

## ACCOUNT CHANGE BUSINESS PROCESS

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*This document describes the detailed Account Change business processes for the State of New York. It was developed from recommendations made by the NY EDI Collaborative Workgroup (CWG)<sup>1</sup> and subsequently adopted by the New York Commission. This document describes the detailed processes to be followed to address changes in a customer's account data. In developing its business processes, the Collaborative reviewed the NY Retail Access Uniform Business Practices (UBP), issued and effective 4/15/99 to determine the applicability of these rules to the account change process. In this instance, the Collaborative Work Group found no specific business practices addressing the processing of account change data. On May 18, 2001 the Commission issued Uniform Business Practices governing Billing and Payment Processing. To the extent that these rules are applicable to the business processes described in this document they have been reproduced here and can be identified by the notation (UBP-B&PP). In developing these business processes, the following documents were reviewed:*

- Order Taking Actions to Improve the Residential and Small Nonresidential Retail Access Markets, issued and effective February 25, 2014 in Case 12-M-0476 *et.al.*
- Order Granting and Denying Petitions for Rehearing in Part, issued and effective February 6, 2015 in Case 12-M-0476 *et.al.*

### NOTES:

- Any item displayed under a Process component (i.e. rules, etc.) is also applicable for its sub-processes, unless otherwise noted.
- All Customer information is considered confidential.
- For purposes of validating EDI transactions, the ESCO must provide the customer's utility account number (with check digit, if included).
- The effective date of change will be communicated by the Utility on Change Request transactions and on certain Change Response transactions. Some utilities may require the ESCO to provide an effective date of change on some change requests. For change responses where there are no rules regarding effective date, the default date will be the date the

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1 The processes contained herein were reviewed and updated by the Case 12-M-0476 EDI Working Groups.

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*AC0 Process Account Change Request..... 4*  
*AC1.0 Change In Service Start/ End Date..... 8*  
*AC2.0 Change in Billing Option ..... 10*  
*AC3.0 Change In Customer/Account Data..... 15*  
*AC4.0 Assistance Program Participant Credit Provided by ESCO to Utility for URR Customer Bill..... 15*

**FILLED**

## ACCOUNT CHANGE BUSINESS PROCESS

<b><u>PROCESS NUMBER:</u></b>	<u>AC 4.0</u>
<b><u>PROCESS NAME:</u></b>	<u>ASSISTANCE PROGRAM PARTICIPANT CREDIT PROVIDED BY ESCO TO UTILITY FOR URR CUSTOMER BILL</u>
<b><u>PROCESS DEFINITION:</u></b>	<u>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>
<b><u>TRIGGER(S):</u></b>	<u>ESCO provides an APP Credit to the Utility.</u>
<b><u>ESTIMATED / PEAK TRANSACTION RATE:</u></b>	<u>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.</u>
<b><u>PROCESS INPUTS:</u></b>	<u>The APP Credit.</u>
<b><u>PROCESS OUTPUTS:</u></b>	<u>ESCO transmits an EDI Change transaction to request processing of APP Credits on a Utility Rate Ready Consolidated bills for individual customers.</u> <ul style="list-style-type: none"> <li><u>• 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.</u></li> <li><u>• If a valid request, Utility provides a positive response to the ESCO and provides the following outputs:</u> <ul style="list-style-type: none"> <li><u>○ Consolidated bill to end use customer is issued displaying APP Credit and adjusting the amount due from the customer by the APP Credit.</u></li> <li><u>○ Utility reduces Purchase of Receivables amount paid to ESCO by APP Credit(s) communicated via 820 Remittance Advice Transaction.</u></li> </ul> </li> </ul>

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<b><u>PROCESS NAME:</u></b>	<u>ASSISTANCE PROGRAM PARTICIPANT CREDIT PROVIDED BY ESCO TO UTILITY FOR URR CUSTOMER BILL</u>
	<ul style="list-style-type: none"> <li><u>○ 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:</u></li> <li><u>○ Utility cannot process APP Credit because customer has relocated outside of service territory (account closed)</u></li> <li><u>○ Under Single Retailer Model, utility does not issue bills to ESCO customers.</u></li> <li><u>○ Customer no longer served by ESCO; Utility unable to process APP Credit.</u></li> <li><u>○ ESCO missed billing window.</u></li> <li><u>○ Other</u></li> </ul>
<b><u>SUB OR PRECEDING PROCESSES:</u></b>	<ul style="list-style-type: none"> <li><u>• Utility provides full service billing amounts to ESCO</u></li> <li><u>• ESCO calculates APP credit</u></li> </ul>
<b><u>PROCESS RULES:</u></b>	<u>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.</u>
<b><u>COMMENTS:</u></b>	<u>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.</u>