Definition … What is a Usage/Billing - Missing?

The Usage/Billing – Missing subtype is used by Market Participants for questions pertaining to missing transactions which include missing 867\_03 usage transactions, 867\_03 Final transactions, and 810 transactions. A COMPETITIVE RETAILER or a TDSP can submit this subtype; however, the majority are submitted by COMPETITIVE RETAILERs so we will demonstrate a COMPETITIVE RETAILER submitting to the TDSP.

<Usage/Billing – Missing, SCENARIO 1>

Here is the process for filing a Usage/Billing – Missing issue.

The submitting COMPETITIVE RETAILER begins the process by selecting “Usage/Billing - Missing” from the submit tree.

The COMPETITIVE RETAILER enters the TDSP Duns number in the Assignee field, the ESI ID, the Tran Type, which is selected from the Tran Type dropdown field, the Transaction Date, the Start Time and the account type of IDR or Non-IDR which is also a selection from the IDR/Non-IDR drop down field. The Original Tan ID, which is the BGN02 of the 814\_01, 814\_16 or the 814\_24, is only required if the Tran Type selected from the Tran Type drop down field is an 867\_03 Final. The Stop Time field is not a required element; however, it is strongly encouraged that users populate this field. The Stop Time represents the service period stop date. If left blank, it will be assumed that the stop date is the most current read date.

Click OK to submit. A validation is performed to verify that the Submitting COMPETITIVE RETAILER is the Rep of Record in ERCOT’s registration system for the Start Time entered. If the validation fails, an error message will display indicating “The CR is not the ROR for the start time provided according to the ERCOT registration system”. The MarkeTrak user can correct the Start Time on the issue and select ‘OK’ or select ‘Cancel’ to exit the submit process.

[TDSP] The TDSP will receive the issue in a state of ‘New ‘. The TDSP selects ‘Begin Working’ and the issue transitions to a state of ‘In Progress (Assignee)’.

The simplest case (known to some as a “happy path”) is for the TDSP to transition the issue Complete and provide the information for the missing usage transaction which is the scenario we will now demonstrate. We will look at an alternate scenario shortly.

The TDSP has reviewed the issue and determined they can provide the requested information for the missing usage transaction. The TDSP selects ‘Complete’ and are prompted to enter the Tran ID of the missing transaction. The TDSP enters the required Tran ID and selects OK. The issue transitions to a state of ‘Pending Complete’ with the submitting COMPETITIVE RETAILER as the responsible MP. The COMPETITIVE RETAILER can select ‘Complete’ to close the issue or the issue will auto complete if left in the Pending Complete state for 14 calendar days.

<Usage/Billing – Missing, SCENARIO 2>

Now let’s review an alternate scenario illustrating how a Usage/Billing – Missing issue can be transitioned back and forth between the parties to facilitate discussion.

[COMPETITIVE RETAILER VIEW] The submitting COMPETITIVE RETAILER begins the process by selecting “Usage/Billing - Missing” from the submit tree.

The COMPETITIVE RETAILER enters the TDSP Duns number in the Assignee field, the ESI ID, the Tran Type, which is selected from the Tran Type dropdown field, the Transaction Date, the Start Time and the account type of IDR or Non-IDR which is also a selection from the IDR/Non-IDR drop down field. The Original Tan ID, which is the BGN02 of the 814\_01, 814\_16 or the 814\_24, is only required if the Tran Type selected from the Tran Type drop down field is an 867\_03 Final. The Stop Time field is not a required element; however, it is strongly encouraged that users populate this field. The Stop Time represents the service period stop date. If left blank, it will be assumed that the stop date is the most current read date.

Click OK to submit. A validation is performed to verify that the Submitting COMPETITIVE RETAILER is the Rep of Record in ERCOT’s registration system for the Start Time entered. If the validation fails, an error message will display indicating “The COMPETITIVE RETAILER is not the ROR for the start time provided according to the ERCOT registration system”. The MarkeTrak user can correct the Start Time on the issue and select ‘OK’ or select ‘Cancel’ to exit the submit process.

[TDSP] The TDSP will receive the issue in a state of ‘New ‘. The TDSP selects ‘Begin Working’ and the issue transitions to a state of ‘In Progress (Assignee)’. The TDSP has reviewed the issue and determined that they have already provided the usage transaction. The TDSP selects ‘Complete’, enters the Tran ID of the transaction previously sent, enters comments noting the date the transaction was sent, and selects OK. The issue transitions to a state of ‘Pending Complete’ with the submitting COMPETITIVE RETAILER as the responsible MP.

