**ERCOT Retail Market Guide**

**Table of Contents**

**July 23, 2021**

***1 Purpose 1-1***

***2 Definitions and Acronyms 2-1***

2.1 Definitions 2-1

2.2 Acronyms 2-4

3 Retail Market Guide Revision Process 3-1

3.1 Introduction 3-1

3.2 Submission of a Retail Market Guide Revision Request 3-2

3.3 Retail Market Guide Revision Procedure 3-2

3.3.1 Review and Posting of Retail Market Guide Revision Requests 3-2

3.3.2 Withdrawal of a Retail Market Guide Revision Request 3-3

3.3.3 Retail Market Subcommittee Review and Action 3-4

3.3.4 Comments to the Retail Market Subcommittee Report 3-5

3.3.5 Retail Market Guide Revision Request Impact Analysis 3-5

3.3.6 Retail Market Subcommittee Review of Impact Analysis 3-6

3.3.7 Retail Market Guide Revision Request and Impact Analysis for Point-to-Point Transactions or Processes between Competitive Retailers and Transmission and/or Distribution Service Providers 3-6

3.3.8 Protocol Revision Subcommittee Review of Project Prioritization 3-7

3.3.9 Technical Advisory Committee Vote 3-7

3.3.10 ERCOT Board Vote 3-8

3.4 Appeal of Action 3-9

3.5 Urgent Requests 3-10

3.6 Retail Market Guide Revision Implementation 3-11

***4 Public Utility Commission of Texas 4-1***

***5 Electric Reliability Council of Texas 5-1***

[5.1 ERCOT Retail Client Services 5-1](#_Toc273532727)

[5.2 ERCOT Help Desk 5-2](#_Toc273532728)

[5.3 Ad Hoc Retail Market Conference Calls 5-2](#_Toc273532729)

[5.4 Retail Market Transaction Processing Service Availability 5-2](#_Toc273532730)

