

## 3. Getting Started

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A company interested in getting registered as an ESS in PGE's service territory must complete all of the steps described below. All of these steps must be completed within one year of PGE receiving a completed ESS Business Application. If these steps are not completed within a year, the process will need to be restarted from the beginning.

This chapter covers the following topics:

- Contact PGE's Direct Access Operations department
- Be Certified by the Oregon Public Utility Commission
- Fill Out PGE's Business Application
- Complete PGE's Credit Review and Provide a Collateral Deposit
- Provide a Certificate of Insurance
- Arrange for Transmission Service with PGE
- Conduct Electronic Data Interchange Testing
- Sign an ESS Service Agreement

### 3.1. Contact PGE's ESS Business Office

The best way to get started as an ESS in PGE's service territory is to contact PGE's Direct Access Operations department. We have assembled a dedicated account management staff to support ESS participation. Contact information is provided in [Chapter 14, For More Information](#). An ESS Account Manager will work directly with the ESS to support the following steps in the registration process:

- Completing the required applications and agreements that the ESS will need to participate in PGE's service territory.
- Tracking the ESS' progress and serving as the liaison for ESS' during the registration process.
- Keeping ESS information confidential. For more information on confidentiality, see [Chapter 12, Respecting Confidentiality in Communications](#).

After registration, the ESS Account Manager will continue to be the ESS' contact point at PGE. The ESS Account Manager, along with other technical and support staff, works with the ESS to resolve any day to day operational issues. Our goal is to respond within 24 hours to any questions or concerns an ESS may have about the following:

- Processing DASRs to enroll or drop direct access customers.
- Answering questions about PGE invoices, remittances, and account balances.
- Resolving disputes.

Besides PGE's ESS Account Manager, the ESS can also find the information they need by visiting PGE's [Direct Access Operations Web site](#) for up-to-date program information or see [Chapter 13, Frequently Asked Questions](#) for quick answers to a number of questions.

### 3.2. Be Certified by the Oregon Public Utility Commission

Before an ESS can initiate service to retail customers in Oregon, the OPUC requires that the ESS complete a certification process. Although PGE may discuss the certification process with the ESS, we do not assist the ESS in the process of meeting OPUC requirements. Certification requirements are listed on the [OPUC Web site](#). Also posted

there are the current OARs that govern Oregon's restructured electricity market. For more information, see the [Oregon Administrative Rules for Direct Access Regulation, Division 38](#).

### **3.3. Fill Out PGE's Business Application**

The first step in the registration process is that an ESS must complete PGE's business application. The business application provides essential information about the ESS in the following areas:

- ESS contact information.
- Credit information.
- Payment information.
- EDI technical staff

The ESS should obtain a business application from PGE's ESS Account Manager. After completing, the ESS must return it along with the required financial documentation as described in [Rule K of PGE's OPUC Tariff](#), and the processing fee as described in [Schedule 600 of PGE's OPUC Tariff](#). PGE's business application form is also available on PGE's [Direct Access Operations Web site](#).

### **3.4. Complete PGE's Credit Review and Provide Collateral**

After receiving a completed business application and required financial documentation, PGE conducts a credit review, determines creditworthiness and establishes collateral requirements. The ESS must include a credit department contact on its business application. A PGE Credit Manager works directly with the ESS' finance staff to complete the credit review and obtain collateral. The credit review process will be completed within ten business days of PGE receiving a completed business application and all relevant financial statements.

An ESS' participation in PGE's service territory is contingent upon meeting and maintaining the credit requirements described in [Rule K of PGE's OPUC Tariff](#) and [Attachment L of PGE's FERC Transmission tariff](#) located on the OASIS Web site. The ESS may be eligible for unsecured credit, or may be required to provide collateral, which can be in the form of cash, letter of credit, or guarantee. PGE must receive the ESS' collateral before we will sign the ESS Service Agreement or begin Electronic Data Interchange (EDI) testing.

