**Switch Hold Process Discussion (MTTF Meeting December 2nd):**

1. **What are the areas of opportunity / clarification in the MarkeTrak process and Retail Market Guide?**
   1. **Process for removal of a switch hold for meter tampering / Deferred payment plan for purposes of a move-in**
      1. **Does clarity need to be provided on required documentation?**
         1. **What documentation substantiating an “association” should be provided?**
         2. **What documentation substantiating an “association” will be accepted?**
      2. **Do the current guides clarify the review process?  Is any additional language needed?**
         1. **What constitutes “an association” of occupants?**
         2. **Do any other reasons for rejection need to be clarified?** 
            1. **Landlord issues**
            2. **Altered documents**
         3. **Is there consistency among the market? TDSPs? Agents?**
2. **Is the current process working?  Are all market participants responding to Switch hold removal MTs?  In a timely manner?**
   1. **Can ERCOT provide any metrics around # of switch holds – tampering /DPP?  Time expired?  Time to resolution?  Is this needed?**
3. **Process for removal of a switch hold for meter tampering / deferred payment plan due to a move–out**
   1. **Does this process offer a potential gap**
4. **Access of tampering information by the TDSPs**
   1. **Evidence**
   2. **Cancel/rebill consumption charges**
5. **Provision of switch hold files by the TDSPs**
   1. **Access issues?**
   2. **Updated file issues?**
   3. **Primary/secondary files?**
6. **Is a reminder of PUC Rules around Switch-holds beyond the purview of this task?  Or, if training results, does this serve as a nice introduction to the topic?**