

## V. BILLING AND PAYMENT PROCESSING

### 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 distributing the bill; posting payments; and, remittance practices. Interactions include the transfer of data necessary to accurately bill and process payments received from the Customer for energy, transmission/transportation and distribution related charges. Model business practices should be applied within the context of regulatory requirements and agreements between the parties documented ~~between parties in in the a~~ Billing Services Agreement.

1.1. There are three ~~general~~ billing options models discussed: Consolidated Billing, Dual Billing and Single Retailer Supplier Billing.

1.1.1. Consolidated Billing: The Billing Party renders produces a Customer bill consolidating the energy, transmission/transportation and distribution ~~related~~ charges of the Utility, ~~and the Supplier~~, for which a single payment from the Customer is expected.

1.1.2. Dual Billing: The Utility and Supplier, each assuming the role of a Billing Party, render separate Customer bills to the Customer, each containing charges for the energy, transmission/transportation or distribution charges services provided by that party by that party for the service provided, for which separate payments from the Customer are expected.

1.1.3. Single Retail ~~er~~ Supplier Billing: The Supplier produces renders a Customer bill for all energy, transmission/transportation, and distribution related services charges. ~~In this market model, a~~ The Ssupplier purchases or otherwise acquires energy, transmission/transportation and distribution ~~related~~ services, and therefore, all charges on the bill are Ssupplier charges. A single payment from the Customer is expected.

1.2. Alternative payment processing ~~models methods~~ exist for the Consolidated Billing ~~o~~ 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 for all Non-Billing Party amounts billed that ~~are do~~ not have a status of In Dispute, regardless of when (or whether) the Customer pays the Billing Party. ~~The Customer remains responsible for payment to the Billing Party.~~

1.2.2. Pay As You Get Paid: 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

~~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.~~

2.2.2.1. The Supplier may elect to offer its Customers one or more of the billing options that are available in the Utility's territory.

2.3.2.2. 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.

2.4.2.3. The Supplier should provide adequate advance notice to the Utility ~~if it~~ ~~of~~ plans to ~~implement~~ ~~offer~~ another available, approved billing option. ~~Such that would impact the Utility. The~~ option ~~should~~ ~~may~~ not be ~~come~~ operational until proof of successful data interchange is demonstrated to the satisfaction of both Parties and all requirements are met.

~~2.5. 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.~~

2.4. When making changes to its billing or payment systems that may affect electronic data interchange, the Supplier or Utility making those changes should provide advance notice to the other party prior to implementation.

2.6.2.5. Required metering data that are necessary to fulfill billing responsibilities ~~validate and complete all billing~~ should be made available to all appropriate the Billing Party(s) and Non-Billing Party via Uniform Electronic Transactions, ~~or as otherwise allowed in the Billing Services Agreement.~~

2.7.2.6. Applicable state and local taxes will be calculated, collected, and remitted in accordance with state statutes and local government ordinances.

2.8.2.7. The cancel and re-bill process should 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 Utility or Supplier may assume the role of either Billing Party or Non-Billing Party provided that applicable regulatory or legal criteria are met.

3.1.1.3.1.2. The Billing Party and Non-Billing Party should execute a Billing Services Agreement. The responsibilities of the parties, performance parameters, financial arrangements and other details associated with payment processing and remittance should be set forth in the Billing Services Agreement.

~~3.1.2.3.1.3.~~ The Billing Party should render a cConsolidated bBill in accordance with the requirements set by the Applicable Regulatory Authority and any mutually agreements d-upon standards set forth in the Billing Services Agreement.

~~3.1.3.~~The Billing Party should issue a bill directly to the Customer.

~~3.1.4.~~The Customer should pay the Billing Party.

~~3.1.5.3.1.4.~~ When the Supplier is the Billing Party it should be responsible for delivering to Customers bill enclosures or bill messages containing non-billing related information that is mandated by the Applicable Regulatory Authorities.

~~3.1.6.3.1.5.~~ When a cConsolidated bBill is rendered there should be one Customer payment due date.

## 3.2. BILL READY BILLING METHOD

3.2.1. 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.

