



Welcome to NYSEG/RG&E Supplier Relations

(Mandate 5731)

NYSEG/RG&E Supplier Relations has a large workload due to the growing number of ESCOs. Due to this, we carefully prioritize work and attend to the most important and required issues first. We strive to resolve your concerns in a timely manner.

Please use our online and in-house resources available that may answer your questions prior to contacting Supplier Relations.

These resources include:

- **Tariffs** (www.rge.com; www.nyseg.com; refer to table of contents page 2 below)
- **PSC website** <https://dps.ny.gov>
- **Electric Supplier Manual** (www.rge.com; www.nyseg.com)
- **Gas Transportation Operating Manual (GTOP)** (on our websites)
- **UBP (Uniform Business Practices)** (found on PSC website)
- **Your EDI third party provider**
- **Websites** (www.rge.com; www.nyseg.com)
- **Your own internal personnel**
- **PSC EDI Implementation Guides*** (found on the PSC website)

Many ESCO questions can be answered using these tools. This will help to get your answer in the shortest possible time. If your questions cannot be answered using any of the above, please contact us and we will do our best to assist you.

Below you will find the ESCO TOOLS document which contains helpful information to assist you with conducting business at NYSEG and RG&E.

***NYSEG/RGE EDI implementation guides exceptions to New York standards:**

- Go to (www.rge.com; www.nyseg.com)
- Click Our Community
- Click Suppliers & Partners
- Scroll down to Services & Resources
- Click Electronic Data Interchange (EDI)
- Scroll down & click NYSEG or RGE EDI Implementation Guides (exceptions to New York standards)
 - [EDI Data Standards for New York \(EDI Implementation Guides\)](#)
 - [NYSEG EDI Implementation Guides \(Exceptions to New York Standards\)](#)

ESCO Information and Tools

Table of Contents

Title	Page
Bank Changes	23
Bill Windows	15
Bill Messages	22
Bill Processing Charges (Bill Issuance Charges-BIC)	21
Blocked Usage History	9
Collective Billed Customers	14
Critical Care	10
EDI	3
Electric Supplier Manual	11
Enrollments	22
Factor of Adjustment (System Loss Factor)	23
Forms and Agreements	12
Gas Agent – Adding or Changing	21
Gas Capacity Released to ESCOs	16
Gas Invoices	5
Gas Pools - Adding	16
Gas Transportation Operations Manual	11
Gas Tracking System (GTS)	5
Holiday Schedule	14
ICAP	10
Invoices (ESCO payments of Invoices)	23
Meter Reading Schedules	13
PoD Numbers	4
POR Discount Rate	13
Power To Choose PSC Program	24
PSC EDI Implementation Guide	3
Secured Website Overview:	4
• Credit History Data	10
• Customer List	6
• Historical Usage - Customer Usage (scalar) History	8
• How to Find a POD Number	10
• Interval Data	7
• Recharge Customer (RNY)	10
• EDI Implementation Standards and Exceptions	1
Special Meter Read Fee	21
Supply Prices	18
Supply Price Comparison	19
Supply Rates: Average Electric & Gas Supply Rates	19
Sync list – refer to Secured Website Overview	
Tariffs, Rates, Pricing	13
UBP	14
Websites www.rge.com ; www.nyseg.com	11

EDI

EDI transactions are designed to communicate data back and forth. These transactions carry the information needed to operate your business. **We expect every ESCO has access to the data in these transactions.** **If we are asked for data that is contained within a transaction that has been sent, we will refer you back to EDI as you have the information.** Please understand that although we test EDI transactions with ESCOs; once in production we are not required to instruct you on how to format transactions, go into depth on an error or reject code, etc. We do point out things to be helpful, but when we get questioned on basic issues, ones that ESCOs can resolve themselves, we expect the ESCO to do the research!

EDI FILES: If you do not receive EDI files, please check the meter reading schedule on our website to ensure you were due to receive files that day as it may have been a non-reading holiday. NYSEG & RG&E have a few different holidays.

814 TRANSACTION LIMITS: 814E, 814D, 814C, 814R have a daily transactional limit of a total of 2,500 EDI 814 transactions in the morning (prior to 10:30 AM Eastern Time) and 2,500 EDI 814 transactions in the afternoon (after 2:30 PM Eastern Time) for a total of 5,000 814 transactions per day (*this does not include 814HU*)

PSC EDI IMPLEMENTATION GUIDES (PSC IG)

<https://dps.ny.gov/electronic-data-interchange-edi>

PSC IG contains detailed EDI information such as reject codes/reasons; description of transactions; EDI standards, etc. Review these documents as you will need to know what each EDI transaction is used for to understand EDI and where to get what you need.

Some commonly used EDI Transactions you need to know:

- 814 Enrollment Request/Response; Consumption History Request & Response. Drop Request & Response; Account Maintenance (Change); Reinstatement
- 820 Remittance
- 824 Positive Notification and Reject Notification
- 867 Consumption History; Monthly Usage
- 810 Invoice

For NYSEG/RGE EDI Implementation Guide Exceptions to New York Standards, please refer to the website www.rge.com or www.nyseg.com; scroll to the bottom and click Services & Resources, then click Electronic Data Interchange (EDI). Scroll down to More Information for link to the exceptions

The Electric Supplier Manual (www.rge.com; www.nyseg.com)

Section 9 explains some basic EDI transaction information (below) that will clarify EDI situations:

- EDI 814 - Enrollment Transaction
- EDI 814 - Drop Transaction
- EDI 814 - Reinstatement Transaction
- EDI 814 - Change Transaction
- EDI 814 - Request for History / EDI 867 - Historical Usage Transaction
- EDI 867 - Monthly Usage Transaction
- EDI 810 - Invoice Transaction
- EDI 820 - Remittance Transaction

