

# **Welcome to PSE&G's Third Party Supplier Gas Workshop**

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Last updated 11-11-2024



# Objective

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- To communicate essential information to Third Party Suppliers about participating in The Gas Retail Choice Program with PSE&G in New Jersey
- To provide process requirements so Third Party Suppliers can effectively do business with PSE&G
- Answer your questions

# **Public Service Electric & Gas**

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## **Third Party Supplier Support**



# TPS Support

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## ➤ Business Relationship

- Responsible for the flawless execution of the New Jersey Retail Choice program in PSE&G service territory
- Addressing all questions and issues that arise between PSE&G and third party suppliers
- Communicating the latest retail choice information to suppliers through personal contact, telephone and our website, etc

# TPS Support

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## ➤ Organizational Structure

- Dedicated, technically competent group who interact with Third Party Suppliers
- Built around the one phone number/one phone call concept
- Aligned with Customer Care Relationship Management Process to guarantee consistency of information

# TPS Support

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## ➤ Responsibilities include:

- Integration of all NJ Choice Processes
- Customer billing issues
- Measurement, metering and usage data inquiries
- EDI certified testing
- EDI transaction monitoring
- General inquiries
- Resolution of EDI exceptions
- Tariff interpretation/implementation
- TPS training
- Operating Manual and Business Process Rules updates
- Dispute resolution
- Choice website updates

# TPS Support

- Tariff Standard Terms and Conditions
  - Defines relationship between PSE&G and customer
    - ◆ TPS should be familiar with Tariff, especially Third Party Supplier Requirements
    - ◆ Defines relationship between Supplier and Customer
  - Sets pricing for PSE&G charges to customers
  - Address' Delivery Requirements.
- Address tariff related issues
- The Gas Tariff is available on the PSEG website -  
<https://nj.pseg.com/-/media/pseg/public-site/documents/current-gas-tariff/gas-tariff-17-2023-rate-case.ashx>

# TPS Support

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- Deregulation Website –  
<https://nj.myaccount.pseg.com/myservicepublic/energychoiceandthirdpartysuppliers>
- Comprehensive web site containing:
  - ◆ Gas related NJ Choice answers
  - ◆ Supplier Applications and Documents
  - ◆ TPS Operating Manual
  - ◆ Meter Reading and EDI Schedules
  - ◆ FAQ's
  - ◆ Holiday Schedules
  - ◆ How to Become a Third Party Supplier
  - ◆ And more...



# TPS Support

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- Information you need could be posted on our website - check there first, before calling support team
- TPS Problem Resolution
  - If you don't know who to call, call TPS Support at 1-800-664-4761 Option 1, we will answer or get the answer from one of our subject matter experts

# TPS Support

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**Third Party Supplier Support Phone Number  
Phone-1-800-664-4761 Option # 1**

**TPSS Email – [TPSupplier@PSEG.com](mailto:TPSupplier@PSEG.com)**

***Please***

**NO CUSTOMER CALLS**



# Accreditation

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# Accreditation

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- How to Become a Third Party Supplier
  - Obtain License from NJBPU
  - Submit a Third Party Supplier Application
  - Execute the Confidentiality Agreement
  - Submit two copies of the Billing Services Agreement (if doing consolidated billing)
  - Satisfy PSE&G's Credit Requirements
  - Submit an electronic copy of the EDI survey and your PGP keys. (Testing starts when above is done.)

# Accreditation

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## ➤ Creditworthiness

- PSE&G Energy Supply Administration is responsible for the credit approval of each TPS and on-going credit review procedures
- Accreditation process will not be completed until security is posted.
- Maintaining creditworthiness is an ongoing requirement, not a one-time check
- The TPS must notify the utility of any developments that may affect its creditworthiness

# Accreditation

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- How to Become a Third Party Supplier (cont.)
  - Arrange required EDI systems and connections at your location
    - ◆ Version 4010 & GISB Internet Transport Protocol
  - Successfully complete all required EDI transaction testing
  - Arrange to access the PSE&G Electronic Bulletin Board (EBB) for nominating gas supplies to PSE&G's system

# Accreditation

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## ➤ Supplier Creditworthiness

- Credit arrangements required in the form of:
  - ◆ Advance Deposit (cash)
  - ◆ Standby Irrevocable Letter of Credit
- Where Applicable:
  - ◆ The credit arrangement must be in a form acceptable to PSE&G
  - ◆ The issuing institution must be acceptable to PSE&G
- Tariff contains creditworthiness details

# Operations

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- Electronic Data Exchange and Protocol Process Flows for Natural Gas Deregulation
  - ◆ Adopted by the BPU August 16, 2000
  - ◆ Includes Customer Account Services (CAS) Rules
  - ◆ GISB EDI standards
- Once EDI certified, TPS must conduct all business via EDI



# Operations

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- TPS Customer Account Services Master Service Agreement (BSA) defines the relationship between PSE&G and the Third Party Supplier
  
- Defaulting
  - Failure to remain licensed by the NJBPU can jeopardize the relationship between the TPS and PSE&G
  - TPS must meet adjusted daily contract quantity (ADCQ) delivery requirements. Failure to maintain delivery requirements may place TPS in default status.

# Electronic Data Interchange

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# Electronic Data Interchange

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- Purpose of this section
  - To communicate essential information to Third Party Suppliers about participating in Choice with PSE&G in New Jersey
  - To explain the steps necessary to begin exchanging EDI transactions with PSE&G
  - To provide an overview of EDI and its role in Gas Choice

# Electronic Data Interchange

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## ➤ What is EDI?

- Electronic Data Interchange is the computer-to-computer exchange of business documents in standard, machine-readable formats

## ➤ Why EDI?

- To standardize the transfer of great numbers of documents, and to assure the accuracy of information

# Electronic Data Interchange

## ➤ Proven benefits of EDI

- ◆ Uniform communications with trading partners
- ◆ Reduced errors, improved error detection
- ◆ Better auditability and control
- ◆ More timely communications
- ◆ Rapid exchange of business information
- ◆ Reduced paperwork and associated costs
- ◆ One time data entry
- ◆ On-line data storage
- ◆ Faster management reporting
- ◆ Reduced clerical work

# Electronic Data Interchange

## ➤ EDI Technical Requirements

- EDI documents are maintained on the NJBPU website:  
<http://www.state.nj.us/bpu/about/divisions/energy/edi.html>
- Translate data into ANSI X12 Standards
- Must be able to transmit and receive these documents electronically using GISB Internet Transport Protocol to PSE&G's EDI vendor
- Must be able to acknowledge receipt of documents with a Functional Acknowledgement
- Develop maps using the NJBPU approved guidelines
- Complete testing to demonstrate EDI capabilities and connectivity

# Electronic Data Interchange

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- EDI Testing schedule can be found at the below link under Applications, Forms, and Reference Material, General Info

<https://nj.myaccount.pseg.com/myservicepublic/energychoiceandthirdpartysuppliers/energychoicedocuments>

Fees may apply.

