

# The RES Handbook

*A Guide to Conducting Business with Ameren  
in the Competitive Electric Marketplace in Illinois*



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## Preface

The RES Handbook has been developed by Ameren to be used by Retail Electric Suppliers (RESs) interested in providing power and energy service within Ameren Illinois Company's service area. The term RES includes Alternative Retail Electric Suppliers (ARES), as that term is defined in the Illinois statute, as well as other Illinois electric utilities providing power and energy service outside of their service areas. A Customer Self-Manager (CSM), who is a retail customer managing its own supply of power and energy, is also referenced where applicable. This handbook is intended to provide RESs with a comprehensive overview of Ameren's procedures so they can better interact with Ameren in establishing a business relationship and providing power and energy service.

This handbook serves as one source of guidance to RESs interested in providing power and energy service and includes information and procedures necessary for a RES to interact with Ameren. The RES Handbook is a working document designed to address the challenging issues raised regarding the competitive electric marketplace in Illinois. It reflects Ameren's current thinking. However, Ameren reserves the right to modify this handbook to reflect regulatory and/or business process changes, as necessary. Ameren shall provide modifications to the Illinois Commerce Commission as well as to RESs and CSMs registered with Ameren.

## **Chapter 1**

### **The Competitive Marketplace**

#### **1.1. Introduction**

As a result of electric industry restructuring in Illinois, which started as a phased-in process in 1999, Ameren's roles and relationships in the electricity market have changed. Chapter 1 provides a brief overview of the roles and relationships in the competitive electric marketplace.

#### **1.2. Ameren's Role in Distribution**

Ameren owns and operates the regulated distribution facilities in its service areas and is responsible for the reliability and safety of delivering electricity to retail customers. Ameren provides Retail Electric Suppliers (RESs), Customer Self Managers (CSMs), and Transmission Service Agents (TSAs) with impartial information on distribution services to ensure that energy suppliers have the appropriate resources for participating in the market. As part of its distribution role, Ameren provides the following services to customers:

- Metering services (if customer has not elected service from a Metering Services Provider). Metering services include ownership, purchase, installation, removal, calibration, testing, and maintenance of meters;
- Meter reading and usage data management; and
- Billing and related services (call centers, account set-up and maintenance, bill generation, payment processing, credit services, etc.)

#### **1.3. The Role of the Transmission Service Agent**

The Transmission Service Agent (TSA) is a transmission customer in accordance with MISO's Energy Market Tariff (EMT). The TSA will contact MISO for transmission service on behalf of retail customers served by a RES. The RES or CSM may choose to be its own TSA or may enroll with a TSA for each type of service (Network Service or Point-to-Point Service). The TSA will schedule power and energy in accordance with the EMT. Settlement will be conducted with the TSA.

#### **1.4. The Role of Retail Electric Suppliers**

Retail customers have a choice of purchasing electricity from their utility or from retail suppliers known as Retail Electric Suppliers (RES). A RES can include Alternative Retail Electric Suppliers (ARES), non-utility entities authorized by law to provide electric power and energy, or other Illinois electric utilities providing power and energy service outside their own service areas. Customer Self-Managers (CSM) are retail customers managing their own supply of power and energy. Energy is delivered to retail customers in Ameren service areas using Ameren's-delivery network.

The RES or CSM providing power and energy will enter into a service agreement with Ameren. The RES or CSM must then designate a TSA, who will contract with Ameren for transmission service in accordance with the requirements of MISO's EMT. The RES or CSM may be a TSA.

The RES can bill for energy and services that are provided to their retail customers. A RES planning to utilize Supplier Consolidated Billing (a.k.a. SBO) – where a RES bills the customer for power and energy charges as well as for Ameren's delivery services charges – will first be required to demonstrate their ability to present Ameren-related delivery services charges on their consolidated retail bill statement in a manner that conforms with Ameren's Single Billing Option (SBO) Agreement, the Public Utilities Act (i.e., Section 16-118(b), 220 ILCS 5/16-118(b)), and the

applicable Commission rules. A RES planning to provide Supplier Consolidated Billing as a guarantor – where the RES purchases the Ameren delivery services receivables – will be required to demonstrate creditworthiness in accordance with Section 451.510 of the Illinois Administrative Code.

### **1.5. The Role of the Metering Services Provider**

Eligible customers have the choice of receiving their metering services from the utility, or they can choose a Metering Services Provider (MSP). If a customer chooses an MSP, the MSP will own, install, read, calibrate and maintain meters for the customer. An MSP will be required to provide usage data to Ameren for billing purposes. If a customer chooses an MSP, Ameren will continue to provide customer historical usage data to authorized parties.

### **1.6. The Role of the Customer**

The Electric Service Customer Choice and Rate Relief Law was signed into law in late 1997. This was one of several laws making a number of changes to the Public Utilities Act (Act) and other statutes. The Act offers Ameren customers a choice of energy suppliers through a phased-in process. The phase-in began on October 1, 1999 with all customers eligible by May 1, 2002.

A customer may choose to receive power and energy from Ameren or from a RES, or may become a CSM. Power and energy delivery will continue to be delivered through Ameren's delivery network. Customer hook-ups, disconnects, outage responses, and other distribution service related issues will continue to be handled by Ameren.

A customer who elects to receive power and energy from a RES will be billed via one of the following billing methods: For more information on these billing methods, please see Chapter 6 – Retail Billing Under Delivery Services.

- **Supplier Consolidated Billing (SBO):** Customer receives one consolidated bill from the RES containing the RES' power and energy charges as well as Ameren's electric delivery services charges;
- **Utility Consolidated Billing / Purchase of Receivables (UCB/POR):** Customer receives one consolidated bill from Ameren containing the RES' power and energy charges as well as Ameren's electric delivery services charges; or
- **Dual Billing:** Customer receives two separate bills – one bill for power and energy from the RES and a separate bill from Ameren for electric delivery services charges (and any portion of energy supplied by Ameren, if applicable).

## **Chapter 2 Registration Process**

### **2.1. Introduction**

Chapter 2 provides a RES or CSM with an overview of the process for registering with Ameren and the associated fees, so that the RES or CSM may provide power and energy services to retail customers within Ameren Illinois Company's service territory. The purpose of registration is to initiate the business relationship between the RES or CSM and Ameren.

### **2.2. ICC Requirements**

Prior to providing power and energy service within Ameren Illinois Company's service territory, a RES must be certified with the Illinois Commerce Commission (ICC). ICC Certification means that the RES has met ICC requirements and has received an ICC license number. The RES can be certified for the entire state of Illinois or for a specific geographic area of the state. Detailed information regarding ICC certification can be obtained by visiting the ICC website.

### **2.3. Ameren Requirements**

Prior to providing power and energy service within Ameren Illinois Company's service territory, the RES or CSM will need to fulfill Ameren's registration requirements. A notification letter of intent to serve load in the Ameren Illinois Company's service territory should be sent to:

Ameren Transmission Services Business Center  
1901 Chouteau  
St. Louis, MO 63103  
Mail Code: 635  
Attn: Patrick Eynon

As applicable, the RES or CSM will need to provide specific information, enter into service agreements, and establish business arrangements directly with Ameren. The RES or CSM must also execute a service agreement under the MISO EMT establishing itself as a TSA or designating another TSA entity.

Ameren's registration forms and agreements are described below and may be obtained by downloading them from the Registration Information page on Ameren's RES Portal. Once Ameren receives the registration forms and agreements, Ameren will respond to the RES within five business days and will indicate whether or not they are complete. After Ameren countersigns the agreements, Ameren will send a fully-executed version of each agreement back to the RES.

The following completed forms, service agreements, and business arrangements must be established with Ameren for all RESs and CSMs seeking to do business within Ameren Illinois Company's service territory:

#### **2.3.1. RES Registration Form**

Ameren requires specific information necessary for Ameren to effectively and efficiently transact business with the RES or CSM. This form is required for the RES or CSM to conduct business within Ameren Illinois Company's service territory.

The RES is required to provide the following information on the RES registration form:

RES corporate information (e.g., name, address, phone and fax numbers);  
Primary contact name, job title, mailing address, phone number, fax number, and email address;  
Ownership and corporate affiliation;  
Commercial Pricing Node (CPNode) name;  
Dun & Bradstreet (D&B) number;  
ICC license number and date of certification; and  
Federal and state tax identification numbers;

If any information is unavailable or not applicable, it should be noted on the form. The RES Registration Form will not be accepted if required fields are omitted. Please note the following when completing the RES Registration Form:

- It's possible that a RES may have transmission rights through MISO, but not have a Commercial Pricing Node (CPNode). Please note, however, that a RES *must* have a CPNode within the Ameren Illinois (AMIL) control area in order to be a registered RES with Ameren. Due to strict deadlines associated with MISO's quarterly commercial model updates, it may take up to several months to effectuate a CPNode in the MISO commercial model. For more information regarding CPNodes, contact MISO at 317.249.5400 or visit the MISO Website.
- A Dun & Bradstreet (D&B) number may be established for an entity which does not currently have one by calling 800.234.3867 or by visiting the D&B Website.

### **2.3.1. MISO Energy Market Tariff (EMT) Service Agreement**

The RES, CSM, or its designated TSA is required to complete a service agreement for transmission and ancillary services under MISO's EMT.

### **2.3.2. Registration with SERC as a Power Serving Entity (PSE)**

During the RES registration process with Ameren, Ameren will pass each RES' name and contact information to SERC for possible registration with SERC as a Power Serving Entity (PSE). A RES is advised to proactively contact SERC during the RES registration process and determine whether it needs to register with SERC as a PSE.

### **2.3.3. RES Tariff Service Agreement**

The RES Tariff Service Agreement is the cornerstone of the legal relationship between the RES or CSM, and Ameren. It establishes the RES or CSM as a customer of Ameren's Supplier Terms & Conditions Tariffs – establishing the rates, terms, and conditions of service, as well as outlining the responsibilities of the RES or CSM and Ameren.

### **2.3.4. Credit Application**

The credit application form provides Ameren with basic information needed for the RES to establish credit with Ameren in order to offer the Supplier Consolidated Billing option as a Guarantor (SBO Guarantor). As an SBO Guarantor, the RES purchases the Ameren delivery services receivables and presents them along with the RES' power and energy charges in a single bill to the customer.

The credit application form does not need to be completed by a RES who wishes to utilize one or more of the only the following billing options: Supplier Consolidated Billing (SBO) as an Agent (SBO Agent) (i.e. pay-as-you-get-paid), dual billing, and Utility Consolidated Billing / Purchase of Receivables (UCB/POR).

At minimum, the RES must include the following information in the credit application:

- Company name and billing address;
- Trade name and shipping address;
- Contact name;
- Telephone and fax numbers;
- Type of business;
- Signed request for bank credit information;
- Federal tax identification number;
- Primary place of business;
- Place of incorporation;
- Long term bond rating;
- Parent company bond rating;
- Estimated monthly MW demand of load on SBO Guarantor billing option;
- Signature of officer or authorized employee; and
- Date.

Upon review of the Credit Application, Ameren shall estimate the amount of charges expected to be due to Ameren from the RES under the OATT and the RES Tariff for two months' worth of service. The company can require the RES to provide credit security equivalent to the two month estimate of charges or such other form of credit security as may be mutually agreed upon by the Company and the RES. Credit security may be in the form of a bond issued by a reputable surety or financial institution in favor of Ameren Services, an irrevocable letter of credit issued by a reputable financial institution, or a deposit, to be held by Ameren and returned to the RES, without interest, upon termination of all service and remittance of all charges due. Credit security requirements shall be reviewed and modified as necessary to reflect current business arrangements between Ameren and the RES.

Failure of the RES to establish or re-establish credit will lead to Ameren rejecting EDI 814E-Request enrollment transactions. Re-establishing credit constitutes covering prior obligations, meeting increased coverage and any new business obligations.

RESs who have received certification from the ICC have, as a part of that certification, agreed to establish and maintain sufficient financial ability and resources to satisfy the obligation to remit to Ameren monies for the purchasing of Ameren delivery services receivables while acting as an SBO Guarantor.

### **2.3.5. Supplier Consolidated Billing (SBO) Agreement**

An SBO Agreement must be executed between Ameren and any RES who wishes to utilize SBO. The SBO Agreement establishes the responsibilities and obligations of both the RES and Ameren. Credit security requirements for SBO are contained in the ICC Orders in Docket Nos. 98-0544 and 98-0649. For details on SBO, see Chapter 6, Retail Billing Under Delivery Service, of this handbook.



As part of executing the SBO Agreement and as specified in the ICC Orders in Docket Nos. 98-0544 and 98-0649, any RES electing to utilize SBO as a Guarantor shall specify which of the four options listed in Section 451.510 of the Illinois Administrative Code it chooses to employ to demonstrate creditworthiness for utilizing SBO as a Guarantor. Any such security shall be in addition to any security provided pursuant to Section 2.3.4 of this handbook. At any such time as the RES fails to continue to meet the financial requirements for utilizing SBO as a Guarantor, it shall provide Ameren with the necessary financial requirements within two business days after receiving notice from Ameren. If financial requirements are not met within two business days, the RES shall forfeit its option to utilize SBO as a Guarantor. At such time, any accounts on SBO Guarantor will be switched to the dual billing option.

### **2.3.6. Utility Consolidated Billing / Purchase of Receivables (UCB/POR) Billing Services Agreement**

A UCB/POR Billing Services Agreement must be executed between Ameren and any RES who wishes to utilize the UCB/POR billing option. The UCB/POR Billing Services Agreement establishes the responsibilities and obligations of both the RES and Ameren.

### **2.3.7. Meter Data Management Services Agreement**

The Meter Data Management Services Agreement establishes Ameren's role as a RES's Meter Data Management Agent (MDMA). As a RES's MDMA, Ameren will aggregate RES customers' usage to the RES's Commercial Pricing Node (CPNode) level and will report the usage (with distribution losses and distribution UFE applied) to MISO on the MISO-designated settlements (e.g., S7, S14, S55, S105, etc.).

Ameren requires that each RES serving load in an Ameren Illinois (AMIL) control area designate, through MISO, Ameren as its Meter Data Management Agent (MDMA). Ameren shall remain the RES' MDMA for load served in any Ameren Illinois (AMIL) control area as long as the RES is registered with Ameren.

Ameren also requires that a RES provide a digital certificate to Ameren that grants Ameren access to the MISO Portal. This digital certificate allows Ameren to submit the RES' aggregated load data to MISO at the RES' CPNode level.

### **2.3.8. EDI Trading Partner Agreement**

The EDI Trading Partner Agreement establishes the general responsibilities of the Electronic Data Interchange (EDI) partnership. The EDI Trading Partner Agreement is required for a RES or CSM to transact business directly with Ameren using EDI.

The EDI Trading Partner Agreement defines each trading partner's responsibilities with regard to electronic data exchange (e.g., setting up Value Added Network (VAN) accounts, transactions to be used, handling of rejected transactions, timing of responses, emergency contact names, etc.)

Ameren and the RES (or the RES's EDI vendor) must demonstrate – via EDI testing – their ability to successfully exchange data for all EDI transactions that will be processed. All EDI transactions associated with the billing options that the RES has chosen to utilize must be tested. EDI test scripts for each billing option can be found on Ameren's EDI Test Scripts for Electric document, which is posted to the Illinois Communication Protocols Working Group (CPWG) website. However, note that if the RES has chosen an EDI vendor with whom Ameren has already successfully tested, then only simple EDI connectivity testing is required.

Detailed information on EDI testing requirements can be found in Chapter 3, EDI Protocols, of this handbook. Each trading partner shall establish a point of contact to resolve daily Electronic Data Interchange problems.

### **2.3.9. EDI Profile Information and Trading Partner Setup Form**

The EDI Profile Information and Trading Partner Setup form establishes EDI communications for the RES or CSM. This form requests critical information that is required for the RES or CSM to communicate with Ameren via EDI. It also includes information that allows Ameren to determine the entity sending the transaction and to respond to communications from the RES.

For more information on EDI, please refer to Chapter 3 of this handbook – EDI Protocols. For more information on enrollments and drops, please refer to Chapter 4 of this handbook – Enrollments, Drops, Rescissions, and Reinstatements.

### **2.3.10. EDI820 Information Packet**

This packet contains information for the RES on where to remit payment for accounts that are billed on the Supplier Consolidated Billing option (SBO).

## **2.4. Ameren Activation Process**

A confirmation letter or email will notify the RES or CSM when its RES registration is complete. At that time, Ameren will also provide:

- a contact list containing the names and phone numbers of the RES's key contacts at Ameren; and
- one special userID to be used by the RES for accessing Ameren's RES Portal.

If any information contained in the confirmation letter is incorrect, then the RES or CSM should immediately notify its Ameren business representative. Note that the RES or CSM must provide Ameren with a list of its key business and technical contacts.

## **2.5. Beginning Customer Enrollment**

Once the RES registration has been accepted and the RES has been activated to conduct business in Ameren Illinois Company's service territory, the RES may begin submitting EDI 814E-Request transactions to Ameren. Each EDI 814E-Request transaction requests that a specific account or service point be switched from its existing energy supplier to the RES. A CSM will submit an EDI 814E-Request transaction to switch its account to itself.

For further information on customer enrollment and Ameren's policies associated with EDI 814E-Request transaction processing, please see Chapter 4 of this handbook – Enrollments, Drops, Rescissions, and Reinstatements. Information on scheduling power and energy, settlement, retail billing, and customer termination procedures, is provided in the following chapters.

## **2.6. Use of Ameren Website Content on a RES' Website**

A RES may not use Ameren-specific content (e.g., Ameren bill images) on its website, even for educational purposes, without first receiving written permission from Ameren.

**2.7. Fees**

The off-cycle switch fee is denoted in the Miscellaneous Fees & Charges tariff, as approved by the ICC.

## **Chapter 3**

### **Electronic Data Interchange (EDI) Protocols**

#### **3.1. Introduction**

The Illinois electric utility companies (e.g., Ameren and ComEd) have adopted Electronic Data Interchange (EDI) as the standard electronic communication method for exchanging data between utilities and RESs. EDI transactions are generally used to request actions, respond to requests for action, and to confirm information related to actions performed for or on behalf of customers. EDI is the standard communication method between the RESs and Ameren on customer enrollment, customer account maintenance, financial transactions (billing, payment, and remittance), and transfer of usage information. Chapter 3 provides information on establishing EDI communications and instructions on following EDI standard protocols. This chapter does not address the customer enrollment and processes and the associated business events. For information on enrolling and dropping customers, please see Chapter 4 of this handbook – Enrollments, Drops, Rescissions, and Reinstatements.

#### **3.2. Types of EDI Transactions**

Ameren uses transaction set guidelines for EDI established by NAESB, along with modifications specifically tailored for use in Illinois. These guidelines provide a standard methodology for conducting business in an EDI environment. The Illinois EDI Implementation Guides are posted to the Illinois Communication Protocols Working Group (CPWG) website.

EDI transactions are designed to automate and streamline the typical repetitive business transactions that occur between Ameren and the RES.

There are 6 primary business events between Ameren and the RES:

1. Enrollments, Drops, Rescissions, and Reinstatements
2. Account-level and Service Point-level Changes
3. Historical Usage Information Requests
4. Customer Billing
5. Remittance
6. Application Advice

##### **3.2.1. Enrollments, Drops, Rescissions, and Reinstatements**

Several variations of the EDI 814 transaction set are used as noted in the following business scenarios:

- EDI 814E – Enrollment of an account or service point
- EDI 814D – Drop of an account or service point
- EDI 814D – Rescission of a pending enrollment
- EDI 814D – Rescission of a pending drop
- EDI 814R – Reinstatement of an account or service point on RES supply (account or service point had been pending to be dropped from that RES' supply)

##### **3.2.2. Account-level and Service Point-level Changes**

- EDI 814C-Request – Ameren notifies the RES or the pending RES regarding an account-level or service point-level information change (e.g., load profile)

classification, PLC, delivery voltage, supply voltage, meter voltage, addition of a service point, removal of a service point, reclassification of a service point's delivery services (DS) rate assignment, etc.)

*DS rate reclassification assignments and load profile reclassifications:* Ameren analyzes the previous calendar year's usage history of each service point once yearly – typically in February or March. By the end of the first quarter of each year, Ameren generates EDI 814C-Request transactions for each affected service point – indicating the new DS rate classification. In addition, for service points whose DS rate classification is reclassified and the new classification is scalar-metered, an EDI 814C-Request transaction will be generated denoting the service point's new load profile classification assignment. Both the new DS rate reclassification assignments as well as the new load profile classification assignments then take effect on June 1 of each year. Please see Appendix N – Reclassification of a Service Point – for detailed information on numerous reclassification scenarios.

*Peak Load Contribution (PLC) values:* A PLC is a given service point's contribution to MISO's system peak. Ameren calculates PLCs in December of each year, and the PLCs take effect the following June 1<sup>st</sup>. The PLCs associated with the service points that each RES is supplying are communicated to each RES via spreadsheet in December. In March of each year, Ameren generates EDI 814C-Request transactions indicating the new (pending) PLCs.

- EDI 814C-Request – RES notifies Ameren of a change to the RES account number, billing option, RES rate code (for Rate Ready UCB/POR billing), or MISO CP Node.

When a RES requests a billing option change or a RES rate code change via the EDI 814C-Request transaction, note that the change will always be effectuated for the next billing period *after* the date requested in the EDI 814C-Request transaction. The following is an example:

Date that the EDI 814C-Request billing option change request is processed by Ameren: 01-10-18

Account's next scheduled meter reading date: 01-12-18

Effective date of billing option change specified in the EDI 814C: 01-12-18

First billing period that the account is billed using the new billing option: 01-12-18 through 02-12-18

For more information regarding RES-initiated EDI 814C-Request notification requirements (i.e. timing for the submission of different types of change requests), please see Appendix H – EDI 814C Notification Requirements.

### **3.2.3. Acquiring Historical Usage Information**

There are two ways in which a RES may acquire account historical usage information and/or interval data from Ameren:

- View or download (csv format) account and service point characteristics as well as historical usage information via Ameren's RES Portal by logging in and entering a valid account number. The information returned will include:

Ameren Illinois Rate Zone associated with account  
Account Name

Account bill group  
Service point number(s)  
Meter number(s)  
Service point peak load contribution (PLC) value(s)  
Service point load profile class(es)  
Service point delivery services rate class(es)  
Service point supply rate (i.e. RES, BGS, RTP, or HSS)  
Service point delivery voltage(s)  
Service point supply voltage(s)  
Service point meter voltage(s)  
Service point eligible switch date  
Up to 24 months' worth of account-level and meter-level historical usage data

Hourly interval meter data (up to 24 months' worth), when available, may be downloaded (csv format) from Ameren's RES Portal after a valid account number is entered.

- Request historical usage information via EDI by submitting an EDI 814HU-Request transaction to Ameren. Upon receipt of an EDI 814HU-Request transaction, Ameren will send an EDI 814HU-Response transaction to the RES. Historical usage data will be sent to the RES in the EDI 867HU transaction and will include current information regarding:

Ameren Illinois Rate Zone  
Account name  
Account Service address  
Account bill group  
Service point number(s)  
Meter number(s)  
Service point peak load contribution (PLC) value(s)  
Service point load profile class(es)  
Service point delivery services rate class(es)  
Service point supply rate (i.e. RES, BGS, RTP, or HSS)  
Service point UCB/POR Group A / Group B / Group C classification  
Up to 24 months' worth of service point-level historical summary usage data

Hourly interval meter data (up to 24 months' worth), when available and requested, may also be returned in the EDI 867HU transaction.

With an EDI request for historical usage data, both the summary data and interval data returned in the EDI 867HU transaction are aggregated to the service point-level. However, this is not the case for historical usage data requested via Ameren's RES Portal – where account-level and meter level data are returned.

Note that if a RES specifically requests interval data in the 814HU transaction (i.e. LIN-HI) and interval data is available, then both monthly/summary historical usage data *and* hourly interval data will be returned to the RES. For more information regarding the types of data returned after the submission of an EDI 814HU-Request, please reference Appendix D – EDI 814 HU Request Types and Data Returned.

### 3.2.4. Customer Billing

#### EDI 867MU

This transaction set is used by Ameren to transmit an account's monthly usage information, including interval meter data (when applicable), to a RES.

