|  |  |  |  |
| --- | --- | --- | --- |
| RMGRR Number | [176](https://www.ercot.com/mktrules/issues/RMGRR176) | RMGRR Title | Addition of Market Processes Specific to LP&L |
| Date Posted | October 23, 2023 |
|  |  |
| Requested Resolution  | Urgent - Urgent status is requested to allow the market processes outlined in this Retail Market Guide Revision Request (RMGRR) to take effect in time for Lubbock Power & Light’s (LP&L’s) transition to retail competition which is planned to begin March 4, 2024. |
| Retail Market Guide Sections Requiring Revision  | 8.4, Market Processes Specific to LP&L (new)8.4.1, Safety-Nets (new)8.4.1.1, Purpose (new)8.4.1.2, Safety-Net Submission Processes (new)8.4.1.3, Move-In/Reconnect Spreadsheet Format (new)8.4.1.4, LP&L Safety-Net Response (new)8.4.1.5, Transactional Reconciliation (new)8.4.2, Standard Historical Usage Request (new)8.4.2.1, Overview of the Letter of Authorization for Historical Usage (new)8.4.3, Other Market Processes (new)9 Appendix B1, Letter of Authorization for the Request of Historical Usage Information Form (English)9 Appendix B2, Formulario Carta De Autorización Para Solicitar Información De Consumo Histórico (Letter of Authorization for the Request of Historical Usage Information Form – Spanish)9 Appendix D4, Lubbock Power & Light (LP&L) Common Transactions and Timelines (new) |
| Related Documents Requiring Revision/Related Revision Requests | None |
| Revision Description | This RMGRR provides descriptions of the retail market processes that LP&L will utilize when they begin offering Customer Choice in their service territory.  |
| 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 | This RMGRR supports LP&L’s decision to enter into retail competition and operate like an Investor Owned Utility (IOU) Transmission and/or Distribution Service Provider (TDSP) and outlines the retail market processes they will follow once they have entered into retail competition. |

|  |
| --- |
| Sponsor |
| Name | Michael Winegeart, on behalf of the Lubbock Retail Integration Task Force (LRITF) |
| E-mail Address | MWinegeart@mylubbock.us  |
| Company | LP&L |
| Phone Number | 806-775-3430 |
| Cell Number | 806-787-2044 |
| Market Segment | Municipally Owned Utility |

|  |
| --- |
| **Market Rules Staff Contact** |
| **Name** | Jordan Troublefield |
| **E-Mail Address** | jordan.troublefield@ercot.com |
| **Phone Number** | 512-248-6521 |

|  |
| --- |
| **Market Rules Notes** |

None

|  |
| --- |
| Proposed Guide Language Revision |

8.4 Market Processes Specific to LP&L

*8.4.1 Safety-Nets*

(1) This Section explains the steps that Market Participants must follow when processing safety-net move in Requests in Lubbock Power & Light’s (LP&L’s) service territory. This document is not intended to supersede or contradict P.U.C. SUBST. R. 25.487, Obligations Related to Move-In Transactions.

8.4.1.1 Purpose

(1) The Competitive Retailer (CR) establishes its responsibilities to serve a Customer at a Premise, which is identified by the Electric Service Identifier (ESI ID), beginning with the service start date that LP&L completes the move-in per the CR’s move-in transaction or safety-net request, whichever date is earliest.

(2) The safety-net process is a manual work-around process used by Market Participants in the Texas retail market in the event that 814\_16, Move-In Request, transactions are systematically delayed due to system degradation or complete system malfunction.

(3) The safety-net process may also be used during extended transaction processing outages, as described in Section 7.10, Emergency Operating Procedures for Extended Unplanned System Outages. However, under no circumstances should this safety-net process be used to bypass approved rules, Protocols, Guides and/or market-approved processes.

