

**NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
BILL READY MODELS**

This document describes the detailed business processes associated with billing party notification to the non-billing party following billing party receipt of an 810 Invoice for Bill Ready consolidated billing. In developing these business processes, the New York EDI Collaborative reviewed the following documents:

- June 30, 1999 Report of the New York EDI Collaborative
- New York Uniform Business Practices (UBP), Order Granting Portions of Petitions for Rehearing, issued and effective April 15, 1999 in Case 98-M-1343 - In the Matter of Retail Access Business Rules
- Opinion 01-03, Opinion and Order Approving EDI Data Standards and Data Protocols and Modifying the New York Uniform Business Practices for EDI Implementation, Case 98-M-0667, issued and effective July 23, 2001
- New York Uniform Business Practices (UBP), as modified in Opinion 01-03 in Case 98-M-0667 issued and effective July 23, 2001 (as displayed in the Interim Document published 11/16/01).
- 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
- Order Approving EDI Test Plans and Data Standards, issued and effective November 8, 2001 in Case 98-M-0667 - In the Matter of Electronic Data Interchange
- Order Approving Electronic Data Interchange Transactions for Utility Bill Ready and Rate Ready Billing, issued and effective June 21, 2002 in Case 98-M-0667
- Order Approving Electronic Data Interchange Standards Regarding Remittance and Account Assignment and Modifying the Application Advice Standards and all Type 814 Standards, issued and effective July 31, 2002 in Case 98-M-0667
- NY EDI TS814 Change (Account Maintenance) Business Process issued November 8, 2001
- NY EDI TS867 Monthly Usage Business Process issued August 7, 2002
- Draft Working Documents for the ESCO Bill Ready consolidated billing model

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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:
 - B&PP= Uniform Business Practices for Billing and Payment Processing issued 3/14/02
 - CWG = Collaborative Work Group
- Any item displayed under a Process component (i.e. rules, etc.) is also applicable for its sub-processes, unless otherwise noted.
- Utilities and E/Ms must demonstrate the technical capability to exchange information electronically for the billing and payment processing options offered by each party and meet the operational time frames that support the billing options used [B&PP B.10.].
- For purposes of validating EDI transactions, the customer's utility account number (with check digit, if included) must be included on every transaction unless otherwise specified in an Implementation Guide for a specific EDI data standard.
- When the Bill Ready consolidated billing arrangement is in place, the non-billing party will use an 810 Invoice transaction to communicate their billing information to the billing party for presentation on the customer's consolidated bill.
- Each 810 Invoice may contain bill data pertaining to electric service, gas service or both services.
- For the Bill Ready method, the non-billing party's current charges will appear on the consolidated bill when the 810 Invoice containing their charges, and other pertinent information, is received by the billing party within 2 business days of the date the non-billing party received valid usage data for a customer. This two-day period is referred to as the "bill window." When an 810 Invoice is not received within the bill window, or is rejected for cause, the non-billing party's amounts will not appear on the consolidated bill.
- The billing party will use an 824 Application Advice transaction to notify the non-billing party that their 810 (Bill Ready) Invoice has been rejected and their charges will not be presented in the consolidated bill. The 824 Application Advice will be sent within one business day of receipt of the 810 Invoice.

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- The billing party will use an 824 Positive Notification transaction to notify the non-billing party that their 810 (Bill Ready) Invoice was accepted and their charges were presented in the consolidated bill. The 824 Positive Notification will be created on the same day that the consolidated bill is created. The information sent in the Positive Notification transaction includes:
 - Total Payments Applied (To Non-Billing Party Account)
 - Payment Applied Through Date
 - Total Amount Due (for Non-Billing Party Charges)
 - Payment Due Date

- 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/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. 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.].

- 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 for days for which business cannot be performed due to force majeure events. For example, the billing party must reject an 810 Invoice within one business day of receipt (via an 824 Application Advice). If the 810 Invoice transaction were received at the billing party's Web server at 3:00 a.m. on Day 1, the billing party must send the 824 Application Advice transaction to the non-billing party by the close of business on Day 2.

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PROCESS NUMBER:	<i>NA 0</i>
PROCESS NAME:	<i>BILLING PARTY NOTIFIES NON-BILLING PARTY OF DISPOSITION OF 810 INVOICE (PARENT PROCESS)</i>
PROCESS DEFINITION:	Process used by the billing party to notify the non-billing party of the disposition of their 810 (Bill Ready) Invoice transaction.
TRIGGER (S):	Billing party receives 810 Invoice from the non-billing party.
ESTIMATED / PEAK TRANSACTION RATE:	Dependent on the number of customers that chose Bill Ready consolidated billing.
PROCESS INPUTS:	An 810 Invoice transaction containing Customer Information, E/M Information, Utility Information, Service Information and Bill Data.
PROCESS OUTPUTS:	<p><u>810 Invoice Data Included In Current Bill</u></p> <ul style="list-style-type: none"> • An 824 Positive Notification is sent by the billing party to notify the non-billing party that their 810 (Bill Ready) Invoice was accepted and their charges were presented in the consolidated bill. <p><u>810 Invoice Data Not Included in Current Bill:</u></p> <ul style="list-style-type: none"> • An 824 Application Advice is sent by the billing party to notify the non-billing party that their 810 Invoice has been rejected (for cause or due to a missed bill window) and their charges will not be presented in the

