meter installation procedures, and associated metering charges. This section includes the following information:

- Meter Ownership and Maintenance
- Meter Reading
- Metering Requirements
- Requests for Interval Metering
- Interval Meter Installation Schedule and Charges
- Pulse Equipment
- Net Metering

### ***Meter Ownership and Maintenance***

DP&L will continue to own, furnish, install, program, calibrate, test and maintain all meters and all associated equipment used for customer billing and retail energy settlement purposes in the DP&L distribution service area.

### ***Meter Reading***

Regularly Scheduled Meter Reads:

DP&L will continue to read all meters in its distribution service territory in accordance with the regularly scheduled meter reading dates or in the event DP&L deems a meter read is necessary. End-use customers must provide access to the meters for DP&L to obtain meter readings. A schedule of meter reading dates can be found on the supplier website.

Estimated Reads:

DP&L will continue to estimate the usage if metered data is lost due to failure of or damage to the metering equipment. Meter reads may also be estimated in the case of inclement weather, inaccessibility, etc. Actual reads will be attempted on all switch dates.

Meter Testing:



DP&L will provide meter testing if requested by an AGS. The Alternate Generation Supplier may contact DP&L's Control Area Services department if this service is required at 937-331-4431. Please refer to DP&L's Electric Distribution Service Miscellaneous Charges Tariff, Sheet No. D26 for charges related to meter testing.

### ***Metering Requirements***

Interval meters are required for customers who choose an AGS and have a maximum peak demand greater than or equal to 200 kW for the most recent twelve-month period.

Assuming the end-use customer has authorized the installation of a required interval meter, the customer may participate in the DP&L Electric Choice program prior to having an interval meter installed. After the Interval Meter Request form has been executed and submitted, and prior to the meter's installation, DP&L will use a load profile and consumption meter reads for settlement and billing purposes.

End-use customers are responsible for the incremental costs of the interval meters and the incremental costs associated with the installation of required interval metering as specified in the AGS Coordination Tariff. While DP&L will install the meter, the AGS, on behalf of the customer, or the customer must arrange for the installation of the dedicated communication link (analog telephone line) and DP&L approved surge suppressor. DP&L will be permitted unlimited access to the communication link for meter interrogation.

As an alternative to the dedicated analog telephone line, DP&L now has the capability to read the meter via wireless communications. In addition to the standard interval meter cost, there is a one-time fee for the wireless modem that includes 24 months of free reads. Nominal costs associated with the ongoing wireless meter reads may be passed through to the end-use customer after the expiration of the initial 24 months of wireless meter reads, subject to PUCO approval. If after numerous notifications to the AGS and customer, the necessary equipment to read the analog meter still has not been installed, the customer may be returned to DP&L's Standard Service Offer rate at the Company's discretion.

The end-use customer or its AGS may communicate with the meter for the purpose of obtaining usage data, subject to the Company's communication protocol. The customer must make a request for read-only access to the meter. DP&L will then supply the customer the information needed for read-only access.

If an end-use customer who is already supplied by an AGS reaches a peak demand greater than or equal to 200 kW, the customer and AGS will be notified that this customer has exceeded the 200 kW limit and that an interval meter is required. If authorization to install the meter is not received from the customer or AGS within 60 days, the customer will be returned to DP&L's Standard Service Offer.

## ***Requests for Interval Metering***

The most expedient manner to successfully enroll a customer that requires an interval meter is for the AGS, on behalf of the customer, to scan the customer-signed Interval Meter Request Form to the Retail Supplier Inbox ([retailsupplier.information@dplinc.com](mailto:retailsupplier.information@dplinc.com) or [retail@aes.com](mailto:retail@aes.com)) or fax the request form to Control Area Services (937-331-4216). An e-mail should follow-up any faxes to ensure they were received. An Interval Meter Request form can be downloaded from DP&L's Supplier website. Please allow at least 3 business days for processing of these requests for accounts with a single service. Please allow at least 5 business days for processing of these requests for accounts with multiple services.

**PLEASE NOTE:** An AGS, on behalf of the customer, or the customer may request an interval meter to be installed where one is not mandated (i.e., below the interval meter threshold of 200 kW). The terms and conditions described in this chapter will apply to those customers voluntarily requesting an interval meter. The customer will be responsible for providing a dedicated communication link (telephone line and DP&L approved surge suppressor for use with an analog meter, or alternatively, the wireless meter option). DP&L will be allowed unlimited access to the communication link for meter interrogation. The requested interval meter will be used for customer billing and settlement purposes. The customer is responsible for the incremental costs of the meter and the incremental costs associated with the installation of the meter.

## ***Interval Meter Installation Schedule and Charges***

### **Installation Schedule:**

DP&L's meter installation schedule is based on the existing capacity to install meters along with other metering work, such as meter maintenance and testing. Interval metering installation requests will normally be processed according to the date received. Meter workload is prioritized to address safety, new meter sets, maintenance, and operational efficiency. If no phone line is installed, a charge for a manual interval meter read will be assessed each month until the required phone line or approved alternative is installed. Please refer to the AGS Coordination Tariff for unscheduled meter read charges.

DP&L will not provide formal communication to the end-use customer if there is an unanticipated delay to the meter installation. The customer is responsible for providing a dedicated working communication link. Even if the customer has requested the wireless read option, the customer will continue to be charged the fee for a manual interval meter read on an existing interval meter until the alternative wireless meter is installed. The AGS should communicate the need to have the telephone line installed pending the installation of the wireless option.

### **Charges:**

The customer will be billed for the incremental costs of upgrading the present meter and the incremental costs associated with the installation of required or requested interval metering.

The charge for an interval meter is based on the type of approved meter selected. The customer may spread the cost of the metering equipment over 1-24 billing periods. The ownership of the interval meter will remain with DP&L. The AGS may choose to pay for an interval meter upgrade and installation on behalf of the customer. These charges will appear as a miscellaneous line item on the supplier's monthly invoice.

#### **Additional Charges:**

The customer may be required to pay additional fees related to the installation of the meter and communication link including a Site Visit Charge. These charges are applicable if DP&L is required to make additional visits to the meter site due to the inability to gain access to the meter location, the necessary communication link not installed, or the installed communication link is not working properly.

### ***Pulse Equipment***

DP&L has meters with pulse outputs available to the customer or its supplier for a fee. The pulses provide real time information about the various metered quantities. The output pulses are dry contact and are dependent on the meter type. The available outputs and associated input requirements are as follows:

- Pulse Output - 3 wire form C contact, solid state, rated at 170 VDC or 120 VAC, 0.1 Amp.

All contacts have a 12 to 14 mΩ contact resistance with a 50 mΩ maximum contact resistance. The contacts typically operate and release in 1 to 2 milliseconds.

All customer-owned equipment connected to the DP&L metering equipment is required to fuse the common KYZ wire with a 1 Amp fuse.

All installations must meet the approval of the applicable local inspection bureau.

A DP&L pulse equipment request (same as DP&L Interval Meter Request) form can be obtained from DP&L's Supplier website.

### ***Net Metering***

DP&L customers are billed for the kWh delivered as normal. The measured kWh delivered will be net of any behind-the-meter generation. If a customer generated any excess energy (kWh received) in a given month, the customer would see a credit on their bill based on DP&L's Standard Service Offer tariff. After switching to an AGS, this credit will only be for DP&L distribution-related charges. Since DP&L is not supplying generation to this customer, DP&L will not provide a generation credit for kWh received. If the customer is supplied by an AGS, the customer will be presented with the following bill message:

“The credit will be calculated based on the Dayton Power and Light charges only. Please contact your generation supplier to discuss net metering credits for the supplier provided generation charges.”

EDI 867 usage data will be identical regardless of net meter presence. DP&L will provide the ‘delivered’ kWh that was consumed by the customer. The ‘received’ kWh that was placed back on the grid will be sent to the supplier by email upon request. The supplier will NOT be notified via EDI that a net meter is present. However, a net metering identifier is shown on the pre-enrollment customer list and on the Historical Usage portal on DP&L’s supplier website.

Equipment:

3 Channel Meter – 1 channel reads inbound electric consumption, 1 channel reads inbound electric demand & 1 channel reads outbound customer generation:

EDI/Settlements Example 1:

DP&L delivers 1000 kWh

DP&L receives 200 kWh (from customer generation)

DP&L sends 1000 kWh on EDI 867

DP&L uses 1000 kWh for that customer in PJM settlements

Excess (negative) 200 kWh impacts unaccounted-for-energy (UFE) in settlements

## Chapter 9: Customer Billing and Payment Processing

### ***Introduction***

This chapter contains information on end-use customer billing. This chapter includes the following information:

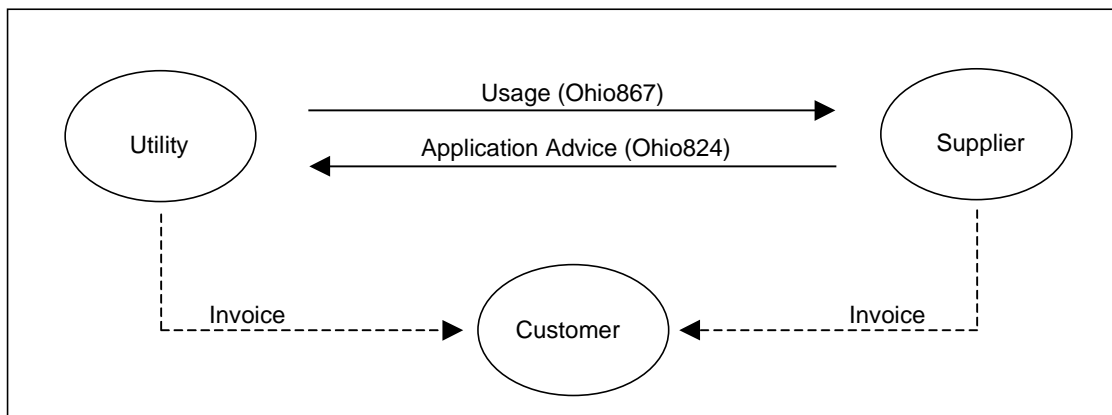
- Billing Options
  - Dual Billing
  - DP&L Consolidated Rate Ready Billing
  - DP&L Consolidated Bill Ready Billing
- Business and EDI Rules for Consolidated Bill Ready Billing
- Partial Payment Posting Priorities
- Billing Cycles
- Bill Adjustments
- Usage Questions
- Reporting Requirements

