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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: 02/01/01 SUPERSEDING REVISION:
STAMPS:
CANCELLED by Supplement 6 effective 05/31/01
Suspended by order in Case 99-M-0631. See suppl. No. 5
RECEIVED: 10/31/00 STATUS: Cancelled EFFECTIVE: 06/01/01

41. 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 are problems with the electronic transfer of billing data;
- (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 non-billing party'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