

## DROP BUSINESS PROCESSES

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*This document describes the detailed Drop business processes for the State of New York. The Drop processes were initially developed by the NY EDI Collaborative and adopted by the Commission in Opinion 01-03, issued and effective July 23, 2001. Following release of Opinion 01-03, the Collaborative subsequently developed a Reinstatement Business Process Document, in conjunction with development of the EDI standards for the 814 Reinstatement Transaction Set. Those processes require the exchange of Drop request and/or response transactions to effect reinstatement. Accordingly, the documents subsequently approved for Reinstatement should also be reviewed for details regarding the use of the Drop transaction in that process. The Drop processes were subsequently revised to reflect modifications in the Uniform Business Practices and other relevant Commission orders. In developing these business processes, the content of the following documents was considered:*

- June 30, 1999 Report of the New York EDI Collaborative
- Case 99-M-0631 and Case 03-M-0017, Order Relating to Implementation of Chapter 686 of the Laws of 2003 and Pro-ration of Consolidated Bills, issued and effective June 20, 2003
- Case 98-M-1343, Case 99-M-0631, and Case 03-M-0117, Order on Petitions for Rehearing and Clarification, issued and effective December 5, 2003.
- Case 98-M-1343 and Case 99-M-0631 and Case 03-M-0117, Order on Petitions for Rehearing and Clarification, issued and effective June 22, 2005.
- Case 05-M-0858 and Case 05-M-0332, Order Adopting ESCO Referral Program Guidelines and Approving An ESCO Referral Program Subject to Modifications, issued and effective December 22, 2005.
- Case 98-M-1343 and Case 98-M-0667, Order Modifying Electronic Data Interchange (EDI) Standards and Uniform Business Practices, issued and effective May 19, 2006
- NY EDI TS814 Enrollment Request and Response Standard v. 2.0

### NOTES:

- Any item displayed under a Process component, i.e. rules; etc. is also applicable for its sub-processes, unless otherwise noted.
- All Customer information is considered confidential.
- A separate drop request must be received for each commodity, (i.e. electric or gas).
- For purposes of validating initial and subsequent EDI transactions, the E/M must provide the customer's utility account number (with check digit, if included). If the utility account number is not sent, the drop request will be rejected.

## DROP BUSINESS PROCESSES

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- Except for electric enrollments in Orange & Rockland's service territory, a drop request for an account is considered to be a request to drop all meters on that account. In that service territory, when both metered and un-metered electric service is present on an account the ESCO/Marketer may separately enroll (or drop) the un-metered service on that account by transmitting an indicator in the Utility Account Number segment in Drop Request transactions.
- The source of various Process Rules listed in this document is indicated by the following annotations which precede each rule:
  - [UBP] = NY Uniform Business Practices
  - [CWG] = Collaborative Work Group
  - [CWG][UBP (insert paragraph cite)] = Collaborative Work Group clarification, interpretation, comment or recommended modification of the Practices to accommodate Electronic Data Interchange. The following abbreviations are used for UBP Section references:
    - DEF                   Section 1 Definitions
    - ELIG                 Section 2 Eligibility Requirements
    - CRED                Section 3 Creditworthiness
    - CI                    Section 4 Customer Information
    - CSP                  Section 5 Changes in Service Providers
    - CINQ                Section 6 Customer Inquiries
    - UI                    Section 7 Utility Invoices
    - DISP                 Section 8 Disputes Involving Distribution Utilities, ESCOs or Direct Customers
    - B&PP                Section 9 Billing and Payment Processing
  - [Appendix B, Guidelines for ESCO Referral Programs or Appendix B, Attachment I or Appendix B, Attachment II] = Order Adopting ESCO Referral Program Guidelines, issued December 22, 2005.
  - [HEFPA (insert order reference)] = Orders issued in Case 03-M-0017 implementing Chapter 686.
- Drop requests must be received a minimum of 15 days prior to the effective date with the following exceptions:
  - the customer moves and doesn't provide 15 days notice;
  - the drop request is sent in response to a customer canceling a pending enrollment request; or
  - account is closed.

## DROP BUSINESS PROCESSES

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- When a customer is relocating to a different address, the Utility will send a drop request to the E/M with an effective date coincident with the date of the move or the customer's request. When an account is closed, the Utility will send a drop request to the E/M with an effective date coincident with the date of the account closing. Where a customer wants to continue taking service from their current supplier following cancellation of an enrollment request from a new supplier, the notice of cancellation must be received 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 E/M a minimum of two business days in advance of the effective date of the pending enrollment.
- The effective date for a drop is determined by the Utility. Drop Requests sent by the Utility will contain the effective drop date; when a Drop Request is sent by the E/M, the Utility Response transaction will contain the effective date for the drop. The effective date for a drop, under normal circumstances, will coincide with the date of the customer's next regularly scheduled meter read (or the first of the month for gas) unless an E/M requests an off-cycle drop. Off-cycle changes of gas service providers are allowed if the incumbent and new ESCO agree on an effective date no later than 15 calendar days following the request. When a Drop Request is received less than 15 days in advance of the customer's next scheduled read or first of the month where applicable, the drop will be processed on the following cycle. Requests for off-cycle drops may not be processed via EDI; the E/M must contact the Utility directly to effect an off-cycle drop.
- The E/M may not send a substantive drop response to a Utility drop request. The ESCO/Marketer, however, may reject a drop request for validation or syntax errors.
- When a response to a Drop Request is necessary, parties are expected to respond within two business days.
- Although transactions may be sent at any time, they will be processed during normal business days and hours. Business days are Monday through Friday except for national holidays and days for which business cannot be performed due to *force majeure* events [see UBP definition for 'Business Day' and paragraph B&PP D.1.j.]. Utilities are expected to respond to drop requests within two business days. For example, if the required response time is two business days, and a Utility receives a valid drop request at its Web server at 3:00 AM on Day 1, the Utility must respond by the close of business on Day 2. If the Utility receives a valid drop request at its Web server at 8:00 PM on Day 1, the Utility must respond by close of business on Day 3.

## DROP BUSINESS PROCESSES

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DR0	PROCESS DROP REQUEST .....	5
DR 1.0	PROCESS DROP OR CANCEL PENDING ENROLLMENT REQUEST .....	7
DR 1.1	CUSTOMER CONTACTS ESCO/MARKETER TO DROP ESCO/MARKETER .....	9
DR 1.2	CUSTOMER CONTACTS UTILITY TO DROP ESCO/MARKETER .....	13
DR 1.3	CUSTOMER CANCELS ENROLLMENT REQUEST .....	16
DR 1.3.1	UTILITY CUSTOMER CONTACTS ESCO/MARKETER TO CANCEL ENROLLMENT REQUEST .....	17
DR 1.3.2	UTILITY CUSTOMER CONTACTS UTILITY TO CANCEL ENROLLMENT REQUEST .....	19
DR 1.3.3	ESCO/MARKETER CUSTOMER CONTACTS UTILITY TO CANCEL ENROLLMENT REQUEST .....	23
DR 1.3.4	ESCO/MARKETER CUSTOMER CONTACTS ESCO/MARKETER TO CANCEL ENROLLMENT REQUEST .....	24
DR 2.0	ACCOUNT CLOSED .....	26
DR 3.0	CUSTOMER SWITCHES FROM ONE ESCO/MARKETER TO ANOTHER ESCO/MARKETER .....	28
DR 3.0	CUSTOMER SWITCHES FROM ONE ESCO/MARKETER TO ANOTHER ESCO/MARKETER .....	29
DR 4.0	ESCO/MARKETER DROPS CUSTOMER .....	31
DR 5.0	PROCESS REQUEST FOR RELOCATION WITHIN SERVICE TERRITORY .....	34
	DROP BUSINESS PROCESS FLOW DIAGRAMS .....	37

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i>DR0</i>
<b>PROCESS NAME:</b>	<i>PROCESS DROP REQUEST</i>
<b>PROCESS DEFINITION:</b>	The process by which a customer is withdrawn from a supplier's services.
<b>TRIGGER(S):</b>	The customer or ESCO/Marketer initiates ending the relationship between the customer and the ESCO/Marketer.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	High during enrollment periods.
<b>PROCESS INPUTS:</b>	Utility Information; E/M information; Customer Information; Service Information; Reason Code.  See 814 Drop Implementation Guide for details.
<b>PROCESS OUTPUTS:</b>	Utility Positive Response: Utility Information; E/M information; Customer Information; Service Information; Service Period End Date  Utility Acknowledgement Response: Utility Information; E/M information; Customer Information; Service Information.  ESCO/Marketer Positive Response: None  Negative Responses: (applicable to both Utility and ESCO Marketer) <ul style="list-style-type: none"> <li>• Account Number Not Valid</li> <li>• Not the ESCO/Marketer of record</li> <li>• Termination Reason Required but Not Sent</li> <li>• Other (See 814 Drop Implementation Guide for details)</li> </ul>

**DROP BUSINESS PROCESSES**

<b>PROCESS NUMBER:</b>	<i>DR0</i>
<b>PROCESS NAME:</b>	<i>PROCESS DROP REQUEST</i>
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• DR1.0 Process Drop or Rescind Request</li> <li>• DR2.0 Account Closed</li> <li>• DR3.0 Customer Switches From One ESCO/Marketer to Another ESCO/Marketer.</li> <li>• DR4.0 ESCO/Marketer Initiated Drop</li> <li>• DR5.0 Process Request for Relocation Within Service Territory</li> </ul>
<b>PROCESS RULES:</b>	See subprocesses
<b>COMMENTS:</b>	In certain circumstances, Drop Requests may include service and/or mailing address information.

