



**FINAL REPORT OF THE
SUPPLIER / EGS
CONSOLIDATED BILLING [SCB]
EDEWG SUB-TEAM**

Opening Statement

The 2010 Electronic Data Exchange Working Group [EDEWG] Supplier Consolidated Billing [SCB] Working Group [WG] was convened following requests by Electric Generation Suppliers [EGS] to begin using SCB. The SCB WG is an effort to finalize business practices and technical standards to support SCB. SCB complements the existing 'Utility Consolidated Billing' [UCB] that is in production today throughout Pennsylvania, enabling an EGS to present a bill to a Customer with both EGS and Electric Distribution Company [EDC] charges.

The group's chair is EDEWG EGS Co-Chair George Behr (ESG). There was one in-person meeting, and 8 teleconferences that took place between April and August 2010. The meetings were attended by four EDC's, several EGS's, several service providers, members of the Public Utility Commission [PUC] staff, and members of the Office of Consumer Advocate [OCA]. A list of organizations that were represented at one or more of the meetings is below.

Most of the content in this document reflects business practices rather than technical standards (e.g. EDI). While primarily a technical standards body, EDEWG is often engaged to advance business practice issues. Issues where required consensus is not reached are raised to PUC business practice groups such as Committee Handling Activities for Retail Growth in Electricity [CHARGE].

Summary of Results

The group was able to reach consensus on a number of business practices originally outlined in the 2000 effort. These are defined in Appendix C, which will also serve as the insert into the Electronic Data Exchange Standards Revised Plan once approved. Appendix C should be treated as a draft working document, and the WG expects that Appendix C will change based on the results of the CHARGE review. Once business practices are finalized, a technical WG effort is required to update existing technical standards to sufficiently handle the new business practices.

The group was unable to reach consensus on a number of issues which are outlined in Appendix C of this document.

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Attendance

- 4/1: EDC{PECO, DLC, FE}; EGS(Blue Star, Exelon, WGES, Direct; ESG, PPLSolutions}
- 4/12: EDC {FE, AP, PPL, PECO}, EGS/SP {ESG, Direct, Exelon, UGIES, Ista, Blue Star}; PUC
- 4/23: EDC {PPLEU, PECO, FE}; EGS/SP {ESG, Direct, Exelon, UGIES, Ista, BlueStar, PPLSolutions }
- 5/10: EDC {PPLEU, PECO, FE}; EGS/SP {ESG, Direct, Exelon, UGIES, Ista, BlueStar, PPLSolutions }
- 6/11: EDC {PPLEU, PECO, FE, AP}; EGS/SP {ESG, Direct, Exelon, BlueStar}; PUC; OCA
- 7/15, 11a: EDC {PPLEU, PECO, FE, AP}; EGS/SP {ESG, Exelon, UGIES, PPLSolutions, BlueStar, Direct}; PUC, OCA
- 7/22, 11a: EDC {PECO, FE, PPLEU}; EGS/SP {ESG, Blue Star, Direct, Exelon}; PUC
- 7/29, 2p: EDC{AP, PECO, FE, PPLEU}; EGS/SP {ESG, Dominion, Direct, Blue Star, UGI ES};
- 8/17, 10a: EDC{AP, FE, PPL}; EGS/SP {ESG, Blue Star, Direct, Exelon}; PUC

SUMMARY OF NON-CONSENSUS ISSUES

Non-Consensus Section	Key Issues
<p>C.3.3.01.04: Enrollments: Past-Due Disputed Charges, Not eligible for SCB</p>	<p>No supplier consensus on whether accounts with past-due disputed charges should be accepted or rejected?</p> <p>If not eligible for SCB should the EDC accept the enrollment as a Dual bill customer?</p> <p>Some parties are concerned that switching to Dual due to an EDC Payment Arrangement may be confusing.</p> <p>If not properly vetted, this process could cause customer confusion as the customer bounces back and forth between Dual Billing and SCB.</p>
<p>C.3.3.01.05: Customer Deposits</p>	<p>PPL Customers could have a credit on first SCB bill due to deposit/applied; charge would identify 'remaining credit'.</p> <p>EGS's appeared to be OK w/ this exception. What happens when this credit is bigger than the EDC's charges for that period? This 'negative invoice' from the EDC acts as a credit to the Customer for the EGS's portion of the bill. Can the EDC's limit credit amounts to be smaller or equal to their charges for that period (i.e. positive or 0 invoices only)?</p>
<p>C.3.3.01.08</p>	<p>EGS Request to Disconnect.</p> <p>Some EGS's want to be able to disconnect Customers. Inability to do this opens the marketplace to gaming by Customers.</p>
<p>C.3.3.01.0911</p>	<p>Outstanding Balance Recourse for EGS</p> <p>Original language stated:</p> <p><i>"The EGS may drop the Customer and pursue their own collection action. Outstanding balances cannot be transferred from the EGS to the EDC upon a change in bill option or customer switch."</i></p> <p>Do EDC charges follow the Customer? If Customer does not pay SCB bill and switches to another EGS, do outstanding EDC charges under the first EGS then get sent to second EGS?</p> <p>Does POR change this?</p>
<p>C.3.3.02.02: EGS Bill Window</p> <p>In SCB the 'Bill Window' is controlled by the EGS. In a scenario where Usage comes in from the EDC, the opening and closing of the Bill Window is clear. The opening and closing of this window, and when an EGS can produce their statement is not as clear.</p>	<p>The EGS has not received Monthly Usage/867 from the EDC in 50 days.</p> <p>Should/can the EGS estimate the usage? The EDC's charges?</p> <p>The EGS has received the Monthly Usage/867 but no EDC Invoice/810</p> <p>The EGS can open and close the 'bill window' and sends the statement to the customer without EDC charges.</p> <p>Should an Application Advice/824 be sent to the EDC? Before/after window closes?</p>
<p>C.3.3.02.04: Net-Meter/Subtractive/Negative Usage Accounts.</p> <p>Net-metered accounts are accounts that have generation and sell energy back into the grid. They could have negative usage during a period.</p>	<p>When a customer has a subtractive/negative usage amount, who pays the Customer</p> <p>Some EDC Monthly Usage/867's don't show subtractive/negative KWH: the EGS sees 0.</p> <p>Subtractive/negative usage accounts have not been fully vetted through current practices.</p>

