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| RMGRR Number | [183](https://www.ercot.com/mktrules/issues/RMGRR182) | RMGRR Title | Competitive Retailer Information Portal (CRIP) and Weather Moratorium Updates |
| Date Posted | | May 22, 2025 | |
|  | |  | |
| Requested Resolution | | Normal | |
| Retail Market Guide Sections Requiring Revision | | 2.2, Acronyms  7.4.2, Safety-Net Submission Processes  7.6.5.1, Emergency Reconnects  7.6.5.4, Weather Moratoriums  7.6.5.6, Master Metered Premises  7.10.2.2, Safety-Net Move-Out Procedures During an Extended Unplanned System Outage | |
| Related Documents Requiring Revision/Related Revision Requests | | None | |
| Revision Description | | This Retail Market Guide Revision Request (RMGRR) incorporates various updates that have been implemented as part of previous project enhancements to Transmission and/or Distribution Service Providers’ (TDSPs’) Competitive Retailer Information Portal (CRIP) self-service tool.  Also, with the implementation of Texas Standard Electronic Transaction (TX SET) V5.0, “county name” assignments will permit TDSPs to assign weather moratoriums “by county name” instead of “by service territory”. Therefore, Table 22, TDSP Disconnection Activity During Weather Moratorium, of Section 7.6.5.4 has been updated accordingly to change “by service territory” to reflect ”by county” as part of this RMGRR. | |
| Reason for Revision | | [Strategic Plan](https://www.ercot.com/files/docs/2023/08/25/ERCOT-Strategic-Plan-2024-2028.pdf) Objective 1 – Be an industry leader for grid reliability and resilience  [Strategic Plan](https://www.ercot.com/files/docs/2023/08/25/ERCOT-Strategic-Plan-2024-2028.pdf) Objective 2 - Enhance the ERCOT region’s economic competitiveness with respect to trends in wholesale power rates and retail electricity prices to consumers  [Strategic Plan](https://www.ercot.com/files/docs/2023/08/25/ERCOT-Strategic-Plan-2024-2028.pdf) Objective 3 - Advance ERCOT, Inc. as an independent leading industry expert and an employer of choice by fostering innovation, investing in our people, and emphasizing the importance of our mission  General system and/or process improvement(s)  Regulatory requirements  ERCOT Board/PUCT Directive  *(please select ONLY ONE – if more than one apply, please select the ONE that is most relevant)* | |
| Justification of Reason for Revision and Market Impacts | | This RMGRR documents some of each TDSPs’ CRIP self-service tool functionality that was created to provide Market Participants with 24x7 access to Electric Service Identifier (ESI ID) online services and Premise-specific information when using a Market Participant’s CRIP login. TDSP self-service tools create market-wide efficiencies by eliminating manual workarounds when sending or receiving spreadsheets via email communications that are normally processed during TDSPs’ business hours. | |

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| Sponsor | |
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| Market Segment | Investor Owned Utilities (IOU) |

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| Market Rules Notes |

None

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| Proposed Guide Language Revision |

**2.2 ACRONYMS**

**CRIP** Competitive Retailer Information Portal

*7.4.2 Safety-Net Submission Processes*

(1) If the TDSP provides an internet-based portal for safety-net requests, the CR may submit a safety-net move-in requesting a move-in service start date of the current date by means of the TDSP’s specific internet-based submission process.

(2) If the CR utilizes the safety-net move-in spreadsheet process via email, 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 CPT; and

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

**Table 1. TDSP Safety-Net E-mail Address / Internet-Based Portal**

| **TDSP** | **TDSP Safety-Net E-mail Address / Internet-Based Portal** |
| --- | --- |
| AEP | Utilize AEP REPDesk (repdesk.aep.com) as the primary method to submit safety-nets.  Secondary method is to send safety-net emails to:  [aepbaoorders@aep.com](mailto:aepbaoorders@aep.com) |
| CNP | Utilize CNP’s Competitive Retailer Information Portal (CRIP) at: [ws.centerpointenergy.com](https://ws.centerpointenergy.com) |
| Oncor | Utilize Oncor’s CRIP at: [www.oncor.com/crip](http://www.oncor.com/crip) |
| TNMP | Utilize TNMP’s Retail Electric Provider (REP) Portal as the primary method to submit safety-net requests at: [safetynet@tnmp.com](mailto:safetynet@tnmp.com) |

