|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Issue | Lesson Learned | Internal | External |
| 1 | Customers with Multiple Meters and DREP Process | find a way to compare before defaulting – possibly providing customers with ESIs  |  |  |
| 2 | TXSET Guides need updating | we need to take some time and make sure we've captured the areas that need to be changed – ‘combo’  |  |  |
| 3 | Need Regulatory/Legal decisions at beginning of project | Full awareness of any impacting legislation  |  |  |
| 4 | Impact of Cycle Dates locked down and True Move In Situations | Impacts stacking logic at go live |  |  |
| 5 | Phone number formats Country Code issue | Update TXSET guide |  |  |
| 6 | Clean Data for ESI ID Creation | Avoid creation of “bad” ESIs only to have to retire  |  |  |
| 7 | Addresses without description | System should be able to use secondary address fields to help avoid inadvertent gain situations |  |  |
| 8 | Decimals in Meter Reads | With AMI being the normal meter type, this is an opportunity to allow decimals in meter reads.  We are already using them in IDR situations |  |  |
| 9 | Priority Codes for MVIs and Reconnects | should be included in RMG along with other priority codes (Service Orders) |  |  |
| 10 | TDSP Matrices in one location | one place |  |  |
| 11 | online enrollments - what options for more than one ESI ID? | better customer experience if more than 1 ESI ID to enroll |  |  |
| 12 | Cancel/Rebill timing and LSE files | This information is not captured in any Protocols or Guides at ERCOT…it's more of an ERCOT business process that affects the Utilities process.  How can we capture that for the next new entrant? |  |  |
| 13 | Full testing | End to end testing with ‘real’ data |  |  |
| 14 | Awareness of all files and extracts on ERCOT MIS | Understanding of extracts available and purpose of data |  |  |
| 15 | Shopping Fairs  | WIN! Having a media market in a condensed geographical area resulted in effective communications to the residents  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |