|  |  |  |  |
| --- | --- | --- | --- |
| RMGRR Number |  | RMGRR Title | Clarification of Inadvertent Gain Process |
| Date Posted | April 24, 2015 |
|  |  |
| 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)* |

|  |
| --- |
| **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. |

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

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

|  |
| --- |
| 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)