

Nueces Electric Cooperative, Inc. (NEC)

Steps to Transition from Testing to Production with NEC

The success of customer choice in Texas depends upon the customer, the competitive retailer (CR), and the energy delivery company working together. Nueces Electric Cooperative (NEC) operating as an energy delivery company is committed to the establishment of a collaborative, cooperative working relationship with interested and qualified CRs who share our goal of outstanding service to NEC member-consumers. This document is your guide for the remaining steps to becoming a retail provider in the Nueces Electric Cooperative - Distribution Service Provider (DSP) area once you have successfully completed certification requirements with the Public Utility Commission of Texas (PUCT) and Retail Market Testing with NEC DSP through ERCOT.

As an electric cooperative, the model for customer choice implementation (outlined in Senate Bill 7, the PUCT Substantive Rules, and PURA) varies from the original Texas Electric Choice model. Before you can begin sending and receiving transactions in the NEC certificated competitive service territory area, it is important that you understand these differences. More detailed information regarding these differences is included in the **NEC Access Tariff** which is available at <http://www.nueceselectric.org/content/cr-relations>. A summary of the primary differences is listed below:

1. **Customer Protection Rules:** All entities wishing to sell retail generation services in the NEC distribution service area are subject to the consumer protection rules adopted by the NEC Board of Directors. A copy of these rules may be viewed at <http://www.nueceselectric.org/content/cr-relations>. Please note that in a manner similar to the role of the PUCT's customer protection division, a customer may file a complaint with NEC, and we will investigate and make a determination for the consumer. **Electricity Facts Labels for residential and small commercial service must include all recurring charges for the member – including the delivery charges as provided in the NEC Access Tariff.**
2. **Billing:** All entities wishing to sell retail power services in the NEC distribution service area must understand that NEC continues to communicate with its member/consumers under customer choice and to maintain its membership records, must communicate with all new consumers. This includes the fact that in the NEC area, NEC chooses to send any consolidated bills. Each customer may choose to receive (1) one bill for both CR and energy delivery services SENT BY NEC; or (2) the customer may choose to receive separate bills from each the CR and NEC. **Providers must inform the member-consumer of his right to choose a billing option in the NEC area and this information must be communicated, along with pricing disclosures and Terms of Services, before enrollment. If the member chooses to receive two bills, you must inform the consumer that they will receive a bill from you for your services and from NEC for delivery services and BOTH BILLS MUST BE PAID. In addition, if a provider chooses, for business reasons, to only offer the dual bill option, they must still inform the member of this billing choice, including the explanation that if the consumer wants a single bill the member will need to shop among other available providers in the NEC area.**
3. **Disconnection for Non-Payment (DNP):** As the CR may disconnect for non-payment of its charges, so may NEC initiate a DNP for failure of a consumer to pay NEC DSP charges. NEC has adopted a *DNP Process Guide* which is available in the *ERCOT Retail Market Guide* (Section 8.3).
4. **Customer Choice Education:** NEC delivery area customer choice shopping information is generally not available on the PUCT's Power-to-Choose website. NEC has the responsibility to implement and maintain a neutral, customer choice education campaign for its members. NEC members may obtain current available provider lists and customer choice education information through NEC as follows:
 - a. by visiting one of our four offices (Calallen, Ben Bolt, Orange Grove or Ricardo, TX)
 - b. by visiting our customer choice "Choose a Provider" education web pages via our website at www.nueceselectric.org
 - c. by phoning us at 1-361-387-2581 (Robstown/Corpus Christi) or toll-free at 1-800-NEC-WATT or 1-800-632-9288.

More information about customer education programs in the NEC area is available on the NEC CR Relations web pages at: <http://www.nueceselectric.org/content/cr-relations>.

Once your CR believes it can be productive with NEC under the above conditions, it is important that you complete the following steps to become productive with NEC. Once all of these steps are completed, your CR will be placed on the "Available NEC Provider List" and you will be allowed to serve customers in the NEC service area.

