



# Energy Service Provider Guide

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## **Introduction**

The information in this guide is to facilitate business between Energy Service Providers (ESPs) and San Diego Gas & Electric (SDG&E). The California Public Utilities Commission (CPUC) decisions on Direct Access and SDG&E tariffs have determined the content of this guide.

SDG&E information for Direct Access is found at

<http://sdge.com/customer-choice/electricity-providers/electric-esp-start-kit>

Contact information is found at

<http://sdge.com/customer-choice/customer-choice/electric-customer-choice-contacts>

## Section 1

### **Energy Services Provider Agreement**

ESPs that plan to provide Direct Access services in SDG&E's service territory must enter into an ESP Service Agreement with SDG&E that defines terms and conditions under which an ESP can provide DA services.

The ESP will be asked to sign an agreement, provide ESP Information, and meet the credit worthiness requirements established under SDG&E [Rule 25](#) to be able to enroll customers in DA.

Information about the ESP agreement process can be found on the SDG&E website at

<http://sdge.com/customer-choice/electricity-providers/electric-esp-start-kit>

ESP Service Agreement

<http://sempra.prod.acquia-sites.com/documents/esp-service-agreement>

ESP Information Form

<http://sempra.prod.acquia-sites.com/documents/electric-esp-information-form>

ESP Credit Information Form

<http://sempra.prod.acquia-sites.com/documents/direct-access-credit-application>

ESPs are required to send two copies of the ESP Service Agreement with original signatures. Upon receipt of the service agreement, credit information, and contact information forms, SDG&E will sign and return one copy of the agreement and provide the ESP with their ESP broker account number.

ESP questions about the ESP Service Agreement can be sent to

[ESPADMIN@semprautilities.com](mailto:ESPADMIN@semprautilities.com)

## Section 1 (cont'd)

### **Creditworthiness Requirements**

SDG&E has developed creditworthiness standards and procedures which are detailed in SDG&E Rule 25 found at

[http://regarchive.sdge.com/tm2/pdf/ELEC\\_ELEC-RULES\\_ERULE25.pdf](http://regarchive.sdge.com/tm2/pdf/ELEC_ELEC-RULES_ERULE25.pdf)

ESPs will be required to complete the credit application and meet credit requirements found at

<http://sempra.prod.acquia-sites.com/documents/direct-access-credit-application>

Additional information as listed below may be required to determine the amount and type of security that may be required before an ESP can submit a Direct Access Service Request (DASR).

- ESP Company's current credit rating and the name of the credit rating agency
- Most recent three (3) fiscal years', CPA audited, financial statements including notes to the financial statements.
- The most recent interim financial statements.
- A list of corporate affiliates, including addresses and relationship to your company/entity (Corporate Organization Chart).
- Most recent three (3) fiscal years', CPA audited, financial statements of the ultimate parent company.

## Section 2

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

Before ESPs can send and or receive customer enrollment information and customer billing information, the ESP will be required to complete EDI testing to demonstrate that they are capable of sending and receiving electronic transactions required for the exchange of customer information.

EDI is the electronic method used by SDG&E to exchange customer information with the ESP and their agents. All related EDI information can be found at <http://sdge.com/customer-choice/esp-information/electronic-data-interchange-information>

The Trading Partner Agreement package for the Dual Billing option is found at <http://sdge.com/documents/trading-partner-agreement-dual-billing>. The package includes contact information and instructions for completing and sending the required documents and forms.

The Trading Partner Agreement package for UDC Consolidated Billing option is found at <http://sdge.com/documents/trading-partner-agreement-udc-billing>. The package includes contact information and instructions for completing and sending the required documents and forms.

The Trading Partner Agreement package for ESP Consolidated Billing option is found at <http://sdge.com/documents/trading-partner-agreement-esp-billing>. The package includes contact information and instructions for completing and sending the required documents and forms.

ESP questions about the EDI Trading Partner Agreement can be sent to [ESPADMIN@semprautilities.com](mailto:ESPADMIN@semprautilities.com)

## Section 2 (cont'd)

### 814 Enrollment/Disconnect Transactions

ESPs planning to offer the Dual Billing option will be required to test the 814 Enrollment/Disconnect Transaction only.

