



Indiana Michigan Power Company

Supplier Handbook

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Chapter 1 - Introduction

1.1 Purpose of This Handbook

The Indiana Michigan Power Company Supplier Handbook has been developed to communicate critical information regarding participation in the Michigan Customer Choice Program of Indiana Michigan Power Company.

1.2 Disclaimer

This manual has been compiled to introduce you to Indiana Michigan Power Company's Customer Choice Program. Every attempt has been made to ensure accuracy and consistency and to be as helpful as possible. However, if you believe that there are inaccuracies or inconsistencies, please contact Indiana Michigan Power Company at michiganchoiceoperations@aep.com.

INDIANA MICHIGAN POWER COMPANY 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 Indiana Michigan Power Company. Any party intending to participate in the Michigan Choice program should seek his/her own independent legal, technical and financial advice. All legal relationships between any party doing business with Indiana Michigan Power Company shall be controlled by the applicable laws, regulations and tariffs, and by the respective agreements signed between those parties and Indiana Michigan Power Company, and not by the provisions of this handbook.

Chapter 2 - Overview

2.1 Introduction

The Indiana Michigan Choice AES Handbook has been developed to communicate critical information regarding participation in Indiana Michigan Power Company's (I&M) Michigan Choice Program.

As an Alternative Electric Supplier (AES), this handbook will help you:

- Understand how to become certified with the Michigan Public Service Commission (MPSC) and registered as an AES with I&M
- Enroll customers to receive your services
- Schedule and deliver energy in I&M's service territory
- Understand the resolution process if disputes with I&M would occur
- Understand the procedures for Electronic Data Interchange (EDI)
- Clarify load profiling and the settlement process

2.2 Program Overview

The success of I&M Customer Choice is dependent upon both customer and AES participation. I&M is committed to establishing a collaborative and cooperative working relationship with interested and qualified AES.

All entities desiring to sell retail generation services are subject to certain standards to ensure adequate consumer protection and a level playing field for all AES.

For copies of all Michigan Restructuring legislation, see <http://www.michigan.gov/mpsc>.

AES and Aggregators must apply for, and be granted a certification to operate, by the Michigan Public Service Commission. An AES who wishes to participate in I&M's Customer Choice Program will need to contact I&M AES Support to obtain an application for registration. Please refer to Section 3.2 of this document.

2.3 Definitions

Alternative Electric Supplier(s) (AES) - Companies interested in providing competitive retail generation services in I&M service territory.

Business Partner Portal (BPP) – I&M's dedicated portal where a registered AES can access customer data and meter attributes.

Consumption Data – Customer specific electric usage data, or weather adjusted data, but not limited to kW, kWh, voltage, VAR, power factor, and other information that is recorded by the electric meter for the EDU and stored in its systems. Consumption Data also includes payment and service history, account number, and amount billed.

Electronic Data Interchange (EDI) – A standardized method for formatting and electronically exchanging data between trading partners.

Electric Distribution Utility (EDU) – the utility, I&M.

Eastern Prevailing Time (EPT) – Time that changes between Eastern Daylight Time (EDT) to Eastern Standard Time (EST) in fall and from EST to EDT in spring at designated dates and times.

Historical Usage (HU) – A customer's historical consumption data.

Interval Data Recorder (IDR) Usage – A customer's consumption data captured by an interval meter.

Letter of Authorization (LOA) – A standard form that must be signed by the customer to release historical usage.

Service Delivery Identifier (SDI) – 17-digit number used to enroll a customer. It can be found on the customer's bill. This is not the I&M account number.

2.4 Contact Information

Indiana Michigan Power

To register as an AES with I&M, please contact I&M AES Registration Support:
Michiganchoiceoperations@aep.com

General questions or concerns should be sent by email to:
Michiganchoiceoperations@aep.com

Written Correspondence may be sent to:
Customer Services, AES Support
C/O Indiana Michigan Power
52807 US 131 N.
Three Rivers, MI 49093

Additional information on Michigan Customer Choice, please visit the I&M website at:
<http://www.indianamichiganpower.com>

2.5 Additional Information Sources

Michigan Public Service Commission

Phone: (517) 241-6180

Mailing: P.O. Box 30221

Lansing, MI 48909

Website: <http://www.michigan.gov/mpsc>

Chapter 3 - Service Provider Requirements

3.1 Michigan Public Service Commission Licensing

MPSC license and certification requirements can be found on the MPSC website <http://www.michigan.gov/mpsc>.

3.2 Supplier Registration and Certification Requirements

I&M (also known as Company) requires the completion of the registration and information as well as the following documents and agreements for an AES. The instructions for completing and handling these forms and agreements are included with each document. AES may initiate this process by contacting I&M AES support or by downloading the forms and agreements from the I&M website, <http://www.indianamichiganpower.com>

Once completed, the required documents must be mailed, along with a \$100 registration fee as indicated on the application. The completed application and credit information can be scanned/mailed to michiganchoiceoperations@aep.com to initiate the process; however, the originals (and the registration fee) must still be mailed. Copies of the AES MPSC certification and application for PJM membership must be included with the mailed documents.

The Registration Application Form found on our website is a fillable PDF form with a digital signature. AES may either: 1) complete, digitally sign, save and send the form via email to the above email address; or 2) complete, print, physically sign and send the printed form with the below printed documents. Items outlined in red on the fillable form are required fields. With either option, the AES is required to submit two (2) printed, completed copies of the agreements below with original signatures.