### 3.2.2. Notifications Pertaining to the Receipt of Non-Billing Party's Electronic File

3.2.2.1. When the Non-Billing Party files are received, the Billing Party should acknowledge receipt of a file via Uniform Electronic Transaction within one (1) business day of receipt of the file.

3.2.2.2. If, upon examination, it is determined that the Non-Billing Party's file cannot be processed 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.

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

3.2.3.1. If the Non-Billing Party's transaction is accepted, the Billing Party should bill the Customer(s) within two (2) business days of receipt of such transaction.

3.2.3.2. When the Billing Party is able to process the Non-Billing Party's transactions but is unable to ~~issue~~ (render) a significant number of Customer bills within two (2) business days of receipt, the Billing Party should promptly notify the Non-Billing Party.

3.2.3.3. If the Non-Billing Party's transactions are received within the appropriate time frame and a transaction is rejected, then the Billing Party ~~will~~ should notify the Non-Billing Party of the rejection accompanied by appropriate uniform error code(s), via Uniform Electronic Transaction within one (1)

business day of receipt of such transaction. The Non-Billing Party may, if time permits, submit a file containing corrected transactions for inclusion in the current billing statement.

- 3.2.3.4.** If the Non-Billing Party's transactions are sent to the Billing Party outside the appropriate time frame such that charges could not be included on the bill, then, as specified in the Billing Services Agreement, the Billing Party should ~~pursuant to the Billing Services Agreement~~:

3.2.3.4.1. • 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

3.2.3.4.2. • Hold the transaction for processing on the next bill and ~~the Billing Party should~~ notify the Non-Billing Party that charges were received ~~too~~ late and will be reflected on the next bill.

- 3.2.3.5.** If the Billing Party's errors cause the Non-Billing Party's charges to miss the billing window and the bill has been issued, 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.

- 3.2.4.** Whenever a Bill Ready cConsolidated bBill is to be cancelled, the following practices should be followed used:

3.2.4.1. • Cancelled Usage will for all applicable periods should be individually cancelled by metering period; and

3.2.4.2. • The usage sent in the cancellation transaction should match the usage sent in the original transaction.

- 3.2.5. Whenever a cancelled Bill Ready consolidated bill is to be rebilled, the following practices should be used:

- Usage for all applicable periods should be individually restated by metering period. Unless there has been a product or rate change, the restated usage should be sent at the same level of detail as the original usage; and

- ~~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, if appropriate, send the full set of restatement transactions.~~

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

### 3.3. RATE READY BILLING METHOD

- 3.3.1. At least ~~30~~ thirty (30) days prior to using a new Rate Code, or as otherwise provided in the Billing Services Agreement, the Non-Billing Party should provide to the Billing Party information needed to establish the new Rate Code.
- 3.3.2 When the price associated with an ~~existing~~ Rate Code is to be changed, the Non-Billing Party should provide the new price to the Billing Party at least ten (10) days prior to the next billing date to allow sufficient time for the Billing Party to implement the change.
- 3.3.3 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 Ccustomers have been billed and will indicate the usage and amount so billed for each Customer account.
- 3.3.4 Whenever a Rate Ready consolidated bill is to be cancelled ~~and rebilled~~, the following practices should be ~~followed~~ used:
- ~~3.3.4.1. Canceled Usage for all applicable periods should will be individually cancelled~~ by metering period; and
  - ~~3.3.4.2 The usage sent in the cancellation transaction should match the usage sent in the original transaction.;~~
- 3.3.5. Whenever a cancelled Rate Ready consolidated bill is to be rebilled, the following practices should be used:
- Usage for all applicable periods should be individually restated by metering period. Unless there has been a product or rate change, the restated usage should be sent at the same level of detail as the original usage;
- ~~3.3.4.3 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, if appropriate, send the full set of restatement transactions;~~
- ~~3.3.4.4 Unless there has been a product or rate change, the restated usage should be sent at the same level of detail as the original usage;~~
- ~~3.3.4.5. The Billing Party should re-bill the Customer by applying the proper usage and proper Billing and Non-Billing Party Rate Code(s) as necessary to correct the previously issued rendered bill; and-~~
  - 3.3.4.6 After the cancel/re-bill event has taken place, the Billing Party should transmit notice of the credit, debit, or the net amount,– 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. The responsibilities of the parties, performance parameters, financial arrangements and other details associated with payment processing and remittance should be set forth in the Billing Services Agreement.~~

~~3.4.1.1.~~ ~~3.4.1.2.~~ “Assumption of Receivables” Option

~~3.4.1.2.1.~~ ~~3.4.1.1.1.~~ The Billing Services Agreement should specify any level of uUncollectible rRevenues to be reflected in the amount due to the Non-Billing Party.