***6 Retail Market Subcommittee Working Groups 6-1***

***7*** ***Market Processes 7-1***

7.1 Overview and Assumptions 7-1

7.2 Market Synchronization 7-1

7.2.1 Transmission and/or Distribution Service Provider Cancel 7-2

7.2.2 MarkeTrak Day-to-Day 7-2

7.2.3 MarkeTrak Data Extract Variance Processes 7-3

7.3 Inadvertent Gain Process 7-3

7.3.1 Escalation Process 7-3

7.3.2 Competitive Retailer’s Inadvertent Gain Process 7-4

7.3.2.1 Buyer’s Remorse 7-4

7.3.2.2 Prevention of Inadvertent Gains 7-4

7.3.2.3 Resolution of Inadvertent Gains 7-5

7.3.2.4 Valid Reject/Unexecutable Reasons 7-6

7.3.2.5 Invalid Reject/Unexecutable Reasons 7-7

7.3.2.6 Out-of-Sync Condition 7-7

7.3.2.7 No Losing Competitive Retailer of Record 7-7

7.3.3 Charges Associated with Returning the Customer 7-7

7.3.4 Transmission and/or Distribution Service Provider Inadvertent Gain Process 7-8

7.3.4.1 Inadvertent Dates Greater than 150 Days 7-8

7.3.4.2 Inadvertent Order is Pending 7-8

7.3.4.3 Third Party has Gained Electric Service Identifier (Leapfrog Scenario) 7-8

7.3.4.4 Transmission and/or Distribution Service Provider Billing 7-9

7.3.5 Customer Rescission after Completion of a Switch Transaction 7-9

7.3.5.1 Additional Valid Reasons for Rejection of a Rescission-based Issue 7-10

7.4 Safety-Nets 7-10

7.4.1 Purpose 7-10

7.4.2. Safety-Net Submission Processes 7-11

7.4.2.1 Standard and Priority Move-In Safety-Net E-mail Requirements 7-12

7.4.3 Move-In Spreadsheet Format 7-13

7.4.4 TDSP Safety-Net Response 7-14

7.4.5 Transactional Reconciliation 7-15

7.5 Standard Historical Usage Request 7-16

7.5.1 Overview of the Letter of Authorization for Historical Usage 7-16

7.6 Disconnect and Reconnect for Non-Payment Process 7-17

7.6.1 Assumptions and Market Processes 7-17

7.6.1.1 Safety-Nets 7-17

7.6.2 Process Overview 7-18

7.6.2.1 Disconnect for Non-Payment Process Overview 7-18

7.6.2.2 Reconnect for Non-Payment Process Overview 7-19

7.6.3 Transaction Processing 7-20

7.6.3.1 Timelines for Transaction Delivery 7-20

7.6.3.2 Transaction Validations 7-20

7.6.3.3 Competing Orders 7-21

7.6.3.4 Reconnect for Non-Pay and Disconnect for Non-Pay Processing Order 7-22

7.6.3.5 Disconnection at Premium Disconnect Location 7-23

7.6.3.6 Completed Unexecutable and Rejected Orders 7-24

7.6.3.7 Same Day/Priority or Weekend / Holiday Reconnect or Disconnect for Non-Payment 7-24

7.6.3.8 Service Order Cancellations 7-25

7.6.3.9 Response Transactions 7-26

7.6.4 Field Service Activities 7-27

7.6.4.1 Reconnection Service Orders 7-27

7.6.4.2 Requirements for Reconnecting Service 7-28

7.6.4.3 Customer Receipting Issue 7-28

7.6.4.4 Premise Access Issues 7-28

7.6.4.5 Door Hanger Policies 7-29

7.6.4.6 Meter Seal Policies for Disconnection at Premises Without Remote Disconnect/Reconnect Capability 7-30

7.6.5 Exceptions 7-30

7.6.5.1 Emergency Reconnects 7-30

7.6.5.2 Critical Load/Critical Care 7-31

7.6.5.3 Field Service Exceptions 7-31

7.6.5.4 Weather Moratoriums 7-32

7.6.5.5 Force Majeure Event 7-34

7.6.5.6 Master Metered Premises 7-35

7.6.5.7 Unmetered Service 7-35

7.6.5.8 Multiple Metered Service (not Master Metered) 7-36

7.6.5.9 Customer Threatens Transmission and/or Distribution Service Provider Field Service Representative 7-36

7.6.6 Transmission and/or Distribution Service Provider Charges for Reconnect and Disconnect Services 7-37

7.6.6.1 Discretionary Charges 7-37

7.6.6.2 Other Charges 7-38

7.6.7 Emergency System Outage 7-39

7.7 Transaction Timing Matrix 7-39

7.7.1 824, Invoice or Usage Reject Notification, Reject Transaction Timing 7-40

7.8 Formal Invoice Dispute Process for Competitive Retailers and Transmission and/or Distribution Service Providers 7-40

7.8.1 Overview of Formal Invoice Dispute Process 7-40

7.8.2 Guidelines for Notification of Invoice Dispute 7-40

7.9 No Retail Electric Provider of Record or Left in Hot 7-42

7.10 Emergency Operating Procedures for Extended Unplanned System Outages 7-43

7.10.1 Emergency Operating Procedure for Energizing a Premise During an Extended Unplanned System Outage 7-44

7.10.1.1 Safety-Net Cancellation Process to Only Be Used During an Extended Unplanned Outage 7-45

7.10.2 Emergency Operating Procedure for Move Outs During an Extended Unplanned System Outage 7-45

7.10.2.1 Format of the Move Out Safety-Net Spreadsheet Used During an Extended Unplanned System Outage 7-46

7.10.2.2 Safety-Net Move Out Procedures During an Extended Unplanned System Outage 7-46

7.10.3 Removal of a Meter Tampering or Payment Plan Switch Hold for Purposes of a Move In During an Extended Unplanned MarkeTrak Outage 7-49

7.10.4 Addition or Removal of Switch Hold by Retail Electric Provider of Record Request for 650 Transactions During Extended Unplanned System Outage Affecting the REP and/or TDSP 7-50

7.10.4.1 Addition of Payment Plan Switch Hold by Retail Electric Provider of Record Request During Extended Unplanned System Outage 7-50

7.10.4.2 Removal of Switch Holds by Retail Electric Provider of Record Request During Extended Unplanned System Outage 7-51

