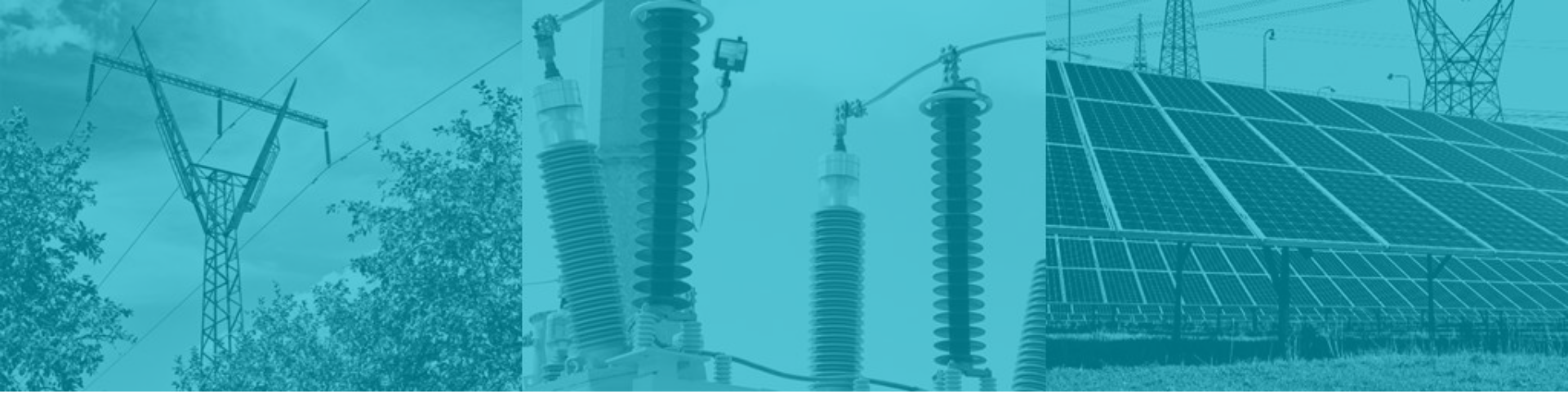


ERCOT Retail 101

Greetings and Introductions

- WebEx Training Tips
- Windows
- Buttons
- Attendance
- Questions / Chat

Please enable video & audio capabilities

PROTOCOL DISCLAIMER

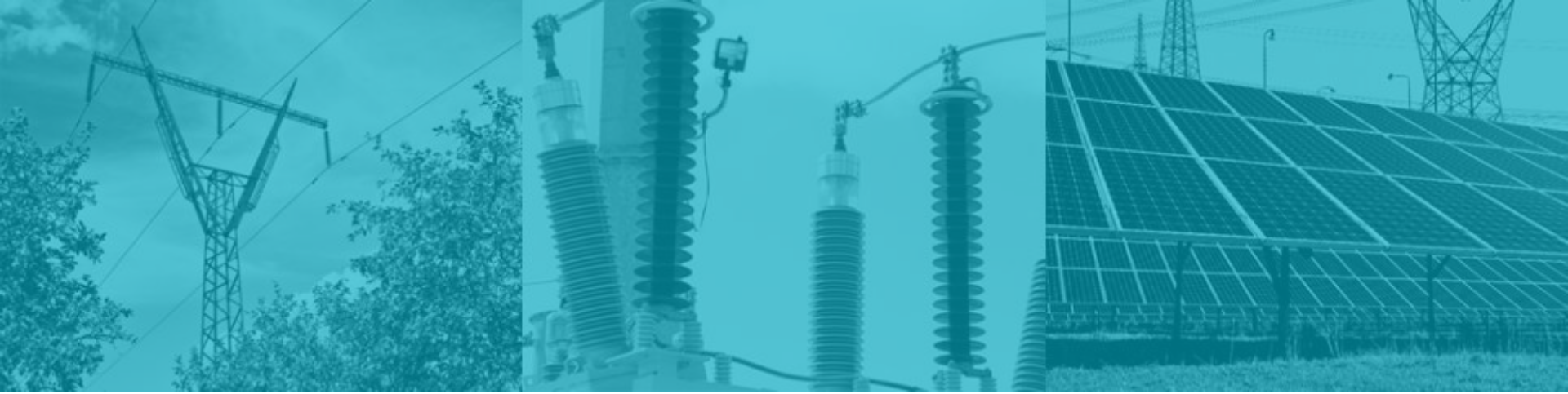
This presentation provides a general overview of the Texas Nodal Market and is not intended to be a substitute for the ERCOT Protocols, as amended from time to time. If any conflict exists between this presentation and the ERCOT Protocols, the ERCOT Protocols shall control in all respects.

For more information, please visit:

http://www.ercot.com/mktrules/nprotocols/

Topics in this course include:

1. Retail Market Responsibilities
2. Market Rules
3. Retail Operations
4. Metering
5. Wholesale Settlement of Retail Load
6. Data Transparency and Availability
7. Issue Resolution



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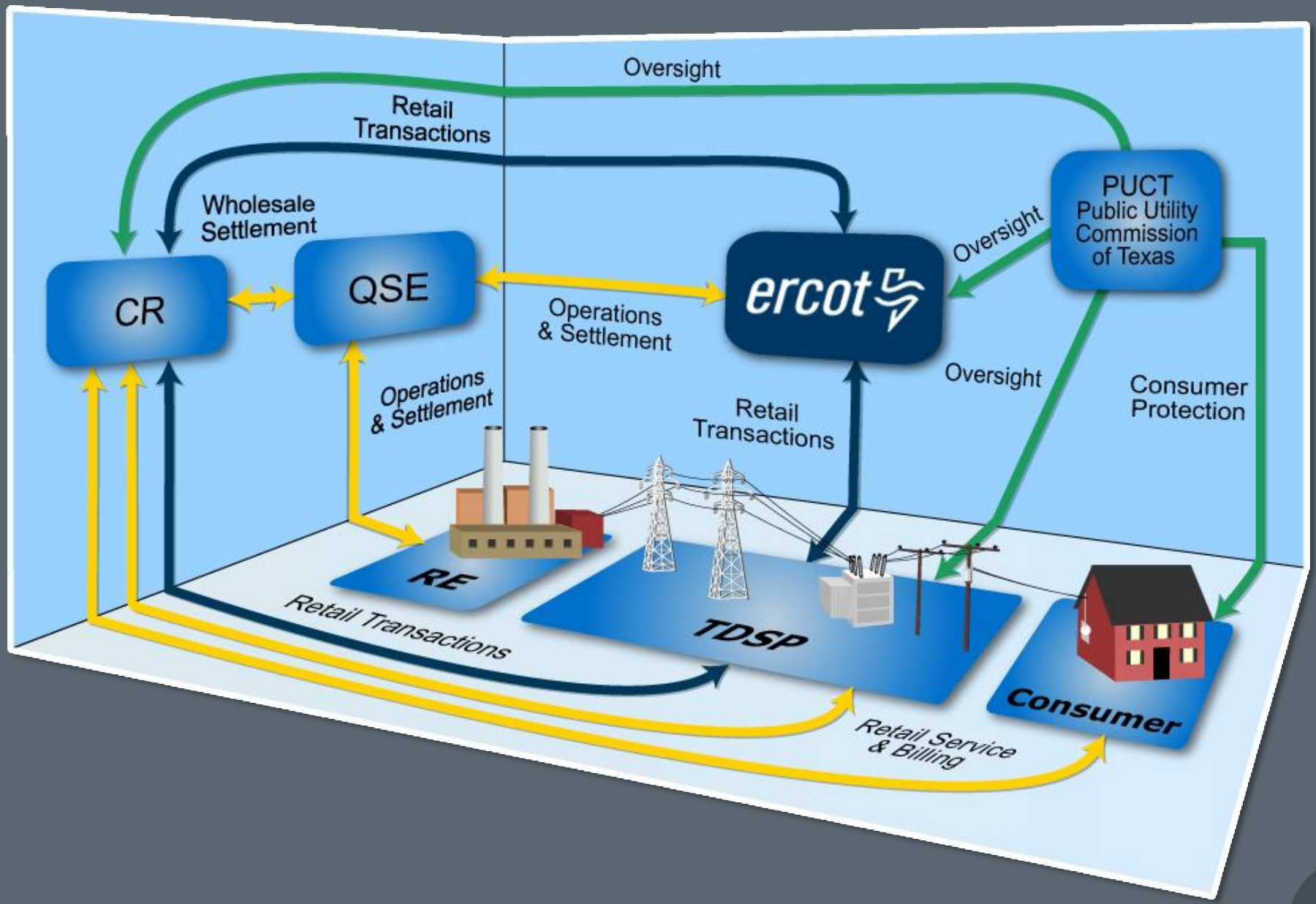
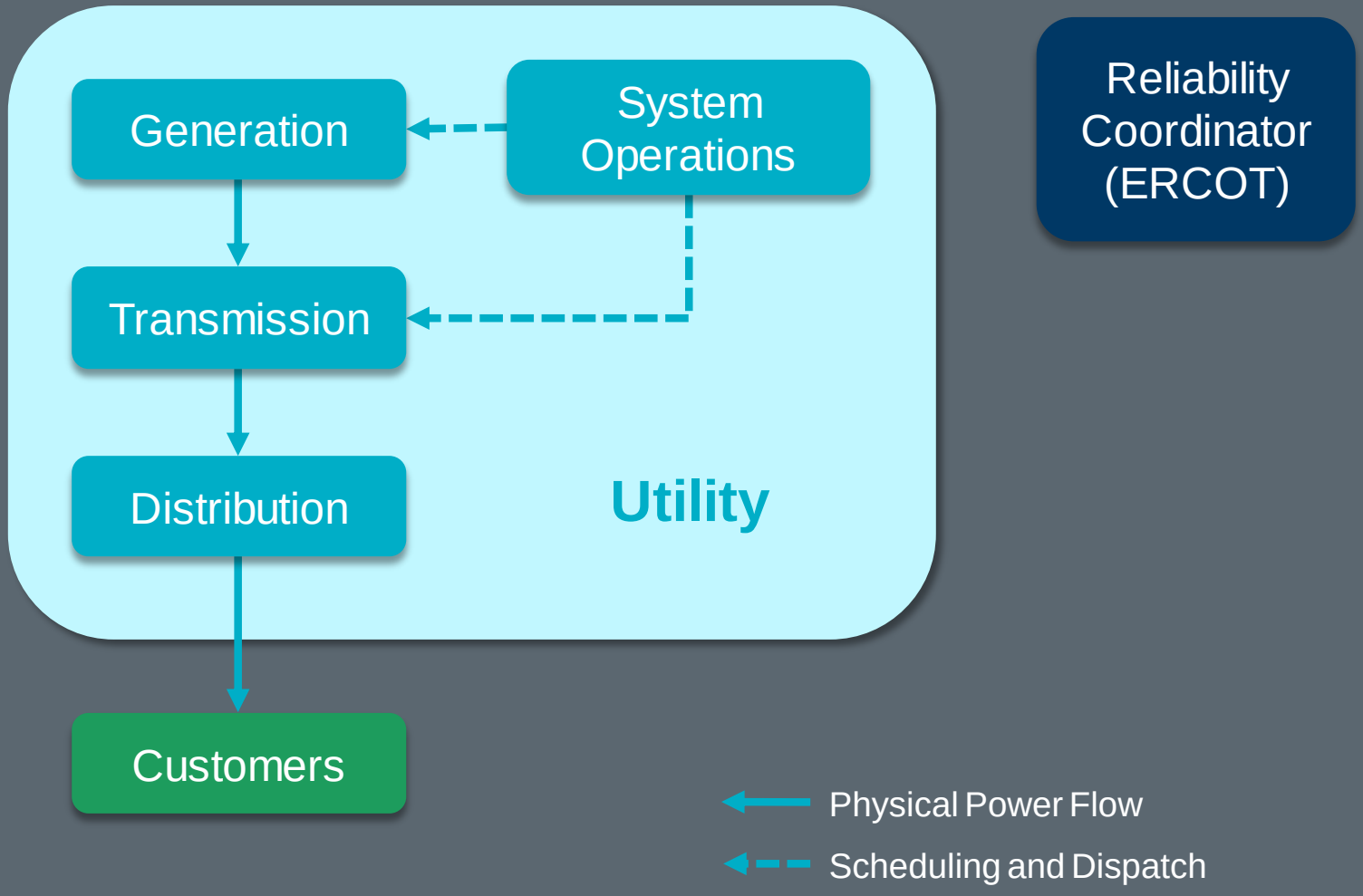
Module 1

Retail Market Responsibilities

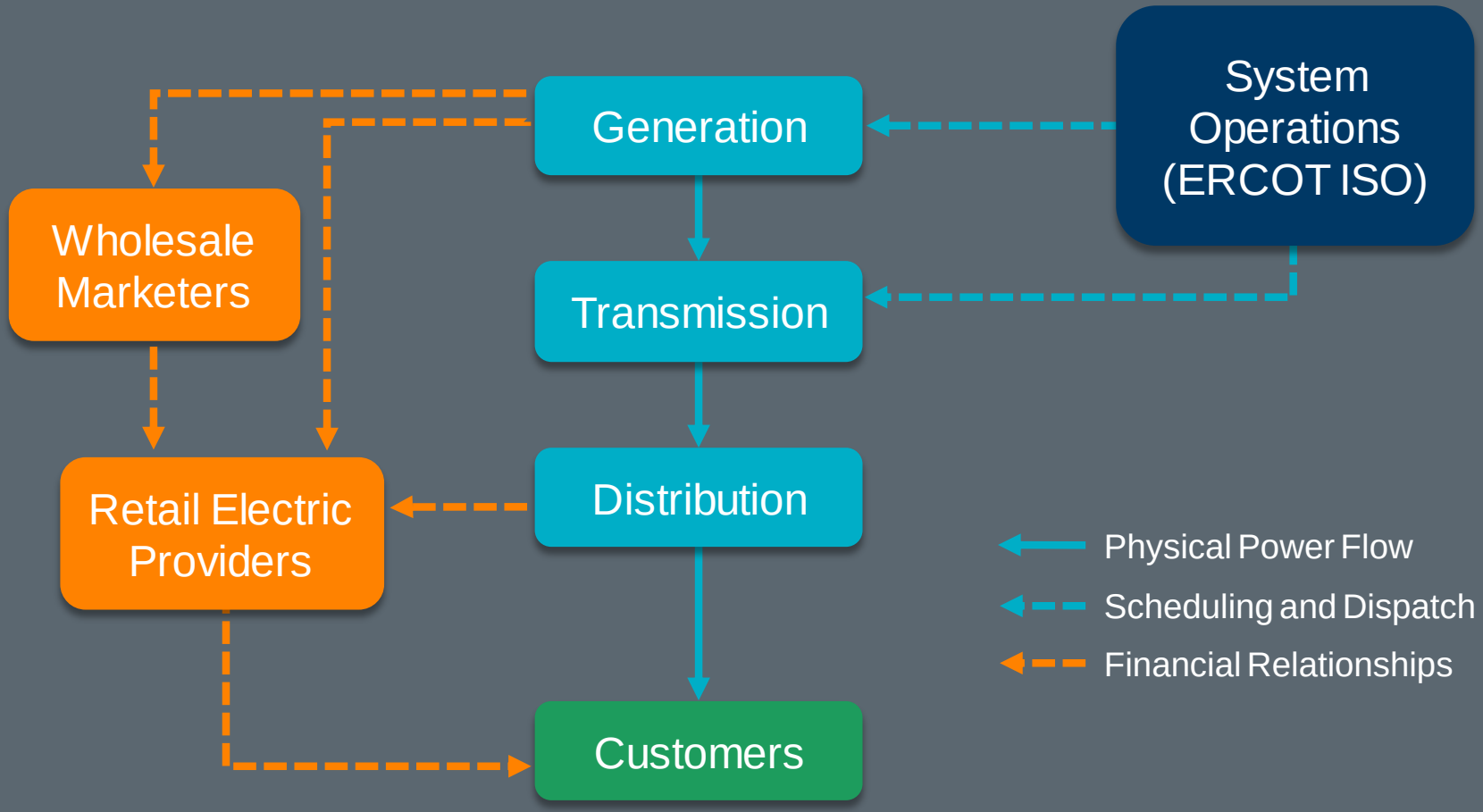
Relationships - Review



Vertically Integrated Utilities



Retail and Wholesale Competition



Participants

Public Utility Commission of Texas

Electric Reliability Council of Texas

Qualified Scheduling Entity

Load Serving Entity

Competitive Retailer

Load Serving Entities (LSEs)

An Electrical Cooperative or Municipally Owned Utility who has chosen **NOT** to opt in to retail competition.

Opt-In

An Electrical Cooperative or Municipally Owned Utility who has chosen to opt in to retail competition.

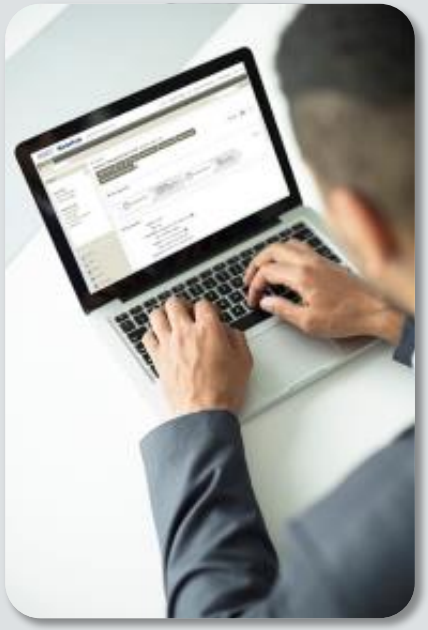
REP

Entities that sell electric energy to retail Customers in the areas of Texas where the sale of electricity is open to retail competition.

Retail Electric Provider or Opt-In Entity

Service Retail Customers

Negotiate Competitive Contracts



Submit Electronic Transactions

Meet Financial Responsibilities

Buy electricity at wholesale

Pay TDSPs for delivery costs

Pay and/or dispute invoices

Invoice retail Customers for their usage

Investigate Customer Switching Issues

CRs work with TDSPs and other CRs to resolve inadvertent gains and losses.

A Competitive Retailer Must:

Register with the PUCT

Register with ERCOT

Complete Flight Testing through FlighTrak

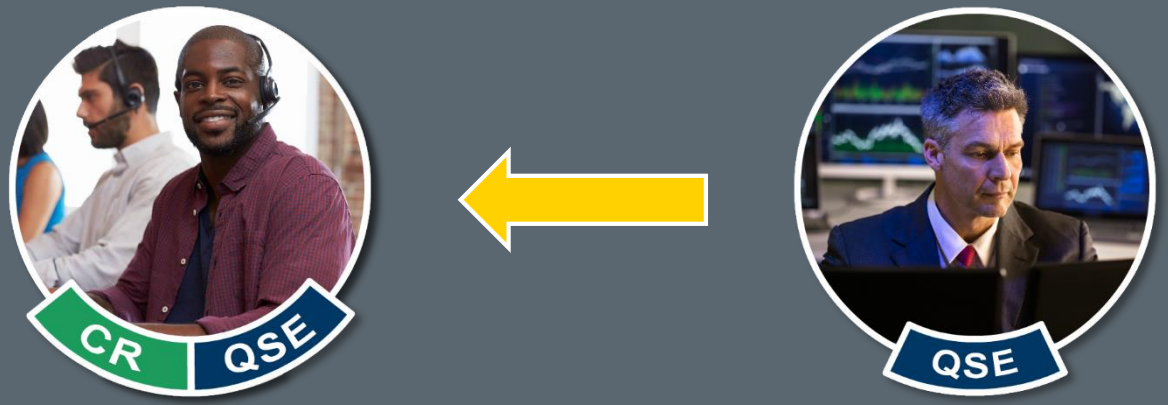
Be represented by a Qualified Scheduled Entity

Every CR Must Be Represented By a QSE

Choose one

OR

Become one

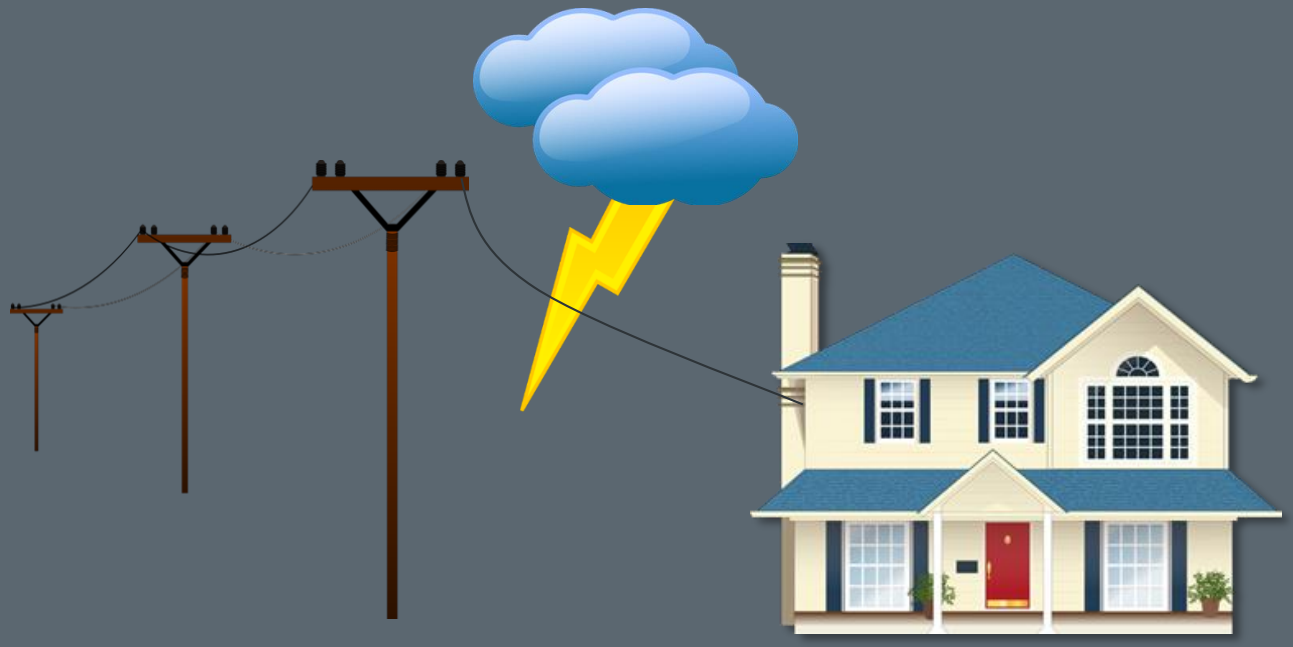


Physical System Operations

Retail System Operations

Physical System Operations

- Maintain reliable transmission and distribution system
- Connect Customer Premise to ERCOT grid
- Resolve power outages



