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|  |  | NPRR Title | Validate That CSA Bypass Code in a Move-Out Request is From Current CSA CR of Record |
| Date Posted | |  | |
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| Requested Resolution | | Normal | |
| Nodal Protocol Sections Requiring Revision | | 15.1.5.1, Request to Terminate Service  15.1.5.7, Rejection of Move-Out Request | |
| Market Guide Section(s) Requiring Revision | | None. | |
| Revision Description | | This Nodal Protocol Revision Request (NPRR) requires ERCOT to validate that the Competitive Retailer (CR) submitting an 814\_24, Move-Out Request containing the Continuous Service Agreement (CSA) bypass code, is also the current CSA CR. | |
| Reason for Revision | | This NPRR requires ERCOT to reject the 814\_24, Move Out Request, when a CR other than the current CSA CR submits a Move-Out Request containing the CSA De-energize code or both the CSA De-energize and Drop and Investigate Removal of Meter and Service code. | |
| Credit Implications | | No | |

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| **Business Case** | |
| 1 | * *Reduces the number of adversely impacted Customers as a result of a de-energized Premise.*   + *A landlord may experience damage to property during extreme weather conditions when the Electric Service Identifier (ESI ID) is de-energized without the landlord’s authorization.* |
|  | * *Between January 2012 and June 2012, there were, on average, 4000 occurrences per month where a Move-Out Request was submitted containing the CSA de-energize code and the CR submitting the Move-Out Request was not the current CSA CR of Record.* |

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| Sponsor | |
| Name | Diana Rehfeldt on behalf of Texas Standard Electronic Transaction (SET) Working Group |
| E-mail Address | [Diana.rehfeldt@tnmp.com](mailto:Diana.rehfeldt@tnmp.com) |
| Company | Texas-New Mexico Power |
| Phone Number | 800-738-5579 ext 5204 |
| Cell Number |  |
| Market Segment | Not applicable. |

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| **Market Rules Staff Contact** | |
| **Name** |  |
| **E-Mail Address** |  |
| **Phone Number** |  |

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| Proposed Protocol Language Revision |

15.1.5.1 Request to Terminate Service

(1) When a CR receives notice that a Customer is moving out, the CR may terminate service to that ESI ID by submitting a Move-Out Request to ERCOT using the 814\_24, Move Out Request. Move outs will be considered same day, if the date requested is the same day the 814\_24 transaction is processed at ERCOT. Same day move outs will be forwarded to the TDSP within one Retail Business Hour of receipt by ERCOT. Move outs not requesting same day services, will be forwarded to the TDSP within two Retail Business Hours of receipt by ERCOT.

(2) ERCOT will determine if the ESI ID associated with the Premise has a Continuous Service Agreement (CSA) CR.

(a) If there is an active CSA on record, ERCOT will notify the TDSP by sending the 814\_03, Enrollment Notification Request, with the move out indicator, within one Retail Business Hour for same day requests and two Retail Business Hours for move outs not requesting same day services. ERCOT will notify the CSA CR of the move out using the 814\_22, CSA CR Move In Request, within two Retail Business Days of the scheduled meter read date, but not before the receipt of the TDSP’s 814\_04, Enrollment Notification Response.

(b) If there is not an active CSA CR, ERCOT will notify the TDSP to de-energize the ESI ID by sending the 814\_24 transaction and will remove the requester as the CR of Record for that ESI ID.

(3) When requesting to terminate service where a CSA exists, the CSA CR may terminate service to that ESI ID by submitting an 814\_24 transaction with the “Move Out CSA De-energize” code to ERCOT. ERCOT will validate that the submitting CR is the current CSA CR of record. If the submitting CR is not the current CSA CR of record, ERCOT will reject the 814\_24 transaction by sending the 814\_25, Move Out Response. Move outs will be considered same day if the date requested is the same day the 814\_24 transaction is processed at ERCOT. Same day move outs will be forwarded to the TDSP within one Retail Business Hour of receipt by ERCOT. Move outs not requesting same day services will be forwarded to the TDSP within two Retail Business Hours of receipt by ERCOT.

**15.1.5.7 Rejection of Move-Out Request**

ERCOT will reject a Move-Out Request using the 814\_25, Move Out Response, for any of the following reasons:

(a) The ESI ID provided is inactive or does not exist;

(b) The ESI ID and five-digit zip code do not match;

(c) The request type is invalid or undefined;

(d) The CR’s DUNS Number is missing or invalid;

(e) The requesting CR is not the current CR and not scheduled to be the CR on the requested date after a retry period of 48 hours counting only hours on Retail Business Days but not only Business Hours;

(f) The move out is requesting a date that is scheduled on another move out.

(g) The requesting CR is not the current CSA CR and uses the “Move Out CSA De-energize” code; or

(h) The requesting CR is not the current CSA CR and uses both the “Move Out CSA De-energize” and the “Drop and Investigate Removal of Meter and Service” codes.