## MarkeTrak Users Guide

Section 2: Inadvertent Gain

## Submitting a Rescission-based Issue

Per the Retail Market Guide Section 7.2.5, only the gaining CR in a rescission scenario may utilize the rescission-based MarkeTrak process to initiate reinstatement of a customer to its original CR. If, upon contact with the customer, the gaining CR receives or has received a valid rescission per PUC Rule 25.474(j), the gaining CR should proceed with submission through the *Customer Rescission* subtype.

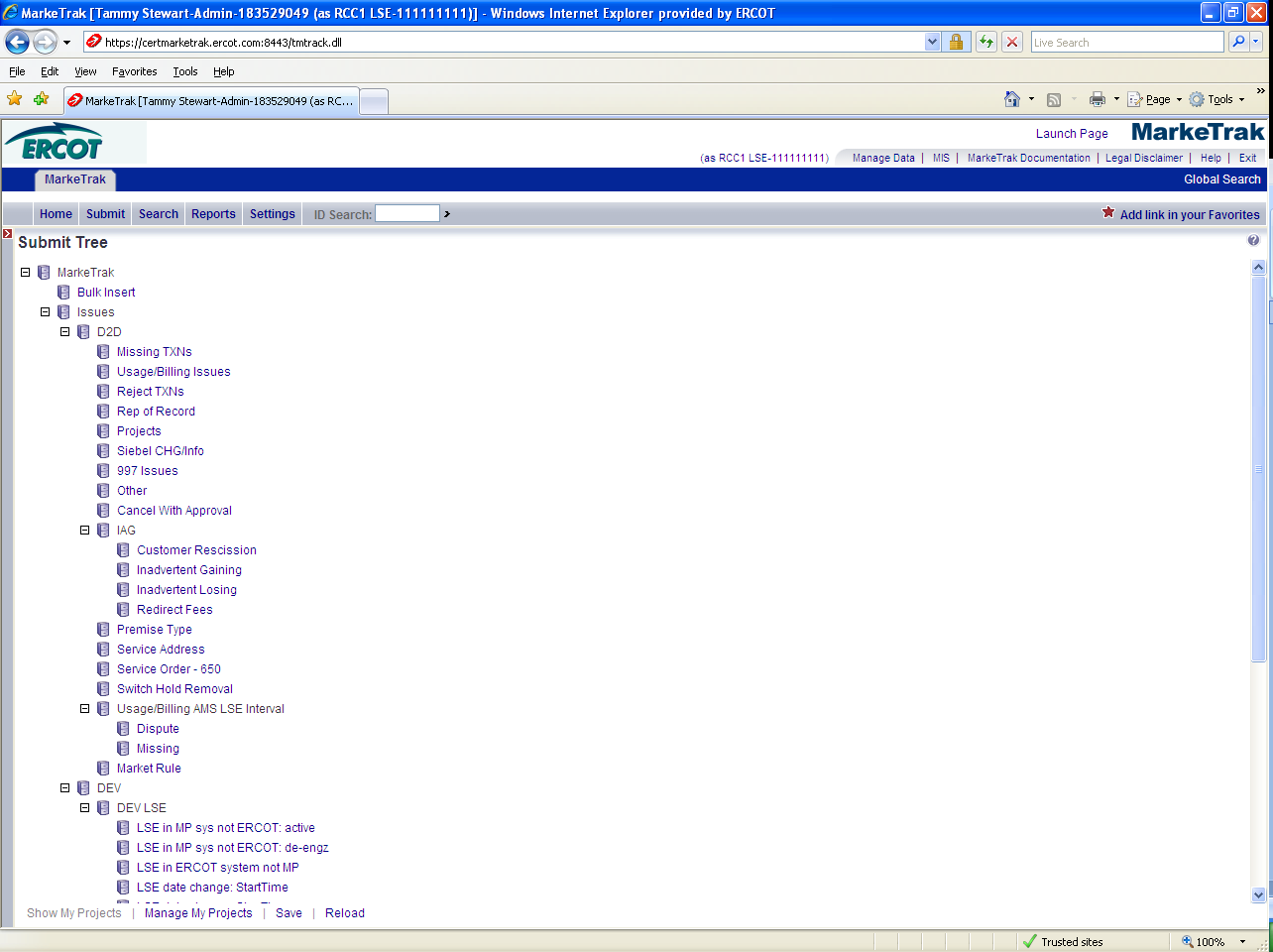
In order for an issue to be submitted through this subtype, it must be submitted on or before the twenty-fifth (25th) calendar day following ERCOT’s established First Available Switch Date (FASD). Should a matter of rescission need to be resolved, but an *Customer Rescission* issue has not been submitted for this purpose within the specified timeframe, the two CRs should work to resolve this issue through the *Inadvertent Gaining* subtype as outlined in Section 2.1.3.2.

The submitter should include any details, (ex. customer name), which may expedite resolution of the issue.

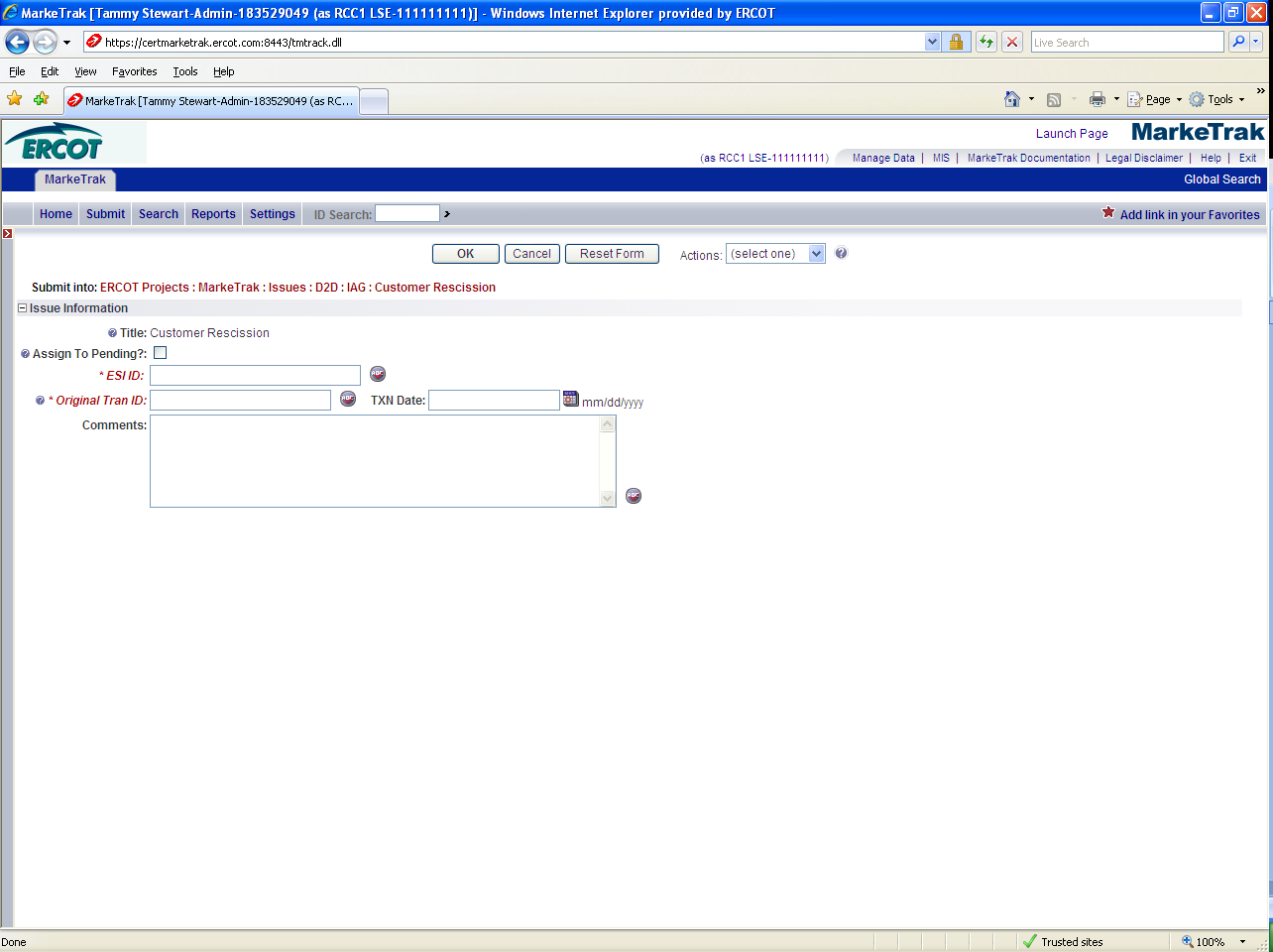
Main Success Scenario:

Gaining CR submits issue, Losing CR agrees to regain, Losing CR submits BDMI, reinstates ESIID one day following DOL

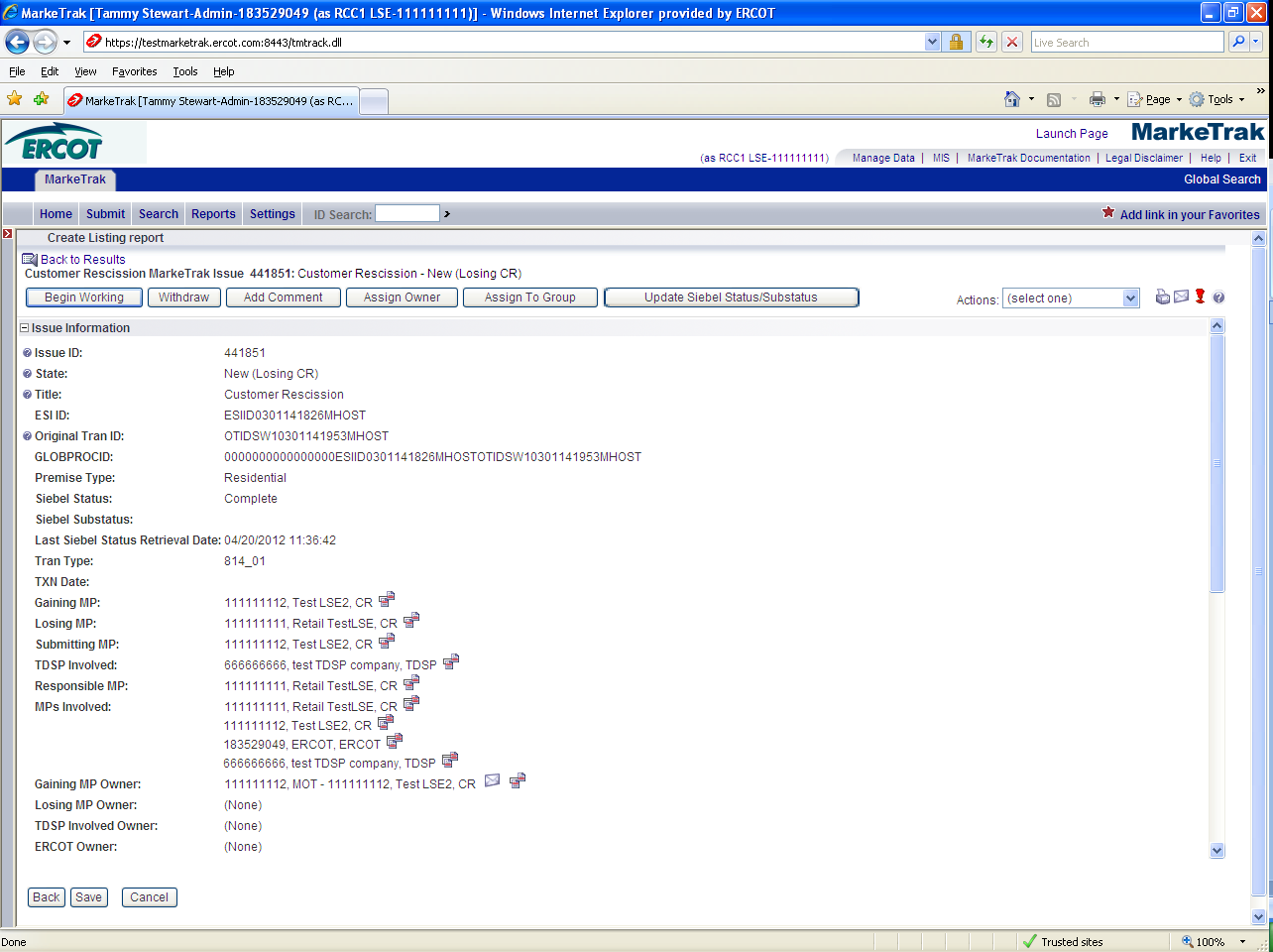
1. Gaining CR selects “Customer Rescission” from Submit Tree



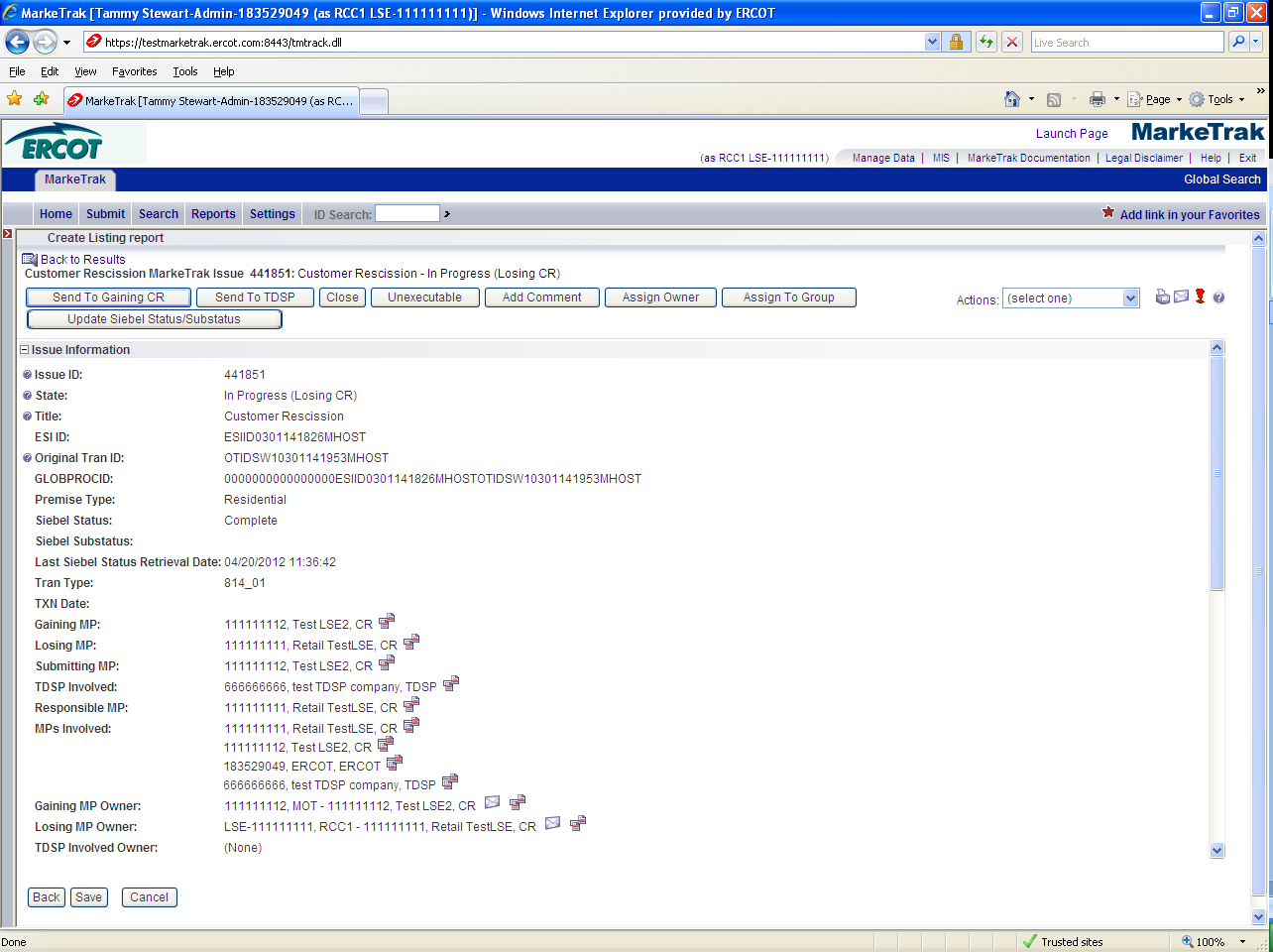
1. Gaining CR populates comments (optional), Original Tran ID, ESIID, and selects “OK”

