

MAINE
FREQUENTLY ASKED QUESTIONS (FAQ)
SUPPLIER TECHNICAL WORKSHOP

This document will be made available at all future technical workshops and will be posted to the following URL: <http://www.cmpco.com/cep/ebtedi>
All questions which are discussed at all workshops will be incorporated into this document on an ongoing basis.

NOTE: To subscribe to the Maine EBT Listserv send an email to listserv@cmpco.com with a blank subject line and the words 'subscribe l-me-ebt' in the body of the message.

- 1) How will a CES know which segments will be mandatory or optional in EDI transactions?

Answer: The Maine Implementation Guides (Appendix C) and the Maine EBT Transaction Sets (Appendix A) identify which fields are mandatory or optional for all transaction sets; however, it is up to each utility to determine whether it uses optional fields. The decision is usually controlled by existing computer systems which either make certain data available or unavailable.

- 2) Is it noted in the requirements which utility is using optional field(s)?

Answer: Not at this time. In the future we may chose to issue company specific guidelines to identify which fields each is using.

- 3) What is the process for getting changes communicated to the CES?

Answer: Suppliers are welcome to attend any future Maine EBT Meetings that will be ongoing. Meeting dates, meeting minutes and all related documents are posted on the <http://www.cmpco.com/cep/ebtedi/> web page. This Web page serves as the place to go to find out all information about the work of the Maine EBT and EDI Workgroups.

- 4) Does Supplier Certification Testing prove that both systems are working?

Answer: Supplier Certification Testing is to ensure that each trading partner is capable of sending and receiving all required transactions and that the computer systems provide the appropriate response for every test condition within the appropriate timeframe. Supplier

Certification will not be done as a means to “Test” our suppliers system. We expect that internal testing will be complete before a supplier begins the Certification process with the utility.

5) Will testing continue after March 1, 2000?

Answer: EDI testing is expected to be an ongoing process for Suppliers entering the market in Maine and also when changes are required in the standards or EDI maps.

6) Are test plans published?

Answer: The Maine EBT Work Group is not issuing specific test plans because of the variations in each utility requirements, differences in business processes, and the way their computer systems work. Each utility must be contacted individually. When you register or sign up for Supplier Certification Testing with each utility, you will be given their test plan. You can also be assured that each utility will post the information on their websites.

<http://www.bhe.com>

<http://www.cmpco.com/cep/ebtedi/>

<http://www.mainepublicservice.com>

7) Do you have a provider list of outsource companies that could assist with our implementation? (Billing and EDI Software Companies, VAN’s)

Answer: No. To prevent problems with inadvertently excluding a company, for one reason or another, we have not compiled such a list. Each utility should be free to share which Software and VAN’s they use if you request.

8) Will all Maine utilities use the same VAN?

Answer: Not necessarily. From year to year it is up to each utility to decide which VAN service provider to use and how many years to commit to their provider.

9) Does each utility use a different DUNS Number for their TEST data versus their PROD data?

Answer: Central Maine Power Company and Bangor Hydro will require suppliers to include a “T” at the end of our DUNS number when sending data for testing. CMP and BHE will not include a T at the end of our DUNS number when sending test data to suppliers unless it is requested. CMP and BHE can use the ISA15 with a “T” or a “P” when sending test data.

CMP Receiving Transmission Identification

ISA07	PRODUCTION	14
ISA08	PRODUCTION	006948954
GS03	PRODUCTION	006948954
ISA07	TEST	14
ISA08	TEST	006948954T
GS03	TEST	006948954T

CMP Sending Transmission Identification

ISA05	PRODUCTION	14
ISA06	PRODUCTION	006948954
GS02	PRODUCTION	006948954
ISA05	TEST	14
ISA06	TEST	006948954T
GS03	TEST	006948954T

BHE Receiving Transmission Identification

ISA07	PRODUCTION	01
ISA08	PRODUCTION	00-694-9002
GS03	PRODUCTION	00-694-9002
ISA07	TEST	01
ISA08	TEST	00-694-9002T
GS03	TEST	00-694-9002T

BHE Sending Transmission Identification

ISA05	PRODUCTION	01
ISA06	PRODUCTION	00-694-9002
GS02	PRODUCTION	00-694-9002
ISA05	TEST	01
ISA06	TEST	00-694-9002
GS03	TEST	00-694-9002

10) Will the date formats be consistent for all the transaction sets in Maine for all utilities?

Answer: Yes. All dates for all transactions will be formatted CCYYMMDD

11) What is the difference between the Unique Control Number in all transactions ST02 and SE02 segments and the Unique Tracking Numbers in other segments? (example: The 810 BIG02 segment/element)

Answer: Each Trading Partner's Translation Software generates a control number that must be unique within each transaction set. This is what the ST02 and SE02 segments are providing. All other segments including Unique Tracking Numbers in Maine are generated by the Sender's Application and must be echoed back in response transactions, such as errors, etc.

