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| RMGRR Number |  | RMGRR Title | Guidelines for Notification of Invoice Dispute |
| Date Posted | |  | |
|  | |  | |
| Requested Resolution | | Normal | |
| Retail Market Guide Sections Requiring Revision | | 7.8.2 Guidelines for Notification of Invoice Dispute | |
| **Other Binding Documents Requiring Revision or Related Revision Requests** | | Retail Market Guide | |
| Revision Description | | Align the Retail Market Guide with current market practices. | |
| Reason for Revision | | Addresses current operational issues.  Meets Strategic goals (tied to the [ERCOT Strategic Plan](http://www.ercot.com/content/news/presentations/2013/ERCOT%20Strat%20Plan%20FINAL%20112213.pdf) or directed by the ERCOT Board).  Market efficiencies or enhancements  Administrative  Regulatory requirements  Other: (explain)  *(please select all that apply)* | |

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| **Business Case** | |
| **Qualitative Benefits** | * Allows Market Participants the ability to manage, track and acknowledge receipt of invoice disputes * More timely resolution of invoice disputes due to reporting and workflow management capabilities within the MarkeTrak tool * Allows Market Participants to track resolution of invoice disputes to ensure adherence Service Level Agreement (SLA) * Provides all involved Market Participants with full transparency into ‘State’ of invoice dispute (In Progress, Pending Complete, etc.) |
| **Quantitative Benefits** |  |
| **Impact to Market Segments** | * Increased transparency of issue workflow and status for REPs and TDSPs * Ability for REPs and TDSPs to adhere to Service Level Agreement (SLA) * Improves issue resolution timeliness |
| **Other** |  |

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| Market Segment | N/A |

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| **Market Rules Staff Contact** | |
| **Name** |  |
| **E-Mail Address** |  |
| **Phone Number** |  |

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| Proposed Guide Language Revision |

* + 1. ***Guidelines for Notification of Invoice Dispute***

1. MarkeTrak is the most efficient method to resolve an Invoice Dispute. To initiate the formal dispute process for a TDSP invoice, the CR must provide written notification to the TDSP by use of one of the following methods:  
   1. MarkeTrak Day-to-Day (D2D) Monthly ‘Billing and Usage’ SubType
      1. The CR shall specify the StartTime and StopTime for the disputed invoice, and note the reason for dispute as well as any other pertinent information in the ‘Comments’ field.
   2. MarkeTrak Day-to-Day (D2D) ‘Other’ SubType
      1. To be used in the event a dispute is due to CR being “Not Rep of Record” for the invoice in question.
      2. The CR shall specify the StartTime and StopTime for the disputed invoice, and note “Not Rep of Record” as well as any other pertinent information in the ‘Comments’ field.
2. In the event MarkeTrak is not accessible, the CR may send an e-mail to the designated e-mail address provided by the TDSP, with “Invoice Dispute” in the subject line.
   1. The CR shall complete the CR required fields in Section 9, Appendices, Appendix E, Formal Transmission and/or Distribution Service Provider Invoice Dispute Process Communication, and attach the spreadsheet to the e-mail.
   2. Upon receipt of the e-mail notification of the disputed invoice, the TDSP will investigate and respond to the CR in writing within ten Business Days of transmittal of the notice. TDSP responses shall include a proposed resolution. If after the ten Business Days no results have been reported, CRs may choose to escalate the dispute. Within 20 Business Days of the response, either party may initiate the dispute resolution procedures set forth in the TDSP tariffs.
   3. Disputes received after 1700 by the TDSP will be deemed as received by the TDSP on the following Business Day.
   4. Following the TDSP investigation and response to the CR dispute, the CR will have five Business Days to respond with an Accept or Deny on the spreadsheet. If the CR receives the TDSP’s completed spreadsheet for its response after 1700, the five Business Day clock will begin the following Business Day. If after five Business Days the CR fails to respond with an Accept or Deny on the spreadsheet, the response will be deemed as an Accept.
3. Dispute Parameters:
4. Amounts disputed following the stated due date of a valid invoice will have late payment charges applied.
5. Reference the TDSP tariff for information regarding delinquent payments.
6. A rejected invoice does not constitute a disputed invoice. CRs shall validate or reject the appropriate Texas Standard Electronic Transaction (TX SET) within five Business Days of receipt.
7. Formal dispute spreadsheets may be submitted by type of dispute or type of dispute may be indicated by dispute type within column provided in spreadsheet. Examples may include:
8. Outdoor Light Disputes;
9. Fee Disputes;
10. Tariff Review Disputes;
11. Usage Disputes; and
12. Retail Electric Provider (REP) of Record Disputes.