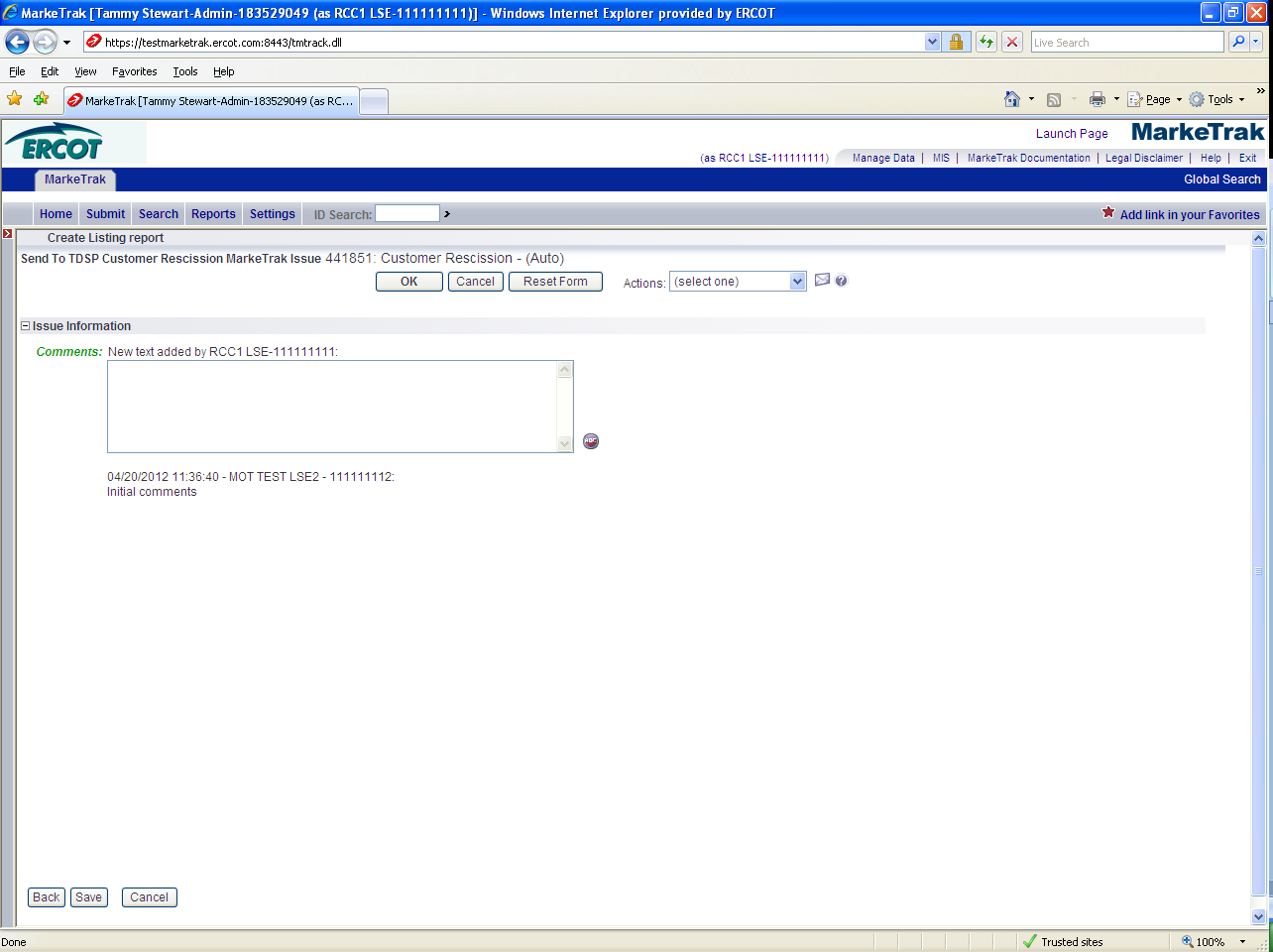


1. ERCOT validates ESIID, submission timeframe and valid originating transaction.
2. Once validation is complete, MarkeTrak Issue is created and ERCOT updates the issue with the following information:
   1. Losing CR Name and Duns
   2. TDSP Name and Duns
   3. Gaining CR ROR = Y or N
   4. Gaining CR Start Date
   5. Regain Date – auto populated by ERCOT. Calculation is Gaining CR Start Date plus 1 calendar day.
3. MarkeTrak issue is assigned to the state of “New (Losing CR)” with the Losing CR as the Responsible Party
4. Losing CR user selects “Begin Working”

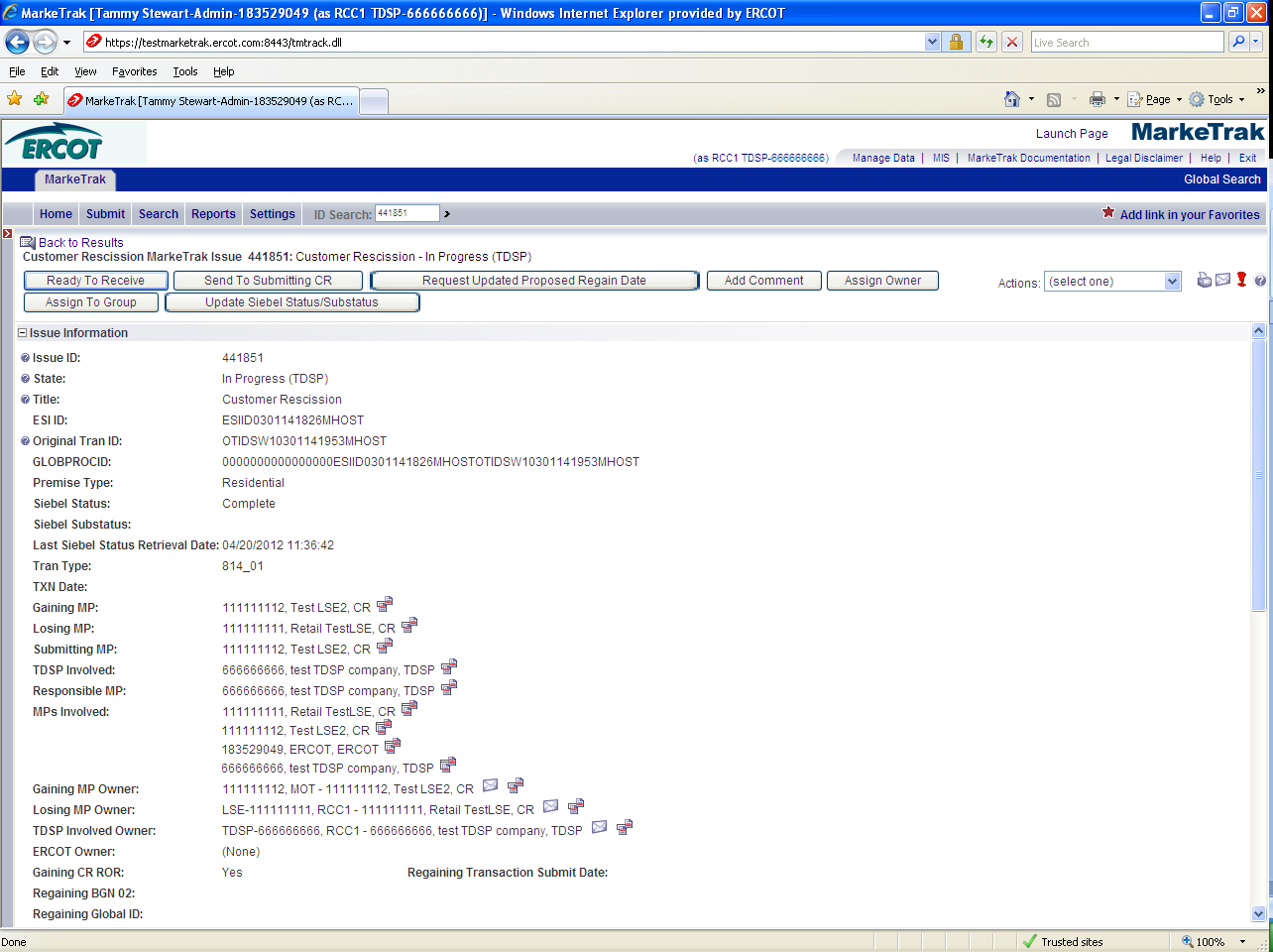


1. MarkeTrak issue is assigned to the state of “In Progress (Losing CR)” with the Losing CR as the Responsible Party
2. Losing CR selects “Send to TDSP”

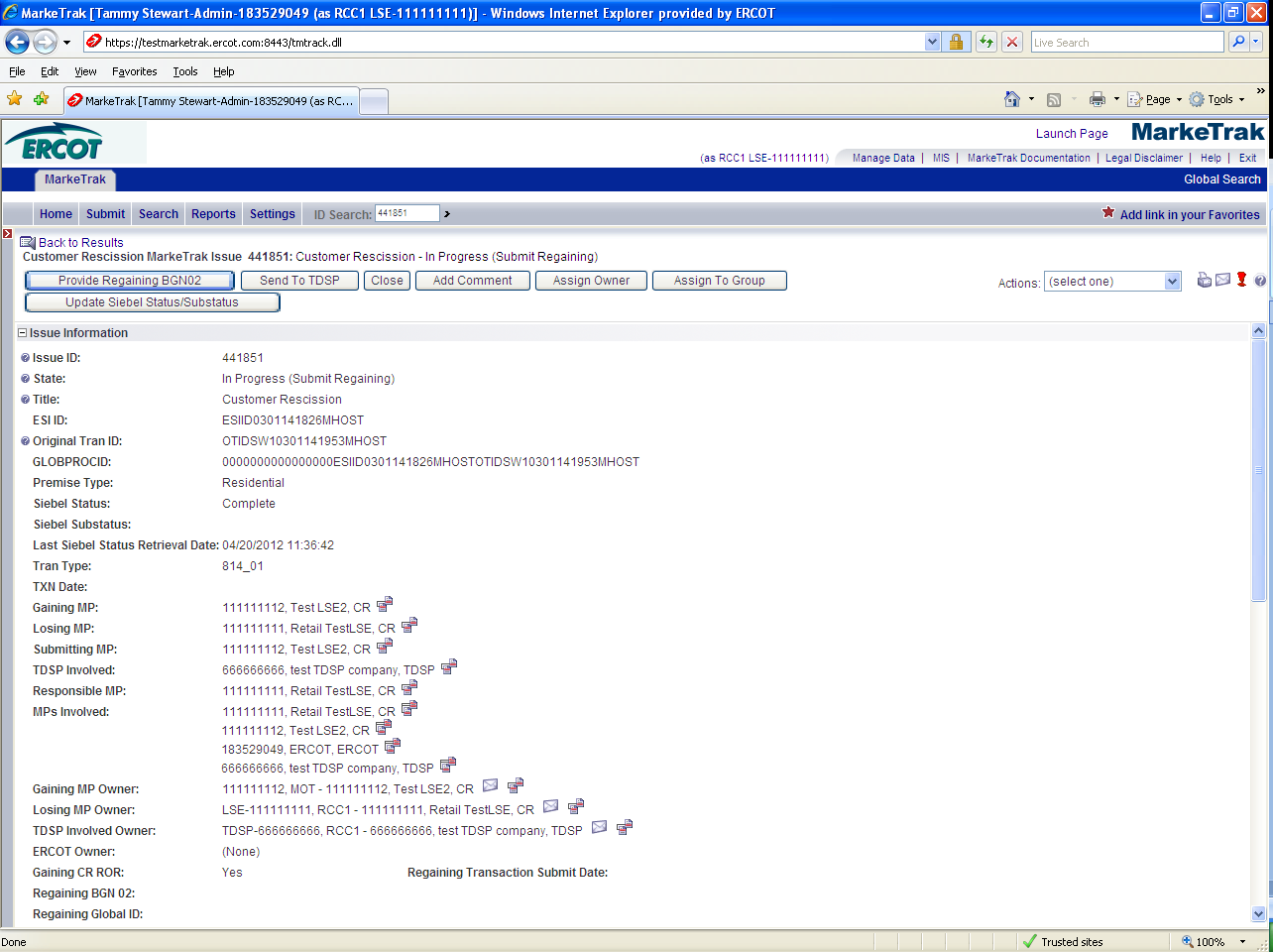




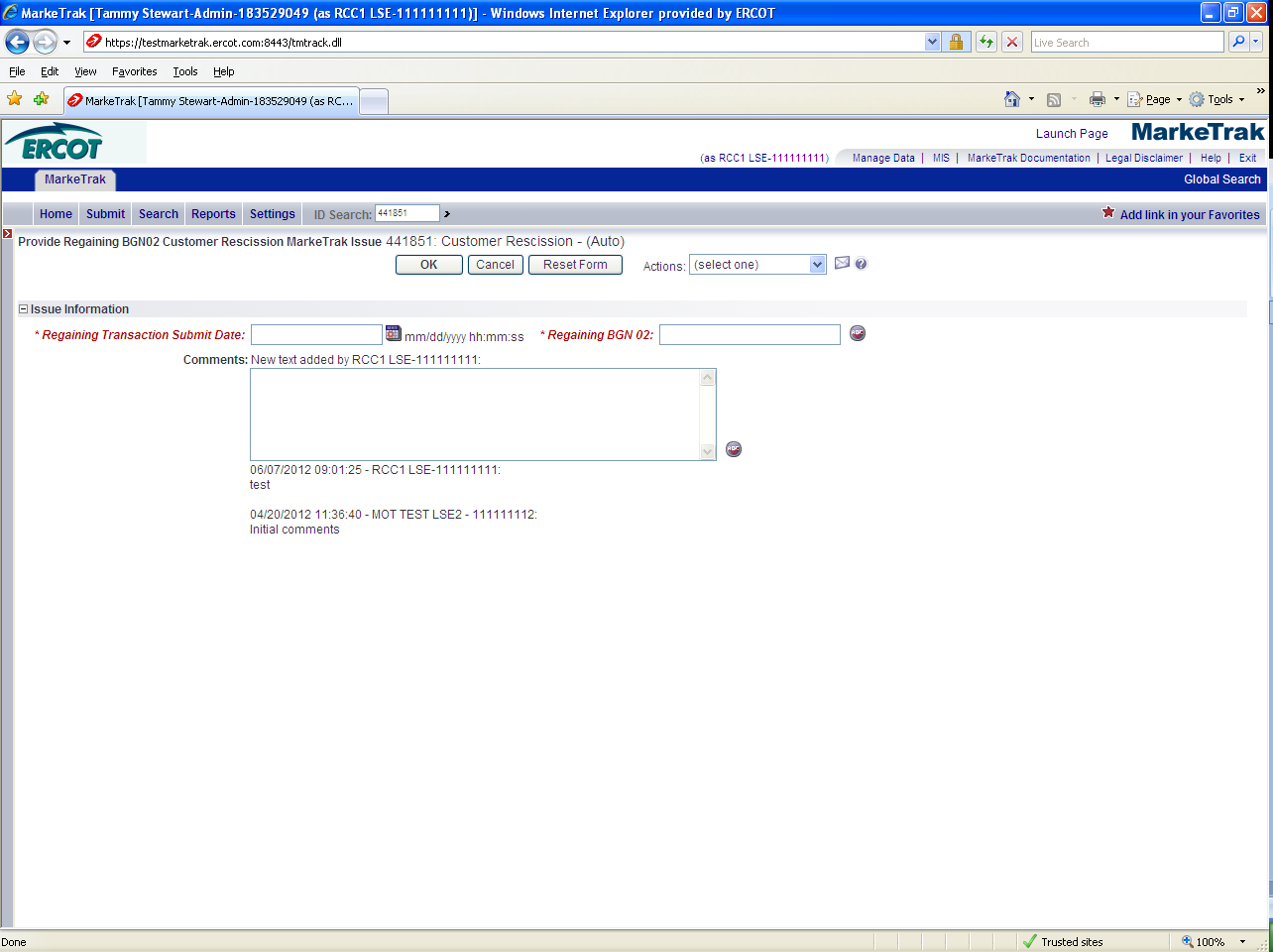
1. Issue is in a state of “New (TDSP)” with TDSP as Responsible MP
2. TDSP selects “Begin Working”
3. Issue is in a state of “In Progress (TDSP)” with TDSP as Responsible MP
4. TDSP selects “Ready to Receive”



1. Issue is in a state of “New (Losing CR Submit)” with the Losing CR as Responsible MP.
2. Losing CR selects “Begin Working”
3. Issue is in a state of “In Progress (Submit Regaining)” with the Losing CR as Responsible MP
4. Losing CR selects “Provide Regaining BGN02”



1. Losing CR populates all required information
   1. Regaining Transaction Submit Date
   2. Regaining BGN 02



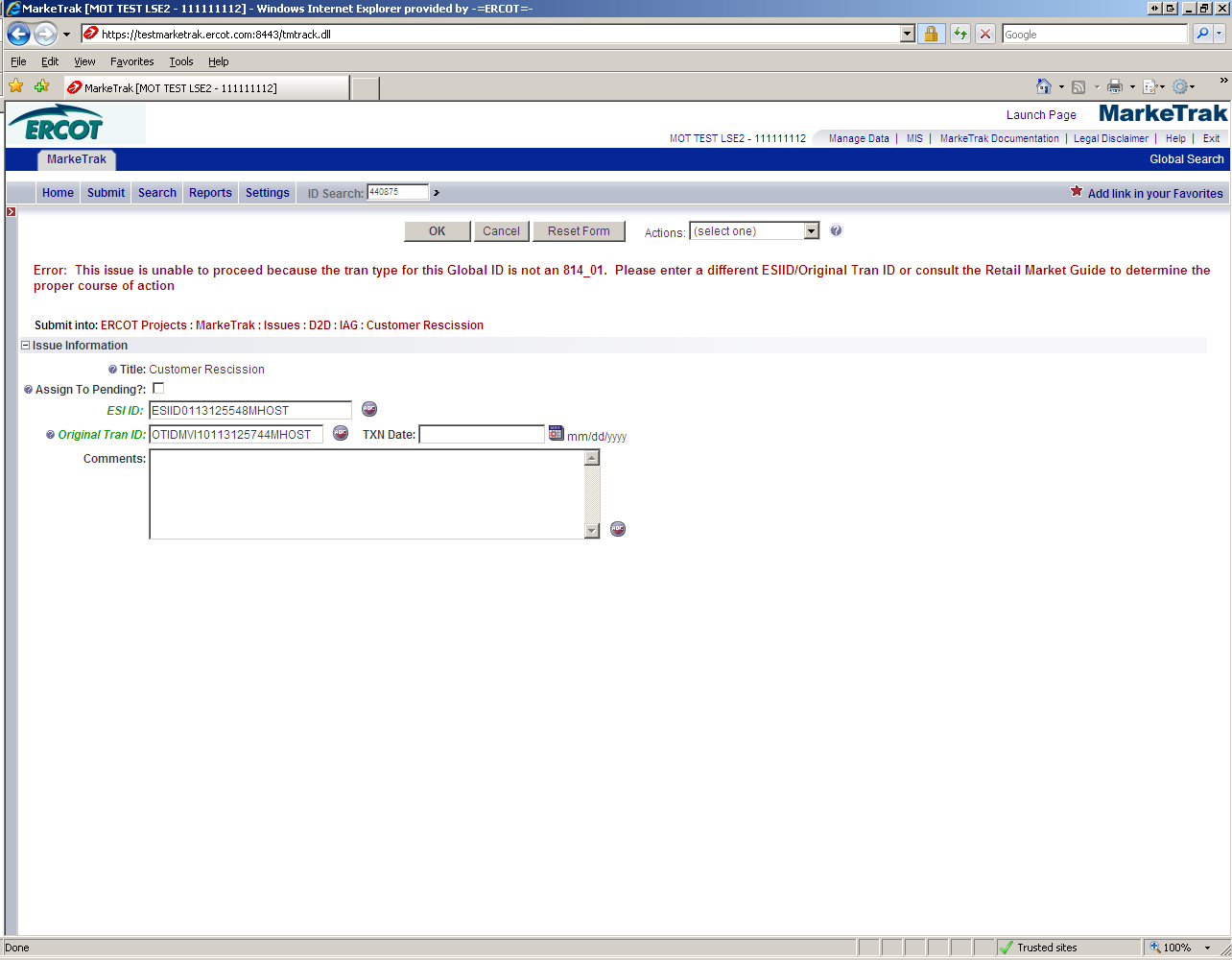
1. Issue is in a state of “Regaining Transaction Submitted (PC) with the Gaining (Submitting CR) as Responsible MP
2. Once the regaining transaction has been successfully sent to the Market by (Losing/Original CR), Siebel will automatically:

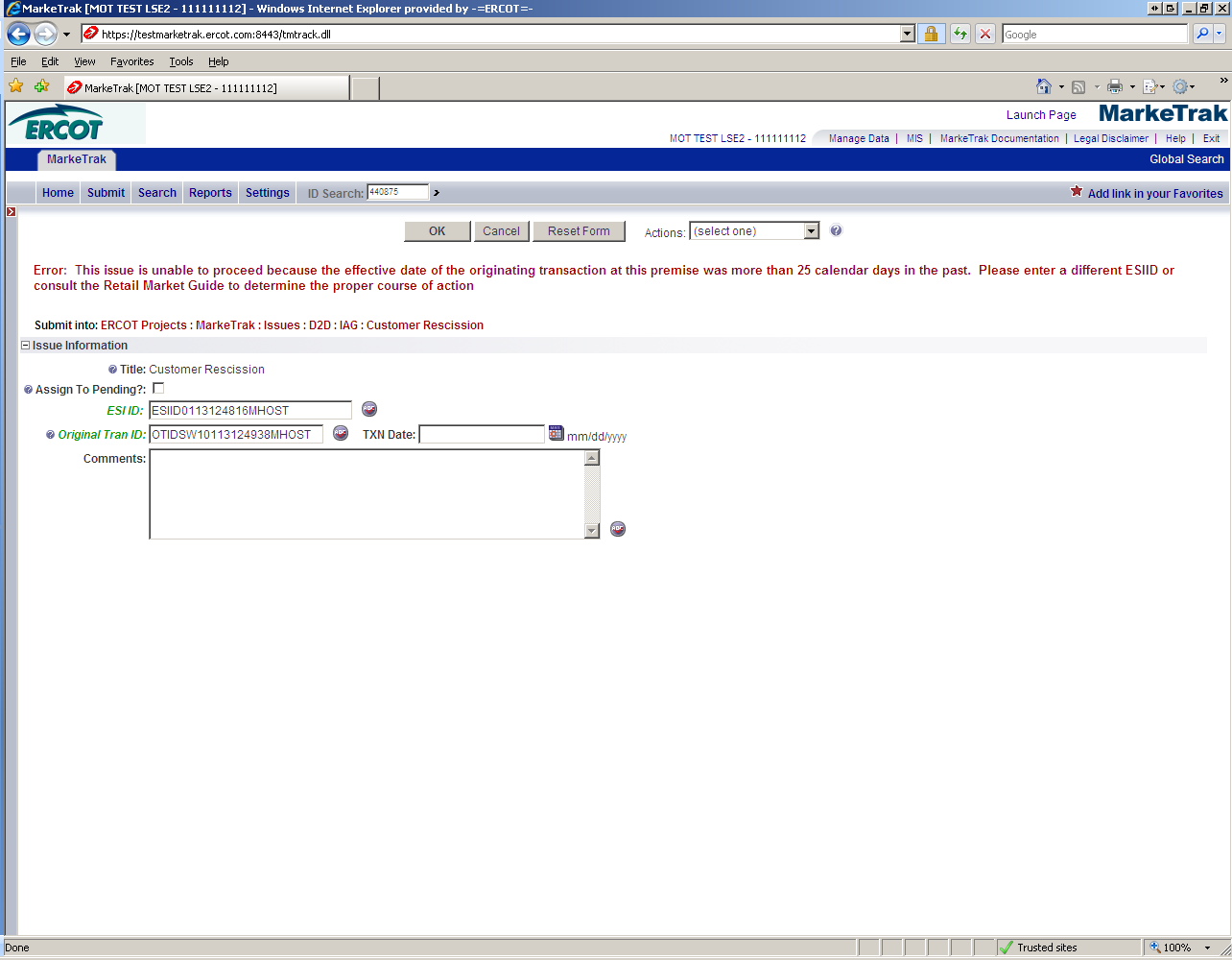
* Check Regaining Transaction Siebel Status every 30 minutes using the BGN 02 from the new initiating transaction
* Update the issue with the current Regaining Transaction Siebel Status
* The issue will move to a state of “Complete” with the Submitting MP as the Responsible Party once the Regaining Transaction Siebel Status is Complete.
  + - 1. Example: CR Submits *Customer Rescission* Issue Outside Allowed Timeframe, or for a BGN which was not an 814\_01 transaction.

If the user attempts to submit an ESIID/BGN combination where the originating transaction is outside the 25 calendar day window, or is not an 814\_01, MarkeTrak will not allow the issue to proceed. The user may either cancel the submission, or enter a valid ESIID/BGN combination and attempt to proceed.

Extension Scenario: Gaining CR attempts to submit issue, ERCOT displays error message, Gaining CR enters new ESIID which passes validation, issue proceeds.

1. Gaining CR selects “Customer Rescission” from Submit Tree
2. Gaining CR populates comments (optional), enters ESIID, Original Tran ID, and selects “OK”
3. ERCOT validates ESIID, submission timeframe and originating tran type; determines ESIID/BGN did not pass validation for one of these reasons (814\_01 or 25 calendar day error)
4. Error message is displayed: “This issue is unable to proceed because the current REP of Record did not enroll this premise [via 814\_01 or within 25 calendar days]. Please enter a different ESIID or consult the Retail Market Guide to determine the proper course of action.”





