Lessons Learned—Issues Identified as a Result of Hurricane Harvey

Issues List

* List of new code uses
	+ TDSP needs to send a notice to the CR that the power is off or on, no matter why.
	+ Customer contacts CR to have the power turned back on. Need method to send request to TDSP no matter who disconnected. RC???
1. Use of 650\_04 BGN08 = R8 and REF~5H = XX001 or XX002 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? **Clarification could be made in the BGN08~79 – Reactive**

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| **Must Use** | **BGN08** | **306** | **Action Code** | **O** |  | **ID 1/2** |
|  | Code indicating type of action |
|   | **79** |  | **Reactivate** |
|  | **Reconnect; TDSP is notifying the current CR that customer has been reconnected.** **Required for MOU/EC: ESI ID reconnected after disconnect for non-payment (REF~5H = RC001)** **Required for TDSP and/or MOU/EC: ESI ID reconnected after denial of access has been resolved (REF~5H =RC004) where the TDSP or MOU/EC disconnected services due to denial of access via 650\_04 (REF~5H = GA001)** |

1. 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.
2. 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?
	* Make these changes because gaining CR wouldn’t know reason for prior disconnection of service.

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| RC003 |  | Reconnect of Requested Suspension |
|   | Used by CR to Reconnect Service if or when the CR did not initiate the Disconnect  |
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* Do we still need to investigate a new transaction to allow bi-directional on / off requests?
* TDSP Actions During an Emergency Operation Procedure (DOP)
	+ CRs received 650\_04s with codes that were different between the TDSPs and the CRs were not sure what they meant.
		- CRs to provide examples
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.?)