##### *Daylight Saving Time:*

For the days that switch to and from Daylight Saving Time, Ameren will transmit interval reads in the EDI 867MU transaction in accordance with the EDI standards developed by the Illinois Communication Protocols Working Group:

- For the spring forward date, there will be no interval read for hour ending 3:00. For this date, the hourly readings will be for hours ending 1:00, 2:00, 4:00, ...
- For the fall back date, there will be two interval reads for hour ending 2:00. For this date, the hourly readings will be for hours ending 1:00, 2:00, 2:00, 3:00, ...

##### *Net Metering:*

A service point is identified as being net metered via the Special Meter Configuration (REF\*KY) segment in the EDI 867MU transaction, the EDI 814C-Request transaction, and the EDI 814E-Response transaction. The specific code used to identify a net metered service point is "NM-BI" (i.e. REF\*KY\*NM-BI").

All net metered service points utilize a bi-directional meter. Data for the bi-directional meter is listed in two separate channels in the EDI transaction. One channel represents the net instantaneous load recorded over the course of each hour; the other channel represents the net instantaneous generation recorded over the course of each hour. Both channels may contain data for a given hour. This can be explained as follows:

The net instantaneous load hourly value and the net instantaneous generation hourly value each represents an hourly tabulation of the instantaneous measurements of the difference between the gross load and gross generation taken by the bi-directional meter during the course of that hour. If an instantaneous measurement results in net load, then the value is placed into net instantaneous load channel's bucket. If an instantaneous measurement results in net generation, then the value is placed into the net instantaneous generation channel's bucket. Each bucket is tabulated at the end of each hour to produce one final hourly value for each channel.

- The net instantaneous load channel data will be presented in the EDI transaction with a REF\*JH segment set to "A" (for additive).

The net instantaneous generation channel data will be presented in the EDI transaction with a REF\*JH segment set to "S" (for subtractive).

The Synchronization List report, which may be downloaded from the RES Portal website, will denote any service point supplied by a RES that is net metered and will also show each net metered service point's anniversary month.

## EDI 810

This transaction set has several uses:

- Used by Ameren to transmit the Ameren delivery services charges and billing line item details to a RES who is utilizing Supplier Consolidated Billing (SBO) on a given account.
- Sent by Ameren to a RES as an “informational” transaction (containing the RES’ line item charges) when a RES-supplied account that is on Rate Ready UCB/POR billing has successfully billed in Ameren’s billing system.
- Used by a RES to transmit power and energy-related charges to Ameren when a given account is on the Bill Ready UCB/POR billing option.

For more information on billing options, please see Chapter 6 of this handbook – Retail Billing Under Delivery Services.

### **3.2.5. Remittance**

When a RES utilizes Supplier Consolidated Billing (SBO), all remittance of payment due to Ameren must be made via the EDI 820 SBO Remittance transaction. The remittance must be accompanied by sufficient account detail to allow the Ameren to apply payments or partial payments to the appropriate customer accounts and line items.

When a RES utilizes the UCB/POR billing option, Ameren will remit payment to the RES via the EDI 820 UCB/POR Remittance transaction.

For instructions on remitting payments to Ameren, please refer to Chapter 6 of this handbook – Retail Billing Under Delivery Services.

### **3.2.6. Application Advice**

The EDI 824 transaction set is used to communicate confirmation or rejection of other EDI transactions. For specific business scenarios where the EDI 824 transaction is used, please see the Application Advice section of the table on the following pages.



**Primary Business Transactions Between a RES and Ameren**

EDI Transaction Set Types	Business Events and Scenarios
<b>Enrollments, Drops, Rescissions, and Reinstatements</b>	
EDI 814E-Request: Enrollment	RES (and sometimes Ameren) initiates the enrollment of an account or service point.
EDI 814D-Request: Drop or Rescission	<p>Customer contacts Ameren to:</p> <ol style="list-style-type: none"> <li>1. drop his/her account or service point from RES supply;</li> <li>2. rescind a RES' pending enrollment; or</li> <li>3. final (close) account or service point.</li> </ol> <p>RES terminates service to an account or service point.</p> <p>RES rescinds its drop of an account or service point.</p> <p>RES rescinds its enrollment of an account or service point.</p> <p>Ameren disconnects or final bills an account or service point.</p>
EDI 814R: Reinstatement Notice	If the new RES rescinds its enrollment, then Ameren notifies the current RES of the reinstatement.
<b>Account-level and Service Point-level Changes</b>	
EDI 814C-Request: Change	<p>Ameren notifies RES of an account-level or service point-level information change (e.g. meter change, delivery voltage change, load profile class change, etc.)</p> <p>RES notifies Ameren of a RES account number change, account bill option change, account CPNode assignment change, or a RES rate code change (Rate Ready UCB/POR).</p>
<b>Historical Usage Information Requests</b>	
EDI 814HU-Request: Historical Usage Information Request	RES requests historical usage information.
867HU: Historical Usage Information Response	Ameren sends historical usage information to the RES when it's available

EDI Transaction Set Types	Business Events and Scenarios
<b>Customer Billing</b>	
EDI 867MU: Account monthly usage information (including interval meter reads, when applicable)	Ameren reads an account's meters and sends the usage data to the RES.
EDI 867DU: AMI daily interval data	When a RES turns-on the daily sending of AMI reads for a given account, Ameren sends this transaction to the RES each day. The transaction contains hourly AMI reads for the account.
EDI 810: Invoice	<p>Ameren to RES for an account on Supplier Consolidated Billing (SBO): Delivery services line item charges are sent to the RES.</p> <p>Ameren to RES for an account on Rate Ready UCB/POR: Ameren calculates the RES' supply charges and passes this data back to the RES for informational purposes.</p> <p>RES to Ameren for an account on Bill Ready UCB/POR: RES sends its charges for power and energy to Ameren.</p>
<b>Remittance</b>	
EDI 820: Payment Order and Remittance	<p>RES to Ameren for account on Supplier Consolidated Billing (SBO): RES sends payment instructions and remittance advice to Ameren through the banking system.</p> <p>Ameren to RES for an account on UCB/POR: Ameren sends payment instructions and remittance advice to the RES through the banking system.</p>

EDI Transaction Set Types	Business Events and Scenarios
<b>Application Advice</b>	
EDI 824: Application Advice	<p>For an account on UCB/POR:</p> <ol style="list-style-type: none"> <li>1. Ameren confirms that RES charges billed;</li> <li>2. Ameren notifies the RES that no current RES charges were received during the shelf period;</li> <li>3. Ameren rejects the RES's EDI 810 transaction;</li> <li>4. RES rejects the EDI 867MU transaction; or</li> <li>5. RES rejects the EDI 820 transaction from Ameren.</li> </ol> <p>For an account on Supplier Consolidated Billing (SBO): Ameren rejects the EDI 820 transaction from the RES.</p>

### 3.4. EDI Transaction Processing Schedule

The table below depicts the times that Ameren sweeps for and imports inbound EDI transactions. This table may also be found in Appendix B – EDI Transaction Processing Schedule:

Inbound EDI Transaction Type	Approximate time that Ameren Sweeps for EDI Transaction	Approximate time that Ameren’s Billing System Imports the Data
814E, 814D, and 814C	7:45 a.m. CPT 9:45 a.m. CPT 11:45 a.m. CPT 1:45 p.m. CPT 4:45 p.m. CPT 6:45 p.m. CPT	Approximately 15 minutes after the completion of the EDI sweep.
820	4:45 a.m. CPT 8:45 a.m. CPT 11:55 a.m. CPT 3:45 p.m. CPT	Approximately 15 minutes after the completion of the EDI sweep.
810	2:45 p.m. CPT	Immediately following completion of EDI sweep.

### 3.5. Establishing EDI Communication with Ameren

Ameren intends to conduct as many communications and data exchanges as possible to and from the RES using standard transaction formats within an EDI environment.

A RES must establish and test EDI capability with Ameren during the RES registration process. The Ameren EDI technical contact representative will be able to assist with:

- Understanding the requirements and protocols associated with establishing EDI capability with Ameren;
- Completing the EDI Profile Information and Trading Partner Setup form; and
- Compiling the required electronic data exchange control information for EDI testing and processing.

A RES that does not have EDI capability will need to designate an EDI service provider by:

- Establishing a mailbox on a Value-Added Network (VAN) of their choice;
- Outsourcing their EDI capability through a third party service provider (a.k.a. “EDI vendor”); or
- Subscribing, for a nominal fee, with the Global eXchange Services EDI software and VAN solution called EDI\*Express. Additional information is available on the Global Exchange Services website.

A VAN is a service provider that provides the communication link between trading partners. The VAN must be fully capable of storing and forwarding all transactions. Part of the VAN services includes establishing a complete audit trail for each transaction.

### 3.6. Testing Electronic Communications

Ameren and the RES (or the RES’ EDI vendor) must demonstrate – via EDI testing – their ability to successfully exchange data for all EDI transactions that will be processed. All EDI transactions

associated with the billing options that the RES has chosen to utilize must be tested. EDI test scripts for each billing option can be found on Ameren's EDI Test Scripts for Electric document, which is posted to the Illinois Communication Protocols Working Group (CPWG) website. However, note that if the RES has chosen an EDI vendor with whom Ameren has already successfully tested, then only simple EDI connectivity testing is required.

Prior to contacting Ameren to initiate EDI testing, the RES (or the RES' EDI vendor) should thoroughly review the Illinois EDI Implementation Guides which are posted to the Communication Protocols Working Group (CPWG) website. The Illinois EDI Implementation Guides define the EDI requirements and necessary protocols. Ameren expects the RES and/or the RES' EDI vendor to use this information to establish its EDI capability and data conformity before EDI testing begins.

## **Chapter 4**

### **Enrollments, Drops, Rescissions, and Reinstatements**

#### **4.1. Introduction**

Ameren accounts and service points may be enrolled to or dropped from RES supply through the submission of EDI (Electronic Data Interchange) 814E-Request transactions and EDI 814D-Request transactions to Ameren. These transactions are sometimes referred to as “enrollment DASRs” (Direct Access Service Requests) and “drop DASRs”. The RES is required to submit one EDI 814E-Request transaction to Ameren for each account or service point it intends to supply.

This chapter defines an enrollment DASR and a drop DASR, describes the prerequisites that a RES must fulfill prior to submitting enrollment and drop transactions, and outlines the procedures that a RES must follow to electronically submit enrollment and drop transactions to Ameren. In addition, this chapter reviews Ameren’s procedures for validating, accepting, and rejecting enrollment and drop transactions. Customer and RES rescission rules are also discussed.

#### **4.2. What are Enrollment DASRs and Drop DASRs?**

The enrollment DASR (Direct Access Service Request) and drop DASR are the electronic transactions (EDI 814E-Request and EDI 814D-Request) by which a RES requests an enrollment/drop of an account or service point. All enrollment and drop DASRs must be submitted via EDI.

#### **4.3. Prerequisites for Submitting an EDI 814E-Request Enrollment Transaction**

##### **4.3.1. RES Prerequisites**

In addition to registration and communication prerequisites described in Chapters 2 and 3, respectively, a RES is required to either obtain a signed Letter of Agency (LOA) or obtain proper third party verification of an oral authorization from each customer it intends to supply. Third party authorizations must meet all requirements as set forth in 515 ILCS 505/2EE(b).

An LOA is generated by the RES, completed and signed by the customer, and returned to the RES. The RES uses some of the information from the LOA to prepare the EDI 814E-Request enrollment transaction. Information contained on the LOA should be sufficient to ensure that the customer wishes to change from one supplier to another. Each RES may design its own LOA form, but at a minimum, the form must include the following fields:

- Signature of the customer;
- Date of the agreement;
- Customer of record;
- Service address;
- Mailing address;
- Daytime and evening telephone numbers;
- Account number of the delivery services company;
- Meter number; and
- Name of delivery services company

The following information should be disclosed in the terms and conditions of the LOA:

- The rate charged by the RES and the statement that the rate is for supply only, not delivery services;
- Customer signature on the LOA authorizing the RES to receive historical and on-going usage data from Ameren;
- Unless otherwise agreed, all electric service associated with the account number will be enrolled to the RES;
- The charge assessed by the RES for switching; and
- Any additional charges that may apply.

The terms and conditions listed above should contain language indicating that by signing the LOA, the customer agrees to the terms and conditions. The RES must keep all signed LOAs on file.

#### **4.3.2. Customer Prerequisites**

An Ameren Illinois customer must have an active Ameren Illinois account or service point that is eligible to switch in order to enroll to RES supply. If a RES wishes to submit an account-level enrollment, then a valid account number is required in the EDI 814E-Request transaction. If a RES wishes to submit a service point-level enrollment (non-Mass Market accounts only), then both a valid account number and a valid service point number associated with the account are required in the EDI 814E-Request transaction.

If the customer is new to the Ameren Illinois service area or is moving to a different physical location within the service area, then the customer must first contact Ameren to establish service and receive an account number. If the customer would like his/her account or service point to be enrolled to RES supply, then the customer should communicate the account number to their chosen RES so that the RES may, in turn, proceed with executing an LOA and submitting an EDI 814E-Request transaction for the new account or service point.

Typically, the earliest that a new account or service point can be enrolled to RES supply is effective with the account or service point's second meter reading date. If the customer wants to begin service with a RES as of the start date of the new account or service point, then the following steps must be followed:

1. The customer must contact Ameren a minimum of two weeks ahead of the start date of the new account/service point to request the establishment of the account/service point. The customer needs to ask the Ameren customer service representative for the new account/service point number.
2. The customer must contact the RES and pass the new account/service point number to the RES.
3. The RES must contact its account representative in the Ameren Transmission Services Business Center at least three business days prior to the start date of the new account /service point and provide a heads-up about the request.
4. After the account/service point start date has passed, the RES must submit a normal EDI 814E-Request transaction for the account/service point and send a notification email to the RES's account representative in the Ameren Transmission Services Business Center.

5. After the EDI 814E-Request transaction has been accepted and processed by Ameren, the RES's account representative in the Ameren Transmission Services Business Center will backdate the effective date of the enrollment to the start date of the account/service point.

Note that the onus is always on the customer to keep their RES or their prospective RES aware of any changes to their accounts. This includes the splitting of an account currently supplied by a RES, the addition of a new account, and any changes to the anticipated start date of a new account.

Also note that Ameren does not offer “seamless move” – where a customer with an account or service point on RES supply can move to a new premise and carry the existing RES relationship from the old account to the new account/service point without the RES having to submit an EDI 814E-Request transaction for the new account/service point.

#### **4.4. Process for Submitting an Enrollment or Drop Transaction**

The process for submitting an enrollment or drop transaction to Ameren and the actions performed by Ameren are reviewed in the following steps:

##### **4.4.1. RES Prepares the EDI 814E-Request Enrollment Transaction or the EDI 814D-Request Drop Transaction**

EDI 814E-Request transactions and EDI 814D-Request transactions contain numerous fields, such as:

- Data qualifier (identifies sender as RES or MSP);
- Commodity type;
- Transaction type (i.e. enrollment, drop);
- Requested effective date; (if applicable);
- Non-standard (off-cycle) switch indicator;
- Customer name;
- Ameren account number;
- Ameren service point number;
- Phone number;
- Billing option identifier (Dual, Supplier Consolidated Billing (SBO), or UCB/POR);
- Flag for historical usage data;
- Flag for serving partial load (i.e. a percentage, first through meter, or separate metering); and
- Sender identification number and receiver identification number

The fields of an EDI 814E-Request transaction and an EDI 814D-Request transaction along with a data dictionary for each EDI transaction set are posted to these transactions' respective EDI Implementation Guides on the Illinois Communication Protocols Working Group (CPWG) website.

Transmission service information is not provided in an EDI 814E-Request transaction. Instead, transmission service information is provided through the reservation and contracting process with MISO that is initiated via the Open Access Same-Time Information System (OASIS). Information on the transmission service reservation and scheduling process is provided in Chapter 7 of this handbook – Transmission



Reservation and Energy Scheduling.

#### **4.4.2. RES Submits an EDI 914E-Request transaction or EDI 814D-Request transaction to Ameren**

A RES may enroll or drop an account or service point by submitting an EDI 814E-Request transaction to Ameren for an enrollment or an EDI 814D-Request transaction to Ameren for a drop. Detailed information regarding EDI protocols can be found in Chapter 3 of this handbook – Electronic Data Interchange Protocols.

A RES may submit an EDI 814E-Request transaction once it is in possession of a signed Letter of Agency (LOA) from the customer or has obtained proper third party verification of an oral authorization from the customer to change electric service provider. Third party authorizations must meet all requirements as set forth in 515 ILCS 505/2EE(b). Ameren shall rely on the representation by the RES through its submission of the EDI 814E-Request transaction that the customer has selected the RES.

The RES must include information on all required EDI 814E-Request transaction and EDI 814D-Request transaction fields as specified in the Illinois EDI Implementation Guides. Providing information in the following fields is optional for an EDI 814E-Request transaction, with default values listed:

- Billing Type (defaults to dual billing)
- Percent of Load (defaults to 100%)
- Historical Usage Request (defaults to "No")
- Non-Standard Switch Indicator (defaults to "No")
- Meter Information (defaults to "No").

##### **4.4.2.1. Enrolling/Dropping a Mass Market Account**

A Mass Market account is an account with one or more of *only* the following types of service points: DS1, DS2, and DS5. A DS1 service point is assigned to residential load, a DS2 service point is assigned to small commercial loads with demands up to 150 kW, and a DS5 service point is assigned to unmetered lighting.

For more information on service points, please see Section 4.4.2.2. of this handbook. To view a visual representation of Ameren's account/service point/meter hierarchy, please see Appendix A – Account, Service Point, and Meter Hierarchy.

A RES must submit one EDI 814E-Request transaction for each Mass Market account it intends to enroll or drop. Enrollments and drops of Mass Market accounts must always be at the account-level and must always occur on-cycle. To enroll or drop a Mass Market account, the EDI 814E-Request transaction/EDI 814D-Request transaction must contain a valid Ameren account number. In no event shall the requested enrollment effective date specified on an EDI 814E-Request transaction be earlier than the date that was agreed to with the customer.

Customers of Mass Market accounts have a ten calendar day rescission window in which to request a rescission of a RES enrollment. This ten calendar day rescission window begins the first calendar day following Ameren's processing of a RES' EDI 814E-Request transaction. If the tenth calendar day of the rescission

window falls on a non-business day, then the rescission window will be extended through the next business day. Please see Section 4.5 of this handbook for detailed information regarding the customer rescission period for Mass Market accounts.

*Because of this rescission rule for Mass Market accounts, the number of days in which a RES must submit an EDI 814E-Request transaction in order for the enrollment to be effectuated as of an account's next scheduled meter reading date varies. In addition, the last day of the rescission window must always be at least three business days prior to the account's scheduled meter reading date (i.e. the last day of the rescission window may never infringe on the account's billing window – which begins two business days prior to the account's scheduled meter reading date).*

The rescission window plus three business day rule for Mass Market account enrollments is demonstrated in the following two examples:

- *Example 1*

If the scheduled meter reading date for an account is Thursday 03-15-18, then the latest that a RES would be able to submit an EDI 814E-Request transaction for such an account (that would be effectuated as of its March meter reading date – on or around 03-15-18) is Friday 03-02-18. So, in this example, the EDI 8114E-Request transaction would have to be submitted to and processed by Ameren 13 calendar days prior to the account's scheduled meter reading date. This breaks down as follows:

RES submits the EDI 814E-Request enrollment transaction (and Ameren processes it) on Friday 03-02-18. The rescission window begins on Saturday 03-03-18 and ends on Monday 03-12-18. Monday 03-12-18, is the last day before the account's billing window opens. The billing window for an account always opens up two business days prior to the account's scheduled meter reading date. Since the scheduled meter reading date for the account in this example is 03-15-18, the billing window opens up on 03-13-18. Keep in mind that the rescission window may not encroach upon the billing window.

- *Example 2*

If the scheduled meter reading date for an account is Friday 12-29-17, then the latest that a RES would be able to submit an EDI 814E-Request transaction for such an account (that would be effectuated as of its December meter reading date – on or around 12-28-17) would be Tuesday 12-12-17. So, in this example, the EDI 814E-Request transaction would have to be submitted to and processed by Ameren 17 calendar days prior to the account's scheduled meter reading date. This breaks down as follows:

RES submits the EDI 814E-Request transaction (and Ameren processes it) on Tuesday 12-12-17. The rescission window begins on Wednesday 12-13-17. Ten calendar days from 12-13-17 is Friday 12-22-17. Since Friday 12-22-17 is a non-business day (Ameren observed Christmas Eve on this day), Saturday (12-23-17) and Sunday (12-24-17) are weekend days, and Monday (12-25-17) is a non-business day (Christmas day), the rescission window is extended through the next business day (Tuesday 12-26-17, which is the last day before the account's billing window opens). The billing window for an account always opens up two business days prior to the account's scheduled meter reading date. Since the scheduled meter reading date for the account

in this example is 12-29-17, the billing window opens up on 12-27-17. Keep in mind that the rescission window, which in this example closes on 12-26-17, may not encroach upon the billing window, which in this example opens up on 12-27-17.

The remaining paragraphs of this Section 4.4.2.1. describe enrollment and drop timing rules for Mass Market accounts. To view these enrollment and drop timing rules in matrix form and in greater detail, please see Appendix E – Standard Enrollment Rules, and Appendix F –Standard Drop Rules.

The requested enrollment/drop effective date in the EDI 814E-Request/EDI 814D-Request transaction is an optional field. If no date is specified by the RES in this field in an EDI 814E-Request transaction, then a Mass Market account will be enrolled on the next scheduled meter reading date following the rescission window plus three business day rule outlined in the paragraphs above. If no date is specified by the RES in this field in an EDI 814D-Request transaction, then a Mass Market account will be dropped on the next scheduled meter reading date that is at least seven calendar days from the date that Ameren processes the EDI 814D-Request transaction.

For both Mass Market account enrollments and drops, if a scheduled meter reading date is requested in the EDI 814E-Request/EDI 814D-Request transaction that is more than 45 calendar days from the date that Ameren processes the transaction, then the transaction will be rejected.

If an enrollment/drop effective date other than a scheduled meter reading date is specified in an EDI 814E-Request/EDI 814D-Request transaction for a Mass Market account, and such date is between seven and 45 calendar days from the date that the transaction is processed by Ameren, then the enrollment/drop effective date will default to the next scheduled meter reading date after the requested effective date, even if such scheduled meter reading date is more than 45 calendar days after the date that Ameren processes the transaction.

An enrollment or drop of a Mass Market account that has multiple electric service points could result in slightly different enrollment/drop effective dates for each of the service points on the account. Enrollments and drops of Mass Market accounts are always effectuated at the service point-level as specified immediately below:

On-cycle enrollment/drop of a scalar metered service point:

Enrollment/drop is effectuated when the service point's meter is read – which occurs on one of the four business days that comprise the account's billing window.

On-cycle enrollment/drop of an interval metered service point:

Enrollment/drop is effectuated when the service point's meter(s) is read – which will occur on one of the four business days that comprise the account's billing window. The actual time of the enrollment/drop will be anytime during the day that the meter(s) is read.

#### **4.4.2.2. Enrolling/Dropping a Non-Mass Market Account**

A non-Mass Market account is an account that has one or more of the following types of service points: DS3 and DS4. A DS3 service point is assigned to commercial load with demands between 150 kW and 999 kW. A DS4 service point is assigned to commercial load with demands at or above 1000 kW.

Enrollments and drops of non-Mass Market accounts may occur at either the account-level or the service point-level and may be either on-cycle or off-cycle. An off-cycle enrollment will incur an off-cycle enrollment fee as set forth in Ameren's Miscellaneous Fees and Charges tariff. There is no fee incurred for an off-cycle drop.

A service point consists of metered or unmetered load that is assigned to a specific Ameren delivery services rate. An account may have multiple electric service points associated with it. A service point containing metered load may have one or more meters associated with it.

For example, an account could be composed of two DS2 service points, one DS3 service point, and one DS5 (lighting) service point. The DS2 service point might have one meter associated with it, while the DS3 service point might have three meters associated with it. To view a visual representation of Ameren's account/service point/meter hierarchy, please see Appendix A – Account, Service Point, and Meter Hierarchy.

