**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.

**Q: Will Lubbock zip codes be integrated into PUCT’s Power to Choose website for customer shopping?**

**A:** Lubbock zip codes have been entered into PUCT’s PTC website and is ready for REP offer postings.

**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

**Q: Will Energy Assistance be available for Lubbock customers during the transition to competition?**

**A:** At the time of transition, customers should appear on Solix list as REPs submit their scheduled monthly list of ESIs and Solix results will be received prior to Lubbock customers receiving their first bill from their REP.

**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: In order to exchange banking information between LP&L and registered REPs, will the existing EFT Authorization be acceptable? If so, where should the form be submitted to complete the penny testing?**

**A:** Yes, ERCOT’s existing EFT Authorization form is acceptable and should be submitted to LP&L at [marketops@mylubbock.us](mailto:marketops@mylubbock.us)

**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: Will LP&L submit LSE files to Smart Meter Texas for customer and REP access?**

**A:** LP&L is working with Smart Meter Texas to reach an agreement for utilization of the AMS data repository. It is expected LP&L will not integrate LSE files until Q2 of 2024 when SMT has planned a version update (v3.0). As a workaround, REPs may utilize ERCOT’s AMS Settlement extract to obtain daily interval data files (which is available at OD+3)

**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>

**Q: Which SAC04 Codes do Lubbock plan to utilize for 810\_02 invoices to REPs?**

**A:** LP&L will use the following existing SAC04 codes to represent the cost recovery components of their delivery charges:

DIS001 – Delivery Service Charge (volumetric)

MSC029 – Transition Charge (volumetric)

DAS003 – Monthly DG Charge (fixed)

**Q: Will LP&L utilize a similar safety net process as TDSPs?**

**A:** Yes, safety nets will be accepted by LP&L. Existing approved spreadsheets will need to be submitted via an SFTP site which will be monitored and processed automatically. SFTP site URL will be available to approved REPs once registration is complete.

**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 L&L service street lighting? If so, what operational practices will be adopted?**

**A:** Yes, LP&L currently serve City of Lubbock and TXDOT for street lighting. 1 ESI ID will be created for each like wattage and lamp (same fixed costs and set kWh values). HOAs will not be considered street lighting accounts thus will be phased out by LP&L prior to transition.

**Q: What are LP&L’s tampering practices when tampering is discovered at a premise?**

**A:** LP&L’s tampering practices are and will be as follows:

* Disconnects are only performed if unsafe/hazardous conditions exist
* Once service order is complete and tampering is discovered:
  + - DAY 1 - $200 tampering fee will be assessed on ESI and sent to ROR via 810\_02; 814\_20 to set tampering switch hold will be sent
    - DAY 3 – after investigation, any additional fees and cancel/rebilling will be sent to ROR via 810\_02 (867\_03s for cancel/rebills)
    - DAY 5 – evidence will be sent to ROR via email
  + Customer will be advised of tampering via door hanger left at the premise

**Q: Will daily switch hold files be provided by Lubbock? Where will a REP access the files?**

**A:** Yes, LP&L will provide daily switch hold files and will be available via an SFTP site. Format will be the same as TDSPs use today. SFTP site URL will be available to approved REPs once registration is complete.

**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

**Q: What are is the approximate number of solar customers in the Lubbock territory? How will these customers be billed for delivery charges? Will net metering continue for these customers?**

**A:** LP&L currently has ~1200 solar (PV) customers and growing. Current LP&L solar customers receive true net metering where energy costs reflect consumption – generation values. Upon transition, LP&L will adopt current TDSP practices of non-bypassable consumption charges. Any generation “credits” may be received from a customer’s REP of choice depending upon their product. LP&L delivery charges will include a monthly fixed charge. REPs may request a list of existing solar customers/ESIs with the MCL and ESI list.

**LP&L Rates \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |
| --- | --- | --- | --- |
| **Delivery Charge Component** | **YES** | **NO** | **Notes** |
| **Power Factor Adjustments** |  | **x** | Customers expected to maintain at least 85% lagging power factor; must install corrective equipment |
| **Street Lighting** | **x** |  | Only City of Lubbock and TXDOT have accounts; 1 ESI ID per lamp & wattage type |
| **Security Lighting** |  | **x** | Lighting will be phased out prior to transition to competition; HOA is considered security lighting |
| **Demand Ratchets** |  | **x** | 15 min demands, yet load factor will not be <3% - kWh/21 hours |
| **4CP Demands** |  | **x** | 4CP demands will not apply |
| **Transition Charges** | **x** |  | Transition charges represent stranded costs with debt service over 20 years; will be a separate line item on the 810 invoice |

* Finalized discretionary and non-discretionary rates will be included in Chapter 5
* Below is a summary of the approved non-discretionary rates (streetlighting rates not included):

Table

Description automatically generated