

**Orange & Rockland Utilities, Inc.  
Marketer Meeting  
October 24, 2012**

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# O&R Service Territory



# O&R (NY) Service Territory Facts

- Customers Served in NY:
  - 224,695 Electric Customers
  - 129,619 Gas Customers
- Total Customers Served by O&R (NY, NJ, PA)
  - 301,835 Electric Customers
  - 130,811 Gas Customers
- Employees: 1,070

# O&R (NY, NJ, PA) Service Territory Facts

- 3,779 Miles of Overhead Electric Distribution Lines
- 1,772 Miles of Underground Electric Distribution Lines
- 558 Miles of Transmission Lines
- 1,848 Miles of Gas Pipeline
- All-time Record Peak Demand Electric 1,617 Megawatts (8/2/06)
- All-time Net Firm Sendout Record for Gas 206,168 Dekatherms (1/15/04)

# O&R Retail Access Current Stats (9/30/12)

## Electric Migration Stats

	NY	NJ	PA	System Totals
# of Participating ESCOs	50	17	4	55
% of Total Customers	39%	11%	63%	33%
% of System Requirements	49%	32%	61%	44%

## Gas Migration Stats

	NY
# of Participating Marketers	39
% Total Firm Customers	46%
% YTD Firm Billed Sales	58%

# O&R Outreach & Education 2012

- Bill Inserts
- Trade Articles
  - @home (Residential newsletter)
  - @work (Commercial newsletter)
- Participation at community events
  - Retail Access Brochures, Catalogues, Booklets, etc.
- VRU Account Look-up – (855) 719-4713

Your Guide to Energy Services and Information August/September 2012

# @home

with Orange & Rockland

**NY**

**In this issue:**

- ▶ 24/7 outage location information
- ▶ Top three reasons to get eBill
- ▶ Less in the socket, more in your pocket

**Top three reasons to get eBill**

- It's a free and easy way to receive, view and pay your monthly energy bill online.
- It reduces paper waste.
- It helps green the future because O&R plants a tree in fire-damaged National Forests on behalf of every new eBill customer.

Enroll at [oru.com/eBill](http://oru.com/eBill)

**Report power problems**

Use your phone, smartphone or computer to report an outage or other power problem. Visit [oru.com](http://oru.com) or call us at 1-877-434-4100. If you use the Web, we'll need your account number or the telephone number associated with your account.

**The right light**

Go to [oru.com/lighting](http://oru.com/lighting) for tips on choosing the best bulb for your needs and budget.

**To reach us**

- ▶ **Customer Assistance:**  
1-877-434-4100  
Weekdays, 8 a.m. until 7 p.m., except holidays
- ▶ **Business Offices:**  
390 W. Route 58, Spring Valley  
500 Route 208, Blooming Grove  
15 Jersey Avenue, Fort Jervis (Eric Depot Building)  
Open weekdays, 8 a.m. until 4:30 p.m., except holidays
- ▶ **On the Web:**  
At [oru.com](http://oru.com), you can do business with us at any time.
- ▶ **Follow Us:**  
**ORUConnect**  
[orangeandrockland](http://orangeandrockland.com)

**24/7 outage location information**

No power? The outage map can help you find out what's happening.

When your power is interrupted, you want to know just how widespread the outage is and when you can expect to have your electric service restored.

To help you get that information more easily, we've enhanced our outage map. The outage map allows you to:

- Get a general picture of where outages are throughout our service area.
- Find out about a specific outage. You'll be able to tell if your outage affects only your home or a number of customers in your area.
- Gather information using a laptop computer or smartphone. If you're away from your home or business and you want to check the status of your outage, you can do it on the go.

*Continued on back page*

**Less in the socket, more in your pocket**

O&R offers energy-efficiency programs and rebates to suit your needs.

Keep cool in the summer and warm in the winter. Our programs offer year-round savings on major high-energy use appliances and systems:

- Purchase a qualifying ENERGY STAR® A/C or dehumidifier and get up to \$50 in cash rebates.
- Replace your old, inefficient gas heating equipment or install a new high-efficiency system in your home, and you may be eligible for up to \$1,000 in rebates from O&R's Residential Energy-Efficient Gas Heating Rebate program.
- Convert your oil or propane heating system to a natural gas system. You may be eligible for up to a \$500 conversion rebate from O&R.