SECURED SERVICES WEBSITE FOR EACH ESCO

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Secured Services Login
- Enter your login ID * and password
- Click on LOGIN

Login information:

- *NYSEG ELECTRIC login will start with NE_ (N=NYSEG, E = Electric) followed by short name given
- *NYSEG GAS login will start with NG_ (N=NYSEG, G = Gas) followed by short name given
- *RG&E ELECTRIC login will start with RE_ (R=RGE, E=Electric) followed by short name given
- *RG&E GAS login will start with RG_ (R=RGE, G=Gas) followed by short name given

Within your secured website you can access such things as:

- Weekly customer lists (up to 60 days, save your lists as older ones cannot be accessed)
- On-line interval data
- Customer usage history requests
- Credit History Data
- Recharge Customer (RNY) information
- Tool to find a PoD number (if you have contract account number and customer last name)
- Billing data for your MHP customers
- POR Discount Rate
- Ineligible Low-Income customer list, etc.

PoD NUMBERS

PoD numbers are premise specific, they do not change or move with a customer. NYSEG PoDs start with “N” and RG&E PoDs start with “R” and are always 15 characters long. You need to obtain PoD IDs from the customers when you speak with them.

- N01= NYSEG electric service
- N02= NYSEG gas service
- R01=RG&E electric service
- R02=RG&E gas service

Example: N02003334209172 would be a NYSEG gas PoD

GAS TRACKING SYSTEM (GTS)

GTS is innovative software to assist you with managing the natural gas nomination and balancing programs for the NYSEG/RG&E Retail Access Program.

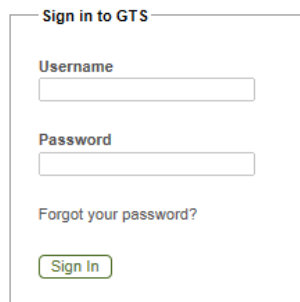
GTS provides the following:

- Daily Nominations and Nomination Information
- Customer and Pools Management
- Delivery Requirements/Forecasting Management
- Daily Customer and Pool Usage
- Daily and Monthly Imbalances
- Daily and Monthly Settlement and Rates
- ESCO and IUSA Contact Information
- Capacity Management
- Billing and ESCO Monthly Invoices

To access GTS use link: <https://iusa.gastrackingsystem.com/Login?ReturnUrl=%2f>

Or go to www.rge.com; www.nyseg.com

- Click Our Community
- Click Energy Supply Companies ESCOs/Producers
- Click How to Become a Natural Gas ESCO
- Scroll down to Resources and click Gas Tracking System
- Log into GTS



The image shows a login form titled "Sign in to GTS". It contains two input fields: "Username" and "Password". Below the password field is a link that says "Forgot your password?". At the bottom of the form is a "Sign In" button.

Once you have logged in, at right to choose NYSEG or RG&E OPCO: NYSEG ▼

Each ESCO has a GTS Security Administrator who is responsible for creating login IDs and assigning different roles for each person who works for their company and uses GTS.

Each user should have their own, unique ID and password for the company that they represent and should not be shared with other users.

Should you need your password reset or you get locked out, please see your Security Administrator.

GAS INVOICES

Each ESCO is responsible retrieve their monthly gas invoices out of GTS to pay. Pls see **INVOICE** section of this manual for more information.

ESCO CUSTOMER LIST ON YOUR SECURED WEBSITE

Every Saturday your customer list is updated. **DOWNLOAD AND SAVE YOUR CUSTOMER LISTS! They're on website for only 60 days, then deleted and are no longer accessible.**

- Go to www.rge.com; www.nyseg.com
- Click "Our Community"
- Click "Secured Services Login"
- Enter your login ID & password (refer to page 4 for more **Login information**)
- Click on LOGIN
 - RG&E's website: Click "RGE Customer Information" for the most recent date
 - NYSEG's website: Click "NYS Customer Information" for the most recent date

Your customer list will populate. Below are the column headers for the list:

COLUMN HEADER TO CUSTOMER LIST BELOW:

Field Name	Col	Description	Notes
Contract Account Number	A	Contract Account Number	Provided for info only
ESCO's Customer ID	B	ESCO's Account Number	ESCO Account Number provided by ESCO
Business Partner	C	Customer's Name	Business Partner Name
PoD ID	D	Point of Delivery ID	PoD ID
Device Number	E	Meter / Recorder Number	Device Number
Device Type (Gas only)	F		"Daily" or "Non-Daily"
Device Factor (Gas only)	G		Multiplier-CCF to Therms – decimal numeric
Therm Factor Zone (Gas only)	H		"N00XX" -> XX = Zone
Street Address	I	Premise Address	Typically "Number (space) Street"; if no house number avail then "O" for Number
City/Town State Zip Code	J	Premise Address	"City/Town (space) NY (space) Zip"
Jurisdiction for Tax Calculation - Tax Jurisdiction Code	K	Tax Jurisdiction Code	Format - "NY9999999"
Division	L	Commodity: Gas=GS; Electric =EL	"GS" or "EL"
Grid	M	ISO Subzones or Gas Pooling Area	Ex: Electric – NE_NOR_SE, NE_MWK_SE, Gas – NG_DTI, NG_TCO...
Rate Category	N	Rate Category	Rate Category
Contract Account Determination ID	O	Previously revenue code	Residential/Comercial/Municipal/Industrial – "R", "C", "CX", "M", "I" ...
Installation Type	P	Heat or Non-Heat Status	"HEAT" or "NOHT"
Guarantee of Supply	Q	Critical Care Status	If critical care residential – "01", if critical care nonresidential – "02", Null if none
SIC Code	R		associated with Device – Null if not avail
Balancing Type (Gas Only)	S		LDC "L" or CSC "C" balancing
Bill Cycle	T	Bill Cycle for POD ID	"NXX" – XX = bill cycle
ESCO Service Start Date	U	ESCO Service Start Date	Start Date w/ESCO at Installation YYYYMMDD
ESCO Service End Date	V	ESCO Service End Date	End Date w/ESCO at Installation - Pending drops will have an actual end date – YYYYMMDD, "99991231" for active service
Unit of Measure	W		"KWH", "THM", "CCF" ...
ICAP Year (Electric only)	X	Year for Customer Peak Load	Example: "2005"
PoD ID Peak Load Contribution (Electric only)	Y	Customer's Peak Load for ICAP Year	Peak Load Contribution (PLC) – numeric decimal
Synthetic Profile ID (Electric only)	Z	Synthetic Profile for Svc Class	Synthetic Profile ID (Electric Only) – i.e.: "32", "33", "37"
Transmission Distribution Loss Class (Electric only)	AA	Voltage Level	"Secondary", "Primary", "Sub transmission", "Transmission" (Electric Only)
Settlement Calculation Method (Electric only) Profile -P or Interval data - I	AB		Always a "P" for NYSEG
MHP Indicator	AC	Mandatory Hourly Pricing	"X" indicates customer on MHP
Budget Indicator	AD	Utility Budget Billing Program	"X" indicates customer on a utility budget

