

**PAYMENT ADVISEMENT BUSINESS PROCESSES
UTILITY RATE READY PURCHASE RECEIVABLES WITH RECOURSE
CONSOLIDATED BILLING MODEL**

This document describes the detailed business processes associated with billing party communication of customer payment information under the Utility Rate Ready Purchase Receivables with Recourse Model. The scope of this document addresses processes associated with the disposition of payments received by the billing party on consolidated bills, including allocation of customer payments and notification of customer payments (or payment reversals) via a 568 Payment AdviseMENT to the non-billing party.

In developing these business processes, the following documents were reviewed:

- June 30, 1999 Report of the New York EDI Collaborative
- Case 03-M-0117, In the Matter of the Implementation of Chapter 686 of the Laws of 2002, etc., Order on Petitions for Rehearing and Clarification, issued and effective December 5, 2003.
- Case 98-M-1343, In the Matter of Retail Access Business Practices, Order on Petitions for Rehearing and Clarification, issued and effective July 15, 2004.
- Case 98-M-1343, In the Matter of Retail Access Business Rules, Errata Notice, issued August 2, 2004.
- 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.
- NY EDI TS810 Invoice for Utility Rate Ready Billing, version 1.1, published February 23, 2004.
- Consolidated Billing Business Processes – Utility Rate Ready, published June 21, 2002.
- Account Assignment Business Processes for All Consolidated Billing Models, published July 31, 2002.
- NY EDI TS824 Application Advice, published November 7, 2002.
- NY EDI TS824 Positive Notification, published November 7, 2002.
- NY EDI TS814 Change (Account Maintenance), published May 17, 2006.

NOTES:

- 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
 - [CWG] = Collaborative Work Group

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➤ [CWG][UBP (insert paragraph cite)] = Collaborative Work Group clarification, interpretation, comment or recommended modification of the Practices 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

- The text of the Uniform Business Practices displayed in the Process Rules sections are those Practices that are relevant to the scope of the business processes being described in this document and are a verbatim quotation from the Errata Notice issued in Case 98-M-1343 on August 2, 2004. Those Practice(s) that the Collaborative believes require elaboration, clarification, interpretation in light of other EDI standards or modification to accommodate EDI data exchange processes will be displayed in the Process Rules section AND/OR will be highlighted in the Comments/Recommendations/Issues section.
- Any item displayed under a Process component (i.e. rules, etc.) is also applicable for its sub-processes, unless otherwise noted.
- For purposes of validating EDI transactions, the customer's utility account number (with check digit, if included) must be included on every transaction.
- A distribution utility and ESCO shall demonstrate the technical capability to exchange information electronically for their billing and payment processing options (UBP B&PP B. 8.).
- In New York State, the 820 Remittance Advice is used as a financial transaction, when a consolidated billing arrangement is in place, to provide details of customer payments and payment reversals remitted to the non-billing party. For the Utility Rate Ready Purchase Receivables with Recourse Model, an 820 Remittance Advice will not be used to communicate customer payment

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information. For this model, the billing party will remit to the ESCO amounts billed the customer on its behalf irrespective of any payments for those billed amounts received from the customer. Details on receivables purchased from the ESCO will be provided in an 820 Remittance Advice transaction. .

- In the Purchase Receivables with Recourse Model, the 568 Payment Advise is used by the billing party to provide details to the non-billing party of customer payments and payment reversals received by the billing party for non-billing party charges on consolidated bills.
- The 568 Payment Advise must be sent within 2 business days of receipt, allocation of a customer's payment (or payment reversal) and posting by the billing party.
- Each 568 Payment Advise may contain multiple accounts for multiple commodities.
- Where the billing party prepares a consolidated bill consisting of electric and gas charges, adjustments to receivables must be applied to electric and gas charges separately and should be communicated in the 568 accordingly.
- An 824 Application Advice must be sent within 1 business day to reject a 568 Payment Advise transaction.
- In the Purchase Receivables with Recourse Model, details of customer account payments received by the non-billing party will be communicated to the billing party via a method agreed upon between the parties and documented in the BSA.
- A separate business process document describes how account receivables information originating with the non-billing party is to be communicated via a 568 Account Receivables Advise transaction when the Pay-As-You-Get-Paid model is in effect.
- Information on customer usage, billing, and credit is confidential. A distribution utility or MDSP may release such information, upon a customer's authorization, in accordance with the Uniform Business Practices [UBP CI.]. The same level of accountability for data confidentiality will apply to any third party data service providers engaged by an ESCO/Marketer 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.

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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.

