Lessons Learned—Issues Identified as a Result of Hurricane Harvey

Issues List

1. Use of 650\_04, REF~5H = FA001 will create a MVO in CR systems.
   * How does the non-CSA CR know if a CSA exists on a premise that they are trying to disconnect service.
2. When a 650\_04 is communicated for a de-energized service, how does a CR know when the service is restored?
3. Turn off / on notification that can be sent by either TDSP or CR which is independent of the CR Service Order option and possibly make it a bi-directional notification.
4. Revisit use of 650\_01 RC003 code. Do we need to create different RCxxx codes for the three scenarios listed in the gray box of the TX SET Implementation Guide?

|  |  |  |  |
| --- | --- | --- | --- |
| RC003 |  | Reconnect of Requested Suspension | |
|  | | | Used by CR to Reconnect after Disconnect for Non-Pay, Reconnect for Customer Requested Clearance or for a Reconnect after a Disconnect due to Tampering when the CR did not initiate the 650\_01 Disconnect for Non-Payment or Disconnect for Customer Clearance service request | |
|  | | |  | |

* Investigate a new transaction to allow bi-directional on / off requests. (Maybe a 148)

1. Do we need to revisit the 650\_04 REF~5H Incident codes to determine if new ones are needed or existing ones need clarification to create consistency across the application of those codes?
2. Do we need to look at the 814\_20 process for meter removal without an 814\_24 to allow the TDSPs to use the meter asset at another location?
3. Do we need a new transaction to allow a TDSP to request customer contact information?
   * Can we leverage the CBCI file?
4. Evaluate the way to improve temporary meter processes (FEMA Trailer, Mobil Housing Units (MHUs)).
   * Can we add a REF segment to a transaction (i. e. 814\_04, 05, 20) that further identifies characteristics of a premise (temp, barn, apartment, trailer, etc.?)