### ***Billing Options***

Several billing options are available to the AGS:

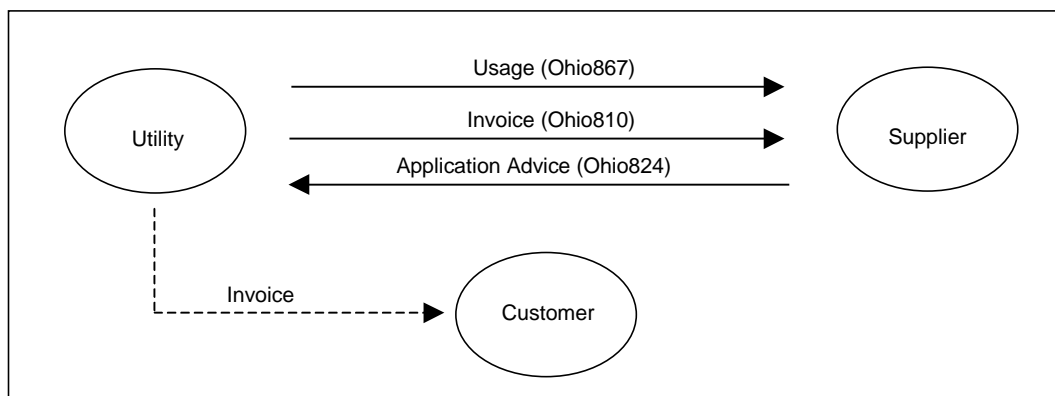
#### Dual Billing

For customers choosing to purchase their generation from an AGS, DP&L will provide billing for regulated delivery charges only. Each AGS will be responsible for providing end-use customer billing for those services provided by the AGS.



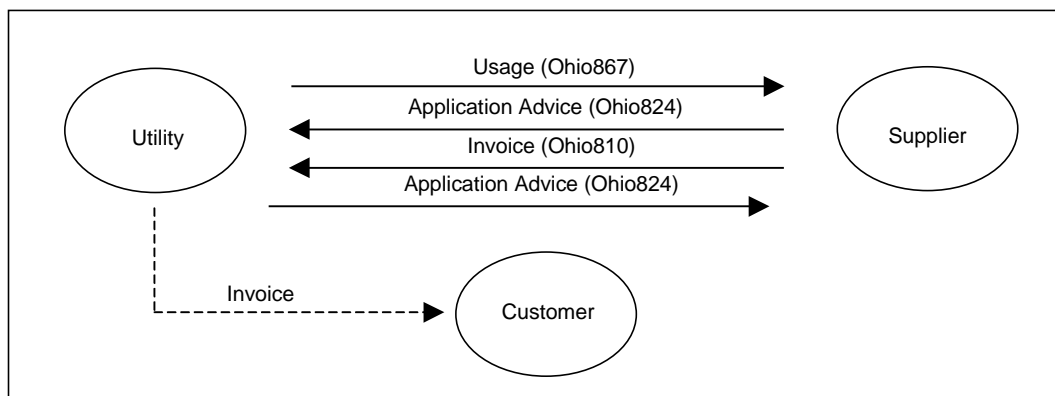
### DP&L Consolidated Rate Ready Billing

The end-use customer can receive one bill for delivery and supply charges. DP&L will provide billing by calculating all charges within DP&L's rate engine using the supplier's generation and transmission pricing. Charges are not imposed by DP&L for rates setup or a change that decreases or increases existing rate elements. See **Chapter 12: Frequently Asked Questions by Suppliers** for more detail regarding DP&L Consolidated Rate Ready Billing.



### DP&L Consolidated Bill Ready Billing

The end-use customer can receive one bill for delivery and supply charges. DP&L will provide billing for the supplier's generation and transmission charges, as calculated by the supplier based on the customer usage information provided by DP&L to the supplier.



The AGS should contact the Electric Choice Administration group at 937-331-4431 if a Billing Services Agreement is needed for consolidated billing. The applicable Billing Services Agreements are available for download from DP&L's supplier website.

### ***Business and EDI Rules for DP&L Consolidated Bill Ready Billing***

- Per the Ohio EDI guidelines, the 867 transaction is used to transmit usage information as captured from the meter for both monthly and interval metered customers. It is also used to transmit unmetered usage for non-metered service. The 810 transaction is used to transmit monthly billing components used to generate a customer invoice.

- DP&L accepts customer enrollments at the account level. There can be multiple services on an account. The common case is an account with a metered service and an unmetered outdoor light, but other combinations of services also exist. It is possible to have multiple metered services or multiple non-metered services. Each billing period, DP&L will produce one 867 per account. For an account with multiple services, an 867 will contain one loop per service but also a summary loop that is the sum of the usage associated with the metered services. The service period dates of individual services on an 867 may not agree since the read dates of metered services may not match the period dates of a non-metered service. DP&L will cancel the 867 in whole (*for Bill Ready billing only*), so a partial cancel of one service on an 867 will not occur.
- If DP&L cancels one or more EDU billing charges associated with an 867 usage transaction, then DP&L will send a cancel 867 to the CRES. This is true even if there was no net change in the usage. If DP&L re-bills a service period, then DP&L will issue a re-bill 867. The re-bill 867 will include all services active on the account during the timeframes affected by the re-bill. Because different services may have different active timeframes, the period dates on the service-level components of the 867 may not agree. If DP&L re-bills a service period, then the service period dates on the re-bill may not necessarily match the service period dates of the cancelled 867. For example, if DP&L cancel/re-bills two periods, the re-bill 867 may be for one two-month long usage period. DP&L may re-bill as individual periods or as one long period in this case.
- When a Cancel 867 is sent to the supplier, DP&L will automatically cancel an 810 invoice related to the Original 867 that was cancelled.
- When DP&L calculates EDU charges and sends an 867 to the supplier, it will place an 810 due date on the 867 allowing for an **open billing window of three (3) business days**. If an 810 is received that references the pending 867 before or on the 810 due date, then the consolidated bill will be rendered to the customer on the evening the 810 is received. This bill will include both the EDU and CRES charges. If the 810 is received by DP&L's EDI vendor after the 5:00pm Eastern Prevailing Time cutoff on the 810 due date, then the late 810 will be rejected. For a multiple period adjustment, there may be several re-bill 867's produced. In this case, the bill will not be sent until an 810 is received for each of the 867's or until the window expires, whichever occurs first. If some but not all of them were received during the window, then those 810's that were received will be displayed on the bill. If one or more expected 810's is not received from the supplier, then a message will be displayed on the bill indicating that supplier charges were not available at the time of billing.. An 810 is "expected" if an 867 was sent to the supplier when the billing window was opened.
- Every inbound 810 must reference an 867 via the release number field. 00 (Original) and 18 (Reissue) 810's should reference the 867 from which they were computed. 01 (Cancellation) and 17 (Reversal) 810's should reference the same 867 that the to-be-canceled 810 references. Cancellation 810's must reference an 867 which has also

been canceled. All other 810 types must reference an 867 which has not been canceled. No 810 should reference a cancel 867 (867C). DP&L will reject an Original or Reissue 810 that references an 867 that is already referenced by a not-canceled 810.

- Every inbound Cancellation or Reversal 810 must reference the to-be-canceled 810 via the Original Transaction Reference Number, or original invoice number. DP&L will reject a Cancellation or Reversal 810 that references a previously canceled 810. DP&L will also reject an 810, if the utility has previously accepted an 810 from the same supplier for the same account number (EDU account number) and invoice number.
- If DP&L receives multiple 810 transactions for the same account on the same processing day, the transactions will be processed in the following order: 1) Cancellations and Reversals; 2) Reissues; and 3) Originals. However, DP&L will treat each 810 as a separate transaction. Failure of an earlier period will not necessarily preclude the processing of subsequent periods.
- Every inbound 810 must contain a single IT1 loop, and its classification must be "ACCOUNT." Every IT1 loop must contain at least one and no more than twenty (20) sub-line item (SLN) loops. The SLN loops must contain "service, promotion, allowance or charge information" (SAC) codes that are in the valid set (*published on the DP&L supplier website*). Violations of these rules will cause the 810 to be rejected. A supplier may pass the same SAC code for multiple SLN loops. The description of the SLN is limited to 58 characters. If more than 58 characters are passed, the right-most characters will be truncated without warning or notification. The charge amount of the SLN is limited to thirteen (13) numeric values including decimals, commas, and a negative sign (for credit when applicable). Charge amounts greater than thirteen (13) numeric values will result in rejection of the 810.
- For each SLN loop of the 810, DP&L will concatenate the description / charge and display them together as one line on the bill. The description will be left-justified, and the charge will be right-justified. DP&L will reject an 810 for which the sum of the charges on the SLN loops does not equal the total charge on the IT1 loop. DP&L will not validate the service period dates passed on the 810 (except to ensure that the end date is greater than or equal to the begin date); however, DP&L will display on the CRES section of the bill the service period dates passed in the IT1 loop. The charges will be printed on the bill in the order in which they occur in the 810.
- An inbound 810 may contain up to three note (NTE) segments for bill messaging. If more than three NTE segments are passed in an 810, only the first three will be displayed on the bill. DP&L will reject an 810 if it contains an NTE segment in which the note type code is not "ADD." The description of the NTE is limited to 76 characters. If more than 76 characters are passed, the right-most characters will be truncated without warning or notification. If more than one 810 is being displayed on the same bill, DP&L will only display the NTE segments associated with the 810 with the most recent service period start date. Multiple NTE segments will be printed on the bill without lines between them. If DP&L receives duplicate bill messages in an 810,



then only one copy of the message will be displayed on the bill. Notes on Cancellation and Reversal 810's are ignored.

