

# **APPALACHIAN POWER COMPANY**

## **VIRGINIA COMPETITIVE SERVICE PROVIDER HANDBOOK**

## **Chapter 1 - Introduction**

### **1.1 Purpose of This Document**

The Appalachian Power Virginia Competitive Service Provider Handbook has been developed to communicate critical information regarding participation in the Virginia Customer Choice Program of Appalachian Power Virginia.

### **1.2 Structure of this Handbook**

#### **Chapter 1 - Introduction**

Chapter 1 provides a brief introduction to the Handbook and its chapters.

#### **Chapter 2 - Overview**

Chapter 2 provides an introduction to the program, defines the program goals and provides contact information.

#### **Chapter 3 – Competitive Service Provider Certification Requirements**

Chapter 3 describes the requirements for Supplier Certification and Registration.

#### **Chapter 4 - Customer Enrollment**

Chapter 4 provides specific guidelines regarding the enrollment of Customers.

#### **Chapter 5 - Billing**

Chapter 5 describes the billing process.

#### **Chapter 6 - Metering**

Chapter 6 provides information regarding meter installation, specifications, exchanges and upgrades, meter reading and data retrieval.

#### **Chapter 7 - Capacity Compensation Billing**

Chapter 7 provides information regarding capacity compensation billing.

#### **Chapter 8 - Transmission and Related Services**

Chapter 8 describes transmission services provided to Customers.

### **1.3 Disclaimer**

This Handbook has been compiled to introduce you to Appalachian Power Virginia's Customer Choice Program. Every attempt has been made to ensure accuracy and consistency. However, if you believe there are inaccuracies or inconsistencies, please contact Appalachian Power Virginia at [virginiachoiceoperations@aep.com](mailto:virginiachoiceoperations@aep.com).

APPALACHIAN POWER VIRGINIA IS NOT LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE OR OTHER DAMAGES ARISING OUT OF, OR RELATING IN ANY WAY TO, THE USE OF THIS HANDBOOK.

This Handbook does not constitute legal, technical or financial advice from Appalachian Power Virginia. Any party intending to participate in the Virginia Choice program should seek his/her own independent legal, technical and financial advice. All legal relationships between any party doing business with Appalachian Power Virginia shall be controlled by the applicable laws, regulations and tariffs, and by the respective agreements signed between those parties and Appalachian Power Virginia, and not by the provisions of this Handbook.

## Chapter 2 - Overview

### 2.1 Introduction

This Provider Handbook has been developed to communicate critical information regarding participation in Appalachian Power Virginia's (APCo Virginia, the Company) Customer Choice Program.

As a CSP, this Handbook will help you to:

- Understand how to become licensed with the State Corporation Commission (VASCC, Commission) as a CSP or Aggregator and how to become registered with APCo Virginia
- Enroll Customers to receive your services
- Schedule and deliver energy in APCo Virginia's territory
- Understand how disputes with APCo Virginia will be resolved
- Clarify capacity requirements and billing, load profiling, and the settlement process

### 2.2 Overview and Introduction of Legislation

APCo Virginia is committed to establishing a collaborative and cooperative working relationship with interested and qualified CSPs.

For additional information on Electric Utility Restructuring in Virginia see <http://www.scc.virginia.gov/power/history.aspx>

The Rules Governing Retail Access to Competitive Energy Services ("Retail Access Rules") adopted by Commission Order in Case No. PUE-2001-00013 currently consists of 12 sections in Chapter 312 and Chapter 313 of Title 20 of the Virginia Administrative Code and pertain to various relationships among the local distribution companies, CSPs, and retail Customers.

