

Supplier Adjustment to Customer Bills – Eversource WMA

A supplier may issue a customer a credit or debit which will appear on the customer's Eversource bill using the Supplier Adjustment procedure. The procedure can be used for a variety of purposes including crediting sales tax, correcting an incorrect rate, or issuing a credit or debit to the customer for other reasons as determined by the supplier/customer relationship.

The supplier identified adjustments are entered into a spreadsheet using a prescribed format. Spreadsheet is submitted to Eversource distribution company via email: SupplierServices@eversource.com

Eversource processes the file. The results of the submission are attached to the email response in the form of a Supplier Adjustment Status Report for supplier verification. The adjustment will appear on the customer's next bill after successful processing.

Download the Supplier Adjustment Template

The supplier adjustment template ('OMNI SADJ_Sample Input WMA') can be found on the Electric Supplier Information in Western Massachusetts webpage at Eversource.com.

Enter in the specified information, one record per account, paying close attention to the specified format. The same spreadsheet may contain a mix of accounts, Supplier Duns, credits and debits, and adjustment codes. (See the Technical Notes for a description of the fields.) More than one adjustment may be entered per account. Each adjustment will appear as a separate line item on the bill. An important note: When entering the rate adjustment code, enter the values as text as follows: '00x ('apostrophe' 'zero' 'zero') to retain leading zeros.

The spreadsheet must be saved as an excel file (.xls) using the supplier name and the date of the submission, as follows:

SADJ_INPUT_SupplierName_mmddyy.xls

After creating the file as a spreadsheet, save it using normal .xls format.

OMNI SADJ Sample Input File for WMA

Account Number	Supplier Duns	Adjustment Amt	Debit/Credit Ind	Adjustment code	Allocation Code	POD ID
72852963741	111222333	1111111.11	-	005	N	90508461
72497580020	444555666	500	+	005	N	90469740
72708670040	1234567892222	200.25	-	006	N	90494868

Submit the Spreadsheet via email

Attach the supplier adjustment spreadsheet, specifying "SADJ", Supplier name, and DUNS number in the email subject line.

What happens next?

Adjustment spreadsheets will be processed within 5 business days.

Eversource will load the data file and run basic data consistency checks, including:

- Formatting
- Fields are correct for the expected field
- Supplier Duns exists
- Account exists
- The supplier is serving the account or has served it recently (before charge back)

Each adjustment is either accepted or rejected independently.

Eversource will attach a supplier adjustment status report to the email response after the adjustments are processed. It reports out exactly what the system accepted and what was rejected with simple error diagnostics. If an error occurs, the supplier should correct the errors and submit the new file, with ONLY the adjustments that were rejected, as a second attachment with 'v2' added to the attachment name.

An error can be found quickly by checking to see if there were any rejections noted in the summary of the status report.

PLEASE save the certificate data after reviewing the status report and confirming adjustments have been added correctly.

It is not Eversource's responsibility to check supplier adjustments or make any determination of their accuracy or applicability.

Technical Notes

Supplier Adjustment File Formatting

.xls format

File naming convention: SADJ_INPUT_SupplierName_mmddyy.xls

Maximum number of adjustments (or records) per file:

4000 adjustments maximum per file

If additional adjustments are required, they must be submitted in separate files. A number can be added after the supplier name to distinguish between the various files.

SADJ_INPUT_SupplierName_mmddyy_1.xls

SADJ_INPUT_SupplierName_mmddyy_2.xls

Posting of adjustments

The adjustment will appear in the next customer bill after the posting of the adjustment. The supplier adjustment report will indicate the date of the posting of adjustments. Any account billing out the day after the posting should carry the adjustment.

Field Name	Length	Notes
Account Number	11 digits	<ul style="list-style-type: none">• Cannot have embedded hyphens or spaces in this field.• Supplier must be serving or served the account recently (prior to chargeback).• Account must be active• Account must be a complete billing account - that is Eversource bills customer for both T&D and generation on behalf of the supplier
Supplier Duns	9 characters or 13 characters	Supplier/Duns relationship status cannot be 'written-off, i.e. no chargeback to supplier has occurred
Adjustment Amount	10 characters	Cannot have \$ or comma in this field. Maximum of 9999999.99
Debit / Credit Indicator	Can be + or -	+ adds to the customer balance, a debit to customer. - subtracts from the customer balance, a credit to the customer.
Supplier Adjustment Code	3 characters - two leading zeroes	Valid codes for Supplier submission are: <ul style="list-style-type: none">o 005 Sales Taxo 006 Adjustment (supplier discretion) Enter using: apostrophe zero digit '004 for example to keep the leading zero.
Supplier Allocation Code	character	Always 'N'
PODID	8 Characters	Must be an Active POD ID

Supplier Adjustment Status Report – Sample

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