Segment:REF Reference Identification (Drop Reason and Initiating Party)

Position:	030	
Loop:	LIN	Optional (Must Use)
Level:	Detail	
Usage:	Optional (Must Use)	
Max Use:	1	
Purpose:	To specify identifying information	
Syntax Notes:	1	At least one of REF02 or REF03 is required.
	2	If either C04003 or C04004 is present, then the other is required.
	3	If either C04005 or C04006 is present, then the other is required.
Semantic Notes:	1	REF04 contains data relating to the value cited in REF02.
Notes:		Request: Required
		Response: Not Used
		REF~1P~B38
		REF~1P~020
		REF~1P~A13~MAIL RETURNED

Data Element Summary

Mand.	Ref. Des.	Data Element	Name	Attributes
Mand.	**REF01**	**128**	**Reference Identification Qualifier**	**M ID 2/3**
			1P	Accessorial Status Code
				Warnings associated with an accept status notification
Must Use	**REF02**	**127**	**Reference Identification**	**X AN 1/30**
			020	Customer Moved or Account Closed
				(Customer Initiated)
				May originate either with the ESCO/Marketer or the Utility.
				Service may be physically shut off.
			A13	Other
				See explanation in REF03.
				May originate either with the ESCO/Marketer or the Utility.
			B38	Dropped
				(ESCO/Marketer Initiated)
				Customer was dropped by the initiator of the request.
			CHA	Customer Changed to Another Service Provider
				(Customer Initiated)
				Dropped by customer request. May oOriginates either with the Utility or ESCO/Marketer
			CHA	Only Request Code – Customer Authorized Drop
				(ESCO/Marketer or Customer Initiated)
				Dropped by Upon customer request, sent by incumbent ESCO to cancel pending switch to new ESCO.
				Originates with the ESCO/Marketer
	REF03	**352**	**Description**	**X AN 1/80**
Cond.				
				Additional text information to aid in explaining the reason for a drop.

DISCUSSION:

This transaction was first proposed in 2009 and has been implemented by one utility. Some (but not all) utilities could not implement because the code CHA could be originated outside of the context of a Contest Period Reinstatement Request.

PROPOSED SOLUTION:

1. Eliminate the use of the CHA code for Incumbent ESCO originated drop requests; use of 020, B38 or A13 would still be accepted for drops that are not contest period reinstatement requests.

2. Utilities would still use CHA to notify the Incumbent ESCO of a drop due to a pending switch to another ESCO.

3. In response, after obtaining appropriate consent from the customer, the Incumbent ESCO could send a drop request with the code CHA which would be accepted and process by the utility provided that:

    a. The account is active with the Incumbent ESCO
    b. The account is pending enrollment with another ESCO
    c. The 814D/CHA request is received prior to the scheduled switch date.

    Otherwise an 814D Rejection would be sent.