

Case No. 12-M-0476 et. al.  
 EDI Business/Technical Working Groups  
 Service Portability Workpaper – 814E BP Document  
 March 20, 2015

<b>PROCESS NUMBER:</b>	<b>EN 6.0</b>
<b>PROCESS NAME:</b>	<b><i>PROCESS REQUEST FOR RELOCATION WITHIN SERVICE TERRITORY (EDI)</i></b>
<b>PROCESS DEFINITION:</b>	The process, if supported by the Utility, provided by the Utility to indicate when a residential customer that has moved within a utility's service territory has elected to retain their ESCO service at the customer's new address, i.e. Service Portability. Delivery and supply service at the old location must be terminated (account is closed) and both delivery and commodity service must be initiated at the new location.
<b>TRIGGER(S):</b>	Customer contacts Utility.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Low activity.
<b>PROCESS INPUTS:</b>	<p>Termination of existing delivery service (closing of old account):</p> <ul style="list-style-type: none"> <li>• Customer account is closed.</li> <li>• Utility establishes effective date of drop (date account is closed).</li> <li>• Utility notifies ESCO of account closing.</li> <li>• Utility may send notification letter to customer confirming actions taken.</li> </ul> <p>New Delivery request from the Customer (opening of new account):</p> <ul style="list-style-type: none"> <li>• Customer shall provide the name, service address, mailing address, and telephone number for new delivery service to the utility.</li> <li>• Customer shall also provide information about the customer's special needs, if any, including life support equipment.</li> <li>• Customer must provide customer's expected service start date with the utility.</li> <li>• Customer must provide all data necessary for the Utility to process an application for utility service.</li> </ul>

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<b>PROCESS OUTPUTS:</b>	<p>The Utility will process both the service application for the customer and the enrollment by sending and pending enrollment transaction to the ESCO so that a new customer may participate in retail access coincident with the service turn-on date.</p> <ul style="list-style-type: none"> <li>• Positive Response: Utility provides acknowledgement that the customer has been established on utility distribution and ESCO supply service by issuing: <ul style="list-style-type: none"> <li>○ 814 Drop for old account number</li> <li>○ 814 Enrollment for the new account number. <ul style="list-style-type: none"> <li>▪ The new account number will be displayed on the REF 12 line and the old account number will be displayed on the REF 45 line.</li> <li>▪ A REF*45 with an N106=SP for a Utility enrollment response with BGN06 "MANUAL" means Service Portability.</li> </ul> </li> </ul> </li> <li>• Negative Responses: Various denials of service may occur due to administrative issues including non-payment of construction fees or deposits, credit issues, etc., <u>or</u> service related issues.</li> </ul>
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• The Customer contacts Utility to establish a new delivery account and enroll the new delivery Customer with the ESCO.</li> <li>• The Customer provides the Utility with customer name, service address, mailing address, telephone number and any other information required by the Utility.</li> <li>• Utility validates ESCO and customer identifying information.</li> <li>• Utility validates request (SC # eligibility, room in program).</li> <li>• Utility sends enrollment acknowledgement letter to customer.</li> </ul>
<b>PROCESS RULES:</b>	