



MIDAMERICAN ENERGY COMPANY
Schedule of Rates For
Electric Service in Illinois

Ill. C. C. No. 8
Original Title Sheet

**SCHEDULE OF RATES
FOR
SUPPLIER METERING SERVICE
IN
ILLINOIS**

**This schedule cancels the entire
MidAmerican Energy Company
Schedule formerly designated as:**

Ill. C. C. No. 5

**Replacing them with a new MidAmerican
Energy Company schedule in accordance
With the Commission's Order in
Docket No. 00-0494**

Issued April 5, 2002
Filed in compliance with the Commission's
March 21, 2001 Order in Docket 00-0494 and
March 27, 2002 Order in Docket 01-0444

Effective May 1, 2002

Issued by James J. Howard, Vice President



Table of Contents

1. Availability	2
2. Nature of Service	3
3. Definitions	4
4. Application for and Commencement of Services	9
5. Rates and Charges	13
6. Metering	14
7. Billing, Payment, and Remittance	19
8. Electronic Data Exchange	20
9. Technical and Operational Requirements	23
10. Switching and Termination	26
11. Dispute Resolution	37
12. Miscellaneous General Provisions	38



MIDAMERICAN ENERGY COMPANY
Schedule of Rates For
Electric Service in Illinois

Ill. C. C. No. 8
Original Sheet No. 2

1. Availability

SMS will be available to:

- All Meter Service Providers (MSPs) certified and approved by the Commission to provide Metering Services in the State of Illinois that have successfully registered with the Company to provide Metering Services within the Company's delivery system.

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2. Nature of Service

Nature of Service

Supplier Meter Services (SMS)
Tariff Schedule

Supplier Meter Services is a service offered by MidAmerican Energy Company (Company) pursuant to the requirements of the Electric Service Customer Choice and Rate Relief Act of 1997, as amended (Act). The purpose of SMS is to allow Meter Service Providers (MSPs) to provide Metering Services to the Company's Delivery Service Customers.

Metering Services

SMS will include the following services under this tariff schedule and under the jurisdiction of the Illinois Commerce Commission (Commission):

- Support service provided to Customers or Meter Service Providers for the provision of Metering Services to Delivery Service Customers including but not limited to:
 - Standard Billing and Customer services;
 - Provision of Customer switching services;
 - Provision of historical Customer information, and;
 - Calculation and provision of energy imbalance information.

Non-Discrimination of Service

All services provided under Tariff Schedule SMS will be priced and made available to all MSPs on a nondiscriminatory basis regardless of the Customers being served by that MSP or that MSP's business affiliation.



3. Definitions

Advanced Metering System

Any meter system that does not require on-site meter reading.

Alternative Retail Electric Supplier (ARES)

Has the same meaning as the definition stated in Section 16-102 of the Act.

Billing Window

The four days consisting of the scheduled monthly meter read date plus one day prior to and the next two business days after the scheduled monthly meter read date.

Bundled Tariff Rates

Full service bundled rates that are in effect and on file with the Commission which apply to Customers taking service from the Company that are not taking Delivery Service from the Company as defined in the Company's Ill. C. C. No. 1 Schedule of Rates for Electric Service in Illinois.

Bundled Tariff Service

Full service bundled rates, terms, and conditions that are in effect and on file with the Commission applying to Customers taking service from the Company that are not taking Delivery Service from the Company as defined in the Company's Ill. C. C. No. 1 Schedule of Rates for Electric Service in Illinois.

Customer

Has the same meaning as the definition stated in Section 16-102 of the Act.

Direct Access Service Request (DASR)

The form used to process Customer switching information transmitted by Suppliers and the Company.

Delivery Services

Those services provided by the Company that are necessary in order for the transmission and distribution systems to function so that retail Customers located in the Company's service territory can receive Power and Energy from Suppliers other than the Company.



3. Definitions (Cont.)

Delivery Services Customer

Any eligible Customer (or their designated agent) taking Delivery Services under Tariff Schedule EDS.

Electric Utility

A public utility, as defined in Section 3-105 of the Public Utilities Act, that has a franchise, license, permit or right to furnish or sell electricity to retail Customers within an Illinois service area.

