



Welcome to NYSEG/RG&E Supplier Relations

(Mandate 5731)

Supplier Relations has a large workload due to the growing number of ESCOs. We carefully prioritize work and attend to the most important, required issues first. We strive to resolve your concerns in a timely manner.

Use the Resources below prior to contacting Supplier Relations with questions. If after you still need assistance, email supplier_relations@rge.com and put your ESCO name in Subject line of the email so the appropriate person can respond.

Note: If you use another party (Agent) to handle your account work, advise Supplier Relations or information may not be given to that party.

Resources:

- **Tariffs**
- **PSC website** <https://dps.ny.gov>
- **Electric Supplier Manual** www.rge.com; www.nyseg.com
- **Gas Transportation Operating Manual (GTOP)** www.rge.com; www.nyseg.com
- **UBP (Uniform Business Practices)**
- **Your EDI third party provider**
- **Websites** www.rge.com; www.nyseg.com
- **Your own ESCO internal personnel**
- **PSC EDI Implementation Guides** <https://dps.ny.gov/electronic-data-interchange-edi>
- **NYSEG/RGE EDI Implementation Guide exceptions to NY standards**
- **NYSEG/RGE ESCO Handbook**
- **EDI**

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EDI

EDI transactions are designed to communicate data back and forth. These transactions carry the information needed to operate your business. **ESCOs should have access to the data in these transactions; your 3rd party provider can assist you. If the utility is asked for data that is contained within an EDI transaction, the ESCO will be referred to EDI.**

Please understand that although we test EDI transactions with ESCOs; once in production we are not required to instruct you on how to format transactions, go into depth on an error or reject code, etc. We do point out things to assist and be helpful, but when we get questioned on basic issues that ESCOs can resolve themselves, we expect the ESCO to do the research!

Refer to the PSC Implementation Guides on the DPS website (link below) for EDI transaction guidance. NYSEG & RG&E PSC Implementation Guide exceptions are listed on our websites for ESCOs to review.

If you do not receive EDI files, please check the meter reading schedule on our website to ensure you were due to receive files that day as it may have been a non-reading holiday. NYSEG & RG&E have a few different holidays.

EDI IMPLEMENTATION GUIDES (PSC IG)

<https://dps.ny.gov/electronic-data-interchange-edi>

PSC IG contains detailed EDI information such as reject codes/reasons; description of transactions; EDI standards, etc. Review these documents as you will need to know what each EDI transaction is used for to understand EDI and where to get what you need.

EDI IMPLEMENTATION GUIDE EXCEPTIONS TO NY FOR NYSEG/RGE

NYSEG/RGE exception guides are listed on our websites:

- www.rge.com or www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Click Electronic Data Interchange (EDI)
- Exception Guidelines are listed at bottom.

PoD NUMBERS (POINT OF DELIVERY)

PoD numbers are premise specific, they do not change or move with a customer. NYSEG PoDs start with “N” and RG&E PoDs start with “R” and are always 15 characters long. You need to obtain PoD IDs from the customers when you speak with them.

- N01= NYSEG electric service
- N02= NYSEG gas service
- R01=RG&E electric service
- R02=RG&E gas service

Example: N02003334209172 would be a NYSEG gas PoD

SECURED SERVICES WEBSITE

Approved ESCOs have a secured website(s)* to access information. Websites are commodity specific so an electric and gas ESCO has two secured websites, one for each commodity with login/passwords to each. Login/password information is provided to once ESCO approved

To access your ESCO secured website(s):

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Secured Services Login
- Enter Login ID provided to you for commodity

Login ID:

Password:

- o Login first two letters reference utility and commodity
 - “N” = NYSEG; “R” = RGE; “E” = Electric; “G” = Gas
- o 3rd is an underscore “_”
- o Utility assigned ESCO short name
 - NYSEG electric and gas example: NE_Ambit; NG_Green
 - RG&E electric and gas example: RE_Ambit, RG_Green
- Enter Password provided
- Click Log in. This will open your ESCO secured website page.

***Within the secured website ESCOs can access such information as below:**

- Weekly customer SYNC lists (up to 60 days, save your lists as older ones cannot be accessed)
- On-line interval data for MHP customers
- Customer usage history requests
- Credit History Data
- Recharge Customer (RNY) information
- Tool to find a PoD number (if you have contract account number and customer last name)
- Billing data for your MHP customers
- POR Discount Rate
- Ineligible Low-Income customer list, etc.
- Electric & Gas Supplier Manuals
- Tariffs, etc.

GAS TRACKING SYSTEM (GTS)

GTS is innovative software to assist ESCOs with managing natural gas nominations and balancing programs for NYSEG/RG&E Retail Access Program.

The ESCO will complete a GTS Login Request form for access. Each ESCO is assigned a GTS Security Administrator who is responsible for creating login IDs and assigning roles for each person at that ESCO accessing GTS. Each user should have their own, unique ID and password for the company that they represent and should not be shared with other users.

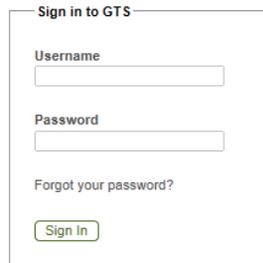
For GTS password resets (or your locked out), contact your Security Administrator.

GTS provides such information as:

- Daily Nominations and Nomination Information
- Customer and Pools Management
- Delivery Requirements/Forecasting Management
- Daily Customer and Pool Usage
- Daily and Monthly Imbalances
- Daily and Monthly Settlement and Rates
- ESCO and IUSA Contact Information
- Capacity Management
- Billing and ESCO Monthly Invoices

GTS Access:

- Login link: GTS - AVANGRID
- ESCOs can also access through utility website: www.nyseg.com or www.rge.com
 - o Click Our Community
 - o Click Energy Supply Companies ESCOs/Producers
 - o Click How to Become a Natural Gas ESCO
 - o Scroll down to Resources and click Gas Tracking System
 - o Log into GTS



- o Top right, click drop down to choose OPCO OPCO: NYSEG ▼

GAS INVOICES

Each gas ESCO is responsible retrieve their monthly gas invoices out of GTS to pay. Refer to the **INVOICE** section of this manual for more information on what to provide to NYSEG and/or RGE when making invoice payments.

CUSTOMER (SYNC) LIST

Every Saturday ESCO customer lists are updated and posted to the ESCO's secured website. DOWNLOAD AND SAVE YOUR CUSTOMER LISTS as they are on the secured website for up to 60 days, possibly more; however, then may be deleted and are no longer accessible.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Secured Services Login
- Enter your Login ID & password (refer to page 4 for more Login information)
- Click Log In
- Click on Customer Information (for most recent date) to access current list.
 - Below are the column headers for the weekly customer (sync) list:

CUSTOMER (SYNC) LIST COLUMN HEADERS:

Field Name	Col	Description	Notes
Contract Account Number	A	Contract Account Number	Provided for info only
ESCO's Customer ID	B	ESCO's Account Number	ESCO Account Number provided by ESCO
Business Partner	C	Customer's Name	Business Partner Name
PoD ID	D	Point of Delivery ID	PoD ID
Device Number	E	Meter / Recorder Number	Device Number
Device Type (Gas only)	F		"Daily" or "non-daily"
Device Factor (Gas only)	G		Multiplier-CCF to Therms – decimal numeric
Therm Factor Zone (Gas only)	H		"N00XX" -> XX = Zone
Street Address	I	Premise Address	Typically, "Number (space) Street"; if no house number avail, then "0" for Number
City/Town State Zip Code	J	Premise Address	"City/Town (space) NY (space) Zip"
Jurisdiction for Tax Calculation - Tax Jurisdiction Code	K	Tax Jurisdiction Code	Format - "NY9999999"
Division	L	Commodity: Gas=GS; Electric =EL	"GS" or "EL"
Grid	M	ISO Subzones or Gas Pooling Area	Ex: Electric – NE_NOR_SE, NE_MWK_SE, Gas – NG_DTI, NG_TCO...
Rate Category	N	Rate Category	Rate Category
Contract Account Determination ID	O	Previously revenue code	Residential/Commercial/Municipal/Industrial – "R", "RX", "C", "CX", "M", "I", "IX".. ("X" = tax exempt)
Installation Type	P	Heat or Non-Heat Status	"HEAT" or "NOHT"
Guarantee of Supply	Q	Critical Care Status	If critical care residential – "01", if critical care nonresidential – "02", Null if none
SIC Code	R		associated with Device – Null if not avail
Balancing Type (Gas Only)	S	Gas Balancing	LDC "L" or CSC "C" balancing
Bill Cycle	T	Bill Cycle for POD ID	"NXX" – XX = bill cycle
ESCO Service Start Date	U	ESCO Service Start Date	Start Date w/ESCO at Installation YYMMDD
ESCO Service End Date	V	ESCO Service End Date	End Date w/ESCO at Installation - Pending drops will have an actual end date – YYYYMMDD, "99991231" for active service
Unit of Measure	W		"KWH", "THM", "CCF" ...
ICAP Year (Electric only)	X	Year for Customer Peak Load	Example: "2020"
PoD ID Peak Load Contribution (Elec only)	Y	Customer's Peak Load for ICAP Year	Peak Load Contribution (PLC) – numeric decimal
Synthetic Profile ID (Electric only)	Z	Synthetic Profile for Svc Class	Synthetic Profile ID (Elec Only); i.e.: "32", "33", "37"
Transmission Distribution Loss Class (Elec only)	AA	Voltage Level	"Secondary", "Primary", "Sub transmission", "Transmission" (Elec Only)
Settlement Calculation Method (Elec only) Profile -P or Interval data - I	AB	NYISO Settlement	"P" designates utilizes the profiles; "I" designates utilizes interval data (MHP)
MHP Indicator	AC	Mandatory Hourly Pricing	"X" indicates customer on MHP
Budget Indicator	AD	Utility Budget Billing Program	"X" indicates customer on a utility budget

HISTORICAL USAGE - CUSTOMER USAGE (scalar) HISTORY

To access historical use for a pod, use one of below options:

- EDI HU:
Provides up to 12 months usage history for active accounts and is only available for the most recent customer of record. Inactive accounts may not provide use, if no use provided for inactive, email supplier_relations@rge.com.
- Secured Website Customer History Tool (see instructions below):
Provides up to 24 months usage history for active accounts. Inactive accounts may not provide use. If no use provided for inactive account, email supplier_relations@rge.com.

Secured Website Customer History Instructions:

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Secured Services Login, enter your login ID & password, click Log In
- Under Secured Services (left margin) click Customer History
 - For multiple pods to look up, use the Request for Flat File option. Enter the pods and a spreadsheet is posted to your secured site the following day containing the usage history. Spreadsheet is listed as "Usage and Credit Information".
 - For individual pods to look up, use the View Online option.
- Click Customer Use History, enter pod#(s), click Submit/Continue.
- If a pop-up box comes up, click box, click Get History and data will populate if available.

Type of Information: Customer Use History
 Customer Credit History

PoD ID:

Continue

Terms of Use for Access to Customer History:

By checking the box below, I represent and warrant that I am an Energy Services Company (ESCO), or an agent thereof.

I have read and agree to the above Terms of Use. Note: If you do not agree to these Terms of Use, do not request customer history.

Get History Cancel

Incentive Accounts: If you try accessing customer usage history via the secured website and receive below response, you must access the data via EDI HU. If you are still not provided use via either option, only then, email supplier_relations@rge.com

The POD ID you entered has incented load that may be eligible for Retail Access. Please contact your electricity supplier services coordinator and/or your natural gas transportation representative for more information.

Blocked Usage History

Blocked usage occurs when a customer places a block on their account to not release their usage. The customer must contact our customer contact center (NYSEG: 1-800-572-1111/ RG&E: 1-800-743-2110) to have the usage history block removed before it can be obtained.

Example of usage history via secured website:

Electric Usage History:

PoD ID:
Electric Meter #

Service Address **Account Mailing Address**

Energy Use History

Current Rate Category:
Future Rate Category:
Revenue Class: Residential
Profile:
Grid: Tax Jurisdiction: NY
Tax District:
Read Cycle:
Critical Care: No
ICAP:
MHP:

**Important Electric
information you will need**

Electricity Use History

Read Date	Read Type	kwh	Total	Total Tax
10/08/2013	Estimated	413	\$57.06	\$2.81
09/11/2013	NYSEG	551	\$72.37	\$3.50
08/08/2013	Estimated	1001	\$117.95	\$5.61
07/10/2013	NYSEG	948	\$111.64	\$5.31
06/10/2013	Estimated	715	\$80.50	\$3.77

Gas Usage History:

PoD ID:
Gas Meter #

Service Address **Account Mailing Address**

Energy Use History

Current Rate Category:
Future Rate Category:
Revenue Class: Residential
Profile:
Grid: Tax Jurisdiction:
Tax District:
Device Type: Non-Daily
MDTQ: Summer: Winter:
Usage Factor: Base: Summer: Winter:
Read Cycle:
Critical Care:

**Important GAS
information you will need**

Natural Gas Use History

Read Date	Read Type	Use (therms)	Total	Total Tax
10/08/2013		57.8	\$80.33	\$4.05
09/11/2013		10.3	\$28.22	\$1.52
08/08/2013		21.7	\$43.33	\$2.24
07/10/2013		8.2	\$26.45	\$1.43

INTERVAL DATA

Interval data is collected/stored for hourly billed customers = Mandatory Hourly Pricing* (MHP).

ESCOs that have MHP customers will receive use via EDI 867mu to bill, this is only the ESCO serviceable load. A .csv file is posted to the ESCOs secured website, once the account is billed, containing the interval data. The .csv file is only the load the ESCO can serve.

To access MHP customer interval data:

- Full customer load:
 - Request usage history via EDI HU
 - Complete interval data form; see Interval Data Form info below.
- ESCO servable load:
 - EDI 867mu for ESCO with interval customers to bill
 - Use the Interval Data via Secured Website tool; see info below.

**To determine MHP customers, refer to column AC on customer (sync) list on your secured website.*

Interval Data Form:

ESCO completes highlighted sections and emails to Supplier_relatons@rge.com. Utility will provide within 5 business days. ESCO billed fee for each POD. Data is customer's full load.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Energy Supply Companies
- Click on How to Become an Electricity ESCO or a Natural Gas ESCO
- Click on "Forms" link
- Click on Interval Data Request Form. (Complete highlighted sections only)

Interval Data via Secured Website:

- Go to www.nyseg.com or www.rge.com
- Click Our Community
- Click Secured Services Login
- Enter Login ID and password & click Login.
- Under Secured Services (left margin) click Customer History
- Scroll down to the Interval Usage section and fill in:
 - Interval Date Range
 - Pod#
 - Click Continue

► Interval Usage

To download a CSV file containing interval usage data for a NYSEG PoD ID, please enter the desired PoD ID and interval date range.

Interval Date Range:	<input type="text"/>	<input type="text"/>	(mm/dd/yyyy)
PoD ID:	<input type="text"/>		
<input type="button" value="Continue"/>			

RECHARGE CUSTOMER (RNY) INFORMATION

Recharge NY (RNY) is an incentive program under NYPA. This is a program for large customers, and most are interval billing. ESCOs can get recharge information from the customer. The utility can look-up the incentive allocation amounts.

For usage history, refer to Interval Data Section above for full/serviceable ESCO load.

CRITICAL CARE

If “Yes” noted on Customer History usage on secured website, this indicates the electric customer is critical care pertaining to outage restoration efforts only. For gas customers, this does not mean customer is critical care. When questioning whether a gas customer is critical care or not, email supplier_relations@rge.com, they will confirm with the utility gas team.

Current Rate Category: NED0100E00
Future Rate Category:
Revenue Class: Residential
Profile: 32
Grid: NE_CEN_SE Tax Jurisdiction: NY1302100
Tax District: 0001
Read Cycle: 79
Critical Care: YES 

ICAP

ICAP can be accessed via Customer History tool on secured website or via EDI814HU. ICAP is full load*. ICAP is updated May 1 yearly and new ICAP appears on your first customer list in April. NYSEG/RGE sends an EDI814 with the new ICAPs in April of each year.

Current Rate Category: NED0100E00
Future Rate Category:
Revenue Class: Residential
Profile: 32
Grid: NE_CEN_SE Tax Jurisdiction: NY1302100
Tax District: 0001
Read Cycle: 79
Critical Care: No
ICAP: 0.9868035 

*If customer is NYPA or RNY ICAP is adjusted to ESCO portion only; otherwise, is full load.

CREDIT HISTORY DATA

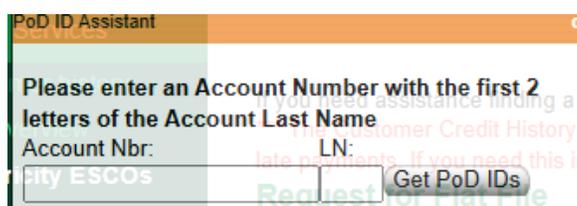
For a customer credit history, email supplier_relations@rge.com.