### **3.5. Provide a Certificate of Insurance**

The ESS Service Agreement requires that the ESS provide us with an original certificate of insurance naming PGE as the additionally insured party. Insurance requirements include the following:

- Maintain a Workers' Compensation and Employer's Liability policy at the statutory minimum level endorsed to provide all state coverage, voluntary compensation coverage and occupational disease coverage.
- Maintain commercial general liability insurance for a minimum combined single limit of \$10,000,000 for personal injury, bodily injury and property damage, in any combination of primary and excess liability policies.

- Maintain automobile liability insurance for all owned, non-owned and hired vehicles for a minimum combined single limit of \$10,000,000 per accident for bodily injury and property damage, in any combination of primary and excess liability policies.

The ESS is asked to give its original certificate of insurance to PGE's ESS Account Manager. We must receive the certificate of insurance before we will sign the ESS Service Agreement and before EDI testing may begin.

### **3.6. Arrange for Transmission Service with PGE**

Under direct access, PGE recognizes both Scheduling and Nonscheduling ESS', as described in [Chapter 2, Welcome to Our Restructured Marketplace](#).

#### **Transmission Services Application**

Only Scheduling ESS' planning to do business in PGE's service territory must complete and return an Application for Retail Network Service to PGE's Transmission and Reliability Service Department. Nonscheduling ESS' must contract with a Scheduling ESS to obtain transmission service.

#### **Transmission Services Agreement**

The Scheduling ESS must follow the procedures for arranging transmission service, and meet the conditions required of a transmission customer as described in PGE's FERC Transmission Tariff. Additionally, the Scheduling ESS must follow the requirements of NERC, the Western Energy Coordinating Counsel, and FERC.

Our FERC Transmission Tariff requires that an ESS that schedules energy into our service territory first must complete an Application for Retail Network Service. Once your ESS business application has been completed, a representative from PGE's Transmission and Reliability Services department will contact you. You will be asked to complete and return an Application for Retail Network Transmission Service. Once you have completed the application, you will be provided with the ESS Retail Network Integration Transmission Service and Network Operating Agreements for signature.

#### **Reserve Transmission Capacity**

All reservations for transmission capacity and ancillary services are made on [PGE's Open Access Same-time Information System \(OASIS\)](#) Web site. For more information about making transmission service reservations and accessing our [OASIS](#) Web site, see [Chapter 5, Scheduling Transmission for Direct Access](#).

Key requirements for a Scheduling ESS include:

- Obtaining and reserving transmission capacity.
- Forecasting the requirements for serving direct access loads and arranging for resources to meet the forecast.
- Providing power schedules.
- Providing real power transmission losses.
- Providing distribution losses for sub-transmission, primary and secondary service.
- Settling with PGE on transmission services, related ancillary services, and other transmission-related charges as described in PGE's FERC Transmission Tariff.

### **3.7. Conduct Electronic Data Interchange Testing**

EDI testing is the final step in the ESS business registration process before signing the ESS Service Agreement. EDI testing can only begin once all other ESS business registration requirements have been completed.

Your ESS Account Manager will provide you with a copy of PGE's EDI Trading Partner Information Form. This form must be completed and returned to the ESS Account Manager before EDI testing can begin.

EDI transactions are necessary for Direct Access Service Requests (DASRs), invoices, payments and customer billing usage files. PGE's protocols for exchanging electronic data are described in PGE's EDI specifications. You can find these specifications at PGE's [Direct Access Operations Web site](#).

For more detailed information about EDI testing procedure, see [Chapter 7, Conducting Electronic Business Transactions](#).

### **3.8. Sign an ESS Service Agreement**

Scheduling and Nonscheduling ESS' planning to do business in PGE's service territory must sign an ESS Service Agreement with PGE. Signing the ESS Service Agreement is the final step of the ESS business registration process. Once this agreement is signed by PGE and the ESS, the ESS can begin enrolling eligible direct access customers.