- The sum of the charges associated with a Cancellation or Reversal 810 must equal the sum of the charges on the 810 referenced by the Cancellation or Reversal 810; otherwise, the 810 will be rejected. The SLN's of an inbound Cancellation or Reversal 810 will not be displayed on the bill.
- DP&L will accept Cancellation or Reversal 810's throughout the billing cycle and post them to the account upon receipt. However, DP&L will reject all other inbound 810's received outside of the open billing window. In such cases, it will send an 824 transaction to the supplier indicating that the 810 was rejected. If DP&L successfully processes an inbound 810, it will not send an 824 acknowledgement to the supplier.
- If the customer finalizes an account with DP&L, switches from one supplier to another, changes to dual billing or returns to Standard Offer, an 867 for the final bill (or last consolidated bill with the supplier) will be produced as normal. If the inbound 810 is not received by its due date, then it will be rejected. If DP&L cancels and re-bills DP&L's charges prior to removing the account's supplier charges (see the Billing Services Agreement for details regarding the end of remittance services), then a new billing window will be opened in which a supplier may submit 810's. If the account has been switched from one supplier to another, DP&L will accept Cancellation and Reversal 810's and post them to the account upon receipt until the last cycle bill date corresponding to the effective read date of the switch to the new supplier. If the account has been returned to DP&L's Standard Service Offer, DP&L will accept Cancellation and Reversal 810's and post them to the account upon receipt until the end of remittance services or as long as supplier charges remain on the account. However, all other inbound 810's will be rejected after the billing window due date.
- For a multi-service customer, it is possible for only one of the account's services to be terminated. The partial final may initiate an off-cycle 867 for the terminated service. In this scenario, the 867 usage will span from the end date of the service's last billing period to the final reading date. The remaining active service will not be included on the 867 and will instead be billed according to its regular billing cycle. Therefore, the supplier will need to create an off-cycle 810 for the terminated service. To produce the 810 for the terminated service only, the supplier must be able to handle the overlapping of read dates from the 867's provided at regular intervals and the 867 of the partial final.

A list of 810 EDI error messages and their explanations is available on DP&L's supplier website.

### ***Partial Payment Posting Priorities***

DP&L will credit partial payments for consolidated billing in the following order:

- Billed and past due CRES provider charges
- Billed and past due EDU charges
- Billed and due current EDU charges
- Billed and due current CRES provider charges

### ***Billing Cycles***

DP&L's current practice is to render bills regularly at monthly intervals, but bills may be rendered more or less frequently at DP&L's option. A copy of DP&L's meter reading schedule is available on the supplier website. Also available on the supplier website is a copy of the Billing and Customer Due Date Schedule for the Consolidated Bill Ready billing option. This schedule indicates the consolidated bill date and the consolidated bill customer due date which can be used to determine whether or not a customer paid on time.

### ***Bill Adjustments***

If DP&L finds it necessary to adjust an end-use customer's bill due to a usage adjustment, the corrected usage will be transmitted via EDI to the supplier. If a significant usage adjustment is needed to a bill period outside the 60-day window normally allowed for load reconciliation by PJM ("Settlement B"), DP&L will work with the affected suppliers to reconcile their loads with PJM ("Settlement C") before the corrected usage is transmitted to the supplier for billing. However, PJM requirements may restrict the ability of DP&L and/or its suppliers from reconciling load with PJM outside the 60-day window.

### ***Usage Questions***

DP&L will provide suppliers with usage data for end-use customer billing the day after the valid billing process takes place. Usage will be transmitted to suppliers via EDI. See **Chapter 4: Obtaining End-Use Customer Usage** for more detail regarding usage data to be used for billing.

An Alternate Generation Supplier can contact the Electric Choice Administration Group for any questions regarding a customer's usage, including accuracy questions. Associated supplier fees for unscheduled meter readings can be found in DP&L's AGS Coordination Tariff. Also, if such assistance is requested, an AGS may be subject to technical support and assistance charges set forth in DP&L's AGS Coordination Tariff.

### ***Reporting Requirements***

To the extent DP&L performs reporting services at the request of the AGS to comply with PUCO Market Monitoring rules or any other reporting requests on behalf of the AGS, the AGS will reimburse DP&L for its costs to perform such reporting requirements. At the request of the AGS, the Company may also provide customers with environmental disclosure information that complies with the Minimum Competitive Retail Electric Service Standards. To the extent the Company provides this service, the AGS shall reimburse DP&L for its costs to provide such service.

## **Chapter 10: Credit Requirements**

### ***Introduction***

This chapter describes the credit requirements and process for obtaining credit approval from DP&L. The chapter highlights these topics:

- Registration and Credit Application
- Determination of Creditworthiness
- Credit Arrangements and Collateral Options
- Ongoing Credit Evaluation

### ***Registration and Credit Application***

All Alternate Generation Suppliers must complete and sign a registration and credit application to be considered for participation in DP&L's Electric Choice program. A copy of the registration and credit application may be found by visiting DP&L's supplier website.

### ***Determination of Creditworthiness***

DP&L will apply, on a non-discriminatory and consistent basis, reasonable financial standards to assess and examine an AGS's creditworthiness. These standards will take into consideration the scope of operations of each AGS and the level of risk to DP&L. This determination will be aided by appropriate data concerning the AGS, including load data or reasonable estimates thereof, where applicable.

A supplier shall satisfy its creditworthiness by demonstrating that it has and maintains investment-grade bond or issuer ratings from any two of the following rating agencies:

#### **Agency**

#### **Senior Securities Rating (Bonds)**

Standard & Poor's

BBB- (or higher)

Moody's Investors' Services

Baa3 (or higher)

Fitch IBCA

BBB- (or higher)

If an AGS has an investment grade rating by two out of three rating agencies mentioned above, it will be granted an unsecured credit limit determined by DP&L through fundamental analysis of the AGS's financial and operational conditions.

The AGS will provide DP&L with its or its parent Company's most recent independently audited financial statements (if applicable) and its or its parent Company's most recent Form 10-K and Form 10-Q (if applicable).

Unsecured credit limits will generally be extended to the AGS according to the following:

<b>Investment Grade Category</b>	<b>Standard &amp; Poor's</b>	<b>Moody's</b>	<b>Fitch's</b>	<b>Unsecured Credit Limit (% of entity's net worth*)</b>
<b>Superior (AAA)</b>	AAA+ AAA AAA-	Aaa1 Aaa2 Aaa3	AAA+ AAA AAA-	100%
<b>Superior (AA)</b>	AA+ AA AA-	Aa1 Aa2 Aa3	AA+ AA AA-	50%
<b>Upper Medium Grade (A)</b>	A+ A A-	A1 A2 A3	A+ A A-	25%
<b>Medium Grade (High)</b>	BBB+	Baa1	BBB+	10%
<b>Medium Grade</b>	BBB	Baa2	BBB	5%
<b>Medium Grade (Low)</b>	BBB-	Baa3	BBB-	2%

\*The net worth is obtained from the entity's 10-K or 10-Q statements.

Not every entity will fall entirely within one of the above categories. If an entity has 2 of 3 ratings in the same category, that level will be used to determine the unsecured credit limit. If an entity only has 2 agency ratings but each is in a different category, the lowest grade will be used to determine the unsecured credit limit. If an entity has 3 ratings which all fall in different categories, the middle grade will be used.

DP&L shall make reasonable alternative credit arrangements with an AGS that is unable to meet the aforementioned criteria or who causes their credit risk to rise above the AGS's unsecured credit limit.

### ***Alternative Credit Arrangements***

If DP&L deems that the AGS has exceeded its unsecured credit limit, the AGS may choose from any of the following credit arrangements in a format acceptable to DP&L:

#### **A Guarantee of Payment**

The related US entity providing the guaranty on behalf of the AGS must have an investment grade rating by two out of the three rating agencies listed previously and the guaranty must be in DP&L's prescribed format. The aforementioned criteria for an unsecured credit limit will also be used to establish the limit for a guaranty amount. DP&L's guaranty template is available for download on the supplier website.

### An Irrevocable Letter of Credit

If an irrevocable letter of credit is used, the letter of credit must be in DP&L's prescribed format and from a financial institution with at least an "A-" or higher rating as rated by two of the three previously mentioned rating agencies. DP&L's letter of credit template is available for download on the supplier website.

### A Prepayment Account Established with DP&L

For a prepayment account to be used, the AGS must make banking arrangements with DP&L.

### A Surety Bond Including DP&L as a Beneficiary

The surety bond must be in DP&L's prescribed format, and the insurance Company issuing the bond must have ratings of at least "A" from AM Best and licensed in Ohio. The terms of an acceptable surety bond must allow for payment via Fedwire the business day after presentation of demand for payment. DP&L's surety bond template is available for download on the supplier website.

### Other Mutually Agreeable Security or Arrangement

A supplier can contact DP&L's Control Area Services department for other arrangements.

## ***Collateral Calculation***

The following collateral calculation applies to an AGS who serves retail customers in DP&L's service territory and is intended to cover DP&L's risk as the default supplier.

DP&L will calculate the amount of collateral to cover its risk as the default supplier by multiplying 90 days of DP&L's estimate of the summer usage of the AGS's customers by a price set at the highest monthly average megawatt hour price for DP&L off-system purchased power from the prior summer less the average residual generation revenue that DP&L will receive due to the defaulting AGS's customers returning to DP&L's standard service offer.

Upon request, a collateral calculator is available to suppliers to determine the potential impact of varying load projections on the collateral calculation.

In addition to information required otherwise hereunder, the AGS shall be required to provide to DP&L such credit information as the Company reasonably requires. DP&L may report an AGS's credit history with DP&L to a national credit bureau. DP&L agrees to keep all information supplied by the AGS confidential if required by the AGS.

## ***Ongoing Credit Evaluation***

The amount of the security required must be, and remain commensurate with the financial risks placed on DP&L by the AGS, including recognition of that supplier's performance. DP&L reserves the right to review each AGS's creditworthiness at any time. The AGS must provide current financial and credit information as requested. In addition, the AGS may request re-evaluation at any time. Demand, unanticipated market movements, and economic reasons could result in the exposure of an AGS nearing or exceeding the prescribed credit limits or collateral originally in place. It is also noted that additional collateral may be required due to a degradation of credit rating or repayment ability of an AGS. Any subsequent review or re-evaluation of an AGS's creditworthiness may result in the AGS being required to post collateral not previously requested. The new addition or change in collateral requirement will be necessary to enhance, restore or maintain DP&L's credit protection. In the alternative, DP&L may limit an AGS's level of participation or remove the AGS from further participation in DP&L's Electric Choice program.

DP&L's current practice is to reevaluate each AGS's creditworthiness at least twice per year. The first review is likely to occur in late spring before June 1<sup>st</sup>. The second review is likely to take place in the fall after October 1<sup>st</sup>.

