
PP&L Competitive Billing Specifications Rider**Billing Service Options***Consolidated EDC Billing*

1. PPL will render a consolidated EDC bill monthly and in accordance with the Public Utility Code and the Commission's regulations (52 Pa. Code §56.1 et seq.)
2. If PPL is providing metering services, PPL will transmit Meter Data (e.g., meter reads, consumption, demand, dates and type of reading) to the EGS. If the EGS is providing advanced metering services, the EGS will transmit Meter Data to PPL.
3. The EGS will calculate its customers' charges and will send its' customers' basic charges including date of billing period, consumption, usage, rate and resulting calculation ("EGS Charges") to PPL in accordance with the data transfer procedures established by the Electronic Data Exchange Working Group Standards. PPL and an EGS may develop, for future consideration, a fee structure to enable PPL to include non-basic EGS charges on a PPL consolidated bill.
4. PPL will provide the EGS up to two lines, each 80 characters in length, on its standard bill for messages directly related to the calculation or understanding of the EGS portion of the bill.
5. PPL and EGSs will transmit Meter Data and billing charges to each other in accordance with the data transfer procedures established by the Electronic Data Exchange Working Group Standards and the attached interim monthly billing schedule ([Attachment E - Data Transfer Schedule](#).) The Data Transfer Schedule will remain in effect until December 31, 1999. In the fourth quarter 1999, the Data Transfer Schedule will be revisited by PPL and the parties and PPL will determine whether to modify the timing reflecting in the Data Transfer Schedule beyond December 31, 1999 and PPL will provide 60-days advance notice to EGSs before any modification takes effect so that parties that disagree with the discontinuance of the Data Transfer Schedule may request the Commission to overrule or modify PPL's decision.
6. EGS Charges must be received by PPL in accordance with the Data Exchange Standards and the Transfer Schedule.
7. If PPL does not receive EGS charges in accordance with the Data Transfer Schedule, PPL will place the EGS charges into the next billing cycle and the delayed EGS charges will appear on the customer's bill the following month. The customer's bill for the current billing period will state that the EGS charges for the current billing period are not available. The remittance period for EGS charges will begin when EGS charges actually appear on the bill. Any transactions with EGS charges sent to PPL which are not in accordance with the Data Exchange Standards established by the Electronic Data Exchange Working Group or after the time periods outlined in the Data Transfer Schedule, will be rejected and the EGS will need to resubmit this data the following month.
8. PPL will collect customer's payments and will process payments in accordance with the Commission's Chapter 56 standards and payment priority set forth in Docket No. M-00960890F.001 and Rule 9 of PPL's EDC Tariff.
9. This section is applicable only to the Large Commercial and Industrial (Large C&I) Customer Class, which includes Rate Schedules LP-4, IS-P (R), LP-5, LP-6, LPEP, IS-T (R), and standby service for Rate Schedules LP-4 and LP-5. PPL Electric will pay the EGS for amounts owed for all undisputed EGS charges regardless of whether the

customer has paid PPL Electric. An amount is deemed disputed if the customer contacts PPL Electric questioning the charges on the bill and he/she does not agree with PPL Electric's and/or the EGS's position regarding the amount due for EGS charges. If the EGS charges are not in dispute, PPL Electric will remit all applicable monies due the EGS, even if the PPL Electric portion of the bill is disputed. A customer's claim of the inability to pay shall not constitute a dispute for purposes of PPL Electric's obligation to pay the EGS its undisputed charges. If PPL Electric is required to make payment to the EGS for electricity delivered to the customer for which the customer has not made timely payment to PPL Electric, then PPL Electric shall be subrogated and succeed to the EGS's rights of recovery with respect to the electricity delivered to the customer from whom payment has not been received by PPL Electric. In no event may PPL Electric terminate a customer for any unpaid EGS charges subrogated to PPL Electric under this provision.

EGSs are permitted to perform credit checks and require deposits for large C&I customers and are permitted to deny serving large C&I customers for credit-related reasons.

10. PPL will pay the EGS in accordance with the following schedule:

- a) Residential Rate Classes - PPL will send the EGS the amount of its undisputed EGS Charges, regardless of whether the customer has paid PPL, within 25-calendar days from the date of the electronic transmission of the EGS Charges.
- b) Non Residential Rate Classes. - PPL will send the EGS the amount of its undisputed EGS Charges within 20-calendar days from the date of the electronic transmission of the EGS Charges.
- c) Payment will not be made to the EGS when EGS Charges are not received by PPL within the specified time period, as explained in paragraph 6 above. Payment for these charges will be made according to the applicable schedule in the following month, if they are received within the appropriate time period along with the current month charges.
- d) PPL will make payments of funds payable to the EGS by ACH with remittance advice to a bank designated by the EGS.

11. This section is applicable only to the Large C&I Customer Class, as defined in Section 9. Undisputed accounts that are 90 days or three billing cycles overdue, whichever is shorter, will be considered seriously delinquent and, at the request of either the EDC or EGS, will revert to two-bill status.