INTERVAL DATA

You can access interval data different ways.

If the customer is an MHP (mandatory hourly pricing) customer, then you can access it through the secured website which will be just the portion the ESCO can serve; see below:

- Go to www.rge.com; www.nyseg.com
- Click “Our Community”
- Click “Secured Services Login”
- Enter your login ID and password
- Click on LOGIN
- Under Secured Services (left margin) click Customer History
- Scroll down to the Interval Usage section and fill in:
 - Interval Date Range
 - PoD ID
 - Click Continue

► Interval Usage

To download a CSV file containing interval usage data for a NYSEG PoD ID, please enter the desired PoD ID and interval date range.

Interval Date Range:	<input type="text"/>	(mm/dd/yyyy)
PoD ID:	<input type="text"/>	(mm/dd/yyyy)
<input type="button" value="Continue"/>		

To determine if one of your customers is MHP or has an AMI meter, refer to your customer list on your secured site. Column AC is MHP indicator

Any Interval data received via the secured website gives just the portion the ESCO can serve.

If you enter pod# using above method and get below response, email supplier relations

The POD ID you entered has incented load that may be eligible for Retail Access. Please contact your electricity supplier services coordinator and/or your natural gas transportation representative for more information.

If interval data that cannot be retrieved via above method or you are looking for full load the do the following:

- Complete Interval Data Form, **highlighted sections only** (located on website, see below*)
- Email the completed form to your Supplier Relations Account Manager
- There is a \$40 charge for the data per PoD number
- Data will be returned within 5 business days

Any Interval data received via the Interval Data Form will be customer’s full load and may contain load an ESCO cannot serve.

*Interval Data Form is located on our websites

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Energy Supply Companies
- Click on How to Become an Electricity ESCO or How to Become a Natural Gas ESCO
- Click on “Forms” link
- Click on Interval Data Request Form

You can request usage history via EDI; any usage history received via EDI for an interval usage customer will be full load.

HISTORICAL USAGE - CUSTOMER USAGE (scalar) HISTORY

If usage history requests are done via the secured website and you receive a response that the customer is on an incentive, **you will need to request the usage history via EDI.**

- **EDI provides up to 12 months of historical usage**
- **Secured website provides up to 24 months of historical usage**

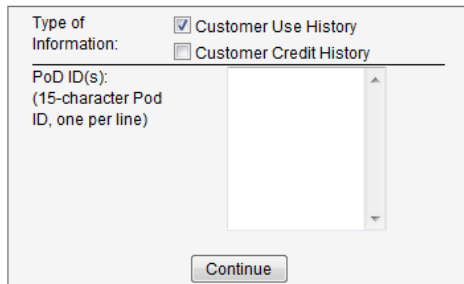
Secured website historical usage:

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Secured Services Login
- Enter your login ID & password
- Click on LOGIN
- Under Secured Services (left margin) click Customer History
- Scroll down to one of the options below:

Flat File Option: Use this if you have several PoDs to look up:

▶ Request for Flat File

Please select the type(s) of information desired and enter up to 500 NYSEG PoD IDs. The flat file will be available within two NYSEG business days via your NYSEG.COM Secured Services for ESCO page

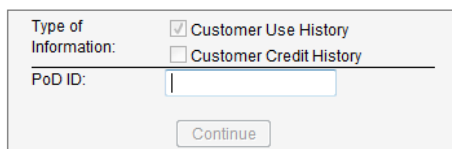


Use is posted to your secured website as **Usage and Credit Information** the following day. If the customer has an incentive, there will be no use posted and you need to request usage history via EDI.

View Online Tool Option: Use this if you have a small number of PoDs to look up:

▶ View Online

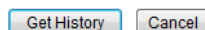
Please select the type(s) of information desired and enter a NYSEG PoD ID.



Terms of Use for Access to Customer History:

By checking the box below, I represent and warrant that I am an Energy Services Company (ESCO), or an agent thereof,

I have read and agree to the above Terms of Use. Note: If you do not agree to these Terms of Use, do not request customer history.



Please do not contact us if you are looking for usage **unless** it's been more than two billing periods since the last usage was sent.

BLOCKED USAGE HISTORY

Blocked usage occurs when a customer places a block on their account to not release usage history. The customer must contact our call center at 1-800-572-1111 or you must provide an authorization to have the block removed before usage history can be obtained.