- EDU Agreement
- EDI Agreement
- Billing Addendum

In addition, the following documents are necessary for EDI and financial purposes. These documents can also be found at <https://www.indianamichiganpower.com>. Please download, complete, and return one (1) copy of each of the below documents along with your registration documents:

- Financial EFT Form
- W-9 Form
- EDI Trading Partner Certification Checklist

- EDI Trading Partner Setup Form

3.3 Financial Credit Requirements

The Company will apply, on a non-discriminatory and consistent basis, reasonable financial standards to assess and examine an AES creditworthiness. These standards will take into consideration the scope of operations of each AES and the level of risk to the Company. This determination will be aided by appropriate data concerning the AES, including load data or reasonable estimates thereof, where applicable.

In considering an AES creditworthiness, the Company will review whether the AES has, and maintains, stable, or better, investment grade senior unsecured (unenhanced) long-term debt ratings from any two of the following three rating agencies:

Agency	Senior Unsecured Long-Term Debt Ratings
Standard & Poors	BBB- or higher
Moody's Investors' Services	Baa3 or higher
Fitch IBCA	BBB- or higher

The AES 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).

For an AES without the requisite investment grade bond rating, or whose credit requirements exceed a level appropriate for its financial resources and bond rating, the AES must have an amount of positive tangible net worth acceptable to the Company and meet risk parameters derived from the Company's analysis of its financial statements. The Company, in its sole judgment, will determine the appropriate amount of unsecured credit to be extended to an AES as a result of this analysis.

The AES may provide alternative security or credit enhancement, such as a guarantee of payment in a form acceptable to the Company, a letter of credit in a form and from a financial institution acceptable to the Company, or prepayment.

The Company will use reasonable credit review procedures which may include, but are not limited to, review of the AES financial statements, verification that the AES is not operating under state or federal bankruptcy laws, and has no pending lawsuits or regulatory proceedings or judgments outstanding which would have a material adverse effect on the AES and its ability to perform its obligations.

Affiliates of the Company are subject to these same requirements and must provide proof of creditworthiness consistent with the code of conduct approved by the MPSC.

3.4 I&M's Response to Applications

Upon receipt of an application, I&M 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 I&M's goal to process the registration in a two week time period. The applicant will be notified of the result of its credit-worthiness evaluation and advised if any financial instrument for security will be required. Once any necessary financial instrument is provided to I&M, the MPSC certification is obtained, and all appropriate agreements are executed, then a AES will be registered to operate in I&M's service territory.

3.5 Responsibilities of the Parties

Alternative Electric Suppliers will:

- Obtain affirmative authorization from customers for customer enrollment and release of historical usage information using the I&M Letter of Authorization (LOA), which can be found at https://www.indianamichiganpower.com/global/utilities/lib/docs/account/service/I&M_Business3rdPartyAuthorization.pdf
- Exchange information electronically with I&M for enrollment, discontinuance of service, consolidated billing (if chosen by the AES), etc.
- Render a bill to the customer for service utilizing dual billing.
- Provide a point of contact to I&M to facilitate business and technical communications.
- Abide by applicable rules issued by the MPSC, and maintain certification with the MPSC.
- Implement and maintain data transmission guidelines as referenced within this document.
- Attempt to resolve customer disputes related to AES charges or issues.

Indiana Michigan Power will:

- Upon request, provide customers with a list of certified AES registered with I&M at: <https://www.indianamichiganpower.com/account/service/choice/AlternativeSupplierList.aspx>
- Provide customer information to AES as allowed for per MPSC rules and when not restricted by the customer.

- Exchange information electronically with AES for enrollment, changes or discontinuance of service, etc.
- Maintain an Internet site for Michigan Customer Choice information.
- Provide appropriate load profiles to AES.
- Provide the customer with a bill for Delivery and Power Supply Capacity services and related taxes.
- Provide the customer a bill for the AES charges as specified in tariffs when I&M consolidated customer billing is provided by I&M.
- Maintain records on customer payments and fees as per the billing service provided.
- Provide a point of contact to the AES to facilitate business and technical communications.
- Abide by applicable rules issued by the MPSC.
- Implement and maintain data transmission guidelines as referenced within this document.
- Provide meter reading and usage information to the appropriate service provider where I&M controls the reading of the customer's meter(s).
- Attempt to resolve customer or AES disputes related to I&M charges or service.
- Forward payments from customer, as received, to the AES according to a contractual agreement with the AES. This applies when I&M is providing consolidated billing.

Chapter 4 – Business Partner Portal

4.1 Access

Indiana Michigan Power has a dedicated site called Business Partner Portal (BPP) where Alternative Energy Suppliers (AES) can enter an enrollment, create a 90-day notice, obtain usage data and meter attributes.

An email request must be sent to michiganchoiceoperations@aep.com, in order to receive login information for both the External Access Manager (XAM) and the BPP. XAM is the web navigation system to gain access to register and maintain users within the BPP. Each requestor will need to select a person to be the XAM Broker, and that person will be able to register and maintain users within the site. The XAM Broker will receive an email with a User ID and login instructions for both the XAM and BPP platforms.

The XAM Broker may grant "AES User" level access to anyone in their organization. The XAM Broker also has the ability to Revoke or Change a user's access. AES may not select "AEP BU" access.

These platforms are located at:

- BPP https://businesspartner.aep.com/aep_logon/aep_logon.asp
- XAM <https://xam.aep.com/AccountActions/LogOn.aspx>

4.2 Consumption Data

Twelve billing months (if available) of consumption data (also known as usage history), either summary or interval, may be downloaded free of charge from the BPP by AES who are certified by the MPSC and registered with I&M. Consumption data may also be requested via EDI. With both methods, the party seeking the customer information certifies that it is entitled to such information pursuant to applicable law and has obtained informed customer consent to acquire such information from I&M. I&M reserves the right, at any time, to request the AES documentation of informed customer's consent (i.e., the I&M Letter of Authorization (LOA), signed by the customer, dated on or before the EDI request or BPP download).

