

## CONSOLIDATED BILLING BUSINESS PROCESSES (UTILITY RATE READY)

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*This document describes business processes associated with rendering consolidated bills for end use retail customers under the Utility Rate Ready Model. The scope of this document addresses processes associated with rendering a consolidated customer bill and transmitting an 810 Consolidated Billing Invoice to the ESCO. In developing these business processes, the New York EDI Collaborative reviewed the following documents:*

- June 30, 1999 Report of the New York EDI Collaborative
- 814 Enrollment Request & Response Business Processes Document (issued July 20, 2001)
- 867 Monthly Usage Business Processes Document (issued July 20, 2001)
- 814 Change (Account Maintenance) Business Processes (issued November 7, 2001)
- Order Resolving Petitions for Rehearing, issued and effective March 14, 2002 in Case 99-M-0631 - In the Matter of Customer Billing Arrangements and Case 98-M-1343 - In the Matter of Retail Access Business Practices
- Case 99-M-0631 and Case 03-M-0017, Order Relating to Implementation of Chapter 686 of the Laws of 2003 and Pro-ration of Consolidated Bills, issued and effective June 20, 2003
- Order Modifying Electronic Data Interchange (EDI) Standards and Uniform Business Practices, issued and effective May 19, 2006 in Case 98-M-0667 – In the Matter of Electronic Data Interchange and Case 98-M-1343 – In the Matter of Retail Access Business Practices
- Case 98-M-1343, Case 99-M-0631, and Case 03-M-0117, Order on Petitions for Rehearing and Clarification, issued and effective December 5, 2003.
- Case 98-M-1343 and Case 99-M-0631 and Case 03-M-0117, Order on Petitions for Rehearing and Clarification, issued and effective June 22, 2005.
- Account Receivables Advisement Business Processes – Utility Rate Ready Consolidated Billing Model, version 2.0 (issued May 19, 2006)
- Remittance Advice Business Processes – Utility Consolidated Billing, version 2.0 (issued May 19, 2006)
- NY TS568 Accounts Receivables Advisement Implementation Guide, version 2.0 (issued May 19, 2006)
- NY TS810 Invoice – Utility Rate Ready Consolidated Billing Implementation Guide, version 1.2 (issued July 19, 2006)
- NY TS248 Account Assignment Implementation Guide, version 2.0 (issued July 19, 2006)
- NY TS867 Monthly Usage Implementation Guide, version 2.2 (issued July 19, 2006)
- Order Taking Actions to Improve the Residential and Small Nonresidential Retail Access Markets, issued and effective February 25, 2014 in Case 12-M-0476 et.al.

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- Order Granting and Denying Petitions for Rehearing in Part, issued and effective February 6, 2015 in Case 12-M-0476 et.al.

### NOTES:

- Any item displayed under a Process component (i.e. rules, etc.) is also applicable for its sub-processes, unless otherwise noted.
- The source of various Process Rules listed in this document is indicated by the following annotations which precede each rule:

- UBP = NY Uniform Business Practices
- CR = Report of the NY EDI Collaborative
- CWG = Collaborative Work Group or Case 12-M-0476 EDI Working Groups
- [CWG][UBP (insert Section and paragraph cite)] = Collaborative Work Group clarification, interpretation or comment intended to accommodate Electronic Data Interchange. The following abbreviations are used for UBP Section references:

– DEF	Section 1 Definitions
– ELIG	Section 2 Eligibility Requirements
– CRED	Section 3 Creditworthiness
– CI	Section 4 Customer Information
– CSP	Section 5 Changes in Service Providers
– CINQ	Section 6 Customer Inquiries
– UI	Section 7 Utility Invoices
– DISP	Section 8 Disputes Involving Distribution Utilities, ESCOs or Direct Customers
– B&PP	Section 9 Billing and Payment Processing

- [HEFPA] = Modifications to the Uniform Business Practices adopted in orders issued in Case 03-M-0117 implementing Part 686 modifications to the Home Energy Fair Practices Act.
- A distribution utility and ESCO shall demonstrate the technical capability to exchange information electronically for their billing and payment processing options [B&PP B.8.].

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- For purposes of validating EDI transactions, the customer's utility account number (with check digit, if included) must be included on every transaction.
- Where the Utility Rate Ready consolidated billing arrangement is in place, an 810 Invoice is used by the Utility to transmit billing information to the ESCO.
- A separate 810 Invoice will be sent for each commodity (i.e. electric or gas).
- An 810 Invoice will contain:
  - Billing information or
  - Cancellation of a previously issued 810 Original Invoice.
- In this implementation, billed data is communicated in an 810 Original Invoice. This includes data for newly issued or adjusted charges. Cancelled charges are communicated in the 810 Cancel Invoice.
- The 810 Cancel Invoice is used to communicate the cancellation of charges associated with a corresponding 810 Original Invoice. It will communicate only charges associated with current charges billed for the period of the corresponding 810 Original Invoice that have been cancelled. Total balance due and budget plan detail sent in an 810 Original Invoice will not be transmitted in a cancel 810 transaction.
- The 810 Invoice will be sent within two business days of bill issuance or cancellation. For example, if the bill is issued or cancelled at 3:00 a.m. on Day 1, the Utility will send out the 810 Invoice by the close of business on Day 2. If the bill is issued or cancelled at 8:00 p.m. on Day 1, the Utility will send out the 810 Invoice by the close of business on Day 3.