12. Budget Billing. The EDC and EGS must provide a budget billing option for their charges. If an EGS does not offer a budget billing option (and the Commission waives any applicable requirement), the following process will apply:

- EGS transmits its CURRENT charges to PPL.
- PPL places EGS CURRENT charges on the PPL bill.
- PPL sends bill to customer.
- PPL pays EGS within 25-calendar days for residential rate classes and 20-calendar days for non-residential rate classes for EGS CURRENT charges.
- Customer pays PPL and EGS CURRENT and PPL charges.

If an EGS does offer a budget billing option, the following process will apply:

- EGS calculates its budget amount based on its own budget billing protocol and transmits its BUDGET charges to PPL.

- PPL calculates BUDGET charges for its portion and places them on the PPL bill.
- PPL applies combined BUDGET charges to the bill and sends bill to customer.
- PPL pays EGS within 25-calendar days for residential rate classes and 20-calendar days for non-residential rate classes for BUDGET charges.
- Customer pays PPL for EGS BUDGET and PPL BUDGET charges.

General Rules for Budget Billing:

- Under EDC consolidated billing, both PPL and the EGS will be responsible for calculating and managing the deferred balance for their respective budget charges.
 - A customer can elect budget billing option for PPL charges, EGS charges, or both.
 - PPL's reconciliation occurs in month 12 (not necessarily December), or immediately when a customer ends budget billing.
 - All rates classes are eligible for EDC budget billing option.
 - PPL will provide information of a customer's budget billing status to an EGS when confirming a customer switch.
 - An EGS can notify PPL electronically, after receiving customer permission, to change or end the EDC budget billing option.
 - The customer will stay on PPL budget billing if no indication is made by the EGS at the time of the customer switch.
 - PPL must display actual, budget and budget billing balance on the bill.
13. PPL charges and EGS charges shall be based on the PPL defined meter reading route. An EGS providing advanced metering services may request an adjustment to the meter reading schedule for an account which it meters. The EGS may select another PPL defined meter reading schedule for that account. On January 1, 1999, PPL will accommodate an EGS specified meter reading for Rate Schedules LP4, LP5, LP6 LPEP, IST, ISA, PR-1, PR-2, and ISP. By the end of the second quarter 1999 PPL will accommodate EGS specified meter reading schedules for its remaining rate schedules. The EGS must ask the Customer whether the Customer consents to the switch in meter reading schedule. The EGS must retain a record indicating the customer has consented to this change. If the record is not itself a hard copy document, but rather an electronic or computer record, the EGS must be able to print or otherwise reproduce the record in hard copy upon request. The request must be received sixteen (16) days prior to the customer's currently scheduled meter read date and the change will take effect after that meter reading.
14. Dispute Process.
- a) Residential Dispute Process.
1. PPL shall process all disputes in accordance with the Public Utility Code and the Commission regulations (52 Pa. Code 56.1 et seq.). PPL, as the entity responsible for the consolidated bill, must coordinate with the EGS so that a proper investigation of a customer dispute is conducted and completed within the time period prescribed by 52 Pa. Code 56.151(5) and that the customer and the EGS (if the EGS is involved in the dispute) are informed of the results of the investigation. The EGS shall cooperate fully with PPL and shall provide all information needed by PPL relating to the customer's dispute and must do so within five (5) business days of PPL's request if no field visit is needed, and within ten (10) business days of PPL's request if a field visit is needed. [Attachment A](#) outlines PPL's customer inquiry and dispute procedure for EDC consolidated billing.

b) Residential Informal Complaints.

1. PPL shall process all informal complaints in accordance with the Public Utility Code and the Commission's regulations. PPL, as the entity responsible for the consolidated bill, must coordinate with the customer's EGS so that the proper information is submitted to the Commission's Bureau of Consumer Services within the time period required by the Commission. [Attachment B](#) outlines PPL's informal complaint procedure for EDC consolidated billing.
2. Any violation letter sent by the Commission shall be addressed to the billing entity at the time of the alleged violation. All violations committed by PPL, as determined by the Commission, during EDC consolidated billing and the handling of the informal complaint are the responsibility of PPL.

c) Non-Residential Dispute Process.

1. PPL, as the entity responsible for the consolidated bill, will coordinate with the EGS so that the proper investigation is made and that the customer and the EGS (if the EGS is involved in the dispute) are informed of the results of the investigation. The EGS shall provide all information needed by PPL relating to the customer's complaint and must do so within five (5) business days of PPL's request if no field visit is needed, and within ten (10) business days of the EGS's request if a field visit is needed.

d) Non-Residential Informal Complaints.

