

PHI Third Party Supplier FAQs

How Can We Help?

Get answers to commonly asked questions

Third-Party Supplier Registration

Q: How does a supplier register as a Third-Party Supplier within PHI 's jurisdictions?

A: You will find the information you need to register with us by using the link labeled **Register with Us** at one of the following website links:

ACE: <https://www.atlanticcityelectric.com/DoingBusinessWithUs/Pages/RegisterWithUs.aspx>

Delmarva DE: <https://www.delmarva.com/DoingBusinessWithUs/Pages/DE/RegisterWithUs.aspx>

Delmarva MD: <https://www.delmarva.com/DoingBusinessWithUs/Pages/MD/RegisterWithUs.aspx>

Pepco DC: <https://www.pepco.com/DoingBusinessWithUs/Pages/DC/RegisterWithUs.aspx>

Pepco MD: <https://www.pepco.com/DoingBusinessWithUs/Pages/MD/RegisterWithUs.aspx>

Click on Register for the Supplier Contract Management System. As part of the registration process, each TPS must complete the **New 'TPS Online Registration System' Setup** and provide the required documentation mentioned in the application.

Q: How long is the supplier registration process?

A: Once your registration documentation is reviewed and determined to be complete, you will be scheduled for EDI compatibility testing according to the current schedule, at the link labeled **Register with Us**.

Q: When will the supplier know to start enrolling customers?

A: You will not be able to enroll customers, via EDI transactions, until you receive an activation email from PHI Supplier Relations. All 814 Enrollment transactions will be rejected if sent before you are fully registered.

Q: If a supplier misplaces/forgets their access information to the Supplier Secure website; how do they get the access again?

A: If the access is misplaced/forgotten to the PHI Supplier Secure website, the supplier will have to send an email to the appropriate Supplier Relations inbox and explain their situation.

ACE - ACESupplier@exeloncorp.com

Delmarva - DelmarvaSupplier@exeloncorp.com

Pepco - PepcoSupplier@exeloncorp.com

EDI Related

Q: Where can the EDI Implementation Guidelines be found?

A: EDI Guidelines are posted under the following sites:

ACE - <https://www.state.nj.us/bpu/pdf/energy/edi/IG824v6-2.pdf>

Delmarva – [Electric Regulation - Delaware Public Service Commission \(PSC\) - State of Delaware](#)

Pepco - [Working-Groups - Electricity \(state.md.us\)](#)

Q: What bill options are supported by PHI?

A: PHI supports both dual and utility consolidated billing (UCB).

Q: What is the process to change a customer's billing option?

A: Suppliers must notify PHI of a billing option change by sending an 814-change request. PHI will reject any bill option change requests received 5 days before or 5 days after the account's scheduled meter read date.

Q: Does PHI have OBW rules?

A: PHI will reject 810 invoices received outside the bill window for accounts that are in a **Final Bill** status only, with the reason code OBW. The OBW rejection only affects final billed accounts; we will continue to accept 810s after the bill window for active accounts. If you miss the bill window for a final billed account, you will have to directly invoice the customer.

Q: Can a supplier put messages on the customer's billing invoice?

A: PHI supports messages for general and regulatory purposes – each message contains 4 lines total. Each line is 80 characters in length and accommodates free form text.

Q: How should suppliers notify PHI whether they want to receive an 867IU or 867MU?

A: A REF17 change request should be sent with REF17 = SUMMARY for 867MU and REF17 = DETAIL for 867IU. Suppliers cannot receive both summary and detail.

Q: How many 810-line items will PHI accept?

A: Suppliers can send up to 25 SAC Segments/lines, and the description of each charge can be up to 47 characters.

Q: What is the process for a supplier to issue a cancel/rebill?

A: PHI prefers that the supplier send the ME17 (cancel) on one day and the ME18 (rebill) on the following day. This process can be completed anytime and the rebill charges will be held on the next open bill window.

