

TAC Recommendation Report

RMGRR Number	059	RMGRR Title	Inadvertent Gain Task Force Revision
Timeline	Normal	Recommended Action	Approval
Date of Decision	February 7, 2008		
Priority and Rank Assigned	Requirements of this RMGRR are being delivered via project PR 70007_01: Priority of 0 and Rank of 0.6		
Retail Market Guide Section Requiring Revision	7.2, Inadvertent Gain Process		
Proposed Effective Date	Upon system implementation		
Revision Description	This Retail Market Guide Revision Request (RMGRR) updates Section 7.2, Inadvertent Gain Process, to reflect changes proposed by the Inadvertent Gain Task Force (IGTF).		
Overall Market Benefit	This RMGRR improves the process for handling inadvertently gained Electric Service Identifiers (ESI IDs) and provides for better compliance with Public Utility Commission of Texas (PUCT) Substantive Rules related to Customer Protection.		
Overall Market Impact	Both Competitive Retailers (CRs) and Transmission and Distribution Service Providers (TDSPs) will need to make minor system and process changes.		
Consumer Impact	Simplified process will shorten the time for getting Customers back to their Retail Electric Provider (REP) of choice.		
Procedural History	<ul style="list-style-type: none"> ➤ On 11/06/07, RMGRR059 was posted. ➤ On 11/26/07, ERCOT comments were posted. ➤ On 11/27/07, AEP Comments were posted. ➤ On 12/03/07, additional ERCOT comments were posted. ➤ On 12/05/07, RMS considered RMGRR059. ➤ On 1/4/08, the Impact Analysis (IA) was posted. ➤ On 1/9/08, RMS considered the RMS Recommendation Report and its IA. ➤ On 1/17/08, PRS considered the RMS Recommendation Report and IA. ➤ On 2/7/08, TAC considered this RMGRR. 		
RMS Decision	<p>On 12/5/07, RMS unanimously voted to recommend approval of RMGRR059 as amended by ERCOT and AEP comments, and as revised by RMS. All Market Segments were present for the vote.</p> <p>On 1/9/08, RMS unanimously voted to recommend approval of RMGRR059 as revised by RMS with a Priority 0 and Rank 0.6, and to endorse the IA. All Market Segments were present for the vote.</p>		

TAC Recommendation Report

Summary of RMS Discussion	<p>On 12/05/07, RMS reviewed AEP and ERCOT comments. There was discussion regarding the removal of “ERCOT” in Section 7.2.3, Charges Associated with Returning the Customer. ERCOT Staff stated that it was not involved in billing charges and should not be listed as a responsible party.</p> <p>On 1/9/08, RMS made minor revisions to Sections 7.2.1, Escalation Process, and 7.2.2.3.1, Reinstatement Date. ERCOT Staff stated that these revisions do not affect the IA.</p>
PRS Decision	On 1/17/08, PRS unanimously voted to recommend a Priority of 0 and a Rank of 0.6, as recommended by RMS.
Summary of PRS Discussion	On 1/17/08, ERCOT Staff presented the IA and explained that implementation of this RMGRR will not result in an incremental cost to PR70007-01.
TAC Decision	On 2/7/08, TAC unanimously voted to recommend approval of RMGRR059 as recommended by RMS and the priority and ranking recommended by PRS. All Market Segments were present for the vote.
Summary of TAC Discussion	On 2/7/08, there was no discussion.

ERCOT/Market Segment Impacts and Benefits			
Assumptions	1	<i>None.</i>	
	2		
	3		
	4		
		Impact Area	Monetary Impact
Market Cost	1	<i>System/Process changes for TDSPs.</i>	<i>Not known.</i>
	2	<i>System/Process changes for CRs.</i>	<i>Not known.</i>
	3	<i>Training for all Market Participants.</i>	<i>Not known.</i>
	4		
		Impact Area	Monetary Impact
Market Benefit	1	<i>Provide more consistent process across all TDSPs.</i>	<i>Not known.</i>
	2		
	3		
	4		
Additional Qualitative Information	1	<i>Will allow for better compliance with Customer Protections Rules regarding costs associated with returning ESI ID to Original CR.</i>	
	2	<i>Provides for a more consistent process across TDSPs.</i>	
	3		
	4		
Other	1		
Comments	2		
	3		