1. **Complete the NEC Trading Partner Information form; Execute an NEC Delivery Service Agreement and Electronic Funds Transfer Agreement:** The Trading Partner Information Form, DSA documents, and ACH agreements will be sent to CRs upon receipt of the ERCOT letter that confirms a CR has successfully completed testing or upon request to Sarah Fisher, sfisher@nueceselectric.org.
2. **Electricity Facts Labels, terms of service documents, and short descriptions for all residential and small commercial service products offered in the NEC service area:** According to the Customer Protection Rules, your CR must provide the information you would normally provide to the PUCT as a condition for operation within the NEC DSP area. All EFLs must contain both your power supply AND NEC delivery charges and the pricing in the format required by the PUCT for the Texas electric choice market. This information should be provided to NEC CR Relations (sfisher@nueceselectric.org) as soon as possible prior to production in the NEC DSP service area. Please allow 30 days for incorporating your CR's information into our customer education campaign materials. ***Please note: Residential switch or move-in transactions will be rejected by NEC until this information has been provided.***
3. **EDI Production Connectivity Testing:** Upon receipt of the above form and agreements by NEC CR Relations, a CR should inform their EDI service provider to contact NEC's Connectivity Primary Contact, from ERCOT's testing worksheet, to schedule connectivity testing using production keys. Please send e-mail to [Paula Shadle \(pshadle@nueceselectric.org\)](mailto:pshadle@nueceselectric.org) or [Rhonda Bell \(rbell@nueceselectric.org\)](mailto:rbell@nueceselectric.org).
4. *(COMPLETION OF ALL OF THE ABOVE STEPS WILL QUALIFY A CR TO SERVE NEC AREA CONSUMERS AND BE PLACED ON THE NEC AVAILABLE PROVIDER LIST, WHICH IT DISTRIBUTES AND MAKES AVAILABLE TO ITS MEMBER CONSUMERS.)*
5. **NEC CR Relations will work with each CR on an on-going basis to answer questions on the following topics:**
 - a. CR Relations web pages
 - b. LOAs & Load History
 - c. Safety Net Process
 - d. FasTrack instructions
 - e. Bill format & Request for CR Information/Logo
 - f. Consolidated/separate billing processes
 - g. Billing schedules
 - h. Remittance process
 - i. CR Bill Inserts in Consolidated Bills Sent by NEC
 - j. New service processing
 - k. Disconnection for Non-payment
 - l. Customer Protection Rules
 - m. Hours of Operation
 - n. DSP Rates & Fees (including on/off cycle, priority, and after-hours charges)
 - o. NEC Choice Education Campaign
 - p. NEC Code of Conduct Implementation Plan

We look forward to building a business relationship with you. Together, we will provide excellence in service to NEC members. If you ever have any questions, please contact NEC CR Relations at 1-361-387-2581 and ask for one of the following individuals.

NEC CR Relations Contacts

General Questions, Qualification, Customer Protection Rules, Member Choice Education, Provider List, Residential Access, Code of Conduct Issues, Website, and miscellaneous topics:

Sarah Fisher

sfisher@nueceselectric.org

Telephone: 1-800-632-9288 x224

Initial Production Connectivity:

Sergey Seryogin:

Sergiy@nueceselectric.org,

Telephone: 361-387-2581 ext. 261

Billing/Meter Reading Issues/ LOAs:

Rhonda Bell

rbell@nueceselectric.org

Telephone: 1-800-632-9288 x230

EDI Issues/Move-In/Switch Issues:

Paula Shadle

pshadle@nueceselectric.org

Telephone: 1-800-632-9288 x465

Rhonda Bell

rbell@nueceselectric.org

Telephone: 1-800-632-9288 x227

Disconnection for nonpayment (if EDI issue, contact Rhonda or Paula, above):

Sonia Stout

stout@nueceselectric.org

Telephone: 1-800-632-9288 x255