Retail System Operations

- Create, Manage and Maintain ESI IDs
- Facilitate Service Order Requests from CRs
- Provide usage data for Settlement billing
- Investigate customer issues

The Anatomy of an ESI ID

10 xxxxx zzz .. zz

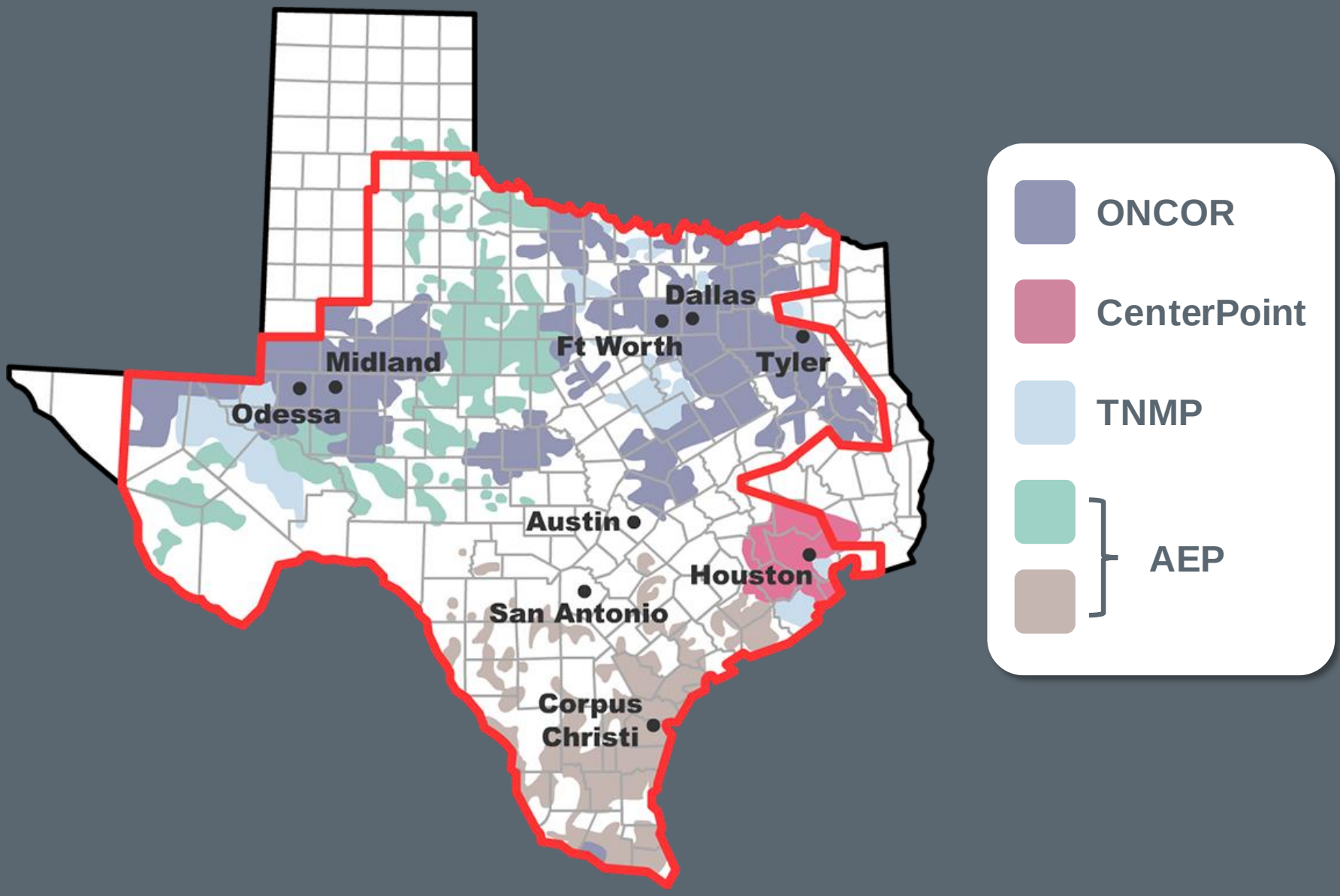
Where	
10	Electric industry prefix
xxxxx	Five digit DOE code for TDSP
zzz .. zz	Up to 29 alphanumeric characters assigned by TDSP

The Anatomy of an ESI ID

10 XXXXX ZZZ .. ZZ

DOE Number	TDSP Name
20404	AEP TX North
03278	AEP TX Central
08901	CenterPoint
13830	Nueces Electric Coop
44372	Oncor Electric Delivery
40051	Texas New Mexico Power (TNMP)
17699	Oncor/SESCO

Where are the competitive meters



Physical System Operations

Retail System Operations

ERCOT Duties

- Process retail transactions
- Collect and distribute meter data
- Establish profiles for all ESI IDs
- Act as registration agent
- Provide account management

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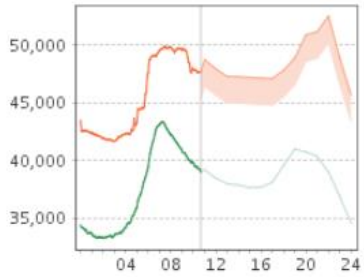
TODAY'S OUTLOOK



MARKET CONDITIONS

View Real-Time Market

View Day-Ahead Market (DAM)

View CRR Information

WHOLESALE PRICES

View Real-Time resource node prices across the region

IN THE SPOTLIGHT

Retail Market Testing
Flight 0220
Application Deadline: Jan 8
Registration Deadline: Jan 29

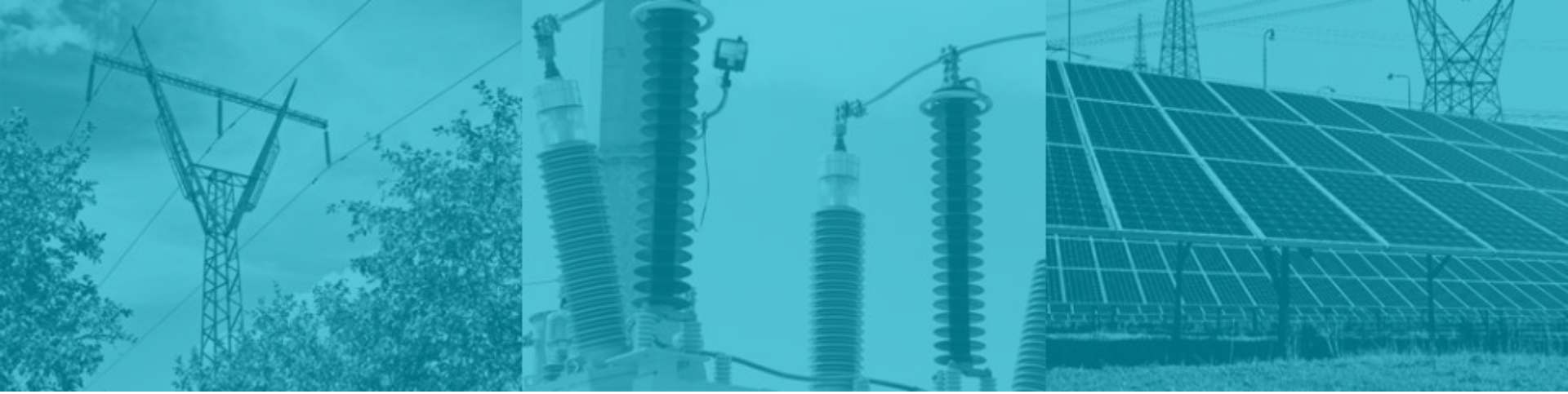
MEETING CALENDAR

View Calendar

Matching

QSE | LSE | CR | TDSP | RE | PUCT

	Responsible for making sure customers are protected and everyone follows the rules
	The participant responsible for settling with ERCOT
	Services customers in competitive areas
	Manages poles, wires, meter reads and ESI IDs
	Owns and operates the generators
	General term for entity providing power to end-use customers



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Module 2

Market Rules

Public Utility Regulatory Act (PURA)

PUCT Substantive Rules

ERCOT Protocols and Market Guides

Public Utility Regulatory Act (PURA)

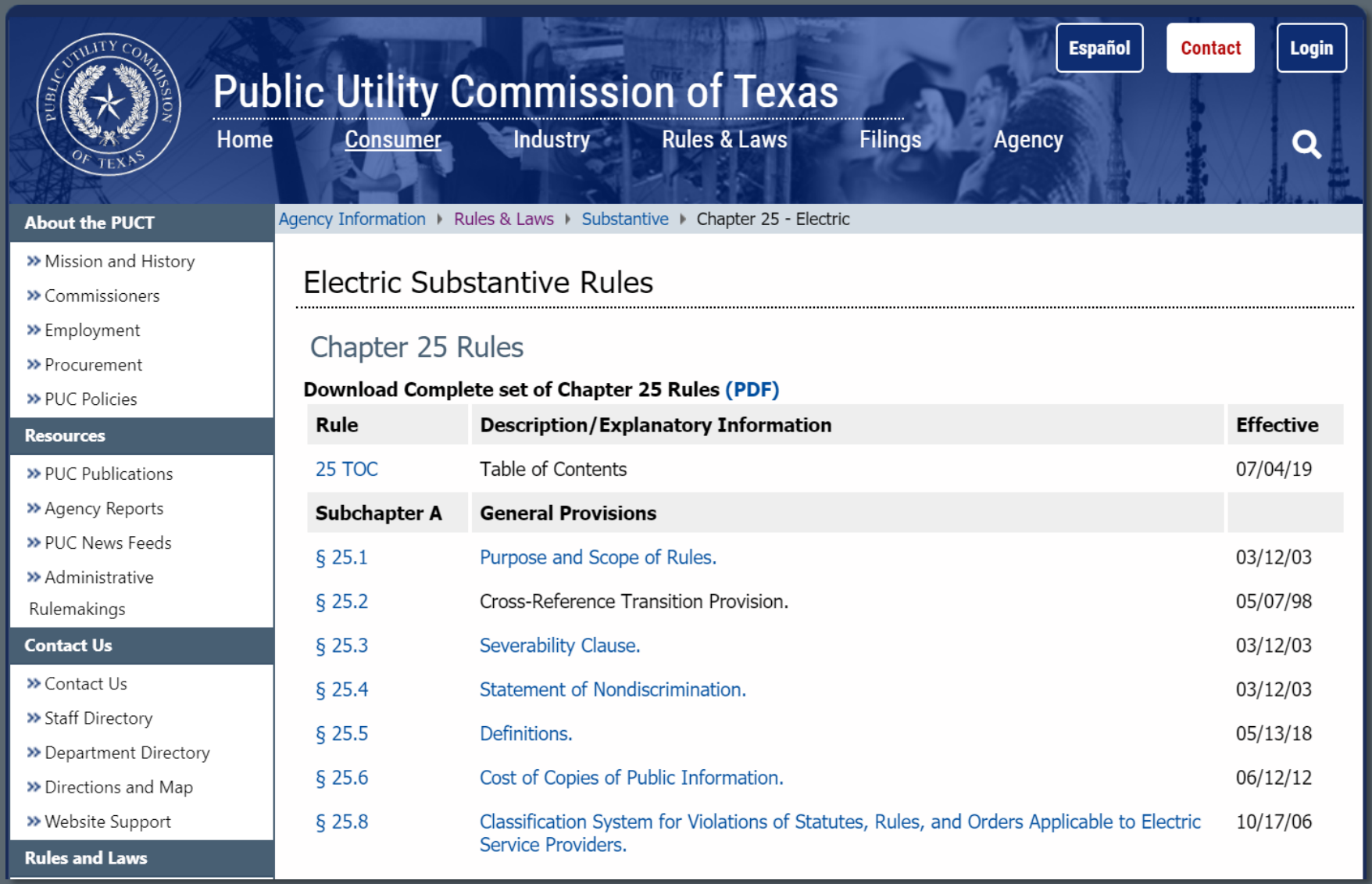
- Defines the Public Utility Commission of Texas (PUCT)
- Amended by Senate Bill 7 in 1999
- PUCT and ERCOT responsible for determining specifics
- Continues to evolve

Public Utility Regulatory Act (PURA)

PUCT Substantive Rules

PUCT Substantive Rules

- Implement PURA requirements:
  - Customer protection rules
  - Standard terms and conditions (Tariffs) for utilities
- Electric Substantive Rules are contained in Chapter 25
- Refer to PUCT Website for complete rules



Public Utility Commission of Texas

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About the PUCT
- Mission and History
- Commissioners
- Employment
- Procurement
- PUC Policies

Resources
- PUC Publications
- Agency Reports
- PUC News Feeds
- Administrative Rulemakings

Contact Us
- Contact Us
- Staff Directory
- Department Directory
- Directions and Map
- Website Support

Rules and Laws

Agency Information ▸ Rules & Laws ▸ Substantive ▸ Chapter 25 - Electric

Electric Substantive Rules

Chapter 25 Rules

Download Complete set of Chapter 25 Rules (PDF)

Rule	Description/Explanatory Information	Effective
25 TOC	Table of Contents	07/04/19
Subchapter A	**General Provisions**	
§ 25.1	Purpose and Scope of Rules.	03/12/03
§ 25.2	Cross-Reference Transition Provision.	05/07/98
§ 25.3	Severability Clause.	03/12/03
§ 25.4	Statement of Nondiscrimination.	03/12/03
§ 25.5	Definitions.	05/13/18
§ 25.6	Cost of Copies of Public Information.	06/12/12
§ 25.8	Classification System for Violations of Statutes, Rules, and Orders Applicable to Electric Service Providers.	10/17/06

Customer Protection Rules (Part 1)			
§ 25.471	General Provisions of Customer Protection Rules	§ 25.478	Credit Requirements and Deposits
§ 25.472	Privacy of Customer Information	§ 25.479	Issuance and Format of Bills
§ 25.473	Non-English Language Requirements	§ 25.480	Bill Payment and Adjustments
§ 25.474	Selection of REP	§ 25.481	Unauthorized Charges
§ 25.475	General REP Requirements and Information Disclosures to Customers	§ 25.482	Prompt Payment Act
§ 25.476	Renewable and Green Energy Verification	§ 25.483	Disconnection of Service
§ 25.477	Refusal of Electric Service	§ 25.484	Electric No-Call List

Customer Protection Rules (Part 2)			
§ 25.485	Customer Access and Complaint Handling	§ 25.492	Non-Compliance with Rules or Orders
§ 25.487	Obligations Related to Move-In Transactions	§ 25.493	Acquisition and Transfer of Customers from one REP to Another
§ 25.488	Procedures for a Premise with No Service Agreement	§ 25.495	Unauthorized Change of REP
§ 25.489	Treatment of Premises with No Retail Electric Provider of Record	§ 25.497	Critical Load, Critical Care and Chronic Condition Customers
§ 25.490	Moratorium on Disconnect on Move-Out	§ 25.498	Prepaid Service
§ 25.491	Record Retention and Reporting Requirements	§ 25.500	Privacy of Advanced Metering System Information

Public Utility Regulatory Act (PURA)

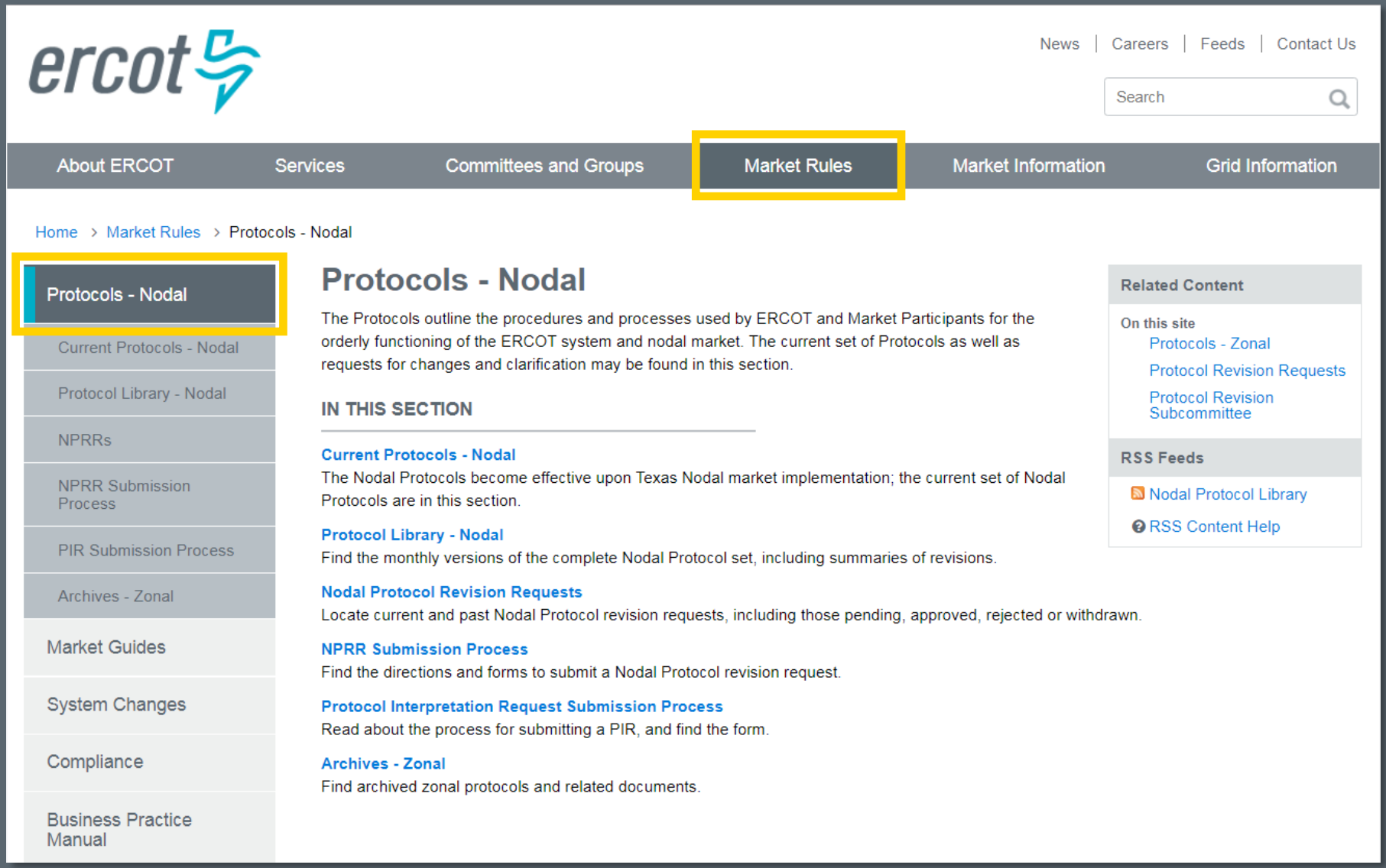
PUCT Substantive Rules

ERCOT Protocols and Market Guides

ERCOT is responsible for …

Protocols

Outline the procedures and processes used by ERCOT and Market Participants.



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- Protocol Library - Nodal
- NPRRs
- NPRR Submission Process
- PIR Submission Process
- Archives - Zonal
- Market Guides
- System Changes
- Compliance
- Business Practice Manual

Protocols - Nodal

The Protocols outline the procedures and processes used by ERCOT and Market Participants for the orderly functioning of the ERCOT system and nodal market. The current set of Protocols as well as requests for changes and clarification may be found in this section.

IN THIS SECTION

Current Protocols - Nodal
The Nodal Protocols become effective upon Texas Nodal market implementation; the current set of Nodal Protocols are in this section.

Protocol Library - Nodal
Find the monthly versions of the complete Nodal Protocol set, including summaries of revisions.

Nodal Protocol Revision Requests
Locate current and past Nodal Protocol revision requests, including those pending, approved, rejected or withdrawn.

NPRR Submission Process
Find the directions and forms to submit a Nodal Protocol revision request.

Protocol Interpretation Request Submission Process
Read about the process for submitting a PIR, and find the form.

Archives - Zonal
Find archived zonal protocols and related documents.