Please review the information provided in this tool.

Usage history via EDI is only available for the most recent customer; however, usage history via the secured website will show up to a year's worth of use.

Below are examples of usage history and the information it provides:

Electric Usage History:

Secured Services
 Customer history
 EDI overview
Electricity ESCOs --
 -
 Electricity supplier manual
 Pricing & tariffs for electricity
Natural Gas ESCOs ---

 Natural gas transportation manual
 Pricing & tariffs for natural gas
 SmarTrac™

PoD ID:
Electric Meter #

Service Address **Account Mailing Address**

Energy Use History

Current Rate Category:
 Future Rate Category:
 Revenue Class: Residential
 Profile:
 Grid: Tax Jurisdiction: NY
 Tax District:
 Read Cycle:
 Critical Care: No
 ICAP:
 MHP: .

Important Electric information you will need

Electricity Use History

Read Date	Read Type	kwh	Total	Total Tax
10/08/2013	Estimated	413	\$57.06	\$2.81
09/11/2013	NYSEG	551	\$72.37	\$3.50
08/08/2013	Estimated	1001	\$117.95	\$5.61
07/10/2013	NYSEG	948	\$111.64	\$5.31
06/10/2013	Estimated	715	\$80.50	\$3.77

Gas Usage History:

Secured Services
 Customer history
 EDI overview
Electricity ESCOs --
 -
 Electricity supplier manual
 Pricing & tariffs for electricity
Natural Gas ESCOs ---

 Natural gas transportation manual
 Pricing & tariffs for natural gas
 SmarTrac™

PoD ID:
Gas Meter #:

Service Address **Account Mailing Address**

Energy Use History

Current Rate Category:
 Future Rate Category:
 Revenue Class: Residential
 Profile:
 Grid: Tax Jurisdiction:
 Tax District:
 Device Type: Non-Daily
 MDTQ: Summer: Winter:
 Usage Factor: Base: Summer: Winter:
 Read Cycle:
 Critical Care:

Important GAS information you will need

Natural Gas Use History

Read Date	Read Type	Use (therms)	Total	Total Tax
10/08/2013		57.8	\$80.33	\$4.05
09/11/2013		10.3	\$28.22	\$1.52
08/08/2013		21.7	\$43.33	\$2.24
07/10/2013		8.2	\$26.45	\$1.43

CRITICAL CARE

This field can say YES, however the customer may not be critical care. We use this field for our own outage restoration efforts. If you are questioning whether a customer is critical care or not, please contact your Supplier Relations representative and they will check for you.

ICAP

ICAP is on the secured site (see page 8 of this document) as well as via EDI814HU request. ICAP is updated on May 1 each year. The new yearly ICAP values show on your first customer list in April. We will send, via EDI814, the new ICAPs in April each year.

ICAP is full load, unless customers are NYPA or RNY, then ICAP is adjusted down to ESCO portion only.

RECHARGE CUSTOMER (RNY) INFORMATION

- Customer usage history received via EDI 867HU request is full customer usage history.
- Customer usage sent via EDI 867MU for billing is ESCO portion only.
- Customer interval data retrieved on secured website is ESCO portion only.

CREDIT HISTORY DATA

You will see the statement below under Credit History Data:

(There is an issue with Number of Late Payments always being zero.
Contact your Supplier Relations Account Manager to get the exact number of late payments.)

Normally you would follow the same steps for retrieving Customer Use History by checking the Customer Credit History box; however, due to a system issue with credit data, please check with your Supplier Relations representative until we can get it fixed.

► [View Online](#)
Please select the type(s) of information desired and enter a NYSEG PoD ID.

Type of Information:	<input type="checkbox"/> Customer Use History
	<input checked="" type="checkbox"/> Customer Credit History
PoD ID:	<input type="text"/>
<input type="button" value="Continue"/>	

HOW TO FIND A PoD NUMBER

A contract account number & customer last name are needed to look-up PoD number on our websites.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Secured Services Login
- Enter your login ID and password
- Click on LOGIN
- Under Secured Services (left margin) click Customer History
- In the middle section of screen click “here” (see below)

► If you need assistance finding a PoD ID, [click here](#).

- Enter the contract account number (no spaces or dashes) and first two digits of the customer’s last name or business name. The PoD number (or list of PoD numbers) will come up if you have the correct information.

NYSEG AND RG&E WEBSITE INFORMATION

The NYSEG and RG&E websites contain information such as:

- Electricity/Gas ESCOs (Forms/Agreements, Become an ESCO, Eligible ESCOs, etc.)
- EDI Testing Information (Including NYSEG/RG&E exceptions to NY standards)
- Services/Resources (Meter Reading Schedules, POR Discount Rates)
- Pricing and Tariff Information
- Supplier Manuals
- ISO Map

Please review the information and use the website to answer your questions.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Suppliers and Partners

ELECTRIC SUPPLIER MANUAL (ESM)

The Electric Supplier Manual contains such information as roles and responsibilities, ESCO qualification, settlement info, basic EDI info, etc.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Scroll down to Services & Resources to find the Electric Supplier Manual



Electric Supplier Manual

A single source for accessing electric retail access policies and procedures. [READ MORE](#)

GAS TRANSPORTATION OPERATION PROCEDURES MANUAL (GTOP)

The Gas Transportation Operation Procedures Manual contains pertinent gas information.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Scroll down to Services & Resources to find the GTOP



Gas Transportation Operating Procedures Manual

This manual describes the services, day-to-day and critical period operating procedures for natural gas ESCOs [READ MORE](#)

FORMS AND AGREEMENTS

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Energy Supply Companies ESCOs/Producers
 - **For Electric:**
 - Click How to Become an Electricity ESCO
 - Click “Submit forms and agreements” link
 - **For Gas:**
 - Click How to Become a Natural Gas ESCO
 - Click “forms” link

If you are an ESCO that will be EDI testing for electric & gas at NYSEG or RG&E, you only need to complete one set of forms/agreements per utility.

