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April 10, 2020

Ana Trevino
Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
P.O. Box 13326
Austin, TX 78711

**RE: PUC Docket No. 50664** ***Issues Related to the State of Disaster for Coronavirus Disease 2019***

Dear Filing Clerk:

On April 14, 2020, the Joint TDUs (AEP Texas, CenterPoint, Oncor, and TNMP) will hold a second workshop with the REPs related to the COVID-19 Electricity Relief Program (ERP) process. Attached is the presentation prepared by the Joint TDUs for the workshop that contains information on the revised COVID-19 ERP process. Additionally, attached is a set of Questions and Answers prepared by the Joint TDUs responsive to questions initiated by REPs during the first workshop.

Sincerely,

Chris Rowley
Oncor

Attachments

# TDU & REP Workshop II:

# COVID-19 Electricity Relief Program (ERP)

APRIL 14, 2020

# Background

On March 26, 2020, the Public Utility Commission of Texas (PUCT) adopted an order in Project No. 50664, Issues Related to the State of Disaster for Coronavirus.

The order establishes the COVID-19 Electricity Relief Program (ERP), which, among other things, creates an assistance program for eligible residential customers of retail electric service in competitive areas of Texas who are financially impacted by COVID-19.

Today's workshop is a collaboration session between the Joint Transmission & Distribution Utilities (TDUs*) and the Retail Electric Providers (REPs) to discuss the proposed processes and procedures that the TDUs have developed to facilitate the requirements within the order using a standard methodology.

**Joint TDUs: AEP Texas, CenterPoint, Oncor, and TNMP*

# Summary of COVID-19 Electricity Relief Program

The COVID-19 ERP is established as a customer assistance program for residential customers who experience financial and/or employment hardships as a result of COVID-19. Customers who qualify for the COVID-19 ERP will not be subject to disconnection for non-pay as a result.

- Customer must self-enroll with Solix to qualify for COVID-19 ERP
- Solix will coordinate information exchange of customer eligibility with REPs
- REP must offer customers who express financial and/or employment hardship with Deferred Payment Plans (DPP) or payment arrangement options
- REPs must cease submitting disconnection for non-pay orders for eligible residential customers enrolled in COVID-19 ERP
- For qualified customers, TDUs will cease charging REPs for delivery charges, except securitization-related charges

# Funding of COVID-19 Electricity Relief Program

In addition to the initial ERCOT contribution, each TDU has implemented a tariff rider (Rider ERP) to collect funds for the COVID-19 Electricity Relief Program.

- The funds collected will be utilized to reimburse TDUs and REPs for unpaid bills from qualified residential customers experiencing unemployment due to impacts of COVID-19
- Initial Rider ERP charge amount of $0.33 per MWh – to be applied across all customer classes
- COVID-19 ERP Fund will reimburse the following:
  - REP energy charges ($0.04/kwh)
  - TDU delivery charges
  - 3rd party administrator cost of administrating COVID-19 ERP
  - ERCOT for initial contribution
- REPs must submit one spreadsheet with reimbursement claims to TDUs on the 15th of each month
- TDUs will reimburse REPs within 14 days
- TDUs will file monthly reports to the PUCT on the COVID-19 ERP showing aggregate amounts of reimbursement to the TDUs and REPs

# TDU Delivery Charge Suppression Request Process

# Process for TDU Delivery Charge Suppression Request

Proposed Process:

1. REPs use ***Market Rule*** subtype
   - Must be received by TDU on a Business Day by 5pm CT, otherwise considered received next Business Day.
   - Must use "***ERP_A***" in Market Rule Field to indicate Add
   - Must use "***ERP_D***" in Market Rule Field to indicate Delete
     - REPs do not need to submit "ERP_D" (Delete) for any Move Outs

2. Attach TDU delivery charge suppression request spreadsheet to the appropriate "ERP_A" or "ERP_D" MarkeTrak issue
   - REP may submit one TDU delivery charge suppression spreadsheet for each DUNS (+4), per day, through MarkeTrak to request TDU delivery charge suppression
   - REP may submit one TDU delivery charge suppression spreadsheet for each DUNS (+4), per day, through MarkeTrak to request removal of TDU delivery charge suppression

3. Bulk Insert **CANNOT BE USED** for TDU delivery charge suppression requests

Standardized TDU Delivery Charge Suppression Spreadsheet:

TDU Delivery Chg Suppression Request

# Timing related to TDU Delivery Charge Suppression Request

*The TDU shall suppress the Delivery Charges within three (3) business days of receipt of the REP's TDU delivery charge suppression request via MarkeTrak. The day the TDU receives the MarkeTrak request is considered Day 0, as long as the day received is a Business Day. Otherwise, Day 0 will be considered the next Business Day.*

*After the TDU has processed the delivery charge suppression request, the TDU will cancel the 810_02 invoice immediately prior to the completion of the TDU delivery charge suppression request and will send a replacement invoice with suppressed TDU delivery charges.*

*TDU delivery charges will be suppressed for subsequent 810_02 invoices for the duration of the COVID-19 Electricity Relief Program unless the REP notifies the TDU to remove the customer from the program, if the TDU receives a Move In or Move Out, or as otherwise directed by an Applicable Legal Authority (ALA).*

# TDU Delivery Charge Suppression Request Spreadsheet

| | A | B | C | D | E | F | G | H | I | J | K |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **TDU Delivery Charge Suppression Request Spreadsheet** | | *The TDU shall suppress the Delivery Charges within three (3) business days of receipt of the REP's TDU delivery charge suppression request (via MarkeTrak). The day the TDU receives the MarkeTrak request is considered Day 0, as long as the day received is a Business Day. Otherwise, Day 0 will be considered the next Business Day.* | | | | | | | | |
| 2 | **Sumittal Date:** | 04/20/2020 | | | | | | | | | |
| 3 | **REP Name:** | Acme Energy | *After the TDU has processed the delivery charge suppression request, the TDU will cancel the 810_02 invoice immediately prior to the completion of the TDU delivery charge suppression request and will send a replacement invoice with suppressed TDU delivery charges.* | | | | | | | | |
| 4 | **REP DUNS:** | 1234567891000 | | | | | | | | | |
| 5 | **TDU:** | Oncor | *TDU delivery charges will be suppressed for subsequent 810_02 invoices for the duration of the COVID-19 Electricity Relief Program unless the REP notifies the TDU to remove the customer from the program, if the TDU receives a Move In or Move Out, or as otherwise directed by an Applicable Legal Authority (ALA).* | | | | | | | | |
| 6 | **Request Type (ERP_A/ERP_D):** | ERP_A | | | | | | | | | |
| 7 | | | | | | | | | | | |
| 8 | | | **REP Entry Section** | | | | | | | | |
| 9 | **ESI ID** | **Submitting Company DUNS** | **Market Rule (ERP_A/ERP_D)** | **Comments** | **Current REP of Record? (Yes/No)** | **Residential Customer? (Yes/No)** | **Customer Bill Past Due and Subject to DNP Notice? (Yes/No)** | **Customer Indicated Inability to Pay? (Yes/No)** | **Date of Solix Eligibility (MM/DD/YYYY)** | **Date DPP Offered (MM/DD/YYYY)** | **TDU Validation Comments** |
| 10 | 10443720001234567 | 1234567891000 | ERP_A | CV19 | Yes | No | Yes | Yes | 04/05/2020 | 04/07/2020 | Not a residential customer |
| 11 | 10443720008675309 | 1234567891000 | ERP_A | CV19 | No | Yes | Yes | Yes | 03/29/2020 | 04/02/2020 | Not REP of Record |

