

The RGS Handbook

*A Guide to Conducting Business with Ameren Illinois
In the Competitive Gas Marketplace*

Ameren Illinois RGS Handbook February 2024



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Preface

The RGS Handbook was developed by Ameren Illinois to be used by Retail Gas Suppliers (RGS) interested in providing gas supply service to non-residential customers (retail customers) within Ameren Illinois Company's service area. The term RGS includes Alternative Gas Suppliers (AGS), as that term is defined in 220 ILCS 5/19-100 of the Illinois Public Utilities Act, as well as other gas suppliers and gas brokers providing gas transportation service and supply. A Customer Self-Manager (CSM), who is a retail customer managing its own supply of gas for one or more of its own accounts, is also referenced and also has the same rights and responsibilities as an RGS, unless otherwise noted. For purposes of brevity and clarity in this document, Ameren Illinois will use the term "RGS" to include rights and responsibilities for both RGS and CSM, unless otherwise noted. This handbook is intended to provide a RGS or a CSM with a comprehensive overview of Ameren Illinois' procedures so they can better interact with Ameren Illinois in establishing a business relationship and providing gas supply.

This handbook serves as one source of guidance to a RGS or CSM interested in providing gas transportation and supply services and includes information and procedures necessary for a RGS or CSM to interact with Ameren Illinois. The RGS Handbook is a working document designed to address the challenging issues raised regarding the competitive gas marketplace in Illinois. It reflects Ameren Illinois' current thinking. However, Ameren Illinois reserves the right to modify this handbook to reflect regulatory and/or business process changes, as necessary.

The tariff takes precedent when there are discrepancies between the tariff and this RGS Handbook.

Chapter 1

The Competitive Marketplace

1.1. Introduction

Gas customer choice and gas transportation was introduced to the Ameren Illinois territory in the early 1980s. Ameren Illinois' roles and relationships have changed since then and will continue to change. Chapter 1 provides a brief overview of the roles and relationships in the competitive gas marketplace.

1.2. Ameren Illinois' Role in Distribution

Ameren Illinois owns and operates the regulated gas distribution facilities in its service territory and is responsible for the reliability and safety of delivering gas to retail customers. Ameren Illinois provides Retail Gas Suppliers (RGSs) and Customer Self Managers (CSMs) with impartial information on distribution services to ensure that RGSs and/or CSMs have the appropriate resources for participating in the gas market. As part of its distribution role, Ameren Illinois provides the following services to customers:

- Delivery of natural gas to the customers' meters;
- Metering services (meter ownership, purchase, installation, removal, calibration, testing and maintenance);
- Meter reading and usage data management; and
- Billing and related services (contact centers, account set-up and maintenance, bill generation, payment processing, credit services, etc.)

1.3. The Role of the Pipeline

The interstate pipeline is a transmission owner and provides services in accordance with its FERC-approved tariffs in delivering gas supply to Ameren Illinois. Ameren Illinois is not a party in the agreements between the interstate pipelines and the RGS.

1.4. The Role of Retail Gas Suppliers

Non-residential retail customers currently have a choice of purchasing gas supply from Ameren Illinois or from a RGS. CSMs are retail customers managing their own transportation and nominations of gas.

A RGS or CSM desiring to provide gas supply service in Ameren Illinois is required to enter into a service agreement with Ameren Illinois and make arrangements to have the gas supply delivered to Ameren Illinois. Gas is delivered to retail customers in Ameren Illinois service territory using Ameren Illinois' transmission and/or distribution delivery network.

The RGS must bill the retail customer directly for the gas and services it provides to the customer. The RGS, as the supplier, cannot bill its retail customers for gas and services that are provided by Ameren Illinois. Similarly, Ameren Illinois cannot bill for gas or services that are provided by the RGS to its customers. Note, however, that a retail customer may designate its RGS to be its account agent for the purpose of doing billing and other tasks, by following the standard [Ameren Illinois Agents, Brokers and Consultants' process](#).

1.5. The Role of the Gas Customer

A retail customer may choose to receive gas supply from Ameren Illinois as the default supplier or from a RGS or may become a CSM. Regardless of supply sources, gas will continue to be delivered to retail customers in Ameren Illinois service territory using Ameren Illinois' gas

transmission and/or distribution delivery network. Customers are responsible for paying all charges associated with the transportation of gas to their facilities.

A customer who elects to receive gas transportation and supply services from a RGS will be billed via Dual Billing by Ameren Illinois. Dual Billing is billing where the customer receives two separate bills – one bill for gas commodity and transportation services from the RGS and a separate bill for gas delivery service charges (and any portion of gas or other services supplied by Ameren Illinois, if applicable) from Ameren Illinois. Dual Billing will be used to bill CSM customers for Ameren Illinois charges on accounts on gas transportation.

Customer hook-ups, disconnects, outage responses, and other distribution service related issues will continue to be handled by Ameren Illinois.

Chapter 2 Registration Process

2.1. Introduction

Chapter 2 provides a RGS or CSM with an overview of the registration process with Ameren Illinois in order for the RGS or CSM to provide gas transportation and supply services to retail accounts within Ameren Illinois' service territory. The purpose of registration is to initiate the business relationship between the RGS or CSM and Ameren Illinois.

2.2. ICC Requirements

Prior to providing gas supply service within Ameren Illinois, a RGS that provides supply service to a customer that consumes 5,000 therms or less annually shall be required to certify with the Illinois Commerce Commission (ICC) as set forth in 220 ILCS 5/19-110. The RGS must submit proof of certification when it registers with Ameren Illinois. Certification means that the RGS has met the necessary ICC requirements and has received an ICC license number. The RGS can be certified for the entire state of Illinois or for a specific utility service territory. Detailed information regarding ICC certification can be obtained by visiting the [ICC website](http://www.icc.illinois.gov/) (www.icc.illinois.gov/). A RGS or CSM should consult their counsel with questions regarding ICC registration requirements or applicability.

2.3. Ameren Illinois Requirements

Prior to providing gas transportation and supply services within Ameren Illinois, the RGS or CSM will need to fulfill Ameren Illinois' registration requirements. A RGS or CSM should obtain required registration information from [Ameren Illinois Gas Choice Page](#), complete the forms and required paperwork, and send completed paperwork electronically to EndUserTransportation@ameren.com.

Once Ameren Illinois receives the forms and agreements, the End User Transportation (EUT) group will notify the RGS within five (5) business days if anything further is required. After Ameren Illinois countersigns the agreements, Ameren Illinois will send a fully-executed version of each agreement back to the RGS or CSM. The forms and agreements are described in detail below.

2.3.1. RGS or CSM Registration Form

Ameren Illinois requires specific information necessary to effectively and efficiently transact business with the RGS or CSM. The RGS or CSM is required to provide the following information on the Registration Form, if applicable:

- RGS or CSM corporate information (e.g., name, address, phone and fax numbers);
- Primary contact name, mailing address, phone number, fax number, and email address;
- Ownership and corporate affiliation;
- Dun & Bradstreet (D&B or DUNS) number;

If any information is unavailable or not applicable, that should be noted on the form. The Registration Form will not be accepted if required fields are omitted. Please note the following when completing the Registration Form:

- A Dun & Bradstreet (D&B or DUNS) number may be established for an entity which does not currently have one by calling 800.234.3867 or by visiting the [D&B website](#).

2.3.2. Tariff Service Agreement & EDI Trading Partner Agreement

The **Tariff Service Agreement** is the cornerstone of the legal relationship between the RGS or CSM and Ameren Illinois. It establishes the RGS or CSM as an entity subject to Ameren Illinois' Supplier Terms & Conditions Tariff establishing the rates, terms and conditions of service, as well as outlining the responsibilities of the RGS or CSM and Ameren Illinois.

The **EDI Trading Partner Agreement** establishes the general responsibilities of the Electronic Data Interchange (EDI) partnership and is required for a RGS or CSM to transact business directly with Ameren Illinois using EDI.

The EDI Trading Partner Agreement defines each trading partner's responsibilities with regard to electronic data exchange (e.g. setting up Value-Added Network (VAN) accounts, transactions to be used, handling of rejected transactions, timing of responses, emergency contact names, etc.)

Ameren Illinois and the RGS must demonstrate via EDI testing their ability to successfully exchange data for all EDI transactions that will be processed. All EDI transactions associated with Dual Billing must be tested. In addition, other EDI transactions that are required in order to do business with Ameren Illinois (e.g. utility-initiated 814C for a MDCQ or meter change, RGS-initiated 814E for a service point enrollment, etc.) must also be tested. All EDI transaction tests must pass as part of the RGS registration process with Ameren Illinois before conducting business. Each trading partner will also need to establish a point of contact to resolve daily EDI problems.

Detailed information on EDI testing requirements can be found in Chapter 3 - EDI Protocols.

2.3.3. EDI Profile Information and Trading Partner Setup Form

The EDI Profile Information and Trading Partner Setup form establishes EDI communications for the RGS or CSM. This form requests critical information that is required for the RGS or CSM to communicate with Ameren Illinois via EDI. It also includes information that allows Ameren Illinois to determine the entity sending the transaction and to respond to communications from the RGS.

For more information on EDI, please refer to Chapter 3 - EDI Protocols. For more information on Direct Access Service Requests (DASRs), please refer to Chapter 4 - Enrollments, Drops, Rescissions, and Reinstatements.

2.3.4 Credit Application

Ameren Illinois requires specific information necessary to adequately determine the creditworthiness of the RGS or CSM. The RGS or CSM is required to complete a Credit Application that will include contact information for the entity and parent company, as well as principal's and/or officer's names. Additional information includes the long-term bond or corporate credit ratings of either the RGS (or CSM) or a parent company. Finally the form includes a section for the RGS or CSM to input its banking information.

Pursuant to the Supplier Terms and Conditions and the Tariff Service Agreement, the RGS must comply with one of the creditworthiness requirements listed below:

- Maintain a long-term senior unsecured debt rating, or if such long-term senior unsecured debt rating is not available, then the then assigned issuer credit rating ("Credit Rating"), assigned by Standard & Poor's Ratings Services, a division of The McGraw-Hill Companies, Inc. ("S&P") and Moody's Investors Service, Inc. ("Moody's") of BBB- and Baa3,

respectively. If not rated by both agencies, then maintain a Credit Rating of at least BBB- or Baa3 by either S&P or Moody's.

- Post a cash deposit to cover the Calculated Deposit to Ameren Illinois. This deposit will be returned to the RGS, without interest, upon termination of all services and obligations between RGS and Ameren Illinois.
- Post an unconditional and irrevocable letter of credit to cover the Calculated Deposit issued by an acceptable financial institution as determined in a commercially reasonable manner by Ameren Illinois.
- Provide an unconditional guaranty agreement to cover the Calculated Deposit from a parent company that meets the Credit Rating requirement listed above.

The Calculated Deposit is defined as an amount equal to **80% MDCQ * Prevailing Market Price**. The Prevailing Market Price, in Therms, shall be defined as the average NYMEX NG price for the forward twelve (12) months. Credit deposits will only be required if the Calculated Deposit is in excess of \$5,000. Upon request of Ameren Illinois, the RGS shall also provide to Ameren Illinois, on a confidential basis, financial statements, annual reports, 10-K reports, or other information as deemed necessary in the reasonable opinion of Ameren Illinois to assure creditworthiness of the RGS. RGS agrees to allow Ameren Illinois to conduct a credit investigation to determine to the RGS's creditworthiness at the time of registration and at least annually.

If the requirements of this section are not met during the term of service under the Tariff Service Agreement, Ameren Illinois may invoke its rights under the default section of the Tariff Service Agreement.

Ameren Illinois reserves the right to deny service to a RGS failing to demonstrate creditworthiness or provide an acceptable form of security at any time during the term of service under the Tariff Service Agreement.

Ameren Illinois will treat all financial statements provided by the RGS in a confidential manner.

The RGS will promptly notify Ameren Illinois, in writing, if any financial or credit application information changes.

2.4. Ameren Illinois Activation Process

2.4.1. Confirmation that RGS Registration is Complete

A confirmation letter or email will notify the RGS or CSM when its Registration is complete. At that time, Ameren Illinois will also provide:

- A contact list containing the names and phone numbers of the RGS's or CSM's key contacts at Ameren Illinois; and
- One Supplier Administrator User ID to be used by the RGS or CSM for accessing the Ameren Illinois' [Supply Choice Portal \(SCP\)](#) and its tools and reports. This Supplier Administrator will be responsible for adding additional users, if desired, to have access to the portal.

If any information contained in the confirmation letter is incorrect, then the RGS or CSM should immediately notify its Ameren Illinois business representative. Note that the RGS or CSM must provide Ameren Illinois with a list of its key business and technical contacts.

2.5. Beginning Customer Enrollment

Once the RGS' or CSM's registration is accepted and the RGS or CSM is activated to conduct business in Ameren Illinois' service territory, the RGS may begin submitting EDI Direct Access Service Requests (DASRs) to Ameren Illinois. Each enrollment DASR requests that a specific account or service point be switched from its existing gas supplier to the RGS. A CSM will submit an enrollment DASR to switch its account to itself.

For further information on customer enrollment, DASRs, and Ameren Illinois' policies associated with DASR processing, please see this handbook, Chapter 4 - Enrollments, Drops, Rescissions, and Reinstatements. Information on gas nominations, cash-outs, retail billing and customer termination procedures, is provided in the following chapters.

Chapter 3 Electronic Data Interchange (EDI) Protocols

3.1. Introduction

The Illinois electric utility companies (e.g. Ameren Illinois and ComEd) have adopted Electronic Data Interchange (EDI) as the standard electronic communication method for exchanging electric data between utilities and Retail Electric Suppliers (RES). Since Ameren Illinois is a dual service utility, it has adopted EDI as the standard electronic communication method for exchanging gas data between utilities and Retail Gas Suppliers (RGS) as well. EDI transactions are generally used to request actions, respond to requests for action and confirm information related to actions performed for or on behalf of customers. EDI is the standard communication method between the RGS and Ameren Illinois on customer enrollment, customer account maintenance, financial transactions (billing, payment, and remittance), and transfer of usage information. Chapter 3 provides information on establishing EDI communications and instructions on following EDI standard protocols. This chapter does not address the customer enrollment processes and the associated business events. For information on enrolling and dropping customers, please see Chapter 4 - Enrollments, Drops, Rescissions and Reinstatements.

3.2. Types of EDI Transactions

Ameren Illinois uses transaction set guidelines for EDI established by the Utility Industry Group (UIG) subset of the American National Standards Institute (ANSI) ASC X12 standards, along with modifications specifically tailored for use in Illinois. The UIG guidelines provide a standard methodology for conducting business in an EDI environment. The Illinois EDI Implementation Guides are posted to the [Illinois Communication Protocols Working Group \(CPWG\)](#) website.

EDI transactions are designed to automate and streamline the typical repetitive business transactions that occur between Ameren Illinois and the RGS.

There are 4 primary business events between Ameren Illinois and the RGS:

1. Enrollments, Drops, Rescissions and Reinstatements
2. Account-level and Service Point-level Changes
3. Historical Usage Information Requests
4. Customer Billing

3.2.1. Enrollments, Drops, Rescissions, and Reinstatements

Several variations of the EDI 814 transaction set are used as noted in the following business scenarios:

- EDI 814E – Enrollment of an account or service point
- EDI 814D – Drop of an account or service point
- EDI 814D – Rescission of a pending enrollment
- EDI 814D – Rescission of a pending drop
- EDI 814R – Reinstatement of an account or service point on RGS supply
(account or service point had been pending to be dropped from that RGS' supply)

Gas Rider: Ameren Illinois has two supply service options for gas customers that are noted as a Rider on each service point. Rider S is the Ameren Illinois default supply product while Rider T allows for the transportation of customer-owned gas to applicable service points.

