

# DIRECT ACCESS SETUP

## Overview

Prior to offering DA to end-use customers through submission of a Direct Access Service Request (DASR), the Electric ESP must satisfy certain requirements with respect to electronic data exchange and metering. For instance, the Electric ESP must both establish a systems infrastructure which is capable of handling the transmission of information in a format acceptable to PG&E and also have the capability to exchange information with PG&E over the Internet.

## Prerequisites

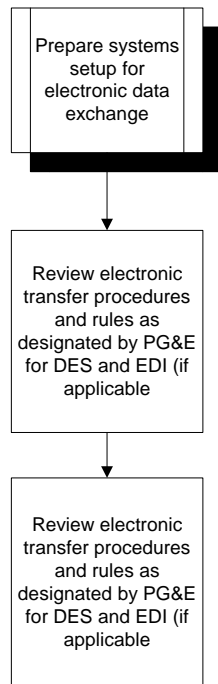
Prior to obtaining proceeding with DA setup, the Electric ESP must fulfill the following:

- Register with the CPUC if it intends to serve Small Customers.
- Complete, execute, and submit the ESP Service Agreement and ESP Credit Application. (See Chapter 1)
- Complete, execute, and submit the Consolidated Billing Options Worksheet if planning to offer consolidated billing options. Complete, execute, and submit the EDI Trading Partner Agreement and EDI Setup Form if planning to offer Consolidated ESP billing. If applicable documents are not submitted, PG&E will default billing option selection to Separate billing. (See Chapter 1)
- Obtain credit approval from PG&E if planning to offer Consolidated ESP billing. If credit is not approved, PG&E will default billing option to Separate billing. (See Chapter 1)

## Checklist of key steps

#	STEP
1.	Prepare systems setup for electronic data exchange
2.	Review electronic transfer procedures and rules as designated by PG&E for DES and EDI (if applicable)
3.	Review electronic transfer procedures and rules as designated by PG&E for DES and EDI (if applicable)

## Direct Access Setup Illustrated



## Procedures

This section provides a detailed discussion of the process steps outlined within the Checklist of Key Steps.

## *Electronic data exchange synopsis*

Participation in DA will require that Electric ESPs are capable of exchanging service account information electronically with PG&E. Currently all DA information is transmitted using data transfer protocol, which allows Electric ESPs to submit administrative DA transactions (i.e. DA setup, DA service termination, meter usage, billing service options, customer service account changes, etc.) to PG&E through the Internet. Data exchange between PG&E and the ESP is accomplished when the ESP retrieves response data from a data directory that has been established for them. Data entry and Internet connectivity will be facilitated by the Data Exchange Service (DES), which Electric ESPs can easily install locally on their systems.

Additionally, the transmission of financial information (i.e. Electric ESP/PG&E charges and payments) will be required via Electronic Data Interchange (EDI) protocol will also be required for Electric ESPs who plan to offer the Consolidated ESP billing option to end-use customers.

### *1. Prepare systems setup for electronic data exchange*

The first step involved with electronic data transfer is to establish a systems environment which can support the processing requirements related to DASRs and Consolidated ESP billing transactions. The following requirements summarized below are further elaborated upon in Sections C and D of Rule 22:

1. An Electric ESP will be required to meet electronic data exchange requirements as specified by PG&E. To commence the process for establishing this requirement, the Electric ESP must contact PG&E.
2. PG&E may allow alternative arrangements to electronic data exchange at its discretion for certain transactions.
3. An Electric ESP must have the capability to exchange data with PG&E via the Internet.
4. The Electric ESP must have the capability to communicate to and from Metering and Data Management Agent (MDMA) servers for the sharing of meter reading and usage data.
5. The Electric ESP must have the capability to perform Electronic Data Interchange (EDI) if it will be offering ESP or UDC Consolidated billing options.
6. To commence the process for establishing EDI, the Electric ESP must contact PG&E and shall be required to enter into a trading partner agreement in the form by completing and submitting the EDI Trading Partner Agreement to PG&E.

### *2. Review electronic transfer procedures and rules as designated by PG&E for DES and EDI (if applicable).*

Electric ESPs who participate in DA with PG&E will need to conform to specific electronic transfer procedures and rules as discussed below.

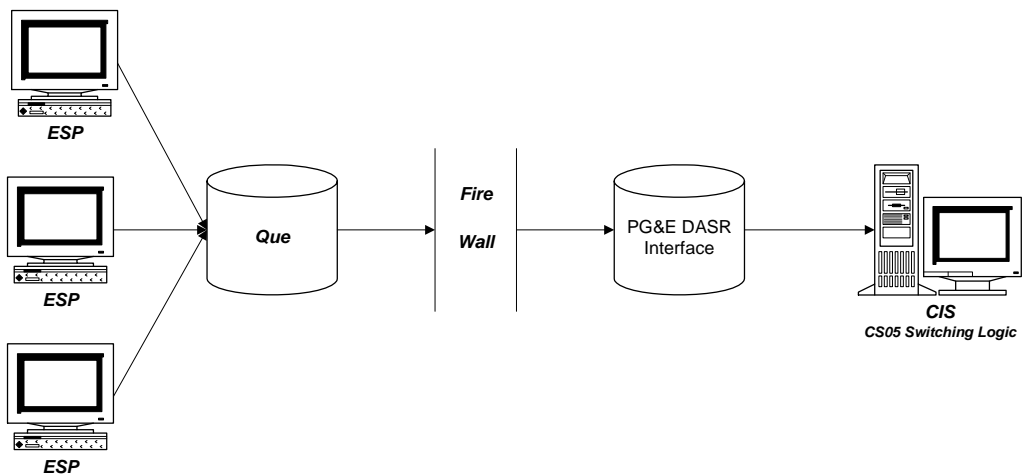
## DATA TRANSFER SPECIFICS: HOW DES IS USED TO EXCHANGE DA INFORMATION

DES was developed specifically to transmit gas and electricity utility metering, billing, and administrative information contained within DASRs between Electric ESPs, UDCs, Metering Agents (MA), and Billing Agents (BA).

