PPL Electric Utilities
Frequently Asked Questions

Updated 2/23/2016

Change History

2/17/2010
- Corrected the number of the Billing FAQs
- Added Billing FAQ #23
- Clarified Usage FAQ #3

4/30/2010
- Minor clarifications throughout
- Enrollment FAQ #1 – Clarified the use of the time field in the event the supplier does not keep track of the exact time the customer agreed to obtain service
- Enrollment FAQ #8 – Removed notation about accounts more than 90 days in arrears not being able to be enrolled in consolidated billing
- Billing FAQ #10 – Removed the indication that PPL would use a separate bill print line for late payment charges applied to supplier charges

7/27/2010
- Usage FAQ #3 – Removed the comment about PPL not providing proper responses for Summary/Detail Interval Usage requests
- Added Usage FAQ #7
- Billing FAQ #11 – Modified to indicate that zero 810s are accepted only when the customer's true balance for that month is zero
- Billing FAQ #16 – Clarified in which IT1 loop charges should appear
- Removed Budget Billing section and added Billing FAQ #23

4/15/2011

- Enrollment FAQ #6 – Removed the comment about GRA
- Enrollment FAQ #15 – Added municipal tax exemption for Rate Ready
- Enrollment FAQ #16 – Added Rate Ready enrollment request requirements
- Usage FAQ#1 – Added clarification with regard to enrollment start date vs. first usage
- Change FAQ #2 – Added switching time rules for changes to Rate Ready
- Change FAQ #3 – Added tax exempt change requests for municipal accounts
- Change FAQ #4 – Added rules for number of changes per transaction
- Change FAQ #5 – Added for providing change effective dates
- Change FAQ #6 – Added for ICAP and NITS change timing
- Change FAQ #7 – Added for the use of NEB when a customer is pending inactive with the supplier
- Usage FAQ #7 – Modified for new quantity qualifiers 20 and 17
- Added new section for Rate Ready Billing FAQs
- Payment/Remittance #2 – Modified for 2011 discount rates
- Added new section for Rate Ready Web Portal
- Miscellaneous Information FAQ #1 – Modified for 2011

- Miscellaneous Information FAQ #2 – Modified dates for 2011

11/21/2011
- Enrollment FAQ #3 – Removed the comment about the Service Period Start Date
- Usage FAQ #1 – Removed the comment about the Service Period Start Date

1/21/2013
- Changed the POR discount amount
- Updated the payment schedule to include municipal
- Updated the 16 day rule to an 11 day rule – effective 1/25/2013

12/12/2014
- Updated the 11-day rule to three-business day rule effective 12/15/2014 (per Final Omitted Rule Making order L-2014-2409383)

2/23/2016
- Updated the purchase of receivables rate
- Updated for accelerated switching

Production EDI Processing Time:

PPL Electric will retrieve EDI transactions from our mailbox Monday through Friday at 1:00 p.m. Eastern Prevailing Time excluding PPL Electric's official company holidays.

Enrollment:

1. **Q:** What is the purpose of the DTM*129 Customer Contract Date and how should it be populated?
   A: This is the date/time that the customer agreed to obtain service from the EGS. Essentially, this is the date of the customer's enrollment on a website, consent over the phone, or signature on a contract. The field is used by PPL Electric to determine "Last In". This field may **not** be populated with any date other than the consent date, as doing so risks slamming the customer. Regarding the Time field, if you do not keep track of exact time, you must use 0000 ET.

2. **Q:** How is a supplier start date determined, and what is the 3-business day rule?
   A: The 3-business day rule requires the enrollment to be received through an EDI transaction by 1:00 p.m. 3-business days prior to date the supplier wishes to serve the customer. This date is determined by counting 3 business days in reverse, starting with the day the supplier wishes to serve the customer. For example, if the supplier wishes to begin serving on January 31, 2015, the enrollment must be received by 1:00 pm January 28, 2015.   If the three business days crosses a weekend, then the supplier must send in the enrollment on the appropriate day. For example, if the supplier wishes to begin serving on January 28, 2015 (Tuesday), the enrollment must be received by 1:00 pm on January 23, 2015 (three business days before January 28, 2015, accounting for the weekend).

3. **Q:** Who manages the 3 business day rescind, the utility or the supplier?
   A: The 3 day commercial law rescind is to be managed by the EGS.

4. **Q:** Is Accelerated Switch for all customer classes?
   A: Yes, all metered customers. Unmetered (lighting) accounts are still only on cycle switching.

5. **Q:** Does PPL Electric store EGS Account Numbers if sent on the 814 Enrollment or 814 Change transactions?
   A: Yes.