Spreadsheet instructions:

1) REP to populate cells B2 through B6.
2) In the "REP Entry Section"
   - REP to enter ESI ID
   - Columns B, C & D: will auto-populate based upon REP entries in Step 1.
   - Columns E, F, G & H: REP to select "Yes" or "No" response from dropdown box.
   - Columns I & J: REP to enter appropriate date in MM/DD/YYYY format.
3) If an entry does not pass TDU validation, TDU will provide reasoning in "TDU Validation Comments" section.

# REP Reimbursement Spreadsheet Process

# Process for Reimbursement Spreadsheets

Proposed Process:

1. Each REP DUNS will send 1 spreadsheet monthly, on the 15th of each month via MarkeTrak and use Market Rules subtype with "ERP_R" in the Market Rules field
(NO BULK INSERT MarkeTrak)
2. Only 810 invoices where TDU delivery charges are suppressed are valid to be included on the spreadsheet
3. REP shall use separate lines on the spreadsheet to indicate Original vs Cancel vs Rebill
   - If the ESI ID is rebilled, then the rebilled invoice must be shown on the same spreadsheet with the associated cancel invoice
   - Cancel must be shown as a negative number (-)
4. REP must populate the BIG02 number within the spreadsheet as the unique identifier when submitting reimbursement details

# Process for Reimbursement Spreadsheets (con't)

5. TDUs shall return validated spreadsheets to REPs when completing the MarkeTrak
   - TDUs shall make reimbursement via EFT to the REPs within 14 days of receipt of the MarkeTrak for all valid ESI IDs
   - TDU shall provide comments on the spreadsheets for any invalid requests (not REP of Record, no suppressed charges, incorrect kWhs, etc)
   - For any invalid information requiring corrections, REPs may submit one (1) separate, secondary 'correction' spreadsheet per month, limited only to the information that required corrections
     - Corrected information should be submitted in a separate, secondary spreadsheet with corrected ESIIDs only
     - REPs must submit separate, secondary 'correction' spreadsheet within 3 business days of receiving the TDU response to the original submission
     - Correction spreadsheet must be submitted via NEW MarkeTrak issue under Market Rules subtype using "ERP_R" in the Market Rules field
     - REPs shall not add additional ESI IDs for reimbursement on 'correction' spreadsheet
     - The 14 day reimbursement clock will restart on the day the TDU receives the corrections via new MarkeTrak issue

# Process for Reimbursement Spreadsheets (con't)

MarkeTrak Process:

1. REP to submit issue through MarkeTrak on the 15th of each month
2. Submit only one (1) file for each REP DUNS (+4)
3. Bulk Insert CANNOT BE USED for reimbursement spreadsheet
4. Use ***Market Rule*** subtype
   - Must use "***ERP_R***" in Market Rule Field to indicate Reimbursement
5. Attach monthly reimbursement spreadsheet to the MarkeTrak issue

Standardized Reimbursement Spreadsheet:

COVID-19 REP Reimbursement Form

# Reimbursement Spreadsheets Details

**COVID-19 ELECTRICITY RELIEF PROGRAM (ERP) REIMBURSEMENT REQUEST**

Enter TDU Name here.

| | |
|---|---|
| Invoice#: | Enter MarkeTrak Number. |
| Date Submitted: | Enter date information submitted to TDU. |
| Retail Electric Provider: | Enter name of Retail Electric Provider. |
| DUNS Number: | Enter DUNS Number for REP. |
| Vendor Number: | Enter Vendor Number for REP. |
| REP Contact Person: | Enter contact name. |
| Contact Phone Number: | Enter contact phone number. |
| Contact E-mail: | Enter contact e-mail address. |
| Total Number of ERP ESI IDs: | Enter Total Number of ESI IDs Requested. |
| Total kWhs for Reimbursement: (Auto populated) | 0 |
| Total Reimbursement Requested: (Auto populated) | $0.00 |
| Total ESI IDs Reimbursed: (Completed by TDU) | |
| Total Reimbursement Paid: (Completed by TDU) | |

- REP to populate the fields in BLUE
- Entries in BLUE will auto-populate rows 1-3 on the Reimbursement Details worksheet.

*Tip:*
*Upon receipt of the TDU response file, REPs can quickly confirm if their 'total reimbursement requested' amount matches the 'total reimbursement paid' amount.*

*Different amounts would suggest a possible invalid claim.*

# Reimbursement Spreadsheets Details

| | | | |
|---|---|---|---|
| REP Name: | **Enter name of Retail Electric Provider.** | REP DUNS: | **ıber for REP.** |
| Submittal Date: | **Enter date information submitted to TDU.** | MarkeTrak#: | **rak Number.** |
| TDU: | **Enter TDU Name here.** | | |

| | Requested Amounts | Validated Amounts |
|---|---|---|
| Total kWhs: | 0 | 0 |
| Total Reimbursement Request: | $ - | $ - |

**REP Instructions for this worksheet:**
Enter a line item for each ERP eligible ESI ID and the corresponding 810_02 invoice#, invoice type, and kWhs for customers which you are requesting reimbursement.

| Request Detail (REPs enter columns A, B, C and D) | | | | | | TDUs to Complete | | |
|---|---|---|---|---|---|---|---|---|
| ESI ID | 810_02 Invoice # (BIG02) | Invoice Type Original(O) / Cancel(C) / Rebill(R ) | kWhs | Energy Rate | Energy Charges | Validated kWhs | Validated Charges | Comments |
| | | | | $ 0.04 | $ - | | $ - | |
| | | | | $ 0.04 | $ - | | $ - | |
| | | | | $ 0.04 | $ - | | $ - | |
| | | | | $ 0.04 | $ - | | $ - | |
| | | | | $ 0.04 | $ - | | $ - | |
| | | | | $ 0.04 | $ - | | $ - | |

REP Instructions:

1) Enter a line item for each ERP eligible ESI ID and include:
- 810_02 Invoice # (BIG02)
- Invoice Type
- kWh requesting reimbursement

2) Corrections should use a new spreadsheet containing only the corrected ESIIDs

TDU Response:

- TDU will validate the kWh
- TDU will validate charges
- Invalid claims will be identified in the "Comments" section
- TDU will populate "Total ESIIDs Reimbursed" and "Total Reimbursement Paid" fields on Summary sheet

# Reimbursement Distribution

TDUs will use Electronic Funds Transfer (EFT) to facilitate reimbursement payments to REPs

- REPs must fill out any necessary EFT forms required by the TDU before reimbursement requests can be submitted.
- Each TDU will assign a unique Vendor # to each REP DUNS (+4) to use on the Reimbursement Summary sheet.
- TDUs will coordinate with each REP to provide the Vendor #

# 810_02 Invoice Impacts

# 810 02 Invoice Impacts

**Rider ERP**

1. TDUs will use SAC04 code "MSC024" on the 810_02
2. SAC15 description of "Electricity Relief Program"

**TDU Delivery Charge Suppression**

1. TDUs will suppress all monthly TDU delivery charges, except for securitization-related charges
2. TDUs will suppress all discretionary charges, except for Late Payment Charges (LPCs) and Tampering charges

# 810_02 Invoice Impacts (con't)

CenterPoint-specific 810_02 Suppression Practices:

1. CenterPoint will bill securitized charges as applicable (see table below).
2. CenterPoint will make a report of suppressed charges available to REPs upon request.
3. The 810_02 will include the kWh consumption.

| SAC 04 | Description | |
|---|---|---|
| DSC004 | CHARGE OFF ALLOWANCE TC4 | If applicable |
| DSC006 | CHARGE OFF ALLOWANCE TC5 | If applicable |
| MSC038 | TRANSITION CHARGE 4 | |
| MSC043 | TRANSITION CHARGE 5 | |
| CRE031 | ADFIT CREDIT | If applicable |

# 810 02 Invoice Impacts (con't)

Oncor-specific 810_02 Suppression Practices:

1. All of Oncor's securitized charges have expired, so Oncor will not bill any securitized charges.
2. Oncor will provide all line items on the 810 invoice so REPs can reconcile the kWhs being charged, then show a one line credit with SAC04 code "CRE020" to net all the delivery charges to $0.00.
3. The 810_02 will include the kWh consumption.
4. The table below contains a summary example of the 810_02:

| SAC04 | Description | Total Charge | |
|---|---|---|---|
| TRN002 | TRANSMISSION COST RECOVERY FACTOR | $ | 9.29 |
| BAS003 | METERING CHARGE | $ | 2.52 |
| MSC025 | NUCLEAR DECOMMISSIONING CHARGE | $ | 0.14 |
| BAS001 | CUSTOMER CHARGE | $ | 0.90 |
| DIS001 | DISTRIBUTION SYSTEM CHARGE | $ | 13.00 |
| MSC041 | ENERGY EFFICIENCY COST RECOVERY | $ | 0.48 |
| MSC042 | DISTRIBUTION COST RECOVERY FACTOR | $ | 0.31 |
| MSC024 | ELECTRICITY RELIEF PROGRAM | $ | 0.22 |
| **CRE020** | **ELECTRICITY RELIEF PROGRAM** | **$** | **(26.86)** |

# 810 02 Invoice Impacts (con't)

TNMP-specific 810 02 Suppression Practices:

1. TNMP will generate an invoice that will display all billed line items along with a credit line item for each. There will be a debit and credit for each line item, which will net the total invoice charges to $0.00. It will display the kWhs being billed along with the debits and credits.

AEP Texas-specific 810 02 Suppression Practices:

1. AEP Texas will bill securitized charges as applicable
2. AEP Texas will provide all line items on the 810 invoice so REPs can reconcile the kWhs being charged, then show a one line credit with SAC04 code "CRE020" to net all the delivery charges to $0.00
3. The table below contains the securitization-related charges for the AEPTX tariffs:

Delivery Charges will be suppressed. The Charges below WILL NOT be suppressed

| TCC | |
|---|---|
| Description | SAC04 Code |
| ADFIT | CRE031 |
| Transition Charge 2 | MSC036 |
| Transition Charge 3 | MSC037 |
| System Restoration | MSC038 |
| TC2 Charge Off Allowance | DSC002 |
| TC3 Charge off Allowance | DSC003 |
| Storm Restoration Charge Off Allowance | DSC004 |

| TNC & Sharyland | |
|---|---|
| Description | SAC04 Code |

# QUESTIONS?

# COVID-19 Electricity Relief Program (ERP) Process Questions and Joint TDU Answers

## 4/9/2020

TDU Delivery Charge Suppression Process

1. **Which customers are ERP-qualified for TDU delivery charge suppression and energy charge reimbursement due to the COVID-19 Electricity Relief Program?**

   Solix, the Low-Income List Administrator (LILA), will facilitate the identification of customers who are ERP-qualified. REPs should consult the Commission order(s) regarding ERP and seek guidance from Commission Staff regarding the suppression of TDU delivery charges.

2. **When will the joint TDUs start accepting MarkeTraks for suppression of TDU charges?**

   REPs can begin submitting TDU delivery charge suppression spreadsheet through MarkeTrak on April 20, 2020 to the joint TDUs if the customer meets the requirements set by the Commission.

3. **When should the REP initiate the MarkeTrak to suppress TDU charges?**

   Beginning April 20, 2020, the REP may submit the TDU delivery charge suppression spreadsheet through MarkeTrak once the REP and customer meets the requirements set by the Commission.

4. **When a REP submits a MarkeTrak to suppress TDU charges, the customer is already past due on their payment to the REP. Will the TDUs cancel 810_02 invoices received by REPs prior to the suppression request?**

   After the TDU has processed the TDU delivery charge suppression request, the TDU will cancel the 810_02 invoice immediately prior to the completion of the TDU delivery charge suppression request and will send a replacement invoice with suppressed TDU delivery charges.

   TDU delivery charges will be suppressed for subsequent 810_02 invoices for the duration of the COVID-19 Electricity Relief Program unless the REP notifies the TDU to remove the customer from the program, if the TDU receives a Move In or Move Out, or as otherwise directed by an Applicable Legal Authority (ALA).

5. **How will the charges be displayed on the 810_02?**

   Please refer to the TDU-REP Workshop 2 presentation for TDU specific 810_02 information. A link to the TDU-REP Workshop 2 presentation can be referenced at the end of this document.

6. **Can you provide an example of why a REP would submit a delete subtype MarkeTrak (ERP_D) for suppression of TDU charges?**

   - If Solix removes the customer's COVID-19 Electricity Relief Program eligibility because the customer fails to provide documentation of unemployment within 30 days
   - If the customer drops off the LILA list
   - If the REP inadvertently submitted a MarkeTrak on an incorrect ESI ID

7. **If the customer is removed from the ERP-eligible list due to failure to provide proper documentation of unemployment within 30 days, will the ESI ID be cancel/rebilled to reapply the suppressed TDU charges?**

   No. However, the REP does need to submit a delete subtype MarkeTrak (ERP_D) upon removal of the customer from the ERP-eligible list so the TDU can begin applying TDU delivery charges on subsequent 810_02 invoices.