Enrollment and Drops

Q: What are the TPS enrollment rules for each PHI jurisdictions?

A: See chart

Scenario	NJ	DE	MD	DC
ENROLLMENT (by supplier) earliest date on which switching can occur	Current Date + 13 calendar days before the meter read dates. Switches only occur on the meter read date.	Current date + 3 business days.	Current date + 3 business days. EB1, EB2, and EB3 transactions must be submitted within 2 business days.	Current date + 3 business days.
DROP (from supplier) for active account -earliest date on which switch back to BGS/SOS (or to another supplier) can occur.	Current Date + 13 calendar days before the meter read dates. Switches only occur on the meter read date.	Current date + 3 business days.	Current date + 3 business days. EB1, EB2, and EB3 transactions must be submitted within 2 business days.	Current date + 3 business days.
DROP (upon customer request) for active account -minimum date on which switch back to BGS/SOS can occur.	Current Date + 13 calendar days before the meter read dates; cancels any pending switch scheduled for this date. Switched only occur on the meter read date	Current date + 3 business days; cancels any pending switch scheduled for this date.	Current date + 3 business days.	Current date + 3 business days; cancels any pending switch scheduled for this date.
DROP (from supplier) for pending account.	Last cancel date = enrollment acceptance date + 7 days; accepted if received within this period, reinstating previous supplier (if any)	Last cancel date = switch date 3 days; reinstating previous supplier (if any); follows normal drop rules (as if supplier were already active) If received after last cancel date.	Last cancel date = switch date 3 days; reinstating previous supplier (if any); follows normal drop rules (as if supplier were already active) If received after last cancel date.	Last cancel date = switch date 3 days; reinstating previous supplier (if any); follows normal drop rules (as if supplier were already active) If received after last cancel date.
DROP (upon customer request) for pending account – within rescind period	Last cancel date = switch date – 13 calendar days; reinstating previous supplier (if any); follows normal drop rules (as if supplier were already active) If received after last cancel date.	Rescind date = enrollment acceptance date + 3 days; accepted if received within this period, reinstating previous supplier (if any)	No Rescission period. Customer should contact supplier. If customer says they have contacted the supplier, we can process the drop within 3 days	Rescind date = enrollment acceptance date + 3 days; accepted if received within this period, reinstating previous supplier (if any)
DROP (upon customer request) for pending account – after rescind period; no slamming claimed	Accepted up to actual switch date; previous supplier reinstated (if any)	Last cancel date = switch date – 3 business days; reinstating previous supplier (if any); follows normal drop rules (as if supplier were already active) if received after last cancel date.	Customer Must Contact Supplier To Drop; If customer is non-residential and says they have contacted the supplier, we can process the drop within 3 days.	Last cancel date = switch date – 3 business days; reinstating previous supplier (if any); follows normal drop rules (as if supplier were already active) if received after last cancel date.
Slamming (customer calls ACE. DPL/Pepco and alleges slam) for pending account; entered via B/SUPP/GUI	Accepted up to actual switch date; previous supplier reinstated (if any)	Accepted up to cancellation date on the notification letter. Afterwards customer should be referred back to the supplier or to the PSC	Must contact Supplier	Accepted up to cancellation date on the notification letter. Afterwards customer should be referred back to the supplier or to the PSC

Q: Where do I find the account number for enrollment purposes?

A: Page 2 of the customer’s bill will show the full account number. Please see location of 22-digit account number below:

CUSTOMER
Account number: 5012 3456 789

Your electric bill for the period
June 2, 2015 to July 1, 2015

Details of your Electric Charges

Small General Service - service number 0501 2345 6789 7000 1223 31
Electricity you used this period

Meter Number	Current Reading	Previous Reading	Difference	Multiplier	Total Use
Energy Type	Jul 1	Jun 2			
4ED357920622	009085	008380	705	1	705
Use (kWh)	(actual)	(actual)			

Calculated kW Demand 4.00
Total kW Billing demand 4.00

Your next meter reading is scheduled for August 3, 2015

Electric Summary	
Balance from your last bill	\$51.94
Payment Jun 23	\$51.94–
Total Payments	\$51.94–
Electric Charges (Small General Service)	\$61.34
New electric charges	\$61.34
Total amount due by Jul 29, 2015	\$61.34

Q: Can I obtain the full 22- digit account number without having the customer bill?