~~3.4.1.2.2.~~ ~~3.4.1.1.2.~~ The Billing Services Agreement should specify any creditworthiness criteria that the Non-Billing Party’s Customers would have to satisfy to be eligible for a cConsolidated bBill.

~~3.4.1.2.3.~~ ~~3.4.1.1.3.~~ On or before the date the payment is due to the Non-Billing Party, the Billing Party should send a Uniform Electronic Transaction notifying the Non-Billing Party of account-specific payments to be made. 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.

~~3.4.1.2.4.~~ ~~3.4.1.1.4.~~ The Billing Party forwards payment for all undisputed charges to the Non-Billing Party within five (5) Business Days ~~after of~~ the due date stated on the Customer’s bill or as specified in the Billing Services Agreement.

~~3.4.1.2.5.~~ ~~3.4.1.1.5.~~ The Billing Party rRemittance of funds should be made by electronic means to a bank designated by the Non-Billing Party.

~~3.4.1.2.6.~~ ~~3.4.1.1.6.~~ In the circumstance where the Utility is the Billing Party, it can reject an enrollment transaction that specifies Consolidated Billing if the Customer does not satisfy the creditworthiness criteria specified in the appropriate governing document. The ability to reject an enrollment transaction may be subject to the requirements of the Applicable Regulatory rrequirements Authority. If the enrollment is rejected for these reasons~~In such a case~~, the Non-Billing Party may resubmit the enrollment transaction and specify Dual Billing.

3.4.1.1.7. When the Utility is the Billing Party it may initiate conversion of a Customer to Dual Billing, in accordance with the Billing Services Agreement and the requirements of the Applicable Regulatory Authority, when a threshold of overdue payments or delinquencies is reached. The following practices should be used:

- Prior to conversion, the Billing Party may notify the Non-Billing Party of the status of overdue payments or delinquencies;
- In addition to any notice that may be required to be sent to the Customer, the Billing Party should notify the Non-Billing Party, via Uniform Electronic Transaction, of the effective date of the conversion; and
- The effective date of the conversion to Dual Billing should be the first day of the next billing cycle, provided notification is sent by the Billing Party to the Non-Billing Party no later than the fifth day of that next billing cycle.

~~3.4.1.2.8~~3.4.1.1.8. Return of the Customer to Consolidated Billing should be at the discretion of the Billing Party and subject to the creditworthiness criteria set forth in the Billing Services Agreement.

### 3.4.2. “Pay As You Get Paid” Option

3.4.2.1. Each Business Day ~~The Billing Party should process and post funds received each business day.~~

~~3.4.2.2~~3.4.1. The Billing Party should process payments in accordance with a predetermined payment posting order as established by the Applicable Regulatory Authority or as agreed to in the Billing Services Agreement.

~~3.4.2.3~~3.4.1.2. Payment Notification and Remittance

3.4.2.2.1. Within one (1) Business Delay after posting a payment to the Customer’s account, the Billing Party should send a Uniform Electronic Transaction notifying the Non-Billing Party of account-specific payments due to be remitted to the Non-Billing Party.

3.4.2.2.2. The Billing Party should remit to the Non-Billing Party funds associated with Customer payments posted for all undisputed Non-Billing Party Charges within the rules established by the Applicable Regulatory Authority or as agreed to in the Billing Services Agreement. – Remittance of funds should be made by electronic means to a financial institution 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 transaction to the financial institution in lieu of, or in addition to, direct notification to the Non-Billing Party.

3.4.2.2.3. When a Customer’s payment that was previously transmitted to the Non-Billing Party is reversed or adjusted by the Billing Party, the Billing Party should adjust the Customer’s account accordingly and send notification of the adjustment to the Non-Billing Party via Uniform

Electronic Transaction within one (1) Business Day.