HOW TO FIND A PoD NUMBER

To access a pod# you need customer’s contract account number & first two letters of account name. If account in customer name with a dba, use first two letters of last name; if account in just the business name, use first two letters of business name. *Examples below:*

Tom Brown Shoes Inc, use “TO”. Tom Brown dba Tom Brown Shoes; use “BR”

- Go to www.rge.com; www.nyseg.com
- Click Our Community, click Secured Services, and log into your secured site.
- Under Secured Services (left margin in green) click Customer history
- Top of page says: [If you need assistance finding a PoD ID, click here.](#)
- After clicking [here.](#), enter contract account number (no spaces or dashes), and first two digits of account name (explained above). Pod# (or list of Pods) pops up.



INELIGIBLE CUSTOMER LISTS

Ineligible customer lists are posted monthly on ESCOs secured site. When a customer on the list ends their ESCO contract, the ESCO is not eligible to re-enroll the customer unless they are approved by the PSC to serve energy assistance program customers.

WEBSITE INFORMATION

The NYSEG and RG&E websites contain information such as:

- Electricity/Gas ESCOs (Forms/Agreements, Become an ESCO, Eligible ESCOs, etc.)
- EDI Testing Information (Including NYSEG/RG&E exceptions to NY standards)
- Services/Resources (Meter Reading Schedules, POR Discount Rates)
- Pricing and Tariff Information
- Supplier Manuals
- ISO Map

Please review the information and use the website to answer your questions.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Suppliers and Partners

ELECTRIC SUPPLIER MANUAL (ESM)

The Electric Supplier Manual contains such information as roles and responsibilities, ESCO qualification, settlement info, basic EDI info, etc.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Scroll down to Services & Resources to find the Electric Supplier Manual



Electric Supplier Manual

A single source for accessing electric retail access policies and procedures. [READ MORE](#)

GAS TRANSPORTATION OPERATION PROCEDURES MANUAL (GTOP)

The Gas Transportation Operation Procedures Manual contains pertinent gas information.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Scroll down to Services & Resources to find the GTOP



Gas Transportation Operating Procedures Manual

This manual describes the services, day-to-day and critical period operating procedures for natural gas ESCOs [READ MORE](#)

FORMS AND AGREEMENTS

NYSEG & RGE keep their forms & agreements on the website for ESCOs to access.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Energy Supply Companies ESCOs/Producers
 - For Electric:
 - Click How to Become an Electricity ESCO
 - Click “Submit forms and agreements” link.
 - For Gas:
 - Click How to Become a Natural Gas ESCO
 - Click “forms” link.

Examples:

Forms and Agreements For Electricity ESCOs

For your convenience, the following forms are available in PDF format:

- [Billing Services Agreement \(BSA\)](#)
- [Designation of Agent Agreement](#)
- [Designation of Agent for Service of Process](#)
- [EDI Test Application](#)
- [ESCO Qualification Checklist](#)
- [ESCO Tools](#)
- [Interval Data Request Form](#)
- [Operating Agreement](#)

Forms And Agreements For Natural Gas ESCOs

For your convenience, the following forms are available in PDF format:

- [Billing Services Agreement \(BSA\)](#)
- [Capacity Affidavit](#)
- [Designation of Agent Agreement](#)
- [Designation of Agent for Service of Process](#)
- [EDI Test Application](#)
- [ESCO Qualification Checklist](#)
- [ESCO Tools](#)
- [Escrow Agreement](#)
- [GTS Login Request Form](#)
- [Guaranty Agreement](#)
- [Interval Data Request Form](#)
- [Operating Agreement](#)
- [Trading Partner Agreement \(TPA\) Example](#)
- [TPA Instructions](#)
- [Sample Infield Transfer Form](#)

METER READING SCHEDULES

Not all meters are read/billed monthly. Refer to the meter reading schedule to know when a meter is read/billed.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Scroll to Services and Resources to find Meter Read Schedules

EDI enrollment responses and customer usage history on the secured website both contain METER CYCLE ROUTES. Some accounts are billed monthly and some bi-monthly. Refer to the Meter Reading Schedule to look up the meter cycle route to determine meter read dates.

Cycle 99 = monthly billed, non-read meters

TARIFFS, RATES AND PRICING

We have placed these links on the NYSEG and RG&E websites for your quick access:

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click on Public Service Commission (PSC) Filings
- Scroll to bottom, click Electricity Pricing and Tariff or Natural Gas Pricing and Tariff

Electricity and Natural Gas Tariffs include information such as:

- Electric and Natural Gas Rate Summaries
- POR Rates
- Links to Tariffs

POR DISCOUNT RATES

POR discount rates are found on our websites:

Go to www.rge.com; www.nyseg.com

- Click Our Community
- Click Energy Supply Companies ESCOs/Producers
- Click How to Become an Electricity ESCO or How to Become a Natural Gas ESCO
- Scroll down to Resources and click Electricity Pricing and Tariff or Gas Pricing and Tariff
- Scroll down under Statements & Click below link for POR (see below):

[DISC - Purchase of ESCO Accounts Receivable \(POR\) Discount Statements](#)

UNIFORM BUSINESS PRACTICES (UBP)

Uniform Business Practices (UBP) provides consistent business procedures for ESCOs and utilities across the state. We have placed a link to a copy of the UBP on the website and you can also get this on the PSC website.

