

## V. BILLING AND PAYMENT PROCESSING

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### 1.0 INTRODUCTION

This section presents business practices for billing and payments in a Retail Access environment. Billing and payment processing encompass a variety of steps and interactions between the Billing Party and the Non-Billing Party beginning with the receipt of billable units. Steps include calculating billable charges; printing and ~~mailing of distributing~~ the bill; ~~collecting and~~ posting payments; and, remittance practices. Interactions include the transfer of data necessary to accurately bill and process payments received from the Customer for distribution, transmission and ~~generation services~~energy related charges.

1.1. There are ~~three~~ two general billing models discussed: Consolidated Billing; and Dual Billing ~~and Single Retailer~~.

1.1.1. Consolidated Billing: ~~One party is producing a Customer bill for the energy related charges of two or more service providers.~~ The Billing Party produces a Customer bill for the energy and transmission and distribution related charges of two or more service providers (Non-billing Parties).

1.1.2. Dual Billing: ~~When~~ Each party produces a Customer bill for its own charges so the Customer receives separate bills from the various service providers.

~~1.2.3. Single Retailer: When the Retailer purchases delivery service from the Utility and bills the Customer and generally serves as the single point of contact for the Customer.~~

1.2. Alternative payment processing models exist for the Consolidated Billing Option based upon various cash posting sequences discussed in the section. The two methods discussed are “Assumption of Receivables” and “Pay as You Get Paid.”

1.2.1. Assumption of Receivables: The Billing Party assumes the Non-Billing Party’s receivables and sends the Non-Billing Party payment at predetermined intervals regardless of when (or whether) the Customer pays the Billing Party

1.2.2. Pay as You Get Paid: ~~Billing Party payment option when providing Consolidated Billing where~~ ~~t~~The Billing Party forwards payment to the Non-Billing Party for the Non-Billing Party charges only after receiving payment from the Customer. The Customer remains responsible for payment to the Non-Billing Party.

### 2.0 GENERAL BILLING AND PAYMENT PRINCIPLES

2.1. The Utility or Supplier may assume the role of either Billing Party or Non-Billing Party provided that applicable regulatory or legal criteria are met.

2.2. ~~The Supplier may select from the options available in the Utility’s service territory which billing option(s) to offer its Customer(s). Suppliers may offer one or more of the available billing options to specific customer.~~ The Supplier may select to offer its Customers one or more of the available billing options that are available in the Utility’s territory.

- 2.3. The Supplier **mustshould** provide at least 60 days' advance notice to the Utility of plans to offer another available, approved billing option that would impact the Utility. If the option requires exchange of data, the option may not be operational until **proof of successful data interchange is the adequacy of data interchange is** successfully demonstrated to the Parties. ~~Either party shall provide adequate advance notice to the other party when changing systems that affect electronic data interchange between the parties, to ensure adequate data exchange.~~
- 2.4. Both Utility and Supplier **mustshould** be approved, certified or licensed, to the extent required by the Applicable Regulatory Authority,( execute a Billing Service Agreement,) and demonstrate the technical capability to exchange information electronically using the Uniform Electronic Transactions and to meet the operational time frames which have been defined to support the billing options required.
- 2.5. Required metering data that are necessary to validate and complete all billing **mustshould** be made available to both the Billing Party and Non-Billing Party via Uniform Electronic Transactions or as otherwise allowed in the Billing Service Agreement.
- 2.6. Applicable state and local taxes will be calculated, collected, and remitted in accordance with State statutes and local government ordinances. ~~Each party is also responsible for remitting its own applicable taxes.~~
- 2.7. (The cancel and re-bill process **mustshould** be done in a uniform manner, be clear and reproducible, and be communicated to all affected parties.)

### 3.0 CONSOLIDATED BILLING OPTION

#### 3.1. GENERAL BILLING PRACTICES

- 3.1.1. The Billing Party should render a Consolidated Bill in accordance with the applicable legal and consumer disclosure requirements and **any** mutually agreed-upon standards **set forth in the BSA**. The Billing Party should issue a bill directly to the Customer ~~or the Customer's agent~~. The Customer ~~or its agent~~ should pay the Billing Party.
- 3.1.2. The Consolidated Bill format should be within the Billing Party's discretion, subject to the following:
  - 3.1.2.1. The Consolidated Bill **mustshould** meet the standards set by the Applicable Regulatory Authority.
  - 3.1.2.2. For large<sup>1</sup> commercial and industrial Customers, the elements on a Customer's Consolidated Bill and its format will be predetermined and stated in the Billing Service Agreement.