# Electronic Data Interchange

- How do you talk EDI?
  - 814E, C, and D
    - ◆ 814ND
    - ◆ 814R
      - 867
      - 810
      - 820
    - 824



# Electronic Data Interchange

## ➤ Documents

- GISB - Connectivity between PSE&G and the TPS
- 814 - Information pertinent to account
  - ◆ Enroll/Reinstate
  - ◆ Advance Notice of “Drop”/Switch to Dual Billing
  - ◆ Drop
  - ◆ Change
- 867 - Usage information
  - ◆ Monthly and historical usage
- 810 - Billing invoice from supplier
- 820 - Payment information
- 824 – Advice Notification - Rejection

- (810, 820, and 824 applicable to TPS’s participating in **consolidated billing only**)

# Electronic Data Interchange

## ➤ 810 Validation

- Our customer bill will show supplier's current charge, adjustment, and total charge

- ◆ Example:

Current charge = \$50.00

Adjustment = -\$10.00

Total Charge = \$40.00

- Sales tax should be included in the TPS rate
- The current charge and adjustment must equal the total charge or the 810 invoice will be rejected

# Electronic Data Interchange

## ➤ 810 Validation (continued)

- The first accepted invoice closes the bill window
- Negative amounts are accepted
- PSE&G only accepts code ADJ000 for adjustments
- EDI 810 may contain only one adjustment.
- EDI 810 with multiple adjustments will be rejected
- Adjustment must be resubmitted if the payment for the 810 invoice in which the adjustment was included is reversed (PSE&G does not hold any charges.)

# Electronic Data Interchange

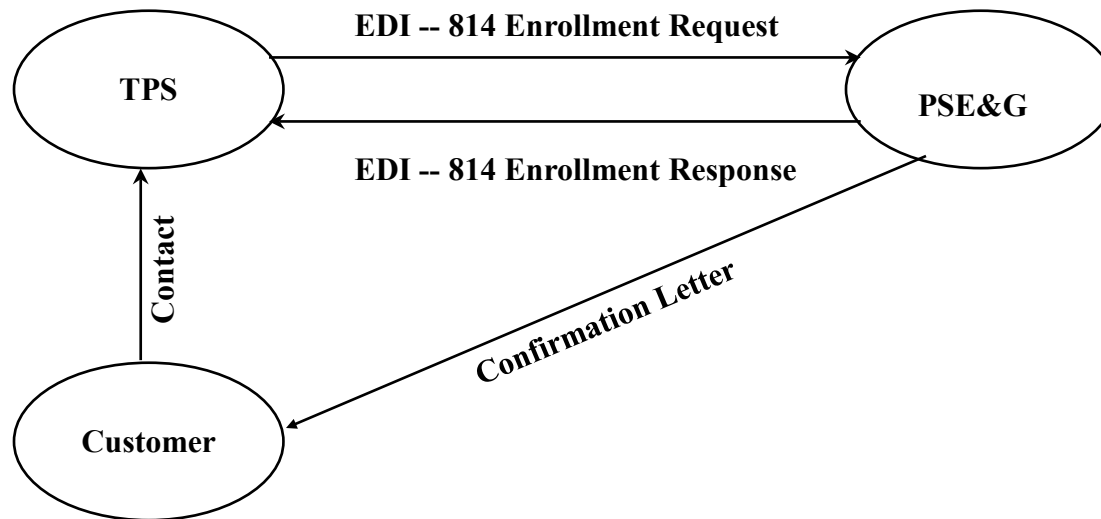
## ➤ 810 Invoice

- If rejected, suppliers can resubmit a correct 810 within the bill window.
- If the TPS misses the bill window, the TPS should submit the missed charges during the next open bill window as an adjustment charge along with their current charges in the same EDI 810 invoice. There must be a current charge line even if the amount is \$0. The service period start and end dates in the EDI 810 invoice must match the new usage file.

# Electronic Data Interchange

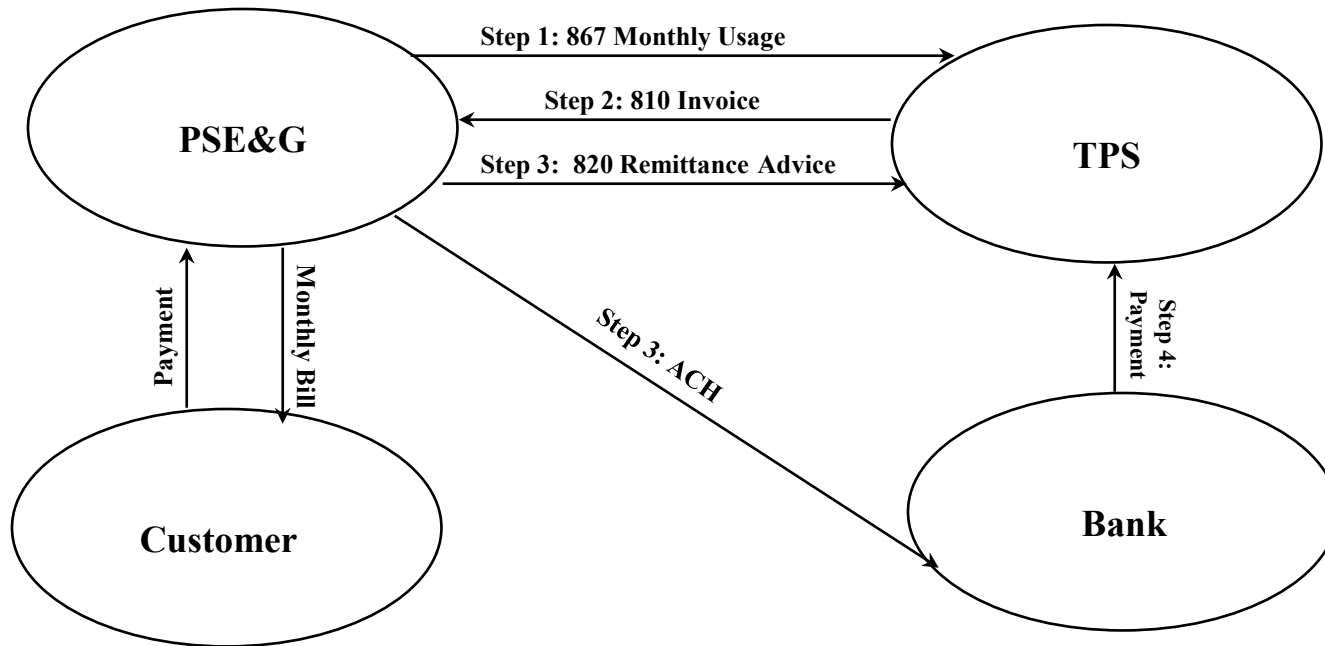
## EDI Document Flow (sample)

