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| RMGRR Number | 140 | RMGRR Title | Efficiencies for Acquisition Transfer Process |
| Date Posted | | May 23, 2016 | |
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| Requested Resolution | | Normal | |
| Retail Market Guide Sections Requiring Revision | | 7.11.2, Acquisition and Transfer of Customers from one Retail Electric Provider to Another  7.11.2.1, Acquisition Transfer Initiation  7.11.2.2, Handling Pending Texas Standard Electronic Transactions During an Acquisition Transfer Event  7.11.2.4.1, Losing Competitive Retailer Responsibilities in an Acquisition Transfer Event  7.11.2.4.2, ERCOT Responsibilities in an Acquisition Transfer  7.11.2.4.3, Transmission and/or Distribution Service Provider Responsibilites in an Acquisition Transfer  7.11.2.4.4, Gaining Competitive Retailer Responsibilities in an Acquisition Transfer | |
| Related Documents Requiring Revision/Related Revision Requests | | None | |
| Revision Description | | This Retail Market Guide Revision Request (RMGRR) allows ERCOT added flexibility to execute an Acquisition Transfer in an expedited manner in an attempt to prevent a Mass Transition event. | |
| Reason for Revision | | Addresses current operational issues.  Meets Strategic goals (tied to the [ERCOT Strategic Plan](http://www.ercot.com/content/news/presentations/2013/ERCOT%20Strat%20Plan%20FINAL%20112213.pdf) or directed by the ERCOT Board).  Market efficiencies or enhancements  Administrative  Regulatory requirements  Other: (explain)  *(please select all that apply)* | |
| Business Case | | By removing the date restrictions currently required in the Retail Market Guide (RMG), this RMGRR gives ERCOT increased flexibility when executing a Competitive Retailer’s (CR’s) acquisition to prevent a Mass Transition event.  As a result, this RMGRR prevents end-use Customers from being transitioned to Provider Of Last Resort (POLR) and mitigates associated uplift to the market. | |

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| Proposed Guide Language Revision |

7.11.2 Acquisition and Transfer of Customers from one Retail Electric Provider to Another

(1) This Section outlines the process that can be used to transfer ESI IDs from the current CR to another CR(s) as a result of an acquisition pursuant to P.U.C. Subst. R. 25.493, Acquisition and Transfer of Customers from one Retail Electric Provider to Another, referred to herein as an “Acquisition Transfer.”

(2) When feasible, ERCOT shall adhere to the timelines defined within this Section, unless ERCOT Legal authorizes the execution of an Acquisition Transfer on an expedited timeline.

(3) The processes described in this Section presume that a decision to transfer the ESI IDs has already been made and will be a collaborative effort between PUCT Staff, ERCOT and Market Participants involved in the acquisition.

(4) The parameters for the Acquisition Transfer process will include:

(a) Acknowledgement from PUCT designee of the following;

(i) The PUCT is aware of the acquisition;

(ii) The CRs involved in the acquisition have worked with the PUCT in accordance with paragraph (b) of P.U.C. Subst. R. 25.493; and

(iii) The acquisition does not require advance PUCT approval, unless the transfer is due to abandonment of a REP;

(b) Identification of the Losing CR;

(c) Designation of the Gaining CR(s);

(d) A list of the affected ESI IDs;

(e) The date ERCOT will provide in an 814\_03, Enrollment Notification Request, indicating the Acquisition Transfer Requested Date(s) for each ESI ID. The date the Acquisition Transfer will effectuate for a specific ESI ID is herein referred to as the “Requested Date.”

(f) Any non-date specific transactions will be submitted by ERCOT with FASD and processed as a standard 814\_03 transaction, following the applicable timeline. Any date specific transactions will be submitted by ERCOT as a self-selected 814\_03 transaction, and may be processed on the Requested Date by the TDSP(s).

(g) For date specific transactions requesting a date other than a Retail Business Day, ERCOT will send the next Retail Business Day in the 814\_03 transaction to the TDSP. For date specific transactions requesting a date less than three Retail Business Days from the Acquisition Date, ERCOT will send a Requested Date that is three Retail Business Days out to the TDSP.

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| [RMGRR127: Delete paragraph (g) above upon system implementation.] |

7.11.2.1 Acquisition Transfer Initiation

(1) Upon Notification from the PUCT and involved CRs, ERCOT will initiate processes for the transfer of the impacted ESI IDs.

7.11.2.2 Handling Pending Texas Standard Electronic Transactions During an Acquisition Transfer Event

(1) The following processes shall be utilized for handling Pending TX SET as identified by ERCOT.