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<sup>1</sup> Definition of large and small Customers **shallshould** be left to the discretion of the Applicable Regulatory Authority.

**3.1.2.3.** For residential and small commercial Customers, the Consolidated Bill ~~shall~~should itemize Utility and Supplier charges separately, each in enough detail to provide the Customer enough information to determine the accuracy of the bill. ~~Such itemizations shall be in clearly separated portions of the bill with the source of the charges (Utility or Supplier) clearly identified.~~

**3.1.3.** The Billing Party ~~shall~~should be responsible for delivering to Customers information that is mandated by regulations.

**3.1.4.** ~~Customer payment due dates must be identical for Supplier and Utility charges when a Consolidated Bill is rendered. [Customer Information]~~

## **3.2. BILL READY BILLING METHOD**

~~3.2.1. The Billing Party must receive the Non-Billing Party's billing information within two (2) business days following the meter reading entity's transmission of valid usage information.~~

### **3.2.1. Notifications Pertaining to the Non-Billing Party's Electronic File**

**3.2.1.1.** The Billing Party should receive the Non-Billing Party's billing information within two (2) business days following the meter reading entity's transmission of valid usage information.

**3.2.1.2.** When the Non-Billing Party charges are received, the Billing Party should acknowledge receipt of a valid transaction via Uniform Electronic Transaction.

**3.2.1.3.** If the Non-Billing Party's file transaction is not valid then the Billing Party should reject it. Rejection, accompanied by appropriate uniform error code(s), should be communicated via the appropriate Uniform Electronic Transaction within one (1) business day of receipt of the file transaction.

### **3.2.2. Notifications Pertaining to Individual Transactions within the Non-Billing Party's Electronic File**

**3.2.2.1.** If the Non-Billing Party's file transaction is accepted, the Billing Party should ~~issue (render) bills to~~ the Customers within two (2) business days.

**3.2.2.2.** When the Billing Party is able to process the Non-Billing Party's file transaction but is unable to ~~issue (render) bill~~ a significant number of Customers bills pursuant to the Billing Service Agreement, the Billing Party should promptly notify the Non-Billing Party.

**3.2.2.3.** If the Non-Billing Party's transactions are received within the appropriate time frame, ~~have been deemed valid, but one or more files and a transaction is~~ are rejected, then the Billing Party will notify the Non-Billing Party of the rejection via Uniform Electronic Transaction within one (1) business day. The Non-Billing Party may, if time permits, resubmit a

~~corrected file~~ new transaction containing ~~corrected files~~ billing charges for inclusion in the current billing statement.

**3.2.2.4.** If the Non-Billing Party transactions are sent to the Billing Party outside the appropriate time frame such that charges could not be included on the bill, then:

**3.2.2.4.1.** The Billing Party may reject the transaction and notify the Non-Billing Party within two (2) business days via Uniform Electronic Transaction that the charges were not billed. In this scenario, the Non-Billing Party should resubmit its charges in the following billing period in accordance with the time requirements outlined above~~.,or~~

**3.2.2.4.2.** The Billing Party may hold the transaction for processing on the next bill. ~~In the Single Retailer Model, the Billing Party will not be required to notify the Non-Billing Party. In the Pay As You Are Paid method, however and,~~ the Billing Party should notify the Non-Billing Party that charges were received too late and will be reflected on the next bill.

**3.2.2.5.** If Billing Party errors cause the Non-Billing Party charges to miss the billing window, the Billing Party should cancel and reissue the bill as soon as practicable, unless the Billing Party and Non-Billing Party arrange a mutually agreeable alternative bill correction process. ~~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~~

**3.2.2.6.** Whenever a Consolidated Bill is to be canceled, the following practices should be followed:

**3.2.2.6.1.** Canceled usage will be by metering period;

**3.2.2.6.2.** The consumption sent in the cancel transaction should match the consumption sent in the original transaction;

**3.2.2.6.3.** Canceled or replaced usage should be sent at the same level of detail as the original usage;

**3.2.2.6.4.** In order to restate usage for a period, the metering entity first should completely cancel/replace all usage for that period and all subsequent periods, if applicable, and then, if appropriate, send the full set of restatement transactions;

**3.2.2.6.5.** During a cancel/re-bill event, the non-Billing Party should transmit the credit and debit, or the net amount, after receipt of the re-bill usage transaction.

