

**SECTION X
BILLING SERVICES AND OBLIGATIONS**

10.1. Billing Options

A Certified Supplier must select one of the following billing options for each of its End-use Customers: (1) separate billing by the Company and the Certified Supplier, (2) Company Consolidated and Rate Ready Billing, or (3) Company Consolidated and Bill Ready Billing. The billing option must be selected when the enrollment DADR is submitted to the Company. If the Company inaccurately applies the usage information to the rates approved by the Certified Supplier for Company Consolidated and Rate Ready Billing, the Certified Supplier shall notify the Company immediately and the Company shall make a correction in a succeeding billing period. The Certified Supplier is responsible for receiving and resolving all End-use Customer rate disputes involving charges for services received from the Certified Supplier.

If a change DADR for an End-use Customer's electric service account actively enrolled with a Certified Supplier is submitted to change the billing option from Certified Supplier billing or from Company Consolidated and Rate Ready Billing to Company Consolidated and Bill Ready Billing and the account is currently involved in the Company's summary billing program, the DADR will be rejected until the Company's information system has the capability to accept such DADRs, which will occur by July 1, 2002. Prior to July 1, 2002 in order for a billing option change DADR to be accepted for this situation, the change submitted must be from Certified Supplier billing to Company Consolidated and Rate Ready Billing or from Company Consolidated and Rate Ready Billing to Certified Supplier billing.

If a change DADR for an End-use Customer's electric service account actively enrolled with a Certified Supplier is submitted to change the billing option from Certified Supplier billing or from Company Consolidated and Rate Ready Billing to Company Consolidated and Bill Ready Billing and the account is currently involved in the Company's adjusted due date program, the DADR will be rejected until the Company's information system has the capability to accept such DADRs, which will occur by November 1, 2002. Prior to November 1, 2002, in order for a billing option change DADR to be accepted for this situation, the change submitted must be from Certified Supplier billing to Company Consolidated and Rate Ready Billing or from Company Consolidated and Rate Ready Billing to Certified Supplier billing.

10.2. Billing Cycle

Current Company practice is to render bills regularly at monthly intervals, but bills may be rendered more or less frequently at the Company's option. Rate values stated for direct application to regular monthly billing periods will be adjusted when the time elapsed between billings is substantially greater or less than a month.

10.3. Generation Resource Mix

Certified Suppliers are responsible for providing a Generation Resource Mix statement to their own End-use Customers in accordance with Commission requirements.

10.4. Transmitting of Meter Reading Information

The Company will transmit meter reading information electronically to each Certified Supplier for each of their End-use Customer accounts. Regardless of whether charges are being calculated by the Company or the Certified Supplier, the same meter reading information will be used to bill End-use Customers for the Regulated Utility Charges and the unregulated Commodity charges.

10.5. Setting-Up Certified Suppliers' Rates

Certified Suppliers using the Consolidated and Rate Ready Billing option must furnish specific rate information to the Company via methods defined by the Company. The Certified Supplier will receive the test results after the rate is entered into the billing system and tested. The Certified Supplier will then be required to authorize the Company to begin billing, using the new rate, before enrolling any End-use Customers on that rate.

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- a) The Company will provide all Commission certified and Company enrolled Certified Suppliers with system requirements and Record Layouts needed to perform this function.
- b) The Certified Supplier will be responsible for creating and verifying the rate information that the Company will use to calculate and bill the Certified Suppliers' charges.
- c) The approved rate information must be in production within the Company's billing system before any End-use Customers may be enrolled under that rate. In production means installed in the Company's billing system, tested by the Company, test results approved by the Certified Supplier and three (3) business days have elapsed since approval of results.

10.6. Timetable for Setting up Certified Suppliers' Rates

- a) During the initial set-up of rates for the introduction of the Company's Customer Choice Program, the Company will implement and test Certified Supplier rates as soon as practicable.
- b) Following this initial period of introduction of the Company's Customer Choice Program, the Company will have five (5) calendar days to set-up and system test standard rates before sending the tested rates back to the Certified Supplier for approval. The Company defines standard rates as falling into one of four rate types:
 - 1) a Non-volumetric Rate
 - 2) a flat charge per kWh and/or kW
 - 3) a Multi-tiered Rate
 - 4) a Time of Use Rate option
- c) For End-use Customers who have a maximum annual peak demand greater than or equal to 100 kW for the most recent twelve (12) month period, the required interval metering will be used to support the Certified Suppliers' billing options. If an End-use Customer has a maximum annual peak demand less than 100 kW and the Company must install special metering to support a Certified Supplier's billing option, the End-use Customer will be responsible for the incremental costs of upgrading the present meter plus all costs associated with the installation of that metering equipment.
- d) The Company will handle Certified Suppliers' requests for non-standard rates on a case-by-case basis. The Company may not be able to have the non-standard rates set up within five (5) calendar days.
- e) Within three (3) business days after the Company receives the approval of rates from the Certified Supplier, the rates will be placed in production in the Company's billing system and will be available for billing.
- f) When the rates are in the Company's billing system and are available for billing, the Certified Supplier may send an enrollment DASR for accounts it wants to be billed on the new rate.
- g) All DASRs received before the rate is in production will be rejected.