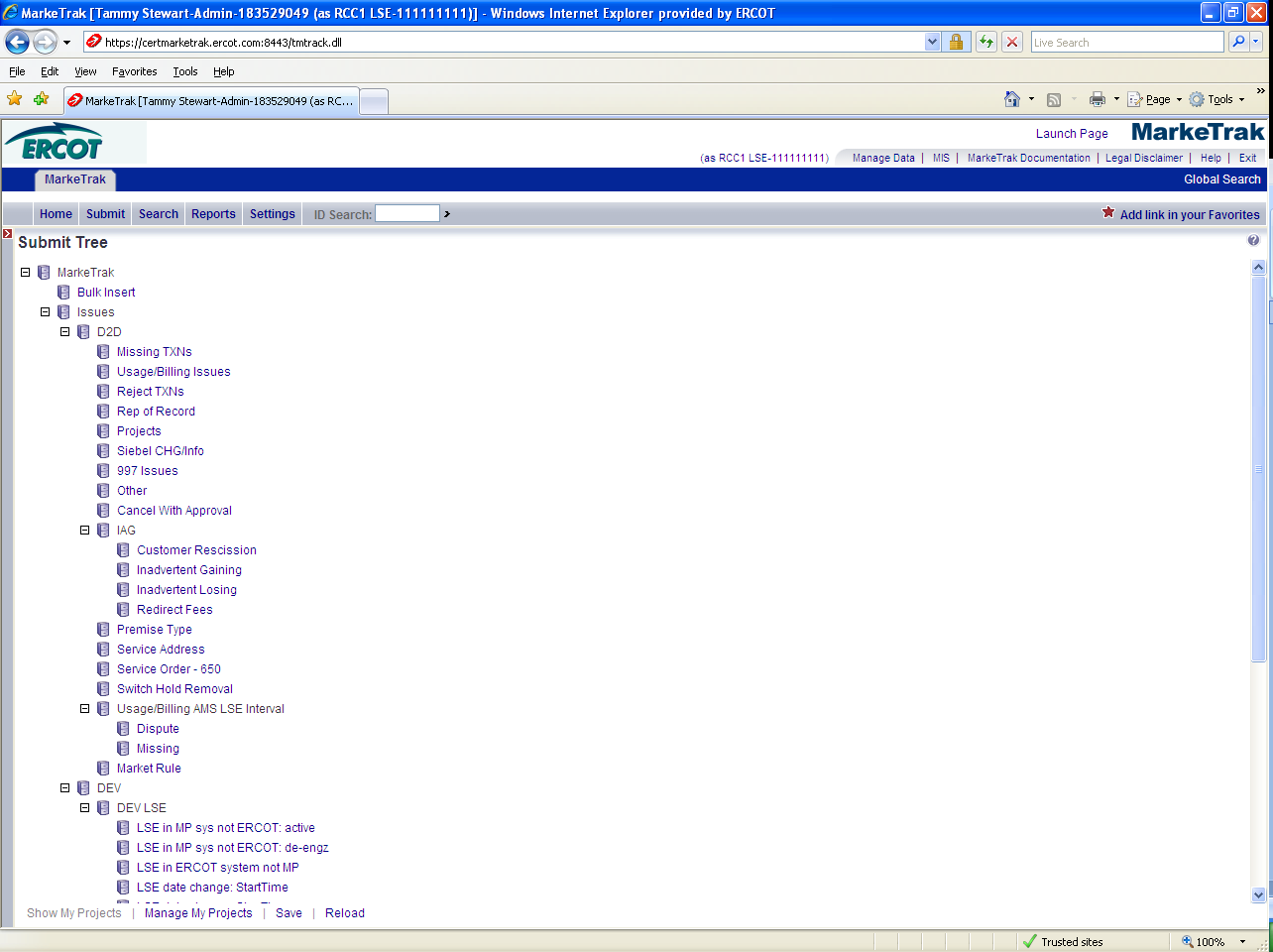
1. Gaining CR enters new ESIID/Original Tran ID and clicks “OK”
2. ERCOT validates submission timeframe and originating tran type.
3. Validation is successful and the issue is created and follows normal Customer Rescission workflow.

2.1.4.3: Losing CR Unexecutes MarkeTrak *Customer Rescission* issue

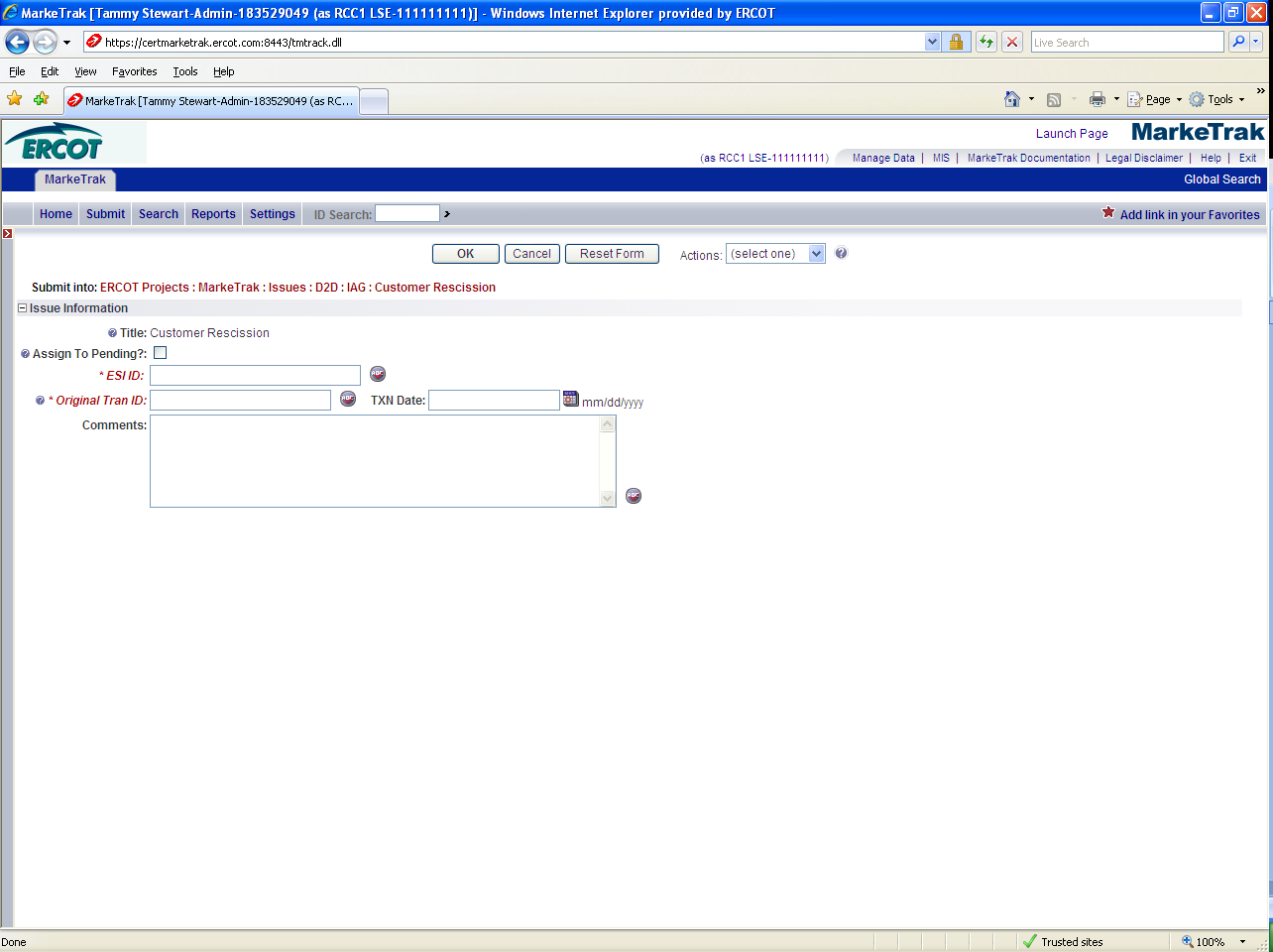
The Losing CR may choose to Unexecute the issue upon receipt. This does not automatically end the ability to do any further work within the issue; the Gaining CR may choose to accept the Unexecutable transition, or may proceed.

Extension Scenario: Gaining CR submits issue, Losing CR clicks Unexecutable, Gaining CR returns issue to Losing CR, Losing CR agrees to regain

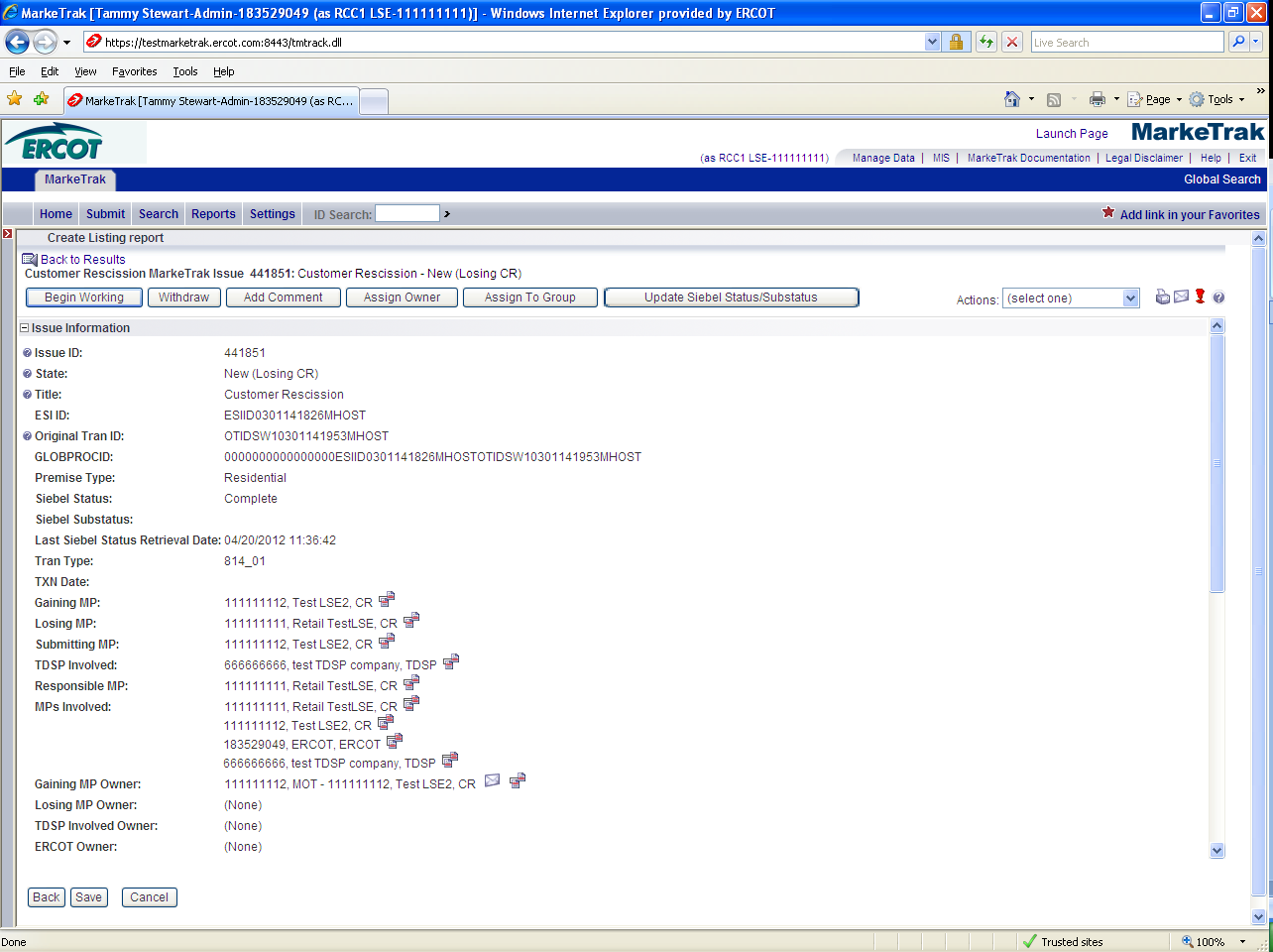
1. Gaining CR selects “Customer Rescission” from Submit Tree



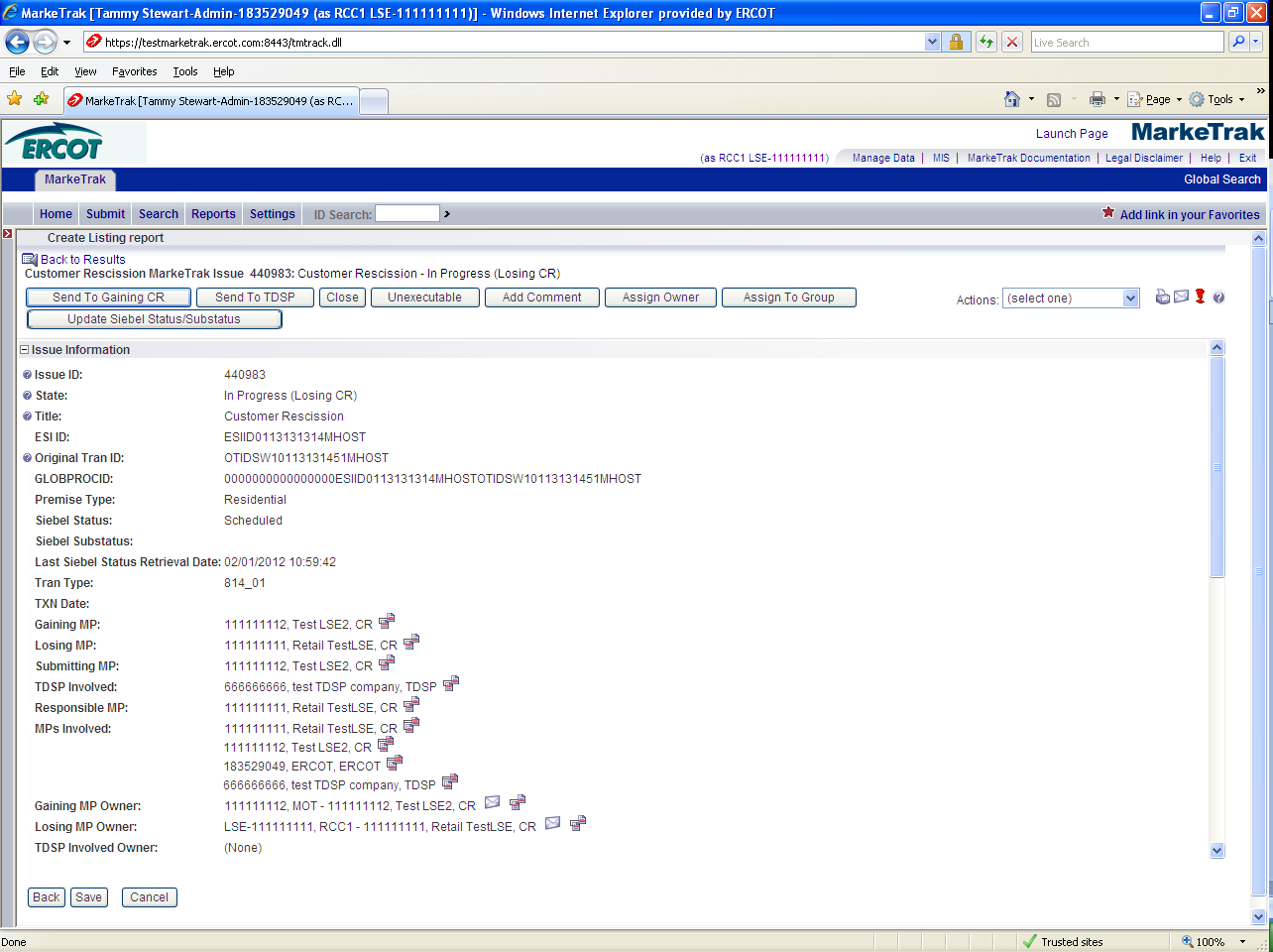
1. Gaining CR populates comments (optional), enters ESIID, Original Tran ID and selects “OK”

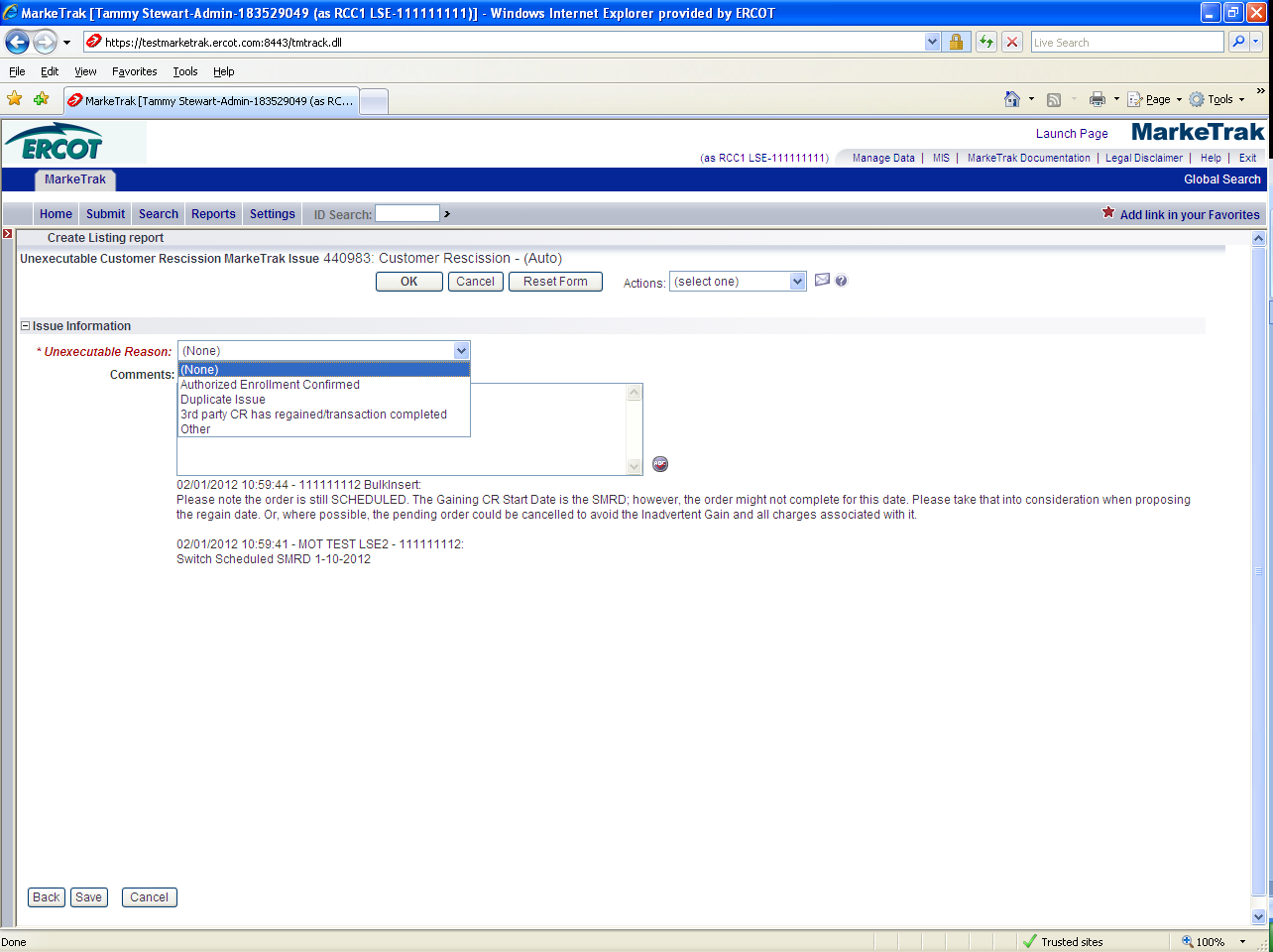


1. ERCOT validates ESIID, submission timeframe and valid originating transaction.
2. Once validation is complete, MarkeTrak Issue is created and ERCOT updates the issue with the following information:
   1. Losing CR Name and Duns
   2. TDSP Name and Duns
   3. Gaining CR ROR = Y or N
   4. Gaining CR Start Date
   5. Regain Date – auto populated by ERCOT. Calculation is Gaining CR Start Date plus 1 calendar day.
3. MarkeTrak issue is assigned to the state of “New (Losing CR)” with the Losing CR as the Responsible Party
4. Losing CR user selects “Begin Working”

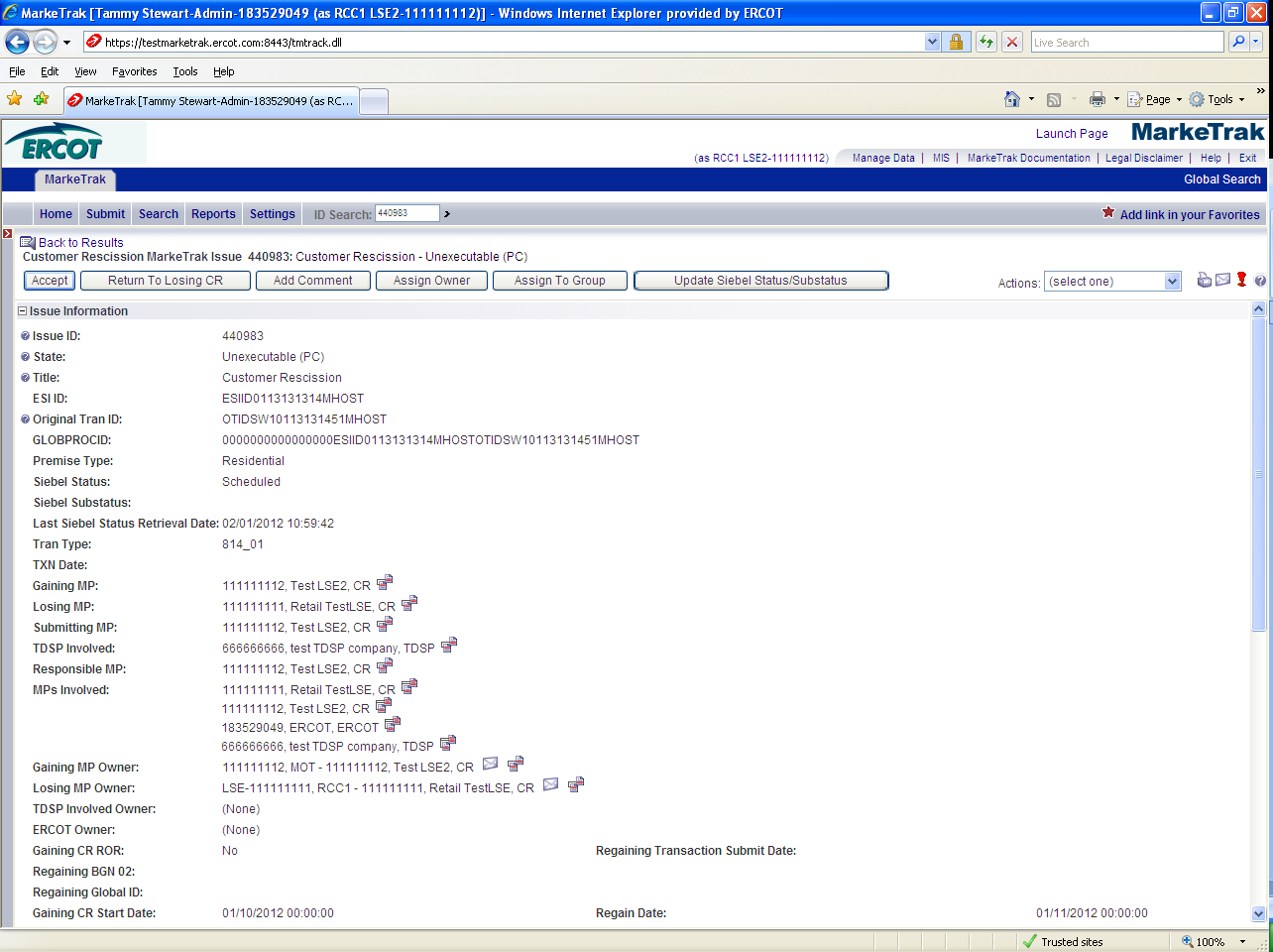


1. MarkeTrak issue is assigned to the state of “In Progress (Losing CR)” with the Losing CR as the Responsible Party
2. Losing CR selects “Unexecutable” and enters required comments
   1. Examples of valid reject reasons include third party enrollment where evaluation has already occurred, or duplicate issue

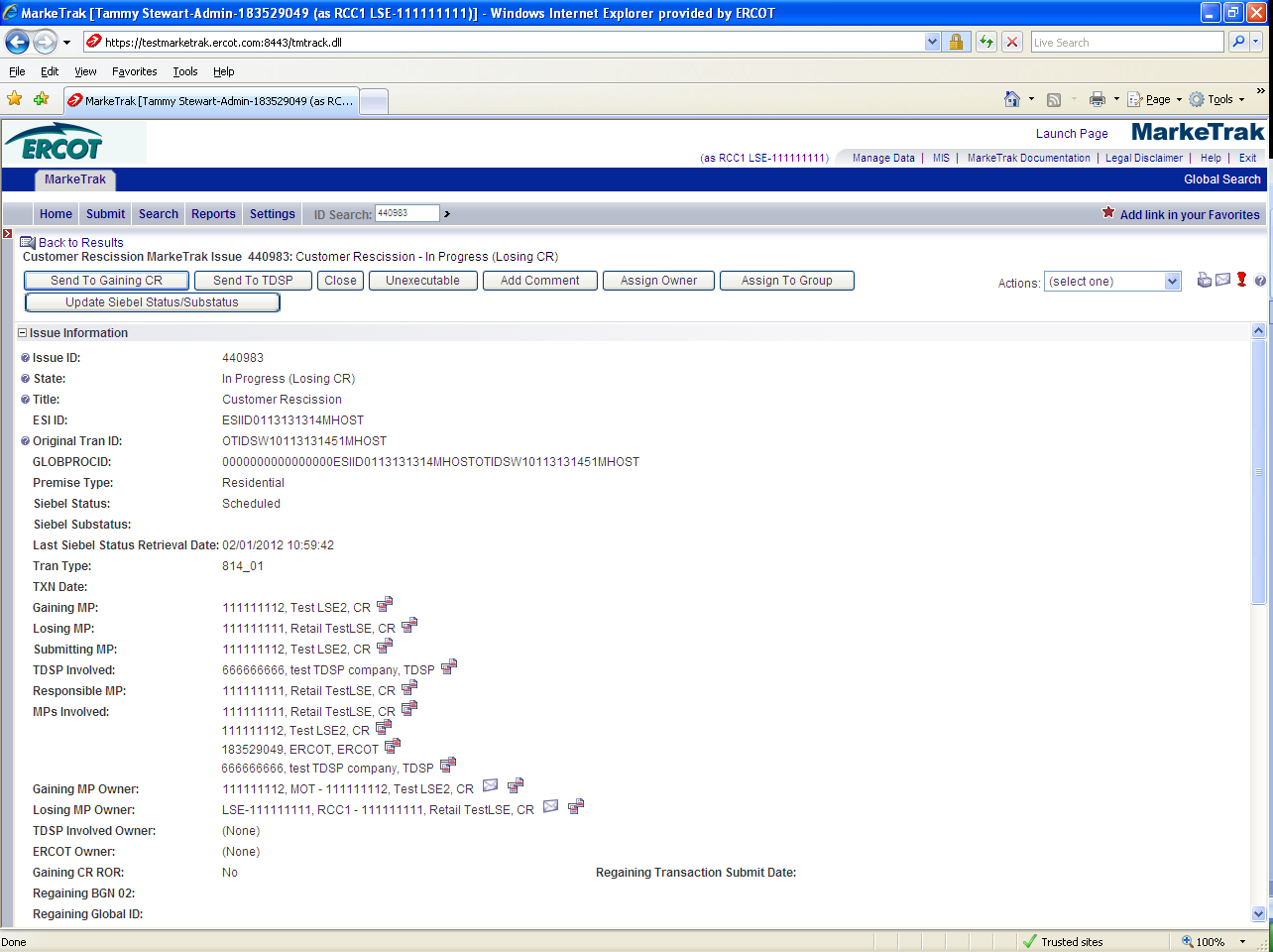




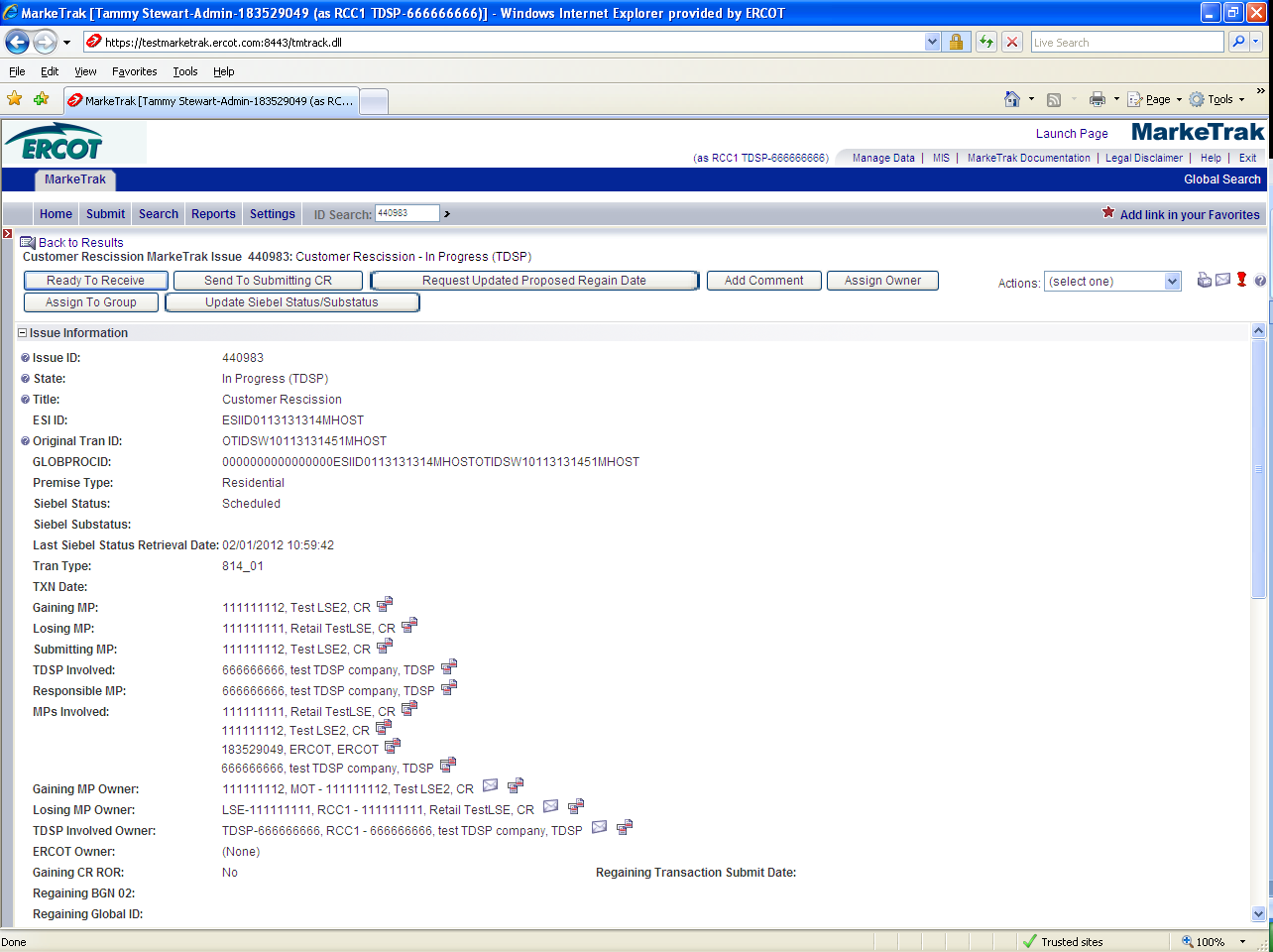
1. Issue is in a state of “Unexecutable (PC)” with Gaining CR as Responsible MP
   1. Gaining CR may choose “Accept” transition to close issue
2. Gaining CR selects “Return to Losing CR” and enters required comments.



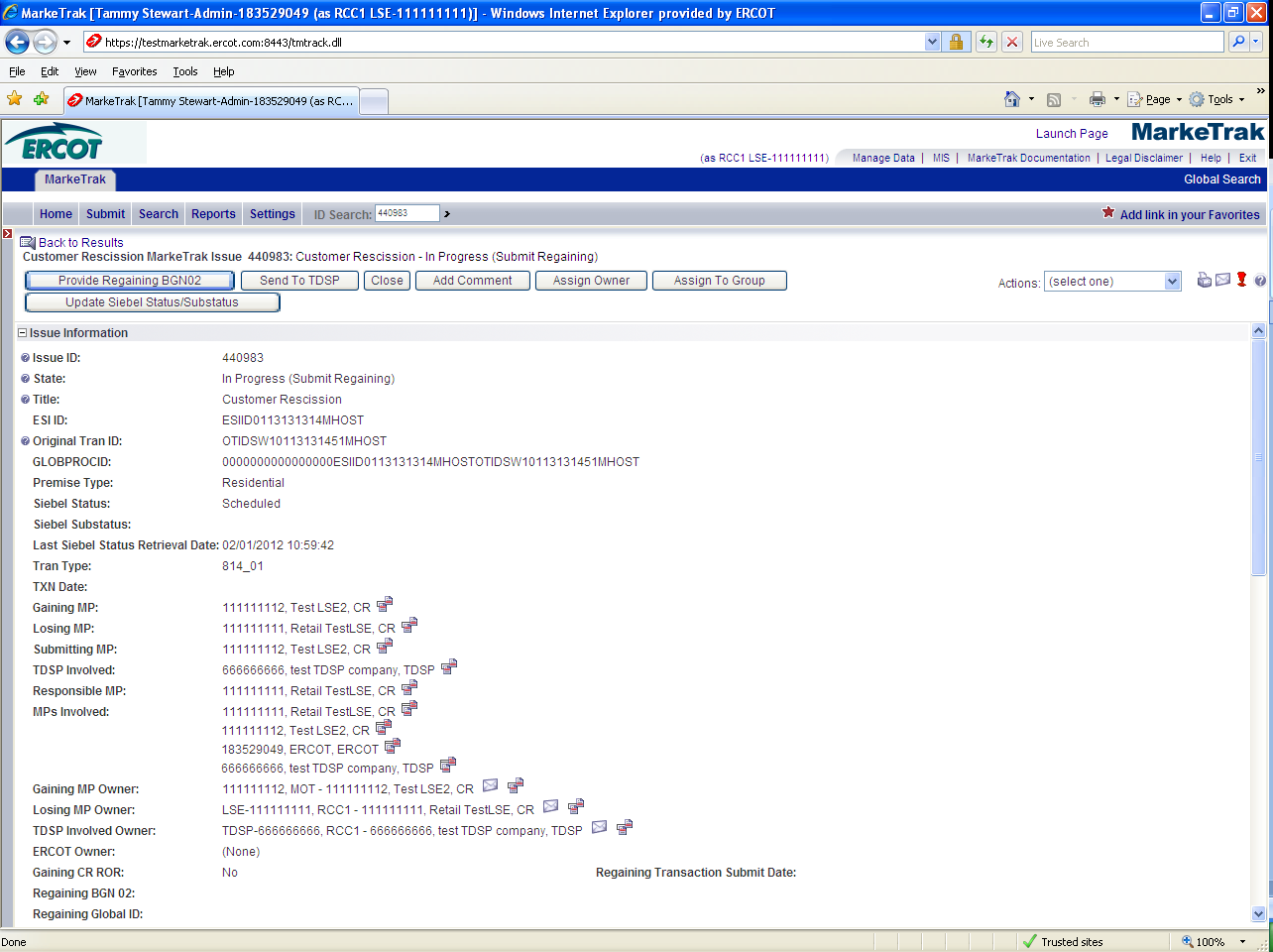
1. Issue is in a state of “New (Losing CR)” with the Losing CR as Responsible MP.
2. Losing CR selects “Begin Working”
3. Issue is in a state of “In Progress (Losing CR)” with the Losing CR as Responsible MP
4. Losing CR selects “Send to TDSP”



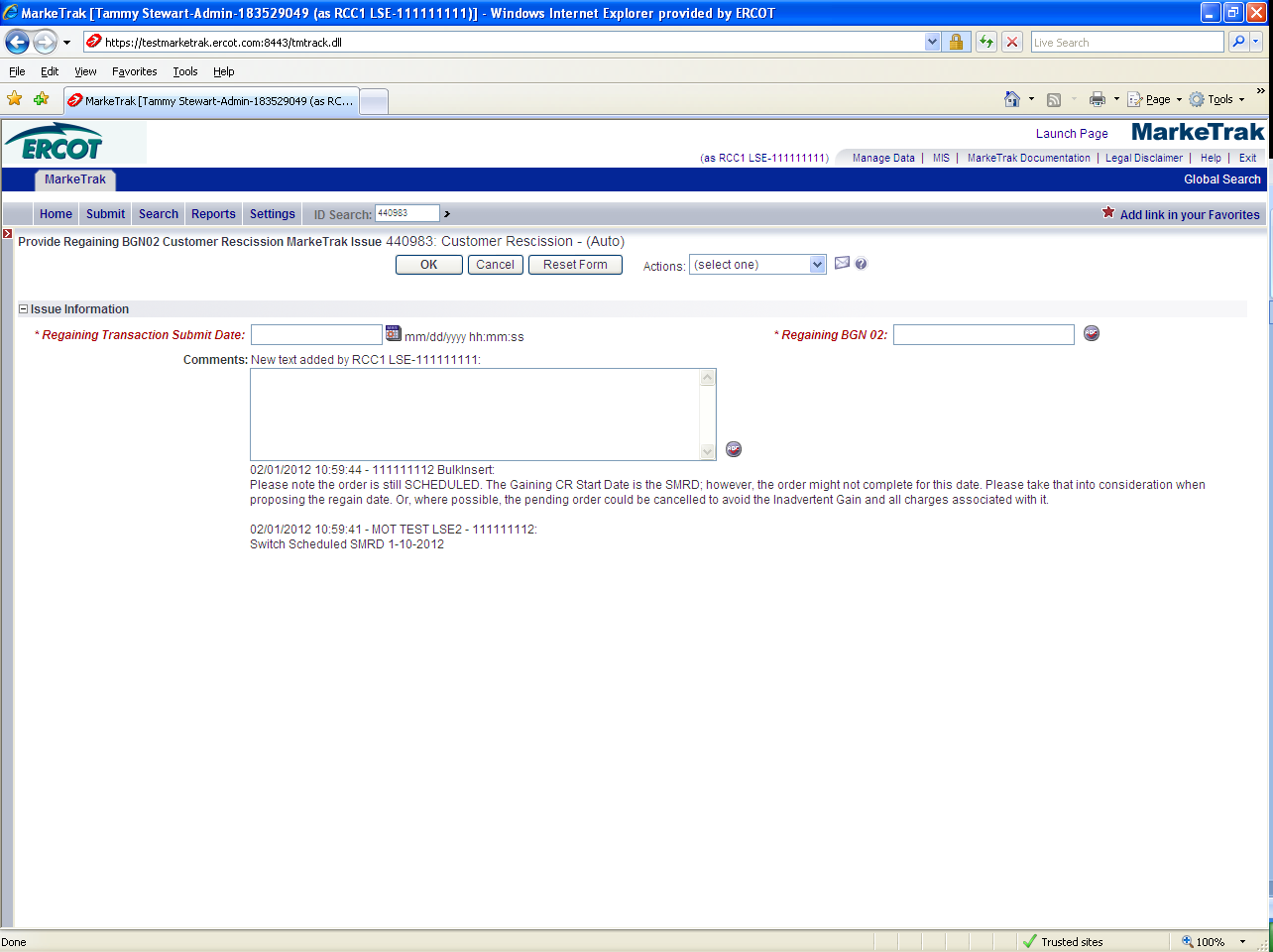
1. Issue is in a state of “New (TDSP)” with TDSP as Responsible MP
2. TDSP selects “Begin Working”
3. Issue is in a state of “In Progress (TDSP)” with TDSP as Responsible MP
4. TDSP selects “Ready to Receive”



1. Issue is in a state of “New (Losing CR Submit)” with the Losing CR as Responsible MP.
2. Losing CR selects “Begin Working”
3. Issue is in a state of “In Progress (Submit Regaining)” with the Losing CR as Responsible MP
4. Losing CR selects “Provide Regaining BGN02”



1. Losing CR populates all required information
   * + 1. Regaining Transaction Submit Date
       2. Regaining BGN 02



1. Issue is in a state of “Regaining Transaction Submitted (PC) with the Gaining (Submitting CR) as Responsible MP
2. Once the regaining transaction has been successfully sent to the Market by (Losing/Original CR), Siebel will automatically:

* Check Regaining Transaction Siebel Status every 30 minutes using the BGN 02 from the new initiating transaction
* Update the issue with the current Regaining Transaction Siebel Status

1. The issue will move to a state of “Complete” with the Submitting MP as the Responsible Party once the Regaining Transaction Siebel Status is Complete.

* + 1. Redirect Fees Subtype

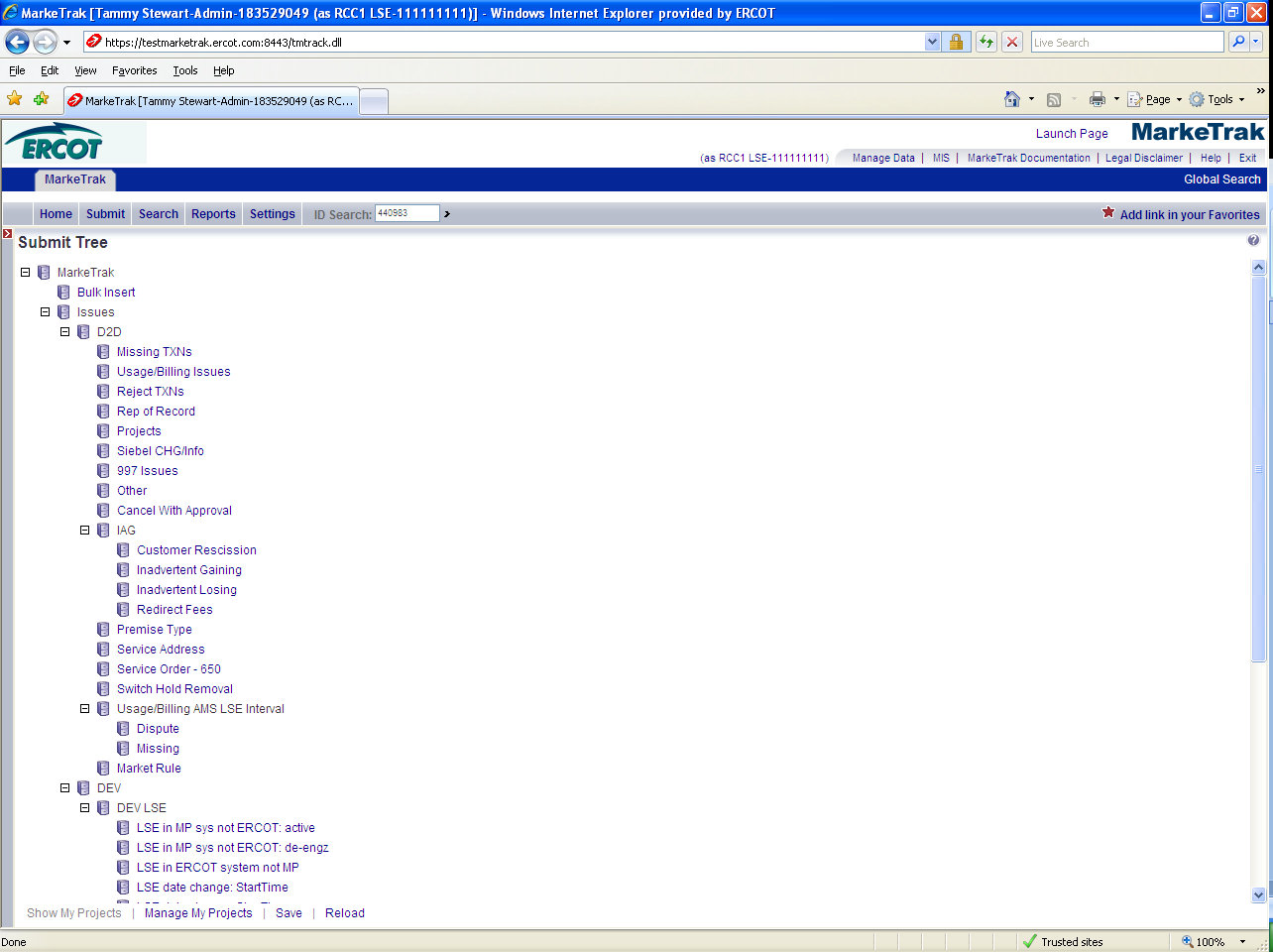
During instances where an inadvertent gain causes a lights-out scenario (due to Move-out or disconnect for non-pay), the Losing CR must use the *Redirect Fees* subtype to request that charges associated with the IAG are directed to the Gaining CR. If the lights-out scenario occurs while an existing IAG issue is underway, the Losing CR must still create a separate issue under this subtype, and “item link” the existing IAG issue. If the gaining CR agrees that an inadvertent gain has occurred, including agreement within a related inadvertent gain issue, then the gaining CR shall agree to the losing CR’s *Redirect Fees* MarkeTrak issue and shall not dispute any of the valid TDSP fees associated with returning the ESI ID to the losing CR.

The submitter should include any details, (ex. customer name), which may expedite resolution of the issue.

