

METER TAMPERING/ SWITCH HOLD

Retail Market
Guide Updates

ANTITRUST ADMONITION

- ERCOT strictly prohibits Market Participants and their employees who are participating in ERCOT activities from using their participation in ERCOT activities as a forum for engaging in practices or communications that violate the antitrust laws. The ERCOT Board has approved guidelines for members of ERCOT Committees, Subcommittees and Working Groups to be reviewed and followed by each Market Participant attending ERCOT meetings. If you have not received a copy of these Guidelines, copies are available at the Client Relations desk. Please remember your ongoing obligation to comply with all applicable laws, including the antitrust laws

DISCLAIMER

- All presentations and materials submitted by Market Participants or any other Entity to ERCOT staff for this meeting are received and posted with the acknowledgement that the information will be considered public in accordance with the ERCOT Websites Content Management Operating Procedure.

BACKGROUND

- PUCT Project 37291
 - Project opened July 2009
 - July became effective on July 1, 2010

INTERCHANGE RETRIEVAL

- <http://www.puc.state.tx.us/>

The screenshot displays the Public Utility Commission of Texas website. The navigation menu on the left includes: About PUCT, Consumer Information, Open Meeting, Electric, Telecommunications, Cable and Video, Rules and Laws, Interchange Retrieval, Interchange Filings, PUC Publications, Relay Texas/STAP, and Wholesale Market. The 'Interchange Retrieval' link is highlighted in red. A red arrow labeled 'Step 1' points to this link. Another red arrow labeled 'Step 2' points to the 'Retrieve Filings' link in the expanded menu. The main content area shows 'Consumer Information' with links for 'How to File A Complaint', 'Interchange Programs', 'Retrieve Filings', 'Daily Filings Search', 'List of New Cases', 'Filings Retrieval Instructions and Reinvestment Act of 2009 Website', and 'Interchange Retrieval FAQ'. A 'Watch Live Broadcast' section is visible at the bottom left. The right sidebar contains links for 'Electric Choice', 'Telephone Choice', 'Procurement/HUB', 'Careers', 'News Releases', 'Calendar', and 'PUC Update', along with a 'Conservation Encouraged' alert.

INTERCHANGE RETRIEVAL

Public Utility Commission of Texas
USER: GUEST - 12.151.168.2

INTERCHANGE

Public Utility Commission of Texas
Inter-change

Login
FAQ
Daily Filings
Home
Read More...

| PUCT Home | State of Texas | TRAIL |

[Compact with Texans](#)
[Privacy Policy Notice](#)
[Request for Documents/Open Records Request Policy](#)

Copyright 1999-2015 Public Utility Commission of Texas.
1701 N. Congress Ave., PO Box 13326, Austin, TX 78711-3326
General Information 512-936-7000
Customer Hot Line 1-888-782-8477 or e-mail: customer@puc.state.tx.us
All Rights Reserved.

For site Interchange issues or problems please contact: helpdesk@puc.state.tx.us

For site issues and suggestions please contact: web@puc.state.tx.us

INTERCHANGE RETRIEVAL

PUC Filing Locator **INTERCHANGE**
USER: GUEST - 12.151.168.2

Any questions or comments are welcome. Please email the [HelpDesk](#).

Step 1 →

Utility type	Control Number: 37291
<input checked="" type="radio"/> All	Item No: Equal To (=) <input type="text"/> *Not required
<input type="radio"/> Electric	Utility: <input type="text"/> (Utility Name)
<input type="radio"/> Telephone	Party: <input type="text"/> (Filing Party Name)
<input type="radio"/> Others	Item Type: All <input type="text"/>
	Date Filed: <input type="text"/> to <input type="text"/> (Date Format mm/dd/[yy]yy)

Step 2 →

NOTICE: Date ranges can now cover a three month time period. {Approx. 92 days}

[| PUCT Home](#) | [State of Texas](#) | [TRAIL](#) |

[Compact with Texans](#)

[Privacy Policy Notice](#)
[Request for Documents/Open Records Request Policy](#)

Copyright 1998-2015 Public Utility Commission of Texas
1701 N. Congress Ave., P.O. Box 13328, Austin, TX 78711-3328
General Information 512-836-7000
Customer Hot Line 1-888-782-8477 or e-mail: customer@puc.state.tx.us
All Rights Reserved.

