

## Supplier Services FAQ - Ohio

### Billing

**Q. What billing options are available?**

**A.** Dual, Rate Ready, and Bill Ready billing options are currently available.

**Q. How is a customer's due date set?**

**A.** Due dates are set to 21 days from mail date for non-residential and 14 days from mail date for residential. Senior citizen and government accounts due dates are set to 30 days from mail date for all operating companies.

**Q. For utility consolidated billing (rate ready and bill ready), when is a supplier paid?**

**A.** FirstEnergy sends 820 EDI transactions to the supplier on the next business day following posting of customer payments to their account. Money is wired two (2) days thereafter to the supplier's bank.

**Q. What is the payment posting hierarchy?**

**A.**

Ohio Payment Posting Rules and Government & Special Due Date Payment Posting Rules OH1 and OHGS	
1. Total Due	
2. All Security Deposits	
3. All Reconnection Charges	
4. All Installment Plan Arrears	
4a. All Supplier Installment Plan Arrears	
4b. All FirstEnergy Installment Plan Arrears	
5. All Supplier Charges Arrears (or Budget Arrears)	
6. All Supplier Late Payment Charges Arrears	
7. All FirstEnergy Late Payment Charges Arrears	
8. All FirstEnergy Charges Arrears (or Budget Arrears)	
9. All FirstEnergy Miscellaneous Charges Arrears (ie. return check charge)	
10. All FirstEnergy Late Payment Charges Current	
11. All Installment Plans Current	
11a. All Supplier Installment Plans Current	
11b. All FirstEnergy Installment Plans Current	
12. All FirstEnergy Current Charges (or Current Budget Amount)	
13. All FirstEnergy Miscellaneous Charges Current (ie. Return Check Charge)	
14. All Supplier Late Payment Charges Current	
15. All Supplier Current Charges (or Current Budget Amount)	
16. All Past Due and Current Donations (Project Reach)	
17. All Service Delivery Charges (ie. Meter test charges, siding jobs, disconnect/reconnect charge and collector fees)	

**Q. For utility consolidated billing, can FirstEnergy terminate customer for non-payment of supplier arrearages?**

**A.** No. FirstEnergy would only disconnect for non-payment of Utility dollars.

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**Q. In utility consolidated billing for customers on budget, will FirstEnergy provide budget billing for the supplier as well?**

**A.** If customer is Rate Ready - yes. Please refer to the EDI section of this FAQ.

If customer is dual – no.

If customer is Bill Ready - no, FirstEnergy does not provide budget billing for the supplier.

**Q. How long must FirstEnergy maintain supplier balance?**

**A.** Until the balance is written off via EDI 248. Time periods will vary.

**Q. When there is a cancel/rebill over bill types with the same supplier, what bill method does the rebill use?**

**A.** The bill type that was in effect at time of original bill period will be used.

**Q. When there is a cancel/rebill over bill types and the supplier is no longer active with the customer, what bill method does the rebiller use?**

**A.** The bill type that was in effect at time of original bill period will be used.

**Q. If a supplier changes Bill Option, when does the change take effect?**

**A.** Bill Option change is effective based upon the switching rules as stated in the supplier tariff.

**Q. If a supplier changes a rate in rate ready, when does the change take effect?**

**A.** 814 changes are effective with the previous meter read.

**Q. Does FirstEnergy provide a customer sync list?**

**A.** Yes. The sync list is available on the website at:  
<https://www.firstenergycorp.com/supplierservices/oh/data.html>

**Q. Will FirstEnergy print a supplier logo on the bill?**

**A.** Yes, a logo may be submitted for utility consolidated bills in accordance with the specifications posted at:  
[https://www.firstenergycorp.com/supplierservices/oh/supplier\\_registration.html](https://www.firstenergycorp.com/supplierservices/oh/supplier_registration.html).

**Q. Will FirstEnergy send inserts for suppliers?**

**A.** No.

**Q. Is the supplier able to include a 'bill message' on the FirstEnergy bill?**

**A.** Yes, two NTE lines of 80 characters each are accepted on Bill Ready 810 transactions.

**Q. Are "Collective" billed customers allowed to shop?**

**A.** Yes, "collective" billing is available to shopping customers for all FirstEnergy operating companies located in Ohio.

