12 External Load Serving Entities (ELSE) Market Processes

This section describes the interaction between Transmission and / or Distribution Service Providers (TDSPs) and ELSEs (as defined in Section 2 of the ERCOT Nodal Protocols) that are not required to utilize Texas Standard Electronic Transactions (Texas SETs) for Retail Market processes.

12.1 External Load Serving Entities (ELSE) Retail Market Processes

12.1.1 ELSE Disconnect and Reconnect for Non-Payment Process

(1) Any ELSE requesting less than 15 DNPs per month may use the process below, and shall perform internal validations prior to issuing a DNP request.

(2) To request a DNP / RNP, the ELSE shall submit an e-mail containing a completed spreadsheet formatted according to Table 1, ELSE DNP / RNP Request Spreadsheet Format that will be sent to the appropriate TDSP at the email address indicated in Table 2, TDSP Contact Information for ELSE Requests.

Table 1. ELSE DNP / RNP Request Spreadsheet Format

| **Column** | **Field Name** | **Note** | **Data Attributes** | |
| --- | --- | --- | --- | --- |
| **Type** | **Length**  **(Min. / Max.)** |
| (1) | ESI ID | (required) | AN | 1 Min. / 80 Max. |
| (2) | Request Type  (DNP or RNP) | (required) | AN | 3 Min. / 3 Max. |
| (3) | Request Date | (required) | DT | 8 Min. / 8 Max. |
| (4) | Customer Contact Name | (required) | AN | 1 Min. / 60 Max. |
| (5) | Customer Contact Phone | (required) | AN | 1 Min. / 80 Max. |
| (6) | Street Address | (required) | AN | 1 Min. / 55 Max. |
| (7) | Address Overflow | (if applicable) | AN | 1 Min. / 55 Max. |
| (8) | ZIP | (required) | ID | 3 Min. / 15 Max. |
| (9) | City | (required) | AN | 2 Min. / 30 Max. |
| (10) | ELSE DUNS Number | (required) | AN | 2 Min. / 80 Max. |
| (11) | ELSE Name | (required) | AN | 1 Min. / 60 Max. |
| (12) | ELSE Contact Name | (required) | AN | 1 Min. / 60 Max. |
| (13) | ELSE Contact Phone | (required) | AN | 1 Min. / 80 Max. |
| (14) | ELSE Contact Email | (required) | AN | 1 Min. / 80 Max. |
| (15) | Notes/Directions | (optional) | AN | 1 Min. / 80 Max. |
| (16) | TDSP Completion Date | (TDSP only required if complete) | DT | 8 Min. / 8 Max. |
| (17) | TDSP Comments | (TDSP only optional) | AN | 1 Min. / 80 Max. |

Table 2. TDSP Contact Information for ELSE Requests

| **TDSP** | **Contact Information for ELSE DNP / RNP Requests** | **TDSP E-mail for ELSE DNP / RNP Request Spreadsheet** |
| --- | --- | --- |
| **AEP** | Contact CR Relations team for process. | crrtx@aep.com |
| **CNP** | Contact 24 hours per day seven days per week support center  (713) 207-2222 or (800) 332-7143 | * CNP.Priority@CenterPointEnergy.com |
| **Oncor** | Contact 24 hours per day seven days per week support center  (888) 313-6934 | * contactcenter@Oncor.com * Include “Emergency Reconnect” in the subject line. |
| **SU** | Contact 24 hours per day seven days per week support center (800) 442-8688 | ERCOTSafetyNets@sharyland.com |
| **TNMP** | Contact 24 hours per day seven days per week support center  (888) 866-7456 | SafetyNet@tnmp.com |

(3) The TDSP will acknowledge receipt of the DNP / RNP request within one (1) Business Day. If the request is received outside Business Hours, the request will be considered received by the TDSP on the next Business Day.

(4) The TDSP will complete the request within two (2) Business Days of the requested date submitted in the ELSE DNP / RNP Request Spreadsheet. The requested date cannot be backdated.

(5) Any charges including applicable TDSP charges with disconnecting and / or re-energizing the Customer’s Premise will be billed to the ELSE initiating the ELSE DNP / RNP request. The ELSE may use the applicable TDSP tariff dispute process to remedy billing issues.