**Scenario: Customer Contacts TPS to Initiate TPS Selection**



# Electronic Data Interchange

## Advanced Clearinghouse (ACH) Transaction



# SCHEDULE - EDI TRANSACTIONS

## ➤ Inbound Transactions

**814s (Enrollments, Changes, Drops, HU)** – Last pickup is approximately 5:00 pm EST Monday through Sunday. Transactions received after 5:00 pm EST will be considered the next calendar day.

**810s (Invoices)** – Last pickup is approximately 2:30 pm EST Monday through Friday. Transactions received after 2:30 pm EST will be considered the next business day.

## ➤ Outbound Transactions

**Non-867 transactions (814s, 820s, 824s)** – Suppliers can expect to begin receiving transactions around 5am EST and 12 noon EST

**867 (Usage)** – Suppliers can expect to begin receiving transactions around 6 pm EST

*This information is provided as a guide only and is subject to change!*

# Customer Activity in Choice

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# Usage Requests

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- Historical Usage Requests - Customer
  - Twelve months of historical usage will be mailed in enrollment packages to the customer upon request.
  - TPS who are not EDI certified can request monthly historical therm usage for a customer by providing a signed authorization form to [IntervalUsage@pseg.com](mailto:IntervalUsage@pseg.com).  
(Note: Email address accepts interval and non-interval requests.)

# Usage Request

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## ➤ Historical Usage Requests - Supplier

- A TPS can request 15 months of historical usage through EDI via 814 historical usage request transaction.
- Usage will be sent via EDI 867 historical usage transaction at no charge. The transaction will contain up to 15 months of billed usage and 12 months of DCQs (daily contract quantity).
- A TPS can request up to 24 months of historical TSG or CSG historical interval usage by sending the request to [TPSupplier@pseg.com](mailto:TPSupplier@pseg.com).

# Customer Enrollment or Switch

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- What a TPS needs to know:
  - Gas PODids begin with PG
  - TPS must obtain the customer's gas PODid located in the Price to Compare text box on the PSE&G bill to communicate via EDI and enroll the service
  - The customer may have an account with multiple gas PODids
  - TPS must enroll each PODid via EDI one at a time

# Customer Enrollment or Switch

- Required to enroll customer
  - Contract with customer's wet signature or Third Party Verification (maintained by Third Party Supplier)
  - EDI 814 enrollment request transaction
  - Enrollment request must include customer's PODid and the selected billing option (dual or consolidated)
- Validation
  - If PODid matches, confirmation letter will be mailed to the customer and EDI confirmation will be sent to the supplier
  - If no match or the customer is not credit worthy (consolidated billing only), enrollment request will be rejected

# Customer Enrollment or Switch

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## ➤ Enrollment/Switching Process

- Customer can request an enrollment packet and/or list of Third Party Suppliers. Call 1-800-436-PSEG (7734)
- Historical usage can be obtained by the customer or a TPS with proper customer authorization
- Customer contracts with a TPS and TPS retains the contract and notifies PSE&G via EDI
- TPS enrolls/changes/drops via EDI

# Customer Enrollment

## ➤ Enrollment Package

- Issued at the customer's request:
  - ◆ 1-800-436-PSEG (7734)
- Enrollment Package includes:
  - ◆ Cover letter
  - ◆ BPU approved list of gas suppliers (updated quarterly)
  - ◆ Customer Choice Brochure
  - ◆ Information about your gas account for the past 12 months
    - PSE&G account number
    - Gas meter number
    - Billing rate
    - Historical therm usage data



# Customer Enrollment

- Enrollment/Switching Process (Rates RSG, GSG and LVG)
  - Last-in Rule (based on contract date and time)
  - PSE&G must receive EDI enrollment request from TPS by the 10<sup>th</sup> calendar day of a month, to begin service one day after the first scheduled meter reading date of the following calendar month
  - PSE&G will mail a confirmation letter to the customer and an EDI acceptance to the supplier
  - Residential Customers have 7 days from the date of the confirmation letter to rescind the enrollment
  - TPS will receive drop notification if the customer rescinds the enrollment
  - Enrollments are at an installation level or the service level