Non-Consensus Section	Key Issues
<p>C.3.3.03.02 Late Payment Charges to Customer</p>	<p>POR is not consensus</p> <p>Current tariffs have a make-the-other-party-whole requirement.</p> <p>Can EDC's include late payment charges on EDC UCB bills on their Invoice/810's for SCB?</p> <p>If so, would they be included in POR? Some EGS's prefer they not be included.</p> <p>Can EDC's include late payment charges due to Supplier arrears on prior Invoice/810's?</p> <p>If the EGS does not remit payment to the EDC by the due date as specified per EDEWG standard or EDC Supplier Tariff - Late Payment Charges can be sent to the EGS as part of the next 810. These LPC's can be coded as a Business to Business charge (if provided for in the standard) or Non-Basic charge.</p> <p>In UCB there is no ability for the EGS to charge an EDC a late fee if they pay late.</p>
<p>C.3.3.03.03: MEAF</p> <p>MEAF is an optional charge that a Customer can choose to not pay and not risk disconnect.</p>	<p>What if Customer chooses not to pay the MEAF charge</p> <p>For example, \$100 in EDC charges, \$99 basic charges, \$1 MEAF; they pay \$99. The EGS purchases receivables for the basic charges (\$99) and pays the EDC. EDC is paid in full. If the MEAF \$1 comes in that gets paid to the EDC.</p> <p>FirstEnergy cannot accommodate an EGS payment of partial funds (e.g. customer didn't pay \$1 MEAF contribution)</p> <p>FE current design is to be "made whole" or be "reimbursed for allocated payments".</p> <p>Do unpaid MEAF charges get paid by future payments? Customer paid \$99 this month, and pays their \$99 basic charges next month. Does EGS apply part of that \$99 to the \$1 MEAF receivable from last month?</p> <p>Some EDC's have last-in payment posting order for MEAF: if not paid 2 months, kicked off monthly program</p> <p>How does a one-time MEAF payment (e.g. \$25 once) this get allocated to MEAF? The Customer makes a one-time MEAF contribution: sends \$25 more than their bill.</p>
<p>C.3.3.03.04 Handling 810 prior to 867</p>	<p>What recourse does EGS have when EDC does not send a timely Monthly Usage/867?</p> <p>What happens when the Invoice/810 arrives but the Monthly Usage/867 is delayed or never arrives? Should Invoice due date be in Monthly Usage/867 to link invoice due dates to valid usage? If EDC puts due date on the Invoice/810 but the Monthly Usage/867 is delayed or never arrives, the EDC has put the EGS in the position of paying the EDC either without usage to bill the Customer, or in an abbreviated collection period.</p> <p>The WG agreed on the practice of the EGS canceling the EDC Invoice/810 after some period of time but did not decide that period of time.</p> <ul style="list-style-type: none"> - Some EDC's send interval data 2 days after the Invoice/810 - 4 days was suggested
<p>C.3.3.03.06 Price to Compare</p>	<p>How does EGS show "Price To Compare"?</p> <p>Other workgroups are addressing how an EGS shows accurate PTC information. Will these working groups address SCB? Will the EDC include PTC as a bill message within the Invoice/810?</p>
<p>C.3.3.03.07 Customer pays EDC rather than EGS</p>	<p>What happens when Customer pays EDC rather than EGS</p> <p>Though WG agreed that the customer should not pay the EDC, it is likely to happen. This needs to be more fully vetted as to what the procedure should be to handle a payment when it is received.</p>
<p>C.3.3.03.08 Business to Business Charges</p>	<p>Can the EDC charge the EGS outside of charges for a specific Customer (e.g. late fee on EGS-owed balance to EDC)</p> <p>Certain charges should be defined as being for the customer bill or business to business. An example of a business to business charge would be Late Payment Charges assessed against the EGS if payment is received after the payment due date. The Texas model is an example of how this area could be managed.</p> <p>Will these charges be included in POR?</p>

