

Retail Market Guide

January 1, 2007

ERCOT Retail Market Guide

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Retail Market Guide
Section 1: Purpose

October 1, 2006

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1 PURPOSE

The Retail Market Guide (RMG) contains information for Market Participants(MP) that is necessary for participating in the competitive deregulated retail electric market in Texas. It is not a substitute for the Electric Reliability Council of Texas (ERCOT) Protocols or the Public Utility Commission of Texas (PUC) Substantive Rules. Each M P shall comply with the Protocols and the PUC Substantive Rules. In the event of a conflict of Protocols or PUC Substantive Rules, the Protocols and PUC Substantive Rules take precedence over the RMG.

This RMG may be updated monthly. The most recent version of this RMG is posted on the ERCOT website.

Retail Market Guide
Section 2: Definitions and Acronyms

October 1, 2006

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2 DEFINITIONS AND ACRONYMS

Relevant terms and definitions used in this document can be found in ERCOT Protocol Section 2, Definitions and Acronyms, and PUCT Substantive Rules Chapter 25. Full text of those documents are available on the ERCOT and PUC websites. Section 2.1, Definitions and 2.2, Acronyms contain terms not defined in either the Protocols or PUCT Substantive Rules.

2.1 Definitions

Date Certain

Effective Date of a transition which is not necessarily associated with a normally scheduled meter read date for the subject ESI ID.

Decision

Parameters associated with a transition event that dictate the parties involved and the Target Effective Date of a transition. Decision parameters include designation of the Losing CR, the Gaining CR, the preliminary list of transition ESI IDs and the Target Effective Date of the transition.

Drop to Affiliate Retail Electric Provider (AREP)

TX SET transaction.

Drop to Competitive Retailer (CR)

Proposed TX SET transaction which would mimic the Drop to AREP transaction but would result in the subject ESI ID being transitioned to the specified CR.

Drop to Provider of Last Resort (POLR)

Proposed TX SET transaction which would mimic the Drop to AREP transaction but would result in the subject ESI ID being transitioned to the specified POLR.

Effective Date

Date on which the transition of ESI IDs from the Losing CR to the Gaining CR is to take place. This is the date on which the meter reading is taken and is used in transition transactions.

Gaining Competitive Retailer

Competitive Retailer identified in the initiating decision who is to become the REP of Record as of the Effective Date for a transition ESI ID following the transition.

In-Flight

Transactions in progress.

Launch

Initial step in the transition process whereby parties are informed that a transition event is underway and overall management of the transition project begins.

Losing Competitive Retailer

Competitive Retailer identified in the initiating decision who is to be removed as the REP of Record upon processing of a transition transaction.

Modified Switch Process

Process of using a switch transaction in which a placeholder date is used to allow the transaction to meet TX SET date validation requirements. The placeholder date is replaced with the Effective Date on which the meter reading was taken.

New Competitive Retailer

Competitive Retailer who is neither the Losing CR nor the Gaining CR and who is involved in a transaction associated with a transition ESI ID during or following a transition.

Non-IDR

Meter device for measuring usage that does not involve Interval Data Recorders.

Off-Cycle

An activity performed not in association with the normally scheduled cycle for reading meters.

Pending Transaction

Any transaction associated with a transition ESI ID that is in-flight (not Completed) when the transition event occurs.

Target Effective Date

Effective Date for the transition of ESI IDs identified in the decision. This date may be modified by Agreement among Market Participants based on the transition ESI ID volume, the TDSP capacity to read meters, and process transactions involving manual intervention.

Transition Event Switch Transaction

Proposed TX SET transaction that would allow the effect of the Modified Switch Process to be accomplished without manual intervention in systems of transaction processing.

2.2 Acronyms

Retail Market Guide
Section 3: Retail Market Guide Revision Process

October 1, 2006

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3 RETAIL MARKET GUIDE REVISION PROCESS

3.1 Introduction

- (1) A request to make additions, edits, deletions, revisions, or clarifications to this Retail Market Guide (RMG), including any attachments and exhibits to this RMG, is called a “Retail Market Guide Revision Request” (RMGRR). Except as specifically provided in other Sections of the RMG, this Section shall be followed for all RMGRRs. ERCOT Members, Market Participants (MP), PUCT Staff, ERCOT Staff, and any other entities are required to utilize the process described herein prior to requesting, through the PUCT or other Governmental Authority, that ERCOT make a change to the RMG, except for good cause shown to the PUCT or other Governmental Authority.
- (2) All decisions of the Retail Market Subcommittee (RMS), as defined below, the ERCOT Technical Advisory Committee (TAC) and the ERCOT Board with respect to any RMGRR shall be posted to the Market Information System (MIS) within three (3) Business Days of the date of the decision. All such postings shall be maintained on the MIS for at least 180 days from the date of posting.
- (3) The “next regularly scheduled meeting” of the RMS, the TAC or the ERCOT Board shall mean the next scheduled meeting for which required notice can be timely given regarding the item(s) to be addressed, as specified in the appropriate ERCOT Board, TAC or RMS procedures.
- (4) The RMS shall ensure that the RMG is compliant with the ERCOT Protocols. As such, the RMS will monitor all changes to the ERCOT Protocols and initiate any RMGRRs necessary to bring the RMG in conformance with the ERCOT Protocols. The RMS will also initiate an ERCOT Protocol Revision Request (PRR) if such a change is necessary to accommodate a proposed RMGRR prior to proceeding with that RMGRR.
- (5) Throughout the RMG, references are made to the ERCOT Protocols. ERCOT Protocols supersede the RMG and any RMGRR must be compliant with the ERCOT Protocols. The ERCOT Protocols are subject to the revision process outlined in Section 21, Process for Protocol Revision of the ERCOT Protocols.
- (6) ERCOT Staff may make non-substantive corrections at any time during the processing of a particular RMGRR. Under certain circumstances, however, the RMG can also be revised by ERCOT Staff rather than using the RMGRR process outlined in this Section.
 - (a) This type of revision is referred to as an "Administrative RMGRR" or “Administrative Change” and shall consist of non-substantive corrections, such as typos (excluding grammatical changes), internal references (including table of contents), improper use of acronyms, and references to ERCOT Protocols, PUCT Substantive Rules, the Public Utility Regulatory Act (PURA), North American Electric Reliability Council (NERC) regulations, Federal Energy Regulatory Commission (FERC) rules, etc.

- (b) ERCOT shall post such Administrative RMGRR to the MIS and distribute the RMGRR to the RMS at least ten (10) Business Days before implementation. If no interested party submits comments to the Administrative RMGRR, ERCOT Staff shall implement it according to Section 3.6, Revision Implementation. If any interested party submits comments to the Administrative RMGRR, then it shall be processed in accordance with the RMGRR process outlined in this Section.

3.2 Submission of Retail Market Guide Revision Requests

The following Entities may submit a RMGRR:

- (1) Any Market Participant (MP);
- (2) Any Entity that is an ERCOT Member;
- (3) PUCT Staff;
- (4) ERCOT Staff; and
- (5) Any other Entity who resides (or represent residents) in Texas or operates in the ERCOT Region.

3.3 Retail Market Guide Revision Procedure

3.3.1 Review and Posting of Retail Market Guide Revision Requests

RMGRRs shall be submitted electronically to ERCOT by completing the designated form provided on the MIS. ERCOT shall provide an electronic return receipt response to the submitter upon receipt of the RMGRR.

The RMGRR shall include the following information:

- (1) Description of requested revision;
- (2) Reason for the suggested change;
- (3) Impacts and benefits of the suggested change on ERCOT market structure, ERCOT operations and Market Participants (MP), to the extent that the submitter may know this information;
- (4) RMGRR Impact Analysis (IA), applicable only for a RMGRR submitted by ERCOT Staff;
- (5) List of affected RMG Sections and subsections;
- (6) General administrative information (organization, contact name, etc.); and

- (7) Suggested language for requested revision.

ERCOT shall evaluate the RMGRR for completeness and shall notify the submitter within five (5) Business Days of receipt if the RMGRR is incomplete, including the reasons for such status. ERCOT may provide information to the submitter that will correct the RMGRR and render it complete. An incomplete RMGRR shall not receive further consideration until it is completed. In order to pursue the revision requested, a submitter must submit a completed version of the RMGRR with the deficiencies corrected.

If a submitted RMGRR is complete or, once a submitter corrects a RMGRR, ERCOT shall post the complete RMGRR to the MIS and distribute it to the RMS within three (3) Business Days.

3.3.2 ERCOT Impact Analysis Based on Retail Market Guide Revision Request

ERCOT shall complete an IA based on the submitted RMGRR and will report the IA's results to RMS at the next scheduled RMS meeting.

The IA shall include:

- (1) An estimate of any cost and budgetary impacts to ERCOT;
- (2) The estimated amount of time required to implement the proposed RMGRR;
- (3) The identification of alternatives to the original proposed language that may result in more efficient implementation; and
- (4) The identification of any manual workarounds that may be used as an interim solution.

3.3.3 Retail Market Subcommittee Review and Action

Any interested party may comment on the RMGRR. To receive consideration, comments must be delivered electronically to ERCOT in the designated format provided on the MIS within twenty-one (21) days from the posting date of the RMGRR. Comments submitted after the due date of the twenty-one (21) day comment period may be considered at the discretion of the RMS after these comments have been posted. Comments submitted in accordance with the instructions on the MIS regardless of date of submission shall be posted to the MIS and distributed electronically to the RMS within three (3) Business Days of submittal.

RMS shall review the RMGRR at its next regularly scheduled meeting after the end of the twenty-one (21) day comment period, unless the twenty-one (21) day comment period ends less than three (3) Business Days prior to the next regularly scheduled RMS meeting. In that case, the RMGRR will be reviewed at the next regularly scheduled RMS meeting. At such meeting, the RMS may take action on the RMGRR to:

- (1) Recommend approval as submitted or modified and recommend priority and rank for any RMGRRs having impact to ERCOT systems or staffing;
- (2) Recommend rejection;

- (3) Defer action on the RMGRR; or
- (4) Refer the RMGRR to a working group or task force.

Within three (3) Business Days after the RMS takes action to recommend approval, recommend approval with modifications, or reject the RMGRR, ERCOT shall issue a report (“RMS Recommendation Report”) to TAC reflecting the RMS action and post the same to the MIS. The RMS Recommendation Report shall contain the following items:

- (1) Identification of submitter;
- (2) Revised RMG language, when appropriate;
- (3) Identification of authorship of comments;
- (4) Proposed effective date(s) of the RMGRR;
- (5) Recommended action: approval, or approval with modified language;
- (6) Procedural history;
- (7) RMS recommendation;
- (8) Summary of RMS discussion; and
- (9) Impacts and benefits of the suggested change on ERCOT market structure, ERCOT operations and M Ps, to the extent that the submitter may know this information.

Any interested party may comment on the RMS Recommendation Report. To receive consideration, comments on the RMS Recommendation Report must be delivered electronically to ERCOT in the designated format provided on the MIS within five (5) Business Days from the date of posting/distribution of the RMS Recommendation Report.

Within three (3) Business Days of receipt of comments related to the RMS Recommendation Report, ERCOT shall post such comments to the MIS. The comments shall include identification of the commenting Entity. RMS shall review the RMS Recommendation Report and any posted comments to the Recommendation Report at its next regularly scheduled meeting after the end of the five (5) day comment period.

3.3.4 Additional Comment Period for Modified Retail Market Guide Revision Requests

If RMS modifies the proposed language in an RMGRR, such RMGRR shall be subject to an additional twenty-one (21) day comment period. RMS shall consider any comments submitted during the comment period at its next regularly scheduled meeting. If no comments are submitted during the comment period, ERCOT shall forward the RMS Recommendation Report to TAC for consideration.

If ERCOT determines that modifications to a previously submitted IA are needed for a RMGRR, ERCOT shall complete an IA based on the RMS Recommendation Report and will report the IA's results to TAC for review at its next regularly scheduled meeting.

3.3.5 *PRS Review of Project Prioritization*

If the IA indicates there will be an impact to ERCOT systems and staffing, then the IA shall be forwarded to PRS for prioritization. The PRS shall recommend to TAC an assignment of a Project Priority for each RMGRR recommended for approval by RMS.

3.3.6 *Technical Advisory Committee Review and Action*

Upon recommendation for approval of a RMGRR by the RMS and issuance of an IA by ERCOT to TAC, the TAC shall review the RMGRR and the IA at its next regularly scheduled meeting; provided that the IA is available for distribution to the TAC at least seven (7) days in advance of the TAC meeting.

The TAC shall take one (1) of the following actions regarding the RMGRR:

- (1) Approve the RMGRR as originally submitted or as modified by TAC;
- (2) Reject the RMGRR; or
- (3) Remand the RMGRR to RMS with instructions.

If the RMGRR is approved by the TAC, as recommended by RMS or modified by the TAC, the TAC shall review and approve or modify the proposed effective date.

If TAC approves as submitted, approves as modified, or rejects a RMGRR, ERCOT shall prepare a TAC Action Report and post it on the MIS within three (3) Business Days of the TAC decision. The TAC Action Report shall contain the following items:

- (1) Identification of the submitter of the RMGRR;
- (2) Modified RMG language proposed by TAC;
- (3) Identification of the authorship of comments;
- (4) Proposed effective date(s) of the RMGRR;
- (5) Procedural history;
- (6) RMS recommendation;
- (7) Summary of RMS discussion;
- (8) TAC Action (or recommendation to the ERCOT Board for RMGRRs with impacts to ERCOT's systems or staffing);

- (9) Summary of TAC discussion; and
- (10) Impacts and benefits of the suggested change on ERCOT market structure, ERCOT operations and Market Participants, to the extent that the submitter may know this information.

TAC shall consider the Project Priority of each RMGRR with impacts to ERCOT's systems or staffing and make recommendations to the ERCOT Board.

The Chair of TAC shall report the results of all votes by TAC related to RMGRRs to the ERCOT Board at its next regularly scheduled meeting.

3.3.7 *ERCOT Board Review and Action*

The ERCOT Board shall review all RMGRRs that impact ERCOT systems or staffing. The ERCOT Board shall take one of the following actions regarding RMGRRs recommended by TAC that have such impacts:

- (1) Approve the TAC recommendation as originally submitted or as modified by the ERCOT Board;
- (2) Reject the TAC recommendation; or
- (3) Remand the TAC recommendation to TAC with instructions.

3.3.8 *Withdrawal of a Retail Market Guide Revision Request*

By providing notice to RMS, the submitter of a RMGRR may withdraw the RMGRR at any time prior to a recommendation for approval of the RMGRR by the RMS. ERCOT shall post a notice of the submitter's withdrawal of a RMGRR on the MIS within one (1) Business Day of the submitter's notice to RMS.

The submitter of a RMGRR may request withdrawal of a RMGRR after its recommendation for approval by RMS. Such withdrawal must be approved by the RMS (if it has not yet been considered by RMS) or by the TAC (if it has been recommended for TAC approval by RMS but not yet considered by the TAC). Once approved by TAC, a RMGRR cannot be withdrawn.

3.4 *Appeal of Decision*

With reference to a decision by RMS, any interested party may appeal directly to the TAC. Such appeal to the TAC must be submitted to ERCOT within ten (10) Business Days after the date of the relevant decision. Appeals made after this time shall be rejected. Appeals to the TAC shall be posted on the MIS within three (3) Business Days and placed on the agenda of the next available regularly scheduled TAC meeting, provided that the appeal is provided to ERCOT at least eleven (11) days in advance of the TAC meeting; otherwise the appeal will be heard by the TAC at the next regularly scheduled TAC meeting.

With reference to a decision by TAC, any interested party may appeal directly to the ERCOT Board. Such appeal to the ERCOT Board must be submitted to ERCOT within ten (10) Business Days after the date of the relevant decision. Appeals made after this time shall be rejected. Appeals to the ERCOT Board shall be posted on the MIS within three (3) Business Days and placed on the agenda of the next available regularly scheduled ERCOT Board meeting, provided that the appeal is provided to the ERCOT General Counsel at least eleven (11) days in advance of the Board meeting; otherwise the appeal will be heard by the ERCOT Board at the next regularly scheduled Board meeting. Any interested party may appeal any decision of the ERCOT Board regarding the RMGRR to the PUCT or other Governmental Authority. Such appeal to the PUCT or other Governmental Authority must be made within thirty-five (35) days of the date of the relevant decision. If the PUCT or other Governmental Authority rules on the RMGRR, ERCOT shall post the ruling on the MIS.

3.5 Urgent Requests

The party submitting a RMGRR may request that the RMGRR be considered on an urgent basis ("Urgent").

If a submitter requests Urgent status for an RMGRR, or upon a valid motion in a regularly scheduled meeting of the RMS and the RMS determines that such RMGRR:

- (1) Requires immediate attention from RMS due to (a) serious concerns about ERCOT System reliability or market operations under the unmodified language or (b) the crucial nature of settlement activity conducted pursuant to any settlement formula; and
- (2) Is of a nature that allows for rapid implementation without negative consequence to the reliability and integrity of the ERCOT System or market operations; then RMS may designate the RMGRR for Urgent consideration.

The RMS shall consider the Urgent RMGRR at its earliest regularly scheduled meeting, at a special meeting called by the RMS chair or a request for voting via electronic mail may be submitted to the RMS chair to consider the Urgent RMGRR.

If RMS recommends approval of the Urgent RMGRR, ERCOT shall submit a RMS Recommendation Report to the TAC within three (3) Business Days after RMS takes action. The RMS chair may request action from RMS to accelerate or alter the procedures described herein, as needed, to address the urgency of the situation.

Notice of an urgent RMGRR pursuant to this subsection shall be posted on the MIS. Any revisions to the RMG that take effect pursuant to an Urgent request shall be subject to an ERCOT IA pursuant to Section 3.3.2, ERCOT Impact Analysis Based on Retail Market Guide Revision Request.

3.6 Revision Implementation

For RMGRRs with no impact to ERCOT systems or staffing, upon TAC approval, ERCOT shall implement RMGRRs on the first day of the month following TAC approval, unless otherwise provided in the TAC Action Report for the approved RMGRR.

For RMGRRs with impacts to ERCOT systems or staffing, upon Board approval, ERCOT shall implement RMGRRs on the first day of the month following Board approval, unless otherwise provided in the Board Action Report for the approved RMGRR.

ERCOT shall implement an Administrative RMGRR on the first day of the month following the date it posted the Administrative RMGRR to the MIS.

Retail Market Guide
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Requirements

October 1, 2006

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4 PUBLIC UTILITY COMMISSION OF TEXAS (PUCT) REQUIREMENTS

The PUCT Substantive Rules establish the rights and responsibilities of the electric utilities, including transmission distribution service provider (TDSP) non-utility wholesale and retail Market Participants, and electric customers. The PUCT has also approved tariffs for Competitive Retail Access in municipally owned utilities and electric cooperatives. The complete text of the PUCT Substantive Rules is located on the PUCT website.

Competitive Retailers (CRs) intending to operate in Texas must be certified by the PUCT. The PUCT Substantive Rules provide the various administrative, financial and technical requirements for certification, as well as, the conditions under which certification may be suspended or revoked.

Retail Market Guide
Section 5: Electric Reliability Council of Texas (ERCOT)

November 13, 2006

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5 ELECTRIC RELIABILITY COUNCIL OF TEXAS (ERCOT)

The functions of ERCOT are outlined in ERCOT Protocol Section 1.2, Functions of ERCOT. In addition, customer registration information can be found in the ERCOT Protocol Section 15, Customer Registration. As part of the certification process CRs and TDSPs must complete ERCOT registration requirements as described in Protocol Section 16, Registration and Qualification of Market Participants.

5.1 ERCOT Retail Client Services and Help Desk

ERCOT's Retail Client Services department is available to assist with Market Participant questions and provide education as needed on Retail issues. Retail Account Managers act as the liaison between ERCOT and Market Participants as the primary contact for all Retail Market operation questions and issues and are responsible for maintaining business relationships with all Market Participants to facilitate any issue resolution. They will analyze issues as they arise to provide support to Market Participants in their business functions with ERCOT and between other Market Participants and advocate Market Participant issues within ERCOT and provide communication back to Market. Retail Account Managers also address the needs of Market Participants during the certification process and actively participate in the Stakeholder process to communicate and resolve issues, and monitor the rules of the market to assist Market Participants with any questions/issues.

In addition, the Client Relations section also assists with the following:

- (1) ERCOT Protocols;
- (2) Market Participant registration information;
- (3) ERCOT tools such as *www.ercot.com*, Texas Market Link (portal), MarkeTrak, and Retail Testing website;
- (4) Reports and Extracts;
- (5) Training needs; and
- (6) Facilitation and general issue resolution.

Existing Market Participants should contact their assigned Retail Account Manager. Potential new Market Participants may call the general ERCOT Client Services phone number at (512) 248-3900 or contact ERCOT Client Services via e-mail at *ClientRelations@ercot.com*.

For technical questions about automated communications, connectivity issues such as NAESB or TML, IT support, data, and system administration issues, Market Participants should call or e-mail ERCOT's 24-hour Help Desk at (512) 248-6800 or *helpdesk@ercot.com*.

5.2 Retail Market Conference Call

The Retail Market Conference Call was created at the request of Retail Market Subcommittee to support CRs and TDSPs in performing their business functions with ERCOT and between other Market Participants. Topics of discussion for the bi-weekly call include but are not limited to:

- (1) Transaction and System Processing Updates (i.e. processing statistics; slow, late or large volumes).
- (2) Outage Notifications (i.e. planned/unplanned system Outages or maintenance updates).
- (3) Any issues affecting more than one (1) CR or the entire market (i.e., re-bill efforts, synchronization).
- (4) E-mailed agenda topics from the Market.

Individuals interested in receiving market call information (agendas and minutes) should contact their assigned Retail Account Manager. Potential new Market Participants may call the general ERCOT Client Services phone number at (512) 248-3900 or contact ERCOT Client Services via e-mail at *Client Relations@ercot.com*.

5.3 Retail Market Transaction Processing Service Availability

ERCOT is committed to providing reliable retail market transaction processing services to the competitive retail market in Texas. A description of the service availability targets and operating hours for retail market transaction processing services provided by ERCOT is available in document form on ERCOT's website on the Retail Market Subcommittee (RMS) homepage under "Key Documents". The availability targets are intended to build upon the requirements outlined in Protocol Section 15, Customer Registration and to provide additional guidance to Competitive Retailers (CRs) and Transmission and /or Distribution Service Providers (TDSPs) regarding retail market transaction processing service availability. In the event of a conflict with the ERCOT Protocols or PUCT Substantive Rules, the ERCOT Protocols and PUCT Substantive Rules take precedence over the service availability document.

Retail Market Guide
Section 6: Retail Market Subcommittee Working Groups

October 1, 2006

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6 RETAIL MARKET SUBCOMMITTEE WORKING GROUPS

RMS has several working groups that are in place to allow Market Participants the opportunity to participate in the developing business rules and practices that govern the retail electric market. These working groups are described below. Additional information about the working groups is available on the ERCOT website.

6.1 Market Metrics

The following are general procedures of the Market Metrics Working Group (MMWG) and are intended to guide all Working Group operations. Where more specific procedures for this Working Group are approved and communicated by the Retail Market Subcommittee (RMS) and/or the Public Utility Commission of Texas (PUCT), the applicable, specific procedures are intended to guide the operations of the group in lieu of these generally applicable procedures.

Establishment of the Market Metrics Working Group

The Market Metrics Working Group (MMWG) is a voluntary working group that reports to the RMS and performs various functions as set forth in the RMS Bylaws. The RMS and/or the PUCT will direct the MMWG.

The purpose of the MMWG is to:

- (1) Facilitate compliance with *Performance Measures for the Retail Electric Market* (P.U.C. Project No. 24462) and other approved market measurement requirements;
- (2) Recommend Performance Measures;
- (3) Respond to RMS Performance Measurement Requests;
- (4) Implement Performance Measures; and
- (5) Design and modify Performance Measures Reporting Template(s) as directed by RMS and/or PUCT.

MMWG documentations and templates are located on ERCOT's website, click on the Market Participants tab then go to Committees/MMetrics.

6.2 Texas Test Plan Team (TTPT)

The Texas Test Plan Team (TTPT) is a standing working group that reports to the RMS. The TTPT is comprised of Market Participants and ERCOT staff. TTPT performs the following functions:

- (1) Works in a cooperative manner to establish processes and procedures for testing the Market Participants commercial operations to verify retail systems compliant with ERCOT Protocols and PUC rulemakings;

- (2) Develops processes and procedures for testing that represent the consensus view of Market Participants directly involved in the testing process; and
- (3) Evaluates market processes defined by the ERCOT Protocols, Section 23, Texas Test Plan Team-Market Testing, other RMS working groups, and PUC rulemakings to establish testing requirements and materials necessary to validate those processes among Market Participants.

The TTPT works with the ERCOT Flight Administrator to ensure that testing processes and procedures are defined for the Market and that the content of those materials are thoroughly and equitably administered with all participants.

6.3 Texas Standard Electronic Transactions (TX SET) Working Group

The Texas Standard Electronic Transactions (TX SET) Working Group is a voluntary working group that reports to the Retail Market Subcommittee (RMS). TX SET performs various functions as set forth in the RMS Bylaws, and as determined by RMS.

RMS has approved the TX SET Working Group scope listed below:

- (1) Analyze the need for new transactions based upon Market Participants input.
- (2) Recommend & Implement Protocol Changes.
- (3) Control the publication and version management of TX SET documentation.
- (4) Design electronic transactions based on business requirements provided by RMS.
- (5) Enhance and modify existing transaction(s) based upon market need.
- (6) Participate in the National Standards Effort.
- (7) Provide educational material to the market on proper use of TX SET transactions.
- (8) Resolve Technical Standards Disputes/Issues.
- (9) Coordination and participate in various RMS Working Groups and Task Forces.
- (10) Recommend and implement changes to current business practices and business processes:
- (11) Analyze market (posed or potential) issue(s);
- (12) Organize findings on the issue;
- (13) Plan and hold market meetings;
- (14) Discuss findings with the market;
- (15) Develop market consensus;
- (16) Formalize recommendation(s) to RMS; and

(17) Institute changes

The Texas SET Working Group schedules Change Control Conference Calls at its discretion. These conference calls primarily take place during the Texas SET meeting. The purpose of these conference calls is to allow Market Participants and ERCOT a channel for submitting change requests to the current version of TX SET Implementation Guides and processes.

6.4 Texas Data Transport Working Group (TDTWG)

The Texas Data Transport Working Group (TDTWG) is responsible for creating and maintaining data transport implementation guides for the Texas Retail Electric Market. TDTWG assists Market Participants and ERCOT in resolving data transport issues and works with ERCOT and Market Participants during testing and implementation of a new data transport or new version.

As needed, TDTWG provides analysis ensuring new data transport(s) or new versions of an existing transport can support the Texas Market. The analysis must exhibit that a data transport is secure and reliable or it cannot be recommended. The Texas Data Transport Working Group also works with the North American Energy Standards Board (NAESB) as needed to help ensure the most current version of NAESB Electronic Delivery Mechanism specification includes requirements for the Texas Market. The Texas Data Transport Working Group is composed of representatives from Market Participant companies and their vendors, ERCOT and the PUCT. The Texas Data Transport Working Group is one of the working groups reporting to RMS.

6.5 Competitive Metering Working Group (COMET)

The Competitive Metering Working Group establishes the business policies and procedures to implement competitive metering services that became available to commercial and industrial customers on January 1, 2004.

6.6 Ad Hoc Working Groups

RMS may form ad hoc work groups with representation on each work group being appointed or approved by the subcommittee. The members of the work group elect a chair and vice chair, subject to confirmation by the RMS, for a one-year term on a calendar year basis or until the work group is no longer required. The subcommittee will direct these work groups and make assignments as necessary.

Retail Market Guide
Section 7: Market Processes

January 1, 2007

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7 MARKET PROCESSES

Market Participants and ERCOT have developed processes to resolve specific issues that allow the market to function in a more timely and efficient manner than initially implemented through Protocols. Some of these processes were developed as short-term “workarounds”, but have since become part of day-to-day operations of the market. Section 7 documents those solutions.

7.1 Market Synchronization

Market synchronization issues may arise as Market Participants submit and process transactions. ERCOT has developed MarkeTrak to help ensure that the various databases are synchronized with each other. The ERCOT MarkeTrak system is a web-based workflow application made available to all active Market Participants. MarkeTrak is the primary issue resolution tool used by CRs, TDSPs and ERCOT to resolve retail market transaction issues, request manual Service Order cancellations, request ERCOT assistance with inadvertent ESI ID transfers, and file data extract variance (a.k.a. DEV) issues.

All retail market transaction issues and data extract variances must be logged in the MarkeTrak system before they can be worked by an ERCOT staff member.

The MarkeTrak Users Guide is available on the ERCOT website.

7.1.1 *TDSP Cancel*

When it is necessary for a TDSP to request a manual cancellation of a Service Order at ERCOT, the TDSP shall submit the cancellation through the MarkeTrak process. The workflow will allow the CR and TDSP involved with the cancellation to have access to the issue. When ERCOT issues the cancel, it will provide the A13 reject code with explanatory text appropriate for the scenario.

7.1.2 *MarkeTrak Day-to-Day*

Market Participants use the MarkeTrak Day-to-Day workflow to report an issue to ERCOT and/or their trading partner. By selecting the type “Day-to-Day” and the correct subtype, Market Participants are able to create an issue that involves ERCOT and potentially another Market Participant or a NON-ERCOT issue (“point-to-point” between a Market Participant and their trading partner).

Some examples of issues that should be filed to ERCOT through MarkeTrak are Service Order Cancellations, Rep of Record Requests, Inadvertent Issues, Rejected Transactions and Missing Transactions. Some examples of NON-ERCOT Day-to-Day issues are billing questions and missing monthly usage.

For a more complete list of what constitutes a Day-to-Day issue and for guidelines on issue submission, timing, and issue resolution, Market Participants should refer to the MarkeTrak Users Guide.

7.1.3 *MarkeTrak Data Extract Variance Processes*

In order to ensure that market systems at ERCOT are in synch with Market Participant market systems, ERCOT created the ESI ID Service History and Usage Data Extract. ESI ID service history includes ESI ID relationships and ESI ID characteristics. This data extract provides transparency to Market Participants for ESI ID level data that ERCOT utilizes in market settlement. The Data Extract Variance Process will assist in the expedited resolution of ESI ID level data variances between ERCOT and Market Participant systems. LSEs, MREs, and TDSPs will receive these incremental changes from ERCOT on a daily basis. For Data Extract Variance Issues, Market Participants should refer to the MarkeTrak Users Guide for the business rules concerning filing a data extract variance issue.

If a variance, submitted according to MarkeTrak Users Guide, is not resolved prior to the True-Up Settlement, a Market Participant may seek correction of ESI ID service history and usage information and resettlement pursuant to the provisions of Protocol Section 20, Alternative Dispute Resolution Procedure.

7.2 *Inadvertent Gain Process*

The Texas retail electric market is designed to minimize inadvertent gains, but inadvertent gains may still occur. The procedures herein are intended to provide operational guidance to address inadvertent gains, in support of the Commission's customer protection rules, in particular P.U.C. SUBST. R. 25.495, Unauthorized Change of Retail Electric Provider. This section is intended to ensure that inadvertently gained Customers are returned to the original CR in a quick and efficient manner with minimal inconvenience to the Customer as required by P.U.C. SUBST. R. 25.495. In case of conflict between these procedures and the PUCT's Rules, the PUCT's Rules shall take precedence. These procedures shall be applied uniformly regardless of class of service.

7.2.1 *Competitive Retailer's Inadvertent Gain Process*

As soon as a CR discovers or is notified of a potential inadvertent gain, the CR shall investigate the matter immediately. If the CR determines that the gain was unauthorized or in error, the CR shall promptly log the inadvertent gain in MarkeTrak. (See Section 7.1, Market Synchronization, for more information about MarkeTrak). The original CR and the Gaining CR may work together to negotiate a reinstatement date for the original CR to take the Customer back and note that date in the MarkeTrak issue. However, the original CR shall ultimately determine the reinstatement date and note that date in the MarkeTrak issue.

The original CR may reject the return of an inadvertently gained Customer from the Gaining CR if the original CR has already regained the ESI ID or a third (3rd) CR has completed a transaction since the inadvertent gain period. The original CR may not reject the return of an inadvertently gained ESI ID due to its inability to contact the Customer.

That reinstatement date shall be no longer than thirteen (13) Business Days from the date the MarkeTrak issue was logged. The original CR shall submit a backdated or forward-dated Move-In Request (814_16), depending on the terms of the parties' agreement, in addition to notifying the affected TDSP. The original CR shall submit a move-in utilizing the reported reinstatement date no later than fifteen (15) Business Days after the MarkeTrak issue is logged. If the move-in has not been submitted within this specified timeline, or the reinstatement date is different than the date noted in the MarkeTrak issue, refer to the escalation process in the MarkeTrak Users Guide.

If the original CR does not have a record of ever serving the ESI ID involved in the inadvertent gain MarkeTrak issue, the original CR shall update MarkeTrak issue with this information. ERCOT and the original CR will work together to resolve the out-of-sync issue TDSP corrections necessary to reestablish the Customer with the original CR may result in a TDSP invoice for a minimum of a one (1) day charge which includes any applicable TDSP service charges according to the TDSP tariffs. For system logic rules, see "Solution to Stacking and Additional Documentation" available on the TX SET Web-site.

Cancellation of a pending switch/move in/drop that will cause an inadvertent gain shall be addressed as follows:

- (1) Before the evaluation period of a transaction, if a submitting CR discovers that the transaction will cause an inadvertent gain, the submitting CR should cancel the switch/move-in/drop transaction using the 814_08 transaction.
- (2) If the ESI ID is discovered to be an inadvertent gain during the evaluation period, and if the TDSP approves the cancellation during the evaluation period, the submitting CR may follow the MarkeTrak process to request cancellation of the transaction.

7.2.2 *TDSP Inadvertent Gain Process*

7.2.2.1 AEP Inadvertent Switch Processing

7.2.2.1.1 Inadvertent Competitive Retailer is Current Competitive Retailer of Record

If the inadvertent CR is the current provider of record, the original CR is instructed to send in a backdated MVI with a request date that equals the inadvertent transaction start date plus one (1) day, which will reinstate them as CR of record, if that is it's desire. If the original CR does submit the MVI for this date, and if the ESI ID has a Demand meter, the inadvertent CR **WILL NOT** receive an 867_03 Final, and will have to end the relationship in their systems manually. AEP will Complete the original CR reinstatement MVI on the same day as the inadvertent transaction was Completed, which results in an 867 Exception in ERCOT's systems. AEP will then have ERCOT move the inadvertent transaction to cancelled status in its systems. If the ESI ID does NOT have Demand meter, the inadvertent CR **WILL** receive an 867_03 Final from AEP, so both transactions will be in complete status in ERCOT's systems.

If the original CR does not submit a backdated MVI for the inadvertent start date plus one (1) day, but instead chooses to send in a MVI for some date after this date, then the inadvertent CR **WILL** receive an 867_03 Final, irregardless of whether there is a Demand meter present or not for the ESI ID in question.

AEP always requests that the original CR send the backdated MVI as soon as possible to avoid possible conflict with future transactions and limit the number of cancel/rebills required. AEP also provides a reminder that the inadvertent CR **SHOULD NOT** send in a Move-Out Request on this ESI ID, which would result in the Customer's power being turned off.

7.2.2.1.2 Another Competitive Retailer is Current Competitive Retailer of Record, other than the Inadvertent Competitive Retailer

If current CR of record is any other than the inadvertent CR, and upon receipt of written authorization from both the original CR and the inadvertent CR involved, AEP manually resets the liability to the original CR to the inadvertent transaction start date. It is AEP's current practice to only do this manual reset for the full period that the inadvertent was CR of record in AEP's systems. No partial or split periods are manually reassigned to the original CR.

It is the responsibility of the original CR to file a data variance MarkeTrak issue to create its liability in ERCOT's systems, and the responsibility of the inadvertent CR to file a data variance MarkeTrak issue to remove their liability in ERCOT's systems, in order to keep all Market Participants in synch.

Both the inadvertent CR and the original CR must manually make whatever changes are necessary to their systems to establish or delete the relationship with the Customer as applicable. This must be done so that when the original CR receives the 810 and 867_03s it does not reject them with an 824 transaction. No 867_04s will be generated by AEP.

AEP would then cancel the 810s and 867_03s sent to inadvertent CR for the applicable period, and send them to the original CR instead. No 867_03 Final will be sent to the inadvertent CR, but the original CR will receive a cancel on the 867_03 Final sent as a result of the inadvertent transaction, and the 867_03 for this same period will be resent without the final flag.

7.2.2.2 CenterPoint Energy Inadvertent Gain Process

When CenterPoint Energy (CNP) receives an electronic Notification from ERCOT via MarkeTrak with an assigned MarkeTrak number along with the information needed regarding the inadvertent Switch/MVI:

- (1) CNP will record this information into its internal inadvertent switch/move-in spreadsheet.
- (2) Designated team members will monitor MarkeTrak daily for any requests that requires attention and/or action from CenterPoint Energy and respond appropriately to each Notification received.

- (3) When a CR sends the original unique transaction reference number (BGN02) for a backdated Move-In (MVI), CNP will update MarkeTrak issue and add the original Tran ID into the comments preceded by the day we received the e-mail containing the BGN02. This will update or upgrade the status from Pending CR Action to In Progress.
 - (4) At the end of the Business Day, all ESI ID's with a status of In Progress are added to CNP's internal Safety Net Spreadsheet database, which allows back-dated transactions to be accepted by CNP for that particular ESI ID. This will prevent the back-dated transaction from being automatically rejected with: Rejection Code of 'A13' (Other) and Remarks/Comments field showing "INVALID BACKDATED ORDER NO SN LO OR CL."
 - (5) At the end of the week, designated team members will filter out all MarkeTrak issues received that are currently in CNP's Safety Net database that have an In Progress status and CNP has received the correct BGN02 requesting the backed dated MVI. CNP will update its database to show these transactions as Completed unless the transaction is still Pending CR Action prior to resolution.
 - (6) After an inadvertent switch/move-in (MVI) has been open for two (2) weeks (ten (10) Business Days) with no BGN02 or resolution, then CNP will send an e-mail to the responsible parties explaining that CNP considers this issue to be closed unless notified otherwise. If after ten (10) Business Days there is no response from the CR, CNP will consider the issue closed out on their end.
- Note: If a MarkeTrak was received providing the BGN02 but the transaction has not been received by CNP after ten (10) Business Days, a separate letter will be sent informing the CR of the situation. If CNP does not receive a response within ten (10) Business Days, the MarkeTrak issue will be considered closed.
- (7) TDSP does have visibility to the MarkeTrak issue.
 - (8) If a Move-In (MVI) is received under the conditions of an inadvertent Switch/ Move-In that normally requires a permit, the permitting requirement will be manually waived, only if the CR has notified CNP by notation in the comments of the already submitted MarkeTrak issue identifying each specific ESI ID that would apply for the permit waiver prior to the transaction being submitted.

CNP Correspondence may contain the following terms:

Completed – The inadvertent Switch or Gain ESI ID has been corrected, which includes correcting the REP of Record history for this ESI ID.

COMPLETED – CNP has recently been informed of the specific MarkeTrak information of the inadvertent Switch scenario, however it has not received any information on how the inadvertent Switch scenario will be rectified, nor has it received any type of follow-up correspondence from the CR or CRs involved. At this point CNP has sent a notice to all parties involved that it is our intention to close the issue on our end if we still do not receive further instructions on handling the Inadvertent Switch scenario.

In Progress – CNP has received prior Notification that the original CR will attempt to regain the Customer via a backdated move-in (MVI) and will be sending the original Tran ID (BGN02) information. At this point, we have not yet received, but are expecting a BGN02 reference number to correct the inadvertent switch scenario, which corrects the REP of Record history for this ESI ID.

Original Tran ID – This is the unique transaction reference number or also known as the BGN02 that is created by the originator of the Texas SET 814_16 Move-In Request transaction. This information is required to be provided to CenterPoint Energy by the reporting CR in order for this issued to be Completed as defined above.

Pending CR Action – CNP has received information of an inadvertent switch or gain via an e-mail notification to the InadvertentSwitch@CenterPointEnergy.com address. The e-mail notifies CNP of the newly created MarkeTrak issue along with an assigned MarkeTrak Issue Number. At this point we have not received any information on how the inadvertent switch scenario will be rectified from the CR or CRs involved.

Inadvertent Switch Group E-mail Address:

InadvertentSwitch@centerpointenergy.com

7.2.2.3 TNMP Inadvertent Process

Inadvertent CR is Current CR of Record

If the inadvertent CR is the current provider of record, the original CR is instructed to send in a backdated MVI with a request date that equals the inadvertent transaction start date plus one (1) day, which will reinstate it as CR of record, if that is its desire.

TNMP will complete the original CR reinstatement MVI on the start date plus one (1) day from the backdated MVI. The inadvertent CR WILL receive an 867_03 Final from TNMP, so both transactions will be in "complete" status in ERCOT's systems.

If the original CR does not submit a backdated MVI for the inadvertent start date plus one (1) day, but instead chooses to send in a MVI for some date other than this date, then the inadvertent CR WILL receive a 867_03 Final effective for the date of the inadvertent gain plus one (1) day.

TNMP notifies the original CR as well as the inadvertent CR that a backdated MVI request will need to be submitted by the original CR. TNMP also requests that the original CR submit the BGN Number of the backdated MVI as soon as the number is available.

Another CR is Current CR of Record, other than the Inadvertent CR

If current CR of record is any other than the inadvertent CR, and upon receipt of written authorization from both the original CR and the inadvertent CR involved, TNMP manually resets the liability to the original CR to the inadvertent transaction start date. It is TNMP's current practice to only do this manual reset for the full period that the inadvertent CR was the CR of

record in TNMP's systems. No partial or split periods are manually reassigned to the original CR.

It is the responsibility of the original CR to file a data variance MarkeTrak issue to create its liability in ERCOT's systems, and the responsibility of the inadvertent CR to file a data variance MarkeTrak issue to remove its liability in ERCOT's systems, in order to keep all Market Participants in synch.

Both the inadvertent CR and the original CR must manually make whatever changes are necessary to their systems to establish or delete the relationship with the Customer as applicable. This must be done so that when the original CR receives the 810 and 867_03 transactions it does not reject them with an 824 transaction. A No 867_04s will be generated by TNMP.

TNMP would then cancel the 810 and 867_03 transactions sent to inadvertent CR for the applicable period, and send them to the original CR instead. No 867_03 Final will be sent to the inadvertent CR. The original CR will not receive a cancel on the 867_03 Final sent as a result of the inadvertent transaction and must manually make whatever changes are necessary to its systems.

7.2.2.4 TXU Electric Delivery Inadvertent Process

- (1) TDSP does have visibility to the MarkeTrak issue.

TXU Electric Delivery (Registration) identifies an inadvertent switch once a MarkeTrak issue is received. TXU Electric Delivery will respond back to the MarkeTrak issue stating:

"To all:

TXU Electric Delivery has received your MarkeTrak notification regarding an inadvertent switch. We will be happy to backdate your request to the loss date or **up to a maximum of six metering cycles** from the date of the MarkeTrak issue. We request the all updates are made within the MarkeTrak issue, stating both Competitive Retailers are in agreement with the changes requested.

If all parties agree, the original Competitive Retailer will need to submit a backdated **move** in. Once the move in is sent, please notify TXU Electric Delivery and we will process as requested."

- (2) Once TXU Electric Delivery receives the approval from both CRs, a request is sent to the regaining CR asking them to send a backdated move in to regain the ESI ID. Once the backdated move in is received with the new BGN06, the MVI is either:
 - (a) Completed if the ESI ID has not billed, or

- (b) The MVI information is processed internally to begin the backdating process.

Note: If the MVI would normally require an inspection, conditions of an inadvertent switch/move-in would allow the TDSP to waive the inspection.

- (3) Registration will be notified by the internal party once the backdating is complete.
- (4) Upon receipt of notification, Registration will respond to the initial e-mail string from ERCOT stating the Backdating Process has been completed.

A 3rd Party has gained the ESI ID prior to backdating.

TXU Electric Delivery will respond to the MarkeTrak issue from submitting CR stating “Since a 3rd party has gained the ESI ID, TXU Electric Delivery will not be able to backdate this request and considers the MarkeTrak issue resolved.”

A CR denies the Inadvertent MarkeTrak Issue.

TXU Electric Delivery will respond to the MarkeTrak issue stating “Per the CR’s request, TXU Electric Delivery considers this MarkeTrak issue resolved.”

The original CR has already regained the ESI ID prior to the MarkeTrak issue submitted.

TXU Electric Delivery will respond to the MarkeTrak issue stating “Since the original CR has already regained the ESI ID, TXU Electric Delivery will not be able to backdate this request and considers the MarkeTrak issue resolved.”

7.3 Safety Net Move In / Priority Requests Process

[RMGRR041: Replace the above title with the following on July 1, 2007.]

7.3 Safety-Net Move-In Process

7.3.1 Purpose

This section explains the steps that Market Participants (MPs) will follow when processing safety-net move-in or priority requests. This document is not intended to override or in any way contradict P.U.C. SUBST. R. 25.487, Obligations Related to Move-In Transactions. This section represents minimum standards; currently many MPs exceed those standards.

The safety-net or priority move-in is a manual work-around process used by the Market Participants in the Texas retail electric market to ensure that a Customer receives electric service in a timely manner.

[RMGRR041: Replace the above section with the following on July 1, 2007.]

7.3.1 Purpose

This section explains the steps that Market Participants (MPs) will follow when processing safety-net Move-In Requests. This document is not intended to override or in any way contradict

P.U.C. SUBST. R. 25.487, Obligations Related to Move-In Transactions.

The safety-net process is a manual work-around process used by MPs in the Texas retail electric market to ensure that a Customer receives electric service in a timely manner.

The Retail Electric Provider (REP) establishes its rights and responsibilities to serve a Customer at the Premise identified by the safety-net move-in ESI ID beginning from the date the Transmission Distribution Utility (TDU) connects service to the Premise.

7.3.2 Appropriate Use of the Safety-Net Process

The safety-net process should be used for legitimate purposes and not to bypass standard rules and processes. With the exception of a priority move-in as detailed below, a REP shall submit a safety-net Move-In Request by noon on the Business Day prior to the Customer's requested move-in date in the scenarios listed below when it has not yet received confirmation. A TDU will reject safety-net Move-In Requests received earlier than 1200 two (2) days prior to the request date. The REP can use the safety-net move-In for Customers of all classes, whether their Premises are new or old, with or without a set meter. For all move-ins physically completed by this process MPs must work to ensure that the appropriate Premise information and response transactions are sent to and received by all affected parties.

The following scenarios may lead a REP to submit a safety-net or priority move-in, but do not represent all the circumstances under which a safety-net/priority move-in may be used:

- (1) Not-first-in (NFI) reject. The REP has initiated an 814_16 (Move-In Request) transaction, but has received a NFI reject from ERCOT.
- (2) Priority Move-In. The Customer has requested, and is willing to pay applicable fees, and the TDU supports priority service, that a TDU connect the meter on the same day that the REP submits the safety-net Move-In Request. An electronic 814_16 must be sent at the same time or before the priority Move-In Request.
- (3) 814_03 or 814_05 not received. The REP has submitted an 814_16 transaction, but has not received an 814_05 from ERCOT or the TDU has not acknowledged receipt of 814_03 from ERCOT. The REP must submit a MarkeTrak issue in conjunction with the safety-net request, if needed, selecting the appropriate TDU.
 - (a) Prior to submitting a MarkeTrak issue, the REP must check the status of its move-in transaction or verify whether a 997 (acknowledgement) has been received on the 814_16.
 - (b) When submitting the MarkeTrak issue, the REP must include as much information as possible about the ESI ID, including a list of any outstanding transactions displayed on the ERCOT Portal.

- (c) If after the 7th day from the creation of the MarkeTrak issue, there has been no resolution of the MarkeTrak issue, the Entity that submitted the issue, shall invoke the MarkeTrak escalation procedures.

[RMGRR041: Replace the above section with the following on July 1, 2007.]

7.3.2 Appropriate Use of the Safety-Net Process

The safety-net process should be used for legitimate purposes and not to bypass standard rules and processes. The REP may submit a standard or priority safety-net spreadsheet if an 814_16 transaction was sent, but the REP has not received an 814_05 or 814_28 Permit Required from ERCOT within the timeframes identified below. The REP can use the safety-net spreadsheet for Customers of all classes. If construction service is required, service may be delayed or completed unexecutable. For all move-ins physically completed by this process, MPs must work to ensure that the Move-In Request and response transactions are sent to and received by all affected parties. The REP may submit a MarkeTrak issue to investigate the missing 814_05, if needed, giving the appropriate TDU access to the issue.

The REP may submit a safety-net spreadsheet for:

- (1) Standard move-ins: Move-ins submitted at least two (2) Business Days prior to the requested date; or
- (2) Priority move-ins: The Customer has requested same or next day service and is willing to pay applicable fees.

7.3.3 Procedures

- (1) The REP must submit an 814_16 transaction to ERCOT and note the BGN02 on the safety-net spreadsheet.
 - (a) If the 814_16 that corresponds with the safety-net request is rejected by ERCOT, the REP must resubmit the transaction within two (2) Business Days. All resubmitted 814_16 transactions must use same requested date as submitted with the original safety-net spreadsheet. The REP is to submit a MarkeTrak issue after:
 - i. Receiving two (2) ERCOT rejects, twenty-four (24) hours apart for a MVI transaction for which it has submitted a safety-net Move-In Request; or
 - ii. Not receiving a response from ERCOT on the 814_16 within 48 hours.
 - (b) If a subsequent 814_16 transaction is accepted by ERCOT, the REP must update the TDU with the latest BGN02 for its safety-net ESI ID if required by the TDU. In the event the updated BGN02 is not required by the TDSP, the REP has the option of including the updated information in the spreadsheet and the TDSP will not reject the spreadsheet.

- i. All updates must reference the original MVI request date.
 - ii. The update e-mail must be in the format outlined in section 4(b) below.
- (2) A REP determines that the TDU will be unable to complete a move-in on the Customer's requested date unless it initiates a safety-net move-in.
 - (3) To initiate a safety-net move-in, the REP sends an e-mail with an Excel spreadsheet attachment containing the Customer's ESI ID to the TDU using the market-approved spreadsheet format. See Appendix A1.
 - (4) Safety-net spreadsheet should only contain ESI IDs that correspond to the expected TDU action. Safety-net Move-In requests are subject to TDU charges as contained in their respective tariffs. Some TDUs may require that REPs send priority Move-In Requests to a different e-mail address.
 - (a) The market has approved the following format for the safety-net e-mail subject line:

Table 1. Standard Subject Lines for Safety-Net E-mails

| Subject Line | Used For | Submitted By |
|---|---|--------------|
| [REP Name] – Safety-net – CANCEL – [Date Requested] | Canceling previously submitted safety-net request | REP |
| [REP Name] – Safety-net – PRIORITY – [Date Requested] | Same day Move-In request | REP |
| [REP Name] – Safety-net – [Date Requested] | Next day Move-In request | REP |
| [REP Name] – Safety-net – UPDATE – [Date Requested] | Providing updated BGN02 | REP |
| [TDU Name] – Safety-net – RESPONSE – [Date Requested] | Status of safety-net request | TDU |

- (b) The REP must use an Excel spreadsheet (unless CR and TDSP agree on a different format) with the following data fields to submit safety-net Move-In Requests to the TDUs (spreadsheets will not be rejected for format discrepancies):

Table 2. Safety-Net Spreadsheet Format

| Column | Field Name | Note | Data Attributes | |
|--------|------------------------|----------------------------------|-----------------|-------------------------|
| | | | Type | Length (Min. / Max.) |
| (1) | ESI ID | (required) | AN | 1 Min. / 80 Max. |
| (2) | Customer Contact Name | (required) | AN | 1 Min. / 60 Max. |
| (3) | Customer Contact Phone | (required if available) | AN | 1 Min. / 80 Max. |
| (4) | MVI Street Address | (required) | AN | 1 Min. / 55 Max. |
| (5) | MVI Apartment Number | (if applicable) | AN | 1 Min. / 55 Max. |
| (6) | MVI ZIP | (required) | ID | 3 Min. / 15 Max. |
| (7) | MVI City | (required) | AN | 2 Min. / 30 Max. |
| (8) | CR DUNS Number | (required) | AN | 2 Min. / 80 Max. |
| (9) | CR Name | (prefer D/B/A to corporate name) | AN | 1 Min. / 60 Max. |
| (10) | MVI Request Date | (required) | DT | 8 Min. / 8 Max. |

| Column | Field Name | Note | Data Attributes | |
|--------|----------------------------------|-----------------------|-----------------|-------------------------|
| | | | Type | Length (Min. / Max.) |
| (11) | Critical Care Flag | (optional) | AN | 1 Min. / 30 Max. |
| (12) | BGN02 | (required) | AN | 1 Min. / 30 Max. |
| (13) | Notes/Directions | (optional) | AN | 1 Min. / 80 Max. |
| (14) | REP Reason for Using Spreadsheet | (optional –free form) | AN | 1 Min. / 80 Max. |

- (c) Priority Move-In Requests are subject to TDU charges as contained in their respective tariffs. Timing for priority move-ins will be consistent with documentation already in the market describing the process for those TDUs that offer priority move-ins.

Table 3. TDU Timelines for Processing PRIORITY Requests

| | |
|------------------------------|----------------------|
| AEP | 1700 today |
| CNP | Service not tariffed |
| TXU Electric Delivery | No specific timeline |
| TNP | 1300 today |

- (d) A REP must submit safety-net Move-In Requests by noon on the Business Day previous to the requested move-in date.
- (5) If the REP wants to cancel a safety-net move-in, it must notify the TDU by e-mail to the same place where the original request was sent. If the REP does not notify the TDU of a cancellation, the TDU will Complete the Move-In Request, and the REP will be responsible for the Customer's consumption and all applicable discretionary charges.
- (a) The REP's e-mail Notification must follow the format outlined above in section 4(a) and (b).
- (b) If a REP cancels a NEXT-DAY Move-In by 1700 the previous day, the TDU will not apply any charges.
- (c) If a REP cancels a safety-net move-in on the requested date, the TDU may charge the REP a trip charge in accordance with TDU tariffs for canceling the safety-net move-in.
- (d) If the TDU has already Completed the safety-net Move-In and it is too late to cancel, the REP must initiate a MarkeTrak issue to return the Premise to the original REP.
- (6) When processing safety-net e-mails, TDUs will work CANCELS as highest priority, then SAME-DAY priority request, and then NEXT-DAY requests.
- (7) TDU responses to REPs.

- (a) TDUs shall notify the REP of all safety-net Move-In Requests that could not be Completed on an ESI ID by ESI ID basis. TDUs shall respond immediately or within two (2) Business Days of receipt of the request, depending on the reason noted in the table below (spreadsheets will not be rejected for format discrepancies).

Table 4. TDU RETURN CODES

| Response Code | Description | | Data Attributes | |
|---------------------------------------|---|---|-----------------|------------------|
| | | | Type | Length Min/Max |
| A76 | ESI ID Invalid or Not Found | Immediate | AN | 1 Min. / 30 Max. |
| API | Required information missing | Immediate | AN | 1 Min. / 30 Max. |
| PT | Permit Required | Immediate | ID | 1 Min. / 2 Max. |
| 9 | Completed Unexecutable | Two (2) Business Days after the Completed Unexecutable date | ID | 1 Min. / 2 Max. |
| Completed Unexecutable Code | See table in Attachment A | Two (2) Business Days after the Completed Unexecutable date | AN | 1 Min. / 30 Max. |
| Completed Unexecutable Free Form Text | Field crew notes for why not Completed – if available | Two (2) Business Days after the Completed Unexecutable date | AN | 1 Min. / 80 Max. |

- (b) The TDU shall respond to the REPs regarding unexecutable safety-net requests completed each day using the spreadsheet format in the table below. Appendix A2 contains the TDSP MVI Safety Net Response spreadsheet. The TDU may use codes in Table 4. TDU Return Codes or a free form text (field notes) to respond to the REP. Note – the ESI IDs in the response e-mails may not match one-for-one with those sent on the original safety-net spreadsheet because, for example, TDUs will not be aware of certain unexecutable conditions until after a field crew has been sent.

Table 5. TDU Response Spreadsheet Format

| Column | Field Name | Note | Data Attributes | |
|--------|------------------------------------|----------------------------------|-----------------|------------------|
| (1) | ESI ID | (required) | AN | 1 Min. / 80 Max. |
| (2) | MVI Street Address | (required) | AN | 1 Min. / 55 Max. |
| (3) | MVI Apartment Number | (if applicable) | AN | 1 Min. / 55 Max. |
| (4) | MVI ZIP | (required) | ID | 3 Min. / 15 Max. |
| (5) | MVI City | (required) | AN | 2 Min. / 30 Max. |
| (6) | CR Name | (prefer D/B/A to corporate name) | AN | 1 Min. / 60 Max. |
| (7) | MVI Request Date | (required) | DT | 8 Min. / 8 Max. |
| (8) | BGN02 | (optional) | AN | 1 Min. / 30 Max. |
| (9) | TDU Return Code | (required) | AN | 1 Min. / 30 Max. |
| (10) | Completed Unexecutable Description | (optional) | AN | 1 Min. / 80 Max. |

- (8) The REP establishes its rights to serve a Customer at the Premise identified by the safety-net Move-In ESI ID beginning from the date the TDU connects service to the Premise.
- (9) TDU billing:
- (a) The date the TDU connects service to the Premise is the Effective Date for all wires charges and fees associated with the safety-net Move-In ESI ID. The Effective Date must be the same as the date submitted on the 867_04 transaction.
 - (b) The TDU may not issue wires charges and fees or consumption records until the REP submits the 814_16 electronic transaction.
- (10) Because the REP had submitted an 814_16 for the safety-net ESI ID, the TDU should receive an 814_03 transaction for the ESI ID from ERCOT by the 5th day after the REP submitted the safety-net e-mail.

[RMGRR041: Replace the above section with the following on July 1, 2007.]

7.3.2.1 Standard Safety-Net Procedures

- (1) The REP may submit a safety-net spreadsheet for standard Move-In Requests (with the requested date from the original 814_16 Move-In) between the hours of 1100 to 1200 CPT the Business Day prior to the Customer's requested move-in date, if the REP has not received the 814_05 or 814_28 Permit Required from ERCOT. A TDU will reject safety-net spreadsheet requests received earlier than the day prior to the requested move-in date. This request is done via email using the "Subject Line" included in Table 1, Standard Subject Lines for Safety-Net E-mails.

Table 1. Standard Subject Lines for Safety-Net E-mails

| Subject Line | Used For | Submitted By |
|---|------------------------------|--------------|
| [REP Name] – Safety-net – [Date Requested] | Move-In Request | REP |
| [REP Name] – Safety-net –UPDATE– [Date Requested] | Providing Updated BGN02 | REP |
| [REP Name] – Safety-net – CANCEL – [Date Requested] | Cancel Safety-net Request | REP |
| [TDU Name] – Safety-net – RESPONSE – [Date Requested] | Status of Safety-net Request | TDU |

- (2) To initiate a safety-net move-in, the REP attaches to the email the Excel© spreadsheet in the market-approved spreadsheet format. See Table 2, Safety-Net Spreadsheet Format.

Table 2. Safety-Net Spreadsheet Format

| Column | Field Name | Note | Data Attributes | |
|--------|------------------------|-------------------------|-----------------|-------------------------|
| | | | Type | Length (Min. / Max.) |
| (1) | ESI ID | (required) | AN | 1 Min. / 80 Max. |
| (2) | Customer Contact Name | (required) | AN | 1 Min. / 60 Max. |
| (3) | Customer Contact Phone | (required if available) | AN | 1 Min. / 80 Max. |
| (4) | MVI Street Address | (required) | AN | 1 Min. / 55 Max. |

| | | | | |
|------|----------------------------------|----------------------------------|----|------------------|
| (5) | MVI Apartment Number | (if applicable) | AN | 1 Min. / 55 Max. |
| (6) | MVI ZIP | (required) | ID | 3 Min. / 15 Max. |
| (7) | MVI City | (required) | AN | 2 Min. / 30 Max. |
| (8) | CR DUNS Number | (required) | AN | 2 Min. / 80 Max. |
| (9) | CR Name | (prefer D/B/A to corporate name) | AN | 1 Min. / 60 Max. |
| (10) | MVI Request Date | (required) | DT | 8 Min. / 8 Max. |
| (11) | Critical Care Flag | (optional) | AN | 1 Min. / 30 Max. |
| (12) | BGN02 | (required) | AN | 1 Min. / 30 Max. |
| (13) | Notes/Directions | (optional) | AN | 1 Min. / 80 Max. |
| (14) | REP Reason for Using Spreadsheet | (optional –free form) | AN | 1 Min. / 80 Max. |

- (3) If the TDU does not have a transaction to respond to, the TDU shall notify the REP via spreadsheet (see Appendix A2, TDSP MVI Safety Net Response for format) of all safety-net Move-In Requests that could not be Completed as noted in Table 3, TDU Return Codes. The TDU shall respond within one (1) Business Day of receipt of the request. For completed unexecutable only, the TDU shall respond within two (2) Business Days of receipt of the request.

Table 3. TDU Return Codes

| Return Code | Description | Data Attributes | |
|-------------|------------------------------|-----------------|------------------|
| | | Type | Length Min/Max |
| A76 | ESI ID Invalid or Not Found | AN | 1 Min. / 30 Max. |
| API | Required information missing | AN | 1 Min. / 30 Max. |
| PT | Permit Required | ID | 1 Min. / 2 Max. |
| 09 | Complete Unexecutable | AN | 1 Min./ 2 Max. |

- (4) If the REP wants to cancel a safety-net move-in, it must notify the TDU by e-mail to the same place where the original request was sent. If the REP does not notify the TDU of a cancellation, the TDU will Complete the Move-In Request, and the REP will be responsible for the Customer's consumption and all applicable discretionary charges.
- (a) The REP's e-mail notification must follow the format outlined above in Sections 7.3.2.1(1) and 7.3.2.1(2).
 - (b) If a REP cancels a safety-net move-in on the requested date, the TDU may charge the REP a trip charge in accordance with TDU tariffs for canceling the safety-net move-in.
 - (c) If the TDU has already completed the standard move-in and it is too late to cancel, the REP must initiate a MarkeTrak issue to return the Premise to the original status.
- (5) The REP must submit an 814_16 transaction to ERCOT and note the BGN02 on the

safety-net spreadsheet that is sent to the TDU.

- (a) If the 814_16 that corresponds with the safety-net request is rejected by ERCOT, the REP must resubmit the transaction by the next Business Day. All resubmitted 814_16 transactions must use same requested date as submitted with the original safety-net spreadsheet. The REP is to submit a MarkeTrak issue after not receiving a response from ERCOT on the 814_16 within 48 hours.
- (b) If a subsequent 814_16 transaction is accepted by ERCOT, the REP must update the TDU with the latest BGN02 for its safety-net ESI ID.
 - i. All updates must reference the original Move-In Request date.
 - ii. The update e-mail must be in the format outlined in Sections 7.3.2.1(1) and 7.3.2.1(2).

[RMGRR041: Insert the following section on July1, 2007.]

7.3.2.2 Priority Safety-Net Move-In Procedures

- (1) The REP may submit a safety-net spreadsheet for priority Move-In Requests (with the requested date from the original 814_16 Move-In) no earlier than 1400 CPT on the requested date in the priority move-in, if the REP has not received the 814_05 or 814_28 Permit Required from ERCOT. This request is done via email using the “Subject Line” included in Table 1, Standard Subject Lines for Priority Safety-Net E-mails.

Table 1. Standard Subject Lines for Priority Safety-Net E-mails

| Subject Line | Used For | Submitted By |
|--|---------------------------------------|--------------|
| [REP Name] – PRIORITY Safety-net – [Date Requested] | PRIORITY Move-In Request | REP |
| [REP Name] – PRIORITY Safety-net – UPDATE – [Date Requested] | Providing Updated BGN02 | REP |
| [REP Name] – PRIORITY Safety-net – CANCEL– [Date Requested] | Cancel PRIORITY Move-In Request | REP |
| [TDU Name] – PRIORITY Safety-net – RESPONSE – [Date Requested] | Status of PRIORITY Safety-net request | TDU |

- (2) To initiate a priority safety-net move-in, the REP attaches to the email the Excel© spreadsheet in the market-approved format. See Table 2, Safety-Net Spreadsheet Format.

Table 2. Safety-Net Spreadsheet Format

| Column | Field Name | Note | Data Attributes | |
|--------|-----------------------|------------|-----------------|-------------------------|
| | | | Type | Length (Min. / Max.) |
| (1) | ESI ID | (required) | AN | 1 Min. / 80 Max. |
| (2) | Customer Contact Name | (required) | AN | 1 Min. / 60 Max. |

| | | | | |
|------|----------------------------------|----------------------------------|----|------------------|
| (3) | Customer Contact Phone | (required if available) | AN | 1 Min. / 80 Max. |
| (4) | MVI Street Address | (required) | AN | 1 Min. / 55 Max. |
| (5) | MVI Apartment Number | (if applicable) | AN | 1 Min. / 55 Max. |
| (6) | MVI ZIP | (required) | ID | 3 Min. / 15 Max. |
| (7) | MVI City | (required) | AN | 2 Min. / 30 Max. |
| (8) | CR DUNS Number | (required) | AN | 2 Min. / 80 Max. |
| (9) | CR Name | (prefer D/B/A to corporate name) | AN | 1 Min. / 60 Max. |
| (10) | MVI Request Date | (required) | DT | 8 Min. / 8 Max. |
| (11) | Critical Care Flag | (optional) | AN | 1 Min. / 30 Max. |
| (12) | BGN02 | (required) | AN | 1 Min. / 30 Max. |
| (13) | Notes/Directions | (optional) | AN | 1 Min. / 80 Max. |
| (14) | REP Reason for Using Spreadsheet | (optional –free form) | AN | 1 Min. / 80 Max. |

- (3) If the TDU does not have a transaction to respond to, the TDU shall notify the REP via spreadsheet (see Appendix A2, TDSP MVI Safety Net Response for format) of all priority safety-net Move-In Requests that could not be completed as noted in Table 3, TDU Return Codes. The TDU shall respond within one (1) Business Day of receipt of the request. For completed unexecutable only, the TDU shall respond within two (2) Business Days of receipt of the request.

Table 3. TDU Return Codes

| Return Code | Description | Data Attributes | |
|-------------|------------------------------|-----------------|------------------|
| | | Type | Length Min/Max |
| A76 | ESI ID Invalid or Not Found | AN | 1 Min. / 30 Max. |
| API | Required information missing | AN | 1 Min. / 30 Max. |
| PT | Permit Required | ID | 1 Min. / 2 Max. |
| 09 | Completed Unexecutable | ID | 1 Min. / 2 Max. |

- (4) If the REP wants to cancel a priority safety-net move-in, it must notify the TDU by e-mail to the same place where the original request was sent. If the REP does not notify the TDU of a cancellation, the TDU will complete the priority Move-In Request, and the REP will be responsible for the Customer's consumption and all applicable discretionary charges.
- (a) The REP's e-mail notification must follow the format outlined above in Sections 7.3.2.2(1) and 7.3.2.2(2).
 - (b) If a REP cancels a priority safety-net move-in on the requested date, the TDU may charge the REP a trip charge in accordance with TDU tariffs for canceling the priority safety-net move-in.

- (c) If the TDU has already completed the priority move-in and it is too late to cancel, the REP must initiate a MarkeTrak issue to return the Premise to the original status.
- (5) The REP must submit an 814_16 transaction to ERCOT and note the BGN02 on the priority safety-net spreadsheet that is sent to the TDU. All “Priority Safety-Net” Move-In spreadsheets that are completed on the same-day or next day by the TDSP shall be charged Priority Move-In discretionary charges by the TDSP according to the TDSP’s Tariff, regardless of the Priority code that is reflected in the TX SET Move-In 814_16 submitted by the CR.
 - (a) If the 814_16 that corresponds with the priority safety-net request is rejected by ERCOT, the REP must resubmit the transaction by the next Business Day. All resubmitted 814_16 transactions must use the same requested date as submitted with the original priority safety-net spreadsheet. The REP is to submit a MarkeTrak issue after not receiving a response from ERCOT on the 814_16 within 48 hours.
 - (b) If a subsequent 814_16 transaction is accepted by ERCOT, the REP must update the TDU with the latest BGN02 for its priority safety-net ESI ID.
 - (i) All updates must reference the original Move-In Request date.
 - (ii) The update e-mail must be in the format outlined in Sections 7.3.2.2(1) and 7.3.2.2(2).

7.4 Standard Historical Usage Request

In the Texas marketplace, CRs are allowed to request historical data from a Customer when they are not the REP of Record. This data is provided by the TDSP to the requesting CR with a maximum of twelve (12) months of usage. In order to provide the data to the CR, the TDSP must have written authorization from the Customer to allow them to provide this proprietary information. The TDSPs will provide the requested data electronically in an Excel format.

[RMGRR043: Replace the above section with the following on July 1, 2007.]

7.4 Standard Historical Usage Request

In the Texas marketplace, CRs are allowed to request historical data from a Customer when they are not the REP of Record. This data is provided by the TDSP to the requesting CR with a maximum of twelve (12) months of usage. In order to provide the data to the CR, the TDSP must have written authorization from the Customer to allow them to provide this proprietary information. The TDSPs will provide the requested data electronically in an Excel© format within three (3) Business Days of receipt of a valid Letter of Authorization (LOA).

7.4.1 *Overview of the Standard Letter of Authorization for Historical Usage*

To obtain historical usage for an ESI ID, the requestor must submit a standard Letter of Authorization (LOA) form to the appropriate TDSP (See Appendix B1 and B2). A Customer may allow the use of the same LOA for any length of time. If the Customer wishes the LOA to expire, the Customer shall indicate the expiration date of the LOA. The Customer may also designate the LOA term to be unlimited.

The requestor must use the attachment located in Appendix B3 when requesting historical usage from multiple TDSPs on the same LOA. If electronic mail is used to submit the attachment, the requestor shall place the Customer's name first when naming attachments, e.g., CustomerABC.xls, CustomerABC.pdf, CustomerABC-AEP.xls. A TDSP will reject the attachment if it is submitted with ESI IDs that are not located within the TDSP's territory.

7.5 *Transfer from Outgoing Provider of Last Resort (POLR) to Incoming POLR upon Termination of POLR Status*

This section details the transfer from POLR to POLR process where POLR status has been terminated as noted in P.U.C. Subst. R. 25.43 (o), Provider of Last Resort.

7.5.1 *Overview of the Transfer to POLR Process*

The outgoing POLR initiates the transfer by sending a file by email to ERCOT containing the ESI ID(s) to be transferred. It is the responsibility of the outgoing POLR to provide their transfer file to ERCOT no later than 20 days prior to the end of their POLR term. ERCOT shall allocate the ESI ID(s) to incoming POLRs as required by P.U.C Subst. R. 25.43. ERCOT shall distribute the list of ESI ID(s) to the appropriate POLRs via email. Data in the transfer file will be used by the POLR to send on-cycle Enrollment transactions (814_01) to ERCOT with the PUC Customer protection provisions waived. This Enrollment transaction will follow the normal processing track as detailed in the TX SET implementation guides and the ERCOT Protocols.

7.5.1.1 *Transfer to POLR File Format*

The transfer to POLR files will be in formatted with data elements detailed in Appendix G, POLR Transfer Template. All unused fields must be blank.

7.5.1.2 *File Naming*

The transfer file from the outgoing POLR to ERCOT shall have the following naming convention: DUNS_Date. (Date format CCYYMMDD).

7.6 *Disconnect and Reconnect for Non-Payment Process*

The Disconnect (DNP) and Reconnect for Non-Payment (RNP) process was developed to provide Market Participants (MP) with market approved guidelines to support disconnect and

reconnect transactions and business processes as allowed or prescribed by PUC Subst. R. 25.483, Disconnection of Service.

The purpose of this DNP and RNP process is to provide MPs with a document that defines market processing for disconnection and reconnection requests and for managing emergency and contingency procedures in support of disconnection for nonpayment and reconnection activities.

The terms and acronyms below shall have the corresponding meaning when used in this Section.

Retail Business Day

0800 to 1700 CPT Monday through Friday excluding observed company holidays, as outlined on the TDSP websites.

Collection Day

The hours of operation for collection and payment services at the CR.

Complete

Action code on the 650_02 indicating that the service request for either disconnect or reconnect activity has been successfully completed in the field by the field service representative (FSR).

Complete Unexecutable

Action code on the 650_02 indicating that the FSR was unable to successfully complete the service request for either disconnection or reconnection due to conditions at the customer's premise outside of the Transmission and/or Distribution Service Provider's (TDSP) control.

This action code may also be used in the 650_02 for disconnection requests when the TDSP has received a reconnect service request prior to completing the disconnect request.

Field Operational Day

The normal hours of operation for field services at the TDSP.

Overflow

Service order requests not worked on the date wanted due to events such as outages, extreme weather, or an increased volume of higher priority service request types (Reconnects, MVIs, MVOs). These overflow service requests will be scheduled for the next available field operational day until the order is successfully completed or completed unexecutable.

Pending

Any order that is received prior to the requested completion date.

Service Order Request

The TX SET 650_01 issued from the CR to TDSPs requesting field work.

Service Request

Same as above.

Acronyms

ANSI American National Standards Institute

| | |
|--------|--|
| CPT | Central Prevailing Time |
| CR | Competitive Retailer |
| DNP | Disconnect for Non-Pay |
| ESI ID | Electric Service Identifier |
| FSR | Field Service Representative |
| MVI | Move-In |
| MVO | Move-Out |
| PUCT | Public Utility Commission of Texas |
| REP | Retail Electric Provider |
| ROR | REP of Record |
| RNP | Reconnect for Non-Pay |
| TDSP | Transmission Distribution Service Provider |

Processes for the following TDSPs are included in this document. Some of these TDSPs are identified by an acronym. These are identified below.

| | |
|------------|--------------------------|
| AEP | American Electric Power |
| CNP | Centerpoint |
| No acronym | TXU Electric Delivery |
| SULP | Sharyland Utilities, L.P |
| TNMP | Texas New Mexico Power |

7.6.1 *Assumptions and Market Processes*

7.6.1.1 Retail Electric Provider Certification

Prior to issuing 650_01 for disconnect/reconnect, certified CRs shall have successfully completed market certification testing and have received disconnection authority from the PUCT.

7.6.1.2 Forecasts

CRs will provide to the TDSPs on a weekly basis the number of disconnection requests that they estimate will be issued. This will be an Excel© spreadsheet reporting the total number of disconnects expected for the next week with the report showing the range of disconnects for each day of that week. Please refer to Appendix C1, Weekly REP Disconnect for Non-Payment Forecast for the REP forecast template. These forecast spreadsheets will be e-mailed to the designated TDSP contact listed in Section 7.6.7.2, Disconnect Forecast Contact of this section on the Tuesday of the week before that week's activity would begin. The data submitted by CRs in these forecast spreadsheets is confidential and intended to be an estimate *only* that will allow TDSPs to plan and allocate Resources in order to Complete disconnect and subsequent reconnect service orders.

7.6.1.3 Service Order Dispatching

In order to efficiently manage all types of service requests, field service orders are dispatched in accordance to their respective priority by geographic area.

Below are the field execution priorities associated with each TDSP:

- (1) Priority One - priority and routine move-ins, priority and routine reconnects, offcycle reads for switches, move-outs (*CNP only*).
- (2) Priority Two - move-outs (*except CNP*), DNP, investigation orders, re-read and maintenance requests.

[RMGRR044: Remove the above section(7.6.1.3) on July 1, 2007.]

7.6.1.4 Safety Nets

Disconnects received prior to safety-nets will be completed as will the subsequent safety-net requests. If a safety-net move-in has been received and Completed by TXU Electric Delivery for a new CR of Record, a forced move-out will be created for the previous CR of Record. Any subsequent disconnect or Move-Out Request issued from the previous CR will be rejected upon receipt as not CR of Record by TXU Electric Delivery.

For all *other* TDSPs, if a safety-net move-in has been received and completed for a new CR of Record, *but* the supporting EDI transaction has not been received, any subsequent disconnect or Move-Out Requests received by the TDSP will be Completed.

Upon Notification from the CR of an inadvertent disconnect or move-out that has been Completed by the TDSP, the TDSP will restore service following the procedures outlined in Section 7.6.5.1, Emergency Reconnect of this guide.

Any TDSP charges associated with re-energizing the Customer's Premise will be billed to the CR initiating the safety-net move-in. Charges associated with re-energizing a Customer's Premise while completing an emergency reconnect as a result of an inadvertent disconnect or move-out will be billed to CR of Record. If necessary the CR of Record will need to use the dispute process to remedy any resulting billing issues.

7.6.2 Process Overview

7.6.2.1 DNP Process Overview

CR credit cycle reveals ESI ID population subject to DNP.

CR performs internal validations prior to issuing disconnection requests.

CR submits 650_01 for disconnection according to Texas SET guidelines no later than one (1) day prior to requested completion date.

[RMGRR045: Replace the above paragraph with the following on July 1, 2007.]

CR submits 650_01 for disconnection according to Texas SET guidelines no later than two (2) Retail Business Days prior to requested completion date. Orders not received with at least two (2) Retail Business Days advance notice will be scheduled for two (2) Retail Business Days from date of receipt.

TDSP receives 650_01 transaction and performs validations.

For orders that do not pass validations, 650_02 Reject with the appropriate code and reason is sent to CR.

If the transaction does not pass ANSI validation, a negative 997 reject is sent.

Upon successfully validating the 650_01, TDSP creates an internal service order which is then routed and scheduled geographically to the appropriate FSR.

For orders that can not be completed, 650_02 Completed Unexecutable is sent to CR with appropriate code and reason.

For orders that can not be completed on the requested date due to time constraints in the field, TDSP will pend the order and schedule on the next available Field Operational Day.

TDSP Completes order and responds to CR with a 650_02 transaction within one (1) Retail Business Day of completion.

7.6.2.2 RNP Process Overview

CR confirms Customer's satisfactory correction of reasons for disconnect.

CR performs internal validations prior to issuing reconnect request.

CR submits 650_01 for reconnection according to timelines outlined in Substantive Rule 25.483 (n) 1-7.

TDSP receives 650_01 transaction and performs validations.

For orders that do not pass validations, 650_02 Reject with the appropriate code and reason is sent to CR.

If the transaction does not pass ANSI validation, a negative 997 reject is sent.

Upon successfully validating the 650_01, TDSP creates an internal service order which is then geographically routed and scheduled to the appropriate Field Service Representative (FSR) to be Completed according to the timelines outlined in Substantive Rule 25.483 (n) 1-7.

For orders that can not be completed, 650_02 Completed Unexecutable is sent to CR with appropriate code and reason.

TDSP completes order and responds to CR with a 650_02 transaction within one (1) Business Day of completion.

[RMGRR045: Replace the above section with the following on July 1, 2007.]

CR confirms Customer's satisfactory correction of reasons for disconnect.

CR performs internal validations prior to issuing reconnect request.

CR submits 650_01 for reconnection according to timelines outlined in Substantive Rule 25.483 (n) 1-7.

TDSP receives 650_01 transaction and performs validations.

For orders that do not pass validations, 650_02 Reject with the appropriate code and reason is sent to CR.

If the transaction does not pass ANSI validation, a negative 997 reject is sent.

Upon successfully validating the 650_01, TDSP creates an internal service order which is then geographically routed and scheduled to the appropriate Field Service Representative (FSR) to be Completed according within the timelines outlined in Substantive Rule 25.483 (n) 1-7 and within the requirements defined by the TDSP tariff.

For orders that can not be completed, 650_02 Completed Unexecutable is sent to CR with appropriate code and reason.

TDSP completes order and responds to CR with a 650_02 transaction within one (1) Retail Business Day of completion.

7.6.3 Transaction Processing

7.6.3.1 Timelines for Transaction Delivery

Suggested timeframes for receipt of disconnection and reconnection Service Order Requests:

- (1) **Disconnect** - For routine disconnect requests to be scheduled on the next Field Operational Day transactions must be received by all TDSPs by 1700 CPT. Disconnect orders received prior to 1700 CPT with a requested date that equals the date submitted will be processed as follows:
 - (a) **AEP** Will schedule order for next available Field Operational Day.

- (b) **CNP** Will schedule order for next available Field Operational Day.
- (c) **Entergy** Will schedule order for next available Field Operational Day.
- (d) **TXU Electric Delivery** Will schedule order for next available Field Operational Day.
- (e) **SULP** Will schedule order for next available Field Operational Day.
- (f) **TNMP** Reject order as backdated.

Disconnect orders received after 1700 CPT on the same day as the requested date will be rejected except for CNP.

Any valid TX SET approved EDI 650_01 disconnect requests received prior to the next Field Operational Day will be accepted and scheduled by the TDSP.

- (2) **Reconnect** - For routine reconnect requests to be scheduled no later than the next Field Operational Day, transactions must be sent to the TDSPs according to the timeframes outlined in Substantive rule 25.483 (n) (1-7).

For priority or after hours reconnect requests to be scheduled on the same Field Operational Day transactions must be sent to the TDSPs by the following times:

- (a) **AEP** 1500 for priority
- (b) **CNP** No priority
- (c) **Entergy** 1900 for after hours
- (d) **TXU Electric Delivery** 24 hours/day 7 days/week
- (e) **SULP** 1700 for after hours
- (f) **TNMP** 1900 for after hours

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.3.1 Timelines for Transaction Delivery

Suggested timeframes for receipt of disconnection and reconnection Service Order Requests:

- (1) **Disconnect** - For routine disconnect requests to be scheduled, transactions must be received by all TDSPs by 1700 CPT two (2) Retail Business Days prior to requested work date. Requests received after 1700 CPT or on a day that is not a Retail Business Day, shall be considered received on the next Retail Business Day. Disconnect orders received less than two (2) Retail Business Days prior to the requested date, the DNP will be scheduled for the Retail Business Day that is two (2) Retail Business Days after the request is received. Backdated orders will be rejected.

- (2) **Reconnect** - For standard reconnect requests to be scheduled no later than the next Field Operational Day, transactions must be sent to the TDSPs according to the timeframes outlined in Substantive rule 25.483 (n) (1-7).

Per TDSP tariff, standard reconnect requests received by TDSP no later than 1400 CPT on a Retail Business Day shall be completed that day. Standard reconnect requests received by TDSP prior to 1700 CPT on a Retail Business Day shall be reconnected that day if possible, but no later than the close of the TDSP's next Field Operational Day. Standard reconnection requests received after 1700 CPT on a day that is not a Retail Business Day shall be considered received on the next Retail Business Day.

Priority same day reconnect requests received by TDSP prior to 1700 CPT on a Retail Business Day shall be reconnected no later than the close of TDSP Field Operational Day.

7.6.3.2 Transaction Validations

- (1) **CR validations prior to initiating 650_01** - Prior to issuing 650_01 for disconnection, CRs shall verify that they are still the CR of Record. Further, verifying that a Pending Disconnect or move-out does not exist will prevent a Service Request from being rejected. CRs will also verify critical care status of residential customers prior to issuing initial disconnection request.
- (2) **TDSP validations upon receipt of 650_01** - Upon receipt of a disconnect or reconnect Service Request, TDSPs may perform the following validations on 650_01 transactions:
- (a) Verify that the CR is certified for disconnection for non-pay transaction processing.
 - (b) Verify that the CR submitting a disconnect request is the CR of Record.
 - (c) Perform ANSI validations on 650_01.
 - (d) Perform TX SET validations on 650_01.
 - (e) Review meter indicators for ESI ID for critical Load, critical care, and master metered Premise.
 - (f) Verify if a disconnect request is a duplicate.
 - (g) Verify if a reconnect request is a duplicate.
 - (h) Verify if a move-in or switch has been scheduled on the requested date.
 - (i) Verify if a move-out has been received from requesting CR.

- (j) Verify if the requesting REP is available for reconnection the following day if requested date for disconnection is Friday.

[RMGRR045: Replace the above sentence with the following on July 1, 2007.]

- (j) Determine if the requesting CR has indicated that DNP's not completed within three (3) Retail Business Days should not be completed on a Friday.
- (k) Identify if reconnect request is a priority reconnect.
- (l) Verify if a reconnect request has been previously received for disconnect request within the past twenty-four (24) hours. (CNP only)
- (m) Upon receipt of a reconnect, verify if original disconnect request was not rejected (CNP Only)
- (n) Verify if a weather moratorium is in effect.

7.6.3.3 Competing Orders

When a disconnect request is received with a requested completion date that is two (2) Business Days prior to the scheduled date of a pending switch or move-in, the disconnect requests will be rejected by all TDSPs, with the exception of CNP, TXU Electric Delivery and TNMP.

All TDSP's will Complete Unexecutable a disconnect for non-payment only when the requested date is greater than (after) or equal to the scheduled date of a pending switch or move-in and these transactions have been successfully completed changing either the CR of Record and/or Customer for this Premise. When a disconnect request is received with a requested date that is less than (before) the scheduled date of a switch or move-in the disconnect requests will be worked. Disconnect orders carried over to next Retail Business Day may not be worked due to competing order and will be complete unexecutable.

- (1) **Move-In** - In order to re-energize a Premise that has been disconnected, the new CR of Record's move-in will energize the Customer's Premise and will be subject to applicable move-in or reconnect fees per TDSP tariffs.

Table 6. Competing Orders- Move-In

| | AEP | CNP | | TXU Electric Delivery | SULP | TNMP |
|--|---------------|------------------|--|-----------------------|------------------|------------------|
| 650_01 DNP requested date 2 days prior to MVI or Switch | Reject 650_01 | Will work 650_01 | | Will work 650_01 | Will work 650_01 | Will work 650_01 |
| 650_01 | Reject | Reject 650_01 | | Complete | Reject | Complete |

| | | | | | | |
|---|-------------|-------------------|--|----------------|---------------------------|------------------------|
| DNP requested date >= MVI or Switch | 650_01 | | | Unexecutable | 650_01 | Unexecutable |
| Fee | Connect Fee | Connection Charge | | Connect Charge | Service Connection Charge | Account Initiation Fee |

| |
|--|
| |
|--|

A move-in submitted on a Premise that has been de-energized for non-payment may still require a permit for completion in certain jurisdictions. Regardless of the duration that a Premise has been de-energized for non-payment, a permit will not be required for re-energizing a Premise while completing an off-cycle switch.

- (2) **Off-Cycle Switch** - If the new REP of Record has submitted an off-cycle switch the TDSP will re-energize the Premise and bill applicable off-cycle switch or reconnect charges to the new REP of Record.

Table 7. Competing Orders-Off-Cycle Switch

| | AEP | CNP | | TXU Electric Delivery | SULP | TNMP |
|--------------------|---------------------|---------------------|--|------------------------------|------------------------|--------------------------------|
| TDSP Action | Re-energize Premise | Re-energize Premise | | Re-energize Premise | Re-energize Premise | Re-energize Premise |
| TDSP Fee | Reconnect Charge | Connection Charge | | Connect Charge | Special Meter Read Fee | Off Cycle meter reading charge |

- (3) **On-cycle Switch** - If the new CR of Record has submitted an on-cycle switch at a Premise that has been previously de-energized, the TDSP will perform one (1) of the following actions:

In order to re-energize the Premise CNP and TNMP would require the CR with the ability to submit a 650_01 Reconnect transaction to send the transaction with a purpose code of RC003 to the TDSP in order to restore the service. In the event that a CR is not certified to transmit this transaction, CNP and TNMP would expect the CR to follow the Emergency Procedures outlined in Section 7.6.5.1 Emergency Reconnects.

Table 8. Competing Orders- On-cycle Switch

| | AEP | CNP | | TXU Electric Delivery | SULP | TNMP |
|--------------------|--------------------|--------------------|--|------------------------------|--------------------|--------------------|
| TDSP Action | Perform meter read | Perform meter read | | Perform meter read | Perform meter read | Perform meter read |
| Energize | Yes | No | | Yes | Yes | No |
| TDSP Fee | Reconnect Charge | None | | Connect Charge | Reconnect Charge | None |

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.3.3 Competing Orders

All TDSP's will Complete Unexecutable a disconnect for non-payment only when the requested date is greater than (after) or equal to the scheduled date of a pending switch or move-in and these transactions have been successfully completed changing either the CR of Record and/or Customer for this Premise. When a disconnect request is received with a requested date that is less than (before) the scheduled date of a switch or move-in the disconnect requests will be worked. Disconnect orders carried over to next Retail Business Day may not be worked due to competing order and will be complete unexecutable.

- (1) **Move-In** - In order to re-energize a Premise that has been disconnected, the new CR of Record's move-in will energize the Customer's Premise and will be subject to applicable fees per TDSP tariffs.

A move-in submitted on a Premise that has been de-energized for non-payment may still require a permit for completion in certain jurisdictions. A move-in submitted on a Premise that has been de-energized for non-payment at a premium disconnect location may be subject to a premium reconnect charge.

- (2) **Off-Cycle Switch** - If the new CR of Record has submitted an Off-Cycle switch the TDSP will re-energize the Premise and bill applicable charges to the new CR of Record.

Table 7. Competing Orders-Off-Cycle Switch

| | AEP | CNP | TXU Electric Delivery | SULP | TNMP |
|--------------------|---------------------|---------------------|------------------------------|---------------------|--------------------------------|
| TDSP Action | Re-energize Premise | Re-energize Premise | Re-energize Premise | Re-energize Premise | Re-energize Premise |
| TDSP Fee | Reconnect Charge | Connection Charge | Connect Charge | Reconnect Fee | Off Cycle meter reading charge |

- (3) **On-cycle Switch** - If the new CR of Record has submitted an on-cycle switch at a Premise that has been previously de-energized, the TDSP will perform one of the following actions:

In order to re-energize the Premise CNP and TNMP would require the CR with the ability to submit a 650_01 Reconnect transaction to send the transaction with a purpose code of RC003 to the TDSP in order to restore the service. In the event that a CR is not certified to transmit this transaction, CNP and TNMP would expect the CR to follow the emergency procedures outlined in Section 7.6.5.1, Emergency Reconnects.

Table 8. Competing Orders- On-cycle Switch

| | AEP | CNP | TXU | SULP | TNMP |
|--|------------|------------|------------|-------------|-------------|
|--|------------|------------|------------|-------------|-------------|

| | | | | | | | |
|--------------------|--------------------|--------------------|--------------------|--------------------------|--------------------|--------------------|--|
| | | | | Electric Delivery | | | |
| TDSP Action | Perform meter read | Perform meter read | Perform meter read | Perform meter read | Perform meter read | Perform meter read | |
| Energize | Yes | No | Yes | Yes | Yes | No | |
| TDSP Fee | Reconnect Charge | None | Connect Charge | Reconnect Charge | Reconnect Charge | None | |

7.6.3.4 Reconnect/Disconnect Processing Order

If a reconnect request is received before a disconnect request, all TDSPs except for CNP will reject the reconnect request immediately using Texas SET code “RWD”. Any disconnect requests received after an associated reconnect order has been rejected will be worked by the TDSP. If inadvertent disconnection occurs, then emergency reconnection provisions will be followed.

CNP has developed a process that if a reconnect is received without a corresponding disconnect request, the reconnect request is currently held for twenty-four (24) hours to wait for the corresponding disconnect for non-payment transaction (650_01).

- (1) If no corresponding disconnect is received in the twenty-four (24) hour period the reconnect requested will be Rejected 650_02. If CNP later receives the 650_01 Disconnect Request after the twenty-four (24) hour period and the transaction reference number BGN06 refers to the Reconnect, CNP will reject that DNP request with a 650_02 'RC RECEIVED BEFORE DNP WORKED' reason description.
- (2) If the corresponding disconnect for non-payment arrives during that period, the transactions/requests cancel each other out and produce 650_02 Complete Unexecutable responses with SET code 'T018' reason codes and 'RC RECEIVED BEFORE DNPWORKED' reason description.

[RMGRR045: Replace the above paragraph with the following on July 1, 2007.]

- (2) If the corresponding disconnect for non-payment arrives during that period, the transactions/requests cancel each other out and produce 650_02 Complete Unexecutable responses with SET code 'V005' reason codes and 'RC RECEIVED BEFORE DNPWORKED' reason description.

- (3) If inadvertent disconnection occurs, then emergency reconnection provisions will be followed.

Table 9. Transaction Processing Order

| | | | | | |
|--------------------|-------------------------|----------------|------------------------------|-------------------------|-------------------------|
| | AEP | CNP | TXU Electric Delivery | SULP | TNMP |
| TDSP Action | Reject 650_01 reconnect | See text Above | Reject 650_01 reconnect | Reject 650_01 reconnect | Reject 650_01 reconnect |

| | | | | | |
|------|-----|-------------------|-----|-----|-----|
| Code | RWD | See text Above | RWD | RWD | RWD |
|------|-----|-------------------|-----|-----|-----|

7.6.3.5 Disconnection at Alternate Location

When necessary, service orders without a premium disconnect location indicator (i.e. pole, substation) that can not be completed by the FSR at the meter may be referred within one (1) Retail Business Day to a specialized field group that will disconnect service at the pole or transformer if the CR indicated that it would pay for this charge by sending a 650_01 transaction with the code 'ROL – Roll to Other Location'. Service orders sent with premium disconnect location indicator, 'PDL – Premium Disconnect Location', will be immediately referred to specialized field personnel. A CR that does not want to pay for a Premium Disconnect will send its service order requests with the code 'MTR – Meter Disconnect Only'.

When service is disconnected at an alternate location, TDSP will notify the CR on the 650_02 with a code of 'O' for other than at the meter. For any disconnect performed the appropriate TDSP tariff charges will be applied. When service cannot be disconnected at an alternate location, the TDSP will respond with a 650_02 Complete Unexecutable and the CR will need to contact the TDSP for special consideration.

Charges for disconnections at premium locations will be applied as follows

Service orders with Premium Indicator:

- (1) All applicable premium disconnect *and* reconnect fees apply for all TDSPs.

Service orders without a Premium Indicator that referred to specialized field personnel:

- (1) **AEP** No premium disconnect charge in tariff
- (2) **CNP** No premium disconnect charge in tariff
- (3) **TXU ED** Premium disconnect charge, no charge for initial Dispatch to meter
- (4) **TNMP** Standard thirty-five dollars (\$35) disconnect fee.

Premium reconnect charges would apply for all TDSPs.

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.3.5 Disconnection at Premium Disconnect Location

When necessary, service orders without a premium disconnect location indicator (i.e. pole, substation) that can not be completed by the FSR at the meter may be referred within one (1) Retail Business Day to a specialized field group that will disconnect service at the pole or transformer if the CR indicated that it would pay for this charge by sending a 650_01 transaction

with the code 'ROL – Roll to Other Location'.

Orders that are re-routed for disconnect at premium disconnect location will be completed within three (3) Retail Business Days of being re-routed. In the event that the TDSP does not complete the DNP service request within three (3) Retail Business Days of the original requested date (and was provided two (2) Retail Business Days notice), the TDSP shall reference the YES or NO authorization found in the Friday Authorization for Overdue Disconnect for Non-Payment segment of the 650_01 transaction and will reschedule all Friday orders with the NO flag for the next Retail Business Day.

Service orders sent with premium disconnect location indicator, 'PDL – Premium Disconnect Location', will be immediately referred to specialized field personnel. A CR that does not want to pay for a premium disconnect will send its Service Order Requests with the code 'MTR – Meter Disconnect Only'.

When service is disconnected at a premium location, TDSP will notify the CR on the 650_02 with a code of 'O' for other than at the meter. For any disconnect performed the appropriate TDSP tariff charges will be applied. When service cannot be disconnected at a premium location, the TDSP will respond with a 650_02 Complete Unexecutable and the CR will need to contact the TDSP for special consideration.

7.6.3.6 Completed Unexecutable and Rejected Orders

The TDSP will issue 650_02s within one (1) Retail Business Day for rejected Service Order Requests or service orders that can not be completed in the field.

No charges will be applied to service orders that are rejected.

Service Requests that are dispatched and then Complete Unexecutable will be subject to the following TDSP charges:

- (1) **AEP** Dispatched order fee
- (2) **CNP** Disconnect or reconnect charge based on initiating Service Order Request with the exception of cancels prior to field completion
- (3) **TXU Electric Delivery** Disconnect or reconnect charge based on initiating Service Order Request with the exception of cancels prior to field completion.
- (4) **SULP** Disconnect or reconnect charge based on initiating Service Order Request with the exception of cancels prior to field completion
- (5) **TNMP** Disconnect or reconnect charge based on initiating Service Order Request with the exception of cancels prior to field completion.

The most common causes for service orders that are Completed un-executable are:

- (1) Access issues;
- (2) Unsafe conditions at the meter; or

- (3) Reconnect request received before disconnect performed.

Some common causes for rejected Service Requests are:

- (1) Account already in active-disconnected status;
- (2) Requesting party not current CR of Record;
- (3) Pending move-in, switch or move-out (same CR of Record); or
- (4) Account not active.

7.6.3.7 Priority Orders

When issuing a 650_01 for service reconnection, CRs may request priority service where available. The following Texas SET codes should be used to indicate priority status on reconnect service orders:

Table 10. TDSP Priority Codes

| | AEP | CNP | TXU Electric Delivery | SULP | TNMP |
|--------------------------------------|----------------|----------------|------------------------------|----------------|----------------|
| Outside Normal Business Hours | 99 | Not Applicable | 03 | Not Applicable | Not Applicable |
| Holiday | Not Applicable | Not Applicable | 04 | Not Applicable | Not Applicable |

All routine service orders should be submitted with an “01” priority code. Any service order received by a TDSP with a priority code other than those listed above will be processed as a routine service order.

If a CR issues a priority reconnect order after issuing a routine reconnect order *and* the routine reconnect order has not been Completed, the priority order will be processed as follows:

- (1) **AEP** Rejects priority order as a duplicate request
- (2) **CNP** Not applicable
- (3) **TXU Electric Delivery** Rejects order as a duplicate request
- (4) **SULP** Not applicable
- (5) **TNMP** Not applicable

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.3.7 Priority Orders

When issuing a 650_01 for service reconnection, CRs may request priority service where available. The following Texas SET codes should be used to indicate priority status on reconnect service orders:

Table 10. TDSP Priority Codes

| | AEP | CNP | TXU Electric Delivery | SULP | TNMP |
|--------------------------------------|------------|------------|------------------------------|-------------|-------------|
| Outside Normal Business Hours | 99 | 02 | 03 | TBD | 02 |
| Holiday | 99 | 02 | 04 | TBD | 02 |

All routine service orders should be submitted with an “01” priority code. Any service order received by a TDSP with a priority code other than those listed above will be processed as a routine service order.

If a CR issues a priority reconnect order after issuing a routine reconnect order *and* the routine reconnect order has not been Completed, the priority order will be rejected as duplicate request.

7.6.3.8 Service Order Cancellations

In order to cancel a disconnect request that has not been Completed, a CR must send a 650_01 reconnect request referencing the BGN02 disconnect to the TDSP. With the exception of AEP and TNMP, no charges will apply if the reconnect is received prior to completing the disconnect request. For orders that are already in a scheduled status after 0800 CPT on the date of request the following charges will apply:

- (1) **AEP** Twenty-five dollars (\$25)

[RMGRR045: Replace the above language with the following on July 1, 2007.]

- (1) **AEP** Dispatched Order Fee

- (2) **CNP** No Charges will be applied

- (3) **TXU Electric Delivery** No Charges will be applied

- (4) **SULP** No Charges will be applied.

- (5) **TNMP** Fifteen dollars (\$15)

In order to cancel a reconnect request because the CR may have sent the reconnect in error or for the wrong ESI ID, a CR must send a 650_01 "C" Cancel, referencing the BGN02 of the initiating 650_01 Reconnect Service Order Request. For orders that are already in a scheduled status after 0800 CPT on the date of request the following charges will apply:

- (1) **AEP** Twenty-five dollars (\$25)

[RMGRR045: Replace the above language with the following on July 1, 2007.]

- (1) **AEP** Dispatched Order Fee

- (2) **CNP** No Charges will be applied

- (3) **TXU Electric Delivery** No Charges will be applied

- (4) **SULP** No Charges will be applied.

- (5) **TNMP** Fifteen dollars (\$15)

7.6.3.9 Response Transactions

A 650_02 response transaction will be issued by TDSPs for every 650_01 transaction within one (1) Retail Business Day upon the following:

- (1) Rejection of service order after performing initial transaction validations.
- (2) Completion of the requested field service activity.
- (3) Determination by field service personnel of unexecutable status.
- (4) Cancellations of a requested reconnect request.
- (5) After unsuccessfully completing the request two (2) days in a row (TXU Electric Delivery only).

Because not all Mobile Data Systems used by TDSPs capture the date and time the FSR Completed a service order, the date and time Completed field of the 650_02 will be populated at the time the response transaction is generated and sent to the REP except by CNP. CNP will populate the field completion date and time in the 650_02 transaction for successfully Completed Service Order Requests.

Due to the exceptional conditions outlined in Section 7.6.5, Exceptions, CRs will need to follow up with the TDSP if the 650_02 for a disconnect request is not received within three (3) to five (5) Retail Business Days following the requested disconnect date. Inquiries should be submitted via e-mail as follows:

- (1) **AEP** crrtx@aep.com
- (2) **CNP** BPM-Service Orders@centerpointenergy.com

- (3) **TXU Electric Delivery** *utiltxn@TXUElectricDelivery.com*
- (4) **SULP** *egarcia@su-power.com*
- (5) **TNMP** *dnprelations@tnpe.com*

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.3.9 Response Transactions

A 650_02 response transaction will be issued by TDSPs for every 650_01 transaction within one (1) Retail Business Day upon the following:

- (1) Rejection of service order after performing initial transaction validations
- (2) Completion of the requested field service activity
- (3) Determination by field service personnel of unexecutable status
- (4) Cancellations of a requested reconnect request
- (5) After unsuccessfully completing the request two (2) days in a row (TXU Electric Delivery only).

Due to the exceptional conditions outlined in Section 7.6.5, Exceptions, CRs will need to follow up with the TDSP if the 650_02 for a disconnect request is not received within three (3) to five (5) Retail Business Days following the requested disconnect date. Inquiries should be submitted via e-mail as follows:

- (1) **AEP** *crrtx@aep.com*
- (2) **CNP** *BPM-ServiceOrders@centerpointenergy.com*
- (3) **TXU Electric Delivery** *utiltxn@TXUElectricDelivery.com*
- (4) **SULP** *egarcia@su-power.com*
- (5) **TNMP** *dnprelations@tnpe.com*

7.6.4 Field Service Activities

7.6.4.1 Disconnection Service Orders

The following schedule outlines the availability of field service personnel for performing disconnection requests. DNP orders requesting dates beyond the next Field Operational Day will be scheduled and performed by TDSP according to availability of field service personnel on the requested date. Field activities for disconnection service begin at 0800 CPT for all TDSPs.

Per Customer Protection Rule 25.483 (f), only CRs that have payment centers open and personnel available to submit reconnect requests on Saturdays or holidays can request disconnection of a Customer's electric service for nonpayment on a holiday or weekend or the day before a holiday or weekend. Only TDSPs that are available to reconnect service on a holiday or weekend will disconnect a Customer's electric service for nonpayment on a day preceding a weekend or holiday.

REPs who do *not* want disconnection requests Completed on a day that immediately precedes a weekend or holiday should notify the TDSP as follows so that these service orders will be pending until the next available Field Operational Day:

- (1) **AEP** Not applicable
- (2) **CNP** *hou-cso.operations@centerpointenergy.com*, ten (10) Business Days prior to effective date
- (3) **TXU Electric Delivery** Contact REP Relations Manager ten (10) Business Days prior to Effective Date
- (4) **SULP** *egarcia@su-power.com*
- (5) **TNMP** *dnprelations@tnpe.com*, ten (10) Business Days prior to Effective Date

Disconnection Order Overflow - If a disconnect request can not be Completed on the requested day and the next available Field Operational Day immediately precedes a weekend or holiday, the TDSP may pend the order and reschedule the disconnect request on the next available Field Operational Day as follows:

- (1) **AEP** No Friday disconnects processed
- (2) **CNP** Per REP specification
- (3) **TXU Electric Delivery** Per REP specification
- (4) **SULP** No Friday disconnects processed
- (5) **TNMP** Per REP specification

CRs requesting that disconnect Overflow requests *will not* be Completed on the Business Day immediately preceding a weekend or holiday should notify the TDSP:

- (1) **AEP** Not applicable
- (2) **CNP** *hou-cso.operations@centerpointenergy.com*
- (3) **TXU Electric Delivery** contact REP Relations Manager ten (10) business prior to Effective Date
- (4) **SULP** *egarcia@su-power.com*

(5) **TNMP** *dnprelations@tnpe.com***Table 11. Field Service Hours-Disconnect**

| | AEP | CNP | Entergy | TXU Electric Delivery | SULP | TNMP |
|-------------|---------------|---------------|----------------|------------------------------|---------------|---------------|
| Routine | 1600 | 1700 | 1700 | 1700 | 1700 | 1700 |
| Priority | Not available | Not available | Not available | Not available | Not available | Not available |
| Weekend | Not available | Not available | Not available | Not available | Not available | Not available |
| Holiday | Not available | Not available | Not available | Not available | Not available | Not available |
| After hours | Not available | Not available | Not available | Not available | Not available | Not available |

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.4.1 Disconnection Service Orders

The following schedule outlines the availability of field service personnel for performing disconnection requests. DNP orders requesting dates beyond the next Field Operational Day will be scheduled and performed by TDSP according to availability of field service personnel on the requested date. Field activities for disconnection service begin at 0800 CPT for all TDSPs.

Per Customer Protection Rule 25.483 (f), only CRs that have payment centers open and personnel available to submit reconnect requests on Saturdays or holidays can request disconnection of a Customer's electric service for nonpayment on the day before a weekend. Disconnection for non-payment the day prior to a holiday is prohibited by the TDSP tariff.

A Disconnect for Non-Payment Service Request shall be completed within three (3) Retail Business Days of the requested date provided that the TDSP has received the 650_01 Service Request at least two (2) Retail Business Days prior to the requested date. Therefore, CRs should be aware of the potential for Friday DNPs when managing their DNP schedules and activities.

In the event that the TDSP does not complete the Disconnect for Non-Payment Service Request in three (3) Retail Business Days, the TDSP shall reference the YES or NO authorization found in the Friday Authorization for Overdue Disconnect for Non-Payment segment of the 650_01 transaction. The TDSP will appropriately schedule Friday Overdue DNPs (TDSP received DNP request with two (2) Retail Business Days notice but DNP has not been completed in three (3) Retail Business Days) based upon the YES or NO authorization in the transaction. Any DNP requests received from the CR that have a NO authorization that are scheduled for a Friday and are Overdue will be scheduled for the next Retail Business Day.

7.6.4.2 Reconnection Service Orders

The following schedules outline the availability of field service personnel for performing reconnection requests:

(1) Routine Reconnects:

Per PUCT Substantive Rule 25.483, *any* reconnect request, including those for a Premium Disconnect Location (i.e. pole, substation), issued by a CR according to the timeframes outlined in 25.483(n) 1-7, must be Completed by the TDSP no later than the next Field Operational Day.

All reconnect requests will be Completed within forty-eight (48) hours from the time the order is received. For Routine reconnect requests received by TXU Electric Delivery after 1900 on a Friday or after 1900 on any Business Day that precedes a holiday followed by a non-Business Day, these reconnect requests will be charged the TXU Electric Delivery Reconnect Tariff charge for Special Route During Regular Hours, twenty-eight dollars (\$28).

Table 12. REP timelines for submitting reconnect request

| Payments made on a Retail Business Day: | Reconnection request must be sent by: |
|--|--|
| Between 0800 and 1200 | 1400 that Retail Business Day |
| Between 1200 and 1700 | 1900 that Retail Business Day |
| Between 1700 and 1900 | 2100 that Retail Business Day |
| Between 1900 and 0800 | 1400 the next Retail Business Day |
| Payments made on a weekend day or holiday | 1400 the first Retail Business Day after the payment is made |

(2) Emergency Reconnects:

Please refer to Section 7.6.5, Exceptions, for the 24 hours/day 7 days/week emergency reconnection process and appropriate contacts.

(3) After Hours Reconnects:

TNMP offers an after hours reconnect for an additional charge. This reconnect request should be used when submitting a reconnect to be worked outside normal Business Hours. For a CR to initiate an after hours reconnect, a 650_01 reconnect transaction should be sent, as well as a call to TNMP's 24 hours/day 7 days/week Support Center, (888) 866-7456. The CR's phone call to the Support center is the only current trigger that will initiate the after hours reconnect. TNMP also requires any reconnect request to be supported by phone call on reconnect requests submitted after 1400 on Fridays or days before a holiday.

Table 13. Field Service Hours-Reconnection

| | AEP | CNP | Entergy | TXU Electric Delivery | SULP | TNMP |
|----------|---|----------------|---|--|----------------|----------------|
| Routine | 1700 | 2100 | 1700 | 1700 | 1700 | 1700 |
| Friday | 1700 | 2100 | 1700 | 1700 | 1700 | 1700 |
| Priority | 1700 CPT <i>Priority Code Required</i> | Not applicable | 1900 CPT <i>Priority Code Required</i> | 24 hours/day 7 days/week <i>Priority Code Required</i> | Not applicable | Not applicable |

| | AEP | CNP | Entergy | TXU Electric Delivery | SULP | TNMP |
|-------------|--|----------------|--|--|----------------|---|
| Weekend | Not applicable | Not applicable | Saturday until 1900 CPT <i>Priority Code Required</i> | 24 hours/day 7 days/week <i>Priority Code Required</i> | Not applicable | 2200 CPT <i>Priority Code Required</i> |
| Holiday | Not applicable | Not available | Until 1900 CPT <i>Priority Code Required</i> | 24 hours/day 7 days/week <i>Priority Code Required</i> | Not applicable | 2200 CPT <i>Priority Code Required</i> |
| After hours | Not applicable | Not applicable | Until 1900 CPT <i>Priority Code Required</i> | 24 hours/day 7 days/week <i>Priority Code Required</i> | Not applicable | 2200 CPT <i>Priority Code Required</i> |
| Emergency | – See Section VII.A. of this document. <i>Priority Code Required</i> | | | | | |

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.4.2 Reconnection Service Orders

The following schedules outline the availability of field service personnel for performing reconnection requests:

(1) Routine Reconnects:

Per PUCT Substantive Rule 25.483, *any* reconnect request, including those for a Premium Disconnect Location (i.e. pole, substation), issued by a CR according to the timeframes outlined in 25.483(n) 1-7, must be Completed by the TDSP no later than the next Field Operational Day.

Per TDSP Standard Terms and Conditions, standard reconnect requests received by TDSP no later than 1400 CPT on a Retail Business Day shall be completed that day. Standard reconnect requests received by TDSP prior to 1700 CPT on a Retail Business Day shall be reconnected that day if possible, but no later than the close of the TDSP's next field operational day. Standard reconnection requests received after 1700 CPT on a day that is not a Retail Business Day shall be considered received on the next Retail Business Day.

All reconnect requests will be Completed no later than forty-eight (48) hours from the time the order is received.

Table 12. CR timelines for submitting reconnect request

| Payments made on a Retail Business Day: | Reconnection request must be sent by: |
|--|---|
| Between 0800 and 1200 | 1400 that Retail Business Day |
| Between 1200 and 1700 | 1900 that Retail Business Day |
| Between 1700 and 1900 | 2100 that Retail Business Day |
| Between 1900 and 0800 | 1400 the next Retail Business Day |
| Payments made on a weekend day or holiday | 1400 the first Retail Business Day after the payment is |

| | |
|--|------|
| | made |
| <p>(2) Emergency Reconnects:</p> <p>Please refer to Section 7.6.5, Exceptions, for the 24 hours/day 7 days/week emergency reconnection process and appropriate contacts.</p> <p>(3) After Hours Reconnects:</p> <p>Standard reconnection requests received after 1700 CPT or on a day that is not a Retail Business Day shall be considered received on the next Retail Business Day. For emergency reconnects, refer to Section 7.6.5, Exceptions.</p> <p>TNMP offers an after hours reconnect for an additional charge. This reconnect request should be used when submitting a reconnect to be worked outside normal Retail Business Hours. For a CR to initiate an after hours reconnect, a 650_01 reconnect transaction should be sent, as well as a call to TNMP's 24 hours/day 7 days/week Support Center, (888) 866-7456. The CR's phone call to the support center is the only current trigger that will initiate the after hours reconnect. TNMP also requires any reconnect request to be supported by phone call on reconnect requests submitted after 1400 on Fridays or days before a holiday.</p> | |

7.6.4.3 Requirements for Reconnecting Service

Safe access to the meter or premium disconnect location are required to restore service. Evidence of tampering or damage to the meter equipment may result in delayed or Completed Unexecutable orders when reconnecting service.

TDSPs will not *require* inside or outside breakers to be off when performing a reconnection request. However, CRs are advised to inform customers whose service has been disconnected for non-pay to take appropriate safety measures such as placing all breakers in the “OFF” position and to disconnect any extension cords from a neighboring Facility.

7.6.4.4 Customer Receipting Issue

Due to the fact that the industry has not established a process for the FSR to verify a Customer's payment and/or determine if the receipt shown is valid for the outstanding amount, the disconnection request may be executed by the FSR. Under this circumstance, the FSR will inform the Customer to contact their Retailer to arrange for reconnection of their service.

7.6.4.5 Premise Access Issues

TDSPs will make every reasonable attempt to gain access to the Customer's Premise to Complete the service order. These measures may include notifying law enforcement agencies to request assistance or referring the service order to specialized field personnel for disconnection

at a premium location. Based upon determinations made in the field at the time the FSR is attempting to disconnect or reconnect, these measures are applied by TDSPs on a case by case basis. The REP may also be requested to assist and participate with this request, as a means to successfully completing the service order.

[RMGRR045: Replace the above paragraph with the following on July 1, 2007.]

TDSPs will make every reasonable attempt to gain access to the Customer's Premise to Complete the service order. These measures may include notifying law enforcement agencies to request assistance, although law enforcement may not ensure access to meter on Customer's private property, or referring the service order to specialized field personnel for disconnection at a premium location provided that action has been specified by CR on the DNP request. Based upon determinations made in the field at the time the FSR is attempting to disconnect or reconnect, these measures are applied by TDSPs on a case by case basis. The CR may also be requested to assist and participate with this request, as a means to successfully completing the service order.

If access is denied, no additional denial of access fees are applied to a disconnect or reconnect order. These types of orders will be Complete Unexecutable with applicable TDSP tariff charges.

- (1) **AEP** Dispatched order fee.
- (2) **CNP** Disconnect or reconnect charge based on initiating Service Order Request with the exception of cancels prior to field completion.
- (3) **TXU Electric Delivery** Disconnect or reconnect charge based on initiating Service Order Request with the exception of cancels prior to field completion.
- (4) **SULP** Disconnect or reconnect charge based on initiating Service Order Request with the exception of cancels prior to field completion.
- (5) **TNMP** Disconnect or reconnect charge based on initiating Service Order Request with the exception of cancels prior to field completion.

7.6.4.6 Door Hanger Policies

TDSPs may provide a Disconnect for Non-Payment (DNP) door hanger that informs the Customer that at the request of their Competitive Retailer the TDSP has disconnected the electric service for nonpayment. The language provided in the door hanger encourages the Customer to contact their Competitive Retailer to arrange for reconnection of their service. This door hanger is left at the Premise for DNP, both residential and commercial.

If the FSR is unable to gain the required access to reconnect service a door hanger may be left advising the Customer of the reconnection attempt and the action the Customer may take to have service restored.

Door hangers are used by TDSP as follows:

Table 14. Door Hanger Use by TDSP

| | AEP | CNP | TXU Electric Delivery | SULP | TNMP |
|-------------------|----------------------------------|----------------------------------|----------------------------------|-------------|-------------|
| Disconnect | No | Yes, for Completed service order | No | Yes | No |
| Reconnect | Yes, when unable to access meter | Yes, when unable to access meter | Yes, when unable to access meter | Yes | No |

7.6.4.7 Meter Seal Policies for Disconnection

The following distinguishing characteristics are used at a Customer Premise meter to indicate the service is off for non-pay (e.g. meter seal, sticker, etc.)

- (1) **AEP** brown tag is attached to meter seal advising Customer to contact REP to have service restored.

[RMGRR045: Replace the above sentence with the following on July 1, 2007.]

- (1) **AEP** The meter seal is red and is same seal used for Completed Move-Out (MVO) request. In addition, a tan colored attachment to meter seal advises Customer to contact CR to have service restored.

- (2) **CNP** meter seal is red, also this is same seal used for Completed Move-Out (MVO) request.
- (3) **TXU Electric Delivery** meter seal is orange.
- (4) **SULP** meter seal is red.
- (5) **TNMP** meter seal is gold.

7.6.5 Exceptions

7.6.5.1 Emergency Reconnects

There may be times when a Customer has been disconnected for non-payment in error. For Completed disconnection orders that result in a life threatening situation, PUCT request or are Completed inadvertently, CRs will need to contact each TDSP to arrange for an emergency reconnection and identify the reason for the emergency Service Request. Life threatening situations should be immediately reported to the TDSP 24 hours/day 7 days/week contacts in order to expedite the reconnection request.

- (1) **AEP** Contact CR Relations team for process.
- (2) **CNP** Contact 24 hours/day 7 days/week Support Center, (713) 207-2222 or (800) 332-7143.
- (3) **TXU Electric Delivery** Contact 24 hours/day 7 days/week Support Center, (888) 313-6934.
- (4) **SULP** Contact 24 hours/day 7 days/week Support Center, (956) 668-9551.
- (5) **TNMP** Contact 24 hours/day 7 days/week Support Center, (888) 866-7456.

After initiating an emergency service reconnection with the TDSP's 24 hours/day 7 days/week support center, CRs should submit a follow up e-mail, including a Completed Emergency Reconnect Request spreadsheet to the TDSP. Please refer to Appendix C2, Emergency Reconnect Request Data Requirements for the required spreadsheet template. The TDSP e-mail contacts are:

- (1) **AEP** e-mail crrtx@aep.com , 650_01 reconnect *not* required
- (2) **CNP** 0800 to 1700 Monday – Friday, e-mail spreadsheet to CustomerCareCR@CenterPointEnergy.com

After 1700 until 1900 Monday- Friday also on Saturday 0800 to 1600, e-mail spreadsheet to CNP.Priority@CenterPointEnergy.com, 650_01 RC001 or RC003 required. (If CR can not issue RC003 reconnects and is not the CR initiating the original disconnect, 650_01 will not be required.)

- (3) **TXU Electric Delivery**-0800 to 1700 CPT Retail Business Day
utiltxn@TXUElectricDelivery.com, 650_01 reconnect *not* required

For days and times other than stated above: contactcenter@txuelectricdelivery.com

- (4) **SULP** egarcia@su-power.com, 650_01 reconnect *not* required
- (5) **TNMP** dnprelations@tnpe.com, 650_01 reconnect *not* required

7.6.5.2 Critical Load

In the interest of public safety, DNP requests for non-residential customers that have been identified by the TDSP as critical or sensitive Load will be either rejected with an A13 code with remarks that will reflect Life Support/Critical care or Completed Unexecutable by TDSPs with a reason code of V002 Life Support Customer.

- (1) **AEP** FSR discretion at point of service will be exercised. If FSR determines that completing the disconnect order would create an unsafe condition, the order will be Completed unexecutable with reason (e.g. sensitive Load-school).

- (2) **CNP** Disconnect request is rejected with A13 and remarks will reflect LifeSupport/Critical Customer if the Life Support indicator is “Y” in CNP system.
- (3) **TXU Electric Delivery** Disconnect request is Completed Unexecutable.
- (4) **SULP** Disconnect request is Completed Unexecutable.
- (5) **TNMP** Disconnect request is Completed Unexecutable.

In the event that a life threatening situation is discovered or the FSR determines that the Premise qualifies as a Critical Load although currently not indicated as such, the disconnect request will be Completed Unexecutable with reason code V002-Life Support Customer.

Upon discovery of red lights or equipment associated with supporting air traffic control or other associated FAA activities, FSR will Complete Unexecutable the disconnect request. REPs who have received FAA approval to perform disconnect for the Premise may submit to AEP a 650_01 disconnect request with the notation “second request: FAA approval received”. For all other TDSPs, CRs requesting to disconnect service for FAA related premises must contact the TDSP to arrange for disconnection. CRs will need to coordinate with their REP Relations managers at each TDSP, other than TXU Electric Delivery, to Complete disconnection requests for critical Load premises. For TXU Electric Delivery, contact Business Support at (888) 313-6934, or *contactcenter@TXUElectricDelivery.com*.

7.6.5.3 Critical Care

Disconnection requests received by the TDSP for residential customers that the TDSP has identified as critical care will be processed as follows:

- (1) **AEP** Disconnect request is rejected with A13 and remarks will reflect Life Support/Critical Customer.
- (2) **CNP** Disconnect request is rejected with A13 and remarks will reflect Life Support/Critical Customer.
- .
- (3) **TXU Electric Delivery** Disconnect request is Completed Unexecutable with reason code V002
- (4) **SULP** Disconnect request is Completed Unexecutable with reason code V002.
- (5) **TNMP** Disconnect request is Completed Unexecutable with reason code V002.

CRs requesting to disconnect service for critical Load or care customers in must contact the TDSP to arrange and coordinate special instructions to provide notice as required by PUCT rules and TDSP tariffs, providing the Customer the opportunity to ameliorate the condition.. CRs

will need to coordinate with their REP Relations managers at each TDSP, with the exception of TXU Electric Delivery, to complete disconnection requests for critical care premises. For TXU Electric Delivery, contact Business Support at (888) 313-6934, or contactcenter@TXUElectricDelivery.com.

[RMGRR045: Replace the above Section 7.6.5.2 and 7.6.5.3 with the following on July 1, 2007.]

7.6.5.2 Critical Load/Critical Care

In the interest of public safety, DNP requests for customers that have been identified by the TDSP as critical care or critical Load will be either rejected with an A13 code with remarks that will reflect Life Support/Critical care or Completed Unexecutable by TDSPs with the appropriate Texas SET reason code.

CRs requesting to disconnect service for critical Load or care customers must contact the TDSP to arrange and coordinate special instructions to provide notice as required by PUCT rules and TDSP tariffs, providing the Customer the opportunity to ameliorate the condition. CRs will need to coordinate with their REP Relations managers at each TDSP, with the exception of TXU Electric Delivery, to complete disconnection requests for critical care premises. For TXU Electric Delivery, contact Business Support at (888) 313-6934, or contactcenter@TXUElectricDelivery.com.

7.6.5.4 Field Service Exceptions

In the event that a life threatening or hazardous situation is discovered or the FSR determines that the Premise qualifies as either a critical Load or critical care although currently not indicated as such, the disconnect request will be Completed Unexecutable with reason code V002-Life Support Customer.

Per Action 5.3.7.4 (4) of Terms and Conditions of the TDSP tariffs:

[RMGRR045: Replace the above sentences with the following on July 1, 2007.]

In the event that a life threatening or hazardous situation is discovered or the FSR determines that the Premise qualifies as either a critical Load or critical care although currently not indicated as such, the disconnect request will be Completed Unexecutable with the appropriate Texas SET reason code.

Per Action 5.3.7.4(1)(E) of Terms and Conditions of the TDSP tariffs:

Company shall not suspend or disconnect Retail Customer when such disconnection will cause a dangerous or life-threatening condition on that Retail Customer's Premise, without prior Notice of reasonable length such that Retail Customer can ameliorate the condition. Retail Customer is responsible for notifying its designated Competitive Retailer if disconnection to its Facility will result in such a condition.

Per PUCT Rule 25.483 (h):

If, in the normal performance of its duties, a TDU obtains information that a Customer scheduled for disconnection may qualify for delay of disconnection pursuant to this subsection, and the TDU reasonably believes that the information may be unknown to the REP, the TDU shall delay the disconnection and promptly communicate the information to the REP. The TDU shall disconnect such Customer if it subsequently receives a confirmation of the disconnect Notice from the CR. Nothing herein should be interpreted as requiring a TDU to assess or to inquire as to the Customer's status before performing a disconnection, or to provide prior Notice of the disconnection, when not otherwise required.

CRs requesting to disconnect service for these previously unexecuted disconnection requests contact the TDSP to arrange and coordinate the special instructions of providing notice as required by PUCT rules and TDSP tariffs, allowing the Customer the opportunity to ameliorate the condition. REPs will need to coordinate with their REP Relations managers at each TDSP, with the exception of TXU Electric Delivery, to complete subsequent disconnection requests. For TXU Electric Delivery, contact Business Support at (888) 313-6934, or contactcenter@TXUElectricDelivery.com.

7.6.5.5 Weather Moratoriums

All Market Participants should monitor www.nws.noaa.gov for the following conditions that would establish a weather moratorium. Weather moratorium may be invoked in a service territory at any time during the day when one (1) of the following conditions exists in a county as outlined in PUCT Rule 25.483:

Table 14. Extreme weather emergency due to cold:

| The previous day's highest temperature did not exceed 32°F and the predicted temperature for the next 24 hours is at or below 32°F. (Both conditions must be met before disconnection activity is suspended in a service territory). | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
|--|----------|--------|---------------|---------------|------------|------------|---------------|
| Example I | 28°F | 28°F | 32°F | 34°F | 34°F | 32°F | 32°F |
| | | | No Disconnect | Disconnect | Disconnect | Disconnect | No Disconnect |
| Example II | 28°F | 28°F | 32°F | 32°F | 34°F | 32°F | 45°F |
| | | | No Disconnect | No Disconnect | Disconnect | Disconnect | Disconnect |
| | | | | | | | |

| | | | | | | | |
|--|----------|--------|---------------|---------------|------------|------------|---------------|
| The previous day's highest temperature did not exceed 32°F and the predicted temperature for the next 24 hours is at or below 32°F. (Both conditions must be met before disconnection activity is suspended in a service territory). | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
| Example III | 28°F | 28°F | 32°F | 30°F | 34°F | 32°F | 25°F |
| | | | No Disconnect | No Disconnect | Disconnect | Disconnect | No Disconnect |

Table 15. Extreme weather emergency due to heat:

| | | | | | | | |
|--|-------------------------|-------------------------|-------------------------|------------------|-------------------------|------------------|-------------------------|
| The National Weather Service issues a heat Advisory for that day or on any one (1) of the preceding two (2) calendar days. | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
| Example I | Heat Advisory in Effect | Heat Advisory in Effect | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory | No Heat Advisory | Heat Advisory in Effect |
| | | | No Disconnect | No Disconnect | No Disconnect | Disconnect | No Disconnect |
| | | | | | | | |
| Example II | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory | No Heat Advisory | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory |
| | | | No Disconnect | Disconnect | No Disconnect | No Disconnect | No Disconnect |

(1) Disconnection Activity During Extreme Weather

In the event that one (1) of the above conditions exists in a county served by a TDSP, that TDSP shall notify the PUCT as described in PUC Subst. R. 25.483(j)(2) to outage@puc.state.tx.us and CRs via e-mail that a weather moratorium has been invoked and that disconnection activity has been suspended as follows:

- (a) **AEP** By County
- (b) **CNP** By Service Territory
- (c) **TXU Electric Delivery** By County
- (d) **SULP** By Service Territory

-
- (e) **TNMP** By Service Territory Zone (please refer to Appendix C3, Texas-New Mexico Power Company Service Territory Zone to Zip Code Table or TNMP website for a list of zip codes associated with each zone.)

CRs will need to provide their company contact to their REP Relations Manager at each TDSP in order to receive these weather notifications.

For the duration of the weather moratorium, CRs shall not issue disconnection request for any affected areas. Any disconnection requests issued for premises in counties or service territories that are experiencing a weather moratorium will be processed as follows:

- (a) **AEP** Completed Unexecutable
- (b) **CNP** Pended until moratorium lifted
- (c) **TXU Electric Delivery** Completed Unexecutable
- (d) **SULP** Completed Unexecutable
- (e) **TNMP** Pended until moratorium lifted

Disconnection requests that are Pending completion by the TDSP at the time a weather moratorium is established will be processed as follows:

- (a) **AEP** Completed Unexecutable
- (b) **CNP** Pended until moratorium lifted
- (c) **TXU Electric Delivery** Completed Unexecutable
- (d) **SULP** Completed Unexecutable
- (e) **TNMP** Pended until moratorium lifted

Disconnection requests that are pended by a TDSP during a weather moratorium will be processed and scheduled with all transactions at the time the moratorium is lifted.

Disconnection requests that are Completed Unexecutable by a TDSP during a weather moratorium should be re-issued by the REP at the time the moratorium is lifted.

In the event of a PUCT mandated weather moratorium for an extend length of time, 7-calendar days or more, the CR will cancel all Pending disconnect requests with 650_01 reconnect requests until the PUCT has declared that the weather moratorium has been lifted. This would prevent any outstanding and/or Pending disconnect requests from being completed after the moratorium is lifted where customers may have made payments during that time period, also the TDSP would now be working with and scheduling more up to date DNP transactions.

(2) **Reconnection Activity During Extreme Weather**

All types of reconnect request will be processed by all TDSP during a weather moratorium.

Reconnect requests received for pended disconnect orders will be processed in order to cancel the disconnect request. Reconnect requests received for disconnect completed prior to an extreme weather event are processed and dispatched according to applicable timeframes during a weather moratorium.

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.5.5 Weather Moratoriums

All Market Participants should monitor www.nws.noaa.gov for the following conditions that would establish a weather moratorium. Weather moratorium may be invoked in a service territory at any time during the day when one (1) of the following conditions exists in a county as outlined in PUCT Rule 25.483:

Table 14. Extreme weather emergency due to cold:

| | | | | | | | |
|--|----------|--------|---------------|---------------|------------|------------|---------------|
| The previous day's highest temperature did not exceed 32°F and the predicted temperature for the next 24 hours is at or below 32°F. (Both conditions must be met before disconnection activity is suspended in a service territory). | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
| Example I | 28°F | 28°F | 32°F | 34°F | 34°F | 32°F | 32°F |
| | | | No Disconnect | Disconnect | Disconnect | Disconnect | No Disconnect |
| | | | | | | | |
| Example II | 28°F | 28°F | 32°F | 32°F | 34°F | 32°F | 45°F |
| | | | No Disconnect | No Disconnect | Disconnect | Disconnect | Disconnect |
| | | | | | | | |
| Example III | 28°F | 28°F | 32°F | 30°F | 34°F | 32°F | 25°F |
| | | | No Disconnect | No Disconnect | Disconnect | Disconnect | No Disconnect |

Table 15. Extreme weather emergency due to heat:

| | | | | | | | |
|---|----------|--------|--------|---------|-----------|----------|--------|
| The National Weather Service issues a heat Advisory for that day or on any one (1) of the preceding two (2) | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
|---|----------|--------|--------|---------|-----------|----------|--------|

| | | | | | | | |
|------------|-------------------------|-------------------------|-------------------------|------------------|-------------------------|------------------|-------------------------|
| Example I | Heat Advisory in Effect | Heat Advisory in Effect | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory | No Heat Advisory | Heat Advisory in Effect |
| | | | No Disconnect | No Disconnect | No Disconnect | Disconnect | No Disconnect |
| | | | | | | | |
| Example II | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory | No Heat Advisory | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory |
| | | | No Disconnect | Disconnect | No Disconnect | No Disconnect | No Disconnect |

(1) **Disconnection Activity During Extreme Weather**

In the event that one (1) of the above conditions exists in a county served by a TDSP, that TDSP shall notify the PUCT as described in PUC Subst. R. 25.483(j)(2) to *outage@puc.state.tx.us* and CRs via e-mail that a weather moratorium has been invoked and that disconnection activity has been suspended as follows:

- (a) **AEP** By County
- (b) **CNP** By Service Territory
- (c) **TXU Electric Delivery** By County
- (d) **SULP** By Service Territory
- (e) **TNMP** By Service Territory Zone (please refer to Appendix C3, TNMP Weather Zone Zip Code Table or TNMP website for a list of zip codes associated with each zone.)

CRs will need to provide their company contact to their REP Relations Manager at each TDSP in order to receive these weather notifications.

For the duration of the weather moratorium, CRs shall not issue disconnection request for any affected areas. Any new disconnection requests issued for premises in counties or service territories that are experiencing a weather moratorium will be processed as follows:

- (a) **AEP** Completed Unexecutable
- (b) **CNP** DNP will be rejected with A13 code.
- (c) **TXU Electric Delivery** Completed Unexecutable
- (d) **SULP** Completed Unexecutable
- (e) **TNMP** Completed Unexecutable

Disconnection requests that are Pending completion by the TDSP at the time a weather moratorium is established will be Completed Unexecutable.

Disconnection requests that are Completed Unexecutable by a TDSP during a weather moratorium should be re-issued by the CR at the time the moratorium is lifted.

(2) **Reconnection Activity During Extreme Weather**

All types of reconnect request will be processed by all TDSP during a weather moratorium.

Reconnect requests received for pended disconnect orders will be processed in order to cancel the disconnect request. Reconnect requests received for disconnect completed prior to an extreme weather event are processed and dispatched according to applicable timeframes during a weather moratorium.

7.6.5.6 Force Majeure

In SECTION 4.2.4 of the TDSP tariffs a Force Majeure Event is defined as:

Neither Company nor Competitive Retailer shall be liable in damages for any act or event that is beyond such party's control and which could not be reasonably anticipated and prevented through the use of reasonable measures, including, but not limited to, an act of God, act of the public enemy, war, insurrection, riot, fire, explosion, labor disturbance or strike, wildlife, unavoidable accident, equipment or material shortage, breakdown or accident to machinery or equipment, or good faith compliance with a then valid curtailment, order, regulation or restriction imposed by governmental, military, or lawfully established civilian authorities, including any order or directive of the Independent Organization.

- (1) AEP, TXU Electric Delivery, and Sulp: Any Pending Service Request, including disconnect or reconnect, will be Completed Unexecutable during a Force Majeure Event.
- (2) CNP and TNMP: CRs should cancel all Pending disconnect or reconnect Service Requests with 650_01 reconnect or cancel reconnect requests until the REP Relations group notifies the CR via e-mail and/or telephone that routine operations have been restored.

Once a Force Majeure Event has concluded and the TDSP has re-established routine operations, CRs should submit any Service Requests for ESI IDs that still qualify for disconnection or reconnection.

All TDSPs will notify the market of the establishment and conclusion of a Force Majeure Event via their REP Relations or Account Management teams.

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.5.6 Force Majeure

In SECTION 4.2.4 of the TDSP tariffs a Force Majeure Event is defined as:

Neither Company nor Competitive Retailer shall be liable in damages for any act or event that is beyond such party's control and which could not be reasonably anticipated and prevented through the use of reasonable measures, including, but not limited to, an act of God, act of the public enemy, war, insurrection, riot, fire, explosion, labor disturbance or strike, wildlife, unavoidable accident, equipment or material shortage, breakdown or accident to machinery or equipment, or good faith compliance with a then valid curtailment, order, regulation or restriction imposed by governmental, military, or lawfully established civilian authorities, including any order or directive of the Independent Organization.

- (1) AEP, TXU Electric Delivery, and Sulp: Any Pending Service Request, including disconnect, will be Completed Unexecutable during a Force Majeure Event.
- (2) CNP and TNMP: CRs should cancel all Pending disconnect Service Requests with 650_01 reconnect or cancel reconnect requests until the REP Relations group notifies the CR via e-mail and/or telephone that routine operations have been restored.

Once a Force Majeure Event has concluded and the TDSP has re-established routine operations, CRs should submit any Service Requests for ESI IDs that still qualify for disconnection.

All TDSPs will notify the market of the establishment and conclusion of a Force Majeure Event via their REP Relations or Account Management teams.

7.6.5.7 Master Metered Premises

Prior to issuing a disconnection request for a master metered Premise, a CR must fulfill the tenant Notification requirements outlined in PUCT Substantive Rule 25.483 (k). If applicable, a CR may request that a TDSP's field personnel post the required notices at a master metered property for a designated fee listed below:

- (1) **AEP** Notice posting available, forty-two dollars (\$42) per master metered Premise; contact AEP CR Relations account manager to arrange.
- (2) **CNP** Notice posting not available
- (3) **TXU Electric Delivery** Notice posting not available
- (4) **Sulp** Not applicable, Sulp has no master metered premises
- (5) **TNMP** Notice posting available, thirty-five dollars (\$35) per master metered Premise

Disconnection requests received for a master metered Premise will be Completed Unexecutable by the TDSP. The requesting CR will need contact the TDSP to coordinate the disconnection of the master metered Premise as follows:

- (1) **AEP** contact to CR Relations
- (2) **CNP** *hou-cso.operations@centerpointenergy.com*
- (3) **TXU Electric Delivery** contact Business Support at (888) 313-6934; or
contactcenter@TXUElectricDelivery.com
- (4) **SULP** not applicable, SULP has no master metered premises
- (5) **TNMP** contact REP Relations manager

7.6.5.8 Unmetered Service

An unmetered service that is not a critical Load Premise or that does not present a hazardous condition if disconnected will be subject to the same processing as metered services for disconnection and reconnection.

For all other unmetered services, disconnection requests will be Completed Unexecutable upon receipt or following field investigation. The requesting CR will need contact the TDSP to coordinate the disconnection request as follows:

- (1) **AEP** contact to CR Relations
- (2) **CNP** *hou-cso.operations@centerpointenergy.com*
- (3) **TXU Electric Delivery** contact Business Support at (888) 313-6934; or
contactcenter@TXUElectricDelivery.com
- (4) **SULP** contact REP Relations manager
- (5) **TNMP** contact REP Relations manager

7.6.5.9 Multiple Metered Service (not Master Metered)

For TDSPs that have multiple meters associated with an ESI ID, any 650_01 service order, whether for disconnection or reconnection, will be executed for all meters associated with that Premise. CRs will need to submit 650_01s for multiple meters as follows:

- (1) **AEP** one (1) service order per ESI ID

- (2) **CNP** one (1) service order per meter
- (3) **TXU Electric Delivery** one (1) service order per ESI ID
- (4) **SULP** not applicable
- (5) **TNMP** not applicable

If a disconnect or reconnect can not be Completed for any meter associated with the ESI ID the TDSP will notify the CR via a 650_02.

Discretionary charges for disconnection or reconnection are billed by the TDSP as follows:

- (a) **AEP** one (1) service charge per ESI ID
- (b) **CNP** one (1) service charge per ESI ID
- (c) **TXU Electric Delivery** one (1) service charge per ESI ID
- (d) **SULP** not applicable
- (e) **TNMP** not applicable

7.6.5.10 Meter Tampering Issues

While performing a disconnection of service a FSR may discover that there has been tampering at the meter. If the FSR determines that the degree of tampering does *not* present a hazardous condition, the disconnection will be Completed. If the meter tampering has created an unsafe condition, the disconnection request may be referred to specialized field personnel to attempt to Complete the disconnection request at an alternate location as outlined in Section 7.6.3.5, Disconnection at Alternate Location, of this section. If disconnection can not be Completed as a result of the tampering incident the disconnection request will be Completed Unexecutable and the TDSP may notify the CR of the hazardous condition and, if applicable, meter removal by issuing a 650_04.

Tampering may also be detected when a FSR is performing a reconnection request or when re-energizing a disconnected Premise while performing a switch or move-in. If possible, the FSR will reconnect service at the meter. If the meter tampering has created an unsafe condition, the 650_01 reconnection request will be completed unexecutable and the TDSP may notify the CR of the hazardous condition and, if applicable, meter removal by issuing a 650_04.

Tampering fees may be assessed by the TDSP and billed to the CR of Record at either the time of disconnection or upon reconnection of service. Please refer to the TDSP tariffs for specific charges.

If the CR is notified of potential meter tampering at a Premise, the CR may notify the TDSP via a 650_01 MM006 service order for tampering suspected if they are currently the CR of Record and are an Option 1 REP. Any CR may report suspected tampering at any time by contacting the TDSP's general call center phone number.

7.6.5.11 Customer Threatens TDSP Field Service Representative

If threatened by the Customer, the FSR will not disconnect service. However, the FSR may refer the disconnection request to another group specialized in disconnecting service at the pole, transformer (overhead and padmount), or weatherhead. Similar to resolving access issues the TDSP will exhaust all means available, which may include communicating with the CR to request their assistance and participation, as a means to successfully complete the Service Request.

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.5.11 Customer Threatens TDSP Field Service Representative

If threatened by the Customer, the FSR will not disconnect service. However, the FSR may refer the disconnection request to another group specialized in disconnecting service at the pole, transformer (overhead and padmount), or weatherhead. Similar to resolving access issues, the TDSP will exhaust all means available, which may include communicating with the CR to request their assistance and participation, as a means to successfully complete the Service Request and may request that meter enclosure be relocated to accessible location.

7.6.6 Transmission and/or Distribution Service Provider Charges for Reconnect and Disconnect Services

7.6.6.1 Discretionary Charges

TDSP will use SAC04 codes for discretionary charges resulting for disconnection or reconnection service as outlined below:

Table 16. SAC04 Codes-Discretionary Charges

| Charge Description | Service Territory | | | | |
|--|-------------------|--------|-----------------------------|--------|--------|
| | AEP | CNP | TXU Electric Delivery | SULP | TNMP |
| <i>Disconnection</i> | | | | | |
| Routine Disconnect at Meter | N/A | SER024 | SER024 | SER024 | SER024 |
| Routine Disconnect at Pole | N/A | SER024 | SER026 | SER024 | SER026 |
| | | | | | |
| Priority Disconnect at Meter | SER027 | N/A | N/A | SER027 | N/A |
| Priority Disconnect at Pole | SER027 | N/A | N/A | SER027 | N/A |
| Priority Disconnect at Subsurface Box | SER027 | N/A | N/A | SER027 | N/A |
| | | | | | |
| <i>Reconnection</i> | | | | | |
| Routine Reconnect at Meter | SER030 | SER028 | SER030 | SER028 | SER030 |
| Routine Reconnect at Meter Special Route | N/A | N/A | SER031 | N/A | N/A |
| Routine Reconnect at Pole | SER030 | SER028 | SER034 | SER028 | SER034 |

| Charge Description | Service Territory | | | | |
|---|-------------------|--------|-----------------------------|--------|--------|
| | AEP | CNP | TXU Electric Delivery | SULP | TNMP |
| Routine Reconnect at Subsurface Box | SER030 | N/A | SER034 | SER028 | N/A |
| Routine Reconnect at CT Meter | SER030 | N/A | N/A | SER028 | N/A |
| | | | | | |
| Priority Reconnect at Meter | SER029 | N/A | SER029 | SER029 | N/A |
| Priority Reconnect at Pole | SER029 | N/A | SER035 | SER029 | N/A |
| Priority Reconnect at Subsurface Box | SER029 | N/A | SER035 | SER029 | N/A |
| Priority Reconnect at CT Meter | SER029 | N/A | SER035 | SER029 | N/A |
| | | | | | |
| Weekend Reconnect at Meter | N/A | N/A | SER032 | N/A | N/A |
| Weekend Reconnect at Pole | N/A | N/A | SER035 | N/A | N/A |
| Weekend Reconnect at Subsurface Box | N/A | N/A | SER035 | N/A | N/A |
| Weekend Reconnect at CT Meter | N/A | N/A | SER035 | N/A | N/A |
| | | | | | |
| Holiday Reconnect at Meter | N/A | N/A | SER033 | N/A | N/A |
| Holiday Reconnect at Pole | N/A | N/A | SER036 | N/A | N/A |
| Holiday Reconnect at Subsurface Box | N/A | N/A | SER036 | N/A | N/A |
| Holiday Reconnect at CT Meter | N/A | N/A | SER036 | N/A | N/A |
| After Hours Reconnect at Meter | N/A | N/A | N/A | N/A | SER032 |
| After Hours Reconnect at Pole | N/A | N/A | N/A | N/A | SER035 |
| After Hours Reconnect at Subsurface Box | N/A | N/A | N/A | N/A | N/A |
| After Hours Reconnect at CT Meter | N/A | N/A | N/A | N/A | N/A |
| | | | | | |
| <i>Denial of Access to Meter</i> | | | | | |
| For Disconnection Orders | SER133 | N/A | N/A | SER133 | SER133 |
| For Reconnections Orders | SER133 | N/A | N/A | SER133 | SER133 |
| <i>Order Cancellation Fees</i> | | | | | |
| Disconnect Administration Fee | N/A | N/A | N/A | N/A | SER132 |
| Dispatched Order Fee | SER132 | N/A | N/A | SER070 | N/A |
| <i>Tampering Charges</i> | | | | | |
| Broken Meter Seal Fee | SER130 | N/A | N/A | SER130 | SER130 |
| Meter Tampering Fee | SER072 | SER072 | SER072 | SER072 | SER072 |
| <i>Connection Fees</i> | | | | | |
| Connect Fee/Connection Charge at Meter/Account Activation Fee | SER019 | SER019 | SER030 | SER019 | SER009 |

[RMGRR045: Replace the above section with the following on July 1, 2007.]

7.6.6.1 Discretionary Charges

TDSP will use SAC04 codes for discretionary charges resulting for disconnection or

reconnection service as outlined below:

Table 16. SAC04 Codes-Discretionary Charges

| Charge Description | Service Territory | | | | |
|---|-------------------|--------|-----------------------------|--------|--------|
| | AEP | CNP | TXU Electric Delivery | SULP | TNMP |
| <i>Disconnection</i> | | | | | |
| Standard Disconnect at Meter | N/A | SER024 | SER024 | SER024 | SER024 |
| Standard Disconnect at Pole | N/A | SER024 | SER026 | SER024 | SER026 |
| | | | | | |
| | | | | | |
| <i>Reconnection</i> | | | | | |
| Standard Reconnect at Meter | SER030 | SER028 | SER030 | SER028 | SER030 |
| Standard Reconnect at Meter Special Route | N/A | N/A | SER031 | N/A | N/A |
| Standard Reconnect at Pole | SER030 | SER028 | SER034 | SER028 | SER034 |
| Standard Reconnect at Subsurface Box | SER030 | N/A | SER034 | SER028 | N/A |
| Standard Reconnect at CT Meter | SER030 | N/A | N/A | SER028 | N/A |
| | | | | | |
| Same Day Reconnect at Meter | SER029 | N/A | SER029 | SER029 | N/A |
| Same Day Reconnect at Pole | SER029 | N/A | SER035 | SER029 | N/A |
| Same Day Reconnect at Subsurface Box | SER029 | N/A | SER035 | SER029 | N/A |
| Same Day Reconnect at CT Meter | SER029 | N/A | SER035 | SER029 | N/A |
| | | | | | |
| Weekend Reconnect at Meter | N/A | N/A | SER032 | SER032 | N/A |
| Weekend Reconnect at Pole | N/A | N/A | SER035 | N/A | N/A |
| Weekend Reconnect at Subsurface Box | N/A | N/A | SER035 | N/A | N/A |
| Weekend Reconnect at CT Meter | N/A | N/A | SER035 | SER032 | N/A |
| | | | | | |
| Holiday Reconnect at Meter | N/A | N/A | SER033 | SER033 | N/A |
| Holiday Reconnect at Pole | N/A | N/A | SER036 | N/A | N/A |
| Holiday Reconnect at Subsurface Box | N/A | N/A | SER036 | N/A | N/A |
| Holiday Reconnect at CT Meter | N/A | N/A | SER036 | SER033 | N/A |
| After Hours Reconnect at Meter | N/A | N/A | N/A | SER032 | SER032 |
| After Hours Reconnect at Pole | N/A | N/A | N/A | N/A | SER035 |
| After Hours Reconnect at Subsurface Box | N/A | N/A | N/A | N/A | N/A |
| After Hours Reconnect at CT Meter | N/A | N/A | N/A | N/A | N/A |
| | | | | | |
| <i>Denial of Access to Meter</i> | | | | | |
| For Disconnection Orders | SER133 | N/A | N/A | SER133 | SER133 |

| | | | | | |
|---|--------|--------|--------|--------|--------|
| For Reconnections Orders | SER133 | N/A | N/A | SER133 | SER133 |
| <i>Order Cancellation Fees</i> | | | | | |
| Disconnect Administration Fee | N/A | N/A | N/A | N/A | SER132 |
| Dispatched Order Fee | SER132 | N/A | N/A | SER070 | N/A |
| <i>Tampering Charges</i> | | | | | |
| Broken Meter Seal Fee | SER130 | N/A | N/A | SER130 | SER130 |
| Meter Tampering Fee | SER072 | SER072 | SER072 | SER072 | SER072 |
| <i>Connection Fees</i> | | | | | |
| Connect Fee/Connection Charge at Meter/Account Activation Fee | SER019 | SER019 | SER030 | SER019 | SER009 |

7.6.6.2 Other Charges

Non-usage based charges will continue to be assessed by the TDSP and billed to the CR of Record until service at the disconnected Premise has been terminated upon completion of a Move-Out Request. Non-usage based charges are:

- (1) Customer Charge: All TDSPs use BAS001
- (2) Customer Metering Charge: All TDSPs use BAS003

In order to avoid ongoing liability, a CR must submit a Move-Out Request to terminate service no earlier than five (5) calendar days after receipt of 650_02 indicating successful completion of disconnect for nonpayment. Competitive Retailers receiving reliable information indicating Premise is vacant may submit move-out earlier. Upon completion of the move-out order the TDSP will discontinue billing any non-usage based charges outlined above to the CR. A CR's financial liability for a disconnected Premise is removed upon the completion of a move-out. Until a move-out is effectuated, the CR will remain the CR of Record and will re-energize the Customer's Premise upon remedy of the reason for disconnection if necessary. Whether prior to or after the completion of the move-out request, the CR will re-establish service to the extent required under PUCT rules.

7.6.6.3 TDSP Tariffs

Please refer to the appropriate rate class in each TDSP tariff for rates. TDSP tariffs are located on the following links:

- (1) **AEP** <http://aepcustomer.com/tariffs/default.htm>
- (2) **CNP** http://www.centerpointenergy.com/files/102742_CenterPoint_12-11-02_Retail_Delivery_Tariff_book.pdf
- (3) **TXU Electric Delivery** www.TXUElectricDelivery.com/electricity/tariffs/distrates
- (4) **SULP** www.su-power.com/Tariff.pdf

- (5) **TNMP** www.tnpe.com/affiliatetransactions/tdutariffs.doc

7.6.7 *Contacts*

7.6.7.1 **Emergency System Outage**

In the event of a system Outage during Business Hours and a CR can not submit EDI transactions, CRs should contact their REP Relations manager at the TDSP(s) to arrange for a workaround in order to submit reconnect Service Order Requests. For system Outages that occur outside Business Hours CRs should contact the TDSPs as follows:

- (1) **AEP** For system Outage contact your CR Relations Manager at or email crrtx@aep.com
- (2) **CNP** For system Outages contact your REP Relations Manager.
Contact information can be found on CNP website:
http://www.centerpointenergy.com/files/107265_CR_Relations_Contacts_and_PUCT.pdf
After hours contact (800) 332-7143.
- (3) **TXU Electric Delivery** For system Outage contact Business Support at (888) 313-6934; or contactcenter@TXUElectricDelivery.com
- (4) **SULP** For system Outage contact your REP Relations Manager during Business Hours; or after hours contact (956) 668-9551.
- (5) **TNMP** For system Outage contact your REP Relations Manager during Business Hours; or after hours contact (888) 866-7456.

7.6.7.2 **Disconnect Forecast Contact**

- (1) **AEP** crrtx@aep.com
- (2) **CNP** [hou-cso.operations@centerpointenergy.com](mailto:hcu-cso.operations@centerpointenergy.com)
- (3) **TXU Electric Delivery** utiltxn@TXUElectricDelivery.com
- (4) **SULP** egarcia@su-power.com
- (5) **TNMP** dnprelations@tnpe.com

7.6.7.3 **Website Available Information**

- (1) **AEP** www.aepcustomer.com
- (2) **CNP** www.centerpointenergy.com/houston/retail/

- (3) **TXU Electric Delivery** www.TXUElectricDelivery.com
- (4) **SULP** www.su-power.com
- (5) **TNMP** www.tnmp.com

7.6.7.4 TDSP General Call Center Phone Number

- (1) **AEP** (877) 373-4858
- (2) **CNP** (713) 207-2222 (Houston area local) or (800) 332-7143 (Long Distance- Toll free)
- (3) **TXU Electric Delivery** (888) 313-6934 –CRs only, not end-use Customer
- (4) **SULP** (956) 687-5600 during normal Business Hours or (956) 668-9551
- (5) **TNMP** (888) 866-7456

7.7 Transaction Timing Matrix

The Transaction Timing Matrix is an abbreviated version of Protocol Section 15, Customer Registration, to assist MPs in identifying transaction flows and timing of transactions between MPs and ERCOT. Additionally, this Matrix provides a definition of a Retail Business Day. The Matrix is based upon Section 15, therefore, if there is inconsistency between the Protocols and the Matrix, the Protocols shall take precedence. Appendix D contains the Matrix; below are the assumptions on which the Matrix is based.

(1) Assumptions:

- (a) Business Hours are from 0800 – 1700, Monday thru Friday (excluding holidays)
- (b) 0800 – 1700 on a Retail Business Day is considered one Business Day
- (c) Days are counted beginning with Day 0 (day of transaction receipt) and progress sequentially from that day as Day 1, Day 2, etc.
 - i. Day 0 is transaction receipt date and may not be a full Retail Business Day if received after 0800 but before 1700 on a Retail Business Day.
 - ii. If the transaction is received after 1700 on a Retail Business Day, Day 0 will begin the next Retail Business Day and will be a full Retail Business Day as that is considered the date of receipt. Day 0 can only begin on a Retail Business Day during Business Hours.
- (d) Transactions received after 1700, Monday through Thursday, Day 0 will begin at 0800 the following Retail Business Day

- i. Transactions received after 1700 on Friday, Day 0 will begin at 0800 the following Monday (excluding holidays at which point, if Monday is a holiday, Day 0 would begin the following Retail Business Day).
- (e) Protocol Sections referenced herein are identified for information only and may not be the only Protocol Sections relevant to the transactions.

7.7.1 *Reject Transaction Timing*

824 transactions used to reject 867_03 Monthly Usage and 810 Invoice transactions contain codes that establish the timeframe for when the 824 reject transaction can be sent by the CR. A CR has up to five (5) Retail Business Days from the receipt of the meter usage and invoice to send an 824 reject. Specific timings based on the 824 reject code used are provided in Appendix D.

7.8 Formal Transmission Distribution Service Provider Invoice Dispute Process

It is anticipated that most TDSP Invoice disputes will be resolved informally; however, the market has agreed to a standard process of communication in an effort to reduce any confusion relative to the Formal TDSP Invoice Dispute process. (See Appendix E)

- (1) Provide written Notification of Formal TDSP Invoice Dispute by sending an e-mail with the Subject Line Invoice Dispute to designated address provided by TDSP.
- (2) Attach to the e-mail the Invoice Dispute Spreadsheet. CR required elements are backfilled with yellow. The basis for these identified fields were extracted from Section 4.4.8 of the approved tariffs.
- (3) Upon Notice of disputed Invoice, TDSP will investigate and report results of investigation within ten (10) Business Days to the CR. CRs may choose to escalate the disputes to the TDSP if no results have been reported after the ten (10) Business Days. Complete resolution may require more than ten (10) Business Days. Reference Section 4.4.8 of the approved tariffs.
- (4) Disputes received after 1700 CPT by the TDSP will be deemed as Received by the TDSP on the following Business Day.
- (5) Following TDSP investigation and response to CR dispute, the CR will have five (5) Business Days to respond with an Accept or Denied on the spreadsheet. If the CR receives the TDSP's Completed spreadsheet for their response AFTER 1700, the five (5) Business Day clock will begin the following Business Day. If after five (5) Business Days the CR fails to respond with an Accept or Denied on the spreadsheet, the response will be deemed as an Accept.

Dispute Parameters:

- (1) Late Payment Charges (LPC) will not be applied to amounts in dispute received before due date of Invoice.

- (2) Amounts disputed following stated due date of Invoice will have Late Payment Charges applied.
- (3) Reference 4.4.6, Delinquent Payments, in the approved TDSP Tariffs for Retail Delivery Service, for information regarding delinquent payments.
- (4) A rejected Invoice does not constitute a disputed Invoice. CRs shall validate or reject the appropriate SET transaction (Invoice) within five (5) Business Days of receipt. Reference Texas SET 824 Implementation Guide.
- (5) Formal dispute spreadsheets may be submitted by type of dispute or, type of dispute may be indicated by dispute type within column provided in spreadsheet. Examples may include:
 - (a) Outdoor Light Disputes
 - (b) Fee Disputes
 - (c) Tariff Review Disputes
 - (d) Usage Disputes
 - (e) REP of Record Disputes

**Formal Transmission and/or Distribution Service Provider
Invoice Dispute Process Tariff References**

[RMGRR044: Replace the above section with the following on July 1, 2007.]

7.8 Formal Dispute Processes for CRs and TDSPs

It is anticipated that most Transmission and/or Distribution Service Provider (TDSP) Invoice disputes will be resolved informally; however, the market has agreed to a standard process of communication in an effort to reduce any confusion relative to the Formal TDSP Invoice Dispute process. (See Appendix E, Formal TDSP Invoice Dispute Process Communication)

- (1) Provide written Notification of Formal TDSP Invoice Dispute by sending an e-mail with the Subject Line Invoice Dispute to designated address provided by TDSP.
- (2) Attach to the e-mail the Invoice Dispute Spreadsheet. Competitive Retailer (CR) required elements are backfilled with yellow. The basis for these identified fields were extracted from SECTION 4.4.8, INVOICE DISPUTES of the approved TDSP tariffs.
- (3) Upon Notice of disputed Invoice, TDSP will investigate and respond in writing within ten (10) Business Days of transmittal of the notice. Such responses shall include a proposed resolution. CRs may choose to escalate the disputes to the TDSP if no results have been reported after the ten (10) Business Days. Within twenty (20) Business Days of the response, either party may initiate the dispute resolution procedures set forth in

SECTION 4.9, DISPUTE RESOLUTION PROCEDURES of the approved TDSP tariffs. Reference SECTION 4.4.8, INVOICE DISPUTES of the approved TDSP tariffs.

- (4) Disputes received after 1700 CPT by the TDSP will be deemed as Received by the TDSP on the following Business Day.
- (5) Following TDSP investigation and response to CR dispute, the CR will have five (5) Business Days to respond with an Accept or Denied on the spreadsheet. If the CR receives the TDSP's Completed spreadsheet for their response AFTER 1700, the five (5) Business Day clock will begin the following Business Day. If after five (5) Business Days the CR fails to respond with an Accept or Denied on the spreadsheet, the response will be deemed as an Accept.

Dispute Parameters:

- (1) Amounts disputed following stated due date of a Valid Invoice will have Late Payment Charges applied.

A "Valid Invoice" is defined as an invoice transaction that contains all the information required by Texas SET and is in compliance with Texas SET standards as set forth in the Texas SET Implementation Guides and PUCT rules and has not been rejected in accordance with Texas SET Implementation Guides and PUCT rules.
- (2) Reference SECTION 4.4.6, DELINQUENT PAYMENTS, in the approved TDSP Tariffs, for information regarding delinquent payments.
- (3) A rejected Invoice does not constitute a disputed Invoice. CRs shall validate or reject the appropriate SET transaction (Invoice) within five (5) Business Days of receipt. Reference Texas SET 824 Implementation Guide.
- (4) Formal dispute spreadsheets may be submitted by type of dispute or, type of dispute may be indicated by dispute type within column provided in spreadsheet. Examples may include:
 - (a) Outdoor Light Disputes
 - (b) Fee Disputes
 - (c) Tariff Review Disputes
 - (d) Usage Disputes
 - (e) REP of Record Disputes

7.8.1 Calculation and Transmittal of Delivery Service Invoices

Not later than three (3) Business Days after the date of a Meter Read for a Point of Delivery, Company shall transmit an electronic Invoice for the Company's total Delivery

System Charges associated with that Point of Delivery supplied with Electric Power and Energy by the Competitive Retailer. The Company shall separately identify the Delivery System Charges and billing determinants on the electronic Invoice for each Point of Delivery served by a Competitive Retailer.

Charges for Discretionary Services, other than Construction Services, provided to a particular Point of Delivery shall be separately identified on the Invoice.

Electronic invoices shall be transmitted using the appropriate SET transaction and shall be consistent with the terms and conditions of this Tariff. The Competitive Retailer shall validate or reject the SET transaction using the appropriate rejection code within forty-eight (48) hours of the first Business Day following receipt. Company shall correct any Company errors that lead to a rejection. Transactions that are neither validated nor rejected within forty-eight (48) hours shall be deemed valid.

[RMGRR044: Replace the above section with the following on July 1, 2007.]

7.8.1 Calculation and Transmittal of Delivery Service Invoices

Not later than three (3) Business Days after the scheduled date of a meter read for a Point of Delivery, Company shall transmit an electronic invoice for the Company's total Delivery System Charges associated with that Point of Delivery, to the CR supplying electric power and energy to that point of delivery. Company shall separately identify the delivery system charges and billing determinants on the electronic invoice, to the extent that the transaction allows them to be reported, for each Point of Delivery served by a CR. Company shall provide information on any billing determinants not provided on the electronic transaction free of charge to CR upon request, within two (2) Business Days from the receipt of the request. The start and end dates for the billing period contained on the invoice shall match the start and end dates of the meter read for the Premise.

Charges for Discretionary Services, other than Construction Services, provided to a particular Point of Delivery shall be separately identified on the invoice. Electronic invoices shall be transmitted using the appropriate Texas SET transaction and shall be consistent with the terms and conditions of the TDSP Tariff. The CR shall acknowledge the receipt of the invoice and indicate whether the transaction conformed with ANSI X12 using the appropriate Texas SET transaction within 24 hours of the receipt of the invoice. If Company receives a negative acknowledgement indicating the transaction failed ANSI X12 validation, Company shall correct any Company errors and re-issue the transaction within two (2) Business Days of receipt of the negative acknowledgement.

Following a positive acknowledgement indicating the transaction passed ANSI X12 validation, the CR shall have five (5) Business Days to send a rejection response in accordance with the Texas SET Implementation Guides and Commission Rules.

However, if the CR receives an invoice relating to an ESI ID for which the CR has sent an enrollment or Move-In Request but has not received a response transaction from ERCOT, then the CR shall allow four (4) Business Days to receive the response. If the CR has still not received the response transaction, the CR shall not reject the invoice, but will file a MarkeTrak

issue to resolve the discrepancy.

Additionally, a CR shall not reject an invoice, claiming it is not a Valid Invoice, outside the timelines specified in this subsection, or without supplying appropriate rejection reasons in accordance with Texas SET Implementation Guides and Commission Rules. A CR may dispute a Valid Invoice under SECTION 4.4.8, INVOICE DISPUTES of the TDSP tariff, but not reject it.

7.8.2 *Remittance of Invoiced Charges*

Payments for all Delivery Charges invoiced to Competitive Retailer shall be due thirty-five (35) calendar days after the date of Company's transmittal of a validated Invoice. Disputed invoiced amounts shall be governed by Section 4.4.8, INVOICE DISPUTES. Payments are due without regard to whether or when the Competitive Retailer receives payment from its Retail Customer(s). The Company shall specify the due date on the Invoice, and the due date shall be the 35th calendar day after the transmittal date of the validated Invoice, unless the 35th day falls on a weekend or Banking Holiday, in which case the due date shall be the following Business Day. Electronic invoices transmitted after 5:00 p.m. (Central Prevailing Time) shall be considered transmitted on the next calendar day.

Notwithstanding the above, Company and Competitive Retailer may mutually agree to different billing and payment timelines for Discretionary Services, provided that such terms are afforded on a non-discriminatory basis to all Competitive Retailers.

Competitive Retailer shall pay the Invoice by electronic funds transfer (EFT) utilizing the Electronic Data Interchange (EDI) standard to a bank designated by Company. Competitive Retailer may also pay by wire transfer (WT) accompanied by the appropriate SET transaction. Payment will be considered received on the date Company's bank receives the EFT or WT.

[RMGRR044: Replace the above section with the following on July 1, 2007.]

7.8.2 *Remittance of Invoiced Charges*

Payments for all Delivery Charges invoiced to CR shall be due 35 calendar days after the date of Company's transmittal of a Valid Invoice. Electronic invoices transmitted after 1700 CPT shall be considered transmitted on the next calendar day. The 35 calendar day payment provision shall not apply to invoices that have been rejected according to Applicable Legal Authorities. Disputed invoiced amounts shall be governed by SECTION 4.4.8, INVOICE DISPUTES of the TDSP Tariff. Payments are due without regard to whether or when the CR receives payment from its retail Customer(s). The Company shall specify the due date on the invoice, and the due date shall be the 35th calendar day after the transmittal date of the Valid Invoice, unless the 35th day falls on a weekend or Banking Holiday, in which case the due date shall be the following Business Day that is not a Banking Holiday. Notwithstanding the above, Company and CR may mutually agree to different billing and payment timelines for Discretionary Services, provided that such terms are afforded on a non-discriminatory basis to all Competitive Retailers.

CR shall pay the invoice by electronic funds transfer (EFT) or by wire transfer (WT) to a bank designated by Company. Payment will be considered received on the date Company's bank receives the EFT or WT and the appropriate remittance advice is received by Company in accordance with the requirements specified by Applicable Legal Authorities.

Payments for delivery charges invoiced to CR shall be considered delinquent if not received by 5:00 PM CPT of the due date stated on the Valid Invoice. Delinquent payments will be subject to a one-time late fee of 5% of the delinquent balance existing on the day after the due date stated on the Valid Invoice.

7.8.3 *Invoice Disputes*

Unless otherwise governed by Schedule TC of this Tariff or P.U.C. SUBST. R. 25.108, Financial Standards for Retail Electric Providers Regarding the Billing and Collection of Transition Charges, Competitive Retailer shall pay all undisputed portions of an Invoice within the remittance timeframes of Section 4.4.5 REMITTANCE OF INVOICED CHARGES, unless otherwise agreed to by Company and Competitive Retailer. If a Competitive Retailer disputes all or a portion of an Invoice, the Competitive Retailer may refuse to pay the disputed amount. If it does so, it shall provide written Notice to Company of the dispute and shall include in the Notice, at a minimum, an explanation of the disputed portion of the Invoice, the basis of the dispute, and a proposed resolution. Upon Notice of a disputed Invoice, Company shall investigate and report the results of the investigation within ten (10) Business Days. Invoice disputes will be addressed promptly, and in the event the dispute is not resolved, the parties shall resort to the dispute resolution procedures set forth in Section 4.9, DISPUTE RESOLUTION PROCEDURES. If Company does not receive Notification of a dispute within eleven (11) months from the due date of the Invoice in question, said Invoice shall be deemed conclusive and binding.

Upon resolution of the dispute, the appropriate adjustments will be reflected on the first subsequent Invoice after resolution. If the Competitive Retailer has remitted amounts found to be improperly invoiced, Company shall pay interest on such amounts from the date payment was received by Company until the date of refund of such amounts at the interest rate set in accordance with Tex. Utilities Code Ann. Chapter 183. If the Competitive Retailer has been found to have withheld amounts properly invoiced, Competitive Retailer shall pay interest on the disputed amount from the due date on the Invoice at the interest rate set in accordance with Tex. Utilities Code Ann. Chapter 183.

A Competitive Retailer shall not dispute a methodology used to estimate a meter read if the estimation methodology has been approved by the Commission.

[RMGRR044: Replace the above section with the following on July 1, 2007.]

7.8.3 Invoice Disputes

Unless otherwise governed by Schedule TC of this Tariff or P.U.C. SUBST. R. 25.108, Financial Standards for Retail Electric Providers Regarding the Billing and Collection of Transition Charges, CR shall pay all undisputed portions of an invoice within the remittance timeframes specified in SECTION 4.4.5, REMITTANCE OF INVOICED CHARGES of the TDSP tariff, unless otherwise agreed to by Company and CR. If a CR disputes all or a portion of an invoice, the CR may refuse to pay the disputed amount. If it does so, it shall provide written notice of the dispute to the Company's designated contact in SECTION 3.9, DESIGNATION OF COMPANY CONTACT PERSONS FOR MATTERS RELATING TO DELIVERY SERVICE of the TDSP tariff and shall include in the notice, at a minimum, an explanation of the disputed portion of the invoice, the basis of the dispute, and a proposed resolution.

Upon notice of a dispute, the TDSP shall investigate and respond in writing to the CR within ten (10) Business Days of transmittal of the notice. Such response shall include a proposed resolution. Within twenty (20) Business Days of the response, either party may initiate the dispute resolution procedures set forth in SECTION 4.9, DISPUTE RESOLUTION PROCEDURES of the TDSP tariff. If Company does not receive notification of a dispute within eleven (11) months from the due date of the invoice in question, said invoice shall be deemed conclusive and binding.

Upon resolution of the dispute, the appropriate adjustments will be reflected on the first subsequent invoice after resolution. If the CR has remitted amounts found to be improperly invoiced, Company shall pay interest on such amounts from the date payment was received by Company until the date of refund of such amounts at the interest rate set in accordance with Tex. Utilities Code Ann. Chapter 183. If the CR has been found to have withheld amounts properly invoiced, CR shall pay interest on the disputed amount from the due date on the invoice at the interest rate set in accordance with TEX. UTIL. CODE ANN. Chapter 183.

If the dispute is resolved in favor of the Company, Company shall not hold CR in default for non-payment of the original invoice based on the original due date. The invoice shall be due within one (1) Business Day of resolution of the dispute.

A Competitive Retailer shall not dispute a methodology used to estimate a meter read if the estimation methodology has been approved by the Commission.

7.8.4 Dispute Resolution Procedures

7.8.5 Complaint Procedures

For complaints about Delivery Service including billing disputes, Competitive Retailer may contact the Company during normal Business Hours.

Company and Competitive Retailer shall use good faith and commercially reasonable efforts to informally resolve all disputes arising out of the implementation or interpretation of this Tariff and/or the activities relating to retail access. Unless otherwise

provided for in this Tariff, all disputes shall be conducted pursuant to the following procedures:

- (1) Company or Competitive Retailer may initiate the dispute process by presenting to the other party a Notice of the dispute/complaint, unless the dispute involves an Invoice and Notice has already been given under Section 4.4.8, INVOICE DISPUTES. Notice shall include, at a minimum, a clear description of the dispute, the nature of the dispute, a contact name, and a proposed resolution;
- (2) Disputes shall be referred as promptly as practicable to a designated senior representative of each of the parties for resolution on an informal basis;
- (3) The receiving party shall investigate the complaint and provide a response to the complaining party as soon as possible, but not later than ten (10) Business Days following receipt of the complaint;
- (4) In the event that the designated representatives are unable to resolve the dispute within 30 calendar days, such dispute, by mutual Agreement, may be referred to mediation or be submitted to binding arbitration and resolved in accordance with the current Commercial Arbitration Rules of the American Arbitration Association; and
- (5) In the event that binding arbitration is not chosen and resolution is not obtained within 30 calendar days after the initial complaint (or another mutually agreed upon timeline), an affected party may file a complaint at any time thereafter with the Commission.

[RMGRR044: Replace the above section with the following on July 1, 2007.]

7.8.4.1 Complaint Procedures

For complaints about Delivery Service including billing disputes, CR may contact the Company during normal business hours.

Company and CR shall use good-faith and commercially reasonable efforts to informally resolve all disputes arising out of the implementation or interpretation of this Tariff and/or the activities relating to retail access. Unless otherwise provided for in this Tariff, all disputes shall be conducted pursuant to the following procedures:

- (1) Company or CR may initiate the dispute process by presenting to the other party a notice of the dispute/complaint in writing, unless the dispute involves an invoice and notice has already been given under SECTION 4.4.8, INVOICE DISPUTES of the TDSP Tariff. Notice shall include, at a minimum, a clear description of the dispute, the nature of the dispute, a contact name and telephone number, and a proposed resolution;
- (2) Disputes shall be referred as promptly as practicable to a designated senior representative of each of the parties for resolution on an informal basis;
- (3) The receiving party shall investigate the complaint and provide a response to the

complaining party and a proposed resolution in writing as soon as possible, but not later than ten (10) Business Days following receipt of the complaint;

- (4) In the event that the designated representatives are unable to resolve the dispute within 30 calendar days, from the date of the complaining party's initial notice under this Section, such dispute, by mutual agreement, may be referred to mediation or be submitted to binding arbitration and resolved in accordance with the current Commercial Arbitration Rules of the American Arbitration Association; and
- (5) In the event that binding arbitration is not chosen and resolution is not obtained within 30 calendar days after the initial notice or another mutually agreed upon timeline, an affected party may file a complaint with the Commission.

[RMGRR044: Add the following section on July 1, 2007.]

7.8.4.2 TDSP Dispute Process of a CR 824 Reject

Company may dispute the reason for which a CR rejects an invoice as prescribed in SECTION 4.4.1, CALCULATION AND TRANSMITTAL OF DELIVERY SERVICE INVOICES in the TDSP tariff. Company shall provide written notice of the dispute to the CR's designated contact and shall include in the notice, at a minimum, an explanation of the disputed rejection, the basis of the dispute and a proposed resolution.

Upon notice of a dispute, the responding party shall investigate and respond in writing to the disputing party within ten (10) Business Days of transmittal of the notice. Such response shall include a proposed resolution. Within twenty (20) Business Days of the response, either party may initiate the dispute resolution procedures set forth in SECTION 4.9, DISPUTE RESOLUTION PROCEDURES of the approved TDSP tariff. If Company does not receive notification of a dispute within eleven (11) months from the due date of the invoice in question, said invoice shall be deemed conclusive and binding.

Upon resolution of the dispute, the appropriate adjustments will be reflected on the first subsequent invoice after resolution. If the CR has remitted amounts found to be improperly invoiced, Company shall pay interest on such amounts from the date payment was received by Company until the date of refund of such amounts at the interest rate set in accordance with Tex. Utilities Code Ann. Chapter 183. If the CR has been found to have withheld amounts properly invoiced, CR shall pay interest on the disputed amount from the due date on the invoice at the interest rate set in accordance with TEX. UTIL. CODE ANN. Chapter 183.

If the dispute is resolved in favor of the Company, Company shall not hold CR in default for non-payment of the original invoice based on the original due date. The invoice shall be due within one (1) Business Day of resolution of the dispute.

A CR shall not dispute a methodology used to estimate a meter read if the estimation methodology has been approved by the Commission.

7.8.6 Complaint with Regulatory Authority

Nothing in this section shall restrict the rights of Company or Competitive Retailer to file a complaint with the Commission under any applicable rules or law, or to exercise all other legal rights and remedies.

[RMGRR044: Replace the above section with the following on July 1, 2007.]

7.8.5 Complaint with Regulatory Authority

Nothing in this section shall restrict the rights of Company or Competitive Retailer to file a complaint with the Commission, or to exercise all other legal rights and remedies.

7.9 No Retail Electric Provider of Record or Left in Hot

Due to problems with delays in processing and transmitting of move-in transactions quickly enough to prevent service interruptions of a Premise, the PUCT mandated that TDSPs provide continuous service to ESI IDs where a Move-Out has been processed in order to avoid power restoration delays and/or issues. The result of this mandate created premises in the TDSPs service territory that were receiving electrical service without a REP of Record or no REP of Record ESI IDs.

The term no REP of Record means a Premise that is receiving electricity equal to or greater than 150 kilowatt-hours (kWh) in a single meter reading cycle, but for which no REP is designated as serving the Premise in the TDSPs system.

See P.U.C. Subst. R. 25.489, *Treatment of Premises with No Retail Electric Provider of Record*.

7.10 867_03 Contingency

In the first quarter of 2002, the Retail Market Subcommittee developed the 867_03 Contingency Plan to ensure monthly usage transactions would be received by the Competitive Retail companies within the timeframe identified in ERCOT Protocols. The process included TDSPs to provide duplicate files of 867_03 transactions to the Competitive Retailers point to point daily as they were transmitted to ERCOT.

Since 2002, the Retail Market has made significant improvements to transaction processing which has enabled some TDSPs to suspend daily transmission of the Contingency files.

Competitive Retailers needing further information regarding the Contingency Plan should contact the REP Relations Manager at the TDSP.

7.11 Mass Customer Transition Process

During the course of business in the Texas retail electric market, circumstances may necessitate the transition of Electric Service Identifiers (ESI IDs) from one (1) Retail Electric Provider (REP) to another, or from one Transmission and/or Distribution Service Provider (TDSP) to another, in quantities, or within a time frame, that is not supported by standard market transactions or business processes. This section outlines a transition process that can be used when such circumstances exist. In certain circumstances the TDSP will be a Municipally-Owned Utility or Electric Cooperative (MOU/EC). Unless specifically stated as MOU/EC TDSP, the acronym TDSP will stand for either a Transmission and/or Distribution Service Provider, a Municipally-Owned Utility or an Electric Cooperative.

The PUCT will authorize the implementation of a transition process, which would be administered and managed by ERCOT. Parameters associated with the transition will be provided along with the authorization. These parameters would designate:

- (1) The retail providers who would be responsible for the ESI IDs both before and after the transition;
- (2) The general population of transition ESI IDs; and
- (3) The target date(s) on which the transition is to be effective.

The TDSPs will endeavor to obtain an actual meter reading on the Effective Date. The meter reading will subsequently be used in transactions to denote the point of transition to the new retail provider. To leverage normal transactions and business processes to the extent possible, Market Participants strongly prefer that, if possible, Target Effective Dates be established coincident with the regularly scheduled meter read for the transition ESI ID (on-cycle).

If the situation does not allow for an on-cycle transition, a Date Certain transition will be conducted. If the volume of ESI IDs associated with the transition is greater than the capacity of TDSPs to obtain special meter reads or the time required for TDSPs to process transactions as manual exceptions is of a length that makes the total transition timeline unacceptable, a recommendation from MPs may be made and may be approved by the PUCT to revise the target Effective Dates to mitigate to the extent possible the overall market impact of the transition.

This section also identifies the transactions to be used to accomplish the transition, with the choice of the transaction to be made based on the specifics of the transition situation. This choice is primarily a choice between:

- (1) A drop-type transaction that will be submitted by or on the behalf of the losing retailer; and
- (2) A switch-type transaction that would be submitted by the gaining retailer.

A primary driver of the choice between transactions is the level of cooperation available from the losing CR in the transition. The choice will further be influenced by when a transition event occurs, as the viability of several of the transaction options depends on the development of additional transactions and processing capabilities.

When a transition event occurs, there will undoubtedly be certain transactions in progress in the market for transition ESI IDs. Depending on the transition situation, pending transactions will be:

- (1) Cancelled (and potentially replaced); or
- (2) Allowed to complete (with the potential for subsequent transition activity).

To protect the Customer, provisions are made in the guidelines to ensure that the transition process does not interrupt the application of the low-income discount.

The Appendices of this section also provide templates for data transfer and sample Customer communications.

7.11.1 Background

Rules of the PUCT and ERCOT Protocols allow for a mass transition of customers from one (1) CR to another in quantities, or within a time frame, that standard market transactions or business processes may not currently support.

In reviewing the actions of and coordination in the market during two (2) transition events, the need for additional processes became evident. Existing rules, Protocols or business processes did not address the transition at a level of detail that would allow the process to proceed expeditiously or efficiently.

To address this concern, the PUCT requested through the ERCOT RMS that an ad hoc task force develop new transition processes. The new processes should be sufficiently detailed to allow transition to be executed:

- (1) Swiftly;
- (2) Consistently; and
- (3) With minimum disruption to customers.

This section documents the work of that task force and includes a description of processes that shall be used in any future transition event. The task force was open to all MPs and comprised through the course of its work, of representatives from:

- (1) PUCT staff;
- (2) ERCOT;
- (3) Provider of Last Resort (POLRs);
- (4) Affiliated Retail Electric Providers (AREPs);
- (5) TDSPs;

- (6) Non-affiliated CRs; and
- (7) Consumer groups.

The process developed by the ad hoc task force begins with a decision that a transition of customers is required. The business process ends with either:

- (1) The establishment of service for the customers involved with the designated AREP/CR;
or
- (2) Service being provided by a certified CR of the Customer's choice.

7.11.2 Purpose

The purpose of this section is to establish detailed processes for transition of ESI IDs, between TDSPs or CRs, in quantities, or within a timeframe, not currently generally supported by Market transactions, Protocols, or processes. The new processes will be sufficiently detailed to allow transition to be executed:

- (1) Swiftly;
- (2) Cost effectively;
- (3) Consistently; and
- (4) With minimal disruption to retail electric Customers.

These processes are recommended for use by MPs to facilitate the transition of Customers from a losing CR to a gaining CR that is conducted in accordance with a decision made or confirmed by ERCOT and the PUCT. The process is documented in both summary narrative terms as well as in a detailed fashion with accompanying templates for communication or data exchange where appropriate.

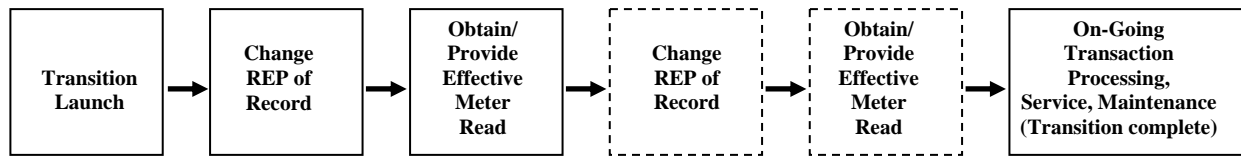
Sections 7.11.9 through 7.11.12 cover the process for a Partial TDSP Transition (includes anything other than the purchase of all ESI IDs associated with a TDSP's certificated service territory; the Losing TDSP may remain in the electric deregulated market) and a Full TDSP Transition (includes every ESI ID associated with a TDSP's certificated service territory; the Losing TDSP will no longer be in the electric deregulated market).

This Section also outlines:

- (1) Underlying assumptions;
- (2) Stakeholder objectives;
- (3) Preferred outcomes; and
- (4) Roles and responsibilities.

7.11.3 *Competitive Retailer Transition Process Framework*

The core activities, interactions, and sequence of the business process are illustrated at the high-level below. The process narrative describes, and provides supplemental detail to, the activities in the flowchart below. Additional detail and specific examples are provided later in this document.



7.11.4 *Competitive Retailer Transition Process Narrative*

7.11.4.1 **Competitive Retailer Transition Decision**

The processes described in this document presume that a decision to transition the ESI IDs has already been made by the PUCT and appropriate parties. The process used by the PUCT to make that decision is not within the scope of the RMS task force sponsoring this document and therefore is not represented by one of the boxes in the process flowchart. Our task is to determine the appropriate method to be used to transition the ESI IDs as efficiently as possible and with minimal impact to the Retail Customer.

The launch decision provides assurance to the participants that transition actions and resources are required and will be a collaborative effort between PUCT, ERCOT and MPs involved in this transition.

The parameters for the transition process will include:

- (1) Identification of the losing CR;
- (2) Designation of the gaining CR(s);
- (3) A definition of the population of ESI IDs; and
- (4) The Effective Date (or dates) of the transition.

The Effective Date is the date that responsibility for ESI ID service is transitioned from the losing CR to the gaining CR. The losing CR will be responsible for financial obligations for serving the ESI ID until the Effective Date. The gaining CR takes on that financial obligation, or opportunity, as of the Effective Date. Market transactions will be processed so the Effective Date becomes the transition implementation date in MP systems.

The transition of the designated ESI ID population may encompass more than one (1) Effective Date. However, individual transition ESI IDs will have only one (1) Effective Date. If conditions permit, the individual Effective Date may be aligned with a regularly scheduled meter read date. Use of the regularly scheduled meter read date is preferable since it would maximize use of day-to-day business processes and Texas SET transactions.

If any, or all, of the individual ESI IDs are not being transitioned on a regular meter read date, a specified date certain transition is necessary. The date certain for the ESI ID population may encompass more than one (1) on-cycle and/or off-cycle meter read date. However, individual transition ESI IDs will have only one (1) meter read date. The mixture of Effective Dates is determined by:

- (1) The parameters of the decision; or
- (2) By the parties involved if the transition is deemed sufficiently large.

The Effective Dates may also need to be adjusted, based on the capacity of the TDSP to complete special meter reads, if the transition involves, for any given TDSP, a volume of ESI IDs greater than:

- (1) 1,500 for Non-IDR meters; or
- (2) 500 for IDR meters.

Involved parties can recommend and the PUCT may approve revisions to the Effective Dates to balance practical needs with the Effective Dates targeted in the decision. Effective Dates may need to be adjusted if:

- (1) Transition volumes are high (requiring significant field activity by the TDSP to procure meter reads); or
- (2) Market transaction volumes are high (requiring significant time for staging or processing transactions particularly if manual processing is required).

The goals of this process are to:

- (1) Minimize financial impact to the market because of Unaccounted for Energy (UFE) or lost TDSP wires revenues;
- (2) Acknowledge and adjust for practical issues like large volumes of ESI IDs; and
- (3) Expedite transition so customers' ability to choose providers is minimally impacted.

7.11.4.2 Competitive Retailer Transition Launch

Notification from ERCOT that a transition event is in progress, and that a decision has been made, begins official and formal actions as described in this document. Notification informs involved parties:

- (1) That a decision has been made;
- (2) That they are a party to the transition; and
- (3) That action by the involved party may be required.

ERCOT will:

- (1) Provide an initial set of ESI IDs that are targeted for the transition to all the involved TDSPs and CRs; and
- (2) Identify pending transactions associated with those ESI IDs.

The TDSPs will:

- (1) Confirm that their records of ESI ID ownership are consistent with ERCOT; and
- (2) Identify any ESI ID for which a safety net transaction has been processed without a corresponding electronic transaction.

When discrepancies exist, ERCOT, the TDSP and the appropriate CRs will resolve the discrepancies to ensure that the correct population of ESI IDs is transitioned or otherwise addressed.

The Effective Date and associated meter read should result in ESI ID assignment in MP systems. ESI ID ownership, Energy Supply scheduling, settlement and Customer billing will accurately reflect the gaining CR responsibilities for the subject ESI IDs on the specified date.

In the event that the transition event involves continuing operations by the losing CR (i.e., the losing CR retains a portion of its pre-transition Customer base) the losing CR, ERCOT, and the involved TDSP(s) will consider the need and practicality to final and restart Customer accounts for accounting purposes.

7.11.4.3 Change Competitive Retailer of Record – Electric Service Identifiers with No Market Transaction Pending

The parties shall process TX SET transactions to facilitate the change of CR ownership for the transition ESI IDs. The type of transaction and the manner in which it is used is specified in the detailed process description and may be contingent on the specific aspects of a transition situation. The parameters that would influence the type of transaction and manner in which it is to be used may include the volume of the ESI IDs involved, the specified Effective Date or dates and the cooperation level of the losing CR:

- (1) *Full cooperation* mode (able and willing to submit TX SET transactions); or
- (2) *Partial cooperation* mode (unable or unwilling to submit transactions but can/will provide the other parties with information needed to submit transactions and service the associated) accounts; or
- (3) *No cooperation* mode (unable or unwilling to submit transactions or provide any other information needed to process transactions or service the associated accounts).

After launch and verification of ESI IDs, transactions are processed to effect the change in CR ownership for the transition ESI IDs. ERCOT will act in a project management role, and will monitor the transactions through completion. This close monitoring will:

- (1) Prevent service interruption to customers;
- (2) Ensure settlement records reflect the proper financial responsibilities; and
- (3) Maintain on-going billing and service to the account without any undue impact to the end use customers.

7.11.4.4 Change Competitive Retailer of Record – Electric Service Identifier with Pending Transactions

If a transition event occurs, there will, undoubtedly, be some ESI IDs with transactions already in progress (a.k.a. in flight). Depending on the situation, the transactions may:

- (1) Be allowed to Complete as scheduled; or
- (2) Be cancelled, rescheduled, resubmitted or otherwise altered.

The decision between the various options should minimize negative impacts to the Customer and the market.

7.11.4.5 Competitive Retailer Transition Meter Read Activity

The involved TDSPs will endeavor to obtain actual meter readings on the Effective Date. The readings are used in return transactions to denote the change in ownership from the losing CR to the gaining CR. The TDSP may have to manually insert the transition meter read into the return transaction. The need for TDSP manual processing depends on:

- (1) The transactions used to facilitate the change in CR ownership for an ESI ID;
- (2) The dates that transactions are processed; and
- (3) The capacity/ability of the TDSP to obtain meter reads.

Processing of transactions subsequent to the transition transaction will be delayed by ERCOT. In a large-scale transition, a barrier to subsequent transactions could be in place for up to 60 days beyond the Effective Date. The length of the delay depends on:

- (1) The number of transition transactions requiring manual intervention; and

- (2) The TDSP capacity to process those transactions.

7.11.4.6 Competitive Retailer Transition Monitoring and Move into Normal Market Activity

ERCOT and all involved parties are expected to work in a project mode. ERCOT shall assume the role of transition project manager until:

- (1) The involved parties collectively agree that the transition event has been completed; and
- (2) Normal market management activities associated with the transition ESI IDs can resume.

7.11.5 *Competitive Retailer Transition Detailed Process Steps*

7.11.5.1 Competitive Retailer Transition Launch

- (1) The launch of a Customer transition event presumes:
 - (a) A transition decision has been made by ERCOT and the PUCT;
 - (b) The target ESI ID population has been identified;
 - (c) The losing and gaining CRs are identified; and
 - (d) The target Effective Date or dates exist.
- (2) Transition project coordination and notification activity. ERCOT
 - (a) Identifies MPs (by DUNS Number) who are parties to the retail Customer transition; and
 - (b) Notifies their designated representatives as indicated on the ERCOT-maintained Retail Customer Transition Contact List (See Appendix F1) that:
 - (i) A retail Customer transition event is underway; and
 - (ii) A transition project coordination meeting is scheduled, including the time, place, conference call telephone bridge number, etc. associated with the coordination meeting.
- (3) A MP is determined to be a party to the transition if:
 - (a) Involved in either Losing or gaining ownership of an ESI ID in the transition;
 - (b) It has a market transaction associated with an affected ESI ID Pending in the market; or
 - (c) Required to process any transactions required to Complete the transition process.

-
- (4) Transition project coordination meeting. ERCOT convenes a transition project coordination meeting with parties involved in the transition, which covers the following items:
- (a) Identification of parties at the meeting or on the call;
 - (b) Summary description of the transition event that is under way; and
 - (c) ERCOT provides each TDSP involved in the transition with:
 - i. An initial summary; and
 - ii. A detailed list of ESI IDs involved per the template in Appendix F2. Per the template, this list will include:
 - (A) All the losing CR ESI IDs, including:
 - those that are transitioning away from the Losing CR;
 - those that are involved in pending transactions; and
 - those that are to remain with the losing CR in the transition activity.
 - (B) The list of ESI IDs with pending transactions will include:
 - the type of transaction that is pending; and
 - the Effective Date of the pending transaction.
 - (d) ERCOT provides each gaining CR involved in the transaction with an initial summary and detailed list of ESI IDs per the template in Appendix F3 for which they are to become the REP of Record. Per the template, this list will include ESI IDs that are involved in a pending transaction (by type and Effective Date).
 - (e) ERCOT provides each CR involved in a pending transaction with an initial summary and detailed list of ESI IDs involved in the pending transaction by type and Effective Date per the template in Appendix F4. The CR can then perform further processing as required by Section 7.11.6.3, handling pending transactions.
 - (f) If applicable per the event decisions, ERCOT confirms that it has deleted or will delete Continuous Service Agreement (CSA) relationships with the losing CR. Such action is designed to prevent the Losing CR from becoming re-established as the REP of Record for premises covered by said agreements due to routine transactions submitted by another CR.
 - (g) ERCOT retains the responsibility for the on-going maintenance and distribution of the official list of ESI IDs for the transition. ERCOT will ensure that the involved parties are made aware of their assignments for research and resolution

of discrepancies in the list or status of ESI IDs. With respect to the initial ESI ID list, involved TDSPs are required to:

- i. Validate the list of ESI IDs for any discrepancies in REP of Record between ERCOT and TDSPs systems, notifying ERCOT of any such discrepancies; and
- ii. Sort the ESI ID list by meter read cycle (including scheduled read date), providing ERCOT, the gaining CR and any CR with a pending transaction with said list for subsequent transaction processing purposes.

ERCOT shall work with MPs on a continuous basis to resolve disparities or discrepancies in the ESI ID list.

- (h) ERCOT communicates to the parties the target Effective Date schedule for the transition of ESI IDs. In the event that the transition includes a larger volume of ESI IDs, a revised Effective Date schedule may need to be established by ERCOT. The revised Effective Date schedule is based on an iterative process involving the TDSP, the gaining CR, “losing” CR, and ERCOT. The involved parties must coordinate the appropriate integration of regularly scheduled meter reads, TDSP field capacity and work schedules, and overall financial impact to the market. A revised Effective Date schedule must be approved by both ERCOT and designated PUCT representatives. As large volume is defined as:
 - i. Non-IDR meters in excess of 1,500 in a single day for any single TDSP. lower volumes may be considered for large volume treatment if the TDSP is planning for unusually high seasonal field activity at the time the transition occurs.
 - ii. IDR meters in excess of 500 in a single day for any single TDSP.
- (i) ERCOT will outline the process parties will use to complete the transition. This outline will include the transaction type to be used by involved parties to transition ownership of the subject ESI IDs, both for transition ESI IDs not involved in any pending transaction as well as for those that are involved.
- (j) ERCOT will communicate or confirm the roles and responsibilities of the involved parties, using those responsibilities documented in Section 7.11.7, Roles/Responsibilities as a guide. Revisions will be made as required, depending on the specifics associated with the particular transition event being managed.
- (k) ERCOT will outline the timelines and milestones that are associated with the transition process including target dates or times for responding to action items, for submitting or processing transactions, etc.
- (l) ERCOT will inform the involved parties of the next scheduled meeting/conference call associated with the transition project.

-
- (5) A losing CR or any other party given the losing CR proxy (with the proxy designation being included as part of the initial decision regarding the transition and dependent on the level of cooperation being provided by the losing CR) should attempt to notify customers about what is happening in the market to require a transition event. This communication could take three (3) forms as outlined below.
- (a) The losing CR or proxy will notify customers who are associated with an ESI ID involved in the transition event that their service provider is being changed. This communication must comply with PUCT Substantive Rules 25.43, Provider of Last Resort (POLR), and 25.474, Selection of Retail Electric Provider. If possible, a joint communication from the losing and gaining CRs is preferable to help assure the Customer that the transition of electric service is being coordinated. This communication should attempt to ensure that the Customer understands what is happening with respect to their electric service provider and what options they have for making changes in their service provider.
 - (b) The losing CR also is responsible for communicating to the holder of a CSA that the CSA will no longer be honored by ERCOT for automatic processing of future transactions. The losing CR should explain the circumstances of the event, the impact of the disabling of the CSA and options to get a CSA reinstated to the holder.
 - (c) In the event that the losing CR is not exiting the Texas retail electric market, a separate communication to those customers with ESI IDs that continue to be served by the losing CR should be considered. That communication should be designed to prevent or minimize Customer confusion about the status of their electric service. The design and content of this communication to customers retained by the losing CR is left to the losing CR.
- (6) The gaining CR in a transition event should also communicate with Customers having an ESI ID associated with the transition not only to ensure compliance with PUCT requirements for providing Terms of Service, Your Rights as A Customers and Energy Facts Labels, but also to ensure that Customers can understand what is happening with respect to their electric service provider and what options they have for making changes in their service provider. As outlined above, it is preferable that a part of this communication be issued as a joint communication from both the losing and gaining CRs. The media and content of this communication is being left to the discretion of the gaining CR.
- (7) ERCOT will provide a broad notification to other MPs to alert them to the fact that there is a Customer transition event in progress. This notification would be targeted at MPs who are not involved parties as defined previously in this section and would be intended to minimize the level of confusion regarding such an event.
- (8) The PUCT will consider the need for any further Notification to the public of a Customer transition event and respond accordingly. It is suggested that any information contained in a press release be reviewed and approved by ERCOT.

7.11.5.2 Change Retail Electric Provider of Record – (No Market Transaction Pending)

The details associated with this step are provided for three (3) different and separate scenarios. The differences in these scenarios drive the recommendations for the transactions that are used by parties to facilitate the transition of ESI IDs. In each of the three (3) scenarios, there are two (2) approaches suggested for the processing of transactions. The first entails the losing party submitting the transaction changing ownership of the ESI ID (or ERCOT on behalf of the losing CR) and the second involves the submittal of the transition transaction by the gaining CR. It is intended that only one (1) or the other will be chosen for use in a given transition event, not a combination of the two (2). In other words, in a given transition event either all transactions will be submitted by the losing party or all transactions will be submitted by the gaining party. The choice may depend on when a transition event occurs, the Effective Date associated with the transition, the volume of ESI IDs involved or the capacity or ability of parties to successfully process the required transactions. This decision should be made jointly by ERCOT, the losing CR, the gaining CR(s) and the TDSP(s). PUCT staff should also concur with the decision.

The three (3) scenarios considered in this step involve:

- (1) An on-cycle transition whereby the Effective Date for the transition coincides with the regularly scheduled meter read for that ESI ID and where there is full cooperation by the losing CR;
- (2) A date certain transition where the Effective Date is not coincident with the regularly scheduled meter read and a special reading must be performed by the TDSP and where there is either full or partial cooperation from the losing CR; and
- (3) A date certain transition where there is no cooperation from the losing CR.

A particular transition event may have a combination of characteristics similar to, but not exactly matching, those described above. In that event, the outlined scenarios can be modified to meet the needs of that particular event. The Retail Customer Transition Task Force evaluation of scenarios leads to a belief that the three (3) scenarios described here should materially address any foreseeable event.

7.11.5.2.1 Scenario One: An on-cycle transition with full cooperation from the Losing Competitive Retailer

Transactional process to change the REP of Record:

- (1) Option One of Scenario One involves transactions that are submitted by the losing CR to cause the REP of Record to change to the gaining CR. If Option One is not viable given the specifics of the transition event, Option Two below should be used.
 - (a) Transaction submitted by the losing CR - Depending on who the gaining CR is, the losing CR will submit either a Drop to AREP, Drop to POLR or Drop to CR transaction. These transactions must be future dated with an Effective Date of the next available regular meter read date. (In the short term, only the Drop to AREP transaction exists in the market. The Retail Customer Transition Task Force is

requesting that RMS approve the development of both a Drop to POLR and Drop to CR transaction for use in this and perhaps other designated exception situations.) Successful completion of the Drop transaction should provide the gaining CR with the historical usage for the ESI ID as well as execute the change in ownership.

- (b) In addition to submitting the transaction that effectuates a change in REP of Record, the losing CR will provide the gaining CR with the information necessary to allow the gaining CR to service the account. This information will be provided in accordance with the template outlined in Appendix F6.
- (2) If option one above is not viable, a transition transaction will be submitted by the gaining CR. In order to submit the required transaction and for subsequent account service purposes, the gaining CR will need to acquire information from the losing CR.
- (a) Information transfer from losing to gaining CR.
 - i. Information fields required for transaction processing and for account service (billing, deposit, etc.). This information will be provided in the format of the template of Appendix F6.
 - ii. Historical volumes used for forecasting purposes. This information should be requested on the switch transaction used for the transition.
 - (b) Transaction submitted by the gaining CR
 - i. Switch – This scenario calls for an on cycle transition, therefore the normal on cycle switch transaction (814_01) should be used.
 - ii. In the event that there are ESI IDs for which transactions cannot be submitted prior to the targeted regular scheduled meter read, a transition event switch transaction (to be designed by TX SET) would be used. In the transition event switch transaction, the requested date of the switch would be set as consistent with the regularly scheduled meter read date (also the Effective Date) and the TDSPs would respond with the meter reading acquired through field activity on the regular meter read date in the transition event switch transaction.
 - iii. In the event that a transition event occurs prior to the development and implementation of a transition event switch transaction, a modified switch process should be used for the exceptions, whereby the current 814_01 transaction would be used with a placeholder date – agreed upon by the TDSP and the gaining CR – that would allow the switch transaction to meet current ERCOT date validation requirements. When the TDSP issues an 814_04 transaction in response, the TDSP would insert the actual meter read and the actual Effective Date on which the meter reading was taken to complete the modified switch process using existing transactions.

7.11.5.2.2 Scenario Two: A Date Certain Transition (Off-Cycle) With Either Full or Partial Cooperation from the Losing Competitive Retailer

Transactional process to change the REP of Record:

- (1) Option One of Scenario Two involves transactions that are submitted by losing CR to cause the REP of Record to change to the gaining CR. If Option One is not viable given the specifics of the transition event, Option Two below should be used.
 - (a) Transaction submitted by the losing CR
 - (b) Depending on who the gaining CR is, the losing CR will submit either a Drop to AREP, Drop to POLR, or Drop to CR transaction. These transactions must be future dated. In the short term, only the Drop to AREP transaction exists in the market. The Retail Customer Transition Task Force is requesting that RMS approve the development of both a Drop to POLR and Drop to CR transaction for use in this designated exception situation. If the target Effective Date for the transition event requires that a TDSP complete more than 1,500 special meter reads in a single day, ERCOT, the TDSP, the losing CR and the gaining CR will establish a revised set of transition Effective Dates that combines on-cycle drops and fate certain drops in volumes requiring less than 1,500 special meter reads per day for each TDSP to allow the transition to be completed as close as possible to the target date certain Effective Date. Successful completion of the drop transaction should provide the gaining CR with the historical usage for the ESI ID as well as execute the change in ownership.
 - (c) In addition to submitting the transaction that effectuates a change in REP of Record, the losing CR will provide the gaining CR with the information necessary to allow the gaining CR to service the account. This information and will be provided in accordance with the template outlined in Appendix F6, Data Transfer Template.
- (2) If Option One above is not viable, the transition transaction will be submitted by the gaining CR. In order to submit the required transaction and for subsequent account service purposes, the gaining CR will need to acquire information from the losing CR.
 - (a) Information transfer from losing to gaining CR.
 - i. Information fields required for transaction processing and to be provided in accordance with the template in the Appendix F6.
 - ii. Information fields required for account service (billing, deposit, etc.). This information will be provided in the format of the template of the Appendix F6.
 - iii. Historical volumes used for forecasting purposes. This information will be requested on the transaction used for the transition.
 - (b) Transaction submitted by the gaining CR

- i. A transition event modified switch transaction (to be designed by TX SET upon approval) is to be used. In the modified transition event switch transaction, the requested date of the switch would be set as the Effective Date and the TDSPs would insert the meter reading acquired through field activity. If the target Effective Date for the transition event requires that a TDSP be requested to complete more than ~ 1,500 special meter reads in a single day, ERCOT, the TDSP, the losing CR and the gaining CR will establish, if needed, a revised set of transition Effective Dates that combines on cycle drops and date certain drops in amounts not to exceed 1,500 per day for each TDSP to allow the transition to be completed as close as possible to the target date certain Effective Date. The 1,500 meter read level may be adjusted with the agreement of involved parties if TDSP seasonal field activity warrants an adjustment.
- ii. If a mass transition event occurs prior to the implementation of a transactional solution, (PRR660, Texas SET Transactional Solution for a Mass Transition Event) the following interim solution shall be used. The gaining CR shall submit off-cycle 814_01 switches where Customer notification by ERCOT has been waived requesting first available switch date as identified in Protocol Section 15.1.1, Submission of a Switch Request unless otherwise directed by Applicable Legal Authority. All switches must be submitted by the gaining CR within three (3) Retail Business Days of receipt of ESI ID information from ERCOT. ESI ID information includes Service Address attributes (as stored in ERCOT Systems) consistent with the current ESI ID list.

7.11.5.2.3 Scenario Three: A Date Certain Transition (Off-Cycle) With Either Full or Partial Cooperation from the Losing Competitive Retailer

Transactional process to change the REP of Record:

- (1) Option One of Scenario Three involves transactions that are submitted by ERCOT on behalf of the losing CR to cause the REP of Record to change to the gaining CR. The Retail Customer Transition Task Force is requesting that RMS approve the development of ERCOT capability to initiate a large-scale drop transaction. If Option One is not viable given the specifics of the transition event, Option Two should be used.
 - (a) Transaction submitted
 - i. Depending on who the gaining CR is, ERCOT will initiate either a Drop to AREP, Drop to POLR or Drop to CR transaction. In the short term, only the Drop to AREP transaction exists in the market and ERCOT could initiate this transaction only in limited volumes. The Retail Customer Transition Task Force is requesting that RMS approve the development of both a Drop to POLR and Drop to CR transaction as well as the development of ERCOT capability to initiate these transactions for use in this and any other specifically designated exception situations. If the target Effective Date for the transition event requires that a TDSP be

requested to complete more than ~ 1,500 special meter reads in a single day, ERCOT, the TDSP, the losing CR and the gaining CR will establish, if needed, a revised set of transition Effective Dates that combines on cycle drops and date certain drops in amounts not to exceed 1,500 per day for each TDSP to allow the transition to be completed as close as possible to the target date certain Effective Date. The 1,500 meter read level may be adjusted with the agreement of involved parties if TDSP seasonal field activity warrants an adjustment. Successful completion of the drop transaction should provide the gaining CR with the historical usage for the ESI ID as well as execute the change in ownership.

- ii. Because there is no cooperation from the losing CR in this scenario, there is information that normally would be delivered with a drop transaction that ERCOT will be unable to provide for the Gaining CR. In lieu of correct information, ERCOT will process the drops with placeholder data that will need to be supplemented by the gaining CR as necessary following the transition. This information will have to be obtained by the gaining CR through other means as determined by the gaining CR and includes:

- Customer Name
- Billing Address
- Billing Type

- iii. In addition to information normally received through the drop transaction, other information required to service the account is not available from the losing CR or from ERCOT. The gaining CR will have to determine a means to obtain this information to facilitate continued servicing of the account (such as sending bills, etc.). This information includes the following data.

- Customer Name
- Contact Name
- Billing Address
- Billing Type
- Phone Number
- E-mail
- Fax
- Social Security Number
- Federal Tax ID

- (2) If Option One above is not viable, the transition transaction will be submitted by the gaining CR. In order to submit the required transaction and for subsequent account service purposes, the gaining CR will either need to acquire ESI ID information (Service Address attributes as stored in ERCOT's system) from the ERCOT. In the event that the losing CR cannot provide Customer information, per the short-term recommendation designed by the RMS MP Default Task Force approved by RMS in July 2005, the gaining CR is to work with the TDSP to obtain available existing Customer information.
- (a) Required for transaction processing
- i. ERCOT to provide Service Address attributes (as stored in ERCOT Systems) consistent with the current ESI ID list
 - ii. Information fields required for account service (billing, deposit, etc.).
 - Customer Name
 - Contact Name
 - Billing Address
 - Billing Type
 - Phone Number
 - E-mail
 - Fax
 - Social Security Number
 - Federal Tax ID
 - iii. The gaining CR will also need to obtain historical volumes used for forecasting purposes. This information will be requested through an ad hoc usage history request to ERCOT.
- (b) Transaction submitted by the gaining CR
- i. A transition event switch transaction (to be designed by TX SET upon approval) is to be used. In the transition event switch transaction, the requested date of the switch would be set as the Effective Date and the TDSPs would insert the meter reading acquired through field activity. If the target Effective Date for the transition event requires that a TDSP be requested to complete more than 1,500 special meter reads in a single day, ERCOT, the TDSP, the losing CR and the gaining CR will establish a revised set of transition Effective Dates that combines on cycle drops and date certain drops in amounts not to exceed ~ 1,500 per day for each TDSP to allow the transition to be completed as close as possible to the

target date certain Effective Date. The 1,500 meter read level may be adjusted with the agreement of involved parties if TDSP seasonal field activity warrants an adjustment.

- ii. If a mass transition event occurs prior to the implementation of a transactional solution, the following interim solution shall be used. The gaining CR shall submit off-cycle 814_01 switches where Customer notification by ERCOT has been waived requesting first available switch date as identified in Protocol Section 15.1.1, Submission of a Switch Request unless otherwise directed by Applicable Legal Authority. All switches must be submitted by the gaining CR within three (3) Retail Business Days of receipt of ESI ID information from ERCOT. ESI ID information includes Service Address attributes (as stored in ERCOT Systems) consistent with the current ESI ID list.

Regardless of the scenario associated with the transition event, the party responsible for submitting transition transactions will provide a progress report on transactions submitted on the regular market project calls associated with the transition event.

7.11.5.3 Handling Pending Transactions during a Competitive Retailer Transition

Following is the recommended approach for handling pending transactions which have been identified by ERCOT and communicated to involved TDSPs and CRs per the launch step.

- (1) For pending transactions that will result in an ESI ID being owned by the losing CR
 - (a) Switch transactions to the losing CR are cancelled by ERCOT with an 814_08 transaction and therefore communicated transactionally to the losing CR, the REP of Record prior to the pending transaction and TDSP. The losing CR retains the responsibility for communicating to the Customer that their requested switch will not be completed and that they should choose a different retail provider should they continue to wish to change providers.
 - i. Those switches that cannot be cancelled will be identified by the TDSP and then communicated to ERCOT through the 814_09 transaction. ERCOT and TDSP will investigate on an exception basis and if cancellation is not possible, the ESI ID is placed on transition list for transition to the gaining CR.
 - (b) Move-In transactions to the losing CR are cancelled by ERCOT through an 814_08 transaction and therefore transactionally communicated to the losing CR, the gaining CR and the TDSP. After the original move-in transaction has been cancelled, it is resubmitted by the gaining CR with a move-in date consistent with that from the cancelled transaction. The gaining CR will be responsible for communicating with the Customer regarding the change in CR and inform the Customer of options to switch providers either prior to or after the transition. In the event that the transition event is one in which the losing CR is not cooperating, the gaining CR will have to obtain Customer information necessary

to submit the move-in transaction from the TDSP. This information will include the move-in date, the service address, the contact name and the contact number.

- i. Those move-ins that cannot be cancelled will be identified by the TDSP and then communicated to ERCOT through 814_09. ERCOT and the TDSP will investigate on an exception basis and if cancellation not possible, that ESI ID placed on transition list.
- (c) Any pending move-out transactions which will result in service being assigned to the losing CR as a result of a Continuous Service Agreement (CSA) between the losing CR and a landlord will be allowed to Complete. After the transaction has completed, the ESI ID is subsequently placed on the list of ESI IDs that need to be transitioned to the gaining CR.
- (2) For pending transactions that will result in an ESI ID being moved away from the losing CR, processing depends on when the transaction completes relative to the Effective Date of the transition as well as the type of transaction pending. For transactions away from the losing CR
 - (a) If the change in ESI ID ownership from the losing CR to a New CR is scheduled to complete before the Effective Date of the transition, the transaction is allowed to complete as scheduled.
 - (b) If the pending transaction will not result in a change in ESI ID ownership away from the losing CR until after the Effective Date of the transition, the transaction type should be considered in determining the appropriate next steps.
 - i. Pending switch from the losing CR to either a New CR, AREP, or the POLR. Pending transactions will effectuate according to Protocol Section 15.
 - ii. For a Pending Move-Out, there are two (2) alternatives that could be used. A decision will be made by ERCOT, the TDSP and the gaining CR based on the volume of ESI IDs, their Premise type and relative dates of the transactions.
 - (A) Let the move-out transaction Complete as submitted when the scheduled date of the move-out is within two (2) Business Days after Effective Date ; or
 - (B) If the pending move-out date is greater than two (2) Business Days of the Effective Date of the transition, the move-out transaction from the losing CR is cancelled by ERCOT; the ESI ID is added to the list of ESI IDs transitioning to the gaining CR, ERCOT notifies the gaining CR of pending move-out date, and the gaining CR resubmits a move-out for the original date.
 - iii. For a pending move-ins submitted by a New CR, two (2) alternatives will be used. A decision will be made by ERCOT, the TDSP, the New CR and

the gaining CR based on the volume of ESI IDs, the Premise type and the relative dates.

- (A) Allow the scheduled move-in and forced move-out to complete, when the scheduled date of the Move-In is within two (2) Business Days after Effective Date. The ESI ID will not be included in the list of ESI IDs transitioning to the gaining CR.
- (B) If the pending move-in date is greater than two (2) Business Days of the Effective Date of the transition, the ESI ID is added to the list of ESI IDs transitioning to the gaining CR and pending move-in will effectuate according to Protocol Section 15;.

7.11.5.4 Competitive Retailer Transition Meter Reading

TDSPs are responsible for obtaining actual meter reads that can be used in denoting the transition point for changing responsibility for serving an ESI ID from the losing to the gaining CR. The meter reads and the dates on which they were taken will be used by the TDSP in responding to a transaction that initiates the transition of ESI IDs. If the volume of ESI IDs being transitioned is such that it exceeds the TDSP's ability to obtain meter reads on a schedule consistent with the established Effective Date for the transition, the Effective Dates may need to be revised as described in Section 7.11.6.1(2)(h)(i) of this section. If the Effective Dates need to be revised for any reason during the transition due to the TDSPs capacity or ability to procure meter reads, the TDSP will notify ERCOT as soon as the need is identified so that the prospect of revising the Effective Date can be discussed between ERCOT, the PUCT and the losing and gaining CRs.

If the transition event requires that TDSPs handle transactions on an exception basis, the TDSPs will provide a tentative schedule for manual processing of transactions to ERCOT, the losing CR and the gaining CR. This schedule is important in allowing parties to understand the length of time that subsequent enrollment transactions will be prevented from processing successfully by MP systems until the market solution to stacking of orders can be implemented.

TDSPs will provide a report of progress for both reading meters and for responding to transition transactions on an on-going basis relative to the respective schedules for these activities on the regular market project calls associated with the transition event.

7.11.6 Competitive Retailer Transition Roles/Responsibilities

The following section outlines the various roles and responsibilities of parties involved in a transition event. These may need to be revised based on the specific circumstances associated with any particular event.

7.11.6.1 PUCT

- (1) Authorize ERCOT to initiate transition process in the market.

- (2) Designate lead individual from PUCT staff to work with ERCOT project lead and market team for project coordination purposes.
- (3) Provide concurrence prior to market adjustments to the target Effective Date(s) made to accommodate meter reading or manual transaction processing timing constraints.
- (4) Review and approve as needed market communications with customers associated with transition ESI IDs.
- (5) Provide concurrence with approaches to be used to deal with pending transactions.
- (6) Approve any exceptions to the application of the recommended market process for completing the transition.
- (7) Monitor progress of involved parties in completing the transition in accordance with target schedules.

7.11.6.2 ERCOT

- (1) If necessary, identify need to initiate transition event and recommend target Effective Date (or dates) based on number of ESI IDs and TDSPs involved.
- (2) Request PUCT approval to proceed with transition process.
- (3) Identify parties involved in the transition event, including losing CR, gaining CR(s), and CRs with pending transactions.
- (4) Designate ERCOT transition project lead.
- (5) Schedule and conduct initial and on-going transition project coordination meetings.
- (6) Complete market notification of transition event to parties not involved in the transition.
- (7) Create and distribute to designated parties the list of transition ESI IDs to which they are entitled for the purpose of completing the transition process.
- (8) Create and distribute to designated parties the list of ESI IDs with pending transactions.
- (9) Delete or disable Continuous Service Agreements (CSAs) to prevent the losing CR from becoming the REP of Record for ESI IDs on an on-going basis after the transition event has begun.
- (10) Work with MPs to resolve discrepancies in the list of transition ESI IDs.
- (11) Act as the holder of and maintain and distribute the official list of transition ESI IDs.
- (12) Work with TDSPs and CRs as necessary to adjust target Effective Dates to deal with meter reading and manual transaction processing timing implications for the transition.

- (13) Work with involved parties to determine the specific transactions and process to be used to effect the transition of subject ESI IDs.
- (14) Work with involved parties to determine specific transactions and processes to be used to resolve issues with pending transactions.
- (15) If needed based on the specific event, initiate transactions on behalf of the losing CR.
- (16) Provide information on transition ESI IDs as required if losing CR is not cooperative in the transition event.
- (17) Monitor progress of transition project and recommend conclusion of project based on successful completion of transition activities.

7.11.6.3 TDSPs

- (1) Provide to ERCOT and maintain currency of technical, business and regulatory contacts for transition event purposes.
- (2) Review initial list of transition ESI IDs for accuracy and work with MPs to resolve discrepancies.
- (3) Provide scheduled meter read dates for transition ESI IDs. If needed, provide a recommendation for revisions to Effective Dates based on meter reading and manual processing of transactions.
- (4) Work with involved parties to determine the specific transactions and process to be used to effect the transition of subject ESI IDs.
- (5) Work with involved parties to determine specific transactions and processes to be used to resolve issues with pending transactions.
- (6) Provide MPs with a tentative schedule and on-going progress reports for completion of meter reads and processing transactions.
- (7) Provide information on transition ESI IDs as requested if losing CR is not cooperative in the transition event.
- (8) Participate in initial and on-going transition project coordination meetings through completion of the transition event.

7.11.6.4 Losing CR (presuming some level of cooperation in the transition)

- (1) Provide to ERCOT and maintain currency of technical, business and regulatory contacts for transition event purposes.
- (2) Review initial list of transition ESI IDs for accuracy and work with MPs to resolve discrepancies.

- (3). Work with TDSPs and CRs as necessary to adjust target Effective Dates to deal with meter reading and manual transaction processing timing implications for the transition.
- (4). Notify customers involved in the transition of such, preferably through a joint communication with the gaining CR.
- (5). Inform holders of Continuous Service Agreements that the Agreement is no longer a valid agreement and is not being honored by ERCOT in processing of future transactions.
- (6). Work with involved parties to determine the specific transactions and process to be used to effect the transition of subject ESI IDs.
- (7). Work with involved parties to determine specific transactions and processes to be used to resolve issues with pending transactions.
- (8). If needed based on the specific event, initiate transactions to begin the transition process.
- (9). Provide information for transaction processing, account service or historical usage for transition ESI IDs as requested.
- (10). Participate in initial and on-going transition project coordination meetings through completion of the transition event.

7.11.6.5 Gaining CR

- (1). Provide to ERCOT and maintain currency of technical, business and regulatory contacts for transition event purposes.
- (2). Review initial list of transition ESI IDs for accuracy and work with MPs to resolve discrepancies.
- (3). Work with ERCOT, TDSPs and CRs as necessary to adjust target Effective Dates to deal with meter reading and manual transaction processing timing implications for the transition.
- (4). Notify customers involved in the transition of such, preferably through a joint communication with the losing CR.
- (5). Work with involved parties to determine the specific transactions and process to be used to effect the transition of subject ESI IDs.
- (6). Work with involved parties to determine specific transactions and processes to be used to resolve issues with pending transactions.
- (7). If needed based on the specific event, initiate transactions to begin the transition process.
- (8). Request of the losing CR, ERCOT and/or TDSPs information needed for transaction processing, account service or historical usage for transition ESI IDs as requested.

- (9) Initiate activities associated with acquiring additional required information through third parties as needed.
- (10) With ERCOT concurrence, stop processing transition transactions if these are rejected for not first in reasons due to a New CR submitting a transaction in advance of the transition transaction.
- (11) Provide MPs with a tentative schedule and on-going progress reports for submittal and completion of transactions as well as billing of transitioned ESI IDs.
- (12) Work with the Low Income Discount Administrator (LIDA) to ensure that, if applicable, low income discounts are provided without interruption to customers.
- (13) Participate in initial and on-going transition project coordination meetings through completion of the transition event.

7.11.6.5 New Competitive Retailer

- (1) Submit transactions associated with transition ESI IDs in accordance with ERCOT Protocols and PUCT regulatory requirements.
- (2) Work with involved parties to determine specific transactions and processes to be used to resolve issues with pending transactions.

7.11.7 *Competitive Retailer Transition Assumptions*

- (1) Customer notification by ERCOT shall be waived for all transition ESI IDs involved, unless otherwise directed by Applicable Legal Authority.
- (2) Certain TX SET transactions could be used, on an exception basis for the purposes of implementing the specified transition.
- (3) The losing CR may or may not cooperate in the transition process. The level of cooperation could vary from full cooperation (being in a position to submit or process transactions) to partial cooperation (providing Customer information to allow other parties to process transactions more efficiently) to complete non-cooperation (being unwilling or unable to process transactions or provide Customer information).
- (4) TDSPs will review master ESI ID list for safety net transactions and return to ERCOT within a reasonable timeframe based on the volume of accounts to be transitioned.
- (5) ERCOT will provide TDSP-adjusted master ESI ID list to designated participants within one (1) Retail Business Day of receipt from TDSP.
- (6) ERCOT will conduct daily conference calls through the ESI ID transition (through Customer billing by either POLR or intervening REP).

7.11.8 *Stakeholder Objectives and Preferred Outcomes for a Competitive Retailer Transition*

- (1) Customer:
 - (a) Minimize negative Customer impact.
 - (b) Customer is appropriately informed
 - i. Customer gets Notification.
 - ii. What their rights and alternatives are.
 - (c) Seamless to Customer
 - i. Customer gets billed on a timely and accurate basis.
 - (d) Customer rights protected, compliance with current rules.
 - i. Customer's right to choose
- (2) TDSP:
 - (a) Leverage what is existing market design/processes
 - i. Existing TX SET transactions
 - ii. Existing Protocols
 - iii. Existing PUCT rules
 - (b) Use the Task Force Process
 - (c) Minimize labor impact
 - i. Preference for on cycle reads
 - (d) Preferred that transfers made on forward cycle read date
 - (e) TDSPs allowed to recover costs
- (3) ERCOT:
 - (a) Specific well defined process
 - i. Minimize manual aspect
 - ii. Supported by all the MPs
 - (b) Leverage what is existing market design/processes

- i. Existing TX SET transactions
 - ii. Existing Protocols
 - iii. Existing PUCT rules
- (c) Appropriate project cost allocation
- (d) Low impact to current day to day processing
- (4) Losing CR:
 - (a) Minimize labor impact
 - (b) Clear definition of responsibilities
 - i. Communication
 - (c) Timely transfer of:
 - i. Customers (REP of Record)
 - ii. Information
 - (A) Transaction flow
 - Facilitate final bill
 - (d) Minimize wholesale settlement impact
- (5) Gaining CR (REP/AREP/POLR):
 - (a) Leverage what is existing market design/processes
 - i. Minimize manual processes
 - (A) example: Spreadsheets
 - ii. Preferred that on cycle switches be used
 - (b) Minimize labor impact
 - (c) Clear definition of responsibilities
 - i. Closure of population
 - (d) Ability to schedule and procure Supply
 - i. Load information
 - (e) Timely transfer of:

- i. Complete, consistent, and accurate Customer information.

7.11.9 *Communication of a Transmission and/or Distribution Service Provider ESI ID Transition*

For information on PUCT communication requirements when transitions occur between TDSPs, please refer to P.U.C. SUBST. R. §25.74, Reports on Sale of Property and Mergers.

7.11.10 *Transmission and/or Distribution Service Provider ESI ID Transition Roles and Responsibilities*

The following are the various roles and responsibilities of parties involved in a transition event. These may need to be revised based on the specific circumstances associated with any particular event.

(1) PUCT

- (a) Establish or approve transition event decision parameters including designation of the Losing TDSP, Gaining TDSP, general population of transitioning ESI IDs and target effective date(s).
- (b) Authorize ERCOT to initiate transition process in the market.
- (c) Designate lead individual from PUCT staff to work with ERCOT project lead and Market Participant team for project coordination purposes.
- (d) Review and approve, as needed, market communications with customers associated with transition of ESI IDs.
- (e) Approve as necessary, exceptions to the application of the recommended market process for completing the transition.
- (f) Monitor progress of involved parties in completing the transition in accordance with targeted schedules.

(2) ERCOT

- (a) Upon PUCT approval, initiate TDSP to TDSP ESI ID transition process.
- (b) Identify parties involved in the transition event, including Losing TDSP, Gaining TDSP, and all affected CRs, including CSA CRs and CRs with pending transactions.
- (c) Designate ERCOT transition project lead.
- (d) Schedule and facilitate initial and on-going transition coordination meetings and conference calls through completion of the transition event.

- (e) Coordinate market notification of transition event to parties not involved in the transition.
 - (f) Review initial list of transitioning ESI IDs for synchronization issues and work with Market Participants to resolve discrepancies and distribute to Market Participants.
 - (g) Maintain and distribute the official list of transitioning ESI IDs.
 - (h) Work with the TDSPs and CRs to determine the specific transactions and processes to be used to resolve issues surrounding pending transactions.
 - (i) Continually monitor the progress of the transition project and recommend conclusion of project based upon successful completion of all transition activities.
- (3) TDSPs
- (a) Provide to ERCOT and maintain a current list of technical, business and regulatory contacts for transition event purposes.
 - (b) Create an initial and final list of transitioning ESI IDs and provide periodic updates as necessary.
 - (c) Work with ERCOT and CRs to resolve all discrepancies of transitioning ESI IDs.
 - (d) Provide scheduled meter read dates for transitioning of ESI IDs.
 - (e) Work with involved parties to determine the specific transactions and process to be used to complete the transition plan.
 - (f) Provide Market Participants with a tentative schedule and on-going progress reports throughout transition for completion of transition.
 - (g) Participate in initial and on-going transition project coordination meetings and/or conference calls through completion of the transition event.
- (4) Designated CR, includes CSA CR
- (a) Provide to ERCOT and maintain currency of technical, business and regulatory contacts for transition event purposes.
 - (b) Review initial list of transition ESI IDs for accuracy and work with TDSP and ERCOT to resolve discrepancies.
 - (c) Notify customers involved of transition.
 - (d). Work with involved parties to resolve issues with pending transactions.
 - (e) Submit transactions associated with transitioning ESI IDs in accordance with ERCOT directives, Protocols, and PUCT regulatory requirements.

- (f) Participate in initial and on-going transition project coordination meetings and/or conference calls through completion of the transition event.
 - (g) If the gaining TDSP is a MOU/EC TDSP, designated CR must supply customer billing information to the MOU/EC TDSP.
- (5) “New” CR
- (a) Submit transactions associated with transitioning ESI IDs in accordance with ERCOT directives, protocols, and PUCT regulatory requirements.
 - (b) Work with involved parties to resolve issues with pending transactions.

7.11.11 Transmission and/or Distribution Service Provider Transition Process Narrative

- (1) Decision
- (a) The processes described in this Section presume that a decision to transition the ESI IDs has already been made by the PUCT and appropriate parties. The process used by the PUCT to make that decision was not within the scope of the RMS task force sponsoring this Section. The mission of the task force was to determine the appropriate method to be utilized to transition the ESI IDs as efficiently as possible and with little or no impact to the Retail Customer.
 - (b) The launch decision provides assurance to the participants that transition actions and resources are required and will be a collaborative effort among representatives from the PUCT, ERCOT and Market Participants involved in the transition.
 - (c) The parameters for the transition process will include:
 - i. Identification of the Losing TDSP
 - ii. Designation of the Gaining TDSP
 - iii. A list of the ESI IDs affected by the transition
 - iv. Identification of all of the affected CRs (Current, CSA, and pending ‘New’ CR)
 - v. Assessment of Wholesale Market impacts
 - vi. Effective date(s) of the transition
 - (d) The transition of the designated ESI ID population may encompass more than one effective date. However, individual ESI IDs will have only one effective date. If conditions permit, then the individual effective date should be aligned with a regular scheduled meter read date.
- (2) Launch
- (a) After the PUCT has approved the transition of ESI IDs, ERCOT will issue

periodic notifications to the affected CRs:

- i. Indicating that they are affected by an approved TDSP territory transition.
 - ii. Stating that they are certified according to ERCOT processes to serve in the gaining TDSP territory
 - iii. Indicating that the gaining TDSP may have additional requirements before the CR can continue to serve the Load in the gaining TDSPs certified territory.
 - iv. Describing what transactions are required
 - v. Describing when the CR is required to submit transactions.
- (b) The Losing TDSP will provide a file capable of being converted to a CSV file with a final set of ESI IDs that are targeted for the transition to the Gaining TDSP and all affected CRs.
 - (c) ERCOT will confirm that its record of ESI ID ownership is consistent with the Losing TDSP's and identify any ESI IDs for which there are pending market transactions.
 - (d) When discrepancies exist, ERCOT, the TDSP, and the appropriate CR(s) will resolve the discrepancies to ensure that the correct population of ESI IDs is transitioned.

(3) Requirements

- (a) Gaining TDSP will change the ESI IDs for the premises acquired. When a Partial TDSP Transition event takes place, such Partial TDSP Transition requires the Gaining TDSP to create new and unique ESI IDs for all ESI IDs involved in the transition.
- (b) Transition of equipment and customers will occur by the transition date agreed upon by both the Losing and Gaining TDSP .
- (c) Issues with transferring equipment may delay the transition. These subsequent dates will be a part of the PUCT final approval.
- (d) When applicable, the TX Set 814_20 transaction will be sent by the Gaining TDSP and must process prior to any relationship activity taking place on the ESI ID to account for the one day difference between ERCOT's Siebel and Lodestar systems.
- (e) When creating a new ESI ID(s), the process is:

- i. Upon completion of the Move-Out for the existing CR, the Losing TDSP is responsible for deactivation and retirement of the old ESI ID;
 - ii. Gaining TDSP is responsible for new ESI ID setup and activation. All actions are performed utilizing the appropriate transactions. Note: Transition of CR within ERCOT's system must occur simultaneously to prevent the old and new ESI IDs from being active or de-energized at the same time for the same Premise.
- (f) Out of synch conditions between ERCOT and the TDSP will be resolved through current market synchronization processes.
 - (g) Losing TDSP will maintain the historical information for the time period they owned the ESI ID according to present record retention rules for TDSPs.
 - (h) Losing TDSP will maintain ability to perform cancel/rebills for the time period they owned the ESI ID.
 - (i) Throughout the transition period, the Gaining MOU/EC TDSP must identify those affected ESI IDs involved in the transition between competitive and non-competitive Load in it's certificated service territory for the purpose of settlement at ERCOT.
 - (j) The Gaining MOU/EC TDSP must confirm that the Service Address is also the billing address, utilizing Current CR provided information on each affected ESI ID.
 - (k) The Gaining TDSP and CR will determine how to communicate any fees to the retail Customer.
 - (l) All pending transactions with effective dates before the transition date will be completed by the Losing TDSP before the transition date.
 - (m) move-out date for the Losing TDSP's ESI ID will have the same effective date as the move-in effective date for the Gaining TDSP when creating a new ESI ID.

7.11.12 Transmission and/or Distribution Service Provider ESI ID Transition Detailed Process Steps

Any Partial or Full TDSP Transition of ESI IDs that occurs shall follow current processing at ERCOT. For information on processing for TDSP to TDSP Partial Transition.

- (1) PUCT notification and notice of intent to CRs.
- (2) ERCOT receives updated CR listing from Losing TDSP.
- (3) ERCOT forwards list of ESI IDs to Gaining TDSP and all applicable CRs.

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- (4) The Losing TDSP will complete all pending orders that are effective before the effective date of the transition with an 867_03F or 867_04, also including 650 Service Order Requests, if applicable.
 - (5) The Gaining TDSP or MOU/EC receives historical data from Losing TDSP for profile validation. The Gaining TDSP must successfully complete the Load Profile ID validation process with ERCOT no later than 90 days prior to the actual transfer of the ESI IDs. The Losing TDSP shall provide historical usage information to the Gaining TDSP in a manner that helps to expedite this process.
 - (6) When ESI IDs are being transitioned between competitive service territories, the Gaining TDSP shall evaluate the number of ESI IDs that are transitioning into its service area to determine if the additional Premises substantially change its distribution system. If the additional premises constitute a substantial change in their distribution system, then the Gaining TDSP will be required to submit an update to its annual Distribution Loss Factor (DLF) methodology it previously submitted to ERCOT. If the Gaining TDSP determines that the additional ESI IDs are not a substantial change to its Distribution Systems, no DLF submittal will be required from the Gaining TDSP, but ERCOT reserves the right to request a copy of the TDSP's analysis for review and approval. In either case, the Gaining TDSP is responsible for making the DLF assignment for each ESI ID via the 814_20. If the Gaining TDSP requires modeling information from the Losing TDSP to complete this requirement, then the Losing TDSP shall provide that information in a timely manner.
 - (7) ERCOT notifies REP of Record (ROR) of certification status in the Gaining TDSP's territory.
 - (8) The Gaining TDSP (if previously a MOU/EC) will provide information to the Steady State Working Group and ERCOT, via the Annual Load Data Request and ongoing Base Case updates, regarding any substations to be added, if and where applicable. Gaining TDSP establishes eligibility date for the new ESI IDs.
 - (9) The Gaining TDSP sends transition plan to Losing TDSP and ERCOT. This transition plan will include:
 - (a) Losing TDSP's ESI IDs
 - (b) Gaining TDSPs new ESI IDs
 - (c) Eligibility Date
 - (d) REP of Record (ROR)
 - (e) Service Address
 - (f) Membership Number (if available)
 - (g) Transition date for each ESI ID affected
 - (10) ERCOT validates for ROR and forwards transition plan to current REP of Record and CSA Competitive Retailer.

- (11) In an MOU/EC TDSP transition where the MOU/EC TDSP is the Gaining TDSP, CRs will forward billing information in a file that is capable of being converted to a CSV file to the MOU/EC TDSP after PUCT approval of the transition filing.
- (12) ERCOT uses transition plan for subsequent and final ROR validation.
- (13) Current CR, New CR, or CSA CR will communicate to their Retail Customers the TDSP's' transition as outlined by PUC Substantive Rule §25.74.
- (14) Gaining TDSP sends an 814_20 Create ESI ID request with an eligibility date that is at least 10 Business Days prior to the transition date and receives a response.
- (15) ERCOT receives 814_20 Create, validates and sends 814_21 accept/reject response. If the 814_20 is rejected by ERCOT, then the TDSP will make the necessary corrections and resend the 814_20 to ERCOT.
- (16) CRs can send move-in (814_16) transactions to ERCOT as of the eligibility date on the 814_20; however, the effective date of the move-in must be equal to or greater than the eligibility date. The current REP of Record (ROR) will initiate the 814_16 move-in transaction of the Gaining TDSP's ESI ID with transition date as Move-In effective date.
- (17) When the Gaining TDSP is a MOU/EC, the ROR will send customer billing address information updates via the 814PC, on any ESI ID where the customer billing information has changed prior to the transition date.
- (18) Current CSA CR must establish Continuous Service Agreements on new ESI IDs and dissolve CSA relationships on Losing TDSP ESI IDs through appropriate market transactions.
- (19) Current ROR initiates move-out (814_24) process on old ESI IDs with transition date as the effective move-out date. To prevent move-in(s) for CSA CR, ERCOT should have already removed CSA agreements on all the transitioning ESI IDs, where applicable.

Following the transition date:

- (20) Losing TDSP will send an 867_03F upon completion of the Move-Out.
- (21) Gaining TDSP will send an 867_04 Initial Meter Read upon completion of the Move-In. The effective dates of the move-out for the Losing TDSP and the move-in for the Gaining TDSP will be the same.

7.12 Estimated Meter Readings

Meter Readings provided to the Competitive Retailer via the Texas SET 867 transaction may be estimated by the TDSP for various reasons. In some cases, the meter estimation is a result of problems with equipment, weather, etc., and normally these would not be estimated for more than one month. Meters that are estimated for consecutive months are normally due to meter inaccessibility by the TDSP's meter reading personnel. The guidelines for TDSP notification, CR's guidelines for contacting the Customer and opportunities for resolution are identified

below. Additional documentation may be referenced from the TDSP tariffs, Section 5.4.8: Access to Retail Customer's Premises.

First meter estimation is identified on the corresponding 867_03 by the TDSP, in the MEA (Meter Reads) segment, as an ME01=AE.

Any subsequent consecutive meter estimations are identified on the corresponding 867_03 by the TDSP, in the MEA (Meter Reads) segment, as an ME01=EE.

- (1) The TDSP will notify the CR:
 - (a) AEP will identify the inaccessibility issue on the 810_02, (SAC04 = SER133) with zero dollars on the first instance only. All other instances (SAC04 = SER133) will be charged to the CR.
 - (b) TXUED, CNP, and TNMP will notify the CR via an e-mail spreadsheet monthly to the designated CR business contact after the 3rd consecutive estimate.
- (2) CRs will be responsible for customer contact to resolve accessibility issues to allow the TDSP access to the meter. If the resolution to the accessibility issue requires TDSP assistance, the CR should contact the TDSP REP Relations group to discuss additional options to access the meter.

In the event the TDSP removes an active meter due to Safety or Code issues (e.g., meter pulled due to fire at premise), the TDSP may continue to provide estimated meter readings. The TDSP will forward a spreadsheet or e-mail to the designated CR Business contact identifying the specific premise. If the CR has questions or concerns regarding these issues, they should contact the TDSP REP Relations group. A TDSP will send the 650_04 transaction with the 'R8' code to communicate to the CR the meter removal. If the TDSP sends a service suspension date in the 650_04 the CR has the option to use this date in their 814_24 Move Out Request, otherwise the CR will use a future date in their move out. Upon receipt of the TDSP notification, the CR may investigate and will send a814_24, to the TDSP within 10 business days.

CRs will contact the TDSP Rep Relations Groups for all communications regarding CR contact information. The following TDSP REP Relations groups may be contacted at the following e-mail addresses:

mprelations@tnpe.com
CR.Support@CenterPointEnergy.com
crrtx@aep.com
txuelectricdeliveryREPreations@txued.com

[RMGRR040: Replace the above section with the following on July 1, 2007.]

7.12 Estimated Meter Readings

The TDSPs (Transmission Distribution and/or Service Provider) will provide a monthly manual spreadsheet to identify two (2) or more consecutive estimates (until July 1, 2007 implementation of the changes to the 867_03, Monthly Usage as prescribed by the Substantive Rule 25.214) to Competitive Retailers (CR).

The TDSP will identify the first meter estimation on the corresponding 867_03 in the MEA (Meter Reads) segment, as an ME01=AE.

Subsequent consecutive meter estimations are identified on the corresponding 867_03 in the MEA segment, as an ME01=EE.

CRs will be responsible for Customer contact to resolve accessibility issues to allow the TDSP access to the meter. If the resolution to the accessibility issue requires TDSP assistance, the CR should contact the TDSP REP Relations group to discuss additional options to access the meter.

In the event the TDSP removes an active meter due to Safety or Code issues (e.g., meter pulled due to fire at premise), the TDSP may continue to provide estimated meter readings. A TDSP will send the 650_04, Suspension of Delivery Service Notification or Cancellation transaction with the 'R8' code to communicate to the CR the meter removal. If the TDSP sends a service suspension date in the 650_04 the CR has the option to use this date in their 814_24, move-out otherwise the CR will use a future date in their Move- Out Request. Upon receipt of the TDSP notification, the CR may investigate and will send an 814_24 to the TDSP within (ten) 10 Business Days.

CRs will contact the TDSP Rep Relations Groups for all communications regarding CR contact information. The following TDSP REP Relations groups may be contacted at the following e-mail addresses:

| | |
|--------------------------------|--|
| Texas New Mexico Power Company | mprelations@tnpe.com |
| CenterPoint Energy | CR.Support@CenterPointEnergy.com |
| American Electric Power | crctx@aep.com |
| TXU Electric Delivery | txuelectricdeliveryREPreations@txued.com |
| Sharyland | egarcia@su-power.com |
| Nueces | dlowder@nueceselectric.org |

[RMGRR040: Add the following sections on July 1, 2007.]

7.12.1 Estimation Based on Denial of Access

- (1) If the TDSP encounters a Premise where access to the meter has been denied, a door hanger requesting permanent access in the future will be left at the Premise (see Appendix I, Door Hanger Sample). The door hanger will include, but is not limited to, the following information:
 - (a) A request for access to the meter;
 - (b) An explanation of the consequences (includes disconnection language) for failure to provide access; and
 - (c) A description of who to contact for options and resolution.
- (2) The TDSP will provide notification to the CR, via the 867_03 identifying:
 - (a) The reason that the meter reading was estimated and the number of sequential estimates without an actual read;
 - (b) Sufficient detail to communicate to the retail Customer why access was unavailable; and
 - (c) Notification of whether a door hanger was left at the Premise.
- (3) Upon notification by the TDSP that a meter was estimated for denial of access, the CR shall contact the Customer to request ongoing access for the TDSP and inform the retail Customer of the consequences for continuing to fail to provide ongoing access. The CR will contact the Customer by phone, mail or door to door contact. The options available to the Customer are:
 - (a) Provide access to the existing meter and company owned facilities;
 - (b) Disconnection of service (after three (3) monthly denials of access estimates);
 - (c) TDSP installation of a remote read capable meter at the Customer's expense and billed directly to the CR. (This option will require Customer coordination); or
 - (d) Customer's relocation of the Customer owned meter base, at Customer's expense. (This option requires coordination with the customer and TDSP.)
- (4) If the Customer or CR has not selected one of the options identified in Section 7.12.1(3) within ten (10) Retail Business Days following the 3rd consecutive estimate, the TDSP will select one of the available options.
- (5) If a CR is notifying the TDSP of the Customer's choice or the CR's choice for the Customer the CR will send the TDSP a 650 service order including pertinent information the Customer has provided. Otherwise the CR will contact the TDSP or ask the Customer to contact the TDSP directly to resolve the access issue.

- (6) The TDSP may continue to estimate residential or a non-critical Load for an additional sixty (60) days from the 3rd consecutive estimate in order to implement one of the options identified in Section 7.12.1(3).

7.12.2 Disconnection and Reconnection for Denial of Access

- (1) A request for disconnection by the CR, regardless of service order option chosen, will use the appropriate Texas SET (TX SET) code for denial of access on the 650_01. CR's requesting reconnection after resolution of the access issue will use the appropriate 650_01 with an explanation of what has been done to resolve the denial of access issue. If the Customer was disconnected at the request of the CR via a 650_01, the TDSP will not reconnect the Premise without a reconnect request from a CR.
- (2) If the TDSP initiates the disconnection for denial of access, the TDSP will send a 650_04, using the appropriate TX SET code, to the CR when the TDSP has disconnected service. The TDSP will reconnect at Customer request or a request from the CR when the access issue is resolved. When the request comes to the TDSP via the Customer the TDSP will reconnect service upon resolution of the denial of access issue and submit a 650_04 to the CR to communicate reconnection of service.

7.12.3 Estimation for Denial of Access by Non-residential Critical Load Customers

- (1) Denial of Access by a critical Load Customer will follow the same process as identified in Section 7.12.1, Estimation Based on Denial of Access, excluding disconnection of service and with the following provision added:
- (2) After the 5th consecutive meter estimation, if access has not been provided, the TDSP may charge a denial of access fee each month until the access issue is resolved.

7.12.4 Estimations for Reasons Other than Denial of Access by the Customer

- (1) TDSPs may not estimate a meter reading for more than three (3) consecutive months where denial of access is not the issue.
- (2) TDSPs may estimate a meter reading for Force Majeure, weather, tampering or mass transition of Customer accounts. These estimates will not be counted as an estimate by the TDSP.
- (3) If the TDSP estimates a meter reading for any reason other than denial of access, the estimate will not be considered a break in a series of consecutive months of denial of access and shall not be considered a month in which the retail Customer has denied access.

7.13 Interval Data Recorder (IDR) Optional Removal/Installation Process

7.13.1 IDR Optional Removal Process

Pursuant to Protocols Section 18.6.7, IDR Optional Removal Threshold, a Competitive Retailer (CR) upon a Customer's request, may request removal of an IDR at a PREMISE. This section details the steps that Market Participants shall follow when processing such IDR optional removal requests.

7.13.1.1 Customer Request

- (1) Upon request by a Customer or authorization to their CR to remove an IDR, the CR shall first validate that the request satisfies the requirements of Protocol Section 18.6.7, IDR Optional Removal Threshold.
 - (a) If the request satisfies the Protocol requirements, the CR shall complete the IDR Optional Removal Request Form and submit it by e-mail to the appropriate TDSP for processing at the TDSP's e-mail address listed below. For existing Customers, the request form shall be submitted to the TDSP within ten (10) Retail Business Days of the Customer's request to their CR. For new Customers, the request shall be submitted to the TDSP within ten (10) Retail Business Days of the request to their CR, provided that at least forty five (45) consecutive days of usage has been covered by meter readings and the Customer has communicated the request to the CR no more than one hundred twenty (120) consecutive days since the Customer's move-in date.
 - i. AEP – crrtx@aep.com
 - ii. CNP – CR.Support@CenterPointEnergy.com
 - iii. Nueces – eflores@nueceselectric.org
 - iv. Sharyland – egarcia@su-power.com
 - v. TNMP – MV90operator@tnpe.com
 - vi. TXUED – meteringservices@txued.com
 - (b) If the request does not satisfy the Protocol requirements, the CR shall inform the Customer that the request cannot be honored, per Section 7.13.1.3(3) below.
- (2) If a Customer contacts the TDSP directly to request removal of an IDR, the TDSP shall refer the Customer to their CR to initiate the request, regardless of the option a CR has chosen for service order request.

7.13.1.2 IDR Optional Removal Request Form

The CR must complete all relevant sections of the IDR Optional Removal Request Form found in Appendix H1, including:

- (1) CR name, CR contact name, phone number, CR contact email address, date the request is sent to the TDSP, and the name of the TDSP.

- (2) In addition, for each applicable ESI ID, the form must include the associated service address;
 - (a) An indicator appropriately identifying each as an existing Customer or a new Customer;
 - (b) For an existing Customer, the twelve (12) month actual peak demand;
 - (c) For a new Customer, the actual peak demand since the move-in date; and
 - (d) The date the Customer made the request to the CR.

An incomplete request form may be rejected by the TDSP, whereupon the CR shall add the missing information and resubmit the request form with a new date that the request is sent to the TDSP.

7.13.1.3 TDSP Processing

- (1) Within ten (10) Retail Business Days of receipt of the IDR Optional Removal Request Form, the TDSP shall verify usage and Customer history for the requested ESI ID(s) and determine if the request satisfies the requirements of Protocol Section 18.6.7.
 - (a) If the request satisfies the Protocol requirements, the TDSP shall
 - i. Complete the appropriate sections of the request form indicating that the ESI ID does qualify for an IDR removal and the estimated date of removal, and
 - ii. Return the completed request form by e-mail to the originating CR.
 - (b) If the request does not satisfy the Protocol requirements, the TDSP shall
 - i. Complete the appropriate sections of the request form indicating that the ESI ID does not meet the qualifications for an IDR removal and include supporting evidence, and
 - ii. Return the completed request form by e-mail to the originating CR.
- (2) For requests where there is mutual agreement by the CR and TDSP that the applicable Protocol requirements have been satisfied, the TDSP shall proceed with scheduling the removal of the IDR.
 - (a) The IDR removal must be completed no later than the Customer's second billing cycle after the date on which agreement is reached.
 - (b) The TDSP shall send the appropriate Texas SET transaction to change the Profile Type Code and the Meter Data Type Code as directed by the Load Profiling Guide along with all applicable meter data.
 - (c) A TDSP may elect to virtually remove an IDR, however, the virtual removal must comply with the provisions of (2)(a) and (2)(b) immediately above.
 - (d) IDR optional removals are subject to applicable TDSP Tariff charges. Consult each TDSP's Tariff for complete details.
- (3) For requests where the TDSP has determined that the applicable Protocol requirements have not been satisfied and the CR concurs, the CR will provide the Customer with sufficient evidence as to why the request for IDR removal was denied. Such evidence shall

include the Customer's demand history and the applicable Protocol language. Customer's inquiries or complaints regarding the processing of the IDR Removal request will be handled in accordance with P.U.C.T. SUBST. R. 25.485, Customer Access and Complaint Handling.

- (4) For requests where the TDSP has determined that the applicable Protocol requirements have not been satisfied and the CR disputes the TDSP's determination, the CR may use the MarkeTrak process, if appropriate, to resolve any disputes arising from the IDR optional removal process. If a MarkeTrak resolution is not possible for a dispute, the CR may request Alternative Dispute Resolution in accordance with Protocol Section 20, Alternative Dispute Resolution Procedure.
- (5) For all IDR removals that have occurred and subsequently are determined to have been removed erroneously, an IDR must be re-installed. The discovering party shall notify the CR and/or TDSP as appropriate; both the CR and the TDSP shall mutually agree upon an IDR re-installation date.

7.13.2 Interval Data Recorder (IDR) Installation Process

Pursuant to Protocols Section 18.6.1, Interval Data Recorder (IDR) Installation and Use in Settlement, this section details the steps that Market Participants shall follow when processing a Mandatory or Optional IDR installation.

7.13.2.1 IDR Requirement Report

The IDR Requirement Report consists of the following criteria:

- (1) **Report Generation**
The IDR Requirement Report is generated on the second calendar day of each month. In addition to the ESI IDs that are already on the IDR Requirement Report, the ERCOT system identifies active and de-energized ESI IDs that meet the IDR mandatory installation threshold as defined in Protocol Section 18.6.1, Interval Data Recorder (IDR) Installation and Use in Settlement, and are not assigned the BUSIDRRQ Profile Type.
- (2) **Posting of the Report**
ESI IDs that meet the above criteria are placed on the IDR Requirement Report, which is available on ERCOT's Market Information System (MIS) to the respective CRs (REP of Record), TDSPs, and the PUCT. Should an ESI ID listed on the report Switch to a different CR that ESI ID would show up on the Gaining CR's report, and will no longer appear on the report of the Losing CR. Updated IDR Requirement Reports are normally posted on the second calendar day of each month.
- (3) **Resolution**
ESI IDs listed on the IDR Requirement Report ordinarily remain on the report until an IDR is installed and the Profile ID has been changed to reflect a Profile Type of 'BUSIDRRQ' and a Meter Data Type of 'IDR'. The month and year of the IDR installation will be shown in the 'Month Resolved' column for the next three monthly reports, after which the ESI ID is dropped from the report

The 'Month Resolved' column for each ESI ID will:

- (a) Be blank if one-hundred twenty (120) calendar days have not yet passed since the ESI ID first appeared on the report;
- (b) Show the month and year that the IDR was installed and the Profile Type was changed (via TX SET transaction) to BUSIDRRQ; or
- (c) Show 'Overdue' if one-hundred twenty (120) calendar days have passed since the ESI ID first appeared on the report and the Profile Type has not been changed to BUSIDRRQ as a result of the required IDR being installed.

If an ESI ID was placed on the IDR Requirement Report because of one (1) or more errors (e.g., incorrect meter reads), the TDSP shall submit market transactions to correct the error(s) or contact the appropriate ERCOT Retail Account Manager to explain the situation and request that the ESI ID be manually removed from the IDR Requirement Report. ERCOT shall take action to correct subsequent IDR Requirement Reports following such notification.

7.13.2.2 Mandatory IDR Installation Process

Each month following ERCOT's publishing of the IDR Requirement Report, the CR has thirty (30) calendar days to verify that each ESI ID satisfies the requirements of Protocol Section 18.6.1 and if so, initiate the appropriate request to the TDSP or notify the TDSP of any discrepancies for investigation.

- (1) If the IDR installation request satisfies the Protocol requirements, the CR shall initiate a request to the TDSP for an IDR to be installed using one of the following options:
 - (a) Send the appropriate TX SET Service Order Request transaction requesting an exchange of the current meter to an IDR installation, also included in the TX SET transaction the CR will provide in the comments/text field the reason for the exchange request (example, ESI ID met mandatory install requirements) along with all CR and Customer contact information in order that the TDSP can appropriately coordinate and schedule the request with the CR and/or Customer.
 - (b) Complete the IDR Installation Request Form (Appendix H2) and submit it by e-mail to the appropriate TDSP for processing at the TDSP's e-mail address listed below.
 - i. AEP - crrtx@aep.com
 - ii. CNP - CR.Support@CenterPointEnergy.com
 - iii. Nueces - eflores@nueceselectric.org
 - iv. Sharyland - egarcia@su-power.com
 - v. TNMP - MV90operator@tnpe.com
 - vi. TXU ED - meteringservices@txued.com

-
- (c) Submit the request via TDSP's website where available. Currently, TXU Electric Delivery is the only TDSP with this option.
- (2) If an ESI ID appears on the report, but the CR determines that a Customer does not want to have an IDR installed and meets the criteria specified in Protocol Section 18.6.7, IDR Optional Removal Threshold, which would allow an IDR to be removed the CR shall contact the appropriate ERCOT Retail Account Manager and explain the reason why the CR will not request an IDR installation for this ESI ID. The CR shall also notify the TDSP of reason(s) that an IDR installation will not be requested. Upon receipt of such notification the TDSP shall determine whether the reason(s) satisfy the requirements of Protocol Section 18.6.7. If the reason(s) do not satisfy the Protocol requirements, the TDSP shall notify the CR of its findings along with all supporting evidence. If the reason(s) do satisfy the Protocol requirements, the TDSP shall not install the IDR.
 - (3) If after one hundred twenty (120) days of the ESI ID appearing on the report the TDSP has not received notification of either a dispute of an IDR requirement or an ESI ID qualifying for optional removal as identified in proceeding paragraph, the TDSP may proceed with the IDR installation only after providing notification to the CR of the TDSP's intent to perform the installation. Upon completing the installation, the TDSP shall provide market notification of the installation through normal market transactions.
 - (4) In the absence of a CR request, the TDSP shall not install an IDR for an ESI ID prior to one-hundred twenty (120) days of the ESI ID first appearing on the report.
 - (5) Costs associated with mandatory installation of IDRs by TDSPs shall be the responsibility of the TDSP.

If a CR determines that an ESI ID appears on the IDR Requirement Report in error, the CR shall notify the TDSP for that premise. If the TDSP agrees with the CR's determination, the TDSP shall submit the appropriate TX SET transaction(s) to correct the error(s) as specified in Section 7.13.2.1 of this Retail Market Guide, IDR Requirement Report. If the CR and TDSP cannot come to an agreement concerning the IDR requirement for an ESI ID, either party may use the MarkeTrak process, if appropriate, to resolve any disputes. If a MarkeTrak resolution is not possible for a dispute, either party may request Alternative Dispute Resolution in accordance with Protocol Section 20, Alternative Dispute Resolution Procedure.

TDSP processing of Mandatory IDR installations are as follows:

- (1) Within ten (10) Retail Business Days of receipt of the IDR Installation Request Form, the TDSP shall:
 - (a) Complete the appropriate sections of the request form indicating TDSP contact name and telephone number, contact email address, along with estimated date of IDR installation; and
 - (b) Return the completed request form by e-mail to the originating CR.

- i. The IDR installation must be completed no later than the Customer's second billing cycle after the date the completed installation request was received by the TDSP.
- ii. The TDSP shall send the appropriate Texas SET transaction to change the Profile Type Code and the Meter Data Type Code of the Load Profile ID as directed by the Load Profiling Guide along with all applicable meter data.

7.13.2.3 Optional IDR Installation Request Process

Upon a Retail Customer's request to a CR for installation of an IDR at a specific premise, the CR shall verify that the IDR installation would be consistent with Protocols Section 18.6.7. If so, the CR shall then request the TDSP to initiate the installation, per Section 7.13.2.2 (a) of this Retail Market Guide.

Once the TDSP receives the optional IDR installation request from the CR, the TDSP shall verify that the request satisfies the requirements of Protocol Section 18.6.7. If the request does not satisfy the Protocol requirements, the TDSP shall notify the CR of its findings along with all supporting evidence. If the request satisfies the Protocol requirements, the TDSP shall install the IDR no later than the Customer's second billing cycle following receipt of a valid request. The TDSP shall then submit the appropriate Texas SET transaction to change the Profile Type Code and the Meter Data Type Code of the Profile ID as directed by the Load Profiling Guide, along with all applicable meter data.

- (1) If a Customer contacts the TDSP directly to make an optional request for the installation of an IDR, the TDSP shall refer the Customer to its Competitive Retailer to initiate the request, regardless of the option a CR has chosen for service order request.
- (2) IDR optional installations are subject to applicable TDSP tariff charges. Consult each TDSP's tariff for complete details.

7.13.2.4 IDR Installation Request Form

If a CR chooses to make its request to the TDSP by sending the IDR Installation Request form, the CR must complete all relevant sections of the request form found in Appendix H2 including:

- (1) CR name, CR contact name, telephone number, CR contact email address, date the request is sent to the TDSP, and the name of the TDSP.
- (2) In addition, for each applicable ESI ID, the form must include:
 - (a) Customer contact information, which includes name, primary phone number, additional contact numbers, if available, any special time customer is available for contact or instructions to assist TDSP with coordinating and scheduling installation; and

- (b) The associated service address; and
- (c) The actual peak demand for the most recent twelve (12) months.

An incomplete request form may be rejected by the TDSP, whereupon the CR shall add the missing information and resubmit the request form reflecting the date that the request is being resubmitted to the TDSP.

Retail Market Guide
Section 8: Municipalities and Cooperatives

October 1, 2006

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8 MUNICIPALITIES AND COOPERATIVES

8.1 Municipal and/or Cooperative Transmission and/or Distribution Service Provider Market (MC/TDSP)

In the Texas Market Place, there are TDSPs (such as Nueces, San Patricio, etc.) which are categorized as Municipal and/or Cooperative Entities (MC/TDSP). There are differences between the MC/TDSP market and the IOU TDSP market (both ERCOT and Non-ERCOT). These differences can be found in review of the respective Terms and Conditions documents.

Some areas of differences between the IOU TDSP market and the MC/TDSP market:

BILLING

Billing may be consolidated billing or separate billing (based on Customer Choice) in a MC/TDSP territory versus consolidated billing only by the CR in an IOU TDSP territory. Please note, the MC/TDSP could choose to delegate the consolidated billing to the CR or contract with a third party. There are other billing and remittance differences as specified in the terms and conditions of each MC/TDSP (such as the number of days that the billing party has to remit payments to the non-billing party)

OUTAGE REPORTING

Differences in who the Customer calls to report an Outage or make a

Service Request. Compare section 4.10 in the MC/TDSP Terms and

Conditions to section 4.11 in the IOU terms and conditions

CUSTOMER PROTECTION

In an IOU TDSP territory, the PUCT Customer protection rules apply.

However, in a MC/TDSP territory, the specific MC/TDSP utility service rules apply which in many cases are different from the PUC Customer protection rules such as the due date of the bill.

TX SET

The market added two (2) new TX SET transactions (810_03 MC/TDSP Invoice; 820_03 MC/TDSP Remittance) and made some modifications to others (i.e., added Customer Billing Information to SET 814_01, 814_16, 814_03, 814_PC, etc.) to support the MC/TDSP market.

It is recommended that a Market Participant contact the respective MC/TDSP to get more specifics related to that MC/TDSPs territory.

8.2 Municipals and Co-Ops Tariff Requirements

PUCT Substantive Rule 25, Appendix V, applies to the Access Tariff of a Municipally Owned Utility or Electric Cooperative. For information, go to:
www.puc.state.tx.us/rules/subrules/electric/25.appV.pdf

A Municipally-Owned Utility and Electric Cooperative (MOU/Coop) is required to register with ERCOT and sign the applicable agreements that apply to the functions it performs in the ERCOT Region, regardless of whether planning to be a Non-Opt Entity (NOIE) or a REP. MOUs/Coops in the ERCOT Region, must notify ERCOT six (6) months prior to opting into retail competition, and register with ERCOT as a REP. Every MOU/Coop must designate a Qualified Scheduling Entity (QSE) to schedule and settle with ERCOT on its behalf. All Non-Opt-In Entities shall have ESI IDs assigned to their wholesale points of delivery as specified in these Protocols. The ESI IDs must be assigned to an LSE. For more information, go to:
www.ercot.com/tac/retailisoadhoccommittee/protocols/keydocs/draftercotprotocols

8.3 Municipal and Cooperative Disconnect Reconnect Process Guide

PURPOSE

The purpose of this Municipal and Cooperative Disconnect Reconnect Process Guide is to provide market participants with a document that defines market processing for disconnection and reconnection requests and for managing emergency and contingency procedures in support of disconnection for nonpayment and reconnection activities.

DEFINITIONS AND ACRONYMS

Complete

Action code on the 650_02 indicating that the service request for either disconnect or reconnect activity has been successfully completed in the field by the field service representative (FSR). This may also be communicated to the CR from the Municipal or Cooperative on the 650_04 once the disconnection has been successfully completed in the field by the field service representative (FSR).

Complete Unexecutable

Action code on the 650_02 indicating that the FSR was unable to successfully complete the service request for either disconnection or reconnection due to conditions at the customer's premise outside of the Municipal or Cooperative's control.

This action code may also be used in the 650_02 for disconnection requests when the Municipal or Cooperative has received a reconnect service request prior to completing the disconnect request.

Pending

Any order that is received prior to the requested completion date.

Overflow

Service order requests not worked on the date wanted due to events such as outages, extreme weather, or an increased volume of higher priority service request types (Reconnects, MVIs, MVOs). These overflow service requests will be scheduled for the next available Field Operational Day until the order is successfully completed or completed unexecutable.

Service Order Request

The Texas SET 650_01 issued from the CR to Municipal or Cooperative and the 650_04 issued from Municipal or Cooperative to the CR indicating completed field work.

Service Request

Same as above.

Business Day

8:00 AM to 5:00 PM CPT Monday through Friday excluding observed company holidays, as outlined on the Municipal or Cooperative website.

Field Operational Day

The normal hours of operation for field services at Municipal or Cooperative. Refer to section VI. Field Service Activities.

Collection Day

The hours of operation for collection and payment services at the CR.

Acronyms included in this document

| | |
|--------|--|
| ANSI | American National Standards Institute |
| CPT | Central Prevailing Time |
| CR | Competitive Retailer |
| DNP | Disconnect for Non-Pay |
| DSP | Distribution Service Provider |
| ESI ID | Electric Service Identifier |
| FSR | Field Service Representative |
| MVI | Move-In |
| MVO | Move-Out |
| PUCT | Public Utility Commission of Texas |
| REP | Retail Electric Provider |
| ROR | REP of Record |
| RNP | Reconnect for Non-Pay |
| S/O | Service Order |
| TDSP | Transmission Distribution Service Provider |
| NEC | Nueces Electric Cooperative Pilot DSP |

8.3.1 *Assumptions and Market Processes*

8.3.1.1 CR Certification

Prior to issuing 650_01 for disconnect/reconnect, certified CRs shall have successfully completed market certification testing and have received disconnection authority from the PUCT.

8.3.1.2 Forecasts

CRs will provide to the Municipal or Cooperative on a weekly basis the number of disconnection requests that they estimate will be issued. This will be an Excel spreadsheet reporting the total number of disconnects expected for the next week with the report showing the range of disconnects for each day of that week. Please refer to Appendix C1, Weekly REP Disconnect for Non-Payment Forecast for the CR forecast template. These forecast spreadsheets will be emailed to the designated Municipal or Cooperative contact listed in section 8.3.7.2, Municipals and Cooperatives Disconnect Forecast Contact, of this guide on the Tuesday of the week before that week's activity would begin. The data submitted by CRs in these forecast spreadsheets is confidential and intended to be an estimate *only* that will allow the Municipal or Cooperative to plan and allocate resources in order to complete disconnect and subsequent reconnect service orders.

8.3.1.3 Service Order Dispatching

In order to efficiently manage all types of service requests, field service orders are dispatched in accordance to their respective priority by geographic area.

Below are the field execution priorities associated with Municipal or Cooperative:

- (1) Priority One: Priority and Routine move-ins, Priority and Routine Reconnects, Off Cycle Reads for Switches, move-outs
- (2) Priority Two: move-outs, DNP, Investigation Orders, Re-Read and Maintenance Requests

8.3.1.4 Safety Nets

Disconnects received prior to safety nets will be completed as will the subsequent safety net requests.

If a safety net move-in has been received and completed for a new CR of Record, *but* the supporting EDI transaction has not been received, any subsequent disconnect or move-out requests received by the Municipal or Cooperative will be completed.

Upon notification from the CR of an inadvertent disconnect or move-out that has been completed by the Municipal or Cooperative, the Municipal or Cooperative will restore service following the

Emergency Reconnect procedures outlined in Section 8.3.5.1, Emergency Reconnect of this guide.

Any Municipal or Cooperative charges associated with re-energizing the Customer's Premise will be billed to the CR initiating the safety net move-in. Charges associated with re-energizing a Customer's Premise while completing an Emergency Reconnect as a result of an inadvertent disconnect or move-out will be billed to CR of Record. If necessary the CR of Record will need to use the dispute process to remedy any resulting billing issues.

8.3.2 *Process Overview*

8.3.2.1 Disconnect Process Overview

CR credit cycle reveals ESI ID population subject to DNP.

CR performs internal validations prior to issuing disconnection requests.

CR submits 650_01 for disconnection according to TX SET guidelines no later than one day prior to requested completion date.

Municipal or Cooperative receives 650_01 transaction and performs validations.

For orders that do not pass validations, 650_02 Reject with the appropriate code and reason is sent to CR.

If the transaction does not pass ANSI validation, a negative 997 reject is sent.

Upon successfully validating the 650_01, Municipal or Cooperative creates an internal service order which is then routed and scheduled geographically to the appropriate FSR.

For orders that can not be completed, 650_02 Completed Unexecutable is sent to CR with appropriate code and reason.

For orders that can not be completed on the requested date due to time constraints in the field, Municipal or Cooperative will pend the order and schedule on the next available Field Operational Day.

Municipal or Cooperative completes order and responds to CR with a 650_02 transaction within one business day of completion.

8.3.2.2 Disconnect Process Overview When Municipal or Cooperative Initiates

Municipal or Cooperative credit cycle reveals ESI ID population subject to DNP.

Municipal or Cooperative submits 650_04 for disconnection according to TX SET guidelines within one business day of completion in the field.

8.3.2.3 Reconnect Process Overview

CR confirms customer's satisfactory correction of reasons for disconnect.

CR performs internal validations prior to issuing reconnect request.

CR submits 650_01 for reconnection according to timelines outlined in Municipal or Cooperative Customer Protection Rule.

Municipal or Cooperative receives 650_01 transaction and performs validations.

For orders that do not pass validations, 650_02 Reject with the appropriate code and reason is sent to CR. If the transaction does not pass ANSI validation, a negative 997 reject is sent.

Upon successfully validating the 650_01, Municipal or Cooperative creates an internal service order which is then geographically routed and scheduled to the appropriate FSR to be completed according to the timelines outlined in Municipal or Cooperative Customer Protection Rule

For orders that can not be completed, 650_02 Completed Unexecutable is sent to CR with appropriate code and reason.

Municipal or Cooperative completes order and responds to CR with a 650_02 transaction within one business day of completion.

8.3.2.4 Reconnect Process Overview When DNP was initiated by Municipal or Cooperative

Municipal or Cooperative confirms member's satisfactory correction of reasons for disconnect.

Municipal or Cooperative releases reconnect request to FSR to be completed according to the timelines outlined in Municipal or Cooperative Customer Protection Rules.

Municipal or Cooperative submits 650_04 for reconnection according to TX SET guidelines within one business day of completion in the field.

8.3.3 Transaction Processing

8.3.3.1 Timelines for Transaction Delivery

Suggested timeframes for receipt of Disconnection and Reconnection service order requests:

- (1) **Disconnect** - For routine disconnect requests to be scheduled on the next Field Operational Day transactions must be received by Municipal or Cooperative by 5:00 PM CPT. Disconnect orders received prior to 5:00 PM CPT with a requested date that equals the date submitted will be scheduled for next available Field Operational Day.

Any valid Texas SET approved EDI 650_01 disconnect requests received prior to the next Field Operational Day will be accepted and scheduled for the requested date by Municipal or Cooperative.

- (2) **Reconnect** - For routine reconnect requests to be scheduled no later than the next Field Operational Day, transactions must be sent to Municipal or Cooperative according to the timeframes outlined in customer protection rules established by the Municipal or Cooperative for its service area .

For priority reconnect requests to be scheduled on the same Field Operational Day transactions must be received by the Municipal or Cooperative by 2:00PM of the requested date for reconnect. Priority and after hours reconnect process in VI. B will be applied to all reconnect requests for the same Field Operational Day.

8.3.3.2 Transaction Validations

- (1) **CR validations prior to initiating 650_01** - Prior to issuing 650_01 for disconnection, CRs shall verify that they are still the CR of Record. Further, verifying that a pending disconnect or move-out does not exist will prevent a service request from being rejected. CRs will also verify critical care status of residential customers prior to issuing initial disconnection request.
- (2) **Municipal or Cooperative validations upon receipt of 650_01** - Upon receipt of a disconnect or reconnect service request, NEC may perform the following validations on 650_01 transactions:
- (a) Verify that the CR is certified for disconnection for non-pay transaction processing.
 - (b) Verify that the CR submitting a disconnect request is the CR of Record.
 - (c) Perform ANSI validations on 650_01.
 - (d) Perform TX SET validations on 650_01.
 - (e) Review meter indicators for ESI ID for critical load, critical care, and master metered premise.
 - (f) Verify if a disconnect request is a duplicate.
 - (g) Verify if a reconnect request is a duplicate.
 - (h) Verify if a move-in or switch has been scheduled on the requested date.
 - (i) Verify if amove-out has been received by requesting CR.
 - (j) Verify if the requesting CR is available for reconnection the following day if requested date for disconnection is Friday.

- (k) Identify if reconnect request is a priority reconnect.
- (l) Verify if a weather moratorium is in effect.
- (3) **Municipal or Cooperative validations prior to initiating 650_04** - Municipal or Cooperative will complete the validations listed below before issuing a S/O to the FSR for a disconnect. The 650_04 will be forwarded to the CR after the completion of the disconnect S/O.
 - (a) Verify that a move-in for new member does not exist.
 - (b) Verify that a critical care status does not exist.

8.3.3.3 Competing Orders

Municipal or Cooperative will complete unexecutable a disconnect for non-payment only when the requested date is greater than (after) or equal to the scheduled date of a pending Switch or Move-In and these transactions have been successfully completed changing either the CR of Record and/or the customer for this premise. When a disconnect request is received with a requested date that is less than (before) the scheduled date of a switch or move-in the disconnect requests will be worked. Disconnect orders carried over to next business day may not be worked due to competing order and will be complete unexecutable.

- (1) **Move In** - In order to re-energize a premise that has been disconnected, the new CR of Record's move-in will energize the customer's premise and will be subject to applicable move-in, membership requirements, or reconnect fees per Municipal or Cooperative tariffs.

Table 1. Competing Orders- Move-In

| | NEC |
|--|------------------|
| 650_01 DNP requested date 1 days prior to MVI or Switch | Will work 650_01 |
| 650_01 DNP requested date >= MVI or Switch | Reject 650_01 |
| Fee | Connect Fee |

A move-in submitted on a premise that has been de-energized for non-payment may still require a permit for completion in certain Municipal or Cooperative areas.

- (2) **Off-cycle Switch** - If the new CR of Record has submitted an *off-cycle* switch Municipal or Cooperative will re-energize the premise, provided the disconnect was completed based on a service request initiated by another CR, and bill applicable off-cycle switch or reconnect charges to the new CR of Record.

Table 2. Competing Orders-Off-cycle Switch

| | |
|--|--------------------|
| | NEC |
| Municipal or Cooperative Action | Reenergize premise |
| Municipal or Cooperative Fee | Connect Charge |

If Municipal or Cooperative initiated the DNP (650_04), the premise will not be reconnected until Municipal or Cooperative confirms Customer's satisfactory correction of reasons for disconnect. Off-cycle switch requests for a premise that has been disconnected for non-payment by the Municipal or Cooperative will be rejected to the CR with an 814_04 reject with a reject code A13 and a reason description of "Disconnected for Non-Pay".

- (3) **On-cycle Switch** - If the new CR of Record has submitted an *on-cycle* switch at a premise that has been previously de-energized, Municipal or Cooperative will perform the following action, provided the disconnect was completed based on a service request initiated by another CR:

Table 3. Competing Orders- On-cycle Switch

| | |
|--|--------------------|
| | NEC |
| Municipal or Cooperative Action | Perform Meter read |
| Energize | Yes |
| Municipal or Cooperative Fee | Connect Charge |

If Municipal or Cooperative initiated the DNP (650_04), premise will not be reconnected until Municipal or Cooperative confirms customer's satisfactory correction of reasons for disconnect. On-cycle Switch Requests for a premise that has been disconnected for non-payment by the Municipal or Cooperative will be rejected to the CR with an 814_04 reject with a reject code A13 and a reason description of "Disconnected for Non-Pay".

8.3.3.4 Reconnect/Disconnect Processing Order

If a reconnect request is received before a disconnect request, Municipal or Cooperative will reject the reconnect request immediately using SET code "RWD". Any disconnect requests received after an associated reconnect order has been rejected will be worked by the Municipal or Cooperative. If inadvertent disconnection occurs, then emergency reconnection provisions will be followed.

Table 4. Transaction Processing Order

| | |
|--|-------------------------|
| | NEC |
| Municipal or Cooperative Action | Reject 650_01 reconnect |
| Code | RWD |

8.3.3.5 Disconnection at Alternate Location

When necessary, service orders without a premium disconnect location indicator (i.e. pole, substation) that can not be completed by the FSR at the meter may be *referred* within one business day to a specialized field group that will disconnect service at the pole or transformer. Service orders *with* premium disconnect location indicator will be immediately referred to specialized field personnel.

When service is disconnected at an alternate location, Municipal or Cooperative will notify the CR on the 650_02 with a code of ‘O’ for “other than at the meter”. For any disconnect performed the appropriate Municipal or Cooperative tariff charges will be applied. When service cannot be disconnected at an alternate location, Municipal or Cooperative will respond with a 650_02 complete unexecutable and the CR will need to contact the Municipal or Cooperative for special consideration.

8.3.3.6 Completed Unexecutable and Rejected Orders

Municipal or Cooperative will issue 650_02s within one business day for rejected service order requests or service orders that can not be completed in the field.

No charges will be applied to service orders that are rejected.

No charges will be applied to service orders that are completed unexecutable prior to dispatch.

(1) The most common causes for service orders that are completed un-executable are:

- (a) Access Issues
- (b) Unsafe Conditions at the Meter
- (c) Reconnect request received before Disconnect performed

(2) Some common causes for rejected service requests are:

- (a) Account already in “active-disconnected” status
- (b) Requesting party not current CR of Record
- (c) Pending move-in, switch or move-out (same CR of Record)

- (d) Account not active

8.3.3.7 Priority Orders

When issuing a 650_01 for service reconnection, CRs may request priority service where available. The following Texas SET codes should be used to indicate priority status on reconnect service orders:

Table 5. Municipal or Cooperative Priority Codes

| | <i>NEC</i> |
|--------------------------------------|------------|
| Outside Normal Business Hours | 02 |
| Holiday | 02 |

All routine service orders should be submitted with an “01” priority code. Any service order received by a Municipal or Cooperative with a priority code other than those listed above will be processed as a routine service order. If a CR issues a priority reconnect order after issuing a routine reconnect order *and* the routine reconnect order has not been completed, the priority order will trump the routine order provided that a follow up call is placed to the Municipal or Cooperative dispatch.

8.3.3.8 Service order cancellations

In order to cancel a disconnect request that has not been completed, a CR must send a 650_01 reconnect request referencing the BGN02 disconnect to the Municipal or Cooperative. No charges will apply if the reconnect is received prior to dispatching the disconnect request. In order to cancel a reconnect request because the CR may have sent the reconnect in error or for the wrong ESI ID, a CR must send a 650_01 "C" Cancel, referencing the BGN02 of the initiating 650_01 Reconnect Service Order Request.

Service requests that are dispatched and then cancelled by the CR prior to completion will be completed unexecutable and be subject to a cancellation charge by the Municipal or Cooperative. Please refer to the Municipal or Cooperative tariff for applicable charges.

8.3.3.9 Response Transactions

A 650_02 response transaction will be issued by NEC for every 650_01 transaction within one business day upon the following:

- (1) Rejection of service order after performing initial transaction validations
- (2) Completion of the requested field service activity
- (3) Determination by field service personnel of unexecutable status

(4) Cancellations of a requested reconnect request

Municipal or Cooperative will populate the field completion date and time in the 650_02 transaction for successfully completed service order requests.

Due to the exceptional conditions outlined in Section 8.3.5, Exceptions of this guide, CRs will need to follow up with the Municipal or Cooperative if the 650_02 for a disconnect request is not received within 3-5 business days following the requested disconnect date. Inquiries should be submitted via email as follows:

NEC: dlowder@nueceselectric.org

8.3.4 Field Service Activities**8.3.4.1 Disconnection Service Orders**

The following schedule outlines the availability of field service personnel for performing disconnection requests.

Table 6. Field Service Hours-Disconnect

| | <i>NEC</i> |
|-------------|---------------|
| Routine | 4:00 PM |
| Priority | Not available |
| Weekend | Not available |
| Holiday | Not available |
| After hours | Not available |

Disconnect orders requesting dates beyond the next Field Operational Day will be scheduled and performed by the Municipal or Cooperative according to availability of field service personnel on the requested date. Field activities for disconnection service begin as follows:

NEC: 8:00 AM CPT

Municipal or Cooperative will not disconnect a customer's electric service for nonpayment on a day preceding a weekend or holiday or after hours.

8.3.4.1.1 Disconnection Order Overflow

If a disconnect request can not be completed on the requested day and the next available Field Operational Day immediately precedes a weekend or holiday, the Municipal or Cooperative will pend the order and reschedule the disconnect request on the next available Field Operational Day.

8.3.4.2 Reconnection Service Orders

The following schedules outline the availability of field service personnel for performing reconnection requests:

(1) **Routine Reconnect:**

Any reconnect request, including those for a Premium Disconnect Location (i.e. pole, substation), issued by a CR will be completed by the Municipal or Cooperative no later than the next Field Operational Day as outlined in the Municipal or Cooperative Customer Protection Rules.

Table 7. CR timelines for submitting reconnect request

| Payments made on a Business Day: | Reconnection request must be sent by: |
|--|--|
| Between 8:00AM and 12:00 PM | 2:00 PM that business day |
| Between 12:00 PM and 5:00 PM | 7:00 PM that business day |
| Between 5:00 PM and 7:00 PM | 9:00 PM that business day |
| Between 7:00 PM and 8:00 AM | 2:00 PM the next business day |
| Payments made on a weekend day or holiday | 2:00 PM the first business day after the payment is made |

(2) **Emergency Reconnects:**

Please refer to Section 8.3.5.1, Emergency Reconnect of this guide for the 24x7 emergency reconnection process and appropriate contacts.

(3) **After Hours Reconnects:**

The Municipal or Cooperative offers after hours reconnect for an additional charge. This reconnect request should be used when submitting a reconnect to be worked outside normal business hours. For a CR to initiate an after hours reconnect, a 650_01 reconnect transaction should be sent, as well as a call to the Municipal or Cooperative's 24x7 Support Center:

NEC: 1-361-387-2581, CR pass code required

The CR's phone call to the Support Center is the only current trigger that will initiate the after hours reconnect. The Municipal or Cooperative also requires any reconnect request to be supported by phone call on reconnect requests submitted after 2pm.

Table 8. Field Service Hours-Reconnection

| | <i>NEC</i> |
|-------------|---|
| Routine | 4:30 PM |
| Friday | 4:30 PM |
| Priority | 24 X 7 Priority Code Required and a phone call with CR pass code |
| Weekend | 24x7 <i>Priority Code Required and a phone call with CR pass code</i> |
| Holiday | 24x7 <i>Priority Code Required and a phone call with CR pass code</i> |
| After hours | 24x7 <i>Priority Code Required and a phone call with CR pass code</i> |
| Emergency | See Section VII.A. of this document. <i>Priority Code Required</i> |

8.3.4.3 Requirements for reconnecting service

Safe access to the meter or premium disconnect location are required to restore service. Evidence of tampering or damage to the meter equipment may result in delayed or completed unexecutable orders when reconnecting service.

The Municipal or Cooperative will *require* inside or outside breakers to be off when performing a reconnection request. CRs are advised to inform customers whose service has been disconnected for non-pay to take appropriate safety measures such as placing all breakers in the “OFF” position and to disconnect any extension cords from a neighboring facility.

8.3.4.4 Customer receipting issue

The Municipal or Cooperative’s FSRs will wait no more than 15 minutes for member to call the CR and have the CR advise the Municipal or Cooperative’s office if receipt is valid and to cancel disconnect request. Cancellation and trip fees will apply.

8.3.4.5 Premise access issues

The Municipal or Cooperative will make every reasonable attempt to gain access to the customer’s premise to complete the service order. These measures may include notifying law enforcement agencies to request assistance or referring the service order to specialized field personnel for disconnection at a premium location. Based upon determinations made in the field at the time the FSR is attempting to disconnect or reconnect, these measures are applied by the Municipal or Cooperative on a case by case basis. The CR may also be requested to assist and participate with this request, as a means to successfully complete the service order.

If access is denied, no additional denial of access fees are applied to a disconnect or reconnect order. These types of orders will be completed unexecutable and the Municipal or Cooperative

will charge the CR a disconnect or reconnect charge based on initiating service order request. The CR will be charged a routine dispatch fee for every time the FSR attempts to complete the service order that was initiated by CR.

8.3.4.6 Door Hanger Policies

Municipal or Cooperatives will offer door hangers as indicated below:

NEC: does not provide door hangers.

8.3.4.7 Meter Seal Policies for Disconnection

Municipal or Cooperative will tag meters as indicated below:

NEC: No meter seal used, meter will be removed if at all possible for all disconnect requests.

8.3.5 Exceptions

8.3.5.1 Emergency Reconnects

There may be times when a customer has been disconnected for non-payment in error. For completed disconnection orders that result in a life threatening situation, PUCT request or are completed inadvertently, CRs will need to contact the Municipal or Cooperative to arrange for an emergency reconnection and identify the reason for the emergency service request. Life threatening situations should be immediately reported to the Municipal or Cooperative 24x 7 support center in order to expedite the reconnection request.

NEC: Contact 24x7 Support Center, 1-361-387-2581 with pass code assigned on Delivery Service Agreement

After initiating an emergency service reconnection with the Municipal or Cooperative 24x7 support center, CRs should submit a follow up email, including a completed Emergency Reconnect Request spreadsheet to the Municipal or Cooperative. Please refer to Appendix C2, Emergency Reconnect Request Data Requirements for the required spreadsheet template. The Municipal or Cooperative email contacts are:

NEC: dnp@nueceselectric.org, 650_01 RC001 required.

8.3.5.2 Critical Load

In the interest of public safety, disconnection requests for non-residential customers that have been identified by the Municipal or Cooperative as critical or sensitive load will be either rejected with an A13 code with remarks that will reflect Life Support/Critical care or completed unexecutable with a reason code of V002 Life Support Customer.

NEC: Disconnect request is completed unexecutable

In the event that a life threatening situation is discovered or the FSR determines that the premise qualifies as a Critical Load although currently not indicated as such, the disconnect request will be completed unexecutable with reason code V002-Life Support Customer. There will be No charges billed to the CR for service orders completed unexecutable orders would be billed to the CR under this scenario.

Upon discovery of red lights or equipment associated with supporting air traffic control or other associated FAA activities, FSR will complete unexecutable the disconnect request. In the Municipal or Cooperative territory, CRs requesting to disconnect service for FAA related premises must contact the Municipal or Cooperative to arrange for disconnection. CRs will need to coordinate with their CR Relations managers at the Municipal or Cooperative to complete disconnection requests for critical load premises.

8.3.5.3 Critical Care

Disconnection requests received by the Municipal or Cooperative for residential customers that the Municipal or Cooperative has identified as critical care will be completed unexecutable with reason code V002.

8.3.5.4 Field Service Exceptions

In the event that a life threatening or hazardous situation is discovered or the FSR determines that the premise qualifies as either a Critical Load or Critical Care although currently not indicated as such, the disconnect request will be completed unexecutable with reason code V002-Life Support Customer.

NEC will process these types of field exceptions as follows:

NEC shall not suspend or disconnect Retail Customer when such disconnection will cause a dangerous or life-threatening condition on that Retail Customer's premise, without prior notice of reasonable length such that Retail Customer can ameliorate the condition. Retail Customer is responsible for notifying its designated Competitive Retailer if disconnection to its facility will result in such a condition.

Per NEC Customer Protection Rule:

If, in the normal performance of its duties, NEC obtains information that a member scheduled for disconnection may qualify for delay of disconnection pursuant to this subsection, and NEC reasonably believes that the information may be unknown to the CR, NEC shall delay the disconnection and promptly communicate the information to the CR. NEC shall disconnect such customer if it subsequently receives a confirmation of the disconnect notice from the CR. Nothing herein should be interpreted as requiring NEC to assess or to inquire as to the member's status before performing a disconnection, or to provide prior notice of the disconnection, when not otherwise required. NEC will also provide documentation to member to register and/or renew critical care status.

8.3.5.5 Weather Moratoriums

All Market Participants should monitor www.nws.noaa.gov for the following conditions that would establish a weather moratorium. Weather moratorium may be invoked in a service territory at any time during the day when one of the following conditions exists in a county as outlined in the Municipal or Cooperative Customer Protection Rule:

Table 10. Extreme weather emergency due to cold:

| <i>The previous day's highest temperature did not exceed 32°F and the predicted temperature for the next 24 hours is at or below 32°F. (Both conditions must be met before disconnection activity is suspended in a service territory).</i> | | | | | | | |
|---|----------|--------|--------------------------|--------------------------|--------------------|--------------------|--------------------------|
| | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
| Example I | 28°F | 28°F | 32°F No Disconnect | 34°F Disconnect | 34°F Disconnect | 32°F Disconnect | 32°F No Disconnect |
| Example II | 28°F | 28°F | 32°F No Disconnect | 32°F No Disconnect | 34°F Disconnect | 32°F Disconnect | 45°F Disconnect |
| Example III | 28°F | 28°F | 32°F No Disconnect | 30°F No Disconnect | 34°F Disconnect | 32°F Disconnect | 25°F No Disconnect |

Table 11. Extreme weather emergency due to heat:

| <i>The National Weather Service issues a heat advisory for that day or on any one of the preceding two calendar days.</i> | | | | | | | |
|---|-------------------------|-------------------------|--|-----------------------------------|--|--------------------------------|--|
| | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
| Example I | Heat Advisory in Effect | Heat Advisory in Effect | Heat Advisory in Effect No Disconnect | No Heat Advisory No Disconnect | No Heat Advisory No Disconnect | No Heat Advisory Disconnect | Heat Advisory in Effect No Disconnect |
| Example II | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory No Disconnect | No Heat Advisory Disconnect | Heat Advisory in Effect No Disconnect | No Heat Advisory Disconnect | No Heat Advisory No Disconnect |

(1) Disconnection Activity During Extreme Weather

In the event that one of the above conditions exists in a county served by the Municipal or Cooperative, the PUCT and CRs will be notified via email that a weather moratorium has been invoked and that disconnection activity has been suspended as follows:

NEC: By Service Territory

CRs will need to provide their company contact to their CR Relations Manager at each Municipal or Cooperative in order to receive these weather notifications.

For the duration of the weather moratorium, CRs shall not issue disconnection request for any affected areas. Any disconnection requests issued for premises in counties or service territories that are experiencing a weather moratorium will be processed as follows:

NEC: Completed Unexecutable

Disconnection requests that are pending completion by the Municipal or Cooperative at the time a weather moratorium is established will be processed as follows:

NEC: Completed Unexecutable

Disconnection requests that are completed unexecutable by the Municipal or Cooperative during a weather moratorium should be re-issued by the CR at the time the moratorium is lifted.

In the event of a PUCT mandated weather moratorium for an extend length of time, 7-calendar days or more, the CR will cancel all pending disconnect requests with 650_01 reconnect requests until the PUCT has declared that the weather moratorium has been

lifted. This would prevent any outstanding and/or pending disconnect requests from being completed after the moratorium is lifted where customers may have made payments during that time period, also the Municipal or Cooperative would now be working with and scheduling more up to date DNP transactions.

(2) **Reconnection Activity During Extreme Weather**

All types of reconnect request will be processed by the Municipal or Cooperative during a weather moratorium.

Reconnect requests received for pended disconnect orders will be processed in order to cancel the disconnect request. Reconnect requests received for disconnect completed prior to an extreme weather event are processed and dispatched according to applicable timeframes during a weather moratorium.

8.3.5.6 Force Majeure

Force Majeure is defined in the Municipal or Cooperative Terms and Conditions.

NEC tariffs a Force Majeure event is defined as:

‘Neither Company nor Competitive Retailer shall be liable in damages for any act or event that is beyond such party's control and which could not be reasonably anticipated and prevented through the use of reasonable measures, including, but not limited to, an act of God, act of the public enemy, war, insurrection, riot, fire, explosion, labor disturbance or strike, wildlife, unavoidable accident, equipment or material shortage, breakdown or accident to machinery or equipment, or good faith compliance with a then valid curtailment, order, regulation or restriction imposed by governmental, military, or lawfully established civilian authorities, including any order or directive of the Independent Organization.’

During a Force Majeure event, the Municipal or Cooperative will process service requests as follows:

NEC: Disconnect or reconnect requests will be completed unexecutable during a Force Majeure event.

Once a Force Majeure event has concluded and the Municipal or Cooperative has re-established routine operations, CRs should submit any service requests for ESI IDs that still qualify for disconnection or reconnection.

The Municipal or Cooperative will notify the market of the establishment and conclusion of a force majeure event via their CR Relations or Account Management teams.

8.3.5.7 Master Metered Premises

Prior to issuing a disconnection request for a master metered premise, the CR or the Municipal or Cooperative initiating the disconnection request must fulfill the tenant notification requirements outlined in the Municipal or Cooperative Customer Protection Rule.

Disconnection requests received for a master metered premise will be completed unexecutable by the Municipal or Cooperative. The requesting CR will need contact the Municipal or Cooperative to coordinate the disconnection of the master metered premise as follows:

NEC: contact dnp@nueceselectric.org.

8.3.5.8 Unmetered Service

An unmetered service that is not a critical load premise or that does not present a hazardous condition if disconnected will be subject to the same processing as metered services for disconnection and reconnection.

For all other unmetered services, disconnection requests will be completed unexecutable upon receipt or following field investigation. The requesting CR will need to contact the Municipal or Cooperative to coordinate the disconnection request as follows:

NEC: contact dnp@nueceselectric.org

8.3.5.9 Multiple Metered Service (not Master Metered)

For Municipal or Cooperatives that have multiple meters associated with an ESI ID, any 650_01 service order, whether for disconnection or reconnection, will be executed for all meters associated with that premise. CRs will need to submit 650_01s for multiple meters as follows:

NEC: No multiple metered premises in service territory as of February 23, 2005

8.3.5.10 Meter Tampering Issues

While performing a disconnection of service a FSR may discover that there has been tampering at the meter. If the FSR determines that the degree of tampering does *not* present a hazardous condition, the disconnection will be completed. If the meter tampering has created an unsafe condition, the disconnection request may be referred to specialized field personnel to attempt to complete the disconnection request at an alternate location as outlined in *Disconnection at Alternate Location* of this guide. If disconnection can not be completed as a result of the tampering incident the disconnection request will be completed unexecutable and the Municipal or Cooperative will notify the CR of the hazardous condition and, if applicable, meter removal by issuing a 650_04.

Tampering may also be detected when a FSR is performing a reconnection request or when re-energizing a disconnected premise while performing a switch or move-in. The Municipal or Cooperative's FSR will contact the Municipal or Cooperative's offices and advise the supervisor of the detected tampering. At the discretion of the supervisor, the Municipal or Cooperative will not reconnect service and will likely notify local law enforcement of the possible tampering. Only after all facts and any applicable monies owed by the member as a result from the tampering have been paid to the Municipal or Cooperative (e.g. deposits, reconnect, tampering fees, etc.) will the service be reenergized regardless of the initiating party. If the meter

tampering has created an unsafe condition, the 650_01 reconnection request will be completed unexecutable and the Municipal or Cooperative will notify the CR of the hazardous condition and, if applicable, meter removal by issuing either a 650_02 completed unexecutable or 650_04.

Please refer to the Municipal or Cooperative tariffs for specific charges regarding meter tampering.

If the CR is notified of potential meter tampering at a premise, the CR may notify the Municipal or Cooperative via a 650_01 MM006 service order for tampering suspected if they are currently the CR of Record and are an Option 1 CR. Any CR may report suspected tampering at any time by contacting the Municipal or Cooperative general call center phone number.

8.3.5.11 Customer Threatens Municipal or Cooperative FSR

If threatened by the customer, the FSR will not disconnect service. However, the FSR may refer the disconnection request to another group specialized in disconnecting service at the pole, transformer (overhead and pad mounted), or weather head. Similar to resolving access issues, the Municipal or Cooperative will exhaust all means available, which may include communicating with the CR to request their assistance and participation, as a means to successfully complete the service request. The CR will be charged a routine dispatch fee for every time the FSR attempts to complete the service order that was initiated by CR.

8.3.6 *Municipal or Cooperative Charges for Reconnect and Disconnect Services*

8.3.6.1 Discretionary Charges

SAC04 codes for discretionary charges resulting for disconnection or reconnection service are outlined below:

Table 12. SAC04 Codes-Discretionary Charges

| Charge Description | Service Territory |
|--|-------------------|
| | NEC |
| <i>Disconnection</i> | |
| Routine Disconnect at Meter | N/A |
| Routine Disconnect at Pole | N/A |
| Priority Disconnect at Meter | N/A |
| Priority Disconnect at Pole | N/A |
| Priority Disconnect at Subsurface Box | N/A |
| | |
| <i>Reconnection</i> | |
| Routine Reconnect at Meter | SER030 |
| Routine Reconnect at Meter Special Route | SER031 |
| Routine Reconnect at Pole | SER030 |

| Charge Description | Service Territory |
|---|-------------------|
| | NEC |
| Routine Reconnect at Subsurface Box | SER030 |
| Routine Reconnect at CT Meter | SER034 |
| | |
| Priority Reconnect at Meter | SER029 |
| Priority Reconnect at Pole | SER035 |
| Priority Reconnect at Subsurface Box | SER035 |
| Priority Reconnect at CT Meter | SER035 |
| | |
| Weekend Reconnect at Meter | SER032 |
| Weekend Reconnect at Pole | SER035 |
| Weekend Reconnect at Subsurface Box | SER035 |
| Weekend Reconnect at CT Meter | SER035 |
| | |
| Holiday Reconnect at Meter | SER032 |
| Holiday Reconnect at Pole | SER035 |
| Holiday Reconnect at Subsurface Box | SER035 |
| Holiday Reconnect at CT Meter | SER035 |
| After Hours Reconnect at Meter | SER032 |
| After Hours Reconnect at Pole | SER035 |
| After Hours Reconnect at Subsurface Box | SER035 |
| After Hours Reconnect at CT Meter | SER035 |
| | |
| <i>Denial of Access to Meter</i> | |
| For Disconnection Orders | SER133 |
| For Reconnections Orders | SER133 |
| | |
| <i>Order Cancellation Fees</i> | |
| Disconnect Administration Fee | N/A |
| Dispatched Order Fee | N/A |
| Routine Dispatch | SER132 |
| | |
| <i>Tampering Charges</i> | |
| Broken Meter Seal Fee | SER130 |
| Meter Tampering Fee | SER072 |
| | |
| <i>Connection Fees</i> | |
| Connect Fee/Connection Charge at Meter/Account Activation Fee | SER019 |

8.3.6.2 Other Charges

Non-usage based charges will continue to be assessed by the Municipal or Cooperative and may be billed to the CR of Record until service at the disconnected premise has been terminated upon completion of a Move-Out Request. Non-usage based charges are:

- (1) Customer Charge: NEC: bills member directly for these charges
- (2) Customer Metering Charge: NEC: not applicable

In order to avoid ongoing liability, a CR must submit a Move-Out Request to terminate service no earlier than 5 calendar days after receipt of a 650_04 or 650_02 indicating successful completion of disconnect for nonpayment. Competitive Retailers receiving reliable information indicating premise is vacant may submit move-out earlier. Upon completion of the move-out order the Municipal or Cooperative will discontinue billing any non-usage based charges outlined above to the CR. A CR's financial liability for a disconnected premise is removed upon the completion of a move-out. Until a move-out is effectuated, the REP will remain the REP of Record and will re-energize the customer's premise upon remedy of the reason for disconnection if necessary. Whether prior to or after the completion of the Move-Out Request, the CR will re-establish service to the extent required under the Municipal or Cooperative Customer Protection Rules.

8.3.6.3 Municipal or Cooperative Tariffs

Please refer to the appropriate rate class for each Municipal or Cooperative tariff for rates. Municipal or Cooperative tariffs are located on the following links:

NEC: www.nueceselectric.org

8.3.7 Contacts

8.3.7.1 Emergency System Outage

In the event of a system outage during business hours and a CR can not submit EDI transactions, CR should contact their CR Relations manager at the Municipal or Cooperative to arrange for a workaround in order to submit reconnect service order requests. For system outages that occur outside business hours CRs should contact the Municipal or Cooperative as follows:

NEC: For system outages contact your CR Relations Manager,
1-361-387-2581

8.3.7.2 Municipals and Cooperatives Disconnect Forecast Contact

NEC: dnp@nueceselectric.org

8.3.7.3 Municipals and Cooperatives Website available information

NEC: www.nueceselectric.org

8.3.7.4 Municipals and Cooperatives general call center phone number

NEC: 1-361-387-2581

Retail Market Guide
Section 9: Appendices

January 1, 2007

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9 APPENDICES

Appendix A1

CR Safety Net Request

[illegible]

Appendix A2

TDSP MVI Safety Net Response

| ESI | MVI Street Address | MVI Apartment Number | MVI Zip Code | MVI City | CR Name (D/B/A Preferred) | MVI Request Date | BGN02 (optional) | TDU Return Code | Completed Unexecutable Description (optional) |
|-----|--------------------|----------------------|--------------|----------|---------------------------|------------------|------------------|-----------------|---|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
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| | | | | | | | | | |
| | | | | | | | | | |

Appendix B1

Standard Letter of Authorization for the Request of Historical Usage Information (English)

Date: _____

Expiration Date: _____

LIST TDU (List TDUs that apply to request)

☐ TXU Electric Delivery☐ CenterPoint☐ Sharyland☐ AEP☐ TNMP☐ Entergy Texas

Please accept this letter as a formal request and authorization for the above referenced Distribution Company (TDU) to release energy usage data, including kWh, kVA or KW, and interval data (if applicable) at the following location(s) to <<(NAME OF CR/representative)>>. This information request shall be limited to no more than the most recent 12-month period of service.

Please forward usage and load information in electronic (Microsoft Excel) format to: E-mail: <<(EMAIL ADDRESS OF CR REPRESENTATIVE)>>

If an attachment is used, please use a separate attachment per TDSP with the ESI IDs that are specific to a TDSP. TDSP will reject if ESI IDs are submitted that are not associated with their territory.

Service AddressESI ID Number (found on bill)

AUTHORIZATION

I affirm that I have the authority to make and sign this request on behalf of my company for all ESI IDs that are associated with this request.

(Signature)_____
(Company)_____
(Name, printed)_____
(Billing Street Address)_____
(Title)_____
(City, State, Zip Code)_____
(Telephone Number)

Appendix B2

Carta De Autorizacion Para La Solicitud De Informacion Historica De Consumo (Letter of Authorization for the Request of Historical Usage Information – Spanish)

Fecha: _____

Fecha de vencimiento: _____

LISTA DE TDU (Enliste las TDU que se apliquen a la solicitud)

☐ TXU Electric Delivery☐ CenterPoint☐ Sharyland☐ AEP☐ TNMP☐ Entergy Texas

Favor de aceptar la presente como una solicitud y autorización formal para que la Compañía Distribuidora (TDU) mencionada anteriormente dé a conocer datos sobre el uso de energía, incluyendo kWh, kVA o KW, así como datos de intervalos (de ser aplicable) de los siguientes sitios a <<(NAME OF CR/representative)>>. Esta solicitud de información estará limitada solamente al período de servicio de 12 meses más reciente.

Favor de enviar la información de uso y carga en formato electrónico (Microsoft Excel) a: Correo electrónico:

<<(EMAIL ADDRESS OF CR REPRESENTATIVE)>>

Domicilio del servicio
Eléctrico

Número del Identificador de Servicio
(en la factura)

AUTORIZACIÓN

Declaro que tengo la autoridad para hacer esta solicitud y firmarla a nombre de mi compañía, para todos los Identificadores de Servicio Eléctrico que estén relacionados con esta solicitud.

(Firma)

(Compañía)

(Nombre, en letra de imprenta)

(Domicilio de facturación)

(Puesto)

(Ciudad, estado, código postal)

(Número telefónico)

Appendix B3

Excel Format to be Completed by the Requestor as an Attachment to the Letter of Authorization

| | | | |
|-----------|------------------------|-----------|-----------------------------------|
| | Requestor Name: | | |
| | TDSP: | | |
| | Customer Name: | | |
| | ESI ID | | Service Address (Optional) |
| 1 | | 1 | |
| 2 | | 2 | |
| 3 | | 3 | |
| 4 | | 4 | |
| 5 | | 5 | |
| 6 | | 6 | |
| 7 | | 7 | |
| 8 | | 8 | |
| 9 | | 9 | |
| 10 | | 10 | |
| 11 | | 11 | |
| 12 | | 12 | |
| 13 | | 13 | |
| 14 | | 14 | |
| 15 | | 15 | |
| 16 | | 16 | |
| 17 | | 17 | |
| 18 | | 18 | |
| 19 | | 19 | |
| 20 | | 20 | |
| 21 | | 21 | |

Appendix B4

Excel Format Used by the TDSP to Provide Data to the Requestor

| ESI ID | Customer Name | Rate Class/Code | Zip Code | Metered KW | Actual KWH | Billed KW | TDSP Charges | Start Date | End Date | Meter Read Cycle | Service Address 1 | Service Address 2 | Service Address 3 | Load Profile | Power Factor | ERCOT Region | Metered KVA | Billed KVA |
|------------------------|---------------|-----------------|----------|------------|------------|-----------|--------------|------------|------------|------------------|-------------------|-------------------|-------------------|--------------|--------------|--------------|-------------|------------|
| 1008901000333333333333 | * | 111 | 77067 | 0 | 489 | 0 | 0 | 2002-11-26 | 2002-12-26 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | * | 111 | 77067 | 0 | 538 | 0 | 0 | 2002-12-24 | 2003-01-24 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | * | 111 | 77067 | 0 | 23 | 0 | 0 | 2003-01-26 | 2003-02-26 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | * | 111 | 77067 | 0 | 0 | 0 | 0 | 2003-02-06 | 2003-03-06 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | JOE DOE | 111 | 77067 | 0 | 499 | 0 | 0 | 2003-04-27 | 2003-05-27 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | JOE DOE | 111 | 77067 | 0 | 510 | 0 | 0 | 2003-05-25 | 2003-06-25 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | JOE DOE | 111 | 77067 | 0 | 444 | 0 | 0 | 2003-06-24 | 2003-07-24 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | JOE DOE | 111 | 77067 | 0 | 616 | 0 | 0 | 2003-07-25 | 2003-08-25 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | JOE DOE | 111 | 77067 | 0 | 494 | 0 | 0 | 2003-08-24 | 2003-09-24 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | JOE DOE | 111 | 77067 | 0 | 267 | 0 | 0 | 2003-09-23 | 2003-10-23 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | JOE DOE | 111 | 77067 | 0 | 354 | 0 | 0 | 2003-10-20 | 2003-11-20 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |
| 1008901000333333333333 | JOE DOE | 111 | 77067 | 0 | 830 | 0 | 0 | 2003-11-26 | 2003-12-26 | 6 | 103 MAIN ST | | HOUSTON, TX 77777 | | 0 | Y | 0 | 0 |

Appendix C1

Weekly REP Disconnect for Non-Payment Forecast

| | | | | | | | | |
|---|----------------------|---------------|----------------|------------------|-----------------|---------------|-----------------|-----------------------|
| Date Report Created: | 6/1/2004 | | | | | | | |
| Time Report Created: | 9:00 AM | | | | | | | |
| CR DUNS | 12345678 | | | | | | | |
| CR Contact Name | John Young | | | | | | | |
| CR Contact Phone | 713-201-1111 | | | | | | | |
| CR Contact Email Address | john.young@CRDNP.com | | | | | | | |
| | | | | | | | | |
| Weekly Disconnect for Non-Payment Forecast Sunday - Saturday | | | | | | | | |
| Day of Week | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Total for Week |
| Requested Date | 6/6/2004 | 6/7/2004 | 6/8/2004 | 6/9/2004 | 6/10/2004 | 6/11/2004 | 6/12/2004 | |
| Total Number per day | 0 | 100-150 | 50-100 | 50-100 | 50-100 | 0 | 0 | 450 |
| | | | | | | | | |

Appendix C2

Emergency Reconnect Request Data Requirements

[illegible]

Appendix C3

Texas-New Mexico Power Company Service Territory Zone to Zip Code Table

| SERVICE TERRITORY | ZIP CODE |
|-------------------|----------|
| CENTRAL | 70631 |
| CENTRAL | 76043 |
| CENTRAL | 76048 |
| CENTRAL | 76050 |
| CENTRAL | 76055 |
| CENTRAL | 76070 |
| CENTRAL | 76077 |
| CENTRAL | 76093 |
| CENTRAL | 76401 |
| CENTRAL | 76433 |
| CENTRAL | 76436 |
| CENTRAL | 76442 |
| CENTRAL | 76453 |
| CENTRAL | 76455 |
| CENTRAL | 76457 |
| CENTRAL | 76463 |
| CENTRAL | 76472 |
| CENTRAL | 76475 |
| CENTRAL | 76476 |
| CENTRAL | 76528 |
| CENTRAL | 76531 |
| CENTRAL | 76538 |
| CENTRAL | 76580 |
| CENTRAL | 76627 |
| CENTRAL | 76629 |
| CENTRAL | 76634 |
| CENTRAL | 76636 |
| CENTRAL | 76638 |
| CENTRAL | 76649 |
| CENTRAL | 76652 |
| CENTRAL | 76657 |
| CENTRAL | 76665 |
| CENTRAL | 76671 |
| CENTRAL | 76689 |
| CENTRAL | 76690 |
| CENTRAL | 76692 |
| GULF COAST | 77422 |
| GULF COAST | 77463 |
| GULF COAST | 77480 |
| GULF COAST | 77486 |
| GULF COAST | 77511 |
| GULF COAST | 77512 |

| SERVICE TERRITORY | ZIP CODE |
|-------------------|----------|
| GULF COAST | 77515 |
| GULF COAST | 77539 |
| GULF COAST | 77546 |
| GULF COAST | 77565 |
| GULF COAST | 77566 |
| GULF COAST | 77568 |
| GULF COAST | 77573 |
| GULF COAST | 77581 |
| GULF COAST | 77584 |
| GULF COAST | 77588 |
| GULF COAST | 77590 |
| GULF COAST | 77591 |
| GULF COAST | 77592 |
| GULF COAST | 77598 |
| NORTH CENTRAL | 75003 |
| NORTH CENTRAL | 75019 |
| NORTH CENTRAL | 75029 |
| NORTH CENTRAL | 75056 |
| NORTH CENTRAL | 75057 |
| NORTH CENTRAL | 75067 |
| NORTH CENTRAL | 75077 |
| NORTH CENTRAL | 75096 |
| NORTH CENTRAL | 75117 |
| NORTH CENTRAL | 75407 |
| NORTH CENTRAL | 75409 |
| NORTH CENTRAL | 75412 |
| NORTH CENTRAL | 75413 |
| NORTH CENTRAL | 75414 |
| NORTH CENTRAL | 75416 |
| NORTH CENTRAL | 75417 |
| NORTH CENTRAL | 75423 |
| NORTH CENTRAL | 75424 |
| NORTH CENTRAL | 75434 |
| NORTH CENTRAL | 75435 |
| NORTH CENTRAL | 75436 |
| NORTH CENTRAL | 75440 |
| NORTH CENTRAL | 75442 |
| NORTH CENTRAL | 75452 |
| NORTH CENTRAL | 75453 |
| NORTH CENTRAL | 75462 |
| NORTH CENTRAL | 75468 |
| NORTH CENTRAL | 75472 |

| SERVICE TERRITORY | ZIP CODE |
|-------------------|----------|
| NORTH CENTRAL | 75475 |
| NORTH CENTRAL | 75485 |
| NORTH CENTRAL | 75487 |
| NORTH CENTRAL | 75489 |
| NORTH CENTRAL | 75490 |
| NORTH CENTRAL | 75491 |
| NORTH CENTRAL | 76027 |
| NORTH CENTRAL | 76038 |
| NORTH CENTRAL | 76046 |
| NORTH CENTRAL | 76057 |
| NORTH CENTRAL | 76227 |
| NORTH CENTRAL | 76251 |
| NORTH CENTRAL | 76255 |
| NORTH CENTRAL | 76258 |
| NORTH CENTRAL | 76261 |
| NORTH CENTRAL | 76265 |
| NORTH CENTRAL | 76271 |
| NORTH CENTRAL | 76301 |
| NORTH CENTRAL | 76305 |
| NORTH CENTRAL | 76357 |
| NORTH CENTRAL | 76365 |
| NORTH CENTRAL | 76370 |
| NORTH CENTRAL | 76372 |
| NORTH CENTRAL | 76374 |
| NORTH CENTRAL | 76377 |
| NORTH CENTRAL | 76427 |
| NORTH CENTRAL | 76450 |
| NORTH CENTRAL | 76459 |
| NORTH CENTRAL | 76460 |
| NORTH CENTRAL | 76481 |
| WEST | 78851 |
| WEST | 79719 |
| WEST | 79730 |
| WEST | 79735 |
| WEST | 79740 |
| WEST | 79745 |
| WEST | 79772 |
| WEST | 79777 |
| WEST | 79785 |
| WEST | 79788 |
| WEST | 79789 |
| WEST | 79848 |