It is extremely important that RESs understand Ameren's account/service point/meter hierarchy for a couple reasons:

- First, many attributes – like voltages, PLCs, and load profiles – are assigned at the service point level. This means, for example, that if an account has three electric service points, then it will have three delivery voltages, three supply voltages, three meter voltages, three PLCs, and three load profile classifications (if the service points are scalar metered). The RES must therefore be able to track service point numbers and service point level attributes in order to have an accurate picture of all service points associated with the account.
- Second, Ameren communicates monthly usage data via the EDI 867MU transaction for each service point associated with an account. Thus, for example, if an account has three electric service points, then Ameren will generate three EDI 867MU transactions (one for each service point) when the account bills. This means that if the RES is utilizing the Bill Ready UCB/POR billing option, then the RES must send back to Ameren three EDI 810 transactions (one for each service point).

In no case will Ameren allow a RES to combine data for multiple electric service points together and send only one EDI 810 transaction back to Ameren. The reason this is not allowed is because Ameren's bills are divided into one section per service point. If there are three electric service points on an account, then there are three unique sections on the bill – each one showing Ameren's delivery services charges and the RES's supply charges specific to each service point.

To enroll or drop at the account level, the EDI 814E-Request/EDI 814D-Request transaction must contain a valid Ameren account number. To enroll or drop at

the service point level, the transaction must contain both a valid account number and a valid service point number for the service point that the RES intends to enroll.

A RES must submit one EDI 814E-Request/EDI 814D-Request for each non-Mass Market account or service point it intends to supply/terminate. In no event shall the requested enrollment effective date specified on an EDI 814E-Request transaction be earlier than the date that was agreed to with the customer.

The remaining paragraphs of this Section 4.4.2.2. describe enrollment and drop timing rules for non-Mass Market accounts. To view these enrollment and drop timing rules in matrix form and in greater detail, please see Appendix E – Standard Enrollment Rules, and Appendix F – Standard Drop Rules.

An EDI 814E-Request/EDI 814D-Request transaction for a non-Mass Market account must be submitted to and processed by Ameren at least seven calendar days but no more than 45 calendar days prior to the requested enrollment/drop effective date. An EDI 814 E-Request/EDI 814D-Request with a requested enrollment/drop effective date more than 45 days in the future will be rejected.

An on-cycle enrollment/drop of a non-Mass Market account may take place at any scheduled meter reading date within the seven to 45 calendar day enrollment/drop window. If no scheduled meter reading date is specified as an enrollment/drop effective date in the EDI 814E-Request/EDI814D-Request transaction, then the enrollment/drop effective date will default to the next scheduled meter reading date within the seven to 45 calendar day window.

An on-cycle EDI 814E-Request/EDI 814D-Request transaction submitted for a non-Mass Market account less than seven calendar days prior to the next scheduled meter reading date will default effectuating as of the following scheduled meter reading date.

If an enrollment/drop effective date other than a scheduled meter reading date is specified in an on-cycle enrollment/drop transaction for a non-Mass Market account, and such date is between seven and 45 calendar days from the date that the EDI 814E-Request transaction is processed by Ameren, then the enrollment/drop effective date will default to the next scheduled meter reading date after the requested effective date, even if such scheduled meter reading date is more than 45 calendar days after the date that Ameren processes the on-cycle enrollment/drop transaction.

If Ameren is providing metering services for the non-Mass Market account, then the RES may request an off-cycle enrollment/drop on a date other than a scheduled meter reading date. To request an off-cycle enrollment/drop, the RES must indicate on the EDI 814E-Request/EDI 814D-Request transaction that it is requesting an off-cycle enrollment/drop. The EDI 814E-Request/EDI 814D-Request transaction must be processed by Ameren at least seven calendar days and no more than 45 calendar days prior to the requested enrollment/drop effective date.

An off-cycle enrollment/drop will be effectuated on the requested enrollment/drop effective date specified by the RES, provided that the requested enrollment/drop effective date is at least seven calendar days but no more than 45 calendar days from the date that the EDI 814E-Request/EDI 814D-Request

transaction is processed by Ameren. If no date is specified in an off-cycle EDI 814E-Request/EDI 814D-Request transaction, then the transaction will be rejected.

An off-cycle EDI 814E-Request/EDI 814D-Request transaction processed by Ameren less than seven calendar days prior to the requested enrollment/drop effective date will default to effectuating as of the next business day that is at least seven calendar days from the date that the transaction is processed by Ameren.

An off-cycle EDI 814E-Request/EDI 814D Request transaction processed by Ameren more than 45 calendar days prior to the requested enrollment/drop effective date will be rejected.

Please note that an on-cycle enrollment/drop for a non-Mass Market account that has multiple electric service points could result in slightly different enrollment/drop effective dates for each of the service points on the account. Both account-level and service point-level enrollments and drops are always effectuated at the service point-level as specified immediately below:

On-cycle enrollment/drop of a scalar metered service point:

Enrollment/drop is effectuated when the service point's meter(s) is read – which will occur on one of the four business days that comprise the account's billing window.

On-cycle enrollment/drop of an interval metered service point:

Enrollment/drop is effectuated when the service point's meter(s) is read – which will occur on one of the four business days that comprise the account's billing window. The actual time of the enrollment/drop could be anytime during the day that the meter(s) is read.

Off-cycle enrollment/drop of a scalar metered service point:

Enrollment/drop is effectuated as of the very end of the day (i.e. 23:59:59) of the date requested. An actual meter reading on the off-cycle enrollment/drop effective date is not taken. Instead, for the first billing period that includes the date of the off-cycle enrollment/drop, usage is prorated for the time between when the enrollment/drop is effectuated and the date on which the meter is actually read.

Off-cycle enrollment/drop of an interval metered service point:

Enrollment/drop is effectuated as of the very end of the day (i.e. 23:59:59) of the date requested.

#### **4.4.3. Ameren Processes the EDI 814E-Request/EDI 814D-Request Transaction**

Once a RES submits the EDI 814E-Request/EDI 814D-Request transaction to Ameren, Ameren will immediately respond with a functional acknowledgment, via EDI, indicating that it has received the transaction. Ameren will then validate and either accept or reject the EDI 814E-Request/EDI 814D-Request transaction within one business day of its receipt.

The first EDI 814E-Request transaction received and processed by Ameren for a given account or service point and for a specific scheduled meter reading date is deemed the valid transaction. Any other EDI 814E-Request transaction received for that same

account or service point and for the same scheduled meter reading date will be rejected unless Ameren receives 1.) a rescission request for the original pending enrollment from the RES; or 2.) a rescission request for the original pending enrollment from the customer.

Ameren sweeps for EDI 814 transactions six times each business day: 7:45 a.m. CPT, 9:45 a.m. CPT, 11:45 a.m. CPT, 1:45 p.m. CPT, 4:45 p.m. CPT, and 6:45 p.m. CPT. EDI 814 transactions received after 6:45 p.m. CPT will likely not be processed by Ameren until the next business day. To view a table detailing Ameren's EDI transaction processing schedule, please see Appendix B – EDI Transaction Processing Schedule.

#### **4.4.3.1. Ameren Validates the EDI 814E-Request/EDI 814D-Request Transaction**

Account and service point EDI 814E-Request/EDI 814D-Request transactions submitted by a RES to Ameren must pass a series of validation criteria defined by Ameren.

##### *EDI 814E-Request criteria:*

- Transaction is the correct type and is consistent with EDI Transaction Set EDI 814E-Request.
- Account or service point is eligible to enroll to RES supply.
- RES is registered with Ameren to utilize the billing option being requested in the EDI 814E-Request transaction.
- Account or service point is eligible for the billing option being requested in the EDI 814E-Request transaction. To view a table containing enrollment validation criteria, please see Appendix G – Account Characteristics Enrollment Validations.
- Account or service point is not currently pending to be enrolled to another RES as a result of a previous EDI 814E-Request transaction submission. "Pending" status means that Ameren has received and has accepted an EDI 814E-Request transaction from a RES and the account/service point is waiting for the enrollment to be effectuated.
- EDI 814E-Request transaction has not been submitted more than 45 calendar days prior the requested scheduled meter reading date (for an on-cycle enrollment) or the requested enrollment effective date (for an off-cycle enrollment).
- Account or service point is not scheduled for a final bill (to close the account).

##### *EDI 814D-Request criteria:*

- Transaction is the correct type and is consistent with EDI Transaction Set EDI 814D-Request.
- EDI 814D-Request transaction has not been submitted more than 45 calendar days prior the requested scheduled meter reading date (for an on-cycle drop) or the requested drop effective date (for an off-cycle drop).

#### **4.4.3.2. EDI 814E-Request/EDI 814D-Request Acceptance**

Acceptance of the RES's EDI 814E-Request transaction is provided to the RES via the EDI 814E-Response transaction. Acceptance of the RES's EDI 814D-Request transaction is provided to the RES via the EDI 814D-Response transaction.

When Ameren sends an EDI 814E-Response transaction or an EDI 814D-Response transaction to the RES, it will include an enrollment/drop effective date.

- For an on-cycle enrollment/drop, a scheduled meter reading date will be returned in the EDI 814E-Response transaction. However, note that the actual enrollment/drop effective date for an on-cycle enrollment/drop may occur anytime within Ameren's four business day billing window – which extends from two business days prior to an account's scheduled meter reading date to one business day after an account's scheduled meter reading date.
- For an off-cycle enrollment/drop transaction, the enrollment/drop effective date included in the EDI 814E-Response transaction will match the off-cycle date requested by the RES.

For more specifics on when enrollments/drops are effectuated, please see Section 4.4.2.1. and Section 4.4.2.2 of this chapter.

Upon receipt of an EDI 814E-Request transaction, if the account or service point is currently being supplied by another RES, Ameren will send an EDI 814D-Request transaction to that other RES as notice of the effective date of the account or service point's drop. This transaction will be generated concurrently with the EDI 814E-Response transaction which is sent to the pending RES.

After Ameren processes a valid EDI 814E-Request/EDI 814D-Request transaction, Ameren will send a letter to the customer notifying him/her of the pending switch. Typically, this letter is generated the following business day after Ameren processes the valid EDI 814E-Request/EDI 814D-Request transaction. Ameren has a variety of switching letters and will send out the most appropriate letter based on the given switching scenario.

A typical enrollment letter (e.g., account or service point is switching from Ameren supply to RES supply) contains the name and phone number of the pending RES, the enrollment effective date, the rescission window end date, as well as Ameren's customer service phone number (as the delivery services provider). A typical drop letter (e.g., account or service point is switching from RES supply to Ameren supply) contains the drop effective date, the Ameren supply rate that the account/service point is switching to, and Ameren's customer service phone number.

#### **4.4.3.3. EDI 814E-Request/EDI 814D-Request Rejection**

A rejection of a RES's EDI 814E-Request transaction is provided to the pending RES via the EDI 814E-Response transaction. A rejection of a RES's EDI 814D-Request transaction is provided to the current RES via the EDI 814D-Response transaction. Section 4.4.3.1. identifies the various reasons why an EDI 814E-Request/EDI 814D-Request may be rejected.

#### **4.4.4. Ameren Notifies the RES**

An EDI 814E-Request acceptance or rejection response will be communicated to the RES via the EDI 814E-Response transaction. An EDI 814D-Request acceptance or rejection will be communicated to the RES via the EDI 814D-Response transaction. The



response transaction will typically be communicated to the RES within one business day of receipt of the EDI 814E-Request/EDI 814D-Request transaction.

An EDI 814E-Response transaction indicating acceptance of the RES's enrollment request includes account and service point characteristics, such as:

- Account name
- Account premise address
- Account bill group
- Mass Market / non-Mass Market account classification
- Customer phone number
- RES account number (if provided to Ameren by the RES)
- RES rate code (if RES is utilizing Rate Ready UCB/POR)
- Commercial Pricing Node (if the RES has assigned the account to a non-default CPNode)

In addition, when a RES's EDI 814E-Request transaction is accepted by Ameren, service point-level attributes like the ones listed immediately below will be communicated to the RES via EDI 814C-Request transactions:

- Service point number(s)
- Service point PLC value(s)
- Service point load profile classification(s)
- Service point delivery services rate(s)
- Service point delivery voltage(s)
- Service point supply voltage(s)
- Service point meter voltage(s)
- Service point usage history (kWh)
- Meter number(s)
- Number of meter dials for each meter
- Meter constant(s)
- Meter role(s)

If the RES's EDI 814E-Request/EDI 814D-Request transaction is rejected, a reason code(s) will be provided in the EDI 814E-Response/EDI 814D-Response transaction. Each EDI 814E-Response/EDI 814D-Response transaction indicating a rejection will have one or more reason codes associated with it. To view a complete listing of EDI 814E-Response/EDI 814D-Response rejection reason codes, please refer to Appendix I – EDI 814 Rejection and Status Reason Codes.

#### **4.5. Rescission of a Pending Enrollment or a Pending Drop**

A customer may request a rescission of a pending enrollment to RES supply for his/her account or service point by contacting Ameren. Upon Ameren's accepting and processing of such a request, an EDI 814D-Request transaction will be sent to the RES indicating that the pending enrollment has been rescinded. Please note the following rules regarding customer-initiated enrollment rescission requests:

- The customer of a Mass Market account has a ten calendar day rescission window in which to rescind the RES's pending enrollment. The first day of the ten day rescission window is the first calendar day after Ameren processes and accepts the EDI 814E-Request enrollment transaction. If the tenth calendar day of the rescission window falls on a non-business day, then the rescission window will be extended through the next business day.

- The customer of a non-Mass Market account or service point may request a rescission of the RES's pending enrollment on any Ameren business day up through two business days prior to the scheduled meter reading date (for an on-cycle enrollment) or up through two business days prior to the enrollment effective date (for an off-cycle enrollment).

A customer may not request a rescission of a pending RES-initiated drop. However, a customer may request a rescission of a pending customer-initiated drop. Such a request, whether it is for a Mass Market account or a non-Mass Market account/service point, may be made on any Ameren business day up through two business days prior to the scheduled meter reading date (for an on-cycle drop) or up through two business days prior to the drop effective date (for an off-cycle drop). Upon Ameren's accepting and processing of such a request, an EDI 814D-Request transaction will be sent to the RES indicating that the pending drop has been rescinded.

Ameren may rescind a pending RES enrollment if a customer informs Ameren that the customer has been slammed (pending to be enrolled to RES supply without the customer's approval). Upon Ameren's processing of such a request, an EDI 814D-Request transaction will be sent to the RES.

A RES may request a rescission of its own pending enrollment or pending drop by submitting an EDI 814D-Request transaction to Ameren.

- For a Mass Market account, such a request may be made up through two business days prior to the scheduled meter reading date.
- For a non-Mass Market account or service point, such a request may be made up through two business days prior to the scheduled meter reading date (for an on-cycle enrollment/drop) or up through two business days prior to the enrollment effective date (for an off-cycle enrollment/drop).

An enrollment rescission request is only applicable for an account or service point that has not yet started service with the pending RES. If a RES wishes to drop an account after service has commenced, then the RES must submit an EDI 814D-Request transaction to Ameren, but the effective date of the drop will be the next scheduled meter reading date that is at least seven calendar days in the future (for an on-cycle drop) or the requested effective date that is at least seven calendar days in the future (for an off-cycle drop)..

If an account or service point is pending to be switched from a RES to a new supply option (e.g., another RES or Ameren BGS, Ameren RTP, or Ameren HSS supply), and the enrollment to the new supply option is rescinded, then an EDI 814R-Request (reinstatement request notification) will be sent by Ameren to the current RES.

#### **4.6. Drop from RES Supply**

An account or service point may be dropped from RES supply for numerous reasons, including the following:

- The RES requests that their account or service point be dropped.
- The customer requests to terminate its existing service from RES supply and elects to be returned to Ameren BGS, Ameren RTP, or Ameren HSS supply. To initiate this process, the customer must call Ameren's Customer Contact Center. Appropriate notice periods must be followed.

Once a customer has requested to be dropped from RES supply, Ameren will notify the RES of the pending drop via an EDI 814D-Request transaction.

- The customer notifies Ameren of intent to close his/her account or service point (e.g., due to relocating).
- Ameren final (closes) a RES-supplied account or service point.

Please see Section 4.4.3.2. for information regarding drop effective dates for on-cycle and off-cycle drop requests.

#### **4.7. Customer Disconnection**

Ameren will notify the RES when service to an account has been disconnected. The EDI 814C-Request transaction is used to notify the RES of disconnection on the day of or the next business day after the disconnection. When the customer's account's service is re-established, Ameren will notify the RES via an EDI 814C-Request transaction that service to the account has resumed.

If a customer's account remains disconnected for a period of eight continuous days, then it will automatically be finaled (closed). In this scenario, an EDI 814D-Request transaction will be sent to the RES indicating that the RES-supplied account or service point has been finaled.

#### **4.8. Final Billing**

Ameren will notify the RES when an account or service point has been finaled (closed). An EDI 814D-Request transaction will be sent to the RES if:

- the RES is supplying the entire account; or
- the RES is supplying one service point on the account, and that service point is finaled.

An EDI 814C-Request transaction will be sent to the RES if the RES is supplying more than one service point on an account and only one service point is finaled.

#### **4.9. Acquiring Historical Usage Information**

There are two ways in which a RES may acquire account historical usage information and/or interval data from Ameren:

- View or download (csv format) account and service point characteristics as well as historical usage information via Ameren's RES Portal. After submitting a valid Ameren account number, the information returned will include:

- Ameren Illinois Rate Zone associated with account
- Account name
- Account bill group
- Service point number(s)
- Meter number(s)
- Service point peak load contribution (PLC) (a.k.a. network service peak load) value(s)
- Service point load profile classification(s)
- Service point delivery services rate classification(s)
- Service point supply rate (i.e. RES, BGS, RTP, or HSS)
- Service point delivery voltage(s)
- Service point supply voltage(s)
- Service point meter voltage(s)

Service point eligible switch date

Up to 24 months' worth of account-level and meter-level historical usage data

Hourly interval meter data (up to 24 months' worth), when available, may be downloaded (csv format) from Ameren's RES Portal after a valid account number is entered.

- Request historical usage information via EDI by using the EDI 814HU-Request transaction. Upon receipt of an EDI 814HU-Request transaction, Ameren will send an EDI 814HU-Response transaction to the RES. Historical usage data will be sent to the RES in the EDI 867HU transaction and will include current information regarding:

Ameren Illinois Rate Zone associated with the account

Account name

Account Service address

Account bill group

Service point number(s)

Meter number(s)

Service point peak load contribution (PLC) (a.k.a. network service peak load) value(s)

Service point load profile classification(s)

Service point delivery services rate classification(s)

Service point supply rate (i.e. RES, BGS, RTP, or HSS)

Service point delivery voltage(s)

Service point supply voltage(s)

Service point meter voltage(s)

Service point UCB/POR Group A / Group B / Group C classification

Up to 24 months' worth of service point-level historical summary usage data

Hourly interval meter data (up to 24 months' worth), when available and requested, may also be returned in the EDI 867HU transaction.

With an EDI request for historical usage data, both the summary data and interval data returned in the EDI 867HU transaction are aggregated to the service point-level. However, this is not the case for historical usage data requested via Ameren's RES Portal – where account-level and meter level data are returned.

Note that if a RES specifically requests interval data in the 814HU-Request transaction (i.e. LIN-HI) and interval data is available, then both monthly/summary historical usage data *and* hourly interval data will be returned to the RES. For more information regarding the types of data returned after a RES submits an EDI 814HU-Request transaction to Ameren, please reference Appendix D – EDI 814 HU-Request Types and Data Returned.

#### **4.10. EDI 814E-Request/EDI 814D-Request Assistance**

Please contact your account representative in Ameren's Transmission Services Business Center (TSBC) for any questions concerning enrollments and drops. Ameren's TSBC offers a toll free telephone hotline (888.AMEREN1) and e-mail address ([tsbc@ameren.com](mailto:tsbc@ameren.com)) for questions on the processing of EDI 814E-Request and EDI 814D-Request transactions..

## **Chapter 5 Metering Services**

### **5.1. Introduction**

This chapter defines Ameren's metering obligations, metering prerequisites for a RES, meter installation procedures, and associated metering charges. This chapter focuses on interval meter and non-interval meter requirements associated with delivery services and summarizes Ameren's meter installation procedures.

### **5.2. Meter Ownership and Maintenance**

Either Ameren or the customer's Metering Services Provider (MSP) will own, furnish, install, calibrate, test and maintain customer meters and associated equipment used for retail billing and settlement purposes in Ameren's service areas.

### **5.3. Meter Reading**

Either Ameren or the customer's MSP will read meters in Ameren's service areas. Metered data for retail billing and settlement purposes will be supplied by Ameren to the RES pursuant to the processes described in Chapter 9 – Obtaining Customer Information. For more information on retail billing, please refer to Chapter 6 – Retail Billing Under Delivery Service. For more information on settlement, see Chapter 8 – Settlement and Load Profiling Process.

### **5.4. Metering Requirements**

Ameren will not require retail customers to install additional metering or metering capability as a condition of taking service from a RES.

Interval meters are meters which provide continuous measurement of electric consumption such that usage information is available for discrete increments (e.g., hour by hour) throughout the metering period. Interval metering is required for Partial Requirements Supply Service (PRSS), Real Time Pricing (RTP), and Hourly Supply Service (HSS). All DS3 and DS4 service points are deemed competitive, and thus are always interval metered, regardless of the supply option chosen by the customer.

As of March 2018, AMI meters (which are interval meters) are being installed on all DS1, DS2, DS3, and DS4 service points. It is expected that this work will be completed sometime in 2019 – at which time all four of these DS categories will be interval metered via AMI meters.

### **5.5. Request for Interval Metering**

A RES may request that interval meters be installed for customers at the RES's own expense. In this case, Ameren or the customer's MSP will own, furnish, install, calibrate, test, maintain, and read meters used for billing and settlement purposes. For these requests, the RES should contact their account representative in Ameren's Transmission Services Business Center at 888.AMEREN1.

## **5.6. Ameren Interval Meter Charges and Installation Process**

### **5.6.1 Charges**

The customer shall be charged a monthly data processing fee as shown in the Miscellaneous Fees and Charges tariff.

In addition, the charge associated with the incremental cost of interval metering shall be determined pursuant to the Excess Facilities section of the Standard and Qualifications for Electric Service tariff. Specifically, a customer who requests excess facilities shall pay a non-refundable contribution equal to 1.9 times the installation cost. This non-refundable contribution will cover the installation costs, ongoing operation and maintenance costs, replacement costs, and any removal costs associated with the facilities.

### **5.6.2. Installation Process**

Ameren's meter installation schedule is based on the existing capacity to install meters along with other metering work such as meter calibration and testing, etc. Meter workload is prioritized to address safety, new meter sets, and maintenance. Additionally, the timing of a meter change can be affected by each of the following:

- Meter and meter material availability
- New business volume and volume of meter change out requests
- Volume of meter change out requests in a particular geographic area
- ICC compliance for meter testing and calibration
- Weather constraints
- Installation site constraints

## Chapter 6 Retail Billing Under Delivery Services

### 6.1. Introduction

During the RES registration process (see Chapter 2 of this handbook – Registration Process), a RES must indicate the type(s) of billing option(s) it wishes to utilize. Chapter 6 reviews Ameren's retail billing policies and procedures associated with retail customers who elect to be supplied by a RES. Information associated with billing of the RES for the settlement of transmission service, ancillary services, and other service charges are covered in Chapter 8 of this handbook – Settlement and Load Profiling Process.

The Electric Service Customer Choice and Rate Relief Law requires that a RES provide the customer with itemized billing statements that describe the products and services provided and the associated prices when the RES is utilizing the dual billing option or the supplier consolidated billing option (SBO). Although the content of the bill is a RES's responsibility, the RES should ensure that their bill format meets the requirements of the Law and any other requirements set forth by the Commission.

### 6.2. RES Retail Billing Selection

A billing option is initially assigned to an account or a service point via an EDI 814E-Request transaction. Upon receipt of this transaction, Ameren's billing system reviews the account or service point for billing option eligibility. When an account or service point is not eligible for the billing option requested, Ameren will reject the transaction. For more information regarding the checks performed during the enrollment process (to determine billing option eligibility), please refer to Appendix G – Account Characteristics Enrollment Validations.