10.7. Electronic Transmission of End-use Customer Billing Data

- a) If the Certified Supplier chooses to have the Company bill for the End-use Customer's electric Commodity usage under the Company Consolidated and Rate Ready Billing option, the Company will provide usage and charges in standard electronic format.
- b) If the Certified Supplier chooses the Company Consolidated and Bill Ready Billing option, the Company will provide usage in a standard electronic format and the Certified Supplier will provide the Company with the Certified Supplier's charges in a standard electronic format.

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10.8. Incremental Processing Fees

If the Certified Supplier chooses the Consolidated and Rate Ready Billing option, the Company will charge hourly for administrative and technical support to institute program modifications associated with the implementation of consolidated billing on non-standard rates requested by the Certified Supplier and reviewed and approved by the Company. The Charge for this service is described in Certified Supplier Charges.

10.9 Company Consolidated and Bill Ready Billing

The following business rules will apply to the Company's Consolidated and Bill Ready Billing Option:

- a) Within three (3) business days of receiving usage information for an account in a standard electronic format from the Company, the Certified Supplier will provide the Company with the Certified Supplier's charges for the account in a standard electronic format for presentation on the Company's current invoice to the End-use Customer.
- b) The charges received from the Certified Supplier by the Company in standard electronic format for each account will contain no more than five (5) charge amounts with five (5) associated charge descriptions.
- c) Charge descriptions will be no longer than thirty-five (35) characters each (including punctuation and spaces), and charge amounts will not exceed fourteen (14) characters each (including spaces, dollar sign, decimal, and, if applicable, negative sign).
- d) If a Certified Supplier submits a charge description(s) longer than thirty-five (35) characters and there are fewer than five (5) charge amounts in the submission for the account, the Company will wrap the charge description(s) to the next thirty-five (35) character line on its invoice and will continue this process up to the point where all charge descriptions submitted for the account do not exceed a total of five (5) lines of thirty-five (35) characters on the Company's invoice. The corresponding charge amounts will appear in a column to the right of where each charge description ends.
- e) If wrapping causes charge descriptions to exceed five (5) lines of thirty-five (35) characters, each charge description will be truncated at thirty-five (35) characters and will be printed on the Company's current invoice with the corresponding charge amount appearing in a column to the right of each charge description.
- f) If a Certified Supplier submits more than five (5) charge amounts for an account, the Company will reject the entire submission for the account via a standard electronic format.
- g) If a Certified Supplier submits a charge description that contains the name "CG&E" or the name of one of the Company's affiliates, the Company will reject the entire submission for the account via a standard electronic format and the Certified Supplier will be in default as described in Section 20.1 herein.
- h) The Company will allow up to eight (8) lines on its invoice to display the details of the Certified Supplier's charges as follows:
 - i) The Company will display the Certified Supplier's name on line 1.
 - ii) The Company will display the date range for the billing period on line 2.
 - iii) The charge descriptions and charge amounts submitted by the Certified Supplier will be displayed on lines 3 thru 7 (provided that all 5 of the lines are necessary).
 - iv) The Company will sum the charge amounts submitted by the Certified Supplier and display the total on line 8 or on the line following the last charge description submitted by the Certified Supplier.

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- v) In situations where the Certified Supplier receives revised usage information for an account from the Company in a standard electronic format, the Company will provide an additional line on its invoice for the total amount of each month of cancelled charges it receives from the Certified Supplier in a standard electronic format. The Company will display the date range and the dollar amount of the cancelled charges, provided that the fourteen (14) character charge amount limit is not exceeded, on an additional line for each month of cancelled charges. The Certified Supplier's corrected charges, submitted to the Company in a standard electronic format, will be displayed on the Company's invoice as described in parts i) through iv) above for each month of corrected charges. Certified Suppliers will not include cancelled charges within the same standard electronic transaction where corrected charges are submitted to the Company.
- i) By July 1, 2002, the Company's information system will have the capability to accept from a Certified Supplier in a standard electronic format five (5) charge amounts and the associated five (5) charge descriptions for each electric meter and one (1) charge amount and the associated charge description for each unmetered rate code billed on an account. The business rules above will be adjusted for the additional lines permitted by this enhanced information system capability.
- j) End-use Customer payments for Certified Supplier charges will be remitted by the Company to the appropriate Certified Supplier as described in Section 11.2 herein.
- k) The Certified Supplier will reimburse the Company for the Company's incremental cost associated with each Company Consolidated and Bill Ready bill the Company generates on behalf of the Certified Supplier. The Charges billable to the Certified Supplier for this service are listed on Sheet No. 52 herein.

10.10. Budget Billing

The Consolidated Billing options offered by the Company will include budget billing as an End-use Customer elected option.

10.11. Special Messages

Rule 4901:1-24-11 mandates that a Certified Supplier must provide notice of abandonment on each billing statement rendered to its End-use Customers beginning at least ninety (90) days prior to the effective date of the abandonment and continue to provide notice on all subsequent billing statements until the service is abandoned. Where the Company is performing billing services for a Certified Supplier, the Company must provide this notice on the billing statement and the Charge for this service is described in the Certified Supplier Charges. The Company is not offering bill memo services for Certified Suppliers in any other instance.

The Company is not required to send bill inserts or add special attachments to the bill format for Certified Suppliers to communicate to End-use Customers. Any other special messages either required by the Commission or elected are the responsibility of the Certified Supplier.