



North American Energy Standards Board

1100 Louisiana, Suite 3625, Houston, Texas 77002
Phone: (713) 356-0060, Fax: (713) 356-0067, E-mail: naesb@aol.com
Home Page: www.naesb.org

RETAIL GAS QUADRANT

GAS PRACTICES INVENTORY TASK FORCE

Survey

March 27, 2003

SUBCOMMITTEE: Supplier / Utility Interface

CATEGORY: Creditworthiness

1. What entity do you represent?
[Consolidated Edison Company of New York, Inc.](#)
2. What is the date of this response?
[April 24, 2003](#)
3. What jurisdiction are these responses for?
[New York City \(Boroughs of Manhattan, Bronx, and parts of Queens\) and Westchester.](#)
4. How often is the Delivery Service Suppliers' creditworthiness reviewed?
[The Marketer's creditworthiness is reviewed annually at a minimum or sooner if the Marketer has changed its financial position or increased its credit exposure with the LDC.](#)
5. What are the creditworthiness determinants?
[The creditworthiness determinants are: a minimum rating of "BBB" from S&P, "Baa2" from Moody's, or "BBB" from Fitch.](#)
6. How do you calculate the security requirement?
[The security requirement is calculated by taking the maximum daily quantity \(MDQ\) of a Marketers' customers' projected aggregate consumption based on the appropriate](#)



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season of the past year priced at the highest month's average daily closing NYMEX price at the Henry Hub, plus upstream capacity charges to the city gate multiplied by 30 days.

7. What types of security instruments are allowed?

An advance deposit or prepayment; a standby irrevocable letter of credit issued by a bank, insurance company or other financial institution with at least an "A" bond rating; security interest in collateral found to be satisfactory to the utility; a guarantee, acceptable to the utility, by another party or entity with a satisfactory credit rating of at least "BBB" by S&P, "Baa2" by Moody's or "BBB" by Fitch; a lockbox mechanism; a surety bond from a bank, insurance company or other financial institution with at least an "A" bond rating; or other mutually acceptable means of providing or establishing adequate security (e.g., escrow accounts, loss pooling, etc.).

8. When may the Local Distribution Company call on the security?

The Utility may call upon the security posted by the Marketer after providing five calendar days notice whenever the Marketer fails to pay the utility on a timely basis unless Marketer makes payment in full within the 5-day notice period.



RETAIL GAS QUADRANT
GAS PRACTICES INVENTORY TASK FORCE

Survey

March 27, 2003

SUBCOMMITTEE: Technical Electronic Implementation Subcommittee

CATEGORY: Customer Information

1. What entity do you represent?
[Consolidated Edison Company of New York, Inc.](#)
2. What is the date of this response?
[April 24, 2003](#)
3. What jurisdiction are these responses for?
[New York City \(Boroughs of Manhattan, Bronx, and parts of Queens\) and Westchester.](#)
4. What type of historical customer information is available to the Delivery Service Provider?
[Customer consumption profiles are provided to Marketers free of charge. Gas profiles are weather-normalized forecasts for a 12-month period. Also via EDI \(not all Marketers have been certified at present\) historical usage for a 12-month period is provided upon request.](#)
5. How is the customers' credit information shared with the Delivery Service Provider?
[Credit information shall be made available free of charge for the most recent 12 month period, but only upon written authorization from the customer and is limited to whether or not the customer had late payments and/or had been disconnected during](#)



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the past 12 months. Credit information for greater than 12 months can be requested for a fee.

6. How quickly must the Local Distribution Company respond to the Delivery Service Provider's request?

The LDC must provide the Delivery Service Provider with a gas consumption profile within two business days of receipt of the request. For requests that require manual processing, information must be provided within 5 business days of receipt of the request.

7. How is the customers' meter read data (consumption) shared with the Delivery Service Provider?

Customers' meter read data is shared with the Marketers via EDI for Marketers that have passed EDI certification testing. For others, the customers' meter read data is provided to Delivery Service Provider in a flat file on a web-based bulletin board.

8. What are the Delivery Service Provider's limits on the use of the customer information?

A customer can block or unblock Marketer access to its consumption history. Utility may not disclose a customer's billing, usage and credit history to a Marketer if that customer has notified the utility, in writing, that such information should not be disclosed or, for credit history, has not provided written authorization for its release. The information may thereafter be disclosed to a Marketer only with the customer's written authorization.

9. What are the rules governing the use of customer mailing lists?

The NYS UBP does not require or allow Utility provision of customer mailing lists.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Uniform Utility Billing and Collection Services and Charges

1. What entity do you represent?
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2. What is the date of this response?
[April 24, 2003](#)
3. What jurisdiction are these responses for?
[New York City \(Boroughs of Manhattan, Bronx, and parts of Queens\) and Westchester.](#)
4. What information must be provided on the Local Distribution Company's invoice to the Delivery Service Provider?
[The LDC issues a monthly bill to the Marketer and must provide detail for monthly imbalances, extraordinary customer data provided on request, special meter reading charges, adjustments to prior invoices and other retail tariff services provided at the request of the Marketer.](#)
5. What are the invoice payment terms?
[Bills are payable upon presentation and are subject to late payment charges. Marketers must pay the full amount stated in the invoice, without deduction, set-](#)



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off or counterclaim, within 20 calendar days from the date of the invoice transmittal.

6. How are billing questions and disputes managed between the Local Distribution Company and the Delivery Service Provider?

Claims that invoices are not correct must be made in writing and postmarked no later than three months after the disputed invoice was mailed or provided electronically. All questions concerning invoices are directed to a pre-specified department. Responses to billing inquiries must be acknowledged in writing or by electronic transmission promptly, but no later than five calendar days from the utility's receipt of the inquiry. The utility must investigate and respond to the complaint, in writing, no later than 20 calendar days from the utility's receipt of the inquiry.

7. How are overpayments managed between the Local Distribution Company and the Delivery Service Provider?

Overpayments made by a Marketer as a result of an inaccurate invoice or as determined through the Dispute Resolution Process shall be credited to the Marketer's account if a prior shortage exists or be refunded otherwise. The credit or refund must occur within five calendar days of a determination that an overpayment occurred and shall earn interest at a rate of 1.5% per month from the date of the overpayment until the date of the credit or repayment, whichever applies. Overpayments made voluntarily by a Marketer shall be credited to the Marketer's account and shall not earn interest unless the overpayment is applied to the security deposit account.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing Agency Arrangements

1. What entity do you represent?
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[April 24, 2003.](#)
3. What jurisdiction are these responses for?
[New York City \(Boroughs of Manhattan, Bronx, and parts of Queens\) and Westchester.](#)
4. What are the Delivery Service Provider's obligations as the customers' billing agent?
[A Marketer acting as customer billing agent must receive the customer's bills from the utility, consolidate them with the Marketer charges, re-bill the entire amount to the customer, receive payments from the customer and remit payments to the utility for its services, with the balance being retained by the Marketer. The marketer must include a clear, plain language explanation of Billing Agency and its implications in their standard contract/disclosure statements, if such an arrangement is to be offered. The marketer must distribute annually, to each customer, the "Summary of Customer Rights Notice", and to each gas customer, the "Annual Gas Safety Notice", which will be provided, in bulk, by the utility.](#)



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5. What are the Local Distribution Company's obligations in administering the billing agency arrangement?

The Utility must provide the Marketer with the "Summary of Customer Rights Notice" and the "Annual Gas Safety Notice", in bulk, for distribution by the Marketer to customers annually. The utility must communicate billing information and bill messages. The utility must send all disconnection-related notices and deferred payment agreements directly to the customer. The utility should inform customers of what communication to expect from them and what to expect from Billing Agents, upon customers' election of Marketer Billing Agents. Any delays in transmitting billing data caused by the utility must be reflected as a comparable adjustment in the corresponding due date for both the Billing Agent and the customer. Security may be collected from the Marketer as specified by the Creditworthiness requirements. Utility must continue to accept payment of utility charges at all agencies where payments for customers who have not selected Billing Agency are accepted. Utility and Billing Agent are permitted, by mutual agreement, to develop customized billing and collection arrangements. If the Billing Agent fails to remit the customer's payment to the utility on time, the utility must notify the customer of that failure. The utility may not attempt to collect such payments from customers who have previously paid their Billing Agent. Any losses that may result from such non-payments shall be recovered from available security and any remaining balances shall be deferred.

6. What are the provisions for the use of a "lock box" payment mechanism?

Under the "lockbox" payment mechanism, a Marketer's customers' payments will be made to lockbox, which will be administered by a mutually agreed upon entity. All costs associated with implementing and administering the lockbox will be the responsibility of the Marketer. The allocation of funds in the lockbox between the utility and the Marketer, and other administrative rules, must be agreed to by both



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parties, with the utility having first rights on funds in the lockbox to off-set utility charges. The administrative rules shall specify the terms under which the lockbox mechanism shall be terminated from non-compliance. The utility, after petition to the Public Service Commission, is permitted to terminate the lockbox and request full security if expected customer payments are not received in a timely manner.

7. What are the provisions for terminating the billing agency arrangement?

The utility may terminate a Billing Agency arrangement and send its invoices for delivery charges directly to the Marketer's customers after providing five calendar days' notice to the billing agent if: the Marketer agent has not paid the utility on a timely basis for its delivery charges, unless such payment is made in full before the expiration of the five calendar day notice period, if the Marketer's credit rating or security is no longer adequate and the Marketer fails to post the necessary additional security within the five calendar day notice period, if the utility draws on the Marketer's security deposit and the Marketer does not reinstate the required security within five calendar days, if the Marketer has on several occasions failed, after notice from the utility, to meet its other obligations as Billing Agent, as set forth in the utility's tariff, operating procedures and/or agreement(s) with the utility.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and LDCs

1. What entity do you represent?
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2. What is the date of this response?
[April 24, 2003](#)
3. What jurisdiction are these responses for?
[New York City \(Boroughs of Manhattan, Bronx, and parts of Queens\) and Westchester.](#)
4. What is the initial notification process for a dispute between a Delivery Service Provider and a Local Distribution Company?
[Either the Marketer or the utility may initiate the dispute resolution process by presenting a written description of the dispute/complaint, and a proposed resolution, to the other party involved in the dispute, sent in a manner that will verify its receipt.](#)
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?
[There are currently 2 allocation methods in effect: either 1\) the hierarchy of payments between the LDC and the Marketer is utility arrears, utility current charges, then marketer arrears and marketer charges or 2\) the billing party can change the](#)



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method to utility arrears, marketer arrears, current utility charges, current marketer charges. Modifications to allocation rules are expected later this year.

6. What is their requirement to meet to resolve a dispute?

The party(ies) may request a meeting if the initial exchange of written material (and perhaps verbal discussions) does not resolve the dispute. The responding parties must agree to such a meeting to be held within 15 calendar days following the request.

7. When does the Public Service Commission become involved during dispute resolution?

If a resolution is not obtained within 45 calendar days after the initial complaint letter or the mutually agreed-upon time frame, either party may file the complaint with the Department of Public Service for resolution.

8. What alternate methods are available to resolve disputes?

The parties may also pursue other legal mechanisms to address complaints and disputes.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Dispute Resolution Process – Suppliers and Customers

1. What entity do you represent?
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2. What is the date of this response?
[April 24, 2003](#)
3. What jurisdiction are these responses for?
[New York City \(Boroughs of Manhattan, Bronx, and parts of Queens\) and Westchester.](#)
4. What is the process for resolving a dispute between a Delivery Service Provider and a customer?
[The process for resolving a dispute between a Marketer and a customer must be provided in the contractual agreement between the marketer and customer. Due to legislation enacted in New York, customers will have rights and protections in addition to that in the contractual agreement.](#)
5. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?
[There are currently 2 allocation methods in effect: either 1\) the hierarchy of payments between the LDC and the Marketer is utility arrears, utility current](#)



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charges, then marketer arrears and marketer charges or 2) the billing party can change the method to utility arrears, marketer arrears, current utility charges, current marketer charges. Modifications to allocation rules are expected later this year.

6. What is the requirement for a Delivery Service Provider to resolve a dispute?

The Marketer's obligation to resolve a dispute should be written in the contract with the customer. Due to legislation enacted in New York, the Marketer will have additional obligations related to customers' rights and protections.

7. What is the requirement for a Delivery Service Provider and a Local Distribution Company to work together to resolve a dispute between a Delivery Service Provider and a customer?

The LDC does not intervene in disputes that arise between a Marketer and its customer except to the extent where the LDC can verify or clarify established facts that are part of the utility/customer record and/or have been provided to the marketer or customer by the utility.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing - Dual Billing

1. What entity do you represent?

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2. What is the date of this response?

[April 24, 2003](#)

3. What jurisdiction are these responses for?

[New York City \(Boroughs of Manhattan, Bronx, and parts of Queens\) and Westchester.](#)

4. What are the billing options?

[Dual Bill – Customers may receive a separate bill from the Marketer for commodity charges and a separate bill from the utility for delivery charges.](#)

[Utility Consolidated Billing – The customer receives a consolidated bill from the Utility that includes Marketer charges for commodity and utility charges for delivery.](#)

[ESCO Consolidated Billing \(includes billing agency\) -- The customer receives a consolidated bill from the Marketer that includes Marketer charges for commodity and utility charges for delivery.](#)

5. Who are the billing parties?

[The billing parties are the utility and the marketer.](#)



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6. What billing format is used and how is it determined?

Although the NYS UBP requires that certain billing information be presented to customers, no format is prescribed. Therefore, billing entities develop their own formats.

7. What are the minimum elements on a Delivery Service Provider's bill?

- a. Distribution utility name, and logo, if the parties agree
- b. Distribution utility address, if the distribution utility is not the billing party
- c. Distribution utility toll-free or local telephone number for inquiries about the distribution utility portion of the bill, if the distribution utility is not the billing party
- d. Distribution utility account number, if the distribution utility is not the billing party
- e. Distribution utility rate classification identifier
- f. Distribution utility rates per billing unit, if applicable
- g. Distribution utility rates not based on billing units, if applicable, and unbundled, if applicable
- h. Distribution utility charge adjustments and adders, separately stated
- i. Taxes on distribution utility charges, if separately stated
- j. Billing period total distribution utility charges
- k. Prior billing period total distribution utility charges, including any prior late charges
- l. Credits on prior distribution utility charges
- m. Net prior distribution utility balance remaining
- n. Late charge for unpaid prior distribution utility balance
- o. Total amount due for distribution utility services
- p. If a budget bill, applicable billing information and resulting budget bill amount due for distribution utility services
- q. The distribution utility's bill message, if any, up to 480 characters, if the distribution utility is not the billing party

8. How are billing determinants communicated between the Delivery Service Provider and the Local Distribution Company or other billing party?



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Billing determinants are communicated via EDI for Marketers that have passed EDI certification testing. For others, the utility provides a flat file, on a daily basis available on its internet-based bulletin board. Data provided is customer name, account number, bill period, consumption billed, bill amount, billing option and if it was a rebill.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Utility Consolidated Billing

1. What entity do you represent?

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2. What is the date of this response?

[April 24, 2003](#)

3. What jurisdiction are these responses for?

[New York City \(Boroughs of Manhattan, Bronx, and parts of Queens\) and Westchester.](#)

4. What are the billing options?

[Utilities may elect to provide Utility Consolidated Billing using either the Rate Ready or Bill Ready method.](#)

5. What are the requirements for the Local Distribution Company to provide a consolidated bill?

[The consolidated bill process is governed by the New York State Uniform Business Practices and assumes that data will be exchanged using a uniform electronic data interchange \(EDI\) system. The LDC is required to provide both Utility Consolidated Billing and ESCO Consolidated Billing](#)



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6. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?

There are currently 2 allocation methods in effect: either 1) the hierarchy of payments between the LDC and the Marketer is utility arrears, utility current charges, then marketer arrears and marketer charges or 2) the billing party can change the method to utility arrears, marketer arrears, current utility charges, current marketer charges. Modifications to allocation rules are expected later this year.

7. What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?

1. A billing party shall perform the following functions and responsibilities:
 - a. Using the bill ready method, receive bill charges and other billing information from the non-billing party;
 - b. Using the rate ready method, receive rates, rate codes and/or prices (fixed and/or variable) and other billing information from the non-billing party;
 - c. Receive bill messages and bill inserts from the non-billing party;
 - d. Using the bill ready method, acknowledge receipt of the non-billing party's information and accept or reject it;
 - e. Using the rate ready method,¹ calculate billed charges, including sales and use taxes; the billing party is required to obtain information necessary to determine the customer's sales and use tax rate;
 - f. Print or make available electronically consolidated bills that state the non-billing party's charges, including taxes, arrearages, and late fees, and bill messages;
 - g. Insert in bill envelopes consolidated bills and inserts required by statute, regulation or Public Service Commission order;
 - h. Stamp, sort and mail consolidated bills or, if authorized, transmit bills electronically;
 - i. Cancel and rebill charges;

¹ A distribution utility is not required to calculate or bill for ESCO services that are not directly related to the commodity it delivers.



