
GAS RATE NO. A5

BILLING SERVICE

APPLICABILITY:

This rate is applicable to 3rd Party Suppliers providing gas supply services to Supplier Groups or Supplier Pools of End-Use Customers, in accordance with the Utility's requirements.

SPECIAL PROVISIONS:

Incorporated herein, and made part of this Gas Rate No. A5, are the Terms and Conditions for Gas Service, as amended from time to time. Capitalized terms used in this rate schedule are defined in the Terms and Conditions for Gas Service.

BILLING SERVICES FOR SUPPLIER GROUPS:

The Utility shall provide to 3rd Party Suppliers, as their agent, billing services pertaining to gas supply services provided to End-Use Customers in Supplier Groups. The Utility shall not have any right, title or interest in the amounts it collects from End-Use Customers for gas supply services provided by the 3rd Party Suppliers. 3rd Party Suppliers providing End-Use Customers with gas supply services will be required to provide the Utility with accurate, timely billing information on all individual End-Use Customer accounts. For accurate, timely billing information provided by 3rd Party Suppliers, no charges will apply. Charges for exceptions are detailed below.

Billing for 3rd Party Supplier gas supply services will require an electronic file transfer in an acceptable format, containing field layout and data for the purpose of displaying gas supply service charges on a single bill for each individual End-Use Customer account. The Utility will charge End-Use Customers sales tax on all charges shown on the bill unless it is furnished with a valid sales tax exemption certificate by the 3rd Party Supplier of the End-Use Customer.

Billing Data

Immediately following each billing cycle, the Utility will provide to 3rd Party Suppliers an electronic file template which includes End-Use Customer name, 12-digit Citizens Gas account number and billing cycle usage, designated actual or estimate, when appropriate. 3rd Party Suppliers will return that electronic file within one (1) business day with required billing data, based on either billing cycle usage or nominations, for each End-Use Customer. The Utility then will issue End-Use Customer bills with appropriate 3rd Party Supplier gas supply charges, as well as Gas Delivery charges calculated by the Utility.

GAS RATE NO. A5 – BILLING SERVICE (Cont'd)

Data Requirements

Data fields required include: End-Use Customer name, 12-digit Citizens Gas account number, billing cycle usage, gas supply rate, total current charges, contract charges, and late payment charges, if appropriate.

Payment/Remittance/Allocation Processing

All payments shall be made to the Utility regardless of circumstances and collection efforts. Following receipt of End-Use Customer payment, Utility will remit funds received for gas supply services to 3rd Party Supplier once per week. Any partial payments received from End-Use Customers will be applied first to Utility Gas Delivery Service charges, then to the oldest non-regulated receivable. If all non-regulated receivables are equivalent in age, payment will be applied to 3rd Party Supplier receivable first.

Providing gas supply service to End-Use Customers with an extended due date or flexible payments requires the 3rd Party Supplier to extend receivable balances beyond normal limits. When appropriate, the Utility will notify End-Use Customer and 3rd Party Supplier as to expected timing of payments.

BILLING SERVICES FOR SUPPLIER POOLS:

The Utility shall provide to 3rd Party Suppliers, as their agent, billing services pertaining to gas supply services provided to End-Use Customers in Supplier Pools. The Utility shall not have any right, title or interest in the amounts it collects from End-Use Customers for gas supply services provided by the 3rd Party Suppliers. 3rd Party Suppliers providing End-Use Customers with gas supply services will be required to provide the Utility with accurate, timely billing information on all individual End-Use Customer accounts. For accurate, timely billing information provided by 3rd Party Suppliers, no charges will apply. Charges for exceptions are detailed below.

Billing for 3rd Party Supplier gas supply services will require a file transfer in an acceptable format, containing field layout and data for the purpose of displaying gas supply service charges on a single bill for each individual End-Use Customer account. The Utility will charge End-Use Customers sales tax on all charges shown on the bill unless it is furnished with a valid sales tax exemption certificate by the 3rd Party Supplier of the End-Use Customer.

GAS RATE NO. A5 – BILLING SERVICE (Cont'd)

Billing Data

Immediately following each billing cycle, the Utility will provide to 3rd Party Suppliers an electronic file template which includes End-Use Customer name, 12-digit Citizens Gas account number and billing cycle usage, designated actual or estimate, when appropriate. 3rd Party Suppliers will return that electronic file within one (1) business day with billing data, based on billing cycle usage, for each End-Use Customer. The Utility then will issue End-Use Customer bills with appropriate 3rd Party Supplier gas supply charges, as well as Gas Delivery charges calculated by the Utility.

Data Requirements

Data fields required include: End-Use Customer name, 12-digit Citizens Gas account number, billing cycle usage, gas supply rate, total current charges, monthly contract charges, and late payment charges, if appropriate.

Payment/Remittance/Allocation Processing

All payments shall be made to the Utility regardless of circumstances and collection efforts. Following receipt of End-Use Customer payment, Utility will remit funds received for gas supply services to 3rd Party Supplier once per week. Any partial payments received from End-Use Customers will be applied first to Utility Gas Delivery Service charges, then to the oldest non-regulated receivable. If all non-regulated receivables are equivalent in age, payment will be applied to 3rd Party Supplier receivable first.

Providing gas supply service to End-Use Customers with extended due date or flexible payments requires the 3rd Party Supplier to extend receivable balances beyond normal limits. When appropriate, the Utility will notify End-Use Customer and 3rd Party Supplier as to expected timing of payments.

CHARGES FOR EXCEPTION BILLING:

0.06% of Utility Gas Delivery Service Charges Per Account For Occurrence of Late Billing Data Per Day Delayed

\$32 Per Account for Billing Data Error Requiring Customer Re-Bill