TAC Recommendation Report

4

Original Sponsor

Name	Jennifer Garcia on behalf of the IGTF
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Company	Direct Energy

Comments Received

Comment Author	Comment Description
ERCOT 112607	Removed of "ERCOT" in Section 7.2.3 in regards to billing of charges to end use customers.
AEP 112707	Proposed language clarifications.
ERCOT 120307	Responded to AEP comments.

Proposed Retail Market Guide Language Revision

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 ~~Customer~~ESI IDs are returned to the ~~eO~~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 -Escalation Process

Each Market Participant is responsible for its own compliance with the PUCT Rules and the procedures and timelines in this section. Each Market Participant shall provide escalation contacts, consistent with the process outlined in Section 7.1.1 of the MarkeTrak User's Guide, to assist in resolution of delays and disputes regarding the procedures. MarkeTrak will send escalation emails to Market Participants' escalation contact(s) whenever an issue has remained untouched for 7seven (7) days.

~~If the MarkeTrak issue remains untouched no activity after for twenty (20) days, ERCOT is to escalate to Market Participants escalation contacts.~~

TAC Recommendation Report

7.2.2~~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. The CR investigation should include reviewing the ESI ID service history on the Texas Market Link (TML).

7.2.2.1 -Buyer's Remorse

7.2.2.1.1 Rescission Period

An untimely notice of rescission does not constitute and should not be treated as an inadvertent gain or loss. Any CR receiving an untimely notice of rescission from the Customer shall inform the Customer that they have a right to select another CR and may do so by contacting that CR. The CR shall also inform the Customer that they will be responsible for charges from the CR for service provided until they switch to another CR. The right of rescission is not applicable to a Customer requesting a move-in.

7.2.2.1.2 Breach of Contract

The MarkeTrak ~~I~~nadvertent ~~G~~ain ~~P~~rocess should not be used to resolve a Customer's intentional breach of a contract.

7.2.2.2- Prevention of Inadvertent Gains

If the ~~G~~gaining CR determines that a potential inadvertent gain may be avoided by cancelling a pending Switch or Move-In transaction during the evaluation period (two days prior to a ~~M~~move-in and five days prior to a ~~s~~Switch), the ~~G~~gaining CR shall file a *Cancel with Approval* MarkeTrak issue in order to prevent the need for an *Inadvertent* MarkeTrak issue. The ~~G~~gaining CR shall note in the comments field of the *Cancel with Approval* MarkeTrak issue that this cancellation is being requested in order to prevent an inadvertent gain.

If an *Inadvertent Gain* MarkeTrak issue has already been created, the *Cancel with Approval* MarkeTrak issue should be linked to it, and the ~~G~~gaining CR shall note in the comments field of the *Inadvertent Gain* MarkeTrak issue that a *Cancel with Approval* MarkeTrak issue has been created. The TDSPs shall attempt to cancel the pending transaction even if the transaction currently falls within the evaluation period.

Cancellation of a pending ~~s~~Switch/~~m~~Move-in 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.

TAC Recommendation Report

7.2.2.3- Resolution of Inadvertent Gains

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 Ggaining CR SHALLshall NOTnot send in a Move-Out Request or a Disconnect for Non-Pay on thisan ESI ID that was gained in error.

7.2.2.3.1- Reinstatement Date

The ~~original~~Ooriginal CR and the Ggaining CR may work together to negotiate a reinstatement date for the ~~original~~Ooriginal CR to take the ~~Customer~~ESI ID back and note that date in the MarkeTrak issue. However, the ~~original~~Ooriginal CR shall ultimately determine the reinstatement date and note that date in the MarkeTrak issue.