# Customer Enrollment

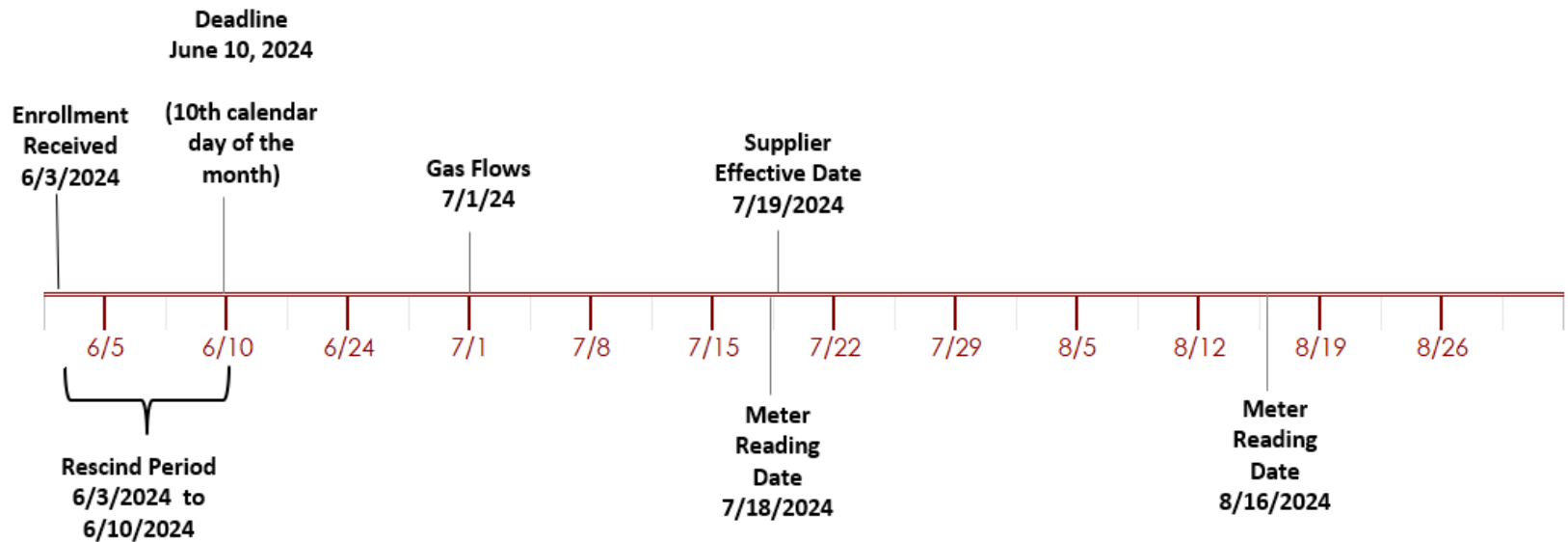
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- If customer's balance is over 60 days old the enrollment response acceptance will contain field AMT\*PJ indicating the number days of arrearage



# Enrollment Scenario

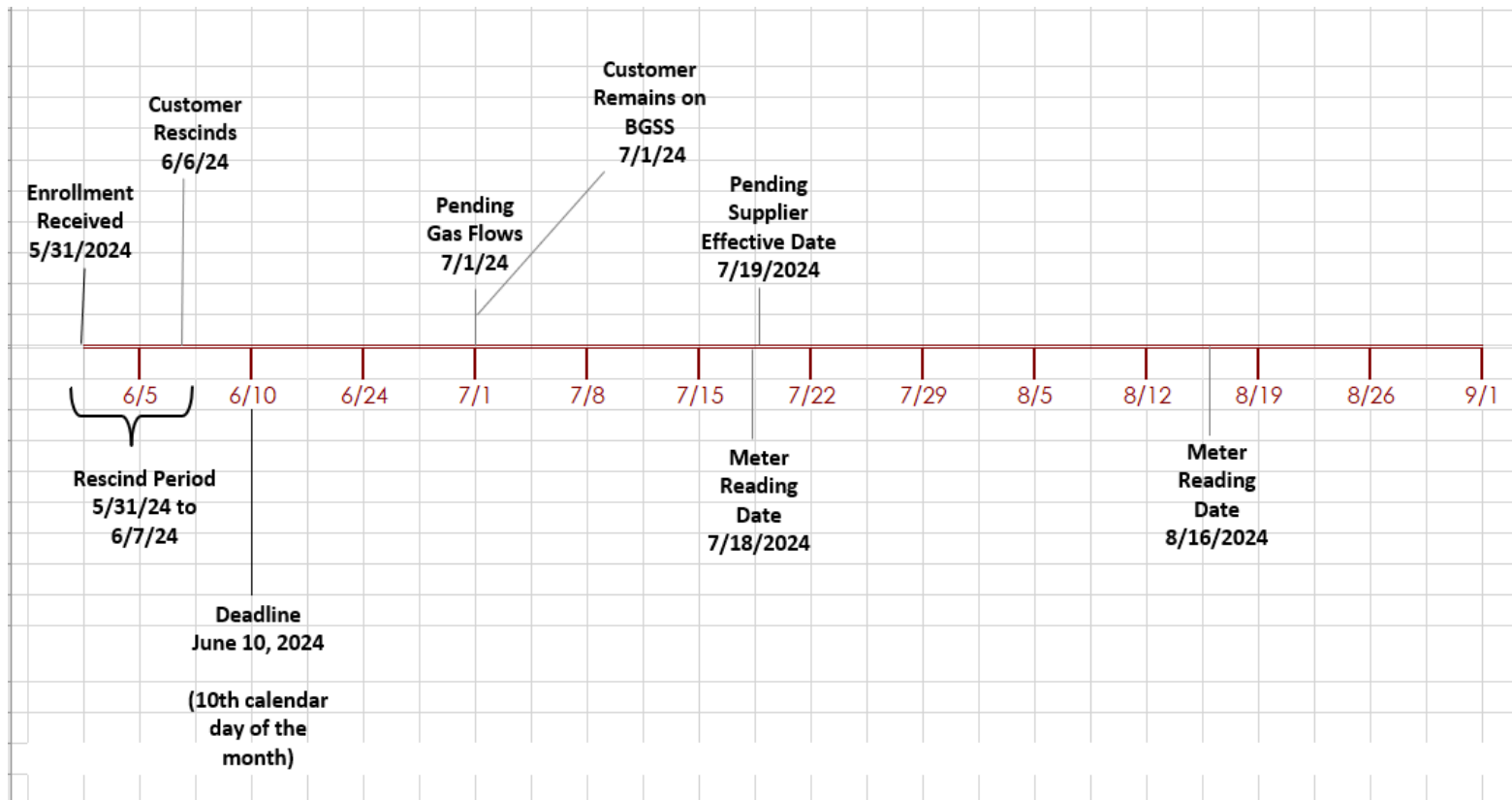
Enrollment request received by the 10<sup>th</sup> calendar day of the month



Does not apply to TSG nor CSG customers.