For those requestors who do not meet the criteria above and/or who request summary or Interval Data Recorder (IDR) data via email to michiganchoiceoperations@aep.com, a signed LOA from the customer must be attached to the email request. The LOA form provided on our website are the only LOA forms that will be accepted by I&M. IDR data can be provided for a \$50 fee per Service Delivery Identification (SDI) number because such requests must be fulfilled manually. For IDR data, the email request must include the SDI number, the customer account name and an acknowledgement that the

requestor agrees to pay the fee associated with obtaining this data. This data will be provided in an Excel spreadsheet and emailed to the requestor.

Summary data provides one entry per month for up to 12 months. Interval data provides 15-minute increments of consumption for a 12-month period. Actual customer data available for both summary/interval data may be less than 12 months. All data presented is billed data and could be up to 30 days old. Downloaded data will be in .csv format. If a blank file is returned upon download from BPP, no interval data exists.

Chapter 5 – Electronic Data Exchange

5.1 Electronic Data Interchange (EDI)

Electronic Data Interchange (EDI) is an internationally recognized standard for formatting and exchanging information between the AES and I&M. The exchange and translation of data is handled behind the scenes by the EDI team at I&M's Clearinghouse.

5.2 EDI Transmission Requirements

I&M has established standards that ensure a consistent platform for all AES to access the same data. I&M requires that AES comply with standard conditions for service which include, but are not limited to:

- Compliance with a mutually derived EDI Agreement for sending and receiving the data required for processing, where any exceptions to EDI standards will be provided.
- Use of Electronic Business Transactions (EBT) and EDI for sending and receiving data.
- Participation in all EDI tests needed to enable a successful connectivity and market implementation.

Please see Section 3.2, Supplier Registration and Certification requirements of this document for I&M EDI Agreement and registration process

5.3 Hardware and Software Requirements

EDI transport will be provided by mutually agreed mechanisms between I&M and the AES that are consistent with Michigan guidelines for electronic data transfer. As specified by I&M guidelines, the default transport mechanism will be via North America Energy Standards Board (NAESB) unless both parties agree otherwise

5.4 Data Formats

No special grouping or packaging is required except that transmissions must be compatible with ANSI x12 enveloping standards. The sender should be aware that individual transactions will be processed in the order in which they occur within functional group envelopes.

5.5 Transaction Processing

- EDI transactions must be received by 5:00 p.m. EPT to be considered received on that business day
- Normal work hours: 6:30 a.m. – 9:30 p.m. EPT Monday through Friday and 9:00 a.m. – 9:00 p.m. EPT on Saturdays.
- Holiday schedules are posted annually and can be found at <https://www.indianamichiganpower.com/account/service/choice/serviceProviders.aspx>.

Chapter 6 – Customer Enrollment

6.1 Customer Information

A customer’s authorization is required to release any account data prior to enrollment with the AES or prior to completed registration with I&M. A registered AES can submit an 814HU (consumption data) request via EDI, as outlined in Chapter 5 of this document. The party seeking the customer information certifies that it is entitled to such information pursuant to applicable law and has obtained informed customer consent to acquire such information from I&M. I&M reserves the right to request documentation of informed customer consent (i.e., Letter of Authorization (LOA) signed by the customer).

6.2 Service Delivery Identifier Number

The Service Delivery Identification (SDI) number will be used in lieu of a customer account number for all EDI transactions in I&M. The SDI number will be used in all interactions between I&M and the AES.

The SDI number is a 17-character number with the following format:

Character Position	Data Definition
1 – 2 (2 characters)	State compliant data
3 – 7 (5 characters)	I&M rate jurisdiction D.O.E. number
8 – 9 (2 characters)	I&M rate jurisdiction code
10 – 17 (8 characters)	Randomly generated number within the company partition

State Code	DOE Number	Operating Co.	Random Number
Michigan xx	*I&M 09324	04	XXXXXXXXX
*The I&M rate jurisdiction code: I&M is 04, sample 000932404XXXXXXXXX			

Customers must provide their current SDI number to the AES for enrollment. The AES will be responsible for sending an EDI 814E (switch) request transaction to I&M and I&M will respond with an acknowledgement message. The I&M switch notification letter sent to the customer will always reference the SDI number.

The SDI number is assigned first to a specific premise (physical location), and second at the tariff level. The relationship of the SDI number to the customer account number is a “many to one” relationship. It is possible that multiple SDI numbers belong to one

customer account number. All SDI numbers associated to the same premise and customer will be billed on one monthly billing when the bill is presented by I&M.

The customer can select a different AES for each SDI. The SDI number will always stay with the premise location. The SDI does not stay with the customer after moving to another location. Currently, I&M does not offer seamless move or instant connect.

Below are some illustrative examples of multiple SDIs:

- A premise location where there is a meter and a non-metered load, such as an outdoor light, would have two SDI numbers since each of these is billed on a different tariff.
- If there are two or more meters at a premise location, each would have its own SDI number.
- If there are two meters and each is billed on a separate tariff, such as in the case of a residence, outdoor lighting, separate garage, or barn, there would be separate SDI numbers for each point.
- If there is a meter and three different types and sizes of outdoor lights at a premise, there would be four SDI numbers because each type and size of light would be billed under a separate tariff. If this same account had multiple numbers of lights such as two 175-watt mercury vapor lights, three 100-watt high pressure sodium lights, and one 400-watt high pressure sodium floodlight, there would be four SDI numbers. The quantity of outdoor lights does not matter as the tariff is based on the size and type. Therefore, both 175-watt mercury vapor lights would be covered by one SDI number and so forth.