[COMPETITIVE RETAILER VIEW] The submitting COMPETITIVE RETAILER reviews the information provided on the issue by the TDSP and determines they have still not received the missing transaction. The COMPETITIVE RETAILER selects the ‘Return to Assignee’ transition and is prompted to enter comments which are required on the ‘Return to Assignee’ transition. The COMPETITIVE RETAILER enters comments noting they have not yet received the transaction and selects OK. The issue transitions back to the TDSP in the state of ‘New’.

[TDSP] The TDSP selects ‘Begin Working’ and the issue transitions to a state of ‘In Progress (Assignee)’. The TDSP reviews the comments and the information provided on the issue. For this scenario, the TDSP does not have additional information to add to the issue and selects ‘Return to Submitter’ entering required comments noting the transaction has been sent and no additional information is available. The issue transitions back to the Submitting COMPETITIVE RETAILER in a state of ‘New-All’.

[COMPETITIVE RETAILER VIEW] The submitting COMPETITIVE RETAILER selects the ‘Begin Working’ transition which moves the issue to the state of ‘In Progress’. The COMPETITIVE RETAILER reviews the information provided on the issue by the TDSP and determines they have now received the missing usage transaction. The COMPETITIVE RETAILER selects the ‘Close’ transition and is prompted to enter comments where they indicate that the transaction has been received. The issue transitions to the closed state of ‘’Closed by Submitter”.

<CHECKPOINT QUESTION>

For which tran type is the Orignal Tran ID required upon the Submit transition?

1. 867\_03F
2. 867\_03 Monthly 00 - original
3. 867\_03 Monthly 01 – cancel, or retract
4. 867\_03 Monthly 05 – rebill, replace
5. 810\_02 Monthly 00 - original
6. 810\_02 Monthly 01 - cancel
7. 810\_02 Monthly 05 - replace
8. 810\_03

Answer: If the 867\_03F is selected, the Original Tran ID is required.

<CHECKPOINT QUESTION>

True or False – A blank Stop Time field indicates the stop time is the end of the 30 day period following the Start Time.

Answer: False – a blank Stop Time represents the date up to the most current read.

Definition … What is a Usage/Billing - Dispute?

The Usage/Billing – Dispute subtype is used by Market Participants for questions pertaining to Load or Generation disputes, questions relating to bill calculations or tariff assignments of transactions already received. A COMPETITIVE RETAILER or a TDSP can submit this subtype; however, the majority are submitted by COMPETITIVE RETAILERs so we will demonstrate a COMPETITIVE RETAILER submitting to the TDSP.

<Usage/Billing – Dispute, SCENARIO 1>

Here is the process for filing a Usage/Billing – Dispute issue.

The submitting COMPETITIVE RETAILER begins the process by selecting “Usage/Billing - Dispute” from the submit tree.

The COMPETITIVE RETAILER enters the TDSP Duns number in the Assignee field, the ESI ID, the Tran Type, which is selected from the Tran Type dropdown field, the Transaction Date, the Start Time, the Dispute Category, the Tran ID, and the account type of IDR or Non-IDR which is also a selection from a drop down field. The Original Tan ID, which is the BGN02 of the 814\_01, 814\_16 or the 814\_24, is only required if the Tran Type selected from the Tran Type drop down field is an 867\_03 Final. The Comment field is optional except when the value selected for the Dispute Category is ‘Other’. The Stop Time field is not a required element; however, it is strongly encouraged that users populate this field. The Stop Time represents the service period stop date. If left blank, it will be assumed that the stop date is the most current read date.

Click OK to submit. A validation is performed to verify that the Submitting COMPETITIVE RETAILER is the Rep of Record in ERCOT’s registration system for the Start Time entered. If the validation fails, an error message will display indicating “The CR is not the ROR for the start time provided according to the ERCOT registration system”. The MarkeTrak user can correct the Start Time on the issue and select ‘OK’ or select ‘Cancel’ to exit the submit process. The ROR validation cannot be bypassed. If the Competitive Retailer is not the ROR in ERCOT’s system for the Start Time on the issue, the validation will fail and the Submit process cannot be completed. If the COMPETITIVE RETAILER is no longer the ROR in ERCOT’s system and cannot submit a Usage/Billing – Dispute issue due to the ROR validation, the COMPETITIVE RETAILER should submit an ‘Other’ issue subtype to the TDSP.