# Enrollment Scenario

## ➤ Customer rescinds enrollment

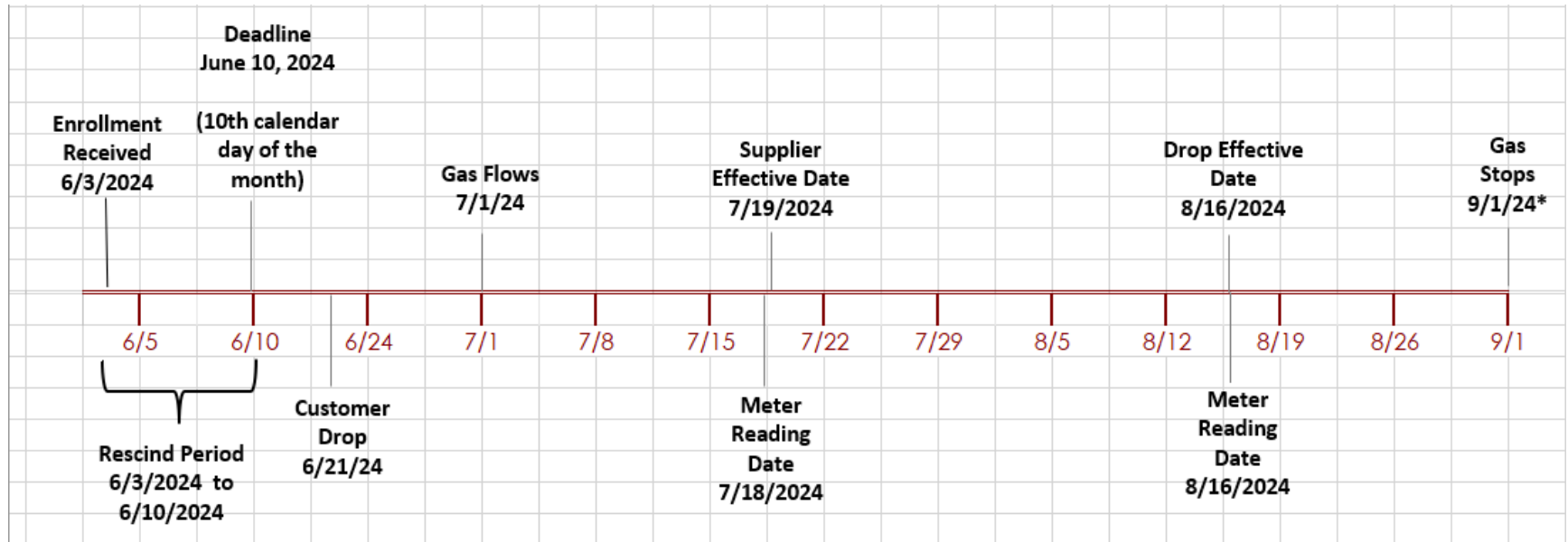


Does not apply to TSG nor CSG customers.



# Enrollment Scenario

## Customer Drops after Rescind Period



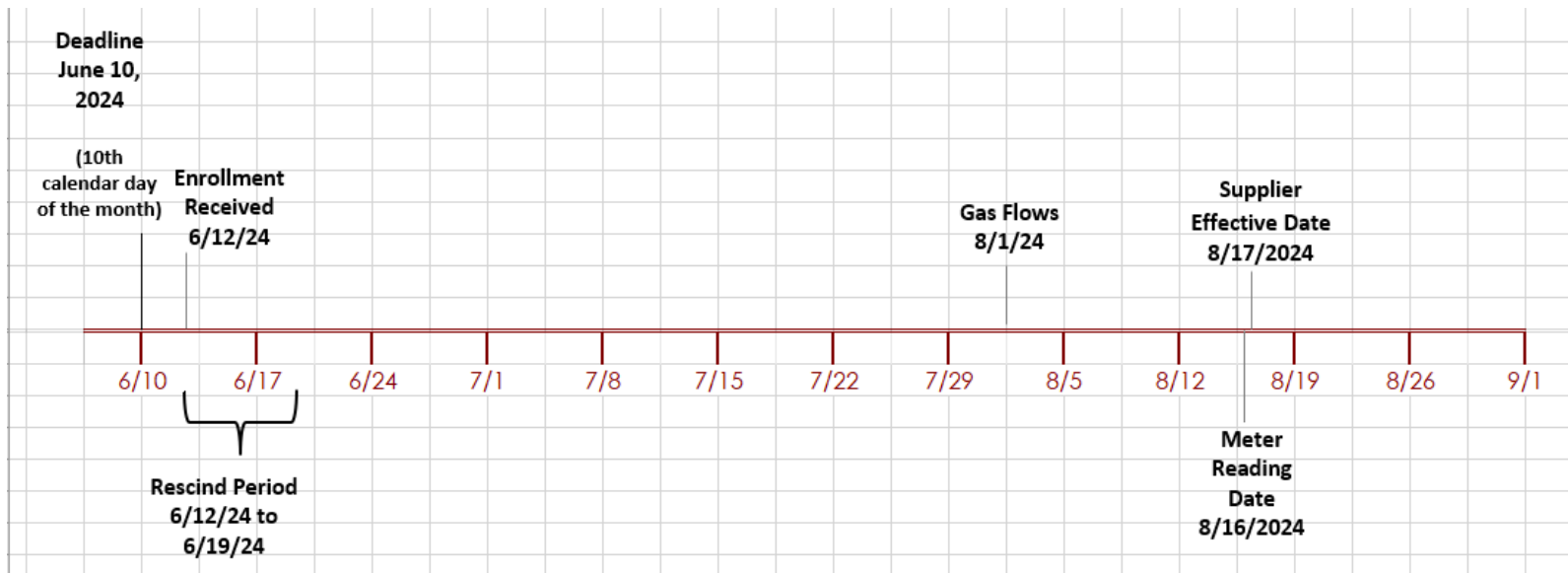
\* Upon customer return to BGSS, change in TPS or the cessation of delivery service, Public Service shall review the status of customer's imbalance between actual usage and actual TPS's deliveries to the customer, less losses, and shall include such imbalances in that TPS's future delivery requirement.

Does not apply to TSG nor CSG customers.



