**ERCOT Retail Market Guide**

**Section 7: Market Processes**

**June 1, 2014**

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7.4 Safety-Nets

7.4.1 Purpose

(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 and not to bypass standard rules and processes.

(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.

(5) If construction service is required, the service order may be delayed or completed unexecutable.

(6) 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.

(7) smay a Move In for ESI IDs ing a Move In date other current te

**7.4.2 Move In Spreadsheet Timing**

If a CR has not received the 814\_05, CR Enrollment Notification Response, 814\_17, Move In Reject Response, or 814\_28, Complete Unexecutable or Permit Required, within three hours of the 814\_16, Move In Request outbound NAESB timestamp, the CR may place the ESI ID on the Safety Net spreadsheet.

Standard Move In Requests and Priority Move In Requests shall be sent in two separate spreadsheets. Each Safety Net spreadsheet shall only be sent one time per day, if needed, no later than 3:00 PM CPT for Move Ins with a requested date of the current date.

7.4.3 **Move In Spreadsheet Email Communication**

(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 1, TDSP Safety-Net E-mail Address.

**Table 1. TDSP Safety-Net E-mail Address**

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

(2) A Standard Move In request is submitted 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 |

**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 |

7.4.4 **Move In Spreadsheet Format**



(1) The REP will attach the Microsoft Excel© spreadsheet with the safety-net acceptable data content in the format as indicated below in Table 4, Safety-Net Spreadsheet Format, to the e-mail.

Table 4. 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 Name | (required) | AN | 1 Min. / 60 Max. |
| (3) | Customer 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. |

**7.4.5 TDSP Spreadsheet Response**

(1) 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,) of all safety-net Move-In Requests that could not be completed as noted in Table 6, TDSP Return Codes.

**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. |

7.4.6 **Safety Net Cancellation**

(1) 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) 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.

(b) If the TDSP has already completed the Safety-Net Move In, the REP must initiate a MarkeTrak issue to return the Premise to the original status.

**7.4.7 Transactional Reconciliation**

Per PUCT Subst. R25.487, the CR shall ensure that the 814\_16, Move In Request is submitted to ERCOT on or before the 5th Business Day after submitting the Move In through the Safety Net Process.

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

7.10.2 Emergency Operating Procedure for Move Outs During an Extended Unplanned System Outage

(1) The emergency operating procedure for move outs during an extended unplanned system outage shall only be utilized when TX SET processing is unavailable for a period that exceeds 24 hours after the initial retail market conference call. Initiation of this process is determined on the retail market conference call, as described in Section 7.10, Emergency Operating Procedures for Extended Unplanned System Outages.

(a) REPs may use the safety-net spreadsheet for all Electric Service Identifiers (ESI IDs).

(b) When ERCOT systems are unavailable, TDSPs will not be able to identify ESI IDs with a Continuous Service Agreement (CSA) and will be unable to execute the move in to CSA, therefore the Premise may be deengergized. If ERCOT systems are unavailable and the Premise is deenergized, then the CSA CR may provide a safety-net move-in to the TDSP as prescribed in Section 7.4Safety-Nets , to restore service. Once systems become available the CSA CR will be responsible for submitting the 814\_16, Move In Request.

(c) Upon restoration of transaction processing, Market Participants must ensure that there are corresponding TX SETs for all safety-net orders sent or received during the outage.

(d) The REP may submit a MarkeTrak issue to investigate the missing response transaction, if needed, giving the appropriate party access to the issue.

7.10.2.2 Safety-Net Move Out Procedures During an Extended Unplanned System Outage

(1) Safety-net Move-Out Requests are initiated by the REP via an e-mail to the TDSP at the TDSP’s e-mail address indicated below in Table 2, TDSP E-mail Address for Safety-Net Move Outs During anExtended Unplanned System Outage.

**Table 2. TDSP E-mail Address for Safety-Net Move Outs During an Extended Unplanned System Outage**

| **TDSP** | **TDSP E-mail Address for Safety-Net Move Outs During an Extended Unplanned System Outage** |
| --- | --- |
| AEP | aepbaoorders@aep.com |
| CNP | CNP.Priority@CenterPointEnergy.com |
| Oncor | utiltxn@oncor.com |
| SU | ERCOTSafetyNets@sharyland.com |
| 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 3, Safety-Net Move Out Spreadsheet Format Used During an Extended Unplanned System Outage, .

Table 3. Safety-Net Move Out Spreadsheet Format Used During an Extended Unplanned System Outage

| Column | Field Name | Note | Data Attributes | |
| --- | --- | --- | --- | --- |
| Type | Length  (Min. / Max.) |
| (1) | ESI ID | (required) | AN | 1 Min. / 80 Max. |
| (2) | Customer Name | (required) | AN | 1 Min. / 60 Max. |
| (3) | Customer Phone | (required if available) | AN | 1 Min. / 80 Max. |
| (4) | MVO Street Address | (required) | AN | 1 Min. / 55 Max. |
| (5) | MVO Apartment Number | (if applicable) | AN | 1 Min. / 55 Max. |
| (6) | MVO ZIP | (required) | ID | 3 Min. / 15 Max. |
| (7) | MVO 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) | MVO 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 4, TDSP Format for Move Out Safety-Net Responses During an Extended Unplanned System Outage,) of all safety-net Move-Out Requests that could not be completed as noted in Table 5, TDSP Return Codes. The TDSP shall respond within one Retail Business Day of receipt of the request. For completed unexecutable only, the TDSP shall respond within two Retail Business Days of receipt of the request.

**Table 4. TDSP Format for Move Out Safety-Net Responses During an Extended Unplanned System Outage**

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

**Table 5. 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. |
| 09 | Complete Unexecutable | AN | 1 Min. / 2 Max. |
| 24L | Less than 24 hours after the retail market conference call | AN | 1 Min. / 3 Max. |

(4) If the REP wants to cancel a safety-net move out, it must notify the TDSP at the TDSP e-mail address indicated in Table 2 above. If the REP does not notify the TDSP of a cancellation, the TDSP will complete the Move-Out Request, and the REP will be responsible for the Customer’s consumption.

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

(i) Paragraph (1) of Section 7.10.2.1, Format of the Move Out Safety-Net Spreadsheet Used During an Extended Unplanned System Outage; and

(ii) Paragraphs (1) and (2) above.

(b) If the TDSP has already completed the move out, the REP must send a Move-In Request to restore service and return the Premise to the original status.

(5) The REP must submit an 814\_24, Move Out Request, to ERCOT and note the BGN02 on the safety-net spreadsheet that was sent to the TDSP. If a subsequent 814\_24 transaction is accepted by ERCOT, the REP must update the TDSP with the latest BGN02 for its safety-net ESI ID.

(a) All updates must reference the original move out date requested in the safety-net spreadsheet.

(b) The e-mail with the updated safety-net spreadsheet information must be in the format outlined in paragraphs (1) and (2) above.