|  |  |  |  |
| --- | --- | --- | --- |
| NPRR Number |  | NPRR Title |  |
| Date Posted |  |
|  |  |
| Requested Resolution  | Normal |
| Nodal Protocol Sections Requiring Revision  | 1 Customer Registration15.1.5.1 Request to Terminate Service15.1.9.1 Request to Initiate Continuous Service Agreement in Investor Owned Utility Territory15.1.9.2 Request to Change Continuous Service Agreement End Date15.1.9.3 Request to Terminate Continuous Service Agreement15.1.9.4 Notice to Continuous Service Agreement Competitive Retailer of Enrollment Due to a Move Out15.1.10.1 Request to Initiate Continuous Service Agreement15.1.10.2 Request to Change Continuous Service Agreement End Date15.1.10.3 Request to Terminate Continuous Service Agreement15.1.10.4 Notice to Continuous Service Agreement Competitive Retailer of Enrollment Due to a Move Out15.1.10.5 Notice to Continuous Service Agreement Competitive Retailer of a Drop Due to a Move In15.4.1.5 Electric Service Identifier Maintenance |
| Related Documents Requiring Revision/Related Revision Requests | Include title of document to be revised (i.e. Operating Guide, Telemetry Standards, etc.) or related Revision Request number and title. |
| Revision Description | Describe the basic function of the Revision Request. |
| Reason for Revision |  Addresses current operational issues. Meets Strategic goals (tied to the [ERCOT Strategic Plan](https://www.ercot.com/files/docs/2018/12/13/ERCOT_Strategic_Plan_2019-2023.pdf) or directed by the ERCOT Board). Market efficiencies or enhancements Administrative Regulatory requirements Other: (explain)*(please select all that apply)* |
| Business Case | Describe qualitative benefits (Examples: satisfies regulatory requirements, data transparency enhancement, etc.), quantitative benefits (benefit calculations), impacts to market segments and other information relating to the impacts or benefits of the NPRR. |

|  |
| --- |
| Sponsor |
| Name |  |
| E-mail Address |  |
| Company |  |
| Phone Number |  |
| Cell Number |  |
| Market Segment |  |

|  |
| --- |
| **Market Rules Staff Contact** |
| **Name** |  |
| **E-Mail Address** |  |
| **Phone Number** |  |

|  |
| --- |
| Proposed Protocol Language Revision |

# CUSTOMER REGISTRATION

(1) ERCOT shall maintain a registration database of all metered and unmetered Electric Service Identifiers (ESI IDs) in Texas for Customer Choice.

(2) ERCOT will notify the Public Utility Commission of Texas (PUCT) and the affected Competitive Retailer (CR) if a Transmission and/or Distribution Service Provider (TDSP) fails to meet its Customer switch responsibilities under the ERCOT Protocols.

(3) All CRs with Customers in Texas, whether operating inside the ERCOT Region or not, shall be required to register their Customers in accordance with this Section.

(4) All Customer registration processes will be conducted using the appropriate Texas Standard Electronic Transactions (TX SETs). Definitions of all TX SET codes referenced in this Section can be found in Section 19, Texas Standard Electronic Transaction. A reference to any TX SET transaction should be read as referring to the named transaction or its Market Information System (MIS) equivalent, if any. Transaction flow diagrams for Customer registration processing are posted on the ERCOT website.

(5) ERCOT will reject any initiating transaction due to date reasonableness if the requested implementation date is of more than 90 days in the future or 270 days in the past. Initiating transactions are: 814\_01, Switch Request; 814\_16, Move In Request; and 814\_24, Move Out Request. ERCOT will reject an 814\_18, Establish/Change/Delete, transaction with a requested start date of more than 90 days in the future or a requested start date in the past.

(6) ERCOT will prioritize initiating or inbound transactions in the following manner:

(a) Level 1 – Same day 814\_16 transactions, same day 814\_24 transactions, 814\_01 transactions and 814\_20, ESI ID Maintenance Requests (Create), will be processed in one Retail Business Hour.

(b) Level 2 – Standard 814\_16 transactions and standard 814\_24 transactions will be processed in two Retail Business Hours.