Good Utility Practice

Any of the practices, methods and acts engaged in or approved by a significant portion of the electric utility industry during the relevant time period, or any of the practices, methods and acts which, in the exercise of reasonable judgment in light of the facts known at the time the decision was made, could have been expected to accomplish the desired result at a reasonable cost consistent with good business practices, reliability, safety and expedition. Good Utility Practice is not intended to be limited to the optimum practice, method, or act to the exclusion of all others, but rather to be the acceptable practices, methods, or acts generally accepted in the region.

Letter of Agency (LOA)

A document, as described in Section 2EE(2) of the Consumer Fraud and Deceptive Practices Act, whose sole purpose is to authorize a change in the Supplier of Power and Energy.

Letter of Authorization

A document whose purpose is to authorize a change in the Supplier of Metering Services.

Meter Information

With specific Customer approval, the Company will provide certain information on the Customer's utility-owned meter, to certified Meter Service Providers. Such information will include:

- Metering type
- Voltage
- Number of meters associated with the account
- Other pertinent information

3. Definitions (Cont.)

Meter Service Provider (MSP)

An entity other than the Company that is registered with the Company to provide Metering Services to Delivery Services Customers on the Company's delivery system. MSPs can be:

- ARES (must be certified with the Commission);
- Other entities certified with the Commission to provide unbundled Metering Services.

Metering Services

An unbundled Meter Service Provider will provide measurement of Power and Energy to Delivery Service Customers and all of the Metering Services listed in 83 Ill. Adm. Code Part 460 and outlined below:

1. Meter Reading, including the on-site visual data retrieval from metering and/or data retrieval from metering on site or remotely via a form of electronic communication using a computerized device as applicable.
2. Meter Equipment Installation including the physical assembly and placement of metering equipment for an electrical service.
3. Meter Equipment Exchange, including the physical removal and installation of metering equipment at an electrical service.
4. Meter Equipment Removal including the physical extraction of metering equipment from an electrical service.
5. Maintenance of the Meter System Components including the on-site testing, calibration, programming, modification, repair and replacement of meter system components.
6. Meter Communications Device Installation and Maintenance including the remote or on-site installation, testing, calibration, programming, modification, repair and replacement of meter communication devices.
7. Meter Equipment Provision including the ability to provide metering equipment.
8. Initiating or Transfer of Metering Service including the removal, replacement, disabling, modification, or programming of the metering system for the purpose of establishing or changing the provider of Metering Service.
9. Meter Accuracy Testing including the act of verifying the accuracy of measurement of the metering equipment ultimately used for billing, in accordance with applicable standards for required testing contained in 83 Ill. Adm. Code 460.



3. Definitions (Cont.)

Metering Services (Continued)

10. Meter Equipment Design and Engineering including the act of analyzing, specifying and documenting Customer's metering equipment requirements.
11. Meter Attribute Record Keeping including but not limited to that required by 83 Ill. Adm. Code 460.
12. Accept Raw Meter Data including the act of retrieving meter usage data used for billing from either the meter equipment directly, or from the entity performing the retrieval function.
13. Translate Data into Format for Internal Processing including the act of converting raw meter data received into a convenient internal format for storage, archiving, validation editing and estimation (VEE), and other business processes.
14. Associate Meter Reads with Customer Identifiers for Use in Validation or Estimation including the verified matching of meter data with its corresponding Customer matching records.
15. Validate, Edit and Estimate Translated Meter Data including the act of checking a Customer's translated meter data against documented thresholds for errors and/or omissions using documented estimation procedures to correct and edit meter data that fails the data integrity check.
16. Translate Data into Commission Approved Formats and Posting to Server including the act of converting the VEE data into documented common formats and posting to server accessible to market participants.

Power and Energy

The generation component of electric service, not to include Delivery Services.

Residential Customer

One whose service is furnished for domestic purposes.

Retail Electric Supplier (RES)

An entity other than the Company that is registered with the Company to provide Power and Energy to Customers on the Company's delivery system. RESs can be:

- ARES (must be registered with the Commission);
- Electric Utilities in Illinois.



3. Definitions (Cont.)

Service

Shall be used to indicate Delivery Service and/or Metering Services.