8.4.1.2 Safety-Net Submission Processes

(1) If LP&L provides an internet-based portal or a “Secure File Transfer Protocol” (SFTP) site for safety-net requests, the CR may submit a safety-net move in or reconnect spreadsheet requesting a move-in service start date or reconnection date of the current date by the following means:

(a) LP&L’s specific internet-based or SFTP site submission process; and if the CR submits the safety-net spreadsheet via the SFTP site, then

(b) The CR must send an email to MarketOps@mylubbock.us notifying LP&L that they have submitted a safety-net spreadsheet in the SFTP site. The CR should not attach the safety-net spreadsheet to the email. The email “Subject Line” should be formatted as follows to match the safety-net spreadsheet file name:

[CR Name]\_Safety Net\_[Date<YYYYMMDD>\_Time<HHMM>]\_[Priority Type].xls

(2) If the CR utilizes the safety-net move in spreadsheet process, request(s) shall be submitted:

 (a) Requesting a move-in service start date using the current Business Day;

 (b) With standard and priority move-ins as separate spreadsheets;

 (c) One time per day notification transmitted no later than 4:00 PM Central
 Prevailing Time (CPT); and

 (d) Adhering to the format and content found in the following sections.

(3) Priority safety-net move in spreadsheets that are completed on the same-day or next day by LP&L may be charged priority move-in discretionary charges by LP&L according to LP&L’s tariff, regardless of the priority code that is reflected in the corresponding 814\_16, Move-In Request, transaction submitted by the CR for the same ESI ID and service start date.

8.4.1.3 Move-In/Reconnect Spreadsheet Format

(1) The CR will attach the spreadsheet with the safety-net acceptable data content in the format as indicated below in Table 23, Safety-Net Spreadsheet Content, to LP&L’s internet-based portal or SFTP site.

(2) CRs must use the following naming convention for the safety-net spreadsheet file name: [CR Name]\_Safety Net\_[Date<YYYYMMDD>\_Time<HHMM>]\_[Priority Type].xls File names cannot be duplicated.

 Examples: CR Name\_Safety Net\_20230123\_1425\_Standard MVI.xls

 CR Name\_Safety Net\_20230417\_1615\_Priority MVI.xls

 CR Name\_Safety Net\_20231105\_0820\_Emergency Reconnect.xls

**Table 23. Safety-Net Spreadsheet Content**

| **Column** | **Field Name** | **Note** | **Data Attributes** |
| --- | --- | --- | --- |
| **Type** | **Length****(Min. / Max.)** |
| (1) | ESI ID | (required) | AN | 1 Min. / 80 Max. |
| (2) | Customer Name | (required) | AN | 1 Min. / 60 Max. |
| (3) | Customer Phone | (required if available) | AN | 1 Min. / 80 Max. |
| (4) | MVI Street Address | (required) | AN | 1 Min. / 55 Max. |
| (5) | MVI Apartment Number | (if applicable) | AN | 1 Min. / 55 Max. |
| (6) | MVI ZIP | (required) | ID | 3 Min. / 15 Max. |
| (7) | MVI City | (required) | AN | 2 Min. / 30 Max. |
| (8) | CR Data Universal Numbering System (DUNS) Number | (required) | AN | 2 Min. / 80 Max. |
| (9) | CR Name | (prefer D/B/A to corporate name) | AN | 1 Min. / 60 Max. |
| (10) | MVI Request Date | (required) | DT | 8 Min. / 8 Max. |
| (11) | Critical Care Flag | (optional) | AN | 1 Min. / 30 Max. |
| (12) | BGN02 | (required) | AN | 1 Min. / 30 Max. |
| (13) | Notes/Directions | (optional) | AN | 1 Min. / 80 Max. |
| (14) | CR Reason for Using Spreadsheet | (optional –free form) | AN | 1 Min. / 80 Max. |

(2) Row 1 of the spreadsheet is reserved for a title but is optional and at the discretion of the CR. The ‘Field Name’ header row shall begin on row 2 as shown below in the Example for Safety-Net Spreadsheet Format.

**Example for Safety-Net Spreadsheet Format**



8.4.1.4 LP&L Safety-Net Response

(1) Once the safety-net spreadsheet and email is received by LP&L, LP&L shall evaluate all of the ESI IDs included in the safety-net list to make a determination to schedule, complete unexecutable, or reject the Move-In Request. LP&L shall respond via email within one Business Day of receipt of the request.

(a) LP&L may reject or complete unexecutable the safety-net Move-In Request for the following applicable ESI ID(s) scenarios:

(i) If the “MVI Request Date” value(s) within the safety-net spreadsheet are other than the current date;

(ii) If construction service is required;

(iii) If an 814\_16, Move-In Request, transaction has already been submitted by the CR for the specific ESI ID and has been accepted and scheduled by LP&L; or

(iv) If LP&L deems the ESI ID invalid or not in their service territory.

(b) LP&L shall notify the CR by attaching the spreadsheet in the market-approved spreadsheet format (see Table 24, TDSP Move-In Safety-Net Response Content) by email, MarkeTrak, or by means of an internet-based response if LP&L provides an internet-based portal, of all safety-net Move-In Requests that could not be completed as indicated below in Table 25, TDSP Return Codes.

**Table 24. TDSP Move-In Safety-Net Response Content**

| **Column** | **Field Name** |
| --- | --- |
|
| (1) | ESI ID |
| (2) | MVI Street Address |
| (3) | MVI Apartment Number |
| (4) | MVI ZIP |
| (5) | MVI City |
| (6) | CR Name (D/B/A preferred) |
| (7) | MVI Request Date |
| (8) | BGN02 (optional) |
| (9) | TDSP Return Code |
| (10) | Complete Unexecutable or Reject Description (optional**)** |

**Table 25. TDSP Return Codes**

| **Return Code** | **Description** | **Data Attributes** |
| --- | --- | --- |
| **Type** | **Length Min./Max.** |
| A76 | ESI ID Invalid or Not Found | AN | 1 Min. / 30 Max. |
| API | Required Information Missing | AN | 1 Min. / 30 Max. |
| PT | Permit Required | ID | 1 Min. / 2 Max. |
| 09 | Complete Unexecutable | AN | 1 Min. / 2 Max. |
| SHF | Switch Hold Indicator | AN | 1 Min. / 3 Max. |

8.4.1.5 Transactional Reconciliation

(1) Per P.U.C. SUBST. R. 25.487, Obligations Related to Move-In Transactions, the CR shall ensure that the 814\_16, Move-In Request, is submitted to ERCOT on or before the fifth Business Day after submitting the Move-In Request through the safety-net process.

(2) The CR shall submit an 814\_16 to ERCOT and note the BGN02 on the safety-net spreadsheet that is sent to LP&L. All resubmitted 814\_16 transactions must use the same requested date as submitted with the original safety-net spreadsheet. The CR may submit a MarkeTrak issue after not receiving a response from ERCOT on their 814\_16 transaction within 48 hours.

*8.4.2 Standard Historical Usage Request*

(1) With the Customer’s authorization, CRs may request the Customer’s historical data when they are not the Retail Electric Provider (REP) of record. This data includes the most recent 12 months of usage and is provided by the Transmission and/or Distribution Service Provider (TDSP) to the requesting CR. In order to provide the data to the CR, the TDSP must have written authorization (includes electronic authorization) from the Customer to allow the TDSP to provide the proprietary information. The TDSP will provide the requested data electronically in a Microsoft Excel© format within three Business Days of receipt of a valid Letter of Authorization for the Request of Historical Usage Information Form.

8.4.2.1 Overview of the Letter of Authorization for the Request of Historical Usage Information Form

(1) To obtain historical usage for an ESI ID, the requestor must submit the Letter of Authorization for the Request of Historical Usage Information Form to LP&L (see Section 9, Appendices, Appendix B1, Letter of Authorization for the Request of Historical Usage Information Form (English), and Appendix B2, Formulario Carta De Autorización Para Solicitar Información De Consumo Histórico (Letter of Authorization for the Request of Historical Usage Information Form – Spanish)). The Customer may allow the use of the same Letter of Authorization for the Request of Historical Usage Information Form by designating a specific expiration date on the form or designating the form as unlimited. The Customer must provide an expiration date or designate the form as unlimited.