(c) Level 3 – 867\_02, Historical Usage, 814\_20, ESI ID Maintenance Requests (Maintain and Retire), will be processed in four Retail Business Hours.

(d) Level 4 – All 814\_26, Historical Usage Requests, 814\_18, Establish/Change/Delete CSA Requests, and 814\_19, Establish/Change/Delete CSA Responses, will be processed in one Retail Business Day.

15.1.5.1 Request to Terminate Service

(1) When a CR receives notice that a Customer is moving out, the CR may terminate service to that ESI ID by submitting a Move-Out Request to ERCOT using the 814\_24, Move Out Request. Move outs will be considered same day, if the date requested is the same day the 814\_24 transaction is processed at ERCOT. Same day move outs will be forwarded to the TDSP within one Retail Business Hour of receipt by ERCOT. Standard move outs, those move outs not requesting same day services, will be forwarded to the TDSP within two Retail Business Hours of receipt by ERCOT. This transaction will remove the requester as the CR of Record for that ESI ID. If the submitting CR did not include the “Ignore CSA” flag on the move out, ERCOT will determine if the ESI ID associated with the Premise has a Continuous Service Agreement (CSA) CR. If there is a CSA on record, ERCOT will notify the CSA CR of the move out (refer to Section 15.1.9, Continuous Service Agreement CR Processing) using the 814\_22, CSA CR Move In Request, within two Retail Business Days of the scheduled meter read date, but not before the receipt of the TDSP’s 814\_04, Enrollment Notification Response. If there is not a CSA CR, ERCOT will notify the TDSP to de-energize the ESI ID.

|  |
| --- |
| ***[NPRR1095: Replace paragraph (1) above with the following upon system implementation:]***(1) When a CR receives notice that a Customer is moving out, the CR may terminate service to that ESI ID by submitting a Move-Out Request to ERCOT using the 814\_24, Move Out Request. Move outs will be considered same day, if the date requested is the same day the 814\_24 transaction is processed at ERCOT. Same day move outs will be forwarded to the TDSP within one Retail Business Hour of receipt by ERCOT. Move outs not requesting same day services, will be forwarded to the TDSP within two Retail Business Hours of receipt by ERCOT. (2) ERCOT will determine if the ESI ID associated with the Premise has a Continuous Service Agreement (CSA) CR. (a) If there is an active CSA with an end date after the MVO date on record or a CSA with a start date prior to or equal to the requested date of the move out, ERCOT will notify the TDSP by sending the 814\_03, Enrollment Notification Request, with the move out indicator, within one Retail Business Hour for same day requests and two Retail Business Hours for move outs not requesting same day services. ERCOT will notify the CSA CR of the move out using the 814\_22, CSA CR Move In Request, within two Retail Business Days of the scheduled meter read date, but not before the receipt of the TDSP’s 814\_04, Enrollment Notification Response. (b) If there is not an active CSA CR or a CSA with a start date prior to or equal to the requested date of the move out, ERCOT will notify the TDSP to de-energize the ESI ID by sending the 814\_24 transaction and will remove the requester as the CR of Record for that ESI ID.(3) When requesting to terminate service where a CSA exists, the CSA CR may terminate service to that ESI ID by submitting an 814\_24 transaction with the “Move Out CSA De-Energize” code to ERCOT. ERCOT will validate that the submitting CR is the current CSA CR of Record (or pending CSA CR for the MVO date submitted). If the submitting CR is not the current CSA CR of Record, ERCOT will reject the 814\_24 transaction by sending the 814\_25, Move Out Response. Move outs will be considered same day if the date requested is the same day the 814\_24 transaction is processed at ERCOT. Same day move outs will be forwarded to the TDSP within one Retail Business Hour of receipt by ERCOT. Move outs not requesting same day services will be forwarded to the TDSP within two Retail Business Hours of receipt by ERCOT. |

15.1.9.1 Request to Initiate Continuous Service Agreement in an Investor Owned Utility Service Territory

(1) When a CR establishes a CSA at an ESI ID, the CR will send an 814\_18, Establish/Delete CSA Request, to ERCOT. ERCOT will determine if the ESI ID has a CSA on record. If there is a current CSA CR, ERCOT will send notice of CSA termination using the 814\_18, Establish/Delete CSA Request, within one Retail Business Day of receipt of the 814\_18 transaction from the new CSA CR and will respond to the new CSA CR using the 814\_19, Establish/Delete CSA Response, within one Retail Business Day of receipt of the 814\_18 transaction. If there is not a current CSA, ERCOT will respond to the new CSA CR using the 814\_19, Establish/Delete CSA Response, within one Retail Business Day of receipt of the 814\_18 transaction.

|  |
| --- |
| ***[NPRR1095: Replace paragraph (1) above with the following upon system implementation and renumber accordingly:]***(1) When a CR establishes a CSA at an ESI ID, the CR will send an 814\_18, Establish/Change/Delete CSA Request, to ERCOT. ERCOT will determine if the ESI ID has a CSA on record. If there is not a current CSA, ERCOT will respond to the new CSA CR using the 814\_19, Establish/Change/Delete CSA Response, within one Retail Business Day of receipt of the 814\_18 transaction. ERCOT will hold the CSA in a pending status until the start date of the CSA.(2) If there is a current CSA, ERCOT will respond to the new CSA CR using the 814\_19 transaction within one Retail Business Day of receipt of the 814\_18 transaction. ERCOT will hold the CSA in a pending status until the start date of the CSA and on the start date of the new CSA, ERCOT will send notice of CSA termination using the 814\_18 transaction to the current CSA, within one Retail Business Day. |

(2) If a CSA CR wishes to establish CSAs with multiple ESI IDs, the CSA CR must submit an 814\_18 transaction for each ESI ID.

15.1.9.2 Request to Change Continuous Service Agreement End Date

(1) The CSA CR will send an 814\_18, Establish/Change/Delete CSA Request, to ERCOT on an ESIID where the CSA CR is the Active CSA of record. ERCOT will update the Pending End Date for the Active CSA and respond to the CR using the 814\_19, Establish/Change/Delete CSA Response within one Retail Business Day of receipt of the 814\_18 transaction.

15.1.9.3 Request to Terminate Continuous Service Agreement

(1) The CSA CR will send an 814\_18, Establish/Change/Delete CSA Request, to ERCOT. ERCOT will respond to the CR using the 814\_19, Establish/Change/Delete CSA Response within one Retail Business Day of receipt of the 814\_18 transaction.

(2) If the CSA CR wishes to terminate CSAs with multiple ESI IDs, the CR must submit an 814\_18 transaction for each ESI ID.

15.1.9.4 Notice to Continuous Service Agreement Competitive Retailer of Enrollment Due to a Move Out

(1) If, during the processing of a Move-Out Request, ERCOT determines that a CSA CR exists for the ESI ID, ERCOT will notify the CSA CR of the move out (refer to Section 15.1.5, Service Termination (Move Out)) using the 814\_22, CSA CR Move In Request, within two Retail Business Days of the scheduled meter read date, but not before the receipt of the TDSP’s 814\_04, Enrollment Notification Response. This request will contain all of the information necessary for the CSA CR to begin servicing the ESI ID, including the move out date.

15.1.10.1 Request to Initiate Continuous Service Agreement

(1) When a CR establishes a CSA at an ESI ID, the CR will send an 814\_18, Establish/Delete CSA Request, to ERCOT. This will be forwarded to the MOU/EC TDSP within one Retail Business Day. ERCOT will send the 814\_18 transaction, and if an 814\_19, Establish/Delete CSA Response, is not received from the MOU/EC TDSP within ten Business Days, ERCOT will cancel the CSA request and send an 814\_08, Cancel Request, to the requesting CSA CR and MOU/EC TDSP. Additional 814\_18 transactions received on the ESI ID while the first 814\_18 transaction is still pending will be rejected at ERCOT. If an 814\_18 transaction is received on an ESI ID with an existing CSA relationship, ERCOT will forward the 814\_18 transaction to the MOU/EC TDSP within one Retail Business Day, and upon receipt of the 814\_19 transaction (accept) from the MOU/EC TDSP, will send an 814\_18 transaction to the current CSA CR and an 814\_19 transaction to the new CSA CR within one Retail Business Day of receipt of the 814\_19 transaction from the MOU/EC TDSP.

