

**COMMENTS SUBMITTED IN RE: REQ CUSTOMER PROCESSES
SUBCOMMITTEE**

2003 REQ ANNUAL PLAN ITEM 1
BY OLD DOMINION ELECTRIC COOPERATIVE

PAGE 11 (Applies to REQ and RGQ)

2.5.15 When a cancelled Rate Ready consolidated bill is to be re-billed:

- Usage for all applicable periods should be restated by metering period. Unless there has been a product or rate change, the restated usage transaction should be sent at the same level of detail as the original usage transaction;
- The Billing Party should re-bill the Customer by applying the proper usage and proper Billing and Non-Billing Party Rate Code(s) as necessary to correct the previously rendered bill; and
- After the cancel/re-bill event has taken place, the Billing Party should transmit notice of ***restated usage and*** the credit, debit, or the net amount, to the Non-Billing Party so that the accounts receivable of the Customer will be properly stated.

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BILLING OBLIGATIONS AND OPTIONS

Specify relevant responsibilities, terms and conditions between the parties for the Consolidated Billing option(s) selected including: performance parameters, financial arrangements, and other details (e.g. bill format, bill insert requirements, timing for receiving Non-Billing Party charges, lead time for price changes, **establishment of a new rate code**, responsibility for calculating late payment charges, fees for billing services, accuracy of Non-Billing Party charges).

Specify any creditworthiness criteria that the Non-Billing Party's Customers would have to satisfy to be eligible for Consolidated Billing.

Specify responsibilities for non-standard billing arrangements to be provided to the Non-Billing Party by the Billing Party for selected Customers (e.g., issue bills on non-standard cycle, non-standard pricing).

Specify responsibilities for non-energy charges (e.g., billing for energy management services).

Specify responsibilities for billing features that affect both parties (e.g., budget billing).

Specify responsibilities for the usage cancellation or re-statement process.

Specify responsibilities for the bill cancellation and re-bill process.

PAGE 22 (Applies to REQ and RGQ)

COLLECTION OBLIGATIONS AND OPTIONS

Specify activities related to the collection actions to be taken by each party (e.g., collection of late payment charges, Customer notification, **payment posting order**).

Specify responsibilities, terms and conditions for the Billing Party to carry forward arrears on a Customer's account no longer served by the Non-Billing Party (e.g., Billing Party will carry charges for the Non-Billing Party on the bill for a specified period of time, returning outstanding arrears to the Non-Billing Party).

Specify the threshold for outstanding payments and identified delinquencies that can result in the conversion of a Customer to Dual Billing or to regulated energy supply service (e.g., timing of conversion).

Specify the terms and conditions a customer must satisfy to be eligible for return to Consolidated Billing.

When the Distribution Company is not the Billing Party, specify the responsibilities, terms and conditions for providing the Distribution Company with real-time Billing Party payment information for specific Customer accounts in order for the Distribution Company to take appropriate collection action.

Identify special handling arrangements for collection of funds for specific Customer accounts.

Specify the terms and conditions regarding customer dispute resolution practices.