



**RECOMMENDATION TO NAESB EXECUTIVE COMMITTEE**  
**For Quadrant: Retail Gas and Electric Quadrants**

**Requesters:** Joint REQ/RGQ Business Practices Subcommittee  
**Request No.:** 2010 Retail Annual Plan Item No. 5a  
**Request Title:** Users Guide for Book 0

**1. RECOMMENDED ACTION:**

- Accept as requested
- Accept as modified below
- Decline

**EFFECT OF EC VOTE TO ACCEPT**

- RECOMMENDED ACTION:**
- Change to Existing Practice
  - Status Quo

**2. TYPE OF DEVELOPMENT/MAINTENANCE**

**Per Request:**

- Initiation
- Modification
- Interpretation
- Withdrawal
  
- Principle
- Definition
- Business Practice Standard
- Document
- Data Element
- Code Value
- X12 Implementation Guide
- Business Process Documentation

**Per Recommendation:**

- Initiation
- Modification
- Interpretation
- Withdrawal
  
- Principle
- Definition
- Business Practice Standard
- Document
- Data Element
- Code Value
- X12 Implementation Guide
- Business Process Documentation

**3. RECOMMENDATION**

**SUMMARY:**

The Joint Retail Electric and Gas Quadrants (REQ/RGQ) Business Practices Subcommittees (BPS) submit this Recommendation for 2010 Retail Annual Plan Item No. 5a – Add a new section to Book 0 to describe what Books have been developed, how the Books are laid out, and revise the title of the Book to reflect the additions. This Recommendation includes two documents. The first contains Redlined revisions to Book 0 now titled “Overview of Model Business Practices and Master List of Defined Business Terms”. The second is a reference document titled “Overview of Retail Electric and Gas Quadrant Procedures”. This second document is to be posted for reference purposes and would not become part of ratified Model Business Practices, thus available for anyone to access to see an informal overview of NAESB Retail procedures. The REQ/RGQ BPS recommends that the reference document be posted on both the REQ and RGQ web page after the Retail Awareness Page and title it Overview of REQ/RGQ Procedures.



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**RECOMMENDED STANDARDS:**

**North American Energy Standards Board**  
**Retail Gas Quadrant**  
**Retail Electric Quadrant**

**Model Business Practices**

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**Overview of Model Business Practices and Master List**  
**of Defined Business Terms**

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- Deleted: Master List of Defined Terms¶
- . Market Participant Interactions¶
- . Creditworthiness¶
- . Billing and Payments¶
- . Distribution Company – Supplier Disputes¶
- . Quadrant-Specific Electronic Delivery Mechanism¶
- . Contracts¶
- . Internet Electronic Transport¶
- . Customer Information¶
- . Customer Billing and Payment Notification via Uniform Electronic Transactions¶
- . Customer Enrollment, Drop, and Account Information Change¶
- . Customer Enrollment, Drop, and Account Information Change Using a Registration Agent¶
- . Customer Inquiries¶
- . Measurement & Verification (M&V) of Demand Response Programs¶
- . Service Request, Disconnection and Reconnection in the Registration Agent Model¶
- . Smart Grid PAP 03¶
- . Smart Grid PAP 04¶
- . Smart Grid PAP 09¶
- . Smart Grid PAP 10¶
- . Measurement & Verification (M&V) of Energy Efficiency Programs¶



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The NAESB Retail Gas Quadrant ("RGQ") and Retail Electric Quadrant ("REQ") Model Business Practices related to defined terms, Market Participant Interactions, Creditworthiness, Billing and Payments, Quadrant-Specific Electronic Delivery Mechanisms, Distribution Company – Supplier Disputes, Contracts, and Internet Electronic Transport, Customer Information, Customer Billing and Payment Notification via Uniform Electronic Transactions, Customer Enrollment, Drop and Account Information Change, Customer Enrollment, Drop, Account Information Change Using a Registration Agent, Customer Inquiries and Measurement and Verification (M&V) of Demand Response Programs and any amendments or errata thereto, are protected by NAESB's federal copyright 2005-2009. NAESB hereby grants the authorized users who are NAESB members in good standing permission to reproduce material therein for internal reference and use and not for use by any unauthorized third parties. Reproduction in any other form, or for any other purpose, is forbidden without express permission of NAESB. Copies are available for purchase from NAESB. This non-exclusive limited license is non-transferable and may be revoked without notice upon violation of the terms contained herein or any applicable law or regulation. Each user grants NAESB the right to audit its use to assure compliance with these terms.