For site Interchange issues or problems please contact: helpdesk@puc.state.tx.us

For site issues and suggestions please contact: web@puc.state.tx.us

INTERCHANGE RETRIEVAL

Control List Search Results

USER: GUEST - 12.151.168.2

INTERCHANGE

Filings for 37291

Case Style	RULEMAKING RELATING TO METER TAMPERING AND DISCONNECTION AND RECONNECTION OF SERVICE FOR CUSTOMERS WITH ADVANCED METERS		
Item	File Stamp	Party	Description
1	7/27/2009	PUC COMPETITIVE MARKETS DIVISION	CONTROL NUMBER REQUEST FORM RE: RULEMAKING RELATING TO METER TAMPERING AND DISCONNECTION AND RECONNECTION OF SERVICE FOR CUSTOMERS WITH ADVANCED METERS
2	8/5/2009	OPUC	NOTICE OF INTENT TO PARTICIPATE
3	10/21/2009	PUC-CADM	PUBLIC NOTICE OF WORKSHOP
4	10/26/2009	PUC-CADM	ACKNOWLEDGEMENT OF RECEIPT; FILE NAME 1022B.052
5	11/2/2009	CHAIRMAN BARRY T. SMITHERMAN	WORKSHOP AGENDA
6	11/6/2009	CITY OF HOUSTON	NOTICE OF INTENT TO PARTICIPATE
7	11/16/2009	PUC COMPETITIVE MARKETS	Rulemaking Approaches Matrix
8	11/18/2009	PUC COMPETITIVE MARKETS	Presentations from November 6, 2009 Workshop
9	12/1/2009	GEXA ENERGY	FLOW CHART
10	12/3/2009	KENNEDY REPORTING SERVICE	WORKSHOP/OPEN MEETING - FRIDAY, 11.06.09
11	12/10/2009	PUC COMPETITIVE MARKETS	Staff's Proposal for Publication for Consideration at the December 17, 2009 Open Meeting, AGENDA ITEM No. 15 & 16
12	12/16/2009	PUC COMPETITIVE MARKETS DIVISION	OPEN MEETING DECEMBER 17, 2009, AGENDA ITEM No. 16; PROPOSAL FOR PUBLICATION
13	12/18/2009	PUC-CADM	ACKNOWLEDGEMENT OF RECEIPT; FILE NAME: 1218.052
14	12/18/2009	PUC-CADM	ACKNOWLEDGEMENT OF RECEIPT; FILE NAME: 1218.052 (TEXAS REGISTER SEC. OF STATE 200905954)
15	12/18/2009	PUC-CADM	ACKNOWLEDGEMENT OF RECEIPT; FILE NAME: 1218.052 (TEXAS REGISTER SEC. OF STATE 200905955)
16	12/18/2009	PUC CADM	PROPOSAL FOR PUBLICATION OF REPEAL OF §25.125 AND §25.126;
17	12/21/2009	PUC-CADM	CORRECTED PAGE FIVE OF THE PROPOSAL FOR PUBLICATION
18	1/15/2010	PUC LEGAL	Letter Requesting for Comments of the Attorney General
19	1/22/2010	ERCOT	COMMENTS
20	1/22/2010	ONCOR ELECTRIC DELIVERY COMPANY LLC	Initial Comments of Joint T&D Utilities 1-22-10
21	1/22/2010	TXU ENERGY RETAIL COMPANY LLC	INITIAL COMMENTS
22	1/22/2010	ENTERGY TEXAS, INC.	INITIAL COMMENTS
23	1/22/2010	STATE REPRESENTATIVE SYLVESTER TURNER	COMMENTS
24	1/22/2010	TEXAS APARTMENT ASSOCIATION AND HOUSTON APART.	COMMENTS
25	1/22/2010	SWEPCO	COMMENTS
26	1/22/2010	THE RETAIL ELECTRIC PROVIDER COALITION	COMMENTS
27	1/22/2010	OPUC	COMMENTS OF OPC & REPRESENTATIVE SYLVESTER TURNERS
28	1/22/2010	CITY OF HOUSTON	COMMENTS
29	1/22/2010	TEXAS LEGAL SERVICES CENTER	COMMENTS
30	1/22/2010	EL PASO ELECTRIC	COMMENTS
31	1/22/2010	TEXAS ELECTRIC COOPERATIVE, INC.	COMMENTS
32	1/22/2010	SPS	INITIAL COMMENTS
33	1/22/2010	AARP	COMMENTS
34	1/25/2010	PUC INFRASTRUCTURE & RELIABILITY	MOVED TO PROJECT NO. 37913 -- CONTROL NUMBER REQUEST FORM RE: FILING PURSUANT TO PURA §37.051(f)(2)

FINAL RULE

- <http://www.puc.state.tx.us/>

The screenshot displays the Public Utility Commission of Texas website. The header includes the logo and navigation links: HOME, Home, Site Map, Search, Contact Us, Help, and a Jump To Section dropdown. A left sidebar lists various categories, with 'Electric' highlighted. A red arrow labeled 'Step 1' points to 'Electric'. A central menu is expanded, showing 'Electric Rules' highlighted, with a red arrow labeled 'Step 2' pointing to it. A right sidebar contains buttons for 'Electric Choice', 'Telephone Choice', 'Procurement/HUB', 'Careers', 'News Releases', 'Calendar', and 'PUC Update'. A 'Todays Alert' box at the bottom right reads 'Conservation Encouraged'. A 'Watch Live Broadcast' section is visible at the bottom left.