## **Chapter 11: Dispute Resolution**

### ***Introduction***

This chapter describes the processes in place to handle any disputes that arise between an end-use customer or AGS and DP&L regarding distribution services or the AGS Coordination Tariff. The chapter highlights these topics:

- Voluntary Alternate Dispute Resolution
- Arbitration Decisions
- Arbitration Costs

If any dispute arises between an end-use customer or AGS and DP&L regarding distribution services or the AGS Coordination Tariff, the end-use customer or AGS may file an informal or formal complaint with the PUCO according to PUCO procedures.

The dispute resolution mechanism is intended to be a voluntary alternative to the informal or formal complaint process at the PUCO. It is DP&L's hope that disputes arising from the distribution services tariffs or related to the provision of distribution services can be settled expeditiously through voluntary dispute resolution rather than through formal, litigated proceedings.

If a dispute arises between the AGS and DP&L relating to the AGS Coordination Tariff, the parties may agree to use the PUCO voluntary mediation or arbitration procedures.

### ***Voluntary Alternate Dispute Resolution***

If any dispute arises between an end-use customer or AGS and DP&L regarding delivery services or services for AGSs, the parties may choose to use the following Alternate Dispute Resolution procedure as an alternative to formal, litigated proceedings. This process is completely voluntary. Both parties to a dispute must agree to use this voluntary process before it may be implemented. First, the party raising a disputed issue should provide in writing a concise description as to the nature of the dispute. The disputed matter will be referred to designated senior representatives of each party for prompt resolution on an informal basis. In the event the designated representatives are unable to resolve the dispute within (30) days or time agreed to by the representatives, the parties may mutually agree to submit the dispute to binding arbitration in accordance with the arbitration procedures summarized below. This arbitration option can be elected by mutual agreement of the parties without exercising the remedy of the PUCO. (The procedures outlined in this section do not apply to matters dealing with applications for rate changes or any modifications to PUCO approved tariffs. Such matters should be presented directly to the PUCO for resolution.)



Any arbitration that is initiated will be conducted before a single neutral arbitrator that is appointed by the parties. If the parties fail to agree upon a single arbitrator within 10 days from the date that the dispute was referred to arbitration, then each party will choose one arbitrator. The two arbitrators so designated will select a third arbitrator to form a three member arbitration panel.

### ***Arbitration Decisions***

Unless specifically agreed by the parties, the arbitrator(s) will render a decision within 90 days of appointments and will notify the parties in writing of their decision and the reasons. The arbitrator's authority on decisions and the rules governing decisions must be consistent with the related provisions of the AGS Coordination Tariff.

Any decision and award of the arbitrator(s) shall be binding upon the parties. The arbitrator(s) shall not award any indirect, special, incidental or consequential damages against either party. Judgment upon the award rendered may be entered into any court of competent jurisdiction.

### ***Arbitration Costs***

Each party will be responsible for its own costs incurred during the arbitration. If the dispute is heard by a single arbitrator, Dayton Power and Light and the complainant will each pay 50 percent of the fees and expenses of the single arbitrator. If the dispute is heard by a three member panel, the complainant and Dayton Power and Light will each pay the fees and expenses of the arbitrator selected by each party and 50 percent of the fees and expenses of the third arbitrator.

## Chapter 12: Frequently Asked Questions

### ***Supplier Certification and Registration Process***

- **How does a supplier begin the registration process?**  
The supplier should download the required agreements and forms from DP&L's supplier website and submit them to DP&L for consideration. Refer to Chapter 3 of the Supplier Handbook for more information.
- **How does a supplier contact DP&L?**  
Contact DP&L's Supplier Hotline at 937-331-4431 or by email at [retailsupplier.information@dplinc.com](mailto:retailsupplier.information@dplinc.com) or [retail@aes.com](mailto:retail@aes.com).
- **Does DP&L allow suppliers to register multiple subaccounts using DUNS+4 numbers?**  
Yes.
- **Are distinct registration forms and agreements required for each subaccount?**  
No.
- **Is separate EDI testing required for each subaccount?**  
Yes.
- **How do I get started EDI testing?**  
The EDI certification test plans are on DP&L's supplier website. You can review the plans and decide what is appropriate for the customers you will be soliciting. Then, contact DP&L Electric Choice Administration by calling 937-331-4431 or emailing [retailsupplier.information@dplinc.com](mailto:retailsupplier.information@dplinc.com) or [retail@aes.com](mailto:retail@aes.com). You will be put in contact with the appropriate person to set up the testing. Registration materials must be submitted before testing begins.
- **Are suppliers required to use DP&L's templates for the letter of credit, surety bond or parental guaranty?**  
Yes. Templates have been provided for each of these credit arrangements. They can be downloaded from DP&L's supplier website.
- **How will technical assistance be billed to suppliers?**  
All technical assistance to a licensed supplier will be billed as specified in the AGS Coordination Tariff (\$41 per hour as of February 2015). This excludes any assistance required for EDI certification testing.  
  
It includes, but is not limited to, the following:
  - Manual Verification of Customer Data
  - Explanation of DP&L Filings or Regulatory Orders
  - Explanation of DP&L Internet Site/Network Communications

- Research in Connection with a Supplier Inquiry
- Manual Requests for Historical Usage outside EDI
- Requests or Inquiries on Dual, Consolidated Rate Ready or Consolidated Bill Ready Billing

Additional fees may be assessed pursuant to Section 18A (Schedule of Fees and Charges) of the AGS Coordination Tariff.

- **What PJM transmission zone(s) does DP&L operate in?**  
DP&L only operates in the Dayton Power and Light Co. (DAY) zone.
- **Is the supplier (or its scheduling coordinator) required to create a PJM subaccount that will be used strictly for Dayton load serving activities? What PJM functions will the Dayton-specific subaccount be used for?**  
Yes. Every licensed supplier in the DP&L service area is required to have a Dayton-specific subaccount to be used for all PJM market settlements, capacity and transmission activities. These functions include Retail Load Responsibility (RLR) scheduling and forecasting of peak load contribution (PLC) and network service peak load (NSPL) obligations.

### ***End-use Customer Enrollment***

- **What information is required to enroll an end-use customer's account?**  
Only an account number is needed to enroll a customer. DP&L account numbers are exactly 10 digits long (including leading zeros). There is an 11th check digit on the customer's bill (after a space). This last digit should be omitted from any requests.
- **If an account has multiple services (electric, nightlight, etc), can a supplier choose to enroll only one of the services?**  
No. If an account has multiple services/meters, all of them must be enrolled together. The services cannot be enrolled separately. Services cannot be split off the account unless an interval meter is required due to demand exceeding 200 kW. In that case, a new account will be created for the other non-interval service(s). This other account would then need to be enrolled separately.
- **Is the service type or rate class unique to an individual customer account?**  
The service type is not unique to an account. For example, there can be multiple NL services on a single account. However, multiple services cannot have the same rate. Thus, the service type/rate class combination is unique to an account.
- **Will enrollments be accepted if received within 12 calendar days of the next scheduled meter read date?**  
DP&L will accept an enrollment received within 12 calendar days of the next scheduled meter read date, but it will not become effective until the following scheduled meter read date (at least 12 calendar days after the date the enrollment was received).

- **Is it possible for a customer to have pending enrollments with more than one CRES provider?**  
A customer that is pending enrollment with one supplier may be enrolled with another supplier (or returned to DP&L's Standard Service Offer) as of the read date following the next effective meter read date. The supplier's enrollment will NOT be rejected as 'Not First In' if another supplier's enrollment is already pending as of the next meter read. Instead, DP&L will accept and "future date" the enrollment for the second supplier.
- **Are there any scenarios in which enrollments will get rejected as 'Not First In'?**  
Yes. Enrollments will be rejected as 'Not First In' if they are received (1) during a customer's 7 day rescission period following enrollment by another supplier and (2) if the customer already has enrollments pending with two suppliers. Note: For this enrollment timeline, the supplier is considered 'active' 12 days before the switch date.
- **Can a customer rescind a contract after enrollment?**  
Yes. The customer has 7 calendar days from the postmark date of the DP&L confirmation letter to rescind an enrollment.
- **What is the process for rescinding an enrollment?**  
The customer must call DP&L directly during the 7 day rescission window. The phone numbers (937-331-3500 or 1-800-929-8646) are listed on the DP&L enrollment confirmation letter that is mailed to the customer on the next business day following enrollment. The customer will be given a confirmation number during the call. Suppliers are unable to rescind a customer's enrollment. If a customer contacts the supplier to rescind, the supplier should notify the customer to call DP&L directly.
- **What options does the customer have after the 7 day rescission window expires?**  
Once the rescission window passes, the customer must remain with the new supplier for at least one billing cycle. However, the customer may request a drop from the supplier to be effective at the end of the next billing cycle. If both the customer and supplier provide authorization to process a rescission outside the 7 day window, DP&L will allow it. Such authorization must be sent to [dplelectricchoice@dplinc.com](mailto:dplelectricchoice@dplinc.com).
- **Are participants in the State of Ohio's Percentage of Income Payment Plan (PIPP) program eligible to switch?**  
No. PIPP (and Graduate PIPP Plus) customers are ineligible to switch. Customers who are no longer in the PIPP program but have PIPP arrears are also ineligible to switch.
- **What happens when a switched customer goes on the Percentage of Income Payment Plan (PIPP) program?**  
The Supplier will receive a drop DASR notifying them of the drop due to the customer's enrollment in PIPP. The customer will be dropped on the next effective meter reading date.

- **Are participants in the federally funded Home Energy Assistance Program (HEAP) eligible to switch?**

Yes. HEAP customers are eligible to switch to an AGS.

- **Does DP&L have a minimum stay requirement?**

No. If DP&L receives a drop DASR for a customer, there are no requirements for that customer to remain on DP&L's Standard Service Offer for a defined duration. However, a customer will be served at the Standard Service Offer for at least one billing cycle unless the customer is enrolled by an AGS no fewer than 12 days before the next scheduled meter reading date.

- **What DP&L riders are bypassable if a customer switches to an AGS?**

The following riders are bypassable: Transmission Cost Recovery Rider - Bypassable (T9), Alternative Energy Rider (G26), PJM RPM Rider (G27), Fuel Rider (G28) and Competitive Bid True-Up Rider (G30).

- **What transmission and generation riders are non-bypassable?**

The following transmission and generation riders are non-bypassable: Transmission Cost Recovery Rider – Non-bypassable (T8) and Service Stability Rider (G29).