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- Customer usage, billing, and credit data is to be considered confidential and may not be shared with anyone without the express authorization of the customer, unless disclosure is required by appropriate legal or regulatory authority or is authorized in accordance with the Uniform Business Practices to facilitate the customer's retail access or billing and payment choice. The same level of accountability for data confidentiality will apply to any third party data service providers engaged by an ESCO or Utility. Parties utilizing third party data service providers must ensure that such providers adhere to this confidentiality policy, for example, by incorporating express terms regarding data confidentiality in a Billing Service Agreement and/or Trading Partner Agreement. Delivery service billing data for customers with negotiated delivery contracts may not be disclosed without the utility's consent, except as otherwise required by appropriate regulatory and other legal authorities [see B&PP B.7.].

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<b>PROCESS NAME:</b>	<b>UTILITY PROCESSES CONSOLIDATED BILLS USING UTILITY RATE READY MODEL (PARENT PROCESS)</b>
<b>PROCESS DEFINITION:</b>	The process by which a Utility (billing party) uses usage data from the meter reading entity and billing related data previously provided by an ESCO to calculate its own charges as well as the ESCO's charges (non-billing party) and subsequently issue a consolidated bill to the end use Customer.
<b>TRIGGER(S):</b>	Usage that generates a bill.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Dependent upon the number of customers enrolled with the ESCO.
<b>PROCESS INPUTS:</b>	Usage information which can be Actual recorded usage obtained from the meter, or Estimated usage calculated at bill cycle or Customer read data; Utility Information; ESCO information; Customer Information; Service Information; Bill Information; ESCO Rate/Price Information.
<b>PROCESS OUTPUTS:</b>	Consolidated bill to end use customer displaying both Utility and ESCO charges for a billing period.

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<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• ESCO enters a Billing Services Agreement with the Utility and provides them with necessary generic information, for example ESCO toll free or local number for billing inquiries, as well as text messages to be displayed on the ESCO portion of the consolidated bill. This information is exchanged non-EDI.</li> <li>• ESCO transmits an EDI Enrollment or Change transaction to request Utility Rate Ready consolidated billing option for individual customers and provides rate/price information.</li> <li>• Utility validates request (customer eligibility factors, etc.) in accordance with Enrollment and Change transaction rules. (See applicable documents)</li> <li>• If a valid request, Utility establishes customer on the Rate Ready billing option and transmits a positive response to the ESCO.</li> </ul> <p>1.0 Utility Processes 810 Original Invoice to ESCO 2.0 Utility Processes 810 Cancel Invoice to ESCO</p>
<b>PROCESS RULES:</b>	<p>[B&amp;PP B.1.] A distribution utility shall offer to ESCOs without undue discrimination the billing and payment processing options available in its service territory.</p> <p>[B&amp;PP B.2.] A customer participating in a retail access program shall select from the billing and payment processing options offered by ESCOs.</p> <p>[B&amp;PP B.3.] A distribution utility shall allow its customers to select, through their ESCOs, one of the billing and payment options available in the distribution utility’s service territory.</p> <p>[B&amp;PP B.4.] An ESCO may offer to its customers billing and payment processing options available in the customer’s service territory and shall maintain or provide for the capability of issuing a separate bill for its services under the dual billing option. An ESCO customer may direct the billing party to send its</p>

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	<p>consolidated bills or dual bills to a third party for processing and payment.</p> <p>[B&amp;PP B.6.] A distribution utility or MDSP shall make validated usage information available to the billing and non-billing parties at the time that the distribution utility or MDSP determines that the information is acceptable.</p> <p>[B&amp;PP B.6. Footnote 14] A distribution utility or MDSP shall provide electronic interval data in summary form (billing determinants aggregated in the rating periods under a distribution utility’s tariffs) via EDI and, if requested, in detail via an acceptable alternative electronic format if retrieved from meters.</p> <p>[B&amp;PP B.9.] An ESCO shall provide 60 calendar days notice by mail, e-mail or fax to a distribution utility of any plan to offer a billing option that is not currently offered to its customers. The distribution utility may agree to a shorter notice period preceding initiation of the option. The 60 calendar-day notice shall not impose any obligation on any party to proceed without a successful test of data exchange capability and the fulfillment of other obligations described in this Section. If an ESCO later changes its system, it shall provide adequate advance notice and conduct any additional testing required.</p> <p>[B&amp;PP B.10] A distribution utility and an ESCO are responsible for separately remitting their tax payments to the appropriate taxing authorities.</p> <p>[B&amp;PP C.1.] A distribution utility and ESCO shall establish in a BSA detailed expectations for their responsibilities, including consequences for any failure to carry out such responsibilities.</p> <p>[B &amp;PP C.3.] A customer receiving delivery service from a distribution utility that is a combination natural gas and electric corporation (combination retail access customer) may receive a consolidated bill for both energy services if:</p> <ol style="list-style-type: none"> <li>a. The distribution utility issues the consolidated bill;</li> </ol>