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i><b>DR 1.0</b></i>
<b>PROCESS NAME:</b>	<i><b>PROCESS DROP OR CANCEL PENDING ENROLLMENT REQUEST</b></i>
<b>PROCESS DEFINITION:</b>	Process by which a customer is withdrawn from a supplier's services, either before supply has started, or after the customer is established on active supply. This process is initiated by the customer contacting the Utility or ESCO/Marketer.
<b>TRIGGER(S):</b>	Customer decides to withdraw from a supplier's services.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Moderate
<b>PROCESS INPUTS:</b>	See Parent (DR0).
<b>PROCESS OUTPUTS:</b>	See Parent (DR0).
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Customer Contacts ESCO/Marketer to Drop ESCO/Marketer</li> <li>• Customer Contacts Utility to Drop ESCO/Marketer</li> <li>• Customer Cancels Pending Enrollment Initiated by the ESCO/Marketer (or by the Utility where ESCO Referral Programs are offered)</li> </ul>
<b>PROCESS RULES:</b>	<p>[UBP CSP B. 2.] The ESCO shall provide residential customers the right to cancel a sales agreement within three business days after its receipt (cancellation period).</p> <p>[UBP CSP D. 6.] Upon acceptance of an enrollment request, the distribution utility shall send a notice to any incumbent ESCO that the customer's service with that ESCO will be terminated on the effective date of the new enrollment...</p>

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 1.0</i></b>
<b>PROCESS NAME:</b>	<b><i>PROCESS DROP OR CANCEL PENDING ENROLLMENT REQUEST</i></b>
	<p>[UBP CSP D. 6.] ...In the event that the distribution utility receives notice no later than three business days before the effective date that a pending enrollment is cancelled, the distribution utility shall transmit a request to reinstate service to any incumbent ESCO, unless the ESCO previously terminated service to the customer or the customer requests a return to full utility service.</p> <p>[UBP CSP E.2.] Upon receipt of [notice of a customer's] cancellation, the distribution utility shall cancel the pending enrollment and reinstate the customer with the incumbent ESCO, if any, or the distribution utility, provided that no less than three business days remain before the planned effective date. If less than three business days remain, the change to the new provider shall occur and remain effective for one billing cycle. The customer shall return to full utility service at the end of the next switching cycle, unless the customer is enrolled by another ESCO at least 15 days before the beginning of the next switching cycle.</p> <p>[UBP CSP E.3. ] If a customer notifies the pending ESCO of such cancellation, the pending ESCO shall send a customer's drop request to the distribution utility at least three business days prior to the effective date for the pending enrollment.</p> <p>[CWG] Neither the ESCO/Marketer nor Utility can reject a Drop Request on substance. A Drop transaction can be rejected for validation or syntax errors. Reject responses will require manual follow-up.</p> <p>[CWG] The 15 calendar day notice requirement generally applicable to Drop Requests will not apply in instances in which a customer cancels a pending enrollment request and a Drop Request must then be sent to the pending ESCO/Marketer.</p>
<b>COMMENTS:</b>	

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i><b>DR 1.1</b></i>
<b>PROCESS NAME:</b>	<i><b>CUSTOMER CONTACTS ESCO/MARKETER TO DROP ESCO/MARKETER</b></i>
<b>PROCESS DEFINITION:</b>	The process by which the customer is returned to Utility service after notifying the E/M that they wish to withdraw from supply services .
<b>TRIGGER(S):</b>	See DR1.0.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Peak (hundreds per day) during promotions; low volume (10s per day) non-promotional period.
<b>PROCESS INPUTS:</b>	See parent (DR0).
<b>PROCESS OUTPUTS:</b>	See Parent (DR0).
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Customer contacts ESCO/Marketer.</li> <li>• ESCO/Marketer notifies Utility of customer's voluntary termination of commodity service within two business days of customer contact.</li> <li>• In the Single Retailer Model the ESCO/Marketer must indicate, where applicable, that the Customer is closing their Utility account due to relocation and provide the effective date of move.</li> <li>• Utility establishes effective date of drop based on customers next regularly scheduled meter reading date, the first of the following month (gas) or a special meter reading (where requested).</li> <li>• Utility changes the status of the customer account (i.e. drops the customer from the supplier).</li> <li>• Utility notifies ESCO/Marketer of status change.</li> <li>• Utility processes fees for special meter reading where applicable.</li> <li>• Utility sends notification letter to customer advising of actions taken.</li> </ul>

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i><b>DR 1.1</b></i>
<b>PROCESS NAME:</b>	<i><b>CUSTOMER CONTACTS ESCO/MARKETER TO DROP ESCO/MARKETER</b></i>
<b>PROCESS RULES:</b>	<p>[UBP CSP B. 2.] The ESCO shall provide residential customers the right to cancel a sales agreement within three business days after its receipt (cancellation period).</p> <p>[UBP CSP D.1.] An ESCO shall transmit an enrollment request to a distribution utility no later than 15 calendar days prior to the effective date of the enrollment.</p> <p>[UBP CSP D.1. Footnote 7] When a utility customer selects, or agrees to be randomly assigned to, an ESCO through participation in an ESCO Referral Program, an enrollment request from an ESCO is not sent. The utility will enroll the participating customer, notify the ESCO of the customer selection or designation, and provide customer account details via a response transaction.</p> <p>[UBP CSP D. 6.] Upon acceptance of an enrollment request, the distribution utility shall send a notice to any incumbent ESCO that the customer's service with that ESCO will be terminated on the effective date of the new enrollment...</p> <p>[UBP CSP D. 6.] ...In the event that the distribution utility receives notice no later than three business days before the effective date that a pending enrollment is cancelled, the distribution utility shall transmit a request to reinstate service to any incumbent ESCO, unless the ESCO previously terminated service to the customer or the customer requests a return to full utility service.</p> <p>[UBP CSP D. 8.] An off-cycle change of an electric service provider is allowed no later than 15 calendar days before the date requested for the change if a new ESCO or a customer arranges for a special meter reading or agrees to accept an interim date for estimating consumption. The ESCO or customer is required to pay the cost for any special meter reading, in accordance with provisions set forth in the distribution utility's tariff...</p> <p>[UBP CSP D. 8.] A change based upon an interim estimate of consumption or a special meter reading is effective on the date of the interim estimate or special meter reading. Off-cycle changes of gas service providers are allowed if the incumbent and new ESCO agree on an effective date no later than 15 calendar days following the request.</p>

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 1.1</i></b>
<b>PROCESS NAME:</b>	<b><i>CUSTOMER CONTACTS ESCO/MARKETER TO DROP ESCO/MARKETER</i></b>
	<p>[UBP CSP D. 7.] With the exception of a new installation, use of an interim estimate of consumption or a special meter reading, a change of providers is effective: for an electric customer, on the next regularly scheduled meter reading date... The distribution utility shall set the effective date, which shall be no sooner than 15 calendar days after receipt of an enrollment request.</p> <p>[UBP CSP H. 1.] ...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.</p> <p>[UBP CSP L.3.] A distribution utility shall impose no restrictions on the number or frequency of changes of gas or electricity providers, except as provided in this paragraph.</p> <p>[UBP L. 4.] A distribution utility shall impose no charge for changing a customer's gas or electricity provider.</p> <p>[CWG] A voluntary change in service providers is one initiated by the customer.</p> <p>[CWG] When a Drop Request is received by the Utility less than 15 days from the next scheduled read or first of the month where applicable, it will be processed on the following cycle unless the reason for the drop is a customer move and the customer does not provide sufficient notice.</p> <p>[CWG] The effective 'Date of Drop' is defined as the next eligible date and must be a date in the future. Drop requests may not be processed for a retroactive date. The effective date may be related to an ESCO request for a special meter read.</p> <p>[CWG] Except in the case of the Single Retailer Model, the Customer must contact the Utility when closing their account (e.g., [CR-2.4.3 pg. 42] i.e. Customer moves outside of the service territory.</p>

**DROP BUSINESS PROCESSES**

<b>PROCESS NUMBER:</b>	<i>DR 1.1</i>
<b>PROCESS NAME:</b>	<i>CUSTOMER CONTACTS ESCO/MARKETER TO DROP ESCO/MARKETER</i>
<b>COMMENT:</b>	

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i>DR 1.2</i>
<b>PROCESS NAME:</b>	<i>CUSTOMER CONTACTS UTILITY TO DROP ESCO/MARKETER</i>
<b>PROCESS DEFINITION:</b>	The process by which the customer is returned to Utility service after notifying the Utility that they wish to withdraw from a supplier's services.
<b>TRIGGER(S):</b>	See DR1.0.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Peak (hundreds per day) during promotions; low volume (10 per day) non promotional period. Peaks occur within a few months subsequent to Enrollment peaks.
<b>PROCESS INPUTS:</b>	See parent (DR0).
<b>PROCESS OUTPUTS:</b>	See parent (DR0).
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Customer contacts Utility.</li> <li>• Utility notifies ESCO/Marketer within two days of customer's request to terminate commodity service with that ESCO.</li> <li>• Utility establishes effective date of drop.</li> <li>• Utility changes the status of the customer account (drops the customer from the supplier).</li> <li>• Utility processes meter reading fees where applicable.</li> <li>• Utility sends notification letter to customer confirming actions taken.</li> </ul>
<b>PROCESS RULES:</b>	[UBP CSP D. 7.] With the exception of a new installation, use of an interim estimate of consumption or a special meter reading, a change of providers is effective: for an electric customer, on the next regularly scheduled meter reading date... The distribution utility shall set the effective date, which shall be no sooner than 15 calendar days after receipt of an enrollment request.

