



ESCO HANDBOOK

Welcome to New York Supplier Relations

(Mandate 5731)

NYSEG & RG&E Supplier Relations prioritizes all incoming work to ensure that the most important issues are addressed first, and we remain committed to resolving your concerns as promptly as possible.

We ask all ESCOs to review and use the resources in this document before reaching out to Supplier Relations as many questions can be answered using these tools. If after you still need assistance email supplier_relations@rge.com and include your ESCO name in the email's subject line so your inquiry can be routed to the appropriate team member.

Note: If you use an Agent, please advise Supplier Relations. Otherwise, the Agent may not be authorized to receive information on your behalf.

ESCO Resources:

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

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EDI

Many ESCO inquiries can be resolved by reviewing the information already provided through EDI. If you do not have access to EDI, please contact your EDI Service Provider for assistance. The utility is unable to research or resend information that has already been transmitted to ESCOs via EDI.

If you do not receive an EDI file, first verify you should have rec'd a file by checking the meter read schedule and holiday schedule.

EDI IMPLEMENTATION GUIDES (PSC IG)

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

PSC IG contains detailed EDI information. Review the IG 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 EDI exception guides can be found on the DPs website and utility 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: N0200000000002 would be a NYSEG gas POD

SEASONAL CUSTOMERS

Some customers may be on a seasonal rate for a seasonally used property. Seasonal customers are billed only during their "on season" and not in their "off season". So, if you are missing usage for several months, verify if the customer is on a seasonal rate.

MISSING USAGE

If you did not receive usage for a customer's billing period, do not email Supplier Relations looking for usage as many times we are doing a review on the use before releasing. If you do not receive the use for two billing periods, email supplier_relations@rge.com to advise.

SECURED SERVICES WEBSITE

Each approved ESCO has their own secured website to access information. Websites are commodity specific; ESCO providing electricity and gas has two sites. Each site has a login/password which is provided during EDI testing. If you need to change a password, email supplier_relations@rge.com.

- To access your ESCO secured website(s):
- Go to www.rge.com or www.nyseg.com
- Click Our Community
- Click Secured Services Login
- Enter Login ID (commodity specific)
- 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
- On-line interval data for MHP customers
- Customer usage history requests
- Credit History Data
- Recharge Customer (RNY) information
- Tool to find a POD number
- Billing data for your MHP customers
- POR Discount Rate
- Ineligible Low-Income customer list, etc.
- Electric & Gas Supplier Manuals
- Tariffs, etc.

CREDIT HISTORY DATA

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

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.

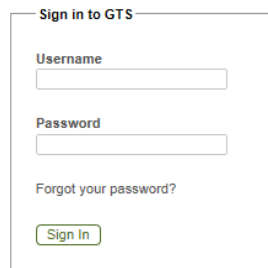
For GTS password resets (or your locked out), contact your Security Administrator.

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
 - Click Our Community
 - Click Energy Supply Companies ESCOs/Producers
 - Click How to Become a Natural Gas ESCO
 - Scroll down to Resources and click Gas Tracking System
 - Log into GTS



Sign in to GTS

Username

Password

[Forgot your password?](#)

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

GAS INVOICES

Each gas ESCO is responsible for retrieving 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 updated customer lists are posted to ESCOs secured sites. Download and save your lists as they are on the website for up to 60 days and cannot be accessed after.

- Go to www.rge.com or 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.

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/Comercial/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 YYYYMMDD
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 Historical Usage:** 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:** 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 Tool 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 the response below, 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, this is ESCO serviceable load. A .csv file is then posted to the ESCOs secured website (when account is billed) containing the interval data. The .csv file is only the load that the ESCO can serve.

To access a customer's full load:

- Request usage history via EDI HU
- Complete interval data form; see Interval Data Form info below.

To access the ESCO servable load:

- EDI 867mu sent to ESCO to bill for interval customer
- 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 on form and emails form to Supplier_relations@rge.com. Data is provided within 5 business days. ESCO is billed a fee for each POD that data retrieved for. Data is customer's full load. To access form, follow below steps:

- Go to www.rge.com or 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 on the form

Interval Data via Secured Website: ESCOs can access usage via the secured site.

- Go to www.nyseg.com or www.rge.com
- Click Our Community
- Click Secured Services Login
- Enter ESCO Login ID and password, click Login.
- Under Secured Services (left margin) click Customer History
- Scroll down to the Interval Usage Section and fill in below for data:
 - Interval Date Range
 - POD#
 - Click Continue

If there is no data, then the customer may not be MHP. Email Supplier Relations.