Standard Billing Functions

Billing services will include but not be limited to the following:

- Receive meter reads, meter usage, multipliers, and correction factors from MSP providing Metering Services;
- Perform reasonableness checks of meter information received from the MSP providing Metering Services;
- Perform any totalization, summarization, or other manipulations of meter data received from MSP required to calculate bills;
- Calculate bill including due dates, taxes, implementation of any 83 Ill. Adm. Code Part 280 requirements, payment arrangements, budget billing, and tracking of accounts receivable;
- Verifying, printing, sending the bill;
- Processing and posting delivery services payments to Customer accounts;
- Perform bill corrections.

Supplier

An entity other than the Company that is registered with the Company to provide Power and Energy and/or Metering Services to Customers on the Company's delivery system. Suppliers can be:

- ARES (must be certified with the Commission);
- Electric Utilities in Illinois;
- Meter Service Providers (must be certified with the Commission)



4. Application for and Commencement of Services

MSP Eligibility

All MSPs that wish to be eligible to take and/or provide services under this tariff must meet the following requirements:

- MSP must meet all requirements, standards, qualifications outlined in 83 Ill. Adm. Code Part 460.
- MSP must be certified by the Commission to provide Metering Services in the State of Illinois under the certification process approved by the Commission.
- MSP must successfully register and maintain qualifications for registration with the Company to provide Metering Services to Customers on the Company's delivery system in accordance with the Meter Service Provider Registration procedures described in this tariff section, Application for and Commencement of Service, and the applicable rules of the Commission.



4. Application for and Commencement of Services (Cont.)

Registration Requirements

- MSPs that wish to take service under this tariff must complete a registration process with the Company.
- MSPs registering with the Company must provide the following information:
 - Name and address;
 - Certified copy of articles of incorporation, partnership, etc., (if applicable);
 - Evidence of qualification to do business in Illinois;
 - Evidence of certification by the Commission;
 - Commission license number (if applicable);
 - Federal and state tax identification numbers;
 - Credit information provided to the Commission; and
 - Name and address of registered agent for service in Illinois.
- MSPs that wish to take service under this tariff must employ and properly utilize personnel that meet the qualifications outlined in 83 Ill Adm. Code Part 460.
- An MSP must provide registration information to the Company no later than 30 days prior to the date the MSP intends to start providing Metering Services to Customers on the Company's delivery system.
- Company will send confirmation of receipt of registration request and an indication whether the request is complete and valid to each MSP making such a request within five working days of the Company receiving the request. The confirmation of receipt will include the name of a point of contact at the Company.



4. Application for and Commencement of Services (Cont.)

- Company will approve or deny each registration request, or substantively respond advising the MSP what additional information needs to be provided to make an application complete so it can be approved or denied, within 15 days of receipt of registration.

Waiting Period

- Each MSP must provide registration information to the Company at least 15 days prior to the submission of an enrollment DASR form to the Company.

RES Lists

- The Company will make available to registered MSPs, a list of RESs registered to provide energy services on the Company's delivery system.

Cancellation

- The Company reserves the right to suspend or discontinue Metering Services as outlined in the Company's MSP Operating Requirements Handbook. These include issues of:
 - Safety
 - Operational reliability of Company's distribution and/or transmission system
 - Non-compliance with 83 Ill. Adm. Code Part 460, Company's tariffs, or Company's MSP Operating Requirements Handbook.



4. Application for and Commencement of Services (Cont.)

Service Agreements

- As a condition of service under this tariff, MSPs shall be required to enter into a service agreement with the Company. Such service agreements shall include, at a minimum:
 - Prices, terms, and conditions, and procedures for meter reads and the electronic exchange of information;
 - Timing for the availability of meter read information;
 - Emergency point of contact and phone number available on a 24 hour basis

Service agreements need not be filed with the Commission except upon the request of the Commission for dispute resolution.



5. Rates and Charges

DASR Fee

- The Company will charge MSPs \$5.00 per DASR for processing DASR forms and recording Customer switch information.

Customer Information Fee

- The Company will:
 - Not charge requesting parties for providing customer information via the Company's self-service Web site.
 - Charge all requesting parties (with the exception of customers) \$5.00 per meter for providing Customer Information via any method other than the Company's self-service Web site.