6.3 Enrolling Customers into I&M Customer Choice

To receive service from an AES, a customer must have an active service account with the Company. After the service account is active, an AES may submit a Direct Access Service Request (DASR) using the Business Partner Portal (BPP). You must have "XAM Broker," "AES User," or "Allotment Approver" role in External Access Manager (XAM) in order to enter an enrollment in the BPP. Please refer to Section 4.1.

The AES will be responsible for submitting a complete DASR to I&M which will allow for the specific SDI to be awarded an allotment of energy equal to the customers previous 12 months of usage (January thru December). These awarded allotments will be used to determine the level of participation in the Michigan Choice program by kWh. Specific I&M tariffs require a 90 day written customer notification prior to moving to Customer Choice. Please contact AES Support if you have any questions.

6.4 Enrollment and Switches

The Company will process all valid DASR's and send the confirmation notice to the customer within two business days. All enrollments/switches must be received at least 15 calendar days prior to the next scheduled meter reading date.

The effective time of the switch is midnight EPT on the scheduled meter reading date. This means the new supplier will begin scheduling supply the day after the meter reading date for hour one.

Postdated or predated enrollments and switches will not be accepted.

Enrollments/switches not received at least 15 calendar days prior to the next meter reading will not become effective until the following month's meter reading date.

Below is an illustrative example of how to count the 15 days:

Target Switch Date is October 26

October 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
				11	12	13
				Day 15 due date to enter switch	Day 14	
14	15	16	17	18	19	20
21	22	23	24	25	Target Date Meter read date	27
28	29	30	31			

Begin count 15 days backwards from the Target Date
 Do not count Target Date
 October 11 is the last day to enter Target Switch

Enrollments/switches may be rejected if the customer has been returned to I&M bundled service as a result of non-payment of AES, when I&M has presented the charges to the customer in an I&M summary bill and the customer is in arrears at the time the enroll/switch is received.

I&M will accept the first valid switch request for an account for a certain effective date. If a switch is rejected because it was not the first received (Not First In), then the AES must resubmit the switch request to become effective at the next available meter reading date.

Customers may switch no more than once per month to a new AES. A fee of \$5.00 will be assessed for every switch, if applicable, by SDI number. I&M will bill the fee to the customer.

However, this switching charge shall not apply in the following specific circumstances:

- (a) the customer's initial change to service under the Company's tariffs and Terms and Conditions of Open Access Distribution Service and service from an AES,
- (b) the customer's AES is changed involuntarily,
- (c) the customer returns to service from the customer's former AES following an involuntary change in AES, or
- (d) the customer's former AES services have been permanently terminated and the customer must choose another AES.

Customers who voluntarily return to I&M standard service must remain on it for a minimum of 12 months.

6.5 Effective Start and End Dates

I&M uses dates within the meter reading pending window for the liability start/end dates when the meter is not read on the scheduled read date. This could range from one workday prior to the scheduled read date through two workdays after the scheduled read date.

When the start or end liability dates are changed due to a customer transaction or read cycle change, 814C request will be generated to inform the AES of the change in start/end dates. DTM 150 and DTM 151 requests will be the loops that indicate start date and/or end date changes.

Segment:	DTM Date/Time Reference (Effective Date)
Position:	040
Loop:	LIN Optional
Level:	Detail
Usage:	Optional
Max Use:	>1
Purpose:	To specify pertinent dates and times
Syntax Notes:	<ol style="list-style-type: none"> 1 At least one of DTM02 DTM03 or DTM05 is required. 2 If DTM04 is present, then DTM03 is required. 3 If either DTM05 or DTM06 is present, then the other is required.
Semantic Notes:	
Comments:	
Notes:	Request: Required on EDU Initiated Request, Not Used on CRES Initiated Request Response: Required on EDU Initiated Response, Not Used on CRES Initiated Response DTM -152~19990115

See also Section 7.3 for further information on the Financial Responsibility End Date.

6.6 Rate Schedules and Rate Structures

For specific details and rates please refer to the schedules filed with MPSC, and available on the I&M website at

<https://www.indianamichiganpower.com/account/bills/rates/landMRatesTariffsMI.aspx>

6.7 Terms and Conditions

Terms and Conditions of Service are available at

<https://www.indianamichiganpower.com/account/bills/rates/landMRatesTariffsMI.aspx>

6.8 Customer Account Maintenance

The following procedures will be used for customer enrollments, switches, and changes to customer data. Several variations of the EDI 814 transactions are used for these scenarios:

- Customer enrolls for generation services
- Customer cancels enrollment
- Customer switches to new AES
- Customer cancels AES switch
- Customer or AES initiates drop
- Customer contacts I&M to drop AES

The following changes to a customer's account require information exchanges between I&M and the AES:

- Customer contacts I&M to relocate outside I&M's service territory
- Customer contacts I&M to relocate within I&M's service territory
- Customer data changes from I&M, such as; tariff, cycle, or meter information
- Customer contacts I&M to relocate outside I&M's service territory – Revert to owner account, if tenant/landlord agreement in place
- Customer contacts I&M to relocate within I&M's service territory - Revert to owner account if tenant/landlord agreement in place

6.9 Customer's Right to Rescind

In accordance with rules established by the MPSC, the customer will receive notification of a switch within two business days, and will be given ten calendar days from the confirmation notice to cancel the contract without penalty. Should a customer object, the AES will receive a notification of drop prior to the effective date of the switch.

Chapter 7 – Business Processes

7.1 Drops

Drops being submitted by AESs (for their existing customers) must be received at I&M no later than 15 calendar days prior to the next scheduled meter read date. Drops not received at least 15 calendar days prior to the next meter reading will not become effective until the following month's scheduled read date. For additional information please refer to Sec. 6.4.