1. PPL shall process all informal complaints in accordance with the Public Utility Code and the Commission's regulations. PPL, as the entity responsible for the consolidated bill, must coordinate with the customer's EGS so that the proper information is submitted to the Commission's Bureau of Consumer Services within the time period required by the Commission.
2. Any violation letter sent by the Commission shall be addressed to the billing entity at the time of the alleged violation. All violations committed by PPL, as determined by the Commission, during EDC consolidated billing and the handling of the informal complaint are the responsibility of the EDC.
15. PPL will follow its current credit and collection policies for collections. Outstanding prior balances are not transferred when a customer switches from PPL to an EGS, switches from one EGS to another, switches from an EGS to PLR or when the customer chooses another billing option, unless mutually agreed to by PPL and the individual EGS.

Consolidated EGS Billing

1. The EGS will render a consolidated EGS bill monthly and in accordance with the Public Utility Code and the Commission's applicable regulations (52 Pa. Code §56.1 et seq.).
2. If PPL is providing the metering services to the customer, PPL will transmit Meter Data to the EGS. If the EGS is providing advanced metering services to the customer, the EGS will transmit the Meter Data to PPL.
3. PPL will calculate its customers' charges and will send its unbundled charges ("PPL charges") to the EGS via VAN or Internet protocol.
4. EGS will provide space to enable PUC mandated messages in accordance with Chapter 56.
5. PPL and EGSs will transmit Meter Data and billing charges to each other in accordance with the attached interim monthly billing schedule ([Attachment E](#)-Data Transfer Schedule.) The Data Transfer Schedule will remain in effect until December 31, 1999. In

the fourth quarter 1999, the Data Transfer Schedule will be revisited by PPL and the parties and PPL will determine whether to modify the timing reflecting in the Data Transfer Schedule beyond December 31, 1999 and PPL will provide 60-days advance notice to EGSs before any modification takes effect so that parties that disagree with the discontinuance of the Data Transfer Schedule may request the Commission to overrule or modify PPL's decision.

6. PPL charges will be provided to the EGS in accordance with the data transfer procedures established by the Electronic Data Exchange Standards and the Data Transfer Schedule.
7. If PPL charges are not received by the EGS in accordance with the Data Transfer Schedule. The EGS will place the PPL charges into the next billing cycle and the delayed PPL charges will appear on the customer's bill the following month. The customer's bill for the current billing period will state that the PPL charges for the current billing period are not available. The remittance period for EGS charges will begin when EGS charges actually appear on the bill. Any transactions with PPL charges sent to an EGS after the time periods outlined in the Data Transfer Schedule will be rejected and PPL will need to resubmit this data the following month.
8. The EGS will pay PPL for the customer's amounts owed for all undisputed PPL Charges regardless of whether the customer has paid the EGS. An amount is deemed disputed if the customer contacts the EGS questioning the charges on the bill and he/she does not agree with the EGS's and/or PPL's position regarding the amount due for PPL charges. If PPL charges are not in dispute, the EGS will remit all applicable monies due PPL, even if the EGS portion of the bill is disputed. A customer's claim of an inability to pay shall not constitute a dispute for purposes of the EGS's obligation to pay PPL its undisputed charges. If the EGS is required to make payment to PPL for electricity delivered to the customer for which the customer has not made timely payment to the EGS, then the EGS shall be subrogated and succeed to PPL's rights of recovery with respect to the electricity delivered to the customer from whom payment has not been received by the EGS. In no event, however, may an EGS terminate a customer's PLR service or PPL's EDC service.
9. The EGS will pay PPL in accordance with the following schedule:
 - a) Residential Rate Classes (Rate Schedules RS, RTD, RTS) - The EGS will send PPL the amount of the undisputed PPL charges within 25-calendar days from the date of the electronic transmission of the PPL charges.
 - b) Non Residential Classes. - The EGS will send the PPL the amount of its undisputed PPL charges within 20-calendar days from the date of the electronic transmission of the PPL charges.
 - c) Payment will not be made to PPL when PPL charges are not received by the EGS within the specified time period, as explained in paragraph 6 above. Payment for these charges will be made according to the applicable schedule in the following month, if they are received within the appropriate time period along with the current month charges.
 - d) The EGS will make payments of funds payable to PPL by ACH with remittance advice to a bank designated by PPL.
10. Budget Billing. The EGS will include on its bill the budget-billing amount for PPL customers who choose the budget billing option offered by PPL. The following process will apply:

If the EGS does not offer its own budget billing option (and the Commission waives any applicable requirement):

 - PPL will transmit its BUDGET charges (including previous balance and current actual) to the EGS.

- EGS places PPL BUDGET charges on the EGS bill.
- EGS sends bill to customer.
- EGS pays PPL within 25-calendar days for residential rate classes and 20-calendar days for non-residential rate classes for BUDGET charges.
- Customer pays EGS for PPL BUDGET and EGS charges.

Month 12 Process:

- PPL transmits the previous balance (credit or debit) plus CURRENT charges.
- EGS places PPL CURRENT and previous balance (credit or debit) charges on the EGS bill.
- EGS sends bill to customer.
- EGS pays PPL within 25-calendar days for residential rate classes and 20-calendar days for non-residential rate classes for BUDGET balance and CURRENT charges.
- Customer pays EGS for CURRENT and previous balances.

If the EGS offers its own budget billing option, the following process will apply:

- PPL transmits its BUDGET charges to EGS.
- EGS calculates its BUDGET charges and places them on the EGS bill with PPL budget charges.
- EGS sends bill to customer.
- EGS pays PPL within 25-calendar days for residential customers and 20 days for non-residential customers for BUDGET charges.
- Customer pays EGS for PPL and EGS BUDGET charges

General Rules for Budget Billing:

- Under EGS consolidated billing, both PPL and the EGS will be responsible for calculating and managing the deferred balance for their respective budget billing charges.
- An EGS will provide information of a customer's budget status to PPL when confirming a customer switch.
- An EGS can notify PPL electronically, after receiving customer permission, to change or end the PPL budget billing option.
- The customer will stay on PPL budget billing if no indication is made by the EGS at the time of the switch.
- PPL must transmit actual, budget and budget balance for display on the bill.

11. PPL charges and EGS charges shall be based on the EDC defined meter reading route. An EGS providing advanced metering services may request an adjustment to the meter reading schedule for an account, which it meters. The EGS may select another EDC defined meter reading schedule for that account. On January 1, 1999, PPL will accommodate an EGS specified meter reading of Rate Schedules LP4, LP5, LP6 LPEP, IST, PR-1, PR-2, ISA and ISP. By the end of the second quarter 1999 PPL will accommodate EGS specified meter reading schedules for its remaining rate schedules. The EGS must ask the Customer whether the Customer consents to the switch in meter reading schedule. The EGS must retain a record indicating the customer has consented to this change. If the record is not itself a hard copy document, but rather an electronic

or computer record, the EGS must be able to print or otherwise reproduce the record in hard copy upon request. The request must be received sixteen (16) days prior to the customer's currently scheduled meter read date and the change will take effect after that meter reading.

12. Dispute Process.

a) Residential Disputes.

1. The EGS shall process all complaints in accordance with the Public Utility Code and the Commission's regulations (52 Pa. Code 56.1 et seq.). The EGS, as the entity responsible for the consolidated bill, must coordinate with PPL so that a proper investigation of a customer dispute is conducted and completed within the time period prescribed by 52 Pa. Code 56.151(5) and that the customer and PPL (if PPL is involved in the dispute) are informed of the results of the investigation. PPL shall cooperate fully with the EGS and shall provide all information needed by the EGS relating to the customer's dispute and must do so within five (5) business days of the EGS request if no field visit is needed, and within ten (10) business days of the EGS's request if a field visit is needed. [Attachment C](#) outlines the EGS's customer inquiry and dispute procedure for EGS consolidated billing.

b) Residential Informal Complaints.

1. The EGS shall process all informal complaints in accordance with the Public Utility Code and the Commission's regulations. The EGS, as the entity responsible for the consolidated bill, must coordinate with PPL so that the proper information is submitted to the Commission's Bureau of Consumer Services within the time period required by the Commission. PPL will provide the EGS, to the extent it has the data, information relating to the customer's previous EGSs during the previous two years to assist the EGS in providing the Commission's required two year billing history. [Attachment D](#) outlines the EGS informal complaint procedure for EGS consolidated billing.
2. Any violation letter sent by the Commission shall be addressed to the billing entity at the time of the alleged violation. All violations committed by the EGS, as determined by the Commission, during EGS consolidated billing and the handling of the informal complaint are the responsibility of the EGS.

c) Non-Residential Dispute Process.

1. The EGS, as the entity responsible for the consolidated bill, will coordinate with PPL so that the proper investigation is made and that the customer and PPL (if PPL is involved in the dispute) are informed of the results of the investigation. PPL shall provide all information needed by the EGS, relating to the customer's complaint and must do so within five (5) business days of the EGS's request if no field visit is needed, and within ten (10) business days of the EGS's request if a field visit is needed.

d) Non-Residential Informal Complaints.

1. The EGS shall process all informal complaints in accordance with the Public Utility Code and the Commission's regulations. The EGS, as the entity responsible for the consolidated bill, must coordinate with PPL so that the proper information is submitted to the Commission's Bureau of Consumer Services within the time period required by the Commission. PPL will provide the EGS, to the extent it has the data, information relating to the customer's previous EGSs during the previous two years to assist the EGS in providing the Commission's required two year billing history. [Attachment D](#) outlines the EGS informal complaint procedure for EGS consolidated billing.
2. Any violation letter sent by the Commission shall be addressed to the billing entity at the time of the alleged violation. All violations committed by the EGS, as determined by the Commission, during EGS consolidated billing and the handling of the informal complaint