6. Metering

Basis for Delivery Charges

- End-use Customer data used for the determination of delivery charges (including charges for financial settlement) will be recorded by MSP-owned meters and will be retrieved by the MSP. Meter read information used for the purposes of determining delivery charges will not be accepted from Customers.
- Customers may not own, nor provide, any of the Metering Services outlined in Definitions of this rider and must purchase all such services from the Company or a registered Meter Service Provider.

Metering of Partial Loads

- Delivery Service Customers purchasing a portion of their Power and Energy from a RES and the remainder from the Company are not eligible to purchase Metering Services from an MSP except under Option 1 of Rider PS - Partial Service in Tariff EDS.

6. Metering (Cont.)

Provision of Meter Reads

- Meter Service Providers will be required to deploy Advanced Metering Systems; manual reads may be provided for up to 5% or 500 of its meters, whichever is greater.
- Meter read information obtained by the MSP for Delivery Service Customers will be provided at no charge to the Company by the Meter Service Provider.
- The Company is not responsible for providing meter read information to any other entities.
- The Meter Service Provider will provide at no charge, information to the Company per the Data Timeliness Standards section of the Company's MSP Operating Requirements Handbook after that information as been verified and for each meter will consist of:
 - Indication of whether reading captures interval data or non-interval data;
 - Start and end meter reads for non-interval meters;
 - Start and end meter read dates for non-interval meters;
 - Start and end meter usage dates and times for interval meters;
 - Usage in kWh;
 - Demand in kW;
 - Reactive demand in kVARh;
 - Billing code indicating whether read is estimated, actual or adjusted;
 - Unique, Meter identifier;
 - Distribution Account Number; and
 - All meter multipliers, constants, factors, and billing determinants necessary to calculate tariff charges in accordance with the requirements of the Company's MSP Operating Requirements Handbook.



6. Metering (Cont.)

Estimated Reads

- The rules applicable to estimated reads will be the same as those applicable to Bundled Tariff Service as specified in by 83 Ill. Admin. Code Part 280 and the Company's MSP Operating Requirements Handbook.
- The methods used for estimating meter read information will follow the requirements of the Company's MSP Operating Requirements Handbook.

Inquiry Resolution

- The Company may request the MSP to reread, investigate, or resolve anomalies related to meter read information per the procedures outlined in the Company's MSP Operating Requirements Handbook.

6. Metering (Cont.)

MSP Metering

- Metering equipment provided by MSPs will not be allowed on Company-owned distribution facilities.
- MSP metering must be installed, inspected, and serviced under the requirements outlined in the Company's MSP Operating Requirements Handbook.
- The metering lines of demarcation will be:
 - Line (Supply) Side of Meter
 - Line (supply) side of terminals of the meter connection device for self-contained metering installations. If there is a bypass provision, the bypass means would be considered metering equipment.
 - Meter side terminals of the test switches installed nearest to the line (supply) side of the meter for transformer-rated metering installations.
 - Meter Outputs
 - Connection or transition device used to provide meter communications to an external device.
 - For land-based telephone, demarcation will be Customer's terminals of telephone interface device.
 - Serial communications demarcation will be connector or terminal to which the meter output lead is attached.
- Metering equipment will include all devices between line (supply) side and meter output side. This includes the following:
 - Meter bypass equipment;
 - Modems;
 - Wireless communications device; and
 - Isolation device for pulse output.



6. Metering (Cont.)

Equipment Re- sponsibilities

- Facilities ahead of the line side of the meter equipment defined above will be considered the Company's delivery system.
- Current transformers (CT) and potential transformers (PT) and related wiring up to and including the demarcation point:
 - Shall remain the property and responsibility of the Company;
 - MSPs will be allowed to conduct non-invasive testing of CTs and PTs subject to protocols and agreements in place with the Company;
 - MSPs may request the Company to replace CTs and PTs under the terms outlined in service agreement.
- Equipment downstream of the meter outputs as defined above will be considered the Customer's equipment.
- Each entity is responsible for pre-installation inspections on their equipment to ensure satisfaction with meeting code requirements.
- Each entity is obligated to test, maintain, and repair their own equipment.