A: Yes, on the Supplier Secure Portal there is an Account Lookup feature that will allow you to obtain the full 22-digit account number. By entering the first 12 digits (050123456789) of the customer's account number.

<https://webapps.pepcoholdings.com/login/suppliersupport/default.aspx>

Q: Can you accept an enrollment/drop request for a date in the future?

A: No, we do not accept future dated requests.

Q: How does a TPS obtain historical data for a customer, prior to enrollment of the customer?

A: Historical monthly usage and historical interval usage are available, free of charge, through the 867HU/HI EDI transaction. If data is not returned, please contact us.

Q: How will PHI inform a supplier if an account has interval data?

A: The enrollment response will indicate if an account is interval billed in the REF*MT segment.

Q: Where can the supplier find meter reading schedules and holiday schedules?

A: The schedules can be accessed by using the following links:

ACE - **<https://www.atlanticcityelectric.com/DoingBusinessWithUs/Pages/RegisteredSuppliers.aspx>**

Delmarva – **<https://www.delmarva.com/DoingBusinessWithUs/Pages/DE/RegisteredSuppliers.aspx>**

Pepco - **<https://www.pepco.com/DoingBusinessWithUs/Pages/DC/RegisteredSuppliers.aspx>**

Q: Is a customer marketing list available?

A: A customer marketing list is only available in the Delmarva DE jurisdiction, for registered and active suppliers. You can access the list on the Supplier Secure Portal under Delmarva Power.

<https://webapps.pepcoholdings.com/login/suppliersupport/default.aspx>

Obtaining Settlement Data

Q: Where can the supplier obtain TPS specific data, such as settlement data, account validation, et al?

A: You can access secure data by logging into the Supplier Secure Portal

<https://webapps.pepcoholdings.com/login/suppliersupport/>

Q: How can the supplier get Daily and Monthly Settlement Reports for the jurisdiction(s)?

A: The ACE settlement reports are daily and can be accessed at the supplier secure website:

<https://webapps.pepcoholdings.com/login/suppliersupport/>

The Delmarva settlement reports are daily and can be accessed at the supplier secure website:

<https://webapps.pepcoholdings.com/login/suppliersupport/>

The Pepco settlement reports are monthly and be accessed at the supplier secure website:

<https://webapps.pepcoholdings.com/login/suppliersupport/>

Q: How can the supplier obtain current losses and UFE data for all the PHI utilities.

A: The UFE is posted in the Supplier Secured Site:

ACE - **<https://webapps.pepcoholdings.com/login/suppliersupport/>**

Delmarva – **<https://webapps.pepcoholdings.com/login/suppliersupport/>**

Pepco - **<https://webapps.pepcoholdings.com/login/suppliersupport/>**

Q: What is the maximum number of months of interval data a supplier can obtain?

A: PHI will supply 12 months of historical data, if available.

Q: What are Load Profiles?

A: Load Profiles are representative hourly load values (determined by statistical sampling) for each rate class that are used to convert total monthly consumption into hourly load values for a given customer; whose metering does

not record usage on an hourly basis (i.e., does not have interval metering, there may be a communication issue with existing meter, etc.).

Q: What is a Proxy Day?

A: A proxy day is a historic day with similar attributes as the current day in question from which to retrieve customer and profile data when current data is unavailable.

Q: What are the PLC effective dates?

