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| --- | --- | --- | --- |
| RMGRR Number |  | RMGRR Title | Revisions to Safety Net Process  |
| Date Posted |  |
|  |  |
| Requested Resolution  | Normal  |
| Retail Market Guide Sections Requiring Revision  | 7.4 Safety-Nets7.4.1 ***Purpose of the Safety-Net Move In Process***7.4.1.1 Appropriate Use of the Safety-Net Move In Process7.4.1.3 Priority Move In Safety-Net Spreadsheet Format and Timing7.4.1.4 Standard and Priority Safety-Net Procedures7.6.3.3 Competing Orders7.10.2 Emergency Operating Procedure for Move Outs During an Extended Unplanned System OutageSection 9, Appendix A1Section 9, Appendix A2 |
| Related Documents Requiring Revision/Related Revision Requests | N/A |
| Revision Description | This RMGRR provides clarification to the purpose and appropriate use of the safety net move in process, and revises the timing for submitting a safety net move in request. Revisions also clarify the appropriate usage of the market approved safety net process for Competitive Retailers (CRs).Additionally, this RMGRR aligns the Retail Market Guide with RMGRR141, Clarifying Procedures for Market Participants During an Extended Unplanned System Outage. |
| 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 | Describe qualitative benefits (Examples: satisfies regulatory requirements, data transparency enhancement, etc.), quantitative benefits (benefit calculations), impacts to market segments and other information relating to the impacts or benefits of the RMGRR. |

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| --- |
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| **Name** |  |
| **E-Mail Address** |  |
| **Phone Number** |  |

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| Proposed Guide Language Revision |

7.4 Safety-Nets

7.4.1 Purpose

(1) Section 7.4, Safety-Nets, explains the steps that Market Participants (MPs) 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) This safety-net process is a manual work-around used by Market Participants in the Texas retail market as a move-in alternative in the event that market transactions are systematically delayed due to degradation or complete system malfunction.

This safety-net process may be used during an extended transaction processing outage, as described in Section 7.10, Procedures for Extended Unplanned System Outages.

However, under no other circumstances should this safety-net process be used to bypass approved rules, protocols, guides and/or market approved processes.

(3) The Competitive Retailer (CR) establishes its rights and responsibilities to serve a Customer at a Premise, which is identified by the Electric Service Identifier (ESI ID), beginning with the service start date that the TDSP connects service per the CR’s move-in transaction or safety-net request, whichever date is later.

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 to initiate the safety-net process by emailing the spreadsheet to the appropriate TDSP.

 (4) Once the safety net spreadsheet is received by the TDSP, the TDSP shall evaluate all of the ESI IDs included in the Safety Net list to make the determination to schedule, complete unexecutable or reject the move-in request for example:

(a) If Move In service start date is other than the current date, the TDSP may reject the safety-net move in request for the applicable ESI ID(s);

(b) If construction service is required, the TDSP may delay connection or complete unexecutable the safety-net move in request for the applicable ESI ID(s);

(c) If TX SET or EDI transaction have already been received from the CR and accepted by TDSP, the TDSP may reject or complete unexecutable the safety-net move in request for the applicable ESI ID(s); or

(d) If the TDSP deems the ESI ID invalid or is not in their service territory, the safety-net move in may be rejected or completed unexecutable for the applicable ESI ID(s).

**7.4.2 Move In Spreadsheet Timing**

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, but no later than 4:00 PM CPT for Move In(s) requesting a service start date of the current date.

**7.4.3 Move In Spreadsheet Email Communication**

(1) Safety-net Move-In Requests are initiated by the CR 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 |
| CNP | CNP.Priority@CenterPointEnergy.com |
| Oncor | contactcenter@oncor.com |
| SU | ERCOTSafetyNets@sharyland.comPlease utilize separate spreadsheets for Sharyland and Sharyland McAllen Safety-nets |
| TNMP | 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.

 The Standard Move In spreadsheet shall be used for move-in transactions submitted with a standard move-in priority code.

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 |

The Priority Move In spreadsheet shall be used for move-in transactions submitted with a priority move-in priority code or a holiday move-in priority code, if offered by the TDSP.