|  |
| --- |
| ***[NPRR1095: Replace paragraph (1) above with the following upon system implementation and renumber accordingly:]***(1) When a CR establishes a CSA at an ESI ID, the CR will send an 814\_18, Establish/Change/Delete CSA Request, to ERCOT. This will be forwarded to the MOU/EC TDSP within one Retail Business Day. ERCOT will send the 814\_18 transaction, and if an 814\_19, Establish/Change/Delete CSA Response, is not received from the MOU/EC TDSP within ten Business Days, ERCOT will cancel the CSA request and send an 814\_08, Cancel Request, to the requesting CSA CR and MOU/EC TDSP. Additional 814\_18 transactions received on the ESI ID while the first 814\_18 transaction is still pending will be rejected at ERCOT. Upon receipt of the 814\_19 transaction (accept) from the MOU/EC TDSP, ERCOT will send an 814\_19 transaction to the new CSA CR within one Retail Business Day. ERCOT will hold the CSA in a pending status until the start date of the CSA.(2) If an 814\_18 transaction is received on an ESI ID with an existing CSA relationship, ERCOT will forward the 814\_18 transaction to the MOU/EC TDSP within one Retail Business Day, and upon receipt of the 814\_19 transaction (accept) from the MOU/EC TDSP, will send an 814\_19 transaction to the new CSA CR within one Retail Business Day of receipt of the 814\_19 transaction from the MOU/EC TDSP. ERCOT will hold the CSA in a pending status until the start date of the CSA. On the start date of the new CSA, ERCOT will send notice of the CSA termination using the 814\_18 transaction to the current CSA within one Retail Business Day. |

15.1.10.2 Request to Change Continuous Service Agreement End Date

(1) The CSA CR will send an 814\_18, Establish/Change/Delete CSA Request, to ERCOT on an ESIID where the CSA CR is the Active CSA of record. Upon receipt of an 814\_18 transaction, ERCOT will update the Pending End Date for the Active CSA, send an 814\_19, Establish/Change/Delete CSA Response, within one Retail Business Day to the CSA CR, and forward the 814\_18 transaction to the TDSP within one Retail Business Day.

15.1.10.3 Request to Terminate Continuous Service Agreement

(1) The CSA CR will send an 814\_18, Establish/Change/Delete CSA Request, to ERCOT. Upon receipt of an 814\_18 transaction, ERCOT will terminate the CSA relationship, send an 814\_19, Establish/Change/Delete CSA Response, within one Retail Business Day to the CSA CR, and forward the 814\_18 transaction to the TDSP within one Retail Business Day. An 814\_18 transaction received while an 814\_18 Establish transaction is pending will delete the current CSA relationship at ERCOT, provided the CSA CR of the 814\_18 transaction and the current active CSA CR is the same.

(2) If CSA CR wishes to terminate CSAs with multiple ESI IDs, the CSA CR must submit an 814\_18 transaction for each ESI ID.

15.1.10.4 Notice to Continuous Service Agreement Competitive Retailer of Enrollment Due to a Move Out

(1) If, during the processing of a Move-Out Request, ERCOT determines that a CSA CR exists for the ESI ID, ERCOT will notify the CSA CR of the move out (refer to Section 15.1.5, Service Termination (Move Out)) using the 814\_22, CSA CR Move In Request, within two Retail Business Days of the scheduled meter read date, but not before the receipt of the MOU/EC TDSP’s 814\_04, Enrollment Notification Response. This request will contain all of the information necessary for the CSA CR to begin servicing the ESI ID including the move out date.

(2) If the CSA CR requires historical usage information for the ESI ID, the CSA CR will submit a request using the 814\_26, Historical Usage Request, after receipt of the 867\_04, Initial Meter Read.

15.1.10.5 Notice to Continuous Service Agreement Competitive Retailer of Drop Due to a Move In

(1) An evaluation is done on the CSA CR two Retail Business Days prior to the scheduled meter read date, but not before receipt of the MOU/EC TDSP’s 814\_04, Enrollment Notification Response. If ERCOT determines that there is a CSA CR or there is scheduled to be a CSA CR on the scheduled meter read date, ERCOT will submit to the CSA CR a notification using the 814\_06, Loss Notification.