Once the Trading Partner Agreement (TPA) has been executed by both the ESP and SDG&E, the ESP and or their agent will be directed to:

EDI Implementation Guide at

<http://sdge.com/documents/dasr-implementation-guide>

The SDG&E Data Dictionary at

<http://sdge.com/documents/dasr-data-dictionary>

814 DASR Examples at

<http://sdge.com/documents/dasr-examples>

814 Test Plans at

<http://sdge.com/documents/dasr-examples>

### **Important Notice:**

Once the ESP and or their agent is ready to begin testing they are asked to contact ESP Relations at [ESPADMIN@semprautilities.com](mailto:ESPADMIN@semprautilities.com) to set up a test window with SDG&E technical staff.

## Section 2 (cont'd)

### 810 Invoice/Billing Transactions

ESPs planning to offer UDC and or ESP Consolidated Billing option(s) will be required to test the 814 Enrollment Transaction and the 810 Invoice Transactions.

For ESP Consolidated billing, the ESP and or their agent will be directed to 810 Outbound Invoice Implementation Guide for ESP Consolidated Billing at <http://sdge.com/documents/esp-consolidated-billing>

The SDG&E SAC Charge Codes and their definitions at <http://sdge.com/documents/sac04-charge-codes-and-sac015-descriptions>

The SDG&E Rebate/Rebill Messages <http://sdge.com/documents/edi-rebate-and-rebill-messages>

The SDG&E Charge Descriptions at <http://sdge.com/documents/edi-segments-charge-descriptions>

The SDG&E Rate Codes at <http://sdge.com/documents/edi-segments-rate-codes>

For UDC Consolidated Billing the ESP and or their agent will be directed to 810 Inbound Invoice Implementation Guide for UDC Consolidated Billing at <http://sdge.com/documents/udc-consolidated-billing>



## Section 2 (cont'd)

### **820 Remittance/Payment Transactions**

ESPs planning to offer UDC and or ESP Consolidated Billing option(s) will be required to test the 814 Enrollment Transaction, 810 Invoice Transaction, and the 820 Remittance Transaction.

For ESP Consolidated Billing the ESP and or their agent will be directed to 820 Inbound Remittance Implementation Guide for ESP Consolidated Billing at <http://sdge.com/documents/inbound-sdge-remittance-advice>

For UDC Consolidated Billing the ESP and or their agent will be directed to 820 Outbound Remittance Implementation Guide for UDC Consolidated Billing at <http://sdge.com/documents/outbound-sdge-payment-orderremittance-advice>

## Section 3

### **Historical Information**

Historical customer information is made available for ESPs.

Distribution Loss Factors can be found at

<http://sdge.com/customer-choice/customer-choice/distribution-loss-factors>

Customer Load Profile information can be found at

<http://sdge.com/customer-choice/customer-choice/customer-load-profiles>

Customer Historical Consumption is provided with authorization from the customer. Authorization to: Receive Information or Act on a Customer's Behalf (CISR) can be found at

<http://sdge.com/documents/authorization-receive-customer-information-or-act-customers-behalf>

## Section 4

### DASR Enrollments

ESPs are responsible for sending a DASR to SDG&E for each service point (meter) they are enrolling in DA. A completed DASR (814 transaction) must be submitted for each SDG&E service point; the 814 transactions can be batched in one EDI file to SDG&E.

The ESP is the single point of contact for all DA transactions. The ESP may subcontract with other entities, but the ESP is the designated party with whom SDG&E has its commercial relationship.

All DASR questions should be directed to [DIRECTACCESS@semprautilities.com](mailto:DIRECTACCESS@semprautilities.com)

#### **DASR Enrollment Processing**

1. SDG&E retrieves EDI electronic files every hour, seven days per week.
2. All valid DASRs (814 transactions) that meet the EDI protocol are system time stamped and this is the official date and time received by SDG&E.
3. The system will send an automatic acknowledgement (997 transaction) for any DASR processed through the EDI mailbox that meets the EDI protocol.
4. Tariff requires that SDG&E acknowledge receipt of a DASR within 2 business days, the system 997 transaction meet that requirement.
5. If more than one DASR is received for the same customer within the same DASR processing month, SDG&E will accept the first DASR and reject all other DASRs for that service point.
6. SDG&E will either accept or reject the DASR within 5 business days. The customer is DA eligible, the account and meter numbers are valid.
7. Rejected DASRs will be communicated with an EDI 814 Status Notification Reject transaction that will provide at least one reason code.
  - i. For required DASR data elements see the SDG&E Data Dictionary at <http://sdge.com/documents/dasr-data-dictionary>
8. Accepted DASRs will switch to DA on their cycle read date.