3.2.2. Account-level and Service Point-level Changes

Ameren Illinois and RGSs will use EDI 814C transactions to communicate changes at the account and service point levels. Examples are in the following business scenarios:

- **EDI 814C** – Ameren Illinois notifies the RGS or the pending RGS regarding an account-level or service point-level information/change (e.g. gas delivery services (GDS) rate, gas supply service rider, Maximum Daily Contract Quantity (MDCQ), Maximum Allowable Operating Pressure (MAOP), gas balancing account number, service point addition or removal, Bank Election Factor (BEF) if applicable, etc.)

GDS rate assignments and rate reclassifications: Ameren Illinois analyzes the previous calendar year's usage history of each service point annually. In February, Ameren Illinois generates EDI 814C transactions for each affected service point indicating its new GDS rate classification. The new GDS rate reclassification takes effect May 1st of each year. RGS will be responsible for logging into the Supply Choice Portal and changing the pool group assignment of a reclassified service point if and when the rate change causes a change between monthly and daily balancing methods.

Gas supply service rider: Only a RGS can change the Rider S customer's supply rider to Rider T supply using the enrollment DASR. Rider T accounts/service points dropped by one RGS but not enrolled to another RGS at the time a drop effectuates are placed on Rider T without a RGS and will receive gas supply priced pursuant to the daily or monthly cash-out section of Rider T including penalty charges (where applicable) for up to two billing periods. If an account/service point in this situation has not been enrolled by a new RGS within the two billing periods, the account/service point shall default to Rider S for supply service and will not be allowed to return to Rider T service until the next annual Rider T enrollment period. Ameren Illinois allows a customer to call into the Ameren Illinois Business Center to change the gas supply service rider from Rider T to Rider S during the annual enrollment period. In these instances, Ameren Illinois will process this change on behalf of the customer.

MDCQ: For any service points served under Rider T, an MDCQ is required. An MDCQ (Maximum Daily Contract Quantity) is a given service point's maximum volume of gas as agreed on between the customer and Ameren Illinois, expressed in terms, that Ameren Illinois is obligated to deliver on any day at a specified service point. Once initially set by Ameren Illinois or by the customer with Ameren Illinois' approval, the MDCQ shall be in effect until the customer requests and Ameren Illinois approves a new MDCQ.

MAOP: Ameren Illinois assigns a MAOP (Maximum Allowable Operating Pressure) to a service point based on its location on Ameren Illinois' gas main. Once initially set by Ameren Illinois, the MAOP shall be in effect until Ameren Illinois issues a change. Changes of MAOP are rare but do occur.

Gas Pool Group Balancing Account Number: Gas group balancing service allows a pool group manager to deliver gas to Ameren Illinois, on an aggregated basis, for one or more Rider T accounts that make up a gas pool group. Ameren Illinois assigns a unique gas pool group balancing account number to a group of Rider T accounts and/or service points served by the same RGS on the same pipeline(s) using the same balancing/billing method, i.e. daily or monthly. Individually balanced customer accounts will have their own unique balancing account number.

Addition or Removal of a Service point: The EDI 814C communicates changes to the account including the removal of Service Point. However, the addition of a service point will require action from the RGS. Please See Appendix A – Addition of a Service Point, and Appendix B – Removal of a Service point for details.

Bank Election Factor (BEF): The amount of bank service from Ameren Illinois which a Rider T customer elects each year. Rider TBS, Transportation Banking Service, details the provisions of this service. The BEF is selected by service point and remains in place from May 1 to the following April 30. If not set initially by the RGS in the EDI enrollment or in the Supply Choice Portal by the RGS during the annual enrollment period, Ameren Illinois will assign a BEF per service point based on tariff rules. For daily balanced service points on GDS-4, GDS-6, and GDS-7, the BEF default will be 1. For monthly balanced service points on GDS-2, GDS-3, or GDS-5, the BEF default will be 5.

- **EDI 814C** – RGS notifies Ameren Illinois of a change to the BEF.

For more information regarding RGS-initiated EDI 814C notification requirements (i.e. timing for the submission of different types of changes), please see Appendix C – EDI 814C Notification Requirements.

3.2.3. Acquiring Historical Usage Information

There are three ways in which a RGS may acquire account historical usage information and/or interval data from Ameren Illinois. As permitted by law, a RGS may request account and service point-specific information that includes gas usage for up to the most recent 24 billing periods. The three methods are:

- **EDI:** A RGS may request historical usage information via EDI by using the EDI 814HU transaction, or 814HI for historical daily interval usage. Upon receipt of an EDI 814HU or 814HI request, Ameren Illinois will send an EDI 814HU/814HI acknowledgement to the RGS. Historical usage data will be sent to the RGS in the EDI 867HU/867HI transaction and includes current information regarding:
 - Ameren Illinois Rate Zone associated with account (Rate Zone I, Rate Zone II, or Rate Zone III)
 - Account number
 - Account customer name
 - Account service address
 - Account bill group
 - Service point number(s)
 - Meter number(s)
 - Service point gas delivery services (GDS) rate class(es)
 - Service Point MAOP
 - Service Point MDCQ, if applicable
 - Up to 24 months' worth of service point-level historical summary usage data

Hourly interval meter data, when available, cannot be requested and returned via the EDI 867HU transaction. However, hourly interval data is available via Ameren Illinois' [Natural Gas Supplier Portal](#).

Note that if a RGS specifically requests interval data in the 814HU transaction (i.e. LIN-HI) and interval data is available, then monthly/summary historical usage data will be returned to the RGS. For more information regarding the types of data

returned on EDI 814HU historical usage requests, please reference Appendix D – EDI 814 HU Request Types and Data Returned.

- Supply Choice Portal (SCP):** A RGS may request historical usage information and view or download (CSV format) account and service point characteristics as well as historical usage information via Ameren Illinois' [Supply Choice Portal](#). After logging into the SCP as the supplying RGS, the daily usage information can be found in the Customer Monthly Usage Report under the Reports, Illinois tab. After entering a valid account number and desired historical month, the information returned includes:
 - Ameren Illinois Customer Account Number
 - Customer Name
 - Rate Code
 - Meter Number(s)
 - Meter Billing Constant
 - Meter Number of Dials
 - Service Point Number(s)
 - Meter Status
 - One month's worth of daily meter-level historical usage data

Home > Reports > Illinois > Usage > Customer Monthly Usage

Customer Monthly Usage

Select Report Criteria: (*Indicates required field)

Account Manager: Julie M. Austin E44460 Month: Dec Year: 2013

Customer Name: CUTLER HAMMER INC 73440-46733

Account Number: 73440-46733

Export to:   

December 2013

Customer Account Number: 73440-46733 Rate Code: RGS-4 Rdr TBS-Daily-Supply
 Customer Name: CUTLER HAMMER INC Billing Constant: 10
 Meter Number: 01248498 Number of Dials: 6
 Service Point: 81837880
 *Meter status: A

Date	Usage Therms	Type
12/01/2013	2,580.00	R
12/02/2013	3,650.00	R
12/03/2013	3,180.00	R
12/04/2013	3,820.00	R
12/05/2013	4,670.00	R
12/06/2013	5,030.00	R
12/07/2013	3,210.00	R
12/08/2013	3,320.00	R
12/09/2013	5,150.00	R
12/10/2013	5,190.00	R
12/11/2013	5,540.00	R
12/12/2013	5,280.00	R
12/13/2013	4,430.00	R
12/14/2013	2,880.00	R
12/15/2013	3,650.00	R

- Natural Gas Supplier Portal:** A customer, RGS, or agent of the customer may view or download (Excel format) account and service point characteristics as well as historical usage information via Ameren Illinois' [Natural Gas Supplier Portal](#). The same information may be obtained via Ameren Illinois' Toolkit section of the [Gas Choice](#) web site. A customer, RGS, or agent may log in and retrieve usage data by

using an individual and unique ID and password. (Note: This sign-on differs from the Supply Choice Portal. Gas Suppliers who are also electric suppliers may NOT use the same sign-on as they do in the Ameren Illinois [RES Portal](#).) Once access is obtained, the RGS or customer may retrieve either monthly usage data by using "[View Monthly Data](#)" or hourly usage data by using "[Download Hourly Data](#)" and entering a valid account number. The information returned includes:

- Ameren Illinois Rate Zone associated with account (Rate Zone I, Rate Zone II, or Rate Zone III)
- Account customer name
- Account address
- Account bill group
- Weather Region (if applicable)
- Service point number(s)
- Meter number(s)
- Service point gas delivery services (GDS) rate class(es)
- Service point supply rider (i.e. SGS (Rider S) or RGS (Rider T))
- Service Point MAOP
- Service Point MDQ
- Service Point MDCQ, if applicable
- Up to 24 months' worth of account-level and meter-level historical usage data

Monthly usage can be viewed on-line or downloaded in an Excel format.

The screenshot displays the Ameren Illinois customer portal interface. At the top, there is a navigation bar with links for "Log out", "Ameren Corporate Home", "About Ameren", "Media", "Careers", and "Contact Us", along with a search box. Below this is the Ameren logo and a secondary navigation bar with links for "Customers", "Communities", "Investors", "Business Partners", "Environment", and "Sustainability".

The main content area is titled "My Account" and includes a "Log Out" button. Below this, there is a "Business Partners" section with links for "Account & Data Management", "Construction & Facilities", "Economic Development", "Property Management", and "Supplier Resources".

The primary section is "Monthly Gas Consumption", which includes an "Export this page to: PDF Excel" link. Underneath, there is "Account Level Information" with a table listing details such as Account Name (COREY D SMITH), Account Number (3130001190), Service Address (330 N 9TH ST UNIT B EAST SAINT LOUIS IL 62201), Bill Group (1), Operating Company (Ameren Illinois Rate Zone I), and Weather Region.

Below the account information is a table for "Monthly Gas Consumption" with columns for Billing Period, Days in Billing Period, and Total Usage (Therms). The data shows usage for various periods from 3/26/2013 to 9/24/2013, with a total usage of 108 Therms for the period 3/26/2013 to 4/29/2013.

There is also a "Service Point and Meter Level Information" section with a table listing Service Point (17723126), Delivery Rate, Meter Number(s) (21114365), HACQ (60), and MDCQ (-).

At the bottom, there is another table for "Monthly Gas Consumption" with columns for Billing Period, Days in Billing Period, MDO, and Total Usage (Therms). This table shows usage for various periods from 3/26/2013 to 9/24/2013, with a total usage of 108 Therms for the period 3/26/2013 to 4/29/2013.

A note at the bottom states: "We are unable to provide all of the data requested, as the customer's account has been active for fewer than 24 months." There is also a "View Another Account" button.

Monthly data will be available to the user in CSV format.

Within twenty-four hours of initiating a request, the user will receive an email notifying them that requested hourly interval data is available and ready to be downloaded. Hourly data will be provided to the user in an Excel format.

Note: With an EDI request for historical usage data, both the summary data and interval data returned in the EDI 867HU and EDI 867HI transactions are aggregated to the service point-level. However, this is not the case for historical usage data requested via Ameren Illinois' Supply Choice Portal or Natural Gas Supplier Portal, where account-level and meter level data are returned.

Ameren Illinois, in its sole discretion, reserves the right to limit access to any data, under any of the above-described methods, in situations where access to, or dissemination of the same may constitute a violation of law, including but not limited to any applicable prohibition on the dissemination of customer-specific information.

3.2.4. Customer Billing

There is only one transaction associated with communicating billing usage to the RGS.

- **EDI 867MU**

This transaction set is used by Ameren Illinois to transmit an account's monthly usage information, including interval meter data (when applicable), to a RGS.

Daylight Saving Time:

For the days that switch to and from Daylight Saving Time, Ameren Illinois will transmit interval reads in the EDI 867 data in accordance with the EDI standards developed by the Illinois Communication Protocols Working Group:

- For the spring forward date, there will be no interval read for hour ending 2:00. For this date, the hourly readings will be for hours ending 1:00, 3:00, 4:00, ...
- For the fall back date, there will be two interval reads for hour ending 1:00. For this date, the hourly readings will be for hours ending 24:00, 1:00, 2:00, ...

Primary Business Transactions between a RGS and Ameren Illinois

EDI Transaction Set Types	Business Events and Scenarios
Enrollments, Drops, Rescissions and Reinstatements	
EDI 814E – Enrollment	RGS initiates the enrollment of an account or service point.
EDI 814D – Drop or Rescission	<p>Customer contacts Ameren Illinois to:</p> <ol style="list-style-type: none"> 1. drop his/her account or service point from RGS supply; 2. rescind a RGS' pending enrollment (note: this capability is available only to customers served under GDS-2 and GDS-5); or 3. final (closed) account or service point. <p>RGS terminates service to an account or service point.</p> <p>RGS rescinds its enrollment of an account or service point.</p> <p>RGS rescinds its drop of an account or service point.</p> <p>Ameren Illinois disconnects or final bills the account or service point.</p>
EDI 814R – Reinstatement Notice	<p>If the new RGS rescinds its enrollment, then Ameren Illinois notifies the current RGS of the reinstatement.</p> <p>If the GDS-2 or GDS-5 customer rescinds the RGS' enrollment, then Ameren Illinois notifies the current RGS of the reinstatement. Note a GDS-3 or GDS-4 customer is prohibited from rescinding the enrollment.</p>

EDI Transaction Set Types	Business Events and Scenarios
Account-level and Service Point-level Changes	
EDI 814C – Change	<p>Ameren Illinois notifies RGS of an account-level or service point-level information change (e.g. meter change, MDCQ change, MAOP change, BEF change, gas pool group balancing account number change, GDS rate change, etc.)</p> <p>RGS notifies Ameren Illinois of a RGS account number change, gas rider change, etc.</p>
Historical Usage Information Requests	
EDI 814HU/867HI – Historical Usage Information Request	RGS requests historical usage information.
EDI 867HU/867HI – Historical Usage Information Response	Ameren Illinois sends historical usage information to the RGS.
Customer Billing	
EDI 867MU – Account monthly usage information (including interval meter reads, when applicable)	Ameren Illinois reads an account's meters and sends the usage data to the RGS.

3.3. EDI Transaction Processing Schedule

For the schedule of times Ameren Illinois sweeps and imports inbound EDI transactions, see Appendix E – EDI Transaction Processing Schedule.

3.4. Establishing EDI Communication with Ameren Illinois

Ameren Illinois intends to conduct as many communications and data exchanges as possible to and from the RGS using standard transaction formats within an EDI environment.

A RGS or its EDI vendor must establish and test EDI capability with Ameren Illinois during the RGS registration process. The Ameren Illinois EDI technical contact representative can assist with:

- Understanding the requirements and protocols associated with establishing EDI capability with Ameren Illinois;
- Completing the EDI Profile Information and Trading Partner Setup form; and
- Compiling the required electronic data exchange control information for EDI testing and processing.