Depending on the equipment *Continued on back page*

**Be choosy**

Energy choice provides you the opportunity to shop for and choose an electric or natural gas supplier.

Approximately half of every energy dollar goes toward energy supply costs. Therefore, it makes sense to shop around for an alternate energy supplier.

Alternate energy suppliers may be able to offer you the economic or environmental value that you may want. For example, energy choice may give you the opportunity to support the development of clean, 100% renewable sources of energy such as solar, wind, low-impact or small hydro power, and landfill gas power. To see your supplier options, please visit [oru.com/energychoice](http://oru.com/energychoice).

Whether you switch energy suppliers or stay with O&R, we'll still deliver the energy to you safely and reliably. ▶

**SCAM ALERT**

Beware of a phony bill payment scheme that has bilked many unsuspecting utility customers across the nation with a bogus claim that President Obama will pay their utility bills through a new federal program.

The scammer contacts utility customers via door-to-door, solicitation over the phone or through fliers and social media. The scammer mentions a fictitious bill payment program from the federal government that pays for electric, water or gas bills. The caller will ask for personal information like a Social Security or a bank account number. In return, consumers are given a fake bank routing number that they erroneously believe will pay their utility bills.

If you're contacted about such a fraudulent program, immediately break off contact and call the police. ▶

**Pick energy-saving answers**

The choices you make each day can help you save energy, money and the environment.

**1. An efficient way to keep your home cool during warm weather is to:**

- a. Close shades or drapes to keep out the sun's heat.
- b. Leave windows open for a breeze, even when it's hot out.

*Answers: 1-A, 2-D, 3-B*

For more ways to save energy, visit [oru.com/powerofgreen](http://oru.com/powerofgreen).



**Calling 811 is only the first step**

Once your property is marked, take care as you dig. Our statistics show that more and more people are calling 811. We appreciate your response to this important call to action.

Now we ask that once your property is marked and you're ready to dig, you approach with caution. While flags significantly reduce the possibility of hitting underground lines, they don't guarantee their exact location and depth. That's why you're required to hand dig 24 inches on either side of the marker.

Once you can see the mains and lines, you'll reduce your chances of digging into them, which can cause personal injuries, service interruptions and hefty fines. ▶

**24/7 Outage location information**

*Continued*

The outage map uses color-coded symbols to indicate the number and location of customers without power.

When you place your cursor over a color-coded outage symbol, you'll get information about the outage and be able to zoom in for street-level detail.

To get to the outage map, go to [oru.com/storms](http://oru.com/storms). ▶

**Less in the socket, more in your pocket**

*Continued*

chosen, this offer may be combined with the Residential Energy-Efficient Gas Heating Rebate program.

- Recycle your second working refrigerator or freezer, and we'll give you \$50 and pick it up for free. Participating in this program could save you up to \$500 annually on your energy bill, while conserving natural resources and making a positive impact on the environment. To schedule your free pickup, call 866-652-3755.

For more details on all these programs, visit [oru.com/save](http://oru.com/save). ▶



**Make a powerful connection**

Join O&R's growing network of people who use our social media channels to get service updates during a storm or emergency, gather energy-efficiency tips, learn about our rebate and incentive programs and more.

Search for us using the key word ORUConnect. ▶

**Always assume a downed wire is live and dangerous.**

For your safety, please don't touch it or approach it.

Call us right away at 1-877-434-4100.

1-877-434-4100 [ORU.COM](http://ORU.COM)

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@ home with Orange & Rockland - July 2012



## County of Rockland Adds 4% Sales Tax to O&R Residential Bills beginning September 1

The new County of Rockland Energy Sales Tax, effective Sept. 1, adds 4 percent more in government taxes to O&R residential, full-service customers' electric and gas bills.

That tax adds new government costs totaling about \$10 per month for the next 20 years to the typical O&R residential full-service combination gas and electric bill.

The 4 percent Energy Sales Tax applies to the entire electric, gas and combination electric and gas bills for approximately 55,000 full-service residential customers in Rockland. "Full-service" means the customer buys energy supply (electric or gas) from O&R and O&R delivers that energy.