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	<p>b. One ESCO supplies the customer with both natural gas and electricity;</p> <p>c. An ESCO supplying only one of the commodities agrees to bill for charges for the service provided by the other ESCO; or,</p> <p>d. Separate distribution utility accounts are established for each service.</p> <p>[B&amp;PP C.4.] A combination retail access customer may receive separate consolidated bills for each commodity or a dual bill for one commodity and a consolidated bill for the other provided that the distribution utility’s system is capable of providing separate accounts for each commodity. A distribution utility may charge a fee, as set forth in its tariff, to an ESCO to establish, upon the ESCO’s request, a separate account for one of the commodities the distribution utility provides.</p> <p>[B&amp;PP C.4.] A distribution utility shall establish bill cycles and payment due dates.</p> <p>[B&amp;PP F.4.] A distribution utility may deny a request for initiation of, or may discontinue consolidated billing for a customer with a past due amount outstanding at least 38 calendar days, unless the past due amount is subject to a DPA and the customer is fulfilling the DPA obligations. [B&amp;PP D.1.] A billing party shall perform the following functions and responsibilities:</p> <p>a. Not applicable</p> <p>b. If the rate ready method is used, receive rates, rate codes and/or prices (fixed and/or variable) and other billing information from the non-billing party;</p> <p>c. Receive bill messages and bill inserts from the non-billing party;</p> <p>d. Not Applicable</p> <p>e. If the rate ready method is used, calculate billed charges, including sales and use taxes; the non-</p>

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	<p>billing party is required to provide the customer’s sales and use tax rate to the billing party;</p> <p>f. Print or make available electronically consolidated bills that state the non-billing party’s charges, including taxes, arrearages, late fees, and bill messages;</p> <p>g. Insert in bill envelopes consolidated bills and inserts required by statute, regulation or Public Service Commission order;</p> <p>h. Stamp, sort and mail consolidated bills or, if authorized, transmit bills electronically;</p> <p>i. Cancel and re-bill charges;</p> <p>j. Notify the non-billing party of amounts billed, by account, within two business days after rendering bills to customers;</p> <p>k. Receive and record customer payments;</p> <p>l. Allocate and transmit the non-billing party’s share of receipts, by account, to the non-billing party; <b>{for Pay-As-You-Get-Paid Only}</b></p> <p>m. Respond to general inquiries and complaints about the bill and its format; refer customers to the non-billing party for inquiries and complaints related to the non-billing party’s rates, charges, services, or calculations; and,</p> <p>n. Maintain records of billing information, including amounts collected, remaining and transferred, and dates.</p> <p>[B&amp;PP D.1.e. Footnote 16] A distribution utility is not required to calculate or bill for ESCO services that are not directly related to the commodity it delivers.</p> <p>[B&amp;PP D.3.] A party that requires a customer’s deposit shall administer it. If a non-billing party applies</p>

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	<p>a customer deposit to an outstanding balance, it shall notify the billing party.</p> <p>[B&amp;PP D.4.] Upon receipt of payments, a non-billing party shall notify the billing party.</p> <p>[B&amp;PP D.5.] To initiate consolidated billing using the rate ready method, the non-billing party shall provide the billing party with the rates, rate codes, and/or prices (fixed and/or variable) and tax rates necessary to calculate the non-billing party’s charges. The billing party shall specify in the BSA the number of prices for each service class per commodity accepted, deadline for transmission, effective date, and acceptable frequency of changes.</p> <p>[B&amp;PP D.5. Footnote 17] If a billing party’s billing system is capable of providing the service, a billing party shall, upon request, apply a different rate, rate code, and/or price and tax rate to usage during different portions of the billing cycle to service provided after the effective date of the change. The non-billing party shall request a change in the rate, rate code, and/or price no later than four business days prior to the effective date requested.</p> <p>[B&amp;PP D.6.] The billing party may process special handling requests from customers provided that it obtains agreement from the non-billing party for requests that affect it;</p> <p>[B&amp;PP D.7.] The billing party is not required to calculate or provide separate statements to customers regarding gross receipts taxes applicable to a non-billing party’s charges. The non-billing party may calculate and provide information on the gross receipts taxes applicable to its charges in a bill message.</p> <p>[B&amp;PP D.8.] The non-billing party may offer special billing features, such as budget billing or average payment plans.</p> <p>[B&amp;PP E.1.] Initiation</p> <p>a. An ESCO that proposes to issue consolidated bills shall establish and provide to a distribution utility written procedures for billing and payment processing that ensure billing accuracy and</p>

