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| RMGRR Number | 130 | RMGRR Title | **Alignment of Section 7, Market Processes, with TDSP Terms & Conditions Tariff Effective 01/15/2015** |

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| --- | --- |
| Date | April 23, 2015 |

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| Submitter’s Information | |
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| Market Segment | Not applicable. |

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| Comments |

At its April 22, 2015 meeting, the Texas SET Working Group reviewed the Retail Market Guide Revision Request (RMGRR) 130. Texas SET proposed changes to the RMGRR title and description to reflect the addition of Appendix D3, TDSP’s Discretionary Services Timelines Matrix. The Appendix D3 was renamed throughout the Retail Market Guide Revision Request. Texas SET further clarified the language in both the Retail Market Guide and the new matrix to be consistent with the tariff changes effective 1/15/15.

Texas SET deleted duplicative language found in section 7.6.4.1, Disconnection Service Orders and relocated paragraph (2) into section 7.6.3.7, Same Day/Priority or Weekend/Holiday Reconnect or Disconnect for Non-Payment.

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| Revised Cover Page Language |

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| RMGRR Number | 130 | RMGRR Title | Alignment of Section 7, Market Processes, with TDSP Terms & Conditions Tariff Effective 01/15/2015 and Adds New Appendix D3, TDSP’s Discretionary Services Timelines Matrix to Section 9, Appendices |
| Date Posted | | March 5, 2015 | |
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| Requested Resolution | | Normal | |
| Retail Market Guide Sections Requiring Revision | | 7.1, Overview and Assumptions  7.6.2.1, Disconnect for Non-Payment Process Overview  7.6.3.1, Timelines for Transaction Delivery  7.6.3.2, Transaction Validations  7.6.3.5, Disconnection at Premium Disconnect Location  7.6.3.7, Same Day/Priority or Weekend Non Holiday Reconnect or Disconnect for Non-Payment  7.6.4.1, Disconnection Service Orders (DELETE)  7.6.4.2, Reconnection Service Orders  7.6.4.4, Customer Receipting Issue  7.6.5.2, Critical Load/Critical Care  7.6.5.3, Field Service Exceptions  7.6.5.4, Weather Moratoriums  7.6.5.7, Unmetered Service  Appendix D3, TDSP’s Discretionary Services Timelines Matrix Section 9, Appendices (New) | |
| **Other Binding Documents Requiring Revision or Related Revision Requests** | | None. | |
| Revision Description | | This Retail Market Guide Revision Request (RMGRR) synchronizes Section 7, Market Processes with Public Utility Commission of Texas (PUCT), Rulemaking Proceeding to Amend PUC SUBST. R. §25.214 Relating to Terms and Conditions of Retail Delivery Service Provided by Investor Owned Transmission and Distribution Utilities (TDUs) and Pro-Forma Retail Delivery Tariff effective 01/15/2015 and Adds new Appendix D3, TDSP’s Discretionary Services Timelines Matrix to Section 9, Appendices. | |
| 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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| Proposed Guide Language Revision |

7.1 Overview and Assumptions

(1) Market Processes provide guidelines for Market Participants operating in the Texas retail market to resolve issues allowing the market to function in a timely and efficient manner.

(2) Current tariff information can be found in P.U.C. Subst. R. 25, Appendix V, Tariff for Competitive Retailer Access, and subsection (d), Figure: 16 of P.U.C. Subst. R. 25.214, Terms and Conditions of Retail Delivery Service Provided by Investor Owned Transmission and Distribution Utilities, on the Public Utility Commission of Texas (PUCT) website or the TDSP website. General contact information for the TDSPs can be found in Table 1, TDSP Contact Information.

(3) For an overview on the use of the Texas Standard Electronic Transactions (TX SETs), refer to Protocol Section 19, Texas Standard Electronic Transaction.

(4) The Texas Standard Electronic Transaction Implementation Guides located on the ERCOT website provide implementation guidelines for the transactions used in the Texas retail market as well as specific details contained within the transactions.

