## Notifications

1. Automated Email Notifications

The notification system is comprised of emails sent to MP Administrator assigned contacts. The instruction for designating contacts is detailed in section 1.7 MarkeTrak Rolodex. If triggered, MarkeTrak will generate one email per day per contact type. Contacts are parsed in the tool based on sub type combined with escalation primary or escalation secondary designations in the Rolodex function explained in section 1.6. Included in each notification is an attachment (.csv format) containing issue specific information such as IssueID, ESIID, Date Submitted, and Date of Last Update. Receipt of these emails is indication that the issue has surpassed the time allotted to complete a transition based on issue sub type. Any issue(s) indicated in the attachment not acted upon (transitioned to a different Responsible MP) before the end of the day will be included in a similar email the follow day.

States are not used exclusively to determine how long a particular MP has owned an issue. This is due to the fact that a Market Participant will typically have each item in a **New** state followed by an **In Progress** state. Therefore, MarkeTrak calculates the time an item has had the same Responsible MP. For example, a Cancel with Approval issue is submitted to a state of **New** with assignee designated as TDSP A. During the time the issue is both **New** and **In Progress,** it is pending TDSP approval. After 7 days, in an aggregate of these two states details of this issue would be included in an email to the primary and secondary Day to Day: Service/Transactional contact for TDSP A. This contact information is available to be edited by MP Admins and viewed by all users in the Rolodex feature. For issues that remain in states of **New** for more than three calendar days an escalation email will be generated to the primary and secondary responsible contact.

**Day to Day Issues**:

**Cancellation:**

* Escalation after 7 days without transition
* TDSP Escalation: Siebel Status/Sub-status of the service order should be Cancelled within 24 hours

**Inadvertent Switch:**

* Responsible MP Escalation: after 7 calendar days without transition
* ERCOT Escalation: 48 hours to update/transition the issue from the “New (ERCOT)” or “In Progress (ERCOT)” states
* Losing MP Escalation: The Regaining Transaction Status should be “Scheduled” or “Complete” within 72 hours of the “Regaining Transaction Submitted”

**NOTE**: All other D2D Sub Types: Escalation after 28 days

**DEV LSE Issues**:

**LSE Variances:**

* 14 calendar days for initial validation and analysis by ERCOT
* 21 calendar days for analysis and response by TDSP or CR
* 40 calendar days for ERCOT & CR to take corrective action.

**DEV NIDR and IDR Usage Variances:**

* 45 calendar days for TDSP validation and analysis to be completed
* 30 calendar days for TDSP to send transactions (if necessary) or for CR to manually update their system (if needed)

**DEV ESI ID Characteristics:**

* 45 calendar days for TDSP validation and analysis to be completed
* 30 calendar days for TDSP to send transactions (if necessary) or for CR to manually update their system (if needed)

**DEV ESI ID Existence:**

* 14 calendar days for initial validation and analysis by ERCOT
* 65 calendar days for TDSP to send transactions (if necessary)

**Load Profile Assignment (LPA) Issues:**

**LPA Profile Type:**

* Escalation after 30 days

**LPA Premise Type:**

* Escalation after 30 days

**LPA Zip Code:**

* Escalation after 45 days

**LPA Meter Type:**

* Escalation after 30 days

**LPA Weather Sensitivity:**

* Escalation after 60 days

**LPA Weather Zone:**

* Escalation after 90 days

**LPA Sub-Station:**

* Escalation after 45 days