- Although transactions may be sent at any time, they will be processed during normal business days and hours. Business days are Monday through Friday except for national holidays and days for which business cannot be performed due to force majeure events [see UBP definition for 'Business Day' and paragraph B&PP D.1.j.]. Since a billing party is required to send notification of receipt of customers payments within 2 days, if the payment is received/posted on Day 1 during business hours, the billing party must send the 568 Payment AdviseMENT by close of business on Day 3.

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***PAO PAYMENT INFORMATION IS PROCESSED UNDER THE UTILITY RATE READY PURCHASE
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PROCESS NAME:	<i>PAYMENT INFORMATION IS PROCESSED UNDER THE UTILITY RATE READY PURCHASE RECEIVABLES WITH RECOURSE CONSOLIDATED BILLING MODEL (PARENT PROCESS)</i>
PROCESS DEFINITION:	<p>Process by which customer payments received by the billing party (Utility) are allocated and details of payments and reversed payments are provided to the non-billing party (ESCO) when the bill model is Utility Rate Ready Purchase Receivables With Recourse. In this model the billing party sends payments the non-billing party at predetermined intervals, as documented in a Billing Services Agreement (BSA) between the parties, regardless of whether or when the customer pays the billing party. In this model, the non-billing party reimburses the billing party for any amounts not received from the non-billing party's customers.</p> <p>A 568 Payment Advisement transaction is used to communicate details regarding payments and reversed payments in this model. Payments may be reversed under the following scenarios:</p> <ul style="list-style-type: none"> • Returned check • Misapplied payment • Duplicate payment on individual account <p>The process described in this document does <u>NOT</u> apply to either the Pay-As-You-Get-Paid or the Purchase Receivables <u>Without</u> Recourse models.</p>
TRIGGER(S):	Customer payment is received or reversed payment occurs on account where Utility Rate Ready Purchase Receivables With Recourse Consolidated Billing is in effect.
ESTIMATED / PEAK TRANSACTION RATE:	Dependent on the number of customers enrolled in Utility Rate Ready Purchase Receivables With Recourse Consolidated Billing model.

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PROCESS INPUTS:	Utility Billing Information; ESCO Billing Information, Customer Information, Payment Information.
PROCESS OUTPUTS:	Communication between the billing party and non-billing party describing payment or payment reversal on non-billing party customer's account.
SUB OR PRECEDING PROCESSES:	<ul style="list-style-type: none"> • Customer is established on consolidated billing model. • Billing party issues consolidated bill. • Billing party transmits payment (purchases the ESCO receivable) in the manner agreed upon by the parties in the BSA. • Billing party receives customer's payment on consolidated bill. • Billing party allocates payment according to payment allocation rules [UBP B&BP J.4.a.]. • Where allocation results in an amount that should be remitted to the non-billing party, the billing party credits the customer's account and sends a 568 Payment Advise ment to the non-billing party. <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> • The billing party determines that a customer's payment should be reversed. • The billing party debits the account and sends a 568 Payment Advise ment to the non-billing party to identify the amount of the customer's payment being reversed. <p>1.0 Utility Processes 568 Payment Advise ment</p>
PROCESS RULES:	[UBP B&PP.B.1.] A distribution utility shall offer to ESCOs without undue discrimination the billing and payment processing options available in its service territory.

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	<p>[UBP B&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>[UBP B&PP.D.1.] A billing party shall perform the following functions and responsibilities:</p> <ul style="list-style-type: none"> f. Print or make available electronically consolidated bills that state the non-billing party's charges, including taxes, arrearages, late fees, and bill messages; g. .. h. .. i. .. j. Notify the non-billing party of amounts billed, by account, within two business days after rendering bills to customers; k. Receive and record customer payments; l. Allocate and transmit the non-billing party's share of receipts, by account, to the non-billing party; m. .. n. Maintain records of billing information, including amounts collected, remaining and transferred, and dates. <p>[UBP B&PP.F.4.] A distribution utility may deny a request to initiate consolidated billing or discontinue consolidated billing for a customer with an amount past due for at least 38 calendar days, unless the past due amount is subject to a DPA and the customer is fulfilling DPA obligations.</p>