### **3.3. RATE READY BILLING METHOD**

- 3.3.1.** The Non-Billing Party **charges rates** should be provided to the Billing Party at least 30 days prior to implementing this method and so stated in the Billing Service Agreement. The implementation date will be decided by mutual agreement but in no case will the **implementationeffective** date fall on or before the next scheduled meter reading date.
- 3.3.1.1.** When the Non-Billing Party rates are to be changed at any time the Rate Ready Billing Method is in operation, the Non-Billing Party should provide the new rates to the Billing Party at least 10 days prior to the next billing date to allow sufficient time for the Billing Party to implement the change.
- 3.3.2.** The Billing Party will send a Uniform Electronic Transaction when accounts of the Non-Billing Party are billed thus notifying the Non-Billing Party that its customers have been billed and will indicate the usage and amount so billed for each customer account. **Payment will be made to the Non-Billing Party in accordance with the provisions of the Billing Service Agreement.**
- ~~3.3.3. When operating under the Pay-as-You-Get-Paid method, the Billing Party will transmit funds at the time it receives payment from the customer to the Non-Billing Party pursuant to the Billing Service Agreement.~~
- ~~3.3.4. When operating under the Assumption of Receivables method, the Billing Party will transmit funds to the Non-Billing Party at the time of billing pursuant to the Billing Service Agreement.~~
- 3.3.3.** Whenever a Consolidated Bill is to be canceled, the following practices should be followed:
- 3.3.3.1.** ~~Canceled usage will be by metering period;~~The Billing Party should re-bill the Customer by applying the proper usage and proper Billing and Non-Billing Party service rates as necessary to correct the previously issued bill.
- ~~3.3.5.2. The consumption sent in the cancel transaction should match the consumption sent in the original transaction;~~
- ~~3.3.5.3. Canceled usage should be sent at the same level of detail as the original usage;~~
- 3.3.3.2.** ~~In order to restate usage for a period, the metering entity first should completely cancel all usage for that period and all subsequent periods, if applicable, and then send the full set of restatement transactions; and~~
- 3.3.3.3.** ~~During a~~ After the cancel/re-bill event has taken place, the ~~non-~~Billing Party should transmit **notice of the credit, and debit, or the net amount, at the same time. or debit) to the Billing Party until the associated re-bill debit (or credit) transaction is completed and sent to the Billing Party. to the Non-Billing Party so that the accounts receivable of the Customer will be properly stated.**

### 3.4. PAYMENT PROCESSING AND REMITTANCE PRACTICES

#### 3.4.1. Payment Processing Methods

**3.4.1.1. General** Practices for Consolidated Billing assume that one of two basic payment-processing approaches will be adopted, as described in this section. The particular methods of payment processing used for Consolidated Billing as set forth below should be at the discretion of the Billing Party provided that the Billing Party accepts the practices described herein. The responsibilities of the parties, performance parameters, financial arrangements and other details associated with payment processing and remittance will be set forth in the Billing Services Agreement. Billing and ~~collections~~ **Payment processing** for any ~~non-energy~~ charges **other than energy, transmission or distribution** should be mutually agreed upon by both parties, and set forth in the Billing Services Agreement.

#### 3.4.1.2. “Assumption of Receivables” Option

**3.4.1.2.1.** The Billing Party **voluntarily** assumes the Non-Billing Party’s receivables and sends the Non-Billing Party payment at predetermined intervals for all Non-Billing Party amounts billed that are not In Dispute<sup>2</sup>, regardless of when (or whether) the Customer pays the Billing Party.

**3.4.1.2.2.** 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, and the terms and conditions of the Billing Services Agreement executed with the Non-Billing Party.

**3.4.1.2.3.** **In the event the Billing Party is financially obligated to pay the full amount due for all Non-Billing Party charges without regard to the amount collected from the Customer, ¶the Billing Services Agreement should specify ~~the any~~ level of Uncollectible Revenues to be reflected in the amount due to the Non-Billing Party and provisions for its adjustment over time, based on **overall** actual experience. Uncollectible Revenue levels should be defined by Customer segment (e.g., residential, small commercial, large commercial, industrial) and applied consistently in a manner that is both reproducible and nondiscriminatory.**

**3.4.1.2.4.** **The Billing Service Agreement shall specify the creditworthiness criteria that Customers would have to satisfy to be eligible for a Consolidated Bill.**

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<sup>2</sup> As indicated in the Glossary, In Dispute is a status that prevents collection action from being taken on a disputed amount.

### 3.4.1.3. “Pay as You Get Paid” Option

3.4.1.3.1. The Billing Party forwards payment to the Non-Billing Party (within a time frame specified in the Billing Services Agreement) when it receives payment from the Customer and the payment is processed in accordance with an agreed-upon priority order of payments.

#### 3.4.1.3.2. Payment Notification and Remittance

3.4.1.3.3. Within one business day after posting the payment to the Customer account, the Billing Party ~~shall~~ should send a Uniform Electronic Transaction notifying the Non-Billing Party of account-specific payments received for the Non-Billing Party’s charges from Customers.

3.4.1.3.4. The Billing Party ~~shall~~ should remit to the Non-Billing Party funds associated with Customer payments posted<sup>3</sup> for all undisputed Non-Billing Party Charges within two (2) business days [?] of the posting of the Customer’s payment to the Billing Party’s system. Remittance of funds ~~shall~~ should be made by electronic means ~~[e.g., EFT (Electronic Funds Transfer) or ACH (Automated Clearing House)]~~ to a bank designated by the Non-Billing Party. By mutual agreement between the parties the Billing Party may send account-specific information with the remittance of funds in an electronic certification to the bank in lieu of or in addition to direct notification to the Non-Billing Party.

### 3.4.2. General Payment Processing Practices

#### 3.4.2.1. Payment

~~3.4.2.1.1. The Billing Party shall pay the Non-Billing Party in accordance with the payment terms described in the Billing Services Agreement between the parties. The Billing Party shall make payment notification to the Non-Billing Party via the appropriate Uniform Electronic Transaction. Payments shall be made in a standard time frame by electronic means [e.g., EFT (Electronic Funds Transfer) or ACH (Automated Clearing House)] to a bank designated by the Non-Billing Party. Remittance advice by account shall be sent to a bank designated by the Non-Billing Party and/or directly to the Non-Billing Party.~~

#### 3.4.2.2. Notification of Payment

~~3.4.2.2.1. In the circumstance where the Pay-as-You-Get-Paid option is being used, the Billing Party shall send a Uniform Electronic Transaction~~

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<sup>3</sup> It is assumed that the Billing Party will process and post funds received each business day.

~~notifying the Non-Billing Party of the payments received for the Non-Billing Party's charges from Customers, in account detail, in accordance with appropriate payment priority standards.~~

### **3.4.2.3. Conversion to Dual Billing upon request of the Customer or the Non-Billing Party**

~~3.4.2.3.1. In the circumstance where the Utility is doing Consolidated Billing and the customer requests a change to Dual Billing, the Utility may initiate conversion of a Customer to Dual Billing for the next Billing Cycle provided notification is received by the Non-Billing Party before the next scheduled meter read cycle pursuant to the Billing Service Agreement. Return of the Customer to Consolidated Billing should be at the discretion of the party initiating the conversion to Dual Billing.~~

### **3.4.2.4. Conversion to Dual Billing for Overdue Payments**

3.4.2.4.1. In the circumstance where the Utility is doing Consolidated Billing, and assumes the receivables of the Non-Billing Party, the Utility may initiate conversion of a Customer to Dual Billing where a threshold of overdue payments or identified delinquencies as specified in the Billing Service Agreement is reached.

3.4.2.4.2. Under this circumstance, adequate notice ~~must~~should be provided to the Customer and the Non-Billing Party, the latter via Uniform Electronic Transaction. The account ~~shall~~should revert to Dual Billing for the next Billing Cycle provided notification is received before the next scheduled meter read cycle pursuant to the Billing Service Agreement. Return of the Customer to Consolidated Billing should be at the discretion of the ~~billing~~ party ~~initiating the conversion to Dual Billing~~ and subject to the creditworthiness criteria set forth in the Billing Service Agreement.

