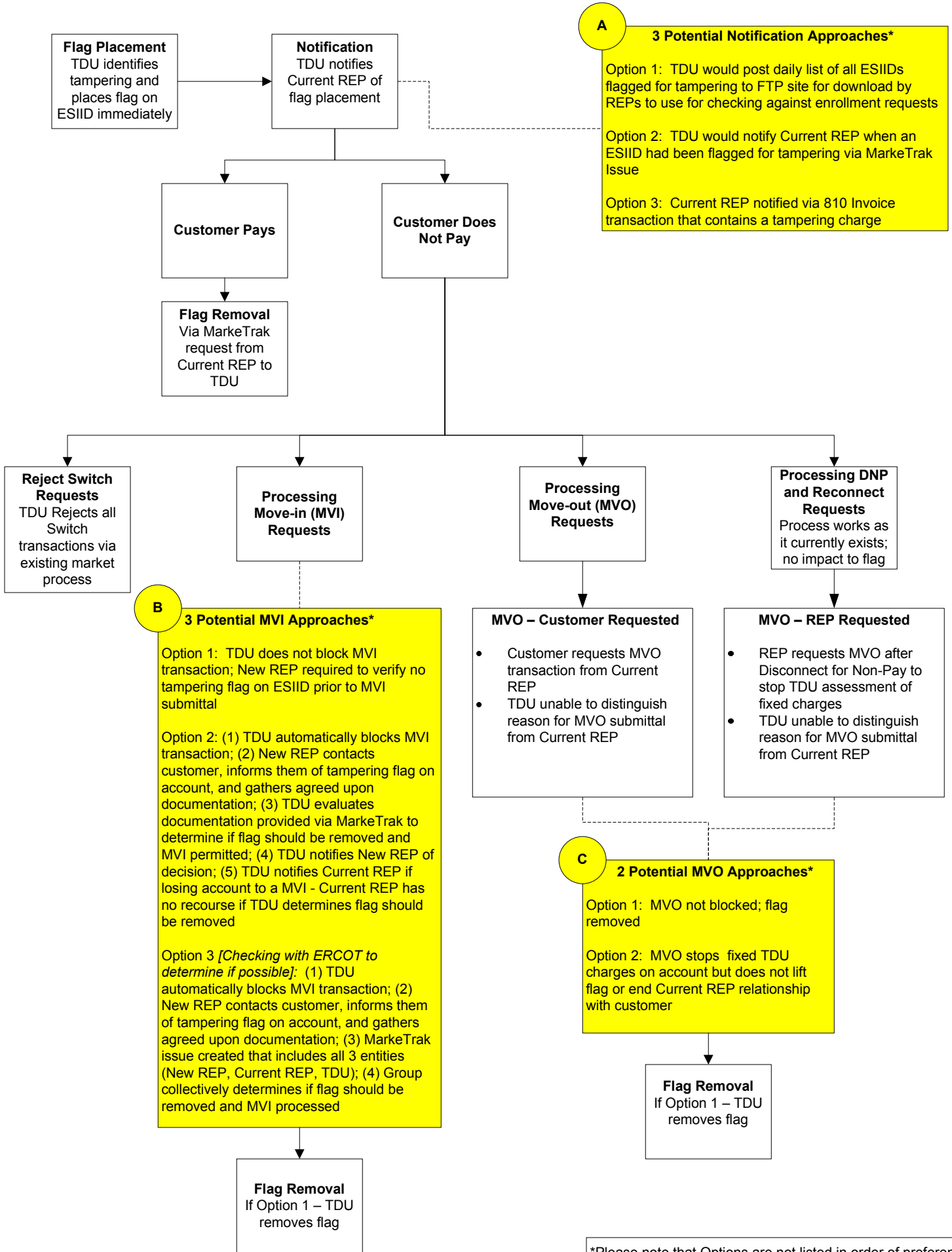


Enrollment Flag Solution for Tampering



A

3 Potential Notification Approaches*

Option 1: TDU would post daily list of all ESIIDs flagged for tampering to FTP site for download by REPs to use for checking against enrollment requests

Option 2: TDU would notify Current REP when an ESIID had been flagged for tampering via MarkeTrak Issue

Option 3: Current REP notified via 810 Invoice transaction that contains a tampering charge

B

3 Potential MVI Approaches*

Option 1: TDU does not block MVI transaction; New REP required to verify no tampering flag on ESIID prior to MVI submittal

Option 2: (1) TDU automatically blocks MVI transaction; (2) New REP contacts customer, informs them of tampering flag on account, and gathers agreed upon documentation; (3) TDU evaluates documentation provided via MarkeTrak to determine if flag should be removed and MVI permitted; (4) TDU notifies New REP of decision; (5) TDU notifies Current REP if losing account to a MVI - Current REP has no recourse if TDU determines flag should be removed

Option 3 [Checking with ERCOT to determine if possible]: (1) TDU automatically blocks MVI transaction; (2) New REP contacts customer, informs them of tampering flag on account, and gathers agreed upon documentation; (3) MarkeTrak issue created that includes all 3 entities (New REP, Current REP, TDU); (4) Group collectively determines if flag should be removed and MVI processed

C

2 Potential MVO Approaches*

Option 1: MVO not blocked; flag removed

Option 2: MVO stops fixed TDU charges on account but does not lift flag or end Current REP relationship with customer

*Please note that Options are not listed in order of preference

Enrollment Flag Solution for Tampering Special Scenarios

Mass Transition

2 Potential Approaches for Mass Transition Customers*

Option 1: Flags not removed as part of Mass Transition if ESIID list implemented

Option 2: All flags removed as part of Mass Transition process regardless of Notification Method

Critical Care

- TDU places flag onto account
- DNP rules for Critical Care still apply

Continuous Service Agreement

- Existing process remains the same
- No changes required

*Please note that Options are not listed in order of preference