

Chapter 9

Retail Electric Suppliers Handbook

RESOURCE INFORMATION

This chapter includes a variety of useful reference materials:

- **Change Control Process** – Designates the timing and process around ComEd document changes for all Choice related materials
- **ComEd resources available to Retail Electric Suppliers (RESs)** – Lists several sources of ComEd related information available to RESs
- **Customer inquiries** – Provides information on whom to call with questions
- **Dispute resolution process** – Describes general and alternative methods for resolving disputes between ComEd and RESs
- **Important Numbers and Addresses** – Lists phone numbers, mailing addresses, and web sites

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CHANGE CONTROL PROCESS

Purpose

This Change Control Process will designate the timing and process around ComEd document changes for all Choice related materials.

Triggering Event

Each document listed below is reviewed as needed for overall accuracy. In the event of a change due to new tariff requirements, regulatory requirements, or business process enhancements, ComEd follows the Notice and Timeframes listed below.

Notice

ESSD notifies the Illinois Commerce Commission Staff (ICC), Retail Electric Suppliers (RESs), Metering Service Providers (MSPs), and Customer Self Managers (CSMs) of any changes resulting from the review and posts the information on the ComEd.com Customer Choice website. Meeting arrangements, if required, are sent with the notice.

Timeframes

If changes are required as a result of the review, ComEd attempts to send out the initial notice of changes 20 days prior to integration into the documents. If changes are needed for any other reason, ComEd gives as much advance notice as available.

Materials

- ComEd.com website
- Residential Customer Handbook
- Non-Residential Customer Handbook
- RES Handbook
- CSM Resource Guide
- MSP Resource Guide
- RES Contracts/Agreements/ Election Forms
- MSP Contracts/Agreements / Election Forms
- CSM Contracts/Agreements/ Election Forms

Note: The RES is responsible for following the activities of the Communications Protocol Working Group (CPWG), which manages and provides the change control notices for the Illinois EDI Implementation Guides.

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COMED RESOURCES AVAILABLE TO A RES

To facilitate the business relationship between ComEd and RESs, ComEd makes several resources available, including the following.

- **Electric Supplier Services Department (ESSD)** – ComEd’s ESSD is the RES’s liaison with ComEd. ESSD staff helps to prepare and assist RESs entering and participating in the marketplace.
 - **Account Managers** – Each RES is assigned an account manager, as appropriate. The Account Manager guides the RES through the registration process and acts as the single-point resource on delivery services issues and information from ComEd.

The following is general information on how to contact Account Managers with ESSD:

ComEd Electric Supplier Services Department
1919 Swift Drive, Room 128
Oak Brook, Illinois 60523
ESSD@comed.com

- **ComEd Website** – The information in this guide and more is available on ComEd’s website. The website also enables RESs to obtain historical customer billing and usage data as well as load profiling information in the customer section. In addition, the website includes links to sites containing information about PJM. The website is updated regularly to reflect the latest policies and procedures.
- **Informational Training sessions** - Supplier informational sessions are offered periodically when changes to ESSD processes and/or procedures change.

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CUSTOMER INQUIRIES

- ComEd operates a call center to address inquiries from retail customers. ComEd follows established processes for resolving customer inquiries.
- RESs should direct their customers to the appropriate call center with questions about historical billing and usage data, delivery service charges, to set up or final an account, changing customer information or power outages.
 - Non-residential customers should call **1-877-4-ComEd-1 (1-877-426-6331)**
 - Residential customers should call **1-800-EDISON-1 (1-877-334-7661)**

When ComEd receives inquiries from a retail customer related to the electric supply charges for a particular RES, the customer is referred to that RES.

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COMED'S DISPUTE RESOLUTION PROCESS

The process for resolving disputes between a RES and ComEd is set forth below:

- **Step 1** – The RES and the ComEd RES Account Manager attempt to reach an amicable solution.
- **Step 2** – The RES and the Manager of ESSD attempt to reach an amicable solution.
- **Step 3** – The RES and ComEd may mutually agree to pursue voluntary alternative dispute resolution in lieu of formal, litigated proceedings.

ComEd has established a standard alternative method for resolving disputes between ComEd and other parties. Participation in the process is voluntary on the part of both ComEd and the other parties. The parties involved may mutually agree to follow this procedure to resolve their dispute.

The alternative dispute resolution procedure is kept on file at ComEd's Electric Supplier Services Department (ESSD) and Retail Rates Department.

Voluntary dispute resolution is available with respect to many disputes under ComEd's Illinois tariffs applicable to service to Retail Electric Suppliers (RES), Meter Services Providers (MSP), Customer Self Managed (CSM) and retail customers.

In addition, the Federal Energy Regulatory Commission (FERC) has approved alternative dispute resolution procedures that may apply to disputes involving transmission services provided by PJM Interconnection L.L.C., the transmission provider in ComEd's retail service territory. ComEd's procedure is compatible with the FERC-approved procedures.

- **Step 4** – The Federal Energy Regulatory Commission (FERC) or the Illinois Commerce Commission (ICC) approves the resolution as needed if it affects applicable jurisdictional rates, terms, or conditions of service or facilities.

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IMPORTANT NUMBERS AND ADDRESSES

❖ ComEd Contacts

Electric Supplier Services Department
1919 Swift Drive, Room 128
Oak Brook, Illinois 60523
Fax: (630) 684-2830
Email: ESSD@comed.com

Business Customer Service Call Center
1-877-4-ComEd-1 (1-877-426-6331)

Residential Call Center
1-800-EDISON-1 (1-877-334-7661)

❖ Websites

- **ComEd website** (<https://www.comed.com>)– Includes RES Registration Form, Account Information Release Authorization, load profiles, meter reading schedule, ComEd tariffs.
- **PJM** (<http://www.pjm.com>) - Applicable OATT information, registration form, information on transmission services
- **Illinois Commerce Commission** (www.icc.illinois.gov) - Includes RES State certification requirements and ICC Certification Application, RES Registration Form.
- **Dun & Bradstreet** (www.dnb.com)– Includes information on obtaining a Dun & Bradstreet identification number.

Illinois Communication Protocols Working Group (<http://www.ChoiceInIllinois.com>) – Includes State Standard EDI transaction data dictionaries, EDI testing manual, EDI training manual, EDI standards change control process.

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