- **Does DP&L charge a switching fee when a customer enrolls with an AGS?**

DP&L charges \$5 for every switch to an AGS except when the customer has been enrolled as part of a government aggregation. The supplier will be charged the \$5 fees on its monthly support invoice.

- **How does DP&L handle end-use customer bankruptcies?**

A new account will be created for the same customer at the same premise. If the original account was supplied by an AGS, the supplier will receive an EDI 814C for an account number change. The pre-petition balance of supplier charges will be wiped off the account as of the bankruptcy petition date. The supplier will receive an EDI 248 for the wipe-off.

## ***General Billing***

- **Does DP&L offer any of the following bill options?**

- **Dual Billing?**

Yes

- **Utility Consolidated Rate Ready Billing?**

Yes

- **Utility Consolidated Bill Ready Billing?**

Yes

- **Budget Billing?**

Yes

Suppliers can utilize budget billing via Bill Ready or Rate Ready Billing (see Section 10 of the Rate Ready Billing Services Agreement).

- **Percentage Discount off the DP&L Price-to-Compare?**  
Yes – Rate Ready Billing
  - **Supplier Consolidated Billing?**  
No
- **Does DP&L engage in the purchase of receivables?**  
No.
- **How will outstanding supplier charges be treated after an account goes final?**  
Outstanding supplier charges will be removed from the account according to the timeline stated in Section 15 of the Rate Ready BSA or Section 12 of the Bill Ready BSA. At that time, the supplier will be responsible for collecting directly from the customer.
- **What is the timing of the wipe-off (or write-off) under the following scenarios?**
  - **Active account switches to another supplier?**  
If the customer is switching from one supplier to another supplier, DP&L will issue a bill displaying the final supplier charges. If the customer does NOT pay these charges, they will be wiped off just prior to producing the first bill for the new supplier.
  - **Active account returning to standard offer billing?**  
If a switched customer is leaving a supplier and returning to DP&L's Standard Service Offer (SSO) rate, DP&L will issue a bill displaying the final supplier charges. Since the wipe-off does not occur for approximately 90 days, DP&L will continue to display the unpaid supplier charges on subsequent SSO bills. If the customer does NOT pay these charges, they will be wiped off just prior to producing the third SSO bill.
  - **Final account?**  
If a switched customer ends distribution service with DP&L, the final bill will contain the final supplier charges. If the customer does NOT pay these charges, they will be wiped off just prior to producing the final bill reminder (or 9 days after the final bill due date).
- **What is the timeframe for sending customer payments to suppliers via EDI?**  
See Section 17 of the Rate Ready BSA or Section 14 of the Bill Ready BSA.
- **Does DP&L have a limitation on the type or size of customers for Utility Consolidated Billing?**  
No. A supplier can utilize consolidated billing for all accounts.
- **Does a switched customer remain on budget billing for the DP&L non-bypassable charges even if the supplier chooses not to implement budget billing for its generation and transmission charges?**  
Yes.
- **A customer carries a credit balance from DP&L's budget billing at the time of enrollment with a new supplier. Is that balance applied at the time of the switch or when the amounts are evaluated at true-up?**

If the customer has an excess credit at the time of switch, that credit is not applied until the true-up in August. At that point, it may be credited against supplier charges according to regulated posting priorities.

- **What happens if the customer has an outstanding budget bill balance with DP&L at the time of enrollment? Does that have any bearing on switching to a CRES provider?**

The remaining balance has no bearing on a customer being able to switch to a CRES provider. At the time of the switch (first billing), the budget bill amount will be reduced. However, it will be adjusted again at the annual true-up to account for the customer's balance. The customer does not have to pay the balance before switching.

- **Can customers on pay agreements switch to an alternate supplier?**

Yes.

- **Does DP&L assess a late payment charge if a customer does not pay the amount due under the pay agreement?**

Yes. DP&L will assess a late payment charge of 1 ½% on the next month's bill. If the pay agreement amount is paid, no late payment charge is assessed. The same is true for both Standard Service Offer and switched Rate Ready accounts.

- **How is a payment allocated for a switched customer on a pay agreement?**

DP&L prorates the pay agreement amount between the supplier balance and DP&L's balance. DP&L posts the payment according to the regulated posting priorities.

- **What standard payment arrangements are available to customers? How does DP&L prorate the pay agreement amounts between supplier charges (ES) and DP&L charges (EL)?**

- 1/3 – Customer owes 1/3rd of their account balance. The agreement uses the ES/EL ratio at time of billing.
- 1/6 – Customer owes 1/6th of past due arrears plus current bill. For the past due amount, the agreement uses the ES/EL ratio at the time the pay agreement was written. Current bill is the actual balance that has not aged.
- 1/9 – Customer owes 1/9th of their past due arrears plus an average bill amount. For the past due amount, the agreement uses the ES/EL ratio at the time the pay agreement was written. The average bill amount is also prorated.

- **Are suppliers notified when their customers enter into a payment agreement with DP&L? How often is this communicated?**

A list of customers on payment agreements is made available to each supplier on DP&L's supplier website. The lists are updated daily.

- **Is there any impact to the customer's bank plan after switching to an AGS?**

No.

- **Does DP&L return the supply portion of a customer's security deposit after the switch?**

When an account switches to an AGS and has either a paid deposit on hand or a pending deposit, the deposit amount will automatically be reduced to reflect only DP&L charges. This reduction occurs when the customer bills for the first time with that supplier. The reduction percentages may change on an annual basis. Note that DP&L is not authorized to provide deposit details for specific accounts.

- **What is a Billing Services Agreement and why is it needed?**  
A Billing Services Agreement is required when the AGS desires DP&L to provide for Consolidated Rate Ready or Consolidated Bill Ready billing. The purpose is to define the specific terms and conditions of billing and the associated costs for providing billing services. An applicable Billing Services Agreement must be approved by both DP&L and an AGS before a valid 814 enrollment will be accepted by DP&L for a consolidated billing option.
- **How is the due date set for the customers' payment? How many days from the invoice date is the customers' payment due?**  
Per Section 14 of the Rate Ready BSA and Section 11 of the Bill Ready BSA, customer bills are due on the date indicated on the bill as being the last day for payment of the net amount. The due date shall not be less than 20 calendar days after mailing the bill or 15 calendar days after mailing if the DP&L account has been closed and a final bill rendered.
- **Is there a grace period or a “buffer” between the payment due date on the invoice versus the actual payment posting date? When is a late payment actually considered late?**  
Per Section 17 of the Rate Ready BSA and Section 14 of the Bill Ready BSA, DP&L typically processes customer payments within 2 business days of receipt at its lockbox. DP&L will provide the supplier detailed customer account information via the EDI process for payments received on behalf of the supplier. The customer's account information will be transferred via EDI transactions to the supplier no later than 1 business day from processing of receipt of payment.
- **Will DP&L return customers to the Standard Service Offer rate for nonpayment?**  
No. Customers will remain with their chosen supplier until they are dropped by that supplier, enrolled by another supplier or disconnected for nonpayment.
- **Will DP&L cancel and rebill charges through consolidated billing after a final bill with the supplier's charges has been generated?**  
Even after the final bill with the supplier's charges has been generated, DP&L can cancel and rebill those charges. However, DP&L will only send the EDI 867 with the corrected usage to the supplier if the potential due date of the revised bill is after the original scheduled wipe-off date for those charges. The supplier charges are not cancelled and rebilled and should instead be handled via DUAL billing. When the DUAL 867 is sent, the unpaid supplier charges are wiped off the account.
- **Will the utility handle collections for amounts owed by customers to a supplier that utilizes consolidated billing?**  
DP&L will include supplier charges in its collection efforts which may result in disconnection of customer's service. Customer payments are allocated to the



supplier according to the regulated payment posting priorities (OAC 4901:1-10-33 (H)).

- **If a customer has not paid DP&L by the due date, how many days after the due date does DP&L send a late notice? How many days after the due date does DP&L send a disconnection notice?**

If a nonresidential customer does not pay their bill by the due date, they would receive a collection letter that threatens disconnect six days after the due date on the bill. For residential customers, the OAC requires that charges appear on a bill twice before a collection letter is issued. During the summer season, residential customers receive a collection letter 18 days after the due date on the bill. In the winter season, a collection letter is received 12 days after the due date on the bill. However, DP&L has the right to not perform collections on customers with a sufficient credit status.

- **Does DP&L contact customers via phone if they are in arrears? If so, how many days past the due date does DP&L contact the customer by phone?**

Our outbound calls currently are only sent to customers who have already received a collection letter. During the summer, a call is made 29 days after the due date. In the winter season, a call is made 28 to 35 days after the due date of the bill.

- **After a “wipe-off”, will DP&L remit payments made by customers to the supplier whose charges were removed from the account?**

After remittance services ends for each account, DP&L is not responsible for remitting payments or payment information to the supplier whose charges were wiped off. Any amount remitted by a customer in excess of the total billed charges still remaining on the account will be held and applied to the next bill in accordance with the regulated posting priorities. If the account is closed, the credit would be issued via a refund check or applied to another account used by the customer.

- **If a customer sends their generation supply payment to DP&L, how will this be resolved?**

If the payment is made payable to DP&L, it will be posted to the customer's account with DP&L and allocated to charges according to the regulated posting priorities. If a payment is received that is made payable to the supplier, it will be returned to the customer.

### ***Consolidated Rate Ready Billing***

- **For Consolidated Rate Ready Billing, how does a supplier submit rates to DP&L for testing?**

All rates should be submitted via the Manage Pricing Options portal on DP&L's supplier website. Test results will be returned to the requester via email. Once the test results are approved on the portal, the rates will be moved to production. Please see Section 4 of the Rate Ready Billing Services Agreement for an explanation of the time allowed for setup and testing of rates.

- **What are the costs associated with registering rates for Consolidated Rate Ready Billing?**

There are no costs associated with registering rates.