(2) If the request is for a Premise with an Interval Data Recorder (IDR) Meter, the requesting CR shall indicate whether summary billing, interval data, or both summary billing and interval level data is required by checking the appropriate boxes. LP&L shall provide all data requested by the CR and authorized by the Customer, if available and shall use Section 9, Appendix B4, Transmission and/or Distribution Service Provider Response to Request for Historical Usage.

(3) When requesting historical usage from multiple TDSPs on the same Letter of Authorization for the Request of Historical Usage Information Form, the requestor must complete Section 9, Appendix B3, Requesting Historical Usage from Multiple Transmission and/or Distribution Service Providers, and attach it to the Letter of Authorization for the Request of Historical Usage Information Form. If forms are submitted via e-mail, the requestor shall place the Customer’s name first when naming attachments, e.g., CustomerABC.xls, CustomerABC.pdf, CustomerABC-AEP.xls. LP&L will reject submitted ESI IDs that are not located within LP&L’s territory.

***8.4.3 Other Market Processes***

LP&L will comply with the sections listed in Table 26, LP&L - Other Market Processes, below including each section’s associated subsections unless specifically excluded, where they apply to a TDSP.

**Table 26. LP&L - Other Market Processes**

| **Market Process** | **Sections** |
| --- | --- |
| Market Synchronization | 7.2, Market Synchronization |
| Inadvertent Gain/Loss Process | 7.3, Inadvertent Gain/Loss Process |
| Transaction Timing Matrix | 7.7, Transaction Timing Matrix |
| Formal Invoice Dispute Process for Competitive Retailers and Transmission and/or Distribution Service Providers | 7.8, Formal Invoice Dispute Process for Competitive Retailers and Transmission and/or Distribution Service Providers* For current LP&L tariff information, refer to P.U.C. SUBST. R. 25.219, Terms and Conditions of Access by a Competitive Retailer to the Delivery System of a Municipally Owned Utility or Electric Cooperative that Implements Customer Choice after May 1, 2023
 |
| No Retail Electric Provider of Record or Left in Hot | 7.9, No Retail Electric Provider of Record or Left in Hot |
| Emergency Operating Procedures for Extended Unplanned System Outages | 7.10, Emergency Operating Procedures for Extended Unplanned System Outages* LP&L will utilize the SFTP site where emails apply to Section 7.10
* LP&L will follow the safety-net process as prescribed in Section 8.4.1, Safety-Nets
 |
| Transition Process | 7.11, Transition Process |
| Estimated Meter Readings | 7.12, Estimated Meter Readings* LP&L will utilize MarketOps@mylubbock.us for email correspondence referenced in Table 27, TDSP REP Relations E-mail Addresses, in Section 7.12.2, Estimations Due to Safety and/or Meter Removal
 |
| Out-flow Energy from Distributed Generation Facilities | 7.14, Out-flow Energy from Distributed Generation Facilities |
| Advanced Meter Interval Data File Format and Submission | 7.15, Advanced Meter Interval Data File Format and Submission* Excluding Section 7.15.3, Posting Data to Transmission and/or Distribution Service Provider File Transfer Protocol Site
* Excluding paragraph (2) of Section 7.15.4, Availability of Interval Data for Provisioned Advanced Metering Systems
 |
| Transmission and/or Distribution Service Provider Switch Hold Notification for Meter Tampering | 7.16.3, Transmission and/or Distribution Service Provider Switch Hold Notification forMeter Tampering |
| Switch Hold Process for Meter Tampering | 7.16.4, Switch Hold Process for Meter Tampering |
| Business Processes and Communications for Switch Holds Related to Deferred Payment Plans | 7.17, Business Processes and Communications for Switch Holds Related to DeferredPayment Plans |
| Business Process for When a Customer Elects to Receive Non-Standard Metering Services | 7.18, Business Process for When a Customer Elects to Receive Non-Standard Metering Services |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***[RMGRR176: Replace Section 8.4.3 above with the following upon system implementation******of PR409-01, TX SET 5\_0 and System Change Request (SCR) 817, Related to NPRR1095,******MarkeTrak Validation Revisions Aligning with Texas SET V5.0:]******8.4.3 Other Market Processes***LP&L will comply with the sections listed in Table 26, LP&L - Other Market Processes, below including each section’s associated subsections unless specifically excluded, where they apply to a TDSP. **Table 26. LP&L - Other Market Processes**

| **Market Process** | **Sections** |
| --- | --- |
| Market Synchronization | 7.2, Market Synchronization |
| Inadvertent Gain/Loss Process | 7.3, Inadvertent Gain/Loss Process |
| Transaction Timing Matrix | 7.7, Transaction Timing Matrix |
| Formal Invoice Dispute Process for Competitive Retailers and Transmission and/or Distribution Service Providers | 7.8, Formal Invoice Dispute Process for Competitive Retailers and Transmission and/or Distribution Service Providers* For current LP&L tariff information, refer to P.U.C. SUBST. R. 25.219, Terms and Conditions of Access by a Competitive Retailer to the Delivery System of a Municipally Owned Utility or Electric Cooperative that Implements Customer Choice after May 1, 2023
 |
| No Retail Electric Provider of Record or Left in Hot | 7.9, No Retail Electric Provider of Record or Left in Hot |
| Emergency Operating Procedures for Extended Unplanned System Outages | 7.10, Emergency Operating Procedures for Extended Unplanned System Outages* LP&L will utilize the SFTP site where emails apply to Section 7.10
* LP&L will follow the safety-net process as prescribed in Section 8.4.1, Safety-Nets
 |
| Transition Process | 7.11, Transition Process |
| Estimated Meter Readings | 7.12, Estimated Meter Readings* LP&L will utilize MarketOps@mylubbock.us for email correspondence referenced in Table 27, TDSP REP Relations E-mail Addresses, in Section 7.12.2, Estimations Due to Safety and/or Meter Removal
 |
| Out-flow Energy from Distributed Generation Facilities | 7.14, Out-flow Energy from Distributed Generation Facilities |
| Advanced Meter Interval Data File Format and Submission | 7.15, Advanced Meter Interval Data File Format and Submission* Excluding Section 7.15.3, Posting Data to Transmission and/or Distribution Service Provider File Transfer Protocol Site
* Excluding paragraph (2) of Section 7.15.4, Availability of Interval Data for Provisioned Advanced Metering Systems
 |
| Transmission and/or Distribution Service Provider Switch Hold Notification for Meter Tampering | 7.16.3, Transmission and/or Distribution Service Provider Switch Hold Notification forMeter Tampering |
| Switch Hold Process for Meter Tampering | 7.16.4, Switch Hold Process for Meter Tampering |
| Business Processes and Communications for Switch Holds Related to Deferred Payment Plans | 7.17, Business Processes and Communications for Switch Holds Related to DeferredPayment Plans |
| Business Process for When a Customer Elects to Receive Non-Standard Metering Services | 7.18, Business Process for When a Customer Elects to Receive Non-Standard Metering Services |
| Business Processes Related to Continuous Service Agreements | 7.19, Business Processes Related to Continuous Service Agreements |

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**ERCOT Retail Market Guide**

**Section 9: Appendices**

**Appendix B1: Letter of Authorization for the Request of Historical Usage Information Form (English)**

**TBD**

**Appendix B1**

**Letter of Authorization for the Request of Historical Usage Information Form (English)**

*Reference: Section 7.5.1, Overview of the Letter of Authorization for Historical Usage*

Date: [ ]  Unlimited [ ]  Expiration Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Select Transmission and/or Distribution Service Provider** (**TDSP) (Required: Select the TDSP the request applies to.)**

[ ] Oncor [ ] CenterPoint Energy [ ] Nueces

[ ] AEP [ ] TNMP [ ] LP&L

Please accept this letter as a formal request and authorization for the above referenced TDSP to release energy usage data, including kWh, kVA or kW, and interval data (if applicable) at the following location(s) to <<(NAME OF Competitive Retailer (CR)/representative)>>. This information request shall be limited to no more than the most recent 12-month period of service. If the Electric Service Identifiers (ESI ID(s)) are metered using an Interval Data Recorder (IDR), please indicate whether summary level and/or interval data is required.

[ ]  Summary Billing Data Only [ ] Interval Data Only [ ] Both Summary and Interval Data

Please forward usage and Load information in electronic (Microsoft Excel) format using Retail Market Guide Section 9, Appendices, Appendix B4, Transmission and/or Distribution Service Provider Response to Request for Historical Usage, to:
E-mail: <<(EMAIL ADDRESS OF CR/REPRESENTATIVE)>>

If an attachment is used, please use a separate attachment per TDSP with the ESI IDs that are specific to a TDSP.  The TDSP will reject submitted ESI IDs that are not located within the TDSP’s territory.

Service Address ESI ID Number (found on bill)

**AUTHORIZATION**

I affirm that I have the authority to make and sign this request on behalf of my company for all ESI IDs that are associated with this request.

(Signature) (Company)

[ ]  **By checking this box, (requesting party) \_\_\_\_\_\_\_\_\_\_\_ affirms that they have authorization from the Customer identified below to obtain Customer’s historical usage information and holds the TDSP harmless for providing the historical data to requested party as identified on this form.**

(Name, printed) (Billing Street Address)

(Title) (City, State, Zip Code)

(Telephone Number)

**ERCOT Retail Market Guide**

**Section 9: Appendices**

**Appendix B2: Formulario Carta De Autorización Para Solicitar Información De Consumo Histórico (Letter of Authorization for the Request of Historical Usage Information Form – Spanish)**

**TBD**

# Appendix B2

## Formulario Carta De Autorización Para Solicitar Información De Consumo Histórico (Letter of Authorization for the Request of Historical Usage Information Form – Spanish)

Reference: Section 7.5.1, Overview of the Letter of Authorization for Historical Usage

Fecha: [ ]  Sin limite [ ]  Fecha de vencimiento\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Seleccione las empresas de transmisión y/o distribución** (**TDSP), (Requerido: Seleccione el TDSP a la que la petición se refiera**)

[ ] Oncor [ ] CenterPoint Energy [ ] Nueces

[ ] AEP [ ] TNMP [ ] LP&L

Tenga la amabilidad de aceptar esta carta como una solicitud y autorización formal para que el TDSP mencionado anteriormente dé a conocer datos sobre su uso de energía, eléctrica lo que incluye kWh, kVA o kW, así como datos de intervalos (en caso de que corresponda) de los siguientes sitios a <<(NAME OF Competitive Retailer (CR)/representative)>>. La presente solicitud de información se limitará al último período de servicio de 12 meses. Si el/los Identificador(es) de Servicio Eléctrico (ESI ID (s)) son medidos usando un Registrador de Datos de Intervalo (IDR), por favor indican si los datos de intervalo y/o nivel sumarios son requeridos.

[ ]  Sólo Resumen de Factura [ ]  Sólo información de intervalos [ ] Información resumida y de intervalos

Por favor envíe la información de consumo y carga en formato electrónico (Microsoft Excel) usando la Guía de Mercado Minorista Sección 9, Apéndices, Apéndice B4, Transmisión y/o Distribución de Proveedor de Servicio Respuesta a la Petición de Uso Historial a: Correo electrónico: <<(EMAIL ADDRESS OF CR REPRESENTATIVE)>>

En caso de incluir un anexo, por favor utilice una hoja separada para cada TDSP con el ESI(s). El TDSP rechazará el/los ESI ID(s) sometidos que no esté(n) localizado(s) dentro del territorio del TDSP.

Domicilio del servicio Número del Identificador de Servicio Eléctrico(en la factura)

**AUTORIZACIÓN**

Afirmo que tengo la autoridad para presentar y firmar esta solicitud en nombre de mi compañía, para todos los ESI IDs que estén relacionados con esta solicitud.

(Firma) (Compañía)

[ ] **Al tildar esta casilla (la parte solicitante) \_\_\_\_\_\_\_\_\_\_\_** **afirma que ellos tienen la autorización del Cliente identificado abajo para obtener la información de uso histórica del Cliente y sostener el TDSP inocuo para proporcionar los datos históricos al partido solicitado como identificado en esta forma.**

(Nombre, en letra de imprenta) (Domicilio de facturación)

(Cargo) (Ciudad, Estado, Código Postal)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Número de teléfono)

**ERCOT Retail Market Guide**

**Section 9: Appendices**

**Appendix D4: Lubbock Power & Light (LP&L) Common Transactions and Timelines**

**TBD**

**See electronic Microsoft Office Excel© file on the ERCOT Website posted with the Retail Market Guide**

|  |
| --- |
| **Appendix D4, Lubbock Power & Light (LP&L) Common Transactions and Timelines** |
| **Effective upon implementation of Customer Choice in the LP&L service area** |
| **Refer to Chapter 1: Definitions in paragraph P.U.C. SUBST. R 25.219(d), Tariff for Competitive Retailer Access, for the following terms:** |  | **Standard Meter** |  | **Non-Standard Meter** |
| • Advanced Metering System (AMS) Operational Day• Business Day• Field Operational Day• First Available Switch Date (FASD) | **AMS Remote (AMSR)** | **Self-Contained, Current Transformer (CT) Meter, Interval Data Recorder (IDR), Mechanical, Non-Metered and AMS Manual (AMSM)** |
|  | **(Remote Disconnect and Reconnect)** |  |
| **Transaction Type** | **Premise** | **If Received by:** | **Then Completed:** | **Otherwise Completed:** | **If Received by:** | **Then Completed:** | **Otherwise Completed:** |
| Move In | Existing Self-Contained | 7:00 PM\* on the requested date and the requested date is an AMS Operational Day | On the requested date | On the next AMS Operational Day | 5:00 PM on a Business Day at least 2 Business Days prior to the requested date | On the requested date if it is a Business Day, on the next Business Day if the requested date is not a Business Day | With less than 2 Business Days notice, completed within 2 Business Days after the Business Day the order is considered received |
| Existing CT/Other | N/A | N/A | N/A | Same as above | Same as above | Same as above |
| New Self-Contained | 5:00 PM on a Business Day at least 2 Business Days prior to the requested date | On the requested date if it is a Business Day | Within 2 Business Days after the Business Day the order is considered received | Same as above | Same as above | Same as above |
| New CT/Other Meter | N/A | N/A | N/A |  | Same as above | Same as above | Same as above |
|  |  |  |  |
| Priority Move In | Existing Self- Contained | N/A | N/A | N/A |  | 5:00 PM on the requested date | On the requested date if it is a Business Day | The Business Day following the requested date |
| Existing CT/Other | N/A | N/A | N/A | Same as above | Same as above | Same as above |
| New Self-Contained | N/A | N/A | N/A | N/A | N/A | N/A |
| New CT/Other Meter\* | N/A | N/A | N/A | N/A | N/A | N/A |
|  |  |  |  |
| Move-Out | All | 7:00 PM on the requested date and the requested date is an AMS Operational Day | On the requested date | On the next AMS Operational Day |  | 5:00 PM on a Business Day at least 2 Business Days prior to the requested date | On the requested date if it is a Business Day, on the next Business Day if the requested date is not a Business Day | With less than 2 Business Days notice, completed within 2 Business Days after the Business Day the order is considered received |
|  |  |  |  |
| Disconnect for Non-Pay\*\*\* | At meter Same-day | 3:00 PM on the requested date | Within 2 hours of receipt if requested date is a Business Day | By 9:00 AM on the next Business Day |  | N/A | N/A | N/A |