**Q. Does FirstEnergy provide Purchase Of Receivables (POR) in Ohio?**

**A.** No.

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### ***Enrollment***

**Q. Who is eligible to enroll?**

**A.** All Ohio customers, except PIPP customers, are eligible to shop for their generation.

**Q. Are unmetered accounts eligible to shop?**

**A.** Yes. Unmetered accounts can shop for their generation.

**Q. Who holds authorization for a switch?**

**A.** The supplier holds authorization for customer enrollments.

**Q. Must there be a 'wet' customer signature?**

**A.** No.

**Q. Is the customer notified when a switch to an alternative supplier is processed?**

**A.** Yes. FirstEnergy sends confirmation letters within one day of receipt of 814 enrollments.

**Q. How long does the customer have to rescind their enrollment?**

**A.** Customers have 7 calendar days from the day the 'customer enrollment letter' was mailed to rescind their enrollment.

**Q. What is the minimum lead time from receipt of an enrollment to the first possible switch date?**

**A.** An enrollment must be received **12 days prior to the scheduled meter read date** in order for the account to become 'Active' with their supplier. All meter read schedules are posted on the website at:  
[https://www.firstenergycorp.com/supplierservices/oh/meter\\_read\\_schedule.html](https://www.firstenergycorp.com/supplierservices/oh/meter_read_schedule.html)

**Q. What is the switch effective date?**

**A.** Switches become effective on the scheduled meter read date plus one day.

**Q. When does the supplier become responsible for energy charges?**

**A.** The supplier becomes responsible on the customer switch date.

**Q. How many days does a customer have to rescind a drop?**

**A.** During the 7-day rescission period, the customer can rescind a customer-initiated drop by contacting the utility. Customer cannot rescind a drop received via EDI from the supplier. Customer would need to re-enroll with the supplier.

**Q. If a supplier drops a customer, how many days in advance of the meter read must FirstEnergy be notified?**

**A.** The minimum length of time required for a supplier to process a drop is 12 days in advance of the scheduled meter read date.

**Q. What is the determining date for "first in"?**

**A.** The first enrollment received during the billing period will be accepted, all others will be rejected for that period. The Contract Date is the tie breaker only if more than one enrollment is received on the same day.

**Q. Can Load Management (curtailable) customers shop?**

**A.** Yes.

**Q. Will FirstEnergy provide a file to suppliers of currently active customers with arrears?**

**A.** No.

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**Q. Is Seamless Move supported?**

- A.** No. Supplier must enroll customer at new location. Customer will be served for minimum of one month at new location by FirstEnergy. If a customer is final billed in error, FirstEnergy will manually back date the enrollment if agreed to with the supplier. Otherwise, FirstEnergy would provide lost savings.

**Q. Are PIPP customers able to shop their generation?**

- A.** No. If a customer is on PIPP, the enrollment would be rejected. Similarly, if a customer signs up for PIPP (while enrolled with a supplier), they would be processed to be returned to the EDU.

**Q. Are switching fees applied to all customer enrollments?**

- A.** A \$5.00 per customer processing fee will be charged to the supplier for each customer selecting or switching to the supplier. Such voluntary choice shall not include "opt-out" in governmental aggregation.

**Q. If a customer is on a full service rate and they elect to shop, how does the supplier know what shoppable rate the customer will be assigned to?**

- A.** This information can be provided directly to the customer or to their authorized agent upon request.

**Q. Does a supplier have to be registered in the service territory before the supplier can market / solicit customers?**

- A.** Yes. More information can be found at:  
[https://www.firstenergycorp.com/supplierservices/oh/supplier\\_registration.html](https://www.firstenergycorp.com/supplierservices/oh/supplier_registration.html)

**Q. When electronically requesting an enrollment or account information, what should be used as the EDU Account Number?**

- A.** Suppliers must use the 20-digit customer number that is found in the 'Charges from Ohio Edison/Toledo Edison/The Illuminating Company' box on page 1 of the customer's utility invoice on any EDI transaction.

**Q. If enrollments are sent in error, how can they be cancelled?**

- A.** If the rescission period has not expired, the supplier will need to contact the customer to explain the situation and advise them to call the utility to rescind their enrollment. If the rescission date has passed, the customer must stay with the supplier for one billing period. The supplier would need to send a drop after the customer becomes active and make the customer whole, if applicable.

**Q. What are POLR rules (Minimum stay)?**

- A.** There are no minimum stay requirements currently for Ohio.

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### EDI

**Q. Is budget billing offered to suppliers?**

- A.** In utility **Bill Ready billing**, a supplier may choose to offer budget billing to their customer via the monthly 810. Please note – FirstEnergy does not maintain the supplier balance.

