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| RMGRR Number | [180](https://www.ercot.com/mktrules/issues/RMGRR180) | RMGRR Title | Administrative Change for Retail Market Guide – Update LP&L After-Hour RNP Email Addresses |
| Date Posted | | February 7, 2024 | |
| Status | | Administrative Change | |
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| Retail Market Guide Sections Requiring Revision | | 8.3.4.2, Reconnection Service Orders  8.3.5.1, Emergency Reconnects | |
| Related Documents Requiring Revision/Related Revision Requests | | None | |
| Revision Description | | This Administrative Retail Market Guide Revision Request (RMGRR) replaces an obsolete Lubbock Power & Light (LP&L) Reconnect for Non-Pay (RNP) Contact email address located in Sections 8.3.4.2 and 8.3.5.1, respectively.  Administrative changes to the Retail Market Guide are allowed under paragraph (5) of Section 3.1, Introduction. | |
| Reason for Revision | | [Strategic Plan](https://www.ercot.com/files/docs/2023/08/25/ERCOT-Strategic-Plan-2024-2028.pdf) Objective 1 – Be an industry leader for grid reliability and resilience  [Strategic Plan](https://www.ercot.com/files/docs/2023/08/25/ERCOT-Strategic-Plan-2024-2028.pdf) Objective 2 - Enhance the ERCOT region’s economic competitiveness with respect to trends in wholesale power rates and retail electricity prices to consumers  [Strategic Plan](https://www.ercot.com/files/docs/2023/08/25/ERCOT-Strategic-Plan-2024-2028.pdf) Objective 3 - Advance ERCOT, Inc. as an independent leading industry expert and an employer of choice by fostering innovation, investing in our people, and emphasizing the importance of our mission  General system and/or process improvement(s)  Regulatory requirements  ERCOT Board/PUCT Directive  *(please select ONLY ONE – if more than one apply, please select the ONE that is most relevant)* | |
| ERCOT Opinion | | ERCOT supports approval of RMGRR180. | |
| ERCOT Market Impact Statement | | ERCOT Staff has reviewed RMGRR180 and believes the market impact for RMGRR180 performs the administrative task of updating LP&L’s obsolete RNP Contact email address. | |

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| Market Segment | Not Applicable |

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| Proposed Guide Language Revision |

**8.3.4.2 Reconnection Service Orders**

(1) Table 11, CR Timelines for Submitting RNP Requests, and Table 12, Field Service Hours for RNP Requests, below, outline the availability of FSR for performing RNP requests:

(a) Standard RNP request - per the MOU/EC Customer protection rules, any RNP request, including those for a premium disconnect location (i.e. pole, substation), issued by a CR must be completed by the MOU/EC no later than the next Field Operational Day.

**Table 11. CR Timelines for Submitting RNP Requests**

| **Payments Made on a Retail Business Day:** | **RNP Request Must be Sent by:** |
| --- | --- |
| **Between 0800 and 1200** | 1400 that Retail Business Day |
| **Between 1200 and 1700** | 1900 that Retail Business Day |
| **Between 1700 and 1900** | 2100 that Retail Business Day |
| **Between 1900 and 0800** | 1400 the next Retail Business Day |
| **Payments made on a weekend day or holiday** | 1400 the first Retail Business Day after the payment is made |

(b) For emergency RNP requests, refer to Section 8.3.5.1, Emergency Reconnects, for the 24 hours per day, seven days per week emergency reconnection process and appropriate contacts.

(c) The MOU/EC offers after-hours RNP for an additional charge. The RNP request should be used when submitting a RNP request to be worked outside normal Business Hours. For a CR to initiate an after-hours RNP request, a 650\_01, Service Order Request, should be sent, as well as contacting the MOU/EC’s 24 hours per day, seven days per week support center according to Table 12, Field Service Hours for RNP Requests, below. See Section 8.3.5.1 for contact information.

(d) Currently, the CR's contact with the MOU/EC support center is the only trigger that will initiate the after-hours RNP request. The MOU/EC also requires any RNP request to be supported by a phone call as well on RNP requests submitted after 1400 for NEC and 1500 for LP&L.

**Table 12. Field Service Hours for RNP Requests**

| **MOU/EC** | **Standard and Friday** | **Priority, Weekend, Holiday and After-Hours** | **Emergency** |
| --- | --- | --- | --- |
| **NEC** | 1630 | 24 hours per day, seven days per week Priority Code Required and a phone call with CR pass code | See Section 8.3.5.1.  Priority Code Required |
| **LP&L** | 1700 | 24 hours per day, seven days per week Priority Code Required and an email to [Colu-USO@mylubbock.us](mailto:Colu-USO@mylubbock.us) | See Section 8.3.5.1.  Priority Code Required |

**8.3.5.1 Emergency Reconnects**

(1) There may be times when a Customer has been disconnected for non-payment in error. For completed DNP request that result in a life threatening situation, PUCT request or are completed inadvertently, CRs will need to contact the MOU/EC to arrange for an emergency RNP and identify the reason for the emergency RNP request. Life threatening situations should be immediately reported to the MOU/EC 24 hours per day, seven days per week support center in order to expedite the RNP request.

(2) After initiating an emergency RNP request with the MOU/EC’s 24 hours per day, seven days per week support center, CRs should submit a follow up e-mail, attaching the completed Section 9, Appendices, Appendix C2, Emergency Reconnect Request Data Requirements, spreadsheet to the MOU/EC’s e-mail address indicated in Table 16, Contact Information for Emergency RNP Requests, below.

**Table 16. Contact Information for Emergency RNP Requests**

| **MOU/EC** | **Contact Information for Emergency RNP Requests** | **E-mail Address** | **Require 650\_01, Service Order Request, to Reconnect** |
| --- | --- | --- | --- |
| **NEC** | 361-387-2581 – 24 hours per day, seven days per week support center, CR pass code required. | dnp@nueceselectric.org | Yes, RC001 |
| **LP&L** | **During Business Hours**  866-949-5862  **After Business Hours**  806-775-2509 – Dispatch Office | **During Business Hours** [MarketOps@mylubbock.us](mailto:MarketOps@mylubbock.us)  **After Business Hours** [Colu-USO@mylubbock.us](mailto:Colu-USO@mylubbock.us) | Yes, RC001 |