

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

1.	One account per 814	Each change transaction may contain only one account for one service (i.e., Electricity, Gas, Unmetered lighting).
2.	Multiple Change Requests per Transaction	The 814 Change transaction standards can accommodate more than one change request per commodity per account. Except EPA Credit transaction must be sent separately.
3.	Data Content	At O&R a null value will be used to indicate when a data segment goes from having a value to having no value. A null value is where only the segment is sent (the segment is empty). For example, if a mailing address is removed from an account, the change code N1BT will be sent with a null value in all the mailing address data elements.
4.	Changes Requested When an Enrollment Is Pending	Requests for changes to bill option, pricing/tax related data that will NOT be processed for accounts that are pending enrollment (i.e., enrollment is pending but not yet ACTIVE) If a pricing/tax related request is desired the ESCO must wait until the acct becomes Active with that ESCO.

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

5.	Response Transaction	<p>There must be one response LIN for each request LIN.</p> <p>Requests are accepted or rejected at the LIN level.</p> <p>Responses may be created and sent at different times in different 814 transactions, but the response for each request must be sent within 2 business days.</p> <p>At O&R, the Change Response transaction will be sent as follows:</p> <ul style="list-style-type: none"> • An Accept Response will contain the REF*TD(s) from the request transaction, but will <i>only</i> echo back the following segments: ESCO commodity price, Tax Rate, and ESCO/Marketer Customer Account Number, EPA Credit. • A Reject Response will contain the rejection reason (REF*7G) and, will contain, the REF*TD(s) from the Request Transaction and will echo back the segments that were sent in error.
6.	Use of REF*TD segment	<p>The REF*TD segments are used to indicate to the receiver the type of change that is being requested.</p> <p>At least one REF*TD is required on a Request transaction.</p>

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

7.	Dependent Data Elements	<p>Where the status of an account is dependent upon more than one data segment, a change in one data segment will necessitate changes in other data segments. If a change in such a status is requested and all dependent data segments are not sent, the change will be rejected.</p> <p>Detail on dependent data segments follows:</p> <ul style="list-style-type: none">• <u>All Utility Requests Except for Assigned Service Start and Service End Dates</u> – The following segment must be sent - Effective Date of Change• <u>Billing Option Change to LDC</u> – The following segments must be sent: Bill Presenter (LDC); Bill Calculator (LDC) E/M Commodity Price.• <u>Billing Option Change to Dual</u> - The following segments must be sent: Bill Presenter (DUAL), Bill Calculator (DUAL)• <u>Service Address</u> – The following segment must be sent – Customer Name• <u>Mailing Address/Customer Telephone Number</u> - The following segment must be sent –Name for Mailing
----	-------------------------	--

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

8.	When the Effective Date of Change Is Provided (DTM *007 segment)	<p>At O&R a DTM*007 segment (Effective Date of Change) is used to communicate the effective date for a requested change in the following circumstances:</p> <ul style="list-style-type: none"> • <u>Utility Request</u> – Required for all Utility initiated requests except for changes to Assigned Service Start and Service End Dates • <u>Utility Response</u> – Will be sent as follows: <ul style="list-style-type: none"> ○ Billing Option Changes - Required on positive response to ESCO request for billing option changes and is sent for all related data elements (bill presenter, bill calculator, commodity price, Tax Rate , ESCO customer account number). ○ Other Change Requests - For requests where effective date is optional, O&R will: <ul style="list-style-type: none"> □ Respond <i>without</i> an effective date when information is not being updated in O&R’s system(s). □ Respond <i>with</i> a date when information is being updated in O&R’s system(s) (e.g. ESCO customer account number change). □ <u>ESCO Request</u> – <ul style="list-style-type: none"> ○ For all ESCO requests, including billing option (Bill Presenter and Bill Calculator and ESCO commodity price, and portion taxed residential when they are part of a billing option change), effective date <i>should not be sent</i>, if sent by the ESCO, it will be ignored. O&R will calculate and provide the effective date in its response. ○ All ESCO requested changes will be in effect for the current bill cycle, if submitted at least 4 business days prior to the next Meter Scheduled Read Date and 3 business days after the next Meter Scheduled Read Date otherwise, they will be rejected with a A13 Raison code “Price Change Not Allowed - Account In Billing Window”
----	--	--