A RGS that does not have EDI capability will need to designate an EDI service provider by:

- Establishing a mailbox on a Value-Added Network (VAN) of their choice;
- Outsourcing their EDI capability through a third party service provider (a.k.a. “EDI vendor”); or

- Subscribing, for a nominal fee, with the Global eXchange Services EDI software and VAN solution called EDI*Express. Additional information is available on the [Global Exchange Services](#) website.

A VAN is a service provider that provides the communication link between trading partners. The VAN must be fully capable of storing and forwarding all transactions. Part of the VAN services includes establishing a complete audit trail for each transaction.

3.5. Testing Electronic Communications

Ameren Illinois will conduct a broad array of communication and compatibility tests with the RGS or its EDI vendor in advance of the production use of the EDI transactions to ensure the functionality of the electronic infrastructure as well as confirm the communication channels. The scope of these tests includes all EDI business events that the RGS and Ameren Illinois anticipate performing with each other. Prior to contacting Ameren Illinois to initiate EDI testing, the RGS should thoroughly review the Illinois EDI Implementation Guides which are posted to the [Communication Protocols Working Group \(CPWG\)](#) website. The Illinois EDI Implementation Guides define the EDI requirements and necessary protocols. Ameren Illinois expects the RGS to use this information to establish its EDI capability and data conformity before EDI testing begins.

Chapter 4

Enrollments, Drops, Rescissions and Reinstatements

4.1. Introduction

Ameren Illinois accounts and service points may be enrolled to or dropped from RGS supply through the submission of EDI (Electronic Data Interchange) 814E and EDI 814D transactions to Ameren Illinois. These transactions are often referred to as “enrollment DASRs” (Direct Access Service Requests) and “drop DASRs”.

The RGS is required to submit enrollment DASRs to Ameren Illinois for retail accounts or service points it wishes to supply. Illinois transaction sets EDI 814E, EDI 814D, and EDI 814R are used for the enrollment/drop/rescission/reinstatement DADR process as defined in Chapter 3 - Electronic Data Interchange (EDI) Protocols.

This chapter defines an enrollment DADR and a drop DADR, describes the prerequisites that a RGS must fulfill prior to submitting enrollment/drop DASRs and outlines the procedures that a RGS must follow to electronically submit enrollment/drop DASRs to Ameren Illinois. In addition, this chapter reviews Ameren Illinois’ procedures for validating, accepting, rejecting enrollment/drop DASRs and discusses customer and RGS rescission rules.

4.2. What are Enrollment DASRs and Drop DASRs?

The enrollment DADR and drop DADR are the electronic transactions by which a RGS requests an enrollment or the drop of an account or service point. All enrollment DASRs and drop DASRs must be submitted via EDI.

4.3. Submitting an Enrollment DADR

4.3.1. RGS Prerequisites

A RGS is required to execute a Letter of Agency (LOA) with the customer of any account or service point it intends to supply. This may be accomplished in one of three ways:

- Obtain a signed LOA as set forth in the Illinois Public Utility Act Section 19-115, Obligations of Alternative Gas Suppliers (220 ILCS 5/19-115);
- Obtain the LOA in an electronic format; or
- Obtain proper third party verification of an oral authorization from each customer it intends to supply.

A written LOA is generated by the RGS, completed and executed by the customer and returned to the RGS. Third party authorizations must meet all requirements as set forth in Illinois Consumer Fraud and Deceptive Business Practices Act, Section 2DDD, Alternative Gas Suppliers, Section (d), Customer Authorizations, (815 ILCS 505/2DDD). Ameren Illinois recommends that in obtaining authorization from customers, a RGS expressly state what customer usage information the RGS intends to access.

The RGS uses some of the information from the LOA to prepare the EDI 814E enrollment DADR transaction. Information contained on the LOA should be sufficient to ensure that a third party can verify that the customer wishes to change from one supplier to another.

4.3.2. Customer Enrollment Rules

Customers fall into two groups – existing customers and new customers.

- **Existing Customer**

An eligible existing Ameren Illinois non-residential customer must have an active Ameren Illinois account or service point that is eligible to switch from Rider S to Rider T supply service with a RGS or to switch suppliers on an existing Rider T account/service point. If a RGS wishes to submit an account-level enrollment, then a valid account number is required in the enrollment DASR. If a RGS wishes to submit a service point-level enrollment, then both a valid account number and valid service point number associated with the account are required in the enrollment DASR. An account eligible to switch at the service point level is any account that has at least one GDS-2, GDS-3, GDS-4, or GDS-5 service point. (A GDS-6 or GDS-7 service point is not eligible to switch.)

In order for an enrollment DASR for an existing non-residential account/service point to move from Rider S supply to Rider T supply, it must be submitted to and processed by Ameren Illinois at least twelve (12) business days prior to April 1 but no earlier than January 1 to effectuate as of May 1.

Once Ameren Illinois processes a valid enrollment DASR for an existing customer, Ameren Illinois shall provide written notice to the customer notifying them of the switch and the name of the RGS that will be providing Rider T gas supply service. A GDS-2 or GDS-5 customer has the opportunity to rescind the switch within ten business days after the date on the notice by contacting Ameren Illinois' Business Center. A GDS-3 or GDS-4 customer may not rescind the enrollment.

- **New Customer**

If a customer is new to the Ameren Illinois service area or is moving to a different physical location within the service area, then the customer must first contact Ameren Illinois to establish service and receive an account number. For non-residential customers wishing to obtain service under Rider T, once Ameren Illinois creates the new account number and communicates it to the customer, the customer will need to communicate it to the RGS if the customer would like his/her account to be enrolled to Rider T supply service and to have that RGS supply gas to the account/service point. The RGS should proceed with executing an LOA with the customer and submitting an enrollment DASR for the new account or service point.

Without prior RGS notification, a non-residential Ameren Illinois service point is required to be on the default Rider S gas supply service for at least one billing period but less than three billing periods before being enrolled to Rider T supply service. New customers may enroll prior to the end of the third billing period at any time during the calendar year. If the service point is not enrolled to Rider T prior to the end of the third billing period, then the customer must wait until the annual Rider T enrollment period in order to enroll it onto Rider T, Gas Transportation Service.

If an account is comprised of one or more service points, the entire account will be switched to the RGS when a valid account level enrollment DASR is received by Ameren Illinois.

If the customer wants a specific service point enrolled to RGS supply on an account containing at least one GDS-2, GDS-3, GDS-4, GDS-5 or GDS-7 service point, then both the account number and the service point number will need to be communicated by the customer to the RGS. The RGS must include both the account number and the service point number on a DASR for a service point level enrollment. Customers can obtain service point numbers by contacting the Ameren Illinois' Business Center. RGS can also obtain service point numbers via the Ameren Illinois Gas Choice Portal

under [Toolkit](#) “View Monthly Consumption” or the Account Details page on the [Supply Choice Portal](#).

An enrollment DASR submitted for a **new** non-residential account/service point to switch from Rider S supply to Rider T supply must be submitted to and processed by Ameren Illinois at least twelve (12) business days prior to the scheduled meter reading date but no more than 45 calendar days prior to the scheduled meter reading date. A switch of such an account and/or service point shall always be effectuated on a Rider T scheduled meter read date (1st day of month in which the switch is to be effected) for new customer/service point enrollments, after the account has billed for at least one billing period but less than three total billing periods.

Once Ameren Illinois processes a valid enrollment DASR for the new customer, Ameren Illinois shall provide written notice to the customer notifying them of the switch and the name of the RGS providing Rider T gas supply service. The GDS-2 or GDS-5 customer has the opportunity to rescind the enrollment within ten business days after the date on the notice.

When a new non-residential account/service point wishes to be enrolled directly to Rider T, the RGS communicates, via email to their Ameren Account Manager, their intention to enroll the new account or service point directly to Rider T. This notification must happen at least three business days prior to the date the new account is set up. Once Ameren creates the new account number, the customer will need to immediately provide the account number to the RGS. If the customer only wants a specific service point enrolled to RGS supply, then both the account number and the service point will need to be communicated to the RGS. The RGS must advise Ameren of the specific service point in order for the service point to be enrolled accurately. The Ameren Account Manager will then manually enroll the account to the RGS, once the account is in an active status.

- **Switching from one RGS to another RGS**

For an account or service point that is already on Rider T, an enrollment DASR shall be submitted by the RGS and received by Ameren Illinois no earlier than 45 calendar days and no later than twelve (12) business days prior to the requested effective date. A RGS change shall always be effectuated on a Rider T scheduled meter read date (1st day of month).

Once Ameren Illinois processes a valid enrollment DASR, the utility shall provide written notice to the customer notifying them of the switch and the name of the RGS that will be providing Rider T gas supply service. A GDS-2 or GDS-5 customer has the opportunity to rescind the switch within ten business days after the date on the notice. The last day of the enrollment rescission window must always precede the requested effective date by at least two business days in order for the enrollment to be effectuated on the requested effective date.

- **Change of Ownership**

For a customer currently on transport that is changing ownership and the new customer would like to remain on Rider T, the following guidelines must be followed:

The new customer needs to contact Ameren Illinois to provide the new service start date and the appropriate financial security in advance of the termination and initiation of service.

The new customer or RGS needs to contact Ameren to request the desire to switch the new customer to transport at least three business days prior to the first scheduled

meter reading date. The process by which the account is enrolled is the same as for New Customer, on p 21.

In the instance that a RGS finds out about a change of ownership after the fact, Ameren Illinois will not post-date supply requests. Instead, the RGS will need to submit a DASR at least twelve business days but no more than 45 calendar days prior to the beginning of the next available switching period,

- **All Customers**

GDS-1 service points are not eligible to be switched to Rider T supply service.

Once the RGS receives the account number/service point number and an LOA is executed with the customer, the RGS will need to submit an on-cycle enrollment DASR for the new account or service point. (Off-cycle switches are not permitted.) A typical Ameren Illinois enrollment letter sent to the customer (e.g. account or service point is switching from Ameren Illinois Rider S default supply to Rider T RGS supply) contains the name and phone number of the pending RGS, the enrollment effective date, the rescission end date, as well as Ameren Illinois' customer service phone number (as the gas delivery services provider). A typical Ameren Illinois drop letter sent to the customer (e.g. account or service point is switching from Rider T RGS supply to Ameren Illinois Rider S supply) contains the drop effective date, the rescission end date, the Ameren Illinois supply rider that the account/service point is switching to and Ameren Illinois' customer service phone number.

Note that the onus is always on the customer to keep their RGS or their prospective RGS aware of any changes to their accounts. This includes the splitting of an account currently supplied by a RGS, the addition of a new account or service point, and any changes to the anticipated start date of a new account.

An on-cycle enrollment for an account that has multiple gas service points could result in slightly different enrollment/drop effective dates for each of the service points on the account. Both account-level and service point-level enrollments and drops are always effectuated at the service point-level.

Also note that Ameren Illinois does not offer a "seamless move". This is where a customer with an account or service point on RGS supply can move to a new premise and carry the existing RGS relationship from the old account/service point to the new account/service point without the RGS having to submit an enrollment DASR for the new account/service point.

4.4. Submitting a Drop from RGS Supply Service

4.4.1. RGS Initiated Drops

A RGS can drop an account or service point at their discretion (subject to any applicable contractual prohibitions with the customer). In such cases, the RGS requests that the customer's account or service point be dropped from their supply. Ameren Illinois must receive and process the RGS's EDI 814D drop DASR at least twelve (12) business days but not more than 45 calendar days before the requested termination date. An account or service point may only be dropped from the RGS as of the first day of the month.

A service point on Rider T without a RGS shall receive gas supply priced pursuant to the daily or monthly cash-out section of Rider T including penalty charges (as applicable) for up to two billing periods. If an enrollment DASR for the service point is not received within two billing periods of the effective date of the RGS drop, the service point shall

default to Rider S for supply service and will not be allowed to return to Rider T service until the next annual Rider T enrollment period.

Note that off-cycle drop requests from a RGS are not allowed.

4.4.2. Customer Initiated Drops

- **Customer drops a RGS**

A customer may contact the Ameren Illinois Business Center and drop an account or a service point from RGS supply. The customer's account would remain on Rider T without a supplier for up to two billing periods. A drop request from a customer must be received and processed by Ameren Illinois at least twelve (12) business days but no more than 45 calendar days before the requested termination date. An account or service point may only be dropped as of the first day of the month. Once dropped manually by Ameren Illinois, a service point on Rider T without a RGS shall receive gas supply priced pursuant to the daily or monthly cash-out section of Rider T including penalty charges (as applicable) for up to two billing periods. If the service point has not been enrolled by a new RGS within two billing periods, the service point shall default to Rider S for supply service and will not be allowed to return to Rider T service until the next annual Rider T enrollment period.

Once a customer has requested a drop from RGS supply, Ameren Illinois will notify the customer's existing RGS of the pending drop via an EDI 814D transaction.

- **Customer terminates Rider T service during annual enrollment period**

The customer may request to terminate its existing supply service from Rider T supply and be returned to Ameren Illinois' Rider S supply. To initiate this process, the customer must call Ameren Illinois' Business Center. The request to switch to Rider S must be received and processed by the Company no earlier than January 1st and no later than twelve (12) business days prior to April 1st in order for the switch to effectuate on May 1st. Once the Company processes a valid switch request, the Company shall provide written notice to the Customer notifying them of the switch. Customers served under GDS-2 and GDS-5 have the opportunity to rescind the switch within ten (10) business days after the date on the notice. The last day of the rescission window must always precede April 1st by at least two business days in order for the switch to be effectuated May 1st.

Once a customer has requested a drop from RGS supply, Ameren Illinois will notify the customer's existing RGS of the pending drop via an EDI 814D transaction. Any banked gas associated with the customer's Service Points shall be cashed out pursuant to Rider T.

Note that off-cycle drop requests from a customer are not allowed.

- **Customer or Ameren Illinois terminates gas delivery service**

The customer may request to terminate its existing gas delivery service from Ameren Illinois at any time, subject to the terms and conditions of Ameren Illinois' tariffs. To initiate this process, the customer must call Ameren Illinois' Business Center. In addition, Ameren Illinois may terminate a customer's service for credit or safety reasons, as permitted by law. In these instances, once the account has finalized (closed), any RGS supplying the account will be notified of the action via an EDI 814D transaction from Ameren Illinois.

4.5. Process for Submitting an Enrollment DADR or a Drop DADR

The process for submitting an enrollment DADR or drop DADR to the utility and the actions performed by Ameren Illinois are reviewed in the following steps:

4.5.1. RGS Prepares the Enrollment DADR or Drop DADR

Enrollment DADR and drop DADR transactions contain numerous fields, such as:

- Data qualifier (identifies sender as RGS)
- Commodity type
- DADR type (i.e. enrollment, drop)
- Requested effective date; (if applicable)
- Customer name
- Customer email address
- Ameren Illinois account number
- Ameren Illinois service point number
- Billing option identifier
- Flag for historical usage data, and
- Sender identification number and receiver identification number

The fields of an enrollment/drop DADR and a data dictionary for each EDI transaction set are posted to the Illinois [Communication Protocols Working Group \(CPWG\)](#) website.

4.5.2. RGS Submits an Enrollment DADR or Drop DADR to Ameren Illinois

A RGS may enroll or drop an account or service point by submitting an EDI transaction to Ameren Illinois. The enrollment DADR uses the EDI 814E transaction set, while the drop DADR uses the EDI 814D transaction set. Detailed information regarding EDI protocols can be found in Chapter 3 - Electronic Data Interchange Protocols.

