**Other D2D Subtypes**

There are many different subtypes within the MarkeTrak application. Many of these subtypes, such as Inadvertent Gain, Cancel with Approval, and Switch Hold Removal have very unique and specific workflows and those have been covered in other training modules. This module is dedicated to the remaining subtypes within the D2D category for which the majority follow the same basic workflow process. Each of the subtypes we will review in this module have a variety of transition paths that can be executed. We will not review each transition path for each subtype but instead will demonstrate a variety of paths across all subtypes covered in this training.

The subtypes covered in this module include:

|  |  |  |
| --- | --- | --- |
| * Missing Enrollment Transaction
 | * Reject TXNS
 | * Rep of Record
 |
| * Projects
 | * Siebel CHG/Info
 | * 997 Issues
 |
| * Other
 | * Safety Net Order
 | * Service Order – 650
 |
| * Move Out With Meter Removal
 | * Premise Type
 | * Service Address
 |
| * Market Rule
 |  |  |

**MISSING ENROLLMENT TRANSACTION**

Definition: What is a Missing Enrollment Transaction issue?

The Missing Enrollment Transaction subtype is used by Market Participants missing any 814 transaction or an 867\_04 transaction.

Here is the process for filing a Missing Enrollment Transaction issue. For this scenario, we will demonstrate the Assignee selecting the **COMPLETE** transition.

The Submitting Competitive Retailer begins the process by selecting “Missing Enrollment Transaction” from the submit tree.

The Competitive Retailer enters the Assignee (the TDSP for this example), the ESI ID, the Original Tan ID which is the BGN02 of the 814\_01, 814\_16 or the 814\_24 and the Tran Type. The Comments field is optional; however, Market Participants are strongly encouraged to include any relevant comments to help facilitate resolution of the issue.  *“Please provide 867\_04 for Move In”.* The STARTTIME field is the service period start date for the transaction in question. The TXN Date and STARTTIME fields are optional.

Once all required information is populated, the Submitting Competitive Retailer selects **OK** to complete the Submit process. The issue transitions to the TDSP 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 has the following actions available:

* Select Unexecutable which results in a state of UNEXECUTABLE (PC)
* Select Return to Submitter which requires comments and transitions the issue back to the submitter for additional review
* Select Complete to transition the issue to a state of Pending Complete

For this scenario, the TDSP selects **COMPLETE**. The user is then prompted to enter the Tran ID for the missing transaction as well as entering comments. The user then selects **OK**.

The issue is transitioned back to the Submitting Competitive Retailer in a state of Pending Complete. The Submitter then has the option to close the issue by selecting Complete or the issue will auto close in 14 calendar days if left in the Pending Complete state.

**CHECKPOINT QUESTION:**

Which subtype should a Market Participant use to request a missing an 867\_03F transaction?

1. Usage Billing – Missing
2. Usage Billing AMS LSE Interval – Missing
3. Missing Enrollment Transaction
4. Rep of Record

Answer: An 867\_03F is a usage transaction and requests for missing usage transactions should be submitted under the Usage Billing – Missing subtype. The Missing Enrollment Transaction subtype is only used for MPs missing 814 or 867\_04 transactions.

**REJECT TXNs**

Definition: What is a Reject TXNs issue type?

The Reject TXNs subtype is used by Market Participants for one or more of the following:

* Submission of questions pertaining to Rejected transactions
* Submission of questions pertaining to Reject Reasons
* Duplicate Transactions
* Invalid EDI
* Reject Explanations
	+ Why a Competitive Retailer received a “Not First In” response to a transaction they submitted.
	+ Why a Competitive Retailer does not have a valid relationship with this customer for this action.
	+ When additional information is requested from the TDSP on a 814\_PD rejects with A13

Let’s review the process for filing a Reject TXNs issue.

The Submitting Competitive Retailer begins the process by selecting “Reject TXNs” from the submit tree.

The Competitive Retailer enters the Assignee (the TDSP for this example), the ESI ID, the Original Tan ID, the Tran Type, and Reject Code. Comments are optional unless Reject Code A13 is selected. If A13 is selected, comments will be required.  *“MVO is rejecting for MVO REJECTED DUE TO PENDING RN-2. Please advise.”*

Once all required information is populated, the Submitting Competitive Retailer selects **OK** to complete the Submit process. The issue transitions to the TDSP 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 has the following actions available:

* Select Unexecutable which results in a state of UNEXECUTABLE (PC)
* Select Return to Submitter which requires comments and transitions the issue back to the submitter for additional review
* Select Complete to transition the issue to a state of Pending Complete

For this scenario, the TDSP selects **COMPLETE**. The user is not prompted to enter comments; however it is strongly encouraged to select the ‘**ADD** **COMMENT** transition to enter appropriate comments. ILLUSTRATE A USER SELECTING ADD COMMENT AFTER THEY SELECTED COMPLETE. *“RN order has been removed.  Please submit your MVO.”*

The issue has transitioned back to the Submitting Competitive Retailer in a state of Pending Complete. The Submitter then has the option to close the issue by selecting Complete or the issue will auto close in 14 calendar days if left in the Pending Complete state.

**CHECKPOINT QUESTION:**

Which reject code requires comments when selected upon the Submit transition?

1. A84
2. A79
3. SCP
4. A13
5. None of the above

**REP OF RECORD**

Definition: What is a Rep of Record issue type?

The Rep of Record subtype is used by Market Participants for questions related to who ERCOT or the TDSP shows as the Rep of Record in their system.

For this subtype, we will demonstrate a negative transition path. Here is the process for filing a Rep of Record issue.

The Submitting Competitive Retailer begins the process by selecting “Rep of Record” from the submit tree.

The Competitive Retailer enters the Assignee (the TDSP for this example), the ESI ID, and the STARTTIME. The Comments field is optional; however, Market Participants are strongly encouraged to include any relevant comments to help facilitate resolution of the issue. *“A MVI was submitted for this customer with a 03/01/16 start; however we are not showing as the ROR in ERCOT. Please review and advise.* The STOPTIME field is optional.

Once all required information is populated, the Submitting Competitive Retailer selects **OK** to complete the Submit process. The issue transitions to the TDSP 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 has the following actions available:

* Select Unexecutable which results in a state of Unexecutable (PC)
* Select Return to Submitter which requires comments and transitions the issue back to the submitter for additional review
* Select Complete to transition the issue to a state of Pending Complete

For this scenario, the TDSP selects **UNEXECUTABLE**. The user is then prompted to enter comments and selects OK.  *“This order has been cancelled due to end use customer not ready.”*

The issue is transitioned back to the Submitting Competitive Retailer in a state of Unexecutable (PC). The Submitter then has the option to close the issue by selecting Accept or the issue will auto close in 14 calendar days if left in the Unexecutable (PC) state.

**CHECKPOINT QUESTION:**

True or False: My Move In is still in Scheduled status at ERCOT and I have not received an initial read. I should submit a Rep of Record issue to the TDSP inquiring about the status.

Answer: False – the Missing Enrollment Transaction subtype should be used to inquire about the missing 867\_04.

**PROJECTS**

Definition: What is a Projects issue type?

The Projects subtype is used by Market Participants for questions related to system issues or project related issues. This issue type can be submitted by a Competitive Retailer or a TDSP.

Here is the process for filing a Projects issue submitted by a Competitive Retailer. For this scenario we will review the Withdraw functionality.

The Submitting Competitive Retailer begins the process by selecting “Projects” from the submit tree.

The Competitive Retailer enters the Assignee (ERCOT for this example). This is the only required field for this subtype. The Comments field is optional; however, Market Participants are strongly encouraged to include any relevant comments to help facilitate resolution of the issue. *COMMENT: “ERCOT please review”*

Once all required information is populated, the Submitting Competitive Retailer selects **OK** to complete the Submit process. The issue transitions to ERCOT in a state of New.

One transition that has not been discussed in this tutorial is the Withdraw transition. There are occasions where the Submitting Market Participant wishes to withdraw an issue after the submit process has completed. The Withdraw transition can be executed as long as the Assignee has not transitioned the issue Begin Working. Once the Assignee has selected Begin Working, the Withdraw transition is no longer available. For this example, ERCOT has not yet selected Begin Working. The Submitting Competitive Retailer selects the **WITHDRAW** transition and is prompted to enter required comments. The Competitive Retailer enters comments *“Issue no longer needed.”* and selects OK. The issue transitions to the state of Withdrawn (Closed).