Forms and Agreements For Electricity ESCOs

For your convenience, the following forms are available in PDF format:

- [Billing Services Agreement \(BSA\)](#)
- [Designation of Agent Agreement](#)
- [Designation of Agent for Service of Process](#)
- [EDI Test Application](#)
- [ESCO Qualification Checklist](#)
- [ESCO Tools](#)
- [Interval Data Request Form](#)
- [Operating Agreement](#)

Forms And Agreements For Natural Gas ESCOs

For your convenience, the following forms are available in PDF format:

- [Billing Services Agreement \(BSA\)](#)
- [Capacity Affidavit](#)
- [Designation of Agent Agreement](#)
- [Designation of Agent for Service of Process](#)
- [EDI Test Application](#)
- [ESCO Qualification Checklist](#)
- [ESCO Tools](#)
- [Escrow Agreement](#)
- [GTS Login Request Form](#)
- [Guaranty Agreement](#)
- [Interval Data Request Form](#)
- [Operating Agreement](#)
- [Trading Partner Agreement \(TPA\) Example](#)
- [TPA Instructions](#)
- [Sample Infield Transfer Form](#)

METER READING SCHEDULES

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Scroll to Services and Resources to find Meter Read Schedules

EDI enrollment responses and customer usage history on the secured website both contain METER CYCLE ROUTES. Some accounts are billed monthly and some bi-monthly. Refer to the Meter Reading Schedule to look up the meter cycle route to determine meter read dates.

Cycle 99 = monthly billed, non-read meters

Not all meters are read/billed monthly. Refer to the meter reading schedule to know when read/billed.

Please do not contact us if you are looking for looking for a meter reading **unless** it has been more than two (2) billing cycles since you received the last meter reading.

TARIFFS, RATES AND PRICING

We have placed these links on the NYSEG and RG&E websites for your quick access:

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click on Public Service Commission (PSC) Filings
- Scroll to bottom, click Electricity Pricing and Tariff or Natural Gas Pricing and Tariff

Electricity and Natural Gas Tariffs include information such as:

- Electric and Natural Gas Rate Summaries
- POR Rates
- Links to Tariffs

POR DISCOUNT RATES

POR discount rates are found on the websites:

Go to www.rge.com; www.nyseg.com

- Click Our Community
- Click Energy Supply Companies ESCOs/Producers
- Click How to Become an Electricity ESCO or How to Become a Natural Gas ESCO
- Scroll down to Resources and click Electricity Pricing and Tariff or Gas Pricing and Tariff
- Scroll down under Statements & Click below link for POR (see below):

[DISC - Purchase of ESCO Accounts Receivable \(POR\) Discount Statements](#)

UNIFORM BUSINESS PRACTICES (UBP)

Uniform Business Practices (UBP) provides consistent business procedures for ESCOs and utilities across the state. We have placed a link to a copy of the UBP on the website and you can also get this on the PSC website.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Energy Supply Companies ESCOs/Producers
- Click How to Become an Electricity ESCO or How to Become a Natural Gas ESCO
- Scroll down to Resources and click Electricity Pricing and Tariff or Gas Pricing and Tariff
- Scroll down to Addendums, click UBP-Uniform Business Practices

HOLIDAY SCHEDULE

RG&E and NYSEG Holiday Schedule (offices closed)
New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Thanksgiving (Friday After)
Christmas Day

RG&E and NYSEG EDI Holiday Schedule
New Year's Day
Good Friday (NYSEG only)
Memorial Day
Juneteenth
Independence Day
Labor Day
Veteran's Day (NYSEG only)
Thanksgiving Day
Thanksgiving (Friday After)
Christmas Day

Holidays do NOT count toward the two-day bill window or enrollment window (electric = 5 business days; gas = 10 business days). Only normal business days are counted.

Example:

- ❖ Monday May 30 (Memorial Day) is a holiday at NYSEG and RG&E
- ❖ Friday May 27 ESCO receives 867 MUs from the utility
- ❖ Friday May 27 is day 1
- ❖ Tuesday May 31 is day 2, with the bill window closing at 4:30 p.m.

COLLECTIVE BILLED CUSTOMERS

Collective billed customers, otherwise known as Summary billed customers, are customers who have multiple utility accounts. The customer has chosen to receive one summary bill rather than several individual bills for their different locations.

These customers CANNOT be single billed with an ESCO, ONLY DUAL BILLED.

When a customer is on summary billing, NYSEG/RGE holds all the usage and bills the customer on a specific date. NYSEG/RGE is required to send the usage to the ESCO when the meter is read. A summary billed customer can't be single billed with an ESCO because we can't hold the usage; it must be sent when it's read.

When marketing to commercial customers that have several locations, ask if they're collective or summary billed so you know if you can enroll single bill or not.

BILL WINDOWS

Bill windows are two (2) business days **(does not include holidays and weekends)**.

This does not equal 48 hours.

The first day you receive the EDI 867 is Day 1, you have until 4:30 p.m. the following business day to return your EDI 810 or it will reject for OBW (outside bill window).

Bill window rejection codes can be found in the PSC Implementation Guides. Please do not email us asking what a rejection code means.

We do not cancel/rebill to reopen a bill window if you miss it.

You are to apply the charges to the following bill, or you can dual bill for that month.

Two-Day Window Example:

You receive an EDI 867 MU (usage record) on a Friday; you have until 4:30 p.m. the following Monday to return your EDI 810. Anything received after 4:30 p.m. is considered as received the following day.

