EDEWG Change Request #141

This EDEWG Change Request can be found on the PUC website at <http://www.puc.state.pa.us/electric/electric_edewg_download.aspx>

|  |  |  |
| --- | --- | --- |
| **Requester’s Name:**  Ernie Mathie | **EDC/EGS Name:**  FirstEnergy Corp. | **Phone #:**  330-384-5757 |
| **Date of Request:**  02/22/18 | **Affected EDI Transaction Set #(s):**  824 Application Advice (Electric) | **E-Mail Address:**  [mathiee@firstenergycorp.com](mailto:mathiee@firstenergycorp.com) |
| **Requested Priority** (emergency/high/low): Low | **Requested Implementation Date**:  August 24, 2018 (Administrative only, no technical change required) | **Status**:  APPROVED / Implemented in IG824v6-2.docx |

**Brief Explanation** (This will be copied into the description in the Change Control Summary Spreadsheet):

As one of many changes implemented due to the Polar Vortex, FirstEnergy will be implementing a process to withhold an 820 transaction from an ESP as a result of a customer opening a dispute in which the customer either questions ESP charges or claims that they have been slammed. This will require the following change (indicated in red) to the Notes section for DIS:

Notes: Used in PA (PECO only) and in PA, NJ, and MD (FirstEnergy) to indicate PECO/FirstEnergy is withholding an EDI 820 from an EGS as a result of the customer opening a dispute in which the customer either questions supplier charges *OR* claims that they have been slammed.

**Detail Explanation** (Exactly what change is required? To which EDEWG Standards? Why?):

**Background**

Customers have the capability to contact FirstEnergy for, among many other things, one of the following:

1. Dispute the amount of the supplier charges on the bill, **OR**
2. Claim that they were slammed by a supplier.

When FirstEnergy hears this from a customer, a dispute will be opened on that customer’s account.  For a customer with a supplier that is enrolled on either rate ready or bill ready LDC consolidated billing, FirstEnergy will hold any payments (and associated EDI 820 remittances) from the supplier until the dispute is resolved and officially closed.  This does not happen for all disputes – only for the two specific dispute types listed above.

**EDI-Related Actions Taken by FirstEnergy**

FirstEnergy will notify the associated supplier that payment is being withheld for this reason via an EDI 824 transaction with a TED segment of “DIS” and a related NTE segment describing that the 820 will be withheld until dispute resolution.  FirstEnergy will synchronize the timing of this transaction with the date on which the supplier expects the 820 to be received.  This means that the supplier would receive the EDI 824 instead of the EDI 820 and its associated ACH payment on the date that payment is expected from FirstEnergy.

This process of withholding 820s and sending 824s on the scheduled payment date continues for the tenure of the dispute.  Once the dispute is closed, FirstEnergy will immediately release all withheld payments and associated EDI 820 remittances correctly owed to the associated supplier such that they are sent out on the processing day immediately following the day of dispute closure.  FirstEnergy does not introduce any unnecessary delays between these two events to ensure that the supplier is promptly paid owed monies previously withheld.

**Additional Comment**

This transaction is not sent in direct response to an EDI 810 invoice transaction and is not used as a “rejection”, as is typically the case within Pennsylvania for the vast majority of 824s.

**X12 Sample**

See below.  Note the reason code of “DIS” in the TED segment and the BGN08 segment is “EV”, as opposed to “82”.

BGN\*11\*085496218\*20180123\*\*\*\*\*EV

N1\*8S\*OE-DISTRIBUTION\*1\*006998371

N1\*SJ\*SUPPLIER NAME\*9\*123456789PA00

N1\*8R\*CUSTOMER NAME

REF\*12\*08012345670000123456

REF\*11\*123456789

OTI\*TR\*TN\*23887200072018-01-22\*810 <-----cross reference to 810

REF\*6O\*110011122637 <-----cross reference to 867

TED\*848\*DIS

NTE\*ADD\*820 PENDING UNTIL DISPUTE RESOLUTION

**For Change Control Manager Use Only:**

|  |  |  |
| --- | --- | --- |
| Date of EDEWG Discussion:  3/1/2018 | Expected Implementation Date:  8/24/2018 (Est.) |  |

**EDEWG Discussion and Resolution**:

2/23/2018 – Brandon Siegel: received request, assigned #141 & placed on March 2018 meeting agenda.

3/1/2018 – Brandon Siegel: EDEWG discussed and approved without revision.

3/2/2018 – Brandon Siegel: Implemented into IG824v6-2.docx

***Priority Classifications***

|  |  |
| --- | --- |
| *Emergency Priority* | *Implemented within 10 days or otherwise directed by EDEWG* |
| *High Priority* | *Changes / Enhancements implemented with 30 days. The next release, or as otherwise directed by EDEWG* |
| *Low Priority* | *Changes / Enhancements implemented no earlier than 90 days, Future Release, or as otherwise directed by EDEWG* |

***Please submit this form via e-mail to both both*** [jmccracken@pa.gov](mailto:jmccracken@pa.gov) ***and*** [lyalcin@pa.gov](mailto:lyalcin@pa.gov) ***at the PUC at and to the***

***Change Control Manager, Brandon Siegel at*** [brandon.siegel@intelometry.com](mailto:brandon.siegel@intelometry.com)

*Your request will be evaluated and prioritized at an upcoming EDEWG meeting or conference call.*

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Rejection Reason Codes in Response to an 810 | | | | | | | | | | |
| **Must Use** | **TED02** | **3** | **Free Form Message** | | | | **O** | **AN 1/60** | | |
|  | | | Free-form text | | | | | | |
|  | | | | A13 |  | Other | | |
|  | | | | | | See note above regarding the use of the A13 code | | |
|  | | | | A76 |  | Account Not Found | | |
|  | | | | A84 |  | Invalid Relationship | | |
|  | | | | | | Supplier is not the supplier of record | | |
|  | | | | ABN |  | Duplicate Request Received | | |
|  | | | | | | Duplicate 810 received | | |
|  | | | | ADM |  | Amount Does Not Match | | |
|  | | | | | | The amount within the 810 Cancellation/Reversal does not match the original 810. | | |
|  | | | | API |  | Required Information Missing | | |
|  | | | | CRI |  | Cross Reference Number Invalid | | |
|  | | | | | | The cross reference number provided on the 810 does not match the cross reference number on an open 867. | | |
|  | | | | DDM |  | Dates Do Not Match | | |
|  | | | | | | 810 Service Period Begin and End Dates do not match the same dates on an open 867 | | |
|  | | | | DIS |  | 820 Pending Until Dispute Resolution | | |
|  | | | | | | Used in PA (PECO) and in PA, NJ, and MD (FirstEnergy) to indicate PECO/FirstEnergy is withholding EDI 820 from EGS as a result of customer opening a dispute in which the customer either questions supplier charges OR claims they have been slammed. | | |
|  | | | | DIV |  | Invalid or missing date | | |
|  | | | | | | Includes date ranges for billing periods no longer supported by CIS system | | |
|  | | | | EXP |  | 810 Received for billing period older than that supported by the Billing System | | |
|  | | | | FRF |  | Bill Type Mismatch | | |
|  | | | | | | Supplier and utility system do not have same bill type.  For instance, an 810 was received by the LDC for a customer that is listed as a DUAL bill option in the receiver’s system. BGN08 must be EV for this rejection reason. | | |
|  | | | | FRG |  | Bill Calculator Mismatch | | |
|  | | | | | | An 810 was received for a customer with a bill calculator (REF\*PC) different than what is listed in the recipient’s system. BGN08 must be EV for this rejection reason. | | |
|  | | | | IVL |  | SAC (charges and/or adjustments ) sent in incorrect IT1 Loop | | |
|  | | | | IVT |  | PID segment(s) sent in incorrect IT1 Loop | | |
|  | | | | NCC |  | No current charges | | |
|  | | | | | | Used in PA and NJ (PSE&G) only when bill issued with no current charges | | |
|  | | | | NCP |  | No Cancellation Processed | | |
|  | | | | | | 810 re-bill received before or not with 810 cancellation | | |
|  | | | | OBW |  | Outside Bill Window | | |
|  | | | | | | The 810 was received outside of the billing window. | | |
|  | | | | PCR |  | 810 Rejected – Pending Cancel/Rebill | | |
|  | | | | RBT |  | Over 50 PID segments (text) lines received and A PID05 element contained over 60 characters | | |
|  | | | | RNA |  | Rolling text page Not Authorized | | |
|  | | | | R50 |  | Over 50 PID segments (text) lines recieved | | |
|  | | | | R60 |  | A PID05 element contained over 60 characters | | |
|  | | | | SUM |  | Sum of Details does not equal total | | |
|  | | | | TCN |  | Total Charges Negative (for billing parties that do not allow negative charges) | | |
|  | | | | TXI |  | Invalid TXI information | | |
|  | | | | W06 |  | Duplicate Rates Found (PECO Only) | | |
|  | | | | 008 |  | Account exists but is not active | | |