**CHECKPOINT QUESTION:**

Need taskforce input

**SIEBEL CHG/INFO**

Definition: What is a Siebel CHG/Info issue type?

The Siebel Change/Info subtype can be submitted by a Competitive Retailer or a TDSP. Some examples for Siebel Change/Info submission include the following:

• Siebel service order status changes

* Questions pertaining to transactions status updates where EDI message is present on ERCOT MIS. IF not present, then submit under “Missing Transaction”
* Questions pertaining to why a transaction was cancelled
* Questions pertaining to Siebel not reflecting the correct status based on transaction(s) that the TDSP has submitted
* Cancelling a Siebel service order after completion
* Completing a Siebel service order after it was cancelled (Note: The reprocessing of retail transactions by ERCOT will be limited to one year from the original processing date. If the request to complete a Siebel service order after cancellation requires a transaction to be reprocessed, the original processing date of that transaction must be within one year of submission of the MarkeTrak issue.

• Start time issues

* Questions pertaining to why an ESIID is not in ERCOT’s system
* Changing a start time of a Siebel service order

Here is the process for filing a Siebel CHG/Info issue.

The Submitting Market Participant (the TDSP for this example) begins the process by selecting “Siebel CHG/Info” from the submit tree.

The TDSP enters the Assignee, which is the Competitive Retailer in this scenario, the ESI ID, Original Tran ID which is the BGN02 of the 814\_01, 814\_16 or 814\_24, and Comments. *“Please approve to have this order updated from Cancelled to Complete. The order was completed in TDSP’s system prior to receiving the cancel”.* TXN Date and STARTTIME are optional fields. Once all required information is populated, the Submitting Market Participant selects **OK** to complete the Submit process. The issue transitions to the Competitive Retailer in a state of New.

The Competitive Retailer selects the **BEGIN** **WORKING** button and the issue transitions to a state of In Progress (Assignee). The Competitive Retailer reviews the issue and has the following options:

• Unexecutable, which results in state UNEXECUTABLE- Pending Complete, requires comments

• Return to Submitter, which requires comments and then the issue is transitioned back to the Submitter for additional information

• Complete, which transitions to a state of Pending Complete. The Submitter has the option to close the issue by selecting Complete; or the issue will be auto closed in 14 calendar days.

For this example, the Competitive Retailer approves the TDSP’s request to update the order status and select the **RETURN** **TO** **SUBMITTER** adding the required comments noting their approval*. “Competitive Retailer approves”*

The issue transitions back to the TDSP in a state of New-All. The TDSP selects **BEGIN** **WORKING** and the issue transitions to In Progress. Now that both the TDSP and the Competitive Retailer are in agreement that the order should be updated, the issue can be assigned to ERCOT for completion. The TDSP selects the **ASSIGN** **TO** **ERCOT** transition, enters required comments *“ERCOT, please update accordingly”*, and the issue transitions to ERCOT in a state of New.

ERCOT selects **BEGIN** **WORKING** and the issue transitions to New. ERCOT reviews the information and makes the requested change. ERCOT selects **COMPLETE** and the issue transitions to Pending Complete where it can then be closed by the Submitting Market Participant or, if left in Pending Complete, will auto transition to Complete after 14 calendar days.

**CHECKPOINT QUESTION:**

Which subtype should a Competitive Retailer use to request cancellation of a Move Out that is in Completed status at ERCOT?

1. Cancel With Approval
2. Cancel Without Approval
3. Siebel Chg/Info
4. Rep of Record

Answer: C – Siebel Chg/Info. Requests for cancelling a completed service order should be filed thru the Siebel Chg/Info subtype. Service orders in pending status should be cancelled with a transaction if possible or requested thru the Cancel with Approval subtype.

**997 ISSUES**

Definition: What is a 997 Issues type?

997 Issues is a subtype submitted by a Competitive Retailer or a TDSP for questions regarding missing 997 transactions, why the Market Participant received a 997 reject, and to verify if a 997 was sent or received.

For this demonstration of the 997 Issue subtype, we will review the Submitting Competitive Retailer executing the Close transition.