(2) If ERCOT has submitted a notification using the 814\_06 transaction to the CSA CR and then the TDSP sends the 814\_28, Complete Unexecutable or Permit Required, to ERCOT, ERCOT will notify the CSA CR by forwarding the 814\_28 transaction. The CSA CR will remain the CR of Record.

15.4.1.5 Electric Service Identifier Maintenance

(1) The TDSP will notify ERCOT of any changes in information related to an ESI ID for which it is responsible. The TDSP will send changes to ERCOT using the 814\_20, ESI ID Maintenance Request. ERCOT will respond to the TDSP within four Retail Business Hours, using the 814\_21, ESI ID Maintenance Response. In addition, ERCOT will send all affected CRs notice of the changes using the 814\_20 transaction. The TDSP is responsible for the following data elements:

(a) Service Address; city, state, zip;

|  |
| --- |
| ***[NPRR1095: Replace paragraph (a) above with the following upon system implementation:]***(b) Service Address; city, state, zip, county; |

(b) Load Profile Type;

(c) Meter reading cycle or meter cycle by day of month;

(d) Station ID;

(e) DLF code;

(f) Eligibility date;

(g) Meter type;

(h) Rate class and sub-class, if applicable;

(i) Special needs indicator;

(j) Meter type, identification number, number of dials and role for each meter at the ESI ID, if ESI ID is metered;

(k) For unmetered ESI IDs, number and description of each unmetered device;

(l) Premise type;

(m) Advanced Metering System (AMS) or Municipally Owned Utility (MOU) / Electric Cooperative (EC) Non-BUSIDRRQ IDR indicator; and

(n) Switch hold indicator.

|  |
| --- |
| ***[NPRR1095: Insert paragraph (o) below upon system implementation:]***(o) Metered service type, description (if provided). |

(2) If the 814\_20 transaction is invalid, ERCOT will respond to the TDSP using the 814\_21 transaction within four Retail Business Hours of receipt of the 814\_20, with the exception of an 814\_20 transaction that is invalid because of “ESI ID Invalid or Not Found.” In the case of “ESI ID Invalid or Not Found,” ERCOT will hold the 814\_20 transaction and continue to retry the request at regular intervals for 48 hours counting only hours on Retail Business Days, but not only Business Hours. If the request remains invalid for 48 hours, the process will terminate and ERCOT will forward an 814\_21 transaction.

(26) **Establish/Change/Delete CSA Request (814\_18)**

This transaction set:

(a) From the new CSA CR to ERCOT, is used to establish the owner/landlords’ new CSA CR in the registration system.

(b) From the current CSA CR to ERCOT, is used to change an existing CSA CR End Date.

(c) From the current CSA CR to ERCOT, is used to remove an existing CSA CR from the registration system.

(d) From ERCOT to the current CSA CR, is used for notification that the owner/landlord has selected a new CSA CR.

(e) From ERCOT to the MOU/EC TDSP, is used to validate the CSA relationship information in the MOU/EC TDSP’s system.

(f) From ERCOT to the MOU/EC TDSP, is used for notification of a change in CSA End Date, unless otherwise indicated in Retail Market Guide Section 8.1.

(g) From ERCOT to the MOU/EC TDSP, is used for notification of CSA deletion.

(27) **Establish/Change/Delete CSA Response (814\_19)**

This transaction set:

(a) From ERCOT to the new CSA CR, is used to respond to the 814\_18, Establish/Change/Delete CSA Request, enrolling the new CSA CR in the registration system.

(b) From ERCOT to the new CSA CR, is used to respond to the 814\_18 transaction changing the End Date for the current CSA CR in the registration system.

(c) From ERCOT to the current CSA CR, is used to respond to the 814\_18 transaction deleting the current CR from the registration system.

(d) From the current CSA CR to ERCOT, is no longer valid as of Texas SET 4.0.

(e) From the MOU/EC TDSP to ERCOT, is used to provide a response to the 814\_18 transaction.