**FLIGHT TESTING Q&A**

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|  **Pre-Flight** |
| **Title** | **Question** | **Response** | **Links** |
| Testing Timeline  | How many test flights are there per year? In other words, how many opportunities does a Market Participant have to enter the Texas Retail Market, or enter a New Service Territory? | The PUC has asked that a minimum of three testing periods be held each year; a test flight approximately every four months. Information on future testing flights will be made available on the website as schedules are determined. See Approved Flight Test Schedule. | <http://www.ercot.com/services/rq/lse/trt/index.html> |
| Deadline to Enter | What is the deadline to enter the CURRENT flight? | Refer to the Texas Retail Market Test Flight Information page of ercot.com for the current flight admittance deadlines. | <http://www.ercot.com/services/rq/lse/tfi/index.html> |
| Fee for Testing | Is there a fee associated with MP testing in the retail commercial market? | There is a fee of $500 to process your LSE application.  | <http://www.ercot.com/services/rq/lse/trt/index.html> |
| REP Cert PUCT | How do I apply for REP Certification with the Public Utility Commission? | Prior to beginning the market testing certification process you must apply for REP (Retail Electric Provider) Certification at the Public Utility Commission of Texas. Access the PUCT REP application and instructions online. The Certification Application process must be initiated but does not have to be completed prior to entering the test flight. | [www.puc.state.tx.us](http://www.puc.state.tx.us/) |
| Test Facilitator | Who will schedule and facilitate testing? | The Texas Standard Electronic Transaction Working Group (TX SET Working Group) develops the market test plan and schedules each testing flight. Testing is facilitated by the ERCOT flight administrator to ensure that it is conducted fairly and objectively for all participants. The flight administrator notifies ERCOT Client Services of the market participants that have successfully completed the testing process, their trading partner relationships, and the functionality tested.  | <http://www.ercot.com/services/rq/lse/trt>  |
| Pre-FlightPre-Flight cont. | What is required prior to starting flight testing? | Several activities must be completed prior to the DEADLINES to enter the flight. Pursuant to the ERCOT Protocols, ERCOT has ten (10) Business Days to approve or reject an LSE application for registration once it has been submitted and deemed complete. **In order to ensure that ERCOT has adequate time to evaluate an application and attestation, any new CR wishing to participate in an upcoming retail market test flight should undertake the below-referenced steps at least ten (10) Business Days before the Application Processing Deadline.** Failure to do so could render the CR ineligible for the upcoming flight. (Please see the Approved Flight Schedule).1. Submit the LSE Application form (Section 23 Form B) and Attestation Regarding Market Participant Citizenship, Ownership or Headquarters form (Section 23 Form Q) to ERCOT by 5:00 PM CPT on the Application Deadline. Section 23 Form B: Load Serving Entity (LSE) Application for Registration
	1. The MP will have to apply for a Duns and Bradstreet number to place on the application.
	2. If registering as a CR, submit the ERCOT application fee with the registration form
	3. If registering as a Retail Electric Provider (REP), apply for REP certification with the Public Utility Commission of Texas.
2. MP Admin, Authorized Representative (AR) and Backup Authorized Representative (BAR) must be setup in FlighTrak Application. (See the FlighTrak Users Guide)