12) What transactions will not include the Supplier Customer Account Numbers?

Answer: Review Appendix A. The only transactions that show this field as optional are: 814-10, 810-3 for Standard Offer Providers, and the 867. You should not expect to receive your customer account numbers for any of these transactions.

13) Are the Utility Customer Account Numbers which appear on the customer's bill valid for use in all edi transactions?

Answer: Central Maine Power Company requires suppliers to add a leading zero to the account numbers which appear on the customer's bill for all edi transactions. If a supplier fails to add the leading zero, suppliers should expect to receive 814-6 errors stating that the Utility Customer Account Number was incorrect for all the transactions.

14) When requesting historical usage in the 814-10, will suppliers need to send their customer's account numbers?

Answer: This field is optional. It is not required that a supplier send this field, but the utility customer account is mandatory. NOTE: Bangor Hydro and Maine Public Service expect to receive both account numbers. Suppliers must send a dummy supplier customer account number to both Bangor Hydro and Maine Public Service if they do not have one.

15) What is the difference between an 814-1 and an 814-10 transaction?

Answer: An 814-1 is used to submit an enrollment for the customer's account and also contains a flag to request historical usage data. An 814-10 is sent solely from the suppliers to the T&D's for requesting usage history and does not require the customer to be enrolled.

16) What happens when a Maine utility receives multiple enrollments for one customer on the same day from separate suppliers?

Answer: According to the first – in rule here in Maine, the first supplier to submit the enrollment for a customer gets the customer. Any subsequent enrollments will be rejected. The utility will notify the supplier who is rejected using the 814 transaction. Each utility must establish strict processing rules to ensure that all transactions are processed in the order received to ensure that the first in process is followed.

17) Does Maine expect one 814 enrollment transaction for each customer account being enrolled?

Answer: Yes. All of Maine transactions (except the 820 transaction) have been structured to be sent and received on an account by account basis, allowing only one customer account per transaction. Maine utilities also expect only one billing option per customer account

18) Will the utilities in Maine accept enrollments on new accounts that are pending?

Answer: Central Maine Power Company will not accept these enrollments. CMP will send the supplier an 814-6 Error Response

Maine Public Service will not accept enrollments on pending accounts.

19) How will a CEP know what date their customer's enrollment is effective?

Answer: The utility will send the effective date (DTM01=186) in the 814-4 successful enrollment transaction which is the date the CEP is responsible for the load. For CMP, the effective date of service is one day after the scheduled meter read date. The first 810 transaction for that customer will carry the start and end dates (DTM01=186 and 187) to show service period start and service period end (actual read date).

20) Which 814 transactions going outbound to suppliers will carry Sales Tax information?

Answer: 814-3 Change T&D data (optional)
814-4 Successful Enrollment Response (optional)
814-5 Move (optional)

21) Which segments in the above transactions will carry the Sales Tax information?

Answer: AMT (pos 060) is optional. NOTE: CMP will never send this segment
REF (pos 130) is optional. REF01 = TX then REF02 = Y or N or M or U

22) In Appendix C all of the N102 segments are optional. Will the Supplier Name and the Utility Name be sent by the Utility? Will Maine utilities expect to receive the names in these segments?

Answer: See individual utility information below

Bangor Hydro Electric will send their utility name in their outbound transactions but will not expect to receive the utility name from the suppliers on their inbound transactions.

Bangor Hydro Electric will expect the supplier name on their incoming transactions and will also send the supplier name on their outbound transactions

Central Maine Power Company will not send or receive any supplier or utility names in any of their transactions. The DUNS Numbers in N104 will identify all trading partners.

Maine Public Service Company will send supplier and utility names if they are present in the application database. Maine Public Service does not expect to receive names in the N102 segment, but transactions will not be rejected if names are received.

23) What do the Maine utilities expect to see in the REF02(pos120) when REF01 = PRT for enrollments?

Answer: All Maine utilities expect to always receive an "A" (Apply to all services).

Suppliers must enroll all meters and services for each account they are enrolling. Bangor Hydro and Maine Public Service also requires suppliers to send a default/generic supplier rate for Consolidated Billing. An 814-2 can be sent later from a supplier to change the rate.

24) Explain the detail record indicators which are mentioned in Appendix C - Transaction Set Notes for both the 814 and 810.

Answer: The Detail Record Indicators are listed for the utilities internal processing only.

For the 814 transaction, the ASI01 and ASI02 tell your systems whether the transaction is a change, drop, a move, etc.

25) Will each utility publish their individual daily operational schedules along with the Supplier Certification Test Manual?

Answer: Yes each Maine utility will publish their schedules separately to be included in their Certification package and / or publish on their websites.

26) Will utilities in Maine expect to receive the N1 Bill to Identifier and N3 and N4 Address Info in their inbound 814 transactions?