Information is transmitted between the Electric ESP and PG&E through DES over the Internet (World Wide Web). All DASRs that the Electric ESP submits through DES are transmitted to a data repository external to PG&E's firewall called the "QUE" and are automatically time stamped upon arrival. The time stamp determines the priority of the DASR. These DASRs are then forwarded in order of priority to a server inside PG&E's firewall called the PG&E DASR Interface ("DASR Interface"), where they are further processed by priority within PG&E's Customer Information System (CIS).

DASRs that PG&E transmits to the Electric ESP are initially placed in the DASR Interface and then forwarded to the QUE, from which the Electric ESP can download or view the DASRs.

The diagram below depicts the information channels used when DASRs are submitted.



### 2.1: DASR SUBMITTAL INFORMATION FLOW CHANNELS

## DES implementation

### KEY DES CONTACTS

Questions regarding DES protocol or systems implementation requirements related to DES should be directed to:

CONTACT	CONTACT INFO
LYNN MCELHATTON, USER ACCESS CONTROL AND DES ADMINISTRATOR	PHONE: (415) 973-8080 EMAIL: LDMJ@PGE.COM

## DES WEB SITE

Electric ESPs can also consult the [DES Internet site](#) at for information about using DES to transmit EDI data. The exhibit below provides an example of the DES index page.



2.2: [DES WEBSITE](#)

**NOTE: The demos provided serve as tutorials for using DES. As indicated, documentation is also available through the site and includes the information topics listed below.**

## EDI data transfer

Electronic Data Interchange, (EDI) is the exchange of business data in a standardized format between business computer systems. EDI represents a fundamental change in the way companies transact business. It replaces paper-intensive functions with efficient electronic transactions and eliminates the need for printing and mailing business information. By using standard formats and languages, the

computerized data can be electronically transmitted between two companies and interpreted automatically.

The process of sending data via EDI requires a series of steps on the part of the sending and receiving partners (known as Trading Partners). Once the foundation of your EDI message is defined, most of these steps will be either automated or procedures will be developed.

Pacific Gas and Electric Company presently utilizes Value Added Networks (VAN's) for EDI Outbound 810 billing transactions. We also have the ability to utilize EDI over Internet connectivity for EDI Outbound 810 billing transactions to Energy Service Providers.

The EDI contacts below can provide valuable guidance and advice. EDI Direct Access transaction sets are summarized below the contact table.

## *EDI contacts*

Questions regarding EDI protocol or systems implementation requirements related to DES should be directed to:

CONTACT	FUNCTIONAL AREA	CONTACT INFO
TOM ELDER SENIOR PROJECT MANAGER	BILLING	PHONE: (415) 973-5119 EMAIL: TXE6@pge.com

### **FOR MORE INFORMATION**

For additional, detailed information on the EDI process, visit the [EDI Web site](#).

## *EDI Direct Access transaction sets*

### **TRANSACTION SET 810 - BILLING**

The 810 Transaction Set is used to provide established PG&E billing data in an electronic format to its customers. The billing data provided electronically reflects the same information that appears on a traditional paper bill and is consistent with national standards for EDI.

### **TRANSACTION SET 814 - DIRECT ACCESS SERVICE REQUEST (DASR)**

The 814 Transaction Set or DASR is sent between the Utility and Energy Service Providers (ESPs) for purposes such as connecting a customer (i.e. Connect Request), updating a significant customer event (i.e. Update Request/Notification), or disconnecting a customer (i.e. Disconnect Request).

**NOTE: that an Electric ESP that exchanges 814 EDI data with PG&E must also be able to receive 867 EDI. The 867 is used to pass the required 12 months of usage history for the customer to the Electric ESP.**

## **TRANSACTION SET 820 - PAYMENT AND REMITTANCE ORDER**

The 820 Transaction Set is used to make a payment and send a remittance advice. This transaction set can be an order to a financial institution to make a payment to a payee. It can also be a remittance advice identifying the detail needed to perform cash application to the payee's accounts receivable system. PG&E's application requires that the 820 go through a financial institution.

## **867 - METER USAGE**

The 867 Transaction Set is used to transfer meter usage data. Where the Electric ESP is the MDMA the 867 will be sent to PG&E as in inbound file. Where PG&E is the MDMA the 867 will be sent as an outbound file to the Electric ESP. Refer to the implementation checklists below for both the 867 inbound and outbound requirements.

## **997 - FUNCTIONAL ACKNOWLEDGMENT**

The "Draft Standard for Trial Use" contains the format and establishes the data contents of the Functional Acknowledgment Transaction Set (997). Transaction Set 997 can be used to define the control structures for a set of acknowledgments to indicate the results of the syntactical analysis of the electronically encoded documents. The encoded documents are the transaction sets, which are grouped in functional groups, used in defining transactions for business data interchange. This standard does not cover the semantic meaning of the information encoded in the transaction sets.

## ***Test the viability and accuracy of data transferred to PG&E using DES***

PG&E requires each Electric ESP to conduct electronic data transfer testing. Therefore, the Electric ESP will need to develop a viable test plan with respect to testing the transfer of DA information to PG&E via DES. Testing requirements, testing implementation framework, and required downloadable programs are available to Electric ESPs on the [DES Web site](#).