Information on VASCC Competitive Service Provider licensing can be obtained by following this link: [www.scc.virginia.gov/power/compsup.aspx](http://www.scc.virginia.gov/power/compsup.aspx)

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### 2.3 Competitive Service Providers

APCo Virginia is the "Local Distribution Company" (LDC). You are the "Competitive Service Provider" (CSP). Other terms are:

- AMI – Advanced Metering Infrastructure
- ESP – Energy Service Provider
- BRA – Base Residual Auction (PJM)
- CP – Coincident Peak

- CSP – Competitive Service Provider (Virginia Market)
- DOPLSR – Daily Obligation Peak Load Scaling Factor (PJM)
- DR – Demand Response
- DZF – Daily Zonal Scaling Factor (PJM)
- EDC – Electric Distribution Company
- EDI – Electronic Data Interchange
- EDU – Electric Distribution Utility
- FOAD – Fixed Resource Requirement – Open Access Distribution (APCo Virginia)
- FSL – Firm Service Load
- FPR – Forecast Pool Requirement (PJM)
- FRR – Fixed Resource Requirement (PJM)
- FZSF – Final Zonal Scaling Factor (PJM)
- LRA – Load Research and Analysis
- LMP – Locational Marginal Price (PJM)
- LDC – Local Distribution Company
- LSE – Load Service Entity (PJM)
- OAD – Open Access Distribution (APCo Virginia)
- NEMS – Net Energy Metering Service
- NITS – Network Integration Transmission Services (PJM)
- NSPL – Network Service Peak Load (PJM)
- PLC – Peak Load Contribution (PJM)
- RPM - Reliability Pricing Model (PJM)
- RTO - Regional Transmission Organization
- SAS – Statistical Analysis System (business analytics software tool)
- SDI – Service Delivery Identifier
- VASCC – Virginia State Corporation Commission
- WNF – Weather Normalization Factor (PJM)

The definitions and applicability for Rules Governing Retail Access to Competitive Energy Services are subject to revision, as specified in 20VAC5-312 of the Virginia Administrative Code and approved by the VASCC.

## 2.4 Contact Information

To register as a CSP with APCo Virginia, please contact AEP Provider Support:

- Contact: Robert Hewitt
- Email: [virginiachoiceoperations@aep.com](mailto:virginiachoiceoperations@aep.com)
- Phone: 614-716-1490
- Fax: 614-716-1405
- Written Correspondence: American Electric Power  
Choice Operations Support/APCo VA  
1 Riverside Plaza, 13<sup>th</sup> Floor  
Columbus, OH 43215  
Attn: Robert Hewitt
- Website: [www.appalachianpower.com/account/service/choice/CSP](http://www.appalachianpower.com/account/service/choice/CSP)

## 2.5 Additional Information Sources

Virginia State Corporation Commission

- Phone: 804-371-9950
- Written Correspondence: The State Corporation Commission  
Division of Utility Accounting & Finance  
P.O. Box 1197  
Richmond, VA 23218

## Chapter 3 – Competitive Service Provider Certification Requirements

### 3.1 Virginia S.C.C. Certification

VASCC licensure is a prerequisite for Competitive Service Provider registration with APCo Virginia. VASCC certification requirements can be found at:

<http://www.scc.virginia.gov/power/compsup.aspx>.

### 3.2 APCo Virginia Registration

Prior to submitting an application for registration with APCo Virginia, an applicant must obtain either a CSP License or an Aggregator License from the VASCC. To register as a Provider in APCo Virginia's Customer Choice Program, download and print the applicable registration application form. The forms can be found on the APCo Virginia website at:

<https://www.appalachianpower.com/account/service/choice/csp/Register.aspx>.

- CSP Application Form
- Aggregator Application Form
- CSP/APCo Agreement
- Aggregator/APCo Agreement

Once completed, the required documents must be mailed, along with a \$100 registration fee, to:

American Electric Power  
Choice Operations Support/APCo VA  
1 Riverside Plaza, 13<sup>th</sup> Floor  
Columbus, OH 43215  
Attn: Robert Hewitt

The completed application including credit information can be scanned and attached to an email to [virginiachoiceoperations@aep.com](mailto:virginiachoiceoperations@aep.com) to initiate the process; however, the originals (and the registration fee) must still be mailed. Copies of the CSP's VASCC certification must be included with the mailed documents.

### 3.3 Response to Applications

Upon receipt of an application, APCo Virginia will determine if the application is complete. If incomplete, the applicant will be notified and missing information will be requested. Once the application is deemed complete, it is APCo Virginia's goal to process the registration within two weeks. The applicant will be notified of the result of its creditworthiness evaluation and advised if any financial instrument for security will be required. Once any necessary financial instrument is provided to APCo Virginia, the VASCC certification obtained and all appropriate agreements are executed, a CSP will then be registered to operate in the Company's service territory.