- **Is there a system limitation to the number of supplier rate codes allowed for setup?**  
The supplier rate codes (or pricing options) are 5 characters long. The first 3 characters are designated for the supplier's account code (i.e., ABC for ABC Company) which leaves 2 alphanumeric characters. That means that suppliers can register no more than 1,296 pricing options.
- **How long does it take to get the rate schedules set up and tested once they have been submitted by the supplier?**  
DP&L will have 48 days from receipt of the data to make the rates available for billing. This timeline is explained in Section 4 of the Rate Ready Billing Services Agreement. DP&L will provide test results and require approval from the supplier before the rates can be moved to production.
- **How long would it take to swap out a rate on an existing supplier rate code?**  
According to Section 4g of the BSA, the changes will be made by DP&L within 21 business days.
  - 12 days for DP&L to define, test & send results to supplier
  - 3 days for the supplier to verify test results
  - 3 days for DP&L to correct the error
  - 3 days to install in the DP&L billing system
- **Does the Rate Description show up on the bill for Rate Ready Billing?**  
Neither the Rate Code nor the Rate Description shows up on the bill. Only the average \$/kWh is displayed.
- **Does the AGS have room on the Rate Ready bill to include messages to customers, and if so, how much room?**  
It is the Supplier's responsibility to inform DP&L of any changes that would necessitate a bill message pursuant to Ohio Administrative Code (O.A.C.) §4901:1-21-14. Bill messages and fees are subject to the terms of the Billing Services Agreement. Supplier must provide the exact language that it would like to be included in the bill message to DP&L at least twenty (20) business days prior to the date the bill message is to be shown on the bill. Required bill messages are limited to three lines of seventy-six (76) characters each.
- **Will the AGS be allowed to have a flat monthly fee plus a variable rate pricing structure (i.e., \$5 per month, plus 5 cents/kWh)? Will the AGS be allowed to have a flat monthly fee plus a tiered pricing structure?**  
The supplier must maintain a pricing structure similar to DP&L's. Acceptable options include, but are not limited to, variable rates (cents/kWh), flat monthly fees (\$5/month) and tiered pricing. Examples of potential rate structures are shown on Attachment A of the Billing Services Agreement. The flat fee component is a monthly fee that will be prorated if billed over a long (more than 35 days) or short (less than 25 days) month.
- **Is the flat fee applied at the customer or service point level?**

A customer may have several account numbers. In addition, an account number could have multiple service points. The flat fee will be applied at the service point level (electric, nightlight, etc). The rate will not be charged at the account level. If there were two service points on the account (EL and NL) and the supplier only wanted one \$10 flat fee, the entire \$10 fee could be placed on either the EL or NL service or a \$5 fee could be placed on each service.

- **Can a supplier's rates include charges for demand-based billing determinants?**  
Supplier rates can use demand-based billing components. These components could be charged by the supplier if the customer would be billed for demand by DP&L.
- **Can a supplier choose not to charge demand to a customer on a DP&L rate that does include a demand-based billing component?**  
A supplier does not need to include a demand charge in its rates.
- **Can a Supplier bill a demand other than the demand that is used for the DP&L charges?**  
A supplier must use the same demand that is used for billing by DP&L.
- **Is there a way for a supplier to place a miscellaneous adjustment on a Consolidated Rate Ready bill?**  
No. DP&L is unable to apply a miscellaneous adjustment. Per Section 1c of the Rate Ready BSA, DP&L will only bill for the supplier's generation and transmission charges and late payment charges.
- **Does DP&L have seasonal rates? Can the supplier bill seasonal rates via Rate Ready billing?**  
Yes. DP&L offers seasonal rates to residential heating customers. Suppliers can choose a seasonal rate and define the seasons via the Manage Pricing Options portal on DP&L's supplier website. Suppliers are not limited to the same seasons that DP&L uses in its rates.
- **Does DP&L have stepped/tiered rates? Can the supplier bill stepped rates via Rate Ready billing?**  
Yes. DP&L has stepped kWh rates for residential and secondary customers and stepped kW rates for secondary customers. Suppliers can choose a stepped rate and define the steps via the Manage Pricing Options portal on DP&L's supplier website. Suppliers are not limited to the same steps that DP&L uses in its rates.
- **Can the suppliers include on-peak / off-peak rates in their pricing structure?**  
Time-of-use (or on/off peak) rates are not available since they do not currently conform to DP&L's rate structure that has been approved by the PUCO.
- **What does the supplier need to provide in the EDI 814 transaction for Rate Ready budget billing?**  
See Section 10 of the Rate Ready BSA. REF02 = XXX99, or the pricing option (This tells our billing system that there is a REF03 & to take the REF03 amount).  
REF03 = Supplier Budgeted amount or Flat Fee amount.
- **How does a supplier apply a true-up amount to the customer's Rate Ready budget bill?**

The true-up amount would replace the previous budgeted amount. This would be sent by the supplier using the same EDI transaction as the budget amount.

- **Will the Rate Ready budget amount be determined at the account level or meter level?**

The budget amounts are set by service point since the pricing options are established by service point. E.g., if the account has an EL and NL service on it, a budget amount would be established on each service.

- **How does DP&L notify the supplier of cancelled late payment charges for customers on Rate Ready billing?**

On a monthly basis, an email is sent to each supplier with a list of their accounts which had late payment supplier charges cancelled. These cancellations are not communicated via an EDI transaction, so the charges must be manually recorded by the supplier.

- **What is the decimal limit for supplier rate codes (pricing options)?**

DP&L allows the rates to have a maximum of 7 digits after the decimal.

- **Does the DP&L EDI 810 transaction contain the customer's actual due date or an estimate of the due date?**

The EDI 810 transaction contains the actual due date.

- **Does DP&L offer Percentage off the Price-to-Compare rates? If so, how does the supplier utilize these rates?**

Yes. Rates are made available to the Supplier that will automatically calculate the Supplier's charges as a percentage off DP&L's Standard Service Offer price for bypassable generation and transmission charges (Price-to-Compare). The available rates will range from 0% off to 100% off, in increments of 0.01%. For example, the Supplier can assign the 00001 rate to a customer for 0.01% off the Price to Compare, the 01500 rate for 15% off or the 10000 rate for 100% off, etc. There is a Discount Rate Tool on DP&L's supplier website that will present the rate code that should be used for each possible percentage off the Price-to-Compare.

### ***Obtaining End-use Customer Data***

- **Will DP&L provide end-use customer's account numbers to an AGS?**

No. DP&L is unable to provide account numbers unless the AGS has obtained a written release from the customer. Refer to OAC 4901:1-10-24 for the required format of the consent form.

- **Is there a fee for the supplier to download the pre-enrollment customer eligibility list?**

No. The list is available free of charge on DP&L's supplier website.

- **How can the supplier obtain the pre-enrollment customer list?**

The supplier can download the list from a secure section of DP&L's supplier website (<http://cres.dpandl.com> or [www.electricchoicesuppliersite.com](http://www.electricchoicesuppliersite.com)). A PUCO-certified Competitive Retail Electric Service (CRES) provider will be asked for

login credentials before being granted access to the customer list. Access can be requested by emailing [retailsupplierinformation@dplinc.com](mailto:retailsupplierinformation@dplinc.com) or [retail@aes.com](mailto:retail@aes.com).

- **How often is the customer list updated? When will the updated list be available?**

The customer list is updated on a monthly basis. The file is usually available for download by the 2<sup>nd</sup> or 3<sup>rd</sup> workday of the month. The file will not be created until the final unit bills, and then it may take another 24 hours to upload the file to the site.

- **Do customers have the option to remove their information from the pre-enrollment customer list?**

Yes. Quarterly bill inserts notify the customers about how to protect their personal account information. Customers can remove or add their information to the list by calling DP&L Customer Service or through a form on the DP&L website (<https://www.dpandl.com/customer-service/dpl-policies/electric-choice-overview/add-remove-your-name/>).

- **What type of information is available on the customer list?**

The list contains the following information:

- End-use customer name
- Service address and city
- Service state and zip code
- Mailing address and city
- Mailing state and zip code
- Budget Bill Indicator/PIPP Indicator
- Billing unit number
- Meter type
- Inside/Outside meter indicator
- Rate schedule under which service is rendered, including class and sub-class
- Interval meter indicator
- Load profile code
- Most recent 12 months of historical usage data (actual energy usage plus demand, if avail)
- Meter number
- Net Metering Indicator

- **What is the format of the customer list? What software applications are recommended for use?**

The customer list is provided in a text file format. DP&L recommends using Microsoft Excel or Access to use the list. It will need to be formatted for the fixed width data type.

- **How is the rate schedule displayed on the customer list?**

The rate is a 20-character description. There is a list of descriptions and a rate index available on the DP&L supplier website.

- **How is the historical usage displayed on the customer list?**

The most recent 12 months of usage history are presented on the customer list. There are 7 types of usage presented per month: TOTAL-KWH, DEMAND, KVAR, TOTAL-KWH-ON-PEAK, DEMAND-ON-PEAK, KVAR-ON-PEAK & TOTAL-KWH-UN-MTRD. Only one of TOTAL-KWH, TOTAL-KWH-ON-PEAK & TOTAL-KWH-UN-MTRD will be populated per account. "ON-PEAK" designates usage for accounts with on/off peak (interval) metering. "UN-MTRD" designates unmetered usage from a nightlight, for example. The format of the demand and kVAR fields is 10 digits plus 1 decimal place. The kWh fields are only 9 digits long without any decimal places.

- **Does DP&L present billed historical usage on the customer list?**  
No. Only metered kWh, kW and kVAR are provided for metered services.
- **Will an 867HU/HI be accepted for a summary master account?**  
No. Requests must be submitted separately for each of the customer's individual sub-accounts.
- **Does DP&L provide a sync list to suppliers on a regular basis?**  
Yes. Active suppliers can download their sync lists from DP&L's supplier website. The lists will be updated daily.

### ***Capacity & Transmission***

- **How is the Peak Load Contribution (PLC) calculated for an end-use customer?**  
The Peak Load Contribution (PLC), or Capacity Load Obligation, is calculated for all customers based on their contributions to the five PJM coincidental peak hours from the prior summer period. An end-use customer's actual interval or profiled load value is adjusted by its respective loss factor and scaling factor (to the weather-normalized Dayton peak value reported by PJM) for each of the five hours. The final PLC ticket for that customer is the average of the scaled values. Prior to applying the scaling factors, unaccounted-for-energy (UFE) is allocated only to non-interval profiled load. The five scaling factors for each delivery year will be posted to DP&L's supplier website.
- **How is the Network Service Peak Load (NSPL) calculated for an end-use customer?**  
The Network Service Peak Load (NSPL), or Transmission Load Contribution, is calculated for all customers based on their contributions to the single Dayton peak hour from the prior summer period. An end-use customer's actual interval or profiled load value is adjusted only by its respective loss factor. Unaccounted-for-energy (UFE) is allocated only to non-interval profiled load.
- **How often are customers' capacity and transmission tickets calculated?**  
The tickets are calculated once per year in November or early December. The transmission delivery year begins on January 1st. The capacity delivery year begins on June 1st. As new accounts are opened throughout the delivery year, the new

accounts will be assigned a default ticket value based on the average of the tickets calculated for other accounts assigned to the customer's default load profile.