FINAL RULE

Public Utility Commission of Texas

RULES and LAWS | Home | Site Map | Search | Contact Us | Help | Jump To Section

- About PUCT
- Consumer Information
- Open Meeting
- Electric
- Telecommunications
- Cable and Video
- Rules and Laws
- Interchange Retrieval
- Interchange Filings
- PUC Publications
- Relay Texas/STAP
- Wholesale Market

Substantive Rules - Chapter 25 Applicable to Electric Service Providers

[Download Complete set of Chapter 25 Rules](#) (Word doc)

[View Complete set of Chapter 25 Rules](#) (pdf *)

Rule	Description/Explanatory Information	Download	Effective
25.TOC *	Table of Contents	25toc.doc	03/08/10
Subchapter A General Provisions			
§ 25.1	Purpose and Scope of Rules	25.1.doc	03/12/03
§ 25.2	Cross-Reference Reference Transition.	25.2.doc	05/07/98
§ 25.3	Severability Clause.	25.3.doc	03/12/03
§ 25.4 *	Statement of Nondiscrimination.	25.4.doc	03/12/03
§ 25.5 *	Definitions.	25.5.doc	03/08/07
§ 25.6	Cost of Copies of Public Information.	25.6.doc	05/27/99
§ 25.8	Classification System for Violations of Statutes, Rules, and Orders Applicable to Electric Service Providers	25.8.doc	10/17/06
Subchapter B Customer Service and Protection			
§ 25.21	General Provisions of Customer Service and Protection Rules.	25.21.doc	05/06/99
§ 25.22	Request for Service.	25.22.doc	05/06/99
§ 25.23	Refusal of Service.	25.23.doc	05/06/99
§ 25.24	Credit Requirements and Deposits.	25.24.doc	05/06/99
§ 25.25	Issuance and Format of Bills.	25.25.doc	01/06/10
§ 25.26	Spanish Language Requirements.	25.26.doc	05/06/99
§ 25.27 *	Retail Electric Service Switchovers.	25.27.doc	03/02/99
§ 25.28 *	Bill Payment and Adjustments.	25.28.doc	05/06/99

FINAL RULE

Subchapter E	Certification, Licensing and Registration.		
§ 25.101*	Certification Criteria.	25.101.doc	01/01/03
§ 25.102	Coastal Management Program.	25.102.doc	01/01/03
§ 25.105 *	Registration and Reporting by Power Marketers.	25.105.doc	06/28/00
§ 25.107 *	Certification of Retail Electric Providers (REPs).	25.107.doc	05/21/09
§ 25.108 *	Financial Standards for Retail Electric Providers Regarding the Billing and Collection of Transition Charges.	25.108.doc	08/15/00
§ 25.109 *	Registration of Power Generation Companies and Self-Generators.	25.109.doc	06/28/00
§ 25.111 *	Registration of Aggregators.	25.111.doc	06/28/00
§ 25.113 *	Municipal Registration of Retail Electric Providers (REPs)	25.113.doc	01/12/03
Subchapter F	Metering		
§ 25.121	Meter Requirements.	25.121.doc	05/30/07
§ 25.122	Meter Records.	25.122.doc	06/11/98
§ 25.123	Meter Readings.	25.123.doc	05/30/07
§ 25.124	Meter Testing.	25.124.doc	06/11/98
§ 25.125	Adjustments Due to Meter Errors.	25.125.doc	06/11/98
§ 25.126	Meter Tampering.	25.126.doc	06/11/98
§ 25.127	Generating Station Meters, Instruments, and Records.	25.127.doc	06/11/98
§ 25.128	Interconnection Meters and Circuit Breakers.	25.128.doc	06/11/98
§ 25.129*	Pulse Metering.	25.129.doc	10/22/01
§ 25.130*	Advanced Metering.	25.130.doc	05/30/07
§ 25.131*	Load Profiling and Load Research.	25.131.doc	04/16/03
Subchapter G	Submetering		
§ 25.141	Central System or Nonsubmetered Master Metered Utilities.	25.141.doc	06/22/99
§ 25.142 *	Submetering for Apartments, Condominiums, and Mobile Home Parks.	25.142.doc	08/11/99
Subchapter H	Electrical Planning: Division 1. Renewable Energy Resources and Use of Natural Gas		
§ 25.172 *	Goal for Natural Gas	25.172.doc	12/29/99
§ 25.173 *	Goal for Renewable Energy	25.173.doc	01/02/09



ERCOT STAKEHOLDER PROCESS

- Meter Tampering Task Force
 - Formed by RMS in January 2010
 - Tasked with updating Retail Market Guide for July 1st processes and developing long-term solutions
 - Created RMG Section 7.16 to deal with meter tampering issues

RETAIL MARKET GUIDE

- <http://www.ercot.com/>

The screenshot shows the ERCOT website interface. At the top, there is a search bar and navigation links for News, Careers, Feeds, FAQ, and Contact Us. Below this is a main navigation bar with links for About ERCOT, Services, Committees and Groups, Market Rules, Market Information, and Grid Information. A banner image of power lines is accompanied by the text: "The Electric Reliability Council of Texas operates the electric grid and manages the deregulated market for 75 percent of the state." To the right of the banner is a "QUICK LINKS" section with a dropdown menu set to "Select One" and a link for "181 days until Nodal Go-Live".