3. AR/BAR must submit their Flight Registration in the FlighTrak Application by 5:00 PM CPT on the Signup Deadline.

For questions, send an email to RetailMarketTesting@ercot.comRefer to Texas Market Test Plan (TMTP) for additional responsibilities | <http://www.ercot.com/services/rq/lse/trt> <http://www.ercot.com/mktrules/nprotocols/current><https://testsa.ercot.com/workcenter/><http://www.ercot.com/services/rq/lse/trt/index.html><http://www.ercot.com/committee/txset> |
| Test Plan | Does each MP have to develop a test plan? | No, the Texas Standard Electronic Transaction Working Group (TX SET Working Group) has developed the market test plan (TMTP).  | <http://www.ercot.com/committee/txset> |
| Testing Specifications | Do I need to complete and submit the Testing Specifications prior to testing? | The Testing Specifications need to be completed and approved in the FlighTrak Application prior to the DEADLINE for testing specifications. In addition to completing this form online, several other activities must also be completed. Please refer to'Pre-Flight' - 'What is required prior to starting flight testing?' | <https://testsa.ercot.com/workcenter/> |
| Flight Registration | What is the difference between Service Order/Outage Options and PUCT REP Certification?  | More information on the Service Order and Outage Options can be found in the Standard Terms & Conditions: See PUC website**Service Order/Outage Options:**Option 1 - CR may direct Retail Customers to call the CR for such reporting or requests and electronically forward outage information to the TDSPOption 2 - CR may direct Retail Customer to call Competitive Retailer for such reporting or requests and then forward the call to TDSPOption 3 -CR may direct Retail Customers to directly call TDSP to make such reports or requests**PUCT REP Certification Options:**Option 1 – REPs defining their service area by geographyOption 2 – REPs defining their service area by customers* Option 2 CRs that serve only their own load such as power plants may qualify as an Option 2 REP when they file for their PUCT REP certification.
* Option 2 CRs would test with the TDSPs that provide wires service to their effected loads.
 | <http://www.puc.texas.gov/industry/electric/rates/TDR.aspx>  |
| Market InterfaceService Provider | If we have an external vendor dedicated to handling all our EDI transactions, can our third party vendor submit all the EDI transactions on our behalf? Or is this to test end to end testing? | The Texas (Retail) Market Testing is an end-to-end test of the retail commercial processes that will occur in the Texas Market. A third party vendor can be used to provide EDI services; however, they will need to participate in the testing process. At least one Business Contact from the MP must be available during flight testing. **Understand that it is the CR who is being Qualified, not the Service Provider.** |   |
| Market Interface Service Provider | As a Service Provider for multiple MPs, do I have to submit multiple sets of EDI samples and Testing Specifications? | You must submit Testing Specifications for each MP you represent. Each MP must validate internal systems and processes with their Service Provider.  |   |
| TDSP Test Bed | How do you protect live data and proprietary information involving customers? Do you have any suggestions?  | TDSP Test Beds will be uploaded into the FlighTrak Application. Only the testing partners will have access to the info pertaining to them. | <https://testsa.ercot.com/workcenter/> |
| MOU/EC Testing | Has any testing documentation been drafted for to support MOU/EC participation in the Retail Market? | Scripts have been developed to support a MOU/EC billing option; 810\_03 and 820\_03. Some additional transactions have been modified to include MOU/EC information to support MOU/EC requirements. The test scripts can be found in the Flight Test Scrips Workbook and Testing Requirements Matrix – TX SET 4.0 workbook. | <http://www.ercot.com/services/rq/lse/trt/index.html> |
| **Flight Activities** |
| **Title** | **Question** | **Response** | **Links** |
| Scripts | Where can I find the test scripts? | The current scripts can be found on ercot.com on the Texas Retail Market Testing page. | <http://www.ercot.com/services/rq/lse/trt/index.html> |
| Scripts | Who can I contact if I have questions about the scripts? | You can contact ERCOT Flight Administrator. | Flighttesting@ercot.com |
| Flight Troubles | If problems are found during testing, are we allowed additional time to correct and resubmit? | Provided there is time in the flight and/or a critical date has not been reached, you will be allowed to correct and resubmit your files in a reasonable amount of time. You will need to work through your issues with your ERCOT Test Team member and/or the ERCOT Flight Administrator to resolve your issues. If the issue cannot be resolved, ERCOT will escalate to the MP's Business Contact. | Flighttesting@ercot.com |