6. **Q**: Will the Billing Address (N1*BT) loop always be included on the 814 Enrollment Response?
   A: No. The Billing Address (N1*BT) loop is only provided when it is different than the Service Address (N1*8R).

7. **Q:** Does PPL Electric have a minimum stay?
   A: Yes. With Accelerated Switching Rules, there is a minimum stay of three business days.

8. **Q:** When are Enrollments processed?
   A: If the enrollment request is received by 1 p.m., it will be processed in that night's batch run and the enrollment response will be available by the next business day.

9. **Q:** When will PPL Electric use the rejection reason code "NEB – Customer Not Eligible for Requested Bill Option"?
    A: The code NEB is typically a result of the following scenarios:
    1. "Pre-calc" or PowerBill accounts (manually billed) cannot be enrolled in EDC Consolidated Billing.
    2. OnTrack accounts must be enrolled using EDC Consolidated Billing.

10. **Q**: If the enrollment is rejected for a 1 bill option (NEB), can the EGS still enroll the customer?
    A: The EGS may enroll the customer as a 2 bill option. If and when the issue causing the rejection is identified and can be resolved, a bill option change request can be sent.

11. **Q:** When will PPL Electric use the rejection reason code "A91 – Service Not Offered"?
    A: When enrollments are received for Summary Bill Master Accounts.

12. **Q:** When will PPL Electric use the rejection reason code "DIV – Date Invalid"?
    A: The enrollment requires the use of the DTM*129 segment, which must be populated with the date and time the customer **agreed** to obtain service from the Service Provider. The enrollment will be rejected with the code DIV if the date and time are invalid or missing. The date cannot be a date in the future and the time must be populated as well.

13. **Q:** If a customer is in collections, will the enrollment response rejection code indicate this?
    A: No.

14. **Q:** If a customer is enrolled in PPL Electric's "On Track" program, is the customer eligible to shop?
    A: Yes. However, an "On Track" customer must be enrolled in Utility Consolidated Billing.

15. **Q:** How is tax exemption handled in Rate Ready for municipal accounts?
    A: Municipal accounts will bill at 100% tax exempt regardless of what the supplier sends on the enrollment request. Suppliers should send 100% exemption status on their enrollment or change request. (AMT*DP*1) Non-municipal accounts will bill tax using the tax exempt percentage provided by the supplier regardless of what PPL has.

17. **Q**: What is required on Rate Ready enrollments?
    A: 814 Enrollments follow the EDEWG guidelines and require the Supplier Rate Code, tax exemption percentage, the bill calculation method and bill presentation to be LDC LDC respectively. (REF*RB*XXXXX and REF*BLT*LDC and REF*PC*LDC)**.**

Drop:

1. **Q:** Can an EGS send an 814 Drop to rescind an enrollment?
    A: The drop date will be in three business days. If the customer is not currently active with an EGS, the drop is rejected with reason code "A84" – Invalid Relationship because the EGS is not the active EGS. With accelerated switching, there is no rescission. The Supplier will serve at least one business day.

2. Q: What Drop Reason codes (REF*1P) does PPL Electric accept?
A: The Drop Reason code is not required. It may be optionally populated with any EDEWG value, but PPL Electric will not use the reason code for any processing.

3. Q: When a customer moves locations, are they assigned a new account number?
A: Yes. No "seamless move" capabilities are currently available in Pennsylvania. The customer must enroll as a new customer under their new account number if they want to shop.

Change:

1. Q: Will ICAP Tags and Transmission Tags be sent to both the active and pending supplier?
A: Yes.

2. Q: How does PPL Electric handle a Bill Option Change?
A: All bill option changes will be processed for the current period if it is received at least four business days prior to the scheduled read date. The bill option is included in the 867 Monthly Usage transactions, so there should be no confusion over what is expected at the time of billing. No proration will occur. The bill option will be applied to the entire time period in which the EGS served. The EGS must be active.

3. Q: How is tax exemption Change Requests handled in Rate Ready for municipal accounts?
A: Municipal accounts will bill at 100% tax exempt regardless of what the supplier sends on the Change Request. Suppliers should send 100% exemption status on their Change Request. (AMT*DP*1)   Non-municipal accounts will bill tax using the tax exempt percentage provided by the supplier regardless of what PPL has.

4. Q: How many changes can be sent per transaction?
A: Only one change reason can be sent per transaction except for changing to Rate Ready Billing, in which case all four reasons may be included.   (REF*BLT, REF*PC, AMT*DP, and REF*RB)

5. Q: Is the change effective date provided on all change transactions?
A: No. One example of when a change effective date may not be consistently provided is when switching away from Rate Ready.

