

ACCOUNT CHANGE BUSINESS PROCESS

PROCESS NUMBER:	AC 4.0
PROCESS NAME:	<i>ASSISTANCE PROGRAM PARTICIPANT CREDIT PROVIDED BY ESCO TO UTILITY FOR URR CUSTOMER BILL</i>
PROCESS DEFINITION:	The process by which the ESCO communicates an Assistance Program Participant Credit (APP Credit) to a Rate Ready Utility in inclusion on a customer's bill- <u>or to a Bill Ready Utility when the ESCO issuing the APP Credit is no longer serving a customer with an active account in the utility's service territory.</u>
TRIGGER(S):	ESCO provides an APP Credit to the Utility.
ESTIMATED / PEAK TRANSACTION RATE:	Low to Moderate depending upon the number of eligible 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:	<p>ESCO transmits an EDI Change transaction to request processing of APP Credits on a Utility Rate Ready <u>(or Bill Ready as described in Process Definition)</u> Consolidated bills for individual customers.</p> <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Consolidated bill to end use customer is issued displaying APP Credit and adjusting the amount due from the customer by the APP Credit. Utility reduces Purchase of Receivables amount paid to ESCO by APP Credit(s) communicated via 820 Remittance Advice Transaction. <u>A Rate Ready</u> Utility notifies ESCO that APP Credit has been processed on 810 URR Invoice

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	<p>Transaction.</p> <p>If not a valid request, Utility provides a negative response to the ESCO. Potential rejection reasons include, but are not limited to;</p> <ul style="list-style-type: none"> ○ Utility cannot process APP Credit because customer has relocated outside of service territory (account closed) ○ Under Single Retailer Model, utility does not issue bills to ESCO customers. ○ Customer no longer served by ESCO; Utility unable to process APP Credit. ○ ESCO missed billing window. ○ Other
SUB OR PRECEDING PROCESSES:	<ul style="list-style-type: none"> • Utility provides full service billing amounts to ESCO • ESCO calculates APP credit
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:	<p>Generally, a utility will<u>may</u> reject an EDI change transaction from an ESCO no longer serving a customer. Without because 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. <u>- In cases where there is no billable consumption for the ESCO submitting the APP Credit, the Utility may provide alternatives means (EDI or non-EDI) to accept and process the APP Credit to the extent the customer has an active account in its service territory and the customer receives a utility-issued bill.</u></p>