

**ACCOUNT RECEIVABLES ADVISEMENT BUSINESS PROCESSES  
UTILITY RATE READY CONSOLIDATED BILLING MODEL**

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*This document describes the detailed business processes associated with non-billing party communication of account receivable information under the Utility Rate Ready Pay-As-You-Get-Paid Consolidated Billing model. The scope of this document addresses processes associated with the communication of account receivable information via a 568 Account Receivables AdviseMENT transaction sent by the non-billing party to the billing party and the disposition of that account receivable information. This business process does not apply to the Utility Rate Ready Purchase Receivables Consolidated Billing model.*

*In developing these business processes, the New York EDI Collaborative reviewed the following documents:*

- 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.
- NY EDI TS814 Enrollment Request and Response Standard v. 2.0, issued May 17, 2006
- Enrollment Business Processes Document issued July 23, 2001.
- NY EDI TS814 Change (Account Maintenance), published May 17, 2006.
- Account Assignment Business Processes For All Consolidated Billing Models ordered July 31, 2002.
- Remittance Advice Business Processes for Utility Consolidated Billing Models v2.0 issued May 17, 2006.
- Notification Advice for Consolidated Billing Business Processes ordered November 7, 2002.

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**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
  - [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 the billing and payment processing options [B&PP B.8.].

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- The 568 Account Receivables AdviseMENT may only be sent when an account is already established on Utility Rate Ready Pay-As-You-Get-Paid Consolidated Billing; it may not be sent when Utility Rate Ready Consolidated Billing status is pending for an account.
- A separate 568 Account Receivables AdviseMENT transaction must be sent for each account.
- Each 568 Account Receivables AdviseMENT transaction may contain multiple adjustments for a single commodity.
- 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 AdviseMENT transaction.
- Customer payments received by the ESCO and applied to their account receivables balance for the customer must be communicated to the Utility via a 568 Accounts Receivables AdviseMENT transaction; an 820 Remittance Advice transaction should never be used by the ESCO in the Utility Rate Ready model to communicate the posting of payments or credits on a customer's account.
- A customer payment must be posted to the receiver's system(s) on the same date it is received.
- A separate business process document describes the use of a 568-type transaction by the billing party to communicate the receipt of customer payments to the non-billing party when the Purchase Receivables With Recourse model is in effect. That transaction is known as the 568 Payment AdviseMENT transaction.
- 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.]. Utilities are expected to process 568 transactions within four business days. For example, if the Utility receives a 568 transaction at its Web server at 3:00 a.m. on Day 1, the Utility must process the 568 transaction by close of business on Day 4. If the 568 transaction is received at 8:00 p.m. on Day 1, the Utility must process the 568 transaction by close of business on Day 5.

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**ACCOUNT RECEIVABLES ADVISEMENT BUSINESS PROCESSES  
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<b>PROCESS NUMBER:</b>	<i>ARO</i>
<b>PROCESS NAME:</b>	<i>ACCOUNT RECEIVABLES INFORMATION IS PROCESSED IN THE UTILITY RATE READY CONSOLIDATED BILLING MODEL (PARENT PROCESS)</i>
<b>PROCESS DEFINITION:</b>	<p>Process by which account receivables information originating with the non-billing party (ESCO) is transmitted by the ESCO to the billing party (Utility), used by the Utility to update the customer's balance and for presentation on the consolidated bill. Account receivables information includes:</p> <ul style="list-style-type: none"> <li>• The customers account balance, if any, prior to the issuance of the first Utility Rate Ready Pay-As-You-Get- Paid Consolidated Bill issued by the billing party (Utility),</li> <li>• Account receivables adjustments originating with the non-billing party (ESCO), or</li> <li>• Amounts associated with termination notices or deferred payment agreements originating with the non-billing party (ESCO).</li> </ul> <p>The method for communicating account receivables information originating with the ESCO is a 568 Account Receivables Advisement transaction.</p>
<b>TRIGGER(S):</b>	Account receivable information originates with the ESCO when Utility Rate Ready Pay-As-You-Get- Paid Consolidated Billing is in effect.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Dependent on the number of customers enrolled in Utility Rate Ready Pay-As-You-Get- Paid Consolidated Billing model.
<b>PROCESS INPUTS:</b>	Utility Billing Information, ESCO Billing Information, Customer Information, Account Receivables Balance or Adjustment Information.