The main content area is divided into several sections:

- VIEW MARKET RULES:** Contains dropdown menus for Protocols, Revision Requests, and Market Guides. The Market Guides dropdown is open, showing options like "Retail Market Guide" which is highlighted in blue. A red arrow labeled "Step 1" points to this dropdown.
- MONITOR THE MARKET:** Contains dropdown menus for Real-Time, Historical, and Load Profiles.
- VIEW DATA AND REPORTS:** Contains a dropdown menu for Reports. A red arrow labeled "Step 2" points to this dropdown.
- FIND A MEETING:** Includes a "View Calendar" link and a table of upcoming meetings.

Date	Day	Meeting Name	Location
Wed 06/02		Nodal Combined-Cycle ...	HOU
Wed 06/02		Texas SET Working Gro...	AUS
Wed 06/02		NOGRR Task Force Me...	AUS
Wed 06/02		TDTWG Meeting	AUS
Wed 06/02		TSP - Nodal Engagemen...	
Thu 06/03		TAC Meeting	AUS
Thu 06/03		NDSWG: Special Meeting	AUS
Fri 06/04		Critical Infrastructure Pr...	AUS
Fri 06/04		Market Trials Market Call	
Fri 06/04		DSWG Meeting/Cancel...	
Fri 06/04		Retail Metering Working ...	
Mon 06/07		Renewable Technolog...	AUS
Mon 06/07		Meter Tampering Training	AUS
Mon 06/07		Market Trials Engagem...	
Tue 06/08		NDSWG Meeting	TAY

At the bottom of the page, there are sections for "2011 SUNSET REVIEW" and "LEARN ABOUT ERCOT". A footer contains copyright information: "© 2005 - 2010 Electric Reliability Council of Texas, Inc. All rights reserved." and links for Feedback, Site Map, Glossary, Terms of Use, and Privacy.

RETAIL MARKET GUIDE

ERCOT

News | Careers | Feeds | FAQ | Contact Us

About ERCOT | Services | Committees and Groups | **Market Rules** | Market Information | Grid Information

Home > Market Rules > Market Guides > Retail Market Guide

Protocols

Market Guides
Commercial Operations Market Guide
Competitive Metering Guide
Data Transport Guides
Load Profiling Guide
Operating Guides
Operating Procedures
Retail Market Guide
Settlement Metering Operating Guide
Texas SET Guides
System Changes
Compliance

RETAIL MARKET GUIDE

The Retail Market Guide is a reference document for rules affecting the competitive retail electric market in Texas. The Retail Market Guide supplements ERCOT Protocols and describes the working relationships between Market Participants doing business in the ERCOT market. Find the most current version of the guide in the Retail Market Guide Library.

RELATED CONTENT

On this site
[Retail Market Subcommittee](#)

Retail Market Guide Revision Request Process

The process for revising the Retail Market Guide is outlined in Section 3, Retail Market Guide Revision Process. Templates for Retail Market Guide Revision Requests (RMGRRs) and other related forms are listed below. For guidelines on submitting revision requests or comments, please refer to the Revision Request and Comment Submission Guidelines. Completed forms should be submitted to RevisionRequest@ercot.com.

In This Section

[Current Retail Market Guide](#)
View the current Retail Market Guide by section.

Retail Market Guide Library
Find monthly versions of Retail Market Guide, along with summaries of revisions.

Retail Market Guide Revision Requests
Find pending RMGRRs, as well as the archive of approved, rejected and withdrawn RMGRRs.

Key Documents

Retail Market Guide Revision Request Form
Form to submit an RMGRR to ERCOT
(01/08/10, .doc, 90 KB)

RMGRR Comments Form
Form to submit comments on an RMGRR
(10/22/07, .doc, 42.5 KB)

Request for Withdrawal Form
(10/22/07, .doc, 38.5 KB)

RMGRR Appeal of Decision Form 123008
(12/30/08, .doc, 40 KB)

RMGRR Timeline
(09/04/09, .doc, 34 KB)

© 2005 - 2010 Electric Reliability Council of Texas, Inc. All rights reserved. [Feedback](#) | [Site Map](#) | [Glossary](#) | [Terms of Use](#) | [Privacy](#)

RETAIL MARKET GUIDE

The screenshot shows the ERCOT website's 'CURRENT RETAIL MARKET GUIDE' page. The page layout includes a header with the ERCOT logo, a search bar, and navigation links for News, Careers, Feeds, FAQ, and Contact Us. A secondary navigation bar contains links for About ERCOT, Services, Committees and Groups, Market Rules (selected), Market Information, and Grid Information. Below this is a breadcrumb trail: Home > Market Rules > Market Guides > Retail Market Guide > Current Retail Market Guide. A left-hand sidebar lists various guides, with 'Retail Market Guide' highlighted. The main content area lists nine sections, with 'Section 7: Market Processes' (dated 03/15/2010, 484 KB) highlighted with a red rectangular box. Other sections include Purpose, Definitions and Acronyms, Retail Market Guide Revision Process, PUCT Requirements, Electric Reliability Council of Texas (ERCOT), Retail Market Subcommittee Working Groups, Municipalities and Cooperatives, and Appendices. A 'Table of Contents' link is also present. The footer contains copyright information for 2005-2010 and links for Feedback, Site Map, Glossary, Terms of Use, and Privacy.

ERCOT

News | Careers | Feeds | FAQ | Contact Us

About ERCOT | Services | Committees and Groups | **Market Rules** | Market Information | Grid Information

Home > Market Rules > Market Guides > Retail Market Guide > Current Retail Market Guide

Protocols

Market Guides

Commercial Operations Market Guide

Competitive Metering Guide

Data Transport Guides

Load Profiling Guide

Operating Guides

Operating Procedures

Retail Market Guide

Settlement Metering Operating Guide

Texas SET Guides

System Changes

Compliance

CURRENT RETAIL MARKET GUIDE

View the most recent version of the Retail Market Guide below. Find historical versions in the Retail Market Guide Library.

Section 1: Purpose
(11/29/2006, .doc, 70.5 KB)

Section 2: Definitions and Acronyms
(07/30/2009, .doc, 81 KB)

Section 3: Retail Market Guide Revision Process
(08/30/2009, .doc, 109 KB)

Section 4: Public Utility Commission of Texas (PUCT) Requirements
(11/29/2006, .doc, 68 KB)

Section 5: Electric Reliability Council of Texas (ERCOT)
(02/12/2009, .doc, 77.5 KB)

Section 6: Retail Market Subcommittee Working Groups
(06/29/2009, .doc, 82.5 KB)

Section 7: Market Processes
(03/15/2010, .doc, 484 KB)

Section 8: Municipalities and Cooperatives
(08/18/2009, .doc, 254.5 KB)

Section 9: Appendices
(01/19/2010, .doc, 1.4 MB)

Table of Contents
(03/24/2010, .doc, 43 KB)

© 2005 - 2010 Electric Reliability Council of Texas, Inc. All rights reserved. Feedback | Site Map | Glossary | Terms of Use | Privacy

TDSP ACTIONS UPON DETERMINATION DURING FIELD SERVICE ACTIVITY

- MVI
 - Complete Unexecutable (814_28) with reason code “T019”
 - If hazardous conditions exist TDSP may disconnect service
 - Notify REP via 650_04 with reason code “TM001”

TDSP ACTIONS UPON DETERMINATION DURING FIELD SERVICE ACTIVITY

■ MVO

- Move-out request does not include reason code “2MR”
 - Complete Unexecutable (814_28) with reason code “T019”
 - If a disconnection of service is necessary the REP will be notified via 650_04 with reason code “TM001”
- Move-out request includes reason code “2MR’
 - MVO will be completed as requested

TDSP ACTIONS UPON DETERMINATION DURING FIELD SERVICE ACTIVITY

■ DNP

- If tampering does not create a hazardous condition DNP will be completed
- If unsafe condition exists TDSP may
 - Complete DNP from an alternate location; or
 - Not complete DNP and send REP 650_02 with reason code "T019"; or
 - Suspend service, remove meter, and send REP 650_04 with reason code "TM001"

TDSP ACTIONS UPON DETERMINATION DURING FIELD SERVICE ACTIVITY

- RNP
 - If tampering does not create a hazardous condition RNP will be completed
 - If unsafe condition exists TDSP may
 - Not complete RNP and send REP 650_02 with reason code “T019”; or
 - Suspend service, remove meter, and send REP 650_04 with reason code “TM001”
- All existing DNP/RNP rules and processes remain in effect

REP/CUSTOMER NOTIFICATION TO TDSP

- TDSPs will have either an e-mail, website, or phone number available for REPs or Customers to report Tampering

	Website or E-mail	Telephone
AEP	www.ReportPowerTheft.com	1-877-373-4858
CNP	www.centerpointenergy.com/services/electricity/residential/metertheft	713-207-7225 or toll free 877-570-5770
Oncor	www.oncor.com	888-313-6862
SULP		956-687-5600
TNMP	MPRelations@tnmp.com	800-738-5579

