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Sec. 16-245d-1. Bill components

(a) Rates, charges and usage. On and after January 1, 2000, each electric distribution company that is responsible for customer billing shall include the following information listed separately in each customer's bill:

(1) The total amount owed by the customer, separated to show:

(A) Current charges; and

(B) Any unpaid amounts from previous bills, except that an electric distribution company is required to maintain and show the customer's outstanding electric generation services balances with an electric supplier in only two customer bills after the relationship between the electric supplier and the customer has ended for any reason;

(2) For each electric supplier or electric distribution company that provides electric generation services, the charges for electric generation services, which shall be shown as follows:

(A) The charges for electric generation services provided by the electric supplier or electric distribution company to the customer in the current bill period, in units of usage and charge per unit of usage;

(B) Any surcharges or credits either contractually agreed upon or allowed by the department pursuant to section 16-19b of the Connecticut General Statutes that may be superimposed on the charges shown pursuant to subparagraph (A) of this subdivision, in units of usage and charge or credit per unit of usage.

(C) The total past due generation charges;

(D) The total generation charges in bold print; and

(E) The name of service plan or applicable contract under which the customer receives electric generation services.

(3) The electric transmission charges, electric distribution charges, systems benefits charge, the competitive transition assessment, the conservation and load management charge and the renewable energy investment charge, each shown separately and in units of usage and cost per unit of usage, if applicable, with the total of such charges shown in bold print;

(4) All applicable end user taxes;

(5) The present and previous meter reading dates and the present meter reading,

(6) The usage for the current month and each of the previous 12 months in the form of a bar graph or other visual form, and, separately, the effective generation rate for the current month and each of the previous 12 months in the form of a bar graph or other visual form. For purposes of this section, "effective generation rate" shall mean the total of the charges for electric generation services provided by electric suppliers or the electric distribution company in the current bill period divided by the total kilowatt hours of usage for the bill period. The effective generation rate shall be shown in cents per kilowatt hour and shall be shown in at least hundredths of a cent, and

(7) Such other information as will make possible a recomputation of the charges assessed.

(b) Customer Service Information. In addition to the separate bill component charges as itemized in subsection (a) of this section, each electric distribution company responsible for customer billing shall include the following customer service information on each customer's bill on and after January 1, 2000:

(1) The payment due date;

(2) The interest rate applicable to any amount unpaid after the due date;

(3) The toll-free telephone number of the electric distribution company to report power outages and for other customer service inquiries;

(4) The toll-free telephone number of the Department of Public Utility Control for questions or unresolved complaints;

(5) The name, toll-free telephone number and address of the electric supplier; and

(6) A statement that the Department of Public Utility Control makes available information concerning licensed electric suppliers doing business in Connecticut including information as to rates and charges, terms and conditions, energy sources and customer complaints.

(c) Bill Formats. Not later than forty-five (45) days prior to implementing any changes in its billing format, an electric distribution company shall submit to the department of public utility control a sample bill illustrating any such proposed changes.

(d) Electric Supplier Change Information. If an electric supplier notifies an electric distribution company of a change in a customer's selection of electric supplier, the electric distribution company shall, no later than forty (40) days after the electric distribution company's receipt of such notification:

(1) Include a message line on the customer's next bill informing the customer of the name, address and toll-free telephone number of the new electric supplier; or

(2) Separately notify the customer in written form of the name, address and toll-free telephone number of the new electric supplier.

(Adopted effective May 4, 1999; amended August 23, 2000)

Sec. 16-245d-2. Billing relationship between electricity distribution company

and electric suppliers

(a) For purposes of this section, an electric distribution company shall classify current charges and past due charges in accordance with its rules and regulations filed with the department. Any partial bill payments or late bill payments received by the electric distribution company shall be applied as follows:

(1) Total past due balances for the competitive transition assessment, the systems benefits charge, applicable end user taxes, the conservation and load management charge, the renewable energy investment charge, electric transmission service, and electric distribution service; then

(2) Total past due balances for electric generation services from present electric suppliers; then

(3) Current charges for the competitive transition assessment, the systems benefits charge, applicable end user taxes, the conservation and load management charge, the renewable energy investment charge, electric transmission service, and electric distribution service; then

(4) Current charges for electric generation services from present electric suppliers; then

(5) Total charges for electric generation services from former electric suppliers, in which case the most recent electric suppliers shall be paid first.

(b) Subsection (a) shall not apply to an electric distribution company that assumes all generation charges by paying electric suppliers at the time the bill is rendered, as approved by the Department of Public Utility Control. In such case, the electric distribution company shall apply partial bill payments or late bill payments first to all past due balances, then to all current charges.

(c) The Department of Public Utility Control may waive compliance with

subsections (a) or (b) of this section upon a showing of a conflict between said subsections and federal or state law regarding the allocation of energy assistance bill payments. Any request for such a waiver shall demonstrate the conflict between said subsections and federal or state law and shall state which customers or payments to which the waiver would apply and a proposed methodology for allocating such payments.

(d) Unless otherwise provided by contract between the electric distribution company and the electric supplier, the electric distribution company shall, no later than thirty (30) days after full or partial receipt of customer payments for the electric generation services component of the bill, send such full or partial payments to the electric supplier.

(e) Unless otherwise provided by contract between the electric distribution company and the electric supplier, if the relationship between an electric supplier and a customer ends for any reason, an electric distribution company may cause the electric supplier to be solely responsible for collecting its balances associated with such customer after the issuance of the second customer bill following the termination of the relationship.

(f) The amount and rate of recovery of reasonable transaction costs that an electric distribution company may recover from electric suppliers for the provision of customer billing services shall be determined by the department, upon application by an electric distribution company, either in a rate proceeding held pursuant to section 16-19 of the Connecticut General Statutes or in another proceeding. An electric distribution company shall, consistent with the provisions of Section 16-19 of the Connecticut General Statutes notify each electric supplier to which it supplies customer billing services of any proposed rate amendment.

(Adopted effective May 4, 1999; amended August 23, 2000, January 28, 2002)