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- j. Notify the non-billing party of amounts billed, by account, within two business days after rendering bills to customers;
 - k. Receive and record customer payments;
 - l. Allocate and transmit the non-billing party's share of receipts, by account, to the non-billing party;
 - m. Respond to general inquiries and complaints about the bill and its format; refer customers to the non-billing party for inquiries and complaints related to the non-billing party's rates, charges, services, or calculations; and,
 - n. Maintain records of billing information, including amounts collected, remaining and transferred, and dates.
2. Using the bill ready method, each party shall calculate and separately state sales and use taxes applicable to its charges.
 3. A party that requires a customer's deposit shall administer it. If a non-billing party applies a customer deposit to an outstanding balance, it shall notify the billing party.
 4. Upon receipt of payments, a non-billing party shall notify the billing party.
 5. To initiate consolidated billing using the rate ready method, the non-billing party shall provide the billing party with the rates, rate codes, and/or prices (fixed and/or variable) necessary to calculate the non-billing party's charges. The billing party shall specify in the Billing Services Agreement the number of prices for each service class per commodity accepted, deadline for transmission, effective date, and acceptable frequency of changes.²
 6. The billing party may process special handling requests from customers provided that it obtains agreement from the non-billing party for requests that affect it;
 7. The billing party is not required to calculate or provide separate statements to customers regarding gross receipts taxes applicable to a non-billing party's charges. The non-billing party may calculate and provide information on the gross receipts taxes applicable to its charges in a bill message or, using the bill ready method, as a line item on the bill.
 8. Upon adequate notice, the billing party may implement special billing features that have no effect on the non-billing party. Using the bill ready method, the

² If a billing party's billing system is capable of providing the service, a billing party shall, upon request, apply a different rate, rate code, and/or price to usage during different portions of the billing cycle. The non-billing party shall request a change in the rate, rate code, and/or price no later than four business days prior to the effective date requested.



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non-billing party may offer special billing features, such as budget billing or average payment plans. Using the rate ready method, the non-billing party may offer such special billing features, if the billing parties agree in their Billing Services Agreement. If a non-billing party offers budget billing or average payment plans, it shall provide actual charges and the budget plan year-to-date balance to customers.

8. What are the minimum elements on a consolidated bill?

The minimum elements on a consolidated bill are Customer Name; service address; billing address (if different than service address); billing party account number; start of billing cycle period (prior meter reading date for metered customers); starting period meter reading (for metered customers); end of billing cycle period (current meter reading date for metered customers); ending period meter reading (for metered customers); billing period metered usage, any multiplier necessary to convert usage to billing units and resulting billing units (for metered customers); billing period demand (if applicable); indicators if usage is estimated, actual or customer provided; total current charges; total prior bill charge; total credits since last bill; date through which the credits have been applied; total current bill; billing party name; billing party address; billing party toll-free or local telephone number; utility toll-free or local telephone number for natural gas or electric system emergencies; how and where payment may be made; date of bill; payment due date; general billing party bill messages of any length.

9. How are payments processed between the Local Distribution Company and the Delivery Service Provider?

Payments are sent on a daily basis to the non-billing entity via EFT with a corresponding file detailing account numbers and payment amounts sent directly to the non-billing party.



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SUBCOMMITTEE: Customer Processes Subcommittee

CATEGORY: Billing and Payment Processing – Supplier Consolidated Billing

1. What entity do you represent?

[Consolidated Edison Company of New York, Inc.](#)

2. What is the date of this response?

[April 24, 2003](#)

3. What jurisdiction are these responses for?

[New York City \(Boroughs of Manhattan, Bronx, and parts of Queens\) and Westchester.](#)

4. What are the billing options?

[Bill Ready only.](#)

5. What are the requirements for the Delivery Service Provider to provide a consolidated bill?

[The consolidated bill process is governed by the New York State Uniform Business Practices and assumes that data will be exchanged using a uniform electronic data interchange \(EDI\) system. A Marketer can elect to provide a consolidated bill.](#)