- Go to www.rge.com; www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Click Electricity Pricing or Gas Pricing
- Scroll down to Addendums, click UBP-Uniform Business Practices

HOLIDAY SCHEDULE

RG&E and NYSEG Holiday Schedule (offices closed)
New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Thanksgiving (Friday After)
Christmas Day

RG&E and NYSEG EDI Holiday Schedule (no EDI)
New Year's Day
Good Friday (NYSEG only)
Memorial Day
Independence Day
Labor Day
Veteran's Day (NYSEG only)
Thanksgiving Day
Thanksgiving (Friday After)
Christmas Day

Holidays do NOT count in two-day bill window/enrollment window. For example, (Monday 5/30 is a holiday): On Friday 5/27 ESCO receives EDI 867mu (Day 1); Monday 5/30 = holiday (not counted); Tuesday 5/31 (Day 2) ESCOs EDI 810 due by 430pm EST.

COLLECTIVE (SUMMARY) BILLED CUSTOMER PROGRAM

Collective (Summary) billed customers have multiple accounts all combined into one invoice. The customer chose this program to receive one bill rather than several individual bills.

Collective bill customers can only be on dual bill with an ESCO, they cannot be single billed. If ESCO sends EDI enrollment for single bill for a collective bill customer, it will be rejected. If ESCO sends an EDI 814c to switch this customer from dual to single bill, it will be rejected. **ESCOs marketing to commercial customers that have several locations, should be asking the customer if they're collective/ summary billed so you know if you can enroll single bill or not.**

BILL WINDOWS

Bill windows are two (2) business days, not including weekends. This does not mean 48hours. The first day you receive the EDI 867 is Day 1, you have until 4:30 p.m. the following business day to return your EDI 810 or it will reject for OBW (outside bill window). For any EDI 810 that rejects, refer to the PSC IG for rejection codes. We do not cancel/rebill if you miss a bill window, you need to place the charges on a future EDI 810 or dual bill your customer.

Example: ESCO receives EDI 867 MU on Friday and has until 4:30 pm the following Monday to return an EDI 810. If your 810 is received Monday after 4:30 pm it will reject for OBW.

GAS CAPACITY RELEASED TO ESCOs

To determine if the release of capacity is to an ESCO for a PoD ID, determine the customer type (daily/non-daily), critical care, and if customer has alternate fuel, see below.

Daily or non-daily metered customer (customer type):

To determine daily or non-daily customer, information is on the secured website:

- Log onto utility website: www.nyseg.com or www.rge.com
- Click Our Community, Click Secured Services Login, and login to secured site.
- Under Secured Services (left margin in green) click Customer History
- Go to View Online and click Customer Use History box.
- Enter PoD ID & click Continue.
- Read Terms of Use & click box confirming you have read; Click Get History
- Under Energy Use History, Device Type will be Daily or Non-Daily, example below:

```

Current Rate Category: NGD010TA
Future Rate Category:
Revenue Class: Commercial
Profile:
Grid: NG_DTI Tax Jurisdiction: NY1382000
Tax District: 0037
Device Type: Daily ←
MDTQ: Summer: 3344.5365498 Winter: 5426.2739948
Usage Factor: Base: 141.3591398 Summer: 64.0635482 Winter: 70.4655314
Read Cycle: 98
Critical Care: Yes
    
```

- If account is non-daily metered, capacity is released to the ESCO.
- If account is daily metered, determine if critical care and alternate fuel.

Critical Care: Email supplier_relations@rge.com. The secured website field lists Critical Care; however, this field is used for outage restoration efforts only! Do not use this field to determine if a customer is critical care.

Alternate Fuel: The customer should provide the information; or email supplier_relations@rge.com. For daily metered customers, ESCOs need to be asking the prospective customer about alternate fuels.

Once Customer type (daily/non-daily), critical care and alternate fuel are determined, use below chart for capacity release information:

- Non-Daily: ESCO gets the capacity release.
- Daily: If Critical Care WITHOUT an Alternate Fuel = ESCO gets capacity
- Daily: If Critical Care WITH an Alternate Fuel = no capacity released
- Daily: No Critical Care = no capacity

Customer type	Critical Care	Alternate Fuel	Capacity Release?	
			NYSEG	RGE
Daily	Yes	No	Yes All	Yes All
Daily	Yes	Yes	No All	EGTS CSC balanced yes, LDC Balanced No, ESP no
Daily	No	Yes	No All	EGTS CSC balanced yes, LDC Balanced No, ESP no
Daily	No	No	TCO OLE Yes	EGTS CSC balanced yes, LDC Balanced No, ESP no
Non-Daily	N/A	N/A	All	All

GAS POOLS – OPEN/ADD A GAS POOL

To open a gas pool at either NYSEG or RGE, first the ESCO must have already EDI tested and either be ready for production or already be in production at the Utility. The ESCO must provide the list of information (below) prior to being eligible to open a gas pool to serve customers. The ESCO's EDI test application (Section 10) should be updated and accurate and contains the gas information matching options you choose below.

To open a NYSEG gas pool provide below:

- Shipper Approval: Some type of pipeline confirmation (Agreement, email, etc.) showing ESCO or Agent (whichever is receiving the capacity release) is approved on that pipeline.

NYSEG gas pools:

- Algonquin (AGT)
- Algonquin/Orange & Rockland (AGT/O&R) * covers Goshen area at Stony Point Interconnect
- Columbia (TCO)**
- Eastern Gas Transmission & Storage (EGTS); formerly Dominion (DTI)
- Iroquois (IGTS)
- Tennessee (TGP)
- North Country (NCPL)***

**AGT/O&R: Pipeline approval required from AGT (as served off AGT pipeline) to serve customers on O&R*

***TCO: Approval for K80348=Firm Transportation; K80349=Storage Capacity; K80350=Storage Transport*

****NCPL: Pipeline approval required from TCPL to serve customers on NCPL*

- Designation of Agent Agreement: If using an Agent for nominations and/or capacity releases, complete an Agent Agreement found on website (refer to forms & agreements)
- Minimum Pool Requirement: Proof of minimum requirement to serve on that pipeline. This is a list of prospective gas customers you plan to enroll, proving you meet the minimum requirement to open the gas pool.
 - Non-daily metered: Minimum pool requirement 5,000 dekatherms/year per gas pool
 - Provide spreadsheet with pod# and annual MDTQ load broken out by pipeline.
 - Daily metered: No minimum requirement.
 - Provide pod# of customer you plan to enroll.
- Balancing: Balancing options below:
 - Daily metered = NYSEG balanced
 - Non-daily metered, two options, choose one:
 1. DAV balancing all pipelines; or
 2. DAV balancing all pipelines, except EGTS is CSC balanced*. ESCO must apply for CSC meter with EGTS.

*This option is for NEW ESCOs only adding DTI pool for the first time. Existing ESCOs with DTI customers can chose CSC when program renews in April only.

To open an RG&E gas pool provide below:

- Shipper Approval: Some type of pipeline confirmation (Agreement, email, etc.) showing ESCO or Agent (whichever is receiving the capacity release) is approved on that pipeline.

RG&E gas pools are:

- Dominion (DTI)
- Empire (EMP)* must provide proof approved on G12130 & F12131
- TransCanada (TCPL)** must provide Mnemonic.

**Emp: Proof approved on G12130-storage & F12131-transportation. Can be email from the pipeline.*

***TCPL: A Mnemonic (assigned by TCPL) provided to RG&E in lieu of pipeline approval. ESCO/Agent contacts Amelia Cheung @ TCPL (phone: 416-869-2115) to get set up on TCPL system and get mnemonic. If Agent already set up with the utility as being an active Agent for another ESCO, the Agent can use the same mnemonic rather than getting a separate one; however, they still need to contact TCPL to advise.*

- Designation of Agent Agreement: If using an Agent for nominations and/or capacity releases, complete an Agent Agreement found on website (refer to forms & agreements)
- Minimum Pool Requirement: Proof of minimum requirement to serve on that pipeline. This is a list of prospective gas customers you plan to enroll, proving you meet the minimum requirement to open the gas pool.
 - Non-daily metered: Minimum pool requirement 5,000 dekatherms/year
 - Provide spreadsheet with pod# and annual MDTQ load*
 - Daily metered: Minimum pool requirement 3,500 dekatherms per year.
 - Provide pod# and annual MDTQ of customer you plan to enroll*

*RG&E prospective customer list does not need to be broken out by pipeline.

- Balancing: Balancing options below:
 - Daily metered: RG&E balancing or CSC balancing (choose one)
 - Non-daily metered = CSC balancing. ESCO must apply for CSC meter with EGTS.

Once all has been received, we will discuss a production date.

SUPPLY PRICES

- Go to www.rge.com; www.nyseg.com
- Click Account
- Under Understand Your Bill click Choose a Supplier
- Scroll to Quick Links, click Electricity Prices
- Enter Service Classification
- Enter Region (NYSEG only, skip for RG&E)
- Click Submit

Example of what populates:

The following charges apply to NYSEG delivery customers regardless of supply provider and reflect current pricing.

Basic Service Charge	\$15.11
Delivery Charge (per kwh)	\$0.040300
Transition Charge (per kwh)	Link to Statement
System Benefits Charge (per kwh)	Link to Statement
Renewable Portfolio Standard (per kwh)	Link to Statement
Temporary State Assessment (per kwh)	Link to Statement
Tax on Delivery Charge	Link to Statement

The following charges apply to NYSEG Supply Service and can be used to compare to ESCO offers. Contact an ESCO for their pricing offers.

Bill Issuance Charge (per bill)	\$0.81
Merchant Function Charge	Link to Statement
Supply Charge (Price displayed reflects a prior 30 day average)	\$0.0437511
Tax on Supply Charge	Link to Statement

Please note: Local sales taxes may apply to some districts and are not included in the price estimates above.

ELECTRIC & GAS AVERAGE SUPPLY RATES

- Go to www.rge.com; www.nyseg.com
- Click magnifying glass to right of Sign In/Register.
- Enter "AVERAGE SUPPLY RATE" and hit enter.
- Lists of 12-month trailing average electric and natural gas supply rates provided.

SUPPLY PRICE COMPARISON

To compare what a utility supply price would have been, please follow the steps listed below:

ELECTRIC:

- Go to www.rge.com; www.nyseg.com
- Click Account
- Under Understand Your Bill category, click Pricing.
- Click RG&E Supply Rate link.
- Enter the Service Classification & click Submit.
 - At NYSEG you will also need to select your Region
- Scroll down to Daily Supply Charges History and enter date range.
- Click Show History & supply prices will populate, see screenshot below:

Daily Supply Charges History

For a range of **daily supply charges** back to January 1, 2007, enter your date range and press **Show History** below.

From	To
<input type="text" value="2/23/2021"/>	<input type="text" value="2/23/2021"/>

Show History

- Average the prices & divide by number of days to get supply price.
- Add MFC and Tax to get full supply comparison.
 - You may need to pull more than one-month MFC statement, as many bills span through more than one month.

Electricity Supply Charges

- Supply charge
- Merchant function charge - Aug
- Merchant function charge - Sep

GAS:

- Click carrot next to Account.
- Under Understand Your Bill category, click Pricing.
- Click on PSC No. 16 – Schedule for Gas Services
- Scroll down to: To view tariffs & click the link.
- Scroll to Statements, Click on Monthly Natural Gas Statements
- Click Natural Gas Statements
- Open applicable statement(s) for billing period comparing.
- Under SC column, scroll to GSC without Merchant Function Charge, per Therm.
 - That is the gas supply rate for that month and SC.