# Enrollment Scenario

## Enrollment Request Received after the Deadline

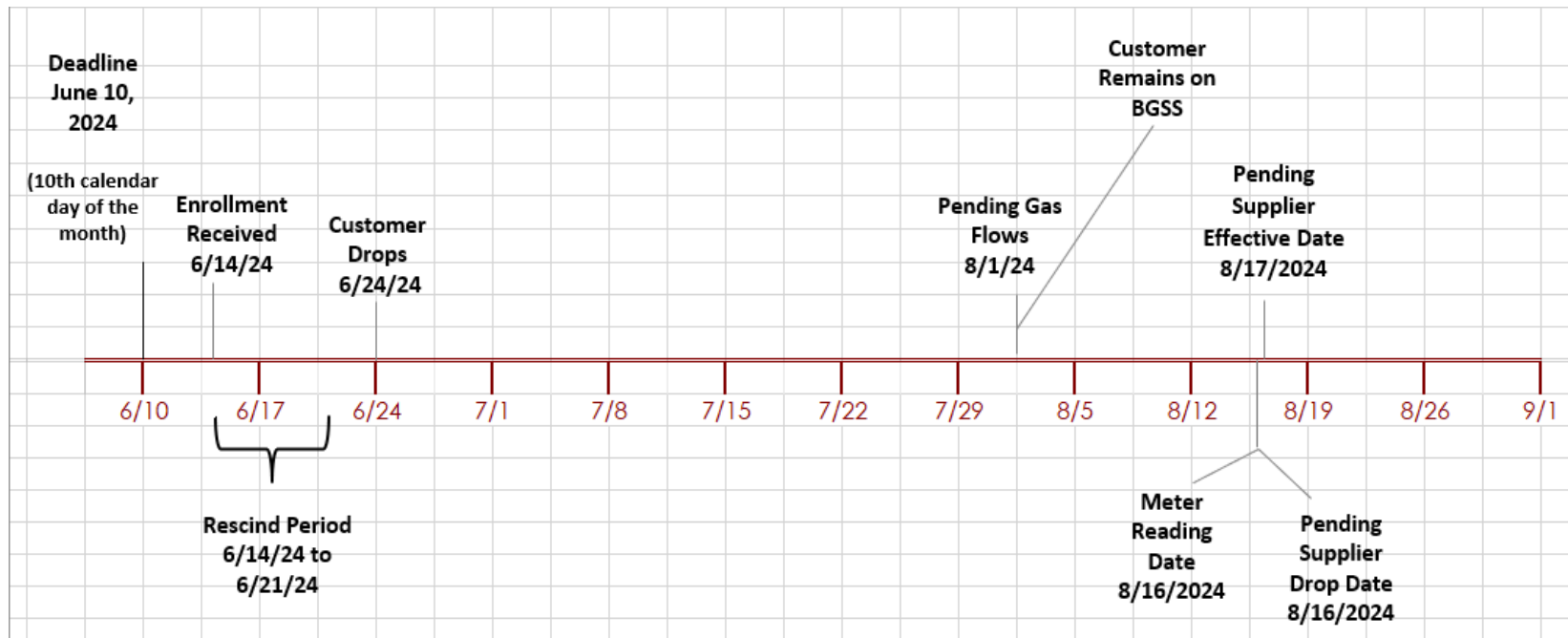


Does not apply to TSG nor CSG customers.



# Enrollment Scenario

Drop Request negates Enrollment Request, Customer Stays on BGSS

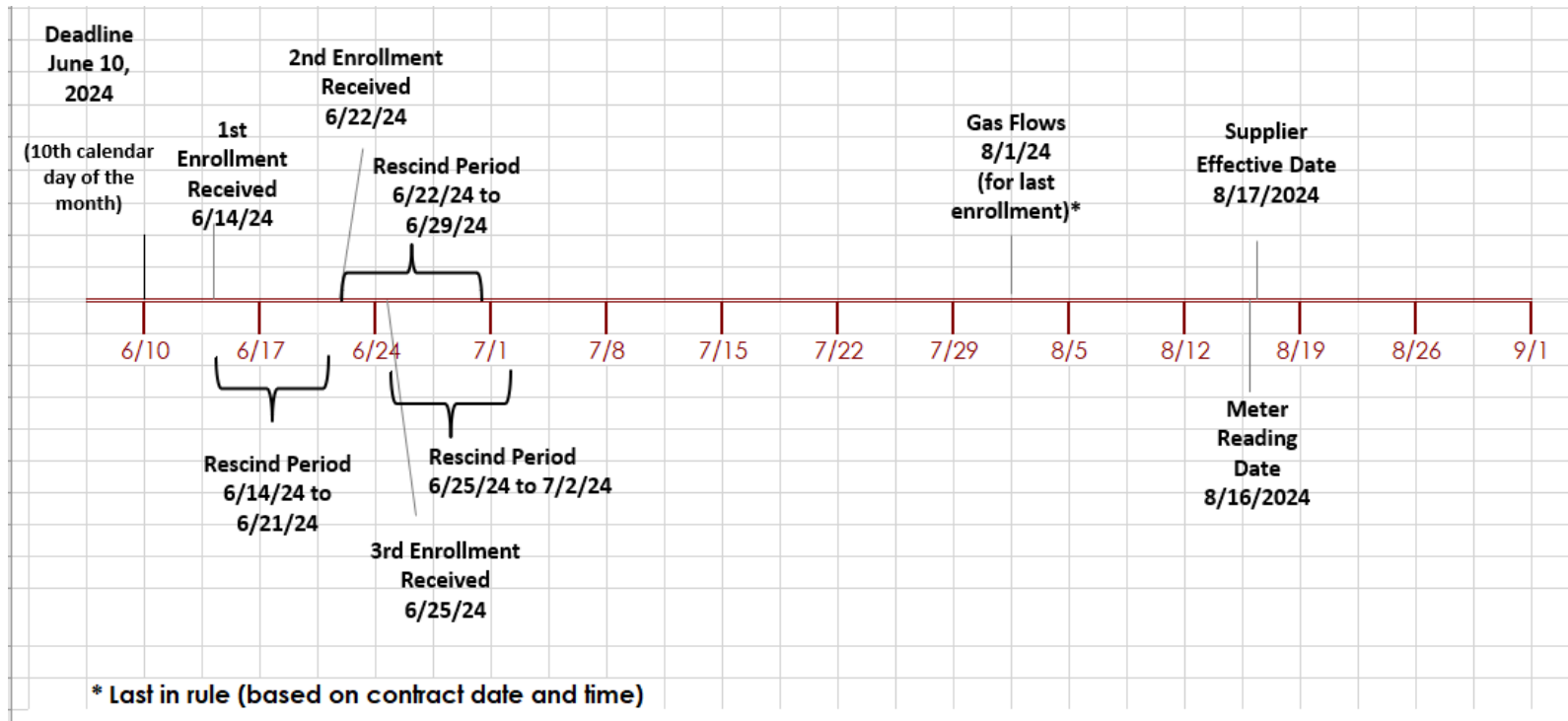


Does not apply to TSG nor CSG customers.