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	consolidated bill.
SUB OR PRECEDING PROCESSES:	<ul style="list-style-type: none"> • Meter is read or usage is estimated • Usage is validated • 867 MU containing usage or an Interim Bill Notice is sent to the E/M • Non-billing party calculates their charges and transmits an 810 Invoice to the billing party • Billing party processes 810 Invoice transaction: <ul style="list-style-type: none"> ➤ Billing party issues consolidated bill containing non-billing party's charges, ➤ Billing party notifies non-billing party of bill information presented in consolidated bill. <li align="center">Or ➤ Billing party rejects non-billing party 810 Invoice for cause ➤ Billing party notifies non-billing party that 810 Invoice has been rejected for cause <li align="center">Or ➤ Billing party rejects 810 Invoice due to missed bill window ➤ Billing party notifies non-billing party that 810 Invoice has been rejected for missed bill window. <p>1.0 Positive Notification -- Billing Party Notifies Non-Billing Party When Information Is Presented on the Consolidated Bill</p> <p>2.0 Application Advice -- Billing Party Rejects Non-Billing Party 810 Invoice For Cause</p> <p>3.0 Application Advice -- Billing Party Rejects Non Billing Party 810 Invoice For Missed Bill Window</p>

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PROCESS NUMBER:	<i>NA 0</i>
PROCESS NAME:	<i>BILLING PARTY NOTIFIES NON-BILLING PARTY OF DISPOSITION OF 810 INVOICE (PARENT PROCESS)</i>
PROCESS RULES:	<p>[B&PP B.13.] Disputes between billing and non-billing parties pertaining to billing and/or payment processing must be resolved in accordance with the Commission’s Uniform Business Practices unless the parties agree to other procedures.</p> <p>[B&PP C.1.c.] The consolidated billing and payment processing arrangements between utilities and ESCOs are defined by [the Practices] except to the extent the parties agree to other provisions within the bounds of otherwise applicable laws, regulations, or Commission orders. The detailed expectations for the responsibilities of parties, including treatment for failure to meet obligations, shall be codified in Billing Service Agreements.</p> <p>[B&PP C.1.i.] Bill cycle and payment due dates shall be set by utilities unless agreement is reached between the utilities and the ESCOs to establish alternative dates that do not adversely affect customers.</p> <p>[B&PP C.2.a.] The specific functions that must be undertaken by either the utility or the ESCO, as the consolidated billing party, include:</p> <ol style="list-style-type: none">(1) Receiving bill charges and other billing information for consolidated billing customers from the non-billing party(using the bill ready method);(2) ...(3) ...(4) Acknowledging receipt of the non-billing party’s data and advising that its data is accepted or rejected (using the bill ready method);

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	<ul style="list-style-type: none">(5) ...(6) Printing (or making available electronically) consolidated bills that reflect the non-billing party's billed charges (including taxes, arrearages, and late fees) and bill messages;(7) ...(8) Stamping, sorting and mailing the consolidated bills or sending the bills electronically to the customer, if applicable;(9) Canceling and rebilling;(10) Notifying the non-billing party of amounts billed, by account, within two business days of rendering the bill to customers;(11) Receiving and recording customer payments;(12) Allocating and transmitting the non-billing party's share of receipts, by account, to the non-billing party;(13) Responding to general inquiries and complaints about the overall bill and its format; customers are to be referred to the non-billing party for inquiries and complaints related to the non-billing party's rates, charges, and services; and(14) Maintaining records of billing information, including billed amounts, amounts collected, amounts remaining, amounts transferred, and dates.

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	<p>[B&PP C.3.c.(2)] An ESCO's right to offer a consolidated bill (either as the billing party or the non-billing party) may be suspended and/or terminated by the utility if the ESCO fails to comply with the Billing Services Agreement, fails to comply with its own written procedures supplied to the utility, fails to remain in compliance with data interchange standards, fails to comply with these business practices, fails to meet applicable creditworthiness and/or security requirements, is suspended or terminated as an eligible ESCO under other provisions, or there are an excessive number of customer complaints about the clarity, timeliness, or accuracy of the consolidated bill of an ESCO's responsiveness to inquiries. If the utility determines that the ESCO has failed to meet any of its obligations, it may notify the ESCO that its right to initiate consolidated billing for additional customers is temporarily suspended and give the ESCO at least 15 calendar days from the date of the notice to cure the identified deficiency. If the deficiency is not cured within the specified period, the utility may commence dual billing for the ESCO's customers after it submits a change request in accordance with section C.3.b.</p> <p>[B&PP C.5.b.] The consolidated bill format shall be within the billing party's discretion, subject to the provisions outlined [in the Uniform Practices].</p> <p>[B&PP C.5.c.] The consolidated bill shall provide a summary total of charges and itemize utility and ESCO charges separately, each in enough detail to provide the customer enough information to judge the accuracy of the bill. Such itemizations shall be in clearly separated portions of the bill with the source of the charges (utility or ESCO) clearly identified...</p>