<u>Description</u>	<u>SC No. 1</u>	<u>SC No. 2</u>	<u>SC No. 5</u>
Firm Average Demand COG	\$0.113033	\$0.113033	\$0.113033
Load Factor Adjustment (LFA)	1.0005	0.9984	0.4491
Adjusted Firm Average Demand COG	\$0.113090	\$0.112852	\$0.050763
Firm Average Commodity COG	\$0.194086	\$0.194086	\$0.194086
Firm Average COG w/ LFA	\$0.307176	\$0.306938	\$0.244849
Factor of Adjustment (FA)	1.00030	1.00030	1.00030
Total Average COG	\$0.307268	\$0.307030	\$0.244922
Supplier Refund Adjustment	\$0.000000	\$0.000000	\$0.000000
Interim Reconciliation Adjustment	\$0.000000	\$0.000000	\$0.000000
Annual Reconciliation Adjustment	(\$0.018494)	(\$0.018494)	(\$0.018494)
System Performance Adjustment	(\$0.000108)	(\$0.000108)	(\$0.000108)
Heater Fuel Charge	\$0.000283	\$0.000283	\$0.000283
GSC without Merchant Function Charge, per Therm	\$0.288949	\$0.288711	\$0.226603

<u>Description</u>	<u>SC No. 1</u>	<u>SC No. 2</u>	<u>SC No. 5</u>
Merchant Function Charge	\$0.021283	\$0.016406	\$0.016406

- Do same process if the billing period being compared spans across two months to get each month's gas supply rate.
- Multiply rate vs number of billing days.
 - If billing period is all within one month you multiply rate x number of days
 - If billing period spans over two months, break out billing days for each month.

Example: Billing period 11/11/20-12/2/20 = 22 days; Nov = 20 days, Dec = 2 days.
Take total ccf's and divide by total number days to get daily average rate.
Multiply November's 20 billing days by that rate to get the ccf's billed.
Multiply December's 2 billing days by that daily rate to get ccf's billed.

- Add Merchant Function Charge (listed under the gas rate)
- Add applicable taxes.

ENROLLMENTS

Daily maximum limit of ESCO EDI enrollments (814E) is 5,000; 2,500 can be received in the morning prior to 10:30am EST, and 2,500 in the afternoon after 2:30pm EST. ***NOTE:** this limit is for all EDI 814 transactions (814E, 814D, 814C) except 814HU, not just enrollments.

GAS AGENT – ADDING OR CHANGING

If adding/changing your gas agent, email supplier_relations@rge.com. All required documentation must be received at least two weeks prior end of the month for an agent change to take effect the following month. You need to provide/complete below:

- Designation of Agent Agreement. (Refer to Forms & Agreements of this document)
- Pipeline approvals for whomever capacity is being released to; refer to Gas Pools – Open/Add a Gas Pool section of this manual for more information.

SPECIAL METER READ FEE

ESCO contacts NYSEG/RG&E requesting special meter read on a day other than customer's regularly scheduled meter read date. The read will occur 15 days after date of request. Utility bills ESCO a special meter read fee (refer to tariff for rates) \$20, per meter read.

BILL ISSUANCE CHARGES (BIC)

Per tariffs (below), single bill ESCOs can place their supply charges on the utility bill for a fee, Bill Processing Charge. The utility bills the ESCO for the fee, Bill Issuance Charge (BIC).

NYSEG &/or RGE emails BIC monthly invoices to ESCOs to pay. If your ESCO email address changes or you are not receiving invoices monthly, notify your Supplier Relations contact supplier_relations@rge.com; it is the ESCOs responsibility to ensure they are receiving and paying invoices monthly to avoid any late fees.

Tariffs can be found on utility websites (www.rge.com or www.nyseg.com) under: Our Community, Public Service Commission (PSC) Filings , Electricity Pricing and Tariff or Natural Gas Pricing and Tariff. Always consult the tariff for the current fees, examples below:

RG&E PSC No. 19 – Electricity

4. Bill Processing Charges:

ESCOs shall be assessed a bill processing charge of \$0.99 per bill for a Company rendered consolidated bill for those customers with electric-only or gas-only service. ESCOs shall be assessed a bill processing charge of \$0.50 for electric service and \$0.49 for gas service for a Company rendered consolidated bill for those customers with a combination of electric and gas service.

RG&E PSC No. 16 - Gas

4. Bill Processing Charges:

ESCOs shall be assessed a bill processing charge of \$0.99 per bill for a Company rendered consolidated bill for those customers with electric-only or gas-only service. ESCOs shall be assessed a bill processing charge of \$0.50 for electric service provided and \$0.49 for gas service provided per bill for a Company rendered consolidated bill for those customers with a combination of electric and gas service.

NYSEG PSC No. 120 – Electricity

3. Bill Issuance Charge:

A Customer electing Consolidated Billing and Payment Processing pursuant to this Section shall not be billed the monthly Bill Issuance Charge for the electric service for which Consolidated Billing and Payment Processing has been elected. All other customers receiving electric, gas, or combination service shall be billed one Bill Issuance Charge per bill.

NYSEG PSC No. 88 - Gas

D. Bill processing Charges:

- (1) ESCOs shall be assessed a bill processing charge of \$0.89 per bill for a Company rendered consolidated bill for those customers with electric-only or gas-only service. ESCOs shall be assessed a bill processing charge of \$0.45 for electric service provided and \$0.44 for gas service provided per bill for a Company rendered consolidated bill for those customers with a combination of electric and gas service.