7.11 Transition Process 7-51

7.11.1 Transition Process of Competitive Retailer’s Electric Service Identifiers to Provider of Last Resort or Designated Competitive Retailer Pursuant to P.U.C. Subst. R. 25.43, Provider of Last Resort (POLR) or CR Voluntarily Leaving the Market 7-52

7.11.1.1 Mass Transition Initiation 7-53

7.11.1.2 Handling Pending Texas Standard Electronic Transactions During a Mass Transition 7-54

7.11.1.3 Competitive Retailer Mass Transition Meter Reading 7-56

7.11.1.4 Mass Transition Roles/Responsibilities 7-57

7.11.2 Acquisition and Transfer of Customers from one Retail Electric Provider to Another 7-61

7.11.2.1 Acquisition Transfer Initiation 7-62

7.11.2.2 Handling Pending Texas Standard Electronic Transactions During an Acquisition Transfer Event 7-62

7.11.2.3 Competitive Retailer Acquisition Transfer Meter Reading 7-65

7.11.2.4 Acquisition Transfer Roles/Responsibilities 7-65

7.11.3 Customer Billing Contact Information File 7-71

7.11.3.1 Flight Testing Submission of Customer Billing Contact Information 7-71

7.11.3.2 Monthly Submission of Customer Billing Contact Information 7-71

7.11.3.3 Submission of Customer Billing Contact Information During a Mass Transition Event 7-73

7.11.3.4 Reporting by ERCOT to the Public Utility Commission of Texas 7-74

7.11.4 Mass Transition Process of Transmission and/or Distribution Service Provider Electric Service Identifier 7-74

7.11.5 Transmission and/or Distribution Service Provider Electric Service Identifier Transition Roles and Responsibilities 7-75

7.11.6 Transmission and/or Distribution Service Provider Transition Process Narrative 7-77

7.11.7 Transmission and/or Distribution Service Provider Electric Service Identifier Transition Detailed Process Steps 7-79

7.12 Estimated Meter Readings 7-82

7.12.1 Texas Standard Electronic Transaction 867\_03, Monthly or Final Usage 7-82

7.12.2 Estimations Due to Safety and/or Meter Removal 7-82

7.12.3 Estimation Based on Denial of Access 7-83

7.12.4 Disconnection and Reconnection for Denial of Access 7-84

7.12.5 Estimation for Denial of Access by Non-residential Critical Load Customers 7-85

7.12.6 Estimations for Reasons Other than Denial of Access by the Customer 7-85

7.13 *[RESERVED]* 7-85

7.14 Out-flow Energy from Distributed Generation Facilities 7-85

7.14.1 TDSP Interconnection Agreement 7-85

7.14.2 TDSP Communication of Technical Information from Distributed Generation Interconnection Agreements for Unregistered Distributed Generation 7-85

7.14.3 Metering Required for Measurement and Settlement of Out-flow Energy 7-86

7.14.4 Transmittal of Out-flow Energy Data for Unregistered Distributed Generation 7-86

7.14.5 Transmittal of Out-flow Energy Data for Settlement Only Distribution Generators 7-86

7.14.6 ERCOT Processing of Meter Data for Unregistered Distributed Generation Out-flow Energy 7-87

7.14.7 ERCOT Processing of Meter Data for Settlement Only Distribution Generator Out-flow Energy 7-87

7.15 Advanced Meter Interval Data File Format and Submission 7-87

7.15.1 Ad Hoc Connectivity Test of Advanced Metering System Interval Data 7-87

*7.15.2* *Submission of Interval Data on Electric Service Identifier(s) with Advanced Metering Systems 7-88*

7.15.2.1 Missing Data or Gaps in Data 7-89

7.15.3 Posting Data to Transmission and/or Distribution Service Provider File Transfer Protocol Site 7-89

7.15.4 Availability of Interval Data for Provisioned Advanced Metering Systems 7-89

7.16 Business Processes and Communications Related to Meter Tampering 7-89

7.16.1 Transmission and/or Distribution Service Provider Discovery of Meter Tampering During Field Service Activities 7-90

7.16.1.1 Disconnection and Reconnection for Non-Payment Field Service Activities 7-90

7.16.2 Notification to Transmission and/or Distribution Service Provider of Potential Meter Tampering 7-91

7.16.3 Transmission and/or Distribution Service Provider Switch Hold Notification for Meter Tampering 7-92

7.16.4 Switch Hold Process for Meter Tampering 7-92

7.16.4.1 Switch Rejected Due to a Switch Hold for Meter Tampering 7-92

7.16.4.2 Move in Rejected Due to a Switch-Hold for Meter Tampering 7-93

7.16.4.3 Removal of a Switch Hold for Meter Tampering for Purposes of a Move in 7-93

7.16.4.4 Removal of a Switch Hold for Meter Tampering Due to a Move out 7-99

7.16.4.5 Removal of Switch Hold for Meter Tampering for a Continuous Service Agreement 7-99

7.16.4.6 Electronic Availability of Transmission and/or Distribution Service Provider Meter Tampering Investigation Information 7-99

7.16.5 Transmission and/or Distribution Service Provider Application of Charges Related to Meter Tampering 7-99

7.16.5.1 Meter Tampering No Change in Consumption 7-99

7.16.5.2 Meter Tampering Cancel/Rebill Consumption Changes 7-100

7.17 Business Processes and Communications for Switch Holds Related to Deferred Payment Plans 7-100

7.17.1 Addition and Removal of Switch Hold by Retail Electric Provider of Record Request for Deferred Payment Plans 7-100

7.17.2 Transmission and/or Distribution Service Provider Switch Hold Notification for Payment Plans.. 7-101

7.17.3 Switch Hold Process for Deferred Payment Plans 7-101

7.17.3.1 Switch Rejected Due to a Switch Hold for Payment Plans 7-101

7.17.3.2 Move in Rejected Due to a Switch-Hold for Payment Plans 7-101

7.17.3.3 Removal of a Switch Hold for Deferred Payment Plans for Purposes of a Move In 7-102

7.17.3.4 Removal of a Switch Hold for Deferred Payment Plans Due to a Move out 7-107

7.17.3.5 Removal of Switch Hold for Deferred Payment Plans for a Continuous Service Agreement 7-107

7.18 Business Process for When a Customer Elects to Receive Non-Standard Metering Services 7-108

7.18.1 Transmission and/or Distribution Service Provider Notification Requirements to Retail Electric Provider 7-108

***8 Municipally Owned Utilities and Electric Cooperatives 8-1***

8.1 Municipally Owned Utility and/or Electric Cooperative Transmission and/or Distribution Service Provider Market 8-1

8.2 Municipally Owned Utilities and Electric Cooperatives Tariff Requirements 8-1

8.3 Municipally Owned Utilities and Electric Cooperatives Disconnect and Reconnect for Non-Payment Process 8-2

8.3.1 Assumptions and Market Processes 8-2

8.3.1.1 Service Order Dispatching 8-2

8.3.1.2 Safety-Nets 8-3

8.3.2 Process Overview 8-3

8.3.2.1 Disconnect for Non-Payment Process Overview 8-3

8.3.2.2 Disconnect for Non-Payment Process Overview When Municipally Owned Utility or Electric Cooperative Initiates 8-4

8.3.2.3 Reconnect for Non-Payment Process Overview 8-4

8.3.2.4 Reconnect for Non-Payment Process Overview When Disconnect for Non-Payment was Initiated by Municipally Owned Utility or Electric Cooperative 8-5

8.3.3 Transaction Processing 8-5

8.3.3.1 Timelines for Transaction Delivery 8-5

8.3.3.2 Transaction Validations 8-5

8.3.3.3 Competing Orders 8-6

8.3.3.4 Reconnect for Non-Pay and Disconnect for Non-Pay Processing Order 8-8

8.3.3.5 Disconnection at Premium Disconnect Location 8-8

8.3.3.6 Completed Unexecutable and Rejected Orders 8-8

8.3.3.7 Same Day/Priority or Weekend Non Holiday Reconnect or Disconnect for Non-Payment 8-9

8.3.3.8 Service Order cancellations 8-9

8.3.3.9 Response Transactions 8-9

8.3.4 Field Service Activities 8-10

8.3.4.1 Disconnection Service Orders 8-10

8.3.4.2 Reconnection Service Orders 8-11

8.3.4.3 Requirements for Reconnecting Service 8-12

8.3.4.4 Customer Receipting Issue 8-12

8.3.4.5 Premise Access Issues 8-12

8.3.4.6 Door Hanger Policies 8-12

8.3.4.7 Meter Seal Policies for Disconnection 8-13

8.3.5 Exceptions 8-13

8.3.5.1 Emergency Reconnects 8-13

8.3.5.2 Critical Load/Critical Care 8-14

8.3.5.3 Field Service Exceptions 8-14

8.3.5.4 Weather Moratoriums 8-15

8.3.5.5 Force Majeure Event 8-17

8.3.5.6 Master Metered Premises 8-18

8.3.5.7 Unmetered Service 8-18

8.3.5.8 Multiple Metered Service (not Master Metered) 8-18

8.3.5.9 Meter Tampering Issues 8-18

8.3.5.10 Customer Threatens Municipally Owned Utility or Electric Cooperative Field Service Representative 8-19

8.3.6 Municipally Owned Utility or Electric Cooperative Charges for Reconnect and Disconnect Services 8-20

8.3.6.1 Discretionary Charges 8-20

8.3.6.2 Other Charges 8-21

8.3.7 Emergency System Outage 8-22

***9 Appendices 9-1***

Intentionally Left Blank 9(A1)

Intentionally Left Blank 9(A2)

Letter of Authorization for the Request of Historical Usage Information Form (English) 9(B1)

Formulario Carta De Autorización Para Solicitar Información De Consumo Histórico (Letter of Authorization for the Request of Historical Usage Information Form – Spanish) 9(B2)

Requesting Historical Usage from Multiple Transmission and/or Distribution Service Providers 9(B3)

Transmission and/or Distribution Service Provider Response to Request for Historical Usage 9(B4)

Intentionally Left Blank 9(C1)

Emergency Reconnect Request Data Requirements 9(C2)

Transaction Timing Matrix 9(D1)

824, Invoice or Usage Reject Notification, Reject Transaction Timing 9(D2)

TSDP’s Discrectionary Services for Timelines Matrix 9(D3)

Formal Transmission and/or Distribution Service Provider Invoice Dispute Process Communication 9(E1)

Mass Customer List (MCL) 9(F1)

Timeline for Initiation of a Mass Transition on a Business Day not Prior to a Weekend or ERCOT Holiday 9(F2)

Timeline for Initiation of a Mass Transition on a Day Before a Weekend or an ERCOT Holiday 9(F3)

ERCOT Template – Electric Service Identifiers for Gaining Competitive Retailer/Transmission and/or Distribution Service Provider Use 9(F4)

ERCOT Template – Electric Service Identifiers for New Competitive Retailer with Pending Transactions 9(F5)

Customer Billing Contact Information 9(F6)

File Layout for Acquisition Transfer 9(F7)

ERCOT Specified File Format for Submission of Interval Data for Advanced Metering Systems 9(G)

Intentionally Left Blank 9(H1)

Intentionally Left Blank 9(H2)

Door Hanger - Sample of Transmission and/or Distribution Service Provider’s Minimum Standard Language for Notification of Denial of Access 9(I)

Transmission and/or Distribution Service Provider Daily Switch Hold List 9(J1)

New Occupant Statement 9(J2)

Declaración De Nuevo Ocupante (New Occupant Statement – Spanish) 9(J3)

Continuous Service Agreement (English) 9(J4)

Appendix J5: Declaración de Acuerdo de Servicio Continuo (Continuous Service Agreement Statement - Spanish) 9(J5)

Sample – Affidavit of Landlord 9(J6)

***10 Competitive Metering 10-1***

10.1 Overview of Competitive Metering 10-1

10.2 Roles and Responsibilities of Market Participants 10-1

*10.2.1 Customer 10-1*

*10.2.2 Competitive Retailer Associated with an Electric Service Identifier 10-1*