RECHARGE CUSTOMER (RNY) INFORMATION

Recharge NY (RNY) is an incentive program under NYPA for large customers, most are interval billed. ESCOs can get RNY allocation information from the customer.

For usage history:

- RNY customer on MHP: Refer to Interval Data Section above to access use.
- RNY customer not on MHP:
 - ESCO sends EDI 867HU, use returned is customer's full load.
 - ESCO completes Interval Data Form (refer to Interval Data Section above).
 - If ESCO only wants the serviceable load, email Supplier Relations.

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! To determine if a gas customer is critical care or not, email supplier_relations@rge.com.

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 websites or via EDI814HU.

ICAP is full load unless customer is NYPA or RNY then ICAP is adjusted to ESCO servable portion only.

ICAP is updated May 1 each year and appears on your customer lists. NYSEG/RGE sends EDI 814C with new ICAP to ESCOs beginning in April each year.

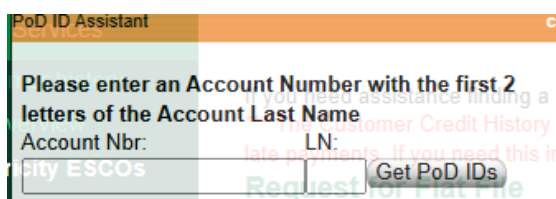
Current Rate Category: NED0100E00
Future Rate Category:
Revenue Class: Residential
Profile: 32
Grid: NE_CEN_SE Tax Jurisdiction: NY1302100
Tax District: 0001
Read Cycle: 79
Critical Care: No
ICAP: 0.9868035 ←

POD NUMBER LOOKUP

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 Login, 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.



The screenshot shows a web form titled "PoD ID Assistant". The form has a header bar with the title and a small "c" icon. Below the header, there is a blue instruction box that says "Please enter an Account Number with the first 2 letters of the Account Last Name". Underneath this, there are two input fields: "Account Nbr:" and "LN:". To the right of the "LN:" field is a "Get PoD IDs" button. There is also a "Request for Rate File" link visible at the bottom of the form area.

INELIGIBLE CUSTOMER LISTS

Ineligible customer lists (energy assistance program customers) are posted monthly on each ESCOs secured site. When a customer on the list ends their ESCO contract and the ESCO is not PSC approved to serve energy assistance program customers, the ESCO must send an EDI drop transaction to drop the customer(s). It is the ESCOs responsibility to monitor the lists.

UTILITY WEBSITES

The NYSEG and RG&E websites:

- www.rge.com
- www.nyseg.com

Please use websites to access information.

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, click 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, click Gas Transportation Operating Procedures Manual 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)
 - 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 schedules:

- Go to www.rge.com or www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Scroll down to Services and Resources, click 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 links on the NYSEG and RG&E websites for quick access:

- Go to www.rge.com or www.nyseg.com
- Click Our Community
- Click on Public Service Commission (PSC) Filings
- Scroll down to 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 or www.nyseg.com

- Click Our Community
- Click Suppliers and Partners
- Scroll down to Services And Resources, click Electricity Pricing or Gas Pricing
- Scroll down to Statements on file with the Public Service Commission (PSC), click link to for DISC – Purchase of ESCO Account Receivable (POR) Discount (DISC) 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 or www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Scroll down to Services and Resources, click Electricity Pricing or Gas Pricing
- Scroll to bottom of page to Addendums, click Uniform Business Practices (UBP)

HOLIDAY SCHEDULE

Holiday Schedule (offices closed)
New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Thanksgiving (Friday After)
Christmas Day

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.

Example: If Monday, 5/30 is a holiday:

- 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 an EDI enrollment for single bill, it will be rejected.
- If ESCO sends an EDI 814C to switch customer dual to single bill, it will be rejected.

ESCOs marketing to commercial customers that have several accounts, need to ask the customer if they're collective/summary billed so you know how to enroll them.

BILL WINDOWS

Bill windows are two (2) business days, excluding weekends. This timeframe is not equivalent to 48hours.

The day you receive an EDI 867 counts as Day 1. Then you have until 4:30pm EST on the next business day to submit your EDI 810 to the utility. If the EDI 810 is not received by that deadline, it will be rejected for OBW (outside bill window). For a list of rejection codes, refer to the PSC Implementation Guide (IG) on their website.