- i. Accepted DASRs received at least 5 business days before their cycle read date are switched on their next cycle read date.
  - ii. Accepted DASRs received less than 5 business days before their cycle read date are switched the following month's cycle read date.
- 9. A meter change can be requested or can be required by tariff.
  - i. If a meter change is required by tariff, the change to DA services will not be completed until the meter change is complete.
  - ii. If the ESP is requesting a meter change, the change to DA services will not be completed until the meter change is complete.
  - iii. New Construction Service Points are processed as a New Service DASR that requires a meter installation.
  - iv. DA customers relocating to another facility that already has a SDG&E meter in place will become DA on the date the service goes into the customer's.
- 10. ESPs will receive a Connect Response Accept DASR with the switch date, new account number, and confirmation of customer profile information. (See Data Dictionary for data elements)
- 11. ESPs may request an effective date other than the customer's regular cycle read date. See [Schedule DA](#) for any approved fees that may apply at [http://regarchive.sdge.com/tm2/pdf/ELEC\\_ELEC-SCHEDS\\_DA.pdf](http://regarchive.sdge.com/tm2/pdf/ELEC_ELEC-SCHEDS_DA.pdf)
- 12. SDG&E will send the customer a letter confirming the service selections and the scheduled effective date.
- 13. Customers will be sent a letter if the DASR is rejected with the reason for the rejection.
- 14. At least 5 days before the scheduled effective date, SDG&E will post to the FTP server, to the ESP's directory the most recent available 12-month history of the customer's consumption. As well as 15 minute interval data if available.
- 15. If the ESP requires customer consumption information prior to submitting a DASR, the ESP may submit Customer Authorization to Request Information or Act on the Customer's Behalf (CISR) form that is available at <http://sdge.com/documents/authorization-receive-customer-information-or-act-customers-behalf>

## Section 4 (cont'd)

### **DASR Disconnects**

Either the ESP or SDG&E can send a DASR termination for any service point that is terminating DA. Customers calling SDG&E requesting to terminate DA service will be advised that a disconnect DASR will be sent to the ESP of record and will be effective per the standard DASR processing rules.

### **DASR Disconnect Processing**

1. All valid DASRs (814 transactions) that meet the EDI protocol are system time stamped and this is the official date and time received by SDG&E.
2. The system will send an automatic acknowledgement (997 transaction) for any valid Disconnect DASR received through the EDI mailbox.
3. Tariff requires that SDG&E acknowledge receipt of a valid DASR within 2 business days, the system 997 transaction meet that requirement.
4. If more than one DASR is received for the same customer within the same DASR processing month, SDG&E will accept the first valid DASR and reject all other DASRs for that service point.
5. SDG&E will either accept or reject the Disconnect DASR within 5 business days.
6. Rejected Disconnect DASRs will be communicated with an EDI 814 Disconnect Status Notification Reject transaction that will provide at least one reason code.
  - i. For required DASR data elements see the SDG&E Data Dictionary at <http://sdge.com/documents/dasr-data-dictionary>
7. Accepted Disconnect DASRs will be dropped from the ESP's book of business on their cycle read date.
  - i. Accepted Disconnect DASRs received at least 5 business days before their cycle read date are switched on their next cycle read date.
  - ii. Accepted Disconnect DASRs received less than 5 business days before their cycle read date are switched the following month's cycle read date.
8. ESPs will receive a Disconnect Response Accept DASR confirmation and the effective date of the termination. (See Data Dictionary for data elements)

9. ESPs may request an effective date other than the customer's regular cycle read date. See [Schedule DA](#) for any approved fees that may apply at [http://regarchive.sdge.com/tm2/pdf/ELEC\\_ELEC-RULES\\_ERULE25.pdf](http://regarchive.sdge.com/tm2/pdf/ELEC_ELEC-RULES_ERULE25.pdf)
10. SDG&E will send the customer a letter confirming the service changes and the scheduled effective date.
11. Customers will be sent a letter if the Disconnect DASR is rejected with the reason for the rejection.

## Section 4 (cont'd)

### ESP to ESP Switch

The new ESP is responsible for sending the DASR to SDG&E whenever a customer is changing DA service providers. The new ESP will send an Enrollment DASR and the departing ESP will receive a Disconnect DASR.

DASR processing will follow established protocol for Enrollment and Disconnect 814 transaction processing.