(a) Pending – A status other than “Complete” or “Cancelled.” This status may also be referred to as “Open.”

(b) In Review - A status at ERCOT indicating the initiating transaction has been received and processed. The scheduling transaction has not been received from the TDSP.

(c) Scheduled - A status at ERCOT indicating the scheduling transaction has been received and processed. The effectuating meter read has not been received from the TDSP.

(d) Permit Pending - A status at ERCOT indicating ERCOT has received the 814\_28, Complete Unexecutable or Permit Required, with the Permit Pending indicator from the TDSP, but has not received a subsequent 814\_04, Enrollment Notification Response, or 814\_28, Complete Unexecutable.

(e) Cancel Pending - A status at ERCOT indicating ERCOT has sent a response driven cancel to the TDSP and has not received a response.

(2) Pending transactions that will result in the Losing CR having responsibility for an ESI ID will not be cancelled by ERCOT or the TDSP. It is the responsibility of the Losing CR to cancel any pending transactions as necessary.

(a) Pending transactions that have a scheduled date that is prior to or equal to Business Day 0:

(i) Switch: Allowed to complete and ERCOT sends the 814\_03, Enrollment Notification Request, with the Acquisition Transfer indicator.

(ii) Move in: Allowed to complete and ERCOT sends the 814\_03 transaction with the Acquisition Transfer indicator.

(iii) Move out to CSA: Allowed to complete and ERCOT sends the 814\_03 transaction with the Acquisition Transfer indicator.

(b) Pending transactions that have a scheduled date that is greater than Business Day 0 or are not yet scheduled (In Review or Permit Pending):

(i) Switch: ERCOT will not perform any action on the pending switch. The Gaining CR submits a switch on directive of the Losing CR. It is the responsibility of the Losing CR to cancel the Losing CR’s pending switch.

(ii) Move in (Premise not energized by Losing CR): The Gaining CR is responsible for submitting a move in for the date provided by the Losing CR. The Gaining CR is not required to use a Requested Date that is prior to the Acquisition Transfer date.

(iii) Move in (Premise is energized with the Losing CR): ERCOT will send the 814\_03 transaction with the Acquisition Transfer indicator. ERCOT will not cancel the Pending move in and it is the responsibility of the Losing CR to cancel its pending move in. The Gaining CR is responsible for submitting a move in for the date provided by the Losing CR.

(iv) Move out to CSA (Premise is not energized by Losing CR): If the Losing CR is not the submitter of the move out, ERCOT will not perform any action. Gaining CR is responsible for submitting a switch per the date provided by the Losing CR. Losing CR is responsible for ending the CSA relationship.

(v) Move out to CSA (Premise is energized by Losing CR): ERCOT will send the 814\_03 transaction with the Acquisition Transfer indicator. Gaining CR will submit move out based on the indicator in the 814\_14, Drop Enrollment Request. Losing CR is responsible for ending the CSA relationship.

(3) For Pending TX SETs that will result in an ESI ID being moved away from the Losing CR:

(a) Pending transactions that have a scheduled date that is no greater than seven Business Days after the Acquisition Transfer date:

(i) Switch: Allowed to complete per Protocol Section 15, Customer Registration, and ERCOT will not send the 814\_03 transaction with the Acquisition Transfer indicator.

(ii) Move in: Allowed to complete and ERCOT will not send the 814\_03 transaction with the Acquisition Transfer indicator.

(iii) Move out: Allowed to complete and ERCOT will not send the 814\_03 transaction with the Acquisition Transfer indicator.

(b) Pending transactions that have a scheduled date that is greater than seven Business Days after the Acquisition Transfer date or are not yet scheduled (In Review or Permit Pending):

(i) Switch: Allowed to complete per Protocol Section 15 and ERCOT will send the 814\_03 transaction with the Acquisition Transfer indicator.

(ii) Move in: Allowed to complete and ERCOT will send the 814\_03 transaction with the Acquisition Transfer indicator.

(iii) Move out: ERCOT will send the 814\_03 transaction with the Acquisition Transfer indicator to the Gaining CR. ERCOT notifies the Gaining CR of the Pending move out date and the Gaining CR will submit move out based on an indicator in the 814\_14 transaction. The Requested Date received from the Gaining CR cannot be a backdated Requested Date, unless the TDSP agrees.

(4) ERCOT will not cancel any existing CSAs currently active with the Losing CR. It is the responsibility of the Losing CR to cancel any CSA instances as applicable.

(5) Normal stacking logic as described in Section 11, Solution to Stacking, will apply to all transactions associated with any impacted ESI IDs.

(6) ERCOT will not perform daily re-evaluation of ESI IDs to ensure transfer.

7.11.2.4.1 Losing Competitive Retailer Responsibilities in an Acquisition Transfer Event

(1) Before ERCOT initiates transactions in an Acquisition Transfer, the Losing CR shall satisfy its responsibilities as outlined in paragraph (2) below.

(2) The Losing CR will perform the following actions prior to the initial Acquisition Transfer event conference call, as scheduled by ERCOT in paragraph (3) of Section 7.11.2.4.2, ERCOT Responsibilities in an Acquisition Transfer:

(a) Confirm the Losing CR’s current list of Transition/Acquisition contacts are on file with ERCOT (as designated on the Losing CR’s ERCOT NCI form). It is the responsibility of the Losing CR to maintain accurate contact information on file with ERCOT. Additions and modifications to Transition/Acquisition contact information must be made by submitting an NCI form, as provided on the ERCOT website, to ERCOT Registration;

(b) Work with the Gaining CR, PUCT, ERCOT and applicable TDSP(s) as early as possible to determine timeline for the transfer including the date of transaction submission and transfer completion;

(c) Provide ERCOT with notice that the Losing CR has worked with the PUCT to begin the Acquisition Transfer event process;

(d) Send the 650\_01, Service Order Request, to the TDSP to remove the switch hold from any ESI IDs involved in the Acquisition Transfer event.

NOTE: If the Losing CR has not provided the 650\_01 transaction(s) to the applicable TDSP(s) requesting switch hold removal(s) no later than one Retail Business Day prior to the Acquisition Transfer event conference call, the TDSP(s) will remove all switch hold(s) that are associated with the list of ESI IDs that the TDSP(s) received from ERCOT as soon as possible in an effort to prevent ERCOT’s generated 814\_03, Enrollment Notification Request(s), from being rejected by the TDSP(s) due to switch hold.

(e) Send the 814\_18, Establish/Delete CSA Request, to cancel existing CSAs as necessary;

(f) Provide the list of ESI IDs to be transferred (as agreed to by the ALA) to the Gaining CR, ERCOT and applicable TDSP(s) using the file format specified in Section 9, Appendix F7, File Layout for Acquisition Transfer indicating those ESI IDs using standard 814\_03 transaction timelines and those using self-selected 814\_03 transaction timelines. For Acquisition Transfers requesting a self-selected 814\_03 transaction, the Losing CR must indicate the self-selected Requested Date. The Requested Date is required to be no more than 90 days in the future;

(3) Participate in the initial Acquisition Transfer event conference call, as described in paragraph (3) of Section 7.11.2.4.2, between ERCOT, PUCT, Gaining CR, and applicable TDSP(s) to make sure all parties are aware of the transfer;

(4) If the Losing CR provides the Customer billing contact information to the Gaining CR using the format in File 1, MTCRCustomerInformation.csv, in Section 9, Appendix F6, Customer Billing Contact Information, or a mutually agreed upon file content and/or file format, the Losing CR does not need to submit the file to ERCOT as ERCOT is not responsible for providing this information to the Gaining CR;

(5) Provide a list of Lite Up Texas program Customers to Gaining CR;

(6) Following the initial Acquisition Transfer Event conference call, the Losing CR shall complete the following:

(a) Receive the 814\_11, Drop Response, from ERCOT

(b) Work with involved parties to resolve exception ESI IDs (i.e. clean up out-of-sync REP of record associations, pending transaction questions, and any exceptions that may not have been included in the list of ESI IDs provided in the Acquisition Transfer file described in paragraph (2)(f) above);

(c) Work with affected parties to close MarkeTrak issues associated with ESI IDs to be transferred; and

(7) Participate in any additional conference calls concerning the Acquisition Transfer event scheduled by ERCOT, as described in paragraph (5) of Section 7.11.2.4.2.

7.11.2.4.2 ERCOT Responsibilities in an Acquisition Transfer

(1) When feasible, ERCOT shall adhere to the timelines defined within this Section, unless ERCOT Legal authorizes the execution of an Acquisition Transfer on an expedited timeline. ERCOT reserves the right to initiate the Acquisition Transfer process as directed by ERCOT Legal. All efforts shall be made by ERCOT to provide the greatest possible lead time for the notification e-mail, ESI ID lists, initial conference call and transaction processing.

