

Case No. 12-M-0476 et al.  
EDI Business/Technical Working Groups  
814D – Business Process Document - Proposed Modifications  
9/1/2017

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:
  - 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.
  - 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.
  - If the Incumbent ESCO misses this deadline, the Utility will notify the Incumbent ESCO and switch the customer to the new ESCO.
- 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.
- Where a person authorized to act on behalf of the customer calls to close the customer's account and informs the utility that the customer is deceased, the Utility will instruct the person authorized to act on behalf of the customer to contact the customer's ESCO to inform the ESCO of customer's death.

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**KEY:**

**CUSTOMER MOVES**

**ESCO CONTEST PERIOD (Incumbent ESCO Reinstatement Request)**

**TERMINATION FEES AT ACCOUNT**