

Billing and Payment Processing
Single Retailer Billing Option
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E. Single Retailer Billing Option

The Single Retailer Billing model describes a relationship where the Billing Party (Supplier) purchases delivery service from the Non-Billing Party (Utility) and bills the Customer. The Supplier generally serves as the single point of contact for the Customer. The Supplier pays the Utility when invoiced regardless of when, or whether, the Customer pays the Supplier.

1. General Billing and Payment Principles

1. Both Billing Party and Non-Billing Party must be approved, certified or licensed, to the extent required by the Applicable Regulatory Authority and demonstrate the technical capability to exchange information electronically using Uniform Electronic Transactions.
2. The party performing the metering should make available, via Uniform Electronic Transactions, to all applicable parties the metering data that are necessary to validate and complete billing.
3. The Billing Party may elect either to accept charges other than usage-based charges or to have the Non-Billing Party bill those charges directly to the Customer.

2. Customer Billing Practices

1. For large commercial and industrial Customers, the elements on a Customer's bill and its format may be negotiated between the Billing Party and its Customer, subject only to legal and regulatory requirements.
2. For residential and small commercial Customers, the bill format and elements are at the Billing Party's discretion, subject only to legal and regulatory requirements. The bill should include sufficient detail to provide the Customer enough information to determine the accuracy of the bill.
3. The Billing Party should issue bills as promptly as practicable after receipt of billing determinants.
4. Bills should be issued to residential customers in writing and delivered via the United States Postal Service (U.S. mail). The Billing Party may provide bills to a customer electronically if both parties agree to such an arrangement.
5. When a bill is cancelled, the consumption in the cancel transaction should match the consumption in the original transaction. Both the cancelled and the replacement consumption should be the same level of detail as in the original transaction.

6. In order to restate consumption for a period, the party performing the metering should first completely cancel all consumption for that period and then send a full set of restatement transactions.
7. If the Billing Party does not receive actual meter reading data on a timely basis, the Billing Party may issue a bill based on an estimated reading.

3. Billing and Payment of Delivery Service Invoices

a. Billing of Delivery Services

1. After the meter read for a point of delivery, the Non-Billing Party should transmit to the Billing Party an invoice for the Non-Billing Party's total delivery system charges associated with that point of delivery. The Non-Billing Party should separately identify the delivery system charges and billing determinants on the invoice for each point of delivery served by a Billing Party. Invoices should be transmitted via Uniform Electronic Transaction.
2. Invoices are subject to adjustment for errors including, but not limited to, arithmetic errors, computational errors, and meter reading errors. The Non-Billing Party should cancel and rebill the original invoice that was incorrect.
3. Having assumed the obligation to pay the Non-Billing Party within the acceptable time frame for amounts owed the Non-Billing Party, the Billing Party should have the flexibility to change billing and payment practices subject only to applicable laws, regulatory requirements, or as otherwise allowed in any agreement between the parties regarding terms and conditions of delivery of electric power and energy.

b. Payment for Delivery Services

1. The Billing Party should pay the Non-Billing Party in accordance with applicable payment terms between the parties. The Billing Party should transmit payment application advice to the Non-Billing Party via the appropriate Uniform Electronic Transaction. Payments should be made via electronic means (e.g., electronic funds transfer or automated clearinghouse) to a bank designated by the Non-Billing Party.
2. Unless otherwise governed by any agreement between the Non-Billing Party and the Billing Party, or by any applicable regulatory rules, partial payments will be applied pro-rata to all separately stated charges.

d. Dispute Resolution

1. The dispute resolution process between the Billing Party and Non-Billing Party is subject to mutual agreement of the parties involved in the dispute, or as otherwise required by applicable law.