

Case No. 12-M-0476 et. al.
EDI Business/Technical Working Groups
Workpaper - Timing Considerations – Outbound (Utility) 814C Transactions - 2/26/2016

PROCESS NUMBER:	AC 3.0
PROCESS NAME:	Change In Customer/Account Data
PROCESS DEFINITION:	The process by which the Utility or ESCO communicates a change in customer or account information.
TRIGGER(S):	Customer advises Utility or ESCO of change to customer information (e.g., mailing address); Utility makes a change to customer account data (e.g. account number, meter number, rate); ESCO makes a change to customer account (e.g. ESCO rate).
ESTIMATED / PEAK TRANSACTION RATE:	Moderate.
PROCESS INPUTS:	See Parent.
PROCESS OUTPUTS:	<p>Positive Response: Utility Information, ESCO information, Customer Information, Service Information, effective date of change where applicable.</p> <p>Negative Response: See parent for other applicable negative responses Requested rate not found Other</p>
SUB OR PRECEDING PROCESSES:	See Parent
PROCESS RULES:	<p><u>[UBPs CI B.1, B.3 & C]</u></p> <p>Changes may be sent on either a pending or an established customer.</p> <p>An 814 Change Request transaction may be initiated by either the Utility or the ESCO.</p> <p>A change in Life Support status must be communicated by an ESCO under the Single Retailer Model.</p> <p>Meter removal(s) will only be reported on a Change Request transaction when the account is remaining active.</p> <p>[CWG] [Regarding B&PP C.4.] Bill Cycle and payment due dates shall be set by utilities unless agreement is reached between the utilities and the ESCO to establish alternative dates that do not adversely affect customers.</p>

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	<p>Only the Utility can change a bill cycle. The Utility must notify the ESCO when the bill cycle changes.</p> <p>[CWG] Special billing features that have no effect on the non-billing party may be implemented by the billing party to the extent not prohibited by law, regulation or Order. The non-billing party may offer special billing features (such as budget billing or average payment plans) where the “Bill Ready” method is used.</p> <p>[CWG] [Regarding B&PP D.8.) When the “Rate Ready” method is used, the non-billing party may offer such special features if both the billing and non-billing parties agree and address the mechanism in the Billing Agreement.</p> <p>When the Utility or the ESCO is rendering a consolidated bill, and the billing party offers budget-billing arrangements, the non-billing party must report to the billing party a change in the customer’s budget billing status with respect to their charges. The billing party must update their records to note this change.</p> <p><u>[CWG] If a customer has a pending switch to another ESCO, the Utility should send changes to both the current ESCO and pending ESCO up until the switch date unless the change is relevant to a cancel/rebill situation. If a former ESCO believes it should receive other customer/account data changes following the switch date, the ESCO (provided that it has customer authorization) may submit a non-EDI request to the Utility.</u></p> <p>Data subject to change:</p> <p><u>Account Level:</u></p> <p>Customer name, Customer Service Address, Name for Mailing Address, Mailing Address, Customer Phone Number, Utility Account Number, ESCO Customer Account Number, Meter Cycle Code, Bill Cycle Code, Bill Presenter, Bill Calculator, Current Budget Billing Status, Partial Participation Portion, Customer on Life Support (Single Retailer Model Only), Gas Pool ID, Gas Capacity Assignment/Obligation, Gas Supply Service Option, ISO Location Based Marginal Pricing Zone, Portion Taxed Residential, Tax Exemption Percent, ESCO Commodity Price, ESCO Fixed Charge and Electric Capacity Assignment.</p> <p><u>Meter Level:</u></p> <p>Metered or Unmetered service points, Meter Number, Utility Rate Service Class, Rate Sub Class, Utility Load Profile Group Code, Measurement Type and Reporting Interval, Use Time of Day, ESCO Rate Code.</p>