A RGS may submit an EDI 814E enrollment DADR once it has obtained a signed Letter of Agency (LOA) for the account that is going to be enrolled. The LOA may be executed in one of three ways:

- Obtain a signed LOA as set forth in the Illinois Public Utility Act's Section. 19-115, Obligations of Alternative Gas Suppliers (220 ILCS 5/19-115);
- Obtain the LOA in an electronic format; or
- Obtain proper third party verification of an oral authorization (LOA) from each customer it intends to supply.

Ameren Illinois shall rely on the representation by the RGS through its submission of the EDI 814E enrollment DADR that the customer has selected the RGS.

The RGS must include information on all required enrollment DADR and drop DADR fields as specified in the Illinois EDI Implementation Guides. Providing information in the following fields is optional for an enrollment DADR, with default values listed:

- Billing Type (defaults to Dual billing)
- Historical Usage Request (defaults to "No")
- Meter Information (defaults to "No").

4.5.2.1. Enrolling/Dropping an Account or Service Point

A service point consists of a metered service that is assigned to a specific Ameren Illinois rate. An account may have multiple gas service points associated with it. A service point containing metered load may have one or more meters associated with it.

Accounts that have multiple gas service points may, in some cases, have a different rate assigned to each service point. For a visual representation of Ameren Illinois' account/service point/meter hierarchy, see Appendix F – Account, Service Point and Meter Hierarchy.

A RGS must submit one enrollment/drop DASR for each non-residential account or service point it intends to supply/terminate. In no event shall the requested enrollment effective date specified on an enrollment DASR be earlier than the date that was agreed to with the customer.

The remaining paragraphs of this section describe enrollment and drop timing rules. To view these enrollment and drop timing rules in matrix form and in greater detail, please see Appendix G – Illinois Standard Enrollment Rules and Appendix H – Illinois Standard Drop Rules.

4.5.3. Ameren Illinois Processes the Enrollment/Drop DASR

Once a RGS submits the enrollment/drop DASR to Ameren Illinois, Ameren Illinois immediately responds with a functional acknowledgment, via EDI, indicating that it has received the enrollment/drop DASR. Ameren Illinois then validates and either accepts or rejects the enrollment/drop DASR within one business day of the enrollment/drop DASR receipt.

The first enrollment DASR received and processed by Ameren Illinois for a given account or service point is deemed the valid enrollment DASR. Any other enrollment DASRs received for that same account or service point will be rejected until the original enrollment DASR is activated on the effective date (or unless Ameren Illinois receives a rescission for the original pending enrollment DASR from the RGS or a rescission request for the original pending enrollment DASR from the customer).

Ameren Illinois sweeps for enrollment DASRs and drop DASRs periodically during the business day and typically provides a same day enrollment response or rejection response. The final sweep occurs around 6:45 p.m. Central Prevailing Time. Enrollment and drop DASRs received after 6:45 p.m. Central Prevailing Time may not process until the next business day.

4.5.3.1. Ameren Illinois Validates the Enrollment/Drop DASR

Account and service point enrollment/drop DASRs submitted electronically via EDI must pass a series of validation criteria defined by Ameren Illinois.

Enrollment DASR criteria:

- Enrollment DASR is the correct type and is consistent with EDI Transaction Set EDI 814E.
- Account or service point is eligible to enroll to RGS supply.

- RGS is registered with Ameren Illinois to utilize the billing option being requested in the enrollment DASR. (NOTE: only Dual Billing will be available.)
- Account or service point is eligible for the billing option being requested on the enrollment DASR.
- Account or service point is not currently pending enrollment to another RGS as a result of a previous enrollment DASR submission. "Pending" status means that Ameren Illinois has received and has accepted an enrollment DASR from a RGS and the account/service point is waiting for the enrollment to be effectuated.
- For existing accounts, enrollment DASR was submitted no earlier than January 1st and no later than twelve (12) business days prior to April 1 for enrollments during the Rider T supply service annual enrollment period.
- For existing accounts changing RGS, enrollment DASR was submitted no earlier than 45 calendar days and no later than twelve (12) business days prior to the requested scheduled meter reading date for existing Rider T customers.
- For new accounts establishing Rider T service, enrollment DASR is submitted within 90 days of the start of service and no less than twelve business days prior to the effective date of Rider T supply service.
- Account or service point is an active account and is not scheduled for a final bill (to close the account).

Drop DASR criteria:

- Drop DASR is the correct type and is consistent with EDI Transaction Set EDI 814D.
- Drop DASR was submitted no earlier than January 1st and no later than twelve (12) business days prior to April 1 for drops during the Rider T supply service annual enrollment period, to drop Rider T service.
- Drop DASR was submitted no earlier than 45 calendar days and no later than twelve (12) business days prior to the requested scheduled meter reading date for RGS dropping an existing Rider T customer.
- Account or service point is an active account and is not scheduled for a final bill (to close the account).

Please see Appendix I, Account Characteristics Enrollment Validations, to view a table containing enrollment validation criteria.

4.5.4. Ameren Illinois Notifies the RGS

An enrollment DASR acceptance response or enrollment DASR rejection response will be communicated to the RGS via the EDI 814E response transaction. A drop DASR acceptance response or drop DASR rejection response will be communicated to the RGS via the EDI 814D response transaction. The response transaction will typically be communicated to the RGS within one business day of receipt of the enrollment DASR or drop DASR.

An enrollment DASR acceptance response includes account and service point characteristics, such as:

- Account name
- Account premise address
- Account bill group
- Customer phone number

- Service point number(s)
- Service point gas delivery services rate(s)
- Service point supply rider (i.e. Rider S or Rider T)
- Service Point MAOP
- Service Point MDQ,
- Service Point gas pool group number
- Service Point Bank Election Factor, if applicable
- Service point usage history (therm)
- Meter number(s)
- Number of meter dials for each meter
- Meter constant(s)
- Meter role(s)

If the enrollment/drop DADR is rejected, a reason code(s) is provided. Each enrollment/drop DADR rejection will have one or more reason codes associated with it. To view a complete listing of EDI 814 rejection reason codes, see Appendix J – EDI 814 Rejection Reason and Status Reason Codes.

4.5.4.1. Enrollment/Drop DADR Acceptance

An enrollment DADR acceptance is provided to the pending RGS via the EDI 814E response. A drop DADR acceptance is provided to the current RGS via the EDI 814D response. Both the EDI 814E and the EDI 814D responses will note an effective date for the switch.

- For customers moving to or from Rider T due to an on-cycle enrollment/drop DADR, a scheduled meter reading date of May 1 will be returned.
- For customers changing RGS between annual Rider T enrollment periods, a scheduled meter reading date of the next applicable first of the month date will be returned.

For more specifics on when enrollments/drops are effectuated, please see Section 4.3 and Section 4.4 of this chapter.

Any time of the year, upon receipt of an enrollment DADR, if the account or service point is currently being supplied by another RGS, Ameren Illinois will send an EDI 814D transaction to the old RGS as notice of the effective date of the account or service point's drop. This transaction is generated concurrently with the enrollment DADR acceptance which is sent to the pending/new RGS.

After Ameren Illinois processes a valid enrollment DADR or drop DADR, Ameren Illinois will send a letter to the customer notifying him/her of the switch. Typically, this letter is generated the following business day after Ameren Illinois processes the valid enrollment/drop DADR. Ameren Illinois has a variety of switching letters and will send out the most appropriate letter based on the given switching scenario.

4.5.4.2. Enrollment/Drop DADR Rejection

An enrollment DADR rejection is provided to the pending RGS via the EDI 814E response transaction. A drop DADR rejection is provided to the current RGS via the EDI 814D response transaction. Section 4.4 identifies the various reasons why an enrollment DADR or a drop DADR may be rejected.

4.5.5. Ameren Illinois Notifies the RGS of Changes

After sending an EDI 814E response transaction to the RGS, Ameren Illinois will

generate an EDI 814C change request transaction containing some service point level attributes. This transaction includes the following information:

- Service Point MAOP
- Service Point MDQ
- Service Point MDCQ, if applicable

4.6. Rescission of a Pending Enrollment or a Pending Drop

A GDS-2 or GDS-5 customer may request a rescission of a pending enrollment to RGS supply for his/her account or service point by contacting Ameren Illinois' Business Center. Upon Ameren Illinois' accepting and processing such a request, an EDI 814D is sent to the RGS indicating that the pending enrollment was rescinded. Please note the following rules regarding customer-initiated enrollment rescission requests:

- All GDS-2 and GDS-5 customers have ten business days to rescind the RGS' pending enrollment. The first day of the ten day rescission window is the first business day after Ameren Illinois processes and accepts the enrollment DASR.
- Ameren Illinois may rescind a pending RGS enrollment if it involves a GDS-2 or GDS-5 customer, and the customer informs Ameren Illinois that the customer has been slammed (pending to be enrolled to RGS supply without the customer's approval) and the RGS is not responding to the customer's rescind requests. Upon Ameren Illinois' processing of such a request, an EDI 814D will be sent to the RGS. GDS-3, GDS-4, GDS-6 and GDS-7 customers are to pursue resolution of unauthorized switches with the offending supplier, or through the Commission complaint process or through legal means.
- A customer may not request a rescission of a pending RGS-initiated drop. However, a GDS-2 or GDS-5 customer may request a rescission of a pending customer-initiated drop. Such a request may be made on any Ameren Illinois business day up through two business days prior to the scheduled meter reading date. Upon Ameren Illinois' accepting and processing of such a request, an EDI 814D is sent to the RGS indicating that the pending drop was rescinded.
- A RGS may request a rescission of its own pending enrollment or pending drop by submitting an EDI 814D transaction to Ameren Illinois. A request may be made no later than two business days prior to the scheduled meter reading date.

An enrollment rescission request is only applicable for a GDS-2 or GDS-5 account or service point that has not yet started service with the pending RGS. If a RGS wishes to drop an account after service has commenced, then the RGS must submit an EDI 814D transaction.

If a GDS-2 or GDS-5 account or service point is pending to be switched from a RGS to a new supply option (e.g. another RGS or Ameren Illinois Rider S or Rider T supply), and the enrollment to the new supply option is rescinded, then an EDI 814R (reinstatement notification) will be sent by Ameren Illinois to the current RGS.

4.7. Customer Disconnection

Ameren Illinois will notify the RGS when service to an account was disconnected. There are 2 reasons why an account could be disconnected: 1) due to an Ameren Illinois initiated request; or 2) a customer initiated request.

In the case of disconnection of an account or service point by Ameren Illinois for any reason, an EDI 814C transaction is used to notify the RGS of disconnection on the day of or the next

business day after the disconnection. If the customer's account/service point is re-established, Ameren Illinois will notify the RGS via an EDI 814C transaction that service to the account has resumed.

If a customer's account remains disconnected for a period of eight calendar continuous days, then it will automatically be finalized (closed). In this scenario, an EDI 814D transaction is sent to the RGS indicating that the RGS-supplied account or service point has been finalized (closed).

In the case of a customer initiated request to final (close) an account, an EDI814D transaction is sent to the RGS indicating that the RGS-supplied account or service point has been finalized (closed).

4.8. Final Billing

Ameren Illinois will notify the RGS when an account or service point has been finalized (closed). An EDI 814D transaction is sent to the RGS if:

- the RGS is supplying the entire account; or
- the RGS is supplying one service point on the account, and that service point is finalized.

An EDI 814C will be sent to the RGS if the RGS is supplying more than one service point on an account and only one service point being served by that RGS is finalized.

4.9. Enrollment and Drop DASR Assistance

Please contact your business representative in Ameren Illinois' EUT group for any questions concerning enrollments and drops at DLEndUserTransportation@ameren.com.

Chapter 5

Metering Services, Daily Usage Information Service and Meter/Equipment Charges

5.1. Introduction

This chapter defines Ameren Illinois' metering obligations, metering prerequisites for a RGS, meter installation procedures and associated metering charges. This chapter focuses on interval and non-interval meter requirements associated with gas delivery services as well as summarize Ameren Illinois' meter installation procedures.

5.2. Meter Ownership and Maintenance

Ameren Illinois will own, furnish, install, calibrate, test and maintain customer meters and associated equipment used for retail billing and cash-out purposes in Ameren Illinois' service areas.

5.3. Meter Reading

Ameren Illinois will read meters in Ameren Illinois' service areas. Metered data for retail billing and cash-out purposes is supplied by Ameren Illinois to the RGS pursuant to the processes described in Chapter 10 - Obtaining Customer Information. For more information on retail billing, please refer to Chapter 6 - Retail Billing and Gas Delivery Services. For more information on cash-out, see Chapter 9 - Balancing, Cash-outs and Bank Management.

5.4. Metering Requirements

Interval meters are meters that provide measurement of gas consumption such that usage information is available for discrete increments (e.g., hourly, daily) throughout the metering period. An interval meter is required at each site where a customer receives gas delivery under Rate GDS-4, GDS-5, GDS-6 or GDS-7. Ameren Illinois will install an interval meter for each Rate GDS-4, GDS-5, GDS-6 or GDS-7 customer. Whenever interval metering is installed by Ameren Illinois, it will own, furnish, install, calibrate, test, maintain, and read these meters.

Customers requesting additional metering, including interval meters, are billed directly for any metering charges in accordance with Section 3, Expansion and Modification of Gas Distribution System, of the Standards and Qualifications for Gas Service tariff. For these metering requests, the customer should contact their Ameren Illinois Key Account Executive or the Ameren Illinois Business Center at 1-800-232-2477.

A RGS may not request additional metering be installed for customers unless the RGS is also the customer's account agent.

5.5. Daily Usage Information Service Requirements

Ameren Illinois will provide Daily Usage Information Service as follows:

- Customers receiving gas delivery service under Rate GDS-4, GDS-6 or GDS-7:
 - To facilitate remote interrogation of interval metering by Ameren Illinois and provide daily usage information to a customer and customer's RGS, Ameren Illinois will install a remote monitoring device at each interval meter location where a customer receives gas delivery service under Rate GDS-4, GDS-6 or GDS-7.
 - If a service point is removed from GDS-4, GDS-6 or GDS-7, then the interval metering equipment is no longer required and Ameren Illinois may remove the equipment.

5.6. Ameren Illinois Meter/Equipment Charges and Installation Process

5.6.1 Charges

The customer shall be charged as described above for customer- requested metering equipment or Daily Usage Information Service fees.

In addition, where customers request and Ameren Illinois agrees to provide facilities the utility does not normally provide during the course of business, the customer shall be able to receive such facilities according to the Excess Facilities section of the Standard and Qualifications for Gas Service tariff. A customer who requests excess facilities shall pay a non-refundable contribution equal to 2.5 times the installation cost. This non-refundable contribution will cover the installation costs, ongoing operation and maintenance costs, replacement costs and any removal costs associated with the facilities. Examples of facilities that fall under *excess* facilities include, but are not limited to, the following:

- Duplicate on-site facilities
- Additional points of delivery
- Equipment required for customer operations
- Equipment required for customer anticipated growth
- Additional metering equipment requested by customer

5.6.2. Installation Process

Ameren's meter installation schedule is based on the existing capacity to install meters along with other metering work such as meter calibration and testing, etc. Meter workload is prioritized to address safety, new meter sets and maintenance. Additionally, the timing of a meter change can be affected by each of the following:

- Meter and meter material availability
- New business volume and volume of meter change out requests
- Volume of meter change out requests in a particular geographic area
- ICC compliance for meter testing and calibration
- Weather constraints
- Installation site constraints

5.6.3. Meters for Decreased Loads or Reclassified Service Points

When the customer has a significant decrease in load or has their gas delivery service rate reassigned due to a decrease in load and the customer's existing meter is inadequate or incompatible with the new delivery service rate, the customer will reimburse Ameren Illinois for the cost of replacing the meter.

