

Minutes:
Process Standardization Working Group Meeting

Wednesday, February 21, 2001, 9:00 a.m. – 4:00 p.m.
Grand Canyon State Electric Cooperative Association
120 N. 44 Street, Suite 100
Phoenix

Topic	Lead	Anticipated Outcome	Att.
1 Welcome, Introductions, Sign-In, and Approval of Minutes	Evelyn Dryer	Ms. Dryer welcomed participants to the full group session of the Process Standardization Working Group meeting. A sign-in sheet was circulated. Participants introduced themselves. Minutes from the February 7, 2001 meeting were approved after amendments were made to Topic 3 and 4.	1
2 Report from Janie Mollon on revised Change Control Process	Janie Mollon	This item will be deferred to the March 7, 2001.	
3 Report from Staff on how disputes are handled Issue 57	ACC Staff	<p>Barbara Keene reported that the Consumer Services department receives about 7000 complaints per year and most are relative to the bills.</p> <p>All parties will be contacted (i.e. ESP and UDC) when a dispute is being handled at the ACC unless it's clear it only involves one party. Barbara provided a copy of the section in the rules that covers complaints for the group to review.</p> <p><i>Issue 57 was updated as Resolved in the Master Issues list.</i></p> <p>Barbara also reported on Issue 70, which required confirmation on the use of "Utility" in the 210 section. R14-2-1612 Service Quality Consumer Protection Safety and Billing Requirements section A 201 – 212, the term "Utility" does apply to an ESP except for 203e and 212h. In section B 202, 206 207, 212f1, 213, 208e & f, do not apply to anything pertaining to retail competition.</p> <p><i>Issue 70 was updated as Resolved in the Master Issues list.</i></p>	

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| 4 | <p>Issue 100 :
What process can be developed to facilitate a customer installing an IDR meter and equipment before DA that allows a customer to move to DA and back with the same equipment.</p> <p>1 hour discussion</p> | <p>Evelyn Dryer</p> | <p>Stacy Aguayo (APS) presented their process for transferring ownership of meters between the customer and APS. APS has developed a process that allows a Standard Offer customer to request the installation of an IDR meter with the option to continue the use of that meter if they choose DA in the future. Additionally, a process was presented on how a DA customer can return to APS Standard Offer using their same IDR meter.</p> <p>Evelyn Dryer (TEP) agreed with the concept of allowing a customer to use their meter on both the Standard Offer and DA sides. She does have concerns of increased costs that the UDCs may be bearing to accommodate these processes.</p> <p>Jim Wontor (APSES) suggested that the UDCs identify the costs associated with the processes and discuss the option of the ESP bearing some of the costs.</p> <p>The group agreed to have one additional hour of discussion at the next Policy meeting before a Task Team is formed. The intent is to gain a better understanding of how far apart the participants are on this issue. Once this is identified the Policy group will be able to give better direction to the Task Team of the timeframe to complete the issue. Additionally, the Task Team will be equipped with proposals from participants.</p> <p>Action Item: Participants are to present at the March 7, 2001 meeting, how their company is willing to accommodate Issue 100.</p> |
| 5 | <p>Approving IDR section of the VEE rules</p> | <p>Evelyn Dryer</p> | <p>The group provided comments to the VEE Rules. Evelyn updated the document with the comments. Grammatical and minor errors were amended with no content changes.</p> <p>Evelyn will provide comments to Janie Mollon (New West Energy) for incorporation into the Final document</p> <p>The group voted to submit the VEE document to the ACC Utilities Director for approval as the State Standard.</p> <p>Action Item: Participants need to submit their implementation date to Evelyn by February 28, 2001. Evelyn will then draft the cover letter and send out to the group for review and then docket at the ACC for approval.</p> |
| 6 | <p>Q&A for Task Team Chair addressing Issue 101: MRSP Performance Monitoring and Testing</p> | <p>Janie Mollon</p> | <p>The first Task Team meeting has been scheduled for March 1st and 2nd. Official status report will be given at the March 7, 2001 meeting.</p> |

7 Q&A for Task Team Chair addressing Issue 61: MSP Performance Monitoring and Testing John Wallace The first Task Team meeting has been scheduled for March 1st and 2nd. Official status report will be given at the March 7, 2001 meeting.