BILL MESSAGES

Preset Message:

If ESCO wants to place a bill message on the single bill invoice, please refer to the Technical Billing Specifications (Attachment in the Billing Services Agreement/BSA) for bill message information. (Also see below ESCO Messages).

- E-mail supplier_relations@rge.com with bill message in proper format specified in the BSA.
- Provide a specific 3-digit code (or we will assign one)
- Provide the utility for the message (NYSEG, RG&E or both)
- Provide type of customers you want the message for (electric, gas or both)

ESCO Messages (per Technical Billing Specifications from the Billing Services Agreement)

Bill text messages will be presented on the ESCO portion of the Consolidated Bill via the use of pre-defined codes to designate associated text messages. The ESCO will send the desired text to NYSEG/RG&E at least 15 days prior to the ESCO's use of such text. The ESCO will transmit the data by e-mail to the NYSEG/RG&E Supplier Relations mailbox (supplier_relations@rge.com). NYSEG/RG&E will provide the ESCO with the associated code that corresponds to each text message. Each message can be composed of up to 8 lines of up to 60 characters. Each message cannot exceed the resulting 480-character limit.

Messages are placed on the bill in the order specified by the relative position code provided in element PID06 on each PID segment. The ESCO can specify up to 6 codes on a total of 6 PID segments.

Free Form Message:

ESCO enters free form message on EDI 810 in the SAC 15 segment; this will appear in ESCO Supply Detail area of the ESCO portion of the single bill. SAC04 must be TP1002 for text in SAC15 to appear on bill. If ENC001 is in SAC04 then no text placed in SAC05 will appear on the bill.

- Can have multiple SAC segments (several dozen)
- Length is about 30 characters per SAC 15

SAC15	352	Description	X	AN 1/80
		This element is required when SAC04 = TPI002 (ESCO Initiated Line Items); otherwise it is not used.		
		The text sent in SAC15 will be displayed on the customer's bill. Each utility may establish a maximum number of characters that may be sent in this element.		

INVOICES (and ESCO PAYMENTS OF INVOICES)

BIC (Bill Issuance Charges) Invoices

ESCO's who participate in consolidated (single) billing will be billed monthly for BIC. BIC invoices are emailed based off email ESCO provided. It's the ESCOs responsibility to pay invoices monthly. If you did not receive a monthly invoice, email supplier_relations@rge.com

GAS Invoices

Gas ESCOs monthly gas invoices are posted in GTS. It is the ESCOs responsibility to retrieve the invoice out of GTS to pay monthly.

ESCO Payment of Invoices:

Prior to remitting payment to the utility for any of the above invoices, The ESCO needs to email remittance details to Avangrid Sales Administration team at SalesAdmin@avangrid.com. This ensures your payment is applied correctly and timely, especially if you are combining payments for multiple ESCOs. Your email should include below:

- ESCO name
- ESCO number
- Invoice number
- Payment amount
- Expected payment date

In the addenda field of your payment include:

- Company Name
- Customer Number
- Invoice Number

If you need NYSEG &/or RGE banking payment information, email supplier_relations@rge.com.

FACTOR OF ADJUSTMENT (SYSTEM LOSS FACTOR)

- Go to rge.com or nyseg.com
- Click Account
- Under Understand Your Bill category, click Pricing
- Click PSC No. 16 – Schedule for Gas Services
- Scroll down to Statements, click Natural Gas Statements
- Click Natural Gas Supply Charge SC No1 link

BANK CHANGES

Email supplier_relations@rge.com to advise of bank change. Supplier Relations will provide the proper forms and instructions.

We confirm the information with the new bank before updating which takes approximately one week. POR payments do not take effect to the new bank for approximately 20 days once the change is made; this is due to POR payment guidelines. When we confirm with you a POR payment via EDI 820 transaction, payment is made 20 days after to the banking on file at that time. Once the new bank information is added, the POR payment confirmation sent to you will then use the new banking on file for payment.

POWER TO CHOOSE PSC PROGRAM

Refer to PSC website: <https://dps.ny.gov/energy-competition>

EDI DIRECT BILL CUSTOMERS – NYSEG only

EDI Direct Bill is a NYSEG program where utility charges are sent directly to the customer via EDI. Retail Access customers can only be dual billed by their ESCO on this program.

ESCOs should be checking with a customer prior to enrolling if they are on any special utility programs such as EDI Direct Bill before enrolling.

NET METERED CUSTOMERS

Customers who generate their own power are net-metered customers. Their generated use is subtracted from their registered meter use and the customer is billed the difference.

For some service classes the use sent EDI mu to the ESCO reflects full metered use rather than netted difference for the ESCO to bill. For these customers the utility emails the ESCO a spreadsheet reflecting the breakdown of metered use, generated use, and netted difference use to bill. We advise the ESCO they will receive the full use via EDI mu, but they are to bill the netted use to the customer.

For the other service classes the use is automatically netted so EDI mu contains correct netted use for the ESCO to bill. If ESCO wants a full breakdown (metered/netted/difference) of use, they need to refer to the customer as we do not provide for the automated net metered customers.

UNACCOUNTED FOR ENERGY (UFE)

NYS Hourly UFE is posted on ESCOs secured website.

EDI TESTING

New ESCOs wishing to enter NYSEG &/or RG&E territory may need to EDI. ESCOs can refer to our websites (www.nyseg.com, www.rge.com), Our Community, Suppliers And Partners for more information.

Existing ESCOs making changes such as listed below, may need to EDI test. For questions email your Supplier Relations contact supplier_relations@rge.com.

- Adding a commodity
- Changing 3rd party providers
- Changing EDI trading information (Section 5 of ESCO EDI test application)
- Adding the other utility (NYSEG or RG&E)