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	<p>[B&PP C.5.d.] The information [specified in this section] shall be required elements on a consolidated bill, unless the customer, the utility and the ESCO agree otherwise, provided that laws and regulations do not require the information. The elements identified here may be placed on the consolidated bill in any order or location preferred by the billing party.</p> <p>[B&PP C.5.d.(2)] The following information shall be displayed on the <u>utility</u> portion of combined bills :</p> <ul style="list-style-type: none"> (a) Utility name (and logo, if the parties agree); (b) Utility address, if the utility is not the billing party; (c) Utility toll-free or local telephone number for inquiries about the utility portion of the bill, if the utility is not the billing party; (d) Utility account number, if the utility is not the billing party; (e) Utility rate classification identifier; (f) Utility rates per billing unit, if applicable; (g) Utility rates not based on billing units, if applicable, and unbundled, if applicable; (h) Utility charge adjustments and adders, separately stated; (i) Taxes on utility charges, if separately stated; (j) Billing period total utility charges; (k) Prior billing period total utility charges, including any prior late charges; (l) Credits on prior utility charges;

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	<p>(m) Net prior utility balance remaining; (n) Late charge for unpaid prior utility balance; (o) Total amount due for utility services; (p) If a budget bill, applicable billing information and resulting budget bill amount due for utility services; (q) The utility’s bill message, if any, up to 480 characters, if the utility is not the billing party.</p> <p>[B&PP C.5.d.(3)] The following information shall be displayed on the <u>ESCO</u> portion of combined bills:</p> <p>(a) ESCO name (and logo if the parties agree); (b) ESCO address, if the ESCO is not the billing party; (c) ESCO toll-free or local telephone number for billing inquiries; (d) ESCO account number, if the ESCO is not the billing party and has a unique account number; (e) ESCO rate classification, if applicable; (f) ESCO rate per billing unit, where applicable; (g) ESCO rate not based on utility unit, if applicable); (h) ESCO charge adjustments and adders, if any, separately stated; (i) Taxes on ESCO charges, if required to be separately stated; (j) Billing period total ESCO charges; (k) Prior billing period total ESCO charges, including any prior late charges; (l) Credits on prior ESCO charges; (m) Net prior ESCO balance remaining; (n) Late charge for unpaid prior ESCO balance;</p>

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	<p>(o) Total amount due for ESCO services;</p> <p>(p) If a budget bill, applicable billing information and resulting budget bill amount due;</p> <p>(q) The ESCO's bill message, if any, up to 480 characters, if the ESCO is not the billing party.</p> <p>[B&PP C.5.i.] The billing party may not include charges on the utility portion of consolidated bills that are not authorized in a tariff and neither party may include charges on bills for services not authorized or received by customers (cramming).</p> <p>[B&PP C.5.l.] Due dates and other general payment terms and conditions shall be identical for ESCO and utility charges when a consolidated bill is rendered unless different terms and conditions would have no impact on either of them. [Footnote 25] In the event of conflicts, the payment terms and conditions of the utility shall be used.</p> <p>[B&PP C.6.b.] Using the bill ready method, the non-billing party's charges and other information must be received by the billing party within two business days following receipt by the non-billing party of valid usage data for a customer account.</p> <p>[B&PP C.6.c.] Using bill ready billing, if the non-billing party's transaction is received within the appropriate time frame, but the transaction is rejected for cause, the billing party must send the non-billing party an EDI transaction reject notice, identifying the reason for the rejection, within one business day of receipt of the non-billing party's transaction. The non-billing party may, if time permits, submit a corrected file containing billing charges for inclusion in the current billing statement.</p>

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	<p>[B&PP C.6.d.] If a non-billing party’s transaction is sent to the billing party outside the appropriate time frame, then the billing party may reject the transaction and shall notify the non-billing party within two business days that the charges were not billed. The non-billing party may resubmit its charges the following billing period in accordance with the time requirements stated above and without added late charges. If the bill ready method is used, the non-billing party may submit a separate bill to the customer with an explanation and directions to send the supplemental payment to the billing party’s address. The non-billing party shall notify the billing party that a supplemental bill was sent to the customer. The parties may also agree that the billing party shall hold the non-billing party’s charges for inclusion in the next bill.</p> <p>[B&PP C.6.e.] If a non-billing party’s file is accepted using a bill ready method, the billing party must present or render a bill to the customer within two business days of receipt of the file. A bill is presented or rendered when it is transferred to the custody of the U.S. Postal Service or presented to an overnight delivery service or, if authorized by the customer, sent electronically to a valid e-mail address or telefax number, displayed on a secure website, or presented directly to the customer of his representative.</p> <p>[B&PP C.6.f.] If the billing party has not purchased a non-billing party’s accounts receivables, is able to process the non-billing party’s file, but unable to render a bill within the allotted time, the billing party shall notify the non-billing party immediately. Customers shall be afforded the same grace period to pay bills as they would</p>

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	<p>if the delay had not occurred.</p> <p>[B&PP C.7.b.] If non-billing party errors occur and are not corrected before the bill is issued, the bills will not be cancelled or new bills issued, unless the billing and non-billing parties agree.</p> <p>[B&PP C.7.c.] If billing party errors occur and cause the non-billing party charges to miss the billing window, the billing party shall cancel and reissue the bills within two business days of notification, unless the billing party and non-billing party arrange an alternative bill correction process. Customers shall be afforded the same grace period to pay bills as they would if the error had not occurred.</p> <p>[CWG] When the Bill Ready consolidated billing arrangement is in place, the non-billing party will use an 810 Invoice transaction to communicate their billing information to the billing party for presentation on the customer’s consolidated bill.</p> <p>[CWG] Where the Utility is the meter reading entity, the Utility will send usage when the data is acceptable by the utility to bill its customers. For accounts on a bi-monthly meter read cycle that are billed monthly, for example customers enrolled in budget bill plans, and no usage information is available for the interim month, the Utility will send an 867MU transaction to notify the ESCO that an interim bill will be issued. In this instance, the 867MU transaction will not contain usage data, but only an <u>Interim Bill Notice</u> segment to indicate that a bill window is open for the customer. The ESCO may, but is not required to, bill the customer. If they choose to bill the customer, they must return an 810</p>