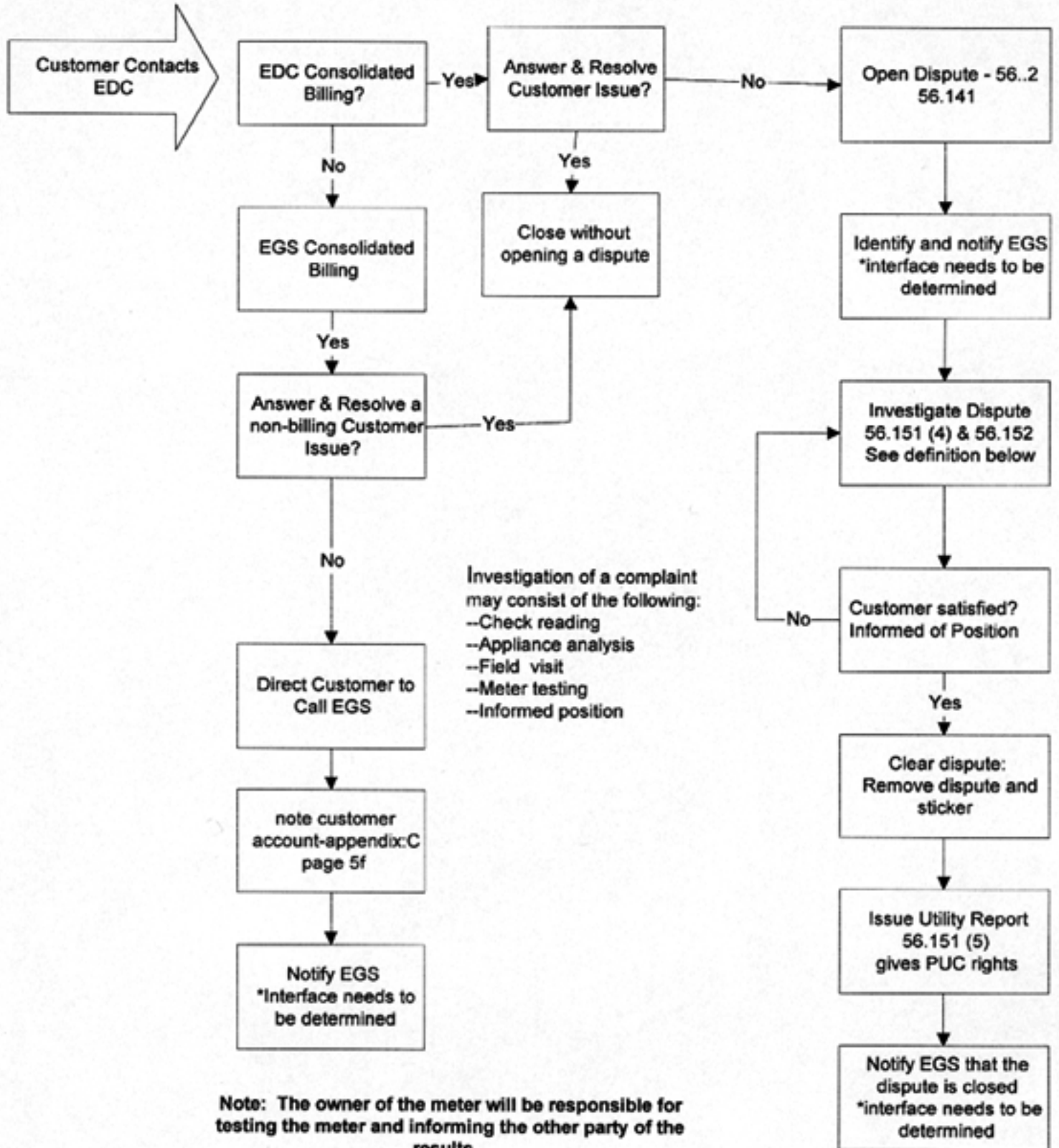
are the responsibility of the EGS.

13. The EGS will follow credit and collection policies in compliance with the applicable Commission regulations. Outstanding balances are not transferred when a customer switches from the EGS to PPL, switches from one EGS to another or when the customer chooses another billing option, unless mutually agreed to by PPL and the individual EGS.