Related Content

On this site
- Protocols - Zonal
- Protocol Revision Requests
- Protocol Revision Subcommittee

RSS Feeds
- Nodal Protocol Library
- RSS Content Help

List of Protocols	
Sections	Description
1-2	Construction and Definitions
3-8	System Operations and Wholesale Markets
9-11	Settlement & Billing; Metering; Data Aggregation
12	Market Information System (MIS)
13	Transmission & Distribution Losses
14	Renewable Energy Credit Trading Program
15	Customer Registration
16	Market Participant Registration & Qualification
18, 19	Load Profiling & TX SET
20	Alternative Dispute Resolution Process
21	Revision Request Process

ERCOT is responsible for …

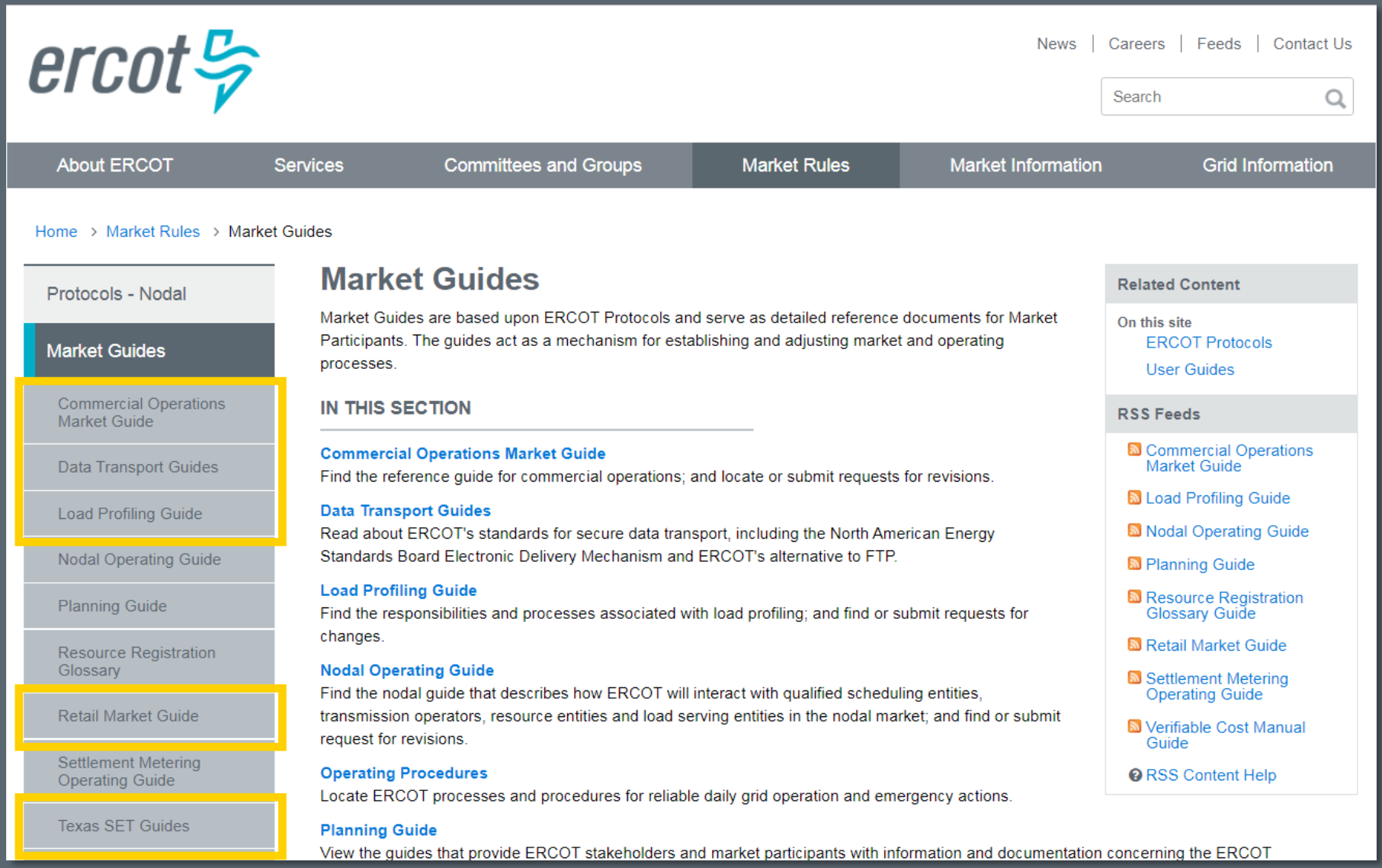
Protocols

Outline the procedures and processes used by ERCOT and Market Participants.

Market Guides

- Based upon the ERCOT Protocols
- Detailed reference documents

ERCOT Market Guides



Retail Market Guide Overview	
Sections	Description
1-2	Purpose; Definitions; Acronyms
3	Retail Market Guide Revision Process
4-5	PUCT & ERCOT
6	RMS Working Groups
7	***Market Processes****
8	Municipally Owned Utilities & Co-ops
9	Appendices

Protocol And Market Guide Update Process

- Created and edited by Market Participants
- Changed from time-to-time by Revision requests
- Changes approved by ERCOT Board of Directors or appropriate committee

Market Rules

Balanced market rules are a basic element in Texas competition. Clear, predictable and well-designed rules help foster a stable electricity market. Electric Reliability Council of Texas (ERCOT) market rules are developed by participants from all aspects of the electricity industry. The rules and amendments are reviewed by the Public Utility Commission of Texas to ensure that they satisfy the public interest.

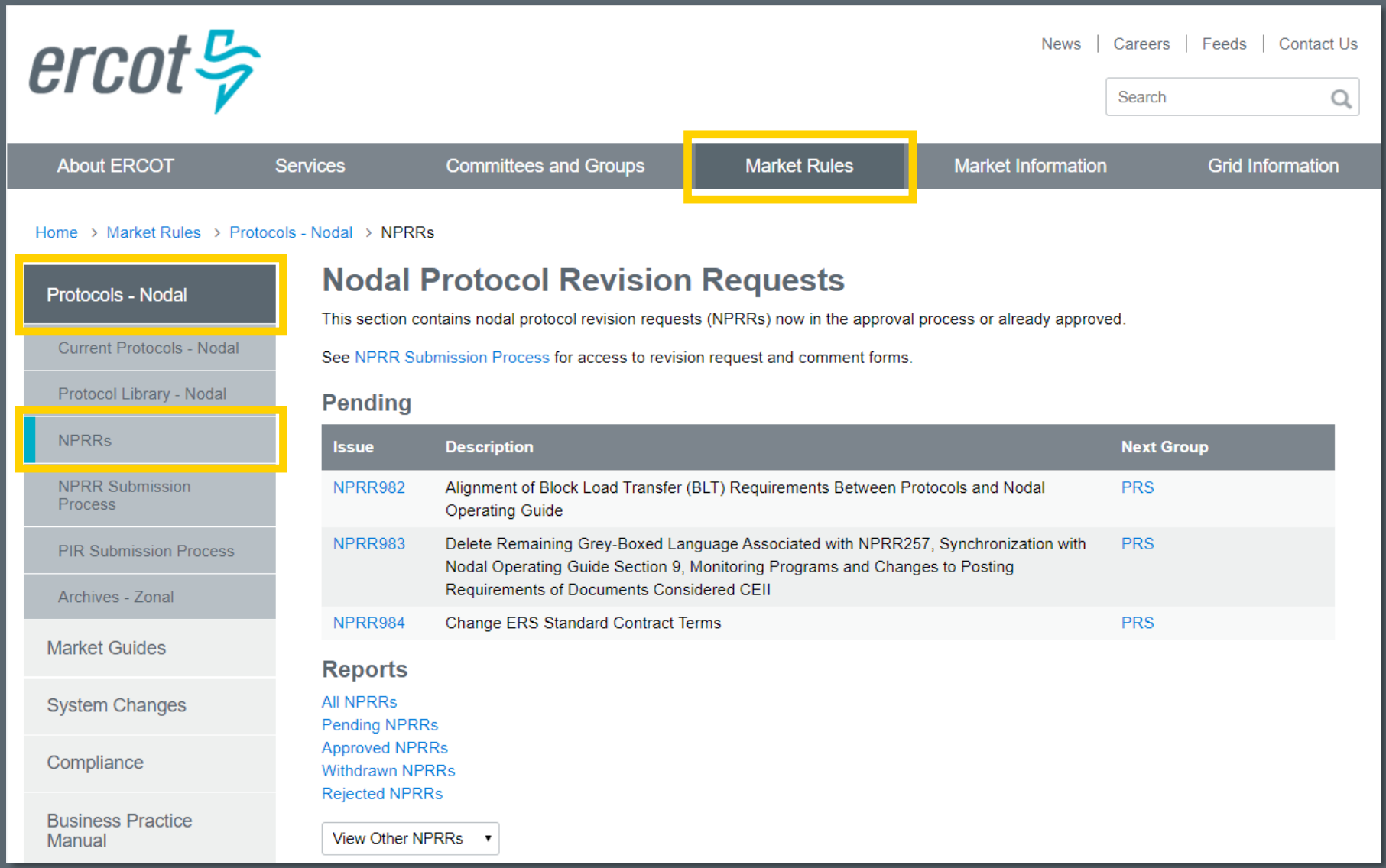
In this section, you will find the ERCOT protocols, guides, policies and procedures that help steer the Texas market participants.

Pending Revision Requests and Issues

Nodal Protocol Revision Requests

Issue	Description
NPRR826	Mitigated Offer Caps for RMR Resources
NPRR838	Updated O&M Cost for RMR Resources
NPRR849	Clarification of the Range of Voltage Set Points at a Generation Resource's POI
NPRR902	ERCOT Critical Energy Infrastructure Information
NPRR903	Day-Ahead Market Timing Deviations
NPRR918	Validation for PTP Obligations with Links to an Option
NPRR919	Exemption from Governor Primary Frequency Response Control for Certain Resources in Private Use Networks
NPRR928	Cybersecurity Incident Notification
NPRR930	Process, Pricing, and Cost Recovery for Delayed Resource Outages
NPRR933	Reporting of Demand Response by Retail Electric Providers and Non-Opt-In Entities
NPRR934	Advance Action Notice (AAN) and Clarify Process for Resource Outage Approval Withdrawal

Nodal Protocol Revision Requests



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  - NPRR Submission Process
  - PIR Submission Process
  - Archives - Zonal
- Market Guides
- System Changes
- Compliance
- Business Practice Manual

Nodal Protocol Revision Requests

This section contains nodal protocol revision requests (NPRRs) now in the approval process or already approved.

See NPRR Submission Process for access to revision request and comment forms.

Pending

Issue	Description	Next Group
NPRR982	Alignment of Block Load Transfer (BLT) Requirements Between Protocols and Nodal Operating Guide	PRS
NPRR983	Delete Remaining Grey-Boxed Language Associated with NPRR257, Synchronization with Nodal Operating Guide Section 9, Monitoring Programs and Changes to Posting Requirements of Documents Considered CEII	PRS
NPRR984	Change ERS Standard Contract Terms	PRS

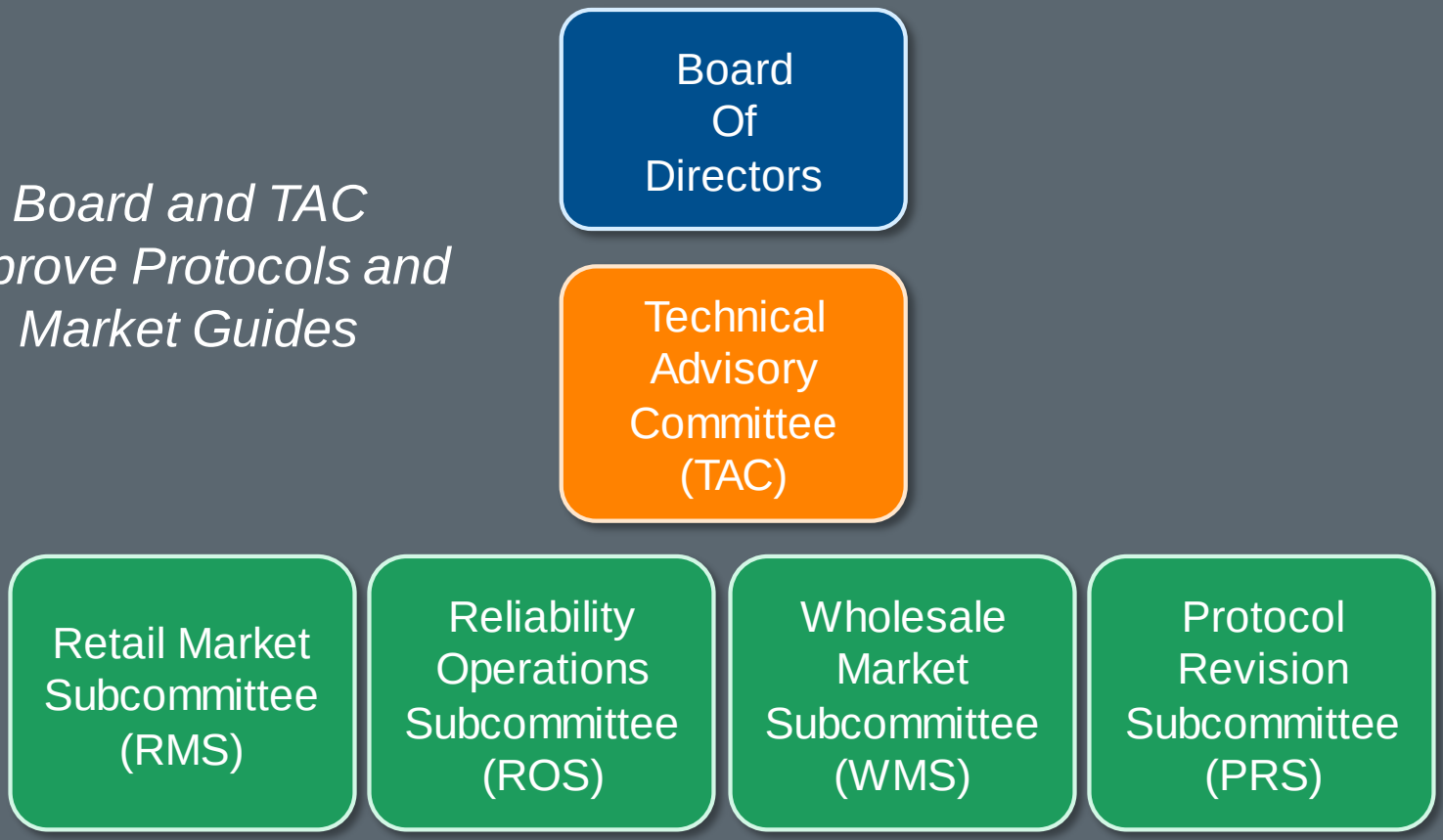
Reports

All NPRRs
Pending NPRRs
Approved NPRRs
Withdrawn NPRRs
Rejected NPRRs

View Other NPRRs

Market Governance Structure

Board and TAC approve Protocols and Market Guides



Subcommittees recommend changes to the ERCOT Protocols and Market Guides

Retail Market Subcommittee (RMS)

Working Groups

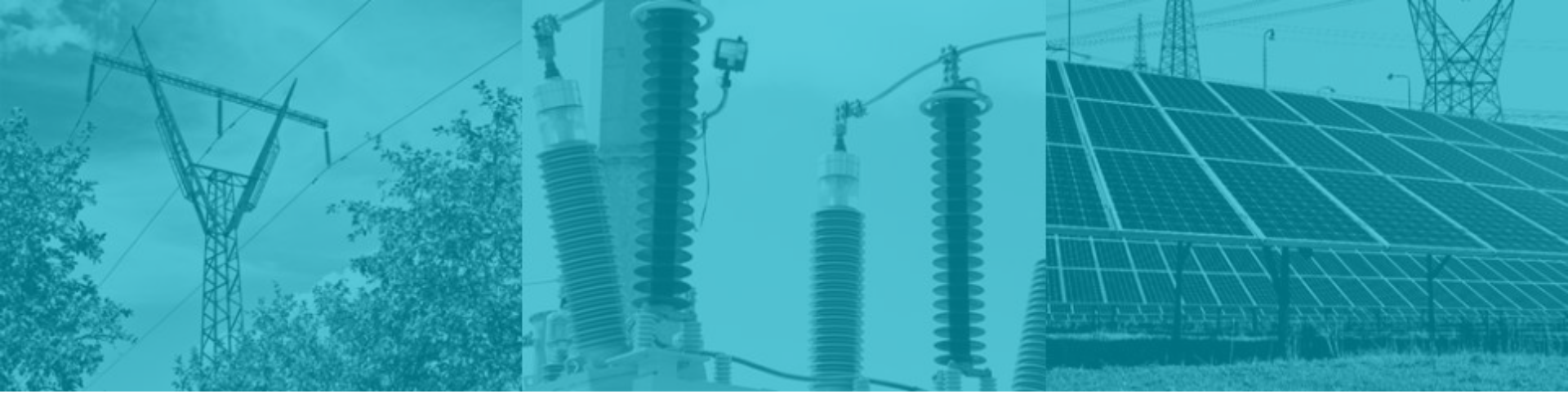
Profiling (PWG)

Texas Data Transport & MarkeTrak Systems (TDTMS)

Texas SET

Task Forces

Retail Market Training (RMTTF)



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Module 3

Retail Operations

Retail Transaction:

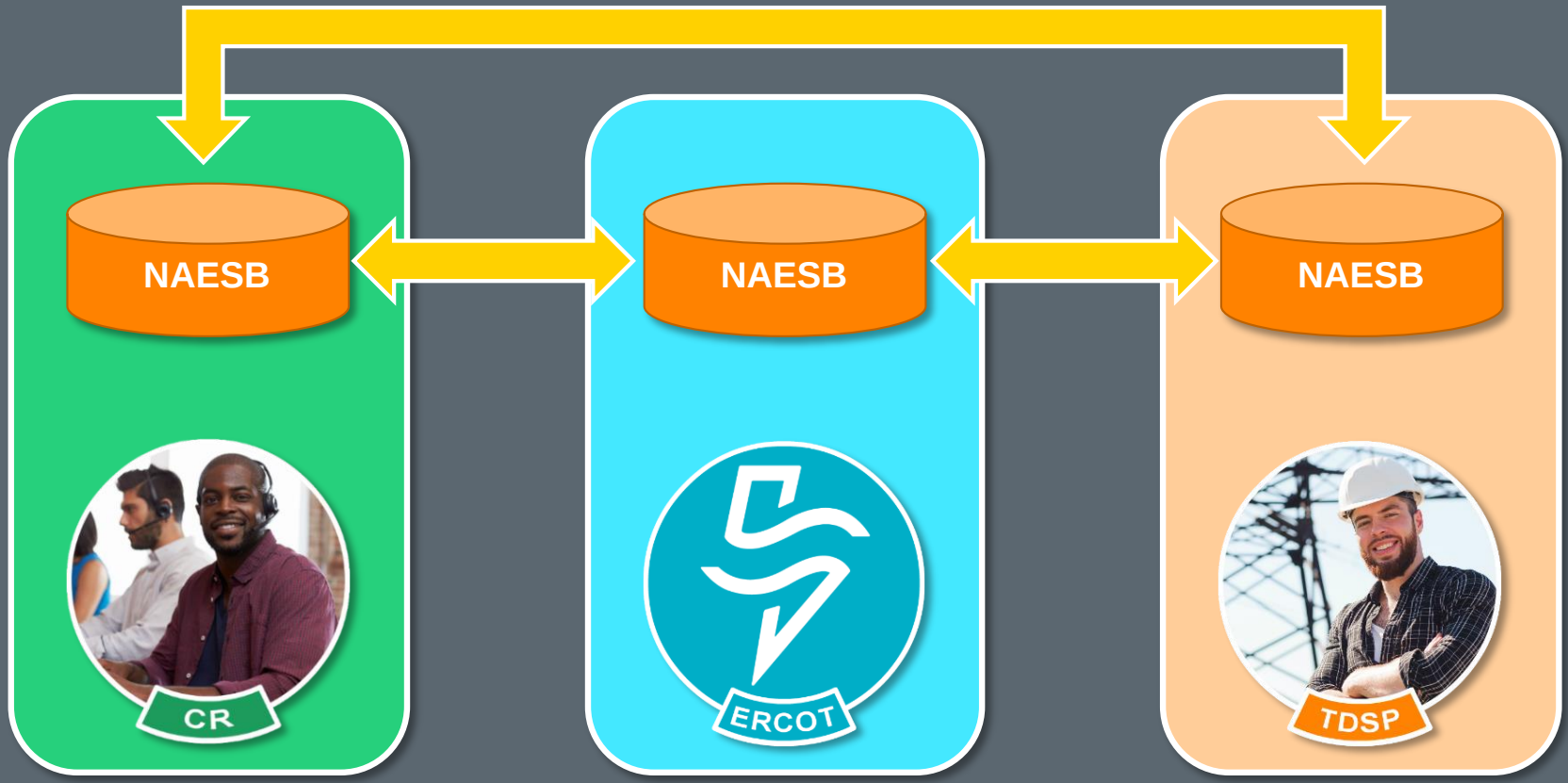
A Communication that enables and facilitates retail business processes in the deregulated Texas Electrical Market.

- Involves REPs, TDSPs and ERCOT
- Electronic Data Interchange (EDI) format, based on ANSI ASC X12 Standards

Retail Transactions Are Defined By TX SET Implementation Guides

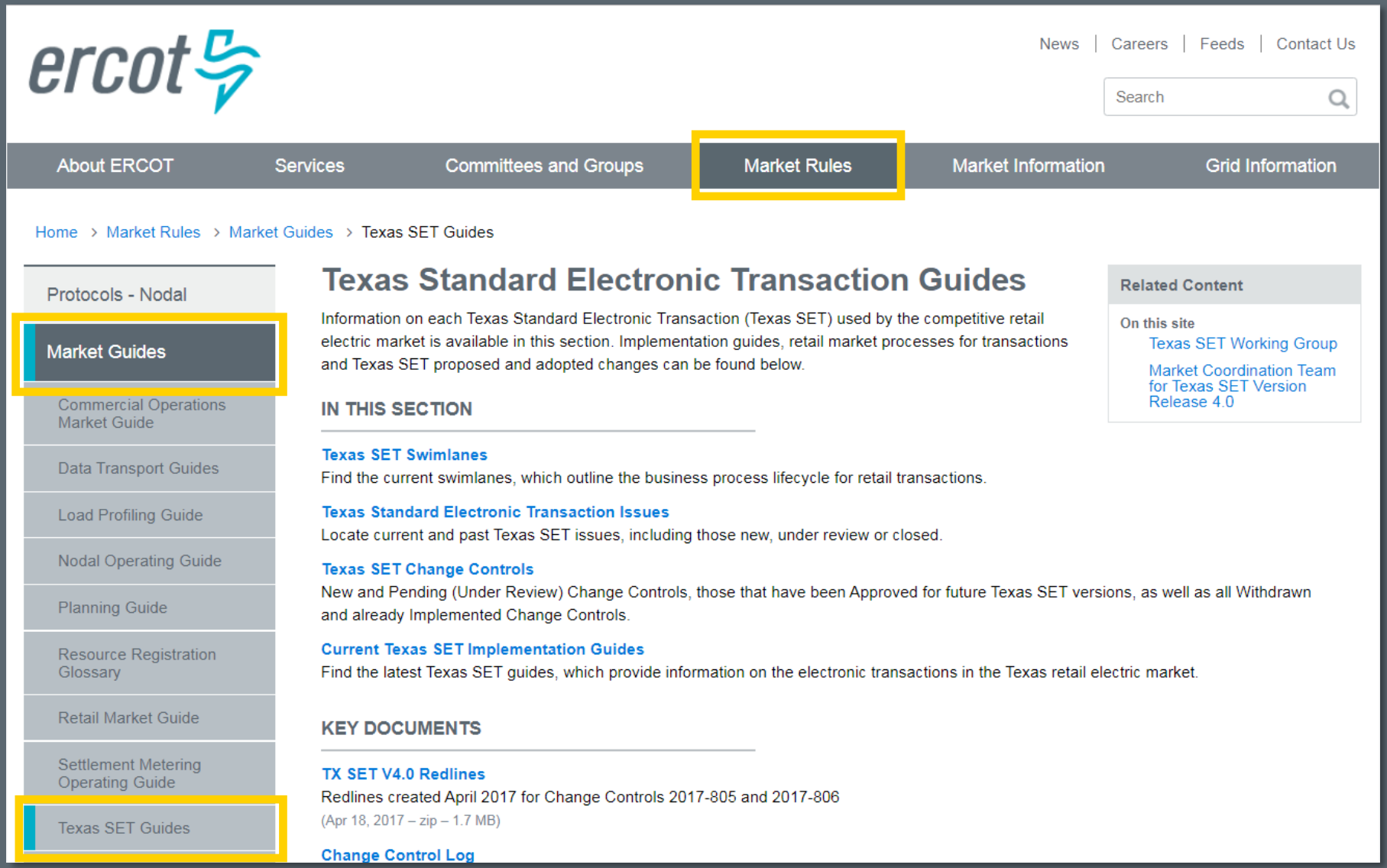
- Developed and maintained by TX SET Working Group
- Protocol Section 19
- Implementation Guides

TxSET Communication Flow - Example



North American Energy Standards Board (NAESB)
Common communications protocol

TX SET – Transaction Names & Pocket Card



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  - Data Transport Guides
  - Load Profiling Guide
  - Nodal Operating Guide
  - Planning Guide
  - Resource Registration Glossary
  - Retail Market Guide
  - Settlement Metering Operating Guide
  - Texas SET Guides

Texas Standard Electronic Transaction Guides

Information on each Texas Standard Electronic Transaction (Texas SET) used by the competitive retail electric market is available in this section. Implementation guides, retail market processes for transactions and Texas SET proposed and adopted changes can be found below.