Non-Consensus Section	Key Issues
<p>C.3.3.05: “Basic” v. “Non-basic” Charges</p>	<p>Regulatory programs such as alternative energy portfolio have not been vetted through the current practices</p> <p>There was no expertise in this area to vet these policies.</p> <p>POR settlements may affect existing practices</p> <p>Information on new POR settlements will need to be vetted.</p> <p>“Basic” may include charges not detailed in Administrative Code</p> <p>Code details what charges are basic. EDC’s indicate that there may be charges that are ‘basic’ that are not a part of the Code list. No specific examples are available at this time.</p>
<p>C.3.3.05.05: LIHEAP/Customer Assistance Program [CAP]</p>	<p>Can LIHEAP and CAP Customers shop? In some territories not others? If a shopping Customer becomes LIHEAP, are they dropped from EGS?</p> <p>PPL, PECO and FirstEnergy LIHEAP and CAP/OnTrack/PCAP Customers can shop. Most CAP customers do not shop due to the great rate they get from the EDC.</p> <ul style="list-style-type: none"> - PPL OnTrack Customers must be on UCB. - As of 2011, PECO CAP Customers cannot shop. <p>One suggestion was to have the EDC send a separate charge/credit line with an appropriate code for each grant (e.g. LIHEAP, PHA, etc).</p> <ul style="list-style-type: none"> - PPL cannot send individual charge or credit lines for LIHEAP. This information is treated as a payment.
<p>C.3.3.05.09: Temperature</p>	<p>Current bill print/statement rules require temperature on the bill. EDC’s do not intend to share weather information electronically (e.g. Invoice/810, Monthly Usage/867) with EGS’s for SCB. What temperature/weather sources are acceptable for the EGS to use for the bill?</p>
<p>C.3.3.05.11: Summary Bill on Multi-Commodity</p>	<p>An account could be on summary billing for both electric and gas, and PECO cannot remove summary billing from an account for only one of two service types as summary billing is at the account level. Blue Star suggested moving the gas to a separate account, but this would be new for both PECO and its customers.</p> <ul style="list-style-type: none"> - EDC may remove an account from summary billing if it went to EGS Consolidated?
<p>C.3.3.05.12: Notification of new Billing Party</p>	<p>Will the EGS be required to notify the Customer from where the next statement/bill will come when there is a change of billing party?</p> <p>Is there sufficient data to enable this when switching away from SCB?</p> <ul style="list-style-type: none"> • Switch to UCB? Then LDC is the next billing party • Switch to Dual? Then Customer will get 2 statements next • Switch to another EGS? Not a change of billing party but a Drop/Switch. Incumbent EGS gets a drop transaction, not a change billing method transaction.
<p>C.3.3.05.13: Manual Billed Accounts</p>	<p>Some EDC’s have accounts that require manual intervention to bill properly, including both ad hoc manual bills on Residential Customers, and complex large account. EDC’s claim they cannot send EDI for these accounts, and that there would be a delay between the Monthly Usage/867 and the Invoice/810. EGS’s want access to these customers.</p> <p>How does an EGS get access to a ‘manual bill’ account.</p> <p>Some utilities only support ‘dual bill’ on manual accounts</p> <p>Is non-EDI an option (e.g. usage and EDC charges sent via email)? If so, will proper controls be in place if non-EDI?</p> <p>EDC’s report there is more SOX-oriented auditing on those accounts.</p>

Non-Consensus Section	Key Issues
<p>C.3.3.05.16, .19, .21: Regulatory Inserts</p> <p>EDC's today produce and send regulatory and non-regulatory inserts to UCB/Dual customers. Consensus that EGS's would also send regulatory inserts in SCB, as well as consensus that the EDC should provide electronic PDF of their insert to the EGS.</p>	<p>“Regulatory” needs to be clearly defined.</p> <p>Utilities produce inserts that are border-line regulatory, and/or a single insert may contain both regulatory and non-regulatory topics.</p> <p>Is an insert “Regulatory” if dictated by rules from Chapter 54, 56, EDC tariff, supplier agreements, etc.?”</p> <p>Are inserts such as MEAF signups considered regulatory?</p> <p>Producing hard-copy inserts can be expensive, and may already be producing hard-copy for SCB customers.</p> <p>Sending hard-copy to the EGS can be expensive and may have handling/delivery/postal delays. Some practices were suggested to minimize risk in these areas.</p> <p>EGS EGS's expressed desire to request the number of hard-copy inserts sent from the EDC.</p> <p>For example, an EGS with 100,000 SCB customers may only want 10,000 hard-copies, or if producing themselves may want 0</p> <p>EDC's have their inserts approved by the PUC. Does an EGS producing their own inserts need PUC approval?</p> <p>EGS's in WG said they would be producing exact copy of the EDC insert.</p> <p>EGS's want to send regulatory inserts electronically.</p> <p>Assuming a customer on e-bill gets e-inserts, can an EGS also send an e-insert to a customer receiving a paper bill?</p> <p>EDC's were concerned that they would need to send separate mailings to SCB customers for non-regulatory inserts.</p> <p>EGS's assumed they would.</p> <p>EGS's will not send inserts for services not provided.</p> <p>In multi-commodity (Electric, Gas) areas, the electric EGS sends for electric service, and EDC sends for gas service.</p> <p>The EDC's hard-copy insert may not fit in the EGS's envelope, or may through weight over postal thresholds.</p> <p>For hard-copy, the EGS must work with the size/weight of insert produced by EDC, and cannot request custom sizes/weights.</p> <p>Does EGS have practices in place to minimize errors/missing inserts?</p> <p>EDC's have established processes to make sure inserts go out reliably. EGS's will need to develop those processes.</p> <p>Weight of Regulatory Inserts.</p> <p>Regulatory inserts must be provided by the EGS regardless of insert's impact on weight of the mailing. Note that an EGS can produce copies of their own</p>

