



A unit of American Electric Power

Indiana Michigan Power Company

Supplier Handbook

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CHAPTER 1 - INTRODUCTION

1.1 Purpose of This Document

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 Structure of this Handbook

Chapter 1 - Introduction

This chapter 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 - Service Provider Requirements

This chapter describes the requirements for Supplier Certification and Registration and provides information regarding Electronic Data Interchange.

Chapter 4 - Customer Enrollment

Chapter 4 provides specific guidelines regarding the enrollment of customers.

Chapter 5 - Billing

After describing the various billing options, the chapter provides detail regarding the activities required to support the billing process.

Chapter 6 - Metering

The Metering chapter provides information regarding meter installation, specifications, exchanges and upgrades.

Chapter 7 - Meter Data Management

Information regarding meter reading and data retrieval is described in this chapter.

Chapter 8 - Transmission and Related Services

An extensive description of the transmission services that are provided to customers is detailed in this chapter.

1.3 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, this handbook may contain inaccuracies or inconsistencies. If you believe that there are inaccuracies or inconsistencies, please contact Indiana Michigan Power Company AES Support

INDIANA MICHIGAN POWER COMPANY IS NOT LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, INCIDENTAL 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 Supplier Handbook has been developed to communicate critical information regarding participation in Indiana Michigan Power Company's (I&M) Customer Choice Program.

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

- Understand how to become certified with the Michigan Public Service Commission (MPSC) and registered as a AES Provider with I&M
- Enroll customers to receive your services
- Schedule and deliver energy in I&M's service territory
- Understand how disputes with I&M will be resolved
- Clarify load profiling and the settlement process

2.2 Overview and Introduction of Program

The success of Michigan 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's.

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

Alternative Electric Suppliers and Aggregators must apply for, and be granted a certification to operate, by the Michigan Public Service Commission. AES's who wish 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 paragraph 2.4).

Alternative Electric Supplier's

I&M is the "Electric Distribution Utility" (EDU). You are the "Alternative Electric Supplier" (AES).

2.3 Contact Information

To register as an AES with I&M, please contact I&M AES Registration Support:

- Contact: James Purdy
- Email: jbpurdy@aep.com
- Phone: 614-716-1490
- Fax: 614-716-3388

General questions or concerns should be sent by email to:

Michiganchoiceoperations@aep.com

Written Correspondence may be sent to:

Randall L. Miller

C/O Indiana Michigan Power

AES Support

52807 US 131 N.

Three Rivers, MI 49093

Please visit the I&M website at: <http://www.indianamichiganpower.com> for additional information on Michigan Customer Choice.

2.4 Additional Information Sources

Michigan Public Service Commission

- Phone: (517) 241-6180
- Written Correspondence: P.O. Box 30221

Lansing, MI 48909

MPSC Michigan Choice Website:

http://www.michigan.gov/mpsc/0,4639,7-159-16377_17111---,00.html

Chapter 3 - Service Provider Requirements

3.1 Supplier Registration and Certification Requirements

I&M requires the completion of the following documents and agreements for an AES. The instructions for completing and handling these forms and agreements are included with each document. AES's 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>

AES registration requirements:

Forms

- Provider Registration Application and \$100.00 Registration Fee
- Trading Partner Set-up Form
- Trading Partner Certification Checklist
- W-9 form only if utilizing AEP Consolidated Billing option
- EFT Trading Form only if utilizing AEP Consolidated Billing option

Agreements

- I&M/AES Agreement and any applicable addendums
- EDI Trading Partner Agreement
- Executed Membership and Agreement with PJM Interconnection, LLC for transmission services
- If Collateral required, approved financial Instruments executed
- Billing Addendum only if utilizing AEP Consolidated Billing option

3.2 Provider Registration Application

The registration package must be completed in its entirety and submitted to I&M AES Support.

3.3 Michigan Public Service Commission Licensing

MPSC license and certification requirements can be found at the following link:

<http://www.dleg.state.mi.us/mpsc/electric/restruct/esp/>

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 creditworthiness 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 Financial Credit Requirements

I&M requires an appropriate level of financial security, which may be provided by one of the following. The provider must use the I&M approved format for these financial instruments. These documents are available on I&M's website at <http://www.indianamichiganpower.com>.

Irrevocable Letter of Credit

Surety Bond

Corporate Guaranty Agreement

Cash Deposit

Cash deposits must be received and funds deposited in I&M's account before registration will be granted. Checks should be made payable to I&M.

3.6 Business Process

Alternative Electric Supplier Providers Will:

- Obtain affirmative authorization from customers for customer enrollment and release of historical usage information.
- Exchange information electronically with I&M for enrollment, discontinuance of service, 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.

I&M will:

- Provide customers with a list of certified AES's registered with I&M on the company website.
- Provide customer information to AES's as allowed for per MPSC rules and when not restricted by the customer.
- Exchange information electronically with AES's for enrollment, changes or discontinuance of service, etc.
- Maintain an Internet site for Michigan Customer Choice information.
- Provide appropriate load profiles to AES's.
- Render a bill to the customer for Distribution services utilizing dual billing.
- Provide a point of contact to the AES's 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.
- Collect taxes on the Distribution services provided and submit the information to the appropriate taxing authority where applicable.

3.7 EDI Implementation Guidelines

Not available at this time

3.8 Transaction Requests

Enrollment

The following procedures will be used for customer enrollments, switches and changes to customer data.

- AES enrolls customer for generation and transmission services
- Customer provides written 90 day notification if required by current tariff.
- Customer switches to a new AES
- Customer cancels AES switch
- Customer or AES initiates drop
- Customer contacts I&M to drop AES and return to Standard Service Tariff

Customer Account Maintenance

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

Historical Usage Requests

The AES may request historical usage for a customer. An AES can request historical usage before or after enrollment using an email request to michinganchoiceoperations@aep.com.

By nature of the submission of the historical usage request, the AES attests that they have in their possession a customer signed letter of authorization for the release of this information, and will be able to produce such signed document to the MPSC, should the customer file a complaint.

The non-interval historic usage data provided will contain monthly summary values for the previous 12 months. No more than 12 months of data will be provided. If I&M does not have 12 months of data for the customer, I&M shall send the AES data for the number of months available for the current customer.

Interval kWh only historic usage data, if available, will be provided via michinganchoiceoperations@aep.com. If the AES wishes to receive historic interval usage data where available it will be provided for a specified fee per Service Delivery Identifier (SDI) number, for 12 months of data, or whatever portion of 12 months data is available. Interval data will only be provided for SDI's where interval data is used for billing.

The AES shall contact I&M AES Support to provide appropriate billing details and email addresses as to where the AES wants the information delivered in a spreadsheet. A blanket purchase order can be set up and used for the billing otherwise it will be billed individually per each request.

Once the billing information is set up, an email requests to michinganchoiceoperations@aep.com which must contain the SDI number, customer name, and a statement of agreement to pay the fee, along with a customer signed letter of authorization to release the information can be made.

CHAPTER 4 – CUSTOMER ENROLLMENT

4.1 Enrolling Customers into I&M Customer Choice.

Customer enrollment requests can be made using the enrollment form found at: <https://www.indianamichiganpower.com/service/choice/Enrollment.aspx>. These forms are to be submitted only by licensed AES's registered to operate in I&M territory. The AES will be responsible for submitting a complete Customer Enrollment Form 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 customer written notification prior to moving to Customer Choice. A sample 90 day letter can be found on the I&M website. Please contact AES Support if you have any questions.

4.2 Synchronization List – Alternative Electric Supplier (AES) Customers Served:

This is provided in an electronic format and only on request from the AES.

4.3 Use History Request

The customer's authorization is required to release use history information on the account to an AES unless the customer has enrolled with the provider, or the AES Provider is fully registered with I&M. By nature of the submission of a historical usage request through Michiganchoiceoperations@aep.com, the AES Provider attests that they have in their possession a customer signed letter of authorization for the release of this information, and will be able to produce such signed document to the MPSC, should the customer file a complaint.

The AES can submit a request for use history at Michiganchoiceoperations@aep.com.

An AES can request historical usage before or after enrollment.

The non-interval historic usage data provided will contain monthly summary values for the previous 12 months. No more than 12 months of data will be provided. If I&M does not have 12 months of data for the customer, I&M shall send the AES data for the number of months available for the current customer.

Interval kWh only historic usage data, if available, will be provided. If the AES provider wishes to receive historic interval usage data on other metering where available, it will be provided for a specified fee per Service Delivery Identifier (SDI) number for a 12 month period, or any period up to 12 months where data is available, and must be accompanied by a customer signed letter of

authorization to release the information. Interval data will only be supplied where that data is used for billing purposes.

The AES shall contact I&M AES Support to provide appropriate billing details and email addresses as to where the AES wants the information delivered in a spreadsheet. A blanket purchase order can be set up and used for the billing otherwise it will be billed individually per each request.

Once the billing information is set up, an email request to Michiganchoiceoperations@aep.com must contain the SDI number, customer name, and a statement of agreement to pay the fee can be made.

4.4 Customer Information

The customer's authorization is required to release any account data prior to enrollment with the AES or prior to the fully completed registration with I&M. A registered AES can submit a historic usage request. By nature of the submission of the historical usage request, the AES attests that they have in their possession a customer signed letter of authorization for the release of this information, and will be able to produce such signed document to the MPSC, should the customer file a complaint.

4.5 Customer Switches

All switches must be performed using a Direct Access Service Request (DASR) form and received at least 15 calendar days prior to the next regularly scheduled meter reading date.

The effective time of the switch is 2400 on the scheduled meter read day. This means the new supplier will begin scheduling supply the day after the meter read date for hour one.

Postdated or predated customer switches will not be accepted.

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.

I&M will accept the first valid switch request from a customer for a certain effective date, and will reject all subsequent switches within the same switch cycle.

If a switch is rejected because it was not the first received, then the AES must resubmit the switch request to become effective at the following scheduled meter reading date.

Customers may switch no more often than once per month to a new AES.

A switch fee of \$5.00 will be assessed for every switch by Service Delivery Identifier (SDI).

The \$5.00 switch fee applies to all switches that are voluntarily made by the customer, and the switch fee will be billed to the customer.

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

4.6 Identification Numbers

Customers will provide their current Service Delivery Identifier (SDI) number to the AES for enrollment and account identification purposed. The AES will be responsible for submitting a complete Customer Enrollment Form to I&M. The SDI will be used in all interactions between I&M and the AES.

Service Delivery Identification Number

The Service Delivery Identification Number (SDI) will be used in lieu of a customer account number for all transactions with I&M. The SDI number is assigned first to a specific premise (physical location), and second at the tariff level. The relationship of the SDI to the customer account number is a “many to one” relationship. It is possible that multiple SDI’s belong to one customer account number. All SDI’s 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 provider 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.

Some Illustrative Examples of Multiple SDI’s:

A premise location where there is a meter and a non-metered load such as an outdoor light, would have two SDI’s, since each of these are billed on a different tariff.

If there are two or more meters at a premise location, but both are on the same tariff, there would be only one SDI.

If there are two meters, and each is billed on a separate tariff, such as in the case of a residence and a separate garage or barn, there would be two SDIs, because there are two tariffs.

If there is a meter and three different types and sizes of outdoor lights at a premise, each type and size of light would be billed under a separate tariff. Add in the metered tariff, there would be four SDI’s for this premise. If this same account, had multiple numbers of lights such as two 175-Watt Mercury Vapor enclosed lights, three 100-Watt High Pressure Sodium enclosed lights, and one 400-Watt High Pressure Sodium Floodlight, there would be four SDI’s. The quantity of outdoor lights does not matter as the tariff is based on the size and type. So both 175-Watt Mercury Vapor enclosed lights would be covered by one SDI. The same would be true of the three 100-Watt High Pressure Sodium lights, which would be covered by one SDI. The one 400-Watt High Pressure Sodium Floodlight would also have an SDI, since it has a unique type and size.

Service Delivery Identification Number Format

The SDI 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 Operating Company D.O.E. number
8 - 9 (2 characters)	I&M Operating Company Code*
10 - 17 (8 characters)	Randomly generated number within the Company partition

*The operating company code for Indiana Michigan Power is 04.

4.7 Customer's Right to Rescind & Dispute Resolution

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 to object and cancel the switch. Should a customer object, the AES will receive a notification of drop prior to the effective date of the switch.

CHAPTER 5 – BILLING

5.1 Billing

Billing in the Choice era involves at least two principal components (energy service & delivery) with, usually, two distinct business entities. Accordingly, the processes of acquiring, developing and presenting billing data are considerably more complex, as described in this section.

I&M currently only supports dual billing.

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,
- Presentation of the charges to the customer on two separate bills. One from I&M for Distribution charges and the other from the AES for energy supply charges.

5.2 Dual Billing

The AES will receive usage data via interaction with I&M. In turn, each party will calculate its own charges. I&M and the AES will then present their own charges to the customer. Each, in turn, will be responsible for collecting payment for their services from the customer.

5.3 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 <http://www.indianamichiganpower.com>

5.4 Terms and Conditions

Terms and Conditions of Service are available through <http://www.indianamichiganpower.com> or I&M AES Support.

5.5 Provider Dispute Resolution

The procedures set forth by the MPSC apply to address complaints alleging violations or disputes.

5.6 Dispute Resolution Procedure

If I&M and the AES are unable to resolve a dispute under this Dispute Resolution Procedure, either party may file the dispute with the appropriate regulatory authority for formal resolution. This Dispute Resolution Procedure shall not be interpreted to limit the right of any party to file an appropriate complaint or request for relief with a regulatory authority of competent jurisdiction under any relevant provisions of applicable state or federal law.

5.7 Equal Payment Plan Processing

I&M will continue to offer the Equal Payment Plan (“Budget Billing”) for distribution charges only as provided for in its Terms and Conditions of Open Access Distribution Service. Customers seeking to enroll in the Equal Payment Plan for their distribution charges must do so by contacting I&M.

5.8 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 Provider charges per MPSC rules.

CHAPTER 6 – METERING

6.1 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 analog phone line. 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 per this chapter 6.
- 3) All interval meters must meet ANSI C12.1 standards and any statewide standards established in the future.
- 4) All AES's shall comply with the Supplier Terms and Conditions of Service in I&M's Open Access Distribution Tariff.
- 5) The AES 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 services will be provided by I&M whenever the customer takes service on a 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.

6.3 Meter Testing & Maintenance

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

6.4 Meter Calibrations

Information provided upon request. Please contact I&M AES Support.

6.5 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	\$40.00

6.6 Meter Investigation Orders

AES or customer initiated investigation orders will be received 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

6.7 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.

6.8 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 GE meters must be programmed with the proper block demand interval.

6.9 Time of Use Meter Specifications

The standard time of use meter is a General Electric single phase, model KVS. The standard time of use commercial meter is a General Electric polyphase model KV, which comes in both self-contained and transformer rated versions. The GE meters must be programmed with the proper time of use schedule along with agreed upon holiday schedule and appropriate software switches.

CHAPTER 7 - METER DATA MANAGEMENT

7.1 Meter Reading Schedules

Current meter reading schedules may be obtained at the I&M website, <http://www.indianamichiganpower.com>.

7.2 Policy for Estimating Usage

Large Power/MV-90 VEE Process:

I&M will utilize the following automated validation process supported by the MV-90 system:

Pulses validity comparison – MV-90 will gather meter readings (actual, emulated or electronic) and apply the appropriate meter multiplier with any associated pulse offset constant which yields meter kWh. Total pulses multiplied by the appropriate pulse constant will yield pulse kWh. A comparison between meter kWh and pulse kWh will be done. Any differences, which exceed one time the meter multiplier, will normally be rejected and will require manual review (for some very high pulse rate installations, this “1 time” value may be increased as appropriate to insure routine accurate validation).

Interval # validity comparison – MV-90 will calculate the number of intervals expected based upon the provided start and stop dates/times and the interval/hour for the recorder in question. The expected interval will be compared against the found number of intervals. Any comparisons which do not compare exactly will be rejected and will require manual review.

I&M will routinely review translations which MV-90 automatically rejects. Should an extenuating circumstance exist that causes an automatically accepted translation to be suspect, I&M will conduct the appropriate manual review.

Any translations that require manual review will likely initiate some investigation. This may include investigation by the appropriate measurements group, the appropriate telecommunications group, the appropriate station/line group, investigation in the accounting customers services system and/or other groups which provide information. Corrective action necessary in the field will be initiated as a result of the review.

Based upon the information gained, the particular data problem, and the recommendation of the MV-90 specialist doing the editing/estimation, appropriate remedial action will be taken.

Generally speaking, a few hours of missing or erroneous data will be manually inserted appropriately (with the accuracy of the magnitude and time correctness being strived for).

Missing or erroneous data greater than a few hours will be estimated using standard MV-90 estimation processes. Where possible, the estimated data will be balanced to a corresponding meter kWh.

Estimating

The I&M MV-90 specialist will have the discretion as to what editing/estimation process is to be used to provide the best possible result with a reasonable amount of effort. This is a “judgment” area, which is influenced by the knowledge and experience of the specialist, and available information regarding the given situation.

One of the options available for estimation is the MV-90 plugging process. This plugging process spreads kWh energy using a model period of data. The MV-90 specialist doing the estimation will determine the choice of the model data and the model data period.

Another option available in MV-90 is the copy routine. The copy process uses a model period of data and can be scaled using a scaling factor. This scaling factor will prorate the model period of data to a given kWh. The choice of the model data and data period is at the discretion of the specialist doing the estimation.

7.3 Telemetry Reading Options

Procedure

The meter interrogation will follow the current schedule.

Information Transfer

Meter reading information will be transferred to the AES on a billing cycle frequency.

CHAPTER 8 - TRANSMISSION AND RELATED SERVICES

8.1 Interconnection Information

Eligible AES's will interact with PJM Interconnection, LLC (PJM) for transmission service to arrange transmission services and deliver electricity to loads in the I&M service area. PJM manages the transmission grid and the wholesale electricity market that serves I&M territories.