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7. Billing, Payment, and Remittance

Reserved for Future Use

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8. Electronic Information Exchange

Electronic Data Interchange (EDI) methods will be the preferred and primary method of exchanging business data between MSPs and the Company. The Company recognizes that there may be exceptional circumstances requiring alternate information exchange methods. The terms and conditions associated with information exchange will be addressed within the service agreement with the MSP.

Electronic Data Interchange

- For the exchange of repetitive transactional data, EDI will be the primary method of data exchange. For this method of data exchange, the following minimum requirements shall be met:
 - Processes will meet the Company's minimum security, reliability, integrity, and recovery requirements. These requirements will be addressed within the MSP service agreement;
 - Each party will use the published Illinois-specific EDI guidelines as developed from the Utility Industry Group (UIG) subset of the American National Standards Institute (ANSI) ASC X12 standards;
 - Each party will utilize a Value Added Network (VAN) service provider until such time that suitable alternative data transport processes are available (e.g. internet technologies);
 - Each party shall pay its communication costs with its own VAN service provider to send and receive EDI transactions;



8. Electronic Data Interchange (Cont.)

- Each party will abide by an established EDI guideline change control process to ensure that all changes are approved and implemented in a controlled and coordinated manner;
- Each party shall establish a point of contact to resolve daily data exchange issues.

Verification of Data Transfer

- MSPs electing to transfer information in EDI format must demonstrate their ability to successfully exchange data according to an established test plan before any transactions will be processed (e.g. historical usage request, DASR).

Data Transfer Content

- Minimum requirements for electronic meter data include:
 - Indication of whether reading captures interval data or non-interval data;
 - Start and end meter reads for non-interval meters;
 - Start and end meter read dates for non-interval meters;
 - Start and end meter usage dates and times for interval meters;
 - Usage in kWh;
 - Demand in kW;
 - Reactive demand in kVARh;
 - Billing code indicating whether read is estimated, actual or adjusted;
 - Unique Meter identifier;
 - Distribution Account Number.



8. Electronic Data Interchange (Cont.)

- Meter read information provided by the Meter Service Provider shall be in an EDI format compatible with meter read information that the Company obtains through its own bundled Metering Services or as otherwise agreed upon by the Company.

Non-EDI Data Exchange

- For the exchange of non-transactional data or data that does not readily allow standardized processes, other electronic mechanisms such as the Internet or electronic file transfer will be the preferred method of exchange.

Technological Advances

- The Company will continually assess the current state of information technology. The Company reserves the right to implement new technology independent of the use of any such new technology by other parties to the extent that adoption of new technology does not require the other parties to alter their data exchange processes.

9. Technical and Operational Requirements

Regulatory Filings

- Nothing contained in the tariff or any service agreement shall be construed as affecting in any way the right of the Company to unilaterally make application to the Commission for a change in rates, terms and conditions, charges, or classification of service pursuant to the Commission's rules and regulations.

Indemnification

- The Customer shall at all times indemnify, defend, and save the Company harmless from any and all damages, losses, and claims, including claims and actions relating to injury to or death of any person or damage to property, demands, suits, recoveries, costs, and expenses, court costs, attorney fees, and all other obligations by or to third parties arising out of or resulting from the Company's performance of its obligations under this Tariff on behalf of the Customer, except in cases of willful negligence or intentional wrongdoing by the Company.

Account Status Changes

- Notwithstanding any other provision of this tariff, any changes to a Customer's account status made by the Company or at the request of a Customer shall be communicated to that Customer's Supplier and MSP in a timely manner. Such account changes shall include, at a minimum:
 - Meter changes (including new meter numbers);
 - Disconnection of Customers from the distribution system;
 - Delivery rate classification changes;
 - Change in service or mailing address (if the change is made within the Company's service territory).



9. Technical and Operational Requirements (Cont.)

Contract Assignments

- An MSP may assign to another MSP or to the Company its contractual responsibilities to deliver Metering Services to a Customer provided that the contract with the Customer makes explicit provisions for such assignment.
- Assignment of contracts will only be allowed to:
 - The Company; or
 - Other MSPs successfully registered with the Company according to the terms and conditions of this tariff.
- Submission of DASRs to the Company for contracts that are assigned to another party will be required as specified in the Switching and Termination section of this tariff.
- Assignment of contracts will also be subject to the Customer consent provisions of the Switching and Termination section of this tariff with the exception that MSPs will not be required to obtain new Letters of Authorization for Customers being switched.



