

Comments spreadsheet

Customer Processes Subcommittee						
Billing and Payment Comments following April 1-2, 2003 red-lined document						
Person submitting comments:			Compiled Comments			
Due date:	02-Apr-03					
Date sent:	02-May-03					
#	Billing & Payment: Paragraph	Page #	Subject matter	Description	Submitting Party	Comments and disposition
1	1.0	31	Introduction	Model business practices should be applied within the context of regulatory requirements and agreements documented between parties in <u>the Billing Services Agreement</u> .	Ameren	
2	1.1.1	31	Change "Single Retailer" to "Exclusive" and add the following text.	<b>Exclusive Billing:</b> The Supplier or Utility produces a Customer bill for all energy, transmission, and distribution related services as the sole provider of such services and therefore all charges on the bill are the charges of the purchaser for which a single payment from the customer is expected.	Ameren	
3	1.2.1	31	Last sentence	Change the word "remains" to "is"	Ameren	
4	1.2.2	31	Pay as you get paid	The last sentence: "The Customer remains responsible for payment to the Non-Billing Party." is confusing because of the agency relationship between the Billing Party and the Non-Billing Party. When the customer pays the Billing Party--they have paid the Non-Billing Party's agent--so they <u>have</u> paid the Non-Billing Party. There is no obligation for the Customer to pay the Non-Billing Party, if they have made payment to the Billing Party, regardless of whether or not that payment gets passed on to the Non-Billing Party.	Detroit Edison	
5	2	31	new statement	<b>Billing and Payment interactions should make maximum practical use of Uniform Electronic Transactions.</b>	ODEC	
6	2.1	31	assuming the role of Billing Party or Non-Billing Party	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.	ODEC	

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				Proposed: Move to 3.1 and say <b>The Supplier should choose whether it wants to fulfill the role of the Billing Party or that of the Non-Billing Party, the Utility assumes the unchosen role.</b> This choice applies only to Consolidated Billing.	ODEC	
7	2.3	32	notice to trading partner regarding a change in procedures	Both Utility and Supplier should be approved, certified or licensed, to the extent required by the Applicable Regulatory Authority, execute a Billing Service Agreement (BSA), 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.	ODEC	
				<b>Both Utility and Supplier should be approved, certified or licensed as required by the Applicable Regulatory Authority; execute a Billing Service Agreement; demonstrate the technical capability to exchange information electronically using the Uniform Electronic Transactions; and meet the operational time frames as required.</b>	ODEC	
8	2.4	32	notice to trading partner regarding a change in procedures	The Supplier should provide adequate advance notice to the Utility of plans to offer another available, approved billing option that would impact the Utility. The option may not be operational until proof of successful data interchange is demonstrated to the Parties and any additional requirements have been met.	ODEC	
				<b>The Supplier should provide adequate advance notice to the Utility if it plans to implement another available, approved billing option. Such option should not become operational until proof of successful data interchange is demonstrated to the satisfaction of both parties and all requirements are met.</b>	ODEC	
9	2.5	32	notice to trading partner regarding a change in procedures	Either party should provide adequate advance notice to the other party when changing billing and or payment systems that affect electronic data interchange between the parties, to ensure adequate data exchange.	ODEC	
				<b>To ensure continued proper data interchange when making changes to any Billing and Payment related application systems, the implementing party should provide adequate advance notice to the other party and reach a mutual agreement regarding a need to re-test any affected data interchange processes.</b>	ODEC	

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10	2.6	32	Required metering data	Required metering data that are necessary to validate and complete all billing should be made available to the Billing Party(s) and Non-Billing Party via Uniform Electronic Transactions or as otherwise allowed in the Billing Services Agreement.	ODEC	
				Required metering data that are necessary to fulfill billing responsibilities should be made available to all appropriate parties via Uniform Electronic Transaction.	ODEC	
11	3.2.3.4.	34	Late billing information	"... then the Billing Party should _____, pursuant to the BSA" Should what? (fill in the blank above with:) "... should reject the transactions and notify the Non-Billing Party via UET within (1) business day, pursuant..." (comparable to rejection procedure in 3.2.3.3.)	Detroit Edison	
12	3.2.4	34	Cancel/Re-bill	Whenever a Bill Ready Consolidated Bill is to be canceled and re-billed, the following practices should be followed:	ODEC	
13	3.4.1.1	35	Payment processing	Move this to 3.4.3 General Payment Processing Practices	ODEC	
14	3.4.1.2.3.	36	Punctuation	Add commas so last sentence reads: ".... Bank in lieu of, or in addition to, direct notification of the Non-Billing Party."	Detroit Edison	
15	3.4.1.2.6.	36	Wording	Re-word last sentence. As written now it seems to refer to being subject to applicable regulatory requirements, rather than what happens when an enrollment is rejected. Proposed new wording: "If the enrollment is rejected for these reasons, the Non-Billing Party may resubmit the enrollment transaction and specify Dual Billing."	Detroit Edison	
16	3.4.1.2.7.	37	Wording	Add "has been exceeded" at the end of the first sentence, so it reads: "In the circumstance where the Utility is the Billing Party it may initiate conversion of a Customer to Dual Billing where a threshold of overdue or identified delinquencies, as specified in the BSA, has been exceeded."	Detroit Edison	

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17	3.4.3.2.1.2.	38	Wording	Re-word , so it is clear that the N-B Party is obligated to notify the Billing Party when <b>they place</b> their (NB party) charges in dispute status. <b>"The Non-Billing Party should notify the Billing Party when they place their own (Non-Billing Party) charges in Dispute, in a manner as specified in the BSA."</b>	Detroit Edison	
18	3.4.3.3	38	Multiple Account Payment Processing	When a single payment is made on behalf of multiple account customers or multiple customers, the Billing Party and Non-Billing Party should instruct such customer(s) that payment application advice should be provided on an <b>individual account basis.</b>	ODEC	
				<b>When a single monthly payment is expected from a customer having multiple billings, the Billing Party and Non-Billing Party should instruct the customer that payment instructions must be provided indicating which accounts are to be credited and in what amounts.</b>	ODEC	
#	Billing Model Work Paper	Page #	Subject matter	Description	Submitting Party	Comments and disposition
1	Billing Models Document		Term	Change "Single" to "Exclusive"	Ameren	
2	Consolidated Billing Model			Delete all but first paragraph.	Ameren	
3					Ameren	
4	Dual Billing Model			Delete all but first paragraph. Agree with Bill Newbold's changes. "The Utility and Supplier produce separate Customer bills, each containing the charges by of that party for the products/services provided, for which separate payments from the Customer are expected."	Ameren	
5	Bundled Billing Model		Change to read	Exclusive Billing Model	Ameren	
6	Bundled Billing Model			Delete all but first paragraph.	Ameren	