The reinstatement date shall be one ~~Calendar d~~Day beyond the date of loss (date of loss is the date the customer started with the Ggaining CR) or any subsequent date chosen by the Ooriginal CR for which the Ooriginal CR had authorization to serve the customer but no greater than fifteen (15) ~~Calendar~~Days past the date the MarkeTrak issue was logged.

The Ooriginal CR shall submit a Move-In Request (814_16) that is backdated by at least one (1) Business Day. The Ooriginal CR shall submit a Move-in no later than ~~seventeen (17) Calendar~~ Ddays after the MarkeTrak issue was logged, utilizing the reported reinstatement date.

If the reinstatement process is delayed, the reinstatement date shall not be extended beyond the ~~fifteenth (15th) Calendar~~Ddays from the date the MarkeTrak issue was logged.

If the Mmove-in has not been submitted within this required timeline, or the reinstatement date is different than the date noted in the MarkeTrak issue, refer to the escalation process in the MarkeTrak User's Guide.

MarkeTrak issues where all parties have agreed and the MarkeTrak issue remains untouched is ~~not completed withinfor twentyfourty-five (2045) calendar~~ days from the date the TDSP selects "Ready to Receive"the MarkeTrak was logged will be "auto closed" in the system.

7.2.2.4- Valid Reject Reasons

The ~~original~~Ooriginal CR may reject the return of an inadvertently gained ~~Customer~~ESI ID from the Ggaining CR ~~if the~~only for one of the following reasons:

- (1) 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.
- (2) Upon investigation of the Iinadvertent Ggain issue, the Ggaining CR determines that they possess an authorized enrollment.

TAC Recommendation Report

(3) The Customer has entered into multiple, valid contracts regarding the same ESI ID(s).

~~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.~~

7.2.2.5- Invalid Reject Reasons

The ~~Original~~ CR may not reject the return of an inadvertently gained ESI ID due to:

- (1) Inability to contact the Customer,
- (2) Past due balances or credit history,
- (3) Customer having moved out from the Premise in question,
- (4) Contract expiration or termination,
- (5) Pending Texas SET transactions; or
- (6) Original CR serving the Premise under a CSA.

7.2.2.6- Out-of-Sync Condition

If the ~~original~~~~Original~~ CR does not have a record of ever serving the ESI ID involved in the inadvertent gain MarkeTrak issue, the ~~original~~~~Original~~ CR shall update MarkeTrak issue with this information. ERCOT and the ~~original~~~~Original~~ CR will work together to resolve the out-of-sync issue. TDSP corrections necessary to reestablish the ~~Customer~~ESI ID with the ~~original~~~~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.~~

TAC Recommendation Report

- (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.~~

7.2.2.7- No Original CR of Record

If it is determined that the ~~O~~original CR is no longer active in the market, then it is recommended that the ~~G~~gaining CR should make all reasonable attempts to contact the ~~e~~Customer to resolve the issue and request that ERCOT close the MarkeTrak issue. If the gaining CR is unable to contact the customer, they may consider following the rules established in PUCT Subst. Rule §25.488,- Procedures for a Premise with No Service Agreement.

7.2.3- Charges Associated with Returning the Customer

The affected CRs, ~~ERCOT~~, and the TDSP shall take all actions necessary to correctly bill all charges, so that the end result is that the CR that served the ESI ID without proper authorization shall pay all transmission, distribution and discretionary charges associated with returning the ESI ID to its ~~O~~original CR, or CR of choice in the case of a ~~m~~Mmove-~~i~~in. Each CR shall be responsible for all non-by passable TDSP charges and wholesale consumption costs for the periods that they bill the ~~e~~Customer.

If the ~~G~~gaining CR sends a ~~m~~Mmove-~~O~~out (in violation of section 7.2.2.3), and in order for the TDSP to reverse fees associated with the inadvertent gain, ~~t~~the ~~O~~original CR should file the ~~I~~inadvertent ~~G~~gain MarkeTrak issue prior to submitting a ~~p~~Priority ~~M~~move-~~i~~in. Within the comments field of the MarkeTrak issue, the ~~O~~original CR shall state, "Reverse fees due to Inadvertent Gain." If the ~~G~~gaining CR agrees that an ~~I~~inadvertent ~~G~~gain has occurred, then the ~~G~~gaining CR shall not dispute any of the valid TDSP fees associated with returning the ESI ID to its ~~O~~original CR.