Answer: No, these segments are only sent on some of the utility outbound transactions. The N101 = NV and N3 and N4 will be sent on all 814-4 Successful Enroll transactions. It could also be sent in 814-3 Changes and/or 814-5 Moves. Customer Names will never be transmitted in N101.

27) How long after a meter read will the usage/billing information be transmitted in the 810 transaction?

Answer: Meter information is not sent out until the utility is ready to bill the customer. In the case of multiple meters for one account, all of the meter usage is sent at one time.

28) How long is this process? (see above)

Answer: It depends on the utility's business process; however, it is usually within 2-5 days after the meter read date.

29) For the 810 transaction, will both the BIG07 and BIG08 segments be sent for each 810 Transaction?

Answer: BIG07 and/or BIG08 segments (one or the other or both) will be populated to communicate the Transaction Type. (i.e. Normal Bill, Cancellation, Re-bill, etc)

30) If an 810 transaction includes account level charges only and there was no consumption for that month, would the MEA segment be sent?

Answer: No.

31) How is sales tax handled in the 810 transaction?

Answer: For the LDC (complete) Billing Option the sales tax is calculated and collected by the T&D but all taxes must be remitted by the CES. For the Dual billing option, the sales tax is calculated, collected and remitted by the CES.

32) Is the 810 transaction in Maine considered an actual bill image in Maine?

Answer: No. Unlike many other states, Maine's 810 transaction carries the monthly consumption (not usage) and billing information for the current customer bill including any account level charges and arrears.

33) How will adjustments to usage information in Maine be communicated to a CES?

Answer: Central Maine Power Company will send two transactions to correct the usage (and billing if necessary) One 810-1 or 810-2 with BIG08 = 01 (cancellation) will be transmitted to cancel out the usage which was sent on the original 810-1 or 810-2. On the same day or within 1 to 2 business days, an additional 810-1 or 810-2 will be transmitted to show the correct usage (and billing if necessary) with BIG07 = RE (rebill).

34) What EDI Transactions are the standard offer providers required to send and receive?

Answer: Standard Offer Providers will be required to receive the 810-3 transaction. Standard Offer Providers must also send the 824 transaction to the T&D for any 810 which has an error in the business data. All suppliers/providers will be required to send/receive the 997 Functional Acknowledgement.

35) For the 810-3 Transaction for Standard Offer Providers, because the REF (pos120) for Supplier Customer Account Number and Distribution Customer Account Number is a Must Use, what would be sent in those fields?

Answer: The words Standard Offer will be transmitted.

36) In the 810 transaction, can the amount shown in SAC05 be positive or negative?

Answer: The amount shown in SAC05 may be positive or negative. If negative, the minus sign will be transmitted.

37) What "Billing Option" will be provided in the REF050 segment when REF01 = BLT for the 810-3 (standard offer providers)?

Answer: LDC will be sent in the 810-3.

38) Is there interval meter usage on the 867 transaction?

Answer: The Maine 867 transaction provides for sending monthly historical data only. Because of amount of data involved for transmission of interval data via EDI/VAN, Maine utilities are opting to use alternate methods such as an FTP site or mailing a data disk. Please contact each utility for their preferred method. (See next FAQ)

39) For historical data requests, how many months of usage will be delivered in an 867?

Answer: Although this is utility specific, it is difficult to provide a precise answer. However, currently all of the Maine utilities are planning to provide up to 12 months of monthly usage data via EDI, as the default. Some utilities (not in Maine) are allowing the Suppliers to choose whether they want 12 or 24 months of data in the 814 transaction. Central Maine Power will soon have functionality available to provide access to both the monthly usage and interval metering data on their website.

40) Explain what the 997 is intended to do. What in Maine do you mean by Accepted?

Answer: Specifically, the 997 is a Functional Acknowledgement. As such it is considered a return receipt with added value—it tells you whether the transaction passed through the EDI translator and therefore was ANSI compliant for ANSI mandatory segments and was structured correctly. It does not tell you whether the transaction was accepted into our customer application correctly, or whether non-ANSI mandatory fields contained correct information. Thus, even if the 997 indicated that the transaction was accepted, it could still fail in later processing. This is the reason Maine has implemented the 824 and 814-6 error transactions. NOTE: It is each Trading Partners responsibility to configure their translators to generate, receive and reconcile Functional Acknowledgements. Prompt resolution to Overdue or Rejected Functional Acknowledgements is expected to be handled daily by each Trading Partner.

41) Will the Maine 820 transaction be revised in the future to automate the transfer of payments through the banking system?

Answer: At this time it is unknown, but the assumption should be made that each utility may revisit this option after 3/1/2000. This transaction in Maine is used for notification to suppliers who elected the LDC Billing Option for all payments / adjustments to their customers accounts.

42) Is the 824 Transaction used to report successful transaction processing?

Answer: No.