(2) ERCOT will perform the following actions prior to the initial Acquisition Transfer event conference call, as scheduled by ERCOT in paragraph (3) below:

(a) Prepare a list of the current Transition/Acquisition contact information as designated on the Market Participant’s ERCOT NCI form for all Market Participants involved in the Acquisition Transfer event (e.g., TDSPs, Gaining CR, and Losing CR);

(b) On the same date that ERCOT receives the Losing CR’s file providing the list of ESI IDs involved in the transfer, ERCOT shall forward this same file to the applicable TDSP(s) contacts as soon as possible;

(c) Once ERCOT has communicated the Acquisition Transfer file to the TDSP(s) and prior to ERCOT scheduling the Acquisition Transfer conference call, ERCOT shall allow TDSP(s), at a minimum, one Retail Business Day evaluation period to review the Losing CR’s list of ESI IDs, unless ERCOT Legal authorizes the execution of an Acquisition Transfer on an expedited timeline;

(d) Upon receipt of the TDSP(s) confirmation of switch hold removals to ERCOT, as described in paragraph (1)(b) of Section 7.11.2.4.3, Transmission and/or Distribution Service Provider Responsibilities in an Acquisition Transfer, ERCOT shall schedule the initial Acquisition Transfer event conference call between ERCOT, PUCT, Losing CR, Gaining CR, and applicable TDSP(s) to coordinate the details of the Acquisition Transfer event.

(3) Host the initial Acquisition Transfer event conference call. During the initial Acquisition Transfer event conference call, the following items will be addressed:

(a) Number of ESI IDs involved in Acquisition Transfer (if available), per TDSP:

(i) Number ESI IDs to be transferred using standard 814\_03, Enrollment Notification Request, timelines; and/or

(ii) Number of ESI IDs to be transferred using self-selected 814\_03 transaction timelines.

(b) Estimated time ERCOT will begin submitting the 814\_03 transactions to affected TDSP(s);

(c) Determine the process to be used to resolve exception ESI IDs (i.e. clean up out-of-sync REP of record associations, pending transaction questions, and any exceptions that may not have been included in the list of ESI IDs provided by the Losing CR in the Acquisition Transfer file);

(d) Confirm the accuracy of the Transition/Acquisition contacts (technical, business, and regulatory) for the Market Participants involved in the Acquisition Transfer event; and

(e) Determine schedule and frequency of additional conference calls;

(4) Following the initial Acquisition Transfer event conference call if possible:

(a) Perform a final verification of pending TX SETs immediately prior to submission of the 814\_03 transaction as described in Section 7.11.2.2, Handling Pending Texas Standard Electronic Transactions During an Acquisition Transfer Event;

(b) Create and submit the 814\_03 transaction with the Acquisition Transfer indicator for the affected ESI IDs;

(c) Send the applicable TDSP(s) a list of their ESI IDs for all 814\_03 transactions sent by ERCOT;

(d) Work with involved parties to determine the process to be used for exception ESI IDs, (i.e. clean up out-of-sync REP of record associations, pending transaction questions, and any exceptions that may not have been included in the list of ESI IDs provided in the Acquisition Transfer file described in paragraph (2)(f) of Section 7.11.2.4.1, Losing Competitive Retailer Responsibilities in an Acquisition Transfer event the Losing CR);

(e) Once ERCOT has received the 814\_04, Enrollment Notification Response, from TDSP(s) on the affected ESI IDs, ERCOT will forward the 814\_14, Drop Enrollment Request, to the Gaining CR(s) and the 814\_11, Drop Response, to the Losing CR within one Retail Business Day;

(f) Process final and initial meter reads received from the TDSP(s) and forward to the appropriate CR(s); and

(g) Monitor the progress of the Acquisition Transfer event and recommend conclusion of the Acquisition Transfer event based upon successful completion of required activities.

(5) Schedule and host all Acquisition Transfer event conference calls as needed throughout the specific Acquisition transfer event.

7.11.2.4.3 Transmission and/or Distribution Service Provider Responsibilities in an Acquisition Transfer

The TDSP(s) will perform the following actions in an Acquisition Transfer event:

(1) Prior to the initial Acquisition Transfer event conference call, as scheduled by ERCOT in paragraph (3) of Section 7.11.2.4.2, ERCOT Responsibilities in an Acquisition Transfer:

(a) Confirm accuracy of the TDSP’s list of Transition/Acquisition contacts on file with ERCOT (as designated on the TDSP’s ERCOT NCI form). It is the responsibility of the TDSP to maintain accurate contact information on file with ERCOT. Additions and modifications to Transition/Acquisition contact information must be made by submitting an NCI form, as provided on the ERCOT website, to ERCOT Registration;