*10.2.3 Competitive Meter Owner 10-2*

*10.2.4 Transmission and/or Distribution Service Provider 10-2*

*10.2.5 Electric Reliability Council of Texas 10-3*

*10.2.6 Public Utility Commission of Texas 10-3*

10.3 Competitively Owned Meter Installation Overview 10-3

10.4 Meter Information Requests 10-3

*10.4.1 Initial Inquiry 10-4*

*10.4.2 Transmission and/or Distribution Service Provider Response 10-4*

10.5 Meter Selection 10-4

10.6 Programming Specifications for Solid State Devices 10-4

*10.6.1 Customer Programming Specifications 10-4*

*10.6.2 Number of Interval Data Recorder Channels to Program Into a Meter 10-5*

*10.6.3 Transmission and/or Distribution Service Provider Billing and Settlement Determinants 10-6*

*10.6.4 Competitive Retailer Billing Requirements 10-6*

*10.6.5 Other Programming Requirements 10-6*

10.7 Installation of a Competitively Owned Meter 10-6

*10.7.1 Existing Service with Meter Installed 10-6*

*10.7.2 New Service (Construction) with No Meter Installed 10-8*

*10.7.3 Notification Requirements 10-9*

*10.7.4 One Electric Service Identifier with Multiple Meters 10-11*

10.8 Meter Testing and Calibration 10-11

*10.8.1 Accuracy Limits 10-11*

*10.8.2 Test Schedules 10-11*

*10.8.3 Meter Records 10-11*

10.8.3.1 Meter Equipment Record 10-11

10.8.3.2 Records of Meter Tests 10-11

*10.8.4 Transmission and/or Distribution Service Provider Calibration 10-11*

*10.8.5 Notification Requirements 10-12*

10.9 Removal of a Competitively Owned Meter 10-12

*10.9.1 Removal Requests to the Transmission and/or Distribution Service Provider 10-12*

*10.9.2 Removal Prior to Energization 10-13*

*10.9.3 Replacing Defective Equipment 10-13*

*10.9.4 Notification Requirements 10-13*

*10.9.5 Customer Requests to Return to Transmission and/or Distribution Service Provider Owned Meter 10-14*

*10.9.6 Safeguarding Meters 10-14*

*10.9.7 Returning Meters 10-14*

10.10 Customer or Third Party Access to the Meter 10-14

*10.10.1 Data Access 10-14*

*10.10.2 Passwords 10-14*

10.10.2.1 Programming Passwords for Transmission and/or Distribution Service Provider Billing and Settlement Determinants 10-14

10.10.2.2 Programming Passwords for non-Transmission and/or Distribution Service Provider Billing and Settlement Determinants 10-14

10.10.2.3 Read-Only Passwords 10-15

*10.10.3 Transmission and/or Distribution Service Provider Meter Reading Capability for Billing, Settlement and Reliability 10-15*

*10.10.4 Physical Access 10-15*

10.11 Transmission and/or Distribution Service Provider billing and Credits per Transmission and/or Distribution Service Provider Approved Tariff 10-16

*10.11.1 Transmission and/or Distribution Service Provider Approved Credits 10-16*

*10.11.2 Transmission and/or Distribution Service Provider Approved Metering Service Credits and Tariffs 10-16*

10.12 Technical Specifications for Competitively Owned Meters 10-16

*10.12.1 Purpose 10-16*

*10.12.2 American National Standards Institute Standards 10-16*

*10.12.3 Transmission and/or Distribution Service Provider Billing Determinants 10-17*