Under New York State tax law, about 45,000 of O&R's Rockland residential customers who purchase the energy portion of their O&R utility bill from a supplier other than O&R are exempt from the Energy Sales Tax on the O&R delivery charge portion of the bill. They will pay approximately \$4 more per month under the new energy sales tax as opposed to \$10 per month more for O&R full-service combination gas and electric customers.

The line item for this tax appears on the bill under "Rockland Energy Tax."

The new County of Rockland Energy Sales Tax is in addition to the existing taxes and government fees that O&R residential

full-service customers already pay monthly through their bills. The typical O&R full-service electric customer currently pays \$20.03 or 17 percent of the monthly bill to taxes and government fees. The typical O&R full-service gas customer currently pays \$18.30 or 14 percent of the monthly bill in taxes and government fees.

**ELECTRIC** – The impact of the County of Rockland Energy Sales Tax on a typical O&R residential full-service electric bill is \$4.67 per month, or \$56.04 per year.

**GAS** – The impact on a typical O&R residential full-service gas bill is \$5.37 per month, or \$64.44 per year.

**COMBINATION** – The monthly impact of the County of Rockland Energy Sales Tax on a typical O&R residential full-service combination electric and gas bill is \$10.04 per month or \$120.48 per year.

For more information about O&R's energy efficiency and alternate energy supplier programs, visit O&R's Web site at [oru.com](http://oru.com).

## Rockland County Adds 4% Sales Tax

-  
July 2012



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## Important Facts about Energy Supply Companies

As a New York customer of Orange & Rockland, you have the right to shop for and purchase your electricity and natural gas from an energy supply company (ESCO).

As part of their marketing efforts, ESCO representatives may knock on your door or telephone you to discuss your energy supply needs. If you're contacted by an ESCO, it makes good sense to keep the following in mind:

- ESCOs are independent companies that have met eligibility requirements established by the New York Public Service Commission (NYPSC).
- ESCOs and their marketing representatives do not work for or represent Orange & Rockland (O&R). All O&R employees carry a color photo identification badge with the O&R logo. If an O&R employee comes to your door, don't hesitate to ask for identification.
- ESCOs must comply with your community's restrictions on door-to-door sales, if any.

- If you're contacted by telephone, the ESCO caller must give you his or her first name and state the name of the ESCO on whose behalf the call is made. The caller is not permitted to say that he or she is an employee or representative of O&R.
- If you need information, do not hesitate to ask for it. The ESCO representative will provide written information at your request.
- Should you decide to meet with an ESCO, the ESCO marketing representative is required to display a photo identification badge that includes his/her full name, the name of the ESCO, and the ESCO telephone number.
- Unless you're entering a contract with an ESCO, there's no need to show your O&R bill, reveal your account number, provide your social security number, or supply any other financial information.
- If you decide to sign up with an ESCO for your gas or electric supply, but you're already purchasing that supply from another ESCO, you should review the terms of your existing agreement before entering into another agreement. Your current agreement may require you to pay a penalty or early termination fee for switching.



If you have a question or concern about ESCOs, call the NYPSC at 1-888-697-7728, weekdays, 8:30 a.m. until 4 p.m.

 Orange & Rockland



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Important  
Facts  
about  
Energy  
Supply  
Companies  
-  
August  
2012





*Take a break from this summer's heat to plan for this winter's cold. Shop in August for your energy supply options and find some cool savings.*

Approximately half of every energy dollar goes toward energy supply costs. So, it makes sense to shop for your energy supply options. If you choose to buy your natural gas supply from an energy service company (ESCO), here's helpful information:

#### Cool options make shopping easy

- **Enroll in PowerSwitch** – This one-time introductory offer provides a 7% savings on the energy supply portion of your energy bill for two consecutive billing periods. Savings beyond the introductory period are not guaranteed.

Call 1-877-434-4100 for more information or go to [www.oru.com/powerswitch](http://www.oru.com/powerswitch).

- **Use eBids** – At [www.oru.com/ebids](http://www.oru.com/ebids), you can submit an anonymous request for ESCOs to compete for your business. This allows you to compare offers — without any obligation to select or accept a proposal.
- **Shop on your own** — Talk to ESCOs directly. Get complete contact information online at [www.oru.com/supplierlist](http://www.oru.com/supplierlist) or go to the New York State Public Service Commission Web site at [www.newyorkpowertochoose.com](http://www.newyorkpowertochoose.com).

#### Shopping facts


- It can take up to 45 days to complete your enrollment with an ESCO or to switch to a different ESCO.
- The ESCO must submit your gas enrollment before the 15th of the month in order for the ESCO gas price to take effect on the first of the following month.
- Check your monthly O&R statement to confirm that your ESCO enrollment or switch was completed.
- ESCOs and their marketing representatives do not work for O&R and do not represent O&R.

#### Shoppers' tips

- If you're switching ESCOs, make sure you review the terms of your existing agreement before entering into another agreement. Your current agreement may require you to pay a penalty or early termination fee for switching.
- You do not have to show your O&R bill or give out your account number unless you're entering into a contract with an ESCO.
- Make the right comparisons. When comparison shopping, make sure that prices are expressed in the same unit of measurement and under the same terms and conditions. For example, the term of a fixed price offer may differ from the term of a variable price offer, and some ESCOs quote gas prices in therms while others quote gas prices in CCFs.

Get more information at [www.oru.com/energychoice](http://www.oru.com/energychoice).

 Orange & Rockland

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**This August Think Snow – August 2012**





# @your service

A guide to energy services



No power?  
You're this close  
to information.



## Your energy, your choice

You pick the supplier, we still deliver.

As a customer of PCL&P you can choose your own electric generation supplier (EGS). Choosing an EGS is an opportunity for you to manage your energy bills. If you choose to shop for an energy supplier, the following resources provide the names of EGSs doing business in PCL&P's territory, along with their contact information:

- Pennsylvania PUC Power Switch Web site at [www.papowerswitch.com/shop-for-electricity](http://www.papowerswitch.com/shop-for-electricity), or call 1-800-692-7380.
- Office of Consumer Advocate's Web site at [www.oca.state.pa.us](http://www.oca.state.pa.us), or call 1-800-684-6560.
- PCL&P's Web site at [www.oru.com/pachoice](http://www.oru.com/pachoice), or call 1-877-434-4100. Download our comprehensive PCL&P Energy Shopper's Guide while you're there. Or call us to request a printed copy.

If you wish to stay with your current supplier, be it an EGS or PCL&P's default service, you do not have to do anything.

*Continued on back*



## To reach PCL&P

**Customer Assistance** 1-877-434-4100 (toll-free) Weekdays, 8 a.m. – 7 p.m.  
**Gas Emergency** 1-800-533-5325 (toll-free) 24 hours/day, 7 days/week

**PCL&P Business Office** 311 Broad Street, Milford, PA Weekdays, 8 a.m. – 4:30 p.m.  
**www.oru.com** You can always do business with us online at any time.

Follow Us:

## 24/7 outage location information

We know information is vital. Now, when violent storms knock out power, PCL&P's upgraded Outage Map will show you who's out and for how long.

Just visit [www.oru.com/storms](http://www.oru.com/storms) on your smart phone, laptop or any Web-enabled device. You'll see which areas and how many people are affected, plus get estimated restoration times. It's all updated to help you decide whether to make alternate plans or stay put. Either way, you'll have a timely and accurate picture of our restoration progress.

The enhanced Outage Map now lets you get a general picture of where the outages are throughout your community and also gives you the option to zoom down to street level. You'll be able to tell if your outage affects only your home or a number of customers in your area.

## Savings tips when using major appliances

As summer eases into fall, look for ways to use less energy or operate your appliances more efficiently:

- Run the dishwasher only with a full load. This saves on water heating costs.
- Wash your laundry with cold water whenever possible. Between 80 to 85% of the energy used to wash clothes comes from heating the water.
- Consider energy efficiency when buying new appliances and electronics. While the more energy-efficient products are more expensive to buy, over their life, they can save you about 30% on your energy bill.

# @ Your Service – September 2012



## Having trouble paying your energy bill?

If you're having difficulty paying your energy bill, don't wait until your situation gets worse. Call us at 1-877-434-4100 or stop by our business office. We may be able to point you to a program that can help you. For example:

- The Neighbor Fund, PCL&P's payment assistance program, offers a one-time grant you don't have to pay back. It doesn't matter what type of fuel you use: electricity, oil, natural gas, propane, wood or coal.
- The federally-funded Low Income Home Energy Assistance Program (LIHEAP) provides assistance toward heating bills.
- PCL&P's New Start arrears forgiveness program may be able to provide additional assistance if you're overwhelmed by unpaid balances.
- PCL&P's Budget Billing payment plan lets you levelize your payments throughout the year. While it doesn't reduce your overall energy expense, it does let you spread out your energy expense over a 12-month period. You'll know ahead of time what your monthly payment will be, which makes household budgeting easier.