| TDSP Territories | As a CR, do I need to test with all TDSP territories, or only the territories that we will market in? | You must have completed testing in each TDSP territory you intend to serve customers in. If you are already certified and wish to enter a NEW service territory, you will need to participate in a regular scheduled test flight. |   |
| Service Provider | If a Market Participant uses a service provider that has already tested and qualified with the TDSP, will it be necessary for the additional MP to test? | Yes, requirements for testing are listed in the Texas Market Test Plan.  | <http://www.ercot.com/committee/txset> |
| **Connectivity Testing** |
| **Title** | **Question** | **Response** | **Links** |
| NAESB Testing  | When does NAESB 1.6 connectivity testing begin? | NAESB 1.6 connectivity must be established prior to beginning a testing flight. Connectivity testing schedule can be found in the Approved Flight Schedule on ercot.com.  | <http://www.ercot.com/committee/txset><http://www.ercot.com/services/rq/lse/trt/index.html> |
| NAESB Testing  | Where can I find the NAESB 1.6 Specifications? | You can find information on NAESB EDM 1.6 on the ERCOT website. You can also purchase the standards from NAESB.org by becoming a member. | <http://www.ercot.com/mktrules/guides/data_transport/index><http://www.ercot.com/content/wcm/key_documents_lists/90011/TDTMS_EDM_Implementation_Guide_072416.doc> |
| PGP Keys | Can Service Providers use the same Encryption keys for all of their customers?  | A separate key is required for each Market Participant and a separate key is required for their testing and production environments.  |   |
| **Production** |
| **Title** | **Question** | **Response** | **Links** |
| QSE  | Do I need to designate a QSE before I can enter the test flight? | No, you can enter the test flight without a QSE designation. However, you must have selected a qualified QSE prior to receiving your qualification letter. Contact ERCOT Client Services for details of QSE requirements. 512-248-3900 or retailmarkettesting@ercot.com . | <http://www.ercot.com/services/rq/qse/index.html>  |
| Production and Delivery Service Agreements (DSA) | Are we required to have our Delivery Service Agreements (DSA) in place before we can go into Production? | Yes, the Delivery Service Agreements need to be completed and approved, by each TDSP, before you go into production. Contact your TDSP REP Relations contact for the appropriate DSA's.  |   |
| Production Checklist | Is there a Production Checklist for MP to migrate into production? | The PUCT, ERCOT, and each TDSP Trading Partner has their own 'Testing to Production' steps which must be completed prior to entering production. This information can be found on the ERCOT website. Refer to Link for further detail. | http://www.ercot.com/services/rq/lse/trt/index.html |
| Banking Change | My company is in the process of changing banks. What are the testing requirements? | You will need to participate in the next scheduled test flight and complete the penny test and bank transaction testing. Notify the ERCOT test team and Client Services at retailmarkettesting@ercot.com and TDSP trading partners immediately. Provide your new banking information to your trading partners.  | [Texas Market Test Plan - http://etod.ercot.com](http://etod.ercot.com/)<http://www.ercot.com/services/rq/lse/trt/index.html> |
| Qualification Letters**Current MP** | How do I know when my company has successfully completed testing? | Once a current MP has completed the testing process, the Flight Administrator will provide notice to ERCOT Client Services of the current MPs that have:1. Successfully completed the testing process
2. Their trading partner relationships, and
3. The functionality tested

Once the testing criteria have been met by the current MP:1. Qualification letters will be signed by ERCOT's President and Chief Executive Officer.
2. Original copies will be sent to the MP's primary contact as listed in Siebel. (this is not the testing contact)
3. For REPs, copies of the letters will also be sent to their trading partners (TDSP) primary contact.
4. If a MP is utilizing one system to test multiple entities, they will only receive one qualification letter that has all entities listed.
5. Change of service providers and banking changes will not warrant a qualification letter. The flight administrator will send an email to the MP and the TDSP trading partners letting them know testing was successfully completed for those changes.