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	<p>Invoice containing their charges for the interim month consolidated bill within the current bill window.</p> <p>[CWG] For the Bill Ready method, the non-billing party’s current charges will appear on the consolidated bill when the 810 Invoice containing their charges, and other pertinent information, is received by the billing party within 2 business days of the date the non-billing party received valid usage data for a customer. This two-day period is referred to as the “bill window.” When an 810 Invoice is not received within the bill window, or is rejected for cause, the non-billing party’s amounts will not appear on the consolidated bill.</p> <p>[CWG] The billing party will notify the non-billing party of the disposition of their 810 Invoice transaction via an 824 transaction as follows:</p> <ul style="list-style-type: none"> • <u>824 Positive Notification</u> -- When charges sent in the 810 Invoice are included in the current bill, this transaction is used to advise the non-billing party that their information was presented in the current bill. • <u>824 Application Advice</u> -- When charges sent in the 810 Invoice have not been included in the current bill, this transaction is used to advise the non-billing party that their information will not be presented in the current bill. <p>[CWG][B&PP C.6.d.] If a non-billing party submits a bill directly to the customer, they must notify the billing party via a non-EDI method. Further details of this arrangement must be documented in the Billing Services</p>

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PROCESS NAME:	<i>BILLING PARTY NOTIFIES NON-BILLING PARTY OF DISPOSITION OF 810 INVOICE (PARENT PROCESS)</i>
	<p>Agreement between the parties (See Comments Below).</p> <p>[CWG][B&PP C.6.f.] When the billing party is unable to render a bill within the allotted time, they must notify the non-billing party immediately. This notification will be non-EDI.</p> <p>[CWG] When an 810 Invoice is received outside of the bill window, the 824 Application Advice transaction will indicate that the reason for rejection is “Outside Bill Window”(OBW).</p> <p>[CWG] The billing and non-billing parties must agree in advance and document in their Billing Services Agreement (BSA) how 810 Invoices received outside the bill window will be handled. When an 810 Invoice is rejected for a missed bill window the parties may agree either that:</p> <ul style="list-style-type: none"> • An 810 Invoice containing bill information for the missed cycle will be sent during the subsequent bill cycle (BGN code in 824 Application Advice is “82=Follow Up”); or • The billing party will hold bill information from the rejected 810 Invoice for presentation on the next bill (BGN code in 824 Application Advice is “EV=Evaluate”). <p>[CWG] [B&PP C.6.d.] When the billing party has rejected an 810 Invoice and bill information in that Invoice must be resent during a subsequent bill window, the non-billing party may send either:</p> <ul style="list-style-type: none"> • a <i>single</i> 810 Invoice that contains charges for the previous and current periods; or • <i>two</i> 810 Invoices – one for the prior period and one for the current period. <p>[CWG] [B&PP C.6.d.] When an 810 Invoice transaction is rejected and bill information from that Invoice will be held</p>

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	<p>by the billing party, the non-billing party should not retransmit the rejected 810 Invoice during the next bill window. The non-billing party, however, must send a new 810 Invoice containing charges for the current bill period during the next bill window. The billing party will use the bill information from the “held” 810 Invoice and the current 810 Invoice to prepare the current bill (s).</p> <p>[CWG] When a billing party receives more than one 810 Invoice for a customer during a bill window and each invoice is for a different bill period, the billing party may either present amounts from <u>each</u> invoice in separate bills or present all amounts in a single bill.</p> <p>[CWG] [B&PP C.2.a.(10)] When an 810 Invoice has been accepted the Utility will send the E/M an 824 Positive Notification transaction to confirm that the E/Ms bill information has been presented on the consolidated bill. The Positive Notification transaction will contain the following bill information from the non-billing party’s section of the consolidated bill:</p> <ul style="list-style-type: none"> ➤ Total Payments Applied (To Non-Billing Party’s Account) ➤ Payment Applied Through Date ➤ Total Amount Due (For Non-Billing Party’s Charges) ➤ Payment Due Date <p>[CWG] When the billing party has accepted more than one 810 Invoice transaction for a customer during a bill</p>

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	<p>window, the billing party may respond either with a separate 824 Positive Notification transaction for each Invoice or a single 824 Positive Notification that references all 810 Invoices. When a Positive Notification is sent in response to each 810 Invoice received, the content of each Notification transaction (i.e. total payments applied, applied through date, payment due date and total amount due) will be the same when the bill information was presented in a single consolidated bill.</p> <p>[CWG] A separate 824 transaction (either Positive Notification or Application Advice) will be sent for each 810 Invoice received unless multiple 810 Invoices for the same service for the same customer were accepted during the bill window and the billing party chooses to send <u>one</u> Positive Notification transaction referencing all Invoices.</p> <p>[CWG] [B&PP C.2.a.(10)] [B&PP C.6.c.] [B&PP C.6.d.] The Billing Practices prescribe time frames in which information must be exchanged between the billing and non-billing parties that may be longer than necessary and/or are inconsistent with the parties' existing processing routines:</p> <ul style="list-style-type: none"> within two business days – notify the non-billing party of amounts billed (824 Positive Notification) within two business days – notify the non-billing party that their charges were not billed when a transaction was received outside the bill window (824 Application Advice) within one business day – send the non-billing party a reject notice when a transaction is rejected for cause (824 Application Advice)