### **3.4.2.5. Payment Not Received by Non-Billing Party**

3.4.2.5.1. If the Non-Billing Party does not receive payment from the Billing Party for undisputed charges within the appropriate time frame, then the Billing Party ~~must~~should pay interest on the un-remitted amount calculated in accordance with applicable regulations or the relevant provisions of the Billing Services Agreement between the two parties. The rights and remedies associated with breach of contract are not modified by these rules. The Non-Billing Party has the right to convert all Customers to Dual Billing if the Billing Party is in material breach of contract or for the reasons specified in the Billing Services Agreement.

### **3.4.2.6. Placing Billing Amounts In Dispute**

3.4.2.6.1. Ability To Initiate a Bill Complaint

**3.4.2.6.1.1.** Only a Customer can initiate a dispute regarding some or all of the charges on their bill. Generally, the Customer will make an inquiry about the item(s) in question. ~~If the dispute is not resolved the problem becomes a Complaint.~~

**3.4.2.6.1.2.** When a ~~Complaint dispute~~ arises that impacts the entire bill because the customer questions the usage amount or is specific to only the Billing Party's charges, the Billing Party will ~~recognize the Complaint and~~ place the Customer's account In Dispute. In the event of an inquiry regarding only the Non-Billing Party's charges, the Billing Party will note the inquiry and refer the Customer to the Non-Billing Party.

**3.4.2.6.1.3.** The Non-Billing Party may recognize Complaints related to its charges only. All other inquiries should be noted and the Customer referred to the Billing Party.

#### **3.4.2.6.2. Notification**

**3.4.2.6.2.1.** The Billing Party, upon determining that a Complaint exists that will impact the entire bill, ~~must~~ notify the Non-Billing Party of the subject and amount In Dispute, if known.

**3.4.2.6.2.2.** Once such a Complaint is resolved and the billed amount is no longer In Dispute, the Billing Party ~~must~~ notify the Non-Billing Party.

**3.4.2.6.2.3.** The Non-Billing Party ~~must~~ inform the Billing Party when Non-Billing Party charges are placed In Dispute.

#### **3.4.2.6.3. Application of Payment**

**3.4.2.6.3.1.** Where charges have been placed In Dispute, payments should be applied against charges that are not In Dispute first. In all cases, payment is expected within normal time frames on all undisputed charges for either party.

### **3.4.3. Multiple Account Payment Processing**

**3.4.3.1.** Processing of a single Customer payment for multiple accounts requires proactive action on the part of the Billing Party and Non-Billing Party to apply payments correctly. When multiple account Customers choose a competitive Supplier or Suppliers the following are options to avoid problems with application of a single payment on the multiple accounts:

**3.4.3.1.1.** The Billing Party could establish a "summary account" for all accounts that the Customer chooses a competitive Supplier. If the Customer chooses more than one Supplier, a summary account would be established for each competitive Supplier that the Customer chooses. For payment application purposes, each

summary bill would be treated individually or the same as a single location account; or

- 3.4.3.1.2. The Billing Party and Non-Billing Party will instruct a multi-account Customer that chooses a competitive Supplier that payment application advice **mustshould** be provided on an individual account basis when a single payment method is used. If the Customer fails to comply, that Customer may be converted to Dual Billing.

#### 3.4.4. Non-Billing Party's Balance

- 3.4.4.1. In the Pay-As-You-Get-Paid method, the Billing Party **shallshould** maintain a current and past due balance for each active account of the Non-Billing Party **for partial payment allocation purposes**.
- 3.4.4.2. In the Pay-As-You-Get-Paid method, following a switch, the Billing Party will carry forward any inactive Non-Billing Party arrears on a bill, consistent with requirements outlined in the Billing Services Agreement or Utility-Supplier tariffs. If amounts remain unpaid, **after 90 days**, the Billing Party will forward a Uniform Electronic Transaction to the Non-Billing Party to return any outstanding arrears.

#### 3.4.5. Past Due Balance Prior to Switching

- 3.4.5.1. Outstanding prior balances are not transferred unless mutually agreed upon by both parties. The Non-Billing Party will continue to bill the Customer separately for any outstanding balances until such balances are fully paid. If Assuming the Receivables, the Billing Party can reject an enrollment transaction that specifies Consolidated Billing if the customer does not satisfy the creditworthiness criteria specified in the appropriate governing document. In such a case, the Non-Billing Party may resubmit the enrollment transaction and specify Dual Billing.