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| Qualification Letters**New MP** | How do I know when my company has successfully completed testing? | Once a new MP has completed the testing process, the Flight Administrator will provide notice to ERCOT Client Services of the new MPs that have:1. Successfully completed the testing process
2. Their trading partner relationships, and
3. The functionality tested

Client Services will verify that the new MP has met the following criteria:1. New MP has received PUCT certification
2. Successfully processed Standard Form Agreement on file
3. Successfully processed QSE Acknowledgement on file and the QSE is qualified.

Once the testing and registration criteria have been met by the New MP:1. Qualification letters will be signed by ERCOT's President and Chief Executive Officer.
2. Original copies will be sent to the MP's primary contact as listed in Siebel. (this is not the testing contact)
3. For REPs, copies of the letters will also be sent to their trading partners (TDSPs) primary contact
4. A production digital certificate will be requested from ERCOT for the New MP.
5. New MPs will also receive a Remaining Steps letter outlining the migration to production steps along with your qualification letter.
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| Remaining Steps Letter | What is the 'Remaining Steps' letter that is sent along with my Qualification Letter? | An example of the Remaining Steps letter.Congratulations on completion of the Retail Market Testing for Texas SET Version 4.0 Flight XXXX. Here are some steps to guide you along the process of transitioning your retail operations to the production environment at ERCOT. 1. Please contact the Help Desk at (512) 248-6800 or at HelpDesk@ercot.com and request a “Market Participant Connectivity Testing” Help Desk Ticket to test and set up connectivity with the ERCOT production environment (FTP login, password, exchange of handshake file via NAESB EDM v1.6).
	1. Please provide a contact name and phone number when requesting the HelpDesk Ticket.
	2. Please provide your Duns Number when requesting the Help Desk Ticket.
	3. Please request your Ticket Number prior to completing your call to the Help Desk.
	4. The Help Desk Ticket will be assigned to Retail Commercial Operations.
	5. Retail Commercial Operations will contact the individual listed on the Help Desk Ticket to schedule Connectivity Testing.
2. Contact each TDSP to setup NAESB EDM v1.6 Production (exchange keys, change URL if necessary, send a handshake file to test connectivity). <http://www.ercot.com/services/rq/lse/trt/index.html>

Under Key Documents, Testing to Production Checklist1. ERCOT would like a notice of the date and time you intend to send the first production file for switches into the ERCOT system so we can monitor the transactions and ensure the file is processed correctly.  This is an important step for your transition into production.  Please contact your assigned Account Manager, Account Mgr (xxx-xxx-xxx and acctmgr@ercot.com), with the notice prior to submitting your first transactions into the production environment.

Please contact your Account Manager with any questions you may have. |  |
| ERCOT Contact Information | How do I know who to contact for ERCOT questions or issues? | You will be assigned an ERCOT Account Manager to assist you with your day to day questions and issues when you register with ERCOT as a Market Participant. You can also call Client Services at 512-248-3900 or email clientservices@ercot.com should your Account Manager be out for assistance.For technical questions including questions regarding ERCOT MMS submissions, automated communications, IT support, etc. please contact ERCOT's 24 hour help desk at 512-248-6800. |  |
| Entering Production | After qualification testing, what additional steps will I need to know and who will communicate this information? | Assigned Account Manager will work with the Market Participant on the following next steps: 1. REC Account will need to be established (Protocol 14) by the LSE
2. LSE must do prod connectivity testing with ERCOT Commercial Operations – See Remaining Steps question above on how to proceed.