For utility **Rate Ready billing**, the customer is automatically placed on budget for the supplier side if the customer is already on budget with the utility. If the supplier wants to place a customer on budget for only the supplier portion of the charges, then please refer to the Implementation Guidelines for Ohio. Please note – FirstEnergy does not maintain the supplier balance if the supplier budgets the customer for only the supplier portion of the charges.

**Q. Are there specific EDC drop codes that apply when a customer is dropped by the EDC because he/she has enrolled on the PIPP program?**

- A.** No. The B40 code is used for this option.

**Q. Are there special coding requirements for Government Aggregation customers?**

- A.** Government Aggregation codes should be included for all enrollments for communities involved in Government Aggregation (Ref Code example: REF\*GAG).

**Q. Can I obtain 12-month customer usage history prior to the customer being enrolled?**

- A.** Yes. If suppliers receive a 20-digit customer account number, the supplier can request historical usage by sending an 814 secondary request for historical usage.

**Q. How do I obtain interval data for customer accounts?**

- A.** **Historical interval detail data** can be obtained by visiting the FirstEnergy web site - <https://www.firstenergycorp.com/supplierservices/oh/data.html>

**Monthly interval detail data** is automatically sent on an interval customer unless the supplier requests summary data on the EDI 814 Enrollment or 814 Change transactions.

**Q. Is there a charge for EDI Historical Usage?**

- A.** No.

**Q. When can EDI testing be initiated?**

- A.** EDI testing can commence when the supplier credit has been approved by FirstEnergy. EDI testing may also be performed any time there are major changes to an EDI transaction, a system change, or a new system implementation.

**Q. What version of EDI is used?**

- A.** NAESB 1.6.

**Q. Are VANs used or GISB?**

- A.** GISB.

**Q. What are the turnaround times for EDI transactions?**

- A.** **814:** 1 day

**810 & 867:** meter is read on day 1, account goes through billing on day 2, both transactions are sent together on day 3

**820:** Details are sent directly to supplier within 1 day of customer payment posting. It usually

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takes an additional 2 days until suppliers receive the ACH payment to post to their bank account.

**248:** Supplier amounts remain on customer accounts indefinitely or until the customer account final bills. 248s on final billed amounts are generated 45 calendar days after the final bill due date. PIPP write-off amounts are processed immediately after the supplier's final bill due date following the customer's return to the local utility.

**Q. Why did my 814 transaction (enrollment, change, drop) reject?**

**A. Enrollments** may be rejected for the following reasons: Utility validates an enrollment by account number. The account number submitted could be invalid or not active. Also, if the customer is on PIPP or is coded as a special contract customer, the enrollment would reject.

A **drop request** may reject for the following reasons: the customer is 'pending' with a supplier, customer must be 'active' for a drop to be accepted. Drops can also be rejected due to an invalid account number.

**Change** requests may be rejected because the account number is not valid, or the customer is not the customer of the requestor.

**Q. When do 814 Change requests take effect?**

**A.** Most 814 Changes take effect with the previous meter read date. Bill Method changes take effect according to the supplier tariff switching rules.

**Q. Will FirstEnergy send the 820 through the bank or send the 820 to the supplier and an ACH through the banking system?**

**A.** FirstEnergy will send the 820 to the supplier and an ACH through the banking system.

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### ***Metering***

- Q. Will FirstEnergy charge for special request for meter testing of a FirstEnergy owned meter?**
- A.** Yes. Standard Rules & Regulations require one free test per 12 months at the customer's request. Supplier Tariff IX.D. addresses supplier meter testing requirements. Supplier meter test requests must be made to the Electric Distribution Company in writing.
- Q. Will FirstEnergy support unscheduled meter reads?**
- A.** Only when final billing a customer move out.
- Q. Does FirstEnergy support non-standard metering?**
- A.** No.
- Q. Who determines customer's meter read schedule?**
- A.** FirstEnergy determines all customer meter read schedules.
- Q. What is the cut-off time for billing for interval accounts?**
- A.** One day prior to the customer's monthly billing end date.
- Q. Does FirstEnergy provide monthly interval data at the meter level or the account level?**
- A.** Monthly interval data will be provided at the Account level.
- Q. Who pays for interval metering upgrades?**
- A.** All interval meter upgrade charges are the responsibility of the customer. Interval Meter Workorders can be found on the website at:  
[https://www.firstenergycorp.com/supplierservices/oh/interval\\_meter\\_workorder.html](https://www.firstenergycorp.com/supplierservices/oh/interval_meter_workorder.html)
- Q. Are there any other charges required for customers upgrading to interval metering?**
- A.** All interval metered customers are required to have dedicated phone lines to the meter for remote meter interrogation. If a customer does not have a phone line, one will be required at customer's expense.
- Q. Can suppliers or the customer access their interval metered pulse data?**
- A.** Yes. There is a one-time set-up charge of \$65 for customers who want to directly interrogate their interval meter for pulse data.
- Q. How long does it take to process an interval meter upgrade?**
- A.** After interval meter work orders are received by FirstEnergy and the phone line is installed, the typical length of time for the meter installation is 3-4 weeks. (This can vary based on the individual metering location and severe weather occurrences.)