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<b>PROCESS NUMBER:</b>	<i>ARO</i>
<b>PROCESS NAME:</b>	<i>ACCOUNT RECEIVABLES INFORMATION IS PROCESSED IN THE UTILITY RATE READY CONSOLIDATED BILLING MODEL (PARENT PROCESS)</i>
<b>PROCESS OUTPUTS:</b>	Communications between an ESCO and a Utility describing account receivable information pertaining to the customers account with the ESCO.
<b>SUB OR PRECEDING PROCESSES:</b>	<ol style="list-style-type: none"> <li>1.0 Non-Billing Party Processes 568 Account Receivables AdviseMENT To Notify Billing Party Of Beginning Balance</li> <li>2.0 Non-Billing Party Processes 568 Account Receivables AdviseMENT To Notify Billing Party of Account Receivables Adjustments</li> <li>3.0 Non-Billing Party Processes 568 Account Receivables AdviseMENT To Notify Billing Party of Termination Notice or Deferred Payment Agreement Amounts</li> </ol>
<b>PROCESS RULES:</b>	<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.</p> <p>[B&amp;PP G.4.] A consolidated bill shall contain the information listed in Attachment 3 – ESCO Content, separately stated for each ESCO (Attachment 3):</p> <ol style="list-style-type: none"> <li>h) ESCO charge adjustments and adders, if any, separately stated</li> <li>i) Taxes on ESCO charges, if required to be separately stated</li> <li>j) Billing period total ESCO charges</li> <li>k) Prior billing period total ESCO charges, including any prior late charges, unless included in total prior billed charges stated in the General Information Section</li> <li>l) Credits on prior ESCO charges</li> <li>m) Net prior ESCO balance remaining</li> <li>n) Total amount due for ESCO services</li> </ol>

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<b>PROCESS NUMBER:</b>	<i>ARO</i>
<b>PROCESS NAME:</b>	<i>ACCOUNT RECEIVABLES INFORMATION IS PROCESSED IN THE UTILITY RATE READY CONSOLIDATED BILLING MODEL (PARENT PROCESS)</i>
	<p>[B&amp;PP D.1.] A billing party shall perform the following functions and responsibilities:</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) ...</p> <p>h) ...</p> <p>i) ...</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;</p> <p>m) ..., and</p> <p>n) Maintain records of billing information, including amounts collected, remaining and transferred, and dates.</p> <p>[CWG] When Utility Rate Ready Pay-As-You-Get-Paid Consolidated Billing is in place, a 568 Account Receivables AdviseMENT transaction is used by the ESCO to notify the Utility of account receivables information when:</p> <ul style="list-style-type: none"> <li>• a balance (credit or debit) exists on the customer's account with the ESCO prior to issuance of the first consolidated bill for that customer and the ESCO wants the amount displayed as the beginning balance on the bill,</li> <li>• an account receivables adjustment on the ESCO account for the customer originates with the ESCO, or</li> <li>• amounts associated with termination notices or deferred payment agreements originating with the non-billing party (ESCO).</li> </ul>

