Meter Tampering Task Force

May 9, 2011

Background: Project 37291- Rulemaking Relating to Meter Tampering

Electric Substantive rules 25.125 and 25.126

– Provide a deterrent to electricity theft, meter diversion, and unjust enrichment through the authorization of the disconnection of electric service at the premises where such activities have occurred

– Prevent a switch or move-in to accounts that might be used to circumvent the disconnection at locations where tampering has occurred

– Require special notice by the TDU to both the retail customer and REP if it detects electricity theft, meter tampering , or diversion

Meter Tampering Rule Milestones

July 2009-
Rulemaking
initiated

January 2010 –
Meter Tampering
Task Force formed

June 2010 –
Meter Tampering
Training

July
2010
Rule in
Effect

December
2009
Proposal for
Publication

April 2010
Final
approval

June 2010-
Approval of
RMGRR087 Business
Processes Related
to Meter Tampering
by ERCOT Board

2010 Annual Report Related to Meter Tampering

- Reports Filed by April 1, 2011 in Project 38353
- 30,382*
  - Total Number of Customers for which Meter Tampering was determined by TDU (Competitive and Non-Competitive Areas)
- 25,021*
  - Total Number of Customers for which Meter Tampering was determined by TDU in Competitive Areas
- 12,065*
  - Number of switch-holds
  - Reporting period for switch-hold activities:7/1/2010 to 12/31/2010

*Based on Report Filings and TNMP count not included

RMG 7.16 Business Processes and Communications Related to Meter Tampering

- 7.16.1 TDU Discovery of Meter Tampering during Field Service Activities
  - MVO Request with a reason code of "2MR" shall have the move-out completed as requested
  - Upon completion of MVO, TDSP will remove switch-hold

- 7.16.4.3.1 Removal of a Switch Hold for Purposes of a Move-in-Time Sensitive
  - Within 4 business hours of Receipt of Request
  - Documentation
    - One of the following: Copy of signed lease; affidavit of landlord; closing documents; certificate of occupancy; utility bill (in customer's name, dated within the last 2 months from a different premise or other comparable documentation in name of retail applicant for electric service
    - New Occupant Statement
  - ISA number in MarkeTrak
    - Gaining CR :"7164"-Removal of Tampering Switch Hold
  - No response to Marktrak
  - Supporting documentation

RMG 7.16 Business Processes and Communications Related to Meter Tampering

- 7.16.4.3.4 Removal of Switch Hold for Meter Tampering by Rep of Recorder
  - ISA number in MarkeTrak-"71644"-Removal of Tampering Switch-Hold
  - Documentation not needed when ROR submits request for removal
- Other
  - Customer Evidence Requests
  - DNP/RNP
- Training Slides Available on ERCOT website
  www.ercot.com/content/meetings/metertf/keydocs/2010/1119/Meter_Tampering.pdf

Questions