

..DID: 13548
..TXT: PSC NO: 12 GAS LEAF: 138.53
COMPANY: THE BROOKLYN UNION GAS COMPANY REVISION: 0
INITIAL EFFECTIVE DATE: 02/01/01 SUPERSEDING REVISION:
STAMPS: Issued in compliance with order in Case 99-M-0631 dated September 1, 2
CANCELLED by Supplement 9 effective 05/31/01
Suspended by order in Case 99-M-0631. See suppl. No. 8
RECEIVED: 10/31/00 STATUS: Cancelled EFFECTIVE: 06/01/01

GENERAL INFORMATION - Continued

Frequency: After an ESCO's participation in the billing process has been terminated, the ESCO must reapply and repeat the initiation process.

V. BILLING FUNCTIONS

The billing function shall include but not be limited to:

- Printing and mailing the bill, printing standard bill messages with 400 character maximum unless otherwise agreed upon between the utility and the ESCO
- Including standard inserts required by statute, regulation or PSC order
- Receiving and processing payments
- Apportioning and remitting payment to the billing and non-billing parties
- Providing to the non-billing party payment detail by account and associated customer care elements.

VI. PERFORMANCE STANDARDS

ESCO Issued Bills: Bill content must include all information required by the Public Service Commission Order dated September 1, 2000 in Case 99-M-0631, Attachment D.

ESCO Single Bills shall meet a standard of billing accuracy of 97% determined by dividing the number of ESCO Single Bills not adjusted as a result of ESCO error in a calendar month by the total number of ESCO Single Bills issued during the month.

Issued by: Steven L. Zelkowitz, Sr. Vice President and General Counsel, Brooklyn, NY