**Texas**

**Standard**

**Electronic**

**Transaction**

**Option 1 Outages:**

**Trouble Reporting Request**

**Texas SET- Trouble Reporting Request:**

This document is in accordance with PUCT Project 22187 Section 4.11.1 Notification of Interruptions, Irregularities, and Service Requests which reads:

Competitive Retailer shall be responsible for informing its Retail Customers how to report interruptions, irregularities, outages, and service requests. Competitive Retailer shall meet this obligation in one of three ways:

1. Competitive Retailer may direct Retail Customers to call the Competitive Retailer for such reporting or requests and electronically forward outage information to the Company. Such arrangements shall ensure that all necessary information is communicated in a manner such that Company can respond to requests in a timely fashion and that Competitive Retailers are kept informed of the status of restoration efforts and service requests;
2. Competitive Retailer may direct Retail Customer to call Competitive Retailer for such reporting or requests and then forward the call to Company; or
3. Competitive Retailer may direct Retail Customers to directly call Company to make such reports or requests. Company will make available a toll free telephone number for purposes of this option.

Competitive Retailer choosing Option (1) must ensure that all necessary information is electronically communicated to Company in a timely manner using the appropriate SET protocol so as not to unnecessarily delay Company's response. The data necessary includes the following information:

1. Customer Name, and if different, contact name;
2. Contact Phone Number;
3. ESI ID;
4. Service Address (including City and Zip Code) and directions to location when necessary ; and
5. Description of problem.

Other documentation can be found at:

[w](http://www.ercot.com)[ww.ercot.com](http://www.ercot.com)

[www.etod.ercot.com](http://www.etod.ercot.com)

Data Transport Protocol

This transaction will utilize IBM MQ Series or MQ Series compatible products to transport messages from one source to another. Most businesses have networks of diverse hardware and software. However, related programs in different parts of a network must be able to communicate in a way unaffected by variations in hardware, in operating systems, in programming languages, and in communication protocols. Moreover, businesses need to be able to run related programs independently of each other. This protocol provides a point to point, near real time solution to report time sensitive outage messages using a consistent protocol.

For technical documentation about IBM MQ Series see: [www.ibm.com](http://www.ibm.com) (link to product description page).

Trouble Reporting Request

This transaction set, from a CR to TDSP, is used to report an outage or service irregularity requiring near real time outage response. This is a required transaction for an Option 1 CR to electronically transmit to the TDSP for every valid outage or service irregularity reported.

Document Flow

1. CR to TDSP

**Business Process Overview**

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| **Overview** |  | This Business Process Overview section for the T1-Trouble Reporting Request transaction for Unplanned Outages contains the following:   1. Unplanned Outage Overview 2. T1-Trouble Reporting Request to the TDSP 3. Transaction Contents 4. Expected TDSP Response to T1-Trouble Reporting Request |
| **Unplanned Outage Overview** |  | The Electronic Outage Reporting System for Unplanned Outages is designed to allow the Competitive Retailer to receive outage or service irregularity call(s) from the retail customer and to electronically transmit an outage transaction for status information and/or outage notification to the Transmission & Distribution Service Provider's Outage System. This transaction was developed to satisfy a requirement for a CR to provide customer, premise, and outage information received by the CR to be communicated to the TDSP to sufficiently investigate the retail customer’s reported trouble. The point-to-point electronic communications used in this architecture will be a Frame Relay and/or ISDN and the transporting mechanism of the data will be via Websphere MQ or MQ compatible products. Any questions, issues, and/or changes to this process and/or SET transaction should be directed to [txsetchangecontrol@ercot.com](mailto:txsetchangecontrol@ercot.com)  This transaction shall be used in the Muni-Coop market if the MOU/EC TDSP and the CR have agreed that the Retail Customer is to call the CR to report an outage. |
| **T1-Trouble Reporting Request to the TDSP** |  | For each report of a customer outage or service irregularity, a Competitive Retailer must create and communicate a T1-Trouble Reporting Request transaction to the TDSP. Multiple T1 transactions may be sent for the same ESI ID throughout the duration of the outage or service irregularity. |
| **Transaction**  **Contents** |  | CR provides information as required in Terms and Conditions and this transaction's data requirements are listed and have been documented within the Texas SET Implementation Guide. |
| **Expected TDSP Response to**  **T1-Trouble Reporting Request** |  | The TDSP will respond with a T2-Trouble Report Acknowledgement. The T2-Trouble Report Acknowledgement is an electronic notification that the TDSP received the T1 and the TDSP accepts or rejects the T1-Trouble Reporting Request transaction.  If accepted: TDSP sends the appropriate acceptance code.  If rejected: TDSP sends the appropriate rejection code.  All T1- Trouble Reporting Requests that are accepted will initiate corrective action by the TDSP. |