If a customer's AES wants to cancel a pending switch or pending drop, an 814D (Drop) or 814R (Reinstatement) request must be submitted no later than two business days prior to the scheduled switch date in order to be accepted.

An AES drop will cause any payment agreement for AES charges to be terminated immediately and the past-due AES balance becomes due in full and will be presented on the next bill statement.

The following scenarios are provided as illustrations based on actual questions:

Pending Enrollment

- Q: We submitted an 814E request, which was accepted with a switch date of April 20. The customer asked us to cancel the enrollment. What do we need to do and is it too late?
- A: Submit an 814D request no later than two business days prior to the scheduled switch date.

Drop already-switched customer

- Q: Our customer's contract ended so we want to submit an 814D request. How many days in advance to drop an existing customer?
- A: Submit 814D request no later than 15 days prior to the next scheduled meter read date.

Reinstatement

- Q: Our customer's contract ended so we submitted an 814D request. The customer then signed another contract with us. How do we stop the drop?
- A: Submit an 814R no later than two business days prior to the scheduled switch date.

7.2 Auto-Cancel Functionality

When I&M performs a cancel/rebill, our system will automatically cancel the AES original charge. The AES does not need to submit a cancel 810 transaction for Bill-Ready accounts; if one is submitted, it will be rejected. However, I&M does not

automatically cancel supplier-initiated adjustments.

7.3 Financial Responsibility End Date (FRED)

I&M established a Financial Responsibility End Date (FRED) in an attempt to help reduce 810 transactions after the date in which AES charges are scheduled to be written off in our systems. FRED is in effect even if there are no charges to write-off. The date will be established for each account in which there is an established liability end date. It will coincide with the normal 35- or 80-day write-off date. For further information regarding the handling of write-offs, please see Section 8.5 of this document.

The FRED logic suppresses/rejects any 810 transaction after the scheduled write-off date. All incoming 810 transactions are rejected. If I&M initiates a cancel/rebill that involves a liability prior to the scheduled write-off date, an 867 usage transaction will still be sent, but no 810 invoice transaction. The purpose of the 867 transaction is to alert the AES in case the billed usage changes for a period that may need to be rebilled by the AES. Also, I&M will not auto-cancel any AES 810 transactions in these instances.

With this logic, I&M does not include negative transactions (chargebacks) on the 820 for transaction for adjustments done after the write-off/FRED date for service periods prior to the expired liability.

7.4 Entity Changes

If a commercial customer experiences an entity name change that involves a Tax ID change, the existing account will be closed and a new account will be opened with the new customer name. The new customer will be assigned a new I&M account number; however, the SDI number will not change as it remains with the premise.

Closing the original account will cause a drop to go out to the AES. If the new customer wishes to enroll with the AES, the AES would need to submit a new 814E (switch request) using the same SDI number.

Chapter 8 – Billing

8.1 Bill Methods

I&M supports Dual, Consolidated Bill-Ready bill methods which are defined below:

- Dual - The customer receives two bills, one from I&M for utility charges and one from the AES for supply charges. This is the default billing method.
- Consolidated Bill Ready – I&M accepts bill-ready data calculated by the AES to be presented on the customer's I&M bill, upon signed agreement between I&M and AES.

The EDI 867 transaction is used to transmit usage information as captured from the meter, including interval data recorders (IDR) required for billing. The EDI 867 will be sent in all cases for billing and will contain usage data when I&M is reading the meter.

The EDI 810 transaction is used to transmit the charges to be presented on the customer's bill. The 810 is not necessary for Dual billing.

When a customer receives a final bill or a final meter reading, the EDI 810 and/or EDI 867 will indicate "final."

The principal billing elements are embodied in the following processes:

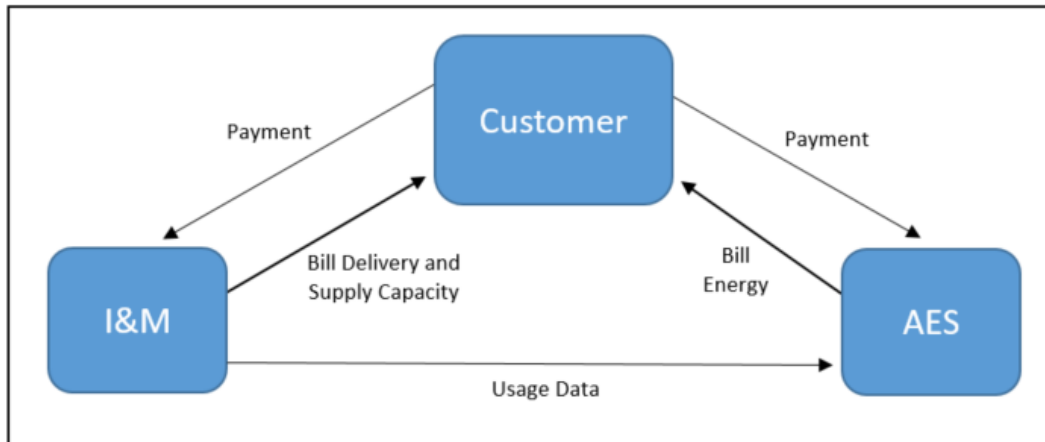
- Gathering or retrieval of meter usage data
- Application of tariffs/rates against the data to calculate charges for I&M charges only
- Receipt of the energy charges that are to be presented to the customer by I&M on behalf of the AES
- Presentation of the charges to the customer

I&M does not currently offer Purchase of Receivables.