The ~~L~~osing CR ~~SHALL~~shall NOTnot submit a Priority Move-In Request (814 16) if the Customer currently has power.

7.2.42 TDSP Inadvertent Gain Process

As soon as a TDSP is assigned an inadvertent gain issue, the TDSP shall acknowledge receipt of the issue by placing ~~C~~omments in the MarkeTrak issue

7.2.4.1 Inadvertent Dates Greater than 150 Days

If the ~~I~~inadvertent ~~G~~gain occurred more than one hundred fifty (150) days in the past, the TDSPs shall not issue billing corrections more than 150 days in the past from the date of the ~~receipt of the rebilling-MVI transaction is received by the TDSP.~~ For those instances in which the requested reinstatement date in the MarkeTrak issue is 150 days or greater in the past, the TDSP will place comments in the MarkeTrak issue to indicate an acceptable reinstatement date for the ~~m~~Mmove-~~i~~in. For instances in which the backdated ~~m~~Mmove-~~i~~in date is further in the past than the date provided by the TDSP, the ~~M~~move-~~i~~in will be ~~C~~ompleted ~~U~~unexecutable with remarks. The CR must resubmit their ~~m~~Mmove-~~i~~in with a new date.

TAC Recommendation Report

7.2.4.2 Inadvertent Order is Pending

If the inadvertent order is pending, TDSPs will respond with the following statement:

Since the inadvertent transaction is still pending, an attempt should be made by the ~~G~~gaining CR to cancel the transaction, provided that the ~~G~~gaining CR agrees to do so. If so, please submit a Day to Day Cancel With Approval ~~MT~~MarkeTrak cancellation request by 2:00 pm CST (at least 3 days in advance for Switches and 2 days in advance for ~~-Move-~~ins) prior to the date- the inadvertent transaction is scheduled to complete and advise of ~~MT~~MarkeTrak #. Requests received after these time periods will be attempted but will not be guaranteed. Otherwise, the ~~I~~nadvertent ~~G~~gain will follow the standard inadvertent process.

7.2.4.3- Third Party has gained ESI ID (leapfrog scenario)

If a third party CR legitimately acquires a previously inadvertently gained ESI ID prior to the ~~I~~nadvertent ~~G~~gain issue reaching resolution, the TDSPs shall respond with the following statement:

Gaining CR is no longer the REP of record for this ESI ID. A third party has gained the account. The TDSP no longer considers this an ~~I~~nadvertent ~~I~~ssue.

7.2.4.4- TDSP Billing

Once a backdated ~~M~~move-~~i~~in has been accepted by the TDSP, the TDSP shall invoice all transmission, distribution and discretionary charges associated with returning the ~~e~~Customer to its ~~O~~original CR, or CR of choice in the case of a ~~m~~Move-~~i~~in, to the ~~G~~gaining CR. The TDSP shall be responsible for invoicing all non-bypassable TDSP charges to the CRs in accordance with the periods that they each served the ~~e~~Customer.

Any disputes regarding TDSP charges ~~should~~shall be filed in accordance with Section 7.8, Formal Dispute Process for CRs and TDSPs of this Guide.

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

TAC Recommendation Report

~~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~~

TAC Recommendation Report

~~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.~~

TAC Recommendation Report

~~(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

TAC Recommendation Report

~~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.~~

TAC Recommendation Report

~~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 — Oncor Electric Delivery Inadvertent Process~~

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

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

~~“To all:~~

~~Oncor 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 Oncor Electric Delivery and we will process as requested.”~~

~~(2) — Once Oncor 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~~

TAC Recommendation Report

~~(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.~~

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

~~A CR denies the Inadvertent MarkeTrak Issue.~~

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

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

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