GAS CAPACITY RELEASED TO ESCOs

To determine if the PoD ID gets capacity released for it, you must first know if it is a **Daily or Non-daily** customer. Once determined you must know if it is a **critical care** account or not, and if it has any **alternate fuel**.

To determine if a gas customer is Daily or Non-daily:

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Secured Services Login
- Enter your login ID and password
- Click on LOGIN.
- Under Secured Services (left margin) click Customer History
- Go to View Online and click Customer Use History box
- Enter PoD ID & click Continue
- Read Terms of Use & click box confirming you have read
- Click Get History
- Under Energy Use History, Device Type will be Daily or Non-Daily.

Energy Use History

Current Rate Category: NGD020S
Future Rate Category:
Revenue Class: Commercial
Profile:
Grid: NG_DTI Tax Jurisdiction: NY1490300
Tax District: 0818
Device Type: Non-Daily



To determine if Critical Care: Contact your Supplier Relations Representative.

This field can say YES, however the customer may not be critical care. We use this field for our own outage restoration efforts. If you are questioning whether a customer is critical care or not, please contact your Supplier Relations representative and they will check for you.

To determine if Alternate Fuel: This information will come from your contact with your prospective customer. If it is a Daily metered customer, you should be asking the customer about alternate fuels. It will help you know what to expect for usage from the customer.

Using the view online tool, discussions with the customer & information below, you should be able to obtain an answer for the capacity release question. This method works for both NYSEG and RG&E.

Non-Daily: Gets capacity
Daily: If Critical Care WITHOUT an Alternate Fuel = gets capacity
Daily: If Critical Care WITH an Alternate Fuel = we do NOT release capacity
Daily: If NOT Critical Care = we do NOT release capacity

GAS POOLS – OPENNING OR ADDING A GAS POOL

NYSEG

- **To open or add a gas pool:** Obtain pipeline shipper approval for the pool(s) you want to open (pools noted below). This can be a pipeline agreement or something from the pipeline showing that you're approved on pipeline. **However, if you have an agent & capacity is being released to agent, then shipper approval needs to be for the agent not the ESCO.**

NYSEG gas pools are:

- Algonquin (AGT)
- Algonquin/Orange & Rockland (AGT)* covers Goshen area at Stony Point Interconnect
- Columbia (TCO)**
- Dominion (DTI)
- Iroquois (IGTS)
- Tennessee (TGP)
- North Country (NCPL)***

*AGT/O&R: Pipeline approval required from AGT (as served off AGT pipeline) to serve customers on O&R

**TCO: Approval for K80348=Firm Transportation; K80349=Storage Capacity; K80350=Storage Transport

***NCPL: Pipeline approval required from TCPL to serve customers on NCPL

- **Designation of Agent Agreement:** If using Agent for noms or capacity releases, complete Agent Agreement located on www.nyseg.com website. (Click our community, click Energy Supply Companies (ESCOs), Click How to Become a Natural Gas ESCO, Click on Forms)
- **Minimum pool requirement:** Provide proof to Utility that you have enough customers (load) to open a gas pool. Below are the minimum load requirements:
 - **Non-daily metered** = minimum pool requirement 5,000 dekatherms/year per gas pool
 - **Daily metered** = no requirement

Market to customers to get enough load. Once obtained minimum customer load, create a spreadsheet to include customer POD# & yearly gas usage for that POD. If opening more than one NYSEG gas pool you need to separate out each pool, you can do this by using the tabs at the bottom of the spreadsheet or use separate spreadsheets. Submit spreadsheet(s) to NYSEG for verification. This needs to be done for each pooling area.

- **Balancing:** Confirm balancing options below. This should match your EDI test application.
 - Daily metered = NYSEG balanced
 - Non-daily metered = DAV balancing all pipelines
 - Non-daily metered = DAV balancing all pipelines except Dominion (DTI) which can be CSC balanced* - If you choose this option, you need CSC meter with DTI.

*This option is for NEW ESCOs only adding DTI pool for the first time. Existing ESCOs with DTI customers can chose CSC when program renews in April only.

- **Once all has been received, we will discuss a production date**

RG&E

- **To open or add a gas pool:** Obtain pipeline shipper approval for the pool(s) below. This can be a pipeline agreement or something from the pipeline showing that you're approved on pipeline. **However, if you have an agent & capacity is being released to agent, then shipper approval needs to be for the agent not the ESCO.**

RG&E gas pools are:

- Dominion (DTI)
- Empire (EMP)* must provide proof approved on G12130 & F12131
- TransCanada (TCPL)** Mnemonic

**Emp: Proof approved on G12130-storage & F12131-transportation. Can be email from the pipeline.*

***TCPL: A NMEUMONIC (assigned by TCPL) needs to be provided to RG&E in lieu of pipeline approval. ESCO or Agent contacts Amelia Cheung @ TCPL (phone: 416-869-2115) to get set up on their system and get a mnemonic. If an agent is already set up with the utility as being an active agent for another ESCO, the agent can use the same mnemonic rather than getting a separate one; however, they still need to contact TCPL to advise.*

- **Designation of Agent Agreement:** If using Agent for noms or capacity releases, complete Agent Agreement located on www.rge.com website. *(Click our community, click ESCOs/Producers, Click How to Become a Natural Gas ESCO, Click on Forms)*
- **Minimum pool requirement:**
 - **Non-daily metered** = minimum pool requirement 5,000 dekatherms*.
 - **Daily metered** = minimum pool requirement 3,500 dekatherms usage*.

*Minimum requirement is for RG&E is for all 3 gas pools combined = DTI, Empire & TCPL, do not need to separated out.

Market to customers to get enough load. Once you've obtained the minimum customer load, create a spreadsheet to include customer POD# & yearly gas usage for that POD. For RGE all pools can be placed on one spreadsheet. Submit spreadsheet(s) to your RG&E.