[TDSP] The TDSP will receive the issue in a state of ‘New ‘. The TDSP selects ‘Begin Working’ and the issue transitions to a state of ‘In Progress (Assignee)’.

The simplest case (known to some as a “happy path”) is for the TDSP to transition the issue Complete and provide documentation of any action taken for the disputed usage. This is the scenario we will now demonstrate. We will look at an alternate scenario shortly.

The TDSP has reviewed the issue and made a determination on the disputed usage. The TDSP selects ‘Complete’ and is prompted to enter comments. The TDSP enters the comments and selects OK. The issue transitions to a state of ‘Pending Complete’ with the submitting COMPETITIVE RETAILER as the responsible MP. The COMPETITIVE RETAILER can select ‘Complete’ to close the issue or the issue will auto complete if left in the Pending Complete state for 14 calendar days.

<Usage/Billing – Dispute, SCENARIO 2>

Now let’s review an alternate scenario illustrating a Usage/Billing – Dispute issue that has been transitioned ‘Unexecutable’ by the Assignee.

The submitting COMPETITIVE RETAILER begins the process by selecting “Usage/Billing - Dispute” from the submit tree.

The COMPETITIVE RETAILER enters the TDSP Duns number in the Assignee field, the ESI ID, the Tran Type, which is selected from the Tran Type dropdown field, the Transaction Date, the Start Time, the Dispute Category, the Tran ID, and the account type of IDR or Non-IDR which is also a selection from the IDR/Non-IDR drop down field. The Original Tan ID, which is the BGN02 of the 814\_01, 814\_16 or the 814\_24, is only required if the Tran Type selected from the Tran Type drop down field is an 867\_03 Final. The Comment field is optional except when the value selected for the Dispute Category is ‘Other’. The Stop Time field is not a required element; however, it is strongly encouraged that users populate this field. The Stop Time represents the service period stop date. If left blank, it will be assumed that the stop date is the most current read date.

Click OK to submit. A validation is performed to verify that the Submitting COMPETITIVE RETAILER is the Rep of Record in ERCOT’s registration system for the Start Time entered. If the validation fails, an error message will display indicating “The CR is not the ROR for the start time provided according to the ERCOT registration system”. The MarkeTrak user can correct the Start Time on the issue and select ‘OK’ or select ‘Cancel’ to exit the submit process.

[TDSP] The TDSP will receive the issue in a state of ‘New ‘. The TDSP selects ‘Begin Working’ and the issue transitions to a state of ‘In Progress (Assignee)’.

The TDSP has reviewed the issue and determined that no adjustments to usage billing is required. The TDSP selects ‘Unexecutable’, enters required comments, and selects OK. The issue transitions to a state of ‘Unexecutable (PC)’ with the submitting COMPETITIVE RETAILER as the responsible MP.

[COMPETITIVE RETAILER VIEW] The submitting COMPETITIVE RETAILER has the option of selecting ‘Accept’ to close the issue or the issue can be transitioned back to the Assignee for further discussion. If the issue remains in the ‘Unexecutable (PC)’ state for 14 calendar days, it will automatically transition to a state of Auto Complete.

<CHECKPOINT QUESTION>

When are Comments required on submission of a Usage/Billing – Dispute issue?

1. When the Stop Time is Blank
2. When the Tran Type = 867\_03 Final
3. When the Dispute Category = Other
4. All of the Above

Answer: C - Comments are required on the Submit transition if the Dispute Category = Other.

<CHECKPOINT QUESTION>

True/False - The Competitive Retailer should submit a Usage/Billing – Dispute issue even if they are not the Rep of Record in ERCOT’s system for the Start Time being disputed.

Answer: False – A COMPETITIVE RETAILER must be the Rep of Record in ERCOT’s registration system for the Start Time provided on the issue. If the COMPETITIVE RETAILER is not the ROR in ERCOT’s system, they must submit the dispute via the subtype ‘Other’.

Definition … What is a Usage/Billing AMS LSE - Missing?

The Usage and Billing AMS LSE – Missing subtype is used by a Competitive Retailer to request missing AMS LSE interval data from the TDSP. This subtype should only be used for ESIIDs with an AMS meter profile. The missing interval is not restricted to one day; however, non-consecutive intervals should be filed on separate MarkeTrak issues. For example, if the missing interval is from 01/01/2015 to 01/04/2015, this can be filed on one MarkeTrak issue since the interval is consecutive. If the missing interval is from 01/01/2015 to 01/04/2015 and 01/06/2015 to 01/12/2015 this will require two MarkeTrak issues since the dates for the missing intervals are not consecutive.

<Usage/Billing AMS LSE – Missing, SCENARIO 1>

The submitting COMPETITIVE RETAILER begins the process by selecting “Usage and Billing AMS LSE - Missing” from the submit tree.

The COMPETITIVE RETAILER enters the TDSP Duns number in the Assignee field, the ESI ID, the Start Time for the missing interval which should be formatted as mm/dd/yyyy 00:00:00 and the Stop Time which is formatted as mm/dd/yyyy 23:59:59. Click OK to submit.

[TDSP] The TDSP will receive the issue in a state of ‘New ‘. The TDSP selects ‘Begin Working’ and the issue transitions to a state of ‘In Progress (Assignee)’.

The simplest case (known to some as a “happy path”) is for the TDSP to transition the issue Complete and provide the information for the missing interval data which is the scenario we will now demonstrate. We will look at an alternate scenario shortly.

The TDSP has reviewed the issue and determined they can provide the requested information for the missing interval data. The TDSP selects ‘Complete’ and are prompted to enter comments. The TDSP enters comments and selects OK. The issue transitions to a state of ‘Pending Complete’ with the submitting COMPETITIVE RETAILER as the responsible MP. The COMPETITIVE RETAILER can select ‘Complete’ to close the issue or the issue will auto complete if left in the Pending Complete state for 14 calendar days.

<Usage/Billing AMS LSE – Missing, SCENARIO 2>

Now let’s review an alternate scenario for a Usage and Billing AMS LSE – Missing issue.

[COMPETITIVE RETAILER VIEW] The submitting COMPETITIVE RETAILER begins the process by selecting “Usage and Billing AMS LSE - Missing” from the submit tree.

The COMPETITIVE RETAILER enters the TDSP Duns number in the Assignee field, the ESI ID, the Start Time for the missing interval which should be formatted as mm/dd/yyyy 00:00:00 and the Stop Time which is formatted as mm/dd/yyyy 23:59:59. Click OK to submit.

[TDSP] The TDSP will receive the issue in a state of ‘New ‘. The TDSP selects ‘Begin Working’ and the issue transitions to a state of ‘In Progress (Assignee)’. The TDSP reviews the issue and determines they cannot provide the interval data requested. The TDSP selects the ‘Unexecutable’ transition, provides required comments, and selects OK. The issue transitions back to the Submitting COMPETITIVE RETAILER in a state of ‘Unexecutable (PC)’.

[COMPETITIVE RETAILER VIEW] The submitting COMPETITIVE RETAILER has the option to return the issue to the TDSP for additional discussion by selecting ‘Return to Assignee’ or they can select ‘Accept’ to close the issue. If the issue remains in the ‘Unexecutable (PC)’ state for 14 calendar days, it will transition automatically to the closed state of ‘Auto Complete’.

<CHECKPOINT QUESTION>

True or False - A competitive retailer missing AMS LSE interval data for the period of 12/29/2014 to 01/02/2015 should create one MarkeTrak issue to request the data.

Answer: True. 12/29/2014 to 01/02/2015 is a consecutive time period and can be submitted on one Marketrak issue.

Definition … What is a Usage/ Billing AMS LSE - Dispute?

The Usage and Billing AMS LSE – Dispute subtype is used by a Competitive Retailer to dispute AMS LSE interval data from the TDSP. This subtype should only be used for ESIIDs with an AMS meter profile. Each issue must reflect the intervals from a single day; a new issue must be created for each additional day. Before submitting a Usage and Billing AMS LSE Dispute issue, the COMPETITIVE RETAILER should allow five (5) business days for transaction processing to complete.

The usage data must be loaded in ERCOT’s system and is identified by the unique identifier ‘UIDAMSINTERVAL’ from the Supplemental AMS Interval Data Extract. This field uniquely identifies the specific interval being disputed for a one day service period.

The Supplemental AMS Interval Data Extract is posted daily to the ERCOT Market Information System (MIS). Additional information about the extract can be found in the Supplemental AMS Interval Data Extract User Guide located on ERCOT.com.

<Usage/Billing AMS LSE – Dispute, SCENARIO 1>

The submitting COMPETITIVE RETAILER begins the process by selecting “Usage and Billing AMS LSE - Dispute” from the submit tree.

The COMPETITIVE RETAILER enters the TDSP Duns number in the Assignee field, the ESI ID, the UIDAMSINTERVAL, the Start Time for the disputed interval which should be formatted as mm/dd/yyyy 00:00:00 and the Stop Time which is formatted as mm/dd/yyyy 23:59:59. Click OK to submit.

[TDSP] The TDSP will receive the issue in a state of ‘New ‘. The TDSP selects ‘Begin Working’ and the issue transitions to a state of ‘In Progress (Assignee)’.

The simplest case (known to some as a “happy path”) is for the TDSP to transition the issue Complete and provide the information for the disputed interval data which is the scenario we will now demonstrate. We will look at an alternate scenario shortly.

The TDSP has reviewed the issue and determined they can provide the requested information for the disputed interval data. The TDSP selects ‘Complete’ and are prompted to enter comments. The TDSP enters comments and selects ‘OK’. The issue transitions to a state of ‘Pending Complete’ with the submitting COMPETITIVE RETAILER as the responsible MP. The COMPETITIVE RETAILER can select ‘Complete’ to close the issue or the issue will auto complete if left in the Pending Complete state for 14 calendar days.

<Usage/Billing AMS LSE – Dispute, SCENARIO 2>

Now let’s review an alternate scenario for a Usage and Billing AMS LSE – Dispute issue.

The submitting COMPETITIVE RETAILER begins the process by selecting “Usage and Billing AMS LSE - Dispute” from the submit tree.

The COMPETITIVE RETAILER enters the TDSP Duns number in the Assignee field, the ESI ID, the UIDAMSINTERVAL, the Start Time for the disputed interval which should be formatted as mm/dd/yyyy 00:00:00 and the Stop Time which is formatted as mm/dd/yyyy 23:59:59. Click OK to submit.

[TDSP] The TDSP will receive the issue in a state of ‘New ‘. The TDSP selects ‘Begin Working’ and the issue transitions to a state of ‘In Progress (Assignee)’.

The TDSP reviews the issue and determines they cannot provide the data requested. The TDSP selects the ‘Unexecutable’ transition, provides required comments, and selects OK. The issue transitions back to the Submitting COMPETITIVE RETAILER in a state of ‘Unexecutable (PC)’.

[COMPETITIVE RETAILER VIEW] The submitting COMPETITIVE RETAILER has the option to return the issue to the TDSP for additional discussion by selecting ‘Return to Assignee’ or they can select ‘Accept’ to close the issue. For this scenario, the COMPETITIVE RETAILER selects ‘Return to Assignee’ to send the issue back to the TDSP, enters required comments and selects OK.

[TDSP] The TDSP will receive the issue in a state of ‘New ‘. The TDSP selects ‘Begin Working’ and the issue transitions to a state of ‘In Progress (Assignee)’.

The TDSP reviews the comments provided by the COMPETITIVE RETAILER. Depending upon the situation and the additional information provided by the COMPETITIVE RETAILER, the TDSP has the option to select ‘Complete’ and provide the requested data, or they can select ‘Unexecutable’ and provide comments to support the Unexecutable transition. For this scenario, the TDSP again selects ‘Unexecutable’ and enters required comments. The issue transitions back to the COMPETITIVE RETAILER in a state of ‘Unexecutable (PC)’.

The submitting COMPETITIVE RETAILER has the option to return the issue to the TDSP for additional discussion by selecting ‘Return to Assignee’ or they can select ‘Accept’ to close the issue. If the issue remains in the ‘Unexecutable (PC)’ state for 14 calendar days, it will transition automatically to the closed state of ‘Auto Complete’.

<CHECKPOINT QUESTION>

Where can a market participant find the UIDAMSINTERVAL for interval data being disputed?

1. ESI ID Service History and Usage Extract
2. Supplemental AMS Interval Data Extract
3. Supplemental IDR Required Interval Data Extract
4. None of the Above

Answer: B - Supplemental AMS Interval Data Extract