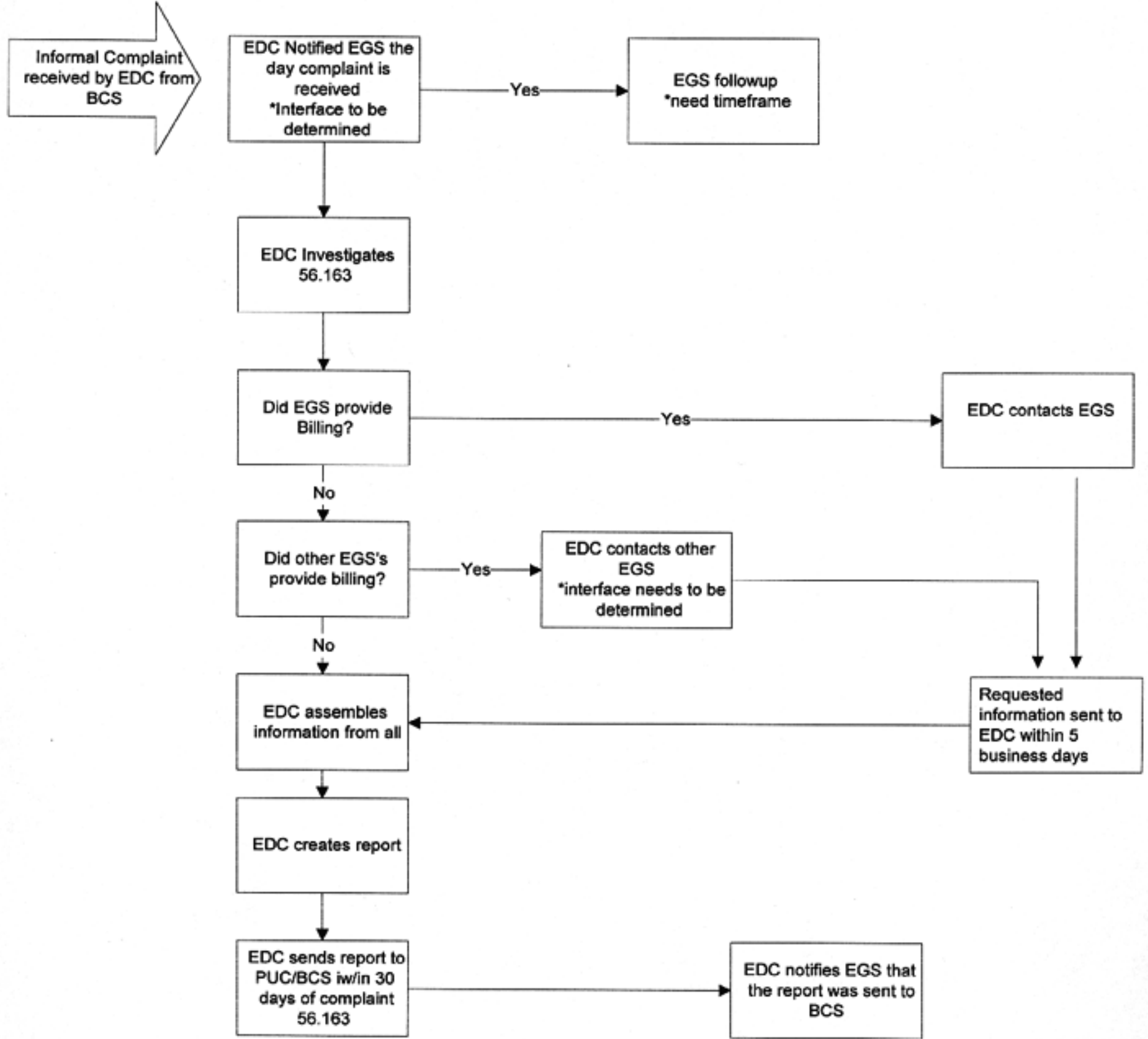
Separate EDC/EGS Billing

1. PPL and the EGS will separately send their bills directly to the customer.
2. If PPL is providing the metering services to the customer, PPL will transmit Meter Data to the EGS. If the EGS is providing advanced metering services to the customer, the EGS will transmit the Meter Data to PPL.