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**I. EXECUTIVE SUMMARY**

This section presents two main topics. First, an overview of the Model Business Practices is presented. Specifically, an identification of the topics covered in the Books that make up the group of Model Business Practices for the Retail Electric and Retail Gas Quadrants, an explanation of what is covered in each Book, and how the Model Business Practices are numbered.

Second, this Book contains the Master List of Defined Business Terms which are those Terms that have specific definitions and have been ratified by the NAESB membership in the various Books that make up the group of Model Business Practices for the Retail Electric and Retail Gas Quadrants.

The programs and practices described in the Model Business Practices encompass a variety of interactions between Distribution Companies, Retail Customers and other Market Participants. In a business environment where best practices are voluntary, Model Business Practices may be applied within the context of regulatory or other market requirements and agreements.

**II. Introduction**

The North American Energy Standards Board (NAESB) is a voluntary, non-profit organization comprised of members from all aspects of the natural gas and electric industries. Within NAESB, the Retail Electric Quadrant (REQ) and the Retail Gas Quadrant (RGQ) focus on issues impacting the sale of energy to Retail Customers. REQ / RGQ Model Business Practices are intended to provide guidance to Distribution Companies, Suppliers, and other Market Participants involved in providing competitive energy service to Retail Customers.

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These Model Business Practices are voluntary and do not address policy issues that are the subject of state legislation or regulatory decisions. These Model Business Practices describe a process to be followed after a policy decision has been made. The business rules described in the Retail Electric and Retail Gas Quadrant Books are identified as Model Business Practices rather than Standards to differentiate them from mandatory requirements. The Retail Electric and Retail Gas Quadrants' procedures are different from the Wholesale Electric and Gas Quadrants. After Wholesale Electric and Gas Standards are ratified, they are filed with the Federal Energy Regulatory Commission (FERC) which will issue a Notice of Proposed Rulemaking and subsequently may decide to make the Standards mandatory for jurisdictional parties. The Model Business Practices ratified by the Retail Electric and Gas Quadrants are submitted to the National Association of Regulatory Utility Commissioners (NARUC) for information only. Individual Distribution Companies or Applicable Regulatory Authorities may voluntarily adopt all or part of the Model Business Practices.



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[These Model Business Practices have been adopted with the realization that as the industry evolves, additional and amended Model Business Practices may be necessary. Any industry participant seeking additional or amended Model Business Practices \(including principles, definitions, data elements, process descriptions, and technical implementation instructions\) should submit a request to the NAESB office, detailing the change, so that the appropriate process may take place to amend the Model Business Practice.](#)



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### III. Overview of Model Business Practices

#### A. Book Numbering and Content

1. The Model Business Practices for a specific topic are grouped into “Books” with a separate Book for each topic

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2. All Books begin with the Prefix “RXQ” where there is a single Book for both Retail Electric (REQ) and Retail Gas (RGQ) Quadrant Model Business Practices. Where the Book contains only Model Business Practices for a single Quadrant, the Prefix for the Book is either “REQ” or “RGQ”.

3. Book numbers begin with “0” (i.e., this Book). The Books developed are:

- 0 Overview of Model Business Practices, and Master List of Defined Business Terms
- 1 Market Participant Interactions
- 2 Creditworthiness
- 3 Billing and Payments
- 4 Distribution Company – Supplier Disputes
- 5 Quadrant-Specific Electronic Delivery Mechanism
- 6 Contracts
- 7 Internet Electronic Transport
- 8 Customer Information
- 9 Customer Billing and Payment Notification via Uniform Electronic Transactions
- 10 Customer Enrollment, Drop, and Account Information Change
- 11 Customer Enrollment, Drop, and Account Information Change Using a Registration Agent
- 12 Customer Inquiries
- 13 Measurement & Verification (M&V) of Demand Response Programs
- 14 Service Request, Disconnection and Reconnection in the Registration Agent Model
- 15 Requirements Specifications for Common Electricity Product and Pricing Definition for NIST PAP 03 (National Institute for Standards and Technology Priority Action Plan 03)
- 16 Requirements Specifications for Common Scheduling Mechanism for Energy Transactions for NIST PAP 04 (National Institute for Standards and Technology Priority Action Plan 04)
- 17 Requirements Specifications for Retail Standard Demand Response Signals for NIST PAP 09 (National Institute for Standards and Technology Priority Action Plan 09)