USAGE AND INVOICE CHARGES

- Upon determination of tampering TDSPs will provide cancel/rebill transactions for impacted prior period 867 and 810 transactions
 - Rebilled usage will be coded as Estimated usage with reason code “04”
 - Rebilled invoices will reflect changes due to tampering with any additional tampering/meter replacement charges

USAGE AND INVOICE CHARGES

- If tampering related discretionary charges apply with no consumption impact
 - TDSPs generate cancel/rebill transactions
 - 867 Usage cancel/rebill will reflect zero usage impact
 - 810 Invoice cancel/rebill will reflect additional discretionary charges
 - Cancel/rebill transactions will apply the prior billing period immediately preceding the tampering determination

PLACING OF A SWITCH-HOLD

- Upon determination that tampering has occurred TDSP will place a Meter Tampering switch-hold on the ESIID
 - Only the TDSP may place the Meter Tampering switch-hold on an ESIID
 - Switch-hold is tied to the premise not the customer
 - Switch-hold will stop any switch or move-in from occurring on the ESIID

TDSP NOTIFICATION TO REP

- TDSPs will provide two switch-hold lists each business day
 - Primary List
 - Includes all ESIIDs currently with switch-hold flag in TDSP systems
 - Available to all REPs
 - Secondary List
 - Includes all ESIIDs currently with switch-hold flag for a single REP
 - Available only to the REP whose customers are on the list

SWITCH-HOLD LIST

- File locations:
 - CNP – <ftp:centerpointenergy.com>
 - Oncor – <ftp:oncor.com>
 - AEP – <lft:aep.com>
 - TNMP – <ftp:tnmp.com>
 - Sharyland – <https://secure.file-works.com/fwlogin.cfm?bhcp=1>

SWITCH-HOLD LIST

- Utilize existing ftp sites and processes
 - Existing ftp username and passwords will provide access
 - If you do not have username and passwords contact your REP Relations representative to receive them
 - Oncor/Sharyland/TNMP
 - Top level folder accessible by all REPs will contain primary list
 - REP specific sub-folders will contain secondary lists
 - Centerpoint/AEP
 - Both primary and secondary lists will be posted in the REP of Record folder

SWITCH-HOLD LIST

- Lists will be posted by 9:00am CST each business day
- List format is defined in RMG Appendix J1
 - ESIID
 - Switch-hold Start Date
- File Naming Conventions
 - Primary List
 - <TDSPDUNS><“SWITCHHOLD”><MMDDYYYY>.txt
 - 1039940674000SWITCHHOLD07012010.txt
 - Secondary List
 - <TDSPDUNS><“SWITCHHOLD”><REPDUNS><MMDDYYYY>.txt
 - 1039940674000SWITCHHOLD10811454207012010.txt

SWITCH-HOLD LIST

- What if there are no accounts on switch-hold?
 - All TDSPs will post files that are blank
- What happens if there is a system error and a file isn't posted for a day?
 - All TDSPs will post the next day's file, there will not be two files or any archive files

SWITCH HOLD PROCESS

■ Switches

- TDSP shall reject the request by sending the 814_04, Switch/Move-In CR Notification Response, with the reason code “A13” and “SWITCH HOLD” in the text description field
- REP will receive 814_05 Reject Response, with the reason code “A13” and “SWITCH HOLD” in the text description field
- No method for removing Hold for a switch except by the REP of Record

SWITCH HOLD PROCESS

- MVI

- TDSP shall reject the request by sending the 814_04, Switch/Move-In CR Notification Response, with the reason code “A13” and “SWITCH HOLD” in the text description field
- REP will receive 814_05 Reject Response, with the reason code “A13” and “SWITCH HOLD” in the text description field

SWITCH HOLD PROCESS

- MVI

- TDSP shall reject the request by sending the 814_04, If 814_05 Accept has already been sent prior to determination of tampering; TDSP will Complete Unexecutable (814_28) with reason code "T019"
 - Oncor only> If the MVI scheduled prior to the Tampering Determination is within 36 hours of the scheduled date, the MVI will complete.

REMOVAL OF SWITCH HOLD (MVI)

- RMG Section 7.16.4.3.2 defines a detailed process for removing a switch hold for a valid MVI request
- MarkeTrak will be the only way that a removal of a switch hold for a MVI request will be processed
 - No e-mails, spreadsheets, or other off-line processes

REMOVAL OF SWITCH HOLD (MVI)

- Request to remove switch hold must include two documents
 - One of these documents
 - Copy of signed lease;
 - Affidavit of landlord;
 - Closing documents;
 - Certificate of occupancy; or
 - Utility bill, in the Customer's name, dated within the last two months from a different Premise address
 - New Occupant Statement
 - Found in RMG Appendix J2

REMOVAL OF SWITCH HOLD (MVI)