After an account or service point's enrollment to RES supply has effectuated, the billing option may then be changed through the RES's submission of an EDI 814C-Request transaction. The same checks that are performed during the enrollment process to determine billing option eligibility are also performed upon the receipt of an EDI 814C-Request transaction requesting a billing option change.

Ameren allows one billing option per RES per account. In other words, a RES may not place different service points on the same account on different billing options. However, if an account with multiple service points is being supplied by multiple RESs, Ameren will allow each RES to elect its own billing option.

A RES may elect to utilize one or more of the following billing options.

- *Dual Billing*  
The customer receives two bills. One bill – for electric supply charges – is sent to the customer by the RES. The other bill – for electric delivery services charges – is sent to the customer by Ameren. If no billing option is specified in a RES' EDI 814E-Request transaction, then the account or service point being enrolled will be assigned to dual billing. For this reason, dual billing is considered the default billing option.
- *Supplier Consolidated Billing (a.k.a. SBO)*  
The customer receives one consolidated bill from the RES containing both the RES's electric supply charges and Ameren's delivery services charges. There are two flavors of Supplier Consolidated Billing (SBO): Guarantor and Agency. With Supplier Consolidated Billing (SBO) Guarantor, the RES purchases the delivery services receivables from Ameren. With Supplier

Consolidated Billing (SBO) Agency, the RES is only obligated to forward a customer payment on to Ameren after it has been received from the customer.

- *Utility Consolidated Billing / Purchase of Receivables (UCB/POR)*  
The customer receives one consolidated bill from Ameren containing both the RES's electric supply charges and Ameren's delivery services charges. There are two flavors of UCB/POR: Bill Ready and Rate Ready.

With Bill Ready UCB/POR, Ameren sends the RES usage for an account or service point in an EDI 867MU transaction. The RES then calculates the electric supply charges and sends them to Ameren in an EDI 810 transaction to be included on the bill. Ameren produces a consolidated bill for the customer and purchases the RES's receivables at a discounted rate.

With Rate Ready UCB/POR, the RES sets up one or more rate codes on Ameren's RES Portal. The RES assigns an account or service point to a particular rate code in the EDI 814E-Request transaction. When the account or service point bills, Ameren's billing system calculates the RES's line item charge components based on the rates for them already established by the RES (via Ameren's RES Portal). Ameren produces a consolidated bill for the customer and purchases the RES's receivables at a discounted rate.

These billing options are described in greater detail in the following sections.

### **6.3. Dual Billing**

Under dual billing, Ameren and the RES provide separate bills to retail customers for their respective charges. Each billing party is therefore responsible for:

- Calculating their own charges;
- Preparing and sending their own bill to the customer (including any applicable taxes);
- Receiving and processing the customer's payments; and
- Remitting taxes to the appropriate taxing authorities.

With dual billing, the billing method and accuracy of the charges are the sole responsibility of each billing party. Ameren sends usage to the RES via the EDI 867MU transaction. In the event that Ameren revises or corrects the usage information used in billing the account or service point, Ameren shall inform the RES of the change in usage information via the EDI 867MU transaction.

### **6.4. Supplier Consolidated Billing (a.k.a. SBO)**

With Supplier Consolidated Billing (SBO), the customer receives one consolidated bill from the RES containing both the RES's electric supply charges and Ameren's delivery services charges. A RES may only utilize this billing option if it has EDI capability for invoicing and remittance and only if the RES is serving 100% of the load of the accounts or service points it wishes to single bill. A RES electing to utilize Supplier Consolidated Billing (SBO) must execute a Supplier Consolidated Billing (SBO) Agreement with Ameren and must comply with the credit security requirements for SBO contained in the ICC Orders in Docket Nos. 98-0544 and 98-0649.

A RES electing to utilize Supplier Consolidated Billing (SBO) must also choose in the Supplier Consolidated Billing (SBO) Agreement to be either an Agent or a Guarantor.

- *Supplier Consolidated Billing (SBO) Agent*  
For the RES who has elected to be a Supplier Consolidated Billing (SBO) Agent, payment of delivery services charges on its customers' bills must be forwarded to Ameren upon receipt from the customer. Any partial payments received by the RES from the customer shall first



be used to pay Ameren (to the extent of the partial payment) for the Ameren delivery services charges. All payments must be remitted to Ameren via the SBO EDI 820 transaction. The remittance must be accompanied by sufficient account detail to allow Ameren to apply payments or partial payments to the appropriate customer accounts or service points.

The RES is only obliged to remit payments in the amounts collected from its customers for delivery services. In the event Ameren is informed that a customer has paid the RES and the RES failed to remit payments received from the customer to Ameren, Ameren shall notify the RES in writing of such failure. The RES shall either correct all remittance in arrears within two business days upon notification, or the RES shall be deemed in breach of the RES Tariff Service Agreement and the RES's election to do Supplier Consolidated Billing (SBO) shall be terminated immediately.

Ameren shall treat any act or failure to make payment of any bill on the part of the RES acting as a Supplier Consolidated Billing (SBO) Agent as an act or failure of its customer. Ameren may enforce the terms of the Delivery Services Tariff against the customer for any act or failure of the RES as if the act or failure had been that of the customer. A failure on the part of the RES to transmit payments to Ameren that were made by the customer to the RES shall not relieve the customer of its obligation to pay for delivery services provided in the Delivery Services Tariff. The RES shall not take any action that shall compromise Ameren's rights to proceed against the customer under the Delivery Services Tariff for the customer's failure or the RES's failure to comply with that tariff.

- ***Supplier Consolidated Billing (SBO) Guarantor***

A RES that elects to be a Supplier Consolidated Billing (SBO) Guarantor must purchase the Ameren delivery services receivables for each of its accounts that is on this billing option. Payment must be remitted to Ameren via the EDI 820 SBO Remittance transaction on or before each account's due date even if payment has not yet been received by the RES from its customer(s). The remittance must be accompanied by sufficient account detail to allow Ameren to apply payments or partial payments to the appropriate customer accounts. If payment for a given account or service point is not received by Ameren by the payment due date, late charges will be added to any portion of such bill remaining unpaid in the sum equivalent to one and one-half (1-1/2) percent of the unpaid balance.

When a RES elects to utilize Supplier Consolidated Billing (SBO) as a Guarantor, Ameren shall consider any failure of the RES to make payment of any bill that is collected from a customer to Ameren by payment due date to be in breach of the RES Tariff Service Agreement. Ameren may also immediately terminate the right of the RES to utilize Supplier Consolidated Billing (SBO). In such instances, Ameren shall not initiate actions against the customer, but shall hold the RES financially responsible for payment of all amounts due plus late payment charges.

A RES electing to utilize Supplier Consolidated Billing (SBO) as a Guarantor shall receive a credit from Ameren in an amount specified in the Miscellaneous Fees and Charges tariff. Such credit will be shown in and netted against the RES' monthly transmission bill from Ameren.

#### **6.4.1. Supplier Consolidated Billing (SBO) Eligibility**

When Ameren receives an EDI 814E-Request transaction requesting Supplier Consolidated Billing (SBO), validations are performed on the account to determine whether the account or service point is eligible for Supplier Consolidated Billing (SBO). An account with a payment agreement or arrears, for example, is not eligible for Supplier

Consolidated Billing (SBO). To view a detailed list of enrollment validations for billing options, please see Appendix G – Account Characteristics Enrollment Validations.

Also note that if a customer of an account or service point that is on Supplier Consolidated Billing (SBO) requests a payment agreement through Ameren, then the account will automatically default to dual billing. When this happens, an EDI 814C-Request transaction will be sent to the RES, notifying the RES of the billing option change.

#### **6.4.2. Supplier Consolidated Billing (SBO) Bill Format**

Supplier Consolidated Billing (SBO) billing transactions, like all other billing transactions between a RES and Ameren, shall be transmitted via EDI. When an Ameren account or service point that is on Supplier Consolidated Billing (SBO) bills, Ameren will send the RES at least two EDI transactions: 1) an EDI 867MU for each service point containing usage information; and 2) an EDI 810 transaction containing the delivery services line item charges (which the RES must include on its bill).

An EDI 810 transaction will be created and sent to the RES upon the billing of an account or service point that is on Supplier Consolidated Billing (SBO). If, due to system limitations, billing data for an account or service point cannot be translated into EDI format, the RES will be provided the bill-ready data in paper or other electronic format.

The format of a single bill must conform to Public Utilities Act, i.e., Section 16-118(b), 220 ILCS 5/16-118(b), and the applicable Commission rules. The RES shall include in the bill any bill insert required by the Illinois Commerce Commission or other regulatory body and provided to the RES by Ameren. Ameren will credit the RES an amount equal to the additional costs actually incurred by the RES to perform mailings of such required bill inserts.

#### **6.4.3. Supplier Consolidated Billing (SBO) Payment Processing**

Payments remitted by the EDI 820 SBO Remittance transaction shall be considered received as of the date the funds post to Ameren's billing system. Therefore, the RES must account for the time it takes for the EDI 820 SBO Remittance transaction to be sent to and processed by Ameren. This time is typically two business days from the date that the RES initiates the sending of the EDI 820 SBO Remittance transaction.

#### **6.4.4 Supplier Consolidated Billing (SBO) Final Bills**

When an account or service point is dropped from RES supply and the RES was utilizing Supplier Consolidated Billing (SBO) on the account or service point, the billing data line items from Ameren for the final bill will be submitted to the RES (via the EDI 810 transaction) to be billed. The RES shall bill the customer and remit payment to Ameren consistent with the Supplier Consolidated Billing (SBO) Agreement. The collection of any payment not received by Ameren by the due date shall be the responsibility of Ameren, except in the instances where the RES is utilizing Supplier Consolidated Billing (SBO) as a Guarantor or where the RES receives payment (or partial payment) from the customer on or after the due date, in which case such payment shall be remitted to Ameren. Ameren shall directly handle any collection process, refund of deposit, or other unresolved billing matter regarding its charges with the customer's account.

## 6.5. Utility Consolidated Billing/ Purchase of Receivables (UCB/POR)

UCB/POR is a billing method whereby Ameren issues a consolidated bill to the customer that includes both RES supply charges and Ameren delivery service charges. A RES that elects to utilize the UCB/POR billing option will be required to sell its power and energy receivables for its accounts and service points that are on this billing option to Ameren at a discounted rate (please refer to Ameren's Supplier Terms and Conditions Tariff for information concerning the calculation of the discount rate). With UCB/POR, Ameren purchases the electric supply charges from the RES no later than one day after the Ameren bill due date.

Prior to utilizing UCB/POR, the RES must first execute a UCB/POR Billing Service Agreement with Ameren. In this Agreement, the RES must make an election for two different items:

- *Group A election*  
An account that is enrolled to the UCB/POR billing option is classified as a Group A account, a Group B account, or a Group C account. This classification is reflected in the EDI 814E-Response transaction as well as in the EDI 867HU transaction.

*Group A:* residential accounts that contain one or more of only the following types of service points: DS1 and DS5.

*Group B:* non-residential Mass Market accounts that contain one or more of only the following types of service points: DS2 and DS5.

*Group C:* non-residential non-Mass Market accounts that contain at least one DS3A service point. Such accounts may also contain a DS2 and/or a DS5 service point, but may not contain a DS3B or DS4 service point.

Accounts that contain a DS3B (non-residential service point with an electric demand between 400 kW and 999 kW) and/or a DS4 service point (non-residential service point with an electric demand greater than or equal to 1 MW) are not eligible for UCB/POR.

The UCB/POR Billing Services Agreement requires that a RES either opt-in or opt-out of Group A. If a RES opts-in to Group A, then all Group A accounts that are enrolled to that RES after the execution of the UCB/POR Billing Services Agreement must be placed on UCB/POR. Existing residential accounts that are enrolled to the RES prior to the execution of the UCB/POR Billing Services Agreement may remain on Dual Billing or Supplier Consolidated Billing (SBO) for up to one year. If a RES opts-out of Group A, then no Group A accounts enrolled by that RES may be placed on UCB/POR.

There is no opt-in or opt-out requirement for Group B or Group C accounts. This means that a RES may choose to place none, some, or all of its Group B or Group C accounts on UCB/POR.

- *Bill Ready / Rate Ready election*  
There are two flavors of UCB/POR: Bill Ready and Rate Ready. A RES must elect to utilize Bill Ready, Rate Ready, or both in the UCB/POR Billing Services Agreement. Below are summaries detailing the Bill Ready and Rate Ready processes:

### *Bill Ready*

With Bill Ready UCB/POR, Ameren sends monthly usage for an account or service point to the RES via an EDI 867MU transaction(s). Next, the RES calculates its electric supply charges and sends them in an EDI 810 Bill Ready transaction(s) to Ameren. If an account has multiple service points being supplied by the same RES, and the service

points are on Bill Ready UCB/POR, then the RES must submit one EDI 810 Bill Ready transaction to Ameren for each service point each billing period.

Note that Ameren must receive the EDI 810 Bill Ready transaction(s) within the three business day shelf window. Example: If an EDI 867MU transaction is sent by Ameren to the RES at 1:00 a.m. on a Monday, then the RES will need to return an EDI 810 Bill Ready transaction by 2:45 p.m. Friday of the same week.

- If the EDI 810 Bill Ready transaction is received and processed by Ameren within the three business shelf window, then Ameren will confirm – via an EDI 824 transaction – that the RES' charges made it on to the customer's bill.
- If the EDI 810 Bill Ready transaction is received and processed by Ameren outside of the three business day shelf window, then Ameren will reject – via an EDI 824 transaction – the RES's EDI 810 Bill Ready transaction. When this happens, the RES will need to wait for the account's next open shelf window to send the EDI 810 Bill Ready transaction. The Missing 810 report – which is updated and posted weekly to the RES Portal – will list any accounts in which the shelf window was missed.

Ameren purchases the supply charges from the RES, at a discounted rate, one day after the Ameren bill due date. Payment to the RES is made via an EDI 820 UCB/POR Remittance transaction.

#### *Rate Ready*

With Rate Ready UCB/POR the RES manages rate codes, charge components, bill messages, and bill adjustments via Ameren's RES Portal. When a RES enrolls an account or service point to Rate Ready, it must stipulate a rate code in the EDI 814E-Request transaction. If a RES is changing the billing option of one of its existing accounts from dual billing or Supplier Consolidated Billing (SBO) to Rate Ready UCB/POR, then a rate code must be noted in the EDI 814C-Request transaction. The rate code – which consists of charge components and their rates – must be set up via the RES Portal prior to the submission of the EDI 814E-Request transaction.

When an account or service point that is on Rate Ready bills, Ameren's billing system calculates the RES's supply charges based on the rate code that has been assigned to the account or service point. Ameren then sends an EDI 867MU transaction as well as an informational EDI 810 Rate Ready transaction to the RES so that the RES can track the usage and the charges.

Ameren purchases the supply charges from the RES, at a discounted rate no later than one day after the Ameren bill due date. Payment to the RES is made via an EDI 820 UCB/POR Remittance transaction.

Note that any additions, removals, or changes to rates and charge components are always effectuated on a service point's meter reading date and must be entered into the RES Portal at least five business days before the desired meter reading date.

When enrolling or changing the billing option of a Mass Market account with multiple service points to Rate Ready UCB/POR, the RES may only indicate one rate code assignment in the EDI 814E-Request transaction or EDI 814C-Request transaction. This means that all service points on the account will be assigned to the same rate code. If the RES would like to assign a different rate code to each of the service points on the account, then – after submitting the initial EDI 814E-Request transaction or EDI 814C-

Request transaction – the RES would need to submit one or more EDI 814C-Request transactions that each specifies a service point number and a rate code assignment.

#### **6.5.1. UCB/POR Eligibility**

Most Group A, Group B, and Group C accounts are eligible for UCB/POR. The exceptions are:

- an account that has arrears aged greater than 60 days and is switching from one RES to a new RES; and
- an account that has arrears aged greater than 60 days and whose RES is attempting to change the account's billing option from Dual Billing or Supplier Consolidated Billing (SBO) to UCB/POR.

An account that fits either of these scenarios may not be enrolled to UCB/POR until the arrears amount is either paid in full or paid up enough such that the age of the arrears is less than 60 days. To view a detailed list of enrollment validations for billing options, please see Appendix G – Account Characteristics Enrollment Validations.

#### **6.5.2. UCB/POR Bill Line Items**

For Bill Ready UCB/POR, the RES may send up to seven line item charges per service point to Ameren via the EDI 810 Bill Ready transaction. If an account has multiple service points being supplied by the same RES, and the service points are on Bill Ready UCB/POR, then the RES must submit one EDI 810 Bill Ready transaction to Ameren for each service point each billing period. Note that Ameren will accept an EDI 810 Bill Ready transaction from a RES that nets positive or nets to zero, but will reject such a transaction that nets negative.

For Rate Ready UCB/POR, the RES must set up rate codes via Ameren's RES Portal. Up to seven charge components may be assigned by the RES to each rate code. A change to a charge component rate is always effectuated on an account's meter reading date (and never in-between meter reading periods). However, there is a minimum five business day lead time that is required for a charge component rate change to take effect.

Example: A RES has one account assigned to rate code ABC. The RES makes a change to the Fixed Charge charge component of rate code ABC on 03-05-18. However, the one account assigned to this rate code has a scheduled meter reading date of 03-08-18. For this account, the charge component change will not take effect until the next next billing period (i.e. 04-08-18 – 05-08-18).

#### **6.5.3. UCB/POR Bill Messages**

For both Bill Ready UCB/POR and Rate Ready UCB/POR, Ameren allows the RES to communicate up to two bill messages per bill. Each bill message may not exceed 142 characters in length.

With Bill Ready, bill message(s) are sent to Ameren along with a RES's supply charges in the EDI 810 Bill Ready transactions.

With Rate Ready, bill messages are managed via the RES Portal. The RES Portal allows for two levels of messages: rate code-level and RES-level. Should more than two

messages exist for a given date for a given account, then the RES level messages will take precedence over the rate code-level messages.

Ameren does not actively check the content of a RES's bill messages. Bill messages must be electric regulatory-related in content. Should Ameren become aware of an inappropriate message (e.g., a message containing profane language, a message that negatively depicts Ameren, a message that contains non-electric regulatory related content, etc.) then Ameren may suspend or terminate the RES's UCB/POR privilege. Also, please note that Ameren does not include RES logos on bills.

#### **6.5.4. UCB/POR Bill Adjustments and Cancel/Rebills**

A RES with an account or service point on Bill Ready UCB/POR may utilize line item bill adjustments and cancel/rebills as needed via EDI. There is no limit to the number of cancel/rebills that may be sent to Ameren for a given account. Keep in mind, though, that Ameren's billing system only contains 36 billing periods' worth of data. Please note that cancel transactions must be sent prior to the rebill transactions. And, the cancel/rebill transaction(s) must be sent while the account is in the three business day shelf window.

A RES with an account or service point on Rate Ready UCB/POR may not initiate a cancel/rebill of such an account. However, the RES may use the RES Portal to enter a debit or credit against the account. If a situation arises where an adjustment is needed on 50 or more accounts, then the RES should contact its Ameren business representative in the Transmission Services Business Center (TSBC) for instructions on how to submit a mass adjustment.

If the billing correction is not in the customer's favor, then a cancel/rebill may only go back a maximum of 24 months. For billing corrections that are in the customer's favor, there is no limit to the number of months that may be cancel/rebilled. However, since there are a maximum of 36 months' worth of billing periods stored in Ameren's billing system, any cancel/rebill that goes beyond the 36 months must be done outside of EDI.

#### **6.5.5. UCB/POR Payment**

Ameren sends a payment to the RES via an EDI 820 UCB/POR Remittance transaction one business day after an account's bill due date. If a RES has many accounts on UCB/POR, then it's likely that payment for multiple accounts will be included in one transaction.

In the event that a payment nets to be negative (e.g., due to a cancel/rebill that corrects overbilled usage), Ameren will hold the account that is causing the payment to be negative and will continue to process the payment. Ameren will continue to attempt to include the account in its daily payment for a period of five business days. If the credit cannot be cleared after five business days, then Ameren will contact the RES to make alternative arrangements to have the credit paid. Typically, this means that the RES will need to manually issue a payment to Ameren via ACH.

#### **6.5.6. UCB/POR Disputed Charges**

For a dispute involving power and energy supplied by a RES under the UCB/POR billing option, Ameren will suspend the disputed charge on the customer's account. While suspended, the disputed charge will: 1.) be removed from any collection action; and 2.) not be subject to late payment charges.

### **6.5.7. UCB/POR Bill Inserts**

Ameren will include in its UCB/POR bills any bill insert provided by the RES that is *required* by the ICC or other regulatory body. Ameren will bill the RES for the additional costs incurred to perform the mailing of such bill inserts.

The RES shall provide notification of the upcoming bill insert at least 90 days prior to the commencement of the mailing. The bill insert must be provided to Ameren (or Ameren's third party bill print insertion company) at least 25 days prior to the commencement of the mailing, and must adhere to all Ameren mailing standards.

The format and size of the environmental disclosure bill insert is mandated by law. However, should there be future mandated bill inserts, Ameren will work with the RES to define the physical requirements of the bill inserts if they're not pre-defined by law. Ameren also reserves the right to review the content of a RES's bill insert.

For more information concerning bill inserts, please see the information below.

#### **6.5.7.1. Bill Insert Production and Delivery Guidelines**

In order to support efficient processing of Ameren bills, paper stock, weight and size, and packing and delivery requirements of bill inserts supplied from outside sources must conform to the criteria noted below. Please note that Ameren will only include in its UCB/POR bills any bill insert provided by the RES that is *required* by the ICC or other regulatory body. In addition, Ameren will review any RES bill insert prior to inclusion with a bill mailing.

##### *RES Responsibilities*

- RES will prearrange an insert schedule with Ameren to allow enough time to program the bills to pull the required inserts.
- RES will deliver inserts to the mail facility provider at least 60 calendar days prior to the scheduled mailing date of each insert.
- RES will ensure that inserts are manufactured in accordance with the specifications listed in this document.
- RES will arrange for the manufacturing and delivery of the inserts.
- RES will provide Ameren with specific direction for the disposition of unused inserts. If no direction is given when the insert is scheduled, unused inserts will be destroyed.

##### *Physical Specifications for Bill Inserts*

**Size Requirements:** The minimum size for a bill insert is 7.00 inches in height by 3.25 inches in width. The maximum size for a bill insert is 8.25 inches in height by 3.75 inches in width. If the bill insert is the Environmental Disclosure, then the size is specified by law.

**Fold Requirements:** The two fold types that are allowed are half fold and "C" fold. Folded bill inserts must conform to the size requirements noted above. Folds must be even, square, crisp, and uniform and must be along the seven inch edge. Unacceptable bill insert fold types include accordion folds and "Z" folds.

Paper Stock: Bill inserts that are single cards are to be a minimum of 80 pound text weight and a maximum of 65 pound cover weight. Folded inserts are to be printed on 50 pound or 60 pound matt offset paper stock. Glossy finish or gloss coated paper inserts are not acceptable. 50 pound stock may be used only when folded. Recycled paper stock (carrying the recycled symbol on the printed piece) is preferable but not mandatory.

#### *Miscellaneous Production Notes*

- Each bill insert must include the Fiserv five-digit form number. The Fiserv five digit form number can be obtained from the RES's Ameren account manager.
- Bill inserts must not have cutouts.
- Requests to mail bill inserts that deviate from the specifications set forth in these guidelines will be handled on an individual case basis. Such requests should be made through the RES's Ameren account manager. Ameren must secure prior approval from the mail facility (Fiserv) to include bill insert features that deviate from the bill insert specifications set forth in these guidelines. Acceptance of a deviation by Ameren and Fiserv must not be interpreted as on-going approval of any deviation to the specifications herein established. The RES may be required to provide the mail facility with a minimum of 250 test inserts to be used for production testing.
- Labels and stickers on bill inserts are not allowed.

#### *Bill Insert Packaging Specifications*

##### *Banding*

- Paper banding only.
- For single panel bill inserts, band using a minimum of 60 pound paper in minimum four inch to maximum six inch bundles.
- For multi-panel folded inserts, band using a minimum of 70 pound paper in four inch to five inch bundles. Folded edges must face in the same direction. Chip board must be placed at the top and bottom of each insert bundle.

##### *Bundle Packing in Cartons*

- Bundles must all face the same direction.
- Bundles must be placed flat in cartons.
- Bundles must not be placed on sides or ends.