- **Balancing:** Confirm balancing options below. This should match your EDI test application.
 - Daily metered = RG&E balancing or CSC balancing
 - Non-daily metered = CSC balancing. You will need to apply for a CSC meter number with DTI
- **Once all has been received, we will set a production date**

SUPPLY PRICES

- Go to www.rge.com; www.nyseg.com
- Click Account
- Under Understand Your Bill click Choose a Supplier
- Scroll to Quick Links, click Electricity Prices
- Enter Service Classification
- Enter Region (NYSEG only)
- Click Submit

Example of what will populate:

The following charges apply to NYSEG delivery customers regardless of supply provider and reflect current pricing.

Basic Service Charge	\$15.11
Delivery Charge (per kwh)	\$0.040300
Transition Charge (per kwh)	Link to Statement
System Benefits Charge (per kwh)	Link to Statement
Renewable Portfolio Standard (per kwh)	Link to Statement
Temporary State Assessment (per kwh)	Link to Statement
Tax on Delivery Charge	Link to Statement

The following charges apply to NYSEG Supply Service and can be used to compare to ESCO offers. Contact an ESCO for their pricing offers.

Bill Issuance Charge (per bill)	\$0.81
Merchant Function Charge	Link to Statement
Supply Charge <i>(Price displayed reflects a prior 30 day average)</i>	\$0.0437511
Tax on Supply Charge	Link to Statement

Please note: Local sales taxes may apply to some districts and are not included in the price estimates above.

ELECTRIC & GAS AVERAGE SUPPLY RATES

- Go to www.rge.com; www.nyseg.com
- Click magnifying glass to right of Sign In/Register
- Enter "AVERAGE SUPPLY RATE" and hit enter
- Lists of 12-month trailing average electric and natural gas supply rates provided

SUPPLY PRICE COMPARISON

To compare what a utility supply price would have been, please follow the steps listed below:

ELECTRIC:

- Go to www.rge.com; www.nyseg.com
- Click Account
- Under Understand Your Bill category, click Pricing
- Click RG&E Supply Rate link
- Enter the Service Classification & click Submit
 - At NYSEG you will also need to select your Region
- Scroll down to Daily Supply Charges History and enter date range
- Click Show History & supply prices will populate

Daily Supply Charges History

For a range of **daily supply charges** back to January 1, 2007, enter your date range and press **Show History** below.

From

2/23/2021

To

2/23/2021

Show History

- Average the prices & divide by number of days to get supply price
- Add MFC and Tax to get full supply comparison
 - You may need to pull more than one-month MFC statement, as many bills span through more than one month.

Electricity Supply Charges

- Supply charge
- Merchant function charge - Aug
- Merchant function charge - Sep

GAS:

- Click carrot next to Account
- Under Understand Your Bill category, click Pricing
- Click on PSC No. 16 – Schedule for Gas Services
- Scroll down to: To view tariffs & click the link
- Scroll down to Statements
- Click on Monthly Natural Gas Statements & click Natural Gas Statements
- Open applicable statement(s) for billing period comparing
- Under SC column, scroll to GSC without Merchant Function Charge, per Therm
 - That is the gas supply rate for that month and SC

<u>Description</u>	<u>SC No. 1</u>	<u>SC No. 2</u>	<u>SC No. 5</u>
Firm Average Demand COG	\$0.113033	\$0.113033	\$0.113033
Load Factor Adjustment (LFA)	1.0005	0.9984	0.4491
Adjusted Firm Average Demand COG	\$0.113090	\$0.112852	\$0.050763
Firm Average Commodity COG	\$0.194086	\$0.194086	\$0.194086
Firm Average COG w/ LFA	\$0.307176	\$0.306938	\$0.244849
Factor of Adjustment (FA)	1.00030	1.00030	1.00030
Total Average COG	\$0.307268	\$0.307030	\$0.244922
Supplier Refund Adjustment	\$0.000000	\$0.000000	\$0.000000
Interim Reconciliation Adjustment	\$0.000000	\$0.000000	\$0.000000
Annual Reconciliation Adjustment	(\$0.018494)	(\$0.018494)	(\$0.018494)
System Performance Adjustment	(\$0.000108)	(\$0.000108)	(\$0.000108)
Heater Fuel Charge	\$0.000283	\$0.000283	\$0.000283
GSC without Merchant Function Charge, per Therm	\$0.288949	\$0.288711	\$0.226603

<u>Description</u>	<u>SC No. 1</u>	<u>SC No. 2</u>	<u>SC No. 5</u>
Merchant Function Charge	\$0.021283	\$0.016406	\$0.016406

- Do same process if the billing period being compared spans across two months to get each month's gas supply rate
- Multiply rate vs number of billing days
 - If billing period is all within one month you multiply rate x number of days
 - If billing period spans over two months, break out billing days for each month

Example: billing period 11/11/20-12/2/20=22 days; Nov=20 days, Dec=2 days.
Take total ccf's and divide by total number days to get daily average rate.
Multiply November's 20 billing days by that rate to get the ccf's billed.
Multiply December's 2 billing days by that daily rate to get ccf's billed.
- Add Merchant Function Charge (listed under the gas rate)
- Add applicable taxes

GAS AGENT – ADDING OR CHANGING

If you are adding or changing a gas agent, you will need to do the following:

- Complete the Designation of Agent Agreement. Refer to page 12 of this document for instructions where to access forms and agreements.
- Pipeline approvals for whomever capacity is being released to (see page 17 for gas pools & approval information).

All the above information needs to be received two (2) weeks prior to the end of the month in order to change or add an agent for the following month.