8.2 Dual Billing

In a Dual billing scenario, the AES will receive usage data via the EDI 867 transaction from I&M. In turn, each party will calculate its own charges. I&M and the AES will then present its own charges to the customer. Each, in turn, will be responsible for collecting payment for their services from the customer. This option will not display AES charges on the customer's I&M bill. The AES will submit billing to the customer in this scenario. See Diagram 1 on next page.

Diagram 1. Dual billing



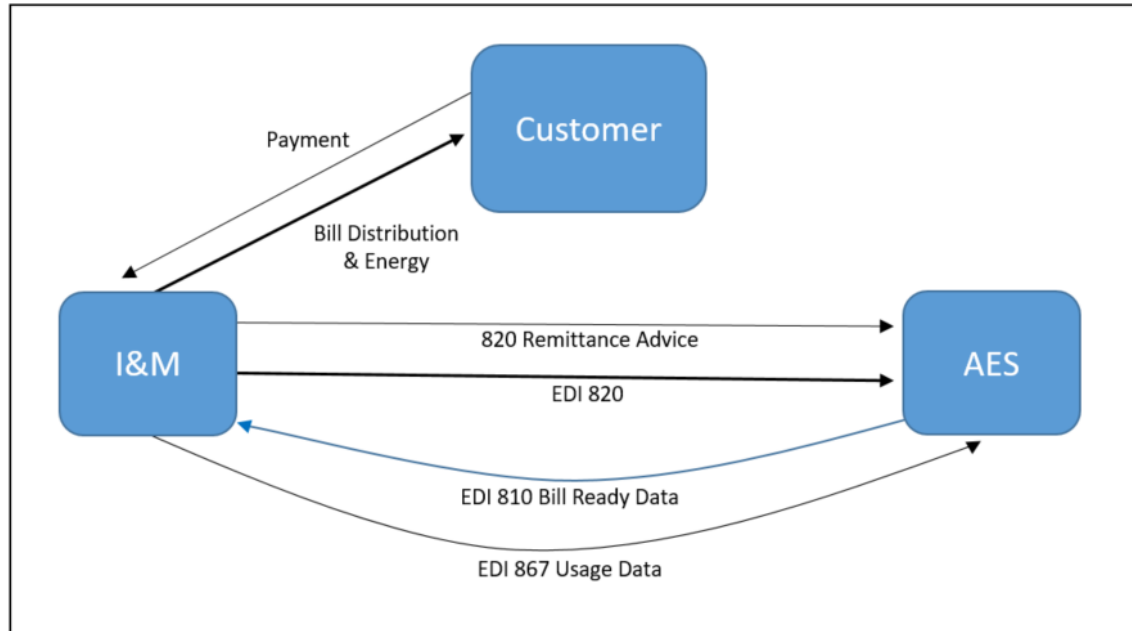
8.3 I&M Consolidated Bill Ready

In this scenario, the AES will receive usage data via the EDI 867 transaction. In turn, I&M and the AES will each calculate its own charges. The AES will send its calculated Bill-Ready data to I&M to place on the customer's bill.

The AES will deliver Bill-Ready data to I&M for consolidated billing within three business days of receiving the usage (meter reading) data. If received after three business days, the Bill-Ready data will not be rejected; it will be held and presented on the next bill that generates. The EDI transaction business day ends at 5:00 p.m. Eastern Prevailing Time.

I&M will present the bill to our mutual customer. In addition, I&M will be responsible for receiving payments from the customer and forwarding payments to the AES. After a customer pays I&M, I&M will transfer payment electronically via an EDI 820 file within 3-4 banking business days to the bank account specified by the AES, as well as transmit an EDI 820 transaction (with detail account level information) to the AES EDI vendor. See Diagram 2 below.

Diagram 2. I&M Consolidated Bill-Ready



8.4 Bill Method Change

To change the bill method from dual billing to bill-ready, the AES must submit the appropriate completed and signed form request to MichiganChoiceOperations@aep.com.

8.5 Write-Offs

I&M will notify the AES when the company will no longer attempt to collect payment on behalf of the AES for Consolidated Bill-Ready billed accounts. A Write-Off will be accomplished with an EDI 248 transaction set.

After an AES has received or initiated a drop (e.g., by customer request, by enrolling with another AES, or as the result of closing an account), I&M will continue to collect and forward payments to the AES until the write-off date. For closed accounts, the write-off date is 35 days after the close order has been processed. For AES charges, the write-off date is two bill cycles following the liability end date.

I&M will continue to accept AES charges or adjustments on an EDI 810 invoice transaction until the write-off date. If an adjustment is received prior to the scheduled write-off date, the write-off date will re-set and bump out to allow two full bill cycles. No 810 invoice transactions will be accepted after the write-off date.

If there is a change in usage after the write-off date, I&M will send corrected usage as a cancel/rebill to the AES via an EDI 867 transaction. I&M will not automatically cancel the AES original charge, and we will not accept an 810 to re-bill for the AES. The purpose of the 867 transaction is to alert the AES in case the billed usage changes for a period that may need to be rebilled by the AES. I&M will not auto-cancel any AES 810 in these instances.

I&M does not include negative transactions (chargebacks) on the 820 for adjustments done after the write-off/FRED date for service periods prior to the expired liability.

The amount written off will appear on the customer's I&M bill as "Transfer to Previous Provider to Collect." See sample below.

Meter Number	Cycle-Route	Bill Date
[REDACTED]	12-02	Feb 18, 2014
Previous Charges:		
Total Amount Due At Last Billing		\$ 452.36
Payment 02/14/14 - Thank You		-385.00
Transfer To Previous Provider To Collect		-316.94
Payment Agreement Installment Due		12.71
Previous Balance Due		\$ -236.87
Remaining Payment Agreement Amount		76.30

The write-off date will appear on the customer's I&M bill in the bill message section. See sample below.

For Billing, Outage or Service Inquiries,
 Call: 1-800-672-2231
 Pay By Phone: 1-800-611-0964

AEP [REDACTED] Messages

As of November 21, 2014, AEP will no longer remit payments to [REDACTED] for [REDACTED].

[REDACTED]

[REDACTED]

Contributor Invoicing Center

8.6 Payment Processing for Consolidated Bill Option

Partial payment from a customer shall be applied to the various portions of the customer's total bill in the following order:

- (a) prior Delivery, I&M Power Supply & Capacity charges;
- (b) current Delivery, I&M Power Supply & Capacity charges;
- (c) prior AES charges;
- (d) current AES charges;
- (e) other prior and current non-regulated I&M charges.

After a customer pays I&M, then I&M will transfer payment electronically via an EDI 820 file within 3-4 banking business days to the bank account specified by the AES, as well as transmit an EDI 820 transaction (with detail account level information) to the AES EDI vendor.

8.7 Bill Due Dates

For the AEP I&M Consolidated Billing Option, the AES must adopt the same bill due date as assigned by AEP I&M. The list of meter reading dates is available on the AEP I&M website at <https://www.indianamichiganpower.com/account/service/MeterReadingAnnualSchedule.aspx>

The AEP I&M bill is issued to the customer the day after the AES charge is applied to the account. AEP I&M's standard for due dates is as follows:

- Residential - 21 days following the date of transmittal
- General Service – 21 days following the date of transmittal
- Government Account – see your contract/agreement for due dates following the date of transmittal that can be up to 30 days.
- Due dates never fall on weekends or on I&M scheduled holidays.
- All checkless pay customer payments are automatically withdrawn from the customer's bank account on the due date.

8.8 I&M Levelized Payment Options

I&M offers customers Levelized Payment Options for utility charges only. This option, the Average Monthly Payment (AMP) Plan is outlined on our website at: <https://www.indianamichiganpower.com/account/bills/manage/LevelPayments.aspx>.

Customers seeking to enroll in a Levelized Payment option must do so by contacting I&M at the phone number provided on the customer's bill.

If an AES wants to offer an AES levelized plan for generation charges for an I & M consolidated billed customer, I&M will not keep records or provide an account balance for an AES levelized plan. The AES must indicate the amount to be billed on the 810 transaction and forward, as a bill message, any account balance details to be conveyed to the customer. For additional information please contact michiganchoiceoperations@aep.com.

8.9 Disconnection of Service for Non-Payment

I&M may elect to disconnect service for nonpayment of its charges according to the regulations set forth by the MPSC and as set forth in the Terms and Conditions of Open Access Distribution Services. I&M cannot disconnect for non-payment of AES charges per MPSC rules.

8.10 Bill Messages on Indiana Michigan Power Bill

The AES understands and agrees that it will not send to I&M via the EDI 810 transaction an AES marketing message of any type to present on a customer's I&M consolidated bill. I&M will take reasonable efforts to display on the consolidated bill any messages pertaining to AES charges and those messages required by regulatory or governmental agencies.

If the inclusion of I&M bill messages requires an additional billing page, the AES may be charged for the incremental costs incurred to produce and deliver the bill.

The number of AES bill messages per monthly bill will be limited to three with a length of 80 characters each. These bill messages will be transmitted to I&M via the EDI 810 transaction.

8.11 Bill Formats

Examples of different bill formats are listed below.

- Sample 1: Bill is for those customers who receive an I&M Standard Service Offer bill. See sample 2 page bill on the following pages.

Please note that the SDI number can be found under the "Current I&M 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 I&M charges as well as AES charges will be grouped with the appropriate SDI number.

Please read the callouts shown on the left side of the bill for more detailed descriptions of the billing format.

Sample 1 – I&M Standard Service Offer

Due date, total amount due, billing date and account number

Page 1 of 2

INDIANA MICHIGAN POWER
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before **\$92.87**
June 15, 2018
Bill mailing date is May 23, 2018
Account #123-456-789-0-1

Customer name and Service Address → SERVICE ADDRESS: JOHN SMITH, 123 ANY STREET, BENTON HARBOR, MI 49022-9679
4317

JOHN SMITH
123 Any Street
BENTON HARBOR, MI 49022-9679

Notes from I&M:
The amount due will be automatically deducted from your bank account on **June 15, 2018** because you are enrolled in our checkless payment plan.

Usage History (kWh):

Month	Usage (kWh)
May 2017	~100
Jun 2017	~120
Jul 2017	~150
Aug 2017	~200
Sep 2017	~150
Oct 2017	~120
Nov 2017	~100
Dec 2017	~100
Jan 2018	~100
Feb 2018	~100
Mar 2018	~100
Apr 2018	~100
May 2018	~150

Account Summary and Usage History See also page 2 →

Current bill summary:
Billing from 04/24/18 - 05/23/18 (30 days)

Taxes & Fees \$3.54
Monthly Service Charge \$7.25

kWh
594
\$92.87
Current Charges

Electric Service \$82.08

Methods of Payment

- indianamichiganpower.com
- PO Box 24407
Canton OH 44701-4407
- 1-800-611-0964

Need to get in touch?
Customer Operations Center: 1-800-311-6424

Customer inquiries →

Send Inquiries To:
INDIANA MICHIGAN POWER
PO BOX 24401
CANTON, OH 44701-4401

Payment options by mail, phone, or online →

Make check payable and send to:
INDIANA MICHIGAN POWER
PO BOX 24407
CANTON OH 44701-4407

Do Not Pay This Bill

Auto-withdrawal scheduled on 06/15/2018

Sample bill page 2 of 2 on next page



Service Address:
JOHN SMITH
123 ANY STREET
 BENTON HARBOR, MI 49022-9679
Account #123-456-789-0-1

Meter number, metered usage in kWh for service period, and next scheduled read date

Meter Read Details:

Meter #123456789					
Previous	Type	Current	Type	Metered	Usage
18528	Actual	1902	Actual	594	594 kWh
Service Period 04/23 - 05/23				Multiplier 1	
Next scheduled read date should be between Jun 20 and Jun 25.					

Notes from I&M:

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 indianamichiganpower.com.
 The Michigan Public Service Commission's Annual Renewable Energy Report to the Legislature can be accessed at the following internet link:
www.michigan.gov/documents/mpsc/implementation_of_PA295_renewable_energy_40635_7.pdf

Due date does not apply to previous balance due.

Register for online services at www.IndianaMichiganPower.com. Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ 118.40
Payment 05/16/18 - Thank You	-118.40
Previous Balance Due	\$.00
Current I&M Charges	
Tariff 016 - Residential Service 05/23/18 Service Delivery Identifier: 0000000000000000	
Power Supply Services	\$ 55.86
Power Supply Cost Recovery	2.94
Rate Realignment Surcharge/Credit	.25
Delivery Services	16.99
Monthly Service Charge	7.25
Nuclear Decommissioning Surcharge	.59
Energy Waste Reduction Surcharge	1.55
Renewable Energy Surcharge	3.00
Depreciation Credit	-.03
Low-Income Energy Assistance Fund	.93
State Sales Tax	3.54
Current Balance Due	\$ 92.87
Total Balance Due	\$ 92.87
The Amount Will Be Deducted From Your Bank Account On June 15, 2018.	

Previous charges and any activity on account since last statement. Current charge associated with the production and delivery of electricity.

Usage Details:



Usage Details include current charges and previous months usage in kWh, average daily cost, and average temperature

Chapter 9 – Metering

9.1 Guidelines for Meter Installation

- 1) All customers with peak monthly demands of 200 kW or greater in the past 12-month period who choose an AES must have interval metering and provide a dedicated phone connection. Receipt of a completed IDR request Form and payment is required prior to processing a switch for a customer that requires the IDR metering.
- 2) Customers that operate generation in parallel with the utility system (on-line synchronous operation, but not emergency stand-by) must provide I&M with access to hourly interval output measurements from meters/recorders meeting the requirements for accuracy and remote access.
- 3) All interval meters must meet ANSI C12.1 Standards and any statewide standards established in the future.
- 4) All AES shall comply with the Supplier Terms and Conditions of Service in I&M's Open Access Distribution Tariff Book.
- 5) The AES should request meter upgrades or exchanges prior to the customer's enrollment in the customer choice program.

9.2 Meter Ownership Information

All metering and billing services will be provided by I&M whenever the customer takes service on an Open Access Distribution or Standard Service Tariff.

- I&M will install all necessary interval metering.
- The customer will be responsible for the costs associated with the installation of the interval metering.
- I&M will select the meter type used for all new and replacement installations.

9.3 Meter Testing and Maintenance

Please refer to the Meter Accuracy and Test Provisions of the I&M Terms and Conditions of Service.

9.4 Meter Costs

Meter Upgrade: Digital cell phone interval data recorder one-time charge - \$750.00.

Service Performed:	Connect phone line to meter	\$54.00
	Perform manual meter reading	\$40.00
	Check phone line	\$45.00

9.5 Meter Investigation Orders

AES or customer initiated investigation orders can be processed by the I&M Customer Solutions Center (1-800-311-6424). 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:

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

9.6 Standard Meter Specifications

The standard residential meter is a General Electric single phase, model I70S. The standard commercial meter is a General Electric polyphase model KV, which comes in both self-contained and transformer rated versions.

9.7 Combination Meter Specifications

The standard combination meter is a General Electric single phase, model KVS. The standard combination commercial meter is a General Electric polyphase model KV, which comes in both self-contained and transformer rated versions. The meters must be programmed with the proper block demand interval.

9.8 Interval Metering Specifications

The standard interval meter can be either a General Electric single phase, type KVS, or a General Electric polyphase type KV. The GE KV comes in both self-contained and transformer rated versions. The meters must be programmed with the proper interval length, reactive channel, remote interrogation and all appropriate software switches. In addition, the model and load profile board/software switch must be added.

All interval meters are required to have a cellular or hard-wire telephone line for remote interrogation in order for the customer to take service from a AES. Expenses associated with the installation of this telephone line are the responsibility of the customer.

9.9 Abnormal Conditions

The AES or Customer shall report to I&M any abnormal conditions at the customer's site including equipment malfunction, theft, etc.

Chapter 10 – Settlements and Transmission Related Services

10.1 PJM Agreements

Eligible retail consumers and AES participating in the I&M Customer Choice Program will interact with PJM Interconnection, LLC (PJM), to arrange transmission services and deliver electricity to loads in the I&M 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 to transmission customers will be provided in accordance with the Terms and Conditions of the PJM Open Access Transmission Tariff (OATT) available at <http://www.pjm.com/documents/agreements.aspx>. More information about transmission settlements can be found in the I&M Transmission Settlements information.

This chapter of the AES 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 AES use this site as the definitive source of current OATT provisions and business practices. This site is located at <https://esuite.pjm.com/mui/index.htm>.

10.2 PJM Billing

The AES is responsible for all energy, transmission and transmission-related ancillary service charges and credits as a Load Serving Entity in PJM Interconnection LLC. As an FRR Entity in PJM, capacity is provided by Indiana Michigan Power Company at rates approved by the Michigan Public Service Commission. More information about transmission settlements can be found at <https://www.indianamichiganpower.com/account/service/choice/serviceProviders.aspx>.