

## ACCOUNT CHANGE BUSINESS PROCESS

<b>PROCESS NUMBER:</b>	AC 4.0
<b>PROCESS NAME:</b>	<i>ASSISTANCE PROGRAM PARTICIPANT CREDIT PROVIDED BY ESCO TO UTILITY FOR URR CUSTOMER BILL</i>
<b>PROCESS DEFINITION:</b>	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.
<b>TRIGGER(S):</b>	ESCO provides an APP Credit to the Utility.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	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.
<b>PROCESS INPUTS:</b>	The APP Credit.
<b>PROCESS OUTPUTS:</b>	<p><b>Positive Response:</b></p> <ul style="list-style-type: none"> <li>• Consolidated bill to end use customer is issued displaying APP Credit and adjusting the amount due from the customer by the APP Credit.</li> <li>• Utility reduces Purchase of Receivables amount paid to ESCO by APP Credit(s) communicated via 820 Remittance Advice Transaction.</li> <li>• Utility notifies ESCO that APP Credit has been processed on 810 URR Invoice Transaction</li> </ul>

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	<p><b>Negative Response:</b></p> <ul style="list-style-type: none"> <li>• Utility cannot process APP Credit because customer has relocated outside of service territory (account closed) or under Single Retailer Model, utility does not issue bill to customer.</li> <li>• ESCO missed billing window; APP Credit must be re-submitted.</li> <li>• Other</li> </ul>
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Utility provides full service billing amounts to ESCO</li> <li>• ESCO calculates APP credit</li> </ul>
<b>PROCESS RULES:</b>	
<b>COMMENTS:</b>	