### 3.4 Financial Credit Requirements

Based upon an evaluation of financial information provided with the registration application, APCo Virginia will determine whether a supplier is creditworthy. If a CSP has investment grade ratings from two of the three major credit rating agencies (Standard & Poor's: (BBB- or higher); Moody's: (Baa3 or higher); or Fitch: (BBB- or higher), it may be granted unsecured credit up to a threshold determined on a non-discriminatory basis by Credit Risk Management.

The CSP also will provide the Company, for its creditworthiness determination, with its or its parent's independently-audited financial statements, or Form 10K (if applicable), for the last three fiscal years, and its or its parent's most recent quarterly unaudited financial statements or Form 10Q (if applicable).

If a CSP does not have an investment grade rating by at least two of the above mentioned agencies, the CSP must supply either a Guaranty, an Irrevocable Letter of Credit or cash deposit for the required collateral. The following files contain the only acceptable formats for financial instruments to be used if APCo Virginia determines collateral must be provided:

- APCo Virginia Letter of Credit Format
- APCo Virginia Retail Guaranty Format
- APCo Virginia Surety Bond

These documents can be found at:

<https://www.appalachianpower.com/account/service/choice/csp/Register.aspx>

For more information about credit analysis and collateral, contact the APCo Virginia Credit Risk Management Department at 614-583-3600 or [margindesk@APCo Virginia.com](mailto:margindesk@APCo Virginia.com)

### 3.5 Business Process

The responsibilities of the parties include, but are not limited to, the items listed below:



## Competitive Service Providers will:

- Obtain affirmative authorization from Customers using the APCo Virginia Usage Release Form for release of historical usage information. This form can be found at: <https://www.appalachianpower.com/account/service/choice/csp/MeteringUsage.aspx>
- Provide a bill to the Customer for competitive energy service (APCo Virginia only utilizes the dual billing method at this time)
- Provide a point of contact to facilitate business and technical communications
- Abide by applicable rules issued by the VASCC and maintain licensure with the VASCC
- Attempt to resolve Customer disputes related to CSP charges or issues

## APCo Virginia will:

- Provide Customer information to CSPs as allowed pursuant to VASCC rules and when not restricted by the Customer
- Maintain an Internet site for Virginia Customer Choice Information
- Provide appropriate load profiles to CSPs
- Render a bill to the Customer for services utilizing the dual billing method (Note that dual billing is the only option currently offered by APCo Virginia)
- Provide a point of contact to the CSP to facilitate business and technical communications
- Abide by applicable rules issued by the VASCC
- Provide meter reading and usage information to the appropriate CSP where APCo Virginia controls the reading of Customers' meters
- Attempt to resolve Customer or CSP disputes related to APCo Virginia charges or service
- Collect applicable taxes and distribute same to the appropriate taxing authority

## Customers will:

- Give affirmative authorization to APCo Virginia to release additional Customer information to CSPs such as name, account number or historical usage

- Be responsible for notifying the appropriate CSP of any problems related to energy supply
- Notify both the CSP and APCo Virginia of their move or termination of service and any name or address changes

### **3.6 Customer Account Maintenance**

The following changes to a customer's account require information exchanges between APCo Virginia and the CSP:

- Customer contacts APCo Virginia to relocate outside APCo's Virginia service territory
- Customer contacts APCo Virginia to relocate within APCo's Virginia's service territory
- Customer information changes from APCo Virginia
- Customer information changes from the CSP

### **3.7 Historical Usage Requests**

The CSP may request historical usage for a Customer. The data returned contains values for the previous 12 months regardless of the method in which the Customer is metered. No more than 12 months of data will be provided. If APCo Virginia does not have 12 months of data for the Customer, APCo Virginia shall send the CSP data for the number of months available for the Customer.

## Chapter 4 – Customer Enrollment

### 4.1 Pre-Enrollment Information Supplied to Providers

Once an applicant has obtained a license to serve as a CSP from the VASCC and has completed the Company's registration process, it may request a copy of the Mass Customer List. The request form can be found on the Company's website at:

<https://www.appalachianpower.com/account/service/choice/csp/MassCustomerList.aspx>

The Mass Customer List is updated and available on a monthly basis. This list includes the most current available data from the Company's billing system. CSPs must complete a request form and pay a fee each time they wish to obtain the Mass Customer List. To the extent a CSP wishes to use the Customer list in its marketing efforts, the CSP must use the most recent list available from the Company. The Company assumes no liability for the accuracy of the information on the list, including the Customer's eligibility to take competitive energy services.

### 4.2 Customer Information & Usage History

If you require 12 months of usage history on a Customer prior to completing your State license and APCo Virginia registration, you must submit a signed Letter of Authorization from the Customer before APCo Virginia will release any Customer information to you. The file listed below contains the approved format for this authorization. Once completed and signed by the Customer, email the customer authorization and the request to [inforelease@aep.com](mailto:inforelease@aep.com). The request form can be found at:

<https://www.appalachianpower.com/account/service/choice/csp/MeteringUsage.aspx>

### 4.3 Interval Metering Usage History

If you require 12 months of usage history on an account that currently has interval metering, please contact AEP Provider Support. The fee for any 12-month period of interval use history is \$50. This information will be mailed to you via a file attachment to an e-mail.

### 4.4 Enrollments & Switches

All enrollments/switches must be received at least 15 calendar days prior to the Customer's regularly scheduled meter read date for the service to be effective at the end of that meter read date.

Post-dated or pre-dated enrollments and switches will not be accepted.

Any enrollments or switches received after 15 days prior to the Customer's regularly scheduled meter read date shall become effective with the subsequent scheduled meter read date.

Enrollments/switches will be rejected if the Customer has received a disconnection notice in the previous billing cycle. APCo Virginia will accept the first valid switch request from a Customer for a specific effective date; it will reject all subsequent switches within the switch cycle. If a switch is rejected because it was not the first received, then the CSP must resubmit the switch request to make it effective at a subsequent date.

Customers may voluntarily switch CSPs no more than once every month. If a Customer is dropped by a CSP, they may immediately switch to a new Provider, or return to Standard Service. If the Customer has returned to Standard Service as the result of the CSP terminating energy service, the Customer may choose a new CSP within 30 days.

Customers with an annual maximum demand of 500 kW or greater who voluntarily return to APCo Virginia Standard Service must remain on it for a minimum of 12 months.

A Customer is not permitted to have partial competitive electric service. The CSP shall be responsible for providing the total energy consumed by the Customer during any given billing month.

#### **4.5 Identification Numbers**

Customers will provide their current Service Delivery Identifier (SDI) to the CSP for enrollment. A notification letter to the Customer, informing him/her of the switch will always reference the SDI reference number. The SDI will be used in all interactions between APCo Virginia and the CSP.

#### **4.6 Customer's Right to Rescind & Dispute Resolution**

In accordance with rules established by the VASCC, the Customer will receive notification for a switch via U.S. mail, and will be given 10 calendar days to object and cancel the switch. Should a Customer object, CSPs will receive notification of a drop prior to the effective date of the switch.