| At meter Future date | 11:59:59 PM on a day preceding the requested date | By 9:00 AM on the requested date if it is a Business Day | By 9:00 AM on the next Business Day | 5:00 PM at least 2 Business Days prior to the requested date | Within 3 Business Days of requested date (if requested date is not a Business Day, the next Business Day shall be treated as the requested date). | With less than 2 Business Days notice, completed within 4 Business Days after the Business Day the order is considered received, but not before the requested date |
| At Premium Location | 5:00 PM at least 2 Business Days prior to the requested date | Within 3 Business Days of the requested date | Within 4 Business Days after the order is received | Same as above | Same as above | Same as above |
|  |  |  |  |
| Reconnect after Disconnect for Non-PayMust complete all Reconnects within 48 hours of Receipt | At meter | 24/7/365 | Within 2 hours of receipt of the request |  |  | 3:00 PM on a Business Day | On the Business Day received | On the Business Day received if possible, otherwise completed by the close of the next Field Operational Day |
| 7:00 PM on a Business Day | On the Business Day received | On the next Field Operational Day |
| If compliance with the 48 hour reconnection requirement results in reconnection being performed on a weekend. |
| If compliance with the 48 hour reconnection requirement results in reconnection being performed on a holiday. |
| At Premium Location | 3:00 PM on the Business Day | On the day received | On the day received if possible, otherwise completed by the close of the next Field Operational Day | 3:00 PM on a Business Day | On the Business Day received | On the Business Day received if possible, otherwise completed by the close of the next Field Operational Day |
| 7:00 PM on a Business Day | On the Business Day received | By the close of the next Field Operational Day | 7:00 PM on a Business Day | On the Business Day received | On the next Field Operational Day |
| If compliance with the 48 hour reconnection requirement results in reconnection being performed on a weekend. | If compliance with the 48 hour reconnection requirement results in reconnection being performed on a weekend. |
| If compliance with the 48 hour reconnection requirement results in reconnection being performed on a holiday. | If compliance with the 48 hour reconnection requirement results in reconnection being performed on a holiday. |
|  |  |  |  |
| Standard Switch | All | By 7:00 PM on an AMS Operational Day | On the day received (FASD\*\*) | On the next AMS Operational Day |  | AMS-M has the same timeline as Standard Meter; All others, not applicable | AMS-M has the same timeline as Standard Meter; All others, completed within 4 Business Days of the FASD\*\* | AMS-M has the same timeline as Standard Meter; All others, not applicable |
|  |  |  |  |
| Self-selected Switch | All | By 7:00 PM on the requested AMS Operational Day | On the requested date | On the next AMS Operational Day |  | AMS-M has the same timeline as Standard Meter; All others, 5:00 PM at least 2 Business Days prior to the requested date | AMS-M has the same timeline as Standard Meter; All others, on the requested date if it is a Business Day | Within 2 Business Days after the Business Day the order is considered received |

**Revised: TBD**

\* All times listed in this table are Central Prevailing Time (CPT).

\*\* The FASD is Day 0 unless otherwise specified by the registration agent.

\*\*\* No disconnections: 1) Between 5:00 PM and 7:00 AM unless coordinated disconnect between CR and Transmission and/or Distribution Service Provider (TDSP); 2) Prior to a holiday or during a weather moratorium as per Lubbock Power & Light Customer Protection Rules relating to P.U.C. SUBST. R. 25.483, Disconnection of Service.

**NOTES:**

1. This chart attempts to condense the provisions/requirements found in P.U.C. SUBST. R. 25.219, Terms and Conditions of Access by a Competitive Retailer to the Delivery System of a Municipally Owned Utility or Electric Cooperative that Implements Customer Choice after May 1, 2023.  This chart may not cover all situations and circumstances. To the extent there is a conflict between this chart and either Rule 25.219 or LP&L's tariff, the Rule or tariff will control, respectively.

2. The timelines in the chart only apply if required inspections, permits, or other construction has been completed.