**Texas**

**Standard**

**Electronic**

**Transaction**

**814\_PC:**

##### Maintain Customer Information Request

Electronic Data Interchange

ANSI ASC X12 Ver/Rel 004010

Transaction Set 814

**Texas 814\_PC:**

Maintain Customer Information Request

This transaction set, from CR to TDSP, is used by TDSPs to update customer information. A Competitive Retailer shall be required to provide TDSP with the information to contact the customer and to continually provide TDSP updates of changes in such information.

This transaction set will be transmitted from the CR to the TDSP only after the CR has received an 867\_04 Initial (Start) Meter Reading from the TDSP for that specific move-in customer. Also, the CR will not transmit this transaction set and/or provide any updates to the TDSP after receiving an 867\_03 Final Reading for that specific move-out customer.

This transaction set, from a MCTDSP to CR, is used to provide CR with updated customer information (name, address, membership ID, home phone number, etc.) for a particular Point of Delivery served by both the MCTDSP and the CR and to continually provide CR updates of such information.

Document Flow:

* CR to TDSP
* CR to MCTDSP
* MCTDSP to CR

The Functional Acknowledgement (997) transaction set from the receiver of the originating transaction to the sender of the originating transaction, is used to acknowledge the receipt of the originating transaction and indicate whether the transaction passed ANSI X12 validation. This acknowledgement does not imply that the originating transaction passed Texas SET validation. “CR, TDSP, or ERCOT shall respond with a 997 within 24 hours of receipt of an inbound transaction.”

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|  |  | **Summary of Changes** |
| November 30, 2010  Version 3.0A |  | Initial Release |
| June 11, 2012  Version 4.0 |  | Updated examples for TX SET 4.0 |
| November 11, 2024  Version 5.0 |  | No changes for Texas SET 5.0 |

814\_PC Example 1 of 4

Maintain Customer Information Request – CR to IOU TDSP

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| CR submits Maintain Customer Information Request to the TDSP Residential Example with all potential contact information populated | | |
| ST~814~000000001 | | Transaction Type, Transaction Set Control Number |
| BGN~13~200805101201001~20080510~~~~~PC | | Request, Unique Transaction Number, Transaction Date, SET Transaction Number |
| N1~FJ~FIRST CONTACT NAME | | First Contact |
|  | PER~IC~~TE~1112223456 | Phone Number |
|  | REF~5J~11122333~TX | Driver's License Number & State |
|  | REF~SY~444556666 | Social Security Number |
| N1~VA~SECOND CONTACT NAME | | Second Contact |
|  | PER~IC~~TE~1112223458~TE~4445551237 | Second Contact Phone Number |
|  | REF~5J~45677894~TX | Second Contact Driver's License Number & State |
|  | REF~SY~852741963 | Second Contact Social Security Number |
| N1~8R~CUSTOMER NAME | | Customer Name |
|  | N4~~~77777 | Zip Code |
|  | PER~PO~~TE~8005551212~ PC~8005555551~EM~NAME@ISP.COM | Power Outage Contact |
| N1~8S~TDSP NAME~1~009876543~~40 | | TDSP Name and DUNS Number, Receiver |
| N1~SJ~CR NAME~1~987654321~~41 | | CR Name and DUNS Number, Sender |
| LIN~1~SH~EL~SH~MCI | | Maintain Customer Information |
|  | ASI~7~001 | Request Change |
|  | REF~Q5~~12345678910111231 | ESI ID |
|  | REF~SU~N | Special Needs Indicator |
| SE~20~000000001 | | Number of Segments, Transaction Set Control Number |

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Maintain Customer Information Request – CR to IOU TDSP

|  |  |  |
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| CR submits Maintain Customer Information Request to the TDSP Commercial Example | | |
| ST~814~000000001 | | Transaction Type, Transaction Set Control Number |
| BGN~13~200805101201001~20080528~~~~~PC | | Request, Unique Transaction Number, Transaction Date, SET Transaction Number |
| N1~SJ~CR NAME~1~987654321~~41 | | CR Name and DUNS Number, Sender |
| N1~8S~TDSP NAME~1~009876543~~40 | | TDSP Name and DUNS Number, Receiver |
| N1~8R~CUSTOMER NAME | | Customer Name |
|  | N2~D/B/A ABC COMPANY | Company Name |
|  | N4~~~77777 | Zip Code |
| N1~FJ~FIRST CONTACT | | First Contact |
|  | PER~IC~~TE~1112223456 | First Contact Telephone Number |
| N1~VA~SECOND CONTACT | | Second Contact Person |
|  | PER~IC~~TE~1112223345 | Second Contact Telephone Number |
| LIN~1~SH~EL~SH~MCI | | Maintain Customer Information |
|  | ASI~7~001 | Request Change |
|  | REF~Q5~~12345678910111231 | ESI ID |
|  | REF~SU~N | Special Needs Indicator |
| SE~16~000000001 | | Number of Segments, Transaction Set Control Number |

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Maintain Customer Information Request – MOU/EC TDSP to CR

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| CR submits Maintain Customer Information Request to the MOU/EC TDSP Residential Example with all potential contact information populated and a change to billing type. | | |
| ST~814~000000001 | | Transaction Type, Transaction Set Control Number |
| BGN~13~2000454380~20080618~~~~~PC | | Request, Unique Transaction Number, Transaction Date, SET Transaction Number |
| N1~8S~TDSP NAME~9~0098765431000~~41 | | TDSP Name and DUNS Number, Sender |
| N1~SJ~CR NAME~9~9876543211100~~40 | | CR Name and DUNS Number, Receiver |
| N1~8R~CUSTOMER NAME | | Customer Name |
|  | N4~~~77777 | Zip Code |
|  | PER~PO~~TE~8005551212~ PC~8005555551~EM~NAME@ISP.COM | Power Outage Contact |
| N1~BT~CUSTOMER BILLING NAME | | Customer Billing Name |
|  | N3~123 MAIN AVE | Customer Billing Address |
|  | N4~ANYTOWN~TX~77777111 | Customer Billing City State Zip |
| N1~FJ~DOE, JOHN P JR | | First Contact |
|  | PER~IC~~TE~1112223456~TE~1112223457 | First Contact Telephone Number |
|  | REF~5J~98765432~TX | First Contact Driver's License Number and State |
|  | REF~SY~123456789 | First Contact Social Security Number |
| N1~VA~DOE, JANE A | | Second Contact |
|  | PER~IC~~TE~1112223458 | Second Contact Telephone Number |
| LIN~1~SH~EL~SH~MCI | | Maintain Customer Information |
|  | ASI~7~001 | Request Change |
|  | REF~Q5~~12345678910111231 | ESI ID |
|  | REF~1W~~1234567890 | Membership Number |
|  | REF~SU~N | Special Needs Indicator |
|  | REF~BLT~LDC | Billing Type |
| SE~23~000000001 | | Number of Segments, Transaction Set Control Number |

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Maintain Customer Information Request –MOU/EC TDSP to CR

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| MOU/EC TDSP submits Maintain Customer Information Request to the CR Residential Example with all potential contact information populated and a change to billing type. | | |
| ST~814~000000001 | | Transaction Type, Transaction Set Control Number |
| BGN~13~2000454380~20080618~~~~~PC | | Request, Unique Transaction Number, Transaction Date, SET Transaction Number |
| N1~8S~MCTDSP NAME~9~0098765431000~~41 | | TDSP Name and DUNS Number, Sender |
| N1~SJ~CR NAME~9~9876543211100~~40 | | CR Name and DUNS Number, Receiver |
| N1~8R~CUSTOMER NAME | | Customer Name |
|  | N4~~~77777 | Zip Code |
|  | PER~PO~~TE~8005551212~ PC~8005555551~EM~NAME@ISP.COM | Power Outage Contact |
| N1~BT~CUSTOMER BILLING NAME | | Customer Billing Name |
|  | N3~123 MAIN AVE | Customer Billing Address |
|  | N4~ANYTOWN~TX~77777111 | Customer Billing City State Zip |
| N1~FJ~FIRST CONTACT NAME | | First Contact |
|  | PER~IC~~TE~1112223456~TE~1112223457 | First Contact Telephone Number (s) |
|  | REF~5J~98765432~TX | First Contact Driver's License Number and State |
|  | REF~SY~123456789 | First Contact Social Security Number |
| N1~VA~SECOND CONTACT NAME | | Second Contact |
|  | PER~IC~~TE~1112223458~TE~4445551237 | Second Contact Telephone Number (s) |
|  | REF~5J~45677894~TX | Second Contact Driver's License Number and State |
|  | REF~SY~852741963 | Second Contact Social Security Number |
| LIN~1~SH~EL~SH~MCI | | Maintain Customer Information |
|  | ASI~7~001 | Request Change |
|  | REF~Q5~~12345678910111231 | ESI ID |
|  | REF~1W~~1234567890 | Membership Number |
|  | REF~SU~N | Special Needs Indicator |
|  | REF~BLT~DUAL | Billing Type |
| SE~25~000000001 | | Number of Segments, Transaction Set Control Number |