**ERCOT Retail Market Guide**

**Section 7: Market Processes**

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7.4 Safety-Nets

7.4.1 Purpose of the Safety-Net Move In Process

(1) Section 7.4, Safety-Nets, explains the steps that Market Participants will follow when processing safety-net Move-In Requests. This document is not intended to override or in any way contradict P.U.C. Subst. R. 25.487, Obligations Related to Move-In Transactions.

(2) The safety-net process is a manual work-around process used by Market Participants in the Texas retail market when market transactions are systematically delayed or not functional,..

(3) The Retail Electric Provider (REP) establishes its rights and responsibilities to serve a Customer at the Premise identified by the safety-net move in Electric Service Identifier (ESI ID) beginning the date the TDSP connects service.

(4) The safety-net process may be used for extended transaction processing outages, as described in Section 7.10, Procedures for Extended Unplanned System Outages.

7.4.1.1 Appropriate Use of the Safety-Net Move In Process

(1) The safety-net process should be used for legitimate purposes and not to bypass standard rules and processes.

(2) REPs may use the safety-net spreadsheet for Customers of all Premises. If construction service is required, the service order may be delayed or completed unexecutable

(3) REPs may submit a safety-net spreadsheet for the following:

(a) For Standard meters - Advanced Metering System meters with remote connect/disconnect capability (AMS-R):

(i) Move In - The Customer has requested a same or next day move in and the Competitive Retailer (CR) has not received an 814\_05, CR Enrollment Notification Response, 814\_17, Move In Reject Response, or 814\_28, Complete Unexecutable or Permit Required, transaction within four Retail Business Hours of submitting the 814\_16, Move In Request.

(ii) (Removed as part of PUCT Project 41121).

(b) For Premises with Non-Standard meters, Advanced Metering System meters without remote connect/disconnect capability (AMS-M) and non-metered services:

(i) Move In - Move ins submitted at least two Retail Business Days prior to the requested date, if the 814\_05, 814\_17, or 814\_28 response transaction has not been received on the day prior to the requested date in the 814\_16 standard move in transaction.

(ii) Priority move in - For move ins where the Customer has requested priority service and is willing to pay applicable fees, if the CR has submitted the priority move-in transaction and an 814\_05, 814\_17, or 814\_28 response transaction has not been received by 1400 on the requested date in the 814\_16 or 814\_22 priority move in transaction.

**7.4.1.2 Move In Safety-Net Spreadsheet Format and Timing**

The REP may submit a safety-net spreadsheet for Move-In Requests (with the requested date from the original 814\_16, Move In Request) between the hours of 1100 to 1200 on the Business Day prior to the Customer’s requested move in date, if the REP has not received the 814\_05, CR Enrollment Notification Response, 814\_17, Move In Reject Response, or 814\_28, Complete Unexecutable or Permit Required, from ERCOT. A TDSP will reject safety-net spreadsheet requests received earlier than the day prior to the requested move in date. This request is done via e-mail using the “Subject Line” included in Table 2, Required Subject Lines for Standard Safety-Net Move In E-mails.

Table 2. Required Subject Lines for Standard Safety-Net Move In E-mails

| **Subject Line** | **Used For** | **Submitted By** |
| --- | --- | --- |
| [REP Name] – Safety-net – [Date Requested] | Move-In Request | REP |
| [REP Name] – Safety-net –UPDATE– [Date Requested] | Providing Updated BGN02 | REP |
| [REP Name] – Safety-net – CANCEL – [Date Requested] | Cancel Safety-net Request | REP |
| [TDSP Name] – Safety-net – RESPONSE – [Date Requested] | Status of Safety-net Request | TDSP |

7.4.1.3 Priority Move In Safety-Net Spreadsheet Format and Timing

(1) The REP may submit a safety-net spreadsheet for priority Move-In Requests (with the requested date from the original 814\_16, Move In Request) no earlier than 1400 on the requested date in the priority move in, if the REP has not received the 814\_05, CR Enrollment Notification Response, 814\_17, Move In Reject Response, or 814\_28, Complete Unexecutable or Permit Required, from ERCOT. This request is submitted via e-mail using the appropriate “Subject Line” included in Table 3, Required Subject Lines for Priority Safety-Net Move in E-mails.

(2) All Priority Safety-Net Move In spreadsheets that are completed on the same-day or next day by the TDSP shall be charged priority move in discretionary charges by the TDSP according to the TDSP’s tariff, regardless of the priority code that is reflected in the 814\_16 transaction submitted by the CR.

**Table 3. Required Subject Lines for Priority Safety-Net Move In E-mails**

| **Subject Line** | **Used For** | **Submitted By** |
| --- | --- | --- |
| [REP Name] – PRIORITY Safety-net – [Date Requested] | Priority Move-In Request | REP |
| [REP Name] – PRIORITY Safety-net – UPDATE – [Date Requested] | Providing Updated BGN02 | REP |
| [REP Name] – PRIORITY Safety-net – CANCEL– [Date Requested] | Cancel priority Move-In Request | REP |
| [TDSP Name] – PRIORITY Safety-net – RESPONSE – [Date Requested] | Status of priority safety-net request | TDSP |

7.4.1.4 Standard and Priority Safety-Net Procedures

(1) Safety-net Move-In Requests are initiated by the REP via an e-mail to the TDSP at the TDSP’s e-mail address indicated below in Table 4a, TDSP Safety-Net E-mail Address.