- What if the customer doesn't have one of those documents?
 - PUCT rule allows the use of “comparable documents”
 - What is a comparable document?
 - Establish residency of customer at a premise (positive or negative) on a specific date
 - TDSPs prefer documents off the list, use of other documents will be “messy”

REMOVAL OF SWITCH HOLD (MVI)

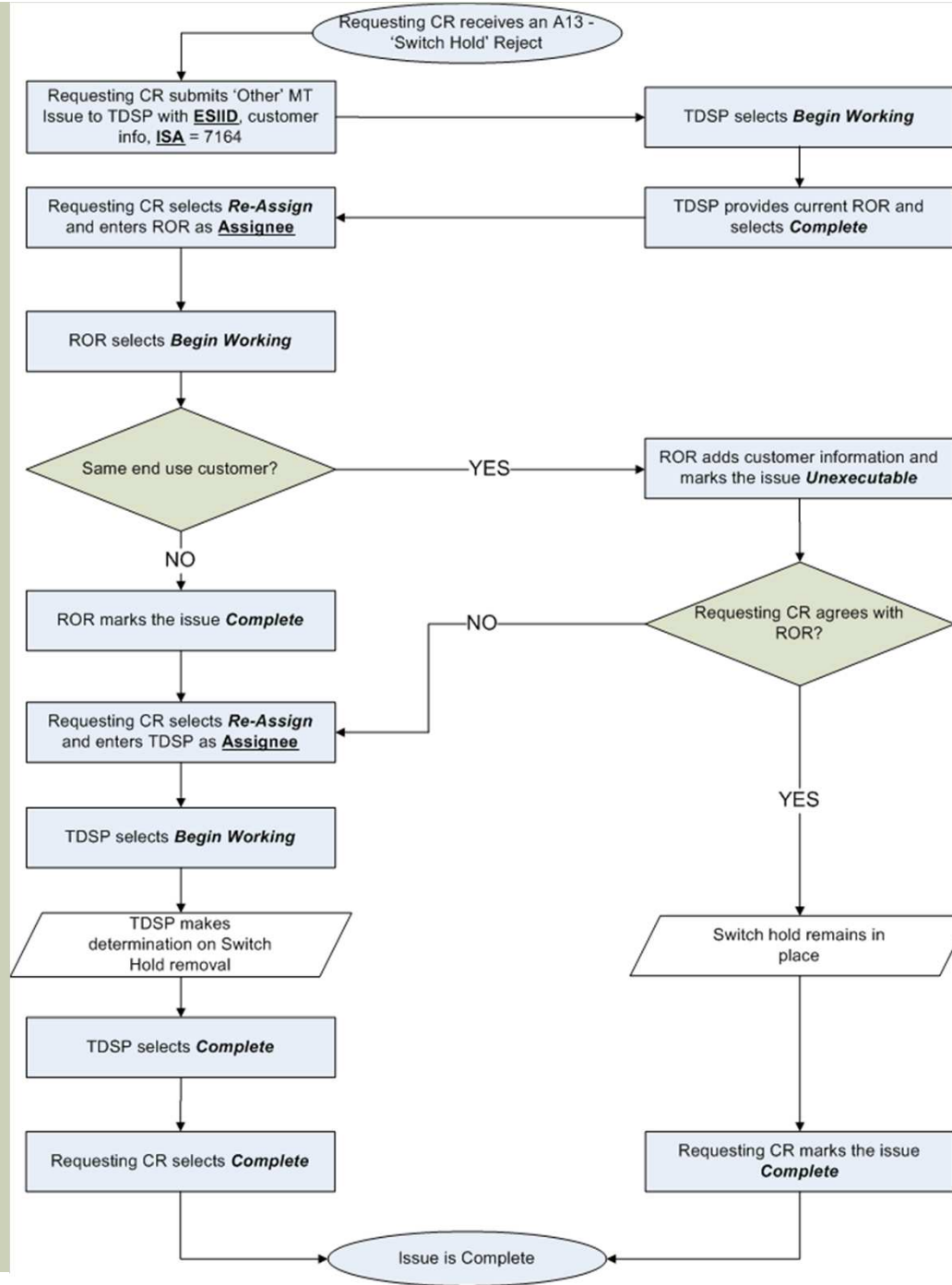
■ Timelines

- Entire process must be completed within 4 hours
- REP of Record has one hour from receipt of MarkeTrak issue to reply
 - Failure to meet this timeline requirement will result in removal of switch hold without exception, with no recourse for the REP of Record
- Gaining REP has 30 minutes to transition issue between TDSP and REP of Record
 - Failure to meet this timeline requirement can result in rejection of removal of switch hold request

REMOVAL OF SWITCH HOLD (MVI)

■ 6 Step Process

1. Gaining REP creates MarkeTrak issue and assigns to TDSP
2. TDSP can accept or reject issue; assigns to Gaining REP with REP of Record identified in response (1 hour)
3. Gaining REP assigns to REP of Record (1/2 hour)
4. REP of Record can agree or disagree; assigns to Gaining REP (1 hour)
5. Gaining REP assigns to TDSP (1/2 hour)
6. TDSP makes final determination; assigns to Gaining REP (1 hour)