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	<p>Therefore, the following practices will apply for all billing party responses to receipt of an 810 Bill Ready Invoice:</p> <ul style="list-style-type: none"> • <u>824 Positive Notification</u> -- will be created on the same day as the consolidated bill is created, • <u>824 Application Advice</u> -- will be created within one business day of receipt of the 810 Invoice.
COMMENTS/ISSUES/ RECOMMENDATIONS	<p>COMMENT: Under Section C.6.d. of the Billing Practices the non-billing party may, when their 810 Invoice was rejected, submit a separate bill to the customer with an explanation and directions to send the supplemental payment to the billing party's address. The billing party must be notified when the non-billing party issues a supplemental bill to a customer. The Collaborative recognizes that this type of notification cannot be accommodated via EDI, nor can the existing process for handling remittance transactions in EDI accommodate the processing of payments received by the billing party on separate bills issued by a non-billing party. The practice of separate bills issued by a non-billing party when the customer's designated bill option is consolidated billing is likely to create confusion between the customer, the billing party and the non-billing party regarding customers' balances and the proper allocation of future payments. Therefore, the process for handling non-billing party issuance of separate bills should be carefully documented in advance in the Billing Services Agreement between the parties.</p>

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PROCESS NUMBER:	<i>NA 1.0</i>
PROCESS NAME:	<i>POSITIVE NOTIFICATION-BILLING PARTY NOTIFIES NON-BILLING PARTY WHEN BILLING INFORMATION IS PRESENTED ON CONSOLIDATED BILL</i>
PROCESS DEFINITION:	Process by which the billing party will notify the non-billing party that their 810 Invoice was accepted and their billing information was presented in the non-billing party detail section of the customer’s consolidated bill.
TRIGGER (S):	Billing party renders consolidated bill to the customer that includes billing information sent by non-billing party in an 810 Invoice.
ESTIMATED / PEAK TRANSACTION RATE:	Dependent on the number of customers enrolled in Bill Ready consolidated billing.
PROCESS INPUTS:	An 810 Invoice transaction containing Customer Information, E/M Information, Utility Information, Service Information and Bill Data.
PROCESS OUTPUTS:	An <u>824 Positive Notification</u> transaction will be sent by the billing party to the non-billing party when charges sent in the 810 Invoice were included in the current bill.
SUB OR PRECEDING PROCESSES:	<ul style="list-style-type: none"> • Meter is read or usage is estimated. • Usage is validated • 867 MU containing usage or an Interim Bill Notice is sent to the E/M • Non-billing party calculates charges and transmits an 810 Invoice to the billing party

**NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
 BILL READY MODELS**

PROCESS NUMBER:	<i>NA 1.0</i>
PROCESS NAME:	<i>POSITIVE NOTIFICATION-BILLING PARTY NOTIFIES NON-BILLING PARTY WHEN BILLING INFORMATION IS PRESENTED ON CONSOLIDATED BILL</i>
	<ul style="list-style-type: none"> • Billing Party processes 810 Invoice • Billing Party issues consolidated bill containing non-billing party’s charges • Billing Party notifies non-billing party of bill information presented on the consolidated bill via an 824 Positive Notification transaction.
PROCESS RULES:	<p>[B&PP C.5.b.] The consolidated bill format shall be within the billing party’s discretion, subject to the provisions outlined [in the Uniform Practices].</p> <p>[B&PP C.5.d.] The information [specified in this section] shall be required elements on a consolidated bill, unless the customer, the utility and the ESCO agree otherwise, provided that laws and regulations do not require the information. The elements identified [in this section] may be placed on the consolidated bill in any order or location preferred by the billing party.</p> <p>[B&PP C.5.l.] Due dates and other general payment terms and conditions shall be identical for ESCO and utility charges when a consolidated bill is rendered unless different terms and conditions would have no impact on either of them. [Footnote 25] In the event of conflicts, the payment terms and conditions of the utility shall be used.</p> <p>[B&PP C.6.b.] Using the bill ready method, the non-billing party’s charges and other information must be received by the billing party within two business days following receipt by the non-billing party of valid usage data for a customer account.</p>

NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
BILL READY MODELS

PROCESS NUMBER:	<i>NA 1.0</i>
PROCESS NAME:	<i>POSITIVE NOTIFICATION-BILLING PARTY NOTIFIES NON-BILLING PARTY WHEN BILLING INFORMATION IS PRESENTED ON CONSOLIDATED BILL</i>
	<p>[B&PP C.6.e.] If a non-billing party's file is accepted using a bill ready method, the billing party must present or render a bill to the customer within two business days of receipt of the file. A bill is presented or rendered when it is transferred to the custody of the U.S. Postal Service or presented to an overnight delivery service or, if authorized by the customer, sent electronically to a valid e-mail address or telefax number, displayed on a secure website, or presented directly to the customer of his representative.</p> <p>[CWG] [B&PP C.2.a.(10)] On the same day the consolidated bill is created, the billing party will send an 824 Positive Notification transaction to advise the non-billing party of bill information presented in the current bill.</p> <p>[CWG] [B&PP C.2.a.] The Positive Notification transaction sent to the non-billing party will contain the following bill information from the non-billing party's section of the consolidated bill:</p> <ul style="list-style-type: none">➤ Total Payments Applied (to Non-Billing Party Account)➤ Payment Applied Through Date➤ Total Amount Due (for Non-Billing Party Charges)➤ Payment Due Date <p>[CWG] When a billing party receives more than one 810 Invoice for a customer during a bill window and each invoice is for a different bill period, the billing party may either present amounts from <u>each</u> invoice in separate bills or present all amounts in a single bill.</p>

NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
BILL READY MODELS

PROCESS NUMBER:	<i>NA 1.0</i>
PROCESS NAME:	<i>POSITIVE NOTIFICATION-BILLING PARTY NOTIFIES NON-BILLING PARTY WHEN BILLING INFORMATION IS PRESENTED ON CONSOLIDATED BILL</i>
	<p>[CWG] When the billing party has accepted more than one 810 Invoice transaction for a customer during a bill window and bill information from each Invoice will be presented in the current bill(s), the billing party may respond either with separate 824 Positive Notification transactions for each Invoice or a single 824 Positive Notification that references both 810 Invoices. When a Positive Notification is sent in response to each 810 Invoice received, the content of each Notification transaction (i.e. total payments applied, applied through date, payment due date and total amount due) will be the same when the bill information was presented in a single consolidated bill.</p> <p>[CWG] A separate 824 Positive Notification will be sent for each 810 Invoice received unless <u>two</u> 810 Invoices were received and accepted for a customer during the same bill window and the billing party chooses to send <u>one</u> Positive Notification transaction referencing both Invoices.</p>
COMMENTS/ISSUES/ RECOMMENDATIONS:	

**NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
 BILL READY MODELS**

PROCESS NUMBER:	<i>NA 2.0</i>
PROCESS NAME:	<i>APPLICATION ADVICE-BILLING PARTY REJECTS NON-BILLING PARTY 810 INVOICE FOR CAUSE</i>
PROCESS DEFINITION:	The process by which the billing party notifies the non-billing party that an 810 Invoice has been rejected for cause.
TRIGGER (s):	The 810 (Bill Ready) Invoice may be rejected for the following reasons: <ul style="list-style-type: none"> • Account Number Not Valid • Account Does Not Have Service Requested • Invalid Bill Option (Account not enrolled in Bill Ready Model) • Invoice errors
ESTIMATED / PEAK TRANSACTION RATE:	Dependent on the number of customers enrolled in Bill Ready consolidated billing.
PROCESS INPUTS:	An 810 Invoice transaction containing Customer Information, E/M Information, Utility Information, Service Information and Bill Data.
PROCESS OUTPUTS:	An 824 <u>Application Advice</u> transaction will be sent by the billing party to notify the non-billing party that their 810 Invoice has been rejected for cause and their charges will not be presented in the consolidated bill. The Application Advice will describe the reason for the rejection.

**NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
 BILL READY MODELS**

PROCESS NUMBER:	<i>NA 2.0</i>
PROCESS NAME:	<i>APPLICATION ADVICE-BILLING PARTY REJECTS NON-BILLING PARTY 810 INVOICE FOR CAUSE</i>
SUB OR PRECEDING PROCESSES:	<ul style="list-style-type: none"> • Meter is read or usage is estimated • Usage is validated • 867 MU containing usage or an Interim Bill Notice is sent to the E/M • Non-billing party calculates charges and transmits an 810 Invoice to the billing party • Billing party processes 810 Invoice • Billing party rejects non-billing party 810 Invoice for cause • Billing party processes 824 Application Advice to notify the non-billing party that the 810 Invoice has been rejected for cause • Non-billing party sends a corrected file within the current bill window containing billed charges for presentation on the current bill. Billing party presents charges from the corrected Invoice on the current bill. <p align="center">OR</p> <ul style="list-style-type: none"> • Non-billing party sends customer a supplemental bill containing their charges and notifies billing party (See Comment in NA0) <p align="center">OR</p> <ul style="list-style-type: none"> • Billing party delays issuing the consolidated bill until a corrected file is received from the non-billing party (see Process Rules below). Billing party includes charges from the corrected Invoice on the current bill. <p align="center">OR</p> <ul style="list-style-type: none"> • Non-billing party sends an 810 Invoice in a subsequent bill window that contains charges for a prior bill period (bill period for which the Invoice was rejected) and the current bill period for presentation on the customer's current bill. <p align="center">OR</p> <ul style="list-style-type: none"> • Non-billing party sends two 810 Invoices in a subsequent bill window – one Invoice containing the corrected charges for the period for which an Invoice was previously rejected and a second Invoice containing the current

**NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
 BILL READY MODELS**

PROCESS NUMBER:	<i>NA 2.0</i>
PROCESS NAME:	<i>APPLICATION ADVICE-BILLING PARTY REJECTS NON-BILLING PARTY 810 INVOICE FOR CAUSE</i>
	period charges. Amounts from both Invoices are presented on the customer's current bill(s).
PROCESS RULES:	<p>[B&PP C.6.c.] Using bill ready billing, if the non-billing party's transaction is received within the appropriate time frame, but the transaction is rejected for cause, the billing party must send the non-billing party an EDI transaction reject notice, identifying the reason for the rejection, within one business day of receipt of the non-billing party's transaction. The non-billing party may, if time permits, submit a corrected file containing billing charges for inclusion in the current billing statement.</p> <p>[CWG] [B&PP C.6.c.] When an 810 Invoice is rejected for cause, the billing party will notify the non-billing party, via an 824 Application Advice, within one business day of receipt of the 810 Invoice.</p> <p>[CWG] A separate 824 Application Advice transaction will be sent for each 810 Invoice that is rejected.</p> <p>[CWG] [B&PP C.6.c.] When an 810 Invoice has been rejected for cause and the non-billing party is unable to send a new 810 Invoice containing corrected charges within the current bill window, the parties may agree to delay issuing the current bill until the corrected bill data is received from the non-billing party. The circumstances in which consolidated bills may be delayed must be documented in advance in the Billing Services Agreement between the parties.</p> <p>[CWG][B&PP C.6.f.] When the parties have agreed to delay issuing the consolidated bill pending receipt of a corrected file from the non-billing party, the customer must be afforded the same grace period to pay bills as they would if the delay had not occurred.</p>

**NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
 BILL READY MODELS**

PROCESS NUMBER:	<i>NA 2.0</i>
PROCESS NAME:	<i>APPLICATION ADVICE-BILLING PARTY REJECTS NON-BILLING PARTY 810 INVOICE FOR CAUSE</i>
	<p>[CWG][B&PP C.6.d.] When an 810 Invoice has been rejected for cause and the non-billing party is unable to send a new 810 Invoice containing corrected charges within the current bill window, the non-billing party may issue a separate bill to the customer with an explanation and directions to send the supplemental payment to the billing party address. The non-billing party shall notify the billing party that a supplemental bill was sent to the customer via a non-EDI method (see Comment under NA0 - Parent Process).</p> <p>[CWG] When the 810 Invoice containing the non-billing party’s charges has been rejected for cause and amounts in the Invoice will not be presented, the billing party will issue a consolidated bill that reflects only balance information in the non-billing party’s detail section of the consolidated bill.</p> <p>[CWG] [B&PP C.6.d.] When the billing party has rejected an 810 Invoice and bill information in that Invoice must be resent during a subsequent bill window, the non-billing party may send either:</p> <ul style="list-style-type: none"> • a <i>single</i> 810 Invoice that contains charges for the previous and current periods; or • <i>two</i> 810 Invoices – one for the prior period and one for the current period.
COMMENTS/ISSUES/ RECOMMENDATIONS:	

**NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
 BILL READY MODELS**

PROCESS NUMBER:	<i>NA 3.0</i>
PROCESS NAME:	<i>APPLICATION ADVICE-BILLING PARTY REJECTS NON-BILLING PARTY 810 INVOICE FOR MISSED BILL WINDOW</i>
PROCESS DEFINITION:	Process by which the billing party notifies the non-billing party that their 810 Invoice has been rejected because it was not received within the bill window (missed bill window).
TRIGGER (S):	Billing party does not receive the non-billing party's 810 Invoice within the bill window
ESTIMATED / PEAK TRANSACTION RATE:	Dependent on the number of customers enrolled in Bill Ready consolidated billing.
PROCESS INPUTS:	An 810 Invoice transaction containing Customer Information, E/M Information, Utility Information, Service Information and Bill Data.
PROCESS OUTPUTS:	<p>An <u>824 Application Advice</u> transaction is sent by the billing party to notify the non-billing party that their 810 Invoice has been rejected and their charges will not be presented in the current bill. The code "OBW" (Outside Bill Window) is sent in the 824 Advice transaction to indicate that the Invoice is being rejected due to missed bill window. The BGN segment in the Advice transaction will indicate the action the non-billing party is expected to take regarding the rejected 810 Invoice:</p> <ul style="list-style-type: none"> ➤ Code "82" indicates that the non-billing party must resubmit the bill data in the next billing cycle. ➤ Code "EV" indicates that the billing party will hold the bill information sent in the rejected Invoice for the next billing cycle.

**NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
 BILL READY MODELS**

PROCESS NUMBER:	<i>NA 3.0</i>
PROCESS NAME:	<i>APPLICATION ADVICE-BILLING PARTY REJECTS NON-BILLING PARTY 810 INVOICE FOR MISSED BILL WINDOW</i>
SUB OR PRECEDING PROCESSES:	<ul style="list-style-type: none"> • Meter is read or usage is estimated • Usage is validated • 867 MU containing usage or an Interim Bill Notice is sent to the E/M • Non-billing party calculates charges and transmits an 810 Invoice to the billing party. • Billing party processes 810 Invoice. • Billing party rejects non-billing party 810 Invoice for missed bill window. • Billing party processes 824 Application Advice to notify non-billing party that their 810 Invoice has been rejected. <ul style="list-style-type: none"> ➤ <u>The 824 Advice indicates bill information must be resent</u> <ul style="list-style-type: none"> • Non-billing party sends an 810 Invoice containing bill information for the missed bill cycle and the current cycle during a subsequent bill window Or • Non-billing party sends two 810 Invoices during a subsequent bill window (one Invoice for the missed cycle period and a second invoice for the current period) Or • Non-billing party sends customer a supplemental bill containing their charges and notifies billing party (see Comment in NA0) ➤ <u>The 824 Advice indicates that bill information will be held for presentation on a subsequent bill.</u> <ul style="list-style-type: none"> • Non-billing party sends 810 Invoice during a subsequent bill window which contains bill information for the current bill cycle • Billing Party presents bill information from the held Invoice and the current Invoice in the current bill Or • Non-billing party sends customer a supplemental bill containing their charges and notifies billing party (see Comment in NA0)