The utility does not cancel or rebill for a missed bill window. ESCOs may either include the charges on the next EDI 810 or dual bill the customer.

Holidays do not count toward the two-day bill window. Please refer to the Holiday Section of this manual for the list of NYSEG and RG&E holidays and the corresponding EDI holiday schedule.

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), if critical care, and if customer has alternate fuel, see below.

To determine daily or non-daily, use the customer history tool on your 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
    
```

Note: Above example shows critical care, this is NOT for gas, its used for electric outage purposes.

Device Type = non-daily; capacity is released to ESCO.

Device Type = Daily; first determine if critical care* and/or has alternate fuel:

Critical Care:

The secured website (above example) shows a Critical Care field; however, this is NOT for daily gas customers. This critical care field is for outage restoration efforts only!

To find out if the gas customer is critical care, email supplier_relations@rge.com.

Alternate Fuel:

The customer should provide the information to the ESCO. ESCOs need to ask the prospective customer about alternate fuel. ESCO can email supplier_relations@rge.com.

Once Customer type (daily/non-daily), critical care and alternate fuel are determined, the chart below shows if the ESCO will get the capacity release:

Customer type	Critical Care	Alternate Fuel	Capacity Released To
Daily	Yes	No	ESCO
Non-Daily	N/A	N/A	ESCO

This information is also contained in our GTOP manual

Term	Definition
Mandatory capacity release	A Non Daily Metered Aggregation Customer or any Daily Metered Critical Care/Human Needs Customer without an alternate fuel

GAS POOLS – OPEN/ADD A GAS POOL

To open a gas pool the ESCO must have EDI tested for gas and be in production. The ESCO must provide the required information below prior to being eligible to open a gas pool.

NYSEG: Below required to open a gas pool at NYSEG:

- **Shipper Approval:**

Provide proof the ESCO or Agent (party receiving capacity release) is approved on pipeline. Below pools state additional required in the approval if applicable.

NYSEG Gas Pools:

- **Algonquin (AGT)**
 - **Algonquin/Orange & Rockland (AGT/O&R)**, covers Goshen area at Stony Point Interconnect
 - Pipeline approval from AGT (served off AGT)
 - **Columbia (TCO)**
 - Approval to include: K80348/Firm Transportation; K80349/Storage Capacity, K80350/Storage Transport
 - **Eastern Gas Transmission & Storage (EGTS)**; formerly Dominion (DTI)
 - **Iroquois (IGTS)**
 - **Tennessee (TGP)**
 - **North Country (NCPL):**
 - Approval required from TCPL to serve customers on NCPL
- **Designation of Agent Agreement:**
Complete Agent Agreement If using Agent for nominations and/or capacity releases.

- **Minimum Pool Requirement:**

Daily pool, no minimum requirement to open.

Non-daily minimum requirement is 5000 dekatherms yearly per pool.

ESCO must provide proof they meet the minimum requirements to open a pool by emailing a spreadsheet containing customers' POD, last name and annual use broken out by pool.

- **Balancing:**

NYSEG's gas balancing options are:

- Daily metered: NYSEG balanced
- Non-daily metered:
 - DAV balancing all pipelines; or
 - DAV balancing all pipelines, except EGTS (DTI) is CSC balanced*. ESCO must apply for CSC meter with EGTS.

**For new ESCOs adding EGTS pool for first time. Existing ESCOs with EGTS customers can choose CSC in April when the program renews.*

RG&E: Below required to open a gas pool at RG&E:

- **Shipper Approval:**

Provide proof the ESCO or Agent (party receiving capacity release) is approved on pipeline. Below pools state additional required in the approval if applicable.

RG&E gas pools:

- **Eastern Gas Transmission & Storage (EGTS);** formerly DTI
- **Empire (EMP):**
 - Approval to include: G12130-storage & F12131-transportation.
- **TransCanada (TCPL):**
 - Provide mnemonic assigned by TCPL in lieu of pipeline approval. ESCO/Agent works with Amelia Chung/TCPL 416-869-2115 to set up.

Note: if an Agent is already with 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:**

Complete Agent Agreement If using Agent for nominations and/or capacity releases.

- **Minimum Pool Requirement:**

Daily pool minimum requirement is 3500 dekatherms yearly.

Non-daily minimum requirement is 5000 dekatherms yearly, per pool.

ESCO provides proof they meet the minimum requirements to open gas pool by emailing a spreadsheet containing customers' POD, last name and annual use.

- **Balancing:** RG&E's gas balancing options are:

- Daily metered: RG&E balancing or CSC balancing
- Non-daily metered: CSC balancing. ESCO must apply for CSC meter with EGTS.

SUPPLY RATE AVERAGE

- Go to www.rge.com or www.nyseg.com
- Click Our Community
- Click Suppliers and Partners
- Scroll down to Services And Resources
- Click Average Supply Rates for 12 month trailing average electric and natural gas supply rates.

EDI TRANSACTION DAILY SYSTEM LIMITATIONS

Daily maximum limit for inbound EDI 814 transactions:

- **EDI 814E, 814D, 814C:**

Maximum number that can be received per day is 5000 as follows:

- Up to 2,500 may be received in the morning (prior to 10:30 AM EST)
- Up to 2,500 may be received in the afternoon (after 2:30 PM EST)

- **EDI 814HU:**

Maximum number received per day is 10,000 as follows:

- Up to 5,000 may be received in the morning (prior to 10:30 AM EST)
- Up to 5,000 may be received in the afternoon (after 2:30 PM EST)

Note: When an ESCO needs to send multiple EDI transactions (810, 814) at the same time, the ESCO should submit one EDI file that contains multiple transactions of the same type 810 or 814), rather than sending a separate EDI file for each individual transaction.

GAS AGENT – ADDING OR CHANGING

Email supplier_relations@rge.com below required documentation at least two weeks prior to end of month for agent change to take effect following month.

- 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)

Single-bill ESCOs have the option to include their supply charges on the utility bill(s) for a fee. This fee, known as the **Bill Processing Charge** or **Bill Issuance Charge (BIC)**, is detailed in the applicable tariffs.

BIC invoices are emailed to ESCOs monthly. If your email address changes or you are not receiving invoices, please notify supplier_relations@rge.com. It is the ESCO's responsibility to ensure receipt of invoices to avoid late fees.

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

ESCOs have two options for bill messages to be placed on the consolidated bill: a preset bill message or a free form message.

- **Preset message:**

A preset message is an ESCO-created billing message that is provided to the utility for inclusion in their system. ESCO can use this message at any time on customer invoices by applying its assigned code. Each ESCO-created message may contain up to 8 lines with a maximum of 60 characters per line, not to exceed a total of 480 characters. ESCO assigns a unique 4-digit code (using numbers, letters, or a combination). Up to six message codes can be applied to a single customer invoice.

Email the newly created preset message along with the information listed below to supplier_relations@rge.com. The message will be implemented within 15 days.

- 4-digit bill code (numbers, letters or combination)
- Customer Type: Is message for electric, gas, or both electric & gas customers?
- Utility: Will the message be used for NYSEG, RG&E, or both?

If an ESCO wants to use multiple message codes, the messages are placed on the invoice in the order specified by the relative position in element PID06 on each PID segment. 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 which appears in the ESCO Supply detail area on the customer 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

Below is from the PSC Implementation Guide on the DPS website

:

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 – ESCO PAYMENT REMITTANCE

The utility may bill an ESCO for:

- **BIC (Bill Issuance Charges) Invoices**
Refer to Bill Issuance Charges Section of this manual
- **GAS Invoices**
Refer to Gas Invoices Section of this manual

To ensure proper and timely posting of your payment, please email SalesAdmin@avangrid.com with your payment remittance information (below):

- ESCO name
- ESCO number
- Invoice number
- Payment amount
- Expected payment date
- If payment for more than one ESCO, break out payment information

Include in the addenda field of your payment

- Company Name
- Customer Number
- Invoice Number

NYSEG or RGE bank information is on the invoice. For questions, email supplier_relations@rge.com.

POWER TO CHOOSE PSC PROGRAM

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

BANK CHANGES

Email supplier_relations@rge.com to advise of a bank change and we will provide instructions on what paperwork is required. Bank changes are made by ESCOs through the new SAP Business Network System (refer to that section of this manual).

Once the bank change is submitted, the information is confirmed with the bank before any change is made.