*10.12.4 Transformer and Line Loss Compensation – Optional Functionality 10-17*

*10.12.5 Display 10-17*

*10.12.6 Meter Diagnostics for Solid State Poly-phase Meters 10-18*

*10.12.7 Solid State Display Modes 10-18*

10.12.7.1 Normal Mode 10-18

10.12.7.2 Alternate Mode 10-18

10.12.7.3 Test Mode 10-19

*10.12.8 Power-up Operation 10-19*

*10.12.9 Nameplate and Identifiers 10-19*

10.12.9.1 Nameplate 10-19

10.12.9.2 Internal Identifier 10-19

*10.12.10 Self-Test 10-19*

*10.12.11 Diagnostic Checks 10-20*

*10.12.12 Interval Data Recorder Pulse Overrun 10-20*

*10.12.13 Event Logging 10-20*

*10.12.14 Error Reset 10-21*

*10.12.15 Communication 10-21*

10.12.15.1 Local Communications Interface 10-22

10.12.15.2 Internal Modem 10-22

*10.12.16 Accuracy Standard 10-22*

*10.12.17 Interval Data Recorder Functionality 10-22*

*10.12.18 Internal Clock 10-23*

*10.12.19 Outage Carryover 10-23*

*10.12.20 Meter Password 10-23*

*10.12.21 Reliability 10-23*

*10.12.22 Field Requirements 10-24*

10.12.22.1 Field Testing 10-24

10.12.22.2 Field Load Checks 10-24

*10.12.23 Shop Requirements 10-24*

10.13 Meter Approval Process 10-24

10.14 Meter Firmware/Functionality Changes for an Approved Meter 10-26

10.15 Meter Issue Resolution Process 10-28

10.16 Meter Ownership Transfer 10-29

*10.16.1 Introduction 10-29*

*10.16.2 Communication Process 10-29*

10.17 Metering Forms 10-30

*10.17.1 Forms Posted on the ERCOT Website 10-30*

*10.17.2 Form Revision 10-30*

***11 Solution to Stacking 11-1***

11.1 Overview of Solution to Stacking 11-1

11.2 ERCOT Operating Rules 11-1

*11.2.1 Rejection Rules 11-1*

11.2.1.1 ERCOT Operating Rule 1 for Rejection: Same Day Scheduled Meter Read Date 11-1

11.2.1.2 ERCOT Operating Rule 2 for Rejection: Cancel / Date Change Within One Retail Business Day of Scheduled Meter Read Date 11-2

11.2.1.3 ERCOT Operating Rule 3 for Rejection: Second Initiating Transaction Within Two Retail Business Days of Scheduled Meter Read Date 11-2

11.2.1.4 ERCOT Operating Rule 4 for Rejection: Switch Rejections Due to De-energizing or Customer Change 11-2

11.2.1.5 ERCOT Operating Rule 5 for Rejection: Move Out Retry 11-3

*11.2.2 Cancellation Rules 11-3*

11.2.2.1 ERCOT Operating Rule 6 for Cancellation: Retail Electric Provider of Record on Move Out, Acquisition Transfer and Mass Transition Drops 11-3

11.2.2.2 ERCOT Operating Rule 7 for Cancellation: Move In and Move Out Trump Switch, Acquisition Transfer and Mass Transition Drop 11-4

11.2.2.3 ERCOT Operating Rule 8 for Cancellation: Move In Trumps Move Out with Same Date 11-5

11.2.2.4 ERCOT Operating Rule 9 for Cancellation: Multiple Switches With Same Date and Switch Trumps Acquisition Transfer or Mass Transition Drop With Same Date 11-6

11.2.2.5 ERCOT Operating Rule 10 for Cancellation: Move In With Permit Pending 11-7

*11.2.3 Concurrent Processing Rules 11-7*

11.2.3.1 ERCOT Operation Rule 11: Acquisition Transfer, Mass Transition Drop or Switch Prior to Move In or Move Out 11-7

11.2.3.2 ERCOT Operating Rule 12: Multiple Move Ins 11-8

11.2.3.3 ERCOT Operating Rule 13: Multiple Switches 11-8

11.2.3.4 ERCOT Operating Rule 14: Acquisition Transfer or Mass Transition Drop Prior to a Switch 11-8

*11.2.4 Pending Transaction Rules 11-8*

11.2.4.1 ERCOT Operating Rule 15: Pending 814\_06, Loss Notification 11-8

11.2.4.2 ERCOT Operating Rule 16: Pending 814\_14, Drop Enrollment Request 11-9

11.2.4.3 ERCOT Operating Rule 17: Pending 814\_22, CSA CR Move In Request 11-9

*11.2.5 Additional Operating Rules 11-9*

11.2.5.1 ERCOT Operating Rule 18: Response and Notification Transactions Sent Two Days Prior to Scheduled Meter Read Date 11-9