IN THIS SECTION

Texas SET Swimlanes
Find the current swimlanes, which outline the business process lifecycle for retail transactions.

Texas Standard Electronic Transaction Issues
Locate current and past Texas SET issues, including those new, under review or closed.

Texas SET Change Controls
New and Pending (Under Review) Change Controls, those that have been Approved for future Texas SET versions, as well as all Withdrawn and already Implemented Change Controls.

Current Texas SET Implementation Guides
Find the latest Texas SET guides, which provide information on the electronic transactions in the Texas retail electric market.

KEY DOCUMENTS

TX SET V4.0 Redlines
Redlines created April 2017 for Change Controls 2017-805 and 2017-806
(Apr 18, 2017 – zip – 1.7 MB)

Change Control Log

Related Content

On this site
- Texas SET Working Group
- Market Coordination Team for Texas SET Version Release 4.0

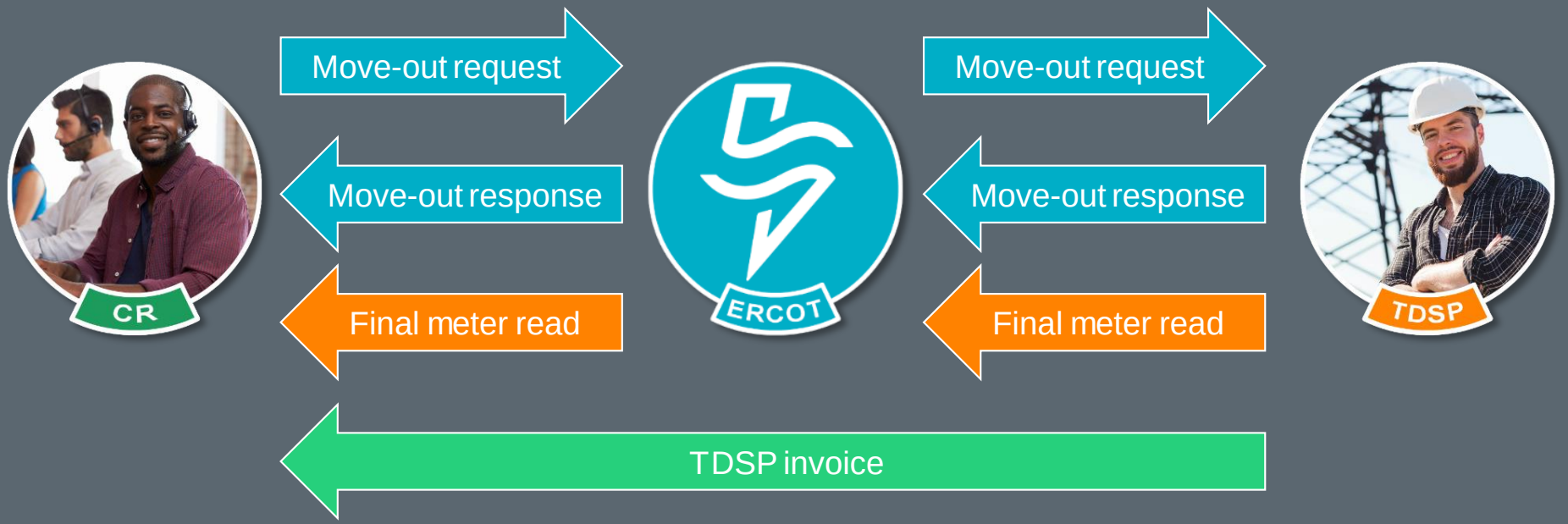
Transaction Families	
Request, Response, Maintenance for Enrollments, Drops, Switches, Maintenance & Request Consumption	**814_XX**
Interval, Non Interval, Reads & Usage Data Historical and Monthly Activity	**867_XX**
Reject Response to 810 or 867 Data	**824_XX**

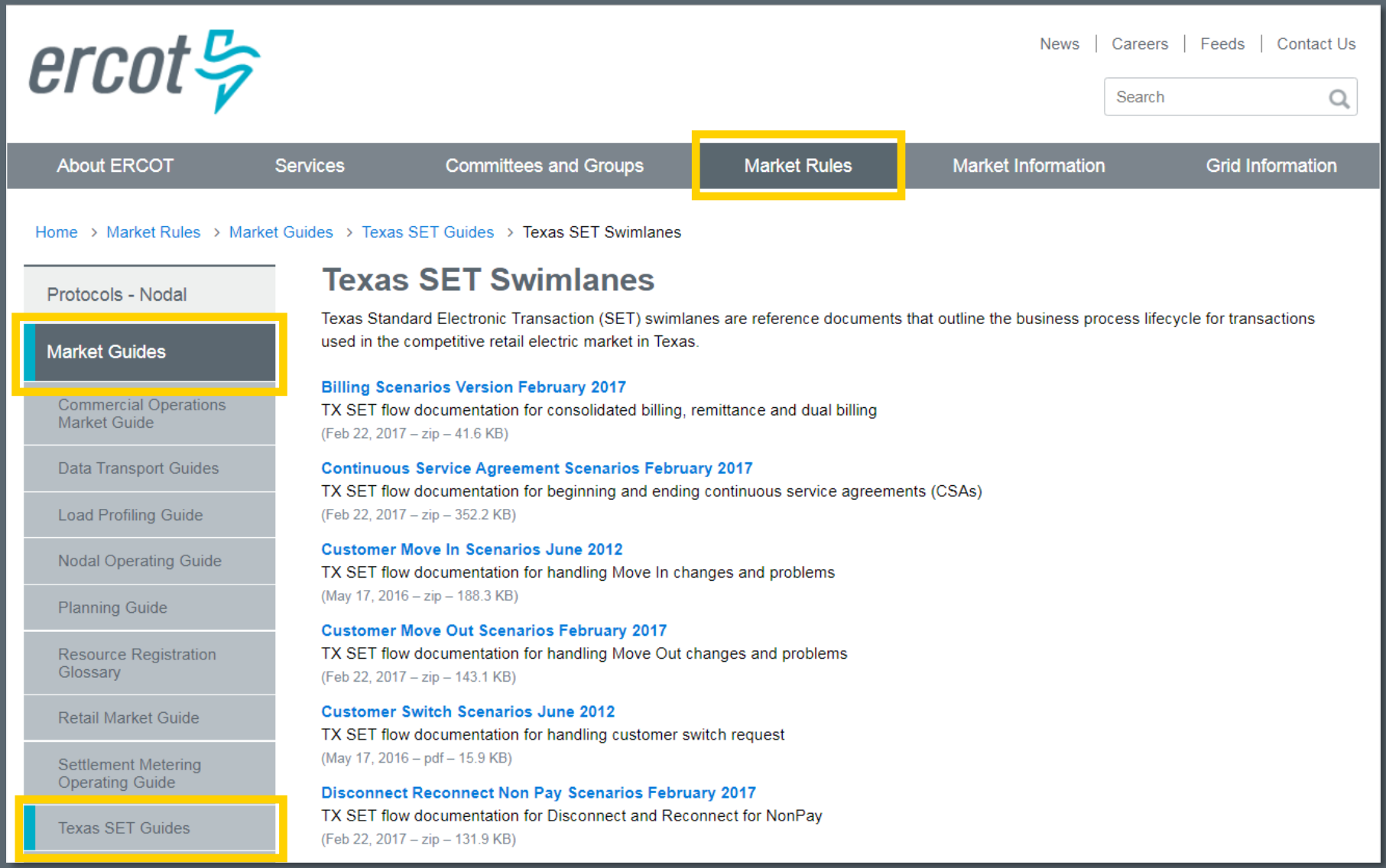
Transaction Families	
Statement, Settlement, Wire Charge Invoices	**810_XX**
Payment and Advice through Bank	**820_XX**
Maintenance Service Order - Work Orders, Meter Config. Details, Outage Notification	**650_XX**
Reject Response to 810 or 867 Data	**824_XX**

More detailed description in Protocol Section 19

Market Process

A series of retail transactions that must occur in a particular sequence





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- Market Guides
  - Commercial Operations Market Guide
  - Data Transport Guides
  - Load Profiling Guide
  - Nodal Operating Guide
  - Planning Guide
  - Resource Registration Glossary
  - Retail Market Guide
  - Settlement Metering Operating Guide
  - Texas SET Guides

Texas SET Swimlanes

Texas Standard Electronic Transaction (SET) swimlanes are reference documents that outline the business process lifecycle for transactions used in the competitive retail electric market in Texas.

Billing Scenarios Version February 2017
TX SET flow documentation for consolidated billing, remittance and dual billing
(Feb 22, 2017 – zip – 41.6 KB)

Continuous Service Agreement Scenarios February 2017
TX SET flow documentation for beginning and ending continuous service agreements (CSAs)
(Feb 22, 2017 – zip – 352.2 KB)

Customer Move In Scenarios June 2012
TX SET flow documentation for handling Move In changes and problems
(May 17, 2016 – zip – 188.3 KB)

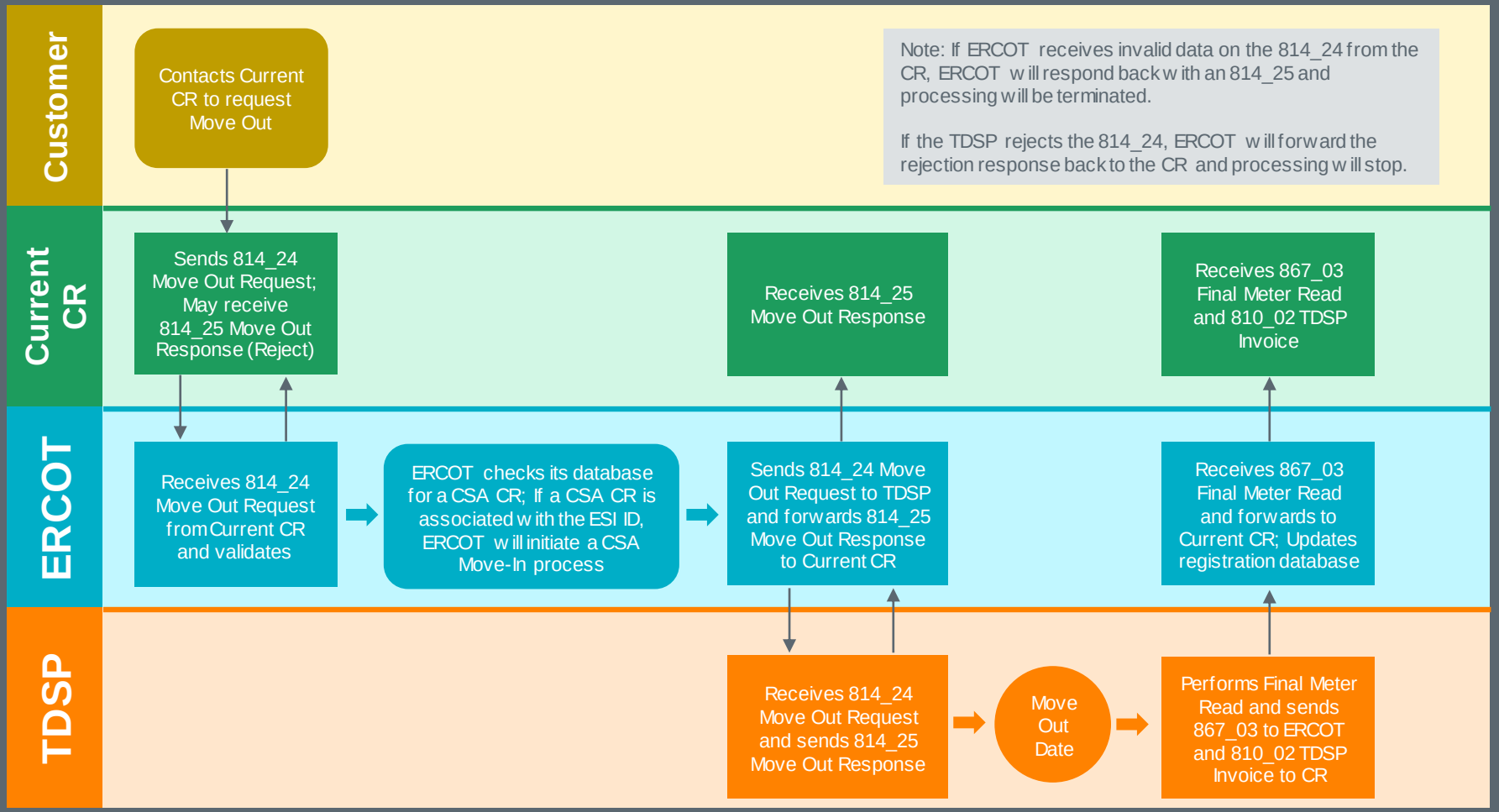
Customer Move Out Scenarios February 2017
TX SET flow documentation for handling Move Out changes and problems
(Feb 22, 2017 – zip – 143.1 KB)

Customer Switch Scenarios June 2012
TX SET flow documentation for handling customer switch request
(May 17, 2016 – pdf – 15.9 KB)

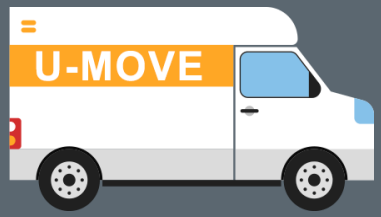
Disconnect Reconnect Non Pay Scenarios February 2017
TX SET flow documentation for Disconnect and Reconnect for NonPay
(Feb 22, 2017 – zip – 131.9 KB)

Move Out

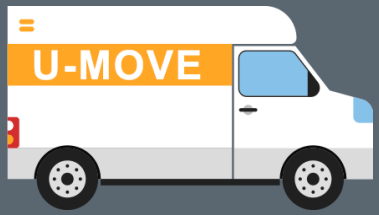
Scenario: Customer Initiated Move Out No CSA Associate with ESI ID
Transactions: 814_24, 814_25, 867_03, 810_02



Move-In



Move-Out



Switch

Customer Decides to Select a New CR

- Who does the customer call
- What does the CR do
- Who has to know … Who does this
- What does the TDSP do
- Does anything else need to be done

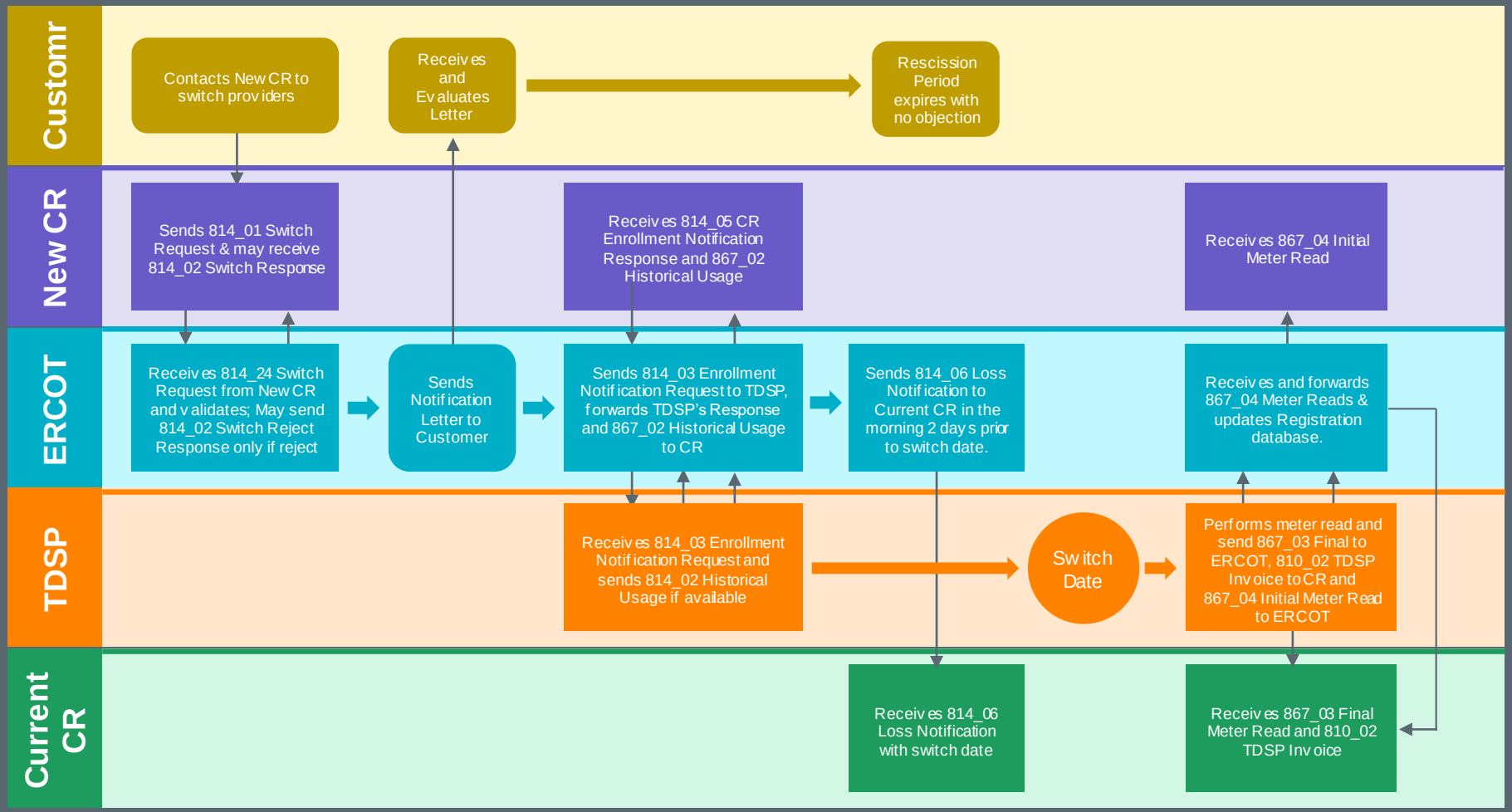
Scenario –Retail Process

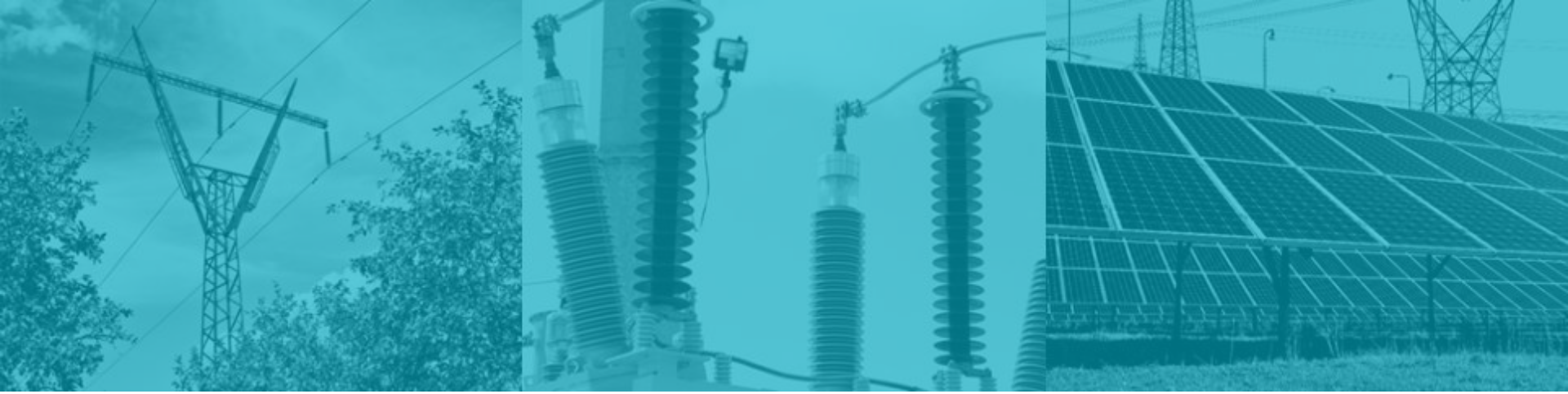
Transaction Type	From				To			
	ERCOT	Old CR	TDSP	New CR	ERCOT	Old CR	TDSP	New CR
Switch Request								
Enrollment Notification Request								
Enrollment Notification Response								
CR Enrollment Notification Response								
Loss Notification								
Final Usage								
Initial Meter Read								

Switch

Scenario: Customer Switch, No Customer Objection

Transactions: 814_01, 814_02 (Reject Only), 814_03, 814_04, 814_05, 814_06, 867_02, 867_03, 810_02, 867_04





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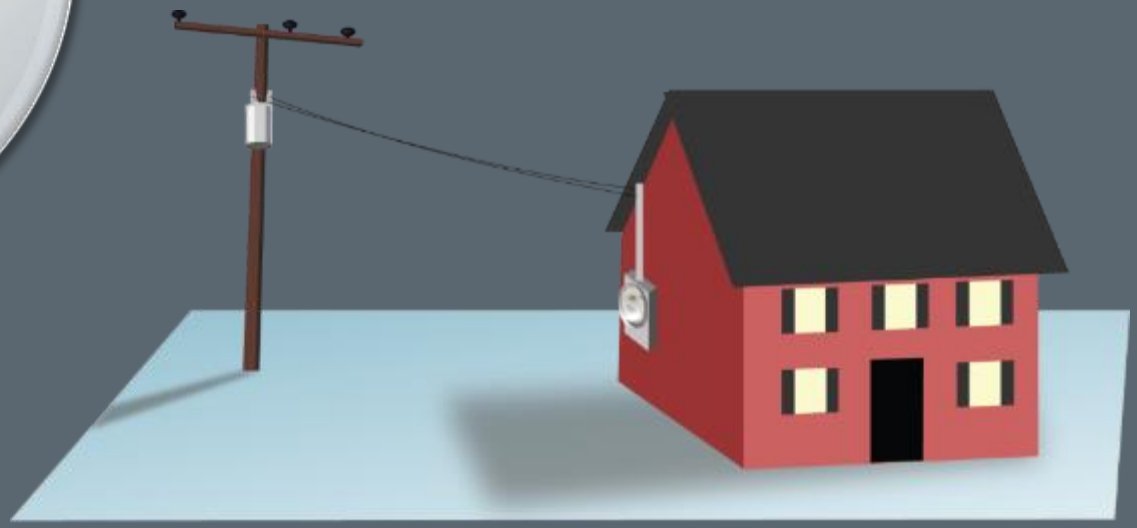
Module 4

Metering

Meter:

A device that measures electrical usage over a period of time.