8. **Do REPs need to submit a delete subtype MarkeTrak (ERP_D) for suppression of TDU charges if a customer Moves In, Moves Out or Switches away?**

   No, REPs do not need to send a delete subtype for a Move In, Move Out or Switch. TDUs will reinstate delivery charges upon Move Ins and Move Outs.

9. **If a customer switches to another REP will the suppressed TDU charges follow the customer to their new REP?**

   Yes. Additionally, Mass Transition events are considered to be switches; therefore, suppressed TDU charges will follow the customer to the new REP.

10. **Will TDU suppressed charges be visible to the REP in order to unbundle rates?**

    AEP, TNMP, and Oncor will show the suppressed charges on their 810_02 invoices. CenterPoint will make a report of suppressed charges available to REPs upon request.

11. **If a customer has distributed renewable generation, such as solar panels, should the REP request reimbursement for the total kWh delivered (inflow)?**

    Yes.

12. **If the REP has received the 810_02 invoice from the TDU, but the REP has not sent the payment and 820 remittance yet, should the REP short pay the TDU?**

    No. After the TDU has processed the TDU delivery charge suppression request, the TDU will cancel the 810_02 invoice immediately prior to the completion of the TDU delivery charge suppression request and will send a replacement invoice with suppressed TDU delivery charges.

    If the original invoice becomes due before the TDU cancels it, the REP should pay the entire 810_02 invoice and submit the corresponding 820.

<u>REP Reimbursement Spreadsheet Process</u>

13. **How can a REP request the Reimbursement Spreadsheet template?**

    A REP can request a copy of the spreadsheet from one of their TDU contacts.

14. **How should a REP submit their reimbursement spreadsheet?**

    Each REP requesting reimbursement must send one TDU-specific spreadsheet to each TDU on the 15th of each month. The spreadsheet must be sent via MarkeTrak using the Market Rule subtype

with "ERP_R" in the Market Rule field. If the REP has multiple DUNS numbers, they must send a separate spreadsheet and create a separate MarkeTrak for each DUNS.

**15. How does a REP include the MarkeTrak number on the reimbursement spreadsheet?**

The REP must first submit the ERP_R MarkeTrak with the Market Rule subtype for reimbursement to obtain the MarkeTrak number. Once the REP has the MarkeTrak number, they can populate the MarkeTrak number in the invoice field on the spreadsheet. The REP can then attach the spreadsheet to the MarkeTrak and re-submit it.

**16. Can a REP submit one reimbursement spreadsheet for multiple DUNS numbers?**

No. If the REP has multiple DUNS numbers, they must send a separate TDU-specific spreadsheet and create a separate MarkeTrak for each DUNS.

**17. After the REP has submitted their reimbursement spreadsheet on the 15th of the month, when will the TDU process the invoice for payment?**

TDUs will make reimbursement via Electronic Funds Transfer (EFT) to the REPs within 14 days of receipt of the (ERP_R) MarkeTrak for all valid ESI IDs, provided the REP has returned documentation to the TDU to setup the EFT.

**18. When submitting a reimbursement request, must a REP currently be the REP of Record?**

No. A REP may request reimbursement for energy charges that correlate to any 810_02 invoice with suppressed charges as long as the REP has not previously requested reimbursement for the same invoice.

**19. What ESI IDs should be included on the monthly reimbursement spreadsheet submitted on the 15th of each month?**

A REP may request reimbursement for energy charges that correlate to any 810_02 invoice with suppressed charges as long as the REP has not previously requested reimbursement for the same invoice.

**20. Can a REP submit reimbursement charges for more than one 810_02 invoice on the same reimbursement spreadsheet?**

Yes. A REP may request reimbursement for energy charges that correlate to any prior 810_02 invoice with suppressed charges as long as the REP has not previously requested reimbursement for the same invoice.

**21. After submitting a reimbursement spreadsheet, will the REP be reimbursed for energy charges through the 810_02 process?**

No. The TDUs will reimburse each REP through Electronic Funds Transfer (EFT) to the REP's designated bank account.

**22. How will the TDUs validate the reimbursement spreadsheets?**

TDUs will ensure all information on the spreadsheets are accurate, including, but not limited to, that the REP has requested TDU delivery charge suppression for the ESI ID, the 810_02 invoice number is valid, the requested kWhs match the 810_02 invoice, and the REP has not previously claimed reimbursement for the same 810_02 invoice. The TDU will also confirm the volume of a REP's reimbursement requests against the REP's total ERP-eligible customer count.

**23. Will the payment from the TDU contain a listing of all the ESI IDs or specific 810_02s being reimbursed?**

When a TDU completes the MarkeTrak created by the REP for the submission of the reimbursement spreadsheet, the TDU will attach the reimbursement spreadsheet showing the number of ESI IDs reimbursed and the amount to be reimbursed. The detail tab will include a list of all ESI IDs and 810_02 invoices including comments if any were not reimbursed and the reason they were not reimbursed.

**24. Is there a limit of how many ESI IDs a REP can submit on one reimbursement request?**

No.

<u>810_02 Invoice Impacts</u>

**25. Will the TDUs send the kWh on the 810_02 invoice?**

Yes.

**26. What is the Texas Set SAC04 code and description for the COVID-19 Electricity Relief Program rider?**

- The SAC04 code is: MSC024
- The SAC15 description is: "Electricity Relief Program"

**27. Is the rider a non-bypassable charge?**

Yes.

**28. Will the TDU suppress all charges on the 810_02 invoice for ERP customers?**

The TDUs will suppress all charges except for late payment fees, tampering and securitization charges (reference TDU-REP Workshop 2 presentation for TDU specific suppression practices).

<u>Other</u>

**29. If a Disconnect for Non-Pay order (DNP) is sent by the REP in error for a customer eligible for the COVID-19 Electricity Relief Program, will that DNP automatically be rejected/cancelled?**

The Commission order does not require the TDUs to reject or cancel DNPs for customers on the COVID-19 Electricity Relief Program. If a REP issues a DNP order for an ERP-eligible customer's premise, the REP should immediately move to reconnect the customer.

30. **How can a REP receive a copy of the presentation material reviewed during the REP-TDU Workshop?**

    A REP can request a copy of the presentation from one of their TDU contacts. The presentation is also filed in PUC Project 50664 - ISSUES RELATED TO THE STATE OF DISASTER FOR CORONAVIRUS DISEASE 2019. A link to the TDU-REP Workshop 2 presentation can also be referenced at the end of this document.

31. **At the conclusion of the COVID-19 Electricity Relief Program, how will the balance of the Rider be allocated?**

    For any amounts recovered under the rider that remain after the end of the COVID-19 Electricity Relief Program, the TDUs will issue a refund through REPs to end-use customers in the same manner the rider was charged. REPs must pass through any monies refunded to customers.