3. Obtain 1-800 # for Customer Notification Mailers per the Customer Protection Rules
4. Work with Market Participant to determine when first production transactions will be sent to ERCOT
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| Educational Seminars | What is the purpose of the Retail 101 seminar? | This course is designed for Market Participants involved in the ERCOT Competitive Retail Market whether new to the market or new roles within Competitive Retailers, Transmission and Distribution Service Providers and PUCT staff.  The following topics will be covered:* Market History
* Roles and Responsibilities
* Market Rules
* Retail Transactions
* Impact of Smart Meter Technology
* Data Transparency and Availability

Target audience is intended for representatives of new ERCOT Retail Market Participants or those looking to enter the Texas Retail Market, new employees of existing Market Participant organizations, or anyone relatively new to the ERCOT Retail Market wanting to refresh their general knowledge of Retail Market tools. (This course is a high-level overview and may not include the level of detail desired by some current Market Participants needing an extensive review of the ERCOT Retail Market rules and processes. | <http://www.ercot.com/services/training/index.html> |
| **Emergency Testing** |
| **Title** | **Question** | **Response** | **Links** |
| Banking Change | My bank just went out of business! What should I do now? | Notify your Account Manager, Flight Administrator and your TDSP trading partners immediately. Provide your new banking information to your trading partners. Then, schedule penny test as soon as possible.  | mailto:retailmarkettesting@ercot.com |
| **Misc. Questions** |
| **Title** | **Question** | **Response** | **Links** |
| DUNS Numbers | What is a DUNS number? | DUNS stands for "Data Universal Numbering System." It is a unique nine-digit numbering system that is used to identify a business. A DUNS number is a unique nine-digit identification number provided by the commercial company Dun & Bradstreet (D&B).  |   |
| DUNS Numbers | How do I obtain a DUNS number? | You can obtain a DUNS number for free by either:\* Calling 1-800-333-0505; or \* Registering online at: http://www.dnb.com/eupdate/dunsform/ If you complete the online DUNS application, it takes approximately one week before the information is reflected in the Dun and Bradstreet web site. You can usually get your DUNS number faster if you call the toll free number. | [http://www.dnb.com/eupdate/dunsform/](http://www.dnb.com/eupdate/dunsform/%20)  |
| DUNS Numbers | Do DUNS numbers have to be 9 characters?  | Yes, a standard DUNS number is 9 digits. However, some companies are provided a DUNS+4 to uniquely identify their entity. Several changes have been made in our registration system to allow for the registration of the CRRAH and Counter Party entities.  One of these changes is to use the 9 digit duns for the Credit ID, and to use the 9 digit duns with the 1000 extension for the LSE ID. Existing LSEs are grandfathered with the 9 digit number, but all new LSEs are being set up with the 1000 series extension. This new DUNS number will be communicated to you by ERCOT Legal and/or ERCOT Registration. Please make sure this correct DUNS number is reflected in your Testing Worksheet. |   |
| FAQs for each TDSP | Where can I find FAQs for each TDSP? | TDSP FAQ and Tariff information can be found at their respective websites. | AEP (American Electric Power): <https://www.aeptexas.com/>Centerpoint: <http://www.centerpointenergy.com/en-us/residential?sa=ho>Nueces Electric Cooperative: <http://www.nueceselectric.org/> Oncor: <http://www.oncor.com/EN/Pages/default.aspx>Texas New Mexico Power: <http://www.tnmp.com/> |
| ESI ID | What is an ESI ID? | An Energy Service Identifier (ESI ID) is a unique number within the Texas electric market assigned to each delivery point-of-service by the TDSP. Once an ESI ID is created and assigned it shall not be re-issued, even in the event of termination of the associated point-of-delivery. |   |
| ESI ID | What is the format of an ESI ID? | The ESI ID will have the following format: 10xxxxxyyy..yy where '10' represents a placeholder for future use 'xxxxx' is the 5-digit DOE Id code for the (serving) or (assigning) Utility, 'yyy'..'yy' is up to 29 alphanumeric characters uniquely assigned. |   |
| ESI ID | What are the TDSP territory prefixes for an ESI ID? | The prefix of an ESI ID identifies which TDSP territory the ESI ID resides. The ESI ID prefixes for each territory are as follows:* AEP Central – 1003278
* AEP North – 1020404
* CenterPoint – 1008901
* Nueces – 1013830
* Oncor – 1044372
* Oncor/SESCO - 1017699
* TNMP – 1040051
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