## Chapter 5 - Billing

### 5.1 Billing

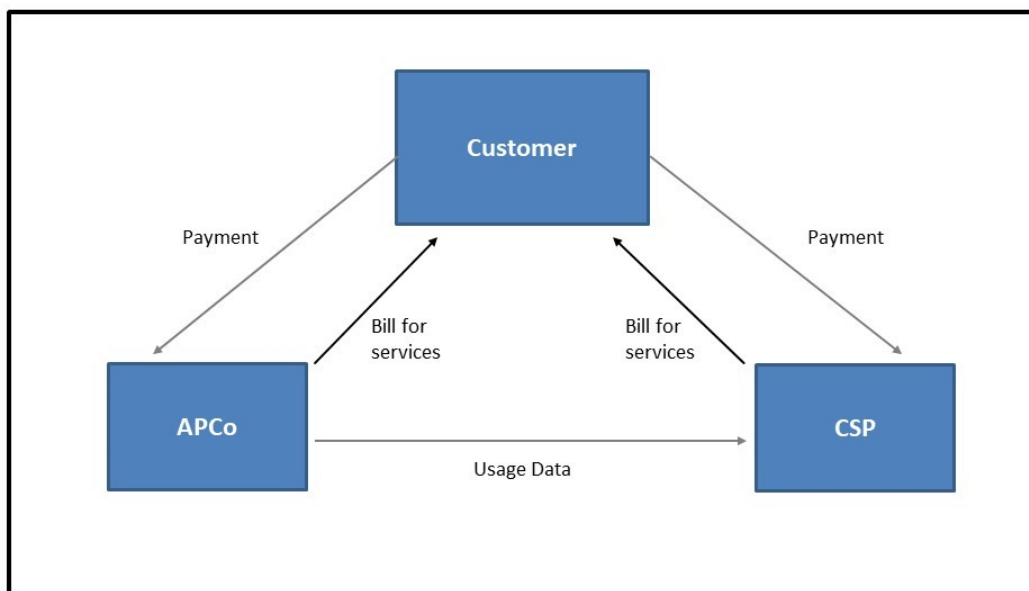
Upon enrollment with a CSP, Customers will receive two separate bills: one from the Company detailing Company billing charges and one from the CSP. APCo Virginia will continue to bill each Customer for services provided by the Company in accordance with the appropriate O.A.D. or F.O.A.D Tariff Schedule. APCo Virginia does not offer consolidated billing.

The principle billing elements follow the process below:

- Gathering or retrieval of meter usage data
- Application of tariffs/rates against the data to calculate charges
- Receipt of the generation/transmission charges that are to be presented to the Customer by APCo Virginia on behalf of the CSP
- Presentation of the charges to the Customer
- Receipt of the remittance notice from the CSP

### 5.2 Dual Billing Process

Both APCo Virginia and the CSP are responsible for individually calculating their own charges and billing each Customer accordingly. The CSP will receive usage data from APCo Virginia via large file transfer. Each Provider is also responsible for collecting payment for its services from the Customer. The diagram below contains an illustration of this process:



CSP charges will not be displayed on the Customer's APCo Virginia bill.

### **5.3 Terms and Conditions**

Terms and Conditions of Service are available through <https://www.appalachianpower.com/account/service/choice/CSP/> in the Company's O.A.D and F.O.A.D Tariffs.

### **5.4 Provider Dispute Resolution**

Any disputes between APCo Virginia and the CSP will be governed by the terms of the CSP Agreement, except that any dispute that involves transmission service provided by APCo Virginia in its capacity as a transmission provider shall be handled in accordance with AEP's Open Access Transmission Tariff (OATT), on file with the Federal Energy Regulatory Commission (FERC), or any successor thereto.

Disputes between the CSP and its Customers shall be governed by the terms of the CSP's dispute resolution procedures, which the CSP is required to have pursuant to 20 VAC 5-312-110.

### **5.5 Equal Payment Plan Processing**

APCo Virginia will continue to offer Payment Plans for bills rendered by the Company as provided for in its Terms and Conditions of Service. Customers seeking to enroll in a Payment Plan must do so by contacting APCo Virginia.

### **5.6 Disconnection of Service**

APCo Virginia may elect to disconnect service for nonpayment of its charges according to the regulations set forth by the VASCC and as set forth in the Terms and Conditions of Service.

### **5.7 Bill Formats**

See below for an example of the bill format. Please note that the SDI number can be found under the "Current APCo Charges" section of the bill directly below the tariff number and description.

In the case of multiple SDI numbers for one Customer account, all SDI numbers will be listed individually along with all charges relating to that SDI number. All APCo Virginia charges will be grouped with the appropriate SDI number.

Please read the notes shown on the right side of the bill for more detailed descriptions of the billing format.

**APPALACHIAN POWER**  
 Non-Payment/Return Mail:  
 PO BOX 24401  
 CANTON, OH 44701-4401

Amount due on or before  
 March 25, 2019 **\$98.45**  
 Bill mailing date is Mar 4, 2019  
 Account #021-111-119-0-2

Due date, total amount due, and account

SERVICE ADDRESS: HAPPY SMILE COLLEGE, HILLMAN HWY, MEADOWVIEW, VA 24361  
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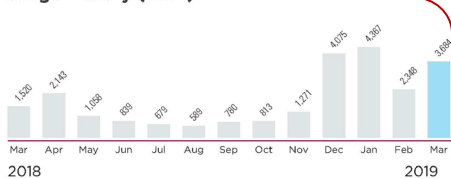
Customer name and Service Address

HAPPY SMILE COLLEGE  
 BOILER PLANT  
 PO BOX 947  
 HAPPY, VA 24327-0947

Notes from APCO:

Your current amount due is \$98.45. If you were on the Average Monthly Payment (AMP) plan, your bill would have been \$69.00. Log in to [www.appalachianpower.com](http://www.appalachianpower.com) or call us to learn more about these programs.

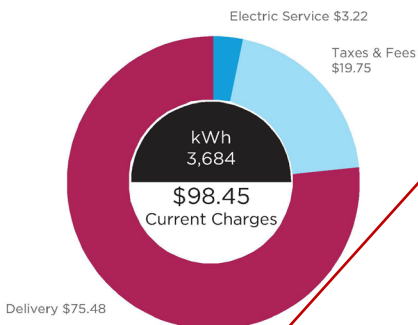
Usage History (kWh):



Account Summary and Usage History (also see 2nd page)

Current bill summary:

Billing from 02/01/19 - 03/01/19 (29 days)



Methods of Payment

- [appalachianpower.com](http://appalachianpower.com)
- PO Box 371496  
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Need to get in touch?

Billing Inquiries, Call: 1-800-956-4237  
 Outages: [appalachianpower.com/outages](http://appalachianpower.com/outages)  
 or 1-800-956-4237

Customer Inquiries

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

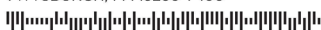
HAPPY SMILE COLLEGE, HILLMAN HWY, MEADOWVIEW, VA 24361

**APPALACHIAN POWER**  
 Non-Payment/Return Mail:  
 PO BOX 24401  
 CANTON, OH 44701-4401

Account #021-111-119-0-2  
 HAPPY SMILE COLLEGE  
 Amount due on or before  
 March 25, 2019 **\$98.45**

Payment options: mail, phone, or online

Make check payable and send to:  
 APPALACHIAN POWER  
 PO BOX 371496  
 PITTSBURGH, PA 15250-7496



Payment Amount \$ \_\_\_\_\_  
 Pay \$99.69 after 03/25/2019

The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$ \_\_\_\_\_

000098450000996901000000000021111190204032703003900004



**Service Address:**

HAPPY SMILE COLLEGE  
HILLMAN HWY  
MEADOWVIEW, VA 24361

Account #021-111-119-0-2

**Line Item Charges:**

Previous Charges	
Total Amount Due At Last Billing	\$ 76.53
Payment 02/25/19 - Thank You	-76.53
<b>Previous Balance Due</b>	<b>\$ .00</b>
Current APCO Charges	
<b>Tariff 830 - Small General Service 03/01/19</b> Service Delivery Identifier: 000071111111013	
Distribution Services	\$ 62.24
VA Electric Consumption Tax	4.94
Local Consumers Tax	14.68
<b>Current Balance Due</b>	<b>\$ 81.86</b>
<b>Tariff 097 - Outdoor Light 03/04/19</b> Service Delivery Identifier: 00007330267297523 89 KWH used this period (Nbr.Lights: 1)	
Electricity Supply Service	
Generation Services	\$ .59
Fuel Factor @ 0.0254700 Per kWh	2.27
Transmission Services	.36
Distribution Services	13.24
VA Electric Consumption Tax	.13
<b>Current Balance Due</b>	<b>\$ 16.59</b>
<b>Total Balance Due</b>	<b>\$ 98.45</b>
Pay \$99.69 after 03/25/2019	

**Meter Read Details:**

Meter #435775868					
Previous	Type	Current	Type	Metered	Usage
-	-	6.700	Actual	6.7	6.7 kWh
24916	Actual	28600	Actual	3684	3,684 kWh
Service Period 01/31 - 03/01				Multiplier 1	
Next scheduled read date should be between Apr 1 and Apr 4.					

**Notes from APCO:**

**Thank you for being a paperless customer!** Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at [appalachianpower.com](http://appalachianpower.com).

