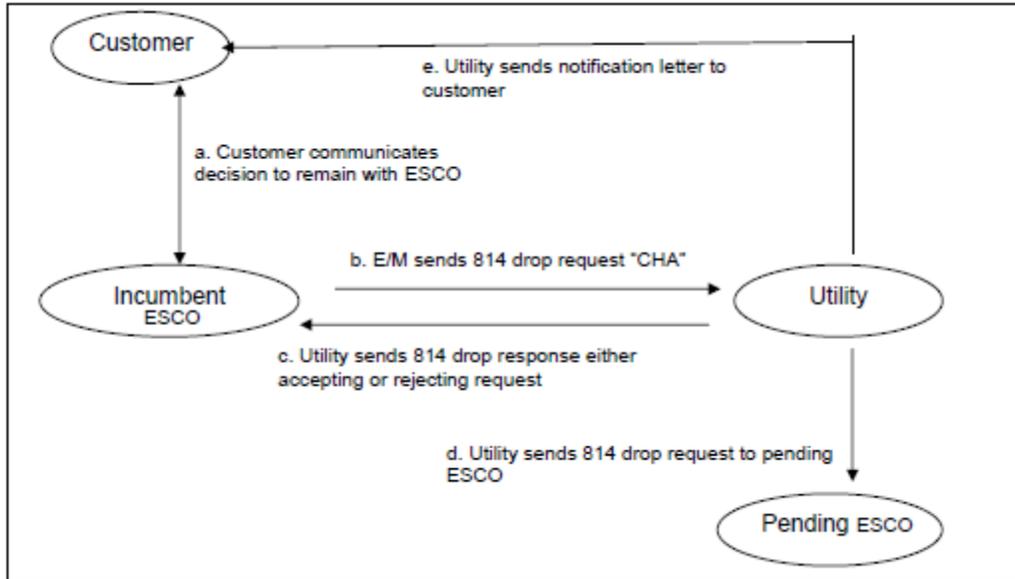


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**DR 1.4 Incumbent ESCO Drops Switch to Pending ESCO**

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

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Questions:

Within REF\*IP segment, which code is sent by the utility to the pending ESCO in REF02?

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**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

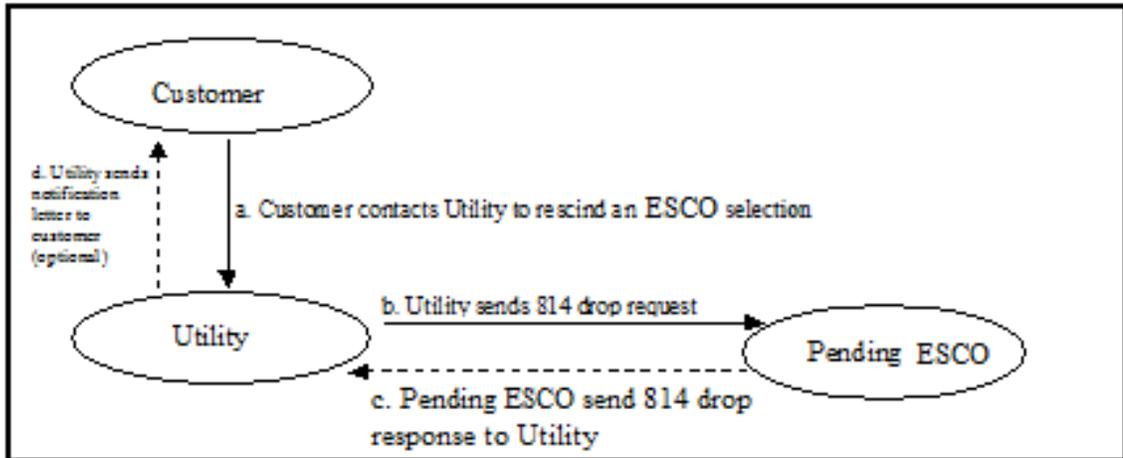
**Data Element Summary**

	<u>Ref.</u>	<u>Data</u>	<u>Name</u>	<u>Attributes</u>
<u>Mand.</u>	<u>Des.</u>	<u>Element</u>		
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 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. • If supported by Utility, sent by the Incumbent ESCO to request cancelation of a pending switch to another ESCO. CHU Customer Changed to Full Utility Service Sent by Utility to Incumbent ESCO in response to customer request to return to full service.	X AN 1/30
Cond.	REF03	352	Description Additional text information to aid in explaining the reason for a drop.	X AN 1/80

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**DR 1.3.3 ESCO Customer Contacts Utility to Rescind Pending Enrollment Initiated by ESCO**

ESCO Customer's pending enrollment is withdrawn from supplier services after the customer contacts the Utility.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



- a) Customer contacts Utility.
- b) Utility sends TS814 Drop request containing the effective date to the pending ESCO.
- c) Pending ESCO sends TS814 Drop response to Utility only if ESCO 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 ESCOs receipt of the TS814 Drop. ESCOs may not reject a TS814 for reasons other than validation or syntax errors.

Questions:

Within REF\*1P segment, which code is sent by the utility in REF02?  
Do any utilities process the ESCO Drop response to reject the drop?

General Question: Is “rescind” the correct term – would cancel be a better term?