## Section 4 (cont'd)

### **Account Maintenance**

SDG&E will provide account maintenance information on a weekly basis. The ESP will provide the contact e-mail information for SDG&E to set up automated weekly update to the customer account record. The weekly account maintenance e-mail with file attachment will be sent by a member of the DASR processing group or [DIRECTACCESS@semprautilities.com](mailto:DIRECTACCESS@semprautilities.com)

Update information will include

- SDG&E account number change
- SDG&E meter number change
- Miscellaneous name change
- SDG&E bill cycle change
- SDG&E rate schedule change
- SDG&E meter read cycle change
- Life Support add or drop
- Customer mailing address change



## Section 5

### **Billing**

SDG&E supports three billing options

- Dual Billing – SDG&E and the ESP bill the customer separately.
- ESP Consolidated Billing – SDG&E sends their charges to the ESP to be included in the ESP's bill.
- UDC Consolidated Billing – Bill Ready – ESP sends their bill ready charges to SDG&E to be included in the SDG&E bill.

SDG&E and the ESP are solely responsible for their own charges and solely responsible for correcting billing errors. Both the ESP and SDG&E are required to calculate their charges using the same MDMA record for the billing period. If there is a correction to the MDMA record, SDG&E will cancel and rebill the customer account. The ESP is required to complete similar corrections.

Disputed charges will be directed to SDG&E for transmission and distribution charges and directed to the ESP for commodity charges.

If the ESP is billing ESP Consolidated charges and SDG&E fails to provide the ESP with its charges, the ESP may render the bill without SDG&E charges. The ESP is not required to estimate the SDG&E charges or delay their billing if SDG&E charges are not received.

If SDG&E is billing UDC Consolidated charges and the ESP fails to send their charges to SDG&E by the second day after the customer's cycle read date, SDG&E will render the customer a bill without ESP charges.

SDG&E Billing cycle information can be found at

<http://sdge.com/customer-choice/customer-choice/electric-meter-information-energy-service-providers>

See SDG&E Rule 25 for complete billing requirements at

[http://regarchive.sdge.com/tm2/pdf/ELEC\\_ELEC-RULES\\_ERULE25.pdf](http://regarchive.sdge.com/tm2/pdf/ELEC_ELEC-RULES_ERULE25.pdf)

All SDG&E customers including ESP Consolidated Billing customers are required to receive legal, mandated, and safety notices. The ESP is required to make these notices available to customers. Current bill inserts can be found at

<http://sempra.prod.acquia-sites.com/bill-inserts>

Billing questions should be directed to [DIRECTACCESS@semprautilities.com](mailto:DIRECTACCESS@semprautilities.com)

## **Payments**

If the ESP is billing UDC Consolidated Billing, SDG&E will forward payment of customer charges paid to SDG&E only after the customer payment is received. SDG&E will send the ESP payments and remittance information specifying the amount paid by service account.

SDG&E will debit the ESP for any charges resulting from returned payments. These charges will be added the following month.

Partial payments will be allocated according to tariff. See SDG&E rule 25 at [http://regarchive.sdge.com/tm2/pdf/ELEC\\_ELEC-RULES\\_ERULE25.pdf](http://regarchive.sdge.com/tm2/pdf/ELEC_ELEC-RULES_ERULE25.pdf)

SDG&E is responsible for collecting, noticing, and taking approved action to recover unpaid amounts owed to the ESP and SDG&E. SDG&E will not take credit action on a customer's account for unpaid ESP charges.

SDG&E may disconnect electric service to the customer for the non-payment of their SDG&E charges; SDG&E will not disconnect electric service to the customer for the non-payment of ESP charges.

In the event the customer's service is disconnected for non-payment, SDG&E will notify the ESP if the service has not been reconnected after 2 days.

In the event of non-payment of ESP charges, the ESP may submit a Disconnect DASR to return the customer to SDG&E bundled service. The DASR will be process following normal DASR process rules.

## **Franchise Fees and Other Charges**

DA customers are responsible for all applicable fees, surcharges, and taxes as authorized by the law. SDG&E will bill and collect for these applicable authorized fees, taxes, and surcharges for the commodity and energy services performed by an ESP.