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 BILL READY MODELS**

PROCESS NUMBER:	<i>NA 3.0</i>
PROCESS NAME:	<i>APPLICATION ADVICE-BILLING PARTY REJECTS NON-BILLING PARTY 810 INVOICE FOR MISSED BILL WINDOW</i>
PROCESS RULES:	<p>[B&PP C.5.l.] Due dates and other general payment terms and conditions shall be identical for ESCO and utility charges when a consolidated bill is rendered unless different terms and conditions would have no impact on either of them. [Footnote 25] In the event of conflicts, the payment terms and conditions of the utility shall be used.</p> <p>[B&PP C.6.b.] Using the bill ready method, the non-billing party’s charges and other information must be received by the billing party within two business days following receipt by the non-billing party of valid usage data for a customer account.</p> <p>[B&PP C.6.d.] If a non-billing party’s transaction is sent to the billing party outside the appropriate time frame, then the billing party may reject the transaction and shall notify the non-billing party within two business days that the charges were not billed. The non-billing party may resubmit its charges the following billing period in accordance with the time requirements stated above and without added late charges. If the bill ready method is used, the non-billing party may submit a separate bill to the customer with an explanation and directions to send the supplemental payment to the billing party’s address. The non-billing party shall notify the billing party that a supplemental bill was sent to the customer. The parties may also agree that the billing party shall hold the non-billing party’s charges for inclusion in the next bill.</p> <p>[B&PP C.7.c.] If billing party errors occur and cause the non-billing party charges to miss the billing window, the billing party shall cancel and reissue the bills within two business days of notification, unless the billing party and non-billing party arrange an alternative bill correction process. Customers shall be afforded the same grace period to pay bills as they would if the error had not occurred.</p>

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PROCESS NUMBER:	<i>NA 3.0</i>
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	<p>[CWG] [B&PP C.6.d.] When an 810 Invoice is received outside of the bill window, the billing party will notify the non-billing party via an 824 Application Advice within one business day of receipt of the 810 Invoice. The Advice transaction will indicate that the reason for rejection is “Outside Bill Window” (OBW).</p> <p>[CWG] A separate 824 Application Advice transaction will be sent for each 810 Invoice that is rejected.</p> <p>[CWG] The billing and non-billing parties must agree in advance and document in their Billing Services Agreement (BSA) how 810 Invoices received outside the bill window will be handled. When an 810 Invoice is rejected for a missed bill window the parties may agree either that:</p> <ul style="list-style-type: none"> • An 810 Invoice containing bill information for the missed cycle will be sent during the subsequent bill cycle (BGN code in 824 Application Advice is “82=Follow Up”); or • The billing party will hold bill information from the rejected 810 Invoice for presentation on the next bill (BGN code in 824 Application Advice is “EV=Evaluate”). <p>[CWG][B&PP C.6.d.] When an 810 Invoice has been rejected the non-billing party may issue a separate bill to the customer with an explanation and directions to send the supplemental payment to the billing party address. The non-billing party shall notify the billing party that a supplemental bill was sent to the customer via a non-EDI method (see Comment in NA0).</p>

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PROCESS NUMBER:	<i>NA 3.0</i>
PROCESS NAME:	<i>APPLICATION ADVICE-BILLING PARTY REJECTS NON-BILLING PARTY 810 INVOICE FOR MISSED BILL WINDOW</i>
	<p>[CWG] [B&PP C.6.d.] When the billing party has rejected an 810 Invoice and bill information in that Invoice must be resent during a subsequent bill window, the non-billing party may send either:</p> <ul style="list-style-type: none"> • a <i>single</i> 810 Invoice that contains charges for the previous and current periods; or • <i>two</i> 810 Invoices – one for the prior period and one for the current period. <p>[CWG] [B&PP C.6.d.] When an 810 Invoice transaction is rejected and bill information from that Invoice will be held by the billing party, the non-billing party must send a new 810 Invoice containing charges for the current bill period during the next bill window but should not retransmit the rejected 810 Invoice during that bill window. The billing party will use the bill information from the “held” 810 Invoice and the current 810 Invoice to prepare the current bill (s).</p> <p>[CWG] When a billing party receives more than one 810 Invoice for a customer during a bill window and each invoice is for a different bill period, the billing party may either present amounts from <u>each</u> invoice in separate bills or present all amounts in a single bill.</p> <p>[CWG] When the billing party has accepted more than one 810 Invoice transaction for a customer during a bill window and bill information from each Invoice will be presented in the current bill(s), the billing party may respond either with separate 824 Positive Notification transactions for each Invoice or a single 824 Positive Notification that references both 810 Invoices. When a Positive Notification is sent in response to each 810 Invoice received, the content of each Notification transaction (i.e. total payments applied, applied through date, payment due date and total amount due) will be the same when the bill information was presented in a single consolidated bill.</p>

NOTIFICATION ADVICE FOR CONSOLIDATED BILLING BUSINESS PROCESSES
BILL READY MODELS

PROCESS NUMBER:	<i>NA 3.0</i>
PROCESS NAME:	<i>APPLICATION ADVICE-BILLING PARTY REJECTS NON-BILLING PARTY 810 INVOICE FOR MISSED BILL WINDOW</i>
COMMENTS/ISSUES/ RECOMMENDATIONS:	