Chapter 6 Retail Billing and Gas Delivery Services

6.1. Introduction

During the RGS registration process (see Chapter 2 - Registration Process), a RGS will register under the Dual Billing Option to bill customers. Chapter 6 reviews Ameren Illinois' retail billing policies and procedures associated with retail customers who elect supply from a RGS. Information associated with billing of the RGS for the cash-out and other balancing charges are covered in Chapter 9 - Balancing, Cash-outs and Bank Management.

The Illinois Public Utilities Act, Section 19-115 as well as the Illinois Consumer Fraud and Deceptive Business Practices Act (815 ILCS 505/2DDD) requires that a RGS provide the customer with itemized billing statements that describe the products and services provided and the associated prices. The RGS must also provide an additional statement, at least annually, that adequately discloses to the customer: 1) the average monthly prices, and 2) the terms and conditions of the products and services sold to the customer. Although the content of the bill is a RGS's responsibility, the RGS should ensure that their bill format meets the requirements of the laws and any other requirements set forth by the Illinois Commerce Commission.

6.2. RGS Retail Billing Selection

A RGS may only elect to utilize the following billing option at this time:

- *Dual Billing*
The customer receives two bills. One bill for gas supply charges is sent to the customer by the RGS. The other bill for gas delivery services charges is sent to the customer by Ameren Illinois. A billing option is initially assigned to an account or a service point via an enrollment DASR (EDI 814E transaction). If the Billing Option field is **not** specified in a RGS' enrollment DASR, then the account or service point being enrolled will be assigned to Dual Billing if the RGS has successfully completed registration with Ameren Illinois.

Since Ameren Illinois has multiple billing options for electric accounts and since some RGS may also be acting as electric suppliers, the possibility of an RGS submitting an incorrect billing option for a gas service point exists. (For example, an account may have gas service points billed under the Dual Billing option and electric service points with an electric supplier billed under the electric billing option of Single-Billing Option.) Upon receipt of an enrollment EDI DASR, Ameren Illinois will verify the account or service point for billing option eligibility. When an account or service point is not eligible for the billing option requested such as using rate ready for a gas service point, Ameren Illinois will reject the enrollment DASR. For more information regarding the EDI validation checks performed during the enrollment process (to determine billing option eligibility), see Appendix I, Account Characteristics Enrollment Validations.

The same EDI validation checks that are performed during the enrollment process to determine billing option eligibility are also performed upon the receipt of an EDI 814C transaction requesting a billing option change.

6.3. Dual Billing

Under Dual Billing, Ameren Illinois and the RGS provide separate bills to retail customers for their respective charges. Each billing party is therefore responsible for:

- Calculating their own charges;
- Preparing and sending their own bill to the customer (including any applicable taxes);
- Receiving and processing the customer's payments; and
- Remitting taxes to the appropriate taxing authorities.

With Dual Billing, the billing method and accuracy of the charges are the sole responsibility of each billing party. Ameren Illinois sends usage to the RGS via the EDI 867MU transaction. In the event that Ameren Illinois revises or corrects the usage information used in billing the account or service point, Ameren Illinois shall inform the RGS of the change in usage information via the EDI 867MU transaction.

6.4. Special Billing Scenarios

Several special billing circumstances exist and are detailed below.

6.4.1. Cancel/Rebilling After an Account or Service Point has been Dropped

Once an account or service point is dropped from a given RGS, Ameren Illinois maintains the billing option for the period of time in which it was supplied by that RGS as Dual Billing. This means, for the time period that RGS served the account or service point under Dual Billing, it will always be rebilled on the Dual Billing option should a scenario come up that requires a cancel/rebill.

Ameren Illinois will rebill the gas account or gas service point using the Dual Billing method for each rebilled period provided that the RGS is still registered with Ameren Illinois. If the RGS is no longer registered with Ameren Illinois to utilize that billing method, then no action will be taken with the RGS.

6.4.2. Backdating Connects and/or RGS Enrollments

Ameren Illinois will backdate a connect and/or a RGS enrollment in a handful of scenarios:

- If an employee at Ameren Illinois final a RGS-supplied service point in error, then the newly-created service point(s) (which is set up to replace the old service point(s)) will be enrolled to the RGS effective as of the new service point's start date thus making RGS supply from the old account to the new account "seamless". An EDI 814D-Request transaction is sent to the RGS to indicate the finaling (closing) of the old service point, and an EDI 814E-Request transaction is sent to the RGS to indicate the enrollment of the new service point.
- If a customer of a RGS-supplied Ameren Illinois account files for bankruptcy under reorganization provisions (commonly referred to as "Chapter 11 bankruptcies"), Ameren Illinois will final (close) the account and will then set up a new account for the customer. The new account will automatically be enrolled to the RGS that was supplying the old account thus making RGS supply from the old account to the new account "seamless". All the previous account billing determinants (i.e. MDCQ, BEF, etc.) will be applied to the new account.

With this process, two EDI transactions are sent to the RGS: an EDI 814D-Request transaction is sent to the RGS to indicate the finaling (closing) of the old account and an EDI 814E-Request transaction is sent to the RGS to indicate the enrollment of the new account. The EDI 814E-Request transaction will also contain the old account number so that the RGS may sync-up the old account and the new account. In most cases, due to delays inherent to the bankruptcy process, the finaling (closing) of the old account and the start date of the new account are backdated.

In this situation, the RGS is responsible for adding the new account to a specific pool group if desired.

- In situations where a customer contacts Ameren Illinois and asks to assume responsibility for gas service from two or more months ago, Ameren Illinois will only agree to backdate the connect up to one billing period in the past.
- For mistakes/errors on Ameren Illinois' end, Ameren Illinois reserves the right to backdate a connect and/or an enrollment as far back as necessary (or as far back as allowed by law) to correct the error.

6.4.3. RGS that is Acquired by Another RGS

If a situation arises where RGS A (who is registered with Ameren Illinois) is acquired by RGS B (who is also registered with Ameren Illinois), RGS B must submit enrollment DASRs for the RGS A accounts/service points it intends to supply.

If an account/service point that is supplied by RGS B is cancel/rebilled for the time in which it was with RGS A, then the related EDI transactions are sent to RGS B.

If an account/service point that is supplied by RGS B subsequently enrolls to RGS C and, after enrolling to RGS C, the account/service point is cancel/rebilled for the time in which it was with RGS A or RGS B, then the related EDI transactions are sent to RGS B.

RGS in this situation should contact their Ameren Illinois EUT representative to discuss (DLEndUserTransportation@ameren.com).

Chapter 7

Pool Group Assignment and Nomination Process

7.1. Overview

This chapter reviews procedures and requirements related to establishing Pool Groups (Customer Groups, Transportation Groups, and Balancing Groups) and the nomination process.

A RGS serving retail customers on Ameren Illinois' system or a CSM will need to arrange for procurement of gas to its retail accounts/service points.

The RGS must arrange for transmission services for supply deliveries to Ameren Illinois prior to nominating gas. The RGS, the CSM, or the customer, whichever is applicable, is billed for all cash-out charges per Chapter 9 - Balancing, Cash-outs and Bank Management.

7.2. Definitions

The following definitions are derived from Ameren Illinois' Customer Terms and Conditions, Rider G, and Rider T tariffs and other sources. They are provided here only to assist in understanding the materials presented in this handbook. It is suggested that the RGS or CSM review and have a working knowledge of the Ameren Illinois gas tariffs.

7.2.1. Pool or Pool Group(s)

Pool Group is a group of Rider T, Transportation Service, accounts and/or service points served by the same interstate pipeline(s) and on the same balancing method (i.e. monthly or daily) that the supplier establishes under Rider TBS, Transportation Balancing Service.

7.2.2. Balancing Account Number

The balancing account number is a 12 digit number used by the system to track changes in pool groups and individually balanced accounts. The first 10 digits are the same as the billing account number and the last 2 digits are initially set at 01. For an individually balanced account, the last 2 digits will change each time there is a change in suppliers.

7.2.3 Gas Day

The Gas day is a period of 24 consecutive hours, beginning at 9 a.m. Central Time. For example, the gas day for 12/1 starts at 9 a.m. on 12/1 and ends at 9 a.m. on 12/2.

7.2.4 Pool Group Manager

Pool Group Manager is a supplier who has a contract with the company to deliver aggregated gas for two or more accounts being served by transportation service.

7.3. Group Assignment

The RGS or CSM may identify the number of Pool Groups to be established by pipeline(s) during the registration process. The RGS may have multiple Groups per pipeline as long as the accounts in a Group use the same balancing method. Accounts may be assigned to an established Pool Group by including the balancing account number on the EDI 814E enrollment DADR or by the RGS in the Ameren Illinois Supply Choice Portal. Pool Groups may be added, deleted or modified using the Supply Choice Portal. Accounts/service points not assigned to a Pool Group by a RGS or CSM are considered to be individually balanced.

7.3.1. Creating a New Group in the Supply Choice Portal

- **Request to Create Pool Account** - A new Pool Group Manager account is created by accessing the Ameren Illinois Supply Choice Portal and entering a request for a new Pool Group. The request includes selecting either IL or MO, daily or monthly balancing and the appropriate delivery point(s).
- **Creation of Pool Group and Notification to RGS** - The Ameren Illinois billing system generates a new Pool Group Manager balancing account number and sends an email notification to the RGS that the Pool Group account creation is complete. The notification may be sent on the same day. After notification, individual customer accounts/service points can be added to the Pool Group by accessing the Ameren Illinois [Supply Choice Portal](#).
- **Pool Group Bill** – Application of payments and late payments for pool group bills are subject to terms set forth in the tariff. Payments received by mail shall be deemed timely if received by the Company not more than two full business days after the due date printed on the bill. Payments physically delivered to the Company shall be considered as having been received as of the date received by the Company or its authorized agent. Payments made by any form of electronic medium shall be considered as having been received as of the date the funds are electronically deposited to the Company's account. In the event payment is not received by the last date for payment, a late payment charge equal to 1.5% per month will be assessed on any amount considered past due.

7.3.2 Transfer (Add or Remove) Accounts from Pool Group

The RGS can add or remove accounts from a Pool Group by accessing the Supply Choice Portal, selecting the Pool Group Manager's account and selecting the account(s)/service point(s) to add or remove. Additions and/or removals from the Pool must be entered before 5 p.m. CPT five business days before the end of the current month.

- **Add Accounts**
 - Once the RGS accesses the Supply Choice Portal and selects the Pool Group Manager account, the user is provided a drop down list of eligible account(s)/service point(s) (i.e. the same pipeline(s) and balancing method as the Pool Manager account) to move into the Pool Group. The drop-down account/service point list will include both active as well as pending accounts/service points. For example, if the RGS sends an enrollment to Rider T in February with an effective date of May 1, the account will display in the drop-down list when the RGS accesses the SCP in February and selects an effective date for the transfer to a pool group of May 1.
 - Any bank balances for individually-balanced customer accounts/service points which are being added to the Pool account will automatically transfer to the Pool Group Manager balancing account effective the first of the following month once the individually-balanced customer service point bills through the end of the current month.
 - The Supply Choice Portal will only allow additions of accounts/service points that are pending a rate reclassification that causes it to change between daily and monthly balancing to a Pool with the corresponding balancing method of the new rate. For example, a service point pending a rate reclassification from GDS-3 to GDS-4 effective the first of the following month can only be added to a daily balanced Pool Group Manager account.
- **Remove Accounts**
 - Once the RGS accesses the Supply Choice Portal and selects the Pool Group Manager balancing account, a list of member accounts will appear on the screen. Once the account(s)/service point(s) to be removed is selected and submitted, the account(s)/service points(s) is removed from the Pool and the bank limit(s) will be adjusted accordingly effective the first of the following month.

- Any bank balance associated with a customer that is leaving a Group is transferred when the Group Manager notifies DLEndUserTransportation@ameren.com. Once the notification is received from the Group manager, EUT will enter a bank adjustment to transfer the gas as requested. The balance will be transferred the first of the following month to either a new Pool Group account or to the customer's individually-balanced account.
- Annual gas rate reclassification is effective May 1. If a service point is reassigned between monthly (GDS-2 or GDS-3) and daily (GDS-4) type delivery service rates during the annual rate reassignment process, an EDI 814C is sent by Ameren Illinois to the RGS with the newly assigned gas rate. A RGS may then evaluate moving the service point to the appropriate Pool. If the rate reclassification changes the balancing method and the service point is not moved by the deadline, the system will automatically remove the service point from the RGS' Pool and set it up as an individually-balanced service point. The individually balanced service point is available to move to a Pool the first of the following month if the deadline is missed. For example, if the RGS is notified that a service point is being reassigned between monthly and daily balancing and subsequently moves the service point to the appropriate Pool after the deadline (5 business days before the end of the month), the transfer is effective June 1 rather than May 1 and the service will bill as an individually-balanced account for the May usage period.

7.4. Nomination Process

A nomination from the RGS or CSM is accepted when the RGS or CSM is registered with Ameren Illinois and a valid Rider T enrollment was processed and accepted for a customer account and/or service point.

All Rider T nominations, including Intra-day, shall be provided by the RGS or CSM to Ameren Illinois. Nominations shall be submitted using the Ameren Illinois' [Supply Choice Portal](#) or another electronic method as designated by the utility. Nominations shall include but are not limited to items such as delivery date, DUNS number, volume, balancing account number and delivery point information.

A customer may appoint a RGS as a nominating agent but the customer retains responsibility for nominations. The Maximum Daily Nomination for a daily-balanced or monthly-balanced Rider T service point is 120% of a service point's MDCQ. The Maximum Daily Nomination for a daily or monthly balanced Rider T Customer is 150% of Customer's MDCQ during a cold weather Operational Flow Order (OFO) and 100% of Customer's MDCQ during a warm weather OFO. The Rider T Nomination deadlines are as follows:

1. Day-Ahead Nominations

A RGS shall enter Rider T nominations into the Supply Choice Portal prior to 11:30 am Central prevailing time of the preceding business day, subject to confirmation by the pipeline.

2. Intra-Day Nominations

A RGS wanting to change a Rider T nomination after the Day-Ahead deadline, specified in item 1 above, shall notify the utility by 4:00 P.M. Central Prevailing Time (CPT) of the preceding business day, subject to confirmation by the pipeline. The utility may accept such change to a nomination if the utility determines, in its sole discretion that such a change to a nomination will not adversely impact the operation of the utility's gas system or adversely impact the utility's purchase and receipt of gas for other Rates or Riders. The utility will use its best effort to accept Rider T nominations for all other times, subject to confirmation by the pipeline.

3. Same-Day Nominations

A RGS wanting to change a Rider T nomination after the Intra-Day deadline specified above shall notify Ameren Illinois by 7:30 A.M. CPT of the business day on which the nomination is to take effect, subject to confirmation by the pipeline. The utility may accept such change to a nomination if the utility determines in its sole discretion that such a change to the nomination will not adversely impact the operation of the utility's gas system or adversely impact the utility's purchase and receipt of gas for other customers.