6. Q: When are ICAP and Transmission Tags sent?
A: They are sent when they change in May and December, respectively. If they change during the year, a change request will be sent as well.

7. Q: When will PPL Electric use the rejection reason code "NEB – Customer Not Eligible for Requested Bill Option"?
A: Changing bill option to Rate Ready when an account is pending inactive with the current supplier.

Usage:

1. **Q**: If a meter has On Peak and Off Peak kWh, will the on and off peak values always sum to the Total kWh value?
   A: No. It may be off by as much as one meter multiplier. In the example below, you would expect the "51" record to have 58,080. However, it is 58,000 because each unit of measure has its own meter reads.
   > QTY~QD~58000~KH⍰
   > MEA~AA~PRQ~58000~KH~41849~42574~51⍰
   > MEA~~MU~80⍰
   > QTY~QD~12880~KH⍰
   > MEA~AA~PRQ~12880~KH~9202~9363~42⍰
   > MEA~~MU~80⍰
   > QTY~QD~45200~KH⍰
   > MEA~AA~PRQ~45200~KH~32647~33212~41⍰

2. **Q:** How is Billed Demand handled in the 867 Usage vs. the customer's bill?
   A: Some tariff rates have minimum demands built in and anything in excess of the minimum demand is charged to the customer. For example, if a customer has a minimum demand of 5 kW built into their price and uses 8 kW, the 867 MU will reflect 8 kW in the PTD~BB loop (QTY~D1~8~K1) and the customer's bill will reflect a Demand Charge of 3 kW.

3. **Q:** Will the EGS automatically receive Interval Usage (867 IU) for all interval metered accounts?
   A: No. If the EGS wants to receive the 867 IU instead of the 867 MU, they must include a secondary service request on the 814 Enrollment or submit an 814 Change Request. PPL Electric advises all EGS's to include the secondary service request on their Enrollment, whether they are requesting SUMMARY or DETAIL.

   > Example of secondary service request on the Enrollment:
   >> LIN*1*SH*EL*SH*SI~
   >> ASI*7*021~
   >> REF*12*9000113200~
   >> REF*17*DETAIL~

   > Example of secondary service 814 Change Request:
   >> LIN*1*SH*EL*SH*SI~
   >> ASI*7*001~
   >> REF*12*9000113200~
   >> REF*17*DETAIL~

4. **Q:** How are street lighting charges calculated?
   A: The system uses the published PPL Electric sunrise/sunset schedule and multiplies the fixed rate for street/area lights published in the tariff by the number of night hours.

5. **Q:** Does PPL Electric include the Final Indicator on the 867 Usage transaction to indicate that it would be the last 867 sent to the supplier?
A: Yes. The final indicator (BPT07 = F) is sent when a customer drops to POLR, switches to another EGS, or finals for any reason.

6. **Q**: How is a Cancel 867 presented for the 867 IU transaction?
A: The 867 is sent with code "01" in BPT04, the original transaction reference number in the BPT09 and two PTD loops – Billed Summary (PTD*BB) and Metered Summary (PTD*SU). The intervals are not included on the cancel.

7. **Q:** Will an 867 IU always contain intervals?
A: An 867 Cancel will not contain intervals as mentioned above. An 867 Original will generally contain intervals for the entire service period. In the event that intervals are not available, the Quantity Qualifier (QTY01) will equal "20" and the Quantity will be 0. In the event that there are multiple meters on the account and intervals are not available for one or more meters, the available kWh will be provided with a Quantity Qualifier of "17" or "19".

8. **Q:** Is PPL Electric prorating or estimating the reading for the off cycle switch?
A: No. PPL has smart meters on all customers and they provide actual daily readings, not estimates.

Bill Ready Billing:

1. **Q**: How many charge lines may be included on the 810 Bill Ready transaction?
A: 15 Charge Lines (SLN/SAC pairs) may be included, in addition to the TXI (tax) segments.

2. **Q**: How many characters does PPL Electric allow in the charge description?
A: 40 characters.

3. **Q**: How many bill messages are allowed on a Bill Ready transaction?
A: Two NTE*ADD (Bill Messages) and two NTE*OTH (Regulatory Required Messages) will be printed. Any additional NTE segments sent will be ignored.

4. **Q**: Where are bill messages printed for Bill Ready?
A: The bill messages are printed in the Your Message Center section of the bill. Please be aware that the EGS messages are printed along with the PPL Electric messages. There is no specific designation that the message is from the EGS. Therefore, it may be helpful to include the EGS name in the message text.

5. **Q**: Are EGS Account Numbers (REF*11) printed on the customer's bill?
A: No.