Appendix D

Transaction Timing Matrix

| Transaction | From | To | Timing/Business Rules | Example/Protocol Reference Section |
|----------------------------------|-------|-------|---|---|
| 814_01 | CR | ERCOT | N/A | Protocol Section 15.1.1.1 |
| 814_02 | ERCOT | CR | One (1) Retail Business Day | 814_01 Received by ERCOT on Monday @ 1500 = Day 0 814_02 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.1.1.3 |
| 814_03 (Switch, Drop to AREP) | ERCOT | TDSP | One (1) Retail Business Day | 814_01, or 814_10 Received by ERCOT on Monday @ 1500 = Day 0 814_03 Sent to TDSP by Tuesday @ 1700 = Day 1 Protocol Section(s) 15.1.1.5 (Switch) and 15.1.2.4 (Drop to AREP) |
| 814_03 (Move-Out CSA) | ERCOT | TDSP | One (1) Business Hour (After Processing 814_24) | 814_24 Processed by ERCOT on Monday @ 1500 = Hour 0 814_03 Sent to TDSP by Monday @ 1600 = Hour 1 Protocol Section 15.1.4.3 |
| 814_03 (Move-In) | ERCOT | TDSP | One (1) Business Hour (After Processing 814_16) | 814_16 Processed by ERCOT on Monday @ 1500 = Hour 0 814_03 Sent to TDSP by Monday @ 1600 = Hour 1 Protocol Section 15.1.3.4 |
| 814_04 | TDSP | ERCOT | Two (2) Retail Business Days | 814_03 Received by TDSP on Monday @ 1500 = Day 0 814_04 Sent to ERCOT by Wednesday @ 1700 = Day 2 Protocol Section(s) 15.1.2.5 (Switch), 15.1.3.5 (Move-In), and 15.1.4.4 (Move-Out CSA) |
| 814_05 | ERCOT | CR | One (1) Retail Business Day | 814_04 Received by ERCOT on Monday @ 1500 = Day 0 814_05 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section(s) 15.1.1.7 and 15.1.3.5 |
| 814_06 (Move-In) | ERCOT | CR | Two (2) Retail Business Days PRIOR to effectuating date | <u>EXAMPLE 1:</u> Move-In effectuating date is Wednesday, 6/10. 814_06 Sent by 0800 on Monday, 6/8. <u>EXAMPLE 2:</u> Move-In effectuating date is Monday, 7/10. 814_06 Sent by 0800 on Thursday 7/5 (NOTE: exclude Saturday & Sunday) Protocol Section 15.1.3.1 |
| 814_06 (Switch) | ERCOT | CR | Five (5) Retail Business Days PRIOR to | <u>EXAMPLE 1:</u> Switch effectuating date is Friday, 8/10. 814_06 Sent by 0800 on Friday, 8/3. (NOTE: exclude |

| Transaction | From | To | Timing/Business Rules | Example/Protocol Reference Section |
|-----------------------------|-------|------------|------------------------------|---|
| | | | effectuating date | Saturday & Sunday) EXAMPLE 2: Switch effectuating date is Wednesday 9/10. 814_06 Sent by 0800 on Wednesday, 9/3 (NOTE: exclude Saturday & Sunday) Protocol Section 15.1.1.8 |
| 814_07 | CR | ERCOT | Two (2) Retail Business Days | 814_06 Received by CR on Monday @ 1500 = Day 0 814_07 Sent to ERCOT by Wednesday @ 1700 = Day 2 Protocol Section 15.1.1.8 |
| 814_08 (CR Initiated) | CR | ERCOT | N/A | CR must send the Cancel ON or BEFORE: Five (5) Retail Business Days prior to the effectuating Switch date Two (2) Retail Business Days prior to the effectuating move-in date Two (2) Retail Business Days prior to the effectuating move-out date Protocol Section 15.1.7 |
| 814_08 (CR Initiated) | ERCOT | TDSP | One (1) Retail Business Day | 814_08 Received by ERCOT on Monday @ 1500 = Day 0 814_08 Sent to TDSP by Tuesday @ 1700 = Day 1 Protocol Section 15.1.7 |
| 814_08 (ERCOT Initiated) | ERCOT | CR TDSP | N/A | AFTER the twenty (20) Business Day expiration OR the effectuating date of the Switch – TDSP has NOT sent the 814_04 Protocol Section 15.1.1.6 or Customer Objection Protocol Section 15.1.1.6 |
| 814_09 | CR | ERCOT | One (1) Retail Business Day | 814_08 Received by CR on Monday @ 1500 = Day 0 814_09 Sent to ERCOT by Tuesday @ 1700 = Day 1 Protocol Section(s) 15.1.1.6 (Switch), 15.1.2.5 , (Drop to AREP), 15.1.3.5 (Move In), and 15.1.4.4 (Move Out) |
| 814_09 | TDSP | ERCOT | One (1) Retail Business Day | 814_08 Received by TDSP on Monday @ 1500 = Day 0 814_09 Sent to ERCOT by Tuesday @ 1700 = Day 1 Protocol Section (s) 15.1.1.6 (Switch), 15.1.2.5 (Drop to AREP), 15.1.3.5 (Move-In), and 15.1.4.4 (Move-Out) |
| 814_09 | ERCOT | CR | One (1) Retail Business Day | 814_09 Received by ERCOT on Monday @ 1500 = Day 0 814_09 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.1.7 |
| 814_10 | CR | ERCOT | N/A | Protocol Section 15.1.2.1 |

| Transaction | From | To | Timing/Business Rules | Example/Protocol Reference Section |
|-----------------------------|--------------|----------|--|--|
| 814_11 (ERCOT Reject) | ERCOT | CR | One (1) Retail Business Day | 814_10 Received by ERCOT on Monday @ 1500 = Day 0 814_11 REJECT Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.1.2.2 |
| 814_11 | ERCOT | CR | One (1) Retail Business Day (<i>AFTER receipt of TDSP 814_04</i>) | 814_04 Received by ERCOT on Monday @ 1500 = Day 0 814_11 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.1.2.2 |
| 814_12 (CR Initiated) | CR | ERCOT | N/A | Protocol Section 15.1.6 |
| 814_12 (CR Initiated) | ERCOT | TDSP | One (1) Retail Business Day | 814_12 Received by ERCOT on Monday @ 1500 = Day 0 814_12 Sent to TDSP by Tuesday @ 1700 = Day 1 Protocol Section 15.1.6 |
| 814_12 (ERCOT Initiated) | ERCOT | CR/TDSP | N/A | <i>Concurrent Processing:</i> ERCOT will initiate a date change for a move-out if it conflicts with a move-in. Protocol Section(s) 15.1.6 and 15.1.6 |
| 814_13 | CR | ERCOT | One (1) Retail Business Day | 814_12 Received by CR on Monday @ 1500 = Day 0 814_13 Sent to ERCOT by Wednesday @ 1700 = Day 2 Protocol Section 15.1.6 |
| 814_13 | TDSP | ERCOT | Two (2) Retail Business Days | 814_12 Received by TDSP on Monday @ 1500 = Day 0 814_13 Sent to ERCOT by Tuesday @ 1700 = Day 1 Protocol Section 15.1.6 |
| 814_13 | ERCOT | CR | One (1) Retail Business Day | 814_12 Received by ERCOT on Monday @ 1500 = Day 0 814_13 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.1.6 |
| 814_14 | ERCOT | CR(AREP) | Two (2) Retail Business Days (<i>Prior to Scheduled Meter Read Date (SMRD)</i>) | SMRD = on Monday @ 1500 = Day 0 814_14 Sent to CR by Thursday @ 1700 = Day 2 Protocol Section 15.1.2.7 |
| 814_15 | CR (AREP) | ERCOT | N/A | No requirement in Protocol Section 15.1.2.7 |
| 814_16 | CR | ERCOT | N/A | Protocol Section 15.1.3.1 |
| 814_17 | ERCOT | CR | One (1) Business Hour (<i>After Processing 814_16</i>) | 814_16 Processed by ERCOT on Monday @ 1500 = Hour 0 814_17 Sent to CR by Monday @ 1600 = Hour 1 Protocol Section 15.1.3.2 |

| Transaction | From | To | Timing/Business Rules | Example/Protocol Reference Section |
|-------------|--------|--------|--|---|
| | | | | (EXCEPTION: “Invalid ESI ID” requires two (2) days for ERCOT to reject) |
| 814_18 | CR | ERCOT | N/A | Protocol Section 15.1.8.1 |
| 814_18 | ERCOT | CR | One (1) Retail Business Day | 814_18 Received by ERCOT on Monday @ 1500 = Day 0 814_18 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.1.8.1 |
| 814_19 | ERCOT | CR | One (1) Retail Business Day | 814_18 Received by ERCOT on Monday @ 1500 = Day 0 814_19 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.1.8.1 |
| 814_19 | CR | ERCOT | One (1) Retail Business Day | 814_18 Received by CR on Monday @ 1500 = Day 0 814_19 Sent to ERCOT by Tuesday @ 1700 = Day 1 REF: Section 15.1.8.1 |
| 814_20 | TDSP | ERCOT | N/A | Protocol Section (s) 15.1.3.5, 15.4.1.4 and 15.5 |
| 814_20 | ERCOT | CR | One (1) Retail Business Day <i>(After receipt of 814_20 from TDSP)</i> | 814_20 Received by ERCOT on Monday @ 1500 = Day 0 814_20 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.5 (Timing also referenced in Section 15.1.3.5) |
| 814_21 | ERCOT | TDSP | One (1) Retail Business Day | 814_20 Received by ERCOT on Monday @ 1500 = Day 0 814_21 Sent to TDSP by Tuesday @ 1700 = Day 1 Protocol Section (s) 15.1.3.5, 15.4.1.4 and 15.5 |
| 814_21 | CR | ERCOT | One (1) Retail Business Day | 814_20 Received by CR on Monday @ 1500 = Day 0 814_21 Sent to ERCOT by Tuesday @ 1700 = Day 1 Protocol Section 15.5 |
| 814_22 | ERCOT | CSA CR | Same Retail Business Day | 814_04 Received by ERCOT on Monday @ 1500 = Day 0 814_22 Sent to CR by Monday @ 1700 = Day 1 Protocol Section(s) 15.1.8.3 and 15.1.4.5 |
| 814_23 | CSA CR | ERCOT | One (1) Retail Business Day | 814_22 Received by CSA CR on Monday @ 1500 = Day 0 814_23 Sent to ERCOT by Tuesday @ 1700 = Day 1 Protocol Section 15.1.8.3 |
| 814_24 | CR | ERCOT | N/A | Protocol Section 15.1.4.1 |
| 814_24 | ERCOT | TDSP | One (1) Retail Business Day | 814_24 Received by ERCOT on Monday @ 1500 = Day 0 |

| Transaction | From | To | Timing/Business Rules | Example/Protocol Reference Section |
|--------------------------|-------|-------|--|--|
| | | | | 814_24 Sent to TDSP by Tuesday @ 1700 = Day 1 Protocol Section 15.1.4.4 |
| 814_25 (ERCOT reject) | ERCOT | CR | One (1) Business Hour (<i>After Processing 814_16</i>) | 814_24 Processed by ERCOT on Monday @ 1500 = Day 0 814_25 REJECT Sent to CR by Monday @ 1600 = Day 1 Protocol Section 15.1.4.2 |
| 814_25 | TDSP | ERCOT | Two (2) Retail Business Days | 814_24 Received by TDSP on Monday @ 1500 = Day 0 814_25 Sent to ERCOT by Wednesday @ 1700 = Day 2 Protocol Section 15.1.4.4 |
| 814_25 | ERCOT | CR | One (1) Retail Business Day | 814_25 Received by ERCOT on Monday @ 1500 = Day 0 814_25 Sent to CR by Tuesday @ 1700 = Day 1 Protocol 15.1.4.4 |
| 814_26 | CR | ERCOT | N/A | Protocol Section 15.1.1.2.2 |
| 814_26 | ERCOT | TDSP | One (1) Retail Business Day | 814_26 Received by ERCOT on Monday @ 1500 = Day 0 814_26 Sent to TDSP by Tuesday @ 1700 = Day 1 Protocol Section 15.1.1.2.2 |
| 814_27 | TDSP | ERCOT | Two (2) Retail Business Days | 814_26 Received by TDSP on Monday @ 1500 = Day 0 814_27 Sent to ERCOT by Wednesday @ 1700 = Day 2 Protocol Section 15.1.1.2.2 |
| 814_27 | ERCOT | CR | One (1) Retail Business Day | 814_27 Received by ERCOT on Monday @ 1500 = Day 0 814_27 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.1.1.2.2 |
| 814_28 (Unexecutable) | TDSP | ERCOT | N/A | Protocol Section(s) 15.1.3.5 and 15.1.3.7.1 |
| 814_28 (Unexecutable) | ERCOT | CR | One (1) Retail Business Day | 814_28 Received by ERCOT on Monday @ 1500 = Day 0 814_28 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section(s) 15.1.3.5 and 15.1.3.7.2 |
| 814_28 (Permit) | TDSP | ERCOT | Two (2) Retail Business Days | 814_03 Received by TDSP on Monday @ 1500 = Day 0 814_28 Sent to ERCOT by Wednesday @ 1700 = Day 2 Protocol Section 15.1.3.5 |
| 814_28 (Permit) | ERCOT | CR | One (1) Retail Business Day | 814_28 Received by ERCOT on Monday @ 1500 = Day 0 814_28 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.1.3.5 |

| Transaction | From | To | Timing/Business Rules | Example/Protocol Reference Section |
|-------------------------------|-------|-------|---|---|
| 814_29 | CR | ERCOT | One (1) Retail Business Day | 814_28 Received by CR on Monday @ 1500 = Day 0 814_29 Sent to ERCOT by Tuesday @ 1700 = Day 1 Protocol Section 15.1.3.5 |
| 814_29 | ERCOT | TDSP | One (1) Retail Business Day | 814_29 Received by ERCOT on Monday @ 1500 = Day 0 814_29 Sent to TDSP by Tuesday @ 1700 = Day 1 Protocol Section 15.1.3.5 |
| 867_02 | TDSP | ERCOT | Two (2) Retail Business Days | 814_03 Received by TDSP on Monday @ 1500 = Day 0 867_02 Sent to ERCOT by Wednesday @ 1700 = Day 2 Protocol Section(s) 15.1.1.2.1, 15.1.2.7, 15.1.3.1, and 15.1.1.2.2 |
| 867_02 | ERCOT | CR | One (1) Retail Business Day | 867_02 Received by ERCOT on Monday @ 1500 = Day 0 867_02 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section(s) 15.1.2.7, 15.1.3.1, and 15.1.1.2.2 |
| 867_03 (Final) | TDSP | ERCOT | Within three (3) Retail Business Days of the effectuating meter read | Protocol Section(s) 15.1.1.9, 15.1.4.6, and 15.1.2.8 |
| 867_03 (Final – Switch) | ERCOT | CR | Twelve (12) Hours | 867_03F Received by ERCOT on Monday @ 1800 = Hour 0 814_25 Sent to CR by Tuesday @ 0600 = Hour 12 Protocol Section 15.1.1.9 |
| 867_03 (Final – Drop to AREP) | ERCOT | CR | Four (4) Business Hours | 867_03 Received by ERCOT on Monday @ 1300 = Hour 0 867_03 Sent to CR by Monday @ 1700 = Hour 4 Protocol Section 15.1.2.8 |
| 867_03 (Final – Move-Out) | ERCOT | CR | One (1) Retail Business Day | 867_03 Received by ERCOT on Monday @ 1500 = Day 0 867_03 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.1.4.6 |
| 867_03 (Monthly) | TDSP | ERCOT | No Later than Three (3) Retail Business Days after the scheduled meter read cycle or day of month | Protocol Section 15.3 |

| Transaction | From | To | Timing/Business Rules | Example/Protocol Reference Section |
|--------------------------|-------|-------|--|--|
| 867_03 (Monthly) | ERCOT | CR | One (1) Retail Business Day | 867_03 Received by ERCOT on Monday @ 1500 = Day 0 867_03 Sent to CR by Tuesday @ 1700 = Day 1 Protocol Section 15.3 |
| 867_04 | TDSP | ERCOT | Within three (3) Retail Business Days of the effectuating meter read | Protocol Section(s) 15.1.1.9 and 15.1.2.8 |
| 867_04 (Drop to AREP) | ERCOT | CR | Four (4) Business Hours | Protocol Section 15.1.2.8 |
| 867_04 (Switch) | ERCOT | CR | Twelve (12) Hours | Protocol Section 15.1.1.9 |
| 867_04 (Move-In) | ERCOT | CR | One (1) Retail Business Day | Protocol Section 15.1.3.8 |
| 867_04 (CSA) | ERCOT | CR | One (1) Retail Business Day | Protocol Section 15.1.4.6 |

824 Reject Transaction Timing

| Reject Code | Description | Reject Timing |
|-------------|---|---|
| 008 | ESIID Exists but is not Active | ERCOT Only. Within 1 Retail Business Day |
| A13 | Other | Reject upon verification not to exceed 5 Retail Business Days |
| A76 | ESIID is not found or CR has not received 814_05 | Reject upon receipt if the ESIID is invalid or Reject after 4 Retail Business days to allow for the receipt of an 814_05 enrollment response |
| A83 | Information provided was not supported in the Texas SET Standards. This reject code is only used when a transaction fails TX SET Validation | Reject upon verification not to exceed 5 Retail Business Days |
| A84 | Receiver obtained a document from an entity that has not established a relationship with the sender. | Reject upon verification not to exceed 5 Retail Business Days |
| ABN | Duplicate Request Received | Reject upon verification not to exceed 5 Retail Business Days |
| ABO | Corrected transaction received prior to cancellation or rejection transaction | Reject upon verification not to exceed 5 Retail Business Days |
| API | Required information missing. Explanation Required in NTE~ADD. May not be used in place of other, more | Reject upon verification not to exceed 5 Retail Business Days |

| Reject Code | Description | Reject Timing |
|-------------|--|---|
| | specific error codes. For ERCOT Use Only | |
| ASP | Service Period Start Date is After Service Period End Date within the transaction | Upon validation of the dates within the transaction not to exceed 5 Retail Business Days |
| CAO | 810 Cancel Total Amount does not equal Original 810 Total Amount | Upon validation of the values in the 810 not to exceed 5 Retail Business Days |
| CRI | The cross reference number on the 810 does not match the cross reference number on an open 867, or the cross reference number provided on the 810 or 867 Cancel does not match the cross reference number on an open 867. | Upon validation of the cross references numbers in the file not to exceed 5 Retail Business Days |
| D76 | DUNS Number Invalid or Not Found | Reject upon verification not to exceed 5 Retail Business Days |
| DDM | Valid for 810, 867 810: The Service Period Begin and End Dates do not match the same dates on an open 867. 867: The Service Period Dates do not match. The Service Period End Date from the previous period does not match with the beginning date of current service period. There is a gap in service periods. For example, last read was August 27, and the first read was August 30. Additional Example - an invoice is received for the billing period of 8/1/2004 to 9/1/2004 but the corresponding 867_03's consumption start and end dates are 6/1/2004 to 9/1/2004 | Reject upon verification not to exceed 5 Retail Business Days |
| DIV | Date Invalid. Valid date format: YYYYMMDD | Upon validation of the date format of the transaction not to exceed 5 Retail Business Days |
| DNM | Dates not Matched | Upon receipt of the first 867_03 Monthly Usage not to exceed 5 Retail Business Days |
| I76 | Invoice Number Invalid or Missing | Reject upon verification not to exceed 5 Retail Business Days |
| IMI | Membership ID or account number used by the MCTDSP does not exist, is inactive, or is otherwise invalid. For use by Market Participants operating in MOU/EC territory only. | Reject upon verification not to exceed 5 Retail Business Days |
| IMN | Meter number on 867_03 does not match transactions (814_05, or 814_20). | Reject after 4 business days to allow for the receipt of an 814_05 Enrollment Response or 814_20 Maintenance Transaction not to exceed 5 Retail Business Days |

| Reject Code | Description | Reject Timing |
|-------------|--|---|
| INT | Interval Data Invalid or Not Found. Valid for 867 | Reject upon verification not to exceed 5 Retail Business Days |
| MBW | Missed Bill Window. Used by MCTDSP for consolidated billing. | Reject upon verification not to exceed 5 Retail Business Days |
| MQM | Meter Quantity Mismatch. Meter information, Unmetered Device, or Unmetered Device Quantity does not match maintenance transaction. 814_20 does not match 867_03 or 810 | Reject after 4 business days to allow for the receipt of an 814_20 Maintenance Transaction not to exceed 5 Retail Business Days |
| MRI | Incorrect Meter Role for ID Type | Reject upon verification not to exceed 5 Retail Business Days |
| NLP | No Late Payment Original Invoice. Late Payment Charge does not reference an original 810 received | Upon determination that the late payment invoice does not match an existing invoice not to exceed 5 Retail Business Days |
| PCO | Previously Cancelled Original. Original transaction reference number on a cancel references a previously cancelled 810 or 867 | Upon receipt of the 810 or 867 cancel not to exceed 5 Retail Business Days |
| PMC | Prior Monthly Charge. Invoice contains monies that were accrued from previous billing periods | Reject upon verification not to exceed 5 Retail Business Days |
| RDF | Read Dates in Future. Read dates on 867 are in the future | Upon receipt of the 867 not to exceed 5 Retail Business Days |
| SSS | SAC Does Not Balance. SAC08 multiplied by SAC10 does not equal SAC05 | Upon validation of the SAC08/SAC05/SAC10 not to exceed 5 Retail Business Days |
| SUM | Sum of details does not equal Total. Valid for both the 810 and 867 | Upon validation of the sum of the details in the 810 against the total amount not to exceed 5 Retail Business Days |
| TOU | Incorrect TOU Period | Reject upon verification not to exceed 5 Retail Business Days |
| TRC | Tariff Rate Code Mismatch. The SAC04 code does not correspond with the correct amount of the tariff that relates to that code. Used on an 810 Only. | Upon determination that the tariff dollar amount is incorrect not to exceed 5 Retail Business Days |

[RMGRR044: Replace the above table with the following on July 1, 2007.]

824 Reject Transaction Timing

| Reject Code | Description | Reject Timing |
|-------------|--------------------------------|---|
| 008 | ESIID Exists but is not Active | ERCOT Only. Within 1 Retail Business Day |
| A13 | Other | Reject upon verification not to exceed 5 Retail Business Days |

| | | | |
|-----|--|--|--|
| A76 | ESIID is not found | Reject upon receipt if the ESIID is invalid | |
| A83 | Information provided was not supported in the Texas SET Standards. This reject code is only used when a transaction fails TX SET Validation | Reject upon verification not to exceed 5 Retail Business Days | |
| A84 | Receiver obtained a document from an entity that has not established a relationship with the sender. | Reject upon verification not to exceed 5 Retail Business Days | |
| ABN | Duplicate Request Received | Reject upon verification not to exceed 5 Retail Business Days | |
| ABO | Corrected transaction received prior to cancellation or rejection transaction | Reject upon verification not to exceed 5 Retail Business Days | |
| API | Required information missing. Explanation Required in NTE~ADD. May not be used in place of other, more specific error codes. For ERCOT Use Only | Reject upon verification not to exceed 5 Retail Business Days | |
| ASP | Service Period Start Date is After Service Period End Date within the transaction | Upon validation of the dates within the transaction not to exceed 5 Retail Business Days | |
| CAO | 810 Cancel Total Amount does not equal Original 810 Total Amount | Upon validation of the values in the 810 not to exceed 5 Retail Business Days | |
| CRI | The cross reference number on the 810 does not match the cross reference number on an open 867, or the cross reference number provided on the 810 or 867 Cancel does not match the cross reference number on an open 867. | Upon validation of the cross references numbers in the file not to exceed 5 Retail Business Days | |
| D76 | DUNS Number Invalid or Not Found | Reject upon verification not to exceed 5 Retail Business Days | |
| DDM | Valid for 810, 867 810: The Service Period Begin and End Dates do not match the same dates on an open 867. 867: The Service Period Dates do not match. The Service Period End Date from the previous period does not match with the beginning date of current service period. There is a gap in service periods. For example, last read was August 27, and the first read was August 30. Additional Example - an invoice is received for the billing period of 8/1/2004 to 9/1/2004 but the corresponding 867_03's consumption start and end dates are 6/1/2004 to 9/1/2004 | Reject upon verification not to exceed 5 Retail Business Days | |
| DIV | Date Invalid. Valid date format: YYYYMMDD | Upon validation of the date format of the transaction not to exceed 5 Retail Business Days | |

| | | |
|-----|---|--|
| DNM | Dates not Matched | Upon validation of the dates within the transaction not to exceed 5 Retail Business Days |
| I76 | Invoice Number Invalid or Missing | Reject upon verification not to exceed 5 Retail Business Days |
| IMI | Membership ID or account number used by the MCTDSP does not exist, is inactive, or is otherwise invalid. For use by Market Participants operating in MOU/EC territory only. | Reject upon verification not to exceed 5 Retail Business Days |
| IMN | Meter number on 867_03 does not match transactions (814_05, or 814_20). | Reject upon verification not to exceed 5 Retail Business Days |
| INT | Interval Data Invalid or Not Found. Valid for 867 | Reject upon verification not to exceed 5 Retail Business Days |
| MBW | Missed Bill Window. Used by MCTDSP for consolidated billing. | Reject upon verification not to exceed 5 Retail Business Days |
| MQM | Meter Quantity Mismatch. Meter information, Unmetered Device, or Unmetered Device Quantity does not match maintenance transaction. 814_20 does not match 867_03 or 810 | Reject upon verification not to exceed 5 Retail Business Days |
| MRI | Incorrect Meter Role for ID Type | Reject upon verification not to exceed 5 Retail Business Days |
| NLP | No Late Payment Original Invoice. Late Payment Charge does not reference an original 810 received | Upon determination that the late payment invoice does not match an existing invoice not to exceed 5 Retail Business Days |
| PCO | Previously Cancelled Original. Original transaction reference number on a cancel references a previously cancelled 810 or 867 | Reject upon verification not to exceed 5 Retail Business Days |
| PMC | Prior Monthly Charge. Invoice contains monies that were accrued from previous billing periods | Reject upon verification not to exceed 5 Retail Business Days |
| RDF | Read Dates in Future. Read dates on 867 are in the future | Upon receipt of the 867 not to exceed 5 Retail Business Days |
| SSS | SAC Does Not Balance. SAC08 multiplied by SAC10 does not equal SAC05 | Reject upon verification not to exceed 5 Retail Business Days |
| SUM | Sum of details does not equal Total. Valid for both the 810 and 867 | Reject upon verification not to exceed 5 Retail Business Days |
| TOU | Incorrect TOU Period | Reject upon verification not to exceed 5 Retail Business Days |
| TRC | Tariff Rate Code Mismatch. The SAC04 code does not correspond with the correct amount of the tariff that relates to that code. Used on an 810 Only. | Upon determination that the tariff dollar amount is incorrect not to exceed 5 Retail Business Days |

Appendix E

Formal TDSP Invoice Dispute Process Communication

| Date Dispute Submitted | Type of Dispute | ESI ID | Invoice Number | Invoice Date | Original Invoice Due Date | Amount Disputed | Reason for Dispute | Supporting Detail | Proposed Resolution | Paid (Y/N) | Contact Name | Contact Telephone Number | Contact E-Mail Address | Date e- mail Received | TDSP Resolution | Date of TDSP Response | Comments | CR Response (accept /deny resolution) |
|------------------------------|----------------------|-----------|-------------------|-----------------|------------------------------------|--------------------|--------------------------|----------------------|------------------------|---------------|-----------------|--------------------------------|------------------------------|-----------------------------|--------------------|-----------------------------|----------|---|
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| | CR Required Elements | | | | | | | | | | | | | | | | | |
| | TDSP Response Fields | | | | | | | | | | | | | | | | | |

Appendix F1

Format for Retail Customer Transition Contact List

In order for ERCOT to contact the proper parties the Launch of a transition event, each Market Participant must provide ERCOT with the following contact information:

DUNS Number:

Market Participant:

| Contact Type | Name | Telephone # | Fax # | E-mail | 24 Hour Contact (Y/N) |
|--------------|------|-------------|-------|--------|-----------------------|
| Regulatory | | | | | |
| Business | | | | | |
| Technical | | | | | |

Appendix F2

ERCOT Template – ESI IDs for TDSP Use

Detailed ESI ID List

This spreadsheet is emailed to the TDSPs containing the information below for each ESI ID affected. In addition, the email will note the Losing CR Name and DUNS Number.

Disposition:

T-Transition; ESI ID is being transitioned away from Losing CR

R-Remains; ESI ID is not being transitioned and is to remain with Losing CR for purposes of transitions event

Gaining CR DUNS Number is left blank if ESI ID Disposition is R

Pending Transaction:

Y – Yes, there is a transaction for this ESI ID Pending in the market.

N – No, there is currently no Pending Transaction in the market.

[illegible]

Appendix F3

ERCOT Template – ESI IDs for Gaining CR Use

Detailed ESI ID List

This spreadsheet is emailed to the Gaining CRs containing the information below for each ESI ID affected. In addition, the email will note the Losing CR Name and DUNS Number.

| ESI ID | Pending Transaction (Y-Yes ; N-No) | POLR Customer Class (01-Res 2A Small Non-res 2B-Med Non-res 03-Large Non-res) | If Pending, | | | |
|--------|---------------------------------------|---|------------------|----------------|---------------|---------------|
| | | | Transaction Type | Effective Date | 'New' CR DUNS | 'New' CR Name |
| | | | | | | |
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Appendix F4

ERCOT Template – ESI IDs for New CR with Pending Transactions

Detailed ESI ID List

New CR DUNS Number:

New CR Name:

| ESI | Pending Transaction | | TDSP | TDSP | Gaining | Gaining |
|-----|---------------------|----------------|-------------|------|---------|---------|
| | Type | Effective Date | DUNS Number | Name | CR DUNS | CR Name |
| | | | | | | |
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Appendix F5
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Appendix F6

Data Transfer Templates

| Data Element | TX SET Mandatory / Optional | Impact If Not Received | Attributes | Comments |
|-------------------------|-----------------------------------|---|--------------------|--|
| Customer Account Number | Optional | Strongly requested by the AREP to help with communication to the submitting REP | alpha numeric | |
| Customer Name Prefix | Optional | | alpha numeric (60) | MR., MRS., DR., etc. |
| Customer First Name | Optional | At least one of (Customer First Name and Customer Last Name) or (Customer Company Name) is required | alpha numeric (60) | |
| Customer Middle Initial | Optional | | alpha numeric (1) | |
| Customer Last Name | Optional | At least one of (Customer First Name and Customer Last Name) or (Customer Company Name) is required | alpha numeric (60) | |
| Customer Name Suffix | Optional | | alpha numeric (60) | JR, SR, Phd, etc |
| Customer Title | Optional | | alpha numeric (60) | |
| Customer Company Name | Optional | At least one of (Customer First Name and Customer Last Name) or (Customer Company Name) is required | alpha numeric (60) | |
| Service Address Line 1 | Mandatory | Required to enroll Customer | alpha numeric (55) | |
| Service Address Line 2 | Optional | Required to enroll Customer | alpha numeric (55) | use for address Overflow |
| Service City | Mandatory | Required to enroll Customer | alpha numeric (30) | |
| Service State | Mandatory | Required to enroll Customer | alpha numeric (2) | Use valid X-12 state code |
| Service Zip | Mandatory | Required to enroll Customer | numeric (5 or 9) | either 5-digit or 9-digit (no dash) |
| Service Country | Optional | Required to enroll Customer | alpha numeric (3) | Use valid X-12 country code |
| Billing Care Of Name | Optional | | alpha numeric (60) | AREP will default to Customer information when blank |
| Billing Attention To | Optional | | alpha numeric (60) | AREP will default to Customer information when blank |

| Data Element | TX SET Mandatory / Optional | Impact If Not Received | Attributes | Comments |
|------------------------|-----------------------------------|---|--------------------|---|
| Billing Address Line 1 | Optional | Required when billing address is different from Service Address AREP will default to Customer information when blank | alpha numeric (55) | |
| Billing Address Line 2 | Optional | | alpha numeric (55) | use for address Overflow, AREP will default to Customer information when blank |
| Billing City | Optional | Required when billing address is different from Service Address AREP will default to Customer information when blank | alpha numeric (30) | |
| Billing State | Optional | Required when billing address is different from Service Address AREP will default to Customer information when blank, Use valid X-12 state code | alpha numeric (2) | |
| Billing Zip | Optional | Required when billing address is different from Service Address AREP will default to Customer information when blank, use 5-digit or 9-digit (no dash) | numeric (5 or 9) | |
| Billing Country | Optional | Required when billing address is different from Service Address AREP will default to Customer information when blank, required if outside the United States, use valid X-12 Country Code | alpha numeric (3) | |
| Mailing Care Of Name | Optional | | alpha numeric (60) | |
| Mailing Attention To | Optional | | alpha numeric (60) | |
| Mailing Address Line 1 | Optional | Required when mailing address is different from Service Address AREP will default to Customer information when blank | alpha numeric (55) | |
| Mailing Address Line 2 | Optional | | alpha numeric (55) | use for address Overflow, AREP will default to Customer information when blank |
| Mailing City | Optional | Required when mailing address is different from Service Address AREP will default to Customer information when blank | alpha numeric (30) | |

| Data Element | TX SET Mandatory / Optional | Impact If Not Received | Attributes | Comments |
|----------------------------------|-----------------------------------|---|--------------------|--|
| Mailing State | Optional | Required when mailing address is different from Service Address AREP will default to Customer information when blank, Use valid X-12 state code | alpha numeric (2) | |
| Mailing Zip | Optional | Required when mailing address is different from Service Address AREP will default to Customer information when blank, use 5-digit or 9-digit (no dash) | numeric (5 or 9) | |
| Mailing Country | Optional | Required when mailing address is different from Service Address AREP will default to Customer information when blank, required if outside the United States, use valid X-12 Country Code | alpha numeric (3) | |
| Home Phone Number | Mandatory | Needed for credit to contact customers. | alpha numeric (10) | |
| Work Phone Number | Mandatory | Needed for credit to contact customers. | alpha numeric (10) | |
| Work Phone Number Extension | Mandatory | Needed for credit to contact customers. | alpha numeric (10) | |
| Fax Number | Optional | | alpha numeric (10) | |
| Primary E-mail address | Optional | | alpha numeric (80) | |
| Secondary E-mail address | Optional | | alpha numeric (80) | |
| Customer Segment | Mandatory | Required if Premise Type is blank | alpha numeric (2) | "RS" for Residential, "CO" for Commercial |
| Social Security Number | Mandatory | Needed to credit score | numeric (9) | Required for Residential |
| Federal Tax ID | Mandatory | Needed to credit score | | Required for Commercial |
| Non Profit ID | Optional | | | |
| Driver's License Number | Mandatory | Strongly requested by the AREP to help with positive ID of Customer | alpha numeric (30) | |
| Driver's License State Issued | Mandatory | Strongly requested by the AREP to help with positive ID of Customer | alpha numeric (2) | |
| Spanish/English Indicator | Optional | Strongly requested by the AREP to assist in communicating with the Customer | Binary (E/S) | "E" = English, "S" = Spanish |

| Data Element | TX SET Mandatory / Optional | Impact If Not Received | Attributes | Comments |
|--|-----------------------------------|--|-------------------------|---|
| ESI ID | Mandatory | | alpha numeric (36) | |
| Premise Type | Mandatory | Required if Customer Segment is blank. | alpha numeric (2) | 01, 02, or 03 (Conform to TX SET implementation guides) |
| Street Light Indicator | Mandatory | Needed to enroll on correct product | Binary (X/" ") | "X" = Yes, Blank = No |
| Guard Light Indicator | Mandatory | Needed to enroll on correct product | Binary (X/" ") | "X" = Yes, Blank = No |
| Meter Type | Mandatory | Needed to enroll on correct product | alpha numeric (2) | K1-K4 and KH (MCL Rules) |
| Load Profile (Major Load Profile Class MLPC) | Mandatory | Needed for forecasting Supply prior to enrollment | alpha numeric (80) | One AREP needs this on non-residential to set up the Customer before sending out the switch. Not providing this information may result in a slight delay. |
| Usage | Mandatory | Needed for calculating deposit and forecasting purposes. | numeric (9) | For Each of Most Recent 12 Months |
| Demand | Mandatory | Needed for forecasting Supply prior to enrollment | numeric (9) | For Each of Most Recent 12 Months |
| Peak Demand | Mandatory | Needed for forecasting Supply prior to enrollment | | Most Recent 12 Months |
| Customer DUNS Number | Mandatory | Needed for credit scoring | alpha numeric (9 or 13) | DUNS Number for Customer being dropped |
| Employer | Optional | | alpha numeric (80) | Customer's Employer |
| Spouse/Roommate First Name | Optional | | alpha numeric (60) | |
| Spouse/Roommate Last Name | Optional | | alpha numeric (60) | |
| Load Factor | Mandatory | Needed for forecasting Supply | | |
| Critical Care indicator | Mandatory | | Binary (Y/N) | Y or N |

| Data Element | TX SET Mandatory / Optional | Impact If Not Received | Attributes | Comments |
|--|-----------------------------------|---|-------------------|---|
| Meter Class | Mandatory | Needed to process enrollments | alpha numeric (4) | INTV = Interval, UNMT = Unmeterd If Small Commercial and not INTV or UNMT = NINV |
| Out of Cycle Drop Date | Mandatory | Unable to enroll Customer | Date (CCYYMMDD) | Effective date of Move-In |
| TDSP Service Level | Optional | | | (transmission, Primary distribution, secondary distribution) |
| Sales Tax Status | Optional | Strongly requested by the AREP to help with Customer assessment | | |
| Located within incorporated city limits | Optional | Helps calculate GRT | Binary (Y/N) | (Y/N) -- for GRT calc purposes |
| SIC Code | Mandatory | Needed for forecasting Supply | | |
| Business Contact | Optional | | | |
| Business Contact Telephone | Optional | | | alpha numeric (10) |
| Low Income Discount Administrator (LIDA) | Mandatory | Needed for continuity of Low Income Discount Application | Y/N | |

Appendix G

Transfer to POLR File Format

| Data Element | Mandatory / Optional | Data Format | Comments |
|-------------------------|----------------------|-------------------------|---|
| DUNS Number | Mandatory | alpha numeric (9 or 13) | DUNS number for REP submitting the drop |
| ESID | Mandatory | alpha numeric (36) | |
| Customer Account Number | Optional | alpha numeric | Strongly requested by the AREP to help with communication to the submitting REP |
| Customer Name Prefix | Optional | alpha numeric (60) | MR., MRS., DR., etc. |
| Customer First Name | Optional | alpha numeric (60) | At least one of (Customer First Name and Customer Last Name) or (Customer Company Name) is required |
| Customer Middle Initial | Optional | alpha numeric (1) | |
| Customer Last Name | Optional | alpha numeric (60) | At least one of (Customer First Name and Customer Last Name) or (Customer Company Name) is required |
| Customer Name Suffix | Optional | alpha numeric (60) | JR, SR, PhD, etc |
| Customer Title | Optional | alpha numeric (60) | |
| Customer Company Name | Optional | alpha numeric (60) | At least one of (Customer First Name and Customer Last Name) or (Customer Company Name) is required |
| Service Address Line 1 | Mandatory | alpha numeric (55) | |
| Service Address Line 2 | Optional | alpha numeric (55) | use for address overflow |
| Service City | Mandatory | alpha numeric (30) | |
| Service State | Mandatory | alpha numeric (2) | Use valid X-12 state code |
| Service Zip | Mandatory | numeric (5 or 9) | either 5-digit or 9-digit (no dash) |
| Service Country | Optional | alpha numeric (3) | Use valid X-12 country code |
| Billing Care Of Name | Optional | alpha numeric (60) | AREP will default to Customer information when blank |
| Billing Attention To | Optional | alpha numeric (60) | AREP will default to Customer information when blank |
| Billing Address Line 1 | Optional | alpha numeric (55) | Required when billing address is different from service address AREP will default to Customer information when |

| Data Element | Mandatory / Optional | Data Format | Comments |
|-------------------------------|----------------------|--------------------|---|
| | | | blank |
| Billing Address Line 2 | Optional | alpha numeric (55) | use for address overflow, AREP will default to Customer information when blank |
| Billing City | Optional | alpha numeric (30) | Required when billing address is different from service address AREP will default to Customer information when blank |
| Billing State | Optional | alpha numeric (2) | Required when billing address is different from service address AREP will default to Customer information when blank, Use valid X-12 state code |
| Billing Zip | Optional | numeric (5 or 9) | Required when billing address is different from service address AREP will default to Customer information when blank, use 5-digit or 9-digit (no dash) |
| Billing Country | Optional | alpha numeric (3) | Required when billing address is different from service address AREP will default to Customer information when blank, required if outside the United States, use valid X-12 Country Code |
| Phone/E-Mail 1 | Optional | alpha numeric (80) | |
| Phone/E-Mail 2 | Optional | alpha numeric (80) | |
| Premise Type | Mandatory | alpha numeric (2) | 01, 02, or 03 (Conform to TX SET implementation guides) |
| Driver's License Number | Optional | alpha numeric (30) | Strongly requested by the AREP to help identify the customer |
| Driver's License State Issued | Optional | alpha numeric (2) | Strongly requested by the AREP to help identify the customer |
| Spanish/English Indicator | Optional | Binary (E/S) | "E" = English, "S" = Spanish - Strongly requested by the AREP to assist in communicating with the customer |

| Data Element | Mandatory / Optional | Data Format | Comments |
|----------------------------|----------------------|--------------------|---|
| Meter Class | Mandatory | alpha numeric (9) | IDR, NIDR, or UNMETERED |
| Critical Care Indicator | Mandatory | Binary (Y/N) | Y or N |
| Spouse/Roommate First Name | Optional | alpha numeric (60) | |
| Spouse/Roommate Last Name | Optional | alpha numeric (60) | |
| Out of Cycle Drop Date | Optional | date (CCYYMMDD) | Required when requesting off-cycle meter read |
| Load Profile | Optional | alpha numeric(80) | One AREP needs this on non-residential to set up the customer before sending out the switch. Not providing this information may result in a slight delay. |

Appendix H1

IDR Optional Removal Request Form

| IDR Optional Removal Request Form | | | | | | | | | |
|-----------------------------------|---|---|----------|----------|----------|----------|----------|------------------|-------------------|
| | CR Name: | | | | | | | <i>Color Key</i> | Completed by CR |
| | CR Contact Name & Phone Number: | | | | | | | | Completed by TDSP |
| | CR Contact Email Address | | | | | | | | |
| | Date Request sent from CR to TDSP: MM/DD/YYYY | | | | | | | | |
| | TDSP Name: | | | | | | | | |
| | TDSP Contact Name & Phone Number: | | | | | | | | |
| | TDSP Contact Email Address: | | | | | | | | |
| | | | | | | | | | |
| A | Column B | C | Column D | Column E | Column F | Column G | Column H | Column I | Column J |

| ## | ESI ID | ## | Service Address | 12 Month Peak or if New Customer Peak since Move-In Date | Existing Customer (Use Existing) or New Customer (Provide Move-In Date) | Date Retail Customer Requested IDR Removal to CR (acceptable format: MM/DD/YYYY) | Qualified for Removal (Y/N) | *If Column G = Y (YES) provide Estimated Date of Meter Removal (acceptable format: MM/DD/YYYY) | *If Column G = N (NO) All Supporting Evidence is Attached (Y/N) |
|----|--------|----|-----------------|--|---|--|-----------------------------|--|---|
| 1 | | 1 | | | | | | | |
| 2 | | 2 | | | | | | | |
| 3 | | 3 | | | | | | | |
| 4 | | 4 | | | | | | | |
| 5 | | 5 | | | | | | | |
| 6 | | 6 | | | | | | | |
| 7 | | 7 | | | | | | | |
| 8 | | 8 | | | | | | | |
| 9 | | 9 | | | | | | | |
| 10 | | 10 | | | | | | | |
| 11 | | 11 | | | | | | | |
| 12 | | 12 | | | | | | | |
| 13 | | 13 | | | | | | | |
| 14 | | 14 | | | | | | | |
| 15 | | 15 | | | | | | | |
| 16 | | 16 | | | | | | | |
| 17 | | 17 | | | | | | | |
| 18 | | 18 | | | | | | | |
| 19 | | 19 | | | | | | | |
| 20 | | 20 | | | | | | | |
| 21 | | 21 | | | | | | | |
| 22 | | 22 | | | | | | | |
| 23 | | 23 | | | | | | | |
| 24 | | 24 | | | | | | | |
| 25 | | 25 | | | | | | | |
| 26 | | 26 | | | | | | | |
| 27 | | 27 | | | | | | | |
| 28 | | 28 | | | | | | | |
| 29 | | 29 | | | | | | | |
| 30 | | 30 | | | | | | | |

| | | | | | | | | | |
|----|--|----|--|--|--|--|--|--|--|
| 31 | | 31 | | | | | | | |
| 32 | | 32 | | | | | | | |
| 33 | | 33 | | | | | | | |
| 34 | | 34 | | | | | | | |
| 35 | | 35 | | | | | | | |
| 36 | | 36 | | | | | | | |
| 37 | | 37 | | | | | | | |
| 38 | | 38 | | | | | | | |
| 39 | | 39 | | | | | | | |
| 40 | | 40 | | | | | | | |
| 41 | | 41 | | | | | | | |
| 42 | | 42 | | | | | | | |
| 43 | | 43 | | | | | | | |
| 44 | | 44 | | | | | | | |
| 45 | | 45 | | | | | | | |
| 46 | | 46 | | | | | | | |
| 47 | | 47 | | | | | | | |
| 48 | | 48 | | | | | | | |
| 49 | | 49 | | | | | | | |
| 50 | | 50 | | | | | | | |

Appendix H2

IDR Installation Request Form

| IDR Installation Request Form | | | | |
|-------------------------------|---|--|-----------|-------------------|
| | CR Name and CR DUNs: | | Color Key | Completed by CR |
| | CR Contact Name & Telephone Number: | | | Completed by TDSP |
| | CR Contact Email Address | | | |
| | Date Request sent from CR to TDSP: MM/DD/YYYY | | | |
| | TDSP Name: | | | |
| | TDSP Contact Name & Telephone Number: | | | |
| | TDSP Contact Email Address: | | | |

| A | Column B | Column C | Column D | Column E | Column F | Column G | Column H | Column I | Column J | Column K |
|----|----------|---------------|--|---|-----------------|---|---|--------------------------------------|--|---|
| ## | ESI ID | Customer Name | Customer Primary and Alternate Area Code and Telephone number(s) XXX-XXX-XXXX | Special Instructions or Arrangements required by Customer | Service Address | O- Optional M – Mandatory IDR Installation | If Column G = M (Mandatory) provide Demands as Reported on the IDR Requirement Report | Qualified for IDR Installation (Y/N) | *If Column I = Y (YES) provide Estimate Date of IDR Install format: MM/DD/YYYY | *If Column J = N (NO) All Supporting Evidence is Attached (Y/N) |
| 1 | | | | | | | | | | |
| 2 | | | | | | | | | | |
| 3 | | | | | | | | | | |
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| 26 | | | | | | | | | | |
| 27 | | | | | | | | | | |
| 28 | | | | | | | | | | |
| 29 | | | | | | | | | | |

| A | Column B | Column C | Column D | Column E | Column F | Column G | Column H | Column I | Column J | Column K |
|----|----------|---------------|--|---|-----------------|---|---|--------------------------------------|--|--|
| ## | ESI ID | Customer Name | Customer Primary and Alternate Area Code and Telephone number(s) XXX-XXX-XXXX | Special Instructions or Arrangements required by Customer | Service Address | O- Optional M – Mandatory IDR Installation | If Column G = M (Mandatory) provide Demands as Reported on the IDR Requirement Report | Qualified for IDR Installation (Y/N) | *If Column I = Y (YES) provide Estimate Date of IDR Install format: MM/DD/YYYY | *If Column J = All Supporting E is Attache (Y/N) |
| 30 | | | | | | | | | | |
| 31 | | | | | | | | | | |
| 32 | | | | | | | | | | |
| 33 | | | | | | | | | | |
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| 46 | | | | | | | | | | |
| 47 | | | | | | | | | | |
| 48 | | | | | | | | | | |
| 49 | | | | | | | | | | |
| 50 | | | | | | | | | | |

[RMGRR040: Add the following Appendix I on July 1, 2007.]

APPENDIX I

Door Hanger Sample

Minimum Standard Language to be used by TDSPs for notification of Denial of Access

TDSP Logo

NOTICE TO ELECTRIC CUSTOMER

We are unable to gain access to your electric meter.

**YOU MUST ACT NOW
to Stop Your Electric Service From Being Turned Off.**

Please do not delay. Call your Retail Electric Provider for additional information and to select one of the three options below.

- 1. Provide Permanent Access to the Meter**
- 2. Request Automated Reading (you may be charged for the equipment and installation cost of a meter that can be remotely read – requires coordination with “your TDSP name”)**
- 3. Relocate the Meter Base and Service Point at your expense (requires coordination with your electrician and “your TDSP name”)**

**Failure to select one of the three options above
may result in Disconnection of Your Electric Service and
subject you to disconnection and reconnection fees.**

The Public Utility Commission of Texas requires an actual meter reading for billing, and prohibits estimating a meter reading for more than three consecutive months.