7.6.5.1 Emergency Reconnects

(1) There may be times when a Customer has been disconnected for non-payment in error. For completed DNP request that result in a life threatening situation, PUCT request or are completed inadvertently, CRs will need to contact each TDSP to arrange for an emergency RNP and identify the reason for the emergency Service Request. Life threatening situations should be immediately reported to the TDSP 24 hours per day, seven days per week contacts in order to expedite the reconnection request. See Table 19, Contact Information for Emergency RNP Requests, below.

(2) After initiating an emergency RNP request with the TDSP’s 24 hours per day, seven days per week support center, CRs shall submit a follow up e-mail, attaching the completed Section 9, Appendices, Appendix C2, Emergency Reconnect Request Data Requirements, spreadsheet to the e-mail address indicated in Table 19 below or submit the request by means of an internet-based submission process if the TDSP provides an internet-based portal.

Table 19. Contact Information for Emergency RNP Requests

| **TDSP** | **Contact Information for Emergency RNP Requests** | **TDSP E-mail or Internet-Based Portal for Appendix C2, Emergency Reconnect Request Data Requirements, Spreadsheet** | **Require 650\_01, Service Order Request, to Reconnect** |
| --- | --- | --- | --- |
| **AEP** | Contact CR Relations team for process. | [crrtx@aep.com](mailto:crrtx@aep.com) | No |
| **CNP** | Contact 24 hours per day seven days per week support center  (713) 207-2222 or (800) 332-7143 | * Utilize CNP’s Competitive Retailer Information Portal (CRIP) at: [ws.centerpointenergy.com](https://ws.centerpointenergy.com) | Yes, 650\_01 RC001 or RC003 (If the CR cannot issue RC003 reconnects and is not the CR initiating the original DNP request, the 650\_01 transaction will not be required.) |
| **Oncor** | Contact 24 hours per day seven days per week support center  (888) 313-6934 | Utilize Oncor’s CRIP at: [www.oncor.com/crip](http://www.oncor.com/crip) | No |
| **TNMP** | Contact 24 hours per day seven days per week support center  (888) 866-7456 | [SafetyNet@tnmp.com](mailto:SafetyNet@tnmp.com) | No |

7.6.5.4 Weather Moratoriums

(1) All Market Participants should monitor [www.nws.noaa.gov](http://www.nws.noaa.gov/) for the conditions in Table 20, Extreme Weather Emergency Due to Cold, andTable21,Extreme Weather Emergency Due to Heat,that would establish a weather moratorium. A weather moratorium may be invoked in a service territory at any time during the day when one of the following conditions exists in a county as outlined in P.U.C. Subst. R. 25.483, Disconnection of Service:

Table 20. Extreme Weather Emergency Due to Cold

| The previous day's highest temperature did not exceed 32°F and the predicted temperature for the next 24 hours is at or below 32°F. (Both conditions must be met before disconnection activity is suspended in a service territory). | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Example I | 28°F | 28°F | 32°F | 34°F | 34°F | 32°F | 32°F |
|  |  | No Disconnect | Disconnect | Disconnect | Disconnect | No Disconnect |
| Example II | 28°F | 28°F | 32°F | 32°F | 34°F | 32°F | 45°F |
|  |  | No Disconnect | No Disconnect | Disconnect | Disconnect | Disconnect |
| Example III | 28°F | 28°F | 32°F | 30°F | 34°F | 32°F | 25°F |
|  |  | No Disconnect | No Disconnect | Disconnect | Disconnect | No Disconnect |