##### *Carton Weight and Size*

- Maximum carton weight is 35 pounds.
- Cartons must be the same size for any given insert.



### Carton Markings

The exterior of the carton must be clearly marked with:

- Fiserv item number.
- The words “Ameren Illinois Utilities”.
- The amount of inserts bundled per pack.
- The number of packs contained in the carton.
- The number of cartons per shipment (1 of 5, 2 of 5, etc.)

Note that a sample of the bill insert must be affixed to the outside of each carton.

### Pallet Requirements

- No pallets are to be double stacked.
- Size: 40 inches wide by 48 inches long.
- Maximum pallet height is four feet.
- Shrink wrapping of pallets is required.

### *Insert Delivery Requirements*

The outsourcing provider must deliver inserts a minimum of 15 days in advance of the scheduled mailing date.

Receiving Days/Hours: Monday through Friday (excluding holidays), 9:00 a.m. to 3:00 p.m.

Truck Size: No larger than 24 feet in length

### Delivery Address

- Fiserv  
5875 North Lindbergh Boulevard  
Hazelwood, MO 63042  
Dock doors 12-14 are for warehouse receiving.

### Delivery Documentation

- Bill insert vendor delivery bill of lading must include the number of cartons delivered and must clearly identify the type of stock and paper weight used for bill inserts (e.g., 60 pound offset matt).
- An email copy of the bill of lading (include the Fiserv 5-digit form number) should be sent to [rick.strohecker@fiserv.com](mailto:rick.strohecker@fiserv.com) as a form of delivery notification. The following information should be noted on each skid: Fiserv item number, quantity per carton, and Fiserv 5-digit form number.

### Contingency for Damage

Additional inserts as a contingency for damaged inserts should be included in the delivery based on the following schedule:

Quantity Shipped	Percent Extra Inserts Required
0-100	25%
101-5,000	15%
5,001-10,000	10%
10,001-50,000	7%
50,001-1,000,000	6%
1,000,001 or more	5%

## 6.6. Special Billing Scenarios

### 6.6.1. Cancel / Rebilling Over a Period Where the Billing option Has Changed but the RES Has Stayed the Same

If a RES is currently supplying an account or service point and has simply changed the billing option, and Ameren cancel/rebills the account or service point back to a point in time where a different billing option was being utilized by the same RES, then Ameren will rebill the account or service point using the original billing method for each rebilled period provided that the RES is still registered with Ameren to use that billing method. If the RES is no longer registered with Ameren to utilize that billing method, then the dual billing option will be used.

### 6.6.2. Cancel / Rebilling After the Account or Service Point has been Dropped

After an account or service point has been dropped from a given RES, Ameren maintains the billing option history for the period of time in which it was supplied by that RES. This means that if a billing period for an account or service point is cancel/rebilled after it is dropped from a RES, it will be rebilled on the billing option that it was on while supplied by that RES as long as the RES is still registered with Ameren to utilize that billing method.

### 6.6.3. Cancel / Rebilling Time Limitations

If the billing correction is not in the customer's favor, then a cancel/rebill may only go back a maximum of 24 months. For billing corrections that are in the customer's favor, there is no limit to the number of months that may be cancel/rebilled. However, since there are a maximum of 36 months' worth of billing periods stored in Ameren's billing system, any cancel/rebill that goes beyond the 36 months must be done outside of EDI.

### 6.6.4. Backdating Connects and/or RES Enrollments

Ameren will backdate a connect and/or a RES enrollment in a handful of scenarios:

- If an employee at Ameren finds a RES-supplied account in error, then the newly-created account (which is set up to replace the old account) will be enrolled to the RES effective as of the new account's start date – thus making RES supply from the old account to the new account seamless. An EDI 814D-Request transaction will be sent to the RES to indicate the finaling (closing) of the old account, and an EDI 814E-

Request transaction will be sent to the RES to indicate the enrollment of the new account.

- If a customer of a RES-supplied Ameren account declares bankruptcy, but stays in business despite the bankruptcy, Ameren will final (close) the account and will then set up a new account for the customer. The new account will automatically be enrolled to the RES that was supplying the old account – thus making RES supply from the old account to the new account seamless.

With this process, two EDI transactions will be sent to the RES: 1.) an EDI 814D-Request transaction to indicate the finaling (closing) of the old account; and 2.) an EDI 814E-Response transaction to indicate the enrollment of the new account. The EDI 814E-Response transaction will also contain the old account number so that the RES may synch-up the old account and the new account. Most times – due to delays inherent to the bankruptcy process – the finaling (closing) of the old account and the start date of the new account are backdated.

- In situations where a customer contacts Ameren and asks to assume responsibility for electric service from two or more months ago, Ameren will only agree to backdate the connect for up to one billing period in the past.
- For mistakes/errors on Ameren's end, Ameren reserves the right to backdate a connect and/or a RES enrollment as far back as necessary (or as far back as allowed by law) to correct the error.

#### **6.6.4. UCB/POR Negative Payments**

In the event that a payment nets to be negative (e.g., due to a cancel/rebill that corrects overbilled usage), Ameren will hold the account that is causing the payment to be negative and will continue to process the payment. Ameren will continue to attempt to include the account in its daily payment for a period of five business days. If the credit cannot be cleared after five business days, then Ameren will contact the RES to make alternative arrangements to have the credit paid. Typically, this means that the RES will need to manually issue a payment to Ameren via ACH.

#### **6.6.5. RES that is Acquired by Another RES**

If a situation arises where RES A (who is registered with Ameren) is acquired by RES B (who is also registered with Ameren), and RES B wants the RES A accounts to be enrolled under RES B's DUNS number and name, then a representative from RES B should reach-out to their Ameren account representative to determine the best way to accomplish this. In situations like this, Ameren will typically require RES B to enroll RES A's accounts by submitting an EDI 814E-Request transaction to Ameren for each of RES A's accounts.

In addition, if an account/service point that had been supplied by RES A is now supplied by RES B as a result of the acquisition, and the account/service point is cancel/rebilled back to a time in which it had been supplied by RES A, then the related EDI transactions for the billing periods in which it was supplied by RES A will be sent to RES B.

### **6.7. Budget Billing and Summary Billing**

For an account that is enrolling to a RES, Ameren handles budget billing and summary billing differently depending on the billing option requested.

For the dual billing and UCB/POR billing options, the account will remain on budget billing and/or summary billing. However, Ameren does not allow an account to be on SBO and budget billing and/or summary billing at the same time. When Ameren receives an enrollment requesting SBO for an account that is on budget billing and/or summary billing, the account is removed from budget billing and/or summary billing.

## **Chapter 7**

### **Transmission Reservation and Energy Scheduling**

#### **7.1. Overview**

This chapter reviews procedures and requirements for the reservation of transmission service and ancillary services and the scheduling of energy pursuant to MISO's Energy Market Tariff (EMT or Tariff) and current business practices. MISO's EMT can be accessed on their website.

A RES supplying retail customers on Ameren's system (or a CSM supplying itself) will need to arrange for transmission and ancillary services to deliver power and energy to the retail customers.

The RES or CSM must either arrange for these services under MISO's EMT as the Transmission Customer or make arrangements with a Transmission Service Agent (TSA) to contract with MISO for transmission services. If a TSA contracts with MISO for transmission and ancillary services on behalf of a RES or CSM (i.e., the TSA is the MISO EMT transmission customer), the TSA will be billed for all transmission and ancillary service charges. In this chapter, Ameren will refer to the Transmission Customer as the TSA.

Consistent with the Technical Qualifications of the ICC Certification rules, TSAs must provide, or have arranged to provide a 24 hour, 7 day per week scheduling facility operation for coordination with MISO for scheduling changes, reserve implementation, curtailment orders, or interruption plan implementation. The facility shall be staffed with individuals generally knowledgeable of electric industry operations and specifically knowledgeable of the operations prescribed in the RES Handbook. The personnel shall be competent to respond to the Transmission Service Provider's requests to change schedules to accommodate system contingencies.

Reservation and scheduling of capacity and energy will be governed by the MISO EMT and applicable rules established by industry groups such as the North American Electric Reliability Council (NERC) and The SERC Reliability Corporation (SERC), as well as, regulatory agencies such as the Federal Energy Regulatory Commission (FERC) for transmission reservations, tagging, energy scheduling, ancillary services, loss compensation, and emergency operation. Energy will be scheduled in accordance with the terms and conditions of the MISO EMT. The current MISO EMT is posted on the Open Access Same-Time Information System (OASIS) as required by FERC. Questions regarding MISO's EMT or business practices should be directed to MISO.

#### **7.2. Definitions**

The following definitions are extracted from the MISO EMT and other sources. They are provided here only to assist in understanding the materials presented in this handbook.

##### **7.2.1. Ancillary Services**

Those services that are necessary to support the transmission of capacity and energy from resources to loads while maintaining reliable operation of the Transmission Provider's Transmission System in accordance with Good Utility Practice. The five ancillary services are:

- Scheduling, System Control and Dispatch Service
- Reactive Supply and Voltage Control
- Regulation and Frequency Response

- Spinning Reserve
- Supplemental Reserve

#### **7.2.2. Firm Point-to-Point Transmission Service**

Transmission Service under this Tariff that is reserved and/or scheduled between specified Points of Receipt and Delivery pursuant to Part II of MISO's EMT.

#### **7.2.3. Point(s) of Delivery**

Point(s) on the Transmission Provider's Transmission System where capacity and energy transmitted by the Transmission Provider will be made available to the Receiving Party under Part II of MISO's EMT. The Point(s) of Delivery shall be specified in the Service Agreement for Long-Term Firm Point-To-Point Transmission Service.

#### **7.2.4. Point(s) of Receipt**

Point(s) of interconnection on the Transmission Provider's Transmission System where capacity and energy will be made available to the Transmission Provider by the Delivering party under Part II of MISO's EMT. The Point(s) of Receipt shall be specified in the Service Agreement for Long-Term Firm Point-To-Point Transmission Service.

#### **7.2.5. Point-to-Point Transmission Service**

The reservation and transmission of capacity and energy on either a firm or non-firm basis from the Point(s) of Receipt to the Point(s) of Delivery under Part II of MISO's EMT.

#### **7.2.6. Reserved Capacity**

The maximum amount of capacity and energy that the Transmission Provider agrees to transmit for the Transmission Customer over the Transmission Provider's Transmission System between the Point(s) of Receipt and the Point(s) of Delivery under Part II of MISO's EMT. Reserved Capacity shall be expressed in terms of whole megawatts on a sixty (60) minute interval (commencing on the clock hour) basis.

#### **7.2.7. Short-Term Firm Point-to-Point Transmission Service**

Firm Point-to-Point Transmission Service under Part II of MISO's EMT with a term of less than one year.

#### **7.2.8. Long-Term Firm Point-to-Point Transmission Service**

Firm Point-to-Point Transmission Service under Part II of MISO's EMT with a term of one year or more.

#### **7.2.9. Native Load Customers**

The wholesale and retail power customers of the Transmission Provider on whose behalf the Transmission Provider, by statute, franchise, regulatory requirement, or contract, has undertaken an obligation to construct and operate the Transmission Provider's system to meet the reliable electric needs of such customers.

#### **7.2.10. NERC**

The North American Electric Reliability Corporation's (NERC) mission is to ensure the reliability of the bulk power system in North America. On July 20, 2006, the North American Electric Reliability Corporation (NERC) was certified as the Electric Reliability Organization (ERO) in the United States, pursuant to Section 215 of the Federal Power Act. Included in this certification was a provision for the ERO to delegate authority for the purpose of proposing and enforcing reliability standards in particular regions of the country by entering into delegation agreements with regional entities. NERC develops and enforces reliability standards; assesses reliability annually via 10-year and seasonal forecasts; monitors the bulk power system; evaluates users, owners, and operators for preparedness; and educates, trains, and certifies industry personnel. NERC is a self-regulatory organization, subject to oversight by the U.S. Federal Energy Regulatory Commission and governmental authorities in Canada.

#### **7.2.11. NERC e-Tag**

A standardized means of electronically communicating and tracking details of open access energy transaction among all involved parties. Information contained on the tag includes, but is not limited to, interchange transaction ID number, 24-hour energy profiles, loss accounting, transaction path and products and transaction days.

#### **7.2.12. Network Customer**

An entity receiving transmission service pursuant to the terms of the Transmission Provider's Network Integration Transmission Service under Part III of MISO's EMT.

#### **7.2.13. Network Integration Transmission Service**

The transmission service provided under Part III of MISO's EMT.

#### **7.2.14. Network Load**

The load that a Network Customer designates for Network Integration Transmission Service under Part III of MISO's EMT. The Network Customer's Network Load shall include all load served by the output of any Network Resources designated by the Network Customer. A Network Customer may elect to designate less than its total load as Network Load but may not designate only part of the load at a discrete Point of Delivery. Where an Eligible Customer has elected not to designate a particular load at discrete points of delivery as Network Load, the Eligible Customer is responsible for making separate arrangements under Part II of MISO's EMT for any Point-to-Point Transmission Service that may be necessary for such non-designated load.

#### **7.2.15. Network Resource**

Any designated generating resource owned, purchased or leased by a Network Customer under the Network Integration Transmission Service Tariff. Network Resources do not include any resource, or any portion thereof, that is committed for sale to third parties or otherwise cannot be called upon to meet the Network Customer's Network Load on a non-interruptible basis.

#### **7.2.16. Non-Firm Point-to-Point Transmission Service**

Point-to-Point Transmission Service that is reserved and scheduled on an as-available basis and is subject to Curtailment or Interruption as set forth in Section 14.7 under Part

II of MISO's EMT. Non-Firm Point-to-Point Transmission Service is available on a stand-alone basis for periods ranging from one hour to one month.

#### **7.2.17. Open Access Same-Time Information System (OASIS)**

OASIS is a secured website provided for use by transmission customers to electronically request transmission and ancillary services from transmission providers in a non-discriminatory, standardized method. The Transmission Provider receives and responds to requests for service via OASIS and also posts information on its tariff terms and prices for transmission service, availability of transmission capability, business practices and procedures for acquiring transmission service, and other relevant transmission information.

#### **7.2.18. SERC**

The SERC Reliability Corporation (SERC) is a nonprofit corporation responsible for promoting and improving the reliability, adequacy, and critical infrastructure of the bulk power supply systems in all or portions of 16 central and southeastern states. Owners, operators, and users of the bulk power system in these states cover an area of approximately 560,000 square miles and comprise what is known as the SERC Region. SERC serves as a regional entity with delegated authority from NERC for the purpose of proposing and enforcing reliability standards within the SERC Region. SERC is divided geographically into five diverse sub-regions that are identified as Central, Delta, Gateway, Southeastern and VACAR. SERC is one of eight regional entities with delegated authority from NERC; the regional entities and all members of NERC work to safeguard the reliability of the bulk power systems throughout North America.

### **7.3. Transmission Service**

Transmission service is high-voltage, bulk transport of power and energy from generators to load recipients. The arrangements for and use of transmission service on the Ameren system is governed by Module B of the MISO EMT. The EMT defines the rates, terms and conditions associated with both Network and Point-to-Point transmission service. The TSA must first sign a transmission service agreement with MISO to initiate service under the EMT. Visit the "OASIS Business Practices" section of MISO's OASIS home page for more information regarding the process for securing transmission service. The TSA shall make transmission reservation(s) and arrange for the purchase or delivery of ancillary services to serve the RES's customer load. Arrangements for transmission and ancillary services shall have been made prior to the Customer's switching date.

### **7.4. Ancillary Services**

Ancillary Services are those services necessary to support the transmission of capacity and energy from resources to load while maintaining reliable operation of the transmission system. There are five ancillary services defined and available under the MISO EMT, listed below by EMT Service Schedule number and name:

- Schedule 1 - Scheduling, System Control and Dispatch Service
- Schedule 2 - Reactive Supply and Voltage Control
- Schedule 3 - Regulation and Frequency Response
- Schedule 5 - Spinning Reserve
- Schedule 6 - Supplemental Reserve



The RES is required to obtain or provide all ancillary services required by the applicable OATT. The rates, terms, and conditions of the Ancillary Services are described in the MISO EMT.

### **7.5. Loss Compensation Service**

Capacity and energy losses occur when electricity is delivered through the transmission system. The transmission customer must supply capacity to compensate for these losses. The energy required to compensate for these losses is provided by generators participating in the MISO Energy Market. The generators are compensated for these losses through the MISO Meter Data Management Agent (MDMA) process.

Capacity and energy losses also occur when electricity is delivered through the distribution system. The transmission customer must supply capacity and energy to compensate for these losses. Distribution system losses are accounted for by adjusting the RES' retail customers meter readings to the distribution system point of receipt by applying the applicable Loss Adjustment Factors. The Distribution Loss Adjustment Factors are calculated in real time and therefore change from hour to hour. Distribution Loss Adjustment Factors may be downloaded via Ameren's Losses and System Load web page.

### **7.6. Energy Scheduling**

Once transmission service is reserved, the TSA is responsible for providing financial schedules or other market arrangements with MISO to deliver power and energy to the RES's retail customers.

The TSA is obligated to deliver the power and energy that it schedules. If the RES or TSA fails to deliver the scheduled power and energy, or if the scheduled power and energy is inadequate, it may be subject to charges for unauthorized use if such charges are approved by the regulators.

#### **7.6.1. Forecasting for Energy Scheduling**

The TSA should first forecast the hour by hour load of its retail customers for a given day. Ameren offers RESs access to a Load Profile Forecasting Service via its website. The RES can use this service in conjunction with its own forecasts of the independent variables and its customer usage to generate hourly forecasts for scheduling from one to seven days ahead.

*Please note that as of March 2018, AMI meters (which are interval meters) are being installed on all DS1, DS2, DS3, and DS4 service points. It is expected that this work will be completed sometime in 2019 – at which time all four of these DS categories will be interval metered via AMI meters. Because load profiles will rarely be needed after all AMI meters are installed, the Load Profiling Forecasting Service will likely be retired in late 2018 or early 2019.*

Instructions for the Load Profile Forecasting Service are presented below. The forecast should be adjusted to reflect the loss adjustment factors so that the load forecast represents load at the distribution system point of receipt. The RES may acquire historical data on customer usage to assist in forecasting, as described in Chapter 9 of this handbook, Obtaining Customer Information.

Once the TSA has developed the forecast, it should submit an energy schedule that is a "good faith" representation of that forecast. The TSA may not deliberately under schedule or over schedule the forecast of load to create energy imbalances that it deems favorable. Ameren shall use the load forecasting models, the actual values for the independent variables, and actual customer usage to calculate load profiles for non-interval metered service points for settlement purposes.

To use the Load Profile Forecasting Service, the RES must complete the following steps.

## **How to Use The Load Profile Forecasting Service**

### **Step 1. Register for the Service**

To register for the service, the RES should contact its account manager in the Transmission Services Business Center. The RES will need to provide contact name, phone number, and e-mail address to which forecasted data should be sent. The account manager will then contact Itron (owner of the Load Profile Forecast Service web pages) to request a userID and password for the RES. The Itron representative will directly contact the RES to provide this information.

### **Step 2. Log In**

From the Ameren RES Portal home page, select Load Profiles. From the Load Profiles page, select Load Profile Forecasting. From the Load Profile Forecasting page, select Access the Load Profile Forecasting Service. At the Login page, enter the userID and password.

### **Step 3. Enter Temperature Forecasts**

On the Weather Forecast page, enter in the high and low temperature forecasts. Up to seven days' worth of data may be entered on this window. Only the first day is required. It is not necessary to enter forecasts for each city.

- Entering temperatures for Springfield, IL is required to receive load profile forecasts for Ameren Illinois Rate Zone I (formerly the AmerenCIPS service area).
- Entering temperatures for St. Louis, MO is required to receive load profile forecasts for what was the former AmerenCIPS-ME service area (which is now part of Ameren Illinois Rate Zone I).
- Ameren Illinois Rate Zone II (formerly the AmerenCILCO service area) requires temperatures for Peoria, IL.
- Ameren Illinois Rate Zone III (formerly the AmerenIP service area) requires temperatures for Decatur, IL and Belleville, IL.

Note: The default start date is tomorrow's calendar date. To forecast farther into the future, click in the start date box, and enter the desired date in MM/DD/YYYY format. Click the change date button and the screen will be refreshed with the revised dates. Weather data may then be input.

### **Step 4. Submit Temperature Forecast**

After entering the weather forecast values, click on the Submit button located at the bottom of the page. This will initiate two actions. First, the user will be switched to the Forecast Submitted page. The temperature forecast values entered will be displayed on this page. Second, the resulting load profile forecast will be sent via email. Normally, the load profile forecast is sent within ten to fifteen minutes from the time that the temperature forecast is submitted. The

load profile forecast will be emailed to the address provided to the Transmission Services Business Center in Step 1. If the load profile forecast is not received within 30 minutes, email [AmerenWeb@itron.com](mailto:AmerenWeb@itron.com). The load profile forecasts are sent in a Microsoft Excel workbook. The workbook's name identifies the RES name as well as a date/time stamp for when the forecast was generated. (For example, RESA.1212000.51400pm.xlsx).

### **7.6.2. Prescheduling of Energy**

Prescheduling and hourly schedule modifications are subject to MISO's EMT and related business practices. Please consult MISO for details.

### **7.6.3. Resource Adequacy / MISO Module E / Auction Revenue Rights (ARR)**

As a NERC-registered Balancing Authority and Transmission Operator, Ameren has the obligation to ensure system reliability. Each December, Ameren calculates Peak Load Contribution (PLC) values that will take effect the following June 1<sup>st</sup>. The MISO coincident peak (CP) date/hour from the current year is a primary input into the calculation of the PLCs. Ameren's non-coincident peak (NCP) date/hour is also used in determining the weather sensitivity of each service point. PLC values are inclusive of distribution losses, transmission losses, and Planning Reserve Margin (PRM). The transmission loss factor and the planning reserve margin factor are set by MISO each year.

Once the PLCs are calculated, they are emailed to each RES (i.e. each RES receives a spreadsheet listing all of the service points that they were supplying as of the time that the PLCs were calculated along with each service point's PLC that will take effect the following June 1<sup>st</sup>). Each RES then has a period of time – typically through the end of the December – to pose any questions concerning the pending PLCs to Ameren.

By January 15<sup>th</sup>, the pending PLCs become final. MISO sets the Planning Reserve Margin Requirement (PRMR) for the entire Ameren Illinois zone based on the aggregation of all of the pending PLCs. MISO also assigns Auction Revenue Rights (ARR) nominations for the next MISO planning year for each Asset Owner based on the aggregation of each Asset Owner's pending PLCs.

In addition to communicating the pending PLCs via spreadsheet each December, they are also communicated: 1.) via EDI 814C-Request transactions in March of each year; and 2.) via the PLC Report, which is a report that a RES may download from Ameren's RES Portal website after logging-in using their special userID. Note that when PLCs are communicated via EDI, this is done so via the AMT\*KZ segment – which is for NSPL values. PLCs are not communicated via the AMT\*KC segment.

PLCs are used for both MISO resource adequacy reporting and MISO Auction Revenue Rights (ARR) load shift reporting. When a service point is finalized or dropped from a RES, the RES retains responsibility for that service point's PLC until the service point is re-activated and assigned to a different RES or Asset Owner. If the service point does not become re-activated or assigned to a different RES or Asset Owner before the end of the MISO planning year, then the RES will retain responsibility for the service point's PLC through the end of the MISO planning year.

#### **7.6.4. Load Modifying Resource (LMR)**

An LMR is classified as either a demand resource or behind the meter generation and must be available for use during an emergency declared by MISO if the RES intends to use the resource as part of its resource plan.

If a RES identifies a portion of its load as an LMR, then the RES must follow the procedure documented on the OASIS website titled “Procedures of the Ameren Illinois Balancing Authority for Demand reductions”. The RES must also complete Attachment B (found within this procedure) and submit it to their account manager in the Ameren Transmission Services Business Center. All meters that have interruptible load behind them should be specified in Attachment B.

#### **7.6.5. Demand Response Resource (DRR)**

A DRR is similar to an LMR with the exception that a DRR acts within the market (i.e. unlike an LMR, a DRR is not for emergencies). There are two DRR categories:

- DRR I – Interruptible load
- DRR II – Generation behind the meter

To designate a portion of its load as a DRR, a RES must contact its account manager in the Ameren Transmission Services Business Center.