9. Technical and Operational Requirements (Cont.)

Other Terms and Conditions

- In addition to the terms and conditions in this tariff schedule, service hereunder shall be subject to the Company's terms and conditions and rules and regulations applicable to the Company's Bundled Tariff Rates and MSP Operating Requirements Handbook.
- In the event of a conflict between the terms and conditions and rules and regulations applicable to Bundled Tariff Rates and the terms and conditions contained in this tariff schedule, the terms and conditions of this price schedule shall control with respect to service under this price schedule and the terms and conditions and rules and regulations control with respect to service under any other applicable price schedules.

Coordination between Meter Service Providers

- The Meter Service Provider will coordinate any changes in meter service between the Company and other Meter Service Providers registered with the Company in order to minimize Customer interruptions between Meter Service Providers.

Detection of Theft

- The Company, Meter Service Providers, and subcontractors are obligated to cooperate in the detection of theft and investigation of tampering.

10. Switching and Termination

DASR Requirements

- For a Customer to purchase Metering Services from an MSP other than the Company, a Direct Access Service Request (DASR) must be submitted to the Company by the MSP proposing to manage or provide Metering Services to the Customer.
- DASRs provided by MSPs will be accepted only from MSPs registered with the Company under the Application for and Commencement of Services terms of this tariff schedule.
- The DASR must contain the following information:
 - Customer name;
 - Customer address;
 - Meter number;
 - Customer account number;
 - Flag to request historical usage;
 - Flag for multiple Suppliers;
 - Flag to request metering information;
 - Service to be switched;
 - Billing option identifier;
 - EDI sender and receiver identifiers (if required);
 - Requested beginning date of service to the Customer; and
 - Energy supply coordinator (if required)
 - Name
 - Address
 - Phone Number
- Each DASR received must contain information for only one Customer account number.



10. Switching and Termination (Cont.)

- Multiple unbundled meters assigned to a single account will all be switched to the new MSP unless the Company is otherwise notified.
- For switches to take place, DASR information must be received within the following time frames prior to the beginning date of service. These shall be:
 - No earlier than 45 days and
 - For Customers eligible to receive delivery services on October 1, 1999, no later than 7 calendar days.
 - For Customers eligible to receive delivery services on December 31, 2000:
 - No later than 10 days between December 31, 2000 and June 30, 2001;
 - No later than 7 calendar days on or after July 1, 2001.
 - Requests received outside these time frames will be rejected except minimum time frames may be waived for Small Commercial Customers and Residential Customers returning to Bundled Tariff Services.
- DASRs submitted by MSPs will be rejected if an approved DASR has not been provided by a RES for that account.

Fees

- The Company will charge MSPs for processing DASR forms and recording Customer switch information as outlined in Rates and Charges section of this tariff.



10. Switching and Termination (Cont.)

Switch Dates and Times

- Normal MSP switch dates for Customers for whom DASR forms have been accepted will be at 12:01 am of the Customer's next regularly scheduled Company meter read date that meets the time frames outlined in DASR Requirements of this section.
- The current provider of Metering Services will read the meters by 12:00 pm on the switch date unless other arrangements have been made with the MSP.
- For changes from Company to MSP Metering Services, the MSP is responsible for meter read data after the Company metering is removed.
- The Company will assume responsibility for meter read data after the MSP meter is removed.
- Meter read schedules will be provided to MSPs at no charge at the time of MSP registration with the Company.

Switching Metering Services

- Changing of Meter Service Providers will occur as outlined in the Company's MSP Operating Requirements Handbook.



10. Switching and Termination (Cont.)

Customer Authorization to Switch

- Prior to the submission of a DASR, it is the responsibility of the MSP to obtain written authorization from the Customer in the form of a signed Letter of Authorization or other contract substantially containing the terms of a Letter of Authorization.
- Completed letters of authorization must be provided to the Company upon request.
- Letter of Authorization forms must be signed and must contain the following information:
 - Date of agreement;
 - Service(s) to be switched;
 - Customer of record;
 - Service address;
 - Mailing address;
 - Account number; and
 - Meter number.