What are we measuring?

WATTS = (Current) x (Voltage)

Ex: 100 W Light bulb

Energy = Watt-Hours

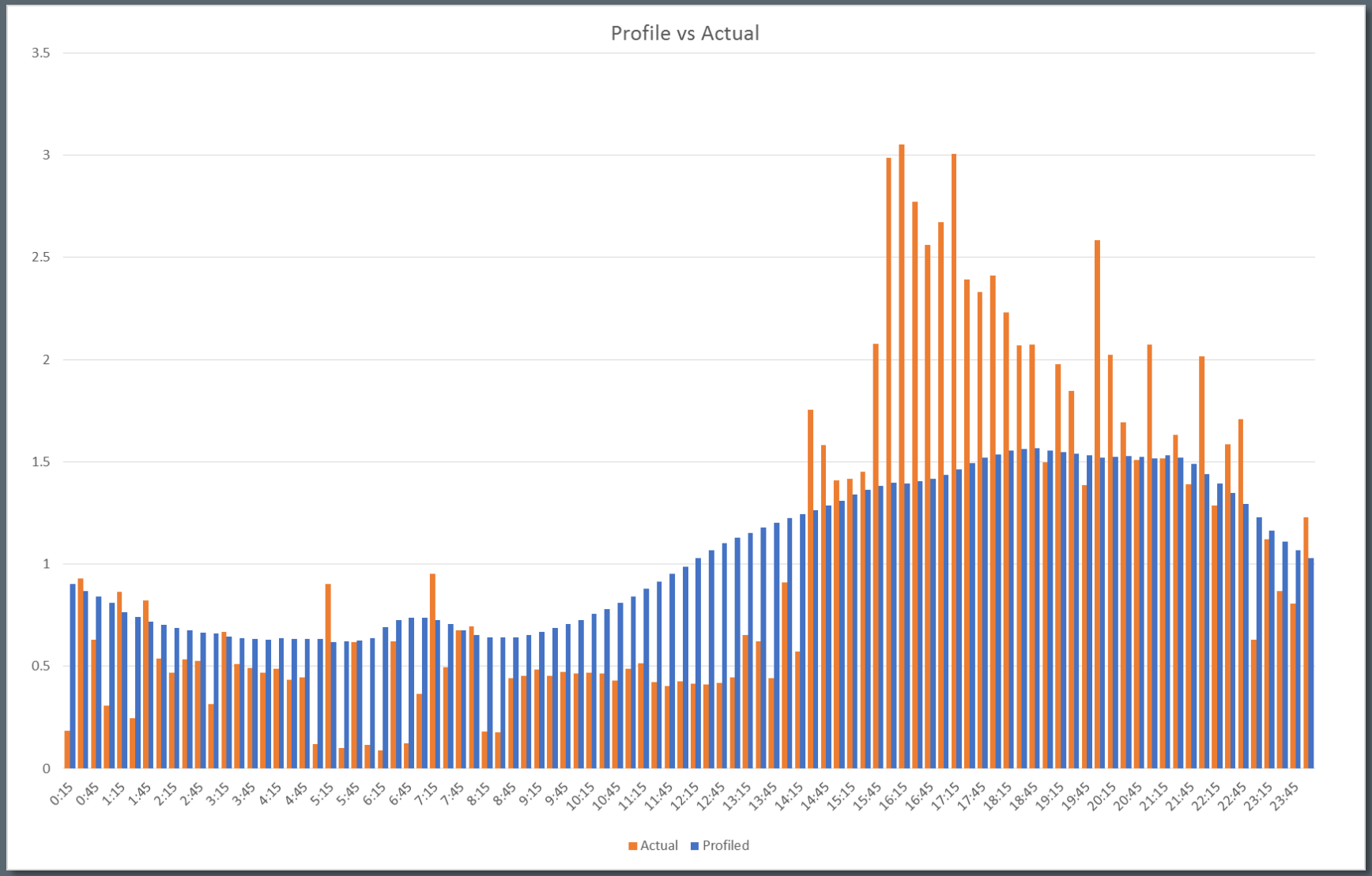
Ex: (10) x (100 W Light bulbs for 1 Hour)

= 1000 WHr (or 1 kWH)

Non-IDR/Scalar/Analog Meter Characteristics

- “Traditional” Meter
- Scalar measurement for an entire month
- Data must be shaped for Wholesale Settlement
- Manual field activities

Scalar to Interval Data



Non-Interval Data

- Usage is recorded in ~30 day intervals
- Data must be shaped for 15 minute Wholesale Settlement

VS

Interval Data

- Usage is recorded in 15 minute intervals (96 intervals per 24 hrs)
- Data is already shaped for 15 minute Wholesale Settlement

Characteristics

- Wholesale Settlement ready
- Remotely read

AMSR (≤ 200 amp)

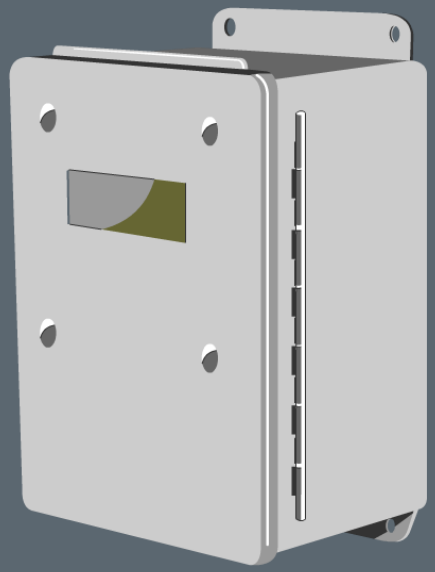
Remote connect / disconnect

AMSM

Manual connect / disconnect

Interval Data Recorder (IDR) Meter Characteristics

- Wholesale Settlement ready
- Typically reported monthly
- Predominantly on large customers > 700 kW/kVA demand
- May require manual field activities



AMS benefits to the market

- 99.5% competitive load using interval data
- REP and Customer can see actual usage
- More accurate CR Settlement with QSE

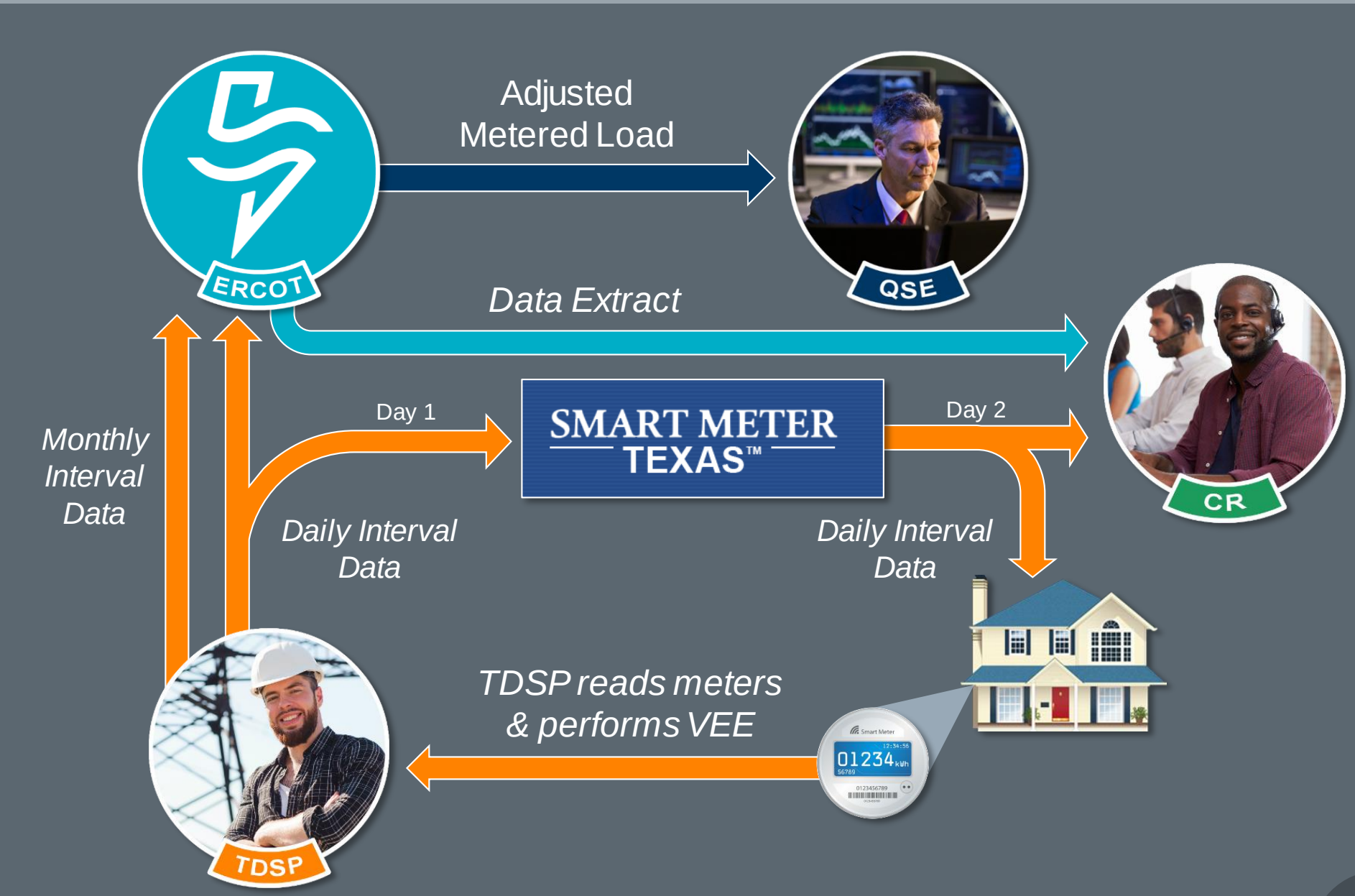
AMS benefits to the market

- 73% actual data used on Initial Settlement
- Faster execution of retail market processes

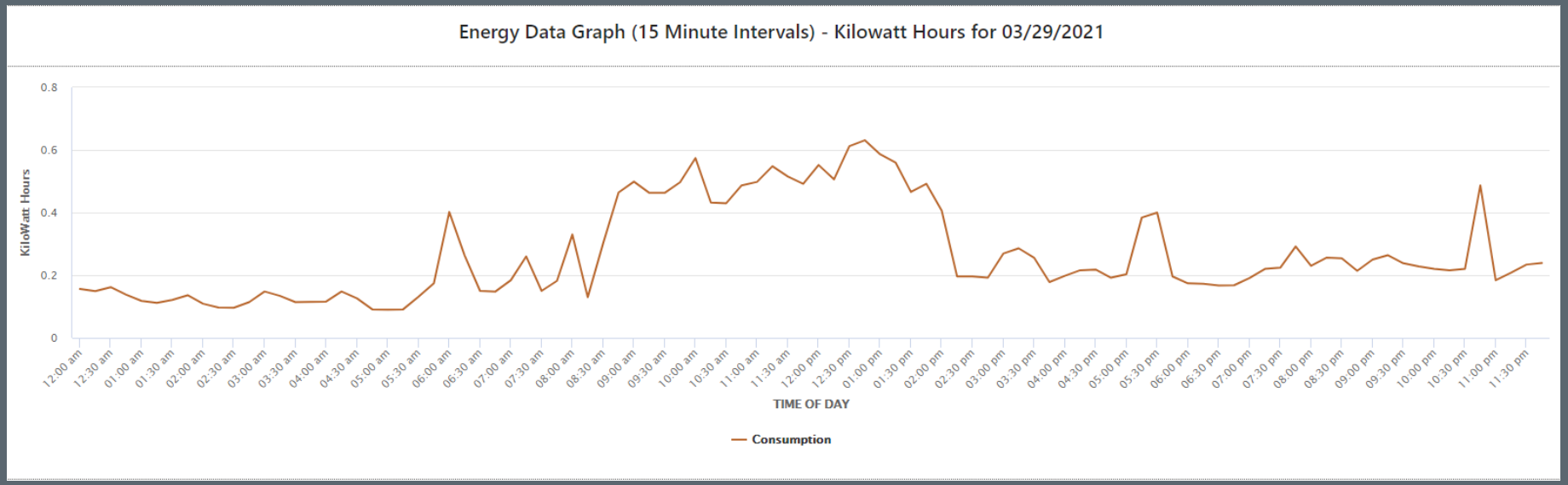
AMS Transaction Processing Benefits

Enrollment type Initiating Transaction	AMS Remote (AMSR)	AMS Manual (AMSM)	Non-AMS
Move-In 814_16	Same Day	2 Business Days	2 Business Days
Standard Switch 814_01	Same Day	Same Day	Within Next 4 Business Days
Self Selected Switch 814_01	Same Day	Same Day	At Least 2 Business Days
Move-Out 814_24	Same Day	2 Business Days	2 Business Days

AMS Data Flow



Smart Meter Texas



Energy Data Table (15 Minute Intervals) - Kilowatt Hours for 03/29/2021

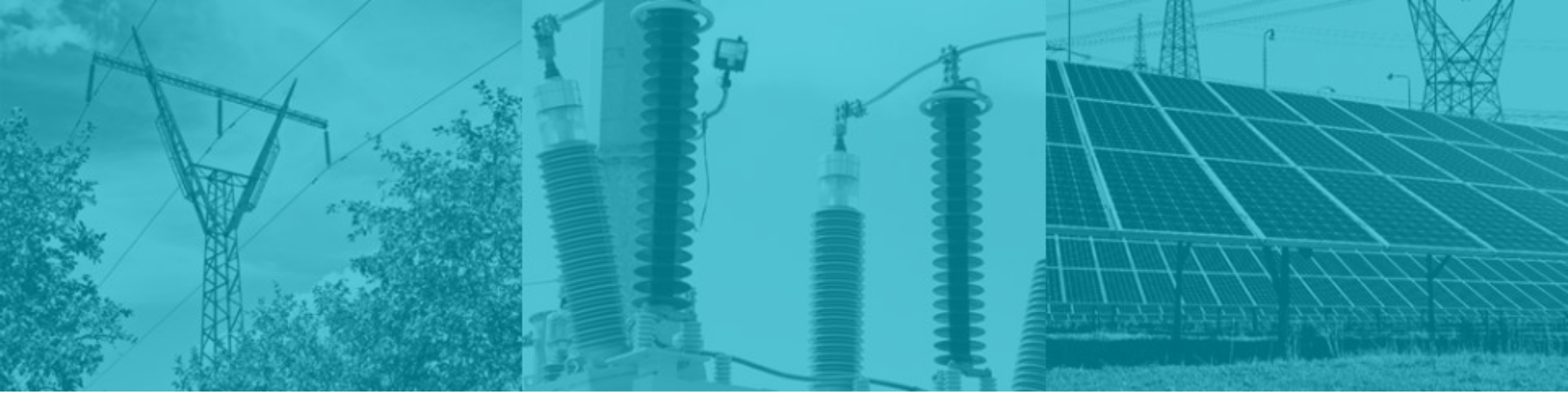
Consumption = Consumption in excess of Generation ; Surplus Generation = Generation in excess of Consumption

View in Excel

Start Time	End Time	Consumption(Kwh)	Act./Est.	Surplus Generation(KwH)	Act./Est.
01:00 am	01:15 am	0.118	Actual	0	NA
01:15 am	01:30 am	0.112	Actual	0	NA
01:30 am	01:45 am	0.121	Actual	0	NA
01:45 am	02:00 am	0.136	Actual	0	NA
02:00 am	02:15 am	0.109	Actual	0	NA
02:15 am	02:30 am	0.097	Actual	0	NA
02:30 am	02:45 am	0.096	Actual	0	NA
02:45 am	03:00 am	0.114	Actual	0	NA
03:00 am	03:15 am	0.148	Actual	0	NA
03:15 am	03:30 am	0.134	Actual	0	NA
03:30 am	03:45 am	0.114	Actual	0	NA
03:45 am	04:00 am	0.115	Actual	0	NA

Other AMS Benefits

- Allows for pre-pay programs
- Allows for demand response
- Allows for Time-of-Use rate offerings
- Improved service reliability
- Early detection of faulty meters or tampering



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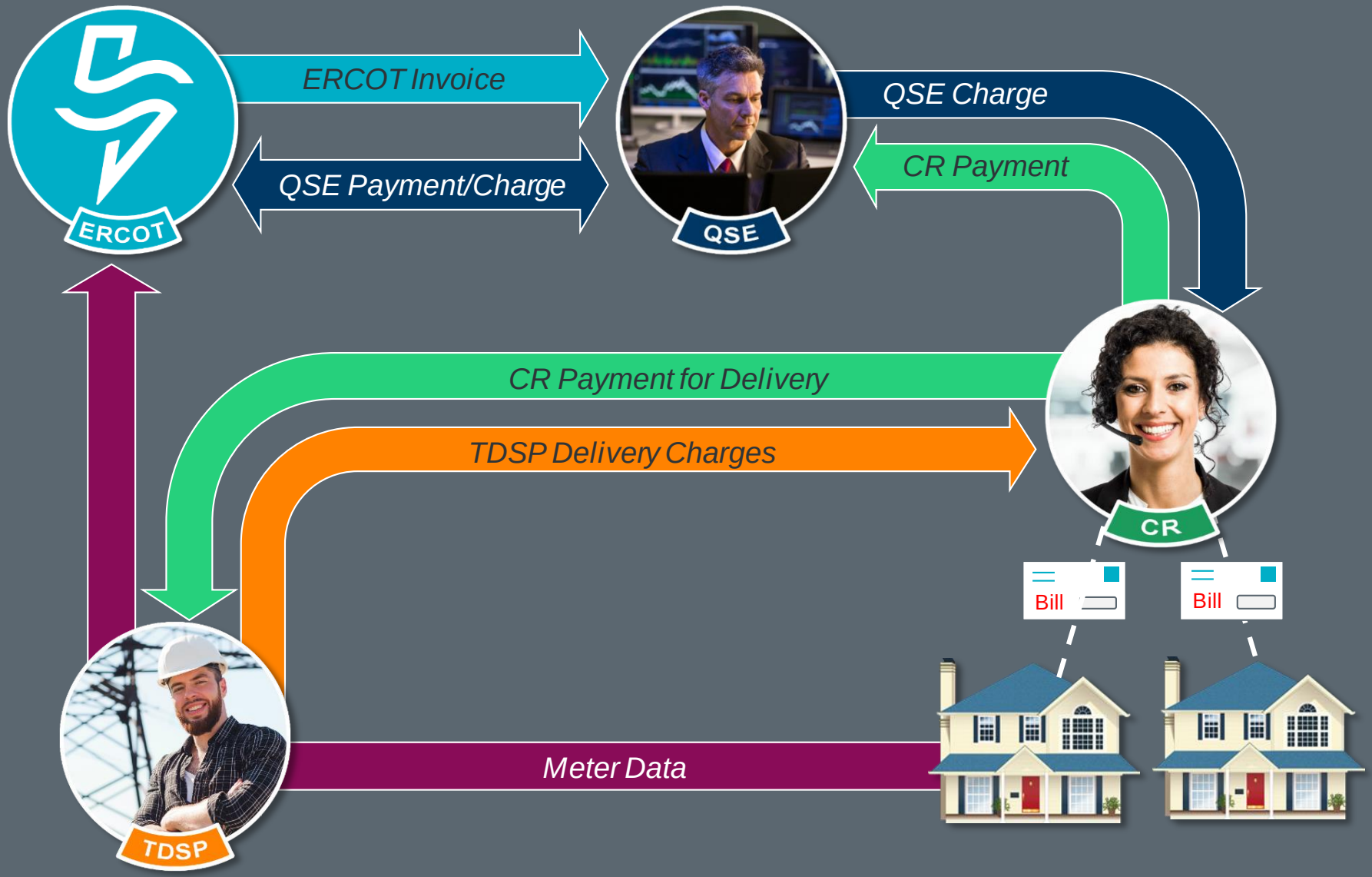
Module 5

