



# Getting Started in the Central Hudson Territory

ESCO Guide

Last updated on 7/05/2016

# Navigating the Central Hudson Website

- o This link provides access to the Central Hudson Information Center for Retail Suppliers:  
[http://inet.cenhud.com/ic\\_esco/icesco1.htm](http://inet.cenhud.com/ic_esco/icesco1.htm)
- o On this page you will find links to:
  - o The General Information site
  - o The Usage and Billing History tool
  - o The Portal for Approved Suppliers
  - o A Link to Energy Manager
  - o A Link to the Gas Tracking System (GTS)

# General Information

- o The General Information website [http://inet.cenhud.com/ic\\_esco/general\\_information/generalinfo.htm](http://inet.cenhud.com/ic_esco/general_information/generalinfo.htm) contains links to the following:
  - o A Map of Central Hudson's Service Territory
  - o Facts at a Glance
  - o Contracts and Operating Agreements
  - o Usage & Billing History tool
  - o Links To Useful Documents

# Usage and Billing History Tool

- o The usage and billing history tool can be accessed by:  
<http://inet.cenhud.com/RetailChoice/ICforESCOs/InqAcct.aspx>
- o This site will show the county, municipality, sales tax rate, meter number, next scheduled meter read date, bill cycle, bill frequency, rate code, load zone, ICAP tag, load profile/usage factor.
- o There is also detail on some of the past meter reads.
  - o For electric: meter read date, read code, number of months the bill is for, total usage, on peak and off peak usage and demand.
  - o For gas: meter read dates, read code, number of months the bill is for and usage. A summary of the demand determinants (normalized annual consumption quantity, peak day, levelized daily service, incremental delivery, upstream pipeline capacity, storage capacity, storage space, peaking service and propane service) and the DCQ forecast by month.

# Approved Suppliers Only Portal

The Approved Suppliers Only portal is where you can go to view and update the following. Please contact [retailaccess@cenhud.com](mailto:retailaccess@cenhud.com) for access.

- o Consolidated Bill Rates
- o Consolidated Bill Messages
- o eBids
- o ESCO Contact Update
- o Real Time Enrollment Info
- o Billing Determinants
- o Customer Lists
- o Meter Readings
- o POR Reports
- o Settlement Info
- o Market Match
- o Zip +4 and Customer Counts

# Energy Manager

- o Energy Manager is used to view interval data.
- o The ID and password are case sensitive.
- o To request access to view an accounts interval data please send an email to [energymanager@cenhud.com](mailto:energymanager@cenhud.com) requesting IDR data and include the account number.
- o If usage is missing from Energy Manager please contact [energymanager@cenhud.com](mailto:energymanager@cenhud.com)

# Energy Manager – How to download usage

- o If you are looking for a customer's usage (quarter hourly, hourly, daily) go to Usage Reports then select Usage Curves, then steps 1, 2 and 3.
  - o Step 1- pick a time using the drop down window. You can select calendar, 365 days, this year, this month, most recent 30 days, etc. If using the calendar be sure to read the note which gives an example is selecting 1 day with start and stop times to use – you will find it helpful to use a 00:15 start time and 00:00 end time when using the calendar function.
  - o Step 2- choose a channel (account(s))
  - o Step 3- Decide how want to see the data (excel file, graph, text file) and how you want the data summarized (hourly, quarter hourly, daily), be sure the time zone US/Eastern is selected.
  - o Click Create.
- o There are also instructions available by clicking the HELP button in Energy Manager and selecting the usage reports link.

# Gas Tracking System - GTS

- o The Gas Tracking System is used to manage the daily natural gas nomination, balancing process and to view ESCO bills.
- o ESCO's will receive an automatic email when invoices are available in GTS. The ESCO is responsible for retrieving invoices and remitting in a timely fashion.
- o The user manual can be found under quick links in GTS.
- o The Gas Transportation Calendar can be found in GTS and in the useful links section:  
[http://inet.cenhud.com/ic\\_esco/general\\_information/usefulinfo.htm](http://inet.cenhud.com/ic_esco/general_information/usefulinfo.htm)

# Links to Useful Documents

The links to useful documents section on the website contains links to all of the documents below. It can be found at:

[http://inet.cenhud.com/ic\\_esc0/general\\_information/usefulinfo.htm](http://inet.cenhud.com/ic_esc0/general_information/usefulinfo.htm)

- o What's New
- o ESCO Application Checklist
- o ESCO Training Presentations
- o Holiday Schedule
- o 2015 Meter Reading Schedule
- o 2016 Meter Reading Schedule
- o Calendar of Gas Transportation Schedule
- o Class Specific Load Profiles
- o EDI Phase III Testing Requirements
- o Central Hudson Indexed Rates
- o Central Hudson Consolidated Billing Service
- o Electricity Portfolio Performance Reports
- o Gas Rate Code & Service Class Map
- o Electric Report Templates
- o Gas Report Templates
- o SC 9 Balancing Selection
- o Account Number Format
- o Meter Read Codes
- o Zip Code/Municipality/Service List
- o Budget Billing Information
- o Load Position ("ICAP Tag") Determination
- o Usage Factor Calculation
- o Sales Tax Overview
- o FTR Statement
- o Electric Rate Code & Service Class Map