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|  |  | Summary of Changes |
| October 18, 2002  Version 1.0 |  | Initial Release |
| June 13, 2003  Version 1.5 |  | Change Control 2003-528 Add Business Process Overviews to the appropriate implementation guides |
| September 29, 2003  Version 2.0 |  | No Changes |
| October 8, 2004  Version 2.0A |  | No Changes |
| March 1, 2005 |  | No Changes |
| Version 2.1 |  |  |
| September 1, 2006 |  | No Changes |
| Version 3.0 |  |  |
| November 30, 2010  Version 3.0A |  | No Changes |
| June 11, 2012 |  | Change Control 2010-748: |
| Version 4.0 |  | * The purpose of this Change Control is to sync the names of the Texas SET Guide transactions, with the names of the transactions in Protocol and the Retail Market Guide. |
| TBD, 2020 |  | Change Control 2020-806: |
| Version 4.0A |  | * Sync the Texas SET Implementation Guides with ERCOT Protocols in the way the Muni-Coop is abbreviated. |

**Texas SET**

**Trouble Reporting Request**

This transaction will be an electronic message, sent via MQ Series, which shall comply with the following requirements:

1. Any data element composed of numbers (e.g. phone number, ESI ID’s) must exclude punctuation within the relevant bytes of data (e.g., spaces, dashes).
2. All fields shall be left justified. Space(s) will be used after the left-justified criteria has been met for the remaining bytes of data in each field.
3. The fixed length record format of 975 bytes is required on each transaction.
4. The TDSP Service Order Number or ESI ID shall only contain uppercase letters (A to Z) and digits (0 to 9).
5. Expression of a date, a time, or dates and times will be provided in Central Prevailing Time.
6. Time will be expressed in 24-hour clock time as follows:

HHMM, or HHMMSS where H = hours (00-23), M = minutes (00-59), S = integer seconds (00-59). 24:00:00 is not a valid time. 00:00:00 will be the beginning of the next day 23:59:59 will represent the ending of the same day.

1. The data elements shall be in the order shown in the file layout.
2. The Trouble Reporting Request requires 18 fields to be populated.

**Texas SET**

**Trouble Reporting Request**

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| Data for Transactions | **Definitions** | **Usage**  **(Required,**  **Conditional,**  **Optional,**  **N/A)** | **Type** | **Data Element Length** | **Data Element Position**  **(All Left Justified)** |
| Unique Transaction Identification Number | A unique transaction identification number assigned by the originator of this transaction. This number must be unique over time. | Required | AN | 30 | 1 – 30 |
| Customer Last Name or  Organization Name | Customer Last Name or Organization Name | Required | AN | 35 | 31 – 65 |
| Customer First Name | Customer First Name  Required when Customer Name Indicator is equal to 1 (Person) | Conditional | AN | 25 | 66 – 90 |
| Doing Business As (DBA) | Doing Business As (DBA)  Required when Customer Name Indicator is equal to 2 (Organization Non-Person) and using DBA | Conditional | AN | 60 | 91 – 150 |
| Information Contact  Person reporting Outage | Last Name, First Name  Required if different from the customer's name | Conditional | AN | 60 | 151 – 210 |
| Competitive Retailer's Remarks | Retailer's Additional information on the Outage or Trouble Call.  Required when additional information is available | Conditional | AN | 80 | 211 – 290 |
| ESI ID | ESI ID  (Electric Service Identifier) | Required | AN | 36 | 291 – 326 |