6. **Q:** For Bill Ready, regarding EDI processing for cancel/rebill transactions, is a cancel transaction required from the supplier?
A: No. PPL Electric will automatically cancel the supplier charges when they send the 867 Cancel. The supplier is expected to rebill upon receipt of the new 867.

7. **Q:** How many decimal values does PPL Electric allow in the 810 SAC08 (Rate) segment?
A: PPL Electric does not use this field, so the number of characters provided is only limited by the ANSI X12 standard. PPL Electric will only print the amount in SAC05 and the text in SAC15 on the customer's bill.

8. **Q**: On an 810, will PPL Electric accept special characters such as @ and / in the charge line description?
A: Yes. PPL Electric will print whatever is received, as long as it is not a "delimiter" used in the EDI transaction. This character is treated as one of the 40 characters allowed for charge lines.

9. **Q**: What types of charges are allowed?
A: Only commodity related charges. Termination fees and late payment charges are **not** allowed. Please see PPL Electric's POR Tariff for more information regarding allowable charge types.

10. **Q**: Will PPL Electric charge Late Payment Charges for EGS overdue balances?
A: PPL Electric may charge LPCs for EGS overdue balances and will retain any payments received for such charges.

11. **Q**: Can an EGS send an 810 invoice with zero charges?
A: Only if the actual charge to the customer is zero for that month.

12. **Q**: Can an EGS send an 810 invoice with total charges that are negative?
A: No. The transaction would reject with code TCN – Total Charges Negative.

13. **Q**: What will PPL Electric do with a charge line that is coded as "No Charge" (SAC01 = N)?
A: The charge line will **not** print, nor will it be included in the total.

14. **Q**: What will PPL Electric do with a charge line that is coded as "Allowance" (SAC01 = A)?
A: The charge line is treated exactly the same as if it were coded as "Charge" (SAC01 = C).

15. **Q**: How does PPL Electric handle the SAC08 (Rate), SAC09 (Unit of Measure) and SAC10 (Quantity)?
A: These fields are ignored. Only SAC05 (Amount) and SAC15 (Charge Description) are used for bill print.

16. **Q**: In which IT1 Loop should the taxes appear? Charges?
A: Taxes must appear within the IT109=ACCOUNT Loop. If they are included in any other IT1 loop, the 810 will be processed but the taxes will not be included. Charges may be in the ACCOUNT, RATE, METER or UNMET loops. They will be treated the same regardless of which loop they are included in.

17. Q: Does PPL Electric validate the total amount in the TDS segment?
    A: No. The amount in the TDS is not validated, nor is it used for bill print. PPL Electric will calculate the total for the EGS based on the bill print charge and tax lines processed.

18. Q: If the 810 is not received by the cutoff time, what happens?
    A: The bill is created without supplier charges and includes a note that states, "This bill does not include all charges for your electric services. Due to technical difficulties, the billing for generation and transmission charges will be delayed. Steps are being taken to correct these problems before you receive your next bill." An 824 is sent indicating that the supplier charges were not included on the bill. The EGS may resend the 810 transaction for the missed service period during the next open bill window, but it must be within the same ISA envelope as the current 810 to avoid any timing issues with bill processing.

19. Q: If the EGS receives a Final Usage transaction, but misses the bill window, how can they bill their charges?
    A: The EGS must bill the customer directly.

20. Q: Is there a generic sample bill print showing supplier charges available for reference purposes?
    A: Yes, it is on the Supplier Coordination website.

21. Q: Can the EGS request a copy of their first production bill print?
    A: Yes, this is encouraged. Please request bill print by logging onto the Supplier Portal and select View Bill Image.

22. Q: Does PPL Electric support the Supplier Cancel/Rebill (BIG08 = 17/18)?
    A: Not at this time.

23. Q: How is budget billing handled?
    A: PPL will be responsible for budgeting both utility and supplier charges effective October 2010.

Rate Ready Billing:

1. Q: How many charge lines may be included on the Rate Ready transaction?
    A: When more than one price component is used, separate line items will be displayed for each charge and the SAC04 will be GTC004 for all charges on the 810.

2. **Q**: How many characters does PPL Electric allow in the rate code description for a Rate Code?
    A: 40 characters.

3. Q: How many supplier bill messages are allowed on a Rate Ready bill?
    A: None.

4. Q: Are EGS Account Numbers (REF*11) printed on the customer's bill?
    A: No.

4. **Q:** For Rate Ready, regarding EDI processing for cancel/rebill transactions, is a cancel 810 transaction sent to the supplier?
   A: Yes.