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	<p>timeliness, proper distribution of a distribution utility’s bill messages and inserts, and proper allocation and transfer of distribution utility funds.</p> <p>b. No distribution utility may impose a fee on an ESCO to process its application to offer consolidated billing.</p> <p>[B&amp;PP E.3.] <u>Suspension and Discontinuance</u></p> <p>a. A distribution utility may suspend or discontinue an ESCO’s right to offer consolidated billing as a non-billing party for failure to comply with a Billing Services Agreement. Suspension of the right to offer consolidated billing means that the ESCO is prohibited from offering consolidated billing to new customers.</p> <p>b. Upon a determination by a distribution utility to suspend or discontinue an ESCO’s right to offer consolidated billing to customers, it shall provide notice on or before 15 calendar days prior to the proposed date for the suspension or discontinuance (cure period) to the ESCO and state the reason for its determination. Upon failure of the ESCO to correct the deficiency on or before the expiration of the cure period, the distribution utility may require a change to dual billing for the ESCO’s customers.</p> <p>c. Upon discontinuance of consolidated billing rights, an ESCO may reapply to the distribution utility to offer consolidated billing. A distribution utility shall expedite consideration of such requests. Customers may begin receiving consolidated bills again after requirements are satisfied, including submission of transaction requests to establish consolidated billing for customers.</p> <p>[B&amp;PP G.1.] A billing party may decide upon the format for its consolidated bill provided that it states a summary of total charges and separately states distribution utility and ESCO charges in sufficient detail to allow a customer to judge their accuracy. Such separate statements shall appear in clearly separated portions of the bill and identify their source, distribution utility or ESCO. An ESCO that</p>

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	<p>provides consolidated billing shall state on its consolidated bill the unadjusted distribution utility charges for delivery services provided by a distribution utility, without change.</p> <p>[B&amp;PP G.2.] A consolidated bill shall contain the information listed in Attachment 1 – General Information (<i>in Section 9</i>), preferably in a summary section. The billing party may place the information on the bill in any order or location.</p> <p>[B&amp;PP G.4.] A consolidated bill shall contain the information listed in Attachment 3 – ESCO Content (<i>of Section 9</i>), separately stated for each ESCO.</p> <p>[B&amp;PP G.5.] If the rate ready method is used, the ESCO shall provide to the distribution utility information listed in Attachment 3 – ESCO Section Content, to the extent necessary for the distribution utility to calculate and issue bills. To initiate utility consolidated billing using the rate ready method, an ESCO shall provide the information to the distribution utility on or before 15 calendar days prior to the scheduled meter reading date. An ESCO may request a price or rate change no later than four business days prior to its effective date.</p> <p>[B&amp;PP G.6.] If a billing party and non-billing party agree to show the non-billing party’s logo on the bill, the non-billing party shall provide it in an acceptable electronic format at least thirty days before its initial use.</p> <p>[B&amp;PP G.7.] If the rate ready method is used, a non-billing party is not required to provide information after it is initially submitted, except when a change is made.</p> <p>[B&amp;PP G.11] <i>As noted</i>, a non-billing party may display its bill messages up to 480 characters in length on the bill provided that the billing party raises no reasonable objection to the message. There is no limit in message length for the billing party. ...If the rate ready method is used, a non-billing party shall submit a common bill message on or before 15 calendar days before the date used. Unless a final print date is provided, the billing party shall continue to print the message on bills until the non-billing</p>

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	<p>party transmits a different message or requests its discontinuance. In emergencies requiring printing of messages on bills, the billing party shall accommodate the needs of the non-billing party, if practicable.</p> <p>[B&amp;PP G.12] The billing party shall, in a timely manner, print on bills or insert into bill envelopes information that a statute, regulation, or Public Service Commission order requires a distribution utility or ESCO to send to its customers. The billing party may not assess charges for inclusion of required inserts that do not exceed one-half ounce. A distribution utility may charge for any excess weight in accordance with its tariff. The party responsible for providing the information shall submit it to the billing party. If the information is provided in a bill insert, the responsible party shall deliver the inserts in preprinted bulk form in a proper size on or before 15 calendar days before the date requested for initiation of distribution to customers to a location designated by the billing party.</p> <p>[B&amp;PP G.13.] Due dates and other general payment terms and conditions shall be identical for distribution utility and ESCO charges, unless different terms and conditions would have no impact on them. In the event of a conflict, the distribution utility’s payment terms and conditions shall govern.</p> <p>[B&amp;PP E.2.] A request to change a customer’s billing option shall be made on or before 15 calendar days prior to the scheduled meter reading date.</p> <p>[B&amp;PP F.1.] The ESCO shall request the bill option change on or before 15 calendar days prior to the scheduled meter reading date. An EDI change request is used to request a change in a customer’s bill option. After receipt of the change request, a distribution utility shall, within one business day, acknowledge receipt of the request and, within two days, provide a response indicating rejection and the reason or acceptance and the effective date.</p> <p>[B&amp;PP F.2.] No distribution utility may impose a charge on a customer or an ESCO for changing a billing option.</p> <p>[B&amp;PP F.3.] When more than one request to change a customer’s billing option is transmitted for a</p>

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	<p>billing cycle, a billing party shall accept the last timely request received.</p> <p>[B&amp;PP H.7.] If the rate ready method is used, the billing party shall provide to the non-billing party within two business days after bill issuance, a statement of the accounts billed, date of issuance and amount of the non-billing party’s charges shown on the bill (past due, current, and late payment charges and taxes).</p> <p>[B&amp;PP I.1. &amp; 3] If non-billing party errors occur and are not corrected before the bill is issued, a billing party is not required to cancel bills or issue new bills. The non-billing party shall provide any necessary explanations to the customer and billing party and make any necessary adjustments on the next bill. If no party errs, the parties may agree to cancel and re-bill.</p> <p>[B&amp;PP I.5.] To restate usage for a period, the distribution utility or MDSP shall first cancel usage for that period and then send the full set of restatement transactions.</p> <p>[B&amp;PP I.4.] To cancel a bill, a billing party shall:</p> <ol style="list-style-type: none"> <li>a. Cancel usage by billing period;</li> <li>b. Send consumption in the cancel transaction that matches consumption sent in the original transaction;</li> <li>c. Send cancelled usage at the same level of detail as the original usage;</li> <li>d. Using the rate ready method, if a bill is to be cancelled and reissued, recalculate charges and issue revised bills to customers within two business days after receipt of the revised usage data; ...</li> </ol> <p>[B&amp;PP H.1.] No late charge may be applied to customers’ bills for distribution utility charges, if payment is received by the billing party within the grace period.</p> <p>[B&amp;PP H.7.] If the rate ready method is used, the billing party shall provide to the non-billing party</p>

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	<p>within two business days after bill issuance, a statement of the accounts billed, date of issuance and amount of the non-billing party’s charges shown on the bill (past due, current, and late payment charges and taxes).</p> <p>[B&amp;PP J.2.b.] The billing party may impose late payment charges on unpaid amounts not in dispute for the non-billing party provided the terms of the late payment charges are stated in a tariff or a sales agreement and previously disclosed to the customers... If the rate ready method is used, the billing party shall calculate the non-billing party’s late payment charges under terms agreed upon by the parties. If a customer’s check is returned for any reason, the billing party may charge the customer’s account for the return fee and any reasonable administrative fee.</p> <p>[B&amp;PP J.4.a.] The billing party shall allocate customer payments to the following categories of charges on the bill or contained in a notice that are not in dispute in this order of priority of payment: (1) amounts owed to avoid termination, suspension or disconnection of commodity or delivery service; (2) amounts owed under a DPA, including installment payments and current charges; (3) arrears; and (4) current charges not associated with a DPA. The billing party shall pro-rate payments to the charges within each category in proportion to each party's charges in that category. After satisfaction of the charges in a category, assuming available funds, the remainder of the payment shall apply to the next highest category according to the priority of payments and in the same manner as described above until the payment is exhausted.</p> <p>[B&amp;PP J.4.a.FOOTNOTE 20] Distribution utilities supplying delivery service for both natural gas and electricity to customers receiving consolidated bills shall apply the receipts to the separate services in accordance with their regular procedures. Where a consolidated bill displays delivery charges for separate gas and electric distribution utilities, the customer’s payments shall be first prorated between the utility accounts in accordance with the amount each is due compared with the total amount due both distribution utility.</p>



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	<p>[B&amp;PP J.4.b.] The billing party may retain any payment amounts in excess of the amounts due as prepayments for future charges or return the excess amounts to customers. The billing party shall, in a timely manner, combine any excess payment amounts with the customer's payment on the next bill, and allocate and pro-rate the sum as set forth in [B&amp;PP J.4.a.].</p> <p>[B&amp;PP J.4.c.] When the billing or non-billing party enters into a multi-month payment agreement with a customer or waives any charges, that party shall notify the other party of such action.</p> <p>[B&amp;PP J.6.a.] Except as provided in § 9.J.6 d., when a final bill is issued, the billing party shall maintain a current and past due balance for each account of the non-billing party until payment of the last bill issued for service provided by the non-billing party or 23 days after issuance of such bill, whichever is sooner. After such time, the account shall be considered “inactive.”</p> <p>[B&amp;PP J.6.b.] Except as provided in § 9.J.6 d., when a customer changes to a new ESCO, the billing party shall continue to receive and apply a customer’s payments for the active account of the prior ESCO. If the customer does not pay the outstanding balance owed to the prior ESCO on or before 23 days after the final bill containing the prior ESCOs charges is issued, the billing party shall notify the ESCO and report the balance due.</p> <p>[B&amp;PP J.6.c.] With regard to a new distribution utility/ESCO relationship following a change of ESCOs or a change in a distribution utility, the new billing party shall, upon request of the new non-billing party, bill for the balances that may exist at the time of the change. The new billing party may include the arrears on current bills or in a separate bill if its billing system is not capable of accepting prior charges. If a change of providers occurs, a distribution utility is not required to post any arrears of the prior ESCO on consolidated bills issued after the final billing of its charges, unless the arrears become the property of the new ESCO and it provides documentation of its property right to the distribution utility.</p>

