

# Chapter 7

## Retail Electric Suppliers Handbook

### CUSTOMER BILLING

Customers may receive one monthly bill from the Retail Electric Supplier (RES) covering both the electric supply services from the RES and the delivery services from ComEd (Single Bill Option or SBO), or they may receive one bill for electric supply services from the RES and a separate monthly bill for delivery services from ComEd (Dual Bill Option or Dual), or the RES may provide ComEd with their electric supply charges for ComEd to present to the customer (Purchase of Receivables with Combined Billing or Rider PORCB). The RES selects one of these options for each of its customers during the customer enrollment process or at a later time via an EDI change request.

This chapter describes billing options, billing requirements, bill payment requirements, and customer inquiry procedures.

*The Retail Electric Suppliers Handbook is for training and discussion purposes.  
If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

# Chapter 7

## Retail Electric Suppliers Handbook

❖ **Action Items:**

- Indicate billing option on Direct Access Service Request (DASR)
- Meet Rider Single Bill Option (SBO) requirements (if applicable)
  - Sign Rider SBO Election Form
  - Select remittance option
  - Prove creditworthiness
  - Complete Electronic Data Interchange (EDI) testing
  - Demonstrate EFT capability
  - Prove ability to accept ComEd delivery service bills in a bill-ready format (EDI 810)
  - Receive delivery services EDI 810 from ComEd
  - Include ComEd charges with electric supply bill
  - Submit payment details and payments within established time frames (EDI 820)
- Meet Rider PORCB requirements (if applicable)
  - Sign Rider PORCB Election Form
  - Complete Electronic Data Interchange (EDI) testing
  - Demonstrate ability to electronically transmit to ComEd customer specific billing information in a bill-ready format (EDI 810)
  - Demonstrate EFT capability
  - RES to provide banking information for Rider PORCB

❖ **Documentation:**

Document	Where Found
Rider SBO Election Form	ComEd's Electric Supplier Services Department
Rider PORCB Election Form	ComEd's Electric Supplier Services Department
Proof of creditworthiness	ComEd's Electric Supplier Services Department
Tariffs	<a href="https://www.comed.com">https://www.comed.com</a>

*The Retail Electric Suppliers Handbook is for training and discussion purposes. If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

### DUAL BILL OPTION

Under the Dual Bill Option, ComEd bills and collects payments from customers directly for ComEd delivery services. In this case, ComEd provides RESs with the billing determinants (generically referred to as usage) they need to calculate their own charges. Billing determinants (usage) are supplied for each meter, as outlined in Rate RESS – Retail Electric Supplier Service (Rate RESS).

ComEd follows 83 Illinois Administrative Code 410 for all customer billing including for billing delivery services to customers.

ComEd collects all relevant taxes, and all other charges mandated by the law regardless of whether the customer is under the Dual, Single Bill Option or PORCB Option.

ComEd follows its normal bill delivery procedure for charges related to ComEd delivery services. Bills issued by ComEd have due dates in accordance with 83 Illinois Administrative Code Part 280 and Part 410. RESs issue supply bills in accordance with 83 Illinois Administrative Code 410 and their customer contracts.

#### ❖ Billing Determinants for the RES

ComEd provides billing determinants (usage), by meter, to RESs to calculate their electric supply bills. These measurements are also used in calculating delivery service bills. Billing determinants are released to the RESs via EDI 867.

ComEd follows established meter reading and estimating practices for ComEd-provided metering service. See Chapter 6 in this guide, Metering and Meter Reading, for more information.

#### ❖ Bill Adjustments

If corrections must be made to billing determinants (usage), ComEd forwards the corrected billing determinants to the RES. The corrections are also used to recalculate ComEd delivery services in accordance with 83 Illinois Administrative Code Part 280.

*The Retail Electric Suppliers Handbook is for training and discussion purposes.  
If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

### SINGLE BILL OPTION

Under the Single Bill Option (SBO), the RES issues a bill to the customer that includes the ComEd delivery service charges as well as the RES's electric supply charges. At the request of the RES, SBO is available to eligible customers.

ComEd collects all relevant taxes, and all other charges mandated by the law regardless of whether the customer is under the Dual, Single Bill Option or PORCB Option.