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### ***Price to Compare***

**Q. How is the price to compare calculated?**

**A.** We will subtotal all the "avoidable" riders (EDR, Gen, Gen Phase in, Trans, NDU, AER). Then divide the dollars by the kwh to come up with the cents/kwh for Price to Compare.

**Q. How often is price to compare calculated?**

**A.** The price to compare amount changes periodically to reflect increase/decrease in the Transmission and Ancillary and/or fuel riders.

**Q. How can a customer find their price to compare?**

**A.** Price to compare will be provided monthly on a residential customer's bill.

**Q. Does price to compare print on the bill?**

**A.** Yes. Price to compare is printed on a residential customer's bill each month.



## Supplier Services FAQ - Ohio

### ***Registration & Eligibility List***

**Q. How long does it take to complete the supplier registration process with FirstEnergy?**

- A.** The Company will approve or disapprove the supplier registration within 30 calendar days of receipt of complete registration information from the supplier.

**Q. What if the registration packet is incomplete?**

- A.** In the event the supplier fails to provide all of the information required for registration, the Company will provide written notice to the supplier of the registration's deficiencies within 10 calendar days after the Company's receipt of the registration.

**Q. What are the credit requirements necessary for registration?**

- A.** A supplier will satisfy its creditworthiness requirement and receive an unsecured credit limit by demonstrating that it has and maintains investment-grade long-term bond ratings from any two of the following four rating agencies: 1) Standard & Poors - BBB- or higher; 2) Moody's Investors' Services - Baa3 or higher; 3) Fitch IBCA - BBB- or higher; 4) Duff & Phelps Credit Rating Company - BBB- or higher. Complete credit requirements may be found in Section VI of FirstEnergy's Ohio operating company Supplier Tariff or on the website at:  
[https://www.firstenergycorp.com/supplierservices/oh/supplier\\_registration/creditworthiness.html](https://www.firstenergycorp.com/supplierservices/oh/supplier_registration/creditworthiness.html)

**Q. What occurs if my company is unable to meet the credit requirements set forth in Section VI of FirstEnergy's Ohio operating company Supplier Tariff?**

- A.** FirstEnergy will make reasonable alternative credit arrangements with a Supplier that is unable to meet the criteria and with those suppliers whose credit requirements exceed their allowed, unsecured credit limit.

**Q. When can EDI Supplier Certification testing begin?**

- A.** EDI Supplier Certification can take place concurrently with the registration process but must be completed before supplier is registered with FirstEnergy.

**Q. What is the Ohio eligibility list?**

- A.** The eligibility list provides a list of customers who live within FirstEnergy's Ohio service territories. Customers are given an option to remove their name from this list. This list includes information such as customer name, service address, mailing address, utility rate schedule, and 12 months of historical consumption data. For a complete file layout, please reference the Supplier Services website at:  
<https://www.firstenergycorp.com/supplierservices/oh/data.html>

**Q. How often is the Ohio eligibility list generated?**

- A.** The eligibility list is generated quarterly throughout the market development period. Once the list has been updated, a Certified Supplier may not use an eligibility list from a prior quarter to contact customers.

**Q. How is the Ohio eligibility list made available?**

- A.** The eligibility list is available to download from a secure portion of the supplier support website at: <https://www.firstenergycorp.com/supplierservices/forms/eligibilityLoginOhio.jsp>

**Q. What is the charge for the Ohio eligibility list?**

- A.** The eligibility list is Free when it is downloaded from the secure portion of the supplier support website.

**Q. Are multiple scheduling coordinators allowed?**

- A.** No - Supplier Coordination Tariff XIV. J addresses this issue.