A: The iCAP (Capacity) is effective 06/01 to 05/31 of the following year. The TRANS (Transmission) is effective 01/01 to 12/31. We begin sending out 814 change requests, for active account, approximately 2 weeks before the effective date.

Billing Related

Q. If the jurisdiction has POR, when will the supplier be paid?

A. The supplier will be paid 5 calendar days after the due date on the bill.

Q: Are there any distinguishing numbers in the account numbers/SAID #'s that denote the state that the account is located?

A: There is nothing distinguishable in the account numbers. However, within the supplier secure portal, there is an account look up feature that you can run that will give you the jurisdiction and rate.

CUSTOMER ACCOUNT LOOKUP

CUSTOMER ACCOUNT LOOKUP INFORMATION:

To obtain the Customer Account Lookup Information please upload a text file with the 12 digit contract account numbers. Please add one contract account per line. [Click here](#) for Sample text file.

No file chosen

SUBMIT

Q: If PHI generates a cancel/rebill, do I need to respond with a n 867 cancel?

A: If you are in a Purchase of Receivables (POR) state, you do not need to respond. The cancellation will automatically be processed.

Q: Can the suppliers see bills online?

A: The Bill View feature is only available in Maryland. You must be a registered supplier and you can access it at this link: <https://webapps.pepcoholdings.com/login/tps/Default.aspx>

Q: Where can the supplier locate the Price to Compare information?

A: The Price to Compare can accessed by using these links

ACE – <https://www.atlanticcityelectric.com/MyAccount/MyService/Pages/Price-to-Compare.aspx>

Delmarva - <https://www.delmarva.com/MyAccount/MyService/Pages/DE/PricetoCompareBusiness.aspx>

Delmarva - <https://www.delmarva.com/MyAccount/MyService/Pages/MD/PricetoCompare.aspx>

Pepco MD – <https://www.pepco.com/MyAccount/MyService/Pages/MD/PricetoCompare.aspx>

Pepco DC - <https://www.pepco.com/MyAccount/MyService/Pages/DC/PricetoCompare.aspx>

Q: Where can the supplier find meter reading schedules and holiday schedules?

A: The schedules can be accessed by using these links:

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Delmarva DE– <https://www.delmarva.com/DoingBusinessWithUs/Pages/DE/RegisteredSuppliers.aspx>

Delmarva MD– <https://www.delmarva.com/DoingBusinessWithUs/Pages/MD/RegisteredSuppliers.aspx>

Pepco DC - <https://www.pepco.com/DoingBusinessWithUs/Pages/DC/RegisteredSuppliers.aspx>

Pepco MD - <https://www.pepco.com/DoingBusinessWithUs/Pages/MD/RegisteredSuppliers.aspx>

Q: What are PHI Bankruptcy Rules?

A: When a customer files bankruptcy, a post-petition bankruptcy account is created and an email request from SupplierBankruptcy@exeloncorp.com for enrollment is sent to the supplier that was on the pre-petition final bill. The supplier is given the option of enrolling the post-petition account. We will back date the account to the start date of the post-petition activation.

Q: How do we know an account is tax exempt?

A: The customer is required to contact the supplier directly to provide proof of tax exemption.

Net Energy Metering- NEM

Q: How is excess generation banked?

A: The LDC will apply excess generation KH from a prior month(s) into the billed quantity (D1) segment of the billed summary (BB) loop of the 867MU/IU transaction sets. This process reduces the billed consumption which effectively ‘forces’ a supplier invoicing off the BB loop to ‘credit’ customer excess generation from a prior month(s). When this occurs, the sum of the metered services (PM) loops will not equal the KH being reporting in the BB loop. Suppliers should understand this practice and examine current billing processes for net metered customers. In most cases, the customer’s actual consumption and generation is made available in the PM (meter) loops of the 867MU/IU.

Q: How is excess generation paid in each jurisdiction?

A: Negative net metered consumption is communicated to suppliers on the 867 MU/IU.