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<b>PROCESS NUMBER:</b>	<i>ARO</i>
<b>PROCESS NAME:</b>	<i>ACCOUNT RECEIVABLES INFORMATION IS PROCESSED IN THE UTILITY RATE READY CONSOLIDATED BILLING MODEL (PARENT PROCESS)</i>
	<p>[CWG] Information on account receivables adjustments originating with the ESCO must be communicated to the Utility, via a 568 A/R Advisement transaction, within 2 business days of posting to the customer's account.</p> <p>[CWG] When a consolidated bill will consist of electric and gas charges, the adjustments communicated in a 568 Account Receivables Advisement transaction will be applied to electric and gas charges separately and, therefore, must be itemized separately by commodity in the 568 transaction.</p> <p>[CWG] The time frame in which 568 Account Receivables Advisement transactions are sent must be documented in the Billing Services Agreement between the parties. Unless the parties agree on an alternative time frame, a 568 Accounts Receivable Advisement transaction must be sent 4 business days prior to the bill cycle date, in order for the account receivables information to appear on the consolidated bill for that cycle.</p> <p>[CWG] A 568 Account Receivables Advisement transaction will only be accepted when the customer's account is already established on Utility Rate Ready Pay-As-You-Get-Paid Consolidated Billing; the transaction will be rejected if Utility Rate Ready Consolidated Billing status is pending for the account.</p> <p>[CWG] [B&amp;PP G.1.] [B&amp;PP G.4.] Where account receivables information is sent by the ESCO to the Utility, the Utility will update the balance on the customer's account and present the account receivables information on the consolidated bill as applicable.</p> <p>[UBP B&amp;PP D. 4.] Upon receipt of payments, a non-billing party shall notify the billing party.</p>

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	<p>[HEFPA 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 prorate 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>[HEFPA B&amp;PP J.4.a. Footnote 17] 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>[HEFPA 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 9.J.4.a.</p>

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	<p>[HEFPA B&amp;PP J.4.b. Footnote 18] Where the customer elects to make a charitable donation, such as funding a low income program, satisfaction of the donation shall be made prior to allocation and pro-ration of the customer's excess payment.</p> <p>[HEFPA 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>[HEFPA UBP B&amp;PP J.6.b.] Except as provided in Section 9.J.6. (d), a customer's change 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 ESCO charges is issued, the billing party shall notify the ESCO and report the balance due.</p> <p>[HEFPA UBP B&amp;PP J.6.c.] With regard to a new distribution utility/ESCO following a change of ESCO 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 its property right to the distribution utility.</p>

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	<p>[HEFPA UBP B&amp;PP J.6.d.] Upon ESCO termination of the commodity supply of customer due to failure to pay charges, the billing party shall maintain a current and past due balance for the account of the terminating 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>[CWG] [UBP B&amp;PP D.1. k – n.] When consolidated billing is in effect, the billing party is responsible for administration of the non-billing party account balance including maintenance of the non-billing party balance, presentation of the non-billing party balance on the consolidated bill, and allocation of payments to the non-billing party balance.</p> <p>[CWG] For Utility consolidated billing models the following process should be used when payments are received by the non-billing party:</p> <ul style="list-style-type: none"> <li>• The non-billing party should apply the entire payment to the customer's account with the non-billing party;</li> <li>• The non-billing party must notify the billing party of receipt of the customers' payment as follows: <ul style="list-style-type: none"> <li>➤ <u>Rate Ready</u> -- Via EDI 568 Accounts Receivable Advise ment</li> </ul> </li> <li>• Upon receipt of notification from the non-billing party, the billing party must adjust the customer's receivables balance with the non-billing party to reflect the payment amount and determine the allocation of the payment between the billing and non-billing party in accordance with pro-ration procedures established in B&amp;PP J.4.a. The receivables balances of the parties may subsequently be adjusted to reflect the pro-rata share of the payment applicable to each party.</li> </ul>

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	<ul style="list-style-type: none"> <li>In addition, the BSA between the parties should specify additional actions the non-billing party is expected to take regarding notification to the billing party when funds are received. The BSA should identify the method(s) that will be used to notify the non-billing party and the customer of the pro-rata share of the payment allocated to each party.</li> </ul>
<b>COMMENTS:</b>	

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<b>PROCESS NUMBER:</b>	<i>AR 1.0</i>
<b>PROCESS NAME:</b>	<i>NON-BILLING PARTY PROCESSES 568 ACCOUNT RECEIVABLES ADVISEMENT TO NOTIFY BILLING PARTY OF BEGINNING BALANCE</i>
<b>PROCESS DEFINITION:</b>	Process by which a beginning balance is communicated by the non-billing party (ESCO) to the billing party (Utility), used by the billing party to update the customer's balance and for presentation on the consolidated bill.
<b>TRIGGER(S):</b>	Prior to the issuance of the initial Utility Rate Ready Pay-As-You-Get-Paid Consolidated Bill for a customer, an account receivables balance (credit or debit) exists on the customer's account with the ESCO.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Dependent on the number of customers enrolled in Utility Rate Ready Pay-As-You-Get-Paid Consolidated Billing
<b>PROCESS INPUTS:</b>	Utility Information; ESCO Information, Customer Information; Account Receivables Balance Information.
<b>PROCESS OUTPUTS:</b>	<p><b>Positive Response:</b> Not Applicable</p> <p><b>Negative Responses:</b> A 568 A/R transaction may be rejected via an 824 Application Advice transaction for the following reasons:</p> <ul style="list-style-type: none"> <li>• Account Number Not Valid [A76]</li> <li>• Account Does Not Have Service Requested [A91]</li> <li>• Billing Option Discrepancy (Customer's bill option is not Utility Rate Ready Pay-As-You-Get-Paid) [A13]</li> <li>• Beginning Balance Not Sent Timely [A13]</li> </ul>

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<b>PROCESS NAME:</b>	<b><i>NON-BILLING PARTY PROCESSES 568 ACCOUNT RECEIVABLES ADVISEMENT TO NOTIFY BILLING PARTY OF BEGINNING BALANCE</i></b>
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Duplicate Received [ABN]</li> <li>• ESCO submits enrollment or change transaction to request Utility Rate Ready consolidated billing option for an individual customer and provides rate/price information.</li> <li>• Utility validates request (customer eligibility factors, etc.) in accordance with Enrollment and Change transaction rules. (See applicable business process documents).</li> <li>• Utility transmits a positive response to the ESCO which includes the effective date the customer will be established on the Utility Rate Ready bill option.</li> <li>• ESCO sends a 568 Accounts Receivables Advise transaction to the billing party before issuance of the first Utility Rate Ready consolidated bill when:             <ul style="list-style-type: none"> <li>Ⓡ The customer's account with the ESCO has a balance (credit or debit)</li> <li style="text-align: center;"><b>AND</b></li> <li>Ⓡ The ESCO would like the amount displayed as the beginning balance on the initial consolidated bill for the customer.</li> </ul> </li> <li>• Utility receives the 568 Account Receivables Advise transaction containing the beginning balance information at least 4 business days prior to the bill date (see process rules below):             <ul style="list-style-type: none"> <li>Ⓡ Utility updates the account to reflect the beginning balance information sent by the ESCO</li> <li>Ⓡ Utility presents the ESCO beginning balance on the customer's consolidated bill.</li> </ul> </li> <li style="text-align: center;"><b>OR</b></li> <li>• Utility receives the 568 Account Receivables Advise transaction containing the beginning balance information less than 4 business days prior to the bill date (see process rules below):             <ul style="list-style-type: none"> <li>Ⓡ Utility rejects the 568, via an 824 Application Advice transaction, within 1 business day</li> <li>Ⓡ Customer's account is not updated</li> <li>Ⓡ Beginning balance is not presented on the customer's consolidated bill</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Following receipt of a reject notice, the ESCO communicates the beginning balance as an account receivables credit or debit adjustment, via a 568 Account Receivables AdviseMENT transaction, for presentation on the customer's next consolidated bill.</li> </ul>
<b>PROCESS RULES:</b>	<p>[CWG] When an account receivables balance (credit or debit) exists on the ESCO account for a customer prior to the issuance of the initial Utility Rate Ready consolidated bill for a customer and the ESCO wants the amount displayed on the customer's bill as the beginning balance, the ESCO must communicate the beginning balance to the Utility, via a 568 Account Receivables AdviseMENT transaction, at least 4 business days prior to the initial cycle bill. Parties may agree on less than 4 business days and must document the agreed upon number of days in the BSA.</p> <p>[CWG] When the Beginning Balance communicated by the ESCO for a customer is a debit, the Utility will record that balance in its records for the customer's account with the ESCO as of the date the Rate Ready bill option was effective for that customer.</p> <p>[CWG] Where a 568 Account Receivables AdviseMENT communicating a beginning balance is sent less than 4 business days before the issuance of the initial consolidated bill (or less than the alternative time frame established in the BSA), it will be rejected. To ensure that the information is presented on the customer's next consolidated bill, the ESCO must send a new 568 Account Receivables AdviseMENT transaction reflecting the beginning balance amount as an account receivables credit or debit adjustment.</p> <p>[CWG] Where multiple 568 transactions containing beginning balance information are sent, the first transaction received, if valid, will be accepted and the others will be rejected.</p>

