**Switch Hold Process**

Documentation required for CSA-

* Is additional documentation even necessary?
* Does TDTMS need to modify/eliminate the current document requiring signatures?(Review of RMG section 7.16 & 7.17)
  + Specify signatures- Wet vs Electronic vs PDF edit
  + Can we review if signature is needed on the form as a requirement
* TDTMS needs to clarify current RMG documentation
* Review of the Users Guide
* Create separate section for CSA process( RMG only)
* TDTMS create RMGRR to request change

Landlord Documentation and Scenarios-

* Review process where landlord owes debt where switch hold is applied
* Review Users Guide clarification as a note
* Food for thought: Possibility of adding a code to the MVI (814\_16) transaction indicating ESIID is subject to CSA – does this belong with TXSET? What are consequences?

Consistency among Market Participants-

* Add additional verbiage around required documentation to prove occupancy
  + Review preferred documents and clarify in the Users Guide and Retail Market Guide

Can ERCOT provide metrics/data to support the MT Switch Hold( by the Market and by CR)

* Percent auto closed
* Number submitted
* Number Approved/Denied

Note: Data will be provided in 2nd qtr TDTMS meeting

Training note:Process for removal of a switch hold for meter tampering / deferred payment plan due to a move–out. TDTMS would take recommendation to RMTTF for training

Does this process offer a potential gap?

Issues with how evidence is accessed

* Define a standard process

Provision of the Switch Hold files by the TDSP

* Issues with accuracy and availability of the file information
  + Located in various places( MIS-most frequent data, TDSP Extract, FTP site) RMG 7.17.2

Training/Switch Hold Rule

* Review at a later time TDTMS would take recommendation to RMTTF for training
* Possible change to the current rule

Review MarkeTrak User’s Guide around Usage/Billing practices as they apply to Switch Holds