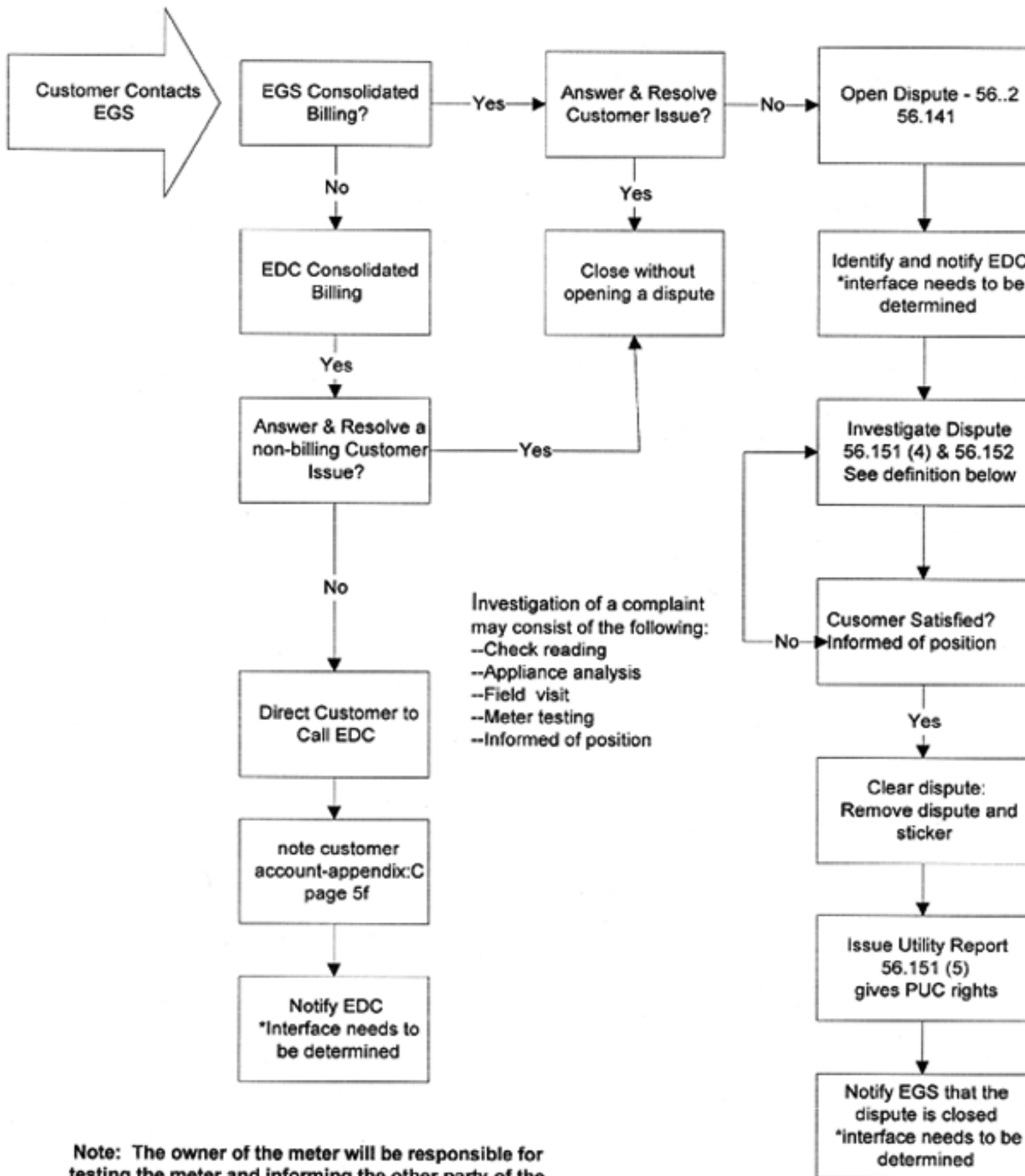
EDC Consolidated Billing Customer Dispute Handling