Non-Consensus Section	Key Issues
<p>C.3.3.06: Payments/POR</p>	<p>.01: Will EGS use same POR discount, if any, as EDC?</p> <p>The WG did not attempt to decide “make the other party whole”, POR, or POR discount issues, expecting other parties such as CHARGE to resolve these issues.</p> <p>PECO: “Any payment terms for EGS consolidated billing should reflect each EDC’s approved EGS Coordination Tariff, for cases where the tariff addresses this issue. PECO cannot agree to anything other than what is reflected in its current tariff.”</p> <p>.09: Will EGS be required to report actual payment history to EDC for POR calculation purposes (e.g. 568)</p> <p>Depending on the size and number of SCB customers, POR calculations done by the EDC may be skewed.</p> <p>.08: Customer may pay EDC instead of EGS</p> <p>EDC’s have ‘pay stations’ where customers can pay in person.</p> <p>Most UCB options in other markets/states do not allow payments to the Non-Billing Party.</p> <p>Customers may still be paying EDC charges (e.g. final bill) after they start receiving SCB/EGS charges. When the Customer sends payment to the EDC for EGS charges, the payment creates an excess payment on the EDC account, and does not apply to what the EGS owes the EDC.</p> <p>If made at EDC payment station, most likely Customer will pay entire bill (EDC and EGS portions) to EDC</p> <p>POR Settlement Agreement language appears to not allow an EGS to have some residential Customers on UCB and others on Dual or SCB.</p> <p>This would prevent SCB and/or Dual billing of residential customers and impacts one of the payment arrangement scenarios. Does this conflict with Payment Arrangement scenarios where a Customer may be switched to Dual (i.e. they cannot be switched to Dual if EGS has other SCB Customers)?</p>
<p>C.3.3.07.03: Disputes</p>	<p>All EDC’s are researching tariffs with respect to Disputes</p> <p>This includes 2000 document statement: “PP&L is not required to provide the information prior to end of the 10-day window.”</p> <p>How does EGS hold charges and notify the EDC of these charges?</p> <p>EGS systems need to be capable of ‘disputing’ charges.</p> <p>A Uniform Electronic Transaction (Application Advice/824) was suggested to notify EDC of dispute charges. Should this mirror what EDC’s are doing today to notify EGS’s of disputed EGS charges in a UCB scenario?</p> <p>Draft language: “The EDC will provide all information needed by the EGS relating to the Customer’s dispute and must do so within five (5) business days of the EGS’s request. If the EDC requires a visit to a Customer location to collect data, the EDC shall have a maximum of ten (10) days to transmit the information. Under this rule, if the EDC collects the needed information prior to the ninth day, they will be required to provide the information collected to the EGS within one (1) business day of receiving this information rather than by the end of the 10-day window. PP&L is not required to provide the information prior to end of the 10-day window.”</p>

Non-Consensus Section	Key Issues
<p>C.3.3.09: Payment Arrangement</p> <p>Payment Arrangements [PA] are required in Code and in tariffs, and the Billing Party, either EDC or EGS, will need to follow these. The WG agreed that a switch for a Customer in an existing EDC PA should be rejected, and that PA's will be handled by the Billing Party who created the PA.</p>	<p>Examples:</p> <ol style="list-style-type: none"> 1. Customer has EDC PA and switches to SCB: <ul style="list-style-type: none"> - Rejected by EDC 2. Customer has EGS PA and switches to UCB: <ul style="list-style-type: none"> - EGS bills Jan through Oct - EGS creates PA for Aug through Oct. - Customer switches to UCB or Dual for Nov billing cycle. - Customer receives EDC UCB/Dual bill Nov, and an EGS bill for the PA 3. Customer gets EDC PA on last bill, after switch to SCB: <ul style="list-style-type: none"> - EDC bills Jan through Oct. - Customer switches to SCB for Nov billing cycle. - EDC creates PA for Oct billing period (after switch has occurred) - Customer changed to Dual bill - Customer receives EGS bill for Nov and an EDC bill for Nov and for the PA 4. Customer gets EGS PA on last bill, after switch to UCB: <ul style="list-style-type: none"> - EGS bills Jan through Oct. - Customer switches to UCB or Dual for Nov billing cycle. - EGS creates PA for Oct billing period (after switch has occurred) - Customer receives an EDC UCB/Dual bill for Nov and EGS bill for PA 5. Customer is late paying last EDC bill: <ul style="list-style-type: none"> - EDC bills Jan through Oct - Customer switches to SCB for Nov billing cycle - Customer's final EDC bill becomes past due - Customer changed to Dual bill - Customer receives EGS bill for Nov and an EDC bill for Nov and for any past due EDC charges
<p>EGS Billing Agreement</p>	<p>Should an EGS have a 'billing agreement' in place with the EDC containing these business rules?</p> <p>Will additions to the EDC supplier agreement be sufficient? Or use EDC tariffs, or both? Will the EDC handle EGS consolidated billing in the tariff as they do today, or will the EGS put a billing agreement in place? Would the EDC sign?</p> <p>Use of NAESB standard.</p> <p>NAESB has a standard "Book 6 Billing Services Agreement for Consolidated Billing" that could serve as a guideline and "check list" by the EGS and EDC to ensure that pertinent policy issues are addressed in any EGS consolidated billing agreement documentation (either SCT, contract, etc.) that would be established by the EGS and EDC.</p>

