

Key Cost and Schedule Assumptions:

Puc 2205.16(d): When a CPA elects to utilize consolidated billing service for any customer, the CPA shall also elect to: (1) Calculate the charges or credits for electricity supply and services for the customer in accordance with the CPA's customer classes or rate structures, based upon customer usage data provided by the customer's utility, and provide such charges or credits to the utility for presentment on the customer's bill

High Level Approach

- Offer new (Competitive Supplier 3rd Billing Type) **CUSTOM Billing** 'BRB Bill-Ready-Billing' option
 - COMPLETE Billing (existing)
 - PASS-THROUGH Billing (existing)
 - CUSTOM Billing** (new 'BRB Bill-Ready-Billing' option)
- Significantly change NH EDI process to support CUSTOM Billing 'BRB Bill-Ready-Billing' using EDI standards from other states
 - 'current-state' does not support **CUSTOM Billing** 'BRB Bill-Ready-Billing' and does not support net-metering or time-of-use usage data
 1. inbound EDI814 Admin record enrollment, change, drop
 2. outbound EDI814 Admin record confirm/reject enrollment/change/drop
 3. outbound EDI810 Billing record
 4. outbound EDI820 Payment record
 5. outbound EDI867 Usage History record
 - 'future-state' XL T-Shirt size effort to support **CUSTOM Billing** 'BRB Bill-Ready-Billing' (update Report Mart for viewing new EDI records)
 1. inbound EDI814 Admin record enrollment, change, drop to include **CUSTOM BILLING** 'BRB Bill-Ready-Billing' indicator
 2. inbound EDI810 new EDI record for **CUSTOM Billing** line items including billing calculation, text, type, billing determinant, price/decimal/ and rounded \$ etc.
 3. outbound EDI814 Admin record confirm/reject enrollment/change/drop including **CUSTOM BILLING** 'BRB Bill-Ready-Billing' indicator
 4. outbound EDI867 updated Usage record to include net-metering and time-of-use needed for **CUSTOM Billing** 'BRB Bill-Ready-Billing' and monthly Billing Invoice (replaces existing outbound EDI810 monthly Billing invoice)
 5. outbound EDI820 Payment record
 6. outbound EDI824 new EDI record confirm/reject new inbound EDI810 **CUSTOM Billing** 'BRB Bill-Ready-Billing' line items
 7. outbound EDI867 existing Usage History requests assumed to include net-metering and time-of-use
- Develop a process to hold the Electric Distribution company bill up to 3 days for the **CUSTOM Billing** 'BRB Bill-Ready-Billing' line items
- Develop a process to release the cycle bill within the cycle window in the event the 3-day SLA-Service Level Agreement is missed and issue the Customer's bill with no CUSTOM Billing 'BRB Bill-Ready-Billing' line items
- Update Bill Presentment to support **CUSTOM Billing** 'BRB Bill-Ready-Billing' option