Multiple Requests

- The first DASR form received for an individual account in each billing period will be processed.
- Once a DASR has been accepted, any subsequent DASRs received for the same effective date will be rejected.
- If an effective rescinding DASR for the initial valid DASR is received in a timely manner, the first DASR filed after the date of rescission will be accepted as long as it meets the time frames outlined in DASR Requirements of this section.



10. Switching and Termination (Cont.)

Terms and Conditions Between Delivery Service Customers and MSPs

- The following information must be disclosed to the Customer in the terms and conditions provided by an MSP to a Customer who has agreed to purchase Metering Services from the MSP:
 - The rate charged by the MSP and the existence of any additional charges which the Customer may be required to pay in order to complete Metering Service transactions;
 - The Letter of Authorization authorizes the MSP to receive Customer Information data from the Company;
 - All electric Metering Services associated with the account number provided in the DASR will be switched;
 - Specifications of any charges that may be assessed by the MSP for switching MSPs; and
 - Disclosure of the fact that additional charges may apply.

New or Moving Customers

- Customer switching procedures for new Customers or Customers moving from a previous premise will be according to the terms and conditions of the Turn-On/Turn-Off of this section.



10. Switching and Termination (Cont.)

Notification of Customer Switches

- No cancellation DASR is required from a current MSP when a new enrollment DASR is provided by a new MSP for subsequent billing months.
- A cancellation DASR is required for an MSP to voluntarily terminate the current Customer's provision of Metering Services.
- The Company will only notify the Customer in cases when the Customer switches to the Company-supplied Metering Services.

Switching of Metering Service to Multiple MSPs

- Switching of Metering Services to multiple Metering Service Providers for a single account is prohibited.



10. Switching and Termination (Cont.)

Disconnection

Disconnection provisions under this tariff schedule shall be those contained in the Company's Bundled Tariff Service and as governed by 83 Ill. Admin. Code Part 280 with the following additional conditions:

Responsibility for Physical Disconnection of Service

- The Company reserves the sole right and responsibility for the
 - Administrative decision to disconnect services provided by the Company for credit reasons.
 - Physical disconnections of Customers from the Company's delivery system for emergencies.
- Physical disconnection of Customers from the delivery system by an MSP is allowed only when arrangements have been made with the Company prior to disconnection. Such disconnection must be in conjunction with a change in MSP providers or metering processes outlined in Metering Services.



10. Switching and Termination (Cont.)

Termination of Metering Services

- Nothing in this tariff is to be construed to prevent MSPs from terminating or refusing to provide Metering Services to Delivery Service Customers to whom they are currently providing service for any reason except as provided for in Section 16-115(A)(i) of the Act.
- Should an MSP decide to terminate Metering Services, the MSP must provide a cancellation DASR to the Company informing the Company they are no longer providing such service to the Customer. Such DASR must meet the time frames outlined in DASR Requirements of this section. Cancellation will be effective on the next regularly scheduled Company meter read date.
- Delivery Service Customers for whom Metering Services are lost or terminated through no fault of their own because of a default of their MSP will be provided service under the Company's Tariff EDS, Rider MS rates.



10. Switching and Termination (Cont.)

Reconnection

Reconnection provisions under this tariff schedule shall be those contained in the Company's Bundled Tariff Service and as governed by 83 Ill. Admin. Code Part 280 with the following additional conditions:

Responsibility for Physical Reconnection of Service

- The Company reserves the sole right and responsibility for physical reconnections of retail Customers to the Company's delivery system. Physical reconnections to the delivery system by an MSP are allowed only when arrangements have been made with the Company prior to reconnection. Such reconnection must be in conjunction with a change in MSPs or metering processes outlined in Metering Services.

Reestablish- ment of Meter- ing Services

- Nothing in this tariff is to be construed to prevent MSPs from reestablishing the provision of Metering Services to Delivery Service Customers for any reason.
- Should an MSP decide to reestablish the provision of Metering Services, the MSP must provide a DASR form to the Company informing the Company they are reestablishing Metering Services to the Customer.