AEP now furnishes Commercial & Industrial payment histories to credit reporting agencies.

As a participant in the Appalachian Power Customer Choice Program, your electric energy is being supplied by **CSP LLC**, which is responsible for providing a separate billing for electric energy supply charges. This bill only reflects Appalachian Power charges for delivery of the electricity.

Upon enrollment with a Competitive Service Supplier (CSP), customers will receive two separate bills: one from Appalachian Power Company detailing company billing charges and one from the CSP ("Separate Billing"). Appalachian Power Company will continue to bill each customer for services provided by the company in accordance with the appropriate O.A.D. Tariff Schedule.

Due date does not apply to previous balance due.

To avoid unnecessary delays in crediting your electric payment, please **do not paper clip or staple your check to the bill payment stub**.

"If you pay your electric bill in person, remember to pay only at **AUTHORIZED** pay stations. These locations send notice of your payment immediately to **Appalachian Power** which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at [www.appalachianpower.com](http://www.appalachianpower.com) or call the number above."

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

Meter number, metered usage, next scheduled read date

Previous charges and any activity on account for service period

**Usage Details:**

↑↓ Values reflect changes between current month and previous month.



Total usage for the past 12 months: 20,482 kWh

Average (Avg.) monthly usage: 1,707 kWh

Usage Details include current charges and previous month's usage in kWh, average daily cost, and average temperature



## Chapter 6 - Metering

Please refer to Chapter 3 of this Handbook for APCo Virginia registration and licensing procedures.

### 6.1 Guidelines for Meter Installation

All CSPs shall comply with the Supplier Terms and Conditions of Service in APCo Virginia's O.A.D and F.O.A.D Tariffs.

The CSP should request meter upgrades or exchanges prior to the Customer's enrollment in the Customer Choice Program.

### 6.2 Meter Ownership

All metering and billing for distribution services will be provided by APCo Virginia whenever the Customer takes service on an Open Access Distribution Tariff.

**All information in Section 6.2 applies to all APCo Virginia O.A.D. & F.O.A.D. tariffs with the exception of Large Power Service Customers on this tariff have the option of meter ownership. The following applies to Customer-owned meters:**

Upon approval, the Company will remove its meter and install and maintain the Customer-owned meter.

All interval meters must be approved by APCo Virginia until such time as statewide standards are established.

The interval meter must be compatible with Company software.

The Customer will be responsible for providing a dedicated analog phone line at the meter socket.

APCo will collect all interval data through the Customer-provided dedicated phone line.

### 6.3 Meter Testing & Maintenance

Please refer to the Meter Accuracy and Test Provisions of the APCo Virginia Terms and Conditions of Service.

### 6.4 Meter Calibrations

Information provided upon request. Please contact APCo Provider Relations by email to [virginiachoiceoperations@aep.com](mailto:virginiachoiceoperations@aep.com).

### **6.5 Meter Investigation Orders**

CSP or Customer-initiated investigation orders will be received by the Company's Customer Solutions Center (1-800-982-4237). Meter services will investigate upon receipt of the order and will provide notification of the result. Additional fees, per visit, will be charged for the following:

- 1) Extra site visit to connect phone line to meter
- 2) Investigation into loss of communication line
- 3) Manual retrieval of interval data

### **6.6 Meter Specifications**

The standard residential AMI meter is an Aclara singlephase model I-210+c meter, equipped with an ITRON\Silver Spring AMI network communications card. The meter continuously collects demand interval data and therefore can be used on any singlephase customer requiring interval data. Singlephase AMI meters equipped with cellular radios are also deployed in areas not covered by the AMI network but where cell coverage is available.

Residential Customers may elect a non-AMI meter under the APCo Virginia Terms and Conditions of Service.

The standard commercial AMI meter is an Aclara polyphase model KV2cEPS meter, which comes in both self-contained and transformer-rated versions, equipped with an ITRON\Silver Spring AMI network communications card. The meter continuously collects demand interval data and therefore can be used on any polyphase customer requiring interval data. Polyphase meters equipped with cellular radios are also deployed in areas not covered by the AMI network but where cell coverage is available.

APCo Virginia reserves the right to install the most effective device meeting industry standards.

