**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 2~~~~nd~~~~, which corresponds to 90 days prior to LP&L’s last meter read cycle in October.~~ *“LP&L anticipate that the FERC order will result in a delay of both the integration of the remaining load and LP&L’s transition to retail competition but are currently unable to provide a definitive estimate of the magnitude of the delay due to the uncertainty surrounding the timing of the settlement and hearing procedures at FERC.”* A final FERC approval is still pending, however, a “*March transition is more realistic”* thus, if approved, the market would begin accepting transactions January 5th.

**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

**Q: Does Lubbock have any requirements/regulations pertaining to door-to-door solicitations?**

**A:** Below is a summary of the Peddler’s License requirements for any solicitations within the City of Lubbock. The Lubbock Police Department administers the licensing.

* All D2D solicitors will be required to register with the city.
* D2D registration licenses will remain active for six months (as opposed to the original 30 days)
* No registration is required if the REP makes an appointment with the customer.
* Town hall meetings will not require D2D registration as will be hosted by the City
* Pop-up sales sites at existing businesses will require registration as well as a letter from the business.
* REPs can contact the city to register at:
  + 806-775-2803
  + 806-775-2809

**Q: Will LP&L customers have the option of dual billing?**

**A:** No,HB2663 / SB1170 were approved by the Governor modifying PURA Section 40.057 to allow an opt-in MOU/EC the option of a single bill scenario through REPs as opposed to a customer’s choice of a dual billing scenario.

**Q: Will LP&L require a Delivery Service Agreement/ Access Agreement from REPs wanting to participate in LP&L territory? What is the process to execute?**

**A:** Yes, the Access Agreement found in the LP&L tariffs (Appendix A), posted to the LRITF main page, will be required for REP participation within LP&L territory. Successful flight testing is required. The executed agreement should be forwarded to MarketOps@my.lubbock.us . Within 24 – 48 hours a reply will be forwarded with a REP Account Number that will be needed for REPs to utilize the REP hotline and a welcome packet will be provided with valuable market partner information.

**Q: Will a separate Access Agreement be required for each DUNS+4 wanting to participate in the LP&L territory?**

**A:** Yes, an Access Agreement is required from each DUNs (including +4) entity.

**Q: What information will be found in the REP Welcome Kit upon approval of the submitted Access Agreement?**

**A:** The following information is expected in the Welcome Kit and will be provided with a USB.

* Peddler’s license information - Email aliases
* Banking information - Left in Hot information
* EFT Authorization form - Business & Holiday Hours
* LP&L Organization Chart - QR codes for Distributed Generation forms
* SFTP Access information - Letter of Authorization for historical usage
* Energy Assistance contacts

**Q: Will LP&L post a list of registered REPs on their website?**

**A:** YES, LP&L plans to post a list of registered REPs on their website in October 2023.

**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.

**Q: Does LP&L currently deploy a CSA process, and will LP&L adopt a CSA process as other TDSPs?**

**A:** Yes, LP&L currently deploys a CSA process. With the approval of RMGRR171, upon transition, CSA activity will take the same path as the TDSP’s CSA process.

**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.

**Q: Will LP&L adopt a similar POLR process as utilized in competitive ERCOT?**

**A:** Yes, HB2663 / SB1170 were approved by the Governor modifying PURA Section 40.057 to allow an MOU/EC the option for PUC POLR selection designation. LP&L intends to utilize the PUC POLR selection process upon transition.

**Q: Have LP&Ls tariffs and Customer Protection Rules been approved? Where will the information be made available?**

**A:** LP&L’s tariffs were approved by the Electric Utility Board and City Council, 7/18 and 7/25 respectively. The document is currently posted on the main LRITF page and will be permanently housed on the Lubbock website with a revision date.

**Q: How will PUCT Complaints be handled?**

**A:** As approved in LP&L’s Customer Protection Rules, there are no material changes for the REP’s existing complaint process: when a customer files a complaint about a REP, the customer will be directed to the PUCT. If the complaint is regarding the delivery service, LP&L will address and manage the complaint. The PUCT would remain as the enforcement agency regarding REPs as within other TDSP territories.

**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.**
  + The special LPL0423 flight has concluded. REPs still interested in participating in the LP&L territory at market transition are encouraged to sign up for the 1023 flight (sign up deadline of 9/6/23) as LPL may not participate in the early flight of 2024 due to the transition.

**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+4)**.** With the delay of the transition, LP&L is hopeful an agreement is reached with SMT and REPs will be able to retrieve daily LSE files in the same manner as other TDUs.

**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)

BAS003 – Monthly DG Charge (fixed)

Keep in mind for demand-based rate classifications, the SAC04 of DIS001 will appear twice in an 810\_02 (once for kW and once for kWh volumes).

**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.

**Q: What transaction stacking logic will be in place during the transition?**

**A:** Below is summary of the phases of the transition and which transactions will be accepted during each phase. Please see the document posted to the main LRITF meeting page for additional information <https://www.ercot.com/files/docs/2023/06/13/Solution-to-Transition-Stacking_final-final-notes_060623.docx>

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Additional note on true MVIs: a customer may be at risk of not transitioning on the date wanted in a true MVI situation that may occur ahead of the scheduled MMRD if the previous customer fails to notify LP&L of an MVO and/or if a default transaction is not submitted. The first transaction for a transitioning ESI will be pushed to the MMRD. LP&L will however accept date changes to move to the actual date wanted (for the true MVI).

**Q: Which transaction will be sent by LP&L to cancel/unexecute a default MVI or a competitive MVI with an MMRD date as the requested date?**

**A:** The 814\_28 with a reject code of T025 “Competing Transaction Scheduled for the Same Date” will be used during Customer Choice, DREP Assignment, and Transition phases.

**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 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).~~ LOAs are required to be notarized. Out of state LOAs are accepted with a valid Commission ID. Modifications to the LOA will not be accepted.

**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

LP&L has also developed a REP Contact list of resources which is posted on the main LRITF page. <https://www.ercot.com/files/docs/2023/09/14/REP-Contact-Resources.docx>

**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: What are LP&L’s current disconnection for non-pay practices? What is the approximate volume of DNP notices sent out? What is the approximate volume of actual disconnects completed?**

**A:** LP&L currently has a 14-day grace period for payment yet will be transitioning to a 9 day grace period.

* The day the bill is issued and due is 21 days.
* With a 9-day grace period, a customer will be disconnected on day 30.
* A 7-day disconnect notice is sent and if necessary disconnected on day 30.
* With LP&L “one utility bill” (water, electric, etc), non-payment results in electricity disconnection first followed by water should non-payment persist
* LP&L currently sends out ~29,000 disconnect notices per month, disconnecting 5500 – 8000 customers (80% electric)

**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.

A list of all current Solar PV customers will be provided in the same format as the MCL.

The TDSP Solar Matrix has been updated to include the operational procedures of LP&L and is posted on the main LRITF meeting page. <https://www.ercot.com/files/docs/2023/09/14/Draft-REP-Solar-Questions-TDSP-Matrix_LPL-09082023.xlsx>

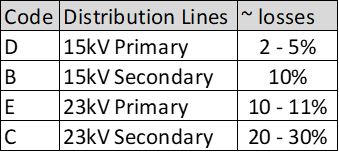
**Q: Post-transition, how will REPs be notified if an existing customer has installed solar panels and received their Permission to Operate?**

**A:** Once complete, LP&L will send an 814\_20 transaction (received by the ROR) to update the load profile, meter configuration, and new rate classification upon the current meter cycle (as 814\_20s effective date will always be back-dated).

**Q: How will critical care customers be established upon transition and what process will be utilized for enrolling new critical care customers?**

**A:** LP&L’s critical care process will mirror current TDSP practices. Upon transition, the CC flag will be passed onto the 814\_05 response transaction and LP&L will follow up with an 814\_20 transaction providing CC information and expiration. For new enrollments, the current PUC form will add LP&L as a drop-down option for submission. Critical care form (English) <https://www.puc.texas.gov/industry/electric/forms/critical/ccform.pdf> Critical care form (Spanish) <https://www.puc.texas.gov/industry/electric/forms/critical/ccform_spanish.pdf>

**Q: What are LP&L’s Distribution Loss Factors?**

**A: **

Additional information is posted <https://www.ercot.com/files/docs/2023/08/01/LPL-Distribution-Loss-Factor-and-Methodology.docx>.

LP&L Distribution Loss Factors were calculated based on 70% of the load in ERCOT with remaining 30% in SPP and acknowledging some inefficient 23kV circuits. LP&L plans to review DLFs in Q2-3 2024 timeframe to update.

**Q: Will LP&L execute Weather Moratoriums? If so, under what criteria? How will moratoriums and updates be communicated?**

**A:** Yes, weather moratoriums will be executed as described in LP&L’s approved tariffs and are executed under the same conditions as other TDUs (as described in 25.483). LP&L intends to communicate the notices/updates via the RMS and Weather Moratorium listservs.

**Q: What are LP&L’s AMS Data Practices as outlined in the TDSP AMS Data Practices matrix?**

**A:** LP&L’s AMS Data Practices have been added to the TDSP AMS Data Practices matrix and is currently found on the main LRIFT meeting page. Once fully completed, the TDSP AMS Data Practices matrix can be found on the main TXSET meeting page.

**Q: Does the monthly register read (scalar data) represent the midnight register read of the cycle end date or the day prior?**

**A:** As with other TDSPs, the end register read on the 867 represents the midnight register read 11:59:59 of the day prior (i.e. the read at the start of the day).

**Q: Will LP&L change the meter read cycles upon a customer’s request?**

**A:** Per LP&L’s tariffs, LP&L will consider one meter read cycle per customer.

**Q: Does LP&L utilize a ‘mesh network’ for their AMS infrastructure?**

**A:** Yes, LP&L has deployed a mesh network with Itron meters.

**Q: Post transition, for new construction projects, when will an ESI be created?**

**A:** LP&L will send 814\_20 create transactions when the customer is ready for service. Exceptions will be made for the creation of large commercial premises for the purposes of REP quoting/pricing processes.

**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 |

* Rate classifications (secondary < and > 10 kW) will occur on an annual basis aligning with LP&L fiscal year Oct – Sep and will not necessarily occur when a customer’s peak demand exceeds 10 kW
* Finalized discretionary and non-discretionary rates will be included in Chapter 5
* Below is a summary of the approved non-discretionary rates:

