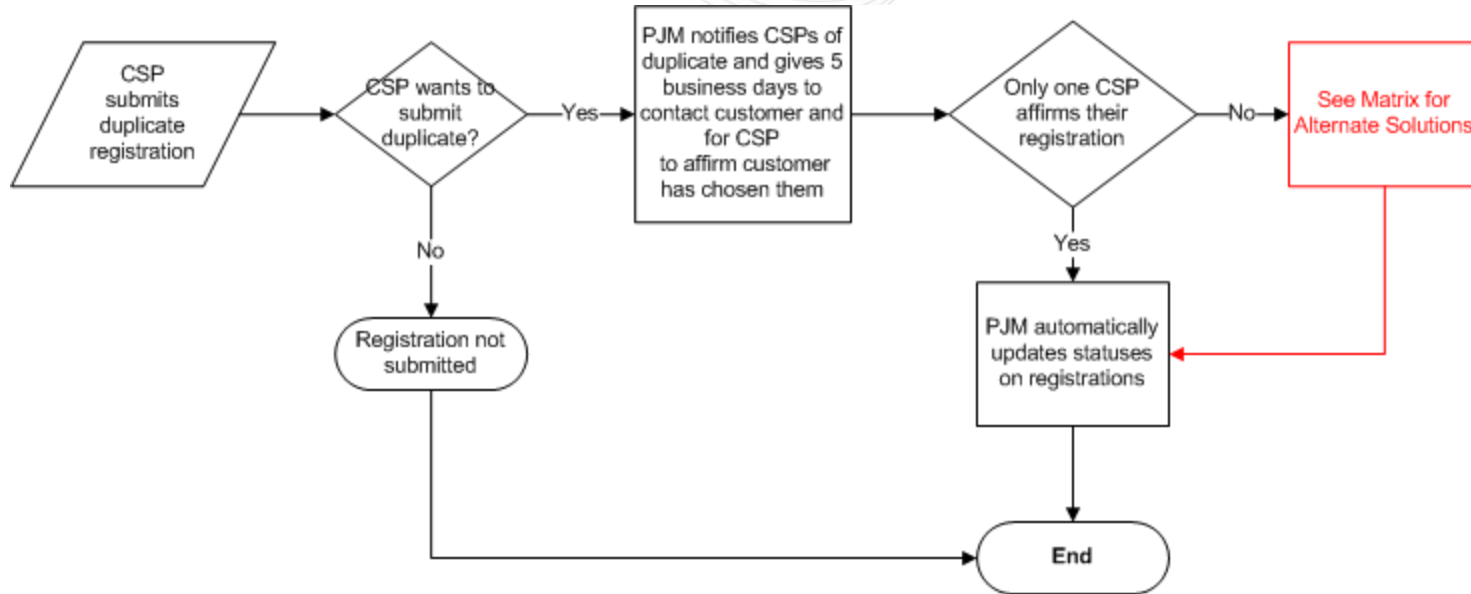


Duplicate Registration Process

DRS
July 9, 2012

Alternative 1:



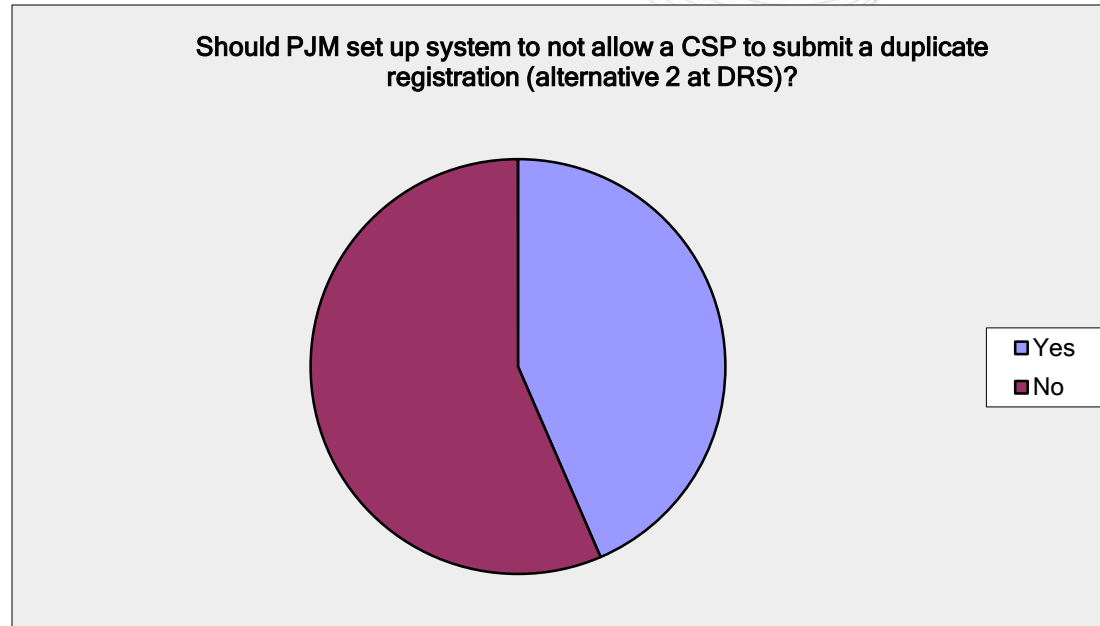
Alternative 2:



Solutions Matrix (Duplicate Resolution Process)

Design Criteria	A	B	C
Both CSPs affirm that customer chose them	Keep the registration with the oldest contract date (customer signed first)	Keep the registration with the newest contract date (customer signed last)	Terminate both registrations until customer resolves and then appropriate CSP may resubmit
Neither CSPs affirm that customer chose them	Keep the registration with the oldest contract date (customer signed first)	Keep the registration with the newest contract date (customer signed last)	Terminate both registrations until customer resolves and then appropriate CSP may resubmit

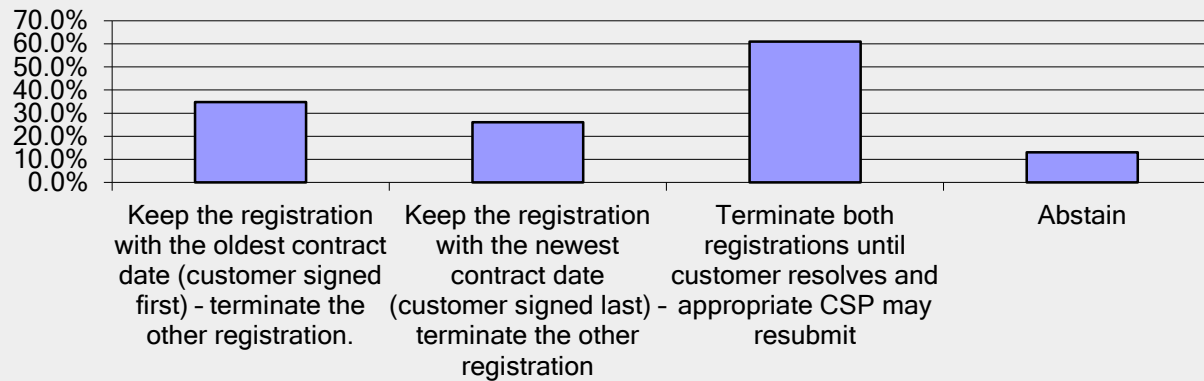
Question 1:



Answer Options	Response Percent	Response Count
Yes	43.5%	10
No	56.5%	13
<i>answered question</i>		23
<i>skipped question</i>		0

Question 2:

If CSP is allowed to submit a duplicate registration in system and both CSPs affirm that the customer choose them, then can you live with the following business rules that PJM will use to determine how to resolve (pick all choices you can live with):



Answer Options

Keep the registration with the oldest contract date (customer signed first) - terminate the other registration.

Keep the registration with the newest contract date (customer signed last) - terminate the other registration

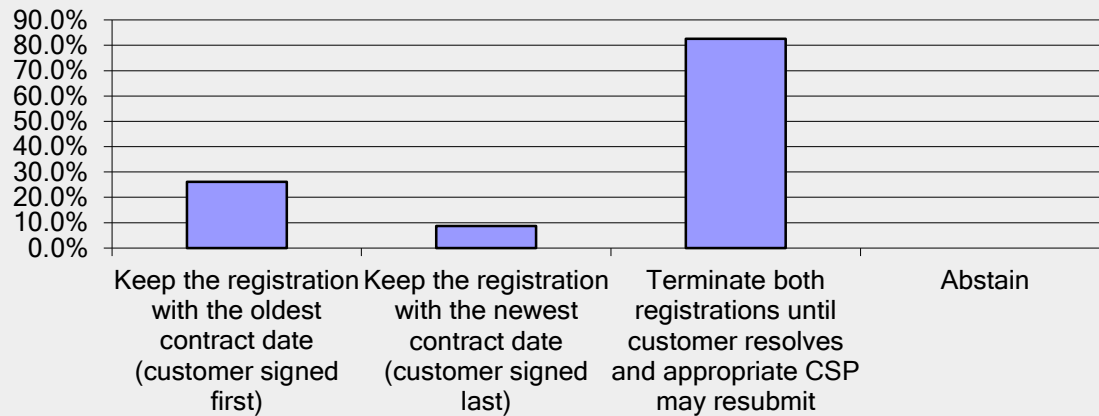
Terminate both registrations until customer resolves and appropriate CSP may resubmit

Abstain

Response Percent	Response Count
34.8%	8
26.1%	6
60.9%	14
13.0%	3
answered question	23
skipped question	0

Question 3:

If CSP is allowed to submit a duplicate registration in system and neither CSP affirms that customer choose them, then can you live with the following business rule to resolve the issue (pick all you can live with):



Answer Options

- Keep the registration with the oldest contract date (customer signed first)
- Keep the registration with the newest contract date (customer signed last)
- Terminate both registrations until customer resolves and appropriate CSP may resubmit
- Abstain

Response Percent	Response Count
26.1%	6
8.7%	2
82.6%	19
0.0%	0

<i>answered question</i>	23
<i>skipped question</i>	0