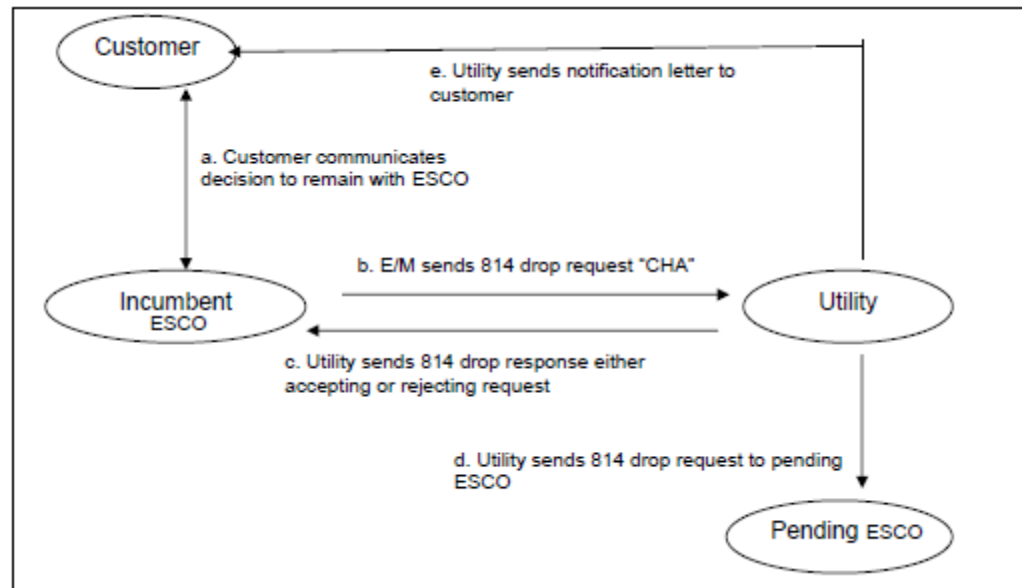


DROP BUSINESS PROCESSES**DR 1.4 Incumbent ESCO Drops Switch to Pending ESCO**

After a customer switches from one ESCO/Marketer to another, the customer will receive a confirmation letter from the Utility notifying them of the pending change, and the incumbent ESCO receives an 814 Drop from the Utility. The Incumbent ESCO may contact the customer in an attempt to retain the customer, and on the customer behalf initiate an inbound 814 Drop request transaction of pending switch.

If the customer decides to stay with their incumbent ESCO and not to switch to new ESCO



- a. Customer communicates decision to remain with Incumbent ESCO
- b. Incumbent ESCO sends 814 drop request "CHA"
- c. Utility sends 814 drop response either accepting or rejecting request
- d. Utility sends 814 drop request to pending ESCO
- e. Utility sends notification letter to customer (optional)
- f. Utility sends 814 reinstatement to Incumbent ESCO

REINSTATEMENT BUSINESS PROCESSES

PROCESS OUTPUTS:	<p><u>Accept Responses to Reinstatement Request:</u></p> <p>(ESCO/Marketer Only) Utility ID Information; E/MESCO ID Information; Customer's Utility Account Number, Service Applicable, and Status Indicator (Accept)</p> <p><u>Reject Responses to Reinstatement Requests:</u></p> <p>(ESCO/Marketer Only) Utility ID Information; E/MESCO ID Information; Customer's Utility Account Number, Service Applicable (Electric or Gas), Status Indicator (Reject) and Rejection Reason.</p> <p>Reinstatement Requests may only be rejected for validation failures, service not offered, missing reinstatement date or for failure to comply with the 3-day notice requirement:</p> <p>Valid Rejection Reasons:</p> <p>A76 – Utility Account Invalid or Not Found</p> <p>A91 – Service is not offered (i.e. request pertains to electric service but account is gas account)</p> <p>A96 – Reinstatement Period Expired</p> <p>DIV – Date/Time Invalid or Missing (Date Segment is Missing)</p>
SUB OR PRECEDING PROCESSES:	<p>RE 1.0 Customer Is Reinstated After Contacting Utility to Rescind Pending Enrollment for New E/MESCO</p> <p>RE 2.0 Customer Is Reinstated After Contacting New E/MESCO to Rescind Pending Enrollment</p> <p><u>RE 3.0 Customer Is Reinstated After Incumbent ESCO Contacts Utility to Contest Pending Enrollment</u></p>

REINSTATEMENT BUSINESS PROCESSES

<u>PROCESS NUMBER:</u>	<u>RE 3.0</u>
<u>PROCESS NAME:</u>	<u><i>CUSTOMER IS REINSTATED AFTER INCUMBENT ESCO CONTACTS UTILITY TO CONTEST PENDING ENROLLMENT</i></u>
<u>PROCESS DEFINITION:</u>	<u>Process by which a customer may be reinstated with their current ESCO when that ESCO, with specific customer authorization for cancellation of a pending switch, contacts the Utility to contest a pending enrollment with another ESCO.</u>
<u>TRIGGER(S):</u>	<u>Customer contacts the Incumbent ESCO to indicate that they do not want to switch suppliers.</u>
<u>ESTIMATED / PEAK TRANSACTION RATE:</u>	<u>Low to moderate during enrollment periods</u>
<u>PROCESS INPUTS:</u>	<u>See Parent Process</u>
<u>PROCESS OUTPUTS:</u>	<u>See Parent Process</u>
<u>SUB OR PRECEDING PROCESSES:</u>	<ul style="list-style-type: none"><u>• Customer is an established customer of an ESCO</u><u>• Utility receives Enrollment Request from a new ESCO</u><u>• Utility validates Enrollment Request from new ESCO and sends new ESCO an Accept Response</u><u>• Utility sends Drop Request to incumbent ESCO</u><u>• Utility sends letter to customer verifying enrollment request from new ESCO</u><u>• Customer contacts their current ESCO within the verification period to cancel the pending enrollment</u><u>• Incumbent ESCO sends Contest Period Drop Request to the Utility</u><u>• Utility sends Drop Response to new ESCO</u><u>• Utility sends Reinstatement Request to the customer's Incumbent ESCO</u>

REINSTATEMENT BUSINESS PROCESSES

<u>PROCESS NUMBER:</u>	<u>RE 3.0</u>
<u>PROCESS NAME:</u>	<u><i>CUSTOMER IS REINSTATED AFTER INCUMBENT ESCO CONTACTS UTILITY TO CONTEST PENDING ENROLLMENT</i></u>
	<ul style="list-style-type: none">• <u>Incumbent ESCO sends Reinstatement Response to Utility</u>• <u>Utility may send customer letter confirming cancellation of pending enrollment for new ESCO and reinstatement with Incumbent ESCO</u>
<u>PROCESS RULES:</u>	<u>[CWG] When the Utility receives a Contest Period Drop Request from an Incumbent ESCO for which it has specific customer authorization for cancellation of a pending switch, the customer will automatically be reinstated with their incumbent ESCO unless (1) the customer contacts the Utility directly to indicate they wish to return to Utility bundled service instead of being reinstated with their incumbent ESCO.</u>
<u>COMMENTS:</u>	