**Q. Can a customer split load among suppliers?**

- A.** No - Supplier Coordination Tariff VII. D addresses this issue.

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### ***Supplier Rates & Billing***

**Q. How does a CRES provider submit new rates?**

- A.** All supplier rates must be submitted in writing using the 'Supplier Rate Schedule' on the FirstEnergy website at:  
[https://www.firstenergycorp.com/supplierservices/oh/supplier\\_registration.html](https://www.firstenergycorp.com/supplierservices/oh/supplier_registration.html). These forms can be faxed or emailed into the FirstEnergy Supplier Support group.

**Q. How long will it take to implement a new rate once it is submitted?**

- A.** The naming convention for rate names has changed. Before, each rate name was supplier specific. Going forward, a generic rate name will be used. For example, a rate of 5 cents per kwh for XYZ Supplier might have been named XYZ-005, now it will be named GEN-005. This only applies to new rate change requests. The new naming convention is beneficial because it allows us to quickly turnaround rate change requests in approximately two weeks versus 90 days.

**Q. What, if any, limitations exist for submitting new rates?**

- A.** The company will offer Rate Ready, Bill Ready, and Dual Billing Capability to EGSs. The Rate Ready option will be limited to a flat rate per kWh and a percentage off the Price to Compare. The EGS is limited to no more than 200 discrete Rate Ready rates per calendar quarter.

**Q. When does FirstEnergy Supplier Services 'charge' for processing CRES provider information requests?**

- A.** Supplier Services will charge (at a tariff rate of \$53/hr.) for research and CRES information requests when applicable. Typically, research time is billable when a CRES provider requests assistance with matters that could be resolved without the assistance of FirstEnergy Supplier Services.

**Q. How does FirstEnergy pay the supplier with the utility consolidated rate ready billing?**

- A.** An 820 CTX transaction is used to send the ACH payment and 820 detail information at the same time through the banking system.

**Q. Is FirstEnergy able to accept supplier consolidated billing?**

- A.** No, not at this time.

**Q. Can supplier 'late payment charges' be applied to customer bills?**

- A.** No, FirstEnergy will not bill late payment charges for suppliers.

**Q. Can Residential customers for Ohio FirstEnergy operating companies pay their bill electronically?**

- A.** Yes, If FirstEnergy bills for the supplier, customers may utilize FirstEnergy's E-Bill payment website to pay their bill.

**Q. Are suppliers notified when customers file bankruptcy with the utility?**

- A.** No, A supplier must notify FirstEnergy to obtain supplier bankruptcy balance for utility consolidated billing.

## Supplier Services FAQ - Ohio

### ***Government Aggregation***

**Q. When are Government Aggregation (GAGG) files made available to suppliers?**

- A.** Suppliers must be certified by the PUCO and the community leaders must acknowledge, in writing, that they have contracted the supplier as their electric provider.

**Q. Are GAGG lists complete, including all community residents?**

- A.** GAGG lists are provided for ALL residents but it is up to the suppliers and/or community to scrub the list. FirstEnergy will not provide partial lists of selective residents. Two files are provided, one including customers who did not opt off of the mass marketing list, and one file of residents that did opt off of the master marketing list.

**Q. What if residents of the aggregated community are omitted from the master list?**

- A.** FirstEnergy 'In Good Faith' strives to provide customer information for all customers in the aggregated communities. If customers are inadvertently omitted from the master list, FirstEnergy will work with the suppliers to obtain any missing information on a case-by-case basis.

**Q. Is there a charge for providing updated customer lists?**

- A.** There is currently no charge for 'refresh' lists of GAGG communities.

**Q. What is the process for obtaining GAGG lists?**

- A.** Complete instructions for requesting Government Aggregation files can be found on the FirstEnergy web site at:  
[https://www.firstenergycorp.com/supplierservices/oh/government\\_aggregation.html](https://www.firstenergycorp.com/supplierservices/oh/government_aggregation.html)

**Q. How long does it take to process GAGG files?**

- A.** Please allow 7-10 business days for processing GAGG files.

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### ***Website / Contact Information***

#### **Retail Choice Call Center**

**1-888-478-2300**

#### **Official Licensed Supplier List**

**<http://www.puco.ohio.gov/puco/index.cfm/apples-to-apples/>**

#### **Supplier Hotline**

**330-761-4348**

#### **Supplier Hotline Fax**

**330-315-8664**