6. What is the hierarchy of payments between the Local Distribution Company and the Delivery Service Provider?



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7. What are the functions and responsibilities of the Local Distribution Company and the Delivery Service Provider?
1. A billing party shall perform the following functions and responsibilities:
 - a. Using the bill ready method, receive bill charges and other billing information from the non-billing party;
 - b. Using the rate ready method, receive rates, rate codes and/or prices (fixed and/or variable) and other billing information from the non-billing party;
 - c. Receive bill messages and bill inserts from the non-billing party;
 - d. Using the bill ready method, acknowledge receipt of the non-billing party's information and accept or reject it;
 - e. Using the rate ready method,³ calculate billed charges, including sales and use taxes; the billing party is required to obtain information necessary to determine the customer's sales and use tax rate;
 - f. Print or make available electronically consolidated bills that state the non-billing party's charges, including taxes, arrearages, and late fees, and bill messages;
 - g. Insert in bill envelopes consolidated bills and inserts required by statute, regulation or Public Service Commission order;
 - h. Stamp, sort and mail consolidated bills or, if authorized, transmit bills electronically;
 - i. Cancel and rebill charges;
 - j. Notify the non-billing party of amounts billed, by account, within two business days after rendering bills to customers;

³ A distribution utility is not required to calculate or bill for ESCO services that are not directly related to the commodity it delivers.



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- k. Receive and record customer payments;
 - l. Allocate and transmit the non-billing party's share of receipts, by account, to the non-billing party;
 - m. Respond to general inquiries and complaints about the bill and its format; refer customers to the non-billing party for inquiries and complaints related to the non-billing party's rates, charges, services, or calculations; and,
 - n. Maintain records of billing information, including amounts collected, remaining and transferred, and dates.
2. Using the bill ready method, each party shall calculate and separately state sales and use taxes applicable to its charges.
 3. A party that requires a customer's deposit shall administer it. If a non-billing party applies a customer deposit to an outstanding balance, it shall notify the billing party.
 4. Upon receipt of payments, a non-billing party shall notify the billing party.
 5. To initiate consolidated billing using the rate ready method, the non-billing party shall provide the billing party with the rates, rate codes, and/or prices (fixed and/or variable) necessary to calculate the non-billing party's charges. The billing party shall specify in the Billing Services Agreement the number of prices for each service class per commodity accepted, deadline for transmission, effective date, and acceptable frequency of changes.⁴ The billing party may process special handling requests from customers provided that it obtains agreement from the non-billing party for requests that affect it.
 6. The billing party is not required to calculate or provide separate statements to customers regarding gross receipts taxes applicable to a non-billing party's charges. The non-billing party may calculate and provide information on the gross receipts taxes applicable to its charges in a bill message or, using the bill ready method, as a line item on the bill.
 7. Upon adequate notice, the billing party may implement special billing features that have no effect on the non-billing party. Using the bill ready method, the non-billing party may offer special billing features, such as budget billing or average payment plans. Using the rate ready method, the non-billing party may offer such special billing features, if the billing parties agree in their Billing Services

⁴ If a billing party's billing system is capable of providing the service, a billing party shall, upon request, apply a different rate, rate code, and/or price to usage during different portions of the billing cycle. The non-billing party shall request a change in the rate, rate code, and/or price no later than four business days prior to the effective date requested.



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Agreement. If a non-billing party offers budget billing or average payment plans, it shall provide actual charges and the budget plan year-to-date balance to customers.

4. What are the minimum elements on a consolidated bill?

The minimum elements on a consolidated bill are Customer Name; service address; billing address (if different than service address); billing party account number; start of billing cycle period (prior meter reading date for metered customers); starting period meter reading (for metered customers); end of billing cycle period (current meter reading date for metered customers); ending period meter reading (for metered customers); billing period metered usage, any multiplier necessary to convert usage to billing units and resulting billing units (for metered customers); billing period demand (if applicable); indicators if usage is estimated, actual or customer provided; total current charges; total prior bill charge; total credits since last bill; date through which the credits have been applied; total current bill; billing party name; billing party address; billing party toll-free or local telephone number; utility toll-free or local telephone number for natural gas or electric system emergencies; how and where payment may be made; date of bill; payment due date; general billing party bill messages of any length.

5. How are payments processed between the Local Distribution Company and the Delivery Service Provider?

Payments are sent on a daily basis to the non-billing entity via EFT with a corresponding file detailing account numbers and payment amounts sent directly.