**1. RECOMMENDED ACTION: EFFECT OF EC VOTE TO ACCEPT RECOMMENDED ACTION:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Accept as requested | X | Change to Existing Practice |
| X | Accept as modified below |  | Status Quo |
|  | Decline |  |  |

**2. TYPE OF DEVELOPMENT/MAINTENANCE**

|  |  |
| --- | --- |
| **Per Request:** | **Per Recommendation:** |
|  | Initiation |  | Initiation |
| X | Modification | X | Modification |
|  | Interpretation |  | Interpretation |
|  | Withdrawal |  | Withdrawal |
|  |  |  |  |
| X | Principle | X | Principle |
| X | Definition | X | Definition |
| X | Business Practice Standard | X | Business Practice Standard |
|  | Document |  | Document |
|  | Data Element |  | Data Element |
|  | Code Value |  | Code Value |
|  | X12 Implementation Guide |  | X12 Implementation Guide |
|  | Business Process Documentation |  | Business Process Documentation |

**3. RECOMMENDATION**

**SUMMARY:**

The RMQ Business Practices Subcommittee (BPS) submits this Recommendation to complete RMQ 2016 Annual Plan Item 1.b – Review and update existing Model Business Practices in Book 12 – Inquiries, filling in any gaps that may exist and making the language consistent with other Books. In addition to updating the Model Business Practices, certain language was revised to make it clear that the Model Business Practices were not restricted to just the competitive market. In the Process Flows, there were loops on the last two pages of RXQ.12.4.3 related to Inquiries regarding Distribution Company charges in the Registration Agent market. Since the Supplier is responsible for responding to all Inquiries, these loops are not needed and were removed. This allowed consolidating the last two pages. The revised Model Business Practices and Process Flows (Models) are included in this Recommendation as Attachments 1 and 2, respectively. Unlike updates to prior Books, the revisions to Book 12 are not extensive. Therefore, only the Redline version is attached.

**Recommended Standards:**

See Attachments 1 and 2:

Attachment 1 (as revised and approved by the RMQ EC on May 6, 2016): <https://www.naesb.org/member_login_check.asp?doc=retail_rat050916_retail_2016_api_1b_rec_attach1.docx> *(Redline Revised Book 12 - Model Business Practices)*

Attachment 2: <https://www.naesb.org/member_login_check.asp?doc=retail_rat050916_retail_2016_api_1b_rec_attach2.ppt> *(Revised Book 12 - Process Flows)*

**4. SUPPORTING DOCUMENTATION**

**a. Description of Request:**

The RMQ Business Practices Subcommittee (BPS) submits this Recommendation to complete RMQ 2016 Annual Plan Item 1.b – Review and update existing Model Business Practices in Book 12 – Inquiries, filling in any gaps that may exist and making the language consistent with other Books.

**b. Description of Recommendation:**

In addition to updating the Model Business Practices, certain language was revised to make it clear that the Model Business Practices were not restricted to just the competitive market. In the Process Flows, there were loops on the last two pages of RXQ.12.4.3 related to Inquiries regarding Distribution Company charges in the Registration Agent market. Since the Supplier is responsible for responding to all Inquiries, these loops are not needed and were removed. This allowed consolidating the last two pages. The revised Model Business Practices and Process Flows (Models) are included in this Recommendation as Attachments 1 and 2, respectively. Unlike updates to prior Books, the revisions to Book 12 are not extensive. Therefore, only the Redline version is attached.

**c. Business Purpose:**

See above

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

The issues included in this Recommendation were discussed during the following RMQ BPS conference calls and meetings:

January 20, 2016 Conference Call

February 22, 2016 Face-to-Face Meeting

The Minutes of all conference calls and meetings are posted on the NAESB website. During the February 22, 2016 meeting, the revisions to Book 12 Model Business Practices and Process Flows were voted out of Subcommittee with 4 In Favor, 0 Opposed, and 1 Abstention.