High Level Assumptions

1. Specific details and EBT-Electronic Business Transaction Working Group EDI-Electronic Data Interchange decisions are needed to proceed regarding how a 3rd Competitive Supplier **CUSTOM Billing** 'BRB Bill-Ready-Billing' option would work. Decisions from EBT Working Group could take up to a year working with Supplier Services from the Joint Electric Distribution Companies. The EDI record changes are significant enough that engaging the NH EBT Working Group and EDI Vendors working with all the NH Electric Distribution Companies including regulators is unavoidable.
2. Changes in assumed process will impact high level OOM-Order Of Magnitude estimate timeline. OOM was based on best guess assumptions regarding how a new **CUSTOM Billing** option for Competitive Supplier might work based on the experience in other states. This effort is considered an XL-Large T-Shirt size effort as this is a significant change to NH EDI processing and the complexities of different EDI used in different states.
3. All Competitive Suppliers will use same **CUSTOM Billing** 'BRB Bill-Ready-Billing' option process working with Electric Distribution Companies.
4. The number **CUSTOM Billing** line items from Competitive Supplier may need to be limited regarding Electric Distribution Company bill presentment capabilities and consideration for the length of the bill. Reasonable number of line items to be agreed upon by Joint Electric Distribution Companies and decision supported in testimony.
5. Validation, accuracy, rate changes, proration of the **CUSTOM Billing** line items is the responsibility of the Competitive Supplier. Electric Distribution Company will not be monitoring and validating Competitive Supplier **CUSTOM Billing** line items.
6. Changes to payment processing rules, new reports, correspondence, Web changes, Move Out/Move In, etc. are not expected and are considered Out Of Scope.
7. EDI Usage records will be changed to also pass NETKWH, Purchase KWH, Sales KWH including ON/OFF Peak KWH as it is assumed this data will be needed for CUSTOM Billing 'BRB Bill-Ready-Billing' and wanted in historical Usage record.
8. Bill Presentment will be updated to direct customer questions on **CUSTOM Billing** line items to their Competitive Supplier.
9. Bill Messages from Competitive Suppliers will not be allowed.
10. Competitive Supplier cancel/rebill of **CUSTOM Billing** 'BRB Bill-Ready-Billing' option will not be allowed. Competitive Supplier would be responsible for their own adjustments on the customer's next bill. Distribution company cancel/rebill process will not be impacted.
11. Competitive Supplier **CUSTOM Billing** 'BRB Bill-Ready-Billing' option must follow Eversource 3rd party bill presentment vendor text limitations.
12. Competitive Suppliers will agree to a 3-day SLA-Service Level Agreement to provide **CUSTOM Billing** line items to the Electric Distribution Companies. If Bill-Ready-Billing (BRB) Suppliers do not provide line items within the 3 days, the Customer's bill goes out with the Distribution Company Delivery bill calc only. Bill-Ready-Billing (BRB) will bill their Supply on their own as they missed the agreed upon 3-day SLA-Service Level Agreement. This avoids doubling up on the Supply Bill-Ready-Billing the next month on the Distribution Company bill.
13. Competitive Supplier existing **COMPLETE** and **PASS-THROUGH** Billing Types require no changes and new **CUSTOM Billing** 'BRB Bill-Ready-Billing' is an optional 3rd Billing Type for Competitive Suppliers.
14. Purchase Of Receivables and **CUSTOM Billing** development should not be done at the same time. Separate successive technical efforts are recommended.

Capital Project – Incremental - High Level Order Of Magnitude (OOM) Estimate Timeline for New Hampshire CUSTOM Billing ‘BRB Bill-Ready-Billing’ option (C2, NHLPB)

High Level - Order Of Magnitude (OOM)	Cost	Duration
<p>Puc 2205.16(d): When a CPA elects to utilize consolidated billing service for any customer, the CPA shall also elect to: (1) Calculate the charges or credits for electricity supply and services for the customer in accordance with the CPA’s customer classes or rate structures, based upon customer usage data provided by the customer’s utility, and provide such charges or credits to the utility for presentment on the customer’s bill</p> <ol style="list-style-type: none"> 1) Eversource will need to modify two Billing systems (C2, NHLPB) to allow a new CUSTOM Billing ‘BRB Bill-Ready-Billing’ option 2) Update system tables (database records) and existing front end online screens (C2, NHLPB) to allow a new (Competitive Supplier 3rd Billing Type) CUSTOM Billing ‘BRB Bill-Ready-Billing’ option <ul style="list-style-type: none"> COMPLETE Billing (existing) PASS-THROUGH Billing (existing) CUSTOM Billing (new ‘BRB Bill-Ready-Billing’ option) 3) Update existing back-end Supplier Maintenance processing (C2, NHLPB) regarding new CUSTOM Billing ‘BRB Bill-Ready-Billing’ option 4) Significantly change NH EDI process (C2, NHLPB) to support CUSTOM Billing ‘BRB Bill-Ready-Billing’ using EDI standards from other states <p>‘current-state’ does <u>not</u> support CUSTOM Billing ‘BRB Bill-Ready-Billing’ and does <u>not</u> support net-metering or time-of-use usage data</p> <ol style="list-style-type: none"> 1. <u>inbound EDI814 Admin record enrollment, change, drop</u> 2. outbound EDI814 Admin record confirm/reject enrollment/change/drop 3. outbound EDI810 Billing record 4. outbound EDI820 Payment record 5. outbound EDI867 Usage History record <p>‘future-state’ XL T-Shirt size effort to support CUSTOM Billing ‘BRB Bill-Ready-Billing’ (update Report Mart for viewing new EDI records)</p> <ol style="list-style-type: none"> 1. inbound EDI814 Admin record enrollment, change, drop to include CUSTOM BILLING ‘BRB Bill-Ready-Billing’ indicator 2. inbound EDI810 new EDI record for CUSTOM Billing line items including billing calculation, text, type, billing determinant, <u>price/decimal/ and rounded \$ etc.</u> 3. outbound EDI814 Admin record confirm/reject enrollment/change/drop including CUSTOM BILLING ‘BRB Bill-Ready-Billing’ indicator 4. outbound EDI867 updated Usage record to include net-metering and time-of-use needed for CUSTOM Billing ‘BRB Bill-Ready-Billing’ and monthly Billing Invoice (replaces existing outbound EDI810 monthly Billing invoice) 5. outbound EDI820 Payment record 6. outbound EDI824 new EDI record confirm/reject new inbound EDI810 CUSTOM Billing ‘BRB Bill-Ready-Billing’ line items 7. outbound EDI867 existing Usage History requests assumed to include net-metering and time-of-use 	~\$4.7M	~15 months