32. **In the event of a Mass Transition, how will the TDUs notify the Gaining POLR REP of ESI IDs that have suppressed TDU delivery charges?**

    The TDUs will provide the Gaining POLR REP with a list of ESI IDs that have suppressed TDU delivery charges.

**TDU & REP Workshop II: COVID-19 Electricity Relief Program (ERP)** presentation: http://interchange.puc.texas.gov/Search/Filings?UtilityType=A&ControlNumber=50664&ItemMatch=Equal&DocumentType=ALL&SortOrder=Ascending

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April 10, 2020

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Sincerely,

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# COVID-19 Electricity Relief Program (ERP)

APRIL 14, 2020

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**Joint TDUs: AEP Texas, CenterPoint, Oncor, and TNMP*

# Summary of COVID-19 Electricity Relief Program

The COVID-19 ERP is established as a customer assistance program for residential customers who experience financial and/or employment hardships as a result of COVID-19. Customers who qualify for the COVID-19 ERP will not be subject to disconnection for non-pay as a result.

- Customer must self-enroll with Solix to qualify for COVID-19 ERP
- Solix will coordinate information exchange of customer eligibility with REPs
- REP must offer customers who express financial and/or employment hardship with Deferred Payment Plans (DPP) or payment arrangement options
- REPs must cease submitting disconnection for non-pay orders for eligible residential customers enrolled in COVID-19 ERP
- For qualified customers, TDUs will cease charging REPs for delivery charges, except securitization-related charges

# Funding of COVID-19 Electricity Relief Program

In addition to the initial ERCOT contribution, each TDU has implemented a tariff rider (Rider ERP) to collect funds for the COVID-19 Electricity Relief Program.

- The funds collected will be utilized to reimburse TDUs and REPs for unpaid bills from qualified residential customers experiencing unemployment due to impacts of COVID-19
- Initial Rider ERP charge amount of $0.33 per MWh – to be applied across all customer classes
- COVID-19 ERP Fund will reimburse the following:
  - REP energy charges ($0.04/kwh)
  - TDU delivery charges
  - 3rd party administrator cost of administrating COVID-19 ERP
  - ERCOT for initial contribution
- REPs must submit one spreadsheet with reimbursement claims to TDUs on the 15th of each month
- TDUs will reimburse REPs within 14 days
- TDUs will file monthly reports to the PUCT on the COVID-19 ERP showing aggregate amounts of reimbursement to the TDUs and REPs

# TDU Delivery Charge Suppression Request Process

# Process for TDU Delivery Charge Suppression Request

Proposed Process:

1. REPs use ***Market Rule*** subtype
   - Must be received by TDU on a Business Day by 5pm CT, otherwise considered received next Business Day.
   - Must use "***ERP_A***" in Market Rule Field to indicate Add
   - Must use "***ERP_D***" in Market Rule Field to indicate Delete
     - REPs do not need to submit "ERP_D" (Delete) for any Move Outs

2. Attach TDU delivery charge suppression request spreadsheet to the appropriate "ERP_A" or "ERP_D" MarkeTrak issue
   - REP may submit one TDU delivery charge suppression spreadsheet for each DUNS (+4), per day, through MarkeTrak to request TDU delivery charge suppression
   - REP may submit one TDU delivery charge suppression spreadsheet for each DUNS (+4), per day, through MarkeTrak to request removal of TDU delivery charge suppression

3. Bulk Insert **CANNOT BE USED** for TDU delivery charge suppression requests

Standardized TDU Delivery Charge Suppression Spreadsheet:

TDU Delivery Chg Suppression Request

# Timing related to TDU Delivery Charge Suppression Request

*The TDU shall suppress the Delivery Charges within three (3) business days of receipt of the REP's TDU delivery charge suppression request via MarkeTrak. The day the TDU receives the MarkeTrak request is considered Day 0, as long as the day received is a Business Day. Otherwise, Day 0 will be considered the next Business Day.*

*After the TDU has processed the delivery charge suppression request, the TDU will cancel the 810_02 invoice immediately prior to the completion of the TDU delivery charge suppression request and will send a replacement invoice with suppressed TDU delivery charges.*

*TDU delivery charges will be suppressed for subsequent 810_02 invoices for the duration of the COVID-19 Electricity Relief Program unless the REP notifies the TDU to remove the customer from the program, if the TDU receives a Move In or Move Out, or as otherwise directed by an Applicable Legal Authority (ALA).*

# TDU Delivery Charge Suppression Request Spreadsheet

| | A | B | C | D | E | F | G | H | I | J | K |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | **TDU Delivery Charge Suppression Request Spreadsheet** | | *The TDU shall suppress the Delivery Charges within three (3) business days of receipt of the REP's TDU delivery charge suppression request (via MarkeTrak). The day the TDU receives the MarkeTrak request is considered Day 0, as long as the day received is a Business Day. Otherwise, Day 0 will be considered the next Business Day.* | | | | | | | | |
| 2 | **Sumittal Date:** | 04/20/2020 | *After the TDU has processed the delivery charge suppression request, the TDU will cancel the 810_02 invoice immediately prior to the completion of the TDU delivery charge suppression request and will send a replacement invoice with suppressed TDU delivery charges.* | | | | | | | | |
| 3 | **REP Name:** | Acme Energy | | | | | | | | | |
| 4 | **REP DUNS:** | 1234567891000 | | | | | | | | | |
| 5 | **TDU:** | Oncor | *TDU delivery charges will be suppressed for subsequent 810_02 invoices for the duration of the COVID-19 Electricity Relief Program unless the REP notifies the TDU to remove the customer from the program, if the TDU receives a Move In or Move Out, or as otherwise directed by an Applicable Legal Authority (ALA).* | | | | | | | | |
| 6 | **Request Type (ERP_A/ERP_D):** | ERP_A | | | | | | | | | |
| 7 | | | | | | | | | | | |
| 8 | | | **REP Entry Section** | | | | | | | | |
| 9 | **ESI ID** | **Submitting Company DUNS** | **Market Rule (ERP_A/ERP_D)** | **Comments** | **Current REP of Record? (Yes/No)** | **Residential Customer? (Yes/No)** | **Customer Bill Past Due and Subject to DNP Notice? (Yes/No)** | **Customer Indicated Inability to Pay? (Yes/No)** | **Date of Solix Eligibility (MM/DD/YYYY)** | **Date DPP Offered (MM/DD/YYYY)** | **TDU Validation Comments** |
| 10 | 10443720001234567 | 1234567891000 | ERP_A | CV19 | Yes | No | Yes | Yes | 04/05/2020 | 04/07/2020 | Not a residential customer |
| 11 | 10443720008675309 | 1234567891000 | ERP_A | CV19 | No | Yes | Yes | Yes | 03/29/2020 | 04/02/2020 | Not REP of Record |

Spreadsheet instructions:

1) REP to populate cells B2 through B6.
2) In the "REP Entry Section"
   - REP to enter ESI ID
   - Columns B, C & D: will auto-populate based upon REP entries in Step 1.
   - Columns E, F, G & H: REP to select "Yes" or "No" response from dropdown box.
   - Columns I & J: REP to enter appropriate date in MM/DD/YYYY format.
3) If an entry does not pass TDU validation, TDU will provide reasoning in "TDU Validation Comments" section.