REMOVAL OF METER TAMPERING SWITCH HOLD

- REP of Record Request
 - Per (h)(1) in new PUCT rule language, “The REP via a standard market process shall submit a request to remove the switch-hold once satisfactory payment is received from the retail customer for the back-billings and meter repair and restoration charges.”
 - REPs will use MarkeTrak process defined in RMG 7.16.4.4

RMG 7.16.4.4 (REP)

- By 1500 each Business Day, the REP of Record may submit a MarkeTrak issue to the TDSP to remove the switch hold and to remove the ESI ID from the next Business Day's switch hold list provided by the TDSP per Section 7.16.3, Transmission and/or Distribution Service Provider Switch Hold Notification, using the following process:
 - Create an individual MarkeTrak issue for each ESI ID to be removed from the switch hold list using the "Other" subtype;
 - Include the number "71644" in the ISA Number field of the MarkeTrak issue;
 - Populate the ESI ID field; and
 - Assign the issue to the TDSP.

RMG 7.16.4.4 (TDSP)

- The TDSP, upon receipt of MarkeTrak issue, will perform one of the following:
 - Remove the switch hold; or
 - Reject the issue due to the following:
 - Incorrect MarkeTrak issue subtype;
 - Incorrect ISA Number or ISA Number field is not populated; or
 - Incorrect ESI ID or ESI ID field is not populated.

REMOVAL OF SWITCH HOLD

- MVO
 - TDSP will remove a switch-hold from an ESIID upon completion of a Move-Out Request
 - Sending a MVO after DNP will remove the Switch Hold
- CSA
 - Upon receipt of a move-out to Continuous Service Agreement (CSA) for an ESIID under a switch-hold, the TDSP shall remove the switch hold upon completion of the move-out and then complete the CSA move-in

REMOVAL OF SWITCH HOLD

- POLR
 - TDSP will remove switch hold on any ESIIDs that are part of the Mass Transition event; and
 - TDSP will provide CRs (both POLR and non-POLR) a list of ESIIDs that previously had a switch-hold due to tampering in which the switch-hold was removed as a result of the Mass Transition event
- DNP
 - Does not remove Switch Hold
 - All existing DNP/RNP rules remain in effect

TAMPERING INVESTIGATION INFORMATION

- Centerpoint, TNMP, and Sharyland
 - Utilize ftp sites with same folders to post files to REP of Record
- AEP
 - Utilize the Online Self-Service Portal with documents posted in the same manner of the switch hold lists
- Oncor
 - Utilize Online Self Service Portal

TAMPERING INVESTIGATION INFORMATION (ONCOR)

- <https://crip.oncor.com/cripweb/>

The screenshot displays the ONCOR Competitive Retailer Information Portal. The header includes the ONCOR logo and the title "Competitive Retailer Information Portal". Below the header, there are navigation buttons for "Home" and "Tools". A red arrow labeled "Step 1" points to the "Tools" button. A dropdown menu is open under "Tools", listing "Meter Data Portal", "ESI ID Lookup", "User Profile", "Subscriptions", and "Tampered Meter". A second red arrow labeled "Step 2" points to the "Tampered Meter" option. The user ID "UserID: repBaft" is visible in the top right corner. At the bottom of the page, a welcome message reads: "Welcome To Competitive Retailer Information Portal Application".

TAMPERING INVESTIGATION INFORMATION (ONCOR)

The screenshot displays the ONCOR Competitive Retailer Information Portal. At the top left is the ONCOR logo. The page title is "Competitive Retailer Information Portal". A navigation bar contains buttons for "Home", "Tools", "Documentation", "Feedback", and "Logout". The user ID "UserID: repBaft" is displayed in the top right. The main heading is "Tampered Meter Look Up", with a link to "Tampered Meter Look Up Home". Below this is a search section titled "Search Tampered Meter - Please select your 'Search Options'". It features two radio buttons for "Search By Premise ID" (selected) and "Search By Date Range". There are input fields for "Enter Premise ID:", "From Date:", and "To Date:". The "From Date" and "To Date" fields include calendar icons. At the bottom of the search section are "Submit" and "Reset" buttons.

ONCOR Competitive Retailer Information Portal

Home Tools Documentation Feedback Logout UserID: repBaft



Tampered Meter Look Up Tampered Meter Look Up Home

Tampered Meter Look Up Home

Search Tampered Meter - Please select your "Search Options".

Search-Criteria: Search By Premise ID Search By Date Range

Enter Premise ID:

From Date:  To Date: 

Submit Reset

QUESTIONS



Michael Matlock michael.matlock@gexaenergy.com
Maria Martinez Maria.Martinez@oncor.com