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| RMGRR Number |  | RMGRR Title | Clarification of Inadvertent Gain Process |
| Date Posted | | April 24, 2015 | |
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| Requested Resolution | | Normal | |
| Retail Market Guide Sections Requiring Revision | | 7.3.2.4, Valid Reject Reasons | |
| **Other Binding Documents Requiring Revision or Related Revision Requests** | | None | |
| Revision Description | | This Retail Market Guide Revision Request (RMGRR) adds language to the Retail Market Guide to clarify best business practices when processing inadvertent gain issues in MarkeTrak. | |
| 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** | • Provides clarification to the inadvertent gain process for losing and gaining Competitive Retailers (CRs) when evaluating valid reject reasons.  • Minimizes confusion of valid reject reasons, which will improve the processing of inadvertent gain MarkeTrak issues and facilitate timely resolution. |
| **Quantitative Benefits** |  |
| **Impact to Market Segments** |  |
| **Other** | **The previous language stated:**  *The customer has entered in multiple, valid contracts regarding the same ESI ID(s).*  **Other CR’s are interpreting are rejecting MT’s with the reason:**  *7.3.2.4 Valid Reject/Unexecutable Reason – (c) Losing CR has confirmed Customer’s intent to change REP’s.*    This will lead to various MT’s being rejected and the gaining CR to have to write off balances. This may also cause a habit to be formed and an additional way for the customer to gain the system. |

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| Sponsor | |
| Name | Tomas Fernandez |
| E-mail Address | [Tomas.Fernandez@nrg.com](mailto:Tomas.Fernandez@nrg.com) |
| Company | NRG Energy |
| Phone Number | 713-537-2419 |
| Cell Number | 713-819-6445 |
| Market Segment | Not applicable. |

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

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| Proposed Guide Language Revision |

**7.3.2.4 Valid Reject/Unexecutable Reasons**

(1) The losing CR may reject the return of an inadvertently gained ESI ID from the gaining CR for one of the following reasons only:

(a) A new transaction has completed in the market, including, but not limited to the following transactions:

(i) The 814\_16, Move In Request; or

(ii) The 814\_01, Switch Request.

(b) Duplicate *Inadvertent Gaining* issue in MarkeTrak for the same Customer on the same ESI ID.

(c)