The Submitting Market Participant (the Competitive Retailer for this example) begins the process by selecting “997 Issues” from the submit tree.

The Competitive Retailer enters the Assignee, which is the TDSP in this scenario, the ESI ID, the TXN Date, the GS Number and the ISA Number. The Comments field is optional; however, Market Participants are strongly encouraged to include any relevant comments to help facilitate resolution of the issue*. “We haven't received the 997 for this transaction, can you please send the 997 to validate you have received* this file.”

Once all required information is populated, the Submitting Competitive Retailer selects **OK** to complete the Submit process. The issue transitions to the TDSP in a state of New. The TDSP selects **BEGIN** **WORKING** and the issue transitions to In Progress (Assignee).

For this scenario, after the Submitting Competitive Retailer submitted this issue, they received the 997 transaction they were missing. Because the Begin Working transition has already been executed, the issue can no longer be Withdrawn. However, the Submitting Competitive Retailer has the option to close the issue if the TDSP has not moved the issue from the state of In Progress (Assignee). Most transitions in MarkeTrak can only be executed by the responsible party on the issue. The Close transition is an exception to that rule for the D2D subtypes and can be executed by the Submitting Market Participant even if they are not the responsible party.

The Submitting Competitive Retailer selects the **CLOSE** transition and enters required comments *“We have now received the 997 transaction – this MarkeTrak issue is being closed”*. The issue transitions to a state of Closed By Submitter.

**CHECKPOINT QUESTION:**

Can the Assignee on a 997 Issue execute the CLOSE transition if the issue is still in the In Progress (Assignee) state?

Answer: False. Only the Submitting Market Participant can execute the CLOSE transition. Not the Assignee

**OTHER**

Definition: What is an Other issue type?

The Other Issue subtype can be submitted by a Competitive Retailer or a TDSP. Examples of situations where the Other subtype is used are as follows:

• Competitive Retailer Cancel without Approval- Safety Net Order

• Questions pertaining to Siebel Reports

• Questions pertaining to request for filenames

• Questions pertaining to 997 reports

• Questions pertaining to CSAs

• Questions pertaining to missing information on non-required EDI fields

• Request for reprocessing of transactions

• Questions pertaining to Texas Set

• Questions pertaining to the processing time of transactions (Protocols)

• Questions pertaining to Portal

• Usage/Billing Dispute when the Competitive Retailer is no longer the Rep of Record and cannot submit a Usage/Billing – Dispute MarkeTrak issue

Here is the process for filing an Other subtype issue. This example will demonstrate the Assignee executing the Unexecutable transition.

The Submitting Market Participant (the Competitive Retailer for this example) begins the process by selecting “Other” from the submit tree.

The Competitive Retailer enters the Assignee, which is the TDSP in this scenario. The ESI ID, Original Tran ID, Tran Type, TXN Date and STARTTIME are optional. Comments field is also optional; however, Market Participants are strongly encouraged to include any relevant comments to help facilitate resolution of the issue. *“Please note for this premise Competitive Retailer is no longer ROR and unable to submit Usage/Billing - Dispute MT. For this premise zero usage received from 1/14/16 - 2/25/16 can you please review and if corrections are needed please send. Thank you”.*

Once all required information is populated, the Submitting Competitive Retailer selects **OK** to complete the Submit process. The issue transitions to the TDSP in a state of New. The TDSP selects **BEGIN** **WORKING** and the issue transitions to In Progress (Assignee). The TDSP reviews the information provided and has found no corrections are needed. The TDSP selects the **UNEXECUTABLE** transition and enters required comments *“The account was adjusted based on the last actual reading to the meter being cut off on 01/13/16.  The 0 usage is correct.”* and the issue transitions back to the Submitting Market Participant in the state of Unexecutable (PC). The Submitting Competitive Retailer can select Accept to close the issue or, if the issue remains in the state of Unexecutable (PC) for 14 calendar days the issue will auto transition to Complete.

The Other issue subtype can also be used to request completion of a market participant data request if they are unable to determine a solution independently. Data requests are only valid for the DUNs number associated with the digital certificate of the submitter. Data requests are ad-hoc and will not be repeated on a consistent basis (weekly, monthly, etc).

