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| NPRR Number | [778](http://www.ercot.com/mktrules/issues/NPRR778) | NPRR Title | Modifications to Date Change and Cancellation Evaluation Window |
| Date Posted | | May 23, 2016 | |
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| Requested Resolution | | Normal | |
| Nodal Protocol Sections Requiring Revision | | 15.1.7, Move In or Move Out Date Changes  15.1.8, Cancellation of Registration Transactions | |
| Related Documents Requiring Revision/Related Revision Requests | | Retail Market Guide Revision Request (RMGRR) 139, Alignment with NPRR778, Modifications to Date Change and Cancellation Evaluation Window | |
| Revision Description | | This Nodal Protocol Revision Request (NPRR) modifies the evaluation window for date changes and cancellations currently performed by ERCOT systems; and removes the one Retail Business Day evaluation window for date changes and cancellations in order to replace manual processes with transactional solutions. | |
| 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 | | * Improves the overall Customer experience by preventing a potential inadvertent gain/loss event from occurring by allowing a transactional solution:   + To cancel or change the date on a move in; and   + To cancel a switch transaction. * Eliminates the use of MarkeTrak issues currently required to complete a cancel or date change within the evaluation window.   + Per ERCOT analysis, in 2015, there were 33,959 Cancel w/ Approval MarkeTrak issues submitted of which 22,418 issues were within the one day window. This NPRR will eliminate ~66% of the manual intervention required by all impacted Market Participants. | |

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| Proposed Protocol Language Revision |

15.1.7 Move In or Move Out Date Change

(1) The CR will send a date change transaction using the 814\_12, Date Change Request. ERCOT will accept date changes through the day preceding the scheduled move in or move out. ERCOT will reject any 814\_12 transaction received on the scheduled move in or move out date, as well as date change requests on orders that were scheduled in the past.

(2) If the date change does not pass validation, ERCOT will reply to the CR with a rejection of the date change transaction using the 814\_13, Date Change Response, within two Retail Business Hours of receipt of the 814\_12 transaction with the exception of a date change that is invalid because of “Item or Service Not Established.” In the case of “Item or Service Not Established,” ERCOT will hold the date change request and continue to retry the request at regular intervals for 48 hours counting only hours on Retail Business Days, but not only Business Hours.

(3) If the date change is accepted, ERCOT will notify the TDSP using the 814\_12 transaction within two Retail Business Hours of receipt of the 814\_12 transaction from the CR. The TDSP will respond within two Retail Business Days using the 814\_13 transaction. If the TDSP accepts the date change, the submitting CR is notified via the 814\_13 transaction and the other CR is notified via the 814\_12 transaction. ERCOT will only send the 814\_12 transaction to the losing CR on a move in if ERCOT has already sent the 814\_06, Loss Notification, to the losing CR. ERCOT will only send the 814\_12 transaction to the gaining CR on a move out to CSA if ERCOT has already sent the 814\_22, CSA CR Move In Request, to the CSA CR.

15.1.8 Cancellation of Registration Transactions

(1) The CR will send a cancellation notice using the 814\_08, Cancel Request. ERCOT will accept cancellations through the day preceding the move in, move out or switch scheduled date. ERCOT will reject any 814\_08 transaction received on the scheduled move in, move out or switch date, as well as cancellation requests on orders that were scheduled in the past.

(2) If the cancellation does not pass validation, ERCOT will reply to the CR within two Retail Business Hours with a rejection of the cancellation notice using the 814\_09, Cancel Response, with the exception of a cancellation that is invalid because of “Item or Service Not Established.” In the case of “Item or Service Not Established,” ERCOT will hold the cancellation request and continue to retry the request at regular intervals for 48 hours counting only hours on Retail Business Days, but not only Business Hours.

(3) If the cancellation notice is accepted, ERCOT will set the status to “cancel pending” status and notify the TDSP within two Retail Business Hours using the 814\_08 transaction. If the TDSP accepts the cancel, ERCOT will cancel the transaction and notify the submitting CR using the 814\_09 transaction. When ERCOT has sent the current CR an 814\_06, Loss Notification, the current CR will be sent an 814\_08 transaction. On a move out to CSA, if ERCOT has sent the 814\_22, CSA CR Move In Request, to the CSA CR, the CSA CR will be sent an 814\_08 transaction. If the TDSP rejects the cancel, ERCOT will reset the status to “in review,” “permit pending,” or “scheduled” as appropriate, and forward the reject to the CR. The TDSP will respond within one Retail Business Day using the 814\_09 transaction.