

## TOP FIVE ISSUES

| ISSUE #                                                                                                                                                                                                                                                        | New West | APSES | SRP <sup>1</sup> | APS | SSVEC | TEP <sup>2</sup> | Citizens | GCSECA | Total for Issue |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------|------------------|-----|-------|------------------|----------|--------|-----------------|
| <b>ISSUE 26:</b> XML versus EDI. What is XML? Should this be considered as a best practice for Arizona's model?                                                                                                                                                |          |       |                  |     |       |                  |          | X      | 1               |
| <b>ISSUE 34:</b> There is no formalized process to report meter exceptions between UDCs and ESPs. Examples: agreement metering programming, if MI/MAC forms are not completely filled out, etc. See MADEN for details on exception reasons. (PSWG - Metering). |          |       |                  |     |       | X <sup>3</sup>   |          |        | 1               |
| <b>ISSUE 41:</b> Who is responsible for validating that a meter can be read after a MSP has set a new meter?                                                                                                                                                   |          |       | X                |     |       |                  | X        |        | 2               |
| <b>ISSUE 47:</b> Standardization of Billing Options (ESP and UDC consolidated billing as well as Dual billing) from all UDCs should be implemented immediately to provide customer choice. Include related changes or impact to other processes or procedures. |          |       |                  |     |       |                  | X        |        | 1               |

<sup>1</sup> The issues picked are based upon some assumptions: 1) That the existing issues marked as "Pending" and "Pending Res" are already in priority queue and will be worked on and completed first. 2) That any "loose ends" currently existing from the three sub-committees (VEE, Billing, and Metering) will be completed first. 3) That the PSWG "Large Group" will work to review, "clean up" and consolidate the Master Issues List so that it is reflective of current issue status and understanding.

<sup>2</sup> Issues 59, 60, 70, 83, and 84 are all related to Billing Rules 210. Also, Issue 34 and 52 are related issues.

<sup>3</sup> Communication mechanism used to resolve problems with data meters and bills (MADEN/BEN).

| ISSUE #                                                                                                                                                                                                                   | New West | APSES          | SRP | APS | SSVEC | TEP            | Citizens | GCSECA | Total for Issue |
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| <b>ISSUE 52:</b> UDCs and market participants need a clearly-defined communication process for promptly communicating and resolving problems with data, meters, or bills among ESPs, MSPs, MRSPs, and UDCs.               |          |                | X   |     |       | X              |          | X      | 3               |
| <b>ISSUE 57:</b> How will we handle customer bill disputes that are filed with the ACC for ESP Consolidated Billing.                                                                                                      |          |                |     |     |       | X <sup>4</sup> |          |        | 1               |
| <b>ISSUE 59:</b> Need clarification on estimating rules, Specifically section 210-A-5C.                                                                                                                                   |          |                |     | X   |       | X              |          | X      | 3               |
| <b>ISSUE 60:</b> According to the Rules, a third party can be back billed up to 12 months. What will the process be for back-billing third parties? (R14-21-E3)                                                           |          |                |     |     |       | X              |          |        | 1               |
| <b>ISSUE 61:</b> Who is responsible for tracking the performance of the MSP? What is process for communicating this information? (PSWG-Billing).                                                                          | X        | X <sup>5</sup> | X   |     |       |                |          | X      | 4               |
| <b>ISSUE 70:</b> A utility can back-bill a third party (if party at fault) up to 12 months (R14-212-/e3). This is only specific to the utility. Should Rule be applicable to other participants and not just the utility? |          |                |     |     |       | X              |          |        | 1               |

<sup>4</sup> Customer complaints. A standardized process needs to be implemented that would include how to handle customer complaints, as well as indicate who would be responsible for taking ownership.