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	<p>[UBP B&PP. J.1. <u>Consolidated Billing: Payment Processing and Remittance</u>] The parties shall set forth their responsibilities, performance parameters, financial arrangements and other details associated with payment processing and remittance in a BSA, subject to the requirements in this Section.</p> <p>a. In the Pay-as-You-Get-Paid Method, the billing party sends payments to the non-billing party, within two business days of receipt and posting of the funds and processes the payments in accordance with the required priority for application of payments established in this Section.</p> <p>b. A BSA shall establish procedures for processing payments made on any purchased accounts receivable.</p> <p>[UBP B&PP.J.2. <u>Payment Processing</u>]</p> <p>a. The billing party shall notify the non-billing party that payment is received and send payments to the non-billing party, within two business days after receipt and posting, by use of Electronic Funds Transfer (EFT), Automated Clearing House (ACH), or similar means to banks or other entities as agreed upon by the parties. The notice shall include, in account detail, the payments received from customers, the date payments are posted, the date payments are transferred, and the amounts allocated to the non-billing party's charges.</p> <p>[UBP B&PP.J.2.c. Footnote 17] Upon request, the billing party shall provide the non-billing party with a verified copy of the posting log of payments received and transferred to the non-billing party during any calendar month specified by the non-billing party.</p>

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	<p>[UBP B&PP.J.4. <u>Application of Payments</u>]</p> <p>a. The billing party (footnote 18) shall pro-rate customer payments to charges that are not in dispute. The billing party shall calculate the fractional share of payments allocated to each party by multiplying the payment by a fraction, the numerator of which is the amount of arrears owed to each party, including amounts owed under DPAs, and the denominator of which is the sum of such arrears owed to both parties and multiplying the remaining payment amount by a fraction, the numerator of which is the amount of current charges owed to the party and the denominator of which is the sum of current charges owed to both parties; provided that the priority of allocation shall result in application of payments as necessary to assure continuance of service and avoid termination and suspension of service.</p> <p>[UBP B&PP.J.4.a. Footnote 18] 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 utilities.</p> <p>[UBP B&PP.J.4. <u>Application of Payments - continued</u>]</p> <p>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&PP.J.4.a.</p> <p>c. When the billing or non-billing party enters into a multi-month payment agreement with a customer or</p>

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	<p>waives any charges, that party shall notify the other party of such action.</p> <p>d. The billing party shall hold payments received without account numbers or enough information for the billing party to identify the accounts and attempt to obtain information to identify the payer. If sufficient information is not obtained to identify the account information prior to the next bill, the billing party shall present the unpaid amount and late charge, if applicable, on the bill. If the customer contacts the billing party to inquire about the late charge and the lack of payment credit, the billing party shall resolve the matter and reverse the late charges. The billing party shall notify the non-billing party of the matter and its resolution and then allocate payments as necessary to balance the account.</p> <p>[UBP B&PP.J.5. <u>Multiple Account Payment Processing</u>] Processing of a single customer payment for multiple accounts requires proactive action on the part of the billing party and the non-billing party to apply payments correctly. The parties shall set forth arrangements for multiple account payment processing in a Billing Services Agreement.</p> <p>[UBP B&PP.J.6.a. <u>Non-billing Party's Balance</u>] 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>[UBP B&PP.J.8. <u>Customer Complaints - Notification</u>]</p>

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	<p>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.</p> <p>b. The non-billing party shall inform the billing party of disputes related to non-billing party charges that would affect the billing process.</p> <p>c. Once such complaints are resolved and the billed amounts are no longer in dispute, the other party shall be notified.</p> <p>[CWG] [UBP B&PP.J.4.d.] When a payment from the customer is received by either the billing or non-billing party without an account number or enough information for the recipient to identify the payer, the payment will be held and processed when sufficient information is obtained to identify the account.</p> <p>[CWG] [UBP B&PP.J.4.d.] When a customer contacts the billing or non-billing party to inquire about a payment that may not have been identified, the party that received the unidentifiable payment, which may be either the billing or non-billing party, will investigate the payment.</p> <p>[CWG] [UBP B&PP.J.4.d.] When a payment from the customer is received by the billing or non-billing party without sufficient information to identify the payer, the payment should be handled as follows in the Utility Consolidated Billing Purchase Receivables With Recourse Model.</p> <ul style="list-style-type: none"> • <u>Billing Party is the Recipient of the Payment</u> When the billing party identifies the payer, the payment will be allocated, and where allocation results in an amount that should be remitted to the non-billing party, the billing party will credit the account and send a 568 Payment Advise ment. • <u>Non-billing Party is the Recipient of the Payment</u> When the non-billing party identifies the payer, the non-billing party will process as determined in the BSA. <p>[CWG] A customer payment must be posted to the receiver's system(s) on the same date it is received.</p>

