

Case No. 12-M-0476 et. al.  
 EDI Business/Technical Working Groups  
 Draft Contest Period EDI Revisions – 814D IG  
 February 20, 2015

**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  
 REF~1P~B38  
 REF~1P~020  
 REF~1P~A13~MAIL RETURNED

**Data Element Summary**

Mand.	Ref. Des.	Data Element	Name	Attributes
Mand.	REF01	128	Reference Identification Qualifier 1P Accessorial Status Code Warnings associated with an accept status notification	M ID 2/3
Must Use	REF02	127	Reference Identification 020 Customer Moved or Account Closed <del>(Customer Initiated)</del> May originate either with the ESCO/Marketer or the Utility. Service may be physically shut off <u>by the Utility.</u> A13 Other See explanation in REF03. May originate either with the ESCO/Marketer or the Utility. B38 Dropped (ESCO/Marketer Initiated) Customer was dropped by the <u>initiator of the request</u> ESCO. CHA Customer Changed to Another Service Provider <del>(Customer Initiated)</del> • <u>Dropped by Upon customer request to Utility, sent by Utility to drop customer from ESCO service or in response to pending switch to an ESCO other than the incumbent. May originate either with the Utility or ESCO/Marketer</u> • <u>If supported by Utility, upon customer request, sent by incumbent ESCO to request cancelation of pending switch to new ESCO.</u>	X AN 1/30
	REF03	352	Description	X AN 1/80

Cond.

Additional text information to aid in explaining the reason for a drop.

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**DISCUSSION #1 – CONTEST PERIOD/INCUMBENT ESCO REINSTATEMENT REQUEST:**

This transaction was first proposed in 2009 and has been implemented by one utility. Some (but not all) utilities could not implement because the code CHA could be originated outside of the context of a Contest Period Reinstatement Request.

**PROPOSED SOLUTION:**

1. Eliminate the use of the CHA code for Incumbent ESCO originated drop requests; use of 020, B38 or A13 would still be accepted for drops that are not contest period reinstatement requests.
2. Utilities would still use CHA to notify the Incumbent ESCO of a drop due to a pending switch to another ESCO.
3. In response, after obtaining appropriate consent from the customer, the Incumbent ESCO could send a drop request with the code CHA which would be accepted and process by the utility provided that:
  - a. The account is active with the Incumbent ESCO
  - b. The account is pending enrollment with another ESCO
  - c. The 814D/CHA request is received prior to the scheduled switch date.

Otherwise an 814D Rejection would be sent.

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**DISCUSSION #2 - POTENTIAL TIMING CONFLICT FOR DROP EFFECTIVE DATES:**

Timing conflict if a Customer who wishes to return to utility service contacts the utility directly or contacts the ESCO. When a Customer wishes to return to utility service it may/should contact their ESCO as described in UBP.5.H.1:

A customer arranges for a return to full utility service by contacting either the ESCO or the distribution utility in accordance with this paragraph. An ESCO contacted by the customer shall, within one business day, process the customer's request to return to full utility service. A utility contacted by a customer shall remind the customer to contact the ESCO about the customer's returning to full utility service provided, however, that if the customer has already contacted the ESCO or wants to proceed without contacting the ESCO, the utility shall, within one business day, process the customer's request to return to full utility service. If a change to full utility service results in restrictions on the customer's right to choose another supplier or application of a rate that is different than the one applicable to other full service customers, the distribution utility shall provide advance notice to the customer.

However, customers may be returned to utility service pursuant to UBP.5.H.4.:

The following process sets forth the steps for an ESCO's return of a customer to full utility service.

- a. An ESCO may discontinue service to a customer and return the customer to full utility service provided that the ESCO notifies the customer and the distribution utility no later than 15 calendar days before the effective date of the drop. The ESCO's right to discontinue service to any customer is subject to any limitations contained in its sales agreement.

This appears to set up a conflicting timeline for the return to full utility service. After consultation with DPS Staff, it has been determined that the 15 day requirement is for the ESCO, and has no bearing on the utilities' timeframe to switch the customer back to full service. The ESCO could wait and submit the drop request 5 days before the next possible effective date. In this case, the utility has the discretion (but not the obligation) to set a an effective date of the return to full utility service as soon as 5 days after the drop is received. Alternatively, the utility could follow the 15 day timeline which would result in an effective date of the return to full utility service as far as 35 days after the drop is received.

**DISCUSSION QUESTIONS:**

Is a new Drop Code needed to distinguish between ESCO initiated drops at customer request and ESCO initiated drops for ESCO business-related reasons? Or is the lack can utilities presume that any ESCO initiated drop, in absence of a pending enrollment with another ESCO, a request to return the customer to full utility service and adequately handled by the B38 drop code?