NOTE: Once bank is updated, POR payments will not go to the new bank for approximately 20 days. This is due to previous EDI 810s rec'd were confirmed to be paid out of the old bank. When an EDI 810 is received, POR payment is scheduled for 20 days in future to ESCO's bank on file at that time.

UNACCOUNTED FOR ENERGY (UFE)

NYS Hourly UFE is posted on ESCOs secured website.

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 certain service classes, the usage sent via EDI MU reflects the full metered usage, rather than the netted difference that the ESCO should bill. For these customers, the utility emails the ESCO a spreadsheet that provides a detailed breakdown of metered usage, generated usage, and the netted usage to be billed. ESCOs are advised that they will receive the full usage in the EDI MU, but they must bill only the netted usage to the customer.

For other service classes, usage is automatically netted, so the EDI MU contains the correct netted usage for billing. If an ESCO wants a full breakdown (metered / generated / netted), they must obtain this information from the customer, as the utility does not provide breakdowns for customers in automated net-metered service classes.

EDI TESTING

A new ESCO or an ESCO changing EDI Service Providers needs to do EDI testing. Email supplier_relations@rge.com for any changes or testing.

SAP BUSINESS NETWORK

ESCOs will use this platform to make changes (bank, address, phone, etc.). SAP Business Network replaced our MINFO portal.

The Avangrid Supplier Assistance Department previously emailed all ESCOs requesting that they register and create a login/password for the new SAP Business Network system. If you did not register and now need access in order to make a change, please email supplier_relations@rge.com. We will advise you on the required paperwork and connect you with Supplier Assistance so you can complete the registration and submit your changes.

BILL PRESENTER CHANGES

Electric Bill Presenter Changes: An inbound EDI 814C request to change the bill presenter will take effect on the next on-cycle meter read date if the request is received up to 5 business days prior to that scheduled meter read date.

Gas Bill Presenter Changes: An inbound EDI 814C request to change bill presenter will take effect on the next on-cycle meter read date if the request is received no later than 10 business days prior to that scheduled meter read date.

PRICING TARIFFS

Electric and Gas Pricing Tariff information can be found on our websites:

- Go to www.nyseg.com or www.rge.com
- Click Our Community
- Click Public Service Commission (PSC) Filings

FACTOR OF ADJUSTMENT (SYSTEM LOSS FACTOR)

Listed on Gas Supply Charge statements found on our websites; rge.com or nyseg.com.

- Click Our Community
- Click Public Service Commission (PSC) Filings
- Scroll down to Natural Gas Pricing and Tariff, click “online”
- Scroll down to Statements on file with the Public Service Commission (PSC)

NYSEG:

- Click Monthly Natural Gas Statements, click visit our page
- Click applicable statement

PSC NO. 87 Gas
NEW YORK STATE ELECTRIC & GAS CORPORATION
 Initial Effective Date: June 1, 2025
 Issued in compliance with Order in Case No. 22-G-0318 dated October 12, 2023

Statement Type: GSC
 Statement No. 278

New York State Electric & Gas Corporation

Statement of Gas Supply Charge

Effective: June 1, 2025, and for each month thereafter, until changed

Applicable to Service Classifications No. 1, and 2 of PSC No. 87 Gas

The average cost of gas per therm calculated on May 29, 2025, by applying rates and charges of the Company's natural gas suppliers in effect on June 1, 2025, to quantities forecasted for the 12 months ended December 31, 2025
 (per Therm)

Description	SC No. 1	SC No. 2
Firm Average Demand COG	\$0.194926	\$0.194926
Load Factor Adjustment (LFA)	1.0059	0.9811
Adjusted Firm Average Demand COG	\$0.196076	\$0.191242
Firm Average Commodity COG	\$0.248352	\$0.248352
Firm Average COG w/ LFA	\$0.444428	\$0.439594
Factor of Adjustment (FA)	1.00022	1.00022



RGE:

- Click Natural Gas Statements
- Click Natural Gas Supply Charge SC No1

GAS SUPPLY CHARGE

Applicable to Service Classification No. 1 and 8 of PSC No. 16 - Gas
 (Issued under Authority of 16 NYCRR 720-6.5)

Weighted Average Cost of Gas

The average cost of gas per therm determined on May 29, 2025 by applying rates and charges of the Company's natural gas suppliers in effect June 2025, to quantities forecasted for the 12 months ended December 31, 2025 is

Per Therm

Weighted Average Commodity Cost	\$0.229442
Weighted Average Demand Cost	\$0.114142
Gross Weight average Cost of Gas	\$0.343584
Factor of Adjustment	1.00729
	\$0.346089