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	<p>[B&amp;PP J.6.d.] Upon ESCO termination of the commodity supply of a residential customer due to failure to pay charges, the billing party shall maintain a current and past due balance for the account of the termination ESCO for one year from the date of termination by the ESCO. In the event that the terminating ESCO seeks suspension of delivery service within one year of the termination, or the residential customer has a DPA, the billing party shall maintain a current and past due balance for each account of the terminating ESCO until the arrears are paid in full.</p> <p>[B&amp;PP J.7.] <u>Customer Disputes: Initiating a Bill Complaint</u></p> <ul style="list-style-type: none"> <li>a. A customer or authorized representative may initiate a customer complaint regarding some or all of the charges on the customer’s bill at any time.</li> <li>b. When a complaint relates to the entire bill, to only the billing party’s charges or services, or, using the rate ready method, to calculation of the billing or non-billing party’s charges, the customer should contact the billing party. The billing party shall resolve the complaint and, if appropriate, place the customer’s account in dispute. In the event the inquiry concerns only a non-billing party’s bill, charges, services, or calculations, the billing party shall refer the customer to the non-billing party.</li> </ul> <p>[B&amp;PP 8.] <u>Customer Complaints: Notification</u></p> <ul style="list-style-type: none"> <li>a. Upon a determination that a complaint affects the entire bill, the billing party shall notify the non-billing party of the subject and amount in dispute, if known.</li> <li>b. The non-billing party shall inform the billing party of disputes related to non-billing party charges that would affect the billing process.</li> <li>c. Once such complaints are resolved and the billed amounts are no longer in dispute, the other party shall be notified.</li> </ul>

**CONSOLIDATED BILLING BUSINESS PROCESSES  
(UTILITY RATE READY)**

<b>PROCESS NUMBER:</b>	<b>URR0</b>
<b>PROCESS NAME:</b>	<i>UTILITY PROCESSES CONSOLIDATED BILLS USING UTILITY RATE READY MODEL (PARENT PROCESS)</i>
	<p>[B&amp;PP K.] <u>Consolidated Billing: Call Centers</u></p> <p>A billing party shall provide call centers with toll-free or local telephone access available 24 hours a day and an answering machine or voice mail service during the hours when call center staff is not available. A billing party shall maintain adequate staff to respond to customers’ inquiries or refer inquiries to the non-billing party, where appropriate, within two business days.</p> <p>[CWG] Text Messages, Bill Inserts and other Generic ESCO information will not be communicated via EDI. This information will be communicated by any other means that is mutually agreed upon by the parties involved.</p> <p>[CWG][B&amp;PP D.1.e.] Tax Information such as, applicable tax rates, tax exempt status of an account or the portion of a commercial account that is taxed at a residential rate is communicated in either an 814 Enrollment or Change transaction. Please review documents pertaining to those standards for more information.</p> <p>[CWG] [B&amp;PP D.5. Footnote 17] When a Utility whose billing system cannot accommodate interim price changes, receives a request from an ESCO for such a change, the price will become effective on the customer’s next meter read date.</p> <p>[CWG] [B&amp;PP F.3.] Requests for a change in a customer’s bill option will only be processed for accounts that are active with the ESCO at the time the Change request is received. Change requests that pertain to an account for which an enrollment with the ESCO is pending will not be processed.</p> <p>[CWG] [B&amp;PP J.6.b.] When a customer changes to a new ESCO, the billing party shall continue to receive and apply a customer’s payments for the active account of the prior ESCO. If the customer has an outstanding balance owed to the prior ESCO on or before 23 days after the final bill containing the prior ESCOs charges is issued, the billing party may use a 248 Account Assignment Transaction to</p>

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<b>PROCESS NUMBER:</b>	<b>URR0</b>
<b>PROCESS NAME:</b>	<i>UTILITY PROCESSES CONSOLIDATED BILLS USING UTILITY RATE READY MODEL (PARENT PROCESS)</i>
	<p>notify the ESCO and report the balance due.</p> <p>[CWG] A 248 Account Assignment Transaction may also be used to notify the non-billing party that responsibility for collecting or applying an account receivable/credit has been reassigned to the non-billing party, for example,</p> <ul style="list-style-type: none"> <li>➤ When sales taxes billed on ESCO commodity charges remain uncollected (re-assigned to the non-billing party to seek recovery from the taxing authority); or</li> <li>➤ When a residential customer pays an amount to reconnect service that is less than the arrears owed for ESCO commodity service (also known as the 'lesser of amount').</li> </ul> <p>[CWG] When a Utility cancels an 810 Original Invoice, an 810 Cancel transaction will be transmitted to notify the ESCO of the cancellation of their charges. Adjustments will be designated as charge amounts but will be preceded by a minus (-) sign. See process 2.0 for more detail.</p> <p>[CWG] The ESCO must notify the Utility regarding the waiver and/or adjustment of billed amounts and the application of a deposit held by the ESCO to the customer's account. The Utility would reflect such waivers, adjustments and deposit applications on the consolidated bill. Where the payment processing method is Pay-As-You-Get-Paid, a 568 Accounts Receivable Advisement transaction may be used to communicate this type of information.</p> <p>[CWG] The EDI 810 Invoice transaction transmitted from the Utility to the ESCO may be rejected via EDI when the account number is missing or invalid and either the commodity or bill option indicated is incorrect. When the ESCO identifies other discrepancies such as pricing issues, those must be addressed non-EDI.</p> <p>[CWG][B&amp;PP G.4.] The ESCO account number must appear on the consolidated bill if it is provided by the ESCO to the Utility in either an 814 Change or an 814 Enrollment transaction.</p>