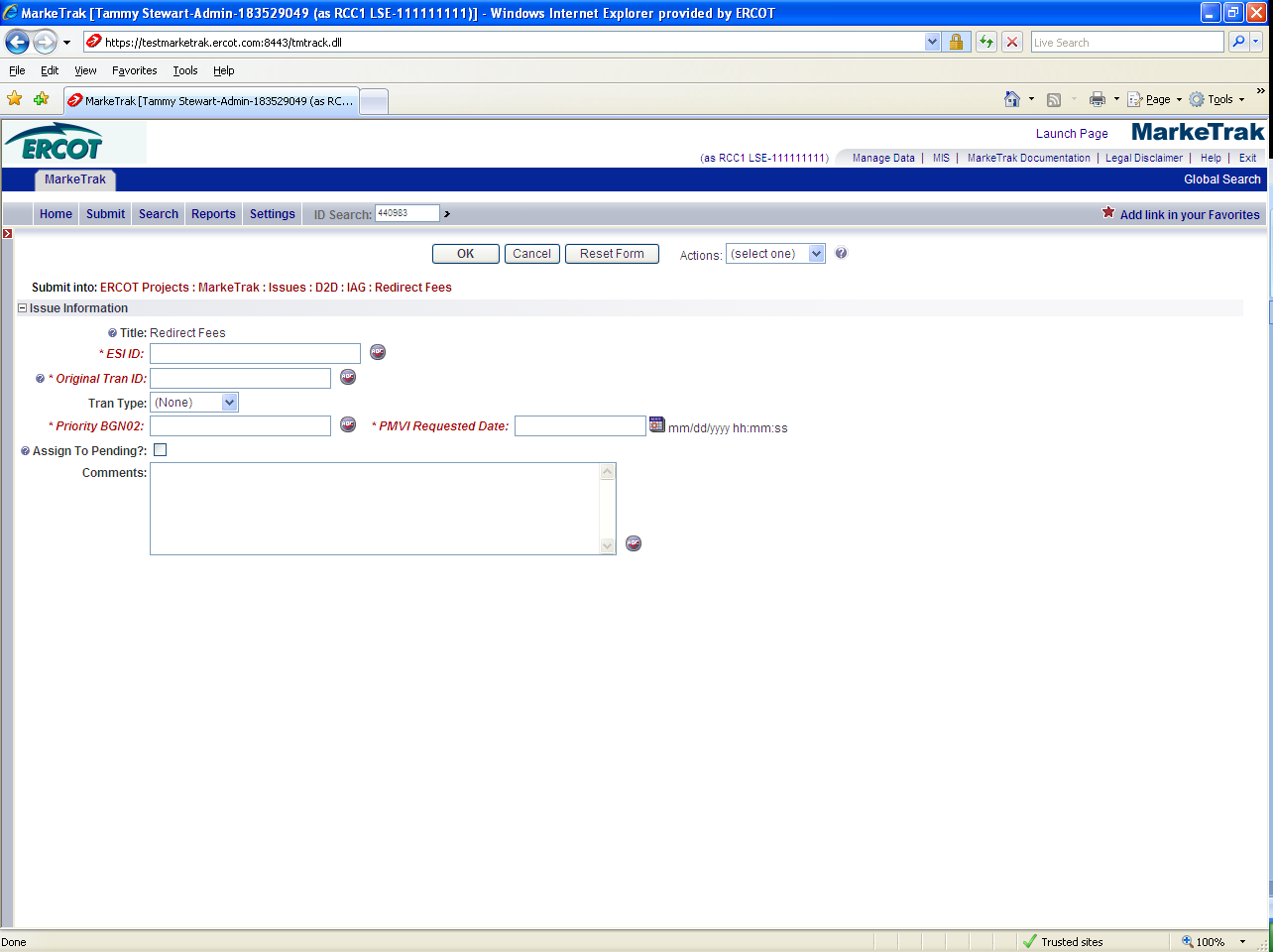
2.1.5.1

Main Success Scenario: Losing CR creates issue, Gaining CR agrees, TDSP confirms reversal of fees.

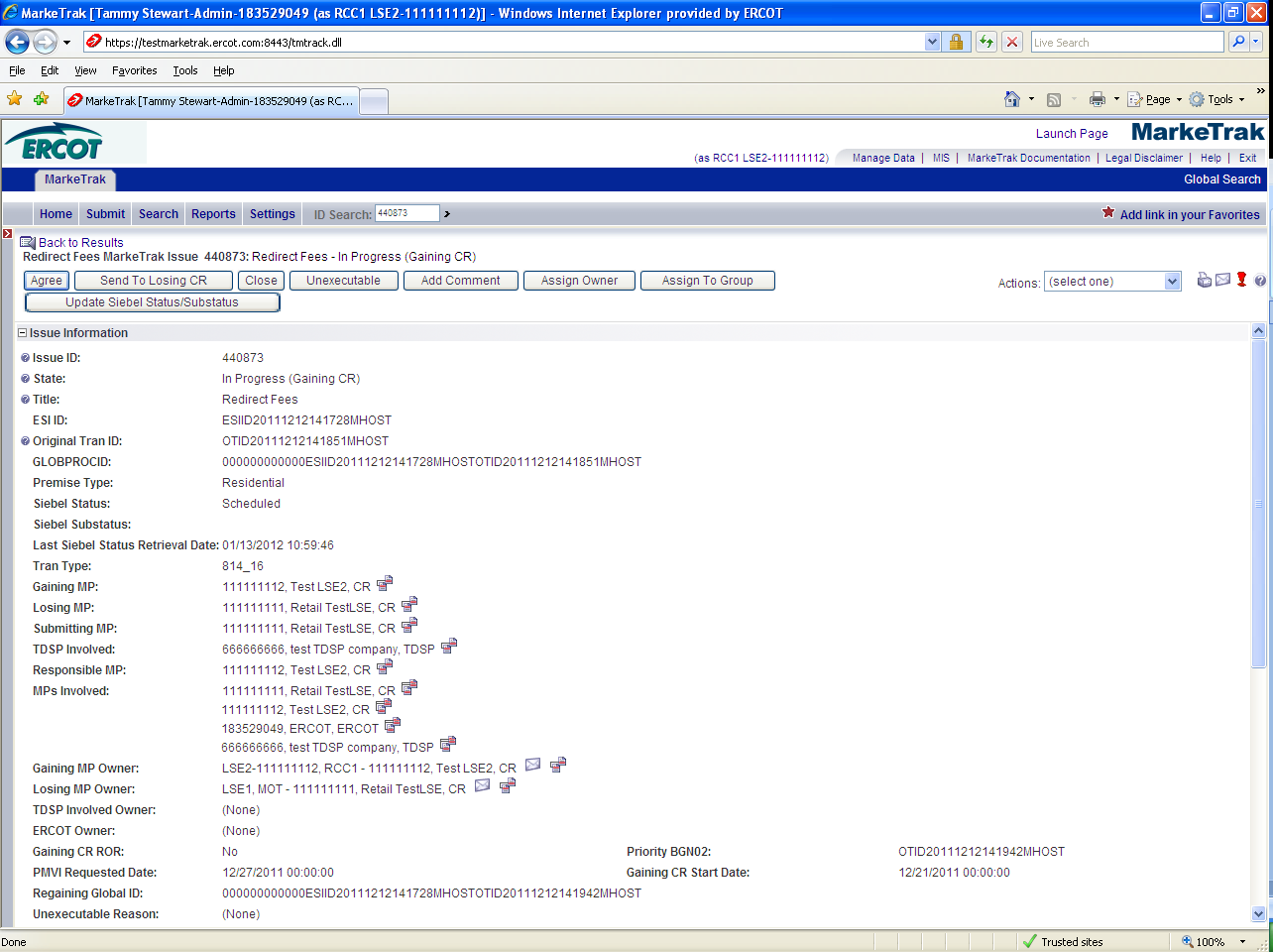
* 1. Losing CR selects Redirect Fees from MarkeTrak Submit Tree



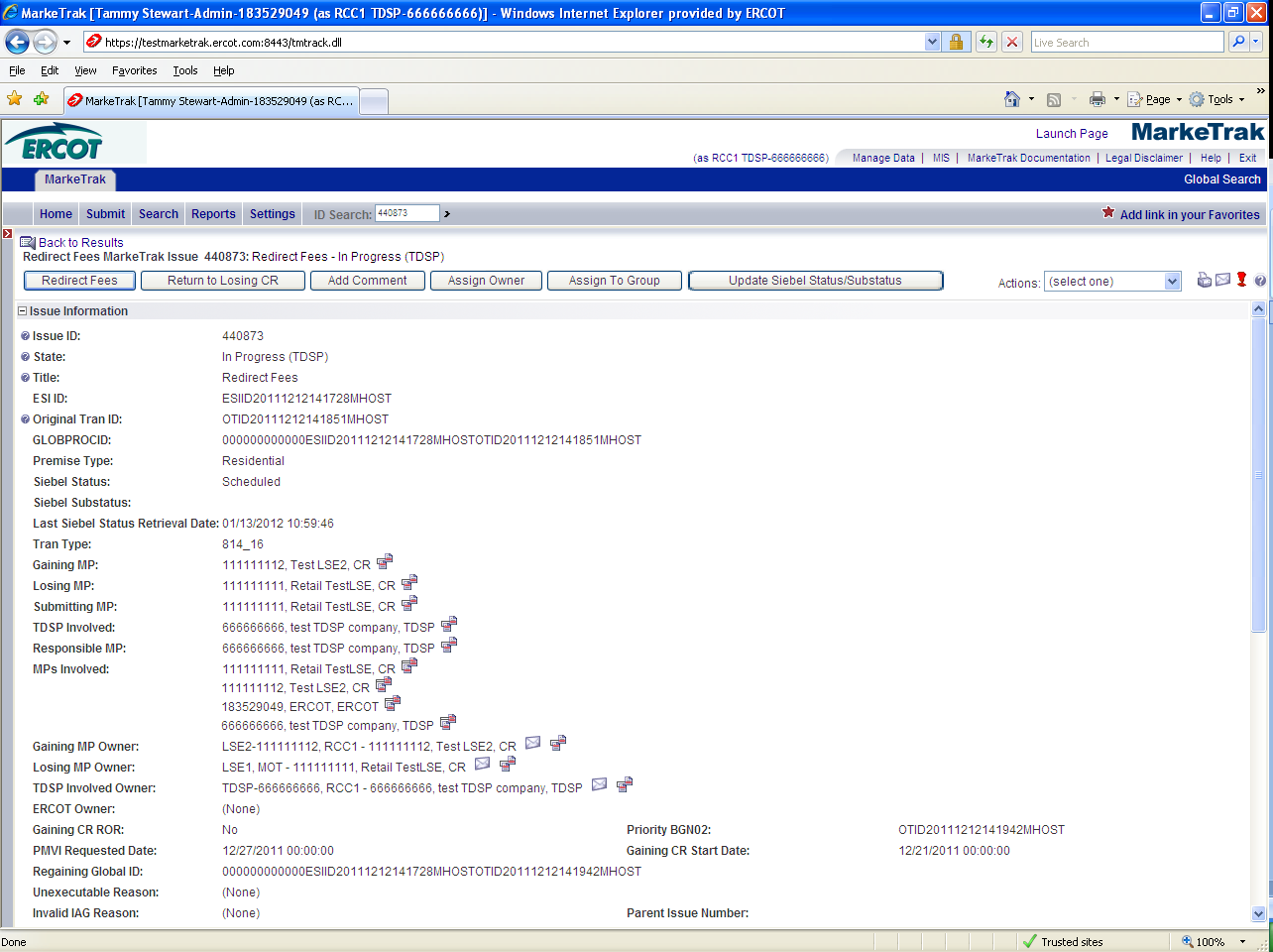
* 1. Losing CR populates all required information
     1. ESIID
     2. Original Tran ID
     3. Priority BGN02
     4. PMVI Requested Date



* 1. User selects “OK” to create the issue
  2. Premise Type is populated
  3. MarkeTrak Issue is created and ERCOT provides applicable information
     1. No change from current process
  4. MarkeTrak issue is assigned to the state of “New (Gaining CR)” with the Gaining CR as the Responsible Party
  5. Gaining CR selects “Begin Working”
  6. MarkeTrak issue is assigned to the state of “In Progress (Gaining CR)” with the Gaining CR as the Responsible Party
  7. Gaining CR selects “Agree”

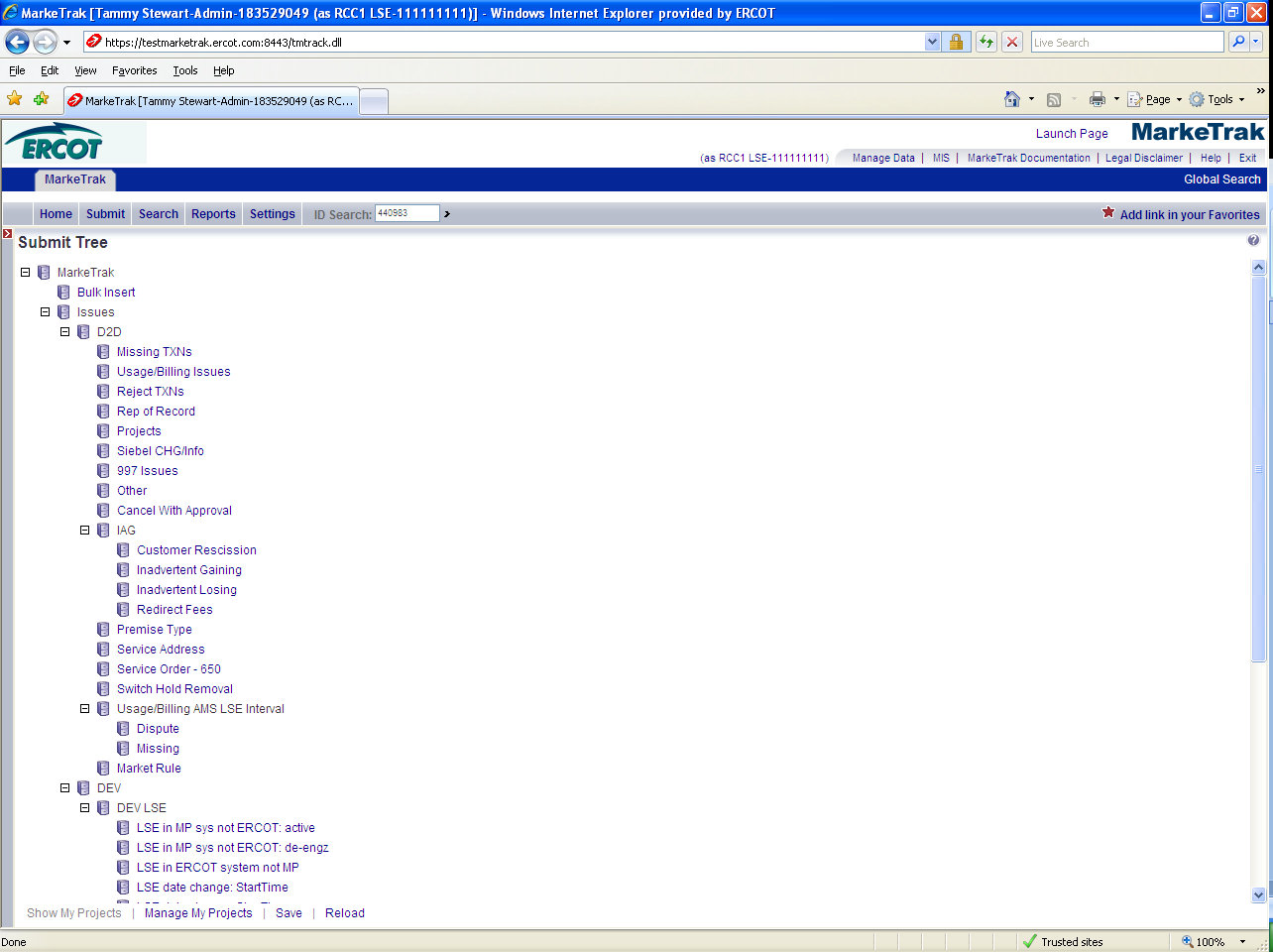


* 1. The issue is in a state of “New (TDSP)” with the TDSP as Responsible MP
  2. The TDSP selects “Begin Working”
  3. The issue is now in a state of “In Progress (TDSP)” with the TDSP as Responsible MP
  4. The TDSP selects “Redirect Fees”

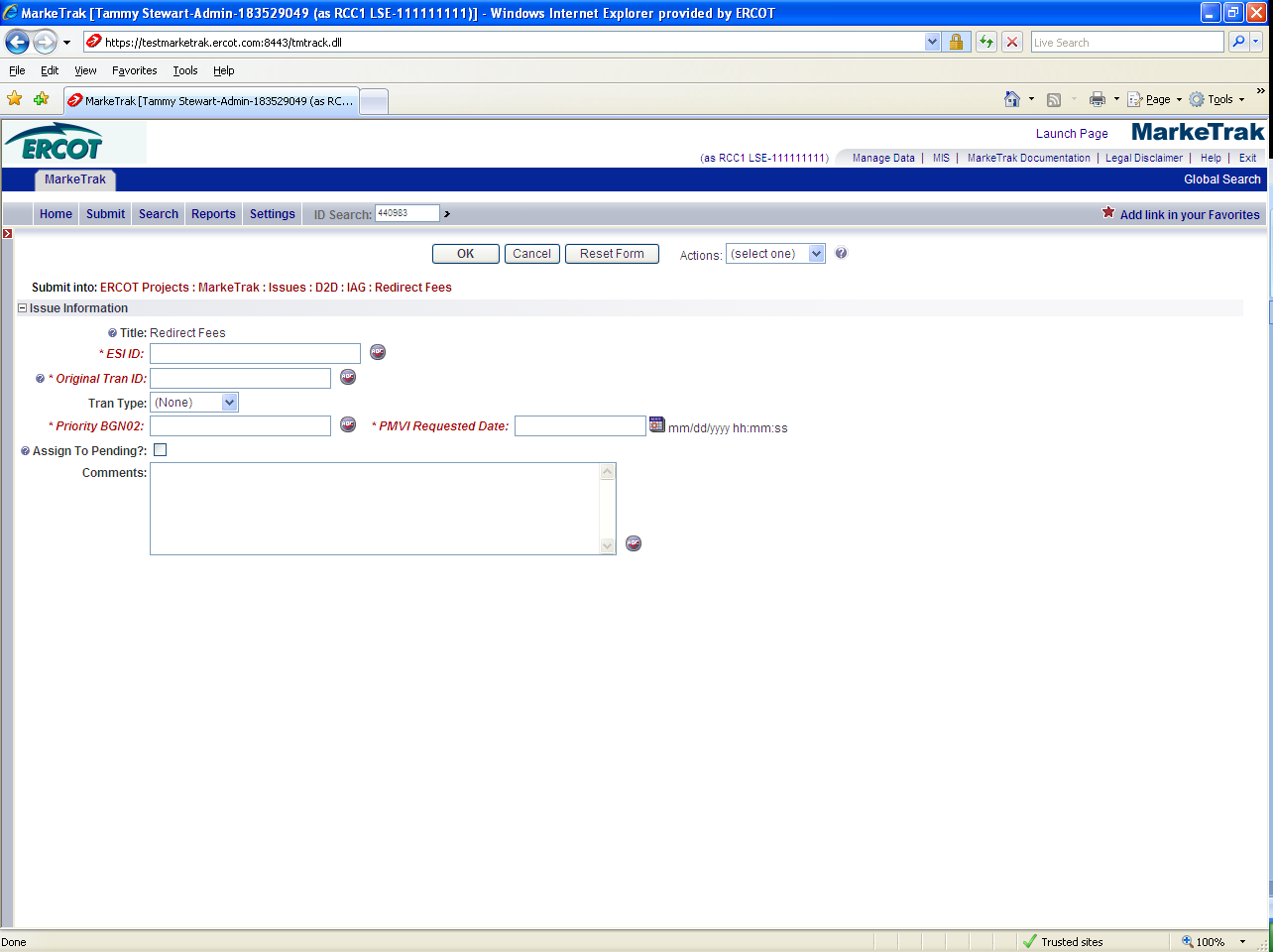


* 1. Issue is in a state of “Regaining Transaction Submitted (PC)” with the Losing CR as Responsible MP
     1. Siebel will automatically:
        1. Check Regaining Transaction Siebel Status every 30 minutes using the BGN 02 from the new initiating transaction
        2. Update the issue with the current Regaining Transaction Siebel Status
        3. Assign the state of “Complete” with the Submitting MP as the Responsible Party once the Regaining Transaction Siebel Status is Complete.
        4. Extension Scenario: Losing CR creates issue, Gaining CR agrees, TDSP chooses “Send to Losing CR”, Losing CR closes issue

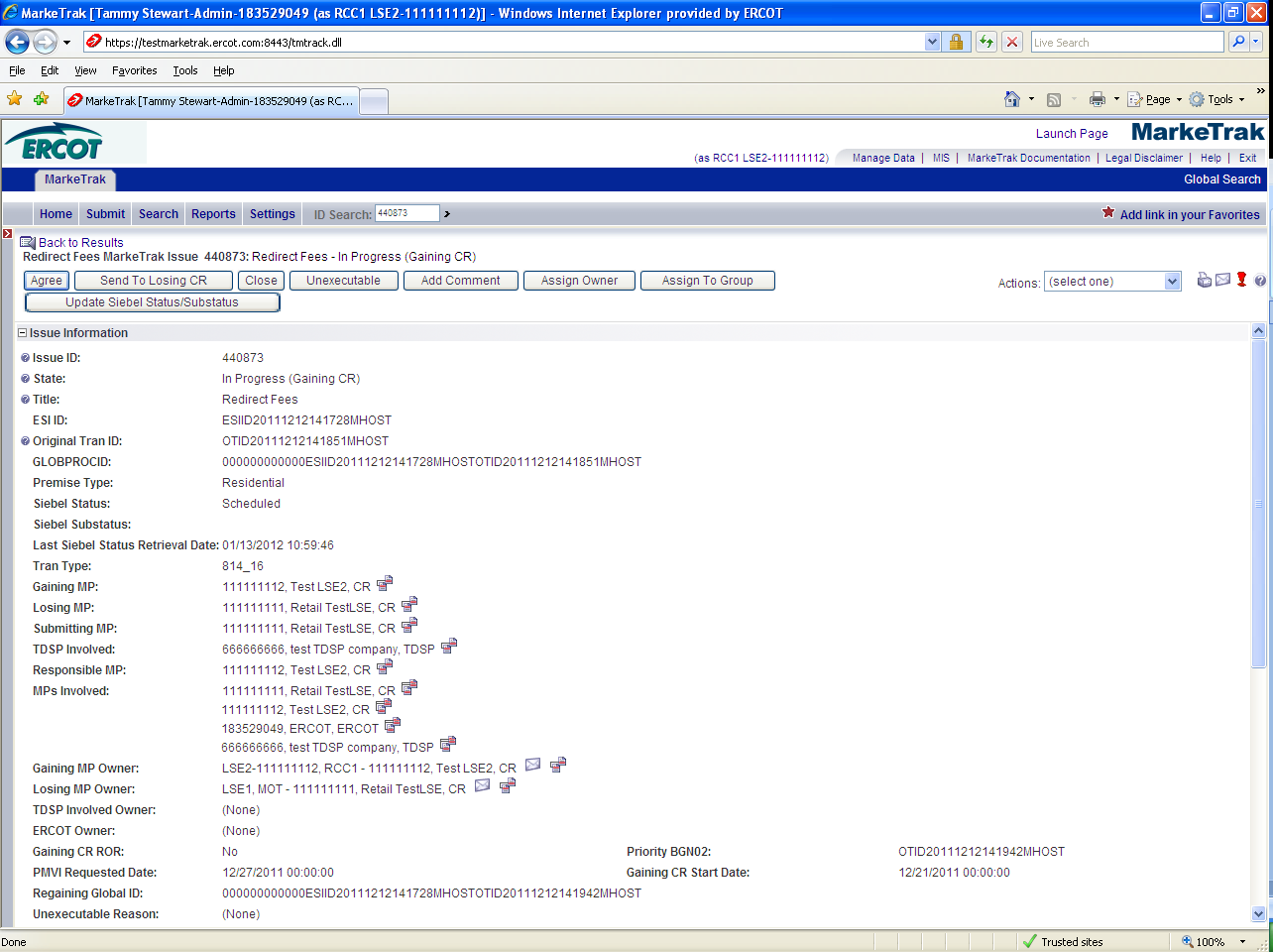
1. Losing CR selects Redirect Fees from MarkeTrak Submit Tree



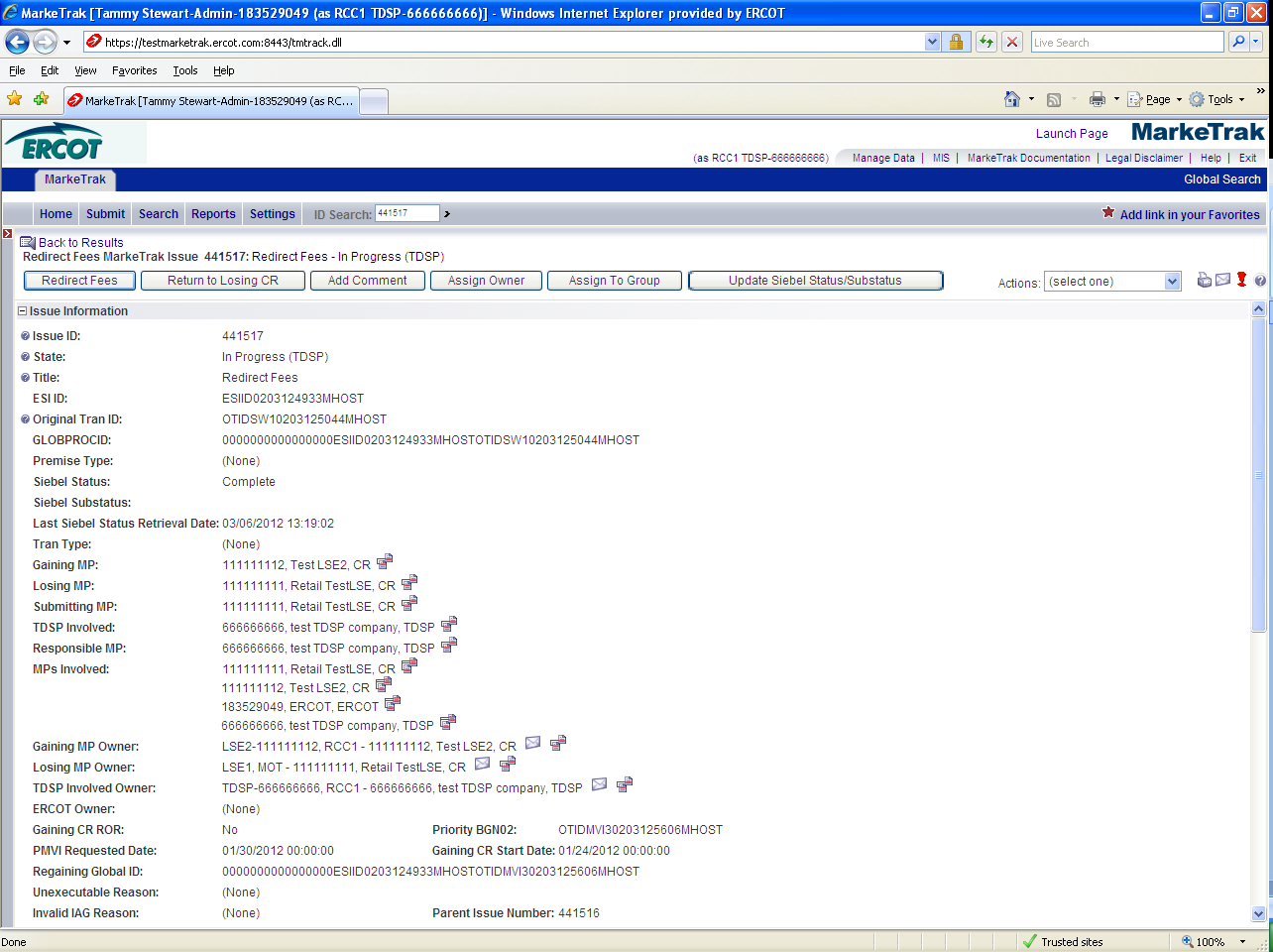
1. Losing CR populates all required information
   * 1. ESIID
     2. Original Tran ID
     3. Priority BGN02
     4. PMVI Requested Date



1. User selects “OK” to create the issue
2. Premise Type is populated
3. MarkeTrak Issue is created and ERCOT provides applicable information
   * 1. No change from current process
4. MarkeTrak issue is assigned to the state of “New (Gaining CR)” with the Gaining CR as the Responsible Party
5. Gaining CR selects “Begin Working”
6. MarkeTrak issue is assigned to the state of “In Progress (Gaining CR)” with the Gaining CR as the Responsible Party
7. Gaining CR selects “Agree”



1. The issue is in a state of “New (TDSP)” with the TDSP as Responsible MP
2. The TDSP selects “Begin Working”
3. The issue is now in a state of “In Progress (TDSP)” with the TDSP as Responsible MP
4. The TDSP selects Return to Losing CR
   * 1. Comments required



1. Issue is in a state of “ (Return to Losing CR) PC” with the Losing CR as Responsible MP
2. Losing CR selects the “Accept” transition. Issue is now closed.

