

## **Electric Choice Supplier Handbook**

### **Introduction**

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Welcome to the Detroit Edison Electric Choice Program. The name Electric Choice was purposely chosen for the Detroit Edison retail access program to highlight a key benefit of the program. Customers have the option to choose the Alternative Energy Supplier (AES) who offers the combination of features and price that best meet their needs from among various competing offerings. Detroit Edison is committed to administering the Electric Choice program in a fair and impartial manner for its customers and AESs.

With Choice comes some degree of complexity, new market participants, and new ways of doing business. This handbook introduces new marketplace roles, describes new business requirements, and details new business practices.

This Detroit Edison Electric Choice Supplier Handbook is designed to be a reference guide for all Electric Choice participants, as well as Detroit Edison employees. The primary purpose of the handbook is to provide AESs (often referred to as retailers and marketers in this program) with practical information on how to participate in the program.

The handbook information is organized into chapters, which are in chronological order of events, beginning with the basic program concepts, qualification requirements, and ending with the bill payment procedures for customers and AESs. This allows the reader to quickly focus on those Electric Choice aspects of greatest interest.

Chapter 1 explains participant roles, provides a general orientation to the overall process, and familiarizes the reader with basic program concepts. Chapter 1 also identifies participant qualification requirements.

Chapter 2 discusses the customer enrollment process. Alternative Energy Suppliers (AESs) will want to read this chapter to understand how Detroit Edison will accept and process enrollments and the requirements for enrollment in the Electric Choice Program.

Chapters 3 and 4 describe the support organizations that Detroit Edison will offer suppliers and Electric Choice customers. Contact telephone numbers are located in these chapters. Chapter 4 also describes how suppliers can obtain customer historical usage information.

Chapter 5 provides detailed information on Electric Choice customer billing options and procedures for processing payments.

Chapter 6 explains the Detroit Edison metering requirements for Electric Choice customers and how Detroit Edison will load profile residential and commercial customers.

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Chapter 7 details how an AES will interact with Detroit Edison electronically and which standards and protocols will be used. This chapter also outlines how an AES can register with Detroit Edison to gain access to a secure website with information on their status as participants.

Chapter 8 provides information regarding the MISO Marketer Settlement Process and the website address for information regarding the charges, billing and settlement process.

Chapter 9 provides a brief description of the various scenarios and processes that may initiate termination of Electric Choice relationships and the return of the customer to Full Service.

Chapter 10 addresses dispute resolution. It identifies who to contact and the processes for resolving disputes between Detroit Edison, AESs and Electric Choice customers.

Appendices include a number of reference documents, including the AES Agreement, Marketer Agreement, and Detroit Edison Retail Access Service Rider.

A Glossary of Terms is also provided to assist the reader in understanding unfamiliar terms.

This handbook will be updated as needed to provide clear, understandable information.

Registered Alternative Energy Suppliers who become qualified participants in the program will be informed by e-mail of any subsequent handbook revisions.

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### **PLEASE READ CAREFULLY:**

THIS HANDBOOK HAS BEEN COMPILED TO INTRODUCE YOU TO THE DETROIT EDISON ELECTRIC CHOICE PROGRAM. EVERY ATTEMPT HAS BEEN MADE TO ENSURE ACCURACY AND CONSISTENCY AND TO BE AS HELPFUL AS POSSIBLE. HOWEVER, THIS HANDBOOK MAY CONTAIN INACCURACIES OR INCONSISTENCIES. THE PROGRAM MAY UNDERGO CHANGES, RENDERING THIS VERSION OF THE HANDBOOK OUT OF DATE.

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