**Table 1. TDSP Contact Information**

| **TDSP** | **General Call Center** | **Website** |
| --- | --- | --- |
| **AEP** | 877-373-4858 | http://www.aeptexas.com |
| **CNP** | 713-207-2222 (local – Houston)  800-332-7143 (toll free) | http://www.centerpointenergy.com/home |
| **Oncor** | 888-313-6934 (Competitive Retailers (CRs) only, not for end-use Customer) | www.Oncor.com |
| **SU** | 800-442-8688 | www.sharyland.com |
| **TNMP** | 888-866-7456 | www.tnmp.com |

7.6.2.1 Disconnect for Non-Payment Process Overview

(1) The CR credit cycle reveals the Electric Service Identifier (ESI ID) population subject to DNP.

(2) The CR performs internal validations prior to issuing DNP request.

(3) The CR submits the 650\_01, Service Order Request, for DNP.

(4) In the event that the TDSP does not complete the DNP service request as referenced in the Section 9, Appendices, Appendix D3, TDSP’s Discretionary Services Timelines Matrix, the TDSP shall reference the YES or NO authorization found in the Friday Authorization for Overdue Disconnect for Non-Payment segment of the 650\_01 transaction and will reschedule Friday orders with the NO flag for the next Retail Business Day.

(a) AEP, TNMP and Oncor will utilize the Friday Authorization segment of the 650\_01 transaction regardless of the overdue status and will reschedule Friday orders with the NO flag for the next Retail Business Day.

(5) For detailed information on disconnect timelines, refer to P.U.C. Subst. R. 25.214, Terms and Conditions of Retail Delivery Service Provided by Investor Owned Transmission and Distribution Utilities.

(6) The TDSP receives the 650\_01 transaction and performs validations.

(a) For orders that do not pass validations, a 650\_02, Service Order Response, reject response with the appropriate code and reason is sent to the CR.

(b) If the transaction does not pass American National Standards Institute (ANSI) validation, the 997, Functional Acknowledgement, reject is sent.

(7) Upon successfully validating the 650\_01 transaction, the TDSP creates an internal service order which either scheduled to be executed by their Advanced Metering System (AMS) or routed to the appropriate Field Service Representative (FSR).

(a) For orders that cannot be completed, the 650\_02 transaction is Completed Unexecutable, with the appropriate code and reason sent to the CR.

(b) For orders that cannot be completed on the requested date , the TDSP will pend the order and schedule on the next available Field Operational Day.

(c) For all Premise types, the TDSP shall not disconnect a Premise before the requested date and shall not disconnect a Premise on the Retail Business Day immediately preceding a holiday.  The TDSP shall not complete a DNP request between the hours of 1700 and 0700, unless the CR and TDSP coordinate another time for the disconnection to occur, or on a weekend or holiday.

(8) TDSP completes the order and responds to CR with a 650\_02 transaction within one Retail Business Day of completion.

(9) In the event that a TDSP receives a DNP request for charges associated with tampering code of “DC005” in the 650\_01 transaction, the TDSP is under no obligation to verify that the ESI ID has been involved or invoiced for a tampering event.

**7.6.3.1** **Timelines for Transaction Delivery**

Timelines for receipt of disconnection for non-pay and reconnection after disconnection for non-pay for 650\_01, Service Order Request, refer to Section 9, Appendices, Appendix D3, TDSP’s Discretionary Services Timelines Matrix.

**7.6.3.2 Transaction Validations**

(1) CRs shall perform the following validations prior to initiating the 650\_01, Service Order Request, for DNP:

(a) Verify that they are still the CR of Record.

(b) Verify that a Pending DNP request or Move-Out Request does not exist to prevent the 650\_01 transaction from being rejected.

(c) Verify the critical care status of residential Customers prior to issuing the initial DNP request.

(d) Verify that DNP / RNP service order requests are not backdated to prevent the 650\_01 transaction from being rejected.

(2) TDSPs may perform the following validations upon receipt of the 650\_01 transaction for a DNP or RNP request:

(a) Verify that the CR is certified for DNP transaction processing;

(b) Verify that the CR submitting the DNP request is the CR of Record;

(c) Perform ANSI validations on the 650\_01 transaction;

(d) Perform TX SET validations on 650\_01 transaction;

(e) Review meter indicators for ESI ID for critical load, critical care, chronic condition, and master metered Premise;

(f) Verify if a DNP request is a duplicate;

(g) Verify if a RNP request is a duplicate;

(h) Verify if a move in or switch has been scheduled on the requested date;

(i) Verify if a move out has been received from the requesting CR;

(j) Determine if the requesting CR has indicated that DNPs not completed within three Retail Business Days should not be completed on a Friday. AEP, TNMP and Oncor will utilize the Friday Authorization segment of the 650\_01 transaction regardless of the overdue status and will reschedule Friday orders with the NO flag for the next Retail Business Day.

(k) Identify if RNP request is a same day reconnect.

(l) Verify if a RNP request has been previously received for DNP request within the past 24 hours for CNP and within the past one hour for Oncor.

(m) Upon receipt of a RNP request, verify that the original DNP request was not rejected (CNP and Oncor only).

(n) Verify if a weather moratorium is in effect.

(o) Verify that DNP / RNP service order requests are not backdated; otherwise the 650\_01 transaction will be rejected.

7.6.3.5 Disconnection at Premium Disconnect Location

(1) When necessary, service orders without a premium disconnect location indicator (i.e. pole, substation) that cannot be completed by the FSR at the meter may be referred within one Retail Business Day to a specialized field group that will disconnect service at the pole or transformer if the CR indicated that it would pay for this charge by sending a 650\_01, Service Order Request, with the code “ROL – Roll to Other Location.”

(2) Orders for disconnect at a premium disconnect location will be completed per Section 9, Appendices, Appendix D3, TDSP’s Discretionary Services Timelines Matrix. The TDSP shall reference the YES or NO authorization found in the 650\_01 transaction and will reschedule all orders that would have been scheduled for Friday with the NO flag for the next Retail Business Day.

(3) Service orders sent with premium disconnect location indicator, “PDL – Premium Disconnect Location,” will be immediately referred to specialized field personnel. A CR that does not want to pay for a premium disconnect will send the 650\_01 transaction with the code “MTR – Meter Disconnect Only.”

(4) When service is disconnected at a premium disconnect location, the TDSP will notify the CR on the 650\_02, Service Order Response, with a code of “O” for “Disconnected Other than at Meter.” For any DNP request performed, the appropriate TDSP tariff charges will be applied. When service cannot be disconnected at a premium disconnect location, the TDSP will respond with a 650\_02 transaction Complete Unexecutable and the CR will need to contact the TDSP for special consideration.

7.6.3.7 Same Day/Priority or Weekend / Holiday Reconnect or Disconnect for Non-Payment

Per Customer Protection rule, subsection (f) of P.U.C. Subst. R. 25.483, Disconnection of Service, a CR shall not request disconnection of a customer’s electric service for nonpayment on a holiday or weekend, or the day immediately preceding a holiday or weekend, unless the CR’s personnel are available on those days to take payments, make payment arrangements with the customer, and request reconnection of service.

(1) When issuing a 650\_01, Service Order Request, for RNP or DNP requests, CRs may request priority service where available. The TX SET codes indicated in Table 11, TDSP Priority Codes, should be used to indicate priority status on RNP and DNP requests.

(2) Any service order received by a TDSP with a priority code other than those listed below in Table 11 will be processed as a standard service order.

(3) If a CR issues a same day RNP request after issuing a standard RNP request and the standard RNP request has not been completed, the same day request may be rejected as a duplicate request by the TDSP.

(4) The prepay priority code, listed in Table 11 shall only be used by the REP of record for ESI IDs identified by the TDSP as having a meter that is capable of remote disconnect and reconnect. TDSPs will convert service orders received with a prepay priority code on ESI IDs that do not have remote disconnect and reconnect capability to the standard disconnect or reconnect for non-payment processes adhering to all tariff timelines for scheduling and charges of the request.

(5) The prepay priority code shall not be used by the REP of record unless the current Customer is on a prepay service offering as applicable in P.U.C. Subst. R. 25.498, Prepaid Service. All disconnect service orders with a prepay priority code will be worked as the current prevailing timeline within each TDSP’s service territory. All reconnects with prepay priority shall be worked within one hour of the reconnect service order being received by the TDSP from the REP of record per Section 9, Appendices, Appendix D3, TDSP’s Discretionary Services Timelines Matrix. TDSPs will make reasonable efforts to perform manual processing of the prepay reconnects when necessary to overcome communication interference to the Advanced Meter. Applicable TDSP discretionary service charges may apply for service orders completed manually.