## **Chapter 8 Settlement Process**

### **8.1. Introduction**

This chapter describes the processes that are used to prepare data for submission to MISO for Meter Data Management Agent (MDMA) settlements and to bill the TSA for transmission and ancillary services and other services. The RES (or TSA) should review the MISO EMT and the Ameren OATT to understand the major components of the settlement process.

By scheduling and delivering energy to its Customers either in itself or by a TSA, the RES and the TSA agree to accept the energy, transmission, and ancillary services settlement and billing procedure described herein, including the use of load profiles. The Company's load profiles and the method of calculating the RES's Energy Market loads shall be deemed accurate and shall not be a subject of dispute unless the RES can show that the load profile or the calculation of the RES's Energy Market load was the product of fraud by the Company or was made with gross negligence. This chapter also describes the load profiling process that Ameren will use to convert billing cycle monthly consumption meter reads to hourly values.

### **8.2. Ameren's Role in Settlements**

Ameren has numerous roles in settlements:

- Per Ameren's Supplier Terms & Conditions tariff, each RES is required to select Ameren as their MISO Meter Data Management Agent (MDMA). As MDMA, Ameren aggregates the usage associated with each service point assigned to the RES's CPNode together and submits this hourly data (with distribution losses applied) to MISO for S7, S14, S55, and S105 settlements.
- Ameren directly bills each RES each month for MISO Schedule 9 (NITS) charges.
- Ameren submits resource adequacy data to MISO at the Asset Owner level for each business day. Each RES has at least one MISO Asset Owner assignment. The Peak Load Contribution (PLC) value associated with each service point assigned to the Asset owner is aggregated together prior to its submission to MISO.
- Ameren submits Auction Revenue Rights (ARR) load shift data to MISO at the Asset Owner level once per month. Similar to resource adequacy reporting, ARR load shift reporting also utilizes aggregated PLC values. If a service point is assigned to a particular Asset Owner for a partial month, then the service point's PLC is accordingly adjusted.

### **8.3. Settlement**

Under the terms of the Agreement with Respect to Billing and Remittance Procedures between MISO and Ameren, Ameren will settle with TSAs for Transmission and certain Ancillary and Other Services. MISO will also bill each TSA for administrative charges and certain Ancillary Services. MISO will settle the Energy Market directly with each Market Participant. Settlement involves the collection of all information on transmission and ancillary service reservations, schedules, hourly prices, retail customer usage data, hourly metering data, and tariffed prices required to calculate applicable charges and produce settlement bills.

### **8.3.1. Billing Determinants**

#### **8.3.1.1. Transmission Reservations**

Charges will be calculated for transmission service and ancillary services for each NITS Agreement and for each Point-to-Point service reservation. Charges are calculated pursuant to the terms of the transmission reservation and in accordance with the MISO TEMT and the applicable OATT.

#### **8.3.1.2. Retail Customer Usage Information**

The settlement process requires customer level usage data (kWh) from all retail customers receiving service from the RES. The retail customers may have interval meters and/or consumption meters. As mentioned in Chapter 5 - Metering under Delivery Services, hourly-metered data is available from interval meters. However, data from consumption (scalar) meters, where data is in monthly billing-cycle measurements, must be converted to hourly usage values for settlement purposes. Ameren will convert the billing cycle meter reads to hourly usage values by using the profiling method described in Section 8.3 of this chapter.

Meter Data Management Agent (MDMA) settlements use hourly metered and profiled information for each service point, which is aggregated to the CPNode level. Based on the service point's delivery voltage level, this information will be adjusted by the applicable distribution loss adjustment factor to the distribution system point of receipt. Distribution loss adjustment factors are real time and are calculated on an hourly basis. Formulas for calculating distribution loss adjustment factors are listed in the Ameren Illinois Delivery Services Tariffs. All MDMA settlements are submitted to MISO adjusted to MISO's official time, which is always Eastern Standard Time.

Transmission Settlement uses hourly metered and profiled information for each service point, which is aggregated to the TSA level for each transmission service type. This information will be adjusted by the applicable transmission loss adjustment factor and distribution loss adjustment factor (based on the service point's delivery voltage level) to the transmission system point of receipt. Hourly transmission losses are calculated and provided by MISO.

#### **8.3.1.3. Tariff Prices**

Tariffed prices are used in the settlement process. These prices can be found in the MISO EMT and in Ameren's OATT.

### **8.4. Load Profiling Process**

The same models used to forecast hourly loads are utilized in the generation of settlement load profiles.

Each service point of a RES or CSM with a non-interval meter has a class designation corresponding to the profile used for settlement. Ameren has adopted a dynamic load profiling method that uses statistical models of static load research data. These models reflect changes in loads associated with day-of-the-week (e.g., Monday – Sunday), holidays (e.g., Christmas, Memorial Day, etc.), hours of daylight, and temperature conditions (e.g., daily maximum and minimum dry bulb temperatures). Ameren will use the load profile forecasting models and the actual values for the independent variables in conjunction with actual service point usage to

calculate hourly profiles for settlement purposes. Applying the service point's billing cycle month consumption to the appropriate class profile for the same period results in an hourly usage profile for the service point. When creating the individual service point profiles, the settlement system ensures that the sum of the hourly measurements equals the monthly billing cycle measurement. These service point usage profiles, as well as the RES's interval meter service point usages, are aggregated together for each hour of the settlement month. In this manner, an hour by hour usage profile is created for settlement.

### **8.5. System Losses**

The RES or TSA has the obligation on behalf of each service point for which it is providing electric power and energy supply services to provide for losses on the distribution system associated with the delivery of electricity to such service point located in Ameren's service territory, on an individual service point basis. The amount of electricity that must be supplied by the RES for distribution losses for each such retail service point shall be determined in accordance with the real time distribution loss factor formula. A service point's delivery voltage (i.e. secondary, primary, high, transmission) determines the distribution loss factor category.

### **8.6. Alternative Compliance Payments**

A RES that complies with the renewable energy portfolio standards by making an alternative compliance payment (ACP) pursuant to 220 ILCS 5/16-115D shall begin making such payments to Ameren applicable to the delivery year ending May 31, 2017, and continuing for the delivery years ending May 31, 2018, and May 31, 2019, respectively. All alternative compliance payments made after May 31, 2016, shall be remitted to Ameren and used to purchase renewable energy resources, in accordance with Section 1-75 of the IPA Act. The dollar amount of alternative compliance payments shall be calculated using the applicable alternative compliance payment rates approved by the Illinois Commerce Commission. The remittance of such alternative compliance payments by a RES must be made via ACH. When an ACH or wire payment for an alternative compliance payment is made, please send an email to Patrick Eynon ([peynon@ameren.com](mailto:peynon@ameren.com)) containing the following:

- "Re: Alternative Compliance Payment"
- Name and address of Retail Electric Supplier (RES)
- The RES' FEIN
- Contact information for the person writing the email
- Dollar amount of the ACH payment;
- Compliance period for which the payment is being made (e.g., June 1, 2016 through May 31, 2017)
- An indication whether the payment is intended to satisfy the balance of alternative compliance payment requirements for the compliance period or whether more payments may be forthcoming.

## **Chapter 9 Obtaining Customer Information**

### **9.1. Introduction**

Chapter 9 explains how a customer or a RES can obtain various types of customer information from Ameren. This chapter reviews the content of customer information to be released and any associated fees.

### **9.2. Customer and Customer Agent Requests for Historical Usage and Billing Information**

Customers have the right to request their historical usage and billing information. Customers can access this information via Ameren's website, or can submit a request to Ameren by telephone or in writing.

An authorized agent of the customer who has authorization from the customer via Ameren's Agency Designation Statement form may also request historical usage and billing information. Note that a signed Letter of Agency (LOA) is not sufficient authorization for release of historical usage and billing information.

Customers and agents for customers may request their historical usage and billing information by logging into their account on Ameren's website and submitting a request for such data.

The historical monthly usage and billing reports include the following information:

- Customer name
- Account number
- Service point number(s)
- Meter number(s)
- Meter reading dates
- kiloWatt-hour consumption
- On-peak and off-peak demand & consumption (when available)
- Interval meter data (when available)
- Revenues

These reports may also include payment history. The historical monthly usage and billing reports will typically include data for the last twelve billing periods – as long as the data is readily available in Ameren's billing system.

### **9.3. RES Request for Customer Information**

Before viewing or downloading (via the Ameren's RES Portal) or accessing (via EDI) any customer-specific information, including but not limited to AMI meter data and historical usage information, a RES must first secure any necessary authorization(s) from the customer as required by state or federal law, Ameren Illinois' tariffs, and/or as set forth by the Illinois Commerce Commission in proceedings including but not limited to Docket Numbers 13-0506 and 14-0701.

A RES may request account and service point-specific information that includes electric usage for up to the most recent 24 billing periods. Such requests must be made either via the RES Portal or via EDI. Ameren will not manually prepare usage history and account/service point attribute reports and fax or mail them to a RES.



Once an account or service point is enrolled to RES supply, the RES will also receive monthly usage data via EDI for each billing period that the RES is supplying the account/service point. Customer consent for the release of ongoing usage data to a RES is achieved when the customer formally agrees to enroll to that RES.

### **9.3.1. RES Requests Historical Usage**

When a RES requests historical usage information for an account via:

1. Ameren's RES Portal;
2. an EDI 814E-Request transaction with historical usage flag set; or
3. an EDI 814HU transaction,

the following information will be returned to the RES:

- Customer name
- Account number
- Service point number(s)
- Meter number(s)
- Bill group
- Service point load profile classification(s)
- Service point peak load contribution (PLC) value(s)
- Service point delivery voltage, supply voltage, and meter voltage
- Service point current delivery services classification (RES Portal only)
- Service point current supply classification (RES Portal only)
- Service point eligible switch date (RES Portal only)
- Service point net metering indicator (EDI only)
- Service point BGS minimum stay (RES Portal only)
- kWh consumption
- On-peak and off-peak demand & consumption (when available)
- 60 minute interval meter data (when available).

Ameren will not release the following customer data to the RES upon a request received via Ameren's RES Portal, upon a RES's submission of an 814E-Request transaction (with historical usage flag set), or upon a RES's submission of an EDI 814HU-Request transaction:

- Billed amounts in dollars
- Credit or payment history information

The historical monthly consumption reports will typically include consumption data for the last 24 billing periods. Historical interval meter data, when available, may be requested and downloaded from Ameren's RES Portal or may be requested via the EDI 814HU-Request transaction.

### **9.3.2. RES Receives On-going Usage Data**

For each billing period that a service point is enrolled to a RES, Ameren will provide to that RES the monthly usage data for that service point. For both monthly consumption and interval data, Ameren will send this data via the EDI 867MU transaction.

#### **9.4. Ameren's RES Portal Tools and Reports**

A special user ID for Ameren's RES Portal is provided by Ameren to a RES after the RES has completed its registration requirements. This special user ID allows a RES to access reports and tools that aren't available for other RES Portal users. Only one special user ID will be distributed to each RES. Upon initial login to the RES Portal using this special user ID, the RES must establish its own password.

The RES Portal is designed to be intuitive to use. However, any questions concerning the RES Portal should be directed to the RES's account manager in Ameren's Transmission Services Business Center (TSBC).

A RES may access a number of reports and tools after logging in to the RES Portal using its special user ID:

- Historical usage summary data for accounts may be downloaded or viewed
- Historical usage interval meter data for accounts that contain interval metered service point(s) may be downloaded
- For a RES that utilizes Rate Ready UCB/POR: rates, bill messages, and adjustments may be managed
- Numerous reports may be downloaded:
  - Do Not Market List – List of customer names (and their respective phone numbers) in the Ameren Illinois service territory that have elected not to be marketed-to by RESs or RES agents.
  - Peak Load Contribution (PLC) Report – List of service points supplied by a given RES and the Peak Load Contribution value for each one.
  - Synchronization List – List containing an assortment of information, including: 1.) the enrolled account numbers/service point numbers for a given RES; 2.) RES enrollment effective date for each enrolled account/service point; and 3.) billing option for each enrolled account/service point.
  - No Bill Report – List of a given RES's accounts that are past due for billing.
  - Pending Disconnects Report – List of a given RES's accounts that are pending disconnection. This list also includes accounts that are currently cut for non-payment.
  - RES Past Due Debits Report – List of a given RES's accounts that are on SBO and have past due RES debits.
  - UCB/POR Missing EDI 810 Report – List of a given RES's accounts in which the RES has missed the shelf window for returning EDI 810 Bill Ready transactions to Ameren.

## **Chapter 10 Dispute Resolution**

### **10.1. Introduction**

Any dispute between a customer, CSM, or a RES and Ameren regarding imbalance service will be subject to the dispute resolution provisions of MISO's EMT. As stated in MISO's EMT, and in addition to the dispute resolution procedures in the OATT, nothing shall restrict the rights of any party to file a complaint with the FERC under the relevant provisions of the Federal Power Act.

If any dispute arises between a customer, CSM or RES, and Ameren regarding delivery services, then a customer, CSM, or RES may file an informal or formal complaint with the ICC pursuant to the pertinent ICC procedures. Please refer to the ICC Rules of Practice for more information on informal/formal complaint procedures regarding ICC concerns. In addition, all disputants have the full range of rights provided by Article X of the Illinois Public Utilities Act.

If a customer has a supply complaint against a RES, and the customer has expressed to the RES that he/she is not satisfied with the RES's response to the complaint, then the RES is obligated (per the Supplier Terms & Conditions tariff) to provide the ICC's Consumer Services Division telephone number to the customer.

If a customer has a supply complaint against a RES, but the customer has called Ameren to voice that complaint, then the Ameren customer service representative will first advise the customer to try to work out the dispute with the RES. If the customer is unsuccessful in resolving the dispute with the RES and the customer contacts Ameren about the dispute again, then the Ameren customer service representative will refer the customer to the ICC's Consumer Services Division.

When a RES is utilizing the UCB/POR billing method, it is expected that the RES notify Ameren regarding any disputed charge(s) and remove any disputed charge(s) from the customer's bill using the EDI 810 Bill Ready transaction (for Bill Ready UCB/POR) or the RES Portal (for Rate Ready UCB/POR).

The Dispute Resolution mechanism described herein is intended to be a voluntary alternative to the informal or formal complaint process at the ICC. It is Ameren's hope that disputes arising from the Delivery Services Tariffs or related to the provision of Delivery Services can be settled expeditiously through voluntary dispute resolution rather than through formal, litigated proceedings.

### **10.2. Voluntary Alternative Dispute Resolution**

If any dispute arises between a customer, CSM, or RES, and Ameren regarding delivery services or services for CSMs and RESs, the parties may choose to use the following Alternative Dispute Resolution (ADR) procedure as an alternative to formal, litigated proceedings. This ADR process is completely voluntary. Both parties to a dispute must agree to use this ADR process before it may be implemented. First, the party raising a disputed issue should provide in writing a concise description as to the nature of the dispute. The disputed matter will be referred to designated senior representatives of each party for prompt resolution on an informal basis. In the event the designated representatives are unable to resolve the dispute within thirty (30) days or within the time period agreed to by the representatives, the parties may mutually agree to submit the dispute to binding arbitration in accordance with the arbitration procedures summarized below. This arbitration option can be elected by mutual agreement of the parties without exercising the remedy procedures of the ICC.

The procedures outlined in this section do not apply to matters dealing with applications for rate changes or any modifications to ICC approved tariffs. Such matters should be presented directly to the ICC for resolution.

Any arbitration that is initiated will be conducted before a single neutral arbitrator that is appointed by the parties. If the parties fail to agree upon a single arbitrator within 10 days from the date that the dispute was referred to arbitration, then each party will choose one arbitrator. The two arbitrators so designated will select a third arbitrator to form a three-member arbitration panel. These arbitration procedures are consistent with the related provisions of MISO's EMT, and are listed in Ameren's Delivery Services and Supplier Terms and Conditions Tariffs.

#### **10.2.1. Arbitration Decisions**

Unless specifically agreed to by the parties, the arbitrator(s) will render a decision within 90 days of appointments and will notify the parties in writing of their decision and the reasons. The arbitrator's authority on decisions and the rules governing decisions must be consistent with the related provisions of MISO's EMT and the Ameren Companies Delivery Services Tariffs and RES Tariffs.

Any decision and award of the arbitrator(s) shall be binding upon the parties. The arbitrator(s) shall not award any indirect, special, incidental or consequential damages against either party. Judgment upon the award rendered may be entered into any court of competent jurisdiction.

#### **10.2.2. Arbitration Costs**

Each party will be responsible for its own costs incurred during the arbitration. If a single arbitrator hears the dispute, Ameren and the complainant will each pay 50 percent of the fees and expenses of the single arbitrator. If the dispute is heard by a three-member panel, the complainant and Ameren will each pay the fees and expenses of the arbitrator selected by each party and 50 percent of the fees and expenses of the third arbitrator. The specific guidelines governing costs are consistent with the related provisions of MISO's EMT.

#### **10.3. Other Mechanisms**

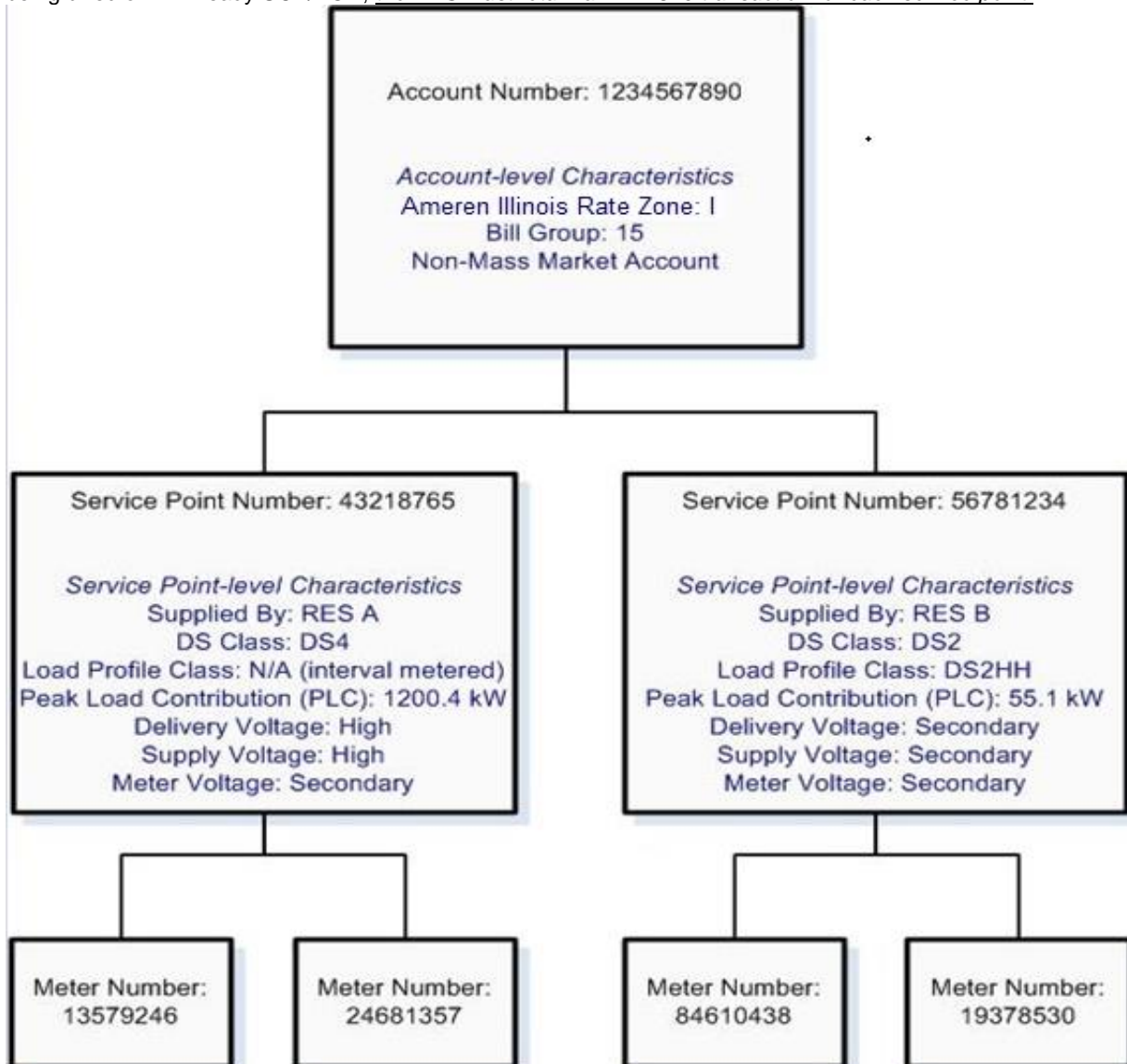
Other ADR mechanisms may also be employed by the parties on a case-by-case basis, with guidelines for the ADR process to be agreed to at the time.

## Appendix A Account, Service Point, and Meter Hierarchy

The diagram below depicts the hierarchy of an Ameren account. This particular example account has two service points associated with it, and each service point has two meters associated with each one. Note that each service point in this example is supplied by a different RES.

A service point represents a delivery services rate classification (i.e. DS1, DS2, DS3, DS4, DS5, and DS6). Many attributes are assigned at the service point level – such as peak load contribution (PLC), load profile classification, delivery voltage, supply voltage, and meter voltage. Because the account below has two service points, it will have two PLC values and two sets of voltages. As a result, it is imperative that RESs track service point numbers and their associated attributes.

EDI 867MU transactions are produced one per service point. In the example below, when the account bills each month, two EDI 867MU transactions (one for each service point) will be produced. If an account is being billed on Bill Ready UCB/POR, *the RES must return an EDI 810 transaction for each service point.*



**Appendix B**  
**EDI Transaction Processing Schedule**

<b>Inbound EDI Transaction Type</b>	<b>Approximate time that Ameren Sweeps for EDI Transaction</b>	<b>Approximate time that Ameren's Billing System Imports the Data</b>
814E, 814D, and 814C	7:45 a.m. CPT 9:45 a.m. CPT 11:45 a.m. CPT 1:45 p.m. CPT 4:45 p.m. CPT 6:45 p.m. CPT	Approximately 15 minutes after the completion of the EDI sweep.
820	4:45 a.m. CPT 8:45 a.m. CPT 11:55 a.m. CPT 3:45 p.m. CPT	Approximately 15 minutes after the completion of the EDI sweep.
810	3:30 p.m. CPT	Immediately following completion of EDI sweep.

**Appendix C**  
**Service Point Delivery Services Classifications**

<b>Delivery Service (DS) Classification</b>	<b>Description</b>
DS1	Residential service points
DS2	Non-residential service points with an electric demand less than 150 kW
DS3A	Non-residential service points with an electric demand between 150 kW – 399 kW
DS3B	Non-residential service points with an electric demand between 400 kW – 999 kW
DS4	Non-residential service points with an electric demand greater than or equal to 1 MW
DS5	Unmetered lighting service points
DS6	Optional temperature sensitive delivery service rate for service for customers of existing Rate DS-3 and DS-4 service points who can modify their electrical operations in a meaningful way that provides system benefits to Ameren.