5) Separate NH EDI changes from other operating companies with EDI in C2 (CT EDI, MA EDI).		
6) Develop a process (such as setting an exception) that holds the Electric Distribution company bill up to 3 days for the CUSTOM Billing 'BRB Bill-Ready-Billing' line items (C2, NHLPB)		
7) Develop a process that releases the cycle bill within the cycle window in the event the 3-day SLA-Service Level Agreement is missed and issue the Customer's bill with no CUSTOM Billing 'BRB Bill-Ready-Billing' line items (C2, NHLPB)		
8) Update Bill Presentment working with 3 rd party vendor KUBRA to support CUSTOM Billing 'BRB Bill-Ready-Billing' option (C2)		

Capital Project Cost Timeline

Project Authorization Funding Project Resources	NH EBT-Electronic Business Transaction Working Group EDI– Electronic Data Interchange	Requirements & Design	Build	Test	Deploy and Post Implementation	Total
*Up to 4 months	May take up to a year for NH EBT to approve EDI requirement	5 months	5 months	4 months	1 month	~15 months
Capital \$ and Project Resources secured		\$1,500,000	\$1,500,000	\$1,200,000	\$500,000	~\$4,700,000

Liberty Bill-Ready Cost Estimate

Docket No. DE 23-XXX
Attachment JU-1
Page 5 of 6

Work item	Estimates		
	Hours	Rate	Total
Enterprise Architecture/Solution Design	360	\$90	\$32,400.00
Business Analysis	480	\$90	\$43,200.00
Requirements & Documentation	360	\$90	\$32,400.00
Process Documentation	180	\$90	\$16,200.00
Technical deployment & Change Management	120	\$90	\$10,800.00
Monitoring SLA's and Capabilities	120	\$90	\$10,800.00
Build Quality Review	900	\$90	\$81,000.00
Cyber Risk Analysis	100	\$90	\$9,000.00
Legal Review & Approval	40	\$90	\$3,600.00
Data Provisioning & Connectivity	120	\$90	\$10,800.00
Service Desk/Service Management/Change Management /Access Control Services	150	\$90	\$13,500.00
Training/CBT updates/Communications/ Business Readiness	300	\$90	\$27,000.00
Manage test execution: Integration & Regression Testing	420	\$90	\$37,800.00
Deployment / Cutover / Build to Run	300	\$90	\$27,000.00
T&E Estimate			\$80,000.00
Project Planning & Management	900	\$90	\$81,000.00
Detailed design workshops, functional sepcification and configuration, SAP technic			\$1,251,200.00
Testing script preparation, execution and defect remediation, training development,			\$678,400.00
Final preparation for go live, cutover plan, SAP transport movement			\$316,800.00
Post go live support			\$316,800.00
Est Total			\$3,079,700.00

Timeline Estimate- Bill Ready:

- Approval via Capital Project
- BRD Development: 3-4 Months
- Development and QA: 8-9 Months
- Process Development & Testing: 6-9 Months, to include Bill Print Updates
- Production: 1 Month
- **Total: Minimum 18-24 Months upon approval via Capital Project and completion of Upgrade**
 - Timeline impacts:
 - Production Showstoppers
 - Regulatory Compliance Items
 - Custom Code requires updates and retesting

Cost Estimate- Bill Ready:

- CIS Vendor: Minimum \$265,000
- Bill Print Vendor: \$22,500
- Internal Labor for Process Development and Testing: \$454,270
- Performance Testing: \$5,000
- Contingency Reserves: 25% = \$186,692.50
- Total: Minimum (without Contingency Reserves) = \$746,770
- **Total: Minimum (with Contingency Reserves) = \$933,462.50**
 - Cost Impacts:
 - Custom Code requires updates and retesting
- **Ongoing Annual Maintenance Cost = \$53,000**

Timeline Estimate- EDI Updates:

- Approval via Capital Project
- BRD Development: 2-3 Months
- Development and QA: 3-4 Months
- Process Development & Testing: 3-4 Months, to include Bill Print Updates
- Total: Minimum 8-11 Months upon approval via Capital Project and completion of Upgrade
 - Timeline impacts:
 - Production Showstoppers
 - Regulatory Compliance Items
 - Custom Code requires updates and retesting

Cost Estimate- EDI Updates:

- CIS Vendor: Minimum \$26,500- \$53,000
- Bill Print Vendor: \$9,000
- Internal Labor for Process Development and Testing: \$48,520
- **Total: Minimum = \$84,020 - \$110,520**
 - Cost Impacts:
 - Custom Code requires updates and retesting
- **Ongoing Annual Maintenance Cost = \$5,300 - \$10,600**

TOTAL ESTIMATED COST FOR BILL-READY BILLING: approximately \$1,043,882 + \$63,600 per year for maintenance

CONSOLIDATED BILL-READY BILLING SERVICE AGREEMENT

This Consolidated Bill-Ready Billing Service Agreement (“Service Agreement”) made this day of _____, 20__, between [UTILITY NAME], a New Hampshire corporation with a principal place of business at _____ (“Utility”), and [AGGREGATION BILLING ENTITY], an entity with a principal place of business at _____ (“CPA”). The CPA or its energy supplier and load serving entity with ISO-NE (if separate entities) executed Utility Supplier Services Agreement dated [DATE], and all terms of the Utility Supplier Services Agreement are hereby incorporated by reference. CPA has elected to have Utility provide consolidated bill-ready billing service authorized by Puc 2205.16(d)(1), and will consist of: the Utility delaying the issuance of bills to provide usage data to the CPA; the CPA providing calculated results back to the Utility for the CPA’s charges and credits, and; the Utility printing the information received from the CPA on the supply portion of the customer bill, as further detailed below (“Bill-ready billing”). CPA and Utility have entered into this Service Agreement to set forth their understanding related to the provision of consolidated billing service pursuant to Puc 2205.16(d)(1). If the CPA commits a material breach of any of its obligations under this Service Agreement or the Utility Supplier Services Agreement with its associated terms and conditions and does not cure such breach within fifteen (15) days after receipt of a written notice from the Utility specifying the nature of such breach, the Utility may immediately discontinue bill-ready billing for the CPA and resume complete utility billing using the Utility’s current default service cents-per-kilowatt hour rate.