Non-Consensus Section	Key Issues
<p>EGS Late Payment to EDC, EGS Default</p>	<p>EGS defaults: How does EDC recover unpaid charges?</p> <p>Most SCB markets have EGS bond-posting requirements for this scenario.</p> <p>EGS late paying EDC invoices (breach of payment):</p> <p>EDC tariffs differ on what happens next; business practices may need to be tailored to EDC-specific tariffs.</p> <p>A suggestion was made to add practice language that states the “breach of payment scenario is outlined in each EDC’s supplier tariff”.</p> <p>PECO Example:</p> <ul style="list-style-type: none"> - EDC charges not paid in 20 or 25 period then 20 day cure period begins - After 20 day cure period, PECO can change bill option back to DUAL immediately (for next end read period). - Customer may be surprised with 2 bills without some sort of notification <p>Some markets allow an EDC ‘late fee’ charged to the EGS</p> <ul style="list-style-type: none"> - PUC has an interest rate policy for late charges - How does this affect ‘switch to DUAL’? If it does not affect, then no need to add late charges <p>Example:</p> <ul style="list-style-type: none"> - EGS late paying EDC invoice - EDC sends late payment Invoice/810 to EGS on day 21 or day 26

APPENDIX C: EGS CONSOLIDATED BILLING STANDARDS

C.1 – EXECUTIVE SUMMARY

This document details business practices and technical standards necessary for the handling of Electric Generation Supplier (EGS) Consolidated Billing – hereinafter referred to as ‘Supplier Consolidated Billing’ [SCB] – in the Commonwealth of Pennsylvania. This document does not address third-party billing (billing by neither EDC nor EGS of Record).

A1.1 – Version Notes

ID	Version	Date	Issue/Resolution
01	1.0	??	First release.

C.2 – INTRODUCTION

This document details business practices and technical standards necessary for the handling of SCB in the Commonwealth of Pennsylvania. This document does not address third-party billing.

Though different practices have been outlined for EDCs due to their respective settlement agreements, the intent of the Commission and this document is uniformity where possible.

Many practices used for Utility Consolidated Billing [UCB] – where the Utility provides the statement to the Customer – apply to SCB as well.

History

When the market opened in 1999, some EDCs agreed to offer SCB in their restructuring settlement agreements. SCB is not a requirement of a PA EDC in the competition act.

On July 19, 1999, an initial plenary meeting was held at PECO Energy headquarters in Philadelphia. All stakeholders of record in Pennsylvania Electric Choice were notified about this meeting and invited to participate. The “EGS Consolidated Billing Working Group” was formed, with a PUC facilitator.

The original 1999 working group met regularly via telephone conference calls and worked toward the development and resolution of the issues relating to SCB. Many SCB transaction set conventions were incorporated into the existing Electronic Data Exchange Standards Revised Plan and into existing transaction implementation guidelines. The lack of EGS participation in the program at the time caused this effort to stall.

In 2009 several EGS’s requested SCB. In March, 2010, the EDEWG SCB Sub-team met to update and modernize the original document to support current policy and guidelines for implementing SCB, especially to capture changes that have been adopted in Pennsylvania under a POR rate-ready scenario.

EDEWG SCB Sub-team Members

George Behr, EDEWG Co-Chair (EGS), Facilitator
Brandon Siegel, EDEWG Secretary
Annunciata Marino, EDEWG PUC Lead Analyst

EDC’s:

Tom Graham, Allegheny Power
Joe Bisti, PECO
John McCawley, PECO
Bruce Bolbat, PPL EU

Al Cannon, PPL EU
Randy Trite, FirstEnergy

EGS’s & Service Providers:

Joe Lindsay, Exelon Energy
Elie Pena, Direct Energy
Brandon Siegel, Ista, Liberty Power
Chris Lettau, Washington Gas Energy Services
Manish Kumar, Washington Gas Energy Services
Angela DeLong, UGI ES
MJ Ryan, Blue Star Energy
Phil McCauley, Blue Star Energy
George Behr, ESG
Kim Wall, PPL Solutions

C.3 – STANDARDS

This table details principles, definitions, and practices decided through the EDEWG subteam.

C.3.1 Principles

ID	Principle
C.3.1.01	Each entity is responsible for billing activity including outstanding balances for service periods when the entity was the Billing Party.
C.3.1.02	The EGS must complete testing of SCB-specific testing scenarios before using SCB.
C.3.1.03	Unless explicitly stated, practices apply to both residential and non-residential Customers.

C.3.2 Definitions

Related Existing EDES Definitions:

- Billing Party. This term is used in this document where either EGS or EDC could be acting as the Billing Party. Otherwise the Billing Party in SCB is identified as the EGS.
- Bill-Ready
- Consolidated Billing
- Customer
- Dual Billing
- EDC
- EGS
- Non-Billing Party. This term is used in this document where either EGS or EDC could be acting as the Non-Billing Party. Otherwise the Non-Billing Party in SCB is identified as the EDC.
- Purchase of Receivables [POR]