# REP Reimbursement Spreadsheet Process

# Process for Reimbursement Spreadsheets

Proposed Process:

1. Each REP DUNS will send 1 spreadsheet monthly, on the 15th of each month via MarkeTrak and use Market Rules subtype with "ERP_R" in the Market Rules field (NO BULK INSERT MarkeTrak)
2. Only 810 invoices where TDU delivery charges are suppressed are valid to be included on the spreadsheet
3. REP shall use separate lines on the spreadsheet to indicate Original vs Cancel vs Rebill
   - If the ESI ID is rebilled, then the rebilled invoice must be shown on the same spreadsheet with the associated cancel invoice
   - Cancel must be shown as a negative number (-)
4. REP must populate the BIG02 number within the spreadsheet as the unique identifier when submitting reimbursement details

# Process for Reimbursement Spreadsheets (con't)

5. TDUs shall return validated spreadsheets to REPs when completing the MarkeTrak
   - TDUs shall make reimbursement via EFT to the REPs within 14 days of receipt of the MarkeTrak for all valid ESI IDs
   - TDU shall provide comments on the spreadsheets for any invalid requests (not REP of Record, no suppressed charges, incorrect kWhs, etc)
   - For any invalid information requiring corrections, REPs may submit one (1) separate, secondary 'correction' spreadsheet per month, limited only to the information that required corrections
     - Corrected information should be submitted in a separate, secondary spreadsheet with corrected ESIIDs only
     - REPs must submit separate, secondary 'correction' spreadsheet within 3 business days of receiving the TDU response to the original submission
     - Correction spreadsheet must be submitted via NEW MarkeTrak issue under Market Rules subtype using "ERP_R" in the Market Rules field
     - REPs shall not add additional ESI IDs for reimbursement on 'correction' spreadsheet
     - The 14 day reimbursement clock will restart on the day the TDU receives the corrections via new MarkeTrak issue

# Process for Reimbursement Spreadsheets (con't)

MarkeTrak Process:

1. REP to submit issue through MarkeTrak on the 15th of each month
2. Submit only one (1) file for each REP DUNS (+4)
3. Bulk Insert CANNOT BE USED for reimbursement spreadsheet
4. Use ***Market Rule*** subtype
   - Must use "***ERP_R***" in Market Rule Field to indicate Reimbursement
5. Attach monthly reimbursement spreadsheet to the MarkeTrak issue

Standardized Reimbursement Spreadsheet:

COVID-19 REP
Reimbursement Form

# Reimbursement Spreadsheets Details

**COVID-19 ELECTRICITY RELIEF PROGRAM (ERP) REIMBURSEMENT REQUEST**

Enter TDU Name here.

| | |
|---|---|
| Invoice#: | Enter MarkeTrak Number. |
| Date Submitted: | Enter date information submitted to TDU. |
| Retail Electric Provider: | Enter name of Retail Electric Provider. |
| DUNS Number: | Enter DUNS Number for REP. |
| Vendor Number: | Enter Vendor Number for REP. |
| REP Contact Person: | Enter contact name. |
| Contact Phone Number: | Enter contact phone number. |
| Contact E-mail: | Enter contact e-mail address. |
| Total Number of ERP ESI IDs: | Enter Total Number of ESI IDs Requested. |
| Total kWhs for Reimbursement: (Auto populated) | 0 |
| Total Reimbursement Requested: (Auto populated) | $0.00 |
| Total ESI IDs Reimbursed: (Completed by TDU) | |
| Total Reimbursement Paid: (Completed by TDU) | |

- REP to populate the fields in BLUE
- Entries in BLUE will auto-populate rows 1-3 on the Reimbursement Details worksheet.

*Tip:*
*Upon receipt of the TDU response file, REPs can quickly confirm if their 'total reimbursement requested' amount matches the 'total reimbursement paid' amount.*

*Different amounts would suggest a possible invalid claim.*

# Reimbursement Spreadsheets Details

| | | | |
|---|---|---|---|
| REP Name: | **Enter name of Retail Electric Provider.** | REP DUNS: | **ıber for REP.** |
| Submittal Date: | **Enter date information submitted to TDU.** | MarkeTrak#: | **rak Number.** |
| TDU: | **Enter TDU Name here.** | | |

| | Requested Amounts | Validated Amounts |
|---|---|---|
| Total kWhs: | 0 | 0 |
| Total Reimbursement Request: | $ - | $ - |

**REP Instructions for this worksheet:**
Enter a line item for each ERP eligible ESI ID and the corresponding 810_02 invoice#, invoice type, and kWhs for customers which you are requesting reimbursement.

| Request Detail (REPs enter columns A, B, C and D) | | | | | | TDUs to Complete | | |
|---|---|---|---|---|---|---|---|---|
| ESI ID | 810_02 Invoice # (BIG02) | Invoice Type Original(O) / Cancel(C) / Rebill(R ) | kWhs | Energy Rate | Energy Charges | Validated kWhs | Validated Charges | Comments |
| | | | | $ 0.04 | $ - | | $ - | |
| | | | | $ 0.04 | $ - | | $ - | |
| | | | | $ 0.04 | $ - | | $ - | |
| | | | | $ 0.04 | $ - | | $ - | |
| | | | | $ 0.04 | $ - | | $ - | |
| | | | | $ 0.04 | $ - | | $ - | |

REP Instructions:

1) Enter a line item for each ERP eligible ESI ID and include:
- 810_02 Invoice # (BIG02)
- Invoice Type
- kWh requesting reimbursement

2) Corrections should use a new spreadsheet containing only the corrected ESIIDs

TDU Response:

- TDU will validate the kWh
- TDU will validate charges
- Invalid claims will be identified in the "Comments" section
- TDU will populate "Total ESIIDs Reimbursed" and "Total Reimbursement Paid" fields on Summary sheet

# Reimbursement Distribution

TDUs will use Electronic Funds Transfer (EFT) to facilitate reimbursement payments to REPs

- REPs must fill out any necessary EFT forms required by the TDU before reimbursement requests can be submitted.
- Each TDU will assign a unique Vendor # to each REP DUNS (+4) to use on the Reimbursement Summary sheet.
- TDUs will coordinate with each REP to provide the Vendor #