Settlement of Retail Load

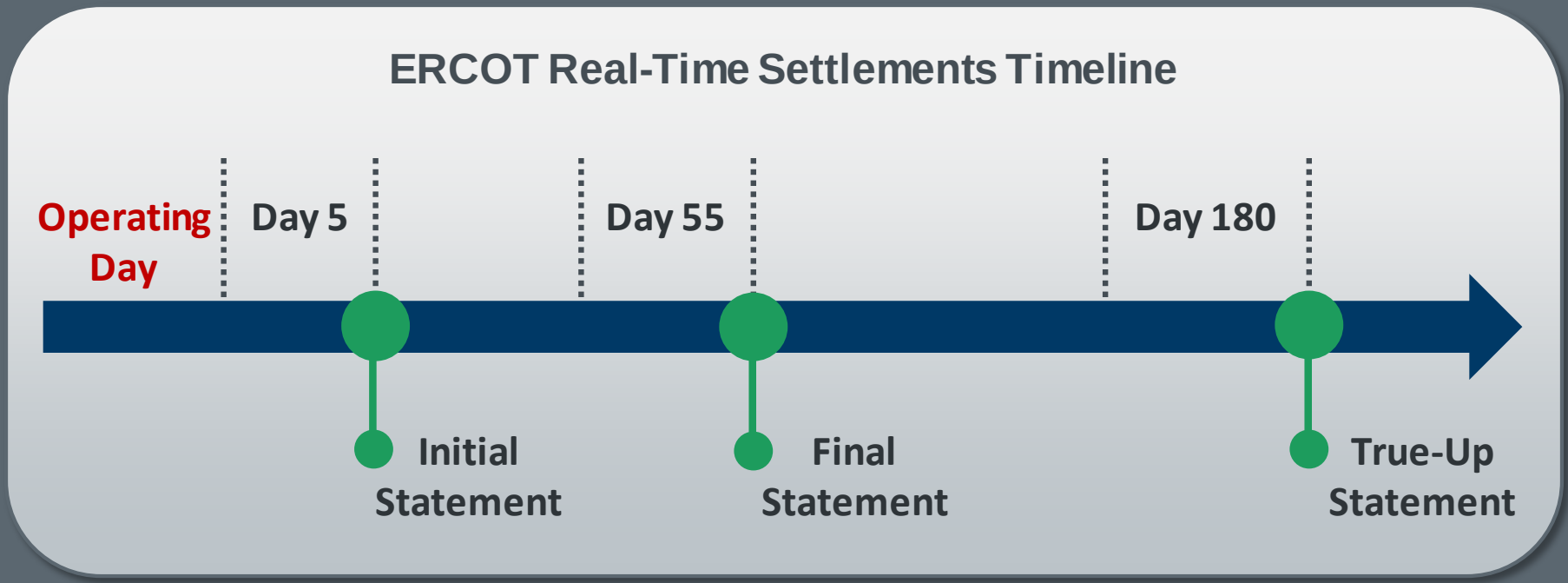

ERCOT Invoice
QSE Payment/Charge
QSE Charge
CR Payment
CR Payment for Delivery
TDSP Delivery Charges
Meter Data
ERCOT
QSE
CR
TDSP
Bill
Bill

ERCOT Settles with QSE based on Adjusted Metered Load

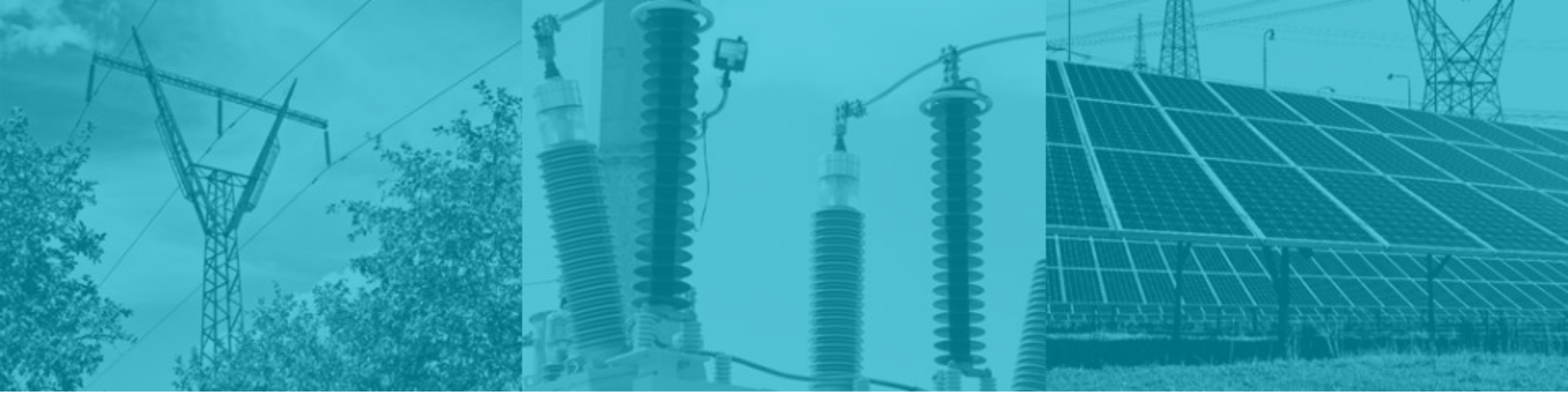
Adjusted Meter Load

- Unaccounted for Energy
- Transmission Loss Factors
- Distribution Loss Factors
- Aggregation by QSE and LSE

- Each Operating day is settled a minimum of three times
- Most settlement is transacted on the Initial Settlement



Important Questions



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Module 6

Data Transparency & Availability

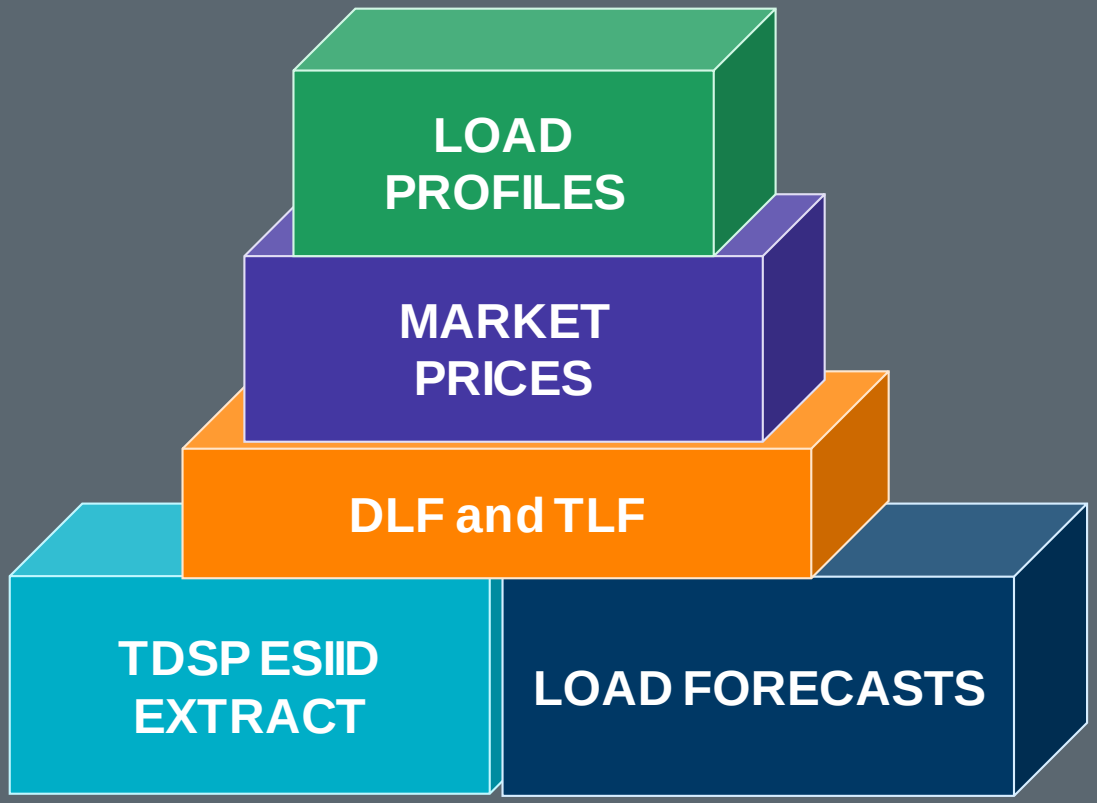
Also available on ercot.com

Available to all Market Participants

Only available to a specific Market Participant

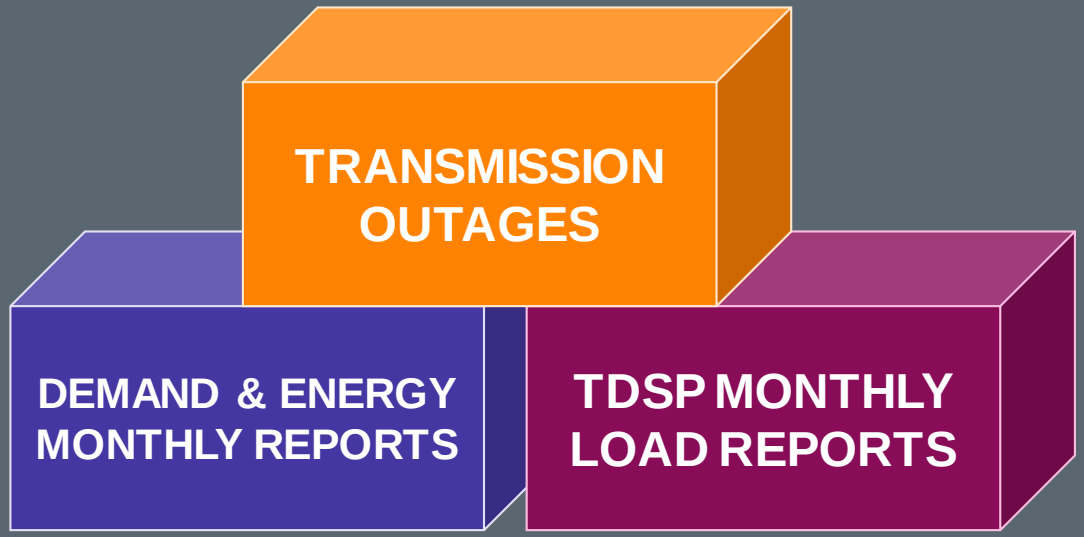
Access managed by assigned roles

MIS PUBLIC

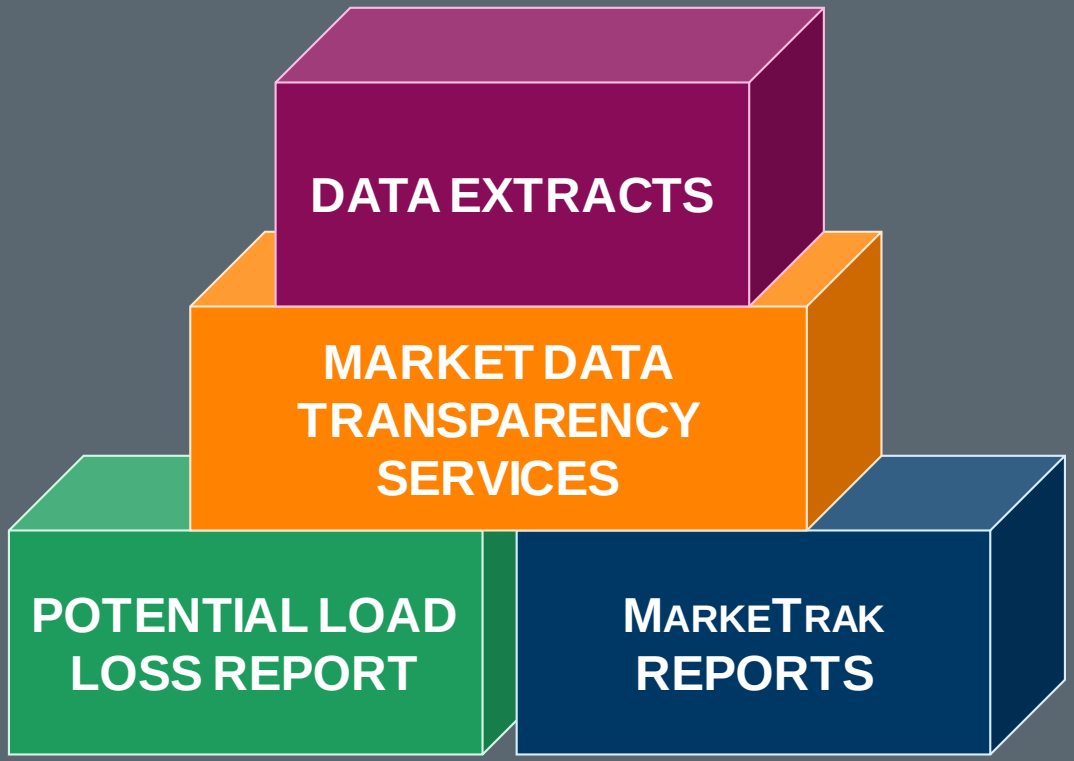


Public Data is also available on ercot.com

MIS
SECURE


TRANSMISSION OUTAGES
DEMAND & ENERGY MONTHLY REPORTS
TDSP MONTHLY LOAD REPORTS

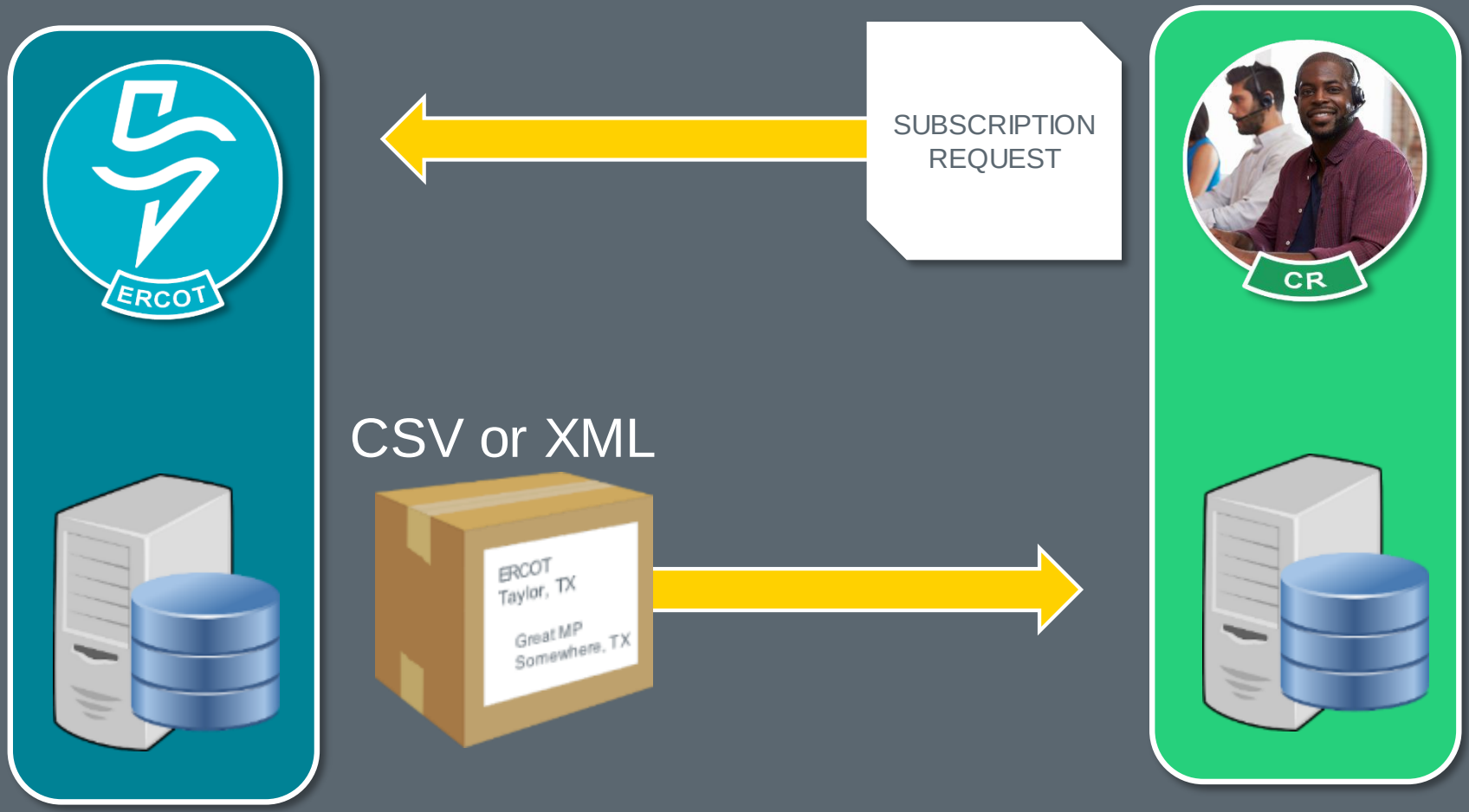
MIS
CERTIFIED


DATA EXTRACTS
MARKET DATA TRANSPARENCY SERVICES
POTENTIAL LOAD LOSS REPORT
MARKETRAK REPORTS

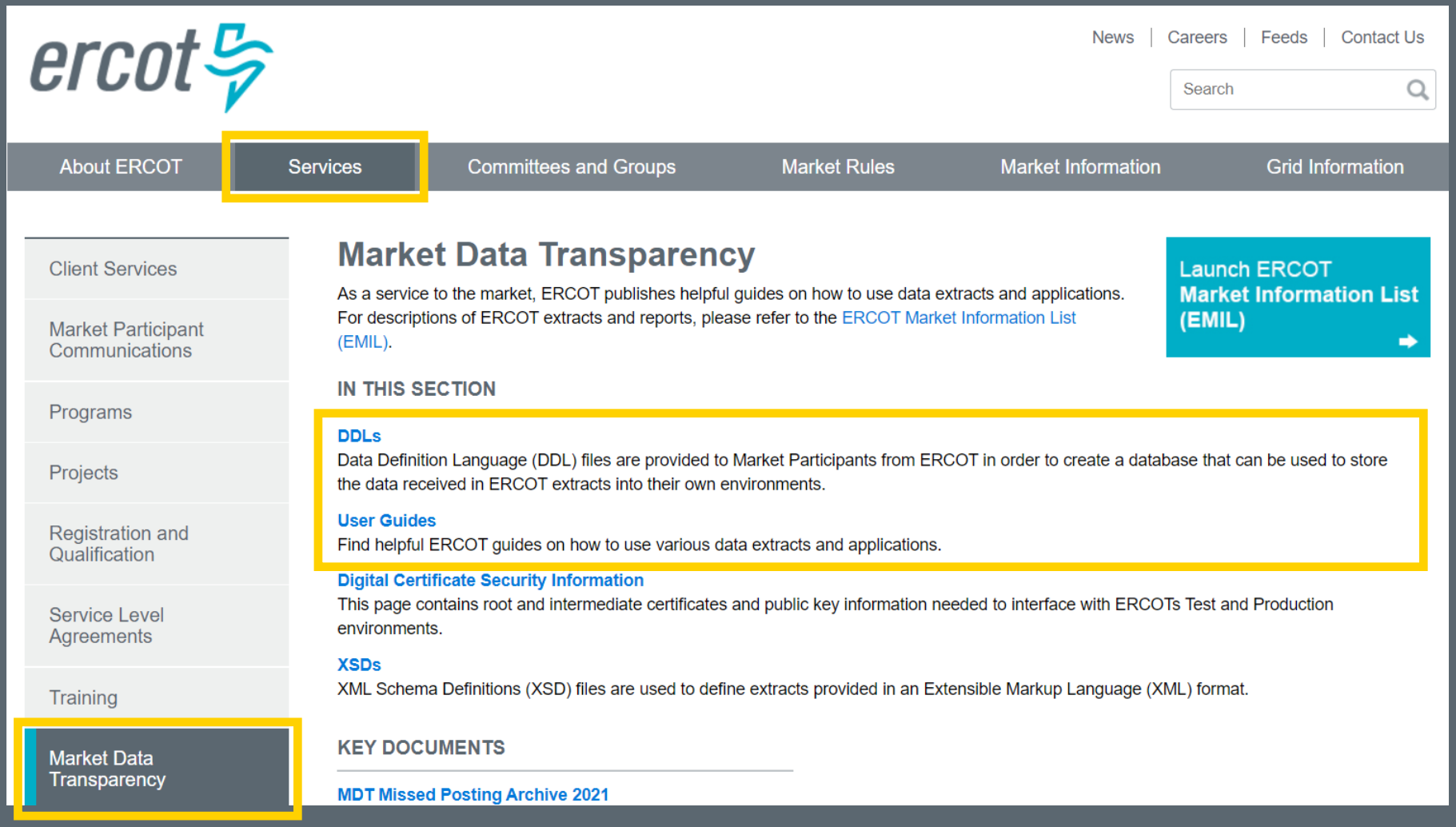
ESIID Service History and Usage Extract

- ESI ID Relationships and Characteristics
- Provides data needed to perform shadow settlements of Retail load.
  - Supplemental IDR Required Interval Data Extract
  - Supplemental AMS Interval Data Extract

