

Appendix C— Training

Training Guide

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- II. DTE Restructuring Rules
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 - B. Certification
 - C. Registration
 - D. Shut Off/Deposits
 - E. Slamming
- III. Model Terms and Condition
 - A. Type of Services (daily/non-daily)
 - B. Sign up/Drop
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 - 4. Blocks
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 - E. Supplier
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- IV. Electronic Business Transactions (EBT) Overview
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- VI. Q&A