#### ❖ Single Bill Option Requirements

To offer Rider SBO, the RES must take service under Rider SBO and meet the following prerequisites:

- The RES must have successfully completed the EDI SBO testing and have the ability to receive and issue bills that include presenting all the line item charges for ComEd delivery services which ComEd sends in a format as required by 83 Illinois Administrative Code 410. ComEd sends a bill ready 83 Illinois Administrative Code 410 compliant bill. See Chapter 5 in this guide, *Electronic Communications Requirements and Procedures*, for more information.
- The RES must be able to make payments to ComEd via EFT. See Chapter 5 in this guide, *Electronic Communications Requirements and Procedures*, for more information.
- The RES must adhere to the terms of the Rider SBO Election Form and must satisfy the credit requirements outlined in Rider SBO. See Chapter 2 in this guide, *RES Requirements and Processes*, for more information.
- The RES must select one of the following remittance options which will be in effect for all the customers for which the RES is providing the SBO for one year:
  - Remit payments to ComEd within one (1) day of receipt of payment by the customer, or
  - Remit payments to ComEd the day following the customer's bill due date regardless if the RES receives payment from the customer  
(For more information, refer to *Payment Remittance*, of this chapter)

*The Retail Electric Suppliers Handbook is for training and discussion purposes.  
If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

# Chapter 7

## Retail Electric Suppliers Handbook

### ❖ Account Eligibility

ComEd accepts requests for SBO at the time of enrollment or later via a change request. For enrollment requests, an eligibility review is done at the time of the enrollment to determine if the account is eligible for the SBO bill option. If the account is determined ineligible for the SBO bill option, the bill option is changed to Dual bill option.

Accounts will be deemed ineligible for the Single Bill Option if:

- The account has a past due unpaid balance for bundled tariff services (including Deferred Payment Agreements – DPA)
- The account billing includes an off-cycle switch
- A portion of the energy supply is provided under Split Load as described in Rate RDS.

Upon acceptance of the SBO Bill Option, ComEd will auto remove the account from:

- Summary Billing
- Budget Billing, and the “budget” is settled on the subsequent bill
- EFT, EFT is removed after the due date of the last bill prior to the switch.
- EBill, if the customer has selected EBill for their bill delivery

Enrollment requests for SBO or SBO change requests are accepted to begin only on a regularly scheduled meter reading date. SBO requests must be made via Direct Access Service Request (DASR). SBO change requests become effective on the meter read date. The first SBO bill is issued on the next meter read date.

### ❖ Adjustments

If corrections must be made to billing determinants (usage), ComEd forwards the corrected billing determinants to the RES. The corrections are also used to recalculate ComEd delivery services in accordance with 83 Illinois Administrative Code Part 280. ComEd also sends the adjusted bills for its delivery service charges electronically to the RES in a bill-ready format under SBO.

In cases where Rider MMS – Market Settlement Service applies, ComEd settles the supply portion of the adjustment directly with the customer and does not provide the corrected billing determinants to the RES. The RES can acquire the corrected billing determinants from ComEd by submitting a request for the data via [comed.com](http://comed.com) or through submitting an 867 HIU.

### ❖ Single Bill Option Processing and Delivery

The RES issues the bills for delivery services as defined in Rider SBO and the RESS Election Form signed by the RES. The RES must issue the ComEd bills that include ComEd charges on a monthly basis during the billing window established in ComEd’s tariffs for each

*The Retail Electric Suppliers Handbook is for training and discussion purposes.  
If any conflict exists between this document and ComEd’s Tariffs, the tariffs prevail.*

# Chapter 7

## Retail Electric Suppliers Handbook

customer it is providing SBO. The bills must include the necessary delivery service charges along with any associated information that ComEd provides to the RES in a bill-ready format via EDI. The RES must also include on a customer's bill all applicable information required under 83 Illinois Administrative Code Section 410. This process is in accordance with Rider SBO.

### ❖ Customer Payments from RES under the Single Bill Option (SBO)

In addition to the procedures previously described, the following procedures apply when the RES issues a bill for ComEd's delivery services.

#### *Payment Remittance*

The RES chooses one remittance option annually for all of its customers, not for each individual customer. The RES must submit payments received from customers and owed to ComEd in accordance with Rider SBO. The RES has two options from which to make its annual choice for remitting payment to ComEd:

- **Payment within one day of receipt** – The RES must send ComEd payment information including the date that the customer's payment is received by the RES. Simultaneously, the RES submits payment owed to ComEd for delivery services via EFT within one day of receiving payment from the customer.
- **Payment within one day after the payment due date** – Alternatively, the RES may elect to remit customer payments within one business day of the payment due date whether or not it collects the money from the customer.