### 3.4.3. General Payment Processing Practices

#### 3.4.3.1. ~~Payment Not Received by Non-Billing Party~~

If the Non-Billing Party does not receive payment for undisputed charges from the Billing Party ~~for undisputed charges~~ within the appropriate time frame, then the Non-Billing Party should send notification to the Billing Party of the interest and/or fees, if any, applicable to the un-remitted amount. ~~Such notification should be sent via Uniform Electronic Transaction and pay interest and/or fees on the un-remitted amount~~ in accordance with the terms and conditions of the Billing Services Agreement or pursuant to the requirements of the Applicable Regulatory Authority. ~~Remittance of interest and/or fees, if any, should be made by electronic means to a financial institution designated by the Non-Billing Party. The rights and remedies associated with breach of contract are not modified by these model business practices.~~

#### 3.4.3.2. Disputed Charges

##### 3.4.3.2.1. Notification of Disputed Charges

3.4.3.2.1.1. The Billing Party, upon placing the Non-~~B~~illing Party's charges In Dispute, should, within one (1) ~~B~~usiness ~~D~~ay, notify the Non-Billing Party, in a manner as specified in the Billing Services Agreement, of the subject and amount In Dispute, in a manner specified in the Billing Services Agreement .-

3.4.3.2.1.2. The Non-Billing Party, upon placing its charges In Dispute, should, within one (1) Business Day, notify the Billing Party of the subject and amount In Dispute, in a manner specified in the Billing Services Agreement.~~The Non-Billing Party should notify the Billing Party when Non-Billing Party charges are placed In Dispute, in a manner as specified in the Billing Services Agreement.~~

3.4.3.2.1.3. Once such a ~~d~~Dispute is resolved and the charges are no longer In Dispute, the party resolving the dispute should notify the other party of the resolution, in a manner ~~as~~ specified in the Billing Services Agreement.

3.4.3.2.1.4. Payment of Disputed Charges to the Non-~~B~~illing Party

When Non-~~B~~illing Party charges are placed In Dispute under the Assumption of Receivables payment processing method:

- ~~3.4.3.2.1.4.1.~~ The Billing Party should withhold payment to the Non-~~B~~illing Party of the amount In Dispute ~~;~~ or

- ~~3.4.3.2.1.4.2.~~ If the Billing Party has made payment of the disputed charges, the Billing Party should initiate a Uniform Electronic Transaction to reverse the payment of the disputed charges.

#### 3.4.3.2.2. Application of Payment

Where charges have been placed In Dispute, payments should be applied against charges that are not In Dispute first unless otherwise directed by the Applicable Regulatory Authority.

#### ~~3.4.3.3 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 individual account basis.~~

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

- 3.4.4.1. ~~When there is a change in Billing Party, the Non-Billing Party's balance should not be transferred to the new Billing Party unless a customer with a balance due switches suppliers, the balance due should not be transferred to the new Billing Party unless mutually agreed upon by all of the affected Billing Parties and Non-Billing Parties, both parties.~~

~~3.4.4.2. ——— When a customer with a balance due changes billing options, the balance due should not be transferred to the new Billing Party unless mutually agreed upon by both parties.~~

- 3.4.4.3. In the Pay-As-You-Get-Paid method, the Billing Party should maintain a current and past due balance for each active account of the Non-Billing Party.

- 3.4.4.4. In the Pay-As-You-Get-Paid method, ~~following a switch~~, the Billing Party should carry forward any inactive Non-Billing Party arrears on a bill, consistent with requirements of the Applicable Regulatory Authority, or as outlined in the Billing Services Agreement. If amounts remain unpaid the Billing Party should forward a Uniform Electronic Transaction to the Non-Billing Party to return any outstanding arrears as specified in the Billing Services Agreement or as required by the Applicable Regulatory Authority.

#### 3.4.5. Late Payment Charges

- 3.4.5.1. ~~Both the Billing Each Party and the Non-Billing Party~~ should be responsible for the calculation of ~~its—their~~ late payment charges, if applicable, unless directed otherwise by the Applicable Regulatory Authority or as specified in the Billing Services Agreement. ~~The Billing Party~~ should be responsible for placing those charges on the bill.

