Case 98-M-0667   **Supplement C**

ACCOUNT CHANGE BUSINESS PROCESS

PROCESS NUMBER:	AC 4.0
PROCESS NAME:	*ASSISTANCE PROGRAM PARTICIPANT CREDIT PROVIDED BY ESCO TO UTILITY FOR URR CUSTOMER BILL*
PROCESS DEFINITION:	The process by which the ESCO communicates an Assitance Program Participant Credit (APP Credit) to a Rate Ready Utility in inclusion on a customer's bill.
TRIGGER(S):	ESCO provides an APP Credit to the Utility.
ESTIMATED / PEAK TRANSACTION RATE:	Low to Moderate depending upon the number of elligible customers in a utility's service territory, whether or not the ESCO's rate exceeds the utility rate and the monetary value of the energy related value added service components of the ESCO's rate.
PROCESS INPUTS:	The APP Credit.
PROCESS OUTPUTS:	ESCO transmits an EDI Change transaction to request processing of APP Credit on a Utility Bill Ready Consolidated bills for individual customers. • Utility validates the request (e.g. customer exists and is/was a customer of the ESCO) in accordance with Change transaction rules in EDI Standards and Utility Maintained EDI Guide. • If a valid request, Utility provides a positive response to the ESCO and provides the following outputs: **Positive Response:**

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	• o Consolidated bill to end use customer is issued displaying APP Credit and adjusting the amount due from the customer by the APP Credit. • o Utility reduces Purchase of Receivables amount paid to ESCO by APP Credit(s) communicated via 820 Remittance Advice Transaction. o Utility notifies ESCO that APP Credit has been processed on 810 URR Invoice Transaction. • If not a valid request, Utility provides a negative response to the ESCO. Potential rejection reasons include, but are not limited to; ~~Negative Response:~~ o Utility cannot process APP Credit because customer has relocated outside of service terrotory (account closed) o ~~or u~~Under Single Retailer Model, utility does not issue bill to customer. • o Customer no longer served by ESCO; Utility unable to process APP Credit. o ESCO missed billing window~~; APP Credit must be re-submitted~~ o Other.
SUB OR PRECEDING PROCESSES:	• Utility provides full service billing amounts to ESCO. • ESCO calculates APP credit.

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PROCESS RULES:	In its Utility Maintained EDI Guide, the utility will provide ESCOs with explanations of alternative processes, to the extent alternatives are available, that may be used by the utility to accept and process an APP Credit when EDI cannot be used.
COMMENTS:	Generally, a utility will reject an EDI change transaction from an ESCO no longer serving a customer. Without billable consumption, there would be no 810 invoice issued to the customer on behalf of the ESCO issuing the credit during that billing period.

Segment: REF Reference Identification (Reject Response Reasons)

Position:	030
Loop:	LIN Optional (Must Use)
Level:	Detail
Usage:	Optional (Dependent)
Max Use:	1
Purpose:	To specify identifying information

Syntax Notes: 1   At least one of REF02 or REF03 is required.
　　　　　　　　　2   If either C04003 or C04004 is present, then the other is required.
　　　　　　　　　3   If either C04005 or C04006 is present, then the other is required.
Semantic Notes: 1   REF04 contains data relating to the value cited in REF02.

Notes:
Request:　　　　　　Not used
Reject Response:　　Required
Other Responses:　　Not Used

This segment is required when the transaction is a Response transaction (BGN01=11) and the action or status is Reject (ASI01=U) in order to describe the reason that a change request has been rejected.
REF~7G~C11

Data Element Summary

	Ref. Des.	Data Element	Name	Attributes
Mand.	**REF01**	**128**	**Reference Identification Qualifier**	**M ID 2/3**
			7G Data Quality Reject Reason	
			Reject reasons associated with a reject status notification.	
Must Use	**REF02**	**127**	**Reference Identification**	**X AN 1/30**
			008 Account Inactive or Pending Inactive	
			If used to reject AMT7 (Assistance Program Participation Credit) the supplier is responsible for directly reimbursing the customer.	
			A13 Other (REF03 required)	
			A76 Account not found (this includes inactive account numbers as well as no account number found)	
			A91 Account does not have service requested	
			If used to reject AMT7 (Assistance Program Participation Credit) the supplier may be responsible for directly reimbursing the customer. In its Utility Maintained EDI Guide, the utility will provide ESCOs with explanations of alternative processes, to the extent alternatives are available, that may be used by the utility to accept and process an APP Credit when EDI cannot be used.	
			API Required information missing (REF03 Required)	
			C11 Change reason (REF*TD) missing or invalid	
			FRB Incorrect billing option (REF*BLT) requested	
			FRC Incorrect bill calculation type (REF*PC) requested	
			M76 Meter Number Invalid or Not Found	
			W05 Requested rate not found	
Cond.	**REF03**	**352**	**Description**	**X AN 1/80**
			Used to provide explanatory text for an A13 or API reject code.	