ERCOT will acknowledge data requests within four business hours of submission. Within seven business days of receipt, an ERCOT analyst will either:

1. Reject the issue for criteria indicated above
2. Provide the steps necessary for the market participant to obtain the data
3. Provide the requested information
4. Provide an estimated date of completion for requests which will require more than seven (7) business days to complete.

**CHECKPOINT QUESTION:**

Need taskforce input

**ERCOT INITIATED**

Definition: What is an ERCOT Initiated issue type?

ERCOT Initiated issues will only be submitted by ERCOT for exceptions that occur when ERCOT’s systems are not able to programmatically resolve a data discrepancy caused by EDI transactions received by ERCOT. These exceptions relate to conflicts between two Service Orders regarding the Scheduled Meter Read Dates and/or Meter Read Dates. The conflict can also occur between a Meter Read Date, and the ESIID Start Date.

When these exceptions are raised and ERCOT needs feedback from a Market Participant to resolve the data discrepancy, ERCOT will log an ERCOT-Initiated issue and assign the issue to the Market Participant who sent the EDI transactions that caused the exception. ERCOT will provide the ESIID, the Exception Type (error code), and the details about what data is causing the discrepancy.

After ERCOT receives the feedback from the Market Participant, ERCOT will determine whether or not the necessary changes can be made. If ERCOT needs more feedback, ERCOT will assign the issue back to the Market Participant and ask for the information in further detail. This cycle will continue until ERCOT can obtain the information needed to correct the data discrepancy. ERCOT will then resolve the exception closing the issue. If the information provided to ERCOT results in the need for corrected transactions, the Market Participant responsible for sending those corrected transactions is obligated to take the necessary corrective action.

**SAFETY NET ORDER**

Definition: What is a Safety Net Order?

Safety Net Order is a subtype submitted by the TDSP only for questions regarding missing EDI transactions, and questions pertaining to who the TDSP shows as the Rep of Record in the TDSP system.

Here is the process for filing a Safety Net Order issue subtype. This example will demonstrate the Assignee executing the Complete transition.

The TDSP begins the process by selecting “Safety Net Order” from the submit tree.

The TDSP enters the Assignee (the Competitive Retailer), the ESI ID, the Date of Safety Net Spreadsheet Submittal, the Requested MVI Date, the Premise Energized Date, and Comments. *“TDSP has worked this Safety Net order but has not yet received the EDI transaction. Please send EDI.”* The Original Tran ID is an optional field.

Once all required information is populated, the TDSP selects OK to complete the Submit process. The issue transitions to the Competitive Retailer in a state of New. The Competitive Retailer selects BEGIN WORKING and the issue transitions to In Progress (Assignee). The Competitive Retailer reviews the information provided and sends the requested EDI. The Competitive Retailer selects the **COMPLETE** button and enters required comments *“The backdated MVI has been submitted with BGN 123546587.”* The issue transitions back to the TDSP in the state of Pending Complete. The TDSP can select Complete to close the issue or, if the issue remains in the state of Pending Complete for 14 calendar days the issue will auto transition to Complete.

**CHECKPOINT QUESTION:**

Need taskforce input

**SERVICE ORDER - 650**

Definition: What is a Service Order – 650 issue type?

Service Order - 650 is a subtype submitted by a Competitive Retailer or TDSP for questions regarding missing EDI transactions, and questions on 650 transactions that are missing, not completed, or rejected.

Here is the process for filing a Service Order - 650 issue subtype. This example will demonstrate the Assignee executing the Unexecutable transition.

The Competitive Retailer begins the process by selecting “Service Order - 650” from the submit tree.

The Competitive Retailer enters the Assignee (the TDSP), the ESI ID, the Original Tran ID, the Tran Type, and Comments. *“Please advise as DNP was requested on 2/3/2016 and we have not yet received 650\_02 response. Thank you.”* The ISA number and GSA number are optional fields.