# Contract and Operating Agreements

- o The following documents can be found on the contracts and operating agreements section of the website.
  - o Electric Retail Access Operating Procedures Manual
  - o Gas Transportation Operating Procedures Manual
  - o Billing Service Agreement (BSA)
  - o Affidavit
  - o Payment Directions (used to make any changes to banking information)
  - o ESCO Application Checklist
  - o ESCO Name Change Checklist

# Consolidated billing: Price vs Rate Change

- o **Price** and **rate** changes are updated by the ESCO in the approved supplier portal.
- o A **rate** change will affect all usage within a given billing cycle, and is effective immediately upon receipt by Central Hudson.
- o A **price** change will be prorated, based on the number of days each price is in effect.
- o A maximum of two different **prices** may be reflected within a given billing cycle.
- o When changing **prices**, keep in mind there is a minimum of 5 calendar days that will be needed in order for the proration to calculate. If there are less than 5 calendar days the system will use zero for a proration of the new price thus billing all usage to the old price.
  
- o Central Hudson provides a group of pre-established rate codes that may be used by ESCOs. These rate codes are designed to track the Central Hudson electric and gas prices and are intended to allow ESCOs to provide customers with a price that is guaranteed to be a stated percent or dollar amount below or above the Central Hudson price for a given period. Central Hudson updates these prices whenever the Central Hudson price changes, in order to maintain the stated relationship. A table showing the indexed rated can be found on the Central Hudson website: [http://inet.cenhud.com/ic\\_esco/CH\\_Index\\_Rate\\_Tables.pdf](http://inet.cenhud.com/ic_esco/CH_Index_Rate_Tables.pdf)
  
- o For more information on the Consolidated billing service, please refer to the Central Hudson Consolidated Billing Service document: [http://inet.cenhud.com/ic\\_esco/general\\_information/CH\\_Single\\_Bill\\_Description.pdf](http://inet.cenhud.com/ic_esco/general_information/CH_Single_Bill_Description.pdf)

# EDI

- o This link is to the EDI standards published on the DPS website:

<http://www3.dps.ny.gov/W/PSCWeb.nsf/All/B756BEAC4D08857785257EC4005753E6?OpenDocument>

- o The EDI Standards Supplemental guide for Central Hudson can be found on the EDI Phase III Testing Requirements on the links to useful documents or here:

[http://inet.cenhud.com/ic\\_esco/general\\_information/UtilityGuides.pdf](http://inet.cenhud.com/ic_esco/general_information/UtilityGuides.pdf)

# EDI Lead Times

	Electric	Gas
<b>Enrollments</b>	5 Business days before next meter read (includes the day that the enrollment is submitted and the day the meter is read)	10 business days before the 1st of the month if going to an ESCO or on the next meter read for full service. (The 1st is counted as one of the 10 days)
<b>Cancellation of enrollments/switches</b>	done up to 1 day prior to the next meter read	done up to 1 day prior to the next meter read
<b>Drop/switch</b>	5 Business days before next meter read	10 Business days before next meter read
<b>Rescind done with 814 drop to cancel pending enrollment</b>	1 day prior to next scheduled meter reading	1 day prior to next scheduled meter reading
<b>Reinstatement</b> (email <a href="mailto:callcenteresco@cenhud.com">callcenteresco@cenhud.com</a> )	Manual process done up to 1 day before next meter reading	Manual process done up to 1 day before next meter reading

# Gas & Electric Tariffs

- o The Gas & Electric tariffs can be found on the DPS website:

<http://www3.dps.ny.gov/W/PSCWeb.nsf/ArticlesByTitle/1ABA5E2E4E08F72585257687006F3AB1?OpenDocument>

- o Frequently asked questions:

- o The POR rate can be found on the DISC Statement . It is updated yearly in April.
- o The billing fees can be found on leaf 135 of the electric tariff and leaf 121 of the gas tariff.

# ICAP's

- o To view an ICAP for an account you may use EDI or the usage & billing history tool:

<http://inet.cenhud.com/RetailChoice/ICforESCOs/InqAcct.aspx>

- o To view how an ICAP is calculated refer to the document, “Load Position (“ICAP Tag”) Determination located here:

[http://inet.cenhud.com/ic\\_esco/general\\_information/LoadPositionDetermination.pdf](http://inet.cenhud.com/ic_esco/general_information/LoadPositionDetermination.pdf)

# Contacts

- o Please direct all ESCO related questions to [retailaccess@cenhud.com](mailto:retailaccess@cenhud.com).
- o In accordance with the UBP established in Case 98-M-1343, Central Hudson will respond within five (5) business days to requests for data and information. While Central Hudson makes every attempt to respond to your request the same day, in order to avoid duplicate efforts we ask that you please allow two (2) business days before forwarding the same request to any contact at Central Hudson.