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 1.2</i></b>
<b>PROCESS NAME:</b>	<b><i>CUSTOMER CONTACTS UTILITY TO DROP ESCO/MARKETER</i></b>
	<p>[UBP CSP D. 8.] An off-cycle change of an electric service provider is allowed no later than 15 calendar days before the date requested for the change if a new ESCO or a customer arranges for a special meter reading or agrees to accept an interim date for estimating consumption. The ESCO or customer is required to pay the cost for any special meter reading, in accordance with provisions set forth in the distribution utility's tariff.</p> <p>[UBP CSP D. 8.] A change based upon an interim estimate of consumption or a special meter reading is effective on the date of the interim estimate or special meter reading. Off-cycle changes of gas service providers are allowed if the incumbent and new ESCO agree on an effective date no later than 15 calendar days following the request.</p> <p>[UBP CSP H. 1.] ...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.</p> <p>[UBP CSP L.3. ] A distribution utility shall impose no restrictions on the number or frequency of changes of gas or electricity providers, except as provided in this paragraph.</p> <p>[UBP CSP L. 4.] A distribution utility shall impose no charge for changing a customer's gas or electricity provider.</p> <p>[CWG] A voluntary change of service providers is one initiated by the customer.</p> <p>[CWG] When a Drop Request is received by the Utility less than 15 days from the next scheduled read or first of the month where applicable, it will be processed on the following cycle unless the reason for the drop is a customer move and the customer does not provide sufficient notice.</p> <p>[CWG] Upon receipt of a drop request from a customer, the utility should, within three calendar days, send a verification letter to the affected customer.</p>

**DROP BUSINESS PROCESSES**

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<b>PROCESS NUMBER:</b>	<i>DR 1.2</i>
<b>PROCESS NAME:</b>	<i>CUSTOMER CONTACTS UTILITY TO DROP ESCO/MARKETER</i>
<b>COMMENT:</b>	

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i>DR 1.3</i>
<b>PROCESS NAME:</b>	<i>CUSTOMER CANCELS ENROLLMENT REQUEST</i>
<b>PROCESS DEFINITION:</b>	<p>Process by which a Customer's pending enrollment is withdrawn from a supplier's services after the customer contacts either the ESCO/Marketer or the Utility. Current supplier can be either the Utility or ESCO/Marketer.</p> <p>[CR-2.4.1 pg. 33] Pending Stage – For E/M initiated enrollments the pending stage commences with validation of the enrollment transaction and ends on the first day the customer receives service from the ESCO/Marketer</p>
<b>TRIGGER(S):</b>	See DR1.0.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Higher volume during Enrollment peaks
<b>PROCESS INPUTS:</b>	See DR0
<b>PROCESS OUTPUTS:</b>	See DR0
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• DR1.3.1 Utility Customer Contacts ESCO/Marketer to Cancel Enrollment Request</li> <li>• DR1.3.2 Utility Customer Contacts Utility to Cancel Enrollment Request</li> <li>• DR1.3.3 ESCO/Marketer Customer Contacts Utility to Cancel Enrollment Request</li> <li>• DR1.3.4 ESCO/Marketer Customer Contact ESCO/Marketer to Cancel Enrollment Request</li> </ul>
<b>PROCESS RULES:</b>	See sub-processes.
<b>COMMENTS:</b>	

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i>DR 1.3.1</i>
<b>PROCESS NAME:</b>	<i>UTILITY CUSTOMER CONTACTS ESCO/MARKETER TO CANCEL ENROLLMENT REQUEST</i>
<b>PROCESS DEFINITION:</b>	<p>Process by which a Customer's pending enrollment is withdraw from a supplier's services after the customer contacts the ESCO/Marketer. Current supplier is the Utility.</p> <p>[CR-2.4.1 pg. 33] Pending Stage - For E/M initiated enrollments the pending stage commences with validation of the enrollment transaction and ends on the first day the customer receives service from the ESCO/Marketer.</p>
<b>TRIGGER(S):</b>	See DR1.0
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Higher volume during Enrollment peaks
<b>PROCESS INPUTS:</b>	See parent (DR0)
<b>PROCESS OUTPUTS:</b>	See parent (DR0)
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Customer contacts pending ESCO/Marketer.</li> <li>• ESCO/Marketer notifies Utility of customer request to cancel pending enrollment.</li> <li>• Utility establishes effective date of drop.</li> <li>• Utility removes Customer from pending queue.</li> <li>• Utility confirms withdrawal of enrollment with ESCO/Marketer.</li> <li>• Utility may send notification letter to customer confirming actions taken.</li> </ul>
<b>PROCESS RULES:</b>	<p>[UBP CSP B.2.] The ESCO shall provide residential customers the right to cancel a sales agreement within three business days after its receipt (cancellation period).</p> <p>[UBP CSP D.4.] An ESCO shall submit an enrollment request after it provides the sales agreement to the customer and, for residential customers, after the expiration of the cancellation period.</p>

### DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 1.3.1</i></b>
<b>PROCESS NAME:</b>	<b><i>UTILITY CUSTOMER CONTACTS ESCO/MARKETER TO CANCEL ENROLLMENT REQUEST</i></b>
	<p>[UBP CSP D.6.] In the event that the distribution utility receives notice no later than three business days before the effective date that a pending enrollment is cancelled, the distribution utility shall transmit a request to reinstate service to any incumbent ESCO, unless the ESCO previously terminated service to the customer or the customer requests a return to full utility service.</p> <p>[UBP CSP E. 2.] Upon receipt of such cancellation, the distribution utility shall cancel the pending enrollment and reinstate the customer with the incumbent ESCO, if any, or the distribution utility, provided that no less than three business days remain before the planned effective date. If less than three business days remain, the change to the new provider shall occur and remain effective for one billing cycle. The customer shall return to full utility service at the end of the next switching cycle, unless the customer is enrolled by another ESCO at least 15 days before the beginning of the next switching cycle.</p> <p>[ CR-2.4.1 D-1] If the customer rescinds their enrollment request the Utility sends a drop to the ESCO/Marketer and the customer stays with the Utility.</p> <p>[CWG] Rescission period – Customer has right to rescind an enrollment request during the pending stage.</p>
<b>COMMENTS</b>	

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i><b>DR 1.3.2</b></i>
<b>PROCESS NAME:</b>	<i><b>UTILITY CUSTOMER CONTACTS UTILITY TO CANCEL ENROLLMENT REQUEST</b></i>
<b>PROCESS DEFINITION:</b>	<p>Process by which a Customer contacts the Utility to withdraw their pending enrollment from Retail Choice. Current supplier is the Utility.</p> <p>[CR-2.4.1 pg. 33] Pending Stage - For E/M initiated enrollments the pending stage commences with validation of the enrollment transaction and ends on the first day the customer receives service from the ESCO/Marketer.</p>
<b>TRIGGER(S):</b>	See DR1.0
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Higher volume during Enrollment peaks.
<b>PROCESS INPUTS:</b>	See parent (DR0)
<b>PROCESS OUTPUTS:</b>	See parent (DR0)
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Customer contacts Utility.</li> <li>• Utility establishes effective date of drop.</li> <li>• Utility removes customer from pending queue.</li> <li>• Utility notifies ESCO/Marketer of customer cancellation of pending enrollment.</li> <li>• Utility may send notification letter to customer confirming actions taken.</li> </ul>
<b>PROCESS RULES:</b>	[UBP CSP B.2.] The ESCO shall provide residential customers the right to cancel a sales agreement within three business days after its receipt (cancellation period).

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 1.3.2</i></b>
<b>PROCESS NAME:</b>	<b><i>UTILITY CUSTOMER CONTACTS UTILITY TO CANCEL ENROLLMENT REQUEST</i></b>
	<p>[UBP CSP D.4.] An ESCO shall submit an enrollment request after it provides the sales agreement to the customer and, for residential customers, after the expiration of the cancellation period.</p> <p>[UBP CSP D.6.] In the event that the distribution utility receives notice no later than three business days before the effective date that a pending enrollment is cancelled, the distribution utility shall transmit a request to reinstate service to any incumbent ESCO, unless the ESCO previously terminated service to the customer or the customer requests a return to full utility service.</p> <p>[UBP CSP E. 2.] Upon receipt of such cancellation, the distribution utility shall cancel the pending enrollment and reinstate the customer with the incumbent ESCO, if any, or the distribution utility, provided that no less than three business days remain before the planned effective date. If less than three business days remain, the change to the new provider shall occur and remain effective for one billing cycle. The customer shall return to full utility service at the end of the next switching cycle, unless the customer is enrolled by another ESCO at least 15 days before the beginning of the next switching cycle.</p> <p>[UBP CSP D.1. Footnote 7] When a utility customer selects, or agrees to be randomly assigned to, an ESCO through participation in an ESCO Referral Program, an enrollment request from an ESCO is not sent. The utility will enroll the participating customer, notify the ESCO of the customer selection or designation, and provide customer account details via a response transaction.</p> <p>[UBP CSP D.4. Footnote 9] When the utility enrolls the customer with an ESCO, in conjunction with the customer's participation in an ESCO Referral Program, it is the responsibility of the ESCO to provide the customer with a sales agreement. A customer enrolled by the utility will continue to have the opportunity to cancel prior to the expiration of the initial incentive period established by the utility.</p> <p>[Appendix B, Guidelines for ESCO Referral Programs, item 4, Order Adopting ESCO Referral Program Guidelines, 12/22/05] ESCOs participating in a Referral Program shall offer all customers referred to them the introductory discount for the introductory period established for that utility's program. Customer's may withdraw from the program during the introductory period upon notice.</p>