Once all required information is populated, the Competitive Retailer selects **OK** to complete the Submit process. The issue transitions to the TDSP in a state of New. The TDSP selects **BEGIN** **WORKING** and the issue transitions to In Progress (Assignee). The TDSP reviews the information provided and, for this scenario, determines that the transaction cannot be sent. The TDSP selects the **UNEXECUTABLE** button and enters required comments “*The DNP order was canceled because a reconnect was received.”* The issue transitions back to the Competitive Retailer in the state of Unexecutable (PC). The Competitive Retailer can select Accept to close the issue or, if the issue remains in the state of Unexecutable (PC) for 14 calendar days the issue will auto transition to Complete.

**CHECKPOINT QUESTION:**

Need taskforce input

**MOVE OUT WITH METER REMOVAL**

Definition: What is a Move Out with Meter Removal issue type?

Move Out with Meter Removal is a subtype submitted by the TDSP only to notify the Competitive Retailer of removed meter accounts in their territory. The importance of the MarkeTrak issue initiated by the TDSP is to notify the Competitive Retailer of the 650\_04 previously sent to the Competitive Retailer and the need for the MVO coded B44 to terminate the meter on the account.

Here is the process for filing a Move Out with Meter Removal issue subtype. This example will demonstrate the Assignee executing the Return to Submitter transition.

The TDSP begins the process by selecting “Move Out With Meter Removal” from the submit tree.

The TDSP enters the Competitive Retailer Duns in the Assignee field, the ESI ID, the Meter Removal Date, and Comments. “*Meter Removed 02/05/2016 please send MVO with B44 code*.” The Tran ID is an optional field.

Once all required information is populated, the TDSP selects **OK** to complete the Submit process. The issue transitions to the Competitive Retailer in a state of New. The Competitive Retailer selects **BEGIN** **WORKING** and the issue transitions to In Progress (Assignee). The Competitive Retailer reviews the information provided and, for this scenario, determines that clarification is needed on the request. The Competitive Retailer selects the **RETURN** **TO** **SUBMITTER** button and enters required comments *“Please clarify if you want the MVO sent for 02/05/2016 or 02/06/2016 because we received a transaction with meter removal ending on 02/05/2016.”* The issue transitions back to the TDSP in the state of New - All. The TDSP selects **BEGIN** **WORKING** and the issue transition to In Progress. The TDSP reviews the CR’s comments and selects **RETURN** **TO** **ASSIGNEE** and enters required comments *“Please send MVO for 02/05/2016, meter was removed on 02/05/2016”.* The issue transitions back to the Competitive Retailer in a state of New. The Competitive Retailer selects the **BEGIN** **WORKING** button and the issue moves to In Progress (Assignee). The Competitive Retailer reviews the information provided by the TDSP and sends the Move Out transaction for the requested date. The Competitive Retailer then selects **COMPLETE** and is prompted to provide the Original Tran ID for the Move Out transaction. Comments are also required on this transition. The Competitive Retailer enters the required information and selects **OK**. The issue transitions back to the TDSP in a state of Pending Complete. The TDSP can select Complete to close the issue or, if the issue remains in the state of Pending Complete for 14 calendar days the issue will auto transition to Complete.

**CHECKPOINT QUESTION:**

Need taskforce input

**PREMISE TYPE**

Definition: What is a Premise Type issue?

Premise Type is a subtype submitted by a Competitive Retailer only to request that the TDSP send an 814\_20 transaction to update all systems with a new premise type for a particular ESIID. This subtype is used for out of sync conditions only. It is not to be used to request a rate change.

Here is the process for filing a Premise Type issue. This example will demonstrate the Assignee executing the Complete transition.

The Competitive Retailer begins the process by selecting “Premise Type” from the submit tree.

The Competitive Retailer enters the TDSP Duns in the Assignee field, the ESI ID, selects the New Premise Type from the dropdown field, and Comments. “*Please verify premise type, customer states this is a residential property*”.

Once all required information is populated, the Competitive Retailer selects **OK** to complete the Submit process. The issue transitions to the TDSP in a state of New. The TDSP selects **BEGIN** **WORKING** and the issue transitions to In Progress (Assignee). The TDSP reviews the information provided and, for this scenario, determines that the account is residential and prepares the 814\_20 to update the premise type. The TDSP selects the **814\_20 SENT/COMPLETE** button and enters the required Tran ID from the 814\_20 transaction and enters comments *“Premise Type changed to Residential and 814\_20 sent”.* The issue transitions back to the Competitive Retailer in the state of Pending Complete. The Competitive Retailer can select Complete to close the issue or, if the issue remains in the state of Pending Complete for 14 calendar days the issue will auto transition to Complete.

**CHECKPOINT QUESTION:**

Need taskforce input

**SERVICE ADDRESS**

Definition: What is a Service Address issue?

Service Address is a subtype submitted by a Competitive Retailer only to request that that a TDSP send an 814\_20 transaction to update all systems with a new service address for a particular ESIID.

Here is the process for filing a Service Address issue. This example will demonstrate the Assignee executing the Complete transition.

The Competitive Retailer begins the process by selecting “Service Address” from the submit tree.

The Competitive Retailer enters the following required information:

* Assignee – TDSP Duns
* ESIID
* New Service Street
* New Service City
* New Service State
* New Service Zipcode
* Current Service Street
* Current Service City
* Current Service State
* Current Service Zipcode
* Comments - “*Our customer states that this premise should be 123 N Smith Rd, Somecity, TX 99900. Please verify which address is correct for this esi. Thank you.”*

Once all required information is populated, the Competitive Retailer selects **OK** to complete the Submit process. The issue transitions to the TDSP in a state of New. The TDSP selects **BEGIN** **WORKING** and the issue transitions to In Progress (Assignee). The TDSP reviews the information provided and, for this scenario, determines that the address for the ESIID should be changed and prepares the 814\_20 to make the update. The TDSP selects the **814\_20 SENT/COMPLETE** button and enters the required Tran ID from the 814\_20 transaction and enters comments “*Address has been changed to 321 N. Smith Rd. and 814.20 has been sent.  Thank you.”*  The issue transitions back to the Competitive Retailer in the state of Pending Complete. The Competitive Retailer can select Complete to close the issue or, if the issue remains in the state of Pending Complete for 14 calendar days the issue will auto transition to Complete.

**CHECKPOINT QUESTION:**

Need taskforce input

**MARKET RULE**

Definition: What is a Market Rule issue?

Market Rule is a miscellaneous subtype serving as a catch-all for any future PUC rulings or adopted Market processes that cannot be worked through existing workflows in MarkeTrak. Any issue submitted under this subtype should include a reference to a specific approved rule or guideline, within processes outlined in Market documentation. In theabsence of such processes, this subtype should not be used, and may be rejected by the assignee.

Both a Competitive Retailer and a TDSP may submit an issue from this sub-type, and can assign to a Competitive Retailer, a TDSP, or ERCOT. Here is the process for filing a Market Rule issue. This example will demonstrate the flexible nature of this workflow by executing multiple re-assign transitions.

The Competitive Retailer begins the process by selecting “Market Rule” from the submit tree.

The Competitive Retailer enters the Assignee Duns, which for this example is the TDSP, the specific reference for the market rule or guideline in the Market Rule field, and comments *“Requesting approval per PUC Rule 123-abc”.* There are several optional fields within this workflow and MPs are encouraged to include as much information as possible to facilitate resolution.

Once all required information is populated, the Competitive Retailer selects **OK** to complete the Submit process. The issue transitions to the TDSP in a state of New. The TDSP selects **BEGIN** **WORKING** and the issue transitions to In Progress (Assignee). The TDSP reviews the information provided and, in accordance with the rules for the specific PUC number identified in the Market Rule field, determines that the issue should be re-assigned to a second Competitive Retailer for their approval. The TDSP selects the **ASSIGN TO SECONDARY** button and enters a second Competitive Retailer duns in the find/dropdown field. Comments are not required on this transition but it is strongly encouraged to include any relevant comments. *“TDSP approves CR1 request. CR2 must also approve this request to proceed.”* The TDSP then selects **OK** and the issue transitions to the second Competitive Retailer in the state of New (Secondary Assignee). The second Competitive Retailer selects **BEGIN** **WORKING** and the issue transitions to In Progress (Secondary). At this point in the workflow, the second Competitive Retailer has the option to select Assign To ERCOT which will transition the issue to ERCOT, or they can select Assign To Primary which would send the issue back to the TDSP, or they can select Assign To Submitter which would transition the issue back to the submitting Competitive Retailer. They can also select Complete or Unexecutable which would transition the issue to a form of pending complete. For this scenario, the second Competitive Retailer selects **ASSIGN TO ERCOT**. The second Competitive Retailer enters comments *“CR2 approves this request. Sending to ERCOT for completion.”* and selects OK and the issue transitions to ERCOT in a state of New (ERCOT). ERCOT selects **BEGIN WORKING** and the issue transitions to In Progress (ERCOT). ERCOT has the ability to transition the issue back to the Primary, the Secondary, or the Submitter as well as Completing or Unexecuting the issue. For this scenario, ERCOT selects **COMPLETE** entering comments noting that the requested action has been completed. *“ERCOT has completed this request per approval from all involved MPs.”*

**Current Market Process Submitted Under Market Rule Subtype**

Currently, there is only one market approved use for the Market Rule Subtype. Section 7.18.1 of the Retail Market Guide, details the process for TDSPs to communicate customer elections of Non-Standard Meters to the appropriate Competitive Retailer. The Market Rule subtype is the current method for TDSPs to relay this information. The process is as follows:

1. If a Customer currently served through an Advanced Meter elects to receive service through a Non-Standard Meter, the TDSP will notify the REP in accordance with the timelines below upon receipt of the Customer’s signed acknowledgement form electing to receive Non-Standard Metering service and payment of the one-time fee.

(a) Within three days of receipt of the acknowledgement form and fee, the TDSP will notify the current REP of record of such via MarkeTrak.

(i) The TDSP will create a *Day-to-Day* MarkeTrak issue, selecting the *Market Rule* subtype and entering **“NSMSRVC”** in the required field to indicate that the Customer has elected Non-Standard Metering service.

(ii) The REP of record shall accept the MarkeTrak issue by selecting “Complete” after which the issue can be “Closed” by the TDSP or will auto close in the system, requiring no further action by the REP of record after completion.

(b) Within 30 days of receipt of the acknowledgement form and fee, the TDSP will notify the current REP of record of the initiation date for the change to Non-Standard Metering service by submitting an 814\_20, ESI ID Maintenance Request, to notify the REP of the initiation date for the Electric Service Identifier (ESI ID).

(2) If a Customer currently served through a Non-Standard Meter elects to retain their service using a Non-Standard Meter, the TDSP will notify the REP in accordance with the timelines below upon receipt of the Customer of record’s signed acknowledgement form electing to retain Non-Standard Metering service and payment of the one-time fee.

(a) Within three days of receipt of the acknowledgement form and payment of the one-time fee, the TDSP will notify the current REP of record of such via MarkeTrak.

(i) The TDSP will create a *Day-to-Day* MarkeTrak issue, selecting the *Market Rule* subtype and entering “**NSMSRVC**” in the required field to indicate that the Customer has elected Non-Standard Metering service. The TDSP may elect to enter the initiation date in the MarkeTrak issue at this time to fulfill the 30-day notification requirement in paragraph (b) below.

(ii) The REP of record shall accept the MarkeTrak issue by selecting “Complete” after which the issue can be “Closed” by the TDSP or will auto close in the system, requiring no further action by the REP of record after completion.

(b) Within 30 days of receipt of the required acknowledgement form and fee, the TDSP will notify the current REP of record of the initiation date via MarkeTrak if the initiation date was not previously provided with the three-day notification requirement as described in paragraph (a) above.

(i) The TDSP will create a *Day-to-Day* MarkeTrak issue, selecting the *Market Rule* subtype and entering “NSMSRVC” in the required field and the initiation date in the comments to indicate that the Customer has elected to retain their Non-Standard Metering service.

(ii) The REP of record shall accept the MarkeTrak issue by selecting “Complete” after which the issue can be “Closed” by the TDSP or will auto close in the system, requiring no further action by the REP of record after completion.

(3) In addition to the MarkeTrak notification process as described in paragraphs (1) and (2) above, initiation of Non-Standard Metering service may result in changes to the ESI ID attributes as listed below, which will be communicated via 814\_20 transactions:

(a) Meter exchange;

(b) Remove the AMS indicator (AMSR/AMSM); and/or

(c) Change the Load Profile Type.

**CHECKPOINT QUESTION:**

Need taskforce input