Table 21. Extreme Weather Emergency Due to Heat

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| The National Weather Service issues a heat Advisory for that day or on any one of the preceding two days. | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday |
| Example I | Heat Advisory in Effect | Heat Advisory in Effect | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory | No Heat Advisory | Heat Advisory in Effect |
|  |  | No Disconnect | No Disconnect | No Disconnect | Disconnect | No Disconnect |
| Example II | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory | No Heat Advisory | Heat Advisory in Effect | No Heat Advisory | No Heat Advisory |
|  |  | No Disconnect | Disconnect | No Disconnect | No Disconnect | No Disconnect |

(2) Disconnection Activity During Extreme Weather

(a) In the event that one of the above conditions exists in a TDSP’s service territory, that TDSP shall notify the PUCT as described in P.U.C. Subst. R. 25.483(i)(2) to outage@puc.state.tx.us and CRs via e-mail that a weather moratorium has been invoked and that disconnection activity has been suspended as indicated in Table 22, TDSP Disconnection Activity During Weather Moratorium.

(b) CRs will need to provide their company contact to their REP relations manager at each TDSP in order to receive the weather moratorium notifications.

(c) For the duration of the weather moratorium, CRs shall not issue DNP request for affected areas. New DNP requests issued for Premises in counties or service territories that are experiencing a weather moratorium will be processed as indicated in Table 22 below.

(d) DNP requests that are Pending completion by the TDSP at the time a weather moratorium is established will be Completed Unexecutable or rejected in accordance with Table 22, TDSP Disconnection Activity During Weather Moratorium.

(e) DNP requests that are Completed Unexecutable by a TDSP during a weather moratorium and still qualify for DNP should be resubmitted by the CR at the time the weather moratorium is lifted.

(3) Reconnection Activity During Extreme Weather

(a) All types of RNP request will be processed by all TDSPs during a weather moratorium.

(b) RNP requests received for Pending DNP requests will be processed in order to cancel the DNP request. RNP requests received for DNP completed prior to an extreme weather event are processed and dispatched according to applicable timeframes during a weather moratorium.

Table 22. TDSP Disconnection Activity During Weather Moratorium

| **TDSP** | **TDSP E-Mail Notification - Disconnection Activity Suspended Due to Weather Moratorium** | **TDSP Processing of New DNP Requests Issued During Weather Moratorium** |
| --- | --- | --- |
| **AEP** | By county. | Completed Unexecutable |
| **CNP** | By county. | Will either be rejected or Completed Unexecutable |
| **Oncor** | By county. | Completed Unexecutable |
| **TNMP** | By county. | Completed Unexecutable |

7.6.5.6 Master Metered Premises

(1) Prior to issuing a DNP request for a master metered Premise, a CR must fulfill the tenant notification requirements outlined in subsection (j) of P.U.C. Subst. R. 25.483, Disconnection of Service. If applicable, a CR may request that a TDSP’s FSR post the required notices at a master metered property for a designated fee listed in Table 23, DNP Request for Mastered Metered Premises and Unmetered Services below.

(2) DNP requests received for a master metered Premise will be Completed Unexecutable by the TDSP. The requesting CR will need to contact the TDSP to coordinate the DNP request of the master metered Premise as indicated in Table 23, DNP/RNP Request for Mastered Metered Premises and Unmetered Services, below.

**Table 23. DNP/RNP Request for Mastered Metered Premises and Unmetered Services**

| **TDSP** | **Notice Posting Availability for Master Metered Premises** | **Fee (if applicable)** | **TDSP Contact to Coordinate DNP Request** |
| --- | --- | --- | --- |
| **AEP** | Available | $42 | AEP CRR Account Manager |
| **CNP** | Unavailable |  | [CR.Support@CenterPointEnergy.com](mailto:CR.Support@CenterPointEnergy.com) |
| **Oncor** | Unavailable |  | REP Account Manager or [REPrelations@Oncor.com](mailto:REPrelations@Oncor.com) |
| **TNMP** | Available | $35 | REP Relations manager |

7.10.2.2 Safety-Net Move-Out Procedures During an Extended Unplanned System Outage

(1) Safety-net Move-Out Requests are initiated by the CR via an e-mail to the TDSP at the TDSP’s e-mail address indicated below in Table 2, TDSP E-mail Address or Internet-Based Portal for Safety-Net Move Outs During anExtended Unplanned System Outage.