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- 18 [Customer Energy Usage Information Communication to Support NIST PAP 10 \(National Institute for Standards and Technology Priority Action Plan 10\)](#)
- 19 [Measurement & Verification \(M&V\) of Energy Efficiency Programs](#)
- 20 [Retail Customer Enrollment, Drop, and Account Information Change for Demand Response Programs](#)

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4. [Each Book \(with the exception of Book 0\) contains four major sections. These sections are:](#)

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[Executive Summary](#)

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[Version Notes](#)

[Introduction \(Note that much of the Introduction is standard language\)](#)

[Business Processes and Practices \(see \*Model Business Practices Numbering in RXQ.0.III.B\*\)](#)

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**B. Model Business Practices Numbering**

1. The Model Business Practices follow a numbering convention which is q.x.y.z.a, where:

**q** RXQ Applicable to both Retail Electric Quadrant and Retail Gas Quadrant  
 REQ Applicable only to Retail Electric Quadrant  
 RGQ Applicable only to Retail Gas Quadrant

**x** Book Number (see above)

**y** 1 for Principles  
 2 for Definitions  
     Business Definitions (see RXQ.0.III.D.1)  
     Technical Definitions (see RXQ.0.III.D.2)  
 3 for Model Business Practices  
 4 for Models  
 5 for Related Model Business Practices  
 6 for Technical Implementation

**z** Functional Grouping

**a** Sequentially assigned number. Sub-topics use additional numbers separated by “.”

Example:

RXQ.3.3.2 Dual Billing

RXQ.3.3.2.1 The Distribution Company and the Supplier each acts as a Billing Party and should independently produce and render separate bills directly to the Customer in accordance with the requirements set by the Applicable Regulatory Authority.

RXQ.3.3.2.2 The Customer should make two separate payments; one to the Distribution Company and one to the Supplier.

2. Where an identifiable difference exists between Retail Electric Quadrant and Retail Gas Quadrant processes, a Model Business Practice for each will be listed with the prefix REQ and RGQ, but with the same x.y.z.a designation.

3. If a new Model Business Practice is added, the Model Business Practice numbers are not re-established. The new Model Business Practice is added at the end of the numbering. If necessary for clarity, the new Model Business Practice may be added in the logical position, but indented with a letter suffix (e.g. “a”, “b”, etc.).

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4. If a Model Business Practice, Principle, or Definition is removed/deleted, the old number will not be re-used. It will remain in the Model Business Practices with "Reserved" following it.

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5. In general, business users should focus on RXQ.x.3 (Model Business Practices) and RXQ.x.4 (Models) with references back to RXQ.x.2 (Business Definitions). Likewise, technical users should focus on RXQ.x.6 (Technical Implementation) and any additional sections following with references back to RXQ.x.2 (Technical Definitions).

**C. Principles**

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1. Principles are high-level guidelines and are numbered for reference purposes only. Principles provide context and intent.

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**D Definitions**

1. **Business Definitions:** This section contains those terms that are related to business rules and used in common with Model Business Practices for other topics.

2. **Technical Definitions:** This section contains those terms specifically related to technical implementation and are used only within one topic. Technical definitions are not included in the Master List of Defined Terms in Book RXQ.0. The number of the definition has the suffix "t".

Example: RXQ.3.2.1t Added Flat/Bypass Missing or Abundance of Consumption

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**Deleted:** Terms used:¶  
 MBP Model Business Practice¶  
 NAESB North American Energy Standards Board¶  
 RGQ Retail Gas Quadrant¶  
 REQ Retail Electric Quadrant¶

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Deleted: Definition numbers are assigned sequentially (i.e.