- 3.4.5.2. When the Non-Billing Party calculates and assesses late payment charges it should send notification of such charges to the Billing Party via Uniform Electronic Transaction ~~to the Billing Party.~~

### ~~3.5. Payment Reversal or Adjustment~~

~~In the Pay-As-You-Get-Paid method, when a customer's payment is reversed or adjusted by the Billing Party, within one (1) business day the Billing Party should send notification to the Non-Billing Party and make any necessary adjustment via Uniform Electronic Transaction.~~

### 3.6. Payment Arrangement

If a Customer enters into a multi-month payment arrangement for all or a portion of the bill, it is the responsibility of the pParty entering into such agreement with the Customer to maintain proper accounting for such transaction. Neither the Billing Party nor the Non-Billing Party should enter into such an agreement for amounts owed to the other pParty, unless otherwise directed by the Applicable Regulatory Authority or specified in the Billing Services Agreement.

## 4.0 DUAL BILLING MODEL OPTION

- 4.1 The Utility and the Supplier each acts as a Billing Party and should independently produce and render separate bills directly to the Customer in accordance with the requirements set by the Applicable Regulatory Authority.

- 4.2. The Customer should make two separate payments; one to the Utility and one to the Supplier.

### ~~4.3. Canceled Usage~~

~~Whenever usage is being cancelled and restated in a Dual Billing situation, the following practices should be followed:~~

~~X.X.X.X. Canceled usage will be by metering period;~~

~~3.3.4.2. The usage sent in the cancel transaction should match the usage sent in the original transaction;~~

~~3.3.4.3. 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, if appropriate, send the full set of  
— restatement transactions;~~

~~3.3.4.4. The restated usage should be sent at the same level of detail as the original usage;~~

4.3 Whenever meter usage is cancelled, the following practices should be used:

- Usage for all applicable periods should be individually cancelled by metering period; and
- The usage sent in the cancellation transaction should match the usage sent in the original transaction.

4.4 Whenever meter usage is restated, the following practices should be used:

- Usage for all applicable periods should be individually restated by metering period. Unless there has been a product or rate change, the restated usage should be sent at the same level of detail as the original usage.

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E-5.0 Single Retailer Supplier Billing Option

The Single Retailer Billing option describes a relationship where the Supplier purchases delivery service from the Utility and bills the Customer for all energy, transmission, and distribution related services. 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 Supplier and the Utility 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 Supplier may elect either to accept charges other than usage-based charges or to have the Utility 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 Supplier 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 Supplier'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 Supplier 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 Supplier may provide bills to a customer electronically if both parties agree to such an arrangement.
5. Canceled usage will be by metering period;
6. The usage sent in the cancel transaction should match the usage sent in the original transaction;
7. Unless there has been a product or rate change, the restated usage should be sent at the same level of detail as the original usage;
8. 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, if appropriate, send the full set of restatement transactions.
9. If the Supplier does not receive actual meter reading data on a timely basis, the Supplier 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 is read for a point of delivery, the Utility should transmit to the Supplier an invoice for the Utility's total delivery system charges associated with that point of delivery. The Utility should separately identify the delivery system charges and billing determinants on the invoice for each point of delivery served by a Supplier. Invoices should be transmitted via Uniform Electronic Transaction.
2. Invoices are subject to adjustment due to estimated reads or errors including, but not limited to, arithmetic errors, computational errors, and meter reading errors. The Utility should cancel and rebill the original invoice that was incorrect.
3. Having assumed the obligation to pay the Utility within the acceptable time frame for amounts owed the Utility, the Supplier 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. [on hold for sub-team review]

#### **b. Payment for Delivery Services**

1. The Supplier should pay the Utility in accordance with applicable payment terms between the parties. The Supplier should transmit payment application advice to the

Utility 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 Utility.

Unless otherwise governed by any agreement between the Utility and the Supplier, or by any applicable regulatory rules, partial payments will be applied pro-rata to all separately stated charges.[under further review]

1. c.