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, the Utility will:
  - o send Send an informational drop request to the ESCO with an effective date coincident with the date of the move or the customer's request or inform the customer that it should contact its current ESCO informing it of the date of the move.
    - ▪ If an informational drop request is sent and the customer does not move on the date provided, i.e. the customer account does not close, the informational drop request need not be cancelled nor would an 814R transaction be necessary to reinstate ESCO service.
  - o When or after (if, for example, the customer did not provide sufficient notice of a move) 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 closingclosed.
  - o If the customer is relocating within the same service territory and intends to receive service from its current ESCO at the new address, utility will inform the customer of the necessary steps.
- 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 supplierESCO, 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?

4) Is this a matter of enhancing gray box notes in the IGs?

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
	Utilities should describe their support of CHA and CHU codes in their Utility Maintained EDI Guides. It is recognized that in place of CHA and CHU codes, utilities can rely upon other codes, e.g. A13 with REF03 description, or non-EDI responses when customers contact utilities directly and EDI timing windows expire.
	REF~1P~B38
	REF~1P~020
	REF~1P~A13~MAIL RETURNED

Data Element Summary

	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	
			Originates with the Utility.	
			A13 Other	
			See explanation in REF03.	
			May originate either with the ESCO or the Utility.	
			B38 Dropped	
			(ESCO Initiated)	
			Customer was dropped by the ESCO.	
			CHA Customer Changed to Another ESCO	
			Upon Customer request:	
			• Sent by Utility to Incumbent ESCO in response to pending switch to another ESCO.	
			Upon Incumbent ESCO request (if supported by Utility):	
			• Sent by the Incumbent ESCO to request cancelation of a pending switch to another ESCO.	
			• Sent by the Utility to the Pending ESCO to request cancelation of a pending switch to that ESCO.	
			CHU Customer Changed to Full Utility Service	
			If supported by Utility, sent by Utility to Incumbent ESCO in response to customer request to return to full service.	
			MOV Customer Move Notification	
			If supported by Utility, sent by Utility to Incumbent ESCO in response to a customer's notification of a prospective move date that will result in the Utility closing the account.	
Cond.	REF03	352	**Description**	X AN 1/80
			Additional text information to aid in explaining the reason for a drop.	

Segment:	**DTM** Date/Time Reference (Effective Date of Customer Move)
Position:	040
Loop:	LIN Optional (Must Use)
Level:	Detail
Usage:	Optional (Dependent)
Max Use:	1
Purpose:	To specify pertinent dates and times
Syntax Notes:	**1** At least one of DTM02 DTM03 or DTM05 is required.
	2 If DTM04 is present, then DTM03 is required.
	3 If either DTM05 or DTM06 is present, then the other is required.
Semantic Notes:	
Notes:	Request: Conditional
	Response: Not Used
	This segment is required on ~~ESCO initiated~~ requests when the drop reason is a customer move (REF1P=020) or if supported by the utility, when the customer has provided the utility a prospective move date (REF 1P=MOV).
	DTM~007~20060415

Data Element Summary

Mand.	Ref. Des.	Data Element	Name	Attributes
Mand.	**DTM01**	**374**	**Date/Time Qualifier**	**M ID 3/3**
		007	Effective	
			Used when information message is 020 (REF~1P~020) or MOV (REF~1P~MOV). Provides the effective date of a customer move. If provided with 020, this is the date the customer's account closed and ESCO service ended.	
Must Use	**DTM02**	**373**	**Date**	**X DT 8/8**
			Date in the form CCYYMMDD	
			This is the date the customer moves from the current service location.	