11.2.5.2 ERCOT Operating Rule 19: Processing Times 11-10

11.2.5.3 ERCOT Operating Rule 20: No Delay on Date Changes 11-10

11.2.5.4 ERCOT Operating Rule 21: 814\_13, Date Change Response, Received Prior to 814\_04, Enrollment Notification Response 11-10

11.2.5.5 ERCOT Operating Rule 22: 814\_12, Date Change Request, Iteration Counter 11-10

11.2.5.6 ERCOT Operating Rule 23: Cancel With Exception 11-11

11.2.5.7 ERCOT Operating Rule 24: Backdating Transactions 11-12

11.2.5.8 ERCOT Operating Rule 25: Echo Reject Code 11-13

11.2.5.9 ERCOT Operating Rule 26: Cancel Types 11-13

11.2.5.10 ERCOT Operating Rule 27: Duplicates 11-18

11.2.5.11 ERCOT Operating Rule 28: Historical Usage Orders 11-18

11.3 Transmission and/or Distribution Service Provider Operating Rules 11-18

*11.3.1 Transmission and/or Distribution Service Provider Operating Rule 1: Different Meter Read Date on Response Transactions 11-19*

*11.3.2 Transmission and/or Distribution Service Provider Operating Rule 2: Handling Pending Permits 11-20*

*11.3.3 Transmission and/or Distribution Service Provider Operating Rule 3: 814\_08, Cancel Request, Cancel Processing, Cancel Processing 11-21*

*11.3.4 Transmission and/or Distribution Service Provider Operating Rule 4: Standard Switch Scheduled Meter Read Date Validation 11-26*

*11.3.5 Transmission and/or Distribution Service Provider Operating Rule 5: 814\_12, Date Change Request, Iteration Counter 11-26*

*11.3.6 Transmission and/or Distribution Service Provider Operating Rule 6: Move Out to Continuous Service Agreement Does Not Supercede Move In 11-27*

*11.3.7 Transmission and/or Distribution Service Provider Operating Rule 7: 814\_09, Cancel Response, Rejection Echo 11-35*

*11.3.8 Transmission and/or Distribution Service Provider Operating Rule 8: Non-coordinated Backdated Move Ins 11-35*

11.4 Retail Electric Provider Operating Rules 11-35

*11.4.1 REP Operating Rule 1: Cancel Move Out 11-35*

*11.4.2 REP Operating Rule 2: Cancel Move In 11-36*

*11.4.3 REP Operating Rule 3: 814\_13, Date Change Response, Notification of Date Change After Permit Pending 11-36*

*11.4.4 REP Operating Rule 4: Permit Name Matches Move In 11-36*

*11.4.5 REP Operating Rule 5: Establish Continuous Service Agreement After Move Out Results in De-energized Premise 11-36*

*11.4.6 REP Operating Rule 6: Establish Continuous Service Agreement After Move Out Results in De-energized Premise 11-36*

*11.4.7 REP Operating Rule 7: Cancel or Date Change after 814\_06, Loss Notification 11-37*

*11.4.8 REP Operating Rule 8: 814\_13, Date Change Response, Iteration Counter 11-37*

*11.4.9 REP Operating Rule 9: 814\_20, Create/Maintain/Retire ESI ID Request, to Complete Information 11-37*

*11.4.10 REP Operating Rule 10: No Duplicate Cancel Requests From Retail Electric Providers 11-37*

*11.4.11 REP Operating Rule 11: Duplicates 11-37*

*11.4.12 REP Operating Rule 12: Same Day Move In 11-38*

*11.4.13 REP Operating Rule 13: Continuous Service Agreement Bypass Code 11-30*

**12** **MARKET NOTICE COMMUNICATION PROCESS 12-1**

12.1 Market Participant Communication Process 12-1

*12.1.1* *Phases of Market Communication 12-1*

*12.1.2* *Coding of Market Communications 12-1*

*12.1.3* *Sample Market Participant Market Communication 12-2*

*12.1.4* *Market Communication E-Mail Distribution Lists 12-3*

*12.1.5* *ERCOT Market Notice Communication Process 12-4*