Any partial payments that a customer makes must be credited to ComEd before being credited to the RES for supply, in accordance with the law and applicable tariffs.

If a RES discontinues providing electric supply service to a customer, the RES must submit a drop DASR to ComEd at least seven (7) calendar days or, if mass market customers, eighteen (18) calendar days before the customer's next regularly scheduled meter reading date. In addition, if the RES is providing SBO to the customer, the RES shall pay to ComEd all amounts due ComEd.

In the event the RES elects to discontinue providing SBO while continuing to provide the electric supply service to a customer, the RES must submit a change DASR to ComEd. Further, the RES shall pay to ComEd all amounts due ComEd.

### ❖ Termination of Single Bill Option

*The Retail Electric Suppliers Handbook is for training and discussion purposes. If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

# Chapter 7

## Retail Electric Suppliers Handbook

If the RES fails to pay ComEd amounts due or abide by the terms of the Rider SBO contract, ComEd has the right to terminate the RES's Single Bill Option contract. Whether the Rider SBO contract is terminated by the RES or by ComEd, the Single Bill Option is not available again to the RES for a period of 12 months.

*The Retail Electric Suppliers Handbook is for training and discussion purposes.  
If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

### PORCB BILL OPTION

Under the Rider PORCB Bill Option (PORCB), ComEd issues a bill to the customer that includes the ComEd delivery service charges as well as the RES's electric supply charges. At the request of the RES, PORCB is available to eligible customers.

ComEd collects all relevant taxes, and all other charges mandated by the law regardless of whether the customer is under the Dual, Single Bill Option or PORCB Option.

#### ❖ PORCB Bill Option Requirements

To offer Rider PORCB, the RES must take service under Rider PORCB and meet the following prerequisites:

- The RES must have successfully completed the EDI PORCB testing. See Chapter 5 in this guide, *Electronic Communications Requirements and Procedures*, for more information.
- The RES must be able to successfully demonstrate capability to electronically transmit to ComEd the RESs specific billing information in a bill-ready format for each retail customer with respect to which the RES is requesting ComEd to purchase the RES's receivables for electric supply service. See Chapter 5 in this guide, *Electronic Communications Requirements and Procedures*, for more information.
- The RES must successfully demonstrate the ability to electronically accept via Electronic Funds Transfer (EFT) payments for purchased receivables and adjustments from updates and corrections from ComEd.
- The RES must adhere to the terms of the Rider PORCB Election Form and must satisfy the credit requirements outlined in Rider PORCB. See Chapter 2 in this guide, *RES Requirements and Processes*, for more information.
- The RES must provide ComEd with notification of Rider PORCB at least sixty (60) days prior to the submission of their first DASR (applies if RES terminates its Rider PORCB Election Form and then 12 months later elects to offer it again).
- The initial term of the Rider PORCB Election Form between ComEd and the RES is twenty-four (24) months. Upon expiration of the initial or any renewal term of contract, the term of contract is automatically renewed for a period of twelve (12) months.

*The Retail Electric Suppliers Handbook is for training and discussion purposes.  
If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*



# Chapter 7

## Retail Electric Suppliers Handbook

### ❖ Account Eligibility

Accounts must be determined eligible for PORCB before the RES may place accounts under this bill option. ComEd accepts requests for PORCB at the time of enrollment or later via a change request. ComEd will determine PORCB eligibility at the time of the enrollment or through receipt of an EDI 814C. If the account is deemed not eligible for Rider PORCB the enrollment or EDI 814C will be rejected.

Accounts will be deemed ineligible for the PORCB Bill Option if:

- Account is in a delivery class over 400kW
- PORCB bill option is requested on an off-cycle enrollment.

Requests for PORCB Bill Option are accepted to begin only on a regularly scheduled meter reading date. Such requests must be made via Direct Access Service Request (DASR). [PORCB change requests become effective on the meter read date. The first PORCB bill is issued on the next meter read date.]

### ❖ Payments to RES from ComEd under PORCB

In addition to the procedures previously described, the following procedures apply when ComEd issues a bill for the RESs electric supply charges.