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	<p>[CWG] The beginning balance on a customer account may change after the ESCO has communicated the balance, via a 568 Account Receivables Advisement, for example, when an ESCO receives a payment after the 568 transaction was sent to the Utility. In these instances, the ESCO must communicate the change in the customer's balance as an account receivables adjustment (credit or debit) in a new 568 Account Receivables Advisement transaction. If the change is identified in the second 568 transaction as a beginning balance (FB), that transaction will be rejected and no change will be reflected on the consolidated bill.</p>
<b>COMMENTS:</b>	

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<b>PROCESS NUMBER:</b>	<i>AR 2.0</i>
<b>PROCESS NAME:</b>	<i>NON-BILLING PARTY PROCESSES 568 ACCOUNT RECEIVABLES ADVISEMENT TO NOTIFY BILLING PARTY OF ACCOUNT RECEIVABLES ADJUSTMENTS</i>
<b>PROCESS DEFINITION:</b>	<p>Process by which account receivables adjustments are communicated by the non-billing party (ESCO) to the billing party (Utility), used by the billing party to update the customer's account balance and for presentation on the consolidated bill.</p> <p>Receivables adjustments may include, but are not limited to, prior under-billed or over-billed charges, late fees or waivers of previously assessed late fees, fees for returned checks, adjustments for returned checks, rebates, promotional discounts, penalties, corrections for misapplied payments, courtesy refunds, transfers between accounts and payments received directly by the non-billing party.</p>
<b>TRIGGER(S):</b>	An account receivables adjustment originates with the ESCO when Utility Rate Ready Pay-As-You-Get-Paid Consolidated Billing is in effect.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Dependent on the number of customers enrolled in Utility Rate Ready Pay-As-You-Get-Paid Consolidated Billing
<b>PROCESS INPUTS:</b>	Utility Information; ESCO Information, Customer Information; Account Receivables Information.
<b>PROCESS OUTPUTS:</b>	<p><b>Positive Response:</b> Not Applicable</p> <p><b>Negative Responses:</b> A 568 A/R transaction may be rejected via an 824 Application Advice transaction for the following reasons:</p> <ul style="list-style-type: none"> <li>• Account Number Not Valid [A76]</li> <li>• Account Does Not Have Service Requested [A91]</li> </ul>

**ACCOUNT RECEIVABLES ADVISEMENT BUSINESS PROCESSES  
UTILITY RATE READY CONSOLIDATED BILLING MODEL**

<b>PROCESS NUMBER:</b>	<i>AR 2.0</i>
<b>PROCESS NAME:</b>	<i>NON-BILLING PARTY PROCESSES 568 ACCOUNT RECEIVABLES ADVISEMENT TO NOTIFY BILLING PARTY OF ACCOUNT RECEIVABLES ADJUSTMENTS</i>
	<ul style="list-style-type: none"> <li>• Bill Option Discrepancy [A13]</li> <li>• Duplicate Received [ABN]</li> <li>• Detail Amounts Do Not Equal Total (SUM)</li> </ul>
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• ESCO submits enrollment or change transaction to request Utility Rate Ready consolidated billing option for an individual customer and provides rate/price information.</li> <li>• Utility validates request (customer eligibility factors, etc.) in accordance with Enrollment and Change transaction rules (see applicable business process documents).</li> <li>• Utility transmits a positive response to the ESCO which includes the effective date the customer will be established on the Rate Ready bill option.</li> <li>• For account receivables adjustments originating with the ESCO (e.g., a late payment charge is assessed by the ESCO), the ESCO will communicate such adjustments to the Utility via a 568 A/R Advisement.</li> <li>• When a 568 Account Receivables Advisement transaction containing the adjustment(s) is sent on a timely basis (see Process Rules below), the Utility will update the account balance with the adjustment and present the adjustment on the customer's consolidated bill.</li> </ul>
<b>PROCESS RULES:</b>	<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 bill ready method is used, each party shall calculate its late payment charges. 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 I.1.] 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.</p>

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UTILITY RATE READY CONSOLIDATED BILLING MODEL**

<b>PROCESS NUMBER:</b>	<b><i>AR 2.0</i></b>
<b>PROCESS NAME:</b>	<b><i>NON-BILLING PARTY PROCESSES 568 ACCOUNT RECEIVABLES ADVISEMENT TO NOTIFY BILLING PARTY OF ACCOUNT RECEIVABLES ADJUSTMENTS</i></b>
	<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 ESCO charges is issued, the billing party shall notify the ESCO and report the balance due.</p> <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 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 D. 3.] A party that requires a customer’s deposit shall administer it. If a non-billing party applies 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>

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UTILITY RATE READY CONSOLIDATED BILLING MODEL**

<b>PROCESS NUMBER:</b>	<b><i>AR 2.0</i></b>
<b>PROCESS NAME:</b>	<b><i>NON-BILLING PARTY PROCESSES 568 ACCOUNT RECEIVABLES ADVISEMENT TO NOTIFY BILLING PARTY OF ACCOUNT RECEIVABLES ADJUSTMENTS</i></b>
	<p>[B&amp;PP D.1.] A billing party shall perform the following functions and responsibilities: ... 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>[CWG] [B&amp;PP D.4.] The ESCO must communicate to the Utility the application of a customer's deposit on an account via a 568 Account Receivables Advisement transaction.</p> <p>[CWG] [B&amp;PP D.4.] Where the ESCO receives a payment directly from a customer, the ESCO will communicate the payment information to the Utility via a 568 Account Receivables Advisement transaction.</p> <p>[CWG] [B&amp;PP G.4. Attachment 3 (k)] When the Utility is NOT calculating late fees on behalf of the ESCO, the ESCO must communicate such fees, and/or reversed late fees, to the Utility via a 568 A/R Advisement.</p> <p>[CWG] [B&amp;PP G.5.] When the ESCO provides incorrect customer information such as rate or tax information to the Utility, and the Utility renders a bill(s) based on this information, the ESCO will adjust the previously billed customer charges accordingly and communicate the adjustment (either credit or debit) via a 568 A/R Advisement transaction unless circumstances necessitate the use of non-EDI methods to handle a specific situation. Corrected customer information (other than balance information) must be communicated via an 814 Change transaction for use by the Utility in preparation of subsequent consolidated bills.</p>

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UTILITY RATE READY CONSOLIDATED BILLING MODEL**

<b>PROCESS NUMBER:</b>	<b><i>AR 2.0</i></b>
<b>PROCESS NAME:</b>	<b><i>NON-BILLING PARTY PROCESSES 568 ACCOUNT RECEIVABLES ADVISEMENT TO NOTIFY BILLING PARTY OF ACCOUNT RECEIVABLES ADJUSTMENTS</i></b>
	<p>[CWG] [B&amp;PP J.6. a. and b.] Where a consolidated billing relationship has ended, the customer has been issued the final consolidated bill and ESCO unpaid charges or credits remain on the account, the ESCO must continue to notify the Utility of account receivables information until payment of the final bill or 23 days after issuance of such bill, whichever is sooner. For account receivables information to be accepted by the Utility and used to update the account, it must be received at least 4 business days prior to the account becoming “inactive” with the Utility under Utility Rate Ready Consolidated Billing unless the parties have agreed and documented in a BSA a different time frame.</p> <p>[CWG] A 568 Account Receivables Advisement transaction must be sent within 2 business days of the date the ESCO posted the account receivables adjustment to the account.</p> <p>[CWG] When an account receivable adjustment originates with the ESCO, the 568 A/R Advisement transaction communicating the adjustment must be received at least 4 business days (or an alternative time period agreed upon by the parties) prior to issuance of the customer’s consolidated bill. When the transaction is received less than 4 business days (or an alternative time period agreed upon by the parties) prior to issuance of the bill, the Utility will accept the transaction, update the account balance, and present the adjustment on the customer’s next consolidated bill. Parties that agree on a time period that is less than 4 business days must document such arrangements in the BSA.</p> <p>[CWG] The effective date for adjustments communicated in a 568 Account Receivables Advisement transaction will be the date the consolidated bill on which they appear was created.</p>
<b>COMMENTS:</b>	

**ACCOUNT RECEIVABLES ADVISEMENT BUSINESS PROCESSES  
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**ACCOUNT RECEIVABLES ADVISEMENT BUSINESS PROCESSES  
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<b>PROCESS NUMBER:</b>	<i>AR 3.0</i>
<b>PROCESS NAME:</b>	<i>NON BILLING PARTY PROCESSES 568 ACCOUNT RECEIVABLES ADVISEMENT TO NOTIFY BILLING PARTY OF AMOUNTS ASSOCIATED WITH TERMINATION NOTICES OR DEFERRED PAYMENT AGREEMENTS ORIGINATING WITH THE NON-BILLING PARTY</i>
<b>PROCESS DEFINITION:</b>	<p>Process by which termination notice amounts or deferred payment agreement amounts for agreements initiated by the non-billing party are communicated by the non-billing party (ESCO) to the billing party (Utility), used by the billing party to update the customer's account record and for presentation on the consolidated bill.</p> <p>Amounts associated with non-billing party termination notices and deferred payment agreements must be considered by the billing party in allocating customer's payments between the billing and non-billing parties. The current installment amount for a non-billing party deferred payment agreement must be presented on the consolidated bill.</p> <p>A 568 Account Receivables Advisement transaction is used to communicate termination notice and/or deferred payment agreement amounts originating with the ESCO.</p>
<b>TRIGGER(S):</b>	A notice terminating the commodity supply for nonpayment is issued by the non-billing party. The non-billing party and customer agree on the terms of a deferred payment agreement to satisfy past due amounts owed to the non-billing party.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Dependent on the number of customers enrolled in Utility Rate Ready Pay-As-You-Get-Paid Consolidated Billing who fail to pay the non-billing party's charges.
<b>PROCESS INPUTS:</b>	Utility Information; ESCO Information, Customer Information; Termination or Deferred Payment Information.

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<b>PROCESS OUTPUTS:</b>	<p><b>Positive Response:</b> Not Applicable</p> <p><b>Negative Responses:</b> A 568 A/R transactions may be rejected via an 824 Application Advice transaction for the following reasons:</p> <ul style="list-style-type: none"> <li>• Account Number Not Valid [A76]</li> <li>• Account Does Not Have Service Requested [A91]</li> <li>• Bill Option Discrepancy (Customer's bill option is not Utility Rate Ready Pay-As-You-Get-Paid) [A13]</li> <li>• Duplicate Received [ABN]</li> <li>• Detail Amounts Do Not Equal Total (SUM)</li> </ul>
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• ESCO submits enrollment or change transaction to request Utility Rate Ready consolidated billing option for an individual customer and provides rate/price information.</li> <li>• Utility validates request (customer eligibility factors, etc.) in accordance with Enrollment and Change transaction rules (see applicable business process documents).</li> <li>• Utility transmits a positive response to the ESCO which includes the effective date the customer will be established on the Rate Ready bill option.</li> <li>• The customer fails to pay billed charges and is in arrears with the non-billing party (and also the billing party where applicable).</li> <li>• The non-billing party issues a termination notice for nonpayment and offers customer an opportunity to negotiate a deferred payment agreement to satisfy the outstanding unpaid charges.</li> <li>• Where a termination notice has been issued to the customer by the non-billing party, the billing party will note in the customer record the date and amount associated with the notice. The billing party will recognize the termination notice amount in allocating subsequent payments received by the customer.</li> <li>• Where the customer has satisfied a termination notice by entering into a deferred payment agreement</li> </ul>