SPECIAL METER READ FEE

ESCO contacts the Utility to request a special meter read on a day other than the customer's regularly scheduled meter read date. The read will occur 15 days after the request is submitted to NYSEG/RGE.

NYSEG/RGE will bill the ESCO for a special meter read fee of \$20, per meter, that is read.

BILL PROCESSING CHARGES (Bill Issuance Charges = BIC)

For customers that are on consolidated (single) bill with an ESCO, NYSEG and RGE bill these charges monthly.

Bill Processing Charges (BIC) information can be found in electricity tariff PSC No. 120 Leaflet No. 108

RGE

4. Bill Processing Charges:

ESCOs shall be assessed a bill processing charge of \$0.95 per bill for a Company rendered consolidated bill for those customers with electric-only or gas-only service. ESCOs shall be assessed a bill processing charge of \$0.48 for electric service provided and \$0.47 for gas service provided per bill for a Company rendered consolidated bill for those customers with a combination of electric and gas service.

NYSEG

4. Bill Processing Charges:

ESCOs shall be assessed a bill processing charge of \$0.81 per bill for a Company rendered consolidated bill for those customers with electric-only or gas-only service. ESCOs shall be assessed a bill processing charge of \$0.41 for electric service and \$0.40 for gas service for a Company rendered consolidated bill for those customers with a combination of electric and gas service.

BILL MESSAGES

Preset Message:

If ESCO wants to place a bill message on the single bill invoice, please refer to the Technical Billing Specifications (Attachment in the Billing Services Agreement/BSA) for bill message information. (also see below ESCO Messages).

- E-mail supplier relations with bill message in the proper format specified in the BSA.
- Provide a specific 3-digit code (or we will assign one)
- Provide the utility for the message (NYSEG, RG&E or both)
- Provide type of customers you want the message for (electric, gas or both)

ESCO Messages (per Technical Billing Specifications from the Billing Services Agreement)

Bill text messages will be presented on the ESCO portion of the Consolidated Bill via the use of pre-defined codes to designate associated text messages. The ESCO will send the desired text to NYSEG/RG&E at least 15 days prior to the ESCO's use of such text. The ESCO will transmit the data by e-mail to the NYSEG/RG&E Supplier Relations mailbox (supplier_relations@rge.com). NYSEG/RG&E will provide the ESCO with the associated code that corresponds to each text message. Each message can be composed of up to 8 lines of up to 60 characters. Each message cannot exceed the resulting 480-character limit.

Messages are placed on the bill in the order specified by the relative position code provided in element PID06 on each PID segment. The ESCO can specify up to 6 codes on a total of 6 PID segments.

Free Form Message:

ESCO enters free form message on EDI 810 in the SAC 15 segment; this will appear in ESCO Supply Detail area of the ESCO portion of the single bill. SAC04 must be TP1002 for text in SAC15 to appear on bill. If ENC001 is in SAC04 then no text placed in SAC05 will appear on the bill.

- Can have multiple SAC segments (several dozen)
- Length is about 30 characters per SAC 15

SAC15	352	Description	X	AN 1/80
		This element is required when SAC04 = TPI002 (ESCO Initiated Line Items); otherwise it is not used.		
		The text sent in SAC15 will be displayed on the customer's bill. Each utility may establish a maximum number of characters that may be sent in this element.		

ENROLLMENTS

Daily maximum limit of ESCO (814E) enrollments* is 5,000; 2,500 can be received in the morning prior to 10:30am EST and 2,500 in the afternoon after 2:30pm EST.

***HOWEVER**, this limit is for all 814 transactions (814E, 814D, 814C) except 814HU. So, the limit is for all 814's

INVOICES (and ESCO PAYMENTS OF INVOICES)

ESCO's who participate in consolidated billing will be billed for Bill Issuance Charges (BIC). BIC invoices are billed monthly and will be mailed to you. It is your responsibility to pay these invoices monthly. If you did not receive a monthly invoice, please contact your Supplier Relations Account Manager.

Gas ESCOs will have monthly gas invoices which are posted in GTS. The ESCO is responsible to retrieve the invoice out of GTS to pay monthly.

ESCO PAYMENTS FOR INVOICES:

ESCOs make payments to NYSEG &/or RGE for BIC (single bill charges) invoices and/or Gas invoices depending on what commodity an ESCO serves.

Bic invoices are emailed to the ESCO monthly to pay

Gas invoices are in GTS which the ESCO is responsible to retrieve out of GTS to pay

Prior to remitting payment to the utility, send remittance detail to Avangrid Sales Administration team at SalesAdmin@avangrid.com. This ensures your payment is applied correctly and timely, especially if you are combining payments for multiple ESCOs. In your email to Sales Admin please include:

- ESCO name
- ESCO number
- Invoice number
- Payment amount
- Expected payment date

Additionally, please include below in the addenda field of your payment:

- Company Name
- Customer Number
- Invoice Number

If you need NYSEG &/or RGE banking information for payments, please reach out to your Supplier Relations contact.

FACTOR OF ADJUSTMENT (SYSTEM LOSS FACTOR)

- Go to rge.com or nyseg.com
- Click Account
- Under Understand Your Bill category, click Pricing
- Click PSC No. 16 – Schedule for Gas Services
- Scroll down to Statements, click Natural Gas Statements
- Click Natural Gas Supply Charge SC No1 link

BANK CHANGES

ESCOs can make their own bank changes using an online tool called MINFO. Email your Supplier Relations contact person and advise of the bank change and if you will be doing ACH or Wire payments. Supplier Relations will email you the MINFO access information along with the ACH or Wire form which you will need to complete. Please note, bank changes need to be verified with the bank so they are not immediate changes.

POWER TO CHOOSE PSC program

Refer to PSC website: <https://dps.ny.gov/energy-competition>