# 810_02 Invoice Impacts

# 810 02 Invoice Impacts

**Rider ERP**

1. TDUs will use SAC04 code "MSC024" on the 810_02
2. SAC15 description of "Electricity Relief Program"

**TDU Delivery Charge Suppression**

1. TDUs will suppress all monthly TDU delivery charges, except for securitization-related charges
2. TDUs will suppress all discretionary charges, except for Late Payment Charges (LPCs) and Tampering charges

# 810_02 Invoice Impacts (con't)

CenterPoint-specific 810_02 Suppression Practices:

1. CenterPoint will bill securitized charges as applicable (see table below).
2. CenterPoint will make a report of suppressed charges available to REPs upon request.
3. The 810_02 will include the kWh consumption.

| SAC 04 | Description | |
|---|---|---|
| DSC004 | CHARGE OFF ALLOWANCE TC4 | If applicable |
| DSC006 | CHARGE OFF ALLOWANCE TC5 | If applicable |
| MSC038 | TRANSITION CHARGE 4 | |
| MSC043 | TRANSITION CHARGE 5 | |
| CRE031 | ADFIT CREDIT | If applicable |

# 810 02 Invoice Impacts (con't)

Oncor-specific 810_02 Suppression Practices:

1. All of Oncor's securitized charges have expired, so Oncor will not bill any securitized charges.
2. Oncor will provide all line items on the 810 invoice so REPs can reconcile the kWhs being charged, then show a one line credit with SAC04 code "CRE020" to net all the delivery charges to $0.00.
3. The 810_02 will include the kWh consumption.
4. The table below contains a summary example of the 810_02:

| SACO4 | Description | Total Charge | |
|---|---|---|---|
| TRN002 | TRANSMISSION COST RECOVERY FACTOR | $ | 9.29 |
| BAS003 | METERING CHARGE | $ | 2.52 |
| MSC025 | NUCLEAR DECOMMISSIONING CHARGE | $ | 0.14 |
| BAS001 | CUSTOMER CHARGE | $ | 0.90 |
| DIS001 | DISTRIBUTION SYSTEM CHARGE | $ | 13.00 |
| MSC041 | ENERGY EFFICIENCY COST RECOVERY | $ | 0.48 |
| MSC042 | DISTRIBUTION COST RECOVERY FACTOR | $ | 0.31 |
| MSC024 | ELECTRICITY RELIEF PROGRAM | $ | 0.22 |
| **CRE020** | **ELECTRICITY RELIEF PROGRAM** | **$** | **(26.86)** |

# 810 02 Invoice Impacts (con't)

TNMP-specific 810 02 Suppression Practices:

1. TNMP will generate an invoice that will display all billed line items along with a credit line item for each. There will be a debit and credit for each line item, which will net the total invoice charges to $0.00. It will display the kWhs being billed along with the debits and credits.

AEP Texas-specific 810 02 Suppression Practices:

1. AEP Texas will bill securitized charges as applicable
2. AEP Texas will provide all line items on the 810 invoice so REPs can reconcile the kWhs being charged, then show a one line credit with SAC04 code "CRE020" to net all the delivery charges to $0.00
3. The table below contains the securitization-related charges for the AEPTX tariffs:

Delivery Charges will be suppressed. The Charges below WILL NOT be suppressed

| TCC | |
|---|---|
| Description | SAC04 Code |
| ADFIT | CRE031 |
| Transition Charge 2 | MSC036 |
| Transition Charge 3 | MSC037 |
| System Restoration | MSC038 |
| TC2 Charge Off Allowance | DSC002 |
| TC3 Charge off Allowance | DSC003 |
| Storm Restoration Charge Off Allowance | DSC004 |

| TNC & Sharyland | |
|---|---|
| Description | SAC04 Code |

# QUESTIONS?

# COVID-19 Electricity Relief Program (ERP) Process Questions and Joint TDU Answers

## 4/9/2020

TDU Delivery Charge Suppression Process

1. **Which customers are ERP-qualified for TDU delivery charge suppression and energy charge reimbursement due to the COVID-19 Electricity Relief Program?**

   Solix, the Low-Income List Administrator (LILA), will facilitate the identification of customers who are ERP-qualified. REPs should consult the Commission order(s) regarding ERP and seek guidance from Commission Staff regarding the suppression of TDU delivery charges.

2. **When will the joint TDUs start accepting MarkeTraks for suppression of TDU charges?**

   REPs can begin submitting TDU delivery charge suppression spreadsheet through MarkeTrak on April 20, 2020 to the joint TDUs if the customer meets the requirements set by the Commission.

3. **When should the REP initiate the MarkeTrak to suppress TDU charges?**

   Beginning April 20, 2020, the REP may submit the TDU delivery charge suppression spreadsheet through MarkeTrak once the REP and customer meets the requirements set by the Commission.

4. **When a REP submits a MarkeTrak to suppress TDU charges, the customer is already past due on their payment to the REP. Will the TDUs cancel 810_02 invoices received by REPs prior to the suppression request?**

   After the TDU has processed the TDU delivery charge suppression request, the TDU will cancel the 810_02 invoice immediately prior to the completion of the TDU delivery charge suppression request and will send a replacement invoice with suppressed TDU delivery charges.

   TDU delivery charges will be suppressed for subsequent 810_02 invoices for the duration of the COVID-19 Electricity Relief Program unless the REP notifies the TDU to remove the customer from the program, if the TDU receives a Move In or Move Out, or as otherwise directed by an Applicable Legal Authority (ALA).

5. **How will the charges be displayed on the 810_02?**

   Please refer to the TDU-REP Workshop 2 presentation for TDU specific 810_02 information. A link to the TDU-REP Workshop 2 presentation can be referenced at the end of this document.

6. **Can you provide an example of why a REP would submit a delete subtype MarkeTrak (ERP_D) for suppression of TDU charges?**

   - If Solix removes the customer's COVID-19 Electricity Relief Program eligibility because the customer fails to provide documentation of unemployment within 30 days
   - If the customer drops off the LILA list
   - If the REP inadvertently submitted a MarkeTrak on an incorrect ESI ID

7. **If the customer is removed from the ERP-eligible list due to failure to provide proper documentation of unemployment within 30 days, will the ESI ID be cancel/rebilled to reapply the suppressed TDU charges?**

   No. However, the REP does need to submit a delete subtype MarkeTrak (ERP_D) upon removal of the customer from the ERP-eligible list so the TDU can begin applying TDU delivery charges on subsequent 810_02 invoices.

8. **Do REPs need to submit a delete subtype MarkeTrak (ERP_D) for suppression of TDU charges if a customer Moves In, Moves Out or Switches away?**

   No, REPs do not need to send a delete subtype for a Move In, Move Out or Switch. TDUs will reinstate delivery charges upon Move Ins and Move Outs.

9. **If a customer switches to another REP will the suppressed TDU charges follow the customer to their new REP?**

   Yes. Additionally, Mass Transition events are considered to be switches; therefore, suppressed TDU charges will follow the customer to the new REP.