**Appendix D**  
**EDI 814 HU Request Types and Data Returned**

Data Available Request Type	Interval and Summary	Summary Only	No Data Available	Data Blocked
814HU LIN-HI	60-minute Interval and Summary (summary and interval data are presented at the service point level) SRC: N/A	Summary Only (summary data is presented at the service point level) SRC: HIU	SRC: HUU	SRC: HUR
814HU LIN-HU	Summary Only (summary data is presented at the service point level) SRC: N/A	Summary Only (summary data is presented at the service point level) SRC: N/A	SRC: HUU	SRC: HUR
814E LIN-HU	Summary Only (summary data is presented at the service point level) SRC: N/A	Summary Only (summary data is presented at the service point level) SRC: N/A	SRC: HUU	SRC: HUR
Notes :	1. SRC = Status Reason Code			



## Appendix E Standard Enrollment Rules

Enrollment Scenario	On-Cycle Enrollment		Off-Cycle Enrollment	
	Enrollment Effective Date Returned in EDI Response	Actual Enrollment Effective Date	Enrollment Effective Date Returned in EDI Response	Actual Enrollment Effective Date
EDI 814E-Request transaction received with no requested enrollment effective date.	<p><b>Non-Mass Market Account:</b> Next scheduled meter reading date that is at least seven calendar days from the date that the enrollment is processed.</p> <p><b>Mass Market Account:</b> Next scheduled meter reading date that is at least ten calendar days (customer rescission window) plus three business days after the date that Ameren processes the EDI 814E-Request transaction. Note that when the tenth calendar day of the rescission window falls on a weekend or a holiday, then the rescission window is extended through the next business day. The rescission window may never encroach upon the account's billing window, which extends from two business days prior to the scheduled meter reading date to one business day after the account's scheduled meter reading date.</p>	<p><b>Non-Mass Market Account:</b> When meter is read.</p> <p><b>Mass Market Account:</b> When meter is read.</p>	<p><b>Non-Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p> <p><b>Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p>	<p><b>Non-Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p> <p><b>Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p>
EDI 814E-Request transaction received where the requested enrollment effective date is more than 45 calendar days from the date that the EDI 814E-Request transaction is processed.	<p><b>Non-Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p> <p><b>Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p>	<p><b>Non-Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p> <p><b>Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p>	<p><b>Non-Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p> <p><b>Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p>	<p><b>Non-Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p> <p><b>Mass Market Account:</b> N/A - EDI 814E-Request transaction is rejected.</p>
EDI 814E-Request transaction received where the requested enrollment effective date is less than seven calendar days from the date that the EDI 814E-Request transaction is processed.	<p><b>Non-Mass Market Account:</b> Next scheduled meter reading date that is at least seven calendar days from the date that the enrollment is processed</p> <p><b>Mass Market Account:</b> Next scheduled meter reading date that is at least ten calendar days (customer rescission window) plus three business days after the date that Ameren processes the EDI 814E-Request transaction. Note that when the tenth calendar day of the rescission window falls on a weekend or a holiday, then the rescission window is extended through the next business day.</p>	<p><b>Non-Mass Market Account:</b> When Meter is read</p> <p><b>Mass Market Account:</b> When meter is read</p>	<p><b>Non-Mass Market Account:</b> Next business day that is at least seven calendar days from the date that the enrollment is processed</p> <p><b>Mass Market Account:</b> (Enrollment is defaulted to on-cycle.) Next scheduled meter reading date that is at least ten calendar days (customer rescission window) plus three business days after the date that Ameren processes the EDI 814E-Request transaction. Note that when the tenth calendar day of the rescission window falls on a weekend or a holiday, then the rescission window is extended through the next business day.</p>	<p><b>Non-Mass Market Account:</b> Next business day that is at least seven calendar days from the date that the EDI 814E-Request transaction is processed.</p> <p><b>Mass Market Account:</b> When meter is read.</p>
EDI 814E-Request transaction received where the requested enrollment effective date is between seven and 45 calendar days from the date that the EDI 814E-Request transaction is processed.	<p><b>Non-Mass Market Account:</b> If the requested enrollment effective date is a scheduled meter reading date: Scheduled meter reading date that is requested.  If the requested enrollment effective date is not a scheduled meter reading date: Next scheduled meter reading date after the requested enrollment effective date, even if such date is more than 45 calendar days after the date that Ameren processes the EDI 814E-Request transaction.</p> <p><b>Mass Market Account:</b> If the requested enrollment effective date is a scheduled meter reading date: Scheduled meter reading date that is requested provided that such date is at least ten calendar days (customer rescission window) plus three business days after the date that Ameren processes the EDI 814E-Request transaction. Note that when the tenth calendar day of the rescission window falls on a non-business day, then the rescission window is extended through the next business day. The rescission window may never encroach upon the account's billing window, which extends from two business days prior to the scheduled meter reading date to one business day after the account's scheduled meter reading date).  If the requested enrollment effective date is not a scheduled meter reading date: Next scheduled meter reading date after the requested enrollment effective date, even if such date is more than 45 calendar days after the date that Ameren processes the EDI 814E-Request transaction, provided that the next scheduled meter reading date is at least ten calendar days (customer rescission window) plus two business days after the date that Ameren processes the EDI 814E-Request transaction. Note that when the tenth calendar day of the rescission window falls on a non-business day, then the rescission window is extended through the next business day. The rescission window may never encroach upon the account's billing window, which extends from two business days prior to the scheduled meter reading date to one business day after the account's scheduled meter reading date).</p>	<p><b>Non-Mass Market Account:</b> When meter is read.</p> <p><b>Mass Market Account:</b> When meter is read.</p>	<p><b>Non-Mass Market Account:</b> Requested effective date.</p> <p><b>Mass Market Account:</b> If the requested enrollment effective date is a scheduled meter reading date: (Enrollment is defaulted to on-cycle.) Scheduled meter reading date that is requested provided that such date is at least ten calendar days (customer rescission window) plus three business days after the date that Ameren processes the EDI 814E-Request transaction. The rescission window may never encroach upon the account's billing window, which extends from two business days prior to the scheduled meter reading date to one business day after the account's scheduled meter reading date).  If the requested enrollment effective date is not a scheduled meter reading date: (Enrollment is defaulted to on-cycle.) Next scheduled meter reading date after the requested enrollment effective date, even if such date is more than 45 calendar days after the date that Ameren processes the EDI 814E-Request transaction and provided that the next scheduled meter reading date is at least ten calendar days (customer rescission window) plus two business days after the date that Ameren processes the EDI 814E-Request transaction. Note that when the tenth calendar day of the rescission window falls on a non-business day, then the rescission window is extended through the next business day. The rescission window may never encroach upon the account's billing window, which extends from two business days prior to the scheduled meter reading date to one business day after the account's scheduled meter reading date).</p>	<p><b>Non-Mass Market account:</b> Requested effective date.</p> <p><b>Mass Market Account:</b> When meter is read.</p>
Notes:	<p>Off-cycle enrollments are not allowed on Mass Market accounts.</p> <p>The customer rescission window for a Mass Market account is ten calendar days. If the tenth calendar day of the rescission window falls on a non-business day (weekend or holiday), then the rescission window will be extended through the next business day. The rescission window may never encroach upon the account's billing window, which extends from two business days prior to the scheduled meter reading date to one business day after the account's scheduled meter reading date). If a rescission window extends into an account's billing window, then the enrollment will be effectuated during the <u>following</u> scheduled meter reading window.</p> <p>On-cycle enrollments may occur anytime within Ameren's four business day billing window. The four business day billing window extends from two business days prior to an account's scheduled meter reading date to one business day after an account's scheduled meter reading date.</p>			

## Appendix F Standard Drop Rules

Drop Scenario	On-Cycle Drop		Off-Cycle Drop	
	Drop Effective Date Returned in EDI Response	Actual Drop Effective Date	Drop Effective Date Returned in EDI Response	Actual Drop Effective Date
EDI 814D-Request transaction received with no requested drop effective date.	<p><b>Non-Mass Market Account:</b> Next scheduled meter reading date that is at least seven calendar days from the date that the EDI 814D-Request transaction is processed.</p> <p><b>Mass Market Account:</b> Next scheduled meter reading date that is at least seven calendar days from the date that the EDI 814D-Request transaction is processed.</p>	<p><b>Non-Mass Market Account:</b> When Meter is read.</p> <p><b>Mass Market Account:</b> When meter is read.</p>	<p><b>Non-Mass Market Account:</b> N/A - Drop is rejected.</p> <p><b>Mass Market Account:</b> N/A - Drop is rejected.</p>	<p><b>Non-Mass Market Account:</b> N/A - Drop is rejected.</p> <p><b>Mass Market Account:</b> N/A - Drop is rejected.</p>
EDI 814D-Request transaction received where the requested drop effective date is more than 45 calendar days from the date that the EDI 814D-Request transaction is processed.	<p><b>Non-Mass Market Account:</b> N/A - Drop is rejected.</p> <p><b>Mass Market Account:</b> N/A - Drop is rejected.</p>	<p><b>Non-Mass Market Account:</b> N/A - Drop is rejected.</p> <p><b>Mass Market Account:</b> N/A - Drop is rejected.</p>	<p><b>Non-Mass Market Account:</b> N/A - Drop is rejected.</p> <p><b>Mass Market Account:</b> N/A - Drop is rejected.</p>	<p><b>Non-Mass Market Account:</b> N/A - Drop is rejected.</p> <p><b>Mass Market Account:</b> N/A - Drop is rejected.</p>
EDI 814D-Request transaction received where the requested drop effective date is less than seven calendar days from the date that the EDI 814D-Request transaction is processed.	<p><b>Non-Mass Market Account:</b> Next scheduled meter reading date that is at least seven calendar days from the date that the EDI 814D-Request transaction is processed.</p> <p><b>Mass Market Account:</b> Next scheduled meter reading date that is at least seven calendar days from the date that the EDI 814D-Request transaction is processed.</p>	<p><b>Non-Mass Market Account:</b> When Meter is read.</p> <p><b>Mass Market Account:</b> When meter is read.</p>	<p><b>Non-Mass Market Account:</b> Next business day that is at least seven calendar days from the date that the EDI 814D-Request transaction is processed.</p> <p><b>Mass Market Account:</b> Drop is defaulted to on-cycle and will occur on the next scheduled meter reading date that is at least seven calendar days from the date that the EDI 814D-Request transaction is processed.</p>	<p><b>Non-Mass Market Account:</b> Next business day that is at least seven calendar days from the date that the EDI 814D-Request transaction is processed.</p> <p><b>Mass Market Account:</b> When meter is read.</p>
EDI 814D-Request transaction received where the requested drop effective date is between seven and 45 calendar days from the date that the EDI 814D-Request transaction is processed.	<p><b>Non-Mass Market Account:</b> If the requested drop effective date is a scheduled meter reading date: Scheduled meter reading date that is requested.</p> <p>If the requested drop effective date is not a scheduled meter reading date: Next scheduled meter reading date after the requested drop effective date, even if such date is more than 45 calendar days after the date that Ameren processes the EDI 814D-Request transaction.</p> <p><b>Mass Market Account:</b> If the requested drop effective date is a scheduled meter reading date: Scheduled meter reading date that is requested.</p> <p>If the requested drop effective date is not a scheduled meter reading date: Next scheduled meter reading date after the requested drop effective date, even if such date is more than 45 calendar days after the date that Ameren processes the EDI 814D-Request transaction.</p>	<p><b>Non-Mass Market Account:</b> When Meter is read.</p> <p><b>Mass Market Account:</b> When meter is read.</p>	<p><b>Non-Mass Market Account:</b> Requested Effective Date.</p> <p><b>Mass Market Account:</b> If the requested drop effective date is a scheduled meter reading date: (Drop is defaulted to on-cycle.) Scheduled meter reading date that is requested.</p> <p>If the requested drop effective date is not a scheduled meter reading date: (Drop is defaulted to on-cycle.) Next scheduled meter reading date after the requested drop effective date, even if such date is more than 45 calendar days after the date that Ameren processes the EDI 814D-Request transaction.</p>	<p><b>Non-Mass Market Account:</b> Requested Effective Date.</p> <p><b>Mass Market Account:</b> When meter is read.</p>
Notes:	<p>Off-cycle drops are not allowed on Mass Market accounts.</p> <p>On-cycle drops may occur anytime within Ameren's four business day billing window. The four business day billing window extends from two business days prior to an account's scheduled meter reading date to one business day after an account's scheduled meter reading date.</p>			

**Appendix G  
Account Characteristics Enrollment Validations**

<b>Account Characteristic Type of Account &amp; Billing Option Requested</b>	<b>Budget Billing</b>	<b>Arrears</b>	<b>Payment Agreement</b>	<b>Special Agreement</b>	<b>Summary Billing</b>	<b>Customer EDI Billing</b>	<b>EBill (via eCustomer or CheckFree)</b>	<b>Direct Pay (EFT)</b>
<b>Electric-only account RES requests SBO</b>	Enrollment is accepted. Electric service point(s) is taken off of budget billing.	Enrollment is rejected.	Enrollment is rejected.	Enrollment is accepted.	Enrollment is accepted; WFM generated to CAD to remove service point(s) from summary billing.	Enrollment is accepted; service point(s) remains on Customer EDI Billing for non-service charges.	Enrollment is accepted; service point(s) remains on Ebill for non-service charges.	Enrollment is accepted; service point(s) remains on Direct Pay for non- service charges.
<b>Combination electric/gas account RES requests SBO</b>	Enrollment is accepted. Electric service point(s) is taken off of budget billing, gas service point(s) remains on budget billing and a budget billing review is forced.	Enrollment is rejected.	Enrollment is rejected.	Enrollment is accepted.	Enrollment is accepted; WFM generated to CAD to split the account. Electric service point(s) is removed from summary billing but remains on the same account. Gas service point(s) remains on summary billing but is placed on a new account.	Enrollment is accepted; service point(s) remains on Customer EDI Billing for gas and non-service charges.	Enrollment is accepted; service point(s) remains on Ebill for gas and non- service charges.	Enrollment is accepted; service point(s) remains on Direct Pay for gas and non-service charges.
<b>Electric-only account RES requests Dual Billing or Combination electric/gas account RES requests Dual Billing</b>	Enrollment is accepted, account remains on budget billing.	Enrollment is accepted.	Enrollment is accepted.	Enrollment is accepted.	Enrollment is accepted, service point(s) remains on summary billing.	Enrollment is accepted, service point(s) remains on Customer EDI Billing.	Enrollment is accepted, service point(s) remains on Ebill.	Enrollment is accepted, service point(s) remains on Direct Pay.
<b>Electric-only account RES requests UCBIPOR or combination electric/gas account RES requests UCBIPOR</b>	Enrollment is accepted, account remains on budget billing.	Enrollment may be accepted or rejected.	Enrollment is accepted.	Enrollment is accepted.	Enrollment is accepted, service point(s) remains on summary billing.	Enrollment is accepted, service point(s) remains on Customer EDI Billing.	Enrollment is accepted, service point(s) remains on Ebill.	Enrollment is accepted, service point(s) remains on Direct Pay.

\*Accepted regardless of the age of the past due electric arrears amount **if** account is going directly from BGS or RTP to RES supply.  
Rejected if account is switching directly from one RES to another RES and has electric delivery services arrears that are greater than 60 days.

## Appendix H EDI 814C Notification Requirements

Description of Change	Direction	Notification Requirements	Effective Date	Notification of Pending Change to Pending RES at the time that Ameren Processes the Pending RES's Enrollment DADR?
Billing Option	RES to Utility	None	Next meter reading date. New billing option becomes effective <i>going forward</i> from the next meter reading date.	N/A
CPNode	RES to Utility	None	Next meter reading date	N/A
RES Account Number	RES to Utility	None	Next meter reading date	N/A
RES Rate Code	RES to Utility	None	Next meter reading date. New rate code becomes effective <i>going forward</i> from the next scheduled meter reading date.	N/A
Address - Billing	Utility to RES	None	Effective Date	No
Address - Service	Utility to RES	None	Effective Date	No
Bill Cycle	Utility to RES	None	Effective Date	No
Billing Option	Utility to RES	None	Effective Date	No
Customer Name	Utility to RES	None	Effective Date	No
Delivery Voltage	Utility to RES	None	Effective Date	No
DS Rate	Utility to RES	60 Days for Annual Updates	Effective Date	Yes
Load Profile	Utility to RES	60 Days for Annual Updates	Effective Date	Yes
Meter Addition	Utility to RES	None	Effective Date	No
Meter Exchange	Utility to RES	None	Effective Date	No
Meter Removal	Utility to RES	None	Effective Date	No
Meter Voltage	Utility to RES	None	Effective Date	No
Phone Number	Utility to RES	None	Effective Date	No
PLC, NSPL	Utility to RES	60 Days for Annual Updates	Effective Date	Yes
Service Point Addition	Utility to RES	None	Effective Date	No
Service Point Removal	Utility to RES	None	Effective Date	No
Supply Voltage	Utility to RES	None	Effective Date	No
<b>Note: RESs pending to supply a given account will receive all Utility-initiated 814C's for that account.</b>				

**Appendix I (Page 1 of 3)  
EDI 814 Rejection Reason Codes**

		Transaction:	814 Enrollment	814HU	814 Drop RES to Utility	814 Drop Utility to RES	814Cancel (Rescind Drop or Enrollment)	814 Reinstatement	814C RES to Utility	814C Utility to RES
		Response:	814 Enrollment Response	814HU Response	814 Drop Response	814 Drop Response	814 Cancel Response	814 Reinstatement Response	814C Response	814C Response
Rejection Reason Code (REF*TG)	Description	Scenario	Utility to RES	Utility to RES	Utility to RES	Res to Utility	Utility to RES	Res to Utility	Utility to RES	Res to Utility
008	Account exist but is not active	An 814 Enrollment, Drop, Historical Usage Request, or Change comes in for a final account	x	x	x		x		x	
A13	Other	Used anytime as 814 is processed and failed for a reason that doesn't have a reject code	x	x	x		x		x	
A76	Account not found	An 814 Enrollment, Drop, Historical Usage Request, or Change comes in with an account number that doesn't exist in CSS	x	x	x	x	x	x	x	x
A84	Invalid Relationship(Not RES of record)	An 814 Drop or change come in from a RES for an account that is not active with that RES			x		x		x	
ABN	Duplicate Request Received	A second 814 Enrollment, Drop, Historical Usage Request, or Change for the same change type comes in after successfully processing the original 814	x	x	x		x		x	
ANE	Account Not Eligible	A RES that is not active in Ameren's billing system submits an EDI 814E-Request transaction, or a RES that is active in Ameren's billing system submits an EDI 814E-Request transaction for a type of account that the RES is not certified to supply (e.g., a RES that is not certified to supply residential load submits an EDI 814E-Request transaction for a residential account	x							
ANL	RES not licensed to provide the requested service	A RES that is not active on the Marketer table sends in an 814, or an 814 Enrollment for a residential account comes in from a RES not certified to serve residential.	x		x				x	

**Appendix I (Page 2 of 3)  
EDI 814 Rejection Reason Codes**

		Transaction:	814 Enrollment	814HU	814 Drop RES to Utility	814 Drop Utility to RES	814Cancel (Rescind Drop or Enrollment)	814 Reinstatement	814C RES to Utility	814C Utility to RES
		Response:	814 Enrollment Response	814HU Response	814 Drop Response	814 Drop Response	814 Cancel Response	814 Reinstatement Response	814C Response	814C Response
Rejection Reason Code (REF*TG)	Description	Scenario	Utility to RES	Utility to RES	Utility to RES	Res to Utility	Utility to RES	Res to Utility	Utility to RES	Res to Utility
API	Required Information missing	An 814 is sent missing the account number or an off-cycle switch is missing the requested effective date.	x	x	x		x		x	
B14	Used when a Rescission is requested by the RES, but was not processed by the utility in time to effectuate the rescission.	A rescission is sent by the RES after the account has already switched					x			
C11	Change Reason (REF*TD) Missing or Invalid	An 814 Change is sent without a valid change reason (what is being changed).							x	
C13	Multiple Change Request Not Supported	An 814 Change is sent in with multiple change requests in one 814 (such as a bill option change and a RES rate code change).							x	
CMB	Account Not Eligible - Minimum Stay	An 814 Enrollment is sent for an account on a 12 month commitment to BGS.	x							
DIV	Requested effective date is more than 45 days in the future	An 814 Enrollment or Drop is sent in with the requested effective date greater than 45 days in the future.	x		x					
ICP	Invalid CPNode	An 814 Enrollment or Change is sent with a CPNode not valid for the RES	x						x	
IPO	Invalid Payment Option	An 814 Enrollment or Change selects UCB but not POR.	x						x	

**Appendix I (Page 3 of 3)  
EDI 814 Rejection Reason Codes**

		Transaction:	814 Enrollment	814HU	814 Drop RES to Utility	814 Drop Utility to RES	814Cancel (Rescind Drop or Enrollment)	814 Reinstatement	814C RES to Utility	814C Utility to RES
		Response:	814 Enrollment Response	814HU Response	814 Drop Response	814 Drop Response	814 Cancel Response	814 Reinstatement Response	814C Response	814C Response
Rejection Reason Code (REF*TG)	Description	Scenario	Utility to RES	Utility to RES	Utility to RES	Res to Utility	Utility to RES	Res to Utility	Utility to RES	Res to Utility
ISP	Invalid Service Point.	An 814 Enrollment, Drop, or Change is sent for a service point that does not exist on the account.	x		x	x	x	x	x	x
NCB	Incorrect Billing Option Requested	An 814 Enrollment or Change sent by a RES not registered for the requested bill option.	x						x	
NEB	Customer not eligible for requested bill option	SBO selected but no SBO agreement in place, UCB/POR selected for ineligible account (> 400 kw), UCB/POR selected for group that is not All-In for UCB/POR	x						x	
NFI	Not First In	An 814 Enrollment is sent by RES B and account is currently pending active with RES A (RES to RES switch).	x							
UND	Cannot identify Service Provider DUNS or DUNS+4 in N104 not valid	An 814 Enrollment, Drop, Historical Usage Request, or Change is sent by a RES with an invalid DUNS number.	x	x	x		x		x	
W05	Requested Rate not found or not in effect on the requested date (Rate Ready Only).	An 814 Enrollment for Rate Ready requests a rate not valid or in effect for that RES.	x						x	
W06	Requested RES rate code is invalid for the customer class (Rate Ready Only).	An 814 Enrollment or Change selects a rate that is not supported by the billing determinants for the customer's DS class.	x						x	

**Appendix J**  
**EDI 814 Status Reason Codes**

	Transaction:	814 Enrollment	814HU	814 Drop RES to Utility	814 Drop Utility to RES	814Cancel (Rescind Drop or Enrollment)	814 Reinstatement	814C RES to Utility	814C Utility to RES
	Response:	814 Enrollment Response	814HU Response	814 Drop Response	814 Drop Response	814 Cancel Response	814 Reinstatement Response	814C Response	814C Response
<b>Rejection Reason Code (REF*1P)</b>									
B38	Customer was terminated by Ameren for reasons other than nonpayment				x				
BNK	Customer was terminated by Ameren due to bankruptcy				x				
CHA	Customer switched				x				
CMB	Account Not Eligible - Minimum Stay. Account is on a 12 months commitment to BGS		x		x	x			
EB3	Rescind								
HIU	Historical Interval usage is Unavailable		x						
HUR	Historical usage not released: customer has requested to not release their usage	x	x						
HUU	Historical usage Unavailable	x	x						
W09	Off-cycle meter reading cannot be performed. Meter will be read on the normal, on-cycle read date.	x							



**Appendix K**  
**EDI 810, EDI 820, and EDI 867 Rejection Reason Codes**

	Transaction:	810 RR	810 BR	810 SBO	820 RR	820 BR	820 SBO	867
	Response:	824	824	824	824	824	824	824
Rejection Reason Code (REF*7G)	Description	RES to Ameren	Ameren to RES	RES to Ameren	RES to Ameren	RES to Ameren	Ameren to RES	RES to Ameren
<b>A13</b>	Other		✓					
<b>BRA</b>	Inactive supplier		✓					
<b>BRB</b>	Inactive service point		✓					
<b>BRC</b>	Invalid Number of Charges or Messages		✓					
<b>CRI</b>	Cross Reference Number not found		✓		✓	✓		
<b>FRF</b>	Bill Type Mismatch		✓					
<b>NCC</b>	RES charges did not bill (No Current RES Charges)		✓					
<b>OBW</b>	Outside Bill Window		✓					
<b>SUM</b>	Sum of Details does not match Total				✓	✓		

**Appendix L (Page 1 of 3)  
Addition of a Service Point**

<b>Type of Service Point Added to Account</b>  <b>Type of Account Prior to the Addition of a Service Point</b>	<b>DS1, DS2, or DS5 Service Point Added to Account</b>
<p align="center"><b>Mass Market Account on RES Supply</b></p>	<ol style="list-style-type: none"> <li>1. The new service point is automatically enrolled to the RES who is supplying the other service point(s) on the account.</li> <li>2. 814C is sent to the RES indicating that a new service point has been added (include new service point number, DS class of new service point, profile class of new service point, and meter(s) associated with the new service point).</li> <li>3. Account remains a Mass Market account.</li> </ol>
<p align="center"><b>non-Mass Market Account on RES Supply</b></p>	<ol style="list-style-type: none"> <li>1. The new service point is <i>not</i> automatically enrolled to RES supply.</li> <li>2. <i>No</i> 814C (indicating that a service point has been added) is sent to the RES or RESs supplying the existing service point(s) on the account.</li> </ol>
<p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. A <i>backdated</i> addition of a service point will follow the rules outlined in this matrix.</li> <li>2. An orphaned meter that is attached to a service point that is supplied by a RES, upon discovery, will be backdated-assigned to that RES.</li> </ol>	

