Publication of NAESB Retail Markets Quadrant Model Business Practices, Version 3.3

On January 30, 2020, the NAESB Retail Markets Quadrant (RMQ) published Version 3.3 of the NAESB RMQ Model Business Practices. Similar to previous versions, the standards are designed to support the commercial practices of the retail natural gas and electricity markets as well as various state and regional initiatives. This publication embodies significant work by the industry and incorporates modifications to the Quadrant-Specific Electronic Delivery Mechanism (RXQ.5) and Internet Electronic Transport (RXQ.7) Model Business Practices adopted by the quadrant in response to the cyber security recommendations included in the 2019 Sandia National Laboratories Surety Assessment of the NAESB standards. These modifications address system security measures including timelines for the implementation of patches, coordination during outages, and minimum-security requirements for communications through the internet, key lengths and hash algorithms, among other security priorities. Additionally, Version 3.3 incorporates important updates and enhancements to the Energy Services Provider Interface (REQ.21) Model Business Practices and the Open Field Message Bus (RMQ.26) Model Business Practices. These enhancements are intended to support implementation and use of the standards by the industry and are consistent with the quadrant’s shift in focus towards the development of technology-based standards.

Since 2005, the NAESB Retail Model Business Practices have provided a consistent framework for the business processes and practices that support transactions in both the traditional and competitive markets. As captured below, Version 3.3 of the Retail Model Business Practices are divided into twenty-eight books that guide interactions between market participants and cover a broad range of process from the procedures for establishing the credit relationship between parties to defining data privacy requirements for the management of customer data.

RXQ.1 - Market Participant Interactions

RXQ.2 - Creditworthiness

RXQ.3 - Billing and Payments in Competitive Energy Markets

RXQ.4 - Disputes Resolution

RXQ.5 - Electronic Delivery Mechanism

RXQ.6 - Contracts

RXQ.7 - Internet Electronic Transport

RXQ.8 - Retail Customer Information

RXQ.9 - Payment Notification via UET

RXQ.10 - Retail Customer Enrollments, Drops & Account Information Change

REQ.11 - Retail Customer Enrollments, Drops & Account Information Change Using a Registration Agent

RXQ.12 - Inquiries

REQ.13 - Demand Response M&V

RXQ.14 - Service Request, Disconnect and Reconnect in the Registration Agent Model

REQ.15 - Specifications for Common Electricity Product and Pricing Definition

REQ.16 - Specifications for Common Schedule Communication Mechanism for Energy Transactions

REQ.17 - Specifications for Retail Standard Demand Response Signals

REQ.18 - Retail Customer Energy Usage Information Communication

REQ.19 - Energy Efficiency Programs M&V

REQ.20 - Smart Grid Standards Data Elements Table

REQ.21 – Energy Service Provider Interface (Green Button)

REQ.22 – Third Party Access to Smart Meter-based Information

RXQ.23 – Supplier Marketing Practices

RXQ.24 - Enrollment, Drop and Account Information Change in Demand Response Programs

RXQ.25 - Supplier Certification

RMQ.26 - Open Field Message Bus (OpenFMB)

REQ.27 - Enrollment, Drop and Account Information Change for Demand Response Programs in a Registration Agent Marketplace

REQ.28 - Self-Deployment of a Demand Response Program by a Demand Response Service Provider in the Registration Agent Model

Members can access the publication from our website through: <https://naesb.org//retail_standards.asp>, and Non-Members may purchase the publication by submitting a completed materials order form (<https://www.naesb.org//pdf/ordrform.pdf>). If you or any of your colleagues have any questions or would like to access these standards, please do not hesitate to contact our office ([naesb@naesb.org](mailto:naesb@naesb.org), 713-356-0060) at any time. As in the past, this version of standards will be provided to the National Association of Regulatory Utility Commissioners and any state regulatory commissioners upon request.