8 Q&A for Task Team Chair addressing Issue 107: Develop a document showing all agreed upon Metering business rules Stacy Aguayo Stacy presented a proposed State Metering Handbook outline. The group agreed with the proposed outline. The group also agreed that a formal Task Team was not needed at this time since the work has already been done by the Metering Group and the only item left to do is draft the handbook. June Greenrock (SRP), Debbie Brown (SRP) and Jenine Schenk (APS) have offered to help in the development of a draft document for presentation to the Policy group. The due date has been changed from March 7, 2001 to April 4, 2001. 2

Participants interested in helping can contact Stacy Aguayo (stacy.aguayo@aps.com).

Action Item: Stacy will add the remaining issues from the Metering Business Rule document to the Master Issues list and review with the group at the March 7, 2001 meeting.

9 Report from participants on the issues they feel can be handled at the Policy level and those that require a task team, Evelyn Dryer The group reviewed the list of issues participants felt could be handled by the Policy group in a 1 hour discussion as a “quick hitter”. The following issues were agreed upon by the group as “quick hitters” and will be added to future agendas to discuss for 1 hour: (Master Issues List attached)
38, 41/103, 42, 55, 60, 71, 75, 76, 81, 83, 85, 87,

Misc. discussion during review of issues:

Issue 84 Is the bill that is issued when a customer switches considered a “final” bill?

The group agreed that this issue is resolved since Staff confirmed at a prior meeting that the bill is considered a Final Bill when the customer switches providers. The group remembers Staff’s confirmation of New West Energy’s definition of “Customer”, that one service point closure would not be a Final Bill. Barbara Keene believes that New West Energy’s definition would still be considered a Final Bill if the customer has active service points with the PSP. Barbara will follow up with Staff and report at the March 7, 2001 meeting before a status is updated in the Master Issues List.

Action Item: Evelyn will send out the list of the issues that were identified as quick hitters. Participants are to review and prioritize the issues for discussion at the March 7, 2001

10 Review Open issues and re-prioritize Evelyn Dryer The group reviewed Open issues but did not prioritize.

11	New Issues	Evelyn Dryer	<p data-bbox="699 239 959 268">New issues were added</p> <p data-bbox="699 304 1015 333">New Issues were identified...</p> <p data-bbox="699 333 1442 443">Issue 108 Inconsistency involving transmission and ancillary services as non Competitive in definitions (1601 29) and C - Competitive in Billing elements (1612 O) and tariffs (1606 C2) (ACC Staff)</p> <p data-bbox="699 468 1453 552">Issue 109 New CC&N application needs to be reviewed to verify there are no inconsistencies between what the PSWG has approved. (ACC Staff)</p> <p data-bbox="699 577 1422 632">Action Item: Ken Grove (APSES) volunteered to review the MRSP CC&N requirements and report back at the March 7, 2001 meeting.</p> <p data-bbox="699 657 1437 741">Action Item: Janet Henry (AXON Field Solutions) volunteered to review the MSP CC&N requirements and report back at the March 7, 2001 meeting.</p> <p data-bbox="699 772 1437 827">The following issues were updated with a resolved status and moved to the Resolved Issues document (see attachment 4):</p> <p data-bbox="699 856 1029 884">Issue 26,35,57,59,69,70,90,98</p>	3/4
12	Meeting Evaluation	Evelyn Dryer	The group provided feedback.	
13	Set Next Agenda	Evelyn Dryer	The group set the next agenda.	
14	Adjourn Meeting	Evelyn Dryer	The meeting was adjourned.	

PARTICIPANT LISTPARTICIPANTS AT FEBRUARY 21, 2001
PROCESS STANDARDIZATION WORKING GROUP

Name	Organization
Aguayo, Stacy	APS
Brown, Debbie	SRP
Cobb, Ann	Trico Electric
Dryer, Evelyn	TEP
Greenrock, June	SRP
Grove, Ken	APSES
Henry, Janet	Axon Field Solutions
Keene, Barbara	Commission Staff
Nuszloch, Larry	SRP
Pichoff, Darrel	KR Saline & Associates
Renfroe, Shirley	Pinnacle West
Schenk, Jenine	APS
Slechta, Gene	SRP
Taylor, Judy	TEP
Torkelson, LeeAnn	R.W. Beck / Citizens
Wallace, John	GCSECA
White, Jack	SRP
Wontor, Jim	APSES
Zimmerman, Mike	New West Energy