## Chapter 7 – Capacity Compensation Billing

### 7.1 Capacity Billing for CSPs and Customers who have entered into an agreement before February 1, 2019

The compensation to APCo Virginia as the Fixed Resource Requirement (FRR) Entity by Virginia CSPs is detailed in Schedule 8.1, Item D, of the Reliability Assurance Agreement (RAA) Among Load Serving Entities in the PJM Region, which states the following:

8. *In a state regulatory jurisdiction that has implemented retail choice, the FRR Entity must include in its FRR Capacity Plan all load, including expected load growth, in the FRR Service Area, notwithstanding the loss of any such load to or among alternative retail LSEs. In the case of load reflected in the FRR Capacity Plan that switches to an alternative retail LSE, where the state regulatory jurisdiction requires switching customers or the LSE to compensate the FRR Entity for its FRR capacity obligations, such state compensation mechanism will prevail. In the absence of a state compensation mechanism, the applicable alternative retail LSE shall compensate the FRR Entity at the capacity price in the unconstrained portions of the PJM Region, as determined in accordance with Attachment DD to the PJM Tariff, provided that the FRR Entity may, at any time, make a filing with FERC under Sections 205 of the Federal Power Act proposing to change the basis for compensation to a method based on the FRR Entity's cost or such other basis shown to be just and reasonable, and a retail LSE may at any time exercise its rights under Section 206 of the FPA.*

To the extent that a Virginia CSP secures shopping load and chooses to have that load reflected in APCo Virginia's FRR Capacity Plan, the supplier would be required to compensate APCo Virginia for that capacity obligation in accordance with the above quoted section of the RAA.

For more information, please refer to the Company's FRR Capacity Formula Rate Filing, available here: <https://www.appalachianpower.com/account/service/choice/>

### 7.2 CSPs and Customers who have entered into an agreement on or after February 1, 2019:

Customers that meet a minimum energy usage of 5MW at the time of choosing a CSP and who have entered into an agreement on or after February 1, 2019, are required to pay APCo Virginia for non-fuel generation capacity and transmission related costs, pursuant to the Company's Fixed Resource Requirement – Open Access Distribution tariff (F.O.A.D).

For more information, please contact Virginia Choice Operations.

## Chapter 8 - Transmission and Related Services

### 8.1 PJM Agreements

Eligible retail consumers and CSPs participating in the APCo Virginia Customer Choice Program will interact with PJM Interconnection, LLC (PJM), to arrange transmission services and deliver electricity to loads in the APCo Virginia service territory. Visit the PJM website at <http://www.pjm.com/> for information on becoming a member or contact PJM Member Relations Toll Free at 1-866-400-8980.

Transmission service shall be made available under the terms and conditions contained within the applicable PJM Open Access Transmission Tariff as filed with and accepted by the Federal Energy Regulatory Commission. The CSP or the Customer shall contract for transmission service under the applicable PJM Open Access Transmission Tariff. The CSP or its designee is responsible for scheduling under the applicable PJM Open Access Transmission Tariff. The CSP will be billed by and must also purchase or provide ancillary services as specified under the applicable PJM Open Access Transmission Tariff.

Preliminary transmission settlement may be conducted following the end of each calendar month. Final settlement will occur 60 days after the month in question. Billing and payment shall be performed as specified in the applicable PJM Open Access Transmission Tariff.

The PJM Open Access Transmission Tariff (OATT) is available here: <http://www.pjm.com/documents/agreements.aspx>.

This chapter of the Provider Handbook is not intended as a replacement for the PJM OATT. Transmission Customers participating in the program are expected to become familiar with the PJM OATT and all applicable provisions and agreements, which can be found at: <http://www.pjm.com/documents/agreements.aspx>.

Pursuant to FERC rules, PJM maintains an Open Access Same-Time Information System (OASIS) website that provides comprehensive information for doing business under PJM's OATT. It is recommended that CSPs use this site as the definitive source of current OATT provisions and business practices. This site is located at: <http://www.pjm.com/markets-and-operations/etools/oasis.aspx>. The direct esuite link is: <https://esuite.pjm.com/mui/oasis/oasisLogin.jsp>.