7.11.3 Customer Billing Contact Information File

7.11.3.1 Flight Testing Submission of Customer Billing Contact Information

(1) All CRs participating in flight testing as new Market Participants shall submit, via North American Energy Standards Board (NAESB), a Customer Billing Contact Information File containing mock data in order to verify their ability to send a Customer Billing Contact Information File. ERCOT will send a response to the submitting CR via NAESB. See Section 9, Appendices, Appendix F6, Customer Billing Contact Information, for information on file formats for transmittal of Customer billing contact information and ERCOT responses.

7.11.3.2 Monthly Submission of Customer Billing Contact Information

(1) All CRs shall submit monthly, timely and complete Customer Billing Contact Information Files. Files shall be created and submitted to ERCOT between the 1st and the 15th of each month. The recommended file naming convention is <DUNS><Reportname><datetime><counter>.csv in addition to any application file naming conventions used in transmitting the file. For example, “999999999MTCRCustomerInformation20070427113001999.csv” where:

|  |  |  |
| --- | --- | --- |
| **DUNS #** | CR DUNS # | Numeric (9 or 13) |
| **Reportname** | “MTCRCustomerInformation” | Alphanumeric (23) |
| **datetime** | File transmission date/time stamp | Datetime format = ccyymmddhhmmss |
| **counter** | Counter with no specified value | Numeric (3) |
| **.csv** | Value of .csv mandatory in file name |  |

(2) At a minimum the filename must contain .csv after decryption otherwise the file will be rejected by ERCOT. Files will be sent with a NAESB input-format of “FF.” Any file extension other than .csv, such as .xml or .x12 will fail at ERCOT.

(3) CRs ~~will~~ shall not split their Customer billing contact information for a single DUNS # into multiple files. An additional file for the same DUNS # will overwrite the previously sent file, resulting in only partial information being saved. For any DUNS #s that do not have active ESI IDs, the CR will not be required to submit a file for Customer billing contact information.

(4) ERCOT will validate that all mandatory data elements are present and meet formatting requirements.

(a) ERCOT will verify that the ESI IDs are valid in the ERCOT registration system.

(5) ERCOT will send two response files to the submitting CR via NAESB.

(a) File 2A - MTCRCustomerInformationERCOTResponse.csv is an acknowledgement sent by ERCOT to the CR with information as to the status of the data.

(i) ERCOT will inform the submitting CR of any data fields that did not meet formatting requirements.

(ii) ERCOT will inform the submitting CR of any required data fields that were not provided.

(b) File 2B – MTCRDataValidationERCOTResponse.csv is a response to business level validation.

(i) ERCOT will inform the CR of any ESI IDs that are not valid in the ERCOT registration system.

See Section 9, Appendices, Appendix F6, Customer Billing Contact Information, for information on the formats for transmittal of Customer billing contact information and ERCOT response.

(6) CRs shall correct any errors noted in the impacted month’s response file(s) and resubmit to ERCOT the corrected file in its entirety no later than the end of that month.

7.11.3.2.1 Retention Monthly Customer Billing Contact Information

(1) ERCOT will retain the data from the last monthly submission, to be used in lieu of data from the exiting CR, in instances where the exiting CR does not provide such data. ERCOT will safeguard the Customer billing contact information in accordance with Protocol Section 1.3, Confidentiality.

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

(1) Upon the initiation of a Mass Transition event, ERCOT will request that the exiting CR provide Customer billing contact information for all ESI IDs which the exiting CR serves. CRs shall submit timely and complete files, as required by ERCOT in a Mass Transition event. All information must be sent in a pipe delimited Comma Separated Values (CSV) file format via NAESB and must contain all required Customer billing contact information.

(2) ERCOT will validate that all mandatory data elements are present and meet formatting requirements as described in paragraph (4) of Section 7.11.3.2, Monthly Submission of Customer Billing Contact Information. ERCOT will also validate that information is provided for all ESI IDs involved in the Mass Transition and will contact the exiting CR with any discrepancies. All ERCOT response files will be transmitted back to the exiting CR via NAESB. See Section 9, Appendices, Appendix F6, Customer Billing Contact Information, for information on the formats for transmittal of Customer billing contact information and ERCOT responses.

(3) The submission of Customer billing contact information described in this Section 7.11.3.3 is not applicable to an Acquisition Transfer.

7.11.3.3.1 Sending Customer Billing Contact Information During a Mass Transition Event

7.11.3.3.1.1 Provision of Data to the Gaining Competitive Retailer

(1) Upon receipt of the Customer billing contact information from the exiting CR during a Mass Transition event, ERCOT shall provide each Gaining CR with available Customer billing contact information for the ESI IDs each Gaining CR will be receiving through the Mass Transition event. ERCOT will include all ESI IDs on the list that is sent to the Gaining CR, even if no Customer information is available. ERCOT will transmit files in CSV file format via NAESB.

7.11.3.3.1.2 Provision of Data to the Transmission and/or Distribution Service Providers

(1) Upon receipt of the Customer billing contact information from the exiting CR during a Mass Transition event, ERCOT shall provide each TDSP affected by the Mass Transition with available Customer contact information for the ESI IDs involved in the Mass Transition event. Prior to transmitting the files to the TDSPs, ERCOT shall first remove all billing data leaving only ESI ID, Customer name and contact number. ERCOT will transmit files in CSV file format via NAESB. See Section 9, Appendices, Appendix F6, Customer Billing Contact Information.

7.11.3.3.2 Sending Monthly Customer Billing Contact Information to Gaining Competitive Retailers and Transmission and/or Distribution Service Providers When No File is Received from the Exiting Competitive Retailer

(1) Should the exiting CR fail to send current Customer billing contact information, ERCOT will distribute information received in the last monthly report submission no later than three Retail Business Days after the Mass Transition Notification. In instances where information is not provided through either a current or stored file, the Gaining CR shall request that the TDSP provide any relevant information in its possession.

7.11.3.4 Reporting by ERCOT to the Public Utility Commission of Texas

(1) ERCOT will provide a confidential report to the PUCT by the first of each month; the following information will be included in the report:

(a) Name and DUNS # of CRs who submitted monthly Customer Billing Contact Information Files:

(i) Date of file submission;

(ii) Number of rows provided by CR;

(iii) Count of ESI IDs ERCOT has as the active REP of record with CR;

(iv) Total number of mandatory fields expected from CR;

(v) Number of mandatory fields provided by CR; and

(vi) Number of mandatory fields not provided by CR; and

(b) Name and DUNS # of CRs that did not submit reports: Count of ESI IDs ERCOT has associated with CR.