- **Is it possible to change customer's assigned capacity or transmission tickets after they have been calculated?**

Yes. If a customer disputes an estimated amount or conditions dictate a change to a calculated amount, the value may be edited after agreement is reached among all parties.

- **Does the end-use customer's PLC calculation include the following components calculated by PJM: Final Zonal RPM Scaling Factor and/or the Forecast Pool Requirement?**

No. Those factors are used by PJM to calculate the suppliers' Daily Zonal UCAP Obligations. Below is the calculation used by PJM:

Daily Zonal UCAP Obligation = PLC (aggregate total by supplier) \* Final Zonal RPM Scaling Factor \* Forecast Pool Requirement

### ***Metering Services***

- **What is the interval metering threshold for a switched customer?**

Interval meters will be required for end-use customers who select an AGS and have a maximum annual peak demand greater than or equal to 200 kW for the most recent 12 month period.

- **Does the customer have a choice regarding whether or not to install an interval meter? Is the customer required to install either the dedicated analog telephone line or wireless technology?**

Customers are required to install an interval meter if they have reached a peak demand greater than or equal to 200 kW at any point in the most recent 12 month period. They will not be able to enroll with a supplier without ordering an interval meter. The customer must also install a dedicated analog telephone line per Section 8.2 of the AGS Coordination Tariff. As an alternative to maintaining the telephone line, the customer may install a wireless modem for an additional fee of \$650 that includes 24 months of free reads. Additional details can be found on the Interval Meter Request Form.

- **Does the meter need to be installed before DP&L can accept an enrollment transaction?**

No. It is not necessary for the meter to be installed before enrollment. The order simply needs to be processed into DP&L's billing system. If the orders have not been processed before the enrollment request is submitted, the enrollment will be rejected.

- **How soon after receiving an Interval Meter Request Form will DP&L accept an enrollment request for that customer?**

DP&L will accept a customer's enrollment within 3 business days if the account has a single service. DP&L will accept a customer's enrollment within 5 business days if the account has multiple services. However, the supplier can submit the enrollment as soon as the interval meter request has been processed into the DP&L billing system which may be sooner than 3-5 business days.



- **If the customer does not select the wireless option and experiences unanticipated delays in getting a dedicated phone line installed, is the customer subject to any manual read charges? Does DP&L allow any exceptions to the dedicated phone line requirement?**  
If the dedicated phone line is not working when the meter is scheduled to be read, the customer will be charged a special read fee of \$65 per read. There are no exceptions to this requirement, and the customer is at risk of being returned to DP&L's Standard Service Offer for failure to comply with tariff requirements.
- **For customers who have requested interval meters with the wireless option, will DP&L notify them if there are unexpected delays to the installations?**  
DP&L will not provide formal communication to customers when there may be a delay to the wireless meter installation. Pursuant to the current tariff, customers who are supplied by an AGS are responsible for having the dedicated telephone line installed so that DP&L can properly communicate with the meter. Suppliers should notify their customers that the telephone lines must be installed (or incur the \$65 read fee) pending the installation of the wireless option.
- **When will the \$65 manual read fee be charged to the customer account?**  
The \$65 charge will be assessed on a cycle bill date if an account does not have a telephone line installed and the meter set date was more than 30 days prior to the bill date.
- **Does DP&L routinely monitor all accounts after they have switched to see if they exceed the 200kW threshold?**  
Yes. DP&L routinely monitors all accounts. Once an account reaches the 200 kW level, a letter will be sent to both the customer and supplier. The letter gives the customer 60 days to order the meter. If the meter request is not submitted within 60 days, the customer may be returned to DP&L's Standard Service Offer.
- **Who should customers call if they have questions about the metering equipment?**  
Customers can contact the Electric Meter department at 937-331-4360.
- **After the first 24 months of reads with the wireless modem option, what determines the annual read cost going forward? Is DP&L currently charging this fee?**  
The cost of the additional wireless reads will be determined by the costs incurred by DP&L for the technology at that time. The rate will be the same for all meters and customers, and it will be subject to PUCO approval. To date, no customers have been charged an additional fee to read the wireless meters.
- **What are the requirements for a dedicated telephone line to the meter? Is there an installation diagram available?**  
See the "Interval\_Meter\_Requirements" and "Interval Meter Telephone Line Installation Diagram" documents on DP&L's supplier website.
- **Can a supplier opt to pay for the customer's interval meter and/or telecommunications fees?**  
Yes. Suppliers may pay the amount charged to the customer for the installations. However, only customers have the option to spread the payments over 24 months.



If the supplier opts to pay, the full charge will be added to the supplier's monthly invoice.

- **Will DP&L notify the customer and/or supplier as to when the meter is scheduled to be installed?**

No. Neither the customer nor the supplier will be notified before the installation unless DP&L meter technicians are unable to access the meter location.

- **What party needs to sign the interval meter request form?**

If the supplier is paying on behalf of the customer, only the supplier needs to sign the form. If the customer is paying, only the customer needs to sign.

- **Does the telephone line for the interval meter need to be dedicated? Does DP&L allow any exceptions?**

A dedicated analog phone line is strictly required. DP&L does not have a set time for when the meters will be called, so the meter needs to be available at all times. If the line is busy when DP&L tries to read it, DP&L must send a meter reader out for a special read which costs \$65 per read. The manual read is a temporary solution only and will not be allowed as an alternative to the dedicated telephone line or wireless capability.

- **What are the additional charges listed on the interval meter request form?**

The fee to provide kVAR will be assessed only on accounts served by primary or higher voltages. This will be determined by DP&L prior to installation. The KYZ pulse output board is optional. This adder enables the customer to receive pulse data directly from the meter.

- **Is there any way to determine a target installation date for an interval meter?**

The Electric Meter department's goal is to set the meter as soon as possible. The target installation date will normally be the day after a scheduled meter read date; however, the interval meter will not be installed during the same month that the account enrolls with a new supplier. For example, an account with an effective switch date of 12/7 and a next scheduled read date of 1/10 will have an initial target install date of 1/11. However, there are no guarantees since the availability of specialized resources is unknown and the number of meter requests in a given month may vary.

- **If an account has multiple meters, will each metering point require an interval meter if the account has exceeded 200kW demand within the last 12 months?**

If an account has multiple meters on the same service, DP&L will exchange each meter if the total demand exceeds 200 kW. If an account has multiple services (multiple rate codes), the interval meter requirement will be assessed individually for each service's actual demand. DP&L would only exchange multiple meters if multiple services exceeded 200 kW each. If one service exceeds 200 kW but the others do not, DP&L will split off the other services into a new account number. Only the original account will require the interval meter exchange.

- **How can a supplier determine whether or not an account has an interval meter?**

The supplier can determine if an account has an interval meter by its load profile category. Interval profiles begin with the letter 'I'. The profile is included on historical usage requests via EDI. The profile and an interval meter data indicator are also included on the pre-enrollment customer list and available via the Historical Usage portal on DP&L's supplier website.

- **What usage data is provided to the supplier for a net metered customer?**  
When either interval or summary data is requested via EDI, the supplier will only receive the kWh delivered (consumed by customer). The kWh received (sent back to EDU) can be provided by email upon request.
- **How does DP&L report the net meter data to PJM?**  
Only the kWh delivered is reported to PJM for market settlements. Any excess generation put back on the grid will lower the unaccounted-for-energy (UFE) that is allocated to all suppliers on a non-interval load ratio basis.
- **What type of metering equipment is used for a net metering arrangement?**  
A 'net meter' will be used that has multiple channels: kWh delivered (consumed by customer), kW delivered & kWh received (generated by customer).
- **How does DP&L bill customers under a net metering arrangement?**  
The customer's bill will be calculated using only the kWh delivered like normal; however, the customer will receive a credit on that month's bill for any excess kWh that is received back onto the grid. If the total kWh received in a given month is greater than the total kWh delivered, DP&L will still bill the customer charge and give a credit only for the difference between the customer charge and the original DP&L charges billed. After switching to an alternate supplier, the customer will receive a credit for the DP&L distribution-related charges only. The customers will be told via a bill message to contact their generation supplier to discuss net metering credits for the supplier provided generation charges.

## Appendix: Glossary of Terms

<b>Abandonment</b>	Ceasing to provide competitive retail electric service(s) to one or more classes of customers in one or more electric distribution service territories prior to the expiration of those customers' contracts.
<b>Aggregation</b>	Combining the electric load of multiple retail customers via an agreement with the customers or formation of a governmental aggregation for the purpose of purchasing electric generation service on an aggregated basis.
<b>Aggregator</b>	An entity certified by the Commission who contracts with customers to combine the customers' electric load for the purposes of purchasing retail electric generation service on an aggregated basis.
<b>AGS</b>	Alternate Generation Supplier. A Supplier of electric generation that has been certified or licensed by the Public Utilities Commission of Ohio to sell electricity to retail customers within the State of Ohio in accordance with the Competition Act.
<b>AGS Coordination Tariff</b>	The Company's Alternate Generation Supplier Coordination Tariff, No. G8 of PUCO Vol. 17.
<b>Ancillary Services</b>	Those services which are necessary to support the Competitive Energy Supply from resources to loads while maintaining reliable operation of the transmission system as defined by PJM.
<b>Bad Credit</b>	An AGS has bad credit if it has failed to make any payments or is insolvent (as evidenced by a credit report prepared by a reputable credit bureau or credit reporting agency or public financial data, liabilities exceeding assets or generally failing to pay debts as they become due). An AGS will also be deemed to have bad credit if it has failed to pay or is 20 days late in paying any Company invoice when they became due on any occasion within the most recent twelve billing cycles.
<b>Billing Cycle</b>	The time frame between two regularly scheduled meter readings. End-use customer meter readings are obtained on a regular schedule, which is managed by the Company.
<b>Bundled Utility Services</b>	The traditional set of services provided by a vertically integrated, regulated utility with a set or certified service territory.
<b>Business Day</b>	Any day on which the Company's corporate offices are open for business.
<b>Certified Territory</b>	The designated service territory of a distribution utility as determined by the PUCO.
<b>Commission</b>	The Public Utilities Commission of Ohio (P.U.C.O. or PUCO)
<b>Company</b>	The Dayton Power & Light Company or DP&L.

<b>Competition Act</b>	The Electricity Deregulation Act (Sub. S. B. No. 3, 123 <sup>rd</sup> General Assembly)
<b>Competitive Energy Supply</b>	Generation service provided by an AGS, and other products that may be provided by an AGS to fulfill its obligations to serve customer load.
<b>Consolidated Billing</b>	A billing service where the regulated utility's charges and the Alternate Generation Supplier's charges are contained on a single customer bill.
<b>Consolidated Bill Ready Billing</b>	The Supplier can calculate its own generation and transmission charges and pass the billing detail to DP&L. DP&L will produce one bill for the customer.
<b>Consolidated Rate Ready Billing</b>	The Supplier will provide generation and transmission (optional) pricing detail for DP&L to calculate the Supplier's charges. DP&L will produce one bill for the customer.
<b>Consumer</b>	Any person who uses a competitive retail electric service.
<b>Contract</b>	An agreement between a customer and an AGS that specifies the terms and conditions for provision of a competitive retail electric service or services.
<b>Control Area</b>	As defined by the North American Electric Reliability Council (NERC), an electrical system bounded by interconnection (tie-line) metering and telemetry.
<b>Control Area Operator or CAO</b>	The Dayton Power and Light Company, the Independent System Operator (ISO) or Regional Transmission Organization (RTO) that operates the Control Area to which The Dayton Power and Light Company belongs.
<b>Coordination Activities</b>	All activities related to the provision of Coordination Services.
<b>Coordination Obligations</b>	All obligations identified in the AGS Coordination Tariff, relating to the provision of Coordination Services.
<b>Coordination Services</b>	Those services that permit the type of interface and coordination between the Alternate Generation Supplier and the Company in connection with the delivery of electricity to end-use customers located within the Company's certified territory, including load forecasting, certain scheduling-related functions, and Energy Imbalance.
<b>Coordination Services Charges</b>	All charges that are billed by the Company for Coordination Services performed.
<b>CRES</b>	Competitive Retail Electric Service. The services provided by an AGS.
<b>CRES Provider</b>	A person or entity, under certification by the Commission, who supplies or offers to supply a competitive retail electric service.

<b>Customer</b>	Any person who contracts with or is solicited by an AGS for the provision of a competitive retail electric service.
<b>Customer premises</b>	The residence(s), building(s), or office(s) of a customer.
<b>DASR</b>	Direct Access Service Request. An electronic business transaction that shall be exchanged via EDI between the Alternate Generation Supplier and the Company.
<b>Direct Solicitation</b>	Face-to-face solicitation of a customer initiated by an AGS at the home of a customer or at a place other than the normal place of business of the provider, and includes door-to-door solicitations.
<b>Distribution Service</b>	The state-regulated physical delivery of energy at non-transmission level voltages to homes and businesses in a distribution utility's service area.
<b>Dual Billing</b>	A billing scenario where both the distribution Company and the AGS send separate bills to the customer to cover their respective charges.
<b>EDC Tariff</b>	The Company's current Distribution Schedule approved by the PUCO.
<b>EDI</b>	Electronic Data Interchange. An electronic data exchange protocol approved by the Commission.
<b>EDU</b>	Electric Distribution Utility. An electric utility that supplies retail electric distribution service.
<b>Electric Choice</b>	Program under which electric generation service in the state of Ohio was deregulated beginning January 1, 2001.
<b>Electric Generation Service</b>	Retail Electric Generation Service.
<b>Electric Utility</b>	A Company that is engaged on a for-profit basis in the business of supplying a non-competitive retail electric service in the state of Ohio or in the businesses of supplying both a non-competitive and a competitive retail electric service in the state of Ohio; This excludes a municipal electric utility or a billing and collection agent.
<b>End-Use Customer</b>	The final user of generation and regulated delivery services.
<b>Energy Imbalance</b>	The difference between the initial hourly AGS energy schedule used for market settlements and the actual hourly energy consumed by that AGS' customers. Actual hourly energy includes hourly metered data and derived (or profiled) hourly energy consumed by customers whose meters are read monthly
<b>Enrollment</b>	An agreement between a customer and CRES provider that specifies the terms and conditions for provision of a competitive retail electric service by that provider for that customer.

<b>FERC</b>	The Federal Energy Regulatory Commission or its successor.
<b>Generation Service</b>	The provision of electric power and energy to a customer for ultimate consumption.
<b>Governmental Aggregator</b>	Legislative authority of a municipal corporation, a board of township trustees, or a board of county commissioners acting as an aggregator for the provision of a CRES under authority.
<b>AGS Coordination Agreement</b>	The Agreement entered into between the AGS and the Company.
<b>Interval Meter</b>	An electricity meter which records an end-use customer's electric usage for defined intervals.
<b>Interval Metering Data</b>	Data from electrical metering equipment that supplies hourly or sub-hourly readings of customer consumption.
<b>Large Commercial Customer</b>	A commercial customer with annual usage equal to or greater than 700,000 kWh.
<b>Load Profiling</b>	Process of estimating or allocating energy usage over a period of time for a customer class.
<b>Load Serving Entity or "LSE"</b>	An entity that has been granted the authority or has an obligation pursuant to State or local law, regulation or franchise to sell electric energy to end users located in the PJM Control Area.
<b>Locational Marginal Price or "LMP"</b>	The hourly integrated marginal price to serve load at individual locations throughout PJM, calculated by the PJM OI as specified in the PJM OATT.
<b>Mercantile Customer</b>	Commercial or industrial customer that consumes electricity for non-residential use and consumes more than 700,000 kWh per year or is part of a national account involving multiple facilities in one or more states.
<b>Meter Read Date</b>	The date on which the Company schedules a meter to be read for purposes of producing an end-use customer bill in accordance with the Company's regularly scheduled billing cycles.
<b>NERC</b>	North American Electric Reliability Council or its successor.
<b>Net Metering</b>	Measuring the difference in an applicable billing period between the electricity supplied by an electric service provider and the electricity generated by a customer-generator and fed back to the electric service provider.
<b>OCC</b>	Office of the Ohio Consumer's Counsel.

<b>PIPP</b>	The State of Ohio's Percentage of Income Payment Plan and Graduate PIPP Plus programs.
<b>PJM OI</b>	The PJM Office of Interconnection, the system operator for the PJM Control Area.
<b>PJM Control Area</b>	The control area encompassing systems in Pennsylvania, New Jersey, Maryland, Delaware, District of Columbia, Ohio, Illinois, Virginia, Kentucky, Indiana and Michigan which is recognized by the North American Electric Reliability Council as the PJM Control Area.
<b>PJM Tariff</b>	The PJM Open Access Transmission Tariff ("OATT") on file with FERC and which sets forth the rates, terms and conditions of transmission service located in the PJM Control Area, including the DP&L zone.
<b>Power Broker</b>	A person, certified by the Commission who provides power brokerage service.
<b>Power Brokerage</b>	Assuming the contractual and legal responsibilities for the sale and/or arrangement for the supply of Retail Electric Generation Service to a retail customer in the state of Ohio without taking title to the electric power supplied.
<b>Power Marketer</b>	A person, certified by the Commission, who provides power marketing services.
<b>Power Marketing</b>	Assuming the contractual and legal responsibilities for the sale and/or arrangement for the sale and provision of Retail Electric Generation Service to a retail customer in the state of Ohio and having title to the electric power at some point during the transaction.
<b>PUCO</b>	The Public Utility Commission of Ohio or its successor.
<b>ReliabilityFirst</b>	ReliabilityFirst, a regional reliability council of the North American Electric Reliability Council (NERC).
<b>Rescission Period</b>	The amount of time that the customer has to void the enrollment request.
<b>Retail Electric Generation Service</b>	The provision of electric power to a retail customer in this state through facilities provided by an electric distribution utility and/or a transmission entity in this state. The term encompasses the services performed by retail electric generation providers, power marketers, and power brokers, but does not encompass the service provided by an electric distribution utility.
<b>Retail Electric Service</b>	Any service involved in supplying or arranging for the supply of electricity to ultimate consumers in this state, from the point of generation to the point of consumption.
<b>Retail Load Responsibility ("RLR")</b>	The AGS load obligation submitted by the EDU to PJM that shows the aggregate electric power and energy (including losses on the transmission and distribution systems) supplied by the AGS for each hour of the calendar day.

<b>Scheduling Coordinator</b>	An entity that is an eligible Transmission Customer under the PJM OI, performing transmission scheduling and other bulk power services to deliver electrical energy into the Company's service territory for the Electric Choice program. An Alternate Generation Supplier may act as a scheduling coordinator, if the AGS is an eligible Transmission Customer, or they may arrange for energy scheduling with another entity that is an eligible Transmission Customer.
<b>Slamming</b>	The transfer of, or requesting the transfer of, a customer's competitive electric service to another provider without obtaining the customer's consent.
<b>Small Commercial Customer</b>	A commercial customer that uses less than 700,000 kWh.
<b>Solicitation</b>	Any communication intended to elicit a customer's agreement to purchase or contract for a competitive retail electric service.
<b>Standard Offer</b>	The tariff rate for generation service provided by the EDU for those customers who choose not to select an AGS.
<b>Tariff</b>	The Alternate Generation Supplier Coordination Tariff, Sheet No. G8 of PUCO Vol. 17
<b>Transmission Customer</b>	An entity that has satisfied all the requirements of PJM's OATT and is capable of scheduling interchange into the DP&L Control Area that acts on behalf of the retail end-use customer.
<b>Transmission Scheduling Agent (TSA)</b>	See Scheduling Coordinator
<b>Transmission Service</b>	The delivery of energy through high-voltage lines that is regulated by FERC and provided by PJM's OATT.
<b>Unaccounted for Energy (UFE)</b>	The difference between the actual system load within DP&L's Control Area and the sum of all actual, estimated or profiled customer load supplied by DP&L, an AGS or a wholesale supplier.
<b>Unbundling</b>	The break-out of a customer's bill into separate rate components.
<b>Unbundled Utility Services</b>	A set of traditional utility services potentially provided by more than one service provider in a competitive market.