5. **Q:** Is there a generic sample bill print showing supplier charges available for reference purposes?
   A: Yes, it is on the Supplier Coordination website.

6. **Q:** Can the EGS request a copy of their first production bill print?
   A: Yes, this is encouraged. Suppliers can view a copy of the bill image via the Supplier Portal.

7. **Q:** If a demand component is used as part of the rate code structure, how is it billed?
   A: The demand used for generation charges is the distribution billing demand. For example, when an account has a minimum demand, the generation charge is based on the minimum demand. If the actual demand is less than the minimum demand, the minimum demand is billed. When the actual demand is greater than the minimum demand, the actual demand will be billed.

8. **Q:** What will print if there is no demand and a demand component has been established as part of the rate?
   A: The bill will print with a demand charge of zero.

9. **Q:** What will be provided on the 867 and 810 for demand charges?
   A: The 867 will provide the billed demand and the actual demand. The 810 will provide only the billed demand.

10. **Q:** What price is used on the bill if the price changes mid-bill period?
    A: Whatever price is in effect on the service period end date will be the price applied to the customer's total kWh or other billing component charge for the entire bill period (no proration).

11. **Q:** How are cancel rebills handled for Rate Ready?
    A: Cancel rebills will generate an 867 and 810 for both activities, and the rebill will use the price in effect at the time of the original period billing. Cancel 867s will be sent first, and the rebill transaction will be sent at least one day after the cancel transaction is sent. The account's current tax exemption percentage would be applied.

12. **Q:** Are Supplier payments or balances communicated on the 810 transaction?
    A: PPL will not maintain or send EGS payments or balances because it is not applicable due to PPL's POR program.

13. **Q:** When will Suppliers receive the 867 and 810 transactions?
    A: To ensure successful billing has taken place, the 867 is held one day and the 867 Usage and 810 Rate Ready Invoice transactions will be delivered together.

Payment/Remittance:

1. **Q**: When does PPL Electric send payments for Consolidated Billing customers to the EGS?
    A: 20 days after the customer is billed for non-residential, 25 days for residential accounts and 30 days for municipal accounts.

2. **Q:** What is the discount rate for POR in 2016?
    A: 2016 Rates: GS-1, GS-3, G1-D, G1-F, G1-V, GH-2(R), BL, SA, SM(R), SHS, SE, TS(R), AND SI-1(R) = Discount Rate: .23%
    Rates: RS, RTS(R), RWO = Discount Rate: 2.31%
    Rates: LP-4, LP-5, LPEP = no discount

568 Collections Transaction:

1. **Q:** Is the 568 Collections transaction being sent by PPL Electric?
    A: Not at this time.

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Updated 2/23/2016

Rate Ready Web Portal:

1. **Q:** How are rates entered into PPL Electric's system for Rate Ready Billing?
   A: Through a web portal Administered by the Supplier Coordination Group.

2. **Q:** How many rate codes are allowed for each Supplier?
   A: It is virtually unlimited. The number of rate codes is limited only by the unique 5-digit rate code assigned by the Supplier.

3. **Q:** How would a Supplier gain access to the Rate Ready Web Portal?
   A: By an email request to the PPLUtilitiesSupplier mailbox.

GISB/NAESB EDM (Version 1.4 and 1.6) Maintenance:

PPL Electric's GISB/NAESB engine will have a scheduled outage for routine maintenance every Sunday from 5AM EST to 9AM EST.

Miscellaneous Information

1. **Q:** When will PPL Electric's Price To Compare (PTC) change?
   A: Twice a year in June and December.

2. **Q:** When are ICAP Tags and Transmission Tags provided?
   A: The Transmission Tags are based on a calendar year (i.e., 1/1/2016 – 12/31/2016)
   The ICAP Tags are based on a fiscal year (i.e., 6/1/2016 – 5/31/2017)

   On the 867 HU or the 814 Enrollment Accept Response, PPL Electric provides the current tags per EDEWG standards. The 814 Change is sent annually near the end of December containing the new Transmission Tag (01/01/2016). Then near the end of May PPL Electric will send an 814 Change with the new ICAP Tag (06/01/2016 - 5/31/2017).

   If any additional ICAP or Transmission Tag information is needed, please contact PPLUtilitiesSupplier@pplweb.com mailbox. No fees are applied to such a request.

Contact Information

Supplier Coordination Email Address: PPLUtilitiesSupplier@pplweb.com

Supplier Coordination Hot Line: 610.774.6396

EDI/GISB Technical Errors: ediutiladm@pplweb.com

Supplier Coordination Website: https://www.pplelectric.com/at-your-service/for-generation-suppliers/general-supplier-reference-information.aspx