(6) Oncor requires that each REP offering prepay services provide a current list of all prepay ESI IDs at least weekly. The MarkeTrak tool should be used to send the prepay ESI IDs list. REPs should submit a single issue to Oncor using the “Other” subtype and attach a .txt file with the list of ESI IDs. The filename for the REP Prepay ESI ID list should be “REP NAME\_13\_digit DUNS\_PREPAY ESIID\_filedate.txt.” The txt file list should have two fields of information per row: REP DUNS and ESI ID.

**Table 11. TDSP Priority Codes**

| **TDSP** | **Same Day Reconnect** | **Weekend Non Holiday Reconnect** | **Holiday Reconnect** | **Prepay for ESI IDs With Provisioned AMS Meters**  **Note: Used for Both RNPs and DNPs** |
| --- | --- | --- | --- | --- |
| **AEP** | 99 |  | 99 | 05 |
| **CNP** | 02 |  | 02 | 05 |
| **Oncor** | 02 | 03 | 04 | 05 |
| **SU** | 99 |  | 99 | N/A |
| **TNMP** | 02 | 03 | 04 | 05 |

7.6.4.1 Reconnection Service Orders

(Per P.U.C. Subst. R. 25.483, Disconnection of Service, any reconnect request, including those for a premium disconnect location (i.e. pole, substation), issued by a CR according to the timeframes outlined in P.U.C. Subst. R. 25.483(n)(1) through (6), must be completed by the TDSP as specified in Appendix D3 TDSP’s Discretionary Services Timelines Matrix.

Table 15 below outlines the CR Timelines for Submitting RNP Requests.

Table 15. CR Timelines for Submitting RNP Requests

| **Payments Made on a Retail Business Day:** | **RNP Request Must be Sent by:** |
| --- | --- |
| Between 0800 and 1200 | 1400 that Retail Business Day. |
| Between 1200 and 1700 | 1900 that Retail Business Day. |
| Between 1700 and 1900 | 2100 that Retail Business Day. |
| Between 1900 and 0800 | 1400 the next Retail Business Day. |
| **Payments made on a weekend day or holiday** | 1400 the first Retail Business Day after the payment is made. |

7.6.4.3 Customer Receipting Issue

An FSR cannot verify a Customer’s payment and/or determine if the receipt shown is valid for the outstanding amount, therefore, the DNP request may be executed by the FSR. Under this circumstance, the FSR may inform the Customer that they need to contact their REP to arrange for reconnection of their service.

7.6.5.2 Critical Load/Critical Care

(1) CRs requesting DNP for critical load or critical care Customers must contact the TDSP to arrange and coordinate special instructions to provide notice as required by PUCT rules and TDSP tariffs, providing the Customer the opportunity to ameliorate the condition. To complete DNP requests for critical load or critical care Premises, CRs will need to coordinate with their REP relations managers at each TDSP.

(2) If it is determined by the TDSP not to disconnect a critical load or critical care Customer after receiving a DNP request from a CR, the TDSP may request that the CR submit a RNP to unexecute the DNP. If the CR doesn’t submit a RNP request, the TDSP may either reject the DNP request with the appropriate TX SET reason code or Complete Unexecutable with the appropriate TX SET reason code.

**7.6.5.3 Field Service Exceptions**

(1) Per subsection (g)(3) of P.U.C. Subst. R. 25.483, Disconnection of Service:

*If, in the normal performance of its duties, a TDU obtains information that a customer scheduled for disconnection may qualify for delay of disconnection pursuant to this subsection, and the TDU reasonably believes that the information may be unknown to the REP, the TDU shall delay the disconnection and promptly communicate the information to the REP. The TDU shall disconnect such Customer if it subsequently receives a confirmation of the disconnect notice from the REP. Nothing herein should be interpreted as requiring a TDU to assess or to inquire as to the customer’s status before performing a disconnection, or to provide prior notice of the disconnection, when not otherwise required.*

(2) CRs requesting DNP for these previously unexecuted DNP requests must contact the TDSP to arrange and coordinate the special instructions of providing notice as required by PUCT rules and TDSP tariffs, allowing the Customer the opportunity to ameliorate the condition. To complete subsequent DNP requests, REPs will coordinate with their REP relations managers at each TDSP.