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

9	Last In Rule On Change Requests	<p>The last in rule applies as follows:</p> <ul style="list-style-type: none">○ If an ESCO submits multiple changes prior to the effective date of any of them, the last one will be implemented.○ It is important to note that this applies to billing option change requests, specifically, where multiple changes to bill option are sent prior to one of them becoming effective, the last one in will be implemented.○ It also applies to ESCO changes to commodity price change and, tax exemption change. Specifically, the last commodity price change/tax exemption rate change and its effective date will override all prior requests, even where the prior change request has a later effective date.
---	---------------------------------	---

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

10	Rejections	<ul style="list-style-type: none"> □ When an 814 Change is sent with multiple changes that are not dependent, they are accepted or rejected independently. For example, if an 814 Change is sent requesting changes in ESCO Commodity Price (AMT*RJ) and Tax Rate, one may be accepted and one may be rejected. □ Where more than one Utility account number is sent by the ESCO in the transaction, the entire transaction will be rejected (A13). □ Where more than one commodity type is sent by the ESCO, the entire transaction will be rejected (A13). □ If duplicate requests for the same segments are sent within the same transaction, all loops having the same change reason code will be rejected. In addition, when a billing option change is sent, if duplicate requests for billing option, commodity price and Tax Rate are sent in the same transaction, all billing related requests will be rejected (A13). □ When a change in a dependent data segment is requested, if all dependent data segments are not sent or one is rejected, the change will be rejected (A13). □ When changes in ESCO commodity price, tax exemption percent are requested within the billing window, the change will be rejected (A13). □ When a request is made to change a billing option to DUAL or UCB, if changes to ESCO commodity price, Tax Rate are sent, all billing related requests in the transaction will be rejected (A13). □ When a billing option change is requested for the same option that exists on the account at the time of the request, the change will be rejected (A13). □ When the ESCO submits a change they are not authorized to request, it will be rejected with an A13 reason, “Change request not allowed”. □ Other Reject Response Reasons sent by O&R: A13 – Used when Customer Account Number Missing; Utility Account Number for E/M Missing;
----	------------	--

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

		<p>A76 – Account Not Found C11 – Change Reason (REF*TD) missing or invalid</p>
--	--	--

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

11.	When A Change That Has Been Accepted Does Not Become Effective	If an account is turned off prior to the effective date of a change, the requested change will not take effect.
12.	N1 Name (ESCO Name)	O&R will provide the ESCO Name as it appears in O&R files.
13.	N1 Name (Customer) / Customer Name	Only sent if change is being reported in either the customer name associated with the account or the service address.
14.	N3/N4 (Service Address)	Only sent if Utility is reporting a change in the service address. Dependency = N1 Name.
15.	N1 Name (Name for Mailing)	Only sent if change is being reported on either the customer name associated with the mailing address, mailing address or the customer telephone number.
16.	N3/N4 (Mailing Address)	Only sent if change is being reported in the mailing address. Dependency = N1 Name.
17.	REF Reference Identification (E/M / Marketer Customer Account Number) / Reference Identification	Only sent if ESCO/Marketer is reporting a change.
18.	REF Reference Identification (Utility Account Number)	The REF03 element of this segment is used to further describe the Product/Service ID (LIN03, Data Element 352) for O&R. (The REF is attached at the end of this document.) The REF03 element must be sent only for the O&R Unmetered Lighting Service accounts. Example: REF~12~1122334890~U will further define the Product/Service ID data element as UNMETERED Lighting service.
19.	REF Reference Identification (Previous Utility Account Number) / Reference Identification	O&R does not change customer account numbers due to changes in billing cycle and will not use this field.

