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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 02/01/01 SUPERSEDING REVISION:
STAMPS:
CANCELLED by Supplement 9 effective 05/31/01
Suspended by order in Case 99-M-0631. See suppl. No. 4
RECEIVED: 10/31/00 STATUS: Cancelled EFFECTIVE: 06/01/01

35. RETAIL ACCESS PROGRAM (Cont'd)

L. BILLING OF CUSTOMER (Cont'd)

Billing Standards for Combined Billing

The Company and the Retail Supplier must adhere to the billing standards as defined below.

- (1) The billing party is required to mail bills within two business days of receipt of Central Hudson's billing data;
- (2) the number of payments posted by the billing party each day must be at least 99.5% of the payments received and available for processing; payments excluded from this standard include; payments with incorrect account numbers, missing payments stubs, unsigned payments or payments with name or address changes that are missing information;
- (3) the non-billing party's portion of the posted payment must be transmitted electronically by the billing party within two business days of posting the customer's payment;
- (4) the billing party must notify the non-billing party within one business day if there is a problem with electronic transfer of billing information;
- (5) the remittance processing accuracy rate must be at least 97%, as measured in errors per number of bills processed;
- (6) the billing party must have a 100% billing accuracy rate. The accuracy rate is a measure of total bills issued as compared with the number of bills that need to be reissued because of errors;
- (7) both parties must meet the Commission's "plain language" and "clear and easy to read" standards; and,
- (8) the non-billing party must transmit their billing information in bill-ready format within two business days of receiving the customer's usage records from Central Hudson. If the Retail Supplier's billing information is not received by the billing party or there are adjustments to the non-billing party's billing information after the bill has been sent to the customer, the correct billing information will be included in the customer's next scheduled billing.

Issued by: Arthur R. Upright, Senior Vice President, Poughkeepsie, New York