# Enrollment Scenario

## Multiple Enrollment Requests Received



Does not apply to TSG nor CSG customers



# Customer Switching

## ➤ Customer Drops TPS

- Customer notifies PSE&G that they are dropping their TPS and returning to PSE&G for Basic Gas Supply Service (BGSS) outside the rescind period
  - ◆ We will refer the customer to the supplier first
  - ◆ If customer calls PSE&G again we send an EDI drop request transaction to TPS, and mail a confirmation letter to the customer
  - ◆ Drop will take place on a meter read date based on the 10<sup>th</sup> calendar day of the month rule
- Customer can enroll with new TPS at any time in the future



# Customer Switching

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- Customer Drops TPS (cont.)
  - Firm Customers returning to PSE&G will return to BGSS-F
  - For more information pertaining to BGSS rates please refer to the Gas Tariff



# Customer Switching

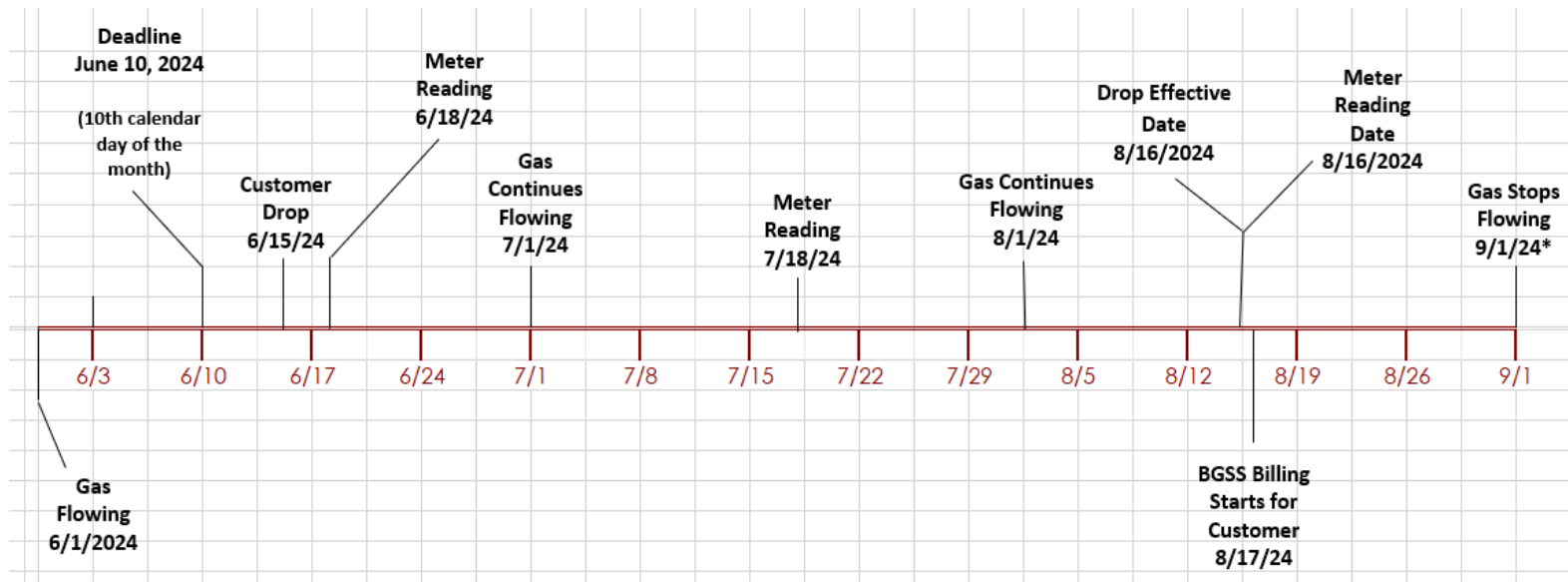
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## ➤ TPS Drops Customer

- TPS sends EDI drop request transaction to PSE&G
- PSE&G will send EDI drop response to the supplier
- PSE&G will mail a written drop notification to customer

# Drop Scenario

Drop request received after the 10<sup>th</sup> calendar day of the month



\* Upon customer return to BGSS, change in TPS or the cessation of delivery service, Public Service shall review the status of customer's imbalance between actual usage and actual TPS's deliveries to the customer, less losses, and shall include such imbalances in that TPS's future delivery requirement.

Does not apply to TSG nor CSG customers



# Rate TSG and CSG

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- Third Party Suppliers can enroll or drop Interruptible Transportation Service Gas (TSG) or Contract Service Gas (CSG) customers through EDI
- EDI transactions for enrollments and drops must be received by the second to last business day of the month to become effective on the first day of the following month.
- No other EDI transactions apply to the TSG or CSG rate
- Refer to Gas Tariff for more details



# Customer Billing

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# Customer Billing

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- PSE&G does not provide eligible customer lists
- PSE&G does not provide TPS with sync lists
- PSE&G does not maintain a DNC (Do not call ) list

# Customer Billing

- Bill Ready – One Bill Scenario (Consolidated Billing)
  - ◆ PSE&G will provide TPS with monthly customer usage and DCQ information through EDI
  - ◆ PSE&G will consolidate TPS and PSE&G charges and produce a single bill to the customer
  - ◆ TPS is responsible to explain customer billing questions for the TPS charges
  - ◆ If the TPS charges are not received within 48 hours, TPS charge fields on bill will be printed with “**Supplier data not available**” until the next billing cycle. PSE&G will not print additional bills due to this situation
  - ◆ Consolidated Billing Enrollments must pass creditworthiness

# Customer Billing

## ➤ Bill Ready – One Bill Scenario (Consolidated Billing)

- Consolidated Billing is an option if:
  - The customer has an open PSE&G balance that is less than 120 days at time of enrollment
  - The customer who was previously switched to dual billing due to creditworthiness now has an open PSE&G balance less than 60 days
- If customer's balance is over 60 days old the enrollment response acceptance will contain field AMT\*PJ indicating the number days of arrearage
- Enrolled customers that reach an open account balance that is 120 days or more will be switched to the dual bill option and will no longer qualify for consolidated billing until the outstanding balance is reduced to 60 days or less

# Customer Billing

## ➤ Bill Ready – One Bill Scenario

- ♦ If customer's outstanding account balance is reduced to 60 days or less after being switched to dual billing an EDI 814 Change request can be submitted by the supplier to switch the account back to consolidated billing
- ♦ An 814ND (advance notice of “drop”/switch to dual) will be sent to the supplier when the customer's account balance reaches 75 days outstanding
- ♦ The 814ND transaction will provide the supplier with the projected switch to dual date if the customer does not make a payment



# Customer Billing

## ➤ TPS Bill Information

- PSE&G will print 6 data points provided by TPS on the bill.
  - ◆ Name of Supplier
  - ◆ Supplier telephone #
  - ◆ Current Supplier Charges
  - ◆ Current Supplier Adjustment
  - ◆ Total Current Supplier Charges
  - ◆ Rolling Page Text
- **A TPS Logo can also be printed** (testing required)

# PSE&G Consolidated Bill

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## ➤ Rolling Page Text

- The TPS will have the option of including additional information through the rolling page text. There will be a maximum of 50 lines with up to 60 characters each available to the TPS. These lines will print from the basic EDI 810 invoice PID segment.
- Suppliers are required to use the PID segment to provide residential customers on the consolidated bill option with their therm usage and unit price.

