**Lubbock Retail Integration Task Force 3\_24\_23**

Completed Action Items – Q&A

**Transition to Competition**

**Q: Does LP&L plan to transition customers / ESIs on meter cycle reads or a ‘flash cut’ date?**

**A:** LP&L plans for an on-cycle transition

**Q: When will LP&L accept EDI transactions for transition to competition?**

**A:** Transactions will be accepted August 2nd, which corresponds to 90 days prior to LP&L’s last meter read cycle in October.

**Q: Has LP&L selected Default Service REPs, POLR Voluntary REPs and a POLR REP?**

**A:** Lubbock’s Electric Utility Board and City Council have approved the following REPs:

Default Service REPs: Reliant, Octopus, TXUE

POLR Voluntary REPs: Reliant, Octopus, TXUE

POLR REP: Reliant

**Customer Education**

**Q:** **Will LP&L’s customer tax exemption certificates transfer to a customer’s REP of choice/DREP?**

**A:** NO, customers will be responsible for providing their tax certificate to their new REP of choice/DREP upon transition to ensure taxes are not assessed.

**Q: Will payment history information be available for LP&L customers?**

**A:**  LP&L customers may self-serve using their current customer portal to print a payment history form.

**PUCT Requirements**

**Q: Will LP&L customers be included in the monthly low-income Solix lists provided ?**

**A:** YES, LP&L customers will be included

**ERCOT Market Requirements**

**Q: When will flight testing occur for LP&L and REPs planning to operate in LP&L’s territory?**

**A:** A special flight test has been approved for REPs to test with LP&L.

* + TX SET is planning a ‘round-robin’ approach for full testing selecting 5 different use cases and 5 REPs to test. All REPs participating in round robin have been notified.
  + Bank and connectivity testing will be required for all REPs seeking to operate in the LP&L territory
  + **The special LPL0423 flight is reserved for established REPs only** with a deadline for sign up on 3/8/23.
  + **New REPs wanting to enter the LP&L territory, must test in the first flight for 2023 with a sign-up deadline on 1/18/23.**

**Q: What test scripts will be tested for full end to end testing by selected REPs? What scripts are required for all REPs entering LP&L’s territory?**

**A:** The following test scripts will be tested for full end to end testing: CON01, CON02, IBANK01, STK01, SOR01, TDSP01, TDSP02. All REPs entering LP&L territory will be required to perform CON01 and CON02 (penny and connectivity testing).

**Q: Does LP&L plan to utilize MarkeTrak for issue resolution?**

**A:** YES, LP&L plans to use the MarkeTrak process.

**Q: Does LP&L plan to provide interval data via LSE files to ERCOT for settlement purposes?**

**A:** YES, LP&L plans to send daily LSE files for any AMS profiled meters to ERCOT.

**Q: Which load zone/congestion zone will apply to LP&L territory?**

**A:** West

**Q: Which weather zone will apply to LP&L territory?**

**A:** North

**Q: Will LP&L’s Membership ID be required for initiating transactions?**

**A:** No

**Q:** **Have LP&L’s substations been mapped in ERCOT?**

**A:** YES, substation names all begin with “LP\_” followed by the name. Document found at <https://www.ercot.com/mp/data-products/data-product-details?id=NP4-160-SG>

**TDSP Specific Activities**

**Q: Will historical usage information be available for transitioning customers? Will an LOA process be available and when?**

**A:** Monthly summary historical usage information will be available via the Mass Customer List (MCL) for entering REPs. Historical interval data will be available for REPs by emailing [marketops@mylubbock.us](mailto:marketops@mylubbock.us) with a signed copy of the approved LOA which is not available and will be posted on the LP&L website. Brokers may also request monthly and interval data via the LOA process noted above. The LOA process may commence at the time the MCL is available for distribution (late April/early May).

**Q: What is the LP&L DUNS?**

**A:** 05-821-3893-4100 for retail competition

**Q: What is the LP&L Prefix for ESI creation?**

**A:** ESI prefix will be 1011292xxxxxxxx.

**Q: What are the applicable LP&L zip codes?**

**A:** A full list of zip codes has been provided to ERCOT and are also posted on the main LRITF page. Zip + 4s will not be available. <https://www.ercot.com/files/docs/2022/09/14/Lubbock%20zip%20codes%2020220913.docx>

**Q: Will the meter read and holiday calendars be posted on LP&L’s website by October 31st each year?**

**A:** YES, schedules will be posted on LP&L website and 2023 schedules will be posted on LRITF main page. **Meter Cycle # is listed as “Bill Cycle”;** ALOP stands for ‘always open’ and is indicative of an internal LP&L process

**Q: Will LP&L have an OGFLT load profiles?**

**A:** LP&L systems will be set up for OGFLT load profiles, however, any OGFLT requests will need to be initiated by the customer.

**Q: What are the Call Center support lines for LP&L customers to contact for outage reporting? Call Center? REP Hotline?**

**A:** The following phone numbers should be utilized:

* LP&L outage line will remain the same as today 1-806-775-2509
* New REP hotline number established (for REPs only) 1-866-949-5862
* LP&L Call Center (for customers) 1-806-775-2509

**Q: Will REPs be provided a different phone number for agents to contact LP&L regarding underground line locating, tampering hotlines, etc?**

**A:** No, REPs should contact the REP hotline phone number.

**Q: Will a fax number for LP&L be available?**

**A:** No

**Q: Will LP&L have any ESIs on a BUSIDRRQ load profile since most of meters are AMS meters?**

**A:** LP&L has 3 ERCOT Polled Settlement (EPS) meters which will have BUSIDRRQ load profiles.

**Q: Will service orders be accepted through LP&L’s Contact Center for those REPS not utilizing 650 transactions?**

**A:** Yes, service orders such as meter tests will be accepted through the Contact Center. Meter re-reads are discouraged since AMS meters are in place. Meter tests will be accepted.

**Q: Will AMSM meters have color coded meter tags representing a specific status of the service? If so , what do the various colors represent?**

**A:** For AMSM meters requiring a field visit:

Red = DNPd

Yellow = MVO

Blue = Energized

All AMSR meters will not have a designated meter tag.

**Q: Will LP&L service guard lights?**

**A:** No, LP&L plans to either sell or remove all existing guard light services by market open and will not offer guard light services.

**Q: Will LP&L maintain its existing URL and website? Will any subsites be updated/revised such as outage mapping?**

**A:** LP&L will maintain current website URLs including outage mapping information.

**Q: What is LP&L’s temp to perm process for new installations? Will new ESIs be created or will a ‘swingover’ process occur?**

**A:** The existing temporary meter will not require re-configuration and a *new* ESI will be created for the permanent service.

**Q: What are the number of AMS opt-out customers within the fully deployed AMS Lubbock territory?**

**A:** 32 opt out customers