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

20.	REF Reference Identification (Utility Account Number for ESCO Reference Identification)	This segment must always be sent.
21.	REF Reference Identification (Meter Cycle Code) / Reference Identification	Only sent if Utility is reporting a change. Dependency = Effective date of change.
22.	REF Reference Identification (Bill Cycle Code) / Reference Identification	Only sent if Utility is reporting a change. Dependency = Effective date of change.
23.	REF Reference Identification (Bill Presenter) / Reference Identification	Only sent if change being reported. See Item 8 above for information on dependent data elements.
24.	REF Reference Identification (Bill Calculator) / Reference Identification	Only sent if change being reported. See Item 8 above for information on dependent data elements.
25.	REF Reference Identification (Current Budget Billing Status) / Reference Identification	Not used at O&R
26.	REF Reference Identification (Partial Participation Portion) / Reference Identification	Not used at O&R.
27.	REF Reference Identification (Customer on Life Support) / Reference Identification	Not used at O&R.
28.	REF Reference Identification (Gas Pool ID) / Reference Identification	Not used at O&R
29.	REF Reference Identification (Gas Capacity Assignment/Obligation) / Reference Identification	Not used at O&R
30.	Reason For Change	Change Effective Date (DTM007) – this will be the reason for change when there is a change in effective date on a pending billing option change (e.g., due to a change in meter read cycle, etc.).
31.	REF Reference Identification (ISO Location Based Marginal Pricing Zone)	Only sent if Utility is reporting a change. Dependency = Effective Date of Change (DTM*007). O&R values are ‘G’ – Hudson Valley and ‘P’- PJM

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

32.	REF Reference Identification (Portion Taxed Residential) / Reference Identification	Not Used at O&R
33.	DTM (Assigned Service Start Date)	Sent by the Utility when an enrollment is pending, and there is a change in enrollment date.
34.	DTM (Assigned Service End Date)	Sent by the Utility when a drop is pending for the customer and there is a change in service end date.
35.	Date/Time Reference (Effective Date of Change)	Used at O&R when reporting an ICAP Change (DTM*007)
36.	AMT Monetary Amount (Tax Exemption Percent) / Monetary Amount	Not Used at O&R
37.	AMT Monetary Amount (Commodity Price) / Monetary Amount	Sent if the ESCO is requesting a billing option change to LDC, or if the ESCO is reporting a change in commodity price.
38	Monetary Amount (Customer's Tax Rate for ESCO Charges - 1	Customer Tax rate (AMT9M) Sent if the ESCO is requesting a billing option change to LDC, or if the ESCO is reporting a change in tax rate.
39	Monetary Amount (Customer's Tax Rate for ESCO Charges - 2	Not Used at O&R
40.	AMT (E/M Fixed Charge)	Not Used at O&R
41	AMT Monetary Amount (Electric Capacity Assignment)	Only sent if Utility is reporting a change.

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

42.	Monetary Amount ESCO Pricing Adjustment Credit)	Accepted only if the credit is funded and account is active
43.	REF Reference Identification (Old Meter Number)	Only sent if Utility is reporting a meter exchange (MX). New meter number is sent in the NM1 segment.
44.	REF Reference Identification (Utility Rate Service Class) / Reference Identification	Only sent if Utility is reporting a change. Dependency = Effective Date of Change (DTM*007).
45.	REF Reference Identification (Rate Sub Class) / Reference Identification	Not used at O&R
46.	REF Reference Identification (Utility Load Profile Group Code) / Reference Identification	Only sent if Utility is reporting a change. Dependency = Effective Date of Change (DTM*007).
47.	REF Reference Identification (Measurement Type and Reporting Interval) / Reference Identification	Only sent if Utility is reporting a change. Dependency = Effective Date of Change (DTM*007).
48.	REF Reference Identification (Use Time of Day) / Reference Identification	Only sent if Utility is reporting a change. Dependency = Effective Date of Change (DTM*007).
9.	REF Reference Identification (ESCO Rate Code) / Reference Identification	Not used at O&R.

Orange and Rockland Utilities, Inc.
Change Request and Response Supplemental Information
11/2023

REF Reference Identification (Utility Account Number)

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.
Comments:
Notes