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 1.3.2</i></b>
<b>PROCESS NAME:</b>	<b><i>UTILITY CUSTOMER CONTACTS UTILITY TO CANCEL ENROLLMENT REQUEST</i></b>
	<p>[Appendix B, Guidelines for ESCO Referral Programs, item 5, Order Adopting ESCO Referral Program Guidelines, 12/22/05] Under the "ESCO Service" approach to establishing a referral program, the utility will enroll the customer for the introductory period, and the ESCO will provide the commodity discount. The ESCO also will, within five days of utility notice of enrollment, send the customer a contract for the post introductory period. If the customer does not affirmatively agree to the contract, as documented in one of the three methods established in the Uniform Business Practices (telephonic, electronic, or written), the customer will automatically revert to utility service at the end of the introductory period.</p> <p>[Appendix B, Guidelines for ESCO Referral Programs, item 6, Order Adopting ESCO Referral Program Guidelines, 12/22/05] Under the "ESCO Contract" approach to establishing a referral program, the utility will enroll the customer and the ESCO will, within five days of utility notice of enrollment, provide the customer with a sales agreement for the introductory and post-introductory periods. That contract must conform to the principles established in Attachment II [to this order] and will take effect unless rescinded by the customer within three days of receipt under one of the methods established in the Uniform Business Practices.</p> <p>[Appendix B, Attachment I, Referral Program Enrollment Letter , item 5, Order Adopting ESCO Referral Program Guidelines, 12/22/05] The enrollment letter must contain a notice informing the customer of its right to withdraw from the program during the introductory period upon notice.</p> <p>[Appendix B, Attachment II, ESCO Contract Option Requirements, item 3, Order Adopting ESCO Referral Program Guidelines, 12/22/05] Notwithstanding any other provision of the contract, the customer shall be allowed to cancel the contract within the 15 day notice period of a price change from an ESCO.</p>

### DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 1.3.2</i></b>
<b>PROCESS NAME:</b>	<b><i>UTILITY CUSTOMER CONTACTS UTILITY TO CANCEL ENROLLMENT REQUEST</i></b>
	<p>[Appendix B, Attachment II, ESCO Contract Option Requirements, item 4, Order Adopting ESCO Referral Program Guidelines, 12/22/05] The customer may cancel the contract without payment of a penalty or termination fee to the ESCO. If notice of cancellation is not given at least 15 days prior to the next scheduled meter reading, the customer may request a special meter reading, which is typically subject to a service charge.</p> <p>[CWG] Rescission period – Customer has right to rescind an enrollment request during the pending stage.</p> <p>[CWG] When the customer contacts the Utility to cancel, the Utility will send a Drop Request to the E/M a minimum of two business days in advance of the effective date for the pending enrollment.</p>
<b>COMMENTS</b>	

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i>DR 1.3.3</i>
<b>PROCESS NAME:</b>	<i>ESCO/MARKETER CUSTOMER CONTACTS UTILITY TO CANCEL ENROLLMENT REQUEST</i>
<b>PROCESS DEFINITION:</b>	<p>Process by which an ESCO/Marketer Customer's pending enrollment is withdrawn from supplier services after the customer contacts the Utility. Current supplier is an ESCO/Marketer.</p> <p>[CR-2.4.1 pg. 33] Pending Stage - For E/M initiated enrollments, the pending stage commences with validation of the enrollment transaction and ends on the first day the customer receives service from the ESCO/Marketer.</p>
<b>TRIGGER(S):</b>	See DR1.0.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Higher volume during Enrollment peaks
<b>PROCESS INPUTS:</b>	See parent (DR0)
<b>PROCESS OUTPUTS:</b>	See parent (DR0); see also Reinstatement Business Process Document and/or Implementation Guide.
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Customer contacts Utility.</li> <li>• Utility establishes effective date of drop.</li> <li>• Utility removes customer from pending queue.</li> <li>• Utility notifies pending ESCO/Marketer of customer cancellation of pending enrollment.</li> <li>• Utility may send notification letter to customer confirming actions taken.</li> <li>• Customer may be reinstated with their current supplier (see Reinstatement Business Process Document).</li> </ul>
<b>PROCESS RULES:</b>	See DR 1.3

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i>DR 1.3.4</i>
<b>PROCESS NAME:</b>	<i>ESCO/MARKETER CUSTOMER CONTACTS ESCO/MARKETER TO CANCEL ENROLLMENT REQUEST</i>
<b>PROCESS DEFINITION:</b>	<p>Process by which an ESCO/Marketer Customer's pending enrollment is withdrawn from supplier services after the customer contacts the ESCO/Marketer. Current supplier is an ESCO/Marketer.</p> <p>[CR-2.4.1 pg. 33] Pending Stage - For E/M initiated enrollments, the pending stage commences with validation of the enrollment transaction and ends on the first day the customer receives service from the ESCO/Marketer.</p>
<b>TRIGGER(S):</b>	See DR1.0
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Higher volume during Enrollment peaks.
<b>PROCESS INPUTS:</b>	See parent (DR0)
<b>PROCESS OUTPUTS:</b>	See parent (DR0); see also Reinstatement Business Process Document.
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Customer contacts ESCO/Marketer.</li> <li>• ESCO/Marketer notifies Utility of customer cancellation of pending enrollment.</li> <li>• Utility establishes effective date of drop.</li> <li>• Utility removes Customer from pending queue.</li> <li>• Utility confirms withdrawal of enrollment with ESCO/Marketer.</li> <li>• Utility may send notification letter to customer confirming actions taken.</li> <li>• Customer may be reinstated with current supplier (see Reinstatement Business Process Document).</li> </ul>

**DROP BUSINESS PROCESSES**

<b>PROCESS NUMBER:</b>	<i>DR 1.3.4</i>
<b>PROCESS NAME:</b>	<i>ESCO/MARKETER CUSTOMER CONTACTS ESCO/MARKETER TO CANCEL ENROLLMENT REQUEST</i>
<b>PROCESS RULES:</b>	See DR 1.3
<b>COMMENT:</b>	

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i>DR 2.0</i>
<b>PROCESS NAME:</b>	<i>ACCOUNT CLOSED</i>
<b>PROCESS DEFINITION:</b>	The process by which a customer is withdrawn from a supplier's services as a result of their account being closed.
<b>TRIGGER(S):</b>	The customer's account is closed.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Low to moderate.
<b>PROCESS INPUTS:</b>	See Parent (DR0)
<b>PROCESS OUTPUTS:</b>	See Parent (DR0)
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Customer account is closed.</li> <li>• Utility establishes effective date of drop (date account is closed).</li> <li>• Utility notifies ESCO/Marketer of account closing.</li> <li>• Utility may send notification letter to customer confirming actions taken.</li> </ul>
<b>PROCESS RULES:</b>	<p>[CWG] Notice of an account closing may not conform to the 15 calendar day notice period generally applicable to Drop Requests.</p> <p>[CWG] A Utility may discontinue an ESCO/Marketer's sales to an individual retail customer in their service territory, upon transmission of an 814 Drop Request transaction to the ESCO/Marketer at least 15 calendar days prior to the effective date for the drop. The effective date of the discontinuance will be coincident with the customer's relocation or account closing.</p>

**DROP BUSINESS PROCESSES**

<b>PROCESS NUMBER:</b>	<i>DR 2.0</i>
<b>PROCESS NAME:</b>	<i>ACCOUNT CLOSED</i>
	[CWG] Neither the ESCO/Marketer nor Utility can reject a Drop Request on substance. A Drop transaction can be rejected for validation or syntax errors. Reject responses will require manual follow-up.
<b>COMMENT:</b>	

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i>DR 3.0</i>
<b>PROCESS NAME:</b>	<i>CUSTOMER SWITCHES FROM ONE ESCO/MARKETER TO ANOTHER ESCO/MARKETER</i>
<b>PROCESS DEFINITION:</b>	<p>The process for switching a customer's service from one ESCO/Marketer to another, when the customer is in the supply stage. This process does not apply to customers in the pending stage.</p> <p>[Collaborative Report June 30, 1999 -2.4.1 pg. 33] Pending Stage - For E/M initiated enrollments, the pending stage commences with validation of the enrollment transaction and ends on the first day the customer receives service from the ESCO/Marketer.</p> <p>[Collaborative Report June 30, 1999 -2.4.1 pg. 32] Supply Stage - The supply stage commences when the customer receives service from the ESCO/Marketer.</p>
<b>TRIGGER(S):</b>	The customer decides to switch to another supplier.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	<p>Moderate activity and fluctuation.</p> <p>Likely to increase as customer participation increases.</p>
<b>PROCESS INPUTS:</b>	<p>Enrollment Related Inputs – See Enrollment Business Process Document</p> <p>Drop Related Inputs -- See DR0</p>
<b>PROCESS OUTPUTS:</b>	<p>Enrollment Related Outputs – See Enrollment Business Process Document</p> <p>Drop Related Inputs -- See DR0</p>

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 3.0</i></b>
<b>PROCESS NAME:</b>	<b><i>CUSTOMER SWITCHES FROM ONE ESCO/MARKETER TO ANOTHER ESCO/MARKETER</i></b>
<b>SUB OR PRECEDING PROCESSES:</b>	<p><b><u>Enrollment Related Processes</u></b></p> <ul style="list-style-type: none"> <li>a) New ESCO/Marketer sends TS814 Enrollment Request to Utility.</li> <li>b) Utility sends TS814 Enrollment Response to New ESCO/Marketer.</li> <li>c) If step (a) is a valid enrollment, Utility sends TS814-Drop Request to the incumbent ESCO/Marketer.</li> <li>d) If step (a) is valid enrollment, the Utility sends the customer a letter confirming the ESCO/Marketer selected, noting the expected start date, and informing the customer of their right of rescission.</li> </ul>
<b>PROCESS RULES:</b>	<p><b><u>Enrollment Related Rules</u></b> (Enrollment related rules may affect the timing of the Drop)</p> <p>[UBP CSP D.1.] An ESCO shall transmit an enrollment request to a distribution utility no later than 15 calendar days prior to the effective date of the enrollment.</p> <p>[UBP CSP D. 7.] With the exception of a new installation, use of an interim estimate of consumption or a special meter reading, a change of providers is effective: for an electric customer, on the next regularly scheduled meter reading date... The distribution utility shall set the effective date, which shall be no sooner than 15 calendar days after receipt of an enrollment request.</p> <p>[UBP CSP D. 8.] An off-cycle change of an electric service provider is allowed no later than 15 calendar days before the date requested for the change if a new ESCO or a customer arranges for a special meter reading or agrees to accept an interim date for estimating consumption. The ESCO or customer is required to pay the cost for any special meter reading, in accordance with provisions set forth in the distribution utility's tariff.</p>

## DROP BUSINESS PROCESSES

	<p>[UBP CSP D. 8.] A change based upon an interim estimate of consumption or a special meter reading is effective on the date of the interim estimate or special meter reading. Off-cycle changes of gas service providers are allowed if the incumbent and new ESCO agree on an effective date no later than 15 calendar days following the request.</p> <p>[UBP CSP L.4.] A distribution utility shall impose no charge for changing a customer's gas or electricity provider.</p> <p>[CWG] Unless a special meter read is requested, the effective date will be the cycle date or first of the month.</p> <p>[CWG] When a Drop Request is received by the Utility less than 15 days from the next scheduled read or first of the month where applicable, it will be processed on the following cycle unless the reason for the drop is a customer move and the customer does not provide sufficient notice.</p> <p>[CWG] The effective 'Date of Drop' is defined as the next eligible date and must be a date in the future. Drop requests may not be processed for a retroactive date. Note: Alternatively, the date would be related to an ESCO request for a special meter read.</p> <p>[CWG] If the customer switches from one ESCO/Marketer to another, the receipt of the Enrollment Request transaction from the new supplier will cause a Drop Request transaction to be sent to the incumbent supplier for that customer. The effective date of the drop will be coincident with the effective date of the enrollment.</p>
<b>COMMENTS:</b>	

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i>DR 4.0</i>
<b>PROCESS NAME:</b>	<i>ESCO/MARKETER DROPS CUSTOMER</i>
<b>PROCESS DEFINITION:</b>	The process by which an ESCO/Marketer may discontinue supply service to an individual customer(s) on their initiative. Discontinuance of supply service by an E/M will result in a return of the customer to bundled utility service unless the customer chooses to enroll with another marketer.
<b>TRIGGER(S):</b>	Trigger: ESCO/Marketer action.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Low volume.
<b>PROCESS INPUTS:</b>	See parent (DR0).
<b>PROCESS OUTPUTS:</b>	See parent (DR0).
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• E/M must notify Customer of drop [UBP CSP H.4.a.].</li> <li>• E/M notifies Utility of drop at least 15 days prior to the effective date of the drop.</li> <li>• Utility changes the status of the Customer account (drops the customer from the supplier).</li> <li>• Utility confirms status change with ESCO/Marketer.</li> <li>• Utility may notify Customer by letter of actions taken.</li> </ul>
<b>PROCESS RULES:</b>	[HEFPA, Order on Petitions for Rehearing, 12/5/03, p. 18] Prior to terminating their customers' commodity service, ESCOs must comply with PSL §32. That section requires ESCOs to offer a DPA to their customers, to provide notice of the charges that must be paid to avoid termination, and to comply with procedures for special needs customers and cold weather periods. An ESCO terminating a customer must also provide the customer a notice of the termination that informs the customer that suspension of delivery service may occur (PSL§32(5)(b)).

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 4.0</i></b>
<b>PROCESS NAME:</b>	<b><i>ESCO/MARKETER DROPS CUSTOMER</i></b>
	<p>[HEFPA Order Implementing Chapter 686, 6/20/03, p. 17] An ESCO may request suspension of a delinquent customer's delivery service within one year after its termination of commodity service, assuming the customer is receiving a single bill for commodity and delivery (PSL §32(5)(a)(vi)).</p> <p>[HEFPA, Order on Petitions for Rehearing, 12/5/03, p. 18] ESCOs are required under HEFPA to determine whether a customer subject to termination or suspension qualifies for special protections pursuant to PSL §32(3) and 16 NYCRR §11.5... an ESCO that identifies a customer eligible for HEFPA special protections and chooses to go forward with termination or suspension is required to follow all procedures set out by PSL §32(3) and 16 NYCRR §11.5.</p> <p>[HEFPA, Order on Petitions for Rehearing, 6/22/05] ESCOs must independently obtain from their customers sufficient information to determine whether the special protections afforded by HEFPA are applicable.</p> <p>[UBP CSP D. 7.] With the exception of a new installation, use of an interim estimate of consumption or a special meter reading, a change of providers is effective: for an electric customer, on the next regularly scheduled meter reading date... The distribution utility shall set the effective date, which shall be no sooner than 15 calendar days after receipt of an enrollment request.</p> <p>[UBP CSP D. 8.] An off-cycle change of an electric service provider is allowed no later than 15 calendar days before the date requested for the change if a new ESCO or a customer arranges for a special meter reading or agrees to accept an interim date for estimating consumption. The ESCO or customer is required to pay the cost for any special meter reading, in accordance with provisions set forth in the distribution utility's tariff.</p> <p>[UBP CSP D. 8.] A change based upon an interim estimate of consumption or a special meter reading is effective on the date of the interim estimate or special meter reading. Off-cycle changes of gas service providers are allowed if the incumbent and new ESCO agree on an effective date no later than 15 calendar days following the request.</p>

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 4.0</i></b>
<b>PROCESS NAME:</b>	<b><i>ESCO/MARKETER DROPS CUSTOMER</i></b>
	<p>[UBP CSP H.4. 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.</p> <p>[CWG] Upon receipt of an enrollment request from a subsequent ESCO/Marketer following the discontinuance notice, the utility will verify the intended enrollment with the customer in accordance with the "Customer Notification" requirements (e.g., the utility must notify the customer within three calendar days of receipt of the new enrollment request).</p> <p>[CWG] Neither the ESCO/Marketer nor Utility can reject a Drop Request on substance. A Drop transaction can be rejected for validation or syntax errors. Reject responses will require manual follow-up.</p> <p>[CWG] When a Drop Request is received by the Utility less than 15 days from the next scheduled read or first of the month where applicable, it will be processed on the following cycle unless the reason for the drop is a customer move and the customer does not provide sufficient notice.</p> <p>[CWG] The effective 'Date of Drop' is defined as the next eligible date and must be a date in the future. Drop requests may not be processed for a retroactive date. Note: Alternatively, the date would be related to an ESCO request for a special meter read.</p> <p>[CWG] A Customer cannot rescind a drop request by an ESCO/Marketer.</p>
<b>COMMENTS:</b>	

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<i>DR 5.0</i>
<b>PROCESS NAME:</b>	<i>PROCESS REQUEST FOR RELOCATION WITHIN SERVICE TERRITORY</i>
<b>PROCESS DEFINITION:</b>	<p>The process by which a customer moves within the service territory and wants to continue in retail choice with the same E/M at a new location. Delivery and supply service at the old location must be terminated (account is closed) and both delivery and commodity service must be initiated at the new location (new delivery service).</p> <p>This process does not apply in the Single Retailer Model (see Comments below).</p>
<b>TRIGGER(S):</b>	Trigger: Customer call to either Utility and ESCO/Marketer.
<b>ESTIMATED / PEAK TRANSACTION RATE:</b>	Accurate: Low volume (10s) all times; volume will increase as enrollment grows.
<b>PROCESS INPUTS:</b>	<p><b>Drop (By Utility):</b></p> <p>See Parent (DR0).</p> <p>Service period end date is the customer's last day of service at the customer's old location. Drop reason is 'customer move'.</p> <p><b>Enroll (By ESCO/Marketer):</b></p> <p>Utility processes enrollment for the new location using existing and any new customer information (new address, new SC, etc. p) provided by the customer or E/M.</p>
<b>PROCESS OUTPUTS:</b>	<p><b>Drop (By Utility):</b></p> <p>See Parent (DR0)</p>

