

Resolution Urging the Adoption of Testing Approaches to Assure Fair and Open Operational Support Systems and Electronic Data Interchange

WHEREAS, Operational Support Systems and Electronic Data Interchange (OSS/EDI) are key elements to the establishment of effectively competitive utility markets; and

WHEREAS, Competitive entrants to utility markets may face insurmountable obstacles unless OSS/EDI provide them fair and accurate nondiscriminatory information about customers and access to those customers; and

WHEREAS, Access to essential utility functions requires the provision of OSS/EDI on a fair and accurate nondiscriminatory basis; and

WHEREAS, While the best evidence of such access is through the demonstration of robustly competitive markets, testing may provide an alternative means of demonstrating that OSS/EDI are available on a nondiscriminatory basis; and

WHEREAS, Testing may also be a means of improving the OSS/EDI to assure continuing improvement in the provision of utility service; and

WHEREAS, Successful testing requires that the test be open (subject to the need to protect confidential or proprietary information and the integrity of the test), complete, free of bias, and measured against performance indicators, in a manner that is consistent with the appropriate qualitative and quantitative requirements of testing, and

WHEREAS, Regional testing may be appropriate for those OSS/EDI operated in contiguous States; *now therefore be it*

RESOLVED, That the Board of Directors of the National Association of Regulatory Utility Commissioners (NARUC) convened in its March 2000 Winter Meeting in Washington D. C., encourages public utility commissions to use testing to determine if access to OSS/EDI is fair and open; *and be it further*

RESOLVED, That the NARUC encourages public utility commissions to design tests which are open (subject to the need to protect confidential or proprietary information and the integrity of the test), complete, free of bias, and measured against performance indicators, in a manner that is consistent with the appropriate qualitative and quantitative requirements of testing; *and be it further*

RESOLVED, That the NARUC encourages public utility commissions to seek to determine through testing the causes of problems and to use testing to resolve and thereby improve OSS/EDI; *and be it further*

RESOLVED, That the NARUC encourages public utility commissions to coordinate testing on OSS/EDI on a regional basis when appropriate.

Sponsored by the Committee on Finance and Technology
Adopted by the NARUC Board of Directors, March 8, 2000.