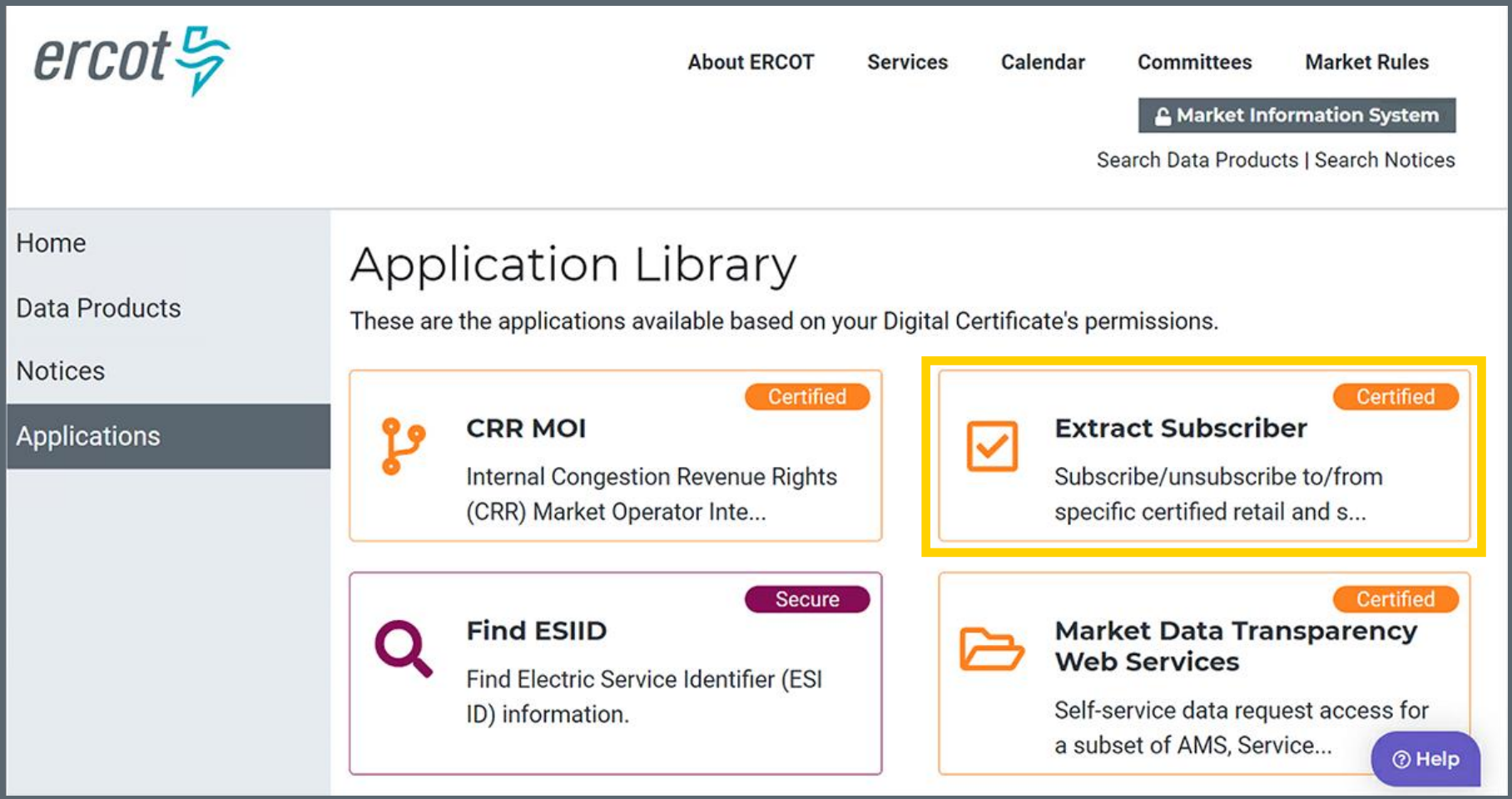
See ERCOT courses on MIS and Intro to Extracts


ERCOT
SUBSCRIPTION REQUEST
CR
CSV or XML
ERCOT
Taylor, TX
Great MP
Somewhere, TX

1. Construct a Database



2. Subscribe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About ERCOT
Services
Calendar
Committees
Market Rules
Market Information System
Search Data Products | Search Notices
Home
Data Products
Notices
Applications
Application Library
These are the applications available based on your Digital Certificate's permissions.
Certified
CRR MOI
Internal Congestion Revenue Rights (CRR) Market Operator Inte...
Certified
Extract Subscriber
Subscribe/unsubscribe to/from specific certified retail and s...
Secure
Find ESIID
Find Electric Service Identifier (ESI ID) information.
Certified
Market Data Transparency Web Services
Self-service data request access for a subset of AMS, Service...
Help

3. Download and import data

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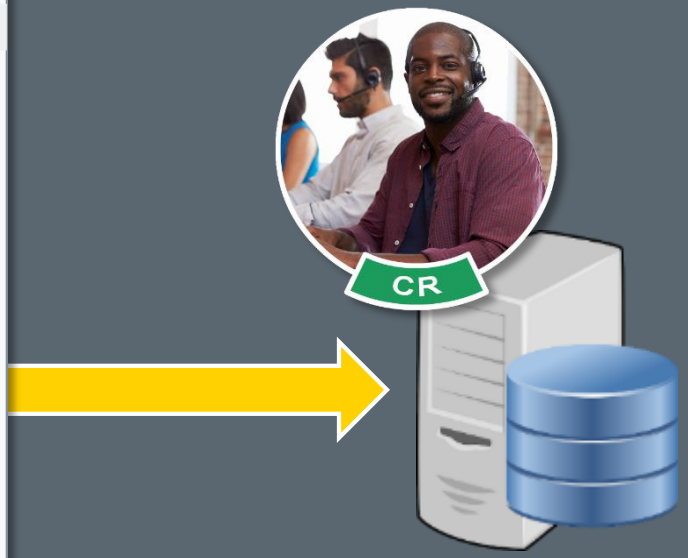
Extract Subscriber

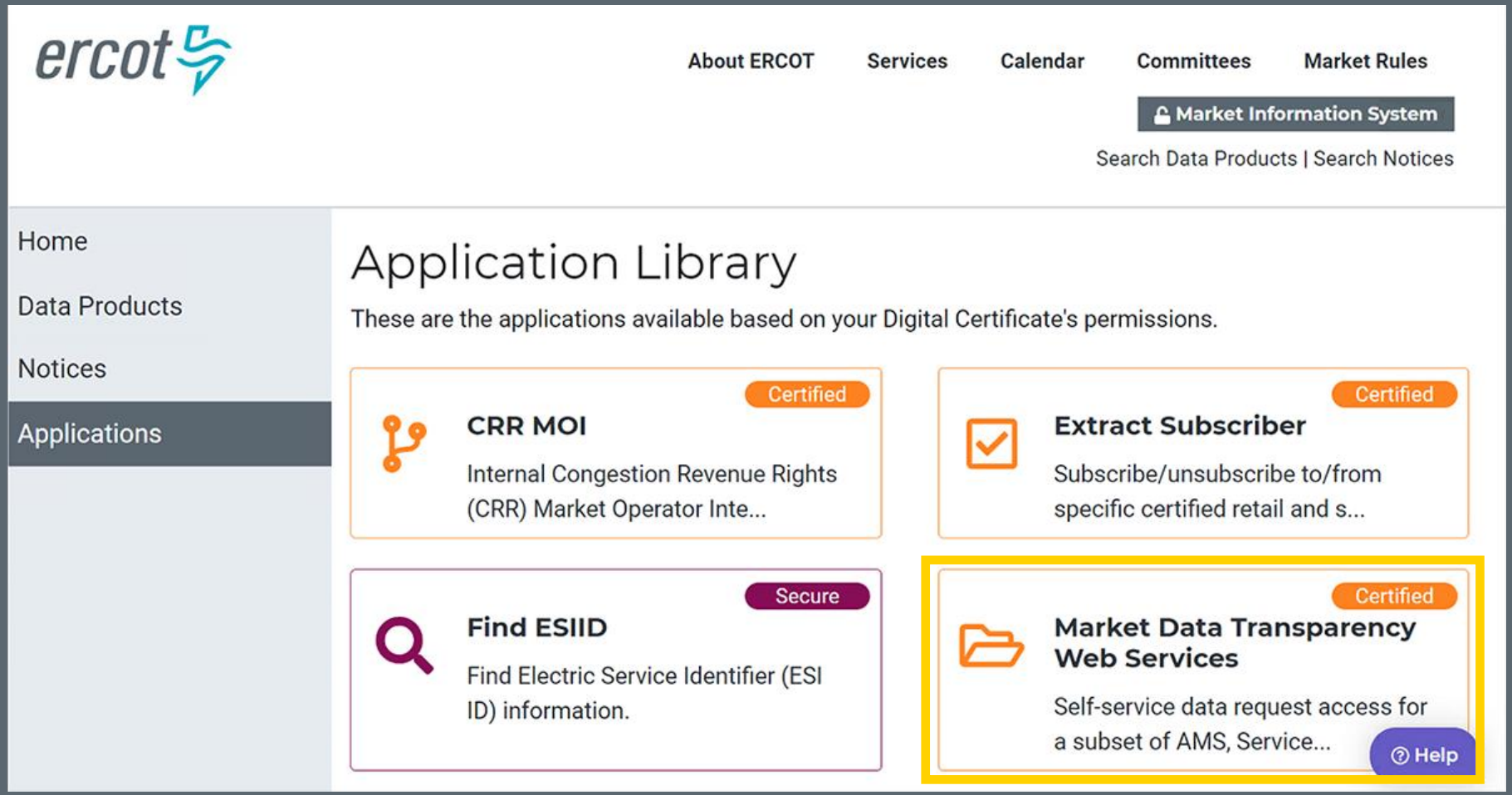
Welcome — Current as of: 01/07/2020

Company: ENERGY SERVICES LLC (LSE) - 999999999

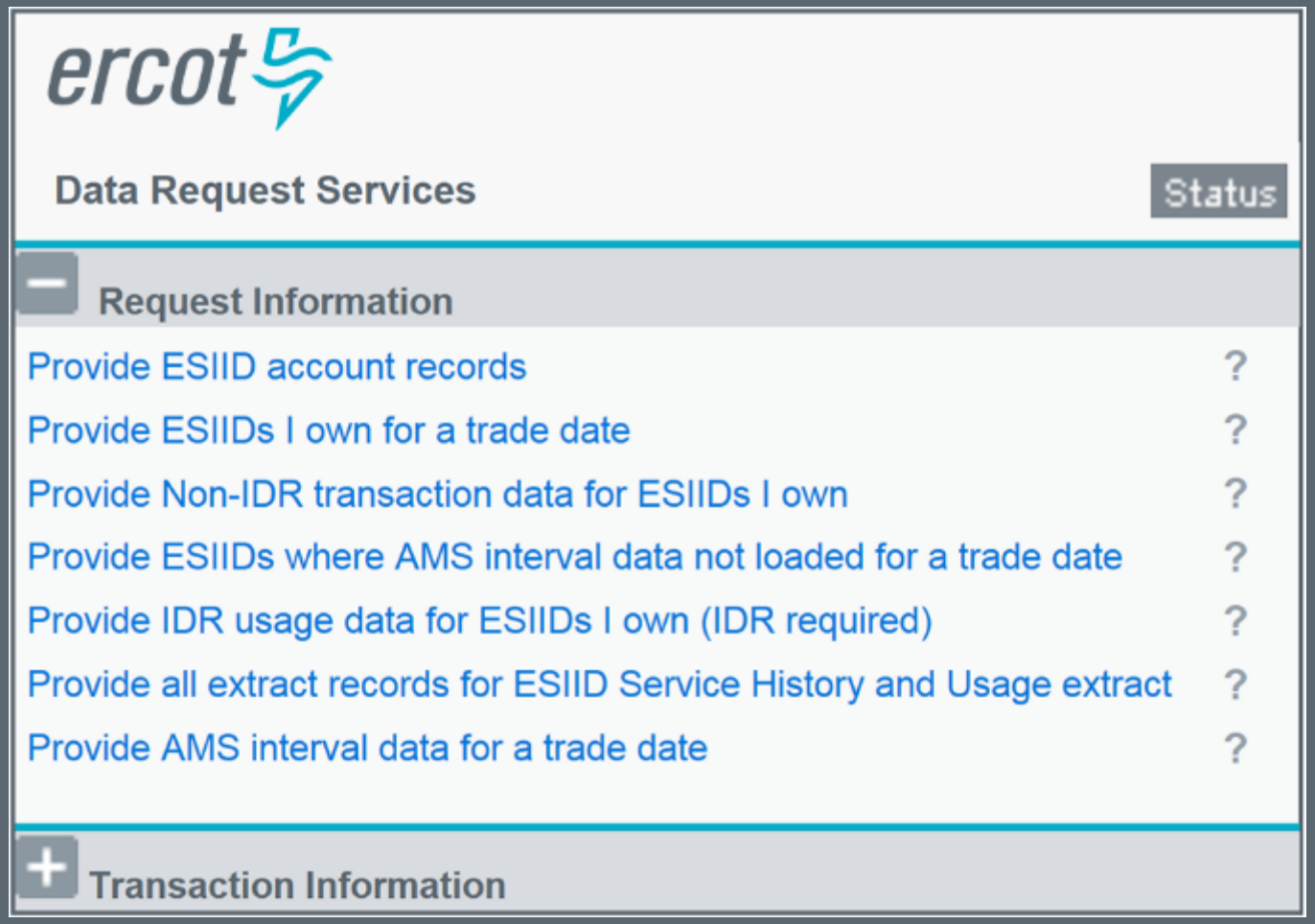
Extract Name	Subscribe	Unsubscribe	Output Type
Default Profile ESI ID Report			
DAILY	☐		CSV
ESI ID Service History and Usage Extract			
DAILY	Subscribed	☐	CSV
Load Estimation Counts Report - Certified			
DAILY	Subscribed	☐	CSV
Mapping Status Reject Report			
DAILY	Subscribed	☐	CSV
Potential Load Loss Report			
DAILY	Subscribed	☐	CSV
Real Time Market Consolidated Operating Day Extract			
DAILY	Subscribed	☐	CSV



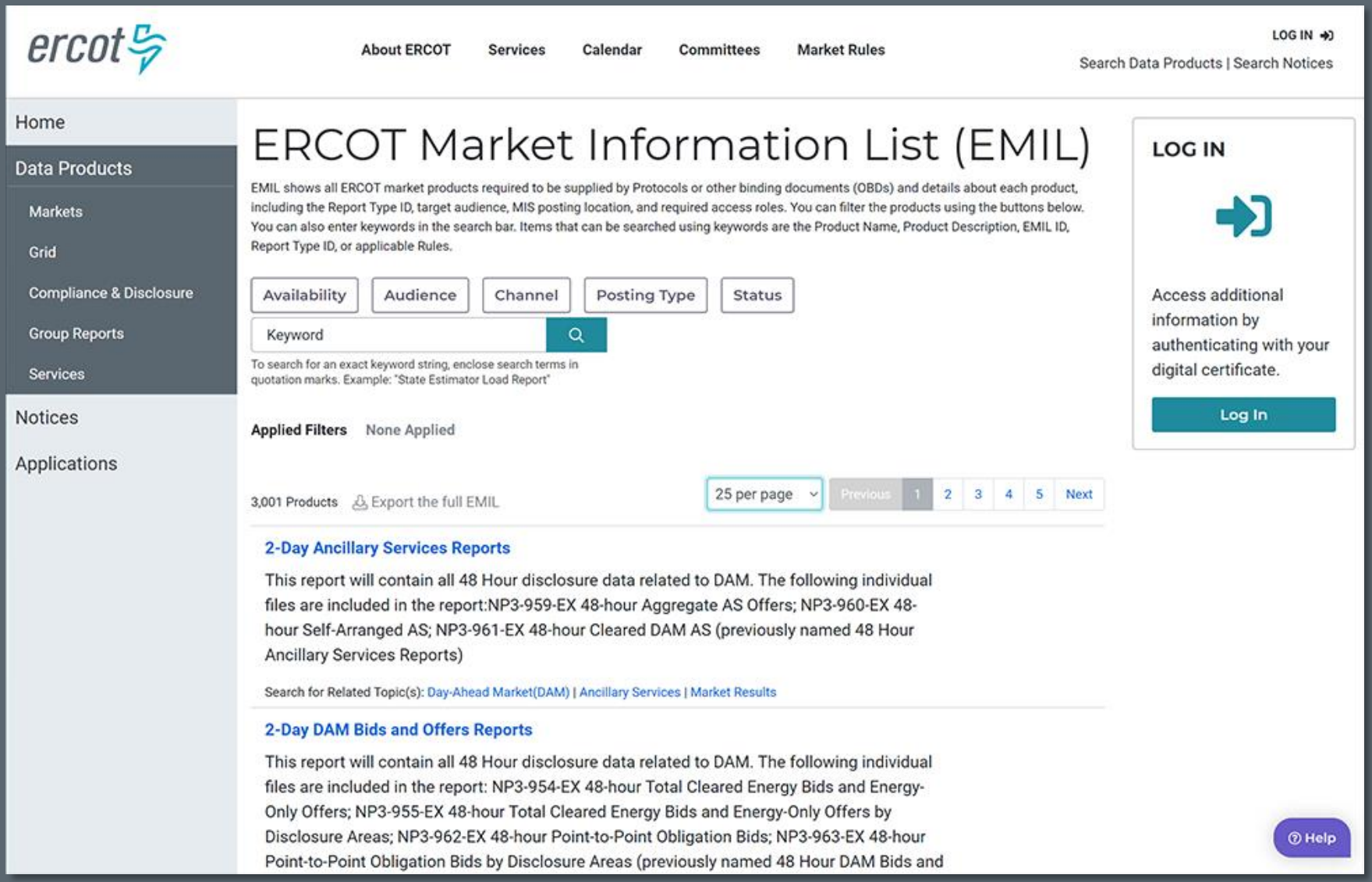
Market Data Transparency Application



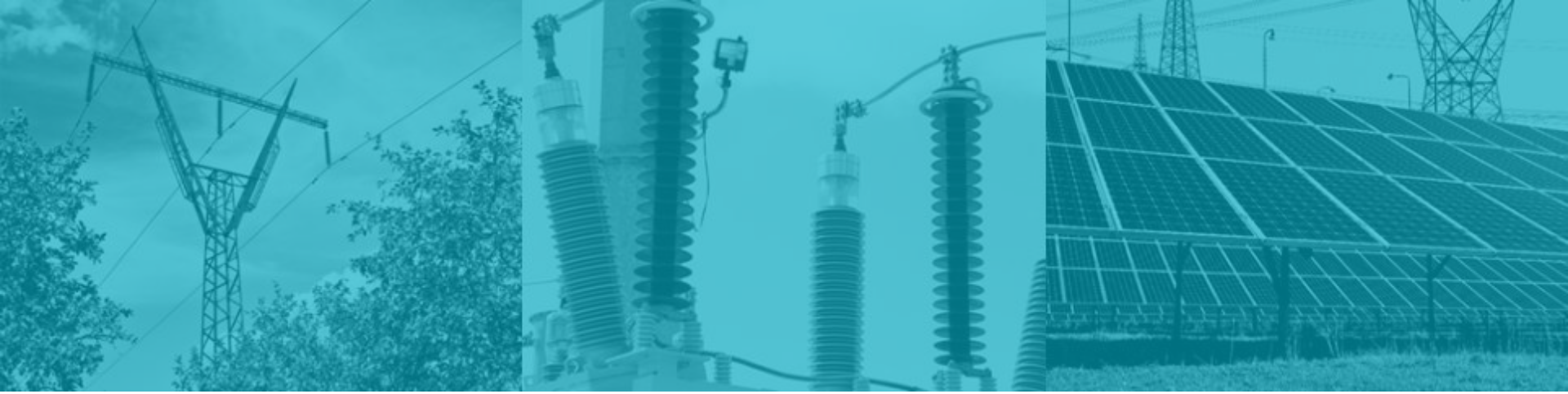
Provides Similar Information on Ad Hoc Basis



ERCOT Market Information List



What does a CR do with all this data?



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Module 7

Issue Resolution

Retail responsibilities

- Investigate customer issues
- Maintain customer records
- Verify billing accuracy

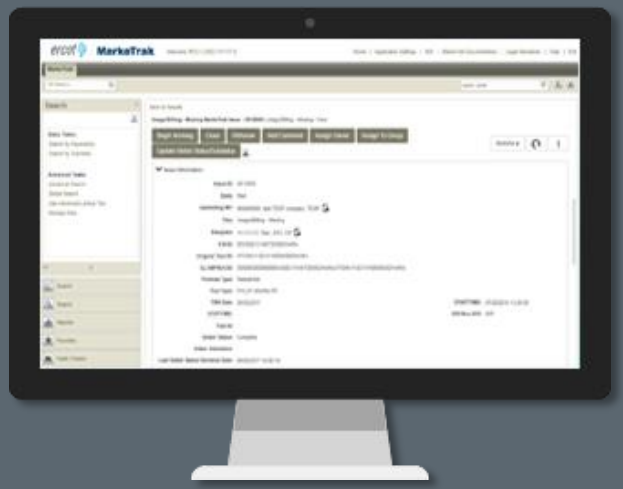
- Missing Transactions
- Usage & Billing Issues
- Inadvertent Gains & Losses
- Switch Hold

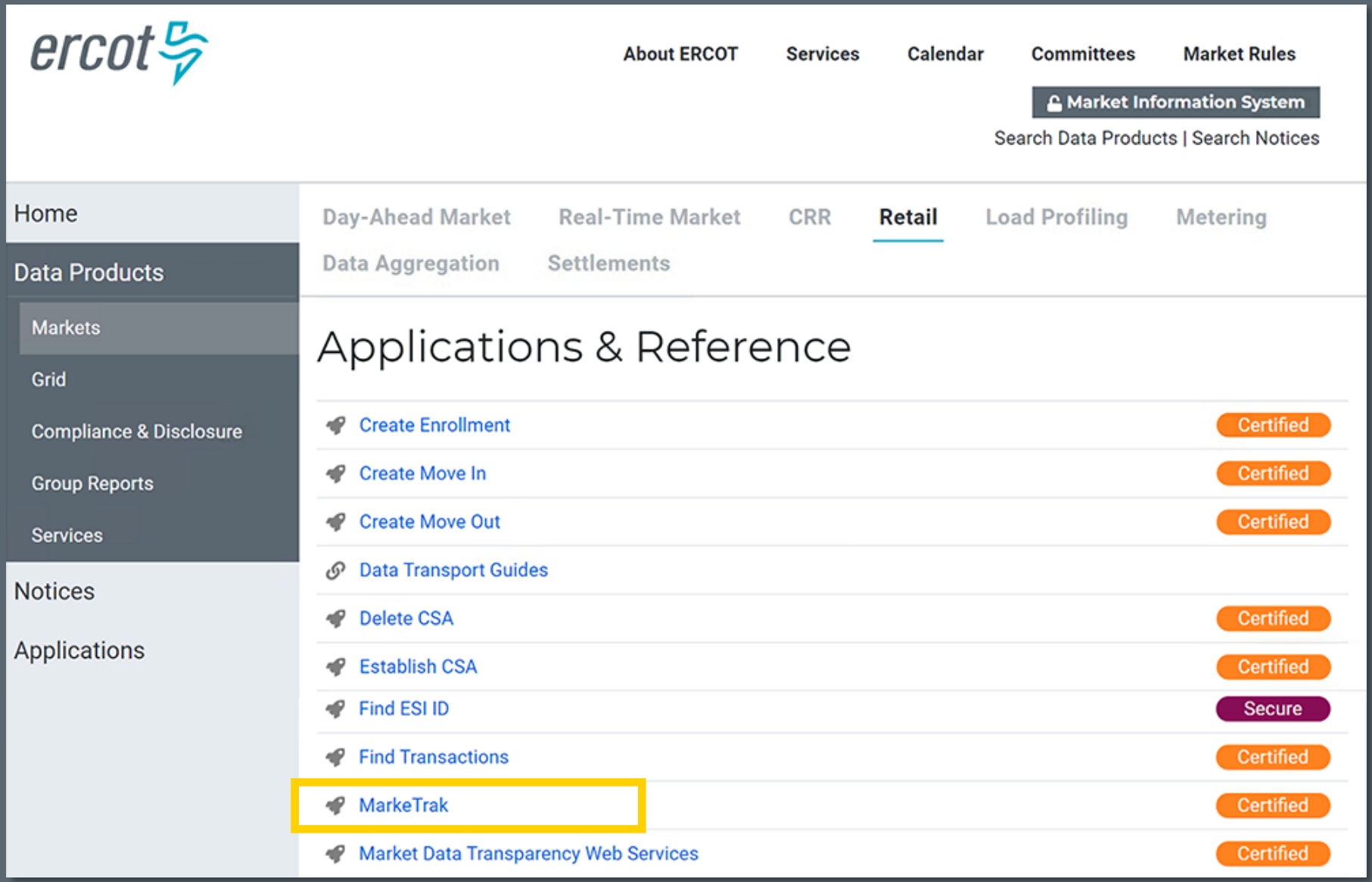
What tools are available to identify & resolve issues?

Market Participants turn to …

MarkeTrak

The Market issue resolution tool

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Committees
Market Rules
Market Information System
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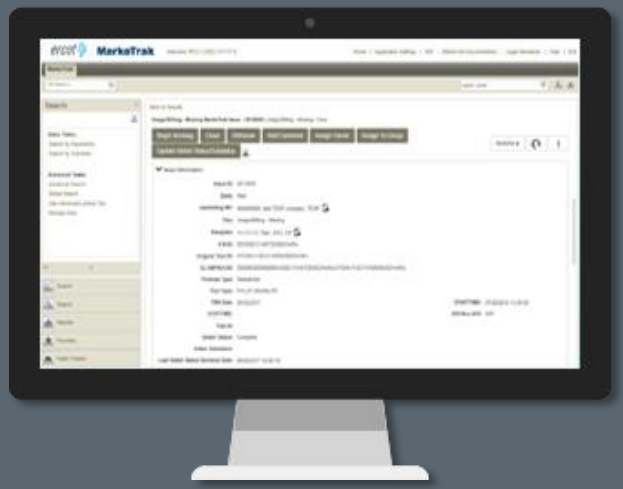
Home
Data Products
Markets
Grid
Compliance & Disclosure
Group Reports
Services
Notices
Applications
Day-Ahead Market
Real-Time Market
CRR
Retail
Load Profiling
Metering
Data Aggregation
Settlements
Applications & Reference
Create Enrollment
Certified
Create Move In
Certified
Create Move Out
Certified
Data Transport Guides
Delete CSA
Certified
Establish CSA
Certified
Find ESI ID
Secure
Find Transactions
Certified
MarkeTrak
Certified
Market Data Transparency Web Services
Certified

Goals of MarkeTrak

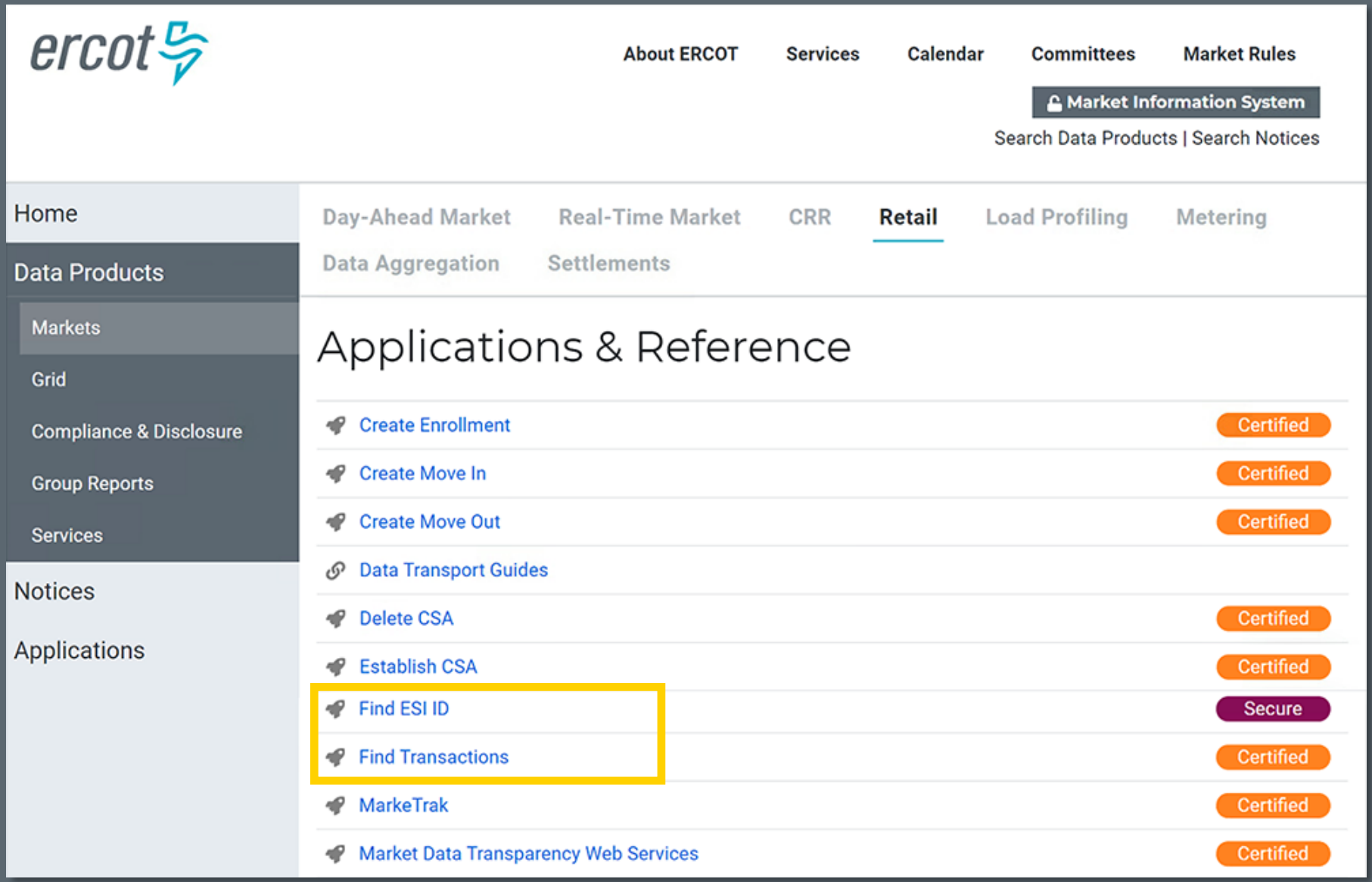
- Facilitate resolution of issues between Market Participants
  - Discovery and visibility
  - Tracking and status
- Enable historical reporting of issues



What Happened?

- Customer should be with CR #1
- Customer is now receiving bills from CR #2

Scenario – Issues Resolution



Find ESIID – CR1

ESI ID Summary — Print Summaries

ESI ID	Found	Status	Street	Address Line 2	City	ZIP	CSA	REP of Record	Open Svc Ord	Premise Type	POLR Customer Class	Select Dwnld
ESIID100563425MHOST	✓	A	728 Pacman Blvd		Pflugerville	78660	No	No	No	RES	RES	☐

✓ Selected ESI ID — Select All ☐ — Download Summary

ESI ID Detail: ESIID100563425MHOST — View Transactions — Print Details

Address **728 Pacman Blvd**
Pflugerville, TX 78660

Current Status	Active	Utility Name	ERCOTTEST_TDSP	ESI ID Eligibility Date	Oct 27, 2010
Effective Date	Sep 11, 2010	DUNS #	666666666	ESI ID Start Date	Sep 11, 2010
Premise Type	Residential			ESI ID Create Date	Aug 28, 2010
POLR Customer Class	Residential	Metered Flag	true	ESI ID Retired Date	
Settlement AMS Indicator	false	Meter Read Cycle	21		
Switch Hold	N	Power Region	ERCOT		
TDSP AMS Indicator	AMSR	Station Name	DEVILS HILL		
		Station Code	DEVIHI		

View Transactions – CR1

Transaction Summary for ESI ID: ESIID100545313MHOST

REP of Record: Jul 08 2019

Print Summaries

?

- Switch
- Move In
- 1st Unknown 814_20 Process

View Transactions – CR1

Transaction Summary for ESI ID: ESIID100563425MHOST

Download Results | Print Summaries

Switch

Status: **Complete** Original Trxn #: OTIDSW1100563427MHOST

Type	From	To	ERCOT Time Stamp ▲	Trxn Status	Key Date	Retry Status	Duplicate
814_01	LSE	ERCOT	Aug 28, 2019 0132 PM	Accept			No
814_03	ERCOT	ERCOTTEST_TDSP	Aug 28, 2019 0132 PM	Accept	Aug 28 2019		No
814_04	ERCOTTEST_TDSP	ERCOT	Aug 28, 2019 0134 PM	Accept	Aug 28 2019		No
814_05	ERCOT	LSE	Aug 28, 2019 0134 PM	Accept	Aug 28 2019		No
814_06	ERCOT	ERCOTTEST_LSE_1	Aug 28, 2019 0135 PM	Accept	Aug 28 2019		No
867_04	ERCOTTEST_TDSP	LSE	Aug 28, 2019 0137 PM	Accept			No

Details: 814_06

Print Details

From	ERCOT	To	ERCOTTEST_LSE_1
DUNS #	183529049	DUNS #	111111111
Request Submitted	20190828		
Trxn Ref #	SBSW201908281335131WP4SF7	Status/Action	Request Delete
Orig Trxn Ref #	OTIDSW1100563427MHOST	Reason	CHA
Service Period End	20190828		

Find ESIID – CR2

ESI ID Summary — Print Summaries

ESI ID	Found	Status	Street	Address Line 2	City	ZIP	CSA	REP of Record	Open Svc Ord	Premise Type	POLR Customer Class	Select Dwnld
ESIID100563425MHOST	✓	A	728 Pacman Blvd		Pflugerville	78660	No	Yes	No	RES	RES	☐

✓ Selected ESI ID — Select All ☐ — Download Summary

ESI ID Detail: ESIID100563425MHOST — View Transactions — Print Details

REP of Record as of: Aug 28, 2019

Address **728 Pacman Blvd**
Pflugerville, TX 78660

Current Status	Active	Utility Name	ERCOTTEST_TDSP	ESI ID Eligibility Date	Oct 27, 2010
Effective Date	Sep 11, 2010	DUNS #	666666666	ESI ID Start Date	Sep 11, 2010
Premise Type	Residential			ESI ID Create Date	Aug 28, 2010
POLR Customer Class	Residential	Metered Flag	true	ESI ID Retired Date	
Settlement AMS Indicator	false	Meter Read Cycle	21		
Switch Hold	N	Power Region	ERCOT		
TDSP AMS Indicator	AMSR	Station Name	DEVILS HILL		
		Station Code	DEVIHI		

View Transactions – CR2

Transaction Summary for ESI ID: ESIID100545313MHOST

REP of Record: Aug 28 2019

Print Summaries

?

- Switch
- Move In
- 1st Unknown 814_20 Process

View Transactions – CR2

Transaction Summary for ESI ID: ESIID100563425MHOST

REP of Record: Aug 28 2019

Download Results | Print Summaries | ?

Switch

Status: **Complete** Original Trxn #: OTIDSW1100563427MHOST

Type	From	To	ERCOT Time Stamp ▲	Trxn Status	Key Date	Retry Status	Duplicate
814_01	ERCOTTEST_LSE_2	ERCOT	Aug 28, 2019 0132 PM	Accept			No
814_03	ERCOT	ERCOTTEST_TDSP	Aug 28, 2019 0132 PM	Accept	Aug 28 2019		No
814_04	ERCOTTEST_TDSP	ERCOT	Aug 28, 2019 0134 PM	Accept	Aug 28 2019		No
814_05	ERCOT	ERCOTTEST_LSE_2	Aug 28, 2019 0134 PM	Accept	Aug 28 2019		No
814_06	ERCOT	LSE	Aug 28, 2019 0135 PM	Accept	Aug 28 2019		No
867_04	ERCOTTEST_TDSP	ERCOTTEST_LSE_2	Aug 28, 2019 0137 PM	Accept			No

Details: 814_01 Print Details ?

From	REP2	To	ERCOT
DUNS #	111111112	DUNS #	183529049
Request Submitted	20190828	Service ZIP	78660
Trxn Ref #	OTIDSW1100563427MHOST	Action/Status	Request Addition
Orig Trxn Ref #		Special Switch Date	
TDSP Name		Billing Type	ESP
DUNS #		Bill Calc Code	DUAL
Request Type	Historical Interval Usage,	Special Needs?	N

CUSTOMER INFORMATION

Contact Name	TRENT REZNOR	Billing Name	
Phone	8005551212	Address	
Notification Name	NOTICE NAME		
Address	728 PACMAN BLVD PFLUGERVILLE, TX 78660		

Clues

What Happened?
How Is It Fixed?

MarkeTrak Issue Submission – CR2

ercot | MarkeTrak

Home | Application Settings | MIS | MarkeTrak Documentation | Legal Disclaimer | Help | Exit

MarkeTrak

ID Search...

Quick Links:

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Advanced Tasks:

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- MarkeTrak
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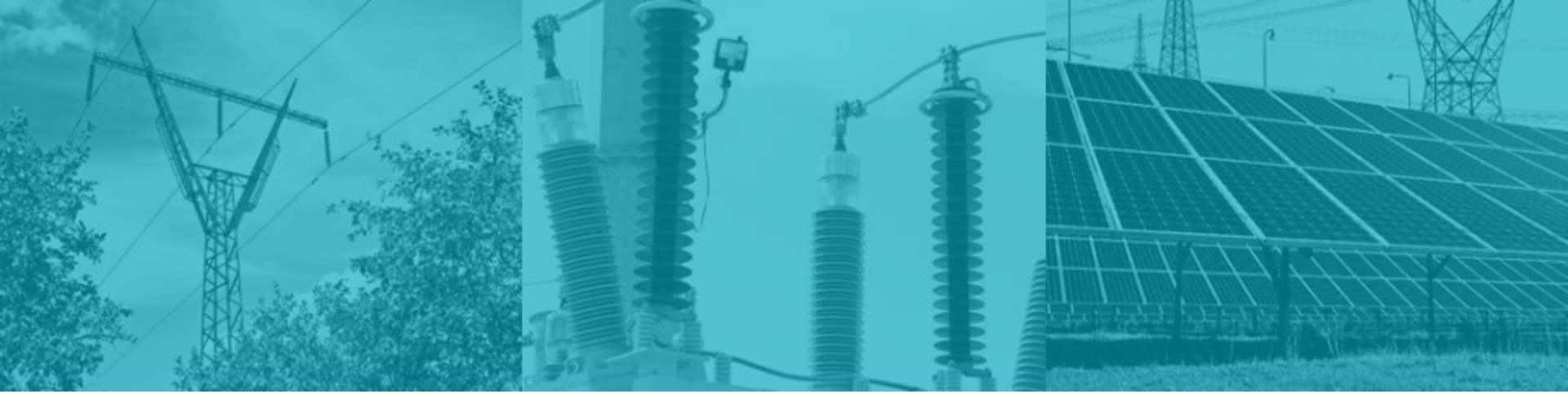
      - Usage/Billing Issues
      - Reject TXNs
      - Rep of Record
      - Projects
      - Siebel CHG/Info
      - 997 Issues
      - Other
      - Cancel With Approval
      - IAG
        - Customer Rescission
        - Inadvertent Gaining
        - Inadvertent Losing
        - Redirect Fees

See ERCOT courses on MarkeTrak



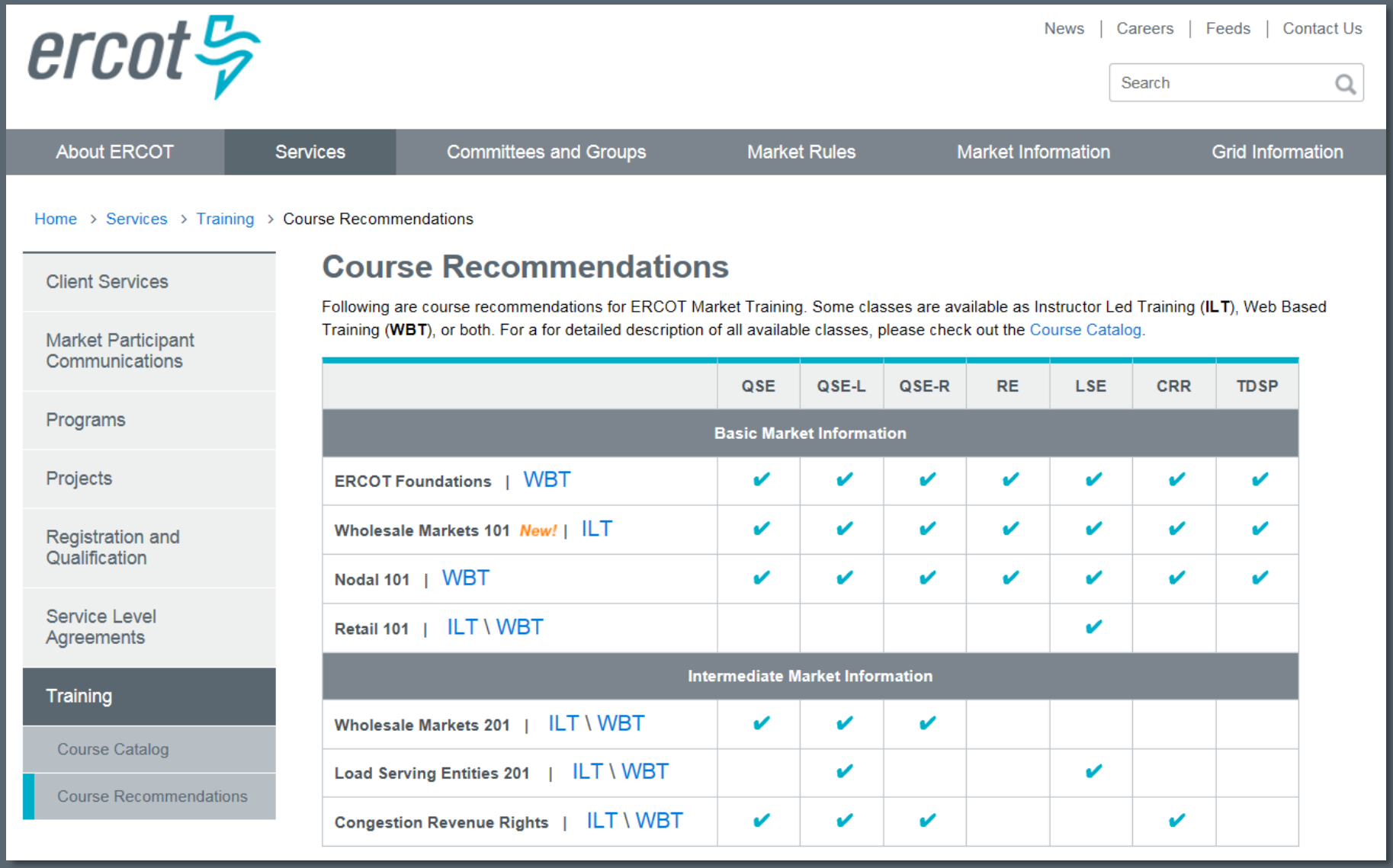
Course Conclusion

Pre-requisites

- ERCOT Foundations – WBT
- Market Participant Relationships – WBT

For more info, see …

- TxSET – ILT
- MarkeTrak – WBT
- LSE 201 – ILT and WBT



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Course Recommendations

Following are course recommendations for ERCOT Market Training. Some classes are available as Instructor Led Training (**ILT**), Web Based Training (**WBT**), or both. For a for detailed description of all available classes, please check out the Course Catalog.

	QSE	QSE-L	QSE-R	RE	LSE	CRR	TDSP
Basic Market Information							
ERCOT Foundations | WBT	✔	✔	✔	✔	✔	✔	✔
Wholesale Markets 101 *New!* | ILT	✔	✔	✔	✔	✔	✔	✔
Nodal 101 | WBT	✔	✔	✔	✔	✔	✔	✔
Retail 101 | ILT \ WBT					✔		
Intermediate Market Information							
Wholesale Markets 201 | ILT \ WBT	✔	✔	✔				
Load Serving Entities 201 | ILT \ WBT		✔			✔		
Congestion Revenue Rights | ILT \ WBT	✔	✔	✔			✔	

- ERCOT Client Services
  Clientservices@ercot.com
- ERCOT Mailing Lists
  http://lists.ercot.com/
- ERCOT Nodal Market Protocols
  http://www.ercot.com/mktrules/nprotocols/
- ERCOT Training
  http://www.ercot.com/services/training/
- Market Education Contact
  Training@ercot.com

Scan this QR code to take the course survey!

https://www.surveymonkey.com/r/ERCOTILT