#### 3.4.6. Late Payment Charges and Other Penalties

- 3.4.6.1. Late Payment Charges (LPC) may be imposed on the Customer by the Billing Party and in the case of Pay-as-You-Get Paid model, the Non-Billing Party. Each party should be responsible for the calculation of its LPC charges **unless directed otherwise by the Regulatory Authority**. LPC for amounts not In Dispute will be applied in accordance with the Utility's tariff or Supplier's contract. This does not preclude the Billing Party from offering to apply and collect LPC for the Non-Billing Party as mutually agreed to in the Billing Services Agreement;
- 3.4.6.2. In the Pay-As-You-Get-Paid method, The Non-Billing Party will include the LPCs where applicable as a line item in its Bill Ready information supplied to the Billing Party at the time the next bill is rendered to the Customer;
- 3.4.6.3. If the Customer's check is returned for any reason, the Billing Party may charge the Customer's account for the check plus any administrative fees.

In the Pay As You Get Paid method, the Billing Party will notify the Non-Billing Party via the appropriate Uniform Electronic Transaction and update the Non-Billing Party account balance.

- 3.4.6.4. Activities related to the collection of funds ~~shall~~should be the responsibility of the Billing Party unless otherwise agreed to in the Billing Services Agreement.

### 3.4.7. Payment Arrangement

- 3.4.7.1. ~~When a A Customer may enters~~ into a multi-month payment arrangement for all or a portion of the bill, ~~It is the responsibility of the Party entering into the such agreement with the Customer must notify the other Party of such action to maintain proper accounting for such transaction.~~ Neither the Billing Party nor the Non-Billing Party may enter into such an agreement on behalf of the other Party.

## 4.0 DUAL ~~UTILITY AND SUPPLIER BILLING MODEL AND PAYMENT OPTION~~

- 4.1. Dual ~~Utility and Supplier Billing are is~~ the billing processes whereby the Utility and the Supplier independently produce and render bills directly to the Customer. The Customer receives two bills and makes two separate payments; ~~one~~ to the Utility and ~~one~~ to the Supplier. This section contains recommended practices where Dual Billing is to be implemented.

- 4.1.1. The Utility and the Supplier, ~~each when~~ acting as a Billing Party, ~~shall~~should render individual bills directly to the Customer ~~or the Customer's agent~~ in accordance with applicable legal requirements. The Customer ~~or its agent~~ ~~shall~~should pay the Utility and the Supplier separately.

- 4.1.2. The Utility's bill ~~shall~~should conform to the standards set by the Applicable Regulatory Authority.

- 4.1.3. The Supplier's bill format ~~shall~~should be at the Supplier's discretion, subject only to legal and regulatory requirements.

- 4.1.4. For large commercial and industrial Customers, the elements on a Customer's bill and its format may be negotiated between each Billing Party and its Customer, subject only to legal and regulatory requirements. [?]

- 4.1.5. For residential and small commercial Customers, the bill ~~shall~~should itemize charges, each in enough detail to provide the Customer enough information to calculate the accuracy of the bill. The required elements on the Customer dual bill ~~shall~~should be the same as those elements specified for Consolidated Bills in Section D.1.b.(3), with the following exceptions, unless the Customer agrees to other billing arrangements: [?]

### 4.1.6. Customer Information:

- 4.1.6.1. Non-Billing Party account number does not apply;

- 4.1.6.2. Utility rate identifier does not apply for the Supplier bill;
- 4.1.6.3. Utility special pay plans or riders do not apply for the Supplier bill;
- 4.1.7. **Non-Billing Party Information:**
  - 4.1.7.1. No elements are applicable; and
  - 4.1.7.2. Miscellaneous Information;
  - 4.1.7.3. Space for bill message by the Non-Billing Party does not apply.
    - 4.1.7.3.1. Whenever a Dual Bill is to be canceled, the following practices ~~shall~~should be followed:
      - 4.1.7.3.1.1. Canceled usage will be by metering period;
      - 4.1.7.3.1.2. The consumption sent in the cancel transaction ~~must~~should match the consumption sent in the original transaction;
      - 4.1.7.3.1.3. Canceled usage ~~must~~should be sent at the same level of detail as the original usage.
      - 4.1.7.3.1.4. In order to restate usage for a period, the metering entity first ~~must~~should completely cancel all usage for that period and then send the full set of restatement transactions.