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| **TDTMS Issue Tracking Request Form** | |
| **TDTMS Issue Tracking Number:** | **(TDTMS Use)** |
| **Issue Status:** | **(TDTMS Use)** |
| **Last Modification Date:** | (TDTMS Use) |
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| ISSUE SUBMITTER SECTION: | | |
| **Submitter Name:**  **Sheri Wiegand** | **Submitting Company Name: TXU Energy** | **Date of Submission: 11/28/2016** |
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| **Submitter’s E-Mail Address: sheri.wiegand@txu.com** | **Phone Number: 972-979-5225** | **Affected Business Process:**  **markeTrak enhancement** |
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| **Issue Statement:** *(Short description of issue) Proposal for additional subtype for the MarkeTrak system --- Damage Claim Correspondence for Non-ROR during an IGL/Lights Out in Error situation.* | | |
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| **Operational/System Impact:** *(What is the issue doing to your system and/or operations) Currently a market process does not exist for alleged damages (e.g. spoiled food) sustained by a customer due to the activity of a non-ROR during an IGL situation. Example: if a customer is party to an IGL due to a non- ROR issuing a MVI/SWI and subsequent MVO/DNP transactions, leaving the customer “in the dark”, that non- ROR should be responsible for damages claimed by the customer. Currently, damage claims are presented to the authorized ROR. A new subtype would create a market process to handle such inquiries and offer a better customer experience.* | | |
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| **Market Impact:** *(What is the issue doing to others) Currently, customers are referred to their TDU to determine the non-ROR then must contact the non-ROR to submit the claim. With the new process, a MT may be submitted by the authorized ROR to the non- ROR to initiate the process.* | | |
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| **Desired Outcome:** *(What do you expect to change) streamlines the process for damage claims eliminates “back and forth” emails, allows for accurate tracking of an issue, and provides a better customer experience during the situation. This new subtype would could be categorized with the IGL/Rescission/Redirect Fee subtypes* | | |
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| **Once Completed:** | | |
| **Please submit this completed form via e-mail to current TDTMS Leadership** | | |

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| **TDTMS DISCUSSION SECTION: (TDTMS Use)** | | | | |
| **Date of TDTMS Discussion:** | **Change Request Created (Y/N):** | | **Change or Revision Request Tracking Number:** | |
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| **Discussion/Revision History:** | | **Referred to TDTMS Subteam (Y/N):** | |  |
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| Recommended Resolution: | | | | |
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