

Introduction

The **Change Control** process outlined herein accomplishes the Electronic Business Transaction Working Group's objective of establishing a change control process that accommodates the approved changes within the New Hampshire Electronic Business Transaction (EBT) standards.

It is anticipated that the EBT standards will be expanded and modified to accommodate market or regulatory requirements on an ongoing basis. It is understood that **Change Control** is vital in order to allow the market to function successfully on a daily basis. Each participant will rely on established, documented and tested transactions, yet must have a process by which to modify, test and implement changes in an efficient, effective, timely, and well-coordinated manner. This change control document provides the process by which changes to the EBT standards may be discussed, reviewed, accepted and implemented.

In order to accommodate the Change Control Process, the EBT working group will maintain, publish, and post the EBT standards and the ongoing modifications / enhancements to the EBT standards. The EBT working group will notify the designated technical and business contacts of anticipated modifications or enhancements to the EBT standards and of the anticipated timing thereof.

A consolidated new release of the EBT standards will be published and electronically posted at 180-day intervals. The consolidated new release publication will encompass each change implemented during the prior 180-day period and will be forwarded to the PUC.

The EBT working group will meet on a regular basis and will continue to be comprised of competitive supplier and distributor representatives

As new modification and enhancements are introduced to the group, the proponent of said modification / enhancement should strive to build consensus for the change among all participants. This is important for the market to move forward, to maintain viable regional standards, to merge EBT standards with regional and national standards, and to reduce the overall operating costs, for both suppliers and distribution companies.

Priority Classifications

All modifications and enhancements should be classified in one of the following three categories:

Emergency Priority, (Changes must be implemented within 10 days or as otherwise directed by the EBT working group.)

High Priority, (Changes/Enhancements implemented within 30 days, the Next Release,

or as otherwise directed by the EBT working group.)
Low Priority, (Changes/Enhancements implemented no earlier than 90 days, Future Release, or as otherwise directed by the EBT working group.)

Emergency Priority

For a change to be classified as *Emergency priority*, the initiating party must demonstrate in writing to the EBT Working Group that:

The current EBT standards or EDI transaction sets cannot accommodate Customer Choice, and

If problem left unattended could have a detrimental affect to ALL EBT participants, or "Customer Choice" in general, and

bilateral agreements between Suppliers and Distribution Companies cannot solve the problem efficiently, and

An Urgent modification of the EBT Standards and/or EDI transactions is required, and This is not an attempt to streamline the EBT standards with other regional and national standards.

All EBT participants affected by the problem will accommodate said modification

In addition the initiating party must:

Document in advance the scope of the modification and the affected EDI transactions, and

Document why the modification should not be classified as Next Release or a Low Priority change, and

Provide cost justification if appropriate, and

Document the proposed amendments, provide a test plan, test cases, EBT documentation and EDI transaction sets. Document proposed amendment and publish the test plan, test cases, EBT documentation and EDI transaction sets. This documentation shall be presented to the EBT working group.

High Priority

For a change to be classified as *High priority*, the initiating party must demonstrate in writing to the EBT Working Group that the suggested modifications/enhancements: will better the industry as a whole, and

bilateral agreements between Suppliers and Distribution Companies cannot solve the problem efficiently, and

addresses immediate regulatory and competitive market issues and mandates, and affects all participants, and

Is not related to the effort to line up the EBT standards with similar regional or national standards.

In addition the initiating party must:

Document in advance the scope of the modification/enhancements and the affected EDI transaction sets, and

Document why the modification should not be classified as Low Priority, and
Provide cost justification if appropriate, and
Document the proposed amendments, provide a test plan, test cases, EBT documentation
and EDI transaction sets. Document proposed amendment and publish the test
plan, test cases, EBT documentation and EDI transaction sets. This
documentation shall be presented to the EBT working group.

Low Priority

For a change to be classified as future release *Low Priority*, the initiating party must
demonstrate in writing to the EBT Working Group that the suggested
modifications/enhancements:
will better the industry as a whole, and
bilateral agreements between Suppliers and Distribution Companies cannot solve the
problem, and
address immediate regulatory and competitive market issues and mandates, and
affects all participants, and

In addition the initiating party must:

Document in advance the scope of the modification/enhancements and the affected EDI
transaction sets, and
Document the proposed amendments, provide a test plan, test cases, EBT documentation
and EDI transaction sets. Document proposed amendment and publish the test
plan, test cases, EBT documentation and EDI transaction sets. This
documentation shall be presented to the EBT working group.

Notification Requirements

Emergency Priority

The party proposing the change / modification shall notify the EBT chairperson(s)
who will verify that the change / modification is an Emergency Priority in accordance
with the Change Control Process. The EBT Working Group Chairperson(s) or delegate
will notify by phone and/or e-mail all technical and business contacts, both Suppliers and
Distribution Companies, in as expeditious a manner as feasible.

High and Low Priority

The initiating party will notify by phone or email the EBT Chairperson(s) and all
technical and business contacts, both Suppliers and Distribution Companies, at least 30
days prior to the next scheduled EBT meeting. The EBT Chairperson(s) shall add the
change/modification request to the meeting agenda.