Case No. 12-M-0476 et al.
EDI Business/Technical Working Groups
814D – Customer Moves/Closes Account - Proposed Modifications
8/11/2017

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 (thereby closing the account) 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 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 ~~closing~~closed.
  - o If the customer wishes to receive service from its current ESCO on the account associated with the customer's new address, utility will inform the customer of the necessary steps.
    - ▪ As necessary, the utility will inform the customer that it should contact its current ESCO informing it of the date of the move.
- 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.

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COMMENTARY:

Based upon practical operating experience, the proposed changes de-emphasize advance notice of a customer move by the utility and generally treat continued ESCO service as a matter between the customer and its supplier. When the customer indicates to the utility that it wishes to continue ESCO service at its new account, the customer will be informed by the utility of the steps necessary.

Since the EDI Standards were initially developed, cell phones have become ubiquitous. Since cell phone numbers do not typically change when a customer moves, if an account closes due to a customer move ESCOs do not necessarily lose contact with the customer. ESCO service can be resumed on a prospective basis (by the ESCO with customer consent) even if the customer does not inform the utility (or the ESCO) in advance. Further, such resumption is not necessarily limited to the current service territory.

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.	
Cond.	**REF03**	**352**		**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~~Account Closure)
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 that the~~a~~ customer's account has closed~~ move~~ (REF1P=020).
	DTM~007~20060415

Data Element Summary

	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). Provides the effective date ~~of a~~the customer's ~~move.~~account closed.	
Must Use	**DTM02**	**373**	**Date**		**X DT 8/8**
			Date in the form CCYYMMDD This is the date the customer ~~moves~~ account closed~~from the current service location~~.		