7.6.5.4 Weather Moratoriums

(1) All Market Participants should monitor [www.nws.noaa.gov](http://www.nws.noaa.gov/) for the conditions in Table 20, Extreme Weather Emergency Due to Cold, and Table 21, Extreme Weather Emergency Due to Heat, that would establish a weather moratorium. A weather moratorium may be invoked in a service territory at any time during the day when one of the following conditions exists in a county as outlined in P.U.C. Subst. R. 25.483, Disconnection of Service:

**Table 20. Extreme Weather Emergency Due to Cold**

| The previous day's highest temperature did not exceed 32°F and the predicted temperature for the next 24 hours is at or below 32°F. (Both conditions must be met before disconnection activity is suspended in a service territory). | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Example I | 28°F | 28°F | 32°F | 34°F | 34°F | 32°F | 32°F |
|  |  | No Disconnect | Disconnect | Disconnect | Disconnect | No Disconnect |
| Example II | 28°F | 28°F | 32°F | 32°F | 34°F | 32°F | 45°F |
|  |  | No Disconnect | No Disconnect | Disconnect | Disconnect | Disconnect |
| Example III | 28°F | 28°F | 32°F | 30°F | 34°F | 32°F | 25°F |
|  |  | No Disconnect | No Disconnect | Disconnect | Disconnect | No Disconnect |

Table 21. Extreme Weather Emergency Due to Heat

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| The National Weather Service issues a heat Advisory for that day or on any one of the preceding two days. | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
| Example I | Heat Advisory in Effect | Heat Advisory in Effect | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory | No Heat Advisory | Heat Advisory in Effect |
|  |  | No Disconnect | No Disconnect | No Disconnect | Disconnect | No Disconnect |
| Example II | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory | No Heat Advisory | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory |
|  |  | No Disconnect | Disconnect | No Disconnect | No Disconnect | No Disconnect |

(2) Disconnection Activity During Extreme Weather

(a) In the event that one of the above conditions exists in a TDSP’s service territory, that TDSP shall notify the PUCT as described in P.U.C. Subst. R. 25.483(i)(2) to outage@puc.state.tx.us and CRs via e-mail that a weather moratorium has been invoked and that disconnection activity has been suspended as indicated in Table 22, TDSP Disconnection Activity During Weather Moratorium.

(b) CRs will need to provide their company contact to their REP relations manager at each TDSP in order to receive the weather moratorium notifications.

(c) For the duration of the weather moratorium, CRs shall not issue DNP request for affected areas. New DNP requests issued for Premises in counties or service territories that are experiencing a weather moratorium will be processed as indicated in Table 22 below.

(d) DNP requests that are Pending completion by the TDSP at the time a weather moratorium is established will be unexecuted or rejected in accordance with Table 22. TDSP Disconnection Activity During Weather Moratorium..

(e) DNP requests that are Completed Unexecutable by a TDSP during a weather moratorium and still qualify for DNP should be resubmitted by the CR at the time the weather moratorium is lifted.

(3) Reconnection Activity During Extreme Weather

(a) All types of RNP request will be processed by all TDSPs during a weather moratorium.

(b) RNP requests received for Pending DNP requests will be processed in order to cancel the DNP request. RNP requests received for DNP completed prior to an extreme weather event are processed and dispatched according to applicable timeframes during a weather moratorium.

Table 22. TDSP Disconnection Activity During Weather Moratorium

| **TDSP** | **TDSP E-Mail Notification - Disconnection Activity Suspended Due to Weather Moratorium** | **TDSP Processing of New DNP Requests Issued During Weather Moratorium** |
| --- | --- | --- |
| **AEP** | By county. | Completed Unexecutable |
| **CNP** | By service territory. | Will either be rejected or Completed Unexecutable |
| **Oncor** | By county. | Completed Unexecutable |
| **SU** | By county. | Completed Unexecutable |
| **TNMP** | By service territory. | Completed Unexecutable |

7.6.5.7 Unmetered Service

(1) An unmetered service that is not a critical load Premise or that does not present a hazardous condition if disconnected will be subject to the same processing as metered services for DNP and RNP requests.

(2) For all other unmetered services, DNP requests will be Completed Unexecutable upon receipt or following field investigation. The requesting CR will need to contact the TDSP to coordinate the DNP request as indicated in Table 23, DNP/RNP Request for Mastered Metered Premises and Unmetered Services, above.

**ERCOT Retail Market Guide**

**Section 9: Appendices**

**Appendix D3: TDSP’s Discretionary Services for Timelines Matrix**

**[Date]**

**See electronic Microsoft Office Excel© file on the ERCOT Website posted with the Retail Market Guide**