State	Who Pays Credit
DC	Supplier pays any generation credit on monthly invoice to customer.
Delaware	Supplier switch date is the anniversary date and suppliers should begin tracking the usage for pay out, if applicable, one year from that date or at the time a customer drops. Should the customer contact PHI with a request to change the anniversary date, Supplier Relations will notify suppliers via email of the new anniversary date and suppliers will begin using that date as the anniversary date.
Maryland	Utility will track and pay out credit in April.
New Jersey	Supplier switch date is the anniversary date and suppliers should begin tracking the usage for pay out, if applicable, one year from that date or at the time a customer drops. Should the customer contact PHI with a request to change the anniversary date, Supplier Relations will notify suppliers via email of the new anniversary date and suppliers will begin using that date as the anniversary date.

Q: Can an ANEM customer have a retail electric supplier?

A: Yes, however all associated accounts under the primary account holder must be enrolled same supplier.

Q: Is there a net metering indicator in EDI? If so, what?

A: Yes, you can identify NEM accounts by the indicator on the enrollment response or HU response, which is in the REFKY segment.

Other Questions

Q: Who must be notified for Door-to-Door Marketing?

A: Suppliers in MD must notify Supplier Relations prior to their door-to-door marketing of the timeframe, city, and zip codes in which they are marketing at.

Delmarva - DelmarvaSupplier@exeloncorp.com

Pepco - PepcoSupplier@exeloncorp.com

Q: Who must register with PJM?

A: We do require active PJM membership for third party suppliers that register with us for providing electricity services. To get access to 867 historical data only, you can register as a broker.

Q: Where can the supplier locate the list of zip codes that each utility services?

A: Unfortunately, PHI doesn't have that type of list available.

Q: Who should the supplier contact if there are other questions or concerns related to Electric Choice?

A: Please contact PHI at:

ACE - ACESupplier@exeloncorp.com

Delmarva - DelmarvaSupplier@exeloncorp.com

Pepco - PepcoSupplier@exeloncorp.com

Supplier Relations

ATTN: ACE, Delmarva or Pepco

701 Ninth St, NW RM 6412

Washington, DC 20068

Q: Does PHI assess any additional fees?

A: For suppliers active in Pepco - you will receive a monthly invoice for Maryland and DC tariffed fees, for Account Management and Consolidated Billing. You can find details regarding the fee amounts using the link labeled **Current Supplier Coordination Agreement** at one of the following website links:

- **Pepco DC:**
<https://www.pepco.com/MyAccount/MyBillUsage/Documents/DC%20Supplier%20Coordination%20Tariff%20Effective%207.1.21.pdf>
- **Pepco MD:**
<https://www.pepco.com/SiteCollectionDocuments/Pepco%20Maryland%20Current%20Supplier%20Tariff%20Effective%20080121.pdf>

For suppliers active in Delmarva - you will receive an invoice for Maryland and Delaware tariffed fees for Account Management and Bill Ready. The fees are billed every six months in these areas. You can find details regarding the fee amounts using the link labeled **Current Supplier Coordination Agreement** at one of the following website links:

- **Delmarva DE:**
<https://www.delmarva.com/Documents/DPL%20DE%20Supplier%20Coordination%20Agreement%202019%20New%20Edited%20Version%20v.2.pdf>
- **Delmarva MD:**
<https://www.delmarva.com/MyAccount/MyBillUsage/Documents/DPL%20Maryland%20Supplier%20Tariff%20Effective%20121518.pdf>

Atlantic City Electric – Energy Consultants/Brokers/Aggregators are charged for registration along with an annual fee. You can find details regarding the fee amounts using the link labeled **Current Supplier Coordination Agreement** at one of the following website link:

- **ACE:**<https://www.atlanticcityelectric.com/DoingBusinessWithUs/Documents/ACE%20NJ%20Supplier%20Coordination%20Agreement%20EDM.pdf>