**Table 4a. TDSP Safety-Net E-mail Address**

| **TDSP** | **TDSP Safety-Net E-mail Address** |
| --- | --- |
| AEP | aepbaoorders@aep.com |
| CNP | CNP.Priority@CenterPointEnergy.com |
| Oncor | contactcenter@oncor.com  If requesting same day service, include “Priority MVI” in subject line. |
| SU | ERCOTSafetyNets@sharyland.com  Please utilize separate spreadsheets for Sharyland and Sharyland McAllen Safety-nets |
| TNMP | safetynet@tnmp.com |

(2) The REP will attach the Microsoft Excel© spreadsheet with the safety-net acceptable data content in the format as indicated below in Table 4b, Safety-Net Spreadsheet Format, or Section 9, Appendices, Appendix A1, Competitive Retailer Safety-Net Request, to the e-mail.

Table 4b. Safety-Net Spreadsheet Format

| **Column** | **Field Name** | **Note** | **Data Attributes** | |
| --- | --- | --- | --- | --- |
| **Type** | **Length**  **(Min. / Max.)** |
| (1) | ESI ID | (required) | AN | 1 Min. / 80 Max. |
| (2) | Customer Contact Name | (required) | AN | 1 Min. / 60 Max. |
| (3) | Customer Contact Phone | (required if available) | AN | 1 Min. / 80 Max. |
| (4) | MVI Street Address | (required) | AN | 1 Min. / 55 Max. |
| (5) | MVI Apartment Number | (if applicable) | AN | 1 Min. / 55 Max. |
| (6) | MVI ZIP | (required) | ID | 3 Min. / 15 Max. |
| (7) | MVI City | (required) | AN | 2 Min. / 30 Max. |
| (8) | CR DUNS Number | (required) | AN | 2 Min. / 80 Max. |
| (9) | CR Name | (prefer D/B/A to corporate name) | AN | 1 Min. / 60 Max. |
| (10) | MVI Request Date | (required) | DT | 8 Min. / 8 Max. |
| (11) | Critical Care Flag | (optional) | AN | 1 Min. / 30 Max. |
| (12) | BGN02 | (required) | AN | 1 Min. / 30 Max. |
| (13) | Notes/Directions | (optional) | AN | 1 Min. / 80 Max. |
| (14) | REP Reason for Using Spreadsheet | (optional –free form) | AN | 1 Min. / 80 Max. |

(3) If the TDSP does not have a transaction to respond to, the TDSP shall notify the REP by attaching to the e-mail the Microsoft Excel© spreadsheet in the market-approved spreadsheet format, (see Table 5, TDSP Move In Safety-Net Response Format, or Section 9, Appendices, Appendix A2, Transmission and/or Distribution Service Provider Move-in or Move out Safety-Net Response) of all safety-net Move-In Requests that could not be completed as noted in Table 6, TDSP Return Codes. The TDSP shall respond within one Business Day of receipt of the request. For completed unexecutable only, the TDSP shall respond within two Business Days of receipt of the request.

**Table 5. TDSP Move In Safety-Net Response Format**

| **Column** | **Field Name** |
| --- | --- |
|
| (1) | ESI ID |
| (2) | MVI Street Address |
| (3) | MVI Apartment Number |
| (4) | MVI ZIP |
| (5) | MVI City |
| (6) | CR Name (D/B/A preferred) |
| (7) | MVI Request Date |
| (8) | BGN02 (optional) |
| (9) | TDU Return Code |
| (10) | Completed Unexecutable Description (optional**)** |

**Table 6. TDSP Return Codes**

| **Return Code** | **Description** | **Data Attributes** | |
| --- | --- | --- | --- |
| **Type** | **Length Min/Max** |
| A76 | ESI ID Invalid or Not Found | AN | 1 Min. / 30 Max. |
| API | Required information missing | AN | 1 Min. / 30 Max. |
| PT | Permit Required | ID | 1 Min. / 2 Max. |
| 09 | Complete Unexecutable | AN | 1 Min. / 2 Max. |
| SHF | Switch Hold Indicator | AN | 1 Min. / 3 Max. |

(4) If the REP wants to cancel a safety-net move in, it must notify the TDSP at the TDSP e-mail address indicated in Table 4a above. If the REP does not notify the TDSP of a cancellation, the TDSP will complete the Move-In Request, and the REP will be responsible for the Customer’s consumption and all applicable discretionary charges.

(a) The REP’s e-mail notification must follow the format outlined above in the following sections:

(i) Paragraph (1) of Section 7.4.1.2, Move In Safety-Net Spreadsheet Format and Timing; or

(ii) Paragraph (1) of Section 7.4.1.3, Priority Move In Safety-Net Spreadsheet Format and Timing; and

(iii) Paragraph (2) of this Section 7.4.1.4.

(b) If a REP cancels a safety-net move in on the requested date, the TDSP may charge the REP a trip charge in accordance with TDSP tariffs for canceling the safety-net move in.

(c) If the TDSP has already completed the standard move in and it is too late to cancel, the REP must initiate a MarkeTrak issue to return the Premise to the original status.

(5) The REP must submit an 814\_16, Move In Request, to ERCOT and note the BGN02 on the safety-net spreadsheet that is sent to the TDSP.

(a) If the 814\_16 transaction that corresponds with the safety-net Move-In Request is rejected by ERCOT with an 814\_17, Move In Reject Response, the REP must resubmit the transaction by the next Business Day. All resubmitted 814\_16 transactions must use the same requested date as submitted with the original safety-net spreadsheet. The REP shall submit a MarkeTrak issue after not receiving a response from ERCOT on the 814\_16 transaction within 48 hours.

(b) If a subsequent 814\_16 transaction is accepted by ERCOT, the REP must update the TDSP with the latest BGN02 for its safety-net ESI ID.

(i) All updates must reference the original Move-In Request date.

(ii) The update e-mail must be in the format outlined in Sections 7.4.1.2 and 7.4.1.3.