10. Switching and Termination (Cont.)

Turn-on/Turn-off

Applications for new service with the Company shall be governed by the same rules as those prescribed by the Company under Bundled Tariff Service with the following additional terms and conditions:

Responsible Parties

- The MSP will be responsible for connections of service associated with the metering processes outlined in Metering Services of this tariff.
- The Company will be responsible for all other physical connections of service. MSPs will not be allowed to connect Customers to the Company's delivery system except in cases of installation of self-contained metering.
- Requests for commencement of service can be received from a Customer or from that Customer's MSP.
- Requests for commencement of service by the Customer's MSP must be done by submitting a DASR to the Company as governed by the Switching and Termination rules of this tariff.



10. Switching and Termination (Cont.)

Selection of MSPs

- Upon application for new service, Customers taking Delivery Services will be provided a list of MSPs certified and registered to offer Metering Services on the Company's delivery system. Such information will include:
 - MSP name and address; and
 - Phone number.

New Customers

- If a Customer that is taking Delivery Service applies for turn-on of service and is not currently taking Metering Service from an MSP on the Company's distribution system, a DASR must be provided to the Company in order for the Customer to purchase Metering Services from an MSP.
- Unless an approved DASR has been provided to the Company by an MSP for a new Customer, the Company will provide Metering Services to that Customer under its applicable EDS Tariff, Rider MS Rates.

Moving Customers

- If a Customer applies for turn-on of service and is already being provided Metering Services by a Meter Service Provider at a previous location within the Company's distribution system, a DASR needs to be submitted to maintain service from that Meter Service Provider. Changes in such Customer's account resulting from a new application of service will be forwarded to the Customer's Supplier and MSP.



11. Dispute Resolution

- Complaints concerning charges, practices, facilities or services provided by the Company shall be investigated promptly and thoroughly. All written complaints will be acknowledged in writing or verbally. The Company shall keep such records of complaints as required by 83 Ill. Adm. Code 410.
- If the complaint cannot be resolved at the initial inquiry point, the information will be promptly referred to the employee or department that has authority to take appropriate action to resolve the complaint. Any complaint, if unresolved by the prior action, will be referred to the appropriate management employee for resolution.
- The final step for any unresolved informal complaint will be a filing with the Consumer Services Division of the Commission, by either the complainant or the Company, for a resolution of the issue.



12. Miscellaneous General Provisions

Credit

- All MSPs taking or providing service under this tariff shall meet the financial, technical, and managerial requirements as outlined in 83 Ill. Adm. Code Part 460.

Customer Information

Consent

- Customer information may be requested by a Customer, an MSP, Supplier, or an agent acting on the Customer's behalf.
- If the requesting party is not the Customer, the requesting party must first obtain verifiable authorization from the Customer in order for the Company to release such Customer information.
- Letters of Authorization obtained from the Customer by a requesting MSP (see Switching and Termination section of this tariff schedule) will be considered sufficient Customer consent for the purpose of providing Customer information to a requesting party.

Blocking Requests

- In the event that a Customer requests their historical account information not be released, the Company shall block the release of such specific information.
- A Customer may make a request to block via telephone or in writing.



12. Miscellaneous General Provisions (Cont.)

- Requests to remove blocks shall only be accepted in writing. Letters of Authorization will be sufficient to unblock the release of Customer information.

Request Requirements

- To request Customer information for a specific Customer, a requesting party (other than the Customer) must provide the following information for the Customer for which such information is requested:
 - Meter Number (only one required for accounts with multiple meters);
 - Distribution Account Number.

Information to be Provided

- Upon request, the Company will provide the following Customer information to requesting parties to the extent it is readily available:
 - Usage history for the prior 24 months (energy and demand);
 - Load profile assignments (for load profiled Customers);
 - Hourly load information (for non-load profiled Customers);
 - Delivery rate classification;
 - Meter Information;
 - Dates of service.
- Information will be provided no later than 5 days after receipt and validation of the request.



12. Miscellaneous General Provisions (Cont.)

- Information will be provided for the current Customer only. Usage information in the Company's records for the account requested that does not pertain to the Customer currently taking service at the requested premise will not be provided.
- Billing information will be limited to usage information and associated time periods and will not include any credit information.
- Information will be provided one time only per Customer authorization.

Fees

- The Company will charge requesting parties for providing Customer information as outlined in the Rates and Charges section of this tariff.