**Appendix L (Page 2 of 3)  
Addition of a Service Point**

<b>Type of Service Point Added to Account</b>  <b>Type of Account Prior to the Addition of a Service Point</b>	<b>DS3A Service Point Added to Account</b>
<b>Mass Market Account on RES Supply</b>	<ol style="list-style-type: none"> <li>1. The new service point is <i>not</i> automatically enrolled to the RES who is supplying the mass market service point(s) on the account.</li> <li>2. <u>No</u> 814C (indicating that a service point has been added) is sent to the RES who is supplying the mass market service point(s) on the account.</li> <li>3. Account changes to non-Mass Market classification.</li> </ol>
<b>non-Mass Market Account on RES Supply</b>	<ol style="list-style-type: none"> <li>1. The new service point is <u>not</u> automatically enrolled to RES supply.</li> <li>2. <u>No</u> 814C (indicating that a service point has been added) is sent to the RES or RESs supplying the existing service point(s) on the account.</li> </ol>
<p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. A <u>backdated</u> addition of a service point will follow the rules outlined in this matrix.</li> <li>2. An orphaned meter that is attached to a service point that is supplied by a RES, upon discovery, will be backdated-assigned to that RES.</li> </ol>	

**Appendix L (Page 3 of 3)  
Addition of a Service Point**

<p align="center"><b>Type of Service Point Added to Account</b></p> <p><b>Type of Account Prior to the Addition of a Service Point</b></p>	<p align="center"><b>DS3B or DS4 Service Point Added to Account</b></p>
<p align="center"><b>Mass Market Account on RES Supply</b></p>	<ol style="list-style-type: none"> <li>1. The new service point is <i>not</i> automatically enrolled to the RES who is supplying the Group A service point(s) on the account</li> <li>2. <u>No</u> 814C (indicating that a service point has been added) is sent to the RES who is supplying the Group A service point(s) on the account.</li> <li>3. Account changes to non-Mass Market classification.</li> <li>4. If the account was on UCB/POR prior to the addition of the DS3B or DS4 service point, then the billing option for the mass market service point(s) will be changed to dual billing. This billing option change will occur on the account's next-next scheduled meter reading date. An 814C indicating any billing option change is sent to the RES supplying the service point(s) whose billing option(s) changed within one week after the addition of the DS3B or DS4 service point. Currently, the billing system job to produce this 814C is run once per week on Saturdays.</li> </ol>
<p align="center"><b>non-Mass Market Account with at Least One DS3A Service Point, no DS3B or DS4 Service Points and at Least One Service Point on RES Supply</b></p>	<ol style="list-style-type: none"> <li>1. The new service point is <u>not</u> automatically enrolled to RES supply.</li> <li>2. <u>No</u> 814C (indicating that a service point has been added) is sent to the RES or RESs supplying the existing service point(s) on the account.</li> <li>3. If one or more of the service points was on UCB/POR prior to the addition of the DS3B or DS4 service point, then the billing option for the service points that are on UCB/POR will be changed to dual billing. An 814C indicating any billing option change is sent to the RES supplying the service point(s) whose billing option(s) changed within one week after the addition of the DS3B or DS4 service point. Currently, the billing system job to produce this 814C is run once per week on Saturdays.</li> </ol>
<p align="center"><b>non-Mass Market Account with a DS3B or DS4 Service Point with at Least One Service Point on RES Supply</b></p>	<ol style="list-style-type: none"> <li>1. The new service point is <u>not</u> automatically enrolled to RES supply.</li> <li>2. <u>No</u> 814C (indicating that a service point has been added) is sent to the RES or RESs supplying the existing service point(s) on the account.</li> </ol>
<p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. A <u>backdated</u> addition of a service point will follow the rules outlined in this matrix.</li> <li>2. An orphaned meter that is attached to a service point that is supplied by a RES, upon discovery, will be backdated-assigned to that RES.</li> </ol>	

**Appendix M (Page 1 of 3)  
Removal of a Service Point**

<p align="center">Type of Service Point Removed from Account</p> <p>Type of Account Prior to the Removal of a Service Point</p>	<p align="center">DS1, DS2, or DS5 Service Point Removed from Account</p>
<p align="center"><b>Mass Market Account on RES Supply</b></p>	<p>One of the following EDI transactions will be sent to the RES who was supplying the service point that has been removed:</p> <ul style="list-style-type: none"> <li>&gt; If the service point that has been removed does not cause the account to be finalized, then an 814C (indicating that a service point has been removed) will be sent to the RES. This 814C will include the service point number of the service point that has been removed.</li> <li>&gt; If the service point that has been removed causes the account to be finalized, then an 814D will be sent to the RES.</li> </ul>
<p align="center"><b>non-Mass Market Account on RES Supply</b></p>	<p>1. If a RES was supplying the service point that has been removed, then one of the following EDI transactions will be sent to that RES:</p> <ul style="list-style-type: none"> <li>&gt; If the RES who was supplying the service point that has been removed will continue to supply at least one other service point on the account, then an 814C (indicating that a service point has been removed) will be sent to that RES. This 814C will include the service point number of the service point that has been removed.</li> <li>&gt; If the RES who was supplying the service point that has been removed does not supply any other service points on the account, then an 814D will be sent to that RES.</li> </ul> <p>2. If no RES was supplying the service point that has been removed, then <u>no</u> 814C (indicating that a service point has been removed) is needed.</p>

**Appendix M (Page 2 of 3)  
Removal of a Service Point**

<b>Type of Service Point Removed from Account</b>  <b>Type of Account Prior to the Removal of a Service Point</b>	<b>DS3A Service Point Removed from Account</b>
<b>Mass Market Account on RES Supply</b>	N/A
<b>non-Mass Market Account with at Least One DS3A Service Point, no DS3B or DS4 Service Points and at Least One Service Point on RES Supply</b>	<p>1. If a RES was supplying the service point that has been removed, then one of the following EDI transactions will be sent to that RES:</p> <ul style="list-style-type: none"> <li>&gt; If the RES who was supplying the service point that has been removed will continue to supply at least one other service point on the account, then an 814C (indicating that a service point has been removed) will be sent to that RES. This 814C will include the service point number of the service point that has been removed.</li> <li>&gt; If the RES who was supplying the service point that has been removed does not supply any other service points on the account, then an 814D will be sent to that RES.</li> <li>&gt; If the service point that has been removed causes the account to be finalized, then an 814D will be sent to the RES.</li> </ul> <p>2. If no RES was supplying the service point that has been removed, then neither an 814C nor an 814D transaction will be sent.</p> <p>3. The removal of a DS3A service point may cause the account to be reclassified as a Mass Market account.</p>
<b>non-Mass Market Account with a DS3B or DS4 Service Point with at Least One Service Point on RES Supply</b>	<p>1. If a RES was supplying the service point that has been removed, then one of the following EDI transactions will be sent to that RES:</p> <ul style="list-style-type: none"> <li>&gt; If the RES who was supplying the service point that has been removed will continue to supply at least one other service point on the account, then an 814C (indicating that a service point has been removed) will be sent to that RES. This 814C will include the service point number of the service point that has been removed.</li> <li>&gt; If the RES who was supplying the service point that has been removed does not supply any other service points on the account, then an 814D will be sent to that RES.</li> </ul> <p>2. If no RES was supplying the service point that has been removed, then no 814C (indicating that a service point has been removed) is needed.</p>

**Appendix M (Page 3 of 3)  
Removal of a Service Point**

<p align="center">Type of Service Point Removed from Account</p> <p>Type of Account Prior to the Removal of a Service Point</p>	<p align="center">DS3B or DS4 Service Point Removed from Account</p>
<p align="center"><b>Mass Market Account on RES Supply</b></p>	<p align="center">N/A</p>
<p align="center"><b>non-Mass Market Account with at Least One DS3A Service Point, no DS3B or DS4 Service Points and at Least One Service Point on RES Supply</b></p>	<p align="center">N/A</p>
<p align="center"><b>non-Mass Market Account with a DS3B or DS4 Service Point and at Least One Service Point on RES Supply</b></p>	<p>1. If a RES was supplying the service point that has been removed, then one of the following EDI transactions will be sent to that RES:</p> <p>&gt; If the RES who was supplying the service point that has been removed will continue to supply at least one other service point on the account, then an 814C (indicating that a service point has been removed) will be sent to that RES. This 814C will include the service point number of the service point that has been removed.</p> <p>&gt; If the RES who was supplying the service point that has been removed does not supply any other service points on the account, then an 814D will be sent to that RES.</p> <p>&gt; If the service point that has been removed causes the account to be finalized, then an 814D will be sent to the RES.</p> <p>2. If no RES was supplying the service point that has been removed, then neither an 814C nor an 814D transaction will be generated.</p> <p>3. The removal of a DS3B or DS4 service point may cause the account to be reclassified as a Mass Market or non-Mass Market account with no DS3B or DS4 service points:</p> <p>&gt; If this happens and the RES who is supplying the service point(s) has registered for Group B UCB/POR, then the service point(s) will be defaulted to UCB/POR. In this scenario, an 814C will be sent to the RES supplying the service point(s) indicating the change in billing option for the service point(s). The change in billing option will be effectuated as of the account's next-next scheduled meter reading date. If the RES has opted-in to bill ready UCB/POR or both bill ready and rate ready UCB/POR then the billing option will be changed to bill ready UCB/POR. If the RES has only opted-in to rate ready UCB/POR, then the billing option will be changed to rate ready UCB/POR (with the expectation that the RES will assign a rate code to the account before the account bills).</p> <p>&gt; If this happens and the RES who is supplying the service point(s) has not opted-in to UCB/POR, then the service point(s) will remain on dual billing and no 814C would need to be generated regarding a billing option change since no billing option change has occurred.</p> <p>&gt; If the removal of a DS3B or DS4 service point causes the account to be reclassified as a Mass Market account and multiple RESs are supplying multiple Mass Market service points on the account, then the account will be treated as a non-Mass Market account with no DS3B or DS4 service points until such time that there is only one RES supplying all electric load on the account.</p>

**Appendix N (Page 1 of 3)  
Reclassification of a Service Point**

Scenario Billing Option	Mass Market Account on RES Supply Reclassified as a non-Mass Market Account with at least One DS3A Service Point and no DS3B or DS4 Service Points	non-Mass Market Account with at least One DS3A Service Point, no DS3B or DS4 Service Points and at least One Service Point on RES Supply Reclassified as a Mass Market Account
UCB/POR	<p>1. Billing option remains UCB/POR. Billing option defaults to bill ready UCB/POR as of the next-next meter reading date if the RES has opted-in to bill ready or has opted-in to both bill ready and rate ready. Billing option defaults to rate ready UCB/POR as of the next-next meter reading date if the RES has not opted-in to bill ready UCB/POR.</p> <p>2. 814C is sent to the RES indicating any change in DS classification for the service point(s) that the RES is supplying. Any change in DS classification will become effective as of the next meter reading date (unless the reclassification is backdated, in which case it will become effective as of the date of the reclassification). Another 814C is sent to the RES if the method of UCB/POR changes (i.e. rate ready to bill ready or bill ready to rate ready). Any change in the method of UCB/POR will become effective as of the next-next meter reading date (even if the reclassification is backdated).</p>	<p>1. Billing option remains UCB/POR. The type of UCB/POR will default to bill ready UCB/POR if the RES has opted-in to bill ready UCB/POR or has opted-in to both bill ready UCB/POR and rate ready UCB/POR. The type of UCB/POR will default to rate ready UCB/POR if the RES has not opted-in to bill ready UCB/POR.</p> <p>2. 814C is sent to the RES indicating any change in DS classification for the service point(s) that the RES is supplying. Any change in DS classification will become effective as of the next meter reading date.</p> <p>3. If the RES was not supplying all service points on the account, any service point(s) not on RES supply must be enrolled to the RES. The enrollment of the service point(s) will become effective as of the next-next meter reading date (even if the service point reclassification is backdated).</p> <p>If the account has more than one RES associated with it, then the account will be treated as a non-Mass Market account until such time that only one RES is supplying the account.</p>
Dual or SBO	<p>1. Billing option does not change (remains dual billing or SBO).</p> <p>2. 814C sent to RES indicating any change in DS classification for the service point(s) that the RES is supplying. Any change in DS classification would become effective as of the next meter reading date (unless the reclassification is backdated, in which case it would become effective as of the date of the reclassification).</p>	<p>If the account only has one RES associated with it, then:</p> <p>1. Billing option does not change (remains dual billing or SBO).</p> <p>2. 814C sent to RES indicating any change in DS classification for the service point(s) that the RES is supplying. Any change in DS classification will become effective as of the next meter reading date.</p> <p>3. If the RES was not supplying all service points on the account, any service point(s) not on RES supply must be enrolled to the RES. The enrollment of the service point(s) will become effective as of the next-next meter reading date (even if the service point reclassification is backdated).</p> <p>If the account has more than one RES associated with it, then the account will be treated as a non-Mass Market account until such time that only one RES is supplying the account.</p>
<p><b>Notes:</b></p> <p>*UCB/POR takes priority over dual and SBO billing options if the RES is registered for UCB/POR and the account qualifies for UCB/POR.</p>		



**Appendix N (Page 2 of 3)  
Reclassification of a Service Point**

Scenario Billing Option	<b>Mass Market Account on RES Supply Reclassified as a non-Mass Market Account with at least One DS3B or DS4 Service Point</b>	<b>non-Mass Market Account with at least One DS3A Service Point, no DS3B or DS4 Service Points and at least One Service Point on RES Supply Reclassified as a non-Mass Market Account with at least One DS3B or DS4 Service Point</b>
<b>UCB/POR</b>	<p>1. Billing option changes to dual billing as of the next-next meter reading date (even if the reclassification is backdated).</p> <p>2. 814C sent to the RES indicating any change in DS classification for the service point(s) that the RES is supplying. Any change in DS classification will become effective as of the next meter reading date (unless the reclassification is backdated, in which case it will become effective as of the date of the reclassification). Another 814C is sent to the RES indicating the billing option change. The billing option change will become effective as of the next-next meter reading date (even if the reclassification is backdated).</p>	<p>1. Billing option changes to dual billing as of the next-next meter reading date (even if the reclassification is backdated).</p> <p>2. 814C sent to the RES indicating any change in DS classification for the service point(s) that the RES is supplying. Any change in DS classification will become effective as of the next meter reading date (unless the reclassification is backdated, in which case it will become effective as of the date of the reclassification). Another 814C is sent to the RES indicating the billing option change. The billing option change will become effective as of the next-next meter reading date (even if the reclassification is backdated).</p>
<b>Dual or SBO</b>	<p>1. Billing option does not change (remains dual billing or SBO).</p> <p>2. 814C sent to RES indicating any change in DS classification for the service point(s) that the RES is supplying. Any change in DS classification will become effective as of the next meter reading date (unless the reclassification is backdated, in which case it will become effective as of the date of the reclassification).</p>	<p>1. Billing option does not change (remains dual billing or SBO).</p> <p>2. 814C sent to RES indicating any change in DS classification for the service point(s) that the RES is supplying. Any change in DS classification will become effective as of the next meter reading date (unless the reclassification is backdated, in which case it will become effective as of the date of the reclassification).</p>
<b>Notes:</b> *UCB/POR takes priority over dual and SBO billing options if the RES is registered for UCB/POR and the account qualifies for UCB/POR.		

**Appendix N (Page 3 of 3)  
Reclassification of a Service Point**

Scenario Billing Option	non-Mass Market Account with at least One DS3B or DS4 Service Point and at least One Service Point on RES Supply Reclassified as a Mass Market Account	non-Mass Market account with at least One DS3B or DS4 Service Point and at least one Service Point on RES Supply Reclassified as a non-Mass Market Account with at least One DS3A Service Point and no DS3B or DS4 Service Points
UCB/POR	<p>If the account only has one RES associated with it, then:</p> <ol style="list-style-type: none"> <li>1. Billing option changes to UCB/POR as of the next-next meter reading date (even if the reclassification is backdated). Billing option defaults to bill ready UCB/POR as of the next-next meter reading date if the RES has opted-in to bill ready or has opted-in to both bill ready and rate ready. Billing option defaults to rate ready UCB/POR as of the next-next meter reading date if the RES has not opted-in to bill ready.</li> <li>2. 814C sent to RES indicating any change in DS classification for the service point(s) that the RES is supplying. Another 814C sent to RES indicating the billing option change. Any change in DS classification will become effective as of the next meter reading date (unless the reclassification is backdated, in which case it will become effective as of the date of the reclassification). The billing option change will become effective as of the next-next meter reading date (even if the reclassification is backdated).</li> <li>3. If the RES was not supplying all service points on the account, any service point(s) not on RES supply must be enrolled to the RES. The enrollment of the service point(s) will become effective as of the next-next meter reading date (even if the reclassification is backdated).</li> </ol> <p>If the account has more than one RES associated with it, then the account will be treated as a non-Mass Market account until such time that only one RES is supplying the account.</p>	<ol style="list-style-type: none"> <li>1. Billing option changes to UCB/POR as of the next-next meter reading date (even if the reclassification is backdated). Billing option defaults to bill ready UCB/POR as of the next-next meter reading date if the RES has opted-in to bill ready or has opted-in to both bill ready and rate ready. Billing option defaults to rate ready UCB/POR as of the next-next meter reading date if the RES has not opted-in to bill ready.</li> <li>2. 814C sent to RES indicating any change in DS classification for the service point(s) that the RES is supplying. Another 814C sent to RES indicating the billing option change. Any change in DS classification will become effective as of the next meter reading date (unless the reclassification is backdated, in which case it will become effective as of the date of the reclassification). The billing option change will become effective as of the next-next meter reading date (even if the reclassification is backdated).</li> </ol>
Dual or SBO	<p>If the account only has one RES associated with it, then:</p> <ol style="list-style-type: none"> <li>1. Billing option does not change (remains SBO or dual).</li> <li>2. 814C sent to the RES indicating any change in DS classification for the service point(s) that the RES is supplying. Any change in DS classification will become effective as of the next meter reading date (unless the reclassification is backdated, in which case it will become effective as of the date of the reclassification).</li> <li>3. If the RES was not supplying all service points on the account, any service point(s) not on RES supply must be enrolled to the RES. The enrollment of the service point(s) will become effective as of the next-next meter reading date (even if the reclassification is backdated).</li> </ol> <p>If the account has more than one RES associated with it, then the account will be treated as a non-Mass Market account until such time that only one RES is supplying the account.</p>	<ol style="list-style-type: none"> <li>1. Billing option does not change (remains dual billing or SBO).</li> <li>2. 814C sent to the RES indicating any change in DS classification for the service point(s) that the RES is supplying. Any change in DS classification will become effective as of the next meter reading date (unless the reclassification is backdated, in which case it will become effective as of the date of the reclassification).</li> </ol>
<p><b>Notes:</b> *UCB/POR takes priority over dual and SBO billing options if the RES is registered for UCB/POR and the account qualifies for UCB/POR.</p>		

## Appendix O Definitions

### **Alternative Retail Electric Supplier (ARES or RES):**

An entity authorized by law to provide electric power and energy service to retail customers. ARES or RES must be licensed by the Illinois Commerce Commission in accordance with Illinois House Bill 362.

### **Commission or ICC:**

The Illinois Commerce Commission is the state's Public Utility Commission. The agency holds authority in the public interest to oversee several financial and service aspects of investor owned electric, gas, telephone, water, and sewer utilities.

### **Customer Self-Manager (CSM):**

A retail customer managing its own supply of power and energy. A CSM is a customer acting as a RES for itself.

### **Delivery Services:**

Those services provided by the electric utility that are necessary in order for the transmission and distribution systems to function so that retail customers located in the electric utility's service area can receive electric power and energy from suppliers other than the electric utility, and shall include, without limitation, standard metering and billing services.

### **Delivery Services Provider:**

The provider of delivery services as defined by the Public Utility Act. In this case, the Ameren Illinois Company.

### **Direct Access Service Requests (DASR):**

An electronic transaction (i.e. EDI 814E-Request transaction, EDI 814D-Request transaction) submitted by a RES via EDI to Ameren to enroll or drop an account/service point.

### **Dispute Resolution:**

The procedures to follow when a dispute arises between a RES and a public utility.

### **Distribution System:**

The local wires, transformers, meters and other equipment an electric utility uses to deliver electricity directly to your home or business.

### **Electronic Data Interchange (EDI):**

The electronic means by which a RES and Ameren communicate account/service point enrollments, drops, changes, usage information, billing information, and remittance.

### **FERC:**

The Federal Energy Regulatory Commission (FERC) was originally formed in 1935 as the Federal Power Commission. FERC has jurisdiction over wholesale power transactions and all interstate gas and electric transmission.

### **Generation System:**

The power plants that produce electricity.

**Generator:**

An entity that produces power at one or more locations that will be ultimately delivered to Customers through one or more Transmission Systems and the Customer's host Utility Distribution System. The Generator is the original holder of title to the power.

**Load Forecast:**

A projection of hourly consumption for one or a portfolio of customers.

**Mass Market Account:**

An account with one or more of only the following types of service points: DS1, DS2, and/or DS5.

**MISO:**

Midcontinent Independent Transmission System Operator, Inc.

**NERC:**

The North American Electric Reliability Council's (NERC) mission is to ensure the reliability of the bulk power system in North America. To achieve that, NERC develops and enforces reliability standards; assesses reliability annually via 10-year and seasonal forecasts; monitors the bulk power system; evaluates users, owners, and operators for preparedness; and educates, trains, and certifies industry personnel. NERC is a self-regulatory organization, subject to oversight by the U.S. Federal Energy Regulatory Commission and governmental authorities in Canada.

**Non-Mass Market Account:**

An account that contains at least one DS3 or one DS4 service point.

**OATT:**

The transmission provider's Open Access Transmission Tariff.

**Retail Customer:**

The end-user of the electricity at one or more locations in the State of Illinois who has facilities connected to Ameren's distribution system. Prior to retail electric choice in Illinois, the Customer obtained electric service from the electric utility that had been granted the legal right to provide service in the service territory where the Customer is located. With retail electric choice in Illinois, the Customer deals with at least two entities – Ameren and the RES. The Customer is responsible for choosing its RES.

**SERC:**

The SERC Reliability Corporation (SERC) is a nonprofit corporation responsible for promoting and improving the reliability, adequacy, and critical infrastructure of the bulk power supply systems in all or portions of 16 central and southeastern states. Owners, operators, and users of the bulk power system in these states cover an area of approximately 560,000 square miles and comprise what is known as the SERC Region.

**Service Point:**

A service point represents a delivery services rate classification (e.g., DS1, DS2, DS3, DS4, DS5, DS6). Many attributes are assigned at the service point level – such as peak load contribution (PLC), load profile classification, delivery voltage, supply voltage, and meter voltage. Because the account below has two service points, it will have two PLC values and two sets of voltages. As a result, it is imperative that RESs track service point numbers and their associated attributes.

**Trading Partner:**

The sending and/or receiving party involved in the exchange of electronic data interchange transmissions.

**Transmission System:**

The facilities used for the movement of electricity between generating plants and distribution systems.

**Transmission Service Agents (TSA):**

Transmission Customers in accordance with Ameren's Open Access Transmission Tariff (OATT) acquiring transmission and ancillary services on behalf of RESs or CSMs.

**Appendix P**  
**Web Pages of Interest**

**Ameren**

<http://www.ameren.com/>

**Dun and Bradstreet (D&B) Corporation**

<http://www.dnb.com/>

**Federal Energy Regulatory Commission (FERC)**

<http://www.ferc.gov/>

**Illinois Commerce Commission (ICC)**

<http://www.icc.illinois.gov/>

**Illinois Communication Protocols Work Group (CPWG)**

<http://www.choiceinillinois.com/>

**Midcontinent Independent Transmission System Operator (MISO)**

<http://www.misoenergy.org/>

**North American Electric Reliability Corporation (NERC)**

<http://www.nerc.com/>

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

<http://www.naesb.org/>

**SERC Reliability Corporation (SERC)**

<http://www.serc1.org/>