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3. RXQ.0.IV contains the Master List of Defined Business Terms.

4. Definitions for those terms that are used in the Model Business Practices are repeated in each Book. If a defined term is only used in the definition of another term, it is not repeated in the Book. Only those definitions for terms used in the Model Business Practices appear in the Book.

5. Definitions are numbered sequentially for tracking purposes, but are listed in Book RXQ.0 and in subsequent Books in alphabetical order for ease of reference. The tracking numbers are not revised each time a new term is added.



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6. Only defined terms, the word at the beginning of a sentence, Governing Documents, proper nouns, and titles of sections are capitalized in the Model Business Practices.
7. In hyphenated defined terms, only the first word is capitalized. The second word is lower case.

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**IV. MASTER LIST OF DEFINED BUSINESS TERMS**

The terms and definitions listed below are those terms and definitions that have been ratified and published in the Retail Books. A Working Glossary also exists which includes all definitions approved and voted out of the Glossary Subcommittee, including definitions that have not been published in the Retail Books. The Working Glossary can be found at the top of the Glossary Subcommittee page on the NAESB website.

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**RXQ.0.2.94 Account Information Change:** The process by which Market Participants notify each other of modifications to Customer account data.

**RXQ.0.2.117 Account Information Change Confirmation:** The Uniform Electronic Transaction used to notify the Market Participant that their Account Information Change Request has been accepted.

**RXQ.0.2.118 Account Information Change Effective Date:** The date on which a change in Customer account data becomes effective.

**RXQ.0.2.119 Account Information Change Rejection:** The Uniform Electronic Transaction used to notify the Market Participant that their Account Information Change Request has been denied.

**RXQ.0.2.120 Account Information Change Request:** The Uniform Electronic Transaction used to initiate an Account Information Change.

**REQ.0.2.145 Adjustment Window:** The period of time prior to a Demand Response Event used for calculating a Baseline Adjustment.

**REQ.0.2.146 Advance Notification(s):** One or more communications to Demand Resources of an impending Demand Response Event in advance of the actual event.

**NOTE: THE REMAINDER OF THE DEFINED TERMS ARE NOT INCLUDED**



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**V. MASTER TABLE OF CONTENTS FOR RXQ.1 THROUGH REQ.13**

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**Market Participant Interactions (RXQ.1) NOTE: Delete "MBPs" in all titles**

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RXQ.1.3.3 – Contractual Agreements  
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**Creditworthiness (RXQ.2)**

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RXQ.2.2.A – Business Definitions  
RXQ.2.3 – Model Business Practices \_\_\_\_\_ Pages 10-16  
RXQ.2.3.1 – Overall  
RXQ.2.3.2 – Determination of Risk Exposure  
RXQ.2.3.3 – Determination of Initial Credit Limit  
RXQ.2.3.4 – Reconsideration of Determination of Credit Limit  
RXQ.2.3.5 – Disqualification/Remedies  
RXQ.2.3.6 – Security Instruments  
RXQ.2.3.7 – Calling on Security



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RXQ.2.3.8 – Confidentiality

***NOTE: THE REMAINDER OF THE TABLE OF CONTENTS ARE NOT INCLUDED***



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**VI. VERSION NOTES**

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**Version 1.0** NAESB REQ and RGQ Model Business Practices were published on September 27, 2005. The model business practices reflect REQ and RGQ Executive Committee Action on October 8, 2003, December 10, 2003, May 5, 2004, May 28, 2004, August 25, 2004, November 17, 2004, March 4, 2005, and August 24, 2004, and REQ and RGQ member ratification on November 24, 2003, March 1, 2004, June 28, 2004, October 7, 2004, December 30, 2004, May 13, 2005, August 30, 2005 and September 26, 2005.

Revised to include the minor corrections (\*) adopted by the Retail Executive Committees on May 10, 2006; Errata effective date: 07/14/2006.

Revised to include the minor correction (\*) adopted by the Retail Executive Committees on January 4, 2008; Errata effective date: 01/29/2008.

**(\*) Note: The minor correction process is described in detail in the NAESB Operating Procedures.**

**Version 1.1 June 30, 2009**

The following table shows a summary of requests and minor corrections resulting in additions or modifications to the NAESB REQ and RGQ Principles, Definitions, Model Business Practices, and Appendices through June 15, 2009.

**Version 1.2 December 31, 2009**

The following table shows a summary of requests and minor corrections resulting in additions or modifications to the NAESB REQ and RGQ Principles, Definitions, Model Business Practices, Models, Related Model Business Practices, Technical Implementation and Appendices through November 16, 2009.

**VII. VERSION CROSS REFERENCE**

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## **North American Energy Standards Board (NAESB)**

### **Overview of Retail Electric and Gas Quadrant Procedures**

The following summary of Retail Electric and Gas Quadrant procedures for creating or modifying Model Business Practices should not be interpreted as being either comprehensive or specific. The NAESB Certificate of Incorporation, Bylaws and Operating Practices are the Governing Documents and detail the authorized procedures followed by the Retail Electric and Retail Gas Quadrants. In the event of any discrepancy between the procedures in this document and those in the Governing Documents, the Governing Documents take precedence over this document. The Governing Documents can be accessed from the NAESB web site.

#### **General Rules for Writing Model Business Practices**

1. Model Business Practices always use the word “should” rather than “shall”, “must”, or “will”. This indicates that the Model Business Practice is optional rather than mandatory.
2. For clarity, acronyms should not be used within the verbiage of a Model Business Practice.
3. Information should be “sent” rather than “forwarded”, “submitted”, or “provided”.
4. When electronic information is sent to a party, the words “via Uniform Electronic Transaction” should follow the name of the transaction or information and before the name of the party receiving the information.
5. Development of Model Business Practices should begin with the creation of process flows, which subsequently become Models to ensure that the total process is accounted for, and no gaps exist. Following this, Model Business Practice language should be developed matching the process flow. It may be necessary to cycle back and forth between the process flow and the Model Business Practices to ensure that the process is complete.
6. The final process flow (Model) should include the Model Business Practice number in each step of the process.





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## **Retail Electric and Gas Procedures**

1. NAESB is focused on proposing, considering, and adopting voluntary standards and Model Business Practices that will have a significant and lasting impact on all aspects of the natural gas and electricity marketplaces. As a result of the Model Business Practices NAESB adopts, it is expected that the industry will operate more efficiently and effectively, benefiting both the industry and its customers. At the same time, it must be acknowledged that NAESB Model Business Practices may constitute a change in the way parties do business, with an accompanying effect on the use and allocation of resources.
2. NAESB's policy is to move at a deliberate pace, consistent with its annual plan(s), thus permitting those affected by its Model Business Practices, especially those Model Business Practices adopted by regulatory bodies, to assimilate them as part of their business practices. To this end, NAESB will carefully consider whether proposed Model Business Practices are both timely and necessary. In particular, it will try to avoid adopting and implementing new Model Business Practices, however beneficial, before the industry is able to reasonably make use of them.
3. The Model Business Practice development process is governed by the Annual Plan, and items can be included in the Plan or modified only with Board of Directors approval. The Plan typically reflects requests from NAESB members, government agencies, and other interested parties. In approving the Annual Plan, the Board considers the availability of resources, including the NAESB budget and staff and the availability of industry volunteers. New requests received throughout the year are either considered part of the existing Annual Plan or as new items that require Board approval. The Annual Plan for the Retail Gas and Electric Quadrants can be accessed from the NAESB web site.
4. A number of committees and subcommittees exist in the Retail Electric and Gas Quadrants. A listing of these committees and subcommittees can be found on the NAESB web site under one of the two Retail Quadrants' pages. A Leadership Roster containing contact information for all of these committees and subcommittees can also be found on one of the two Retail Quadrants' pages.
5. The Model Business Practice development process begins with an Annual Plan item or a triaged and approved request. The request may contain fully-developed Model Business Practices. Triage is a process used by each quadrant of the Executive Committee to determine whether a request is within scope, which quadrant(s) it applies to, which subcommittee(s) it should be referred to, and what priority it should be assigned. Triage is carried out by Executive Committee members appointed by the Executive Committee Chair. Triage



**RECOMMENDATION TO NAESB EXECUTIVE COMMITTEE**  
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**Requesters: Joint REQ/RGQ Business Practices Subcommittee**  
**Request No.: 2010 Retail Annual Plan Item No. 5a**  
**Request Title: Users Guide for Book 0**

recommendations are submitted to the en banc Executive Committee and require Executive Committee approval, and may also require Board approval if there are scope questions or if a modification of the Annual Plan is required.