- I. The Utility shall supply customer usage information to the CPA in a standard electronic format via the Electronic Data Interchange (“EDI”) on the business day following that of the meter read.
- II. Within three (3) business days of receiving usage information for an account in a standard electronic format from the Utility, the CPA will provide the Utility with the CPA’s charges (and credits, if applicable) for each customer account in a standard electronic format via EDI for presentation on the supply portion of the current Utility-issued customer bill (i.e. CPA receives data on a Tuesday morning, data is due back to Utility before the batch is run on Thursday afternoon).
- III. CPA charges and credits shall apply only to the supply portion of the bill; under no circumstances shall any CPA charges or credits apply to the transmission, distribution, customer charge, or any other New Hampshire Public Utilities Commission-authorized item on the Utility bill. The Utility shall not honor any CPA credits should the customer return to the Utility’s default service.
- IV. If any CPA customer’s supply portion of the bill is negative once all credits and charges have been totaled, that negative balance can only apply in one of two ways: it can carry forward and the CPA can apply it to the next month’s calculations for that customer, or the CPA can issue a check for the negative balance directly to the customer. In no event shall the Utility issue any monetary CPA credits. In no event shall the Utility track CPA credits for application in future months. Should a CPA customer leave the CPA for a competitive supplier or Utility default service with a negative balance, that balance shall

- be zeroed out, and shall not apply to any portion of the customer's bill, including supply, once the customer has left the CPA.
- V. If the CPA fails to provide the Utility with complete charges and credits, with the associated factors and descriptions for those charges and credits, within the three business days from receiving the customer usage data, the Utility will proceed to issue bills without supply charges for that billing cycle. It will be the sole responsibility of the CPA to provide any missed charges and credits on the next customer bill. The CPA shall have no option in between the issuance of monthly bills to provide charges or credits that it missed for a given billing cycle.
 - VI. The charges (and credits, if applicable) received from the CPA by the Utility in standard electronic format via EDI for each customer account will contain no more than ten line items for all CPA bill-ready information. Line 1 will contain the desired name of the aggregation or representative, such as the CPA; Line 2 will contain the date range for the charges presented; Lines 3 through 9 will be available for charges, credits, and any billing corrections; Line 10 (or the line following the last charge) will contain the total for the supply portion of the bill.
 - VII. The CPA shall provide a sufficient description of all factors contributing to each charge or credit so that customers can calculate their own bills with every charge and credit provided by the CPA, consistent with the Puc 1200 rules.
 - VIII. The CPA shall provide line items, including descriptions and charges, no longer than the character limit for the Utility's system for line items (including punctuation, special characters and spaces)
 - IX. If CPA exceeds the Utility character limit for any line item, any characters over that limit will be truncated and will not appear on the bill. It is the sole responsibility of the CPA to ensure all line items meet the character limit and are not truncated. The Utility shall not be responsible for any truncated material.
 - X. After all charge and credit line items, the final line will be the total for the supply portion of the customer bill. CPA must provide this calculation; the Utility shall not make any calculations or edits, validate or monitor the information provided by the CPA.
 - XI. The Utility shall not take any corrective measures on behalf of the CPA regarding CPA-provided information. This includes any cancel/rebill functionality. All corrections shall be the sole responsibility of the CPA.
 - XII. In the event a transaction is rejected by EDI, it is the sole responsibility of the CPA to correct the submission so that it is accepted by EDI within the three-day period to submit all charges and credits. There will be no time extensions for submission of charges and credits; the Utility shall not refrain from issuing the customer's bill for any longer than three days for any reason.
 - XIII. The CPA shall hold the Utility harmless for any disputes from customers over the CPA-provided supply portion of the customer bill. The CPA shall be exclusively responsible for the accuracy of the descriptions of the charges and the charges themselves and ensuring that all of the aforementioned comply with the Puc 1200 rules and any other relevant rules and laws.

- XIV. This Service Agreement (and the Supplier Services Agreement incorporated by reference) is the entire agreement between the parties with respect to the provision of consolidated billing services. This Service Agreement may be executed simultaneously in two or more counterparts, each of which shall be deemed to be an original but all of which shall constitute one and the same document.

IN WITNESS WHEREOF, the Utility and CPA have duly executed this Service Agreement by their duly authorized representatives to be effective on the day and year first above written.

CPA

UTILITY

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____