4. Retroactive Reallocation

A customer desiring a change in Nomination for transportation of Customer-Owned Gas after the Same-Day deadline. For an OFO event, Ameren Illinois will allow suppliers to reallocate nominations between their daily balanced pools and their monthly balanced pools, if served via the same delivery point, if the Company determines, in its sole discretion, that such a change to the Nomination will not adversely impact the operation of the Company's gas system or adversely impact the Company's purchase and receipt of gas for other Rates and Riders. The deadline for Nomination changes is noon Central prevailing time the 3rd business day of the following delivery month.

Nominations submitted after Ameren's timely cycle must be submitted online via the Supply Choice Portal. All nominations are subject to pipeline confirmation. All nominations, except for timely, are subject to approval by Ameren Illinois on a best efforts basis. Below are guidelines to assist in scheduling gas on Ameren Illinois' system using the Supply Choice Portal.

7.4.1. Entering Nominations in the Supply Choice Portal

Suppliers or Customer Self-Managers enter nominations into the Supply Choice Portal for the upcoming month by 11:30 a.m. CPT the last business day of the month, for the entire upcoming month. During a month, nominations changes for the next pipeline day are due by 11:30 a.m. CPT the business day prior. Nominations spanning a weekend and/or holiday period are due by 11:30 a.m. CPT the business day prior to the time period.

7.4.2. Nomination - Upstream Information

When adding or editing a nomination, the Supply Choice Portal automatically populates the upstream information on the nomination display, based on the most recent information. Upstream information includes any nominations entered into the Supply Choice Portal from one RGS to another RGS. For example, If Supplier A nominates to Supplier B in the portal, when supplier B goes to enter their nomination, the gas nominated by Supplier A will appear as Shipper Quantity.

7.4.3. Nomination - Downstream Information

Downstream information includes the DUNS number(s) and nomination(s) to the end-use customers. Suppliers nominating to both RGS and end-use customers will enter the nominations on the Maintain Nominations screen in the Supply Choice Portal. Account nominations are made by RGS or CSM, signifying a transfer of gas volumes at an Ameren Illinois receipt point.

7.4.4. Submitting Nominations

After entering nominations under the "Nominate to Balancing Account(s)" section of the Ameren Illinois Supply Choice Portal, a RGS selects the "Save" button to complete the transaction.

7.4.5. Ameren Illinois Allocations

Ameren Illinois will notify suppliers of any discrepancies with the pipeline volumes. RGS should use the Supply Choice Portal if they wish to make any changes. Ameren will cut nominations in the Supply Choice Portal to the pipeline confirmed volumes, or increase

nominations in the Supply Choice Portal to match the pipeline confirmed volumes, if the RGS does not take action.

Allocation Cycle Timeline

Timely	Intra-day	Same Day
11:30 a.m. CPT	4:00 p.m. CPT	7:30 a.m. CPT

If a pipeline-scheduled quantity is different than the Supply Choice Portal nomination:

1. Before the Gas Day:
 - A. Ameren Illinois will confirm to the pipeline scheduled quantity after the pipeline timely cycle closes at 1:00 CPT and will send notice to the RGS if there is a difference between the two volumes.
 - B. If there are any mismatches, the RGS may submit the change to match the pipeline via the Supply Choice Portal, which will be at the discretion of Ameren to accept or reject.
2. After 7:30 a.m. CPT of the Gas Day that begins at 9:00 a.m. CPT:
 - A. Ameren Illinois will confirm to the pipeline scheduled quantity and will send notice to the RGS if there is a difference between the two volumes.
 - B. If there are any mismatches, the RGS may submit the change to match the pipeline via the Supply Choice Portal, which will be at the discretion of Ameren to accept or reject.

7.4.6 Holidays

The holidays used for nominations will follow the Ameren Illinois holiday schedule, which includes: New Year’s Day, Good Friday, Memorial Day (observed), Juneteenth, July 4, Labor Day, Veteran’s Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, Christmas Day and New Year’s Eve.

Chapter 8 MDCQ, Annual Rate Reclassification, Rate GDS-5 Processes and Notices

8.1. Introduction

This chapter describes the processes that affect the day to day activities of gas accounts and service points. The RGS should review this section to understand the major components of the impact of Maximum Daily Contract Quantity (MDCQ) set-up and MDCQ modification, annual rate reclassification, the processes tied to the optional GDS-5 (Seasonal Delivery Service) tariff, and the notices that are tied to gas transportation.

8.2. Maximum Daily Contract Quantity (MDCQ)

MDCQ is the maximum volume of gas as agreed upon by Ameren Illinois and the customer that Ameren Illinois is required to deliver on any day at a specified service point. All service points receiving service under Rate GDS-4 (Large General Delivery Service) and Rate GDS-5 (Seasonal Delivery Service) as well as all service points using the Rider T gas transportation supply option are required to have an MDCQ specified. An MDCQ is specified at a service point level, not the account level.

8.2.1. Set-up of a Service Point's Initial MDCQ

The initial MDCQ for a service point shall be the service point's highest daily demand recorded by Ameren Illinois' daily demand measuring equipment at the service point during the most recent twelve (12) monthly billing periods. If a daily demand measurement device is not installed at the customer's service point, the initial MDCQ at a service point shall be the highest average daily usage in the most recent twelve (12) monthly billing periods, in therms, adjusted to a 30 day equivalent basis divided by 21.

If sufficient data is not available to calculate an initial MDCQ, the customer's service point's expected daily maximum demand, in therms, shall be used as the MDCQ for the service point.

Once a service point's MDCQ is determined, it shall remain in effect until revised pursuant to Ameren Illinois' tariffed procedures to do so.

8.2.2. Request to Modify a Service Point's MDCQ

The customer or customer's RGS with proper authorization can request a modification to increase or decrease a service point's MDCQ (Maximum Daily Contract Quantity) by accessing the [Supply Choice Portal](#) (SCP) and selecting the MDCQ Input option under the Manage Accounts section. A RGS must confirm in the SCP that they have the customer's authorization to make the change. If service point's MDCQ has been decreased or increased in the previous twelve (12) months, the SCP will not allow the user to request a decrease in their MDCQ. A message stating the request is denied will be returned in the SCP.

If the MDCQ request will not pass the pre-established auto-accept rules (see below), the user is allowed to enter the request and get a message that the request is currently under review.

Within 30 days of receipt of the request, Ameren Illinois will send a letter to the customer stating whether the request has been accepted or declined. Also, an email and an EDI 814C is sent to notify the RGS. If accepted, the modified MDCQ will become effective the first of the next calendar month unless the request is less than 7 days before the first day of the next month and then the MDCQ will become effective the first day of the month after the next month. Once again, the MDCQ will remain in effect for the service point

until the customer or RGS requests and Ameren Illinois approves another MDCQ change.

8.3. Annual Rate Reassignment

In February of each year, all non-residential service points are reviewed by Ameren Illinois to determine the appropriate gas delivery service rate based on the highest average daily usage in any monthly billing period during the prior twelve (12) monthly billing periods during the prior calendar year. Any rate reassignments including those for Rider T supplied accounts are effective with the first meter read on or after May 1. Note that for an existing Rider T account or a calendar-billed gas customer, the reassignment is effective with the May 1st billing date going forward. For Rider S non-calendar month billed account, the reassignment is effective with the account's May meter read date and forward.

8.3.1. Annual Rate Reassignment Notices

The RGS will receive an EDI 814C for each service point that is pending a rate reassignment even if the reassignment does not change the balancing method. For example, notices are sent for service points reassigned between GDS2 and GDS3.

8.3.2. Annual Rate Reassignment and Customer Requirements

When a customer's service point is reassigned from GDS2 or GDS3 to GDS4, the daily usage for the prior gas day for the service point is available on the Supply Choice Portal after 10 a.m. CPT of the current day.

8.3.3. Annual Rate Reassignment RGS Action Required

If the rate reassignment changes the service point's balancing method, the RGS needs to access the Supply Choice Portal and move the service point(s) to the appropriate Pool Group within the window of time provided (see Appendix K – BEF Election, Change, & Reclass Deadlines). Otherwise, the Ameren Illinois systems will automatically remove the service point(s) from the Pool. If this happens, the service point will bill as an individually balanced service point for the next billing period.

8.4. Rate GDS-5 (Seasonal Delivery Service) Processes

Ameren Illinois does offer one optional rate, Rate GDS-5, Seasonal Delivery Service. Service under GDS-5 is available to any non-residential customer. Customers sometimes refer to this rate as the "grain-dryer" or "temperature dependent" rate. GDS-5 service points will default to the Rider S (System Gas) supply option on initial connects but are eligible for Rider T and may be enrolled by a RGS pursuant to the terms of the Rider T - Transportation Service tariff.

8.4.1. GDS-5 Election and Enrollment

Customers wanting to elect GDS-5 for a service point need to call the Ameren Illinois Business Center. Ameren Illinois representatives will explain the terms of the rate, confirm customer wishes to move a service point(s) to GDS-5, and enroll the customer if the customer desires to proceed. A letter will be sent to the customer to confirm the switch in delivery service billing. Customer taking service under this rate must remain on it for an initial term of twelve (12) billing periods. Prior to GDS-5 being effective for a service point, Ameren Illinois shall determine the customer's initial MDCQ according to Section 8.2 of this handbook.

8.4.2. GDS-5 Termination and Drop

A customer wanting to remove a service point from the GDS-5 rate needs to call the Ameren Illinois Business Center. Customers that terminate GDS-5 service will not be eligible for service under GDS-5 for twelve (12) billing periods and will be moved to the appropriate gas delivery service rate based on their highest average daily usage.

Customers will be sent a letter confirming their termination of service under this delivery service tariff.

8.4.3. GDS-5 Processes

Customers and RGS serving customers on GDS-5 should become familiar with the terms of GDS-5 operation.

- GDS-5 service points are subject to “Winter Delivery Allowance”. Winter Delivery Allowance is the amount of gas delivery that a service point is entitled to receive on days when the Ameren Illinois defined Average Temperature is equal to or is below 25 degrees Fahrenheit without the service point incurring a Demand Charge.
- Ameren Illinois will determine the service point’s Winter Delivery Allowance at the customer’s request. If requested, Ameren Illinois will determine, at its’ sole discretion, the amount of distribution delivery capacity that is available to the customer while still meeting the delivery capacity requirements of other customers. Ameren Illinois, at its sole discretion, will generally limit the service point’s Winter Delivery Allowance to no more than the amount of additional delivery capacity for a local system reinforcement installed on a customer’s behalf for which a customer provided a contribution.
- Average Temperature is defined to be the average of the high and low temperatures for the next calendar day forecast by an independent weather service used by Ameren Illinois, for Peoria, Decatur, Belleville or Marion for customers located in the Northern, Central, South Central, or Southern regions, respectively, of the Ameren Illinois service area. Ameren Illinois will make forecast temperatures for each day available to customers at amerenillinois.com by 9 a.m. CPT on the preceding day. These forecasts will also be available via the Supply Choice Portal if the user goes to Reports, Illinois, Account Management, Weather.
- The GDS-5 tariff can be found at AmerenIllinois.com.

8.5. Notices

RGS and customers using the Supply Choice Portal need to ensure proper e-mail addresses are current in the portal to receive notices by email. Users can update emails by selecting “Notices” under the “Account Management” menu option, and enter email addresses.

8.5.1 System Notices

- **Advisory Notices:** Ameren Illinois may issue an advisory to inform customers and/or RGS and CSM, as applicable, of system issues and actions they must take to support system integrity. These notices will be emailed directly to the RGS, CSM, and customers. They will also be posted on the home screen in the Supply Choice Portal, or under Reports, Notices.
- **Operational Flow Order (OFO)/Critical Day:** Ameren Illinois, at its own discretion, may monitor, limit, or curtail deliveries of gas to customers having gas delivered pursuant to Rider T via the declaration of an OFO or Critical Day. Ameren Illinois gives notice to all Rider T transportation service customers of all OFO or Critical Day periods. The notice specifies the expected duration of the event. These notices will be emailed to the RGS. They will also be posted on the home screen in the Supply Choice Portal, or under Reports, Notices.

8.5.2 General Notices

- **Scheduling Imbalance Notice:** If any scheduling imbalance exists after the 11:30 a.m. CDT day-ahead, RGS will be notified by their EUT representative.

Chapter 9 Balancing, Cash-outs, and Bank Management

9.1. Introduction

This chapter describes the processes that affect the day-to-day gas transportation account transactions. The RGS should review this section to understand the major components of the balancing, cash-outs and bank management that are tied to gas transportation.

9.2. Bank Management

Under the terms of the gas tariff provisions, Ameren Illinois will use customer's metered usage to balance and cash-out Rider T - Transportation Service gas accounts at the service point level. All monthly balanced customers are required to take service under Rider TBS - Transportation Banking Service. Daily balanced customers may elect to take service under Rider TBS.

9.2.1. Bank Election Factor – Each year, the customer or RGS has from January 1 to 12 business days prior to April 1 to elect the amount of bank service a customer desires for the twelve (12) month period starting the following May 1. A customer may elect a minimum Rider TBS Bank Election Factor (BEF) of 5 for monthly balanced service point(s) and 1 for daily balanced service point(s). (See the Rider TBS tariff for details.)

Existing Rider T Accounts - The RGS or CSM can revise the BEF for existing Rider T service points on eligible accounts only during the annual election period by accessing the Supply Choice Portal and selecting Bank Election from the Manage Accounts menu options (see 4.3.2). The system will restrict elections outside of the minimum value allowed. Existing BEFs will remain the same as the prior election if no action is taken during the annual election period.

New Rider T Accounts – The initial bank election for service points/accounts starting on Rider T is submitted by the RGS or CSM as part of the enrollment process. If an election is not made during enrollment, the BEF will default to the minimum value for the service point based on the balancing method associated with its delivery service rate. The system may restrict elections outside of the minimum values allowed. The RGS or CSM may update the BEF for new Rider T Accounts in the Supply Choice Portal after enrollments as long as the change is made within the enrollment period.

9.2.2. Bank Transfer – Transfers of banked gas are allowed between the Pool Group and/or individually balanced accounts with the same balancing method and the same pipeline(s) and are effective the day before the date the transfers are entered. The RGS can make a bank transfer by accessing the Supply Choice Portal, selecting “Bank Transfer” under the “Manage Accounts” menu option, selecting the accounts involved in the transfer and selecting “Save”. The bank balance cannot be less than 0.

Chapter 10 Obtaining Customer Information

10.1. Introduction

Chapter 10 explains how a customer or a RGS can obtain various types of customer information from Ameren Illinois. This chapter reviews the content of customer information to be released. The term "customer information" as used in this Chapter is intended for use only in the context of the processes described herein and may or may not align with definitions found in other statutes or rules pertaining to the same general topic.

10.2. Customer and Customer Agent Requests for Historical Usage and Billing Information

Customers have the right to request their historical gas usage and/or billing information, subject to the limitations of Ameren Illinois' billing and information management systems. Customers can access gas usage and billing information via Ameren Illinois' ecustomer website on amerenillinois.com. Customers may also obtain their gas usage from the Natural Gas Supplier Portal, or from the Supply Choice Portal if an existing GDS-4, GDS-5 or Rider T customer.

Ameren Illinois refers to Agents, Brokers, and Consultants as "agents" or "ABCs". An agent of the customer, who has authorization from the customer via Ameren Illinois' ABC processes, may also request historical usage and billing information to the extent permitted by law. Note that a signed Letter of Agency (LOA) is not sufficient authorization for release of this historical usage and billing information. The agent/ABC process can be found at Ameren Illinois' [ABC Portal](#).