6. Once the triage process is completed, the subcommittees—more than one are normally involved in Model Business Practice recommendations—review the request, compare it to existing Model Business Practices, and prepare recommendations that may take the form of new or modified Model Business Practices. Participation in subcommittees is open to any interested party regardless of membership status within NAESB. All subcommittee participants may vote; voting is balanced by segment and quadrant. All votes are public. Comments may be provided along with the votes and those comments will become part of the record.
  - a. If Model Business Practices are required, then the request or Annual Plan item is assigned to the Business Practices Subcommittee or a specially designated subcommittee.
  - b. If a term is identified which requires a definition, it is sent to the Glossary Subcommittee along with a suggested definition. The Glossary Subcommittee will finalize the definition including ensuring consistency and avoidance with other existing definitions. Once voted out of subcommittee, the term and final definition is returned to the Business Practices Subcommittee or other subcommittee to be included in the appropriate Book.
  - c. Upon completion of development of the Model Business Practices and upon being voted out of subcommittee, the Model Business Practices are sent to the Executive Committee for approval and to the Information Requirements Subcommittee to identify the data elements which are required in the Uniform Electronic Transactions.
  - d. The Information Requirements Subcommittee determines whether development of a Technical Implementation section should be initiated for the proposed Model Business Practices. If the Information Requirements Subcommittee determines that a Technical Implementation section should not be developed, a recommendation to this effect should be sent to the Executive Committee.
  - e. If the Information Requirements Subcommittee determines that technical implementation should be developed and votes out the required data elements, the Information Requirements Subcommittee sends the data elements to the Technical



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Electronic Implementation Subcommittee for completion of technical implementation development.

- f. At any time the Information Requirements Subcommittee or the Technical Electronic Implementation Subcommittee discovers a gap in the Model Business Practices, a notice should be sent to the Business Practices Subcommittee, or other subcommittee, for resolution.
  - g. Upon completion of the Technical Implementation section and prior to submission to the Executive Committee, the Technical Electronic Implementation Subcommittee should present their work product to the Business Practices Subcommittee to ensure that the intent of the Model Business Practices has been achieved.
7. Once the subcommittee(s) completes its work, the recommendation is voted out of the subcommittee through a balanced subcommittee vote. Under a balanced vote, each segment of a Quadrant holds two votes to be apportioned equally to those participants of the segment present at the meeting either in person or by phone. No individual may have more than one vote apportioned to him or her. The votes or fractions of votes are totaled across segments to determine the outcome of the motion under consideration. No notational or proxy votes are permitted. Examples of the balanced voting process are found on the NAESB Operating Practices document under the Governance Documents link on the NAESB website home page.
  8. When the recommendation is voted out of the subcommittee(s), it is made available for a thirty-day industry comment period. The recommendation and comments are then forwarded to the assigned Quadrant(s) Executive Committee, which considers the recommendation, makes any changes it deems necessary, and takes a vote. A recommendation must receive an affirmative vote of at least 67 percent from each applicable Quadrant and 40 percent from each of the fully populated segments of the applicable Quadrant(s).
  9. After passage by the Executive Committee, the recommendation must be ratified by the NAESB members. An affirmative vote of 67 percent of the members of the applicable quadrant(s) is required for ratification. After ratification, Model Business Practices and modifications are considered Final Actions and will be published in the next version of NAESB Model Business Practices. Depending on the Model Business Practices developed, the Final Actions may be forwarded



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individually to the regulatory community or they may stay as Final Actions without forwarding to the regulatory community until a full version is published.