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<b>PROCESS NUMBER:</b>	<b>URR0</b>
<b>PROCESS NAME:</b>	<i>UTILITY PROCESSES CONSOLIDATED BILLS USING UTILITY RATE READY MODEL (PARENT PROCESS)</i>
<b>COMMENTS:</b>	

**CONSOLIDATED BILLING BUSINESS PROCESSES  
(UTILITY RATE READY)**

<b>PROCESS NUMBER:</b>	<b>URR 1.0</b>
<b>PROCESS NAME:</b>	<b>UTILITY PROCESSES 810 ORIGINAL INVOICE TO ESCO</b>
<b>PROCESS DEFINITION:</b>	Process by which a Utility notifies the ESCO of original billing activity for their Retail Access customer.
<b>TRIGGER(S):</b>	The Utility produces a consolidated bill for a Customer who is enrolled in a Utility Rate Ready billing option.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Peak: High (thousands per day) depending on number of enrolled customers per service provider
<b>PROCESS INPUTS:</b>	Customer Information; ESCO Information; Service Information; Bill Information; Rate/Price Information.
<b>PROCESS OUTPUTS:</b>	<p><b>Positive Response:</b> Not applicable.</p> <p><b>Negative Responses</b> will be sent via an 824 transaction for the following reasons:</p> <ul style="list-style-type: none"> <li>• Account Number not valid</li> <li>• Account does not have service requested</li> <li>• Invalid Bill option</li> </ul>
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Meter is read or usage is estimated</li> <li>• Usage data is validated</li> <li>• Utility charges are calculated and billed</li> <li>• Utility calculates and bills ESCO charges based on usage data and price/rate code information previously provided by ESCO</li> <li>• Consolidated bill is generated and sent to Customer</li> <li>• Utility generates and transmits 810 Invoice to the ESCO containing details of billed charges.</li> </ul>

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(UTILITY RATE READY)**

<b>PROCESS NUMBER:</b>	<b>URR 1.0</b>
<b>PROCESS NAME:</b>	<b>UTILITY PROCESSES 810 ORIGINAL INVOICE TO ESCO</b>
<b>PROCESS RULES:</b>	<p>[B&amp;PP H.7.] If the rate ready method is used, the billing party shall provide to the non-billing party within two business days after bill issuance, a statement of the accounts billed, date of issuance and amount of the non-billing party’s charges shown on the bill (past due, current, and late payment charges and taxes).</p> <p>[CWG] [B&amp;PP H.7.] Data requirements for the 810 Original Invoice will vary by payment processing method. For the <u>Pay-As-You-Get-Paid Method</u>, the ESCO does not receive payment unless, and until, the customer payment’s is received by the Utility. For this method, an 810 Invoice transaction will provide the ESCO with the amount of the non billing party’s charges shown on the consolidated bill, which includes current charges, late payment charges and taxes. The past due amount on a customer’s account can be derived by subtracting the amount of the invoice total i.e. charges and adjustments on the current bill (sent in the TDS segment), from the total outstanding balance (sent in a BAL segment). The total outstanding balance is the amount owed by the customer for previous billing periods, less total payments applied to date, plus the current period charges. For customers on budget plans, however, the total outstanding balance amount reflects the total actual charges calculated (not the monthly installment amounts) less total payments applied to date. Therefore, arrears for a budget plan customer cannot be derived from information sent in the 810 Invoice but can be obtained by contacting the Utility directly.</p> <p>[CWG] [B&amp;PP H.7.] Data requirements for the 810 Original Invoice will vary by payment processing method. For the <u>Purchase of Receivables Model</u>, the ESCO is paid by the Utility at predetermined intervals for the amounts billed to his customer irrespective of whether, and when, the Utility receives payment from the customer. For this method, an 810 Invoice transaction will only provide information on current charges based on the customers consumption and will not contain data segments describing late payment charges, budget bill amounts, or total outstanding balance. Arrangements must be made directly with the Utility to obtain information on a customer’s arrears, if any.</p>