#### *Payment Remittance from ComEd*

When the RES chooses Rider PORCB for a customer(s), payments are made to the RES thirty-two (32) calendar days after the bill issuance date for each individual account. The 820 UCB/POR remittance advice is sent directly to the RES. The payment is sent via an ACH payment from ComEd's bank to the RES's bank in a separate transaction. Detail line items in the 820 can be negative, but if the adjustments exceed the payments, the 820 will show zero being sent to the bank and the ACH payment will be zero. See the UCB/POR Remittance Advice EDI Implementation Guide for more information.

### ❖ Bill Adjustments

If corrections must be made to billing determinants (usage), ComEd forwards the corrected billing determinants to the RES. The corrections are also used to recalculate ComEd delivery services. If the RES is the current RES still using PORCB, the RES will follow the PORCB rules for any billing corrections.

Rider MSS - Market Settlement Services

*The Retail Electric Suppliers Handbook is for training and discussion purposes.  
If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

# Chapter 7

## Retail Electric Suppliers Handbook

In cases where Rider MMS – Market Settlement Service applies, ComEd settles the supply portion of the adjustment directly with the customer and does not provide the corrected billing determinants to the RES. The RES can acquire the corrected billing determinants from ComEd by submitting a request for the data via [comed.com](http://comed.com) or through submitting an 867 HIU.

*The Retail Electric Suppliers Handbook is for training and discussion purposes.  
If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

### BILL PAYMENT

Bill payment policies for customers and for RESs are described below.

#### ❖ **Payments from Customers**

In general, ComEd's established customer bill payment policies and procedures remain in place for a customer regardless of which bill option the RES has selected for the customer.

#### *Payment Options and Posting*

ComEd continues to post payments to the customer's account regardless of the customer's bill option. Payments may be made via check, EFT, authorized payment centers, CheckFree and most major credit and debit cards are accepted.

#### *Collection, Security Deposits, Application of Late Charges, Default, and Bankruptcy*

With respect to collections, security deposits, application of late charges, defaults and bankruptcies, ComEd follows requirements in 83 Illinois Administrative Code Part 280. ComEd sends collection notices to the customer's mailing address of record for service charges rendered by ComEd, following established collection policies regardless of whether the customer has selected a RES.

The RES is responsible for its own collection processing. ComEd does not collect on the RESs behalf any delinquent balances owed by the customer to the RES. In cases of PORCB, the RES receivable becomes ComEd's receivable and ComEd will handle those collection efforts. For additional information, see *Chapter 9, Resources*.

#### *Outstanding Balance*

ComEd collects outstanding charges owed by customers to ComEd for delivery and other ComEd provided services, regardless of their previous or current supplier. Payments made directly to ComEd are posted to the oldest outstanding ComEd balance for the customer regardless of the customer's bill option

#### *Disconnect and Reconnect*

ComEd complies with 83 Illinois Administrative Code Part 280 for connection/reconnection of service. ComEd retains the right to disconnect any customer if ComEd does not receive payment for delivery services and other ComEd provided charges. Disconnect notices are sent to the mailing address of record.

*The Retail Electric Suppliers Handbook is for training and discussion purposes. If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

# Chapter 7

## Retail Electric Suppliers Handbook

### *Non-payment for RES Products and Services*

The RES is responsible for its own collections concerning the services that it provides to customers. ComEd does not disconnect service to customers for non-payment of bills for services provided by the RES unless the RES enrolls the customer under Rider PORCB.

*The Retail Electric Suppliers Handbook is for training and discussion purposes.  
If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*

### CUSTOMER INQUIRIES

ComEd operates a call center to assist customers with inquiries and resolve issues. The toll-free numbers for contacting the call centers are printed on the customer bills. For non-residential customers, the toll-free number is 1-877-4-COMED-1 (1-877-426-6331) and for residential customers, the toll-free number is 1-800-EDISON-1 (1-800-334-7661).

#### ❖ Customer Inquiries Related to ComEd-Provided Services

ComEd follows its established process for resolving customer inquiries related to ComEd-provided services.

#### ❖ Customer Inquires Related to RES-Provided Services

Customer inquiries received by ComEd that relate to electric supply services not provided by ComEd are referred to the RES.

*The Retail Electric Suppliers Handbook is for training and discussion purposes.  
If any conflict exists between this document and ComEd's Tariffs, the tariffs prevail.*