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	<p>[CWG] When Utility Rate Ready Purchase Receivables With Recourse is in place, the Utility is responsible for administration of the ESCO account balance including maintenance of the ESCO balance, allocation of payments to the ESCO balance, and notification to the ESCO of payments and payment reversals received by the billing party for non-billing party charges on consolidated bills.</p> <p>[CWG] In the Utility Rate Ready Purchase Receivables With Recourse model, a 568 Payment Advise ment is used by the billing party to provide details to the non-billing party of payments and payment reversals received by the billing party for non-billing party charges on consolidated bills.</p> <p>[CWG] The 568 Payment Advise ment will contain customer payments (or reversed payments) detailed by individual customer account as well as the total amount of all payments/reversals contained in the transaction.</p> <p>[CWG] The 568 Payment Advise ment must be sent within 2 business days of receipt, allocation of a customer's payment (or payment reversal) and posting by the billing party.</p> <p>[CWG] Each 568 Payment Advise ment may contain multiple accounts for multiple commodities.</p> <p>[CWG] Where the billing party has prepared a consolidated bill consisting of electric and gas charges, payments or payment reversals must be applied to electric and gas charges separately and will be communicated via the 568 accordingly.</p> <p>[CWG] In the Purchase Receivables with Recourse model, details of customer account payments received by the non-billing party will be communicated to the billing party via a method agreed upon between the parties and documented in the BSA.</p>

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	<p>[CWG] When the non-billing party rejects an account entry in a 568 Payment Advise transaction, it is the responsibility of the billing party to initiate a process to recover the funds from the receivables purchased.</p> <p>[CWG] In the Purchased Receivables with Recourse model, Utility purchase of ESCO receivables is unaffected by customer payments or payment reversals because amounts remitted to the ESCO are based on amounts billed on an account regardless of a customer's actual payment history. Where customer's checks are returned unpaid, the Utility would communicate the payment reversal in a 568 Payment Advise transaction. Should the amount of the returned item remain unpaid for a period defined in the BSA, the Utility would take action for recourse at that time and by the method agreed to in the BSA.</p> <p>[CWG] For customers enrolled in budget bill plans the amount of the receivable purchased from the ESCO will be based on the customer's actual charges and not the budget installment amount. Therefore, a 568 Payment Advise transaction may not be sent to the non-billing party when the customer pays installments in accordance with a budget plan. The non-billing party is notified of a customer's budget bill status via an 814 Change transaction (REF*NR segment); when a customer defaults on a budget plan or chooses to no longer participate in budget billing the Utility will resume transmitting 568 Payment Advise transactions. The procedures for handling payments and payment reversals when customers are on budget billing plans must be mutually agreeable to the parties and documented in the BSA.</p>
COMMENTS:	[CWG] [UBP B&PP.J.2.] This section establishes the timing and content of the notification to the non-billing party regarding billing party receipt of customer payments. The August 2, 2004 Errata Notice at page 49

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	[J.1.], however, makes it clear that the ESCO and distribution utility may establish payment procedures applicable to the Purchased Receivables payment processing method in a BSA that are different than the practices described in §B&PP.J.2. For the Purchased Accounts Receivable with Recourse Model, the information related to payment activity on an account to be provided in a 568 Payment AdviseMENT transaction will include: payment amounts allocated to electric or gas charges for the ESCO account, the date payments (or reversals) were posted, and a customer's payment agreement status (short term payment plan or long term payment plan), where applicable.

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PROCESS NUMBER:	<i>PA 1.0</i>
PROCESS NAME:	<i>UTILITY PROCESSES 568 PAYMENT ADVISEMENT</i>
PROCESS DEFINITION:	Process by which the Utility provides detail to the ESCO of customer payments or payment reversals received on the ESCO account.
TRIGGER(S):	See parent.
ESTIMATED / PEAK TRANSACTION RATE:	Dependent on the number of customers enrolled in Utility Rate Ready Purchase Receivables With Recourse Consolidated Billing.
PROCESS INPUTS:	Utility Information; ESCO Information, Customer Information; Payment Information.
PROCESS OUTPUTS:	<p>Positive Response: Not Applicable</p> <p>Negative Responses: A 568 Payment Advise transaction may be rejected, via an 824 Application Advice transaction for the following reasons:</p> <ul style="list-style-type: none"> • Account Number Not Valid (A76) • Account Does Not Have Service Requested (A91) • Billing Option Discrepancy (A13) • Duplicate Received (ABN) • Other (A13)

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PROCESS NAME:	<i>UTILITY PROCESSES 568 PAYMENT ADVISEMENT</i>
SUB OR PRECEDING PROCESSES:	See Parent
PROCESS RULES:	<p>See Parent for General Rules</p> <p>[CWG] A 568 Payment Advise transaction is only used to communicate a payment reversal when payment information was previously sent by the Utility.</p> <p>[CWG] When a 568 Payment Advise is rejected, an 824 Application Advice must be sent within 1 business day.</p>
COMMENTS:	