



Billing Process

This document provides a basic description of the ISO New England billing process and relevant timelines.

Through sections of the ISO New England Tariffs, (Market Settlements and Services 25.7 (e) e-3 (c)-8., and

including Section 1, Exhibit D, "ISO New England Billing Policy

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on the ISO New England website. To stay current with changes to the settlement processes, join and view webinar presentations from the [Quarterly Settlements Forum](#) and subscribe to [ANotices](#)

Overview of the Billing Process

The settlement billing process comprises a number of steps, as follows, and as shown in the figure

- x After the ISO receives market inputs, it performs the settlement and issues the results to customers via BDC /C2_0 1



Statement Contents

The [Sample Invoice and Remittance Advice](#) page on the ISO's website provides a sample billing statement, including interactive links describing each line item that may appear on a customer's bill and indicating whether it is a weekly or monthly charge.

When a customer retrieves an invoice via its secure FTP site, three MIS files are available for download: the BL_INVOICE and BL_DETAILS, which are CSV files, and BL_PRINT, which is a PDF file.

The information in the BL_INVOICE and BL_DETAILS files is presented in the ISO's Market Settlement Ratio LST(o)-23.7 (w0 Tw 30.42925.7 (t)-1.5 (e)r)-23.1 (-1.4 (h)-25.7 (ly)v6.74 0 -1.7 (d)-1.5 (e)-0 Tw 30.4-1.4 (h)-254 (L;25.8 (e)-23



The “XLTX” link for each report provides an Excel template of the corresponding report with no data. The “CSV” link provides an Excel sample of the corresponding report with sample data.

The [Billable Line Item Descriptions](#) page on the ISO's website includes links to descriptive pages on each of the



The DRP billing is performed only once for each obligation month and is included in the monthly statement issued five months after the operating month. As an example, the DRP for the operating month of January is billed on the monthly statement issued in June. The ISO does not process the resettlements for early submissions received data until after the submittal deadline. MIS reports for the DRP are issued in the fourth month after the obligation month. A [monthly/resettlement timeline](#) for an operating month, posted on the website, visually explains this process.

Since the monthly statement contains both the initial settlements for the current obligation period, as well as the DRP settlements for a prior obligation period, multiple line items for the same service appear on the statement. Like line items can be identified by their billing period ("from" and "to" dates). The DRP line amount on the statement is the difference between the resettlement and the initial settlement. The difference can be validated by subtracting the total amount settled on the initial MIS report from the total amount on the DRP MIS report.

Billing Disputes

Customers can submit to the ISO several types of requests for billing adjustments for disputes regarding a line item on the bill

- x Requested Billing Adjustment (RBA) Relates to errors in the application of the ISO's tariff
- x Meter Data Error RBA (MDE RBA) Relates to correcting meter data that were inaccurate after DRP revisions

In all cases, the customer must pay the invoice amount in full before requesting a billing adjustment. To submit a valid RBA, the customer must meet certain criteria within defined procedures and deadlines.

The [ISO New England Billing Policy, Exhibit D](#) describes the procedures for submitting an RBA.

[Market Rule 1](#) Sections III.3.6 to III.3.8, contain the eligibility requirements for submitting an MDE RBA. [Manual 28, Section 6](#), describes the MDE RBA process. To begin this process a customer must complete the [MDE RBA Form](#) by the MDE RBA submission limit (i.e., deadline) and submit the revised meter data to the ISO by the MDRBA data-submission deadline.

The [Requested Billing Adjustment Meter Data Error Correction Request Summary](#) (Billing Dispute Overview)



DRP settlement. The MDE RBA billing adjustment can be validated by subtracting the total amount settled in the
DRP MIS report from the total amount settled in the MDE RBA MIS report.

Questions and Answers on the Billing Process

Specific information about ISO New England billing process and answers to questions frequently asked by
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