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| Data for Transactions | **Definitions** | **Usage**  **(Required,**  **Conditional,**  **Optional,**  **N/A)** | **Type** | **Data Element Length** | **Data Element Position**  **(All Left Justified)** |
| Direction to Job/Trouble Location | Free-Form Directions to Job/Trouble Location. | Optional | AN | 80 | 327 - 406 |
| CR Transaction Creation Date and Time Stamp | The transaction Creation Date and time stamp that the data was processed by the sender's application system.  Format: (CCYYMMDDHHMMSS) | Required | DT | 14 | 407 - 420 |
| Action Code (Transaction) | Code indicating type of transaction = T1 (This field must contain the literal ‘T1’) | Required | AN | 2 | 421 - 422 |
| Date and Time Customer Called the Competitive Retailer | Date and Time Customer called the Competitive Retailer.  Format:  (CCYYMMDDHHMM) | Required | DT | 12 | 423 - 434 |
| ESI ID Service Address | ESI ID Service Address | Required | AN | 55 | 435 - 489 |
| Primary Telephone Number | Area Code and Telephone Number (includes extension if applicable). If not available, field must be filled with Zeros.  Format:  3- digit Area Code 7- digit Telephone Number 5- digit extension, if no extension bytes 11-15 will be spaces,  X = Space  Note: Punctuation (dashes, symbols etc.) must be excluded.  Format:  (9999999999XXXXX) | Required | AN | 15 | 490 - 504 |
| Alternate Telephone Number | Area Code and Telephone Number (includes extension if applicable)  Format:  3- digit Area Code 7- digit Telephone Number 5- digit extension, if no extension bytes 11-15 will be spaces,  X = Space  Note: Punctuation (dashes, symbols etc.) must be excluded.  Format:  (9999999999XXXXX) | Optional | AN | 15 | 505 - 519 |

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| Data for Transactions | **Definitions** | **Usage**  **(Required,**  **Conditional,**  **Optional,**  **N/A)** | **Type** | **Data Element Length** | **Data Element Position**  **(All Left Justified)** |
| Customer Name Indicator  (Person or Organization) | Customer Name Indicator - 1 – Person  2 – Non-Person or Organization | Required | ID | 1 | 520 - 520 |
| Special Needs | Special Needs N – Special Needs Not Required Y – Special Needs Required  Required on T3-Outage Status Response transaction when Response Code = WIP or NTR | Required | AN | 1 | 521 - 521 |
| Trouble Type Code | 1 – Void - (Okay by Customer) 2 – Emergency or Critical 3- Lights Out 4 – Flickering Lights 5 – Partial Lights Out 6 – Bright/Dim Lights 7 – Customer Lights On  **Only One Code is Allowed**  **Two-bytes Left Justified**  **No Leading Zero** | Required | ID | 2 | 522 - 523 |
| Customer Type Code | 05- Sewer Plant/Lift Station 08 - Industrial 09 - School 10 - Critical/Life Support 12 - Water Well 20 - Fire Department AM - Residential CI - Commercial FI - Police Department HM - Hospital SA - Public Authority VA - Government/Municipal  **Only One Code is Allowed**  **Leading Zero is required where noted.** | Required | ID | 2 | 524 - 525 |

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| Data for Transactions | **Definitions** | **Usage**  **(Required,**  **Conditional,**  **Optional,**  **N/A)** | **Type** | **Data Element Length** | **Data Element Position**  **(All Left Justified)** |
| Outage Reason Code- 1 | BO- Bracket off house CC- Check Connectors CE- Cut Out in Error DI- Dig In EF- Explosion/Flash FR- Structural Fire M1- Meter Burning M2- Meter Missing OT- Other P1- Pole Down P2- Pole/Equipment on Fire P3- Pole Hit P4- Pole Leaning  TF- Transformer Fuse Blown UK- Unknown W1- Wire Burning W2- Equipment in Wires W3- Wires Down (Pole to House) W4- Wires Down (Pole to Pole) W5- Wires Arching W6- Tree Limb on Wires W7- Service Wire Problem W8- Foreign Object in Wires W9- Low Wires WE- Weather ( lightning, high winds, etc.) | Required | ID | 2 | 526 - 527 |

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| Data for Transactions | **Definitions** | **Usage**  **(Required,**  **Conditional,**  **Optional,**  **N/A)** | **Type** | **Data Element Length** | **Data Element Position**  **(All Left Justified)** |
| Outage Reason Code- 2 | BO- Bracket off house CC- Check Connectors CE- Cut Out in Error DI- Dig In EF- Explosion/Flash FR- Structural Fire M1- Meter Burning M2- Meter Missing OT- Other P1- Pole Down P2- Pole/Equipment on Fire P3- Pole Hit P4- Pole Leaning  TF- Transformer Fuse Blown UK- Unknown W1- Wire Burning W2- Equipment in Wires W3- Wires Down (Pole to House) W4- Wires Down (Pole to Pole) W5- Wires Arching W6- Tree Limb on Wires W7- Service Wire Problem W8- Foreign Object in Wires W9- Low Wires WE- Weather ( lightning, high winds, etc.) | Optional | ID | 2 | 528 - 529 |
| CR DUN's Number | CR DUN's Number | Required | AN | 26 | 530 - 555 |
| TDSP DUN's Number | TDSP DUN's Number | Required | AN | 26 | 556 - 581 |
| Geographic Location – City | City Name | Required | AN | 30 | 582 - 611 |
| Geographic Location – State | State Code | Required | ID | 2 | 612 - 613 |
| Geographic Location – Zip Code | Postal Zip Code  Format:  (999999999999999) | Required | ID | 15 | 614 - 628 |