## DROP BUSINESS PROCESSES

<b>PROCESS NUMBER:</b>	<b><i>DR 5.0</i></b>
<b>PROCESS NAME:</b>	<b><i>PROCESS REQUEST FOR RELOCATION WITHIN SERVICE TERRITORY</i></b>
	<p><b>Enroll (By Utility):</b> Utility Manually Processes Enrollment for a New Delivery Utility Customer (EN 2.0)</p>
<b>SUB OR PRECEDING PROCESSES:</b>	<ul style="list-style-type: none"> <li>• Utility is advised that customer is relocating.</li> <li>• Utility drops customer from supplier at old location (see DR1.1 and DR1.2).</li> <li>• Utility processes customer's turn-on at new location.</li> <li>• Utility concurrently establishes new delivery service and enrolls customer with E/M for commodity service at the customer's new location.</li> <li>• Utility provides E/M with account details for customer's new location via an Enrollment Response transaction.</li> </ul>
<b>PROCESS RULES:</b>	<p>[UBP CSP G.1.] A customer requesting relocation of service within a distribution utility's service territory and continuation of its ESCO service arranges for continuation at the new location of delivery service by contacting the distribution utility and of commodity service by contacting the ESCO. Each provider contacted by the customer shall, within two days, notify the other provider that a customer requested relocation of service and remind the customer of the need to contact the other provider to initiate the change in service providers, or arrange for a conference call with the other provider and customer.</p> <p>[UBP CSP G 2.] The distribution utility's representative shall inform the customer, or the customer's agent, and the ESCO of the effective dates, contingent upon the customer's approval, for discontinuance of service at one location and commencement of service at the new location. The ESCO shall confirm to the distribution utility that it shall continue service to the customer at the new location.</p> <p>[UBP CSP G 3.] In the event that the ESCO is unable, or does not wish, to continue service to the customer at the new location, the distribution utility shall provide full utility service to the customer. A customer may initiate distribution utility delivery service and subsequently enter into a customer agreement with an ESCO for commodity supply, or arrange for both services at the same time.</p> <p>See DR 1.2</p>

**DROP BUSINESS PROCESSES**

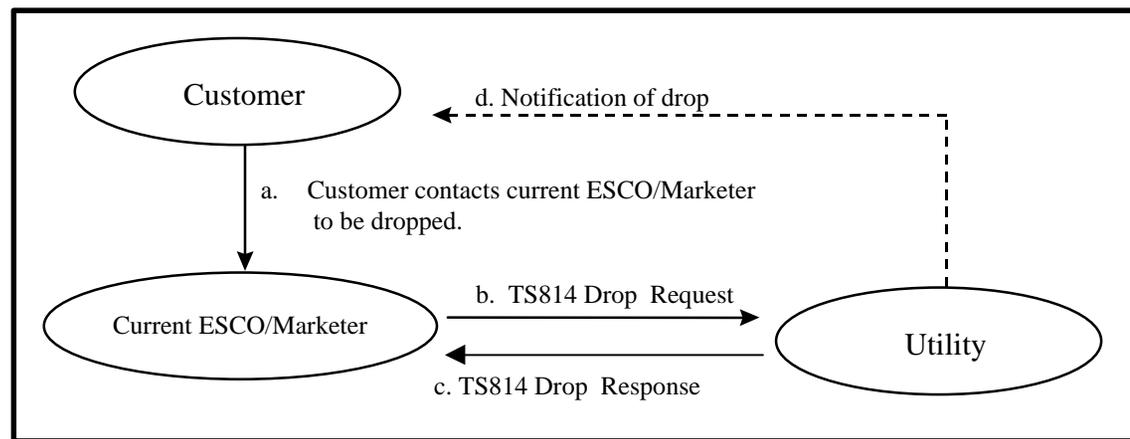
<b>PROCESS NUMBER:</b>	<i>DR 5.0</i>
<b>PROCESS NAME:</b>	<i>PROCESS REQUEST FOR RELOCATION WITHIN SERVICE TERRITORY</i>
<b>COMMENTS:</b>	<p>Utilities will handle the account set-up at the new location internally to avoid a break in service with the current E/M; this is a low volume process and is best accommodated manually.</p> <p>For the Single Retailer Model, the E/M is only required to send an 814 Change Request transaction with the new data pertaining to the customer to the Utility. No Drop transaction is necessary.</p>

## DROP BUSINESS PROCESSES

### *DROP BUSINESS PROCESS FLOW DIAGRAMS*

#### **DR 1.1 Customer Contacts ESCO/Marketer to Drop the ESCO/Marketer**

The following represents the steps necessary to process a customer's request to terminate supply service from a specific ESCO/Marketer when the customer initiates the request through the ESCO/Marketer. In this case, the Utility will return the customer to the Utility. If the customer wishes to select another ESCO/Marketer, the customer must contact the new ESCO/Marketer.



- a) Customer contacts ESCO/Marketer to terminate supply service with that ESCO/Marketer.
- b) ESCO/Marketer sends TS814 Drop Request to Utility.
- c) Utility returns a TS814 Drop Response to ESCO/Marketer with the actual effective date of the termination or Utility may reject E/M Drop Request for validation or syntax errors.
- d) If E/M TS814 Drop Request is accepted, the Utility may send a letter to the customer confirming the termination of supply service with that E?M.

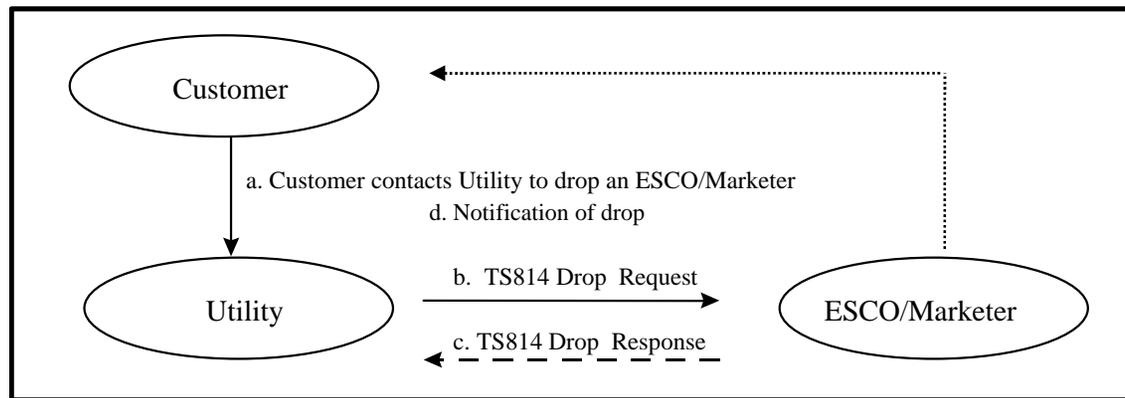
**Notes:**

- The recipient of an EDI transaction must return TS 997.
- A customer cannot rescind a termination. If the customer changes his/her mind and wishes to reinstate the ESCO/Marketer the customer must contact the ESCO/Marketer to re-enroll. The ESCO/Marketer will send a TS814 Enrollment Request.
- If the reason for the termination is a customer move, the Utility may shut off the service (single retailer model).

## DROP BUSINESS PROCESSES

### DR 1.2 Customer Contacts Utility to Drop an ESCO/Marketer

The following represents the steps necessary to process a customer's request to terminate service from a specific ESCO/Marketer when the customer contacts the Utility. In this case, the Utility will return the customer to the Utility. If the customer wishes to select another ESCO/Marketer, the customer must contact that ESCO/Marketer.



- a) Customer contacts Utility to terminate service with ESCO/Marketer.
- b) Utility sends TS814 Drop Request to ESCO/Marketer containing the effective date of the switch.
- c) TS814 Drop Reject Response to Utility (if applicable).
- d) Utility may send notification letter to customer confirming action taken.

**Notes:**

- The recipient of an EDI transaction must return TS 997. The TS 997 will be used by the Utility to confirm the ESCO/Marketers receipt of the TS814 Drop. ESCO/Marketers may not reject a TS814 for reasons other than validation or syntax errors.
- A customer cannot rescind a drop. Should the customer wish to reinstate the ESCO/Marketer, the customer must contact the ESCO/Marketer and request to be re-enrolled. The ESCO/Marketer would then submit a new TS814 Enrollment Request.

## DROP BUSINESS PROCESSES

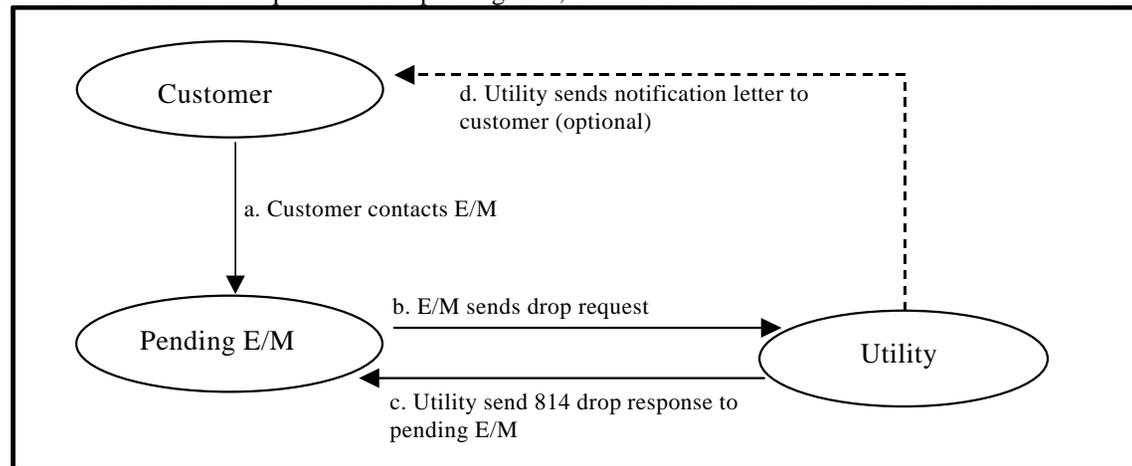
### DR 1.3 Customer Rescinds Pending Enrollment Initiated by E/M

After a customer selects an ESCO/Marketer or switches from one ESCO/Marketer to another, the customer will receive a confirmation letter from the Utility notifying them of the change in his/her ESCO/Marketer selection, the effective date, and the rescission period. The customer may rescind this selection by contacting the Utility or E/M before supply services start

There are four scenarios regarding rescissions:

#### DR 1.3.1 Utility Customer Contacts ESCO/Marketer to Rescind Pending Enrollment Initiated by E/M

If the customer rescinds its switch request with the pending E/M, the customer continues to take bundled service with the Utility.