# PSE&G Consolidated Bill

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## ➤ Rolling Page Text

- What happens if there are errors?
  - ◆ If the data points received are valid but the rolling page text contains an error, the data points will still be printed on the customer's bill and an EDI 824 will be sent to the TPS advising of the text error.
- Is the window for returning the EDI 810 the same?
  - ◆ Yes, the window is still 48 hours. If the TPS misses the window, the TPS will have to wait until the following month to send their charges as an adjustment along with their current charges in the same EDI 810 invoice.

# PSE&G Consolidated Bill

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## ➤ TPS's Logo

- What are the conditions to have a TPS logo printed on the PSE&G bill?
  - ◆ The dimensions for the logo cannot exceed:
    - Width: **1.17 inches**
    - Length: **.68 inches**
  - ◆ The logo will be printed in black and white
  - ◆ The logo will be the same for all customers
  - ◆ Provide logo in .jpeg and .tif format

# Customer Billing

## ➤ Purchase of Receivables (POR)

- If a supplier participates in consolidated billing, PSE&G will assume the TPS charges and pay the supplier 20 days from the accepted 810 invoice transaction 100% of the customers TPS charges (minus an uncollectible percentage or gas discount)
- The uncollectible percentage or gas discount rate changes annually and is effective February 1<sup>st</sup> of each year
- New uncollectible percentage or gas discount rate is emailed to all gas suppliers late January
- Factor used in determining amount paid to the supplier to be reviewed yearly by the BPU

# Customer Billing

- Day 1 - Customer's meter(s) is read
- Day 2 - Usage is validated and reported to the TPS via EDI and PSE&G calculates its share of the bill
- Day 2 thru Day 4 - TPS sends their charges to PSE&G via EDI and PSE&G updates billing system, adds the TPS charge to the bill and mails it to the customer. (First EDI invoice PSE&G accepts will close the customer's bill window.)
- Day 3 thru Day 5 – PSE&G sends an EDI payment file for all accepted charges to TPS (rejected charges will be sent an 824 advice notification)
- Day 25 - Regardless if customer payment is received or not, PSE&G's bank forwards payment to TPS



# Customer Billing

## ➤ Customer Billing Disputes

- Once PSE&G receives a customer billing dispute, the TPS will be provided with a minimum of one week to contact the customer to resolve the billing dispute. Additional time may be granted if required on a case by case basis.
- PSE&G will notify the TPS through email of the customer billing dispute. If the billing dispute is not resolved PSE&G will manually process a credit to the customer's account and a debit to a future 820 ACH payment for the TPS.
- For gas accounts this adjustment will not appear as an AJ for the PODid in the line detail of the 820 payment file due to the gas discount. A supplemental Microsoft Excel spreadsheet will be emailed to the TPS notifying them of the adjustment.

# Customer Billing

## ➤ Customer Billing Disputes (continued)

- If the TPS plans to send a refund check to the customer then the TPS would have to communicate to PSE&G that a check for a specific amount will be sent to the customer within a specific timeframe as the resolution. If the customer contacts PSE&G again for the same billing dispute after the specific timeframe PSE&G will proceed with the reversal.
- PSE&G will pay to the TPS all undisputed charges.



# Customer Billing

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## ➤ Two Bill Scenario

- PSE&G will provide TPS with the monthly customer usage information through EDI
  - ◆ Start/end meter read dates
  - ◆ Gas consumption in therms
  - ◆ Future DCQs up to the renewal date
- If customer billed separately by the supplier, customer will be referred to their TPS when questioning TPS charges

# Final Customer Bill

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- Delivery true-up with supplier, not customer
  - Over delivered therms will be applied to the following month or returned to the TPS
  - Under delivered therms will be nominated as future deliveries
  - Final delivery requirements sent to TPS two months later

# Fuel Gas Supply

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# Daily Contract Quantities

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- Used in the nomination process to determine total volume of gas each TPS will deliver into the PSE&G system
- Daily Contract Quantities are calculated in therms
- DCQ's are calculated for each customer by taking the customer's weather normalized usage adjusted for losses and dividing it by the number of days in that given billing period

# Daily Contract Quantities

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- Interruptible Customers
  - Current processes for TSG-NF, TSG-F and CSG are settled daily.

# Gas Supply Operations

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- DCQ's / ADCQ's maintenance
- Monthly delivery nominations
- Electronic Bulletin Board (EBB)
  - Required by TPS to electronically nominate and confirm the total volume of gas it intends to deliver to PSE&G
- Delivery issues? Call: 732-537-5856

# Gas Supply Operations

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- Electronic Bulletin Board will display each month:
  - Notices on changes, updates, etc.
  - Customer Name
  - PODid
  - Meter Number
  - Customer billing rate code
  - Therms to be delivered by TPS on a per day basis for each account
  - Total in therms and dekatherms

# SCHEDULE - EDI TRANSACTIONS

## ➤ Inbound Transactions

**814s (Enrollments, Changes, Drops, HU)** – Last pickup is approximately 5:00 pm EST Monday through Sunday. Transactions received after 5:00 pm EST will be considered the next calendar day.

**810s (Invoices)** – Last pickup is approximately 2:30 pm EST Monday through Friday. Transactions received after 2:30 pm EST will be considered the next business day.

## ➤ Outbound Transactions

**Non-867 transactions (814s, 820s, 824s)** – Suppliers can expect to begin receiving transactions around 5am EST and 12 noon EST

**867 (Usage)** – Suppliers can expect to begin receiving transactions around 6 pm EST

*This information is provided as a guide only and is subject to change!*



# **The End**

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# **Thank You**