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	<p>and/or has made a down payment on the agreement, the billing party will adjust the customers receivable balance to reflect the down payment amount, where applicable, and record the amount of the current installment due for presentation on the customer's next and subsequent consolidated bills.</p> <ul style="list-style-type: none"> <li>• The DPA installment amount will be used in allocating subsequent customer payments between the billing and non-billing parties in accordance with the Uniform Business Practices.</li> </ul>
<b>PROCESS RULES:</b>	<p>[B&amp;PP D.4.] Upon receipt of payments, a non-billing party shall notify the billing party.</p> <p>[CWG] A 568 Account Receivables AdviseMENT transaction must be sent within 2 business days of the date the ESCO issued a termination notice to the customer or posted a down payment on a non-billing party deferred payment agreement or entered into a deferred payment agreement that did not require a down payment.</p> <p>[CWG] [B&amp;PP D.4.] Where the ESCO receives a payment directly from a customer, the ESCO will communicate the payment information to the Utility via a 568 Account Receivables AdviseMENT transaction.</p> <p>[CWG] [UBP B&amp;PP D.1. k – n.] When consolidated billing is in effect, the billing party is responsible for administration of the non-billing party account balance including maintenance of the non-billing party balance, presentation of the non-billing party balance on the consolidated bill, and allocation of payments to the non-billing party balance.</p> <p>[CWG] For Utility consolidated billing models the following process should be used when payments are</p>

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	<p>received by the non-billing party:</p> <ul style="list-style-type: none"> <li>• The non-billing party should apply the entire payment to the customer's account with the non-billing party;</li> <li>• The non-billing party must notify the billing party of receipt of the customers' payment as follows: <u>Rate Ready</u> -- Via EDI 568 Accounts Receivable Advise ment</li> <li>• Upon receipt of notification from the non-billing party, the billing party must adjust the customer's receivables balance with the non-billing party to reflect the payment amount and determine the allocation of the payment between the billing and non-billing party in accordance with pro-ration procedures established in B&amp;PP J.4.a. The receivables balances of the parties may subsequently be adjusted to reflect the pro-rata share of the payment applicable to each party.</li> </ul> <p>[HEFPA 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 prorate 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>

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	<p>[HEFPA 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 9.J.4.a.</p> <p>[HEFPA 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 ESCO charges is issued, the billing party shall notify the ESCO and report the balance due.</p> <p>[HEFPA UBP B&amp;PP J.6.c.] With regard to a new distribution utility/ESCO following a change of ESCO 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</p>

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	<p>new ESCO and it provides its property right to the distribution utility.</p> <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>[CWG] [B&amp;PP J.6. d.] Upon ESCO termination of the commodity supply of a residential customer due to failure to pay charges, the ESCO must continue to notify the Utility of account receivables or deferred payment agreement information until all unpaid amounts have been satisfied.</p> <p>[CWG] When a deferred payment agreement originates with the ESCO, the 568 A/R Advisement transaction communicating the down payment and/or current installment amount must be received at least 4 business days (or an alternative time period agreed upon by the parties) prior to issuance of the customer's consolidated bill. When the transaction is received less than 4 business days (or an alternative time period agreed upon by the parties) prior to issuance of the bill, the Utility will accept the transaction, update the account balance, and present the adjustment on the customer's next consolidated bill. Parties that agree on a time period that is less than 4 business days must document such arrangements in the BSA.</p>
<b>COMMENTS:</b>	

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