SDG&E is required to collect a Direct Access Fee Surcharge from all customers. Questions about customer payments should be directed to [DIRECTACCESS@semprautilities.com](mailto:DIRECTACCESS@semprautilities.com)

## Section 6

### **Meter Data Management Agent**

Meter Data Management Agent (MDMA) Handbook can be found at <http://sdge.com/customer-choice/customer-choice/electric-meter-information-energy-service-providers>

Meter Data Management Qualification Package can be found at <http://sdge.com/customer-choice/customer-choice/electric-meter-information-energy-service-providers>

The MDMA will be asked to test the EDI 867 Transaction, the 867 Transaction can be found at <http://sdge.com/documents/867-transactions-implementation-guide>

MDMA questions should be directed to [MV90@semprautilities.com](mailto:MV90@semprautilities.com)

### **Meter Service Provider**

Meter Service Provider Handbook can be found at <http://sdge.com/documents/direct-access-metering-and-data-handbook>

## Section 7

### Forms

The following forms are available to Electric Services Providers and or their customers. Click on the links below to begin processing any of the Direct Access forms. Once completed, the forms should be faxed to (619) 654-1256, unless otherwise noted, or a PDF file can be sent to [ESPADMIN@semprautilities.com](mailto:ESPADMIN@semprautilities.com).

- Direct Access Customer Relocation Declaration can be found at <https://www.sdge.com/sites/default/files/documents/1471551862/relocation-declaration-form-142-02759.pdf?nid=2655>
- Direct Access Customer Replacement Declaration can be found at <https://www.sdge.com/sites/default/files/documents/89133052/replacement-declaration-form-143-02764.pdf?nid=4341>
- Direct Access Customer Assignment Affidavit can be found at <https://www.sdge.com/sites/default/files/documents/374318373/assignment-notification-form-143-02762.pdf?nid=2656>
- Authorization to: Receive Information or Act on a Customer's Behalf (CISR) can be found at <http://sdge.com/documents/authorization-receive-customer-information-or-act-customers-behalf>
- Six Month Advance Notification to Return to Bundled Portfolio Service can be found at [http://sdge.com/sites/default/files/documents/six\\_month\\_0.pdf](http://sdge.com/sites/default/files/documents/six_month_0.pdf)
- Six Month Advanced Notice to Transfer to Direct Access Service can be found at <http://sdge.com/sites/default/files/documents/sixMonthNoticeTransfer.pdf>
- Request for Change of Mailing Address to a Third Party Address can be found at [http://sdge.com/sites/default/files/documents/thirdparty\\_1.pdf](http://sdge.com/sites/default/files/documents/thirdparty_1.pdf)
- ESP Information Form can be found at <http://sdge.com/sites/default/files/documents/Espinfo.pdf>
- Meter Installation/Removal Notification (MIRN) can be found at <http://sdge.com/sites/default/files/documents/mirn.pdf>
- Meter Characteristics (MC) can be found at <http://sdge.com/documents/direct-access-meter-characteristics-mc-form>

## Section 8

### Tariffs

Rule 25 Direct Access Rules can be found at

[http://regarchive.sdge.com/tm2/pdf/ELEC\\_ELEC-RULES\\_ERULE25.pdf](http://regarchive.sdge.com/tm2/pdf/ELEC_ELEC-RULES_ERULE25.pdf)

Rule 25.1 Switching Exemption Rules can be found at

[http://regarchive.sdge.com/tm2/pdf/ELEC\\_ELEC-RULES\\_ERULE25\\_1.pdf](http://regarchive.sdge.com/tm2/pdf/ELEC_ELEC-RULES_ERULE25_1.pdf)

Rule 25.2 Direct Access Service for Qualified Nonprofit Charitable Organizations can be found at

[http://regarchive.sdge.com/tm2/pdf/ELEC\\_ELEC-RULES\\_ERule\\_25\\_2.pdf](http://regarchive.sdge.com/tm2/pdf/ELEC_ELEC-RULES_ERule_25_2.pdf)

Schedule EECC\_TBS Electric Energy Commodity Cost – Transitional Bundle Service can be found at

[http://regarchive.sdge.com/tm2/pdf/ELEC\\_ELEC-SCHEDS\\_EECC-TBS.pdf](http://regarchive.sdge.com/tm2/pdf/ELEC_ELEC-SCHEDS_EECC-TBS.pdf)

Schedule Direct Access can be found at

[http://regarchive.sdge.com/tm2/pdf/ELEC\\_ELEC-SCHEDS\\_DA.pdf](http://regarchive.sdge.com/tm2/pdf/ELEC_ELEC-SCHEDS_DA.pdf)

Complete list of all SDG&E Rules and Tariffs can be found at

<http://sdge.com/rates-regulations/other-regulatory-filings/rates-and-regulations>