ID	Definition
C.3.2.01	Basic Services. [Annex A Title 52, Chapter 54.2] Services necessary for the physical delivery of electricity service, including generation, transmission and distribution. Transition charges, although temporary in scope, are basic service charges;
C.3.2.02	Budget Bill. Refers to Regulation 56.12(7): <i>“Equal monthly billing. A gas, electric and steam heating utility shall provide its residential ratepayers with an optional billing procedure which averages estimated utility service costs over a 10-month, 11-month or 12-month period to eliminate, to the extent possible, seasonal fluctuations in utility bills. The utility shall review accounts at least three times during the optional billing period.”</i>
C.3.2.03	Consolidated Billing. All Customer billing by either the EDC or an EGS, if available, in accordance with the current Commission-approved EDC Supplier Coordination Tariff provisions specified for Payment and Billing.
C.3.2.04	EDC Consolidated Billing. See Utility Consolidated Billing [UCB]
C.3.2.05	EGS Consolidated Billing. See Supplier Consolidated Billing [SCB]
C.3.2.06	Non-Basic Services. [Annex A Title 52, Chapter 54.2] Optional recurring services, which are distinctly, separate and clearly not required for the physical delivery of electric service.
C.3.2.07	Residential service. Utility service supplied to a dwelling, including service provided to a commercial establishment if concurrent service is provided to a residential dwelling attached thereto. Utility service provided to a hotel or motel is not considered residential service. (52 Pa Code Chapter 56.2 Definitions)

C.3.2.08	Small business customer. The term refers to a person, sole proprietorship, partnership, corporation, association or other business entity that receives electric service under a small commercial, small industrial or small business rate classification, and whose maximum registered peak load was less than 25 kW within the last 12 months. (52 Pa Code Chapter 54.2 Definitions)
C.3.2.09	Supplier Consolidated Billing [SCB]. See EGS Consolidated Billing by an EGS.
C.3.2.10	Utility Consolidated Billing [UCB]. See EDC Consolidated Billing by an EDC.

C.3.3 Practices

ID	Practice
C.3.3.01	SCB Account Management (Enroll, Change, etc)
C.3.3.01.01	SCB Initiated by Enrollment/814 or Change/814. The EGS sends an Enrollment/814 for a new Customer, or a Change/814 for an existing Customer, to switch to SCB. The EDC sends an Enrollment/814 or Change/814 response to confirm the switch.
C.3.3.01.02	If a billing method Change/814 is received before the blackout window, the Change/814 triggers a Final Bill for the current billing method at the next Cycle Read (Month 1), and the SCB billing method becomes effective for the following Cycle Read (Month 2). <ul style="list-style-type: none"> a. Customer's current period started 3/1 and next meter read is 3/31 b. 3/2 EGS sends Change/814 to change bill type to SCB c. 3/3 EDC responds with new SCB billing method effective date of 3/31 d. 3/31 EDC sends Monthly Usage/867 (and if UCB Rate-Ready also Invoice/810) for bill period 3/1 – 3/31 on old billing method (UCB, Dual) e. 5/1 EDC sends Monthly Usage/867 and Invoice/810 for bill period 3/31 – 5/1, now on SCB
C.3.3.01.03	EDC Rejects if not tested. If an EGS has not tested for SCB, the EDC rejects the billing option change request.
C.3.3.01.04 [OPEN]	EDC Arrears / Payment Arrangements. If the Customer has outstanding EDC charges in arrears, including disputed charges, or is on a payment arrangement contract, the EDC will reject the SCB Enrollment/814 or the Change/814 to SCB. If a Customer's EDC charges go into arrears or a payment arrangement contract is created on EDC charges after the Customer is on SCB, the EDC changes the Customer to Dual bill via the Change/814 transaction effective on the current bill period.
C.3.3.01.05 [OPEN]	Customer Security Deposits in SCB are between the Customer and the EGS and in accordance with Chapter 56. Paid deposits will not be passed between the EDC and EGS. When the billing option changes from SCB to Dual or UCB, the EGS will apply or refund deposits. If the Customer returns to UCB, the EDC will obtain a new deposit if warranted and allowed.
C.3.3.01.06	Customer Billing Address Changes. The EGS forwards to the EDC via Change/814 transaction all billing and mailing address changes when the EGS address change becomes effective.
C.3.3.01.07	Termination of Electric Service For Move/Close. The Customer must contact the EDC to discontinue electric service at a location. The EDC will send the Drop/814 and a Monthly Usage/867 and Invoice/810 with the final indicator.
C.3.3.01.08 [OPEN]	Termination of Electric Service for Non-Pay. The EDC is the only party permitted to terminate a Customer's electric service, and the EGS may not request termination for non-payment. Following the period where the Customer can reconnect, the EDC will send the Drop/814 with a "Service Terminated", and a Monthly Usage/867 and Invoice/810 with the final indicator.
C.3.3.01.09 [OPEN]	Outstanding Balance Recourse for EGS
C.3.3.01.10	Moves. The process for an SCB Customer that moves from their service location is the same as in other EDEWG billing methods.
C.3.3.02	SCB Monthly Usage
C.3.3.02.01	Bill Window. The Bill Window Open timestamp is when the EGS receives the Monthly Usage/867. The EGS may close the Bill Window on the 3 rd Business Day after the Bill Window Open timestamp.
C.3.3.02.02 [OPEN]	EGS Opens Bill Window When Usage Not Received. When no usage is received by the EGS, the EGS may open the Bill Window on the 4 th Business Day after the Scheduled Read Date for the Account.
C.3.3.02.03	Missed Bill Window. The EGS sends an Application Advice/824 to notify the EDC that EDC charges were not included on the Customer's bill if EDC charges were not received inside the Bill Window.
C.3.3.02.04 [OPEN]	Subtractive/Negative usage accounts (e.g. Net-metered / Renewable Service).
C.3.3.03	SCB EDC Invoice & Charges
C.3.3.03.01	Bill-Ready Charges. The EDC sends their charges in Bill-Ready format.
C.3.3.03.02 [OPEN]	Late Payment Charges. The EGS handles all late payment charges. The EDC does not bill for late payment charges for SCB bill periods.
C.3.3.03.03 [OPEN]	Matching Energy Assistance Funds (MEAF).
C.3.3.03.04 [OPEN]	EGS Must Handle Receiving 810 Prior to 867. An EGS must be able to receive an EDC Invoice/810 prior to the Monthly Usage/867. If a valid Monthly Usage/867 does not come with X days, the EGS may cancel the EDC's Invoice/810.

ID	Practice
C.3.3.03.05	EDC Monthly Usage/867 + Invoice/810 Closes Bill Window. The EGS may close the Bill Window when both the Invoice/810 and Monthly Usage/867 are received from the EDC.
C.3.3.03.06 [OPEN]	Price to Compare.
C.3.3.03.07 [OPEN]	EDC Charges owed by EGS to EDC. The EDC charges sent via the Invoice/810 are charges owed by the EGS to the EDC. A Customer <i>should not pay</i> the EDC for these EDC charges.
C.3.3.03.08 [OPEN]	Business to Business Charges.
C.3.3.04 SCB Cancel / Rebill	
C.3.3.04.01	EDC Cancels Usage. The EDC cancels usage per existing standards. The EDC can send a Monthly Usage/867 cancel, and the rebill (new Monthly Usage/867 and Invoice/810) at any time. The EGS may issue a new bill when the EDC rebills, or the EGS may hold the rebilled EDC charges until the next Read Cycle. The due date of an EDC Invoice/810 does not change if the EGS chooses to hold the rebilled EDC charges until the next read cycle.
C.3.3.04.02	Billing Party Auto-Cancels EDC Invoice/810 on Monthly Usage/867 Cancel. When an EDC cancels usage, the EGS will automatically cancel the EDC's associated Invoice/810, and the EDC will not send an Invoice/810 Cancel.
C.3.3.04.03	Multi-month Restatements That Span Multiple Billing Parties. When an EDC cancels multiple months of usage, the EGS of record for each service period will rebill for that service period. If the canceled months span multiple Billing Parties, the Customer will receive bills from each different EGS.
C.3.3.04.04	Non-Usage Adjustments. An EDC can adjust non-usage charges either via an adjustment on the next Invoice/810, or by canceling the Monthly Usage/867.
C.3.3.05 SCB Statement Printing	
C.3.3.05.01	Bill Formats for Residential and Small Business. The PUC mandates bill format requirements for Residential and Small Business Customers. Statements to other Customers (large, industrial) may not require many of the practices noted in this section.
C.3.3.05.02	Statement Requirements for Residential and Small Business Customers. The EGS presents charges on a Small Commercial and Residential Customer statement per requirements in Chapter 54.4 Bill Format for Residential and Small Business Customers (e.g. <i>Generation Charges (Basic), Transmission Charges (Basic), Distribution Charges (Basic), Customer Charge (Basic), Advanced Metering Charges (Basic), Transition Charges (Basic), Taxes (Basic), Late Payment Charges (Basic), Security Deposit (Basic), Reconnection Fee (Basic), Non-Basic Service Charges</i>). Refer to Chapter 54.4 for a detailed list.
C.3.3.05.03	Basic versus Non-Basic Identification. The EDC sends charges codes that identify the type of charge, consistent with approved EDEWG charge codes. The categorization of which charge codes are Basic versus Non-Basic is done outside of the Invoice/810 transaction.
C.3.3.05.04	Bundling Charges. The EGS will not bundle EDC Basic Service charges.
C.3.3.05.05 [OPEN]	Grants (e.g. LIHEAP).
C.3.3.05.06 [OPEN]	Regulatory Programs (e.g. alternative energy portfolio).
C.3.3.05.07	Bar Charts for Residential Statements. Per 69.251, the EGS must print bar charts on Residential statements. The EGS is responsible for obtaining and storing this information, including use of the Historical Monthly Usage/867 transaction and EDC websites. An EGS is not required to forward historical usage to another EGS if the Customer switches.
C.3.3.05.08	Next Scheduled Read Date. The EGS must refer to the Utility's meter reading schedule.
C.3.3.05.09 [OPEN]	Average Temperature for Residential Statements.
C.3.3.05.10	Number of Charge Lines. The EGS must provide the amount of lines necessary to support the regulated EDC tariff charge details. The EGS will place charges on the statement per PUC rules and per the details provided on the EDC Invoice/810, including categories provided in Invoice/810 SAC04.
C.3.3.05.11 [OPEN]	Summary billing is between the EGS and the Customer. The EDC is not required to move Customers to a different reading date to facilitate summary billing for the EGS. The EDC charges for a specific account must be shown grouped with that Account information.
C.3.3.05.12 [OPEN]	Final Bill from LDC. The LDC notifies the Customer via a message on the bill/statement when that bill is the final bill they will receive from the LDC, and includes what party will be sending future bills/statements.
C.3.3.05.13 [OPEN]	Manual Bill Accounts.
C.3.3.05.14	Zero (\$0) EDC Charges. The EGS prints a charge line stating \$0 if the EDC sends a charge in the Invoice/810 for zero dollars.
C.3.3.05.15	The EGS sends PUC regulatory bill inserts to the Customer, per PUC regulations including content, frequency and format requirements.