Informal Complaints to EDC

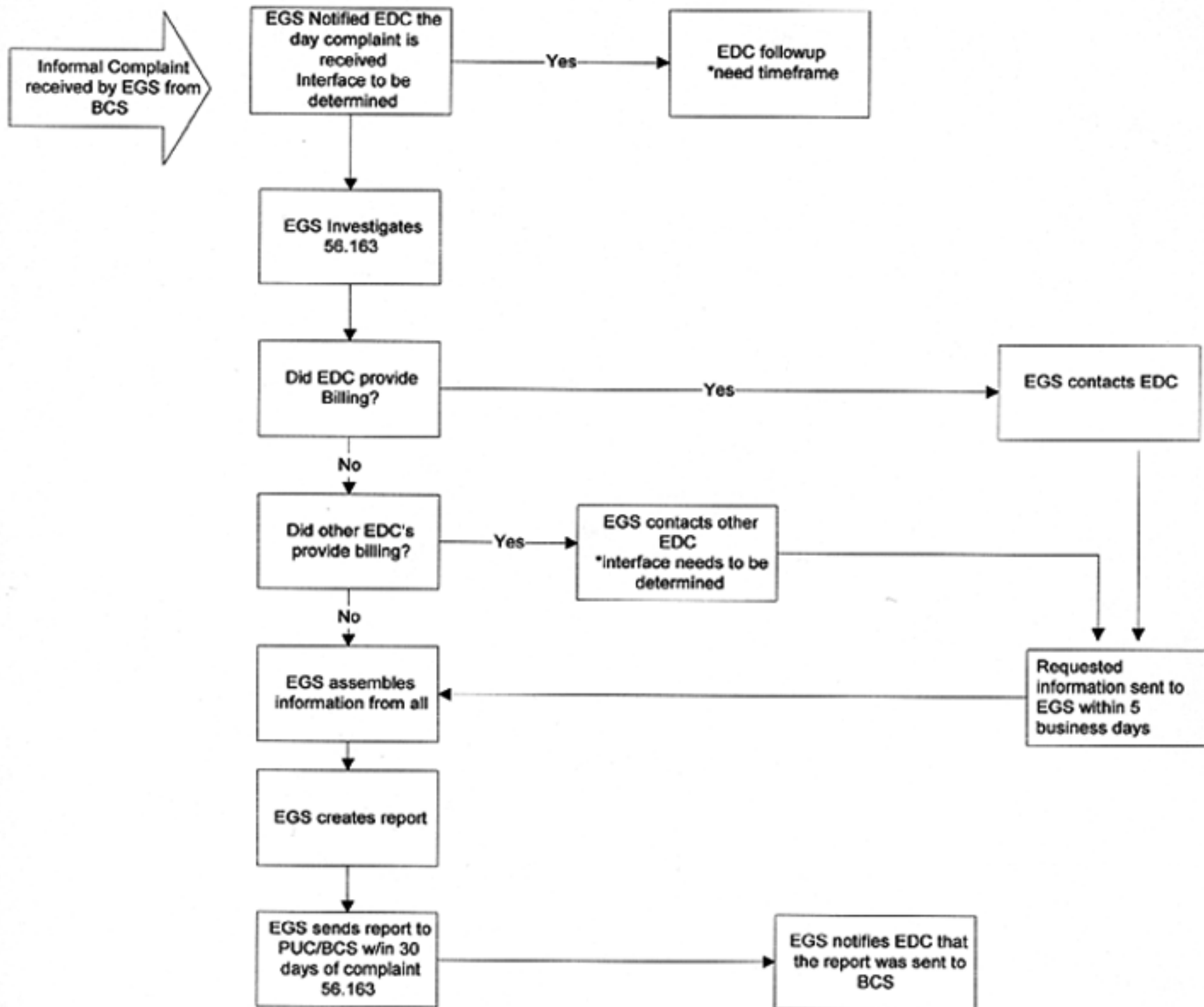


EGS Consolidated Billing Customer Dispute Handling



Note: The owner of the meter will be responsible for testing the meter and informing the other party of the results.

Informal Complaints to EGS



PPL Competitive Billing Specifications Rider

Billing Specifications

Data Transfer on PPL Energy Business Days ---->	Day 0	Day 1	Day 2	Day 3	Day 4	Day 5 "Slip Period"	Day 6	
I EDC Consolidated Billing ~ EDC reading	- EDC reads meter	- EDC transmits (A) available reading data to EGS NLT 3PM EST	- EDC transmits (B) reading data including estimates to EGS NLT 3PM EST	- EGS transmits (A) billing data to EDC NLT 3PM EST - EDC bills (A)	- EGS transmits (B) billing data to EDC NLT 3PM EST - EDC bills (B) - EDC mails bills (A)	- EGS transmits 'slip' (S*) billing data to EDC NLT 3PM EST - EDC mails bills (B) - EDC bills (S*) - EDC releases remaining bills**	- EDC mails bills (S*)	
II EDC Consolidated Billing ~ EGS reading	- EGS reads meter	- EGS transmits (A) reading data to EDC NLT 3PM EST	- EGS transmits (B) reading data including estimates to EDC NLT 3PM EST	- EGS transmits (A) billing data to EDC NLT 3PM EST - EDC bills (A)	- EGS transmits (B) billing data to EDC NLT 3PM EST - EDC bills (B) - EDC mails bills (A)	- EGS transmits 'slip' (S*) billing data to EDC NLT 3PM EST - EDC mails bills (B) - EDC bills (S*) - EDC releases remaining bills	- EDC mails bills (S*)	
III EGS Consolidated Billing ~ EDC reading	- EDC reads meter	- EDC transmits (A) available reading data to EGS NLT 3PM EST	- EDC transmits (B) reading data including estimates to EGS NLT 3PM EST	- EDC transmits (A) billing data to EGS NLT 3PM EST - EGS bills (A)	- EDC transmits (B) billing data to EGS NLT 3PM EST - EGS bills (B) - EGS mails bills (A)	- EDC transmits 'slip' (S*) billing data to EGS NLT 3PM EST - EGS mails bills (B) - EGS bills (S*) - EGS releases remaining bills**	- EGS mails bills (S*)	
IV EGS Consolidated Billing ~ EGS reading	- EGS reads meter	- EGS transmits (A) reading data to EDC NLT 3PM EST	- EGS transmits (B) reading data including estimates to EDC NLT 3PM EST	- EDC transmits (A) billing data to EGS NLT 3PM EST - EGS bills (A)	- EDC transmits (B) billing data to EGS NLT 3PM EST - EDC bills (B) - EDC mails bills (A)	- EDC transmits 'slip' (S*) billing data to EGS NLT 3PM EST - EGS mails bills (B) - EGS bills (S*) - EGS releases remaining bills**	- EGS mails bills (S*)	
V Separate Bills ~ EDC reading	- EDC reads meter	- EDC transmits (A) available reading data to EGS NLT 3PM EST	- EDC transmits (B) reading data including estimates to EGS NLT 3PM EST					
VI Separate Bills ~ EGS reading	- EGS reads meter	- EGC transmits (A) available reading data to EDC NLT 3PM EST	- EGC transmits (B) reading data including estimates to EDC NLT 3PM EST					

* Slip Period allows for an additional day of processing of billing information in 1999.

** On day 5, after 'slip' data is processed, Consolidated Billing Party will release all remaining bills. Bills will carry a message indicating that other party's data was unavailable at the time of billing.