(b) Remove switch hold(s) based upon the 650\_01, Service Order Request, received from the Losing CR;

If the Losing CR has not provided the 650\_01 transaction(s) to the TDSP(s) requesting switch hold removal(s) no later than one Retail Business Day prior to the Acquisition Transfer conference call, the TDSP(s) will remove all switch hold(s) that are associated to the list of ESI IDs that the TDSP(s) receives from ERCOT as soon as possible in an effort to prevent ERCOT’s generated 814\_03, Enrollment Notification Requests, from being rejected due to switch hold;

(2) Participate in the initial Acquisition Transfer event conference call between ERCOT, PUCT, Gaining CR, and Losing CR as described in paragraph (3) of Section 7.11.2.4.2 to make sure all parties are aware of the transfer;

(3) Following the initial Acquisition Transfer event conference call:

(a) Provide the Scheduled Meter Read Dates (SMRDs) using the 814\_04, Enrollment Notification Response, to ERCOT for each affected ESI ID;

(b) Work with involved parties to determine the process to be used for exception ESI IDs (i.e. clean up out-of-sync REP of record associations, pending transaction questions, and any exceptions that may not have been included in the list of ESI IDs provided by the Losing CR in the Acquisition Transfer file described in paragraph (2)(f) of Section 7.11.2.4.1, Losing Competitive Retailer Responsibilities in an Acquisition Transfer event the Losing CR);

(c) Work with affected parties to close any MarkeTrak issues associated with ESI IDs to be transferred;

(d) Provide ERCOT with initial and final meter reads in accordance with Section 9, Appendix D1, Transaction Timing Matrix;

(e) Work with ERCOT to ensure all affected ESI IDs have been transferred according to the Acquisition Transfer file; and

(4) Participate in any additional conference calls concerning the Acquisition Transfer event scheduled by ERCOT, including the final Acquisition Transfer event conference call, as scheduled by ERCOT in paragraph (5) of Section 7.11.2.4.2.

7.11.2.4.4 Gaining Competitive Retailer Responsibilities in an Acquisition Transfer

The Gaining CR will perform the following actions in an Acquisition Transfer event:

(1) Prior to the initial Acquisition Transfer event conference call, as scheduled by ERCOT in paragraph (3) of Section 7.11.2.4.2, ERCOT Responsibilities in an Acquisition Transfer

(a) Confirm accuracy of the Gaining CR’s list of Transition/Acquisition contacts on file with ERCOT (as designated on the Gaining CR’s ERCOT NCI form). It is the responsibility of the Gaining CR to maintain accurate contact information on file with ERCOT. Additions and modifications to Transition/Acquisition contact information must be made by submitting an NCI form, as provided on the ERCOT website, to ERCOT Registration;

(b) Verify accuracy of Gaining CR’s DUNS # provided in the Acquisition Transfer file;

(c) Submit an 814\_18, Establish/Delete CSA Request, for any CSA the Gaining CR they will be responsible for after the completion of the transfer and prior to the submission of any move outs;

(2) Participate in the initial Acquisition Transfer event conference call between ERCOT, PUCT, Losing CR, and applicable TDSP as described in paragraph (3) of Section 7.11.2.4.2, to make sure all parties are aware of the transfer;

(a) Following the initial Acquisition Transfer event conference call:

(i) Receive the 814\_14, Drop Enrollment Request;

(ii) Work with involved parties to determine the process to be used for exception ESI IDs (i.e. clean up out-of-sync REP of record associations, pending transaction questions, and any exceptions that may not have been included in the list of ESI IDs provided by the Losing CR in the Acquisition Transfer file described in paragraph (2)(f) of Section 7.11.2.4.1, Losing Competitive Retailer Responsibilities in an Acquisition Transfer event the Losing CR);

(iii) Provide Lite Up Texas program benefits to qualifying Customers based upon the Losing CR’s list and Gaining CR’s Lite Up Texas program verification;

(iv) Work with ERCOT to ensure all affected ESI IDs have been transferred according to the Acquisition Transfer file; and

(v) Send updated Customer information as received from the Losing CR in the Customer Billing Contact Information File 1, MTCRCustomerInformation.csv, in Section 9, Appendix F6, Customer Billing Contact Information, to the TDSP using the 814\_PC, Maintain Customer Information Request.

(3) Participate in any additional conference calls concerning the Acquisition Transfer event scheduled by ERCOT, including the final Acquisition Transfer event conference call confirming closure of Acquisition Transfer event, as scheduled by ERCOT in paragraph (5) of Section 7.11.2.4.2.