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| Data for Transactions | **Definitions** | **Usage**  **(Required,**  **Conditional,**  **Optional,**  **N/A)** | **Type** | **Data Element Length** | **Data Element Position**  **(All Left Justified)** |
| Response Code | **WIP**   * Acknowledgement to the CR that the TDSP has received and processing the T1- Trouble Reporting Request or T0- Outage Status Request transaction for this ESI ID (Work in Progress). * In the event that a T1- Trouble Reporting Request is received by the TDSP from a CR that is not the CR of Record for ESI ID provided and no other rejection code (A76, A83, or SOL) exist for this transaction, the TDSP will accept and process the T1-Trouble Reporting Request. The TDSP will provide a WIP Response code on the T2 Trouble Report Acknowledgement along with TDSP Remarks stating: Invalid Relationship, Not CR of Record for this ESI ID. **In an occurrence where there is an Invalid Relationship, not CR of Record a T4-Trouble Completion Report will not be provided to CR for the requested ESI ID.**   **NTR**   * No Trouble Reported for this ESI ID. Valid response code only on the T3- Outage Status Response transaction from the TDSP to the CR   **SOL**   * System Off-Line or Unavailable   **A76**   * Rejection Response   (ESI ID invalid or not found) **A83**   * Rejection Response (Information received not in standard format)   **A84**   * Rejection Response   Invalid relationship.  Not CR of Record. | N/A | AN | 3 | 629 - 631 |
| Data for Transactions | **Definitions** | **Usage**  **(Required,**  **Conditional,**  **Optional,**  **N/A)** | **Type** | **Data Element Length** | **Data Element Position**  **(All Left Justified)** |
| Estimated Restoration Date and Time | This is the estimated time that services may be restored for the requested ESI ID, if available and Response code on T3 – Outage Status Response transaction = WIP or NTR  Format:  (CCYYMMDDHHMM) | N/A | DT | 12 | 632 - 643 |
| Area Outage | N – No  Y – Yes  Does Outage affect More than One ESI ID or Service Address  Required if Response Code on T3 – Outage Status Response transaction = WIP or NTR | N/A | ID | 1 | 644 - 644 |
| CR Unique Transaction Identification Number | This value will be taken from each Trouble Reporting Request (T1),  (T2) will cross- reference the (T1), (T4) will cross- reference the (T1),  Or the Outage Status Request (T0), (T3) will cross-reference the (T0), transaction received from the Competitive Retailer. | N/A | AN | 30 | 645 - 674 |
| Trip Charge Flag | N – No  Y – Yes  If the Trip Charge Flag = Y, the Service Order number supplied by the TDSP will tie with the Service Order Number on the 810\_02 Invoice | N/A | ID | 1 | 675 - 675 |
| Customer Action Required | YON - YES, Left Service On YOFF - YES, Left Service Off  NA – No Action Required by Customer – Left Service On | N/A | AN | 4 | 676 - 679 |
| Date and Time TDSP Closed Outage Transaction | Date and Time the Outage Ticket was Closed by the TDSP  Format:  (CCYYMMDDHHMM) | N/A | DT | 12 | 680 - 691 |
| TDSP Transaction Creation Date and Time Stamp | The transaction Creation Date and time stamp that the data was processed by the sender's application system.  Format:  (CCYYMMDDHHMMSS) | N/A | DT | 14 | 692 - 705 |

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| Data for Transactions | **Definitions** | **Usage**  **(Required,**  **Conditional,**  **Optional,**  **N/A)** | **Type** | **Data Element Length** | **Data Element Position**  **(All Left Justified)** |
| TDSP Service Order Number | Service Order Number will only contain uppercase letters A to Z and digits 0 to 9. This number is required on completions when a trip charge is Y (Yes)  If the Trip Charge Flag = Y, the Service Order number supplied by the TDSP will tie with the Service Order Number on the 810\_02 Invoice. | N/A | AN | 30 | 706 - 735 |
| TDSP Remarks | Remarks Provide additional Information about the Outage  TDSP Remarks will be required on the T4 – Trouble Completion Report if Customer Action Required =  YON or YOFF | N/A | AN | 240 | 736 - 975 |

Attribute Codes representation:

AN = Alphanumeric

DT = Date and Time

ID = Identification