<sup>5</sup> Develop reasonable criteria for monitoring the performance of MRSPs and MSPs and implement these criteria in an agreed upon manner.

| ISSUE #                                                                                                                                                                                                                                                                                                               | New West | APSES          | SRP | APS | SSVEC          | TEP            | Citizens | GCSECA | Total for Issue |
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| <b>ISSUE 78:</b> There is not language in Rules preventing MSP from contracting directly with customers, how should this issue be addressed?                                                                                                                                                                          |          |                |     |     | X <sup>6</sup> |                |          |        | 1               |
| <b>ISSUE 80:</b> What are the security and encryption standards that will be used in transmitting data?                                                                                                                                                                                                               |          |                |     |     |                |                | X        |        | 1               |
| <b>ISSUE 83:</b> When customer switches from DA back to SO or ESP to ESP and the MRSP has not provided meter read data (or estimated reads) for previous months, what should the UDC/ESP do to retrieve missing data? How can the final bill get trued- up? Should the UDC/ESP be allowed to estimate the final bill? |          | X <sup>7</sup> |     |     |                | X              |          |        | 2               |
| <b>ISSUE 84:</b> Is the bill that is issued when a customer switches considered a "final" bill?                                                                                                                                                                                                                       |          | X              |     |     |                |                |          |        | 1               |
| <b>ISSUE 94:</b> What is the timeframe for UDC to exchange the meters to return direct access customers to bundled service?                                                                                                                                                                                           |          | X <sup>8</sup> |     |     |                | X <sup>9</sup> |          |        | 2               |

<sup>6</sup> SSVEC does not have a top five. The top priority is issue #78.

<sup>7</sup> (Issues #83 & 84) Determine if final DA bill is considered a "final bill" and what the rules are around estimating the usage for the bill if the actual usage is not available.

<sup>8</sup> Establish agreed upon time frames for switching customers back to Standard Offer after a DASR has been submitted.

<sup>9</sup> What is the timeframe for UDC to exchange the meters to return direct access customers to bundled service? Time frame in Rules may not be practical.

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| <b>ISSUE 95:</b> What is the start read for a new meter sets.                                                                                           |          |                 |     |     |       |                 | X        |        | 1               |
| <b>ISSUE 99:</b> The use of Electronic Signatures for DA transactions (House Bill 2069).                                                                |          |                 |     |     |       |                 | X        |        | 1               |
| Procedure for DA-switch meter installs & removals. Who has responsibility and when?                                                                     |          |                 | X   |     |       |                 |          |        | 1               |
| Complete and compile standardized metering business rules for the initial switch to DA and the return to Standard Offer and submit to Deb for approval. |          |                 |     | X   |       |                 |          | X      | 2               |
| MRSP performance monitoring and certification testing.                                                                                                  | X        | X               | X   | X   |       | X <sup>10</sup> |          | X      | 6               |
| Identify the process for posting approved documents to the ACC site and the maintenance associate with this process.                                    |          |                 |     | X   |       |                 |          |        | 1               |
| Develop a MADEN process.                                                                                                                                |          |                 |     | X   |       |                 |          |        | 1               |
| Meter exchanges (similar to existing Issue #88, but restated to clarify that intent is not necessarily "ownership" of meter).                           |          | X <sup>11</sup> |     |     |       |                 |          |        | 1               |
|                                                                                                                                                         |          |                 |     |     |       |                 |          |        |                 |

<sup>10</sup> Performance Standards for MRSPs (missing reads) - TEP is currently experiencing difficulties with obtaining read/interval data from MRSPs. This is creating major problems for Billing, Settlements and Direct Access Services.

<sup>11</sup> Developing common policies and procedures so that customers do not have to have their meter exchanged each and every time they switch from Standard Offer to Direct Access and back.