ID	Practice
C.3.3.05.16 [OPEN]	LDC Provision of Hardcopy Inserts.
C.3.3.05.17	The EDC provides PDF copy to the EGS electronically so the EGS receives 3- to 5- business days prior to targeted distribution window.
C.3.3.05.18	Non-regulatory EDC inserts can be arranged for on a case-by-case basis with the EGS.
C.3.3.05.19 [OPEN]	Weight of Inserts.
C.3.3.05.20	The EGS is responsible for maintaining a list of required regulatory messages.
C.3.3.05.21 [OPEN]	The EGS is responsible for presenting regulatory bill messages on statements, including messages originating with the EDC via the Invoice/810. The EGS does not apply any filters to EDC regulatory messages.
C.3.3.05.22	The EGS contacts the EDC for regulatory messages that require EDC information that are not provided.
C.3.3.05.23	The EDC sends regulatory messages via the Invoice/810 transaction.
C.3.3.06 SCB Payments to EDC	
C.3.3.06.01 [OPEN]	EGS Purchases EDC Receivables.
C.3.3.06.02	Payment Via Banking Method in EDC Tariff. The EGS pays the EDC by sending money through the banking system using the method of payment approved in the EDC's tariff.
C.3.3.06.03	Remittance Details Via Direct Remittance Details/820. The EGS provides remittance details to the EDC by sending a Remittance Details/820 directly to the EDC.
C.3.3.06.04	The EGS completes payment to the EDC per EDC Supplier tariffs. Completed payment includes receipt of both (a) payment/funds from the EGS bank [C.3.3.06.03], and (b) the Remittance Details/820 from the EGS [C.3.3.06.04].
C.3.3.06.05	Failure to pay on time for non-disputed charges is handled according to language specified in EDC Supplier Tariffs.
C.3.3.06.06	Collections & Arrears. The Billing Party is responsible for collection efforts for their arrears. The Billing Party is responsible for adhering to Chapter 56, including section 56.14.
C.3.3.06.07 [OPEN]	Payment centers, pay in person: Customers should only pay the Billing Party.
C.3.3.06.08 [OPEN]	Actual Payment History.
C.3.3.06.09	Overpayment by EGS to EDC. When an EGS overpays the EDC creating a credit balance, the EDC will reflect this overpayment as a credit on the next Invoice/810 from the EDC.
C.3.3.07 SCB Disputes & Complaints	
C.3.3.07.01	The Billing Party is responsible to process billing disputes directly with the Customer. The Billing Party should process all complaints in accordance with the Public Utility Code and the Commission regulations (52 Pa. Code 56.1 <u>et. Seq.</u>)
C.3.3.07.02	The EGS will notify the EDC of disputes relating to EDC charges. The EGS will coordinate with the EDC so that a proper investigation to a Customer dispute is conducted and completed within the time period prescribed by 52 Pa. Code 56.151(5).
C.3.3.07.03 [OPEN]	Dispute information.
C.3.3.07.04	The EGS and EDC will communicate Dispute information in writing (e.g. e-mail) outside of EDI. The EGS will preserve the record of the dispute, and is responsible to keep the Customer and the EDC informed of results
C.3.3.07.05	Residential Complaints. The EGS will process all informal complaints in accordance with the Public Utility Code and the Commission regulations. The EGS, as the entity responsible for the consolidated bill, must coordinate with the EDC so that the proper information is submitted to the Commission's Bureau of Consumer Services within the time period required by the Commission. Any violation letter sent by the Commission shall be addressed to the billing entity at the time of the alleged violation. All violations committed by the EGS as determined by the Commission, and the handling of the informal complaint, are the responsibility of the EGS.
C.3.3.07.06	Customer contacts the EDC. While the EDC may answer informal questions from Customer related to their charges, the EDC should direct Customers to contact the EGS with any formal disputes or complaints.
C.3.3.08 SCB Budget Billing	
C.3.3.08.01	True-Up on Billing Party Change. On a Final Bill due to a Billing Party change (UCB to SCB or SCB to UCB), the Billing Party will true-up any Budget Bill balances.
C.3.3.08.02	Customer contacts Billing Party. The Billing Party should be contacted by the Customer to request a Budget Bill. If an SCB Customer contacts the EDC regarding Budget Billing, the EDC will advise the Customer to contact the Billing Party.
C.3.3.08.03	Billing Party pays actual charges. The EGS pays the EDC on their actual invoice charges, not on calculated budget amounts.

ID	Practice
C.3.3.08.04	The Billing Party calculates the budget amount for both party charges.
C.3.3.09	SCB Payment Arrangements
C.3.3.09.01	Payment Arrangements are created and managed by the current Billing Party.
C.3.3.09.02	Customers with an existing EDC Payment Arrangement or past-due charges cannot be switched or changed to SCB, and the EDC rejects both switches to SCB and billing method changes from Dual or UCB to SCB.
C.3.3.10	Miscellaneous
C.3.3.10.03	Bankruptcy. The process for an SCB Customer that files for bankruptcy is the same as in other EDEWG billing methods.

C.4 – MODELS

[To be completed by the Technical WG]

C.5 – RELATED STANDARDS

[To be completed by the Technical WG]

C.6 – TECHNICAL OVERVIEW

Once business practices are finalized, a Technical WG needs to review existing standards to see if they sufficiently handle the new business practices.