- a. Both the Final Actions and the published Model Business Practices can be found on the NAESB web site under one of the two Retail Quadrants' pages. A listing of all the available documents is shown by clicking on either the Standards, or Final Actions link. However, these documents are password protected. To obtain a password, contact the NAESB office. Passwords are available without charge for NAESB members. Non-members may purchase the Model Business Practices and should contact the NAESB office for purchase information.
  - b. Many of the Model Business Practice Books contain Process Flows. These Process Flows are also available as separate documents from the Books, but are also password protected. Contact the NAESB office for access to the Process Flows.
10. The process for making minor corrections to ratified Model Business Practices is detailed in the NAESB Operating Practices.
  11. The Certificate of Incorporation, Bylaws and NAESB Operating Practices can be accessed from the NAESB web site. These documents provide much more detail on the standard and Model Business Practice development procedures followed by NAESB. The Model Business Practice Development Process Flow follows:

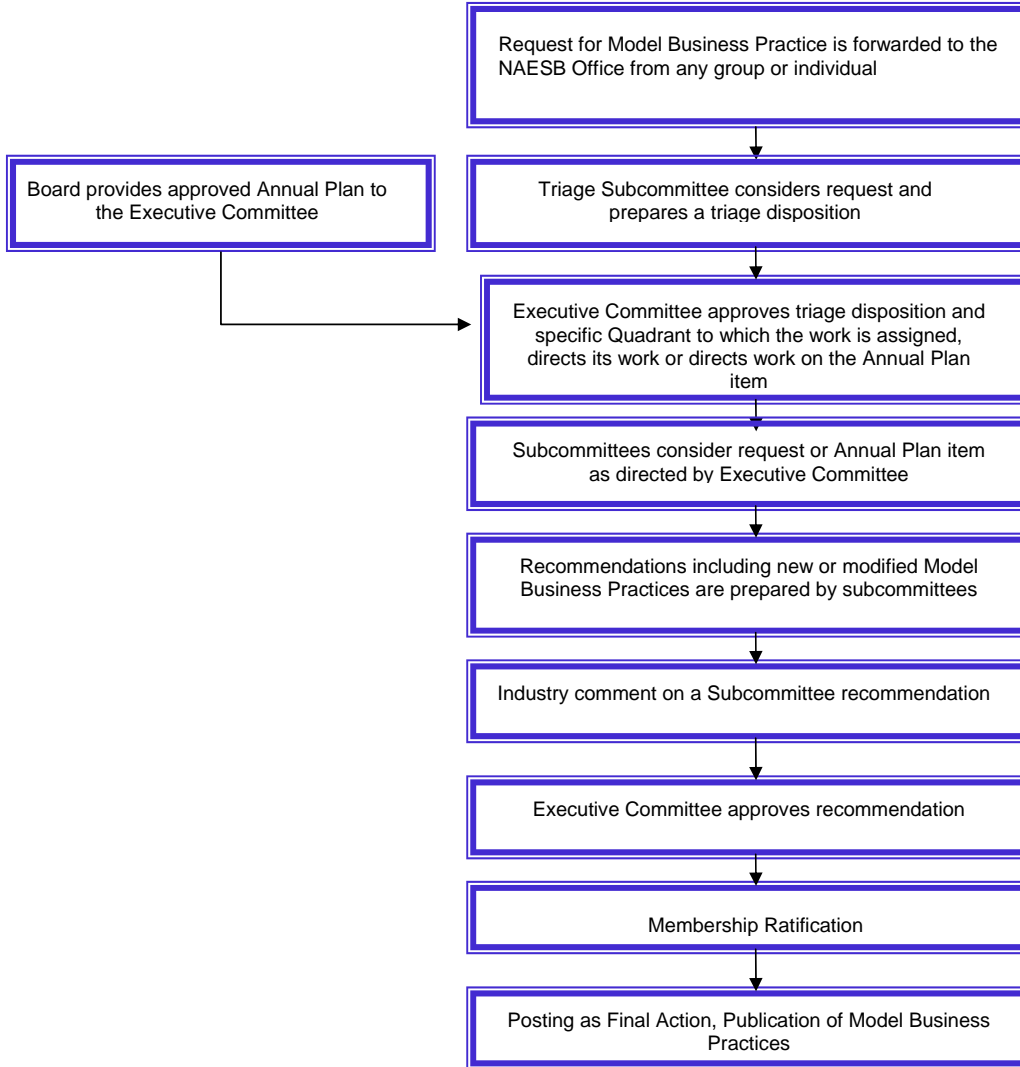


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**North American Energy Standards Board**  
**Model Business Practice Development Process**

