

Case No. 12-M-0476 et al.
EDI Business/Technical Working Groups
814D Business Process Document – Customer Moves/Closes Account - Proposed Modifications
4/28/2017

From pages 2-3 of the 814D Business Process Document:

- Drop requests must be received a minimum of 5 business days (or for gas switches, 10 business days) prior to the effective date with the following exceptions:
 - the customer moves and doesn't provide 5 business days' notice;
 - the drop request is sent in response to a customer canceling a pending enrollment request; or
 - the customer's account is closed.
- When a customer informs the utility that it is relocating to a different address within the same service territory and intends to receive service at such address, the Utility will send a drop request to the ESCO with an effective date coincident with the date of the move or the customer's request. Otherwise, When when or after an account is closed, the Utility will send a drop request to the ESCO with an effective date coincident with the date of the account closing.
- Where a customer wants to continue taking service from their current supplier ESCO, i.e. the Incumbent ESCO, following cancellation of an enrollment request from a new supplier ESCO, the notice of cancellation must be received from the Incumbent ESCO a minimum of three business days prior to the effective date of the pending enrollment.
- Where the customer contacts the Utility to cancel a pending enrollment, the Utility will send a Drop Request to the pending ESCO a minimum of two business days in advance of the effective date of the pending enrollment.

Questions:

- 1) For customers that informed the utility that it planned to relocate to a different address within the same service territory and intended to receive service at such address, but did not move should the utility inform the ESCO via EDI and if so, how?
- 2) If the customer informs the utility of a new move date, does that change the circumstances concerning communication to the ESCO?
 - a. Does the 814D pending drop ever expire?
 - b. When the drop doesn't happen as scheduled, does it need to be cancelled (with an 814R?) and resent when the account closes?
- 3) If the customer starts service at the new (different) address but maintains service at the old address, does that change the circumstances concerning communication to the ESCO?