For telephone requests and written requests, once historical usage and billing information is validated, a historical billing and usage report will be emailed or faxed to the customer's billing address or to the address specified by the verified agent. Interval meter data is sent in a spreadsheet via email.

The historical monthly usage and billing reports includes the following information:

- Ameren Illinois company/Rate Zone associated with account (Rate Zone I, Rate Zone II, or Rate Zone III)
- Account number
- Account customer name
- Account service address
- Account bill group
- Service point number(s)
- Meter number(s)
- Service point gas delivery services (GDS) rate class(es)
- Service Point MAOP
- Service Point MDCQ, if applicable
- Up to 24 months' worth of service point-level historical summary usage data

These reports may also include payment history. The historical monthly usage and billing reports will typically include data for the last twelve (12) billing periods if the data is readily available in Ameren Illinois' billing system.

10.3. RGS Request for Customer Information

There are three ways in which a RGS may acquire account historical usage information and/or interval data from Ameren Illinois. A RGS may request account and service point-specific

information that includes only gas usage for up to the most recent 24 billing periods. Ameren Illinois will not provide a RGS with billing or payment data for an account unless that entity is also the customer's agent using the utility's standard processes for agents found at Ameren Illinois' [ABC Portal](#). Also, Ameren Illinois will not manually prepare usage history and account/service point attribute reports and fax or mail them to a RGS.

10.3.1. RGS Requests Historical Usage

A RGS requests historical usage information for an account via:

1. An EDI 814HU transaction;
2. Ameren Illinois' Supply Choice Portal; or
3. Ameren Illinois' Gas Portal

Ameren Illinois will not release the following customer data to the RGS upon a request received via Ameren Illinois' Supply Choice or Gas Portals or upon a RGS' submission of an 814E or 814HU transaction:

- Billed amounts in dollars
- Credit or payment history information

The historical monthly consumption reports will typically include consumption data for the last 24 billing periods if available.

- **EDI:** A RGS may request historical usage information via EDI by using the EDI 814HU transaction. Upon receipt of an EDI 814HU request, Ameren Illinois will send an EDI 814HU acknowledgement to the RGS. Historical usage data will be sent to the RGS in the EDI 867HU transaction and includes current information regarding:
 - Ameren Illinois Rate Zone associated with account (Rate Zone I, Rate Zone II, or Rate Zone III)
 - Account number
 - Account customer name
 - Account service address
 - Account bill group
 - Service point number(s)
 - Meter number(s)
 - Service point gas delivery services (GDS) rate class(es)
 - Service Point MAOP
 - Service Point MDCQ, if applicable
 - Up to 24 months' worth of service point-level historical summary usage data

Hourly interval meter data (up to 24 months' worth), when available and requested, may also be returned in the EDI 867HU transaction.

Note that if a RGS specifically requests interval data in the 814HU transaction (i.e. LIN-HI) and interval data is available, then monthly/summary historical usage data *and* interval data will be returned to the RGS. For more information regarding the types of data returned on EDI 814HU historical usage requests, see Appendix D – EDI 814 HU Request Types and Data Returned.

Once an account or service point is enrolled to RGS supply, the RGS will also receive monthly usage data via EDI for each billing period that the RGS is supplying

the account/service point. Customer consent for the release of ongoing usage data to a RGS is deemed to have been achieved when the customer formally agrees to enroll to that RGS.

- **The Supply Choice Portal:** A RGS may request historical usage information and view, print, or download (Excel format or pdf) account and service point characteristics as well as historical usage information via Ameren Illinois' [Supply Choice Portal](#). After logging in to the Portal as the supplying RGS and entering a valid account number, the daily usage information can be found in the Customer Monthly Usage Report under the Reports tab. The information returned includes:

- Customer Account Number
- Customer name
- Meter number(s)
- Meter Status
- Meter Billing Constant
- Meter Number of Dials
- Service point number(s)
- Service point gas delivery services (GDS) rate codes(s)
- Service point supply rider (i.e. SGS (Rider S) or RGS (Rider T) or Rider TBS (Rider T with Rider TBS))
- One months' worth of daily meter-level historical usage data

REPORT ID: [icon] [icon] [icon]

December 2013

Customer Account Number: 31300-01190 Rate Code: RGS-2 Rdr TBS-Monthly-Supply
 Customer Name: COREY D SMITH Billing Constant: 1
 Meter Number: 08388833 Number of Dials: 5
 Service Point: 21560076 Total Usage: 0.00
 *Meter status: A

There is no data available for your selected criteria

December 2013

Customer Account Number: 31300-01190 Rate Code: RGS-2 Rdr TBS-Monthly-Supply
 Customer Name: COREY D SMITH Billing Constant: 1
 Meter Number: 21114365 Number of Dials: 4
 Service Point: 17723126 Total Usage: 444.00
 *Meter status: A

Date	Usage Therms	Type
12/01/2013	14.00	R
12/02/2013	14.00	R
12/03/2013	14.00	R
12/04/2013	14.00	R
12/05/2013	14.00	R
12/06/2013	14.00	R
12/07/2013	14.00	R
12/08/2013	14.00	R
12/09/2013	14.00	R
12/10/2013	14.00	R
12/11/2013	14.00	R
12/12/2013	15.00	R
12/13/2013	14.00	R
12/14/2013	15.00	R
12/15/2013	14.00	R
12/16/2013	15.00	R
12/17/2013	14.00	R

- **Natural Gas Suppliers' Portal:** A customer, RGS, or agent of the customer may view or download (Excel format) account and service point characteristics as well as historical usage information via Ameren Illinois' [Natural Gas Supplier Portal](#). (The same information may be obtained via Ameren Illinois' [Toolkit](#) section of the [Gas Choice](#) web site.) A customer, RGS, or agent may log in and retrieve usage data by using an individual and unique ID and password. (Note: This sign-on differs from the

Supply Choice Portal. Gas Suppliers who are also electric suppliers may **NOT** use the same sign-on as they do in the Ameren Illinois [RES Portal](#).) Once access is obtained, the RGS or customer may retrieve either monthly usage data by using “[View Monthly Data](#)” or hourly usage data by using “[Download Hourly Data](#)” and entering a valid account number. The information returned includes:

- Ameren Illinois Rate Zone associated with account (Rate Zone I, Rate Zone II, or Rate Zone III)
- Account customer name
- Account address
- Account bill group
- Weather Region (if applicable)
- Service point number(s)
- Meter number(s)
- Service point gas delivery services (GDS) rate class(es)
- Service point supply rider (i.e. SGS (Rider S) or RGS (Rider T))
- Service Point MAOP
- Service Point MDQ
- Service Point MDCQ, if applicable
- Up to 24 months’ worth of account-level and meter-level historical usage data

Monthly usage can be viewed on-line or downloaded in an Excel format.

Monthly Gas Consumption Export this page to: [PDF](#) [Excel](#)

Account Level Information

Account Name	COREY D SMITH
Account Number	3130001190
Service Address	330 N 9TH ST UNIT B EAST SAINT LOUIS IL 62201
Bill Group	1
Operating Company	Ameren Illinois Rate Zone I
Weather Region	

Billing Period	Days in Billing Period	Total Usage (Therms)
9/24/2013 to 10/23/2013	29	2
8/27/2013 to 9/24/2013	28	0
7/28/2013 to 8/27/2013	30	0
6/27/2013 to 7/28/2013	31	2
5/29/2013 to 6/27/2013	29	0
4/29/2013 to 5/29/2013	30	18
3/26/2013 to 4/29/2013	34	108

Service Point and Meter Level Information

Service Point	17723126
Delivery Rate	
Meter Number(s)	21114365
MAOP	60
MDCQ	-

Billing Period	Days in Billing Period	MDC	Total Usage (Therms)
9/24/2013 to 10/23/2013	29	-	2
8/27/2013 to 9/24/2013	28	-	0
7/28/2013 to 8/27/2013	30	-	0
6/27/2013 to 7/28/2013	31	-	2
5/29/2013 to 6/27/2013	29	-	0
4/29/2013 to 5/29/2013	30	-	18
3/26/2013 to 4/29/2013	34	-	108

We are unable to provide all of the data requested, as the customer's account has been active for fewer than 24 months.

[View Another Account](#)

10.3.2. RGS Receives On-going Usage Data

For each billing period that a retail customer is enrolled to a RGS, Ameren Illinois will provide to that RGS the monthly usage data for each customer’s service point(s). For both monthly consumption and interval data, Ameren Illinois will send this data via the EDI 867MU transaction.

Ameren Illinois, in its sole discretion, reserves the right to limit access to any data, under any of the above-described methods, in situations where access to, or dissemination of the same may constitute a violation of law, including but not limited to any applicable prohibition on the dissemination of customer-specific information.

10.4. Ameren Illinois' Supply Choice Portal Tools and Reports

A special user ID for Ameren Illinois' Supply Choice Portal is provided by Ameren Illinois to a RGS after the RGS completes registration. This special user ID allows a RGS to access reports and tools that are not available for all Supply Choice Portal users to view. Only one special user ID will be distributed to each RGS. Upon initial login to the Supply Choice Portal using this special user ID, the RGS must establish its own password, and can then assign other users in their own organization access rights. It is also the responsibility of the RGS to maintain its user's access.

The Supply Choice Portal is designed as an intuitive program for users. However, any questions concerning the Supply Choice Portal should be directed to a RGS's business contact in Ameren Illinois' EUT group at DLEndUserTransportation@ameren.com.

A RGS may access a number of reports and tools after logging in to the Supply Choice Portal using its special user ID:

- Historical usage summary data for accounts is available to download or view.
- Numerous other reports are available to download, if applicable, including:
 - Customer Monthly Usage – Report for a given customer account/service point's monthly usage.
 - Number of Accounts – List showing enrolled accounts for a given RGS with customer name and tariff code.
 - Supplier Group List – List showing customer accounts by supplier's balancing account number.
 - All Illinois Bank Balances – List by customer account of the rolling bank balances.
 - Billing Status Detail – List by customer account of the billing month, date billed, volume, etc.
 - Daily Activity Summary by Supplier – List of customers for specific supplier of the customer's daily usage, deliveries, etc.
 - Please note that Ameren Illinois will conduct semi-annual reviews of SCP users to ensure the integrity of the user data in the portal.

Chapter 11 Dispute Resolution

11.1. Introduction

If a customer has a supply complaint against a RGS, but the customer has called Ameren Illinois to voice that complaint, then the Ameren Illinois customer service representative will first advise the customer to try to work out the dispute with the RGS. If the customer is unsuccessful in resolving the dispute with the RGS and the customer contacts Ameren Illinois about the dispute again, then the Ameren Illinois customer service representative will refer the customer to the ICC's Consumer Services Division.

Appendix A Addition of a Service Point

Type of Account Prior to the Addition of a Service Point	Type of Service Point Added to Account GDS-2, GDS-3, GDS-4, GDS-5, GDS-6, or GDS-7 Service Point Added to Account
Commercial Account on RGS Supply	<ol style="list-style-type: none"> 1. The new service point is <u>not</u> automatically enrolled to RGS supply. 2. No 814C (indicating that a service point has been added) is sent to the RGS or RGSs supplying the existing service point(s) on the account.
Notes: <ol style="list-style-type: none"> 1. A <u>backdated</u> addition of a service point will follow the rules outline in this matrix. 2. An orphaned meter that is attached to a service point that is supplied by a RGS, upon discovery, will be backdated-assigned to that RGS. 	

Appendix B
Removal of a Service Point

Type of Service Point Removed from Account	GDS-2, GDS-3, GDS-4, GDS-5, GDS-6, or GDS-7 Service Point Removed from Account
Type of Account Prior to the Removal of a Service Point	
Commercial Account on RGS Supply	<p>1. If a RGS was supplying the service point that has been removed, then one of the following EDI transactions will be sent to that RGS:</p> <ul style="list-style-type: none"> > If the RGS who was supplying the service point that has been removed will continue to supply at least one other service point on the account, then an 814C (indicating that a service point has been removed) will be sent to that RGS. This 814C will include the service point number of the service point that has been removed. > If the RGS who was supplying the service point that has been removed does not supply any other service points on the account, then an 814D will be sent to that RGS. <p>2. If no RGS was supplying the service point that has been removed, then <u>no</u> 814C (indicating that a service point has been removed) is needed.</p>

Appendix C
EDI 814C Notification Requirements

Description of Change	Direction	Notification Requirements	Effective Date	Notification of Pending Change to Pending RGS at the time that Ameren Processes the Pending RGS's Enrollment DASR?
RGS Account Number	RGS to Utility	None	Next scheduled meter reading date	N/A
Address - Billing	Utility to RGS	None	Effective Date	No
Address - Service	Utility to RGS	None	Effective Date	No
Bill Cycle	Utility to RGS	None	Effective Date	No
Billing Option	Utility to RGS	None	Effective Date	No
Customer Name	Utility to RGS	None	Effective Date	No
GDS Rate	Utility to RGS	60 Days for Annual Updates	Effective Date	Yes
Meter Addition	Utility to RGS	None	Effective Date	No
Meter Exchange	Utility to RGS	None	Effective Date	No
Meter Removal	Utility to RGS	None	Effective Date	No
Phone Number	Utility to RGS	None	Effective Date	No
Service Point Addition	Utility to RGS	None	Effective Date	No
Service Point Removal	Utility to RGS	None	Effective Date	No

Note: RGSs pending to supply a given account will receive all Utility-initiated 814C's for that account.

Appendix D
EDI 814 HU Request Types and Data Returned

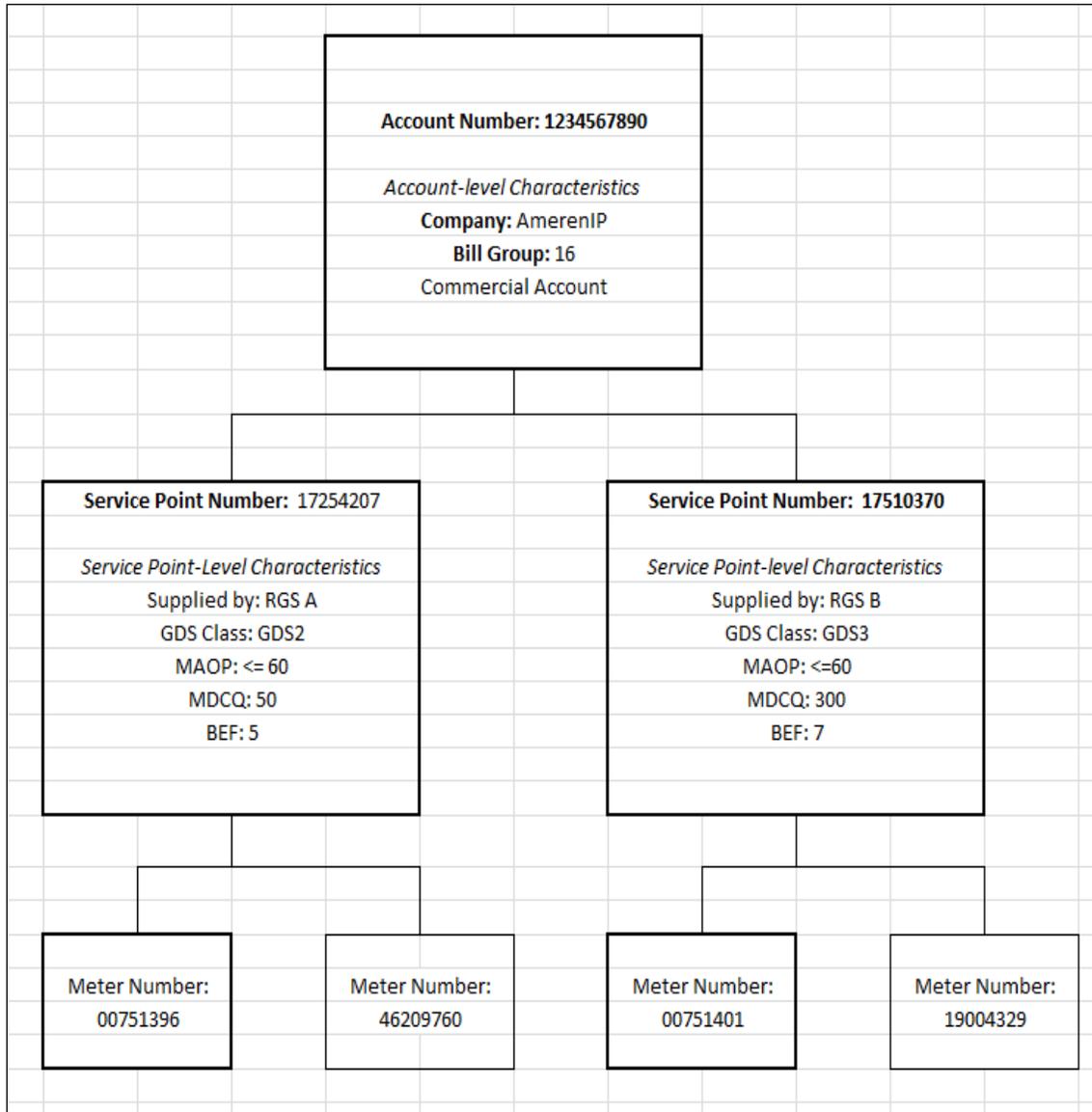
Data Available Request Type	Summary Only	No Data Available	Data Blocked
814HU LIN-HI	Summary Only (summary data is presented at the service point level) SRC: HIU	SRC: HUU	SRC: HUR
814HU LIN-HU	Summary Only (summary data is presented at the service point level) SRC: N/A	SRC: HUU	SRC: HUR
814E LIN-HU	Summary Only (summary data is presented at the service point level) SRC: N/A	SRC: HUU	SRC: HUR
Notes :	1. SRC = Status Reason Code		

Appendix E
EDI Transaction Processing Schedule

Inbound EDI Transaction Type	Approximate time that Ameren sweeps for EDI Transaction	Approximate time that Ameren's Billing System Imports the Data (CPT)
814E, 814D, and 814C	7:45 a.m. CPT 9:45 a.m. CPT 11:45 a.m. CPT 1:45 p.m. CPT 4:45 p.m. CPT 6:45 p.m. CPT	Approximately 30 minutes after the completion of the EDI sweep
820	11:45 a.m.	12:00 noon CPT
810	2:45 p.m.	Immediately following completion of EDI sweep

Appendix F
Account, Service Point, and Meter Hierarchy

The diagram below depicts the hierarchy of an Ameren Illinois account. This particular account has two service points associated with it, and each service point has two meters associated with it. Note that each service point in this example is supplied by a different RGS.



**Appendix G (Page 1 of 2)
Illinois Standard Enrollment Rules**

Enrollment Scenario	On-Cycle Enrollment (Annual Enrollment for Rider S to T)	
	Enrollment Effective Date Returned in EDI Response	Actual Enrollment Effective Date
Enrollment DASR received where the requested enrollment is prior to January 1 st that the enrollment DASR is processed	Commercial Account: N/A – Enrollment DASRs rejected	Commercial Account: N/A – Enrollment DASRs rejected
Enrollment DASR received where the requested enrollment is less than 12 business days prior to April 1 that the enrollment DASR is processed	Commercial Account: N/A – Enrollment DASRs rejected	Commercial Account: N/A – Enrollment DASRs rejected
Enrollment DASR received where the requested enrollment is between January 1 st and no later than 12 business days prior to April 1 that the enrollment DASR is processed	Commercial Account: May 1st	Commercial Account: May 1st
Note:	If an account or service point is moving from Rider S to Rider T supply, and an enrollment DASR is received by Ameren Illinois between January 1 st and 12 business days prior to April 1, and such DASR includes an effective date other than May 1, then Ameren will reject the enrollment.	

**Appendix G (Page 2 of 2)
Illinois Standard Enrollment Rules**

Enrollment Scenario	On-Cycle Enrollment (Supplier to Supplier Enrollment)	
	Enrollment Effective Date Returned in EDI Response	Actual Enrollment Effective Date
Enrollment DASR received more than 12 business days prior to first day of month	Commercial Account: First day of the next month	Commercial Account: First day of the next month
Enrollment DASR received less than 12 business days prior to first day of month	Commercial Account: N/A – Enrollment DASRs rejected	Commercial Account: N/A – Enrollment DASRs rejected
Note:	If an account or service point is moving from supplier to supplier, and an enrollment DASR is received by Ameren Illinois between 45 calendar days prior and 12 business days prior to the next month, and such DASR includes an effective date other than the first of the next month, then Ameren will reject the enrollment	

**Appendix H
Illinois Standard Drop Rules**

Drop Scenario	On-Cycle Drop	
	Drop Effective Date Returned in EDI Response	Actual Drop Effective Date
Drop DASR received less than 12 business days prior to the first of the month.	Commercial Account: First day of the month following the next month.	Commercial Account: First day of the month following the next month.
Drop DASR received 12 or more days prior to the first of the next month.	Commercial Account: First day of the month following the next month.	Commercial Account: First day of the month following the next month.
Drop DASR received more than 45 calendar days prior to the first day of the next month	Commercial Account: Drop DASR is rejected.	Commercial Account: Drop DASR is rejected.

**Appendix I
Account Characteristics Enrollment Validations**

Account Characteristic Type of Account & Billing Option Requested	Budget Billing	Arrears	Payment Agreement
Gas-only account RGS requests Dual Billing or Combination electric/gas account RGS requests Dual Billing	Enrollment is accepted; account remains on budget billing.	Enrollment is accepted.	Enrollment is accepted.

Account Characteristic Type of Account & Billing Option Requested	Special Agreement	Summary Billing	Customer EDI Billing
Gas-only account RGS requests Dual Billing or Combination electric/gas account RGS requests Dual Billing	Enrollment is accepted.	Enrollment is accepted; service point(s) remains on summary billing.	Enrollment is accepted; service point(s) remains on Customer EDI Billing.

Account Characteristic Type of Account & Billing Option Requested	EBill (via eCustomer or CheckFree)	Direct Pay (EFT)
Gas-only account RGS requests Dual Billing or Combination electric/gas account RGS requests Dual Billing	Enrollment is accepted; service point(s) remains on Ebill.	Enrollment is accepted; service point(s) remains on Direct Pay.

Appendix J (Page 1 of 2)
EDI 814 Status Reason Codes

Rejection Reason Code	Description	Scenario
008	Account exists but is not active	An 814 Enrollment, Drop, Historical Usage Request, or Change comes in for a finalled account.
A13	Other	Used any time an 814 is processed and fails for a reason that does not have a reject code.
A76	Account Not Found	An 814 Enrollment, Drop, Historical Usage Request, or Change comes in with an account number that does not exist in CSS.
A84	Invalid Relationship (Not RGS of Record)	An 814 Drop or Change comes in from a RGS for an account that is not active with that RGS.
ABN	Duplicate Request Received	A second 814 Enrollment, Drop, Historical Usage Request, or Change for the same change type comes in after successfully processing the original 814.
ANE	Account or service point temporarily ineligible to switch	A RGS that is not registered with Ameren submits an 814 Enrollment to Ameren, or an 814 Enrollment is submitted by an RGS to Ameren for an account that the RGS is not certified to supply.
ANL	RGS not licensed to provide the requested service	A RGS that is not active on the Marketer table sends in an 814, or an 814 Enrollment for a commercial account comes in from an RGS not certified to serve commercial.
API	Required Information missing	An 814 Enrollment is submitted without the account number, start date, or other required information.
B14	Used when a Rescission is requested by the RGS, but was not processed by the utility in time to effectuate the rescission.	A rescission is submitted by the RGS after the account has already switched.
C11	Change Reason (REF*TD) Missing or Invalid	An 814 Change is submitted without a valid change reason (what is being changed).
C13	Multiple Change Request Not Supported	An 814 Change is submitted with multiple change requests in one 814 (such as a bill option change and a RGS rate code change).
CMB	Account Not Eligible - Minimum Stay	An 814 Enrollment is submitted for an account committed to GDS until the next May 1.
DIV	Date invalid	An 814 Enrollment or Drop is submitted with the requested effective date either in the past or prior to January 1.

**Appendix J (Page 2 of 2)
EDI 814 Status Reason Codes**

Rejection Reason Code	Description	Scenario
ISP	Invalid Service Point.	An 814 Enrollment, Drop, or Change is submitted for a service point that does not exist on the account.
NCB	RGS not certified to provide requested bill option	Bill option other than dual is specified in the 814 Enrollment transaction or 814 Change transaction.
NFI	Not First In	An 814 Enrollment is submitted by RGS B and account is currently pending active with RGS A (RGS to RGS switch).
UND	Cannot identify Service Provider DUNS or DUNS+4 in N104 not valid	An 814 Enrollment, Drop, Historical Usage Request, or Change is submitted by a RGS with an invalid DUNS number.
B38	Account was terminated by the Utility for reasons other than nonpayment	A RGS submits in a 814 Drop or the account final bills and the Utility sends out a 814 Drop.
BNK	Account was terminated by the Utility due to bankruptcy	Utility drops account because account was finalled due to bankruptcy.
CHA	Customer Switched	RGS B submits an 814 Enrollment for an account that is currently supplied by RGS A. RGS A is sent an 814 Drop. Or a customer calls in to drop from their RGS, the 814 Drop is sent to their RGS.
CMB	Account Not Eligible - Minimum Stay	An 814 Historical Usage Request is submitted for an account committed to Rider S until the next May 1.
EA1	Email Address Invalid or Missing	An 814 Enrollment is submitted without a valid email address
EB3	Rescind	A customer calls and rescinds their pending active enrollment, or a RGS sends in an 814 Drop to rescind an enrollment.
HUR	Historical Usage Not Released	An 814 Historical Usage Request is submitted for an account whose customer has requested not to have their usage released.
HUU	Historical Usage Unavailable	An 814 Historical Usage Request is submitted requesting historical usage and usage does not exist
W09	Off-cycle meter reading cannot be performed. Meter will be read on the normal, on-cycle read date.	A RGS submits an off-cycle 814 Enrollment, and we default the date to on-cycle.

Appendix K
BEF Election, Change & Pool Reclass Deadlines

Action	Period Begins	Period Ends	Deadline Missed
Enrollment to Rider T & BEF Election Period for Existing Rider T Accounts	January 1	12 business days prior to April 1	Must wait until next annual enrollment period to make changes
BEF Change due to Reclass to Monthly Balancing	January 1	12 business days prior to April 1	If BEF<5, System will reset to minimum of 5 If BEF>5 or =5, will remain the same
BEF Change due to Reclass to Daily Balancing	January 1	12 business days prior to April 1	BEF will remain the same
Move Account(s) between Pools due to Reclass between Monthly & Daily Balancing	4 business days prior to end of March	5 business days prior to May 1	System removes the account from the pool 4 business days prior to May 1 and reclassifies it as an individual account

Definitions

Alternative Retail Gas Supplier (ARGS or RGS):

A non-utility entity authorized by law to provide gas power and energy service to retail customers. RGS must be licensed by the Illinois Commerce Commission in accordance with 220 ILCS 5/19-110

Bank Election Factor (BEF):

The amount of bank service from Ameren Illinois which a Rider T customer elects each year. If not set initially by the customer, Ameren Illinois will assign a BEF per service point based on tariff rules.

Commission or ICC:

The Illinois Commerce Commission is the state's Public Utility Commission. The agency holds authority in the public interest to oversee several financial and service aspects of investor owned gas, telephone, water, and sewer utilities.

Customer Self-Manager (CSM):

The Customer Self-Manager is a retail customer managing its own supply of power and energy. A CSM is a customer acting as a RGS for itself.

Delivery Services:

Those services provided by the gas utility that are necessary in order for distribution systems to function so that retail customers located in the gas utility's service area can receive gas from suppliers other than the gas utility, and shall include, without limitation, standard metering and billing services.

Delivery Services Provider:

The provider of delivery services as defined by the Public Utility Act. In this case, Ameren Illinois Company.

Direct Access Service Requests (DASR):

An electronic transaction submitted by a RGS via EDI to Ameren Illinois to enroll or drop an account/service point.

Dispute Resolution:

The procedures to follow when a dispute arises between a RGS and a public utility.

Distribution System:

The pipes, regulators, services, and other equipment a gas utility uses to deliver gas directly to your home or business.

Dual Billing:

The customer receives two separate bills – one bill for gas commodity and transportation services from the RGS and a separate bill from Ameren Illinois for gas delivery service charges (and any portion of gas or other services supplied by Ameren Illinois, if applicable).

Electronic Data Interchange (EDI):

The electronic means by which a RGS and Ameren Illinois communicate account/service point enrollments, drops, changes, usage information, billing information, and remittance

Appendix L (Page 2 of 2) Definitions

FERC:

The Federal Energy Regulatory Commission (FERC) was originally formed in 1935 as the Federal Power Commission. FERC has jurisdiction over wholesale power transactions and all interstate gas and gas transmission.

Group/Pool/Pool Group:

A group of Rider T, Transportation Services, accounts and/or service points served by the same pipeline(s) and on the same balancing method (i.e. monthly or daily) that the supplier establishes under Rider G, Group Balancing Transportation Services

Maximum Daily Contract Quantity (MDCQ):

A given service point's maximum volume of gas that Ameren Illinois is obligated to deliver on any day at a specified service point. This applies GDS-4, GDS-5 and all service points served under Rider T.

Maximum Allowable Operating Pressure (MAOP):

Gas Main MAOP means the maximum allowable operating pressure of Company's gas main.

Retail Customer:

The Customer is the end-user of the gas at one or more locations in the State of Illinois who has facilities connected to Ameren Illinois' distribution system. With Customer Choice, the Customer deals with at least two entities – Ameren Illinois and the RGS. The Customer is responsible for choosing its RGS.

Supplier:

An entity that owns or has title to gas.

Trading Partner:

The sending and/or receiving party involved in the exchange of electronic data interchange transmissions.

Transmission System:

The facilities used for the movement of gas between gas providers/fields and the local distribution systems.

Value-Added Network (VAN):

An EDI (Electronic Data Exchange) service provider that provides the communication link between trading partners. They must be fully capable of storing and forwarding all transactions as well as establishing a complete audit trail for each transaction.

Appendix M
Web Pages of Interest

Ameren Illinois

<http://www.AmerenIllinois.com/>

Dun and Bradstreet (D&B) Corporation

<http://www.dnb.com/>

Federal Energy Regulatory Commission (FERC)

<http://www.ferc.gov/>

Illinois Commerce Commission (ICC)

<http://www.icc.illinois.gov/>

Illinois Communication Protocols Work Group (CPWG)

www.choiceinillinois.com