Payment agreements can also be arranged. Whatever the circumstances, we encourage you to contact us.



## Calculate your savings!

PCL&P's HomeEnergyCalculator™ is a free and easy-to-use online tool that lets you perform your own personalized home energy audit. You'll be able to find out where you're using—and losing—energy and what you can do to save both. To get started, go to [www.oru.com/calculator](http://www.oru.com/calculator).

## Don't get caught unprepared

Make sure your heating system is ready after its summer break.

Is your furnace ready to get back to work when the first cold wave hits? Now is the best time to schedule an appointment with a qualified heating contractor to have your heating system inspected.

Heating is the largest energy user in your home. Increasing the efficiency of your heating system by getting it inspected and tuned up is the most effective way to save money and reduce your home's contribution to climate change.



## Calling 811 is only the first step

## Once your property is marked, take care as you dig.

Our statistics show that more and more people are calling 811. We appreciate your response to this important call to action.

Now we ask that once your property is marked and you're ready to dig, you approach with caution. While flags significantly reduce the possibility of hitting underground lines, they don't guarantee the exact location and depth of those lines. That's why you're required to hand dig 24 inches on either side of the flags. This reduces your chances of digging into underground infrastructure, which can cause injury, property damage and fines.

## Your energy, your choice Continued

If you switch, everything else with regard to your PCL&P service will remain the same. PCL&P will still:

- Deliver the electricity to your home or business through its existing wires.
- Continue to read the meter, provide customer service and respond to emergencies in case of a power outage.
- Send one monthly bill, with a separate page showing your electric supply costs. You will make only one monthly payment to PCL&P, and PCL&P will pay your EGS.
- Maintain the safety and reliability of the energy delivery system.
- Offer and/or maintain Budget Billing as a billing option.

# Capacity Release – Gas Update

Fred Archer

Transportation Services

Gas Supply

ArcherF@coned.com

(212) 466-8241

**Orange and Rockland Capacity Release Service  
Program**

**Effective November 1, 2012**

<u>Pipeline/Path</u>	<u>Capacity Release Pool Size &gt; 730 dt</u>	<u>Capacity Release Pool Size &lt; 730 dt</u>
<b>Columbia</b>		
TCO-Leach	18.73%	32.06%
TCO-Broad Run	8.62%	14.75%
TCO-Hi Hat	6.78%	11.61%
TCO-Milford	10.62%	18.18%
TCO-Eagle	5.03%	8.61%
<b>Algonquin</b>		
Hanover	8.64%	14.79%
<b>Tennessee</b>		
Niagara	27.82	None
<b>Tennessee</b>		
Marcellus	13.77%	None

# **O&R Winter Bundled Sales Rate**

November 1, 2012 – March 31, 2013

\$3.36 per dekatherm

# Con Edison

## Capacity Release Program

**November 1, 2012**

Pipeline / Path	Capacity Release Pool Size > 2,250 dth	Capacity Release Pool Size < 2,250 dth
<b>TRANSCO</b>		
Z1 - Z6	48.9%	65.5%
Z2 - Z6	17.0%	17.0%
Z3 - Z6	25.0%	25.0%
Z4 - Z6	19.0%	19.0%
Z4 - Z6	39.0%	39.0%
<b>TETCO</b>		
STX	19.7%	26.6%
ELA	12.2%	12.2%
WLA	58.9%	58.9%
M1	18.4%	18.4%
M1	10.5%	10.5%
<b>TENNESSEE</b>		
Z0 - 100 Leg	6.0%	7.9%
Z1 - 500 Leg	33.6%	33.6%
Z1 - 800 Leg	44.9%	44.9%
Z1 - 800 Leg	21.5%	21.5%
<b>IROQUOIS - SO COMMACK</b>		
Waddington / So Comm	4.5%	
<b>IROQUOIS - HUNTS POINT</b>		
Leidy / Independence	14.3%	
Independence / Ramapo		
Ramapo / Brookfield		
Brookfield / Hunts Point		
<b>NATIONAL FUEL - TRANSCO</b>		
Niagara / Leidy	6.7%	
Leidy / Manhattan		