**Flow**





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11. Flexibility: NAESB recognizes that flexibility is necessary as Model Business Practices are developed to address regional concerns or to incorporate variances to accommodate operational or structural differences. There is a high threshold for incorporating such variances in Model Business Practices; the subcommittee(s) in drafting the Model Business Practices, the Executive Committee in approving the subcommittee recommendation, and the Quadrant membership in approving the Model Business Practices must all agree that such variance is necessary.
  
12. Transparency: All NAESB meetings are open for attendance and participation by any interested party, with the exception of executive sessions of the Board or Managing Committee for purposes of discussing personnel, compensation or legal issues. Meeting announcements and agendas are posted in advance to permit the widest possible participation. Conference-calling capability is available for all meetings and web casting is available for most. Those intending to attend a meeting in person or by telephone are asked to notify NAESB by a specific date to permit adequate meeting planning.  
  
Transcripts are made of all Board of Directors and Executive Committee meetings, and may also be made of other meetings that are expected to be controversial. Transcripts are maintained in the NAESB office and are provided to regulatory agencies for their internal use. All other interested parties can purchase transcripts from the relevant transcription service. Contact information is posted on the NAESB website for each meeting transcribed.
  
13. All of NAESB's Final Actions are copyrighted. It would be an infringement of the copyright to publically disclose the final Model Business Practices. Waivers of the copyright policy are considered on a case-by-case basis. Contact the NAESB office to request such a waiver.



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**4. SUPPORTING DOCUMENTATION**

**a. Description of Request:**

2010 Retail Annual Plan Item No. 5a – Add a new section to Book 0 to describe what Books have been developed, how the Books are laid out, and revise the title of the Book to reflect the additions.

**b. Description of Recommendation:**

This Recommendation includes two documents. The first contains Redlined revisions to Book 0 now titled “Overview of Model Business Practices and Master List of Defined Business Terms”. The second is a reference document titled “Overview of Retail Electric and Gas Quadrant Procedures”. This second document is to be posted for reference purposes and would not become part of ratified Model Business Practices, thus available for anyone to access to see an informal overview of NAESB Retail procedures. The REQ/RGQ BPS recommends that the reference document be posted on both the REQ and RGQ web page after the Retail Awareness Page and title it Overview of REQ/RGQ Procedures.

**c. Business Purpose:**

Confusion among both new and longer term participants in the NASEB process prompted the inclusion of the item in the Retail Annual Plan. The two documents included in this Recommendation have been developed to aid in the understanding of how the NAESB Retail process works, how parties can participate, and what information is available.

**d. Commentary/Rationale of Subcommittee(s)/Task Force(s):**

Discussion on the Annual Plan item began at the REQ/RGQ BPS face-to-face meetings on May 3 – 4, 2010 with the development of a Frequently Asked Questions (FAQ) type-document. This document was simply a list of areas where confusion or further explanation would be helpful and became the guideline for development of the two documents included in this Recommendation. The FAQ document was further refined during a conference call on June 29, 2010.

Discussion on revisions to Book 0 were held during face-to-face meetings on August 16 – 17, 2010. The results of those discussions were presented for feedback to the REQ/RGQ Executive Committee on August 18, 2010. The Executive Committee agreed that some of the items originally included in the Book 0 revisions were not appropriate for inclusion as essentially Model Business Practices. As a result, the second document was developed consisting of those areas removed from the Book 0 revisions. Both documents included in this Recommendation were discussed during single-topic



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conference calls on September 13 and 20, 2010. The two documents were voted out of BPS on September 20 by a vote of 6 In Favor and 0 Opposed.

Minutes from all the meetings and conference calls are posted in the NAESB web site. The final FAQ document noting the disposition of each item is posted on the NAESB web site for the September 20, 2010 conference call.