Supplier Q & A

Where can I find all of the necessary information for Competitive Electric Suppliers wanting to do business in Granite State Electric's service territory?
All the information you need can be found on the Granite State Electric website which is www.granitestateelectric.com. Supplier Information can be found at www.granitestateelectric.com/inside/suppinfo/index.htm

What is required of a Supplier before an enrollment transaction can be sent to a Distribution Company?
The following are the initial Supplier requirements in the state of New Hampshire:

1. Must be licensed with the New Hampshire Public Utilities Commission (PUC).
2. Attend Supplier Training.
3. Must be a NEPOOL member or be affiliated with a member.
4. Provide information necessary to establish the Load Asset ID.
5. Provide required information for bill services if the supplier chooses the Complete Billing option.
6. Successfully complete system testing for electronic data exchange.

How does a Supplier begin EDI testing?
An EDI pre-production application needs to be completed by the Supplier and submitted to the Distribution Company. The application and detailed instructions for testing can be found at **www.granitestateelectric.com/inside/suppinfo/index.htm.**

Does a Supplier have to test for complete billing even if they plan to do the billing themselves?
Yes, a supplier needs to test for complete/pass-thru billing to be certain there would not be a problem in the future should the Supplier decide to change from pass-thru to complete billing.

How is the rate code and pricing option set up?
The rate code and pricing option are mapped to each other. When the enrollment is processed with the rate code and pricing option, they have to match the supplier's table that was submitted to the company by the Supplier.

What is the procedure for a Supplier using the complete billing option to add new rates to their existing table?
There is a standard spreadsheet the Distribution Company sends to the Supplier. The Supplier completes the spreadsheet and lists their rate code, pricing option and price per kwh.

How long does it take for a new rate to become effective?
The Distribution Company has ten business days from the date the Supplier submits the new rates to the Distribution Company before they become effective.

What fields are needed for validation on a transaction?
The first four characters of the customer's last name or commercial name exactly as it appears on the customer's bill and the 14- digit account number are needed for validation.

Can a Supplier obtain historical usage for a customer from the Distribution Company?
Once the Supplier receives proper authorization from the customer, they must submit an electronic transaction to the Distribution Company requesting the 12 months history. If there is less than 12 months history on the account, the Distribution Company will provide the data that is available.

Why would the Supplier receive an enrollment date that may be different from the effective date?
The enrollment date is a projected cycle read date. The effective date may differ due to the actual date that the meter is read.

Does the Distribution Company charge interest on outstanding balances on behalf of the Supplier?
Yes, the information is sent to the supplier on the 810 usage and billing transaction.

How do I contact National Grid's Supplier Services Group?
The National Grid Supplier Services Group can be reached by calling 508-357-4700 or via e-mail at: supplier.services@us.ngrid.com.

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