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| Standard use of common transaction format (similar to existing Issue #26, but much more general than EDI vs. XML). |          | X <sup>12</sup> |     |     |       |     |          |        | 1               |
| Complete Testing Plan and requirements for MRSP                                                                    | X        |                 |     |     |       |     |          |        | 1               |
| Reevaluate address Business Rules and timing on Signing up customers and returning customers.                      | X        |                 |     |     |       |     |          |        | 1               |
| Complete Reject Transaction and standardize payment to UDC's for service.                                          | X        |                 |     |     |       |     |          |        | 1               |
| Review of the ACC rules to recommend changes we all agree on.                                                      | X        |                 |     |     |       |     |          |        | 1               |
| Communication process for resolving issues.                                                                        |          | X <sup>13</sup> |     |     |       |     |          |        | 1               |

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<sup>12</sup> Implementation of common, standardized, and consistently applied meth for exchanging DASR, meter, and billing information. Even though EDI is mandated, not all UDCs are consistently using this method.

<sup>13</sup> Revisit and enhance the communication process for identifying and resolving information hand-off issues, such as meter information, meter exchange times, meter multipliers, and billing information between all market participants.



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| ISSUE 26                                                                                                                                                |          |       |     |     |       |     |          | X      | 1               |
| ISSUE 34                                                                                                                                                |          |       |     |     |       | X   |          |        | 1               |
| ISSUE 41                                                                                                                                                |          |       | X   |     |       |     | X        |        | 2               |
| ISSUE 47                                                                                                                                                |          |       |     |     |       |     | X        |        | 1               |
| ISSUE 52                                                                                                                                                |          |       | X   |     |       | X   |          | X      | 3               |
| ISSUE 57                                                                                                                                                |          |       |     |     |       | X   |          |        | 1               |
| ISSUE 59                                                                                                                                                |          |       |     | X   |       | X   |          | X      | 3               |
| ISSUE 60                                                                                                                                                |          |       |     |     |       | X   |          |        | 1               |
| ISSUE 61                                                                                                                                                | X        | X     | X   |     |       |     |          | X      | 4               |
| ISSUE 70                                                                                                                                                |          |       |     |     |       | X   |          |        | 1               |
| ISSUE 78                                                                                                                                                |          |       |     |     | X     |     |          |        | 1               |
| ISSUE 80                                                                                                                                                |          |       |     |     |       |     | X        |        | 1               |
| ISSUE 83                                                                                                                                                |          | X     |     |     |       | X   |          |        | 2               |
| ISSUE 84                                                                                                                                                |          | X     |     |     |       |     |          |        | 1               |
| ISSUE 94                                                                                                                                                |          | X     |     |     |       | X   |          |        | 2               |
| ISSUE 95                                                                                                                                                |          |       |     |     |       |     | X        |        | 1               |
| ISSUE 99                                                                                                                                                |          |       | X   |     |       |     | X        |        | 2               |
| Complete and compile standardized metering business rules for the initial switch to DA and the return to Standard Offer and submit to Deh for approval. |          |       |     | X   |       |     |          | X      | 2               |
| MRSP performance monitoring and certification testing.                                                                                                  | X        | X     | X   | X   |       | X   |          | X      | 6               |
| Identify the process for posting approved documents to the ACC site and the maintenance associate with this process.                                    |          |       |     | X   |       |     |          |        | 1               |
| Develop a MADEN process.                                                                                                                                |          |       |     | X   |       |     |          |        | 1               |
| Meter Exchanges (similar to existing Issue #88, but restated to clarify that intent is necessarily "ownership" of meter).                               |          | X     |     |     |       |     |          |        | 1               |
| Standard use of common transaction format (similar to existing Issue #26, but much more general than EDI vs. XML).                                      | X        |       |     |     |       |     |          |        | 1               |
| Complete Testing Plan and requirements for MRSP                                                                                                         | X        |       |     |     |       |     |          |        | 1               |
| Reevaluate address Business Rules and timing on signing up customers and returning customers.                                                           | X        |       |     |     |       |     |          |        | 1               |
| Complete Reject Transaction and standardized payment to UDC;s for service.                                                                              | X        |       |     |     |       |     |          |        | 1               |
| Review of the ACC rules to recommend changes we all agree on.                                                                                           | X        |       |     |     |       |     |          |        | 1               |
| Communication process for resolving issues.                                                                                                             |          | X     |     |     |       |     |          |        | 1               |

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Top 5 Issues