- a) Customer contacts E/M to rescind E/M selection
- b) E/M sends TS814 drop request to Utility
- c) Utility send TS814 drop response to pending E/M
- d) Utility sends notification letter to customer (optional)

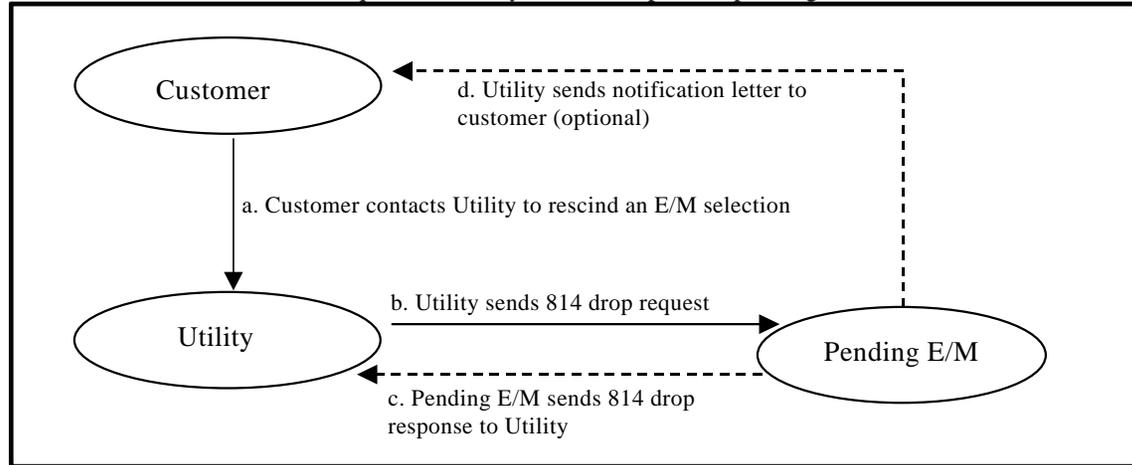
**Note:**

- The recipient of an EDI transaction must return TS 997.

## DROP BUSINESS PROCESSES

### DR 1.3.2 Utility Customer Contacts Utility to Rescind Pending Enrollment Initiated by E/M

If the customer rescinds the enrollment request the Utility sends a drop to the pending ESCO/Marketer and the customer stays with the Utility.



- a) Customer contacts Utility to rescind an ESCO/Marketer selection.
- b) Utility sends TS814 Drop Request containing the effective date to the Pending ESCO/Marketer.
- c) ESCO/Marketer returns a reject response only when drop transaction cannot be validated or contains syntax errors. No other drop responses will be accepted by the Utility.
- d) Utility sends notification letter to customer (optional)

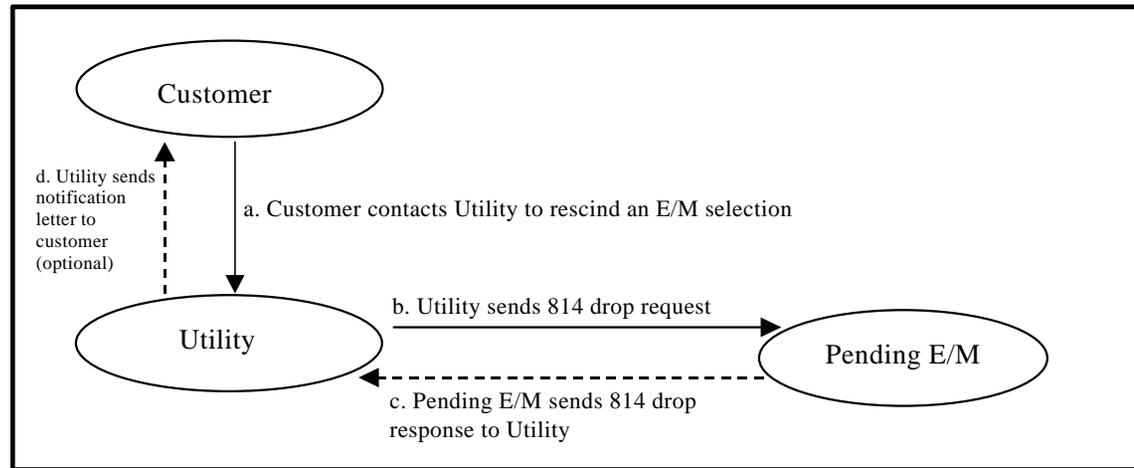
**Notes:**

- The recipient of an EDI transaction must return TS 997. The TS 997 will be used by the Utility to confirm the ESCO/Marketers receipt of the TS814 Drop. ESCO/Marketers may not reject a TS814 for reasons other than validation or syntax errors.

## DROP BUSINESS PROCESSES

### DR 1.3.3 ESCO/Marketer Customer Contacts Utility to Rescind Pending Enrollment Initiated by E/M

ESCO/Marketer Customer's pending enrollment is withdrawn from supplier services after the customer contacts the Utility. Current supplier is an ESCO/Marketer. Utility may assume supply service or customer may be reinstated with current E/M (see Reinstatement Business Process Document).



- a) Customer contacts Utility.
- b) Utility sends TS814 Drop request containing the effective date to the pending E/M.
- c) Pending E/M sends TS814 Drop response to Utility only if E/M rejects.
- d) Utility may send notification letter to customer confirming actions taken.

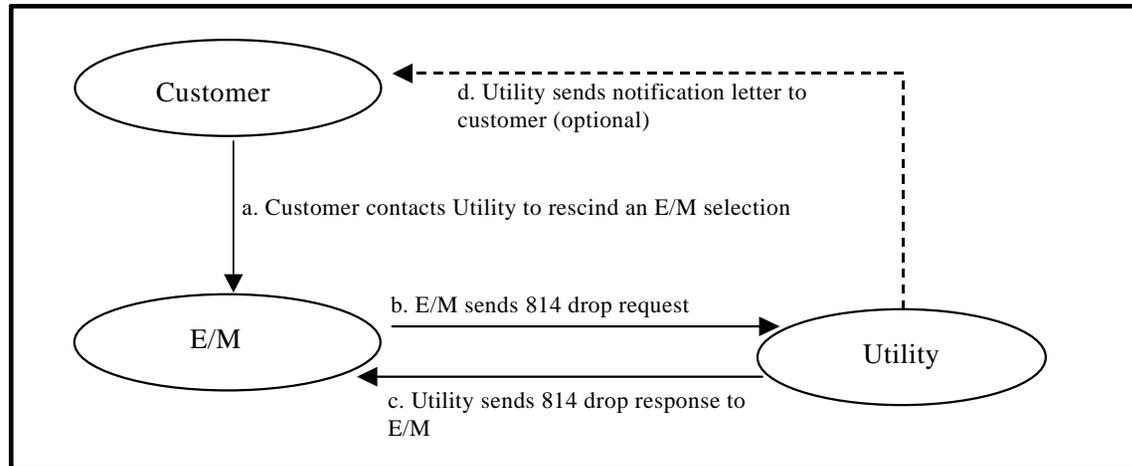
**Notes:**

- The recipient of an EDI transaction must return TS 997. The TS 997 will be used by the Utility to confirm the ESCO/Marketers receipt of the TS814 Drop. ESCO/Marketers may not reject a TS814 for reasons other than validation or syntax errors.

## DROP BUSINESS PROCESSES

### DR 1.3.4 ESCO/Marketer Customer Contacts ESCO/Marketer to Rescind Pending Enrollment Initiated by E/M

ESCO/Marketer Customer's pending enrollment is withdrawn from supplier services after the customer contacts the ESCO/Marketer. Current supplier is an ESCO/Marketer. Utility may assume supply service or customer may be reinstated with their current supplier (refer to Reinstatement Business Process Document).



- a) Customer contacts ESCO/Marketer.
- b) E/M sends TS814drop request to Utility
- c) Utility sends TS814 drop response to pending E/M with the actual effective date of the termination or Utility may reject the ESCO/Marketer Drop request for validation or syntax errors.
- d) Utility sends notification letter to customer (optional)

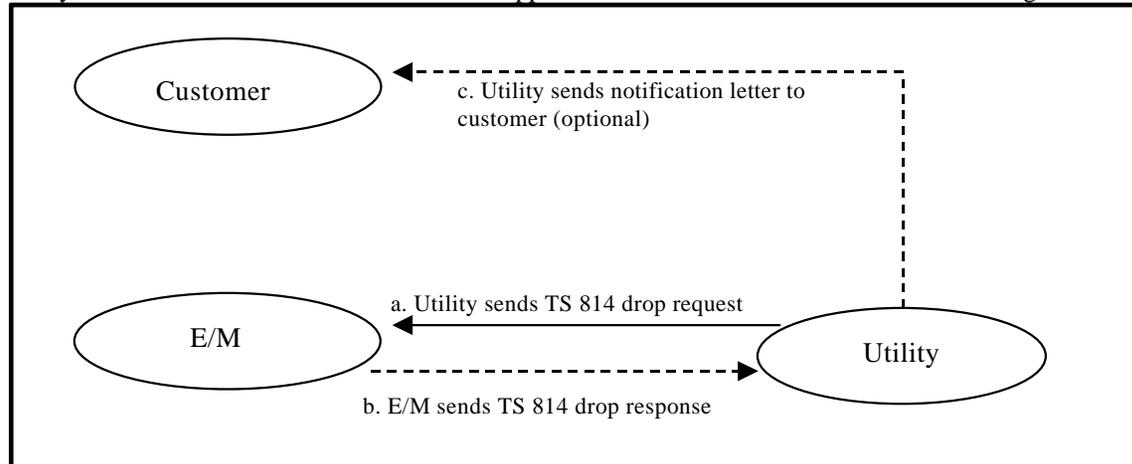
**Notes:**

- The recipient of an EDI transaction must return TS 997. The TS 997 will be used by the Utility to confirm the ESCO/Marketers receipt of the TS814 Drop. ESCO/Marketers may not reject a TS814 for reasons other than validation or syntax errors.

## DROP BUSINESS PROCESSES

### DR 2.0 Account Closed

The process by which a customer is withdrawn from a supplier's services as a result of their account being closed.



- a) Utility sends TS 814 Drop request to E/M
- b) E/M sends TS 814-drop response to Utility if rejected.
- c) Utility may send notification letter to customer confirming actions.

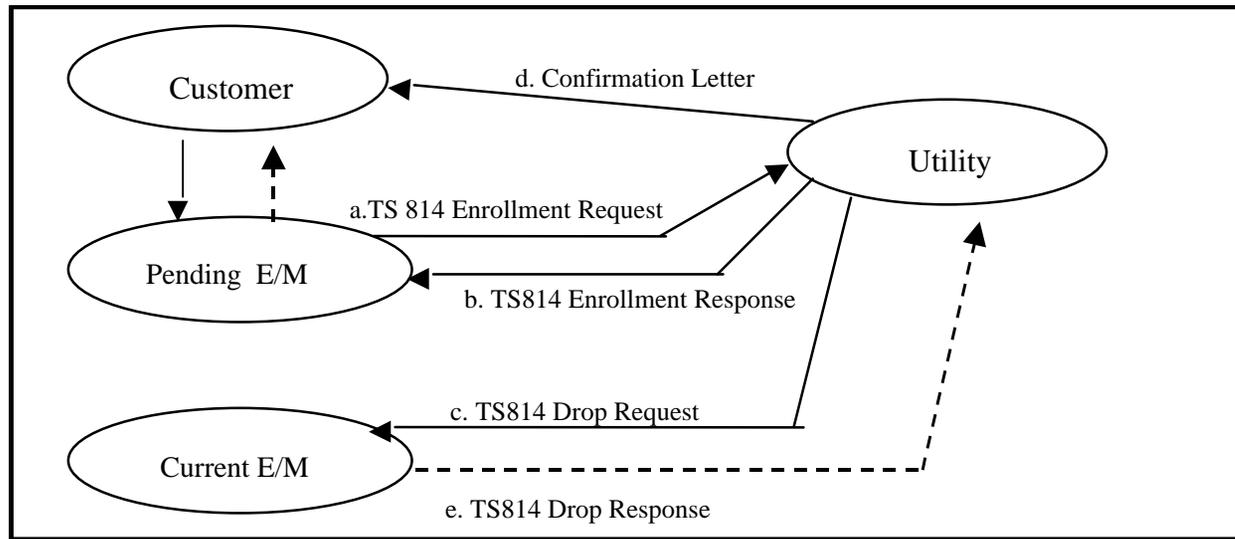
**Notes:**

- The recipient of an EDI transaction must return TS 997. The TS997 will be used by the Utility to confirm the ESCO/Marketer receipt of the TS814 drop. ESCO/Marketers may not reject a TS814 for reasons other than validation or syntax errors.

## DROP BUSINESS PROCESSES

### DR 3.0 Customer Switches from one ESCO/Marketer to Another ESCO/Marketer

The following represents the steps necessary to process a customer's request to switch service from an ESCO/Marketer when the customer is currently receiving service from another ESCO/Marketer. In this scenario, the customer must contact the new ESCO/Marketer to initiate the change. Should the customer contact the Utility to switch to another ESCO/Marketer, the Utility will tell the customer to contact the new ESCO/Marketer.



- a) Pending ESCO/Marketer sends TS814 Enrollment Request to Utility.
- b) Utility sends TS814 Enrollment Response to Pending ESCO/Marketer.
- c) If enrollment is valid, Utility sends TS814-Drop Request to current ESCO/Marketer.
- d) If enrollment is valid, the Utility sends the customer a letter confirming the ESCO/Marketer selected, noting the expected start date, and informing the customer of the right of rescission.
- e) Current ESCO/Marketer sends TS 814-Drop Response to Utility if rejected.

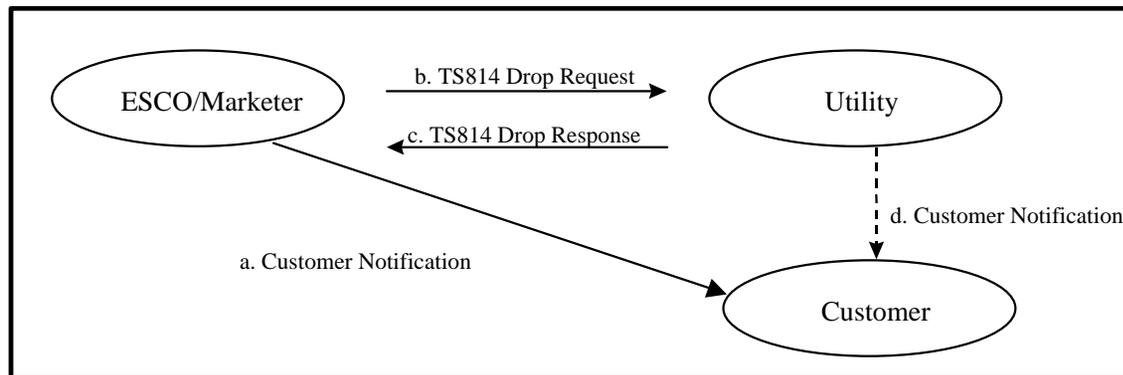
**Notes:**

- The recipient of an EDI transaction must return TS 997. The TS997 will be used by the Utility to confirm the ESCO/Marketer receipt of the TS814 drop. ESCO/Marketers may not reject a TS814 for reasons other than validation or syntax errors.

## DROP BUSINESS PROCESSES

### DR 4.0 ESCO/Marketer Drops Customer

The following represents the steps necessary to process an ESCO/Marketer's request to discontinue supply for a customer. In this case, the Utility will return the customer to the Utility.



- a) E/M sends applicable notices to customers whose service is subject to HEFPA requirements within the time frames established for such notices.
- b) E/M provides notice to the customer at least 15 days prior to the date of discontinuance.
- c) E/M sends a TS814 Drop Request to the Utility
- d) Utility returns a TS814 Drop Response to ESCO/Marketer with the actual effective date of the discontinuance or Utility may reject E/M Drop Request for validation or syntax errors.
- e) If E/M TS814 Drop Request is accepted, the Utility may send a letter to the customer confirming the discontinuance with that E/M.

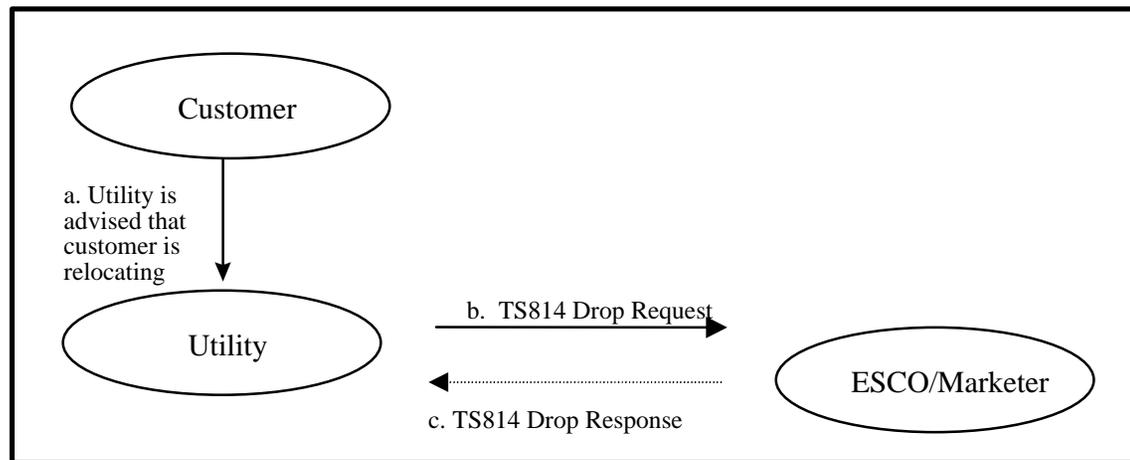
**Notes:**

- The recipient of an EDI transaction must return TS 997.
- The date of discontinuance will be either the meter read cycle date or the first of the month (for gas), provided the 814-Drop Request was received at least 15 days in advance of the date.

## DROP BUSINESS PROCESSES

### DR 5.0 Process Request for Relocation Within Service Territory (non-EDI)

The process by which a customer moving within the service territory requests retail choice enrollment with the same ESCO at a new location. This process involves a drop at the old location and an enrollment at the new location. Customer's Retail Choice enrollment is terminated on their old account and started on their new account.



- a) Utility is advised that customer is relocating and wants to retain current E/M.
- b) Utility drops customer from supplier at old location (see DR1.1 and DR1.2).
- c) E/M sends TS 814-drop response to Utility if they are rejecting the drop.

**Notes:**

- Utility processes enrollment of customer at new address (see Enrollment Business Processes Document).
- The recipient of an EDI transaction must return TS 997. The TS997 will be used by the Utility to confirm the ESCO/Marketer receipt of the TS814 drop. ESCO/Marketers may not reject a TS814 for reasons other than validation or syntax errors.