**Table 2. TDSP E-mail Address or Internet-Based Portal for Safety-Net Move Outs During an Extended Unplanned System Outage**

| **TDSP** | **TDSP E-mail Address or Internet-Based Portal for Safety-Net Move Outs During an Extended Unplanned System Outage** |
| --- | --- |
| AEP | [aepbaoorders@aep.com](mailto:aepbaoorders@aep.com) |
| CNP | [ws.centerpointenergy.com](https://ws.centerpointenergy.com) |
| Oncor | [www.oncor.com/crip](http://www.oncor.com/crip) |
| TNMP | [safetynet@tnmp.com](mailto:safetynet@tnmp.com) |

(2) The CR shall attach the spreadsheet with the safety-net acceptable data content in the format as indicated below in Table 3, Safety-Net Move Out Spreadsheet Content Used During an Extended Unplanned System Outage, to the e-mail.

Table 3. Safety-Net Move Out Spreadsheet Content Used During an Extended Unplanned System Outage

| 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) | MVO Street Address | (required) | AN | 1 Min. / 55 Max. |
| (5) | MVO Apartment Number | (if applicable) | AN | 1 Min. / 55 Max. |
| (6) | MVO ZIP | (required) | ID | 3 Min. / 15 Max. |
| (7) | MVO 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) | MVO 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. |

(3) 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 the Safety-Net Move-Out Spreadsheet Format Used During an Extended Unplanned System Outage layout below. The spreadsheet data content shall begin on row 3.

**Example for the Safety-Net Move-Out Spreadsheet Format Used During an Extended Unplanned System Outage:**



(4) If the TDSP does not have a transaction to respond to, the TDSP shall notify the CR by attaching to the e-mail the spreadsheet in the market-approved spreadsheet format (see Table 4, TDSP Format for Move-Out Safety-Net Responses During an Extended Unplanned System Outage) of all safety-net Move-Out Requests that could not be completed as noted in Table 5, TDSP Return Codes. The TDSP shall respond within one Retail Business Day of receipt of the request.

**Table 4. TDSP Format for Move-Out Safety-Net Responses During an Extended Unplanned System Outage**

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

**Table 5. 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. |
| 09 | Complete Unexecutable | AN | 1 Min. / 2 Max. |
| 24L | Less than 24 hours after the retail market conference call | AN | 1 Min. / 3 Max. |

(5) If the CR wants to cancel a safety-net move out, it must notify the TDSP at the TDSP e-mail address indicated in Table 2 above. If the CR does not notify the TDSP of a cancellation, the TDSP will complete the Move-Out Request, and the CR will be responsible for the Customer’s consumption until completion of the Move-Out Request.

(a) The CR’s e-mail notification must follow the format outlined in:

(i) Paragraph (1) of Section 7.10.2.1, Format of the Move Out Safety-Net Spreadsheet Used During an Extended Unplanned System Outage; and

(ii) Paragraphs (1) and (2) above.

(b) If the TDSP has already completed the move out, the CR must send a Move-In Request to restore service and return the Premise to its original status.

(6) The CR must submit an 814\_24, Move-Out Request, to ERCOT and note the BGN02 on the safety-net spreadsheet that was sent to the TDSP. If a subsequent 814\_24 transaction is accepted by ERCOT, the CR must update the TDSP with the latest BGN02 for its safety-net move-out ESI ID.

(a) All updates must reference the original move out date requested in the safety-net spreadsheet.

(b) The e-mail with the updated safety-net spreadsheet information must be in the format outlined in paragraphs (1) and (2) above.