Duplicate Process

DRS
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• 93 unique customers involved in duplicate process
• Number of times a customer went through duplicate process:

<table>
<thead>
<tr>
<th>Number of times in Duplicate Reviews</th>
<th>Number of Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>75</td>
</tr>
<tr>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
</tr>
</tbody>
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• Registrations confirmed for year: 13,433. with 0.69% involved in duplicate review process
• PJM involved in duplicate process— 11 customers (11.8% of duplicates)
Number of Duplicates Submitted by Week
CSP duplicate registration escalated to PJM to resolve:
- All CSPs produced signed contracts immediately
- Most customers “forgot” they had signed multi-year contract more than 1 year ago
- Most needed time to consult with both CSPs and attorneys
- All customers were aware that they had 2 CSPs
Known Issues

- Registrations marked “Completed” can be terminated by process (both CSPs affirm).
  - May have eRPM transactions that need to be unwound first
- One CSP suggested they need more time to resolve after 2nd CSP affirms to allow resolution before system automatically terminates both registrations
- A couple of CSPs mentioned it is difficult to figure out who other CSPs is so they can call and work out.