**CONSOLIDATED BILLING BUSINESS PROCESSES  
(UTILITY RATE READY)**

<b>PROCESS NUMBER:</b>	<b>URR 1.0</b>
<b>PROCESS NAME:</b>	<b>UTILITY PROCESSES 810 ORIGINAL INVOICE TO ESCO</b>
	<p>[CWG] [B&amp;PP H.7.] The transaction creation date that is indicated in the 810 Invoice is synonymous with the date the consolidated bill was rendered.</p> <p>[CWG] [B&amp;PP J.2.b.] The billing party will only notify the non-billing party of Late Payment Charges and Penalties applied to a customer’s account where the Pay-As-You-Get-Paid Model is in effect and such charges are applied to the non-billing party’s charges. For example, in the case of a returned check, if the charge is applied only to the billing party’s charges, the non-billing party will not be notified.</p> <p>[CWG] If the billing party and non-billing party (under the Pay-As-You-Get-Paid Model ) agree to offer their customer budget billing service for the ESCO charges, the summary of charges may be included in the 810 Invoice as follows:</p> <ul style="list-style-type: none"> <li>➤ Budget Plan Cumulative Difference (difference between the cumulative amount billed to date based on usage i.e. actual charges and the cumulative budget plan amounts) [BAL segment]</li> <li>➤ Budget Plan Current Month Difference (the difference between actual charges and budget charges for balance purposes) [BAL Segment]</li> <li>➤ Budget Billing Settlement (provides the customer with the total amount due when the plan year ends or a plan is being canceled. [SAC04/05 elements]</li> <li>➤ Current Budget Billing Charge [SAC04/05 elements]</li> <li>➤ Actual Charges [various SAC04/05 elements]</li> </ul>
<b>COMMENTS:</b>	



**CONSOLIDATED BILLING BUSINESS PROCESSES  
(UTILITY RATE READY)**

<b>PROCESS NUMBER:</b>	<b>URR2.0</b>
<b>PROCESS NAME:</b>	<b>UTILITY PROCESSES 810 CANCEL INVOICE TO ESCO</b>
<b>PROCESS DEFINITION:</b>	Process by which the Utility (billing party) notifies the ESCO that a previous bill has been canceled.
<b>TRIGGER(S):</b>	A previously issued bill sent to the ESCO via an 810 Invoice is canceled.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Dependent upon the number of customers enrolled with the ESCO.
<b>PROCESS INPUTS:</b>	Corrected billing and/or meter reading information.
<b>PROCESS OUTPUTS:</b>	A cancel 867MU. A cancel 810 Invoice.
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Utility cancels previously billed consumption based on corrected information and cancels bill.</li> <li>• 867MU reporting cancelled use is transmitted to ESCO. The consumption being reversed may span several previous consumption periods.</li> <li>• 810 Invoice reporting cancelled charges is sent.</li> <li>• Utility may bill the account and may also include additional new billing periods</li> <li>• If the account is re-billed, an 867 MU is transmitted to the ESCO reporting usage for the previous period and usage for a subsequent period, if applicable.</li> <li>• Utility transmits an 810 Invoice with corrected bill information, if the ESCO charges are re-billed.</li> </ul>

**CONSOLIDATED BILLING BUSINESS PROCESSES  
(UTILITY RATE READY)**

<b>PROCESS NUMBER:</b>	<b>URR2.0</b>
<b>PROCESS NAME:</b>	<b>UTILITY PROCESSES 810 CANCEL INVOICE TO ESCO</b>
<b>PROCESS RULES:</b>	<p>[CWG] When a bill is cancelled, the billing party must issue an 810 Cancel Invoice transaction within 2 business days of the cancellation.</p> <p>[CWG] The purpose of an 810 Cancel Invoice is to communicate cancelled charges. Balance information is not included.</p> <p>[CWG] The 810 Cancel Invoice provides information on charges that were sent in the corresponding 810 Original Invoice that are now being cancelled. Some utilities may not be able to generate an 810 Cancel transaction that contains a cancelled charge for each charge sent in the corresponding 810 Original transaction. The nature of the charges that cannot be detailed in Cancel transactions will be specified in the Billing Services Agreement.</p> <p>[CWG] When it becomes necessary to cancel usage data previously reported to the ESCO for one or more periods, the Utility may cancel consumption for multiple periods. The previously reported usage must first be cancelled before the recalculated consumption is sent to the Marketer and the cancellation must be reported by individual billing periods. The restated consumption will be sent as original consumption. The supplier of record during the adjustment period(s) will receive an 867 Monthly Usage for a prior period, even though the account may no longer be active with that ESCO.</p> <p>[CWG] When a customer is re-billed after an 867 Usage transaction and its corresponding 810 Invoice have been canceled, a new 867 Usage transaction and a new 810 Invoice may be sent to the current ESCO of record for all, or some, of the billing periods affected by the cancellation.</p> <p>[CWG] Both the Utility and ESCO must process all 867 Cancel transactions prior to processing 867MU original usage transactions.</p> <p>[CWG] When previously reported usage, and related charges, must be canceled, the Utility will send Cancel 810 Invoice transaction(s) to the customer's current ESCO for periods that were initially billed</p>

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<b>PROCESS NUMBER:</b>	<b>URR2.0</b>
<b>PROCESS NAME:</b>	<b>UTILITY PROCESSES 810 CANCEL INVOICE TO ESCO</b>
	using the Utility Rate Ready option. Similarly, the Utility will only rebill for the customer’s account with the current ESCO when the current bill option is Utility Rate Ready and then, only for periods in which Utility Rate Ready billing was in effect for that customer. The Utility will not rebill the customer on behalf of the previous ESCO for periods affected by the cancellation. The prior ESCO is responsible for issuing refunds to, or collecting charges from, the customer for that portion of the cancellation period in which the customer was enrolled with that ESCO.
<b>COMMENTS:</b>	