**WACOC =  
\$0.5706/dth**

**Transco = Swing  
Pipe**



# Con Edison and O&R Temperature Threshold

- Temperature is forecast to be at or below a level at which the Company expects to experience peak conditions on its gas distribution system
  - 31F for 2012 / 2013
- Con Edison/O&R will issue an advanced notice to all Marketers
  - 24 hours notice
- Marketers are required to utilize CECONY/O&R released capacity to deliver gas for their Firm Customers behind citygate
- Con Edison pre-season estimate 32 days (based on 30 years of historical weather conditions at Central Park)
- O&R pre-season estimates based on rolling 30 year average of historical weather conditions as Spring Valley

# Marketers Serving Interruptible Customers

## Con Edison

- Daily Citygate Allocations
  - Transco default delivery point
  - Tetco (Goethals) / Tenn (White Plains) / Iroq (SC) / Iroq (HP)
    - Day ahead request to deliver at these citygates
  
- Customer Interruptions
  - 6 hours minimum advance notice (O&R is 4 hours)
    - Contact availability weekends / holidays / 24 hours
  - Cut gas not required at your own discretion
  - Advance notice to resume use of gas

# Service Classes & Rate Codes

Dan Colantonio

Specialist, Customer Energy Services

[colantoniod@oru.com](mailto:colantoniod@oru.com)

(845) 577-3448

# O&R Service Classes and Rate Codes

O&R	Retail Access			
Rate	Rate	Service	Maj Srvc	
Code	Code	Class	Classif	Applicable Use
202	202	SC2	Pri	Small Commercial & Industrial - General Service
282	X2D	SC2	Pri	Small Commercial & Industrial - General Service- PowerPick
712	712	SC2	Pri	Small Commercial & Industrial - General Service - MDAHP
782	X2P	SC2	Pri	Small Commercial & Industrial - General Service - MDAHP & PowerPick
302	302	SC2	Sec	Large Commercial - Secondary (over 200 KW)
382	X3D	SC2	Sec	Large Commercial - Secondary (Over 200 KW) - PowerPick
322	322	SC2	Sec	Large Commercial - Secondary (over 200 KW) - MDAHP
392	X3P	SC2	Sec	Large Commercial - Secondary (Over 200 KW) - MDAHP & PowerPick
602	602	SC2	Sec	Large Industrial - Secondary (over 200 KW)
682	X6D	SC2	Sec	Large Industrial - Secondary - PowerPick
612	612	SC2	Sec	Large Industrial - Secondary (over 200 KW) - MDAHP
652	X6P	SC2	Sec	Large Industrial - Secondary - MDAHP & PowerPick
283	X2F	SC3	Pri	Small Commercial & Industrial - General Service - Primary - PowerPick
253	253	SC3	Pri	Small Commercial & Industrial - General Service - Primary 100 KW Minimum - MDAHP
293	X8P	SC3	Pri	Small Commercial & Industrial - General Service - Primary - MDAHP & PowerPick

# O&R Capacity Obligation for NYISO

- NYISO Capacity Obligation (CO) is updated May 1<sup>st</sup> of each year
- CO is set by the peak day for NYISO

# Capacity Obligation and Transmission Obligation for RECO PJM

- RECO PJM Capacity Obligation (CO) is updated June 1<sup>st</sup> of each year
- CO is set by the 5 peak day average for PJM
- RECO PJM Transmission Obligation (TO) is updated January 1<sup>st</sup> of each year
- TO is set by the peak day for RECO

# Interval Data (SC9, SC22, in NY and SC7 in NJ)

- E-mail Interval Data Requests to:  
[retailchoice@oru.com](mailto:retailchoice@oru.com)
- Must provide in the e-mail:
  - Customer Account Number
  - Date Range

# O&R Interval Data (NY)

- Current Threshold – Mandatory Day Ahead Hourly Pricing (MDAHP)
  - 500 kW during any two of the previous 12 months
  - Added 90 new interval meter customers
- New Threshold – Effective 05/01/2013
  - 300 kW during any two of the previous 12 months
  - Will add approximately 111 new interval meter customers
  - Currently approximately 80% on Retail Access



# O&R Purchase of Receivables Discount

- Marketer receivables to be discounted based on
  - Uncollectable (based on prior year actual)
  - Risk factor (20%)
  - Credit and collections

# Illustrative POR Discount as of 07/01/2012

## O&R

Electric Discount	
Credit and Collections	0.891%
Uncollectable Component	0.450%
Risk Factor	0.090%
Total	1.431%

Gas Discount	
Credit and Collections	0.610%
Uncollectable Component	0.450%
Risk Factor	0.090%
Total	1.150%

# Illustrative POR Discount as of 11/01/2012

## O&R

Electric Discount	
Credit and Collections	0.891%
Uncollectable Component	0.497%
Risk Factor	0.099%
Total	1.487%

Gas Discount	
Credit and Collections	0.862%
Uncollectable Component	0.497%
Risk Factor	0.099%
Total	1.458%

# O&R - Re-Stratification of All Accounts

- Program run on 10/03/2012 to check, and if necessary, change the Strata for each account in O&R, RECO, and PCL&P
- Before Strata job was run, July 2012 and August 2012 data was collected for Settlement and Balance. This will allow those months to be settled and balanced with the same Strata they were delivered with.

# O&R - Recharge NY

- NYPA Program
- Effective July 2012
- Accounts are split to create NYPA account
- Accounts are manually billed
- Manual ICAP calculation
- Currently three customers involved in Recharge NY

# O&R Retail Choice Basics

## EDI

David Revie

Specialist, Customer Energy Services

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# O&R Retail Choice Basics

## EDI

- Enrollment
  - Must be received and processed 15 calendar days in advance of the next read date for electric or the 1<sup>st</sup> of the month for gas
  - Must contain a valid price
  - Must indicate electric, gas, or lighting
  - Lighting is indicated by “U”

# O&R Retail Choice Basics

## EDI

- Price Changes
  - No blended prices
  - Last price submitted will be billed
  - Price change is not available for a pending enrollment
  - Price change is valid for current bill cycle
  - Price or rate change must be requested no later than 4 business days prior to its effective date
  - No submission of prices during the discounted Power Switch period



# O&R Retail Choice Basics

## EDI

- Tax Status Change
  - O&R uses a percent residential exempt code
  - A code of 27 will indicate 100% exemption
  - A code of 19 will indicate 0% exemption
  - O&R is not responsible for the paying or remitting to the applicable taxing authorities, on behalf of ESCO, any federal, state or local taxes
  - ESCO shall be liable for and pay all such taxes and shall indemnify, defend, and hold harmless O&R from and against any and all liability for such taxes, and any interest and penalties thereon.

# O&R Retail Choice Basics

## EDI

- Drop
  - Must be submitted 15 days before effective date
  - Will occur on scheduled read date for electric or 1<sup>st</sup> of the month for gas
- Rescind
  - Can be done up to three business days prior to effective date of enrollment
- Reinstatement
  - If drop was customer requested the customer must request reinstatement
  - If drop was submitted by incumbent ESCO than ESCO can request reinstatement via email
- Contest Period
  - Currently done through email
  - Email must contain account number, service, and statement that you have permission to cancel the customers pending enrollment

# Common EDI Rejections

## NY Standard Rejections

- Customer account number missing
- Customer not with this ESCO
- Account service is already active with this marketer
- Marketer not authorized to enroll service in this state
- Invalid service type
- ESCO/Marketer not eligible to enroll customer
- Blocked enrollment
- Invalid customer account number

# Common EDI Rejections

## O&R Rejections

- Marketer not authorized for utility single bill
- Invalid tax rate
- Invalid price
- Inactive customer service
- Price change not allowed account in bill window
- Customer has pending de-enrollment
- Customer has not billed
- Customer account number missing
- Account pending enrollment with this marketer
- Utility account number for ESCO/Marketer is invalid

# What's Next ?

- Pennsylvania – Price to Compare on all Bills
  - PowerSwitch
- New Jersey – Historical Price to Compare on “My Account”
  - PJM & NYISO
  - eBids ??
- Revised Operating Procedures & Transmission Agreement
- “QR” for eBids
- Communications
  - [FlashmanA@oru.com](mailto:FlashmanA@oru.com)
- <http://www.oru.com/aboutoru/escomarketersupport/>

# Questions ???