10. **Will TDU suppressed charges be visible to the REP in order to unbundle rates?**

    AEP, TNMP, and Oncor will show the suppressed charges on their 810_02 invoices. CenterPoint will make a report of suppressed charges available to REPs upon request.

11. **If a customer has distributed renewable generation, such as solar panels, should the REP request reimbursement for the total kWh delivered (inflow)?**

    Yes.

12. **If the REP has received the 810_02 invoice from the TDU, but the REP has not sent the payment and 820 remittance yet, should the REP short pay the TDU?**

    No. After the TDU has processed the TDU delivery charge suppression request, the TDU will cancel the 810_02 invoice immediately prior to the completion of the TDU delivery charge suppression request and will send a replacement invoice with suppressed TDU delivery charges.

    If the original invoice becomes due before the TDU cancels it, the REP should pay the entire 810_02 invoice and submit the corresponding 820.

<u>REP Reimbursement Spreadsheet Process</u>

13. **How can a REP request the Reimbursement Spreadsheet template?**

    A REP can request a copy of the spreadsheet from one of their TDU contacts.

14. **How should a REP submit their reimbursement spreadsheet?**

    Each REP requesting reimbursement must send one TDU-specific spreadsheet to each TDU on the 15th of each month. The spreadsheet must be sent via MarkeTrak using the Market Rule subtype

with "ERP_R" in the Market Rule field. If the REP has multiple DUNS numbers, they must send a separate spreadsheet and create a separate MarkeTrak for each DUNS.

**15. How does a REP include the MarkeTrak number on the reimbursement spreadsheet?**

The REP must first submit the ERP_R MarkeTrak with the Market Rule subtype for reimbursement to obtain the MarkeTrak number. Once the REP has the MarkeTrak number, they can populate the MarkeTrak number in the invoice field on the spreadsheet. The REP can then attach the spreadsheet to the MarkeTrak and re-submit it.

**16. Can a REP submit one reimbursement spreadsheet for multiple DUNS numbers?**

No. If the REP has multiple DUNS numbers, they must send a separate TDU-specific spreadsheet and create a separate MarkeTrak for each DUNS.

**17. After the REP has submitted their reimbursement spreadsheet on the 15th of the month, when will the TDU process the invoice for payment?**

TDUs will make reimbursement via Electronic Funds Transfer (EFT) to the REPs within 14 days of receipt of the (ERP_R) MarkeTrak for all valid ESI IDs, provided the REP has returned documentation to the TDU to setup the EFT.

**18. When submitting a reimbursement request, must a REP currently be the REP of Record?**

No. A REP may request reimbursement for energy charges that correlate to any 810_02 invoice with suppressed charges as long as the REP has not previously requested reimbursement for the same invoice.

**19. What ESI IDs should be included on the monthly reimbursement spreadsheet submitted on the 15th of each month?**

A REP may request reimbursement for energy charges that correlate to any 810_02 invoice with suppressed charges as long as the REP has not previously requested reimbursement for the same invoice.

**20. Can a REP submit reimbursement charges for more than one 810_02 invoice on the same reimbursement spreadsheet?**

Yes. A REP may request reimbursement for energy charges that correlate to any prior 810_02 invoice with suppressed charges as long as the REP has not previously requested reimbursement for the same invoice.

**21. After submitting a reimbursement spreadsheet, will the REP be reimbursed for energy charges through the 810_02 process?**

No. The TDUs will reimburse each REP through Electronic Funds Transfer (EFT) to the REP's designated bank account.

**22. How will the TDUs validate the reimbursement spreadsheets?**

TDUs will ensure all information on the spreadsheets are accurate, including, but not limited to, that the REP has requested TDU delivery charge suppression for the ESI ID, the 810_02 invoice number is valid, the requested kWhs match the 810_02 invoice, and the REP has not previously claimed reimbursement for the same 810_02 invoice. The TDU will also confirm the volume of a REP's reimbursement requests against the REP's total ERP-eligible customer count.

**23. Will the payment from the TDU contain a listing of all the ESI IDs or specific 810_02s being reimbursed?**

When a TDU completes the MarkeTrak created by the REP for the submission of the reimbursement spreadsheet, the TDU will attach the reimbursement spreadsheet showing the number of ESI IDs reimbursed and the amount to be reimbursed. The detail tab will include a list of all ESI IDs and 810_02 invoices including comments if any were not reimbursed and the reason they were not reimbursed.

**24. Is there a limit of how many ESI IDs a REP can submit on one reimbursement request?**

No.

<u>810_02 Invoice Impacts</u>

**25. Will the TDUs send the kWh on the 810_02 invoice?**

Yes.

**26. What is the Texas Set SAC04 code and description for the COVID-19 Electricity Relief Program rider?**

- The SAC04 code is: MSC024
- The SAC15 description is: "Electricity Relief Program"

**27. Is the rider a non-bypassable charge?**

Yes.

**28. Will the TDU suppress all charges on the 810_02 invoice for ERP customers?**

The TDUs will suppress all charges except for late payment fees, tampering and securitization charges (reference TDU-REP Workshop 2 presentation for TDU specific suppression practices).

<u>Other</u>

**29. If a Disconnect for Non-Pay order (DNP) is sent by the REP in error for a customer eligible for the COVID-19 Electricity Relief Program, will that DNP automatically be rejected/cancelled?**

The Commission order does not require the TDUs to reject or cancel DNPs for customers on the COVID-19 Electricity Relief Program. If a REP issues a DNP order for an ERP-eligible customer's premise, the REP should immediately move to reconnect the customer.

30. **How can a REP receive a copy of the presentation material reviewed during the REP-TDU Workshop?**

    A REP can request a copy of the presentation from one of their TDU contacts. The presentation is also filed in PUC Project 50664 - ISSUES RELATED TO THE STATE OF DISASTER FOR CORONAVIRUS DISEASE 2019. A link to the TDU-REP Workshop 2 presentation can also be referenced at the end of this document.

31. **At the conclusion of the COVID-19 Electricity Relief Program, how will the balance of the Rider be allocated?**

    For any amounts recovered under the rider that remain after the end of the COVID-19 Electricity Relief Program, the TDUs will issue a refund through REPs to end-use customers in the same manner the rider was charged. REPs must pass through any monies refunded to customers.

32. **In the event of a Mass Transition, how will the TDUs notify the Gaining POLR REP of ESI IDs that have suppressed TDU delivery charges?**

    The TDUs will provide the Gaining POLR REP with a list of ESI IDs that have suppressed TDU delivery charges.

**TDU & REP Workshop II: COVID-19 Electricity Relief Program (ERP)** presentation: http://interchange.puc.texas.gov/Search/Filings?UtilityType=A&ControlNumber=50664&ItemMatch=Equal&DocumentType=ALL&SortOrder=Ascending