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 subsequent 814\_16 transaction submitted by the CR for the same ESI ID.

**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**

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 (1) The CR 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 appropriate TDSP safety net e-mail address.

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 CR 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 CR wants to cancel a safety-net move in, the CR must notify the TDSP at the TDSP e-mail address indicated in Table 1 above. If the CR does not notify the TDSP of a cancellation, the TDSP will complete the Move-In Request, and the CR will be responsible for the Customer’s consumption and all applicable discretionary charges.

 (a) If a CR cancels a safety-net move in on the requested date, the TDSP may charge the CR 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 CR must initiate a MarkeTrak issue to return the Premise to its 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 CR 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 CR shall submit a MarkeTrak issue after not receiving a response from ERCOT on the 814\_16 transaction within 48 hours.

**7.6.3.3 Competing Orders**

(1) All TDSPs will Complete Unexecutable a DNP request when the requested date is greater than or equal to the scheduled date of a Pending switch or move in. When a DNP request is received with a requested date that is prior to the scheduled date of a switch or move in, the DNP requests will be scheduled. DNP requests carried over to the next Retail Business Day may not be worked due to competing orders and will be Completed Unexecutable.

(a) Move in - In order to re-energize a Premise that has been disconnected, the new CR of Record’s move in will energize the Customer’s Premise and will be subject to applicable fees per TDSP tariffs.

(i) A move in submitted on a Premise that has been de-energized for non-payment may still require a permit for completion in certain TDSP’s service territories.

(ii) A move in submitted on a Premise that has been de-energized for non-payment at a premium disconnect location may be subject to a premium reconnect charge.

(b) Self-selected switch - If the new CR of Record has submitted a self-selected switch, the TDSP will re-energize the Premise and bill applicable charges to the new CR of Record. See Table 8, Competing Orders – Self-selected Switch, below.

Table 8. Competing Orders - Self-selected Switch

| **TDSP** | **TDSP Action** | **TDSP Fee** |
| --- | --- | --- |
| **AEP** | Re-energize Premise | Reconnect charge |
| **CNP** | Re-energize Premise | Reconnect charge |
| **NEC** | Re-energize Premise | Reconnect charge |
| **Oncor** | Re-energize Premise | Reconnect charge |
| **SU** | Re-energize Premise | Reconnect charge |
| **TNMP** | Re-energize Premise | Out-of-cycle meter reading charge |

(c) Standard switch - If the new CR of Record has submitted a standard switch at a Premise that has been previously de-energized, the TDSP will perform one of the actions identified in Table 9, Competing Orders – Standard Switch, below.

(i) In order to re-energize the Premise, TNMP and CNP would require the CR with the ability to submit a 650\_01, Service Order Request, reconnect transaction to send the transaction with a purpose code of RC003 to the TDSP in order to restore the service. In the event that a CR is not certified to transmit this transaction, TNMP and CNP would expect the CR to follow the emergency procedures outlined in Section 7.6.5.1, Emergency Reconnects.

Table 9. Competing Orders - Standard Switch

|  |  |  |  |
| --- | --- | --- | --- |
| **TDSP** | **TDSP Action** | **Energize** | **TDSP Fee** |
| **AEP** | Perform meter read | Yes | Reconnect fee |
| **CNP** | Perform meter read | No | None |
| **NEC** | Perform meter read | Yes | Reconnect fee |
| **Oncor** | Perform meter read | Yes | Reconnect fee |
| **SU** | Perform meter read | Yes | Reconnect fee |
| **TNMP** | Perform meter read | No | None |

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) CRs 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 de-engergized. If ERCOT systems are unavailable and the Premise is de-energized, 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 CR 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 CR 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 CR 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 CR 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 CR 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 CR does not notify the TDSP of a cancellation, the TDSP will complete the Move-Out Request, and the CR will be responsible for the Customer’s consumption.

(a) The CR’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 CR must send a Move-In Request to restore service and return the Premise to the original status.

(5) The CR 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 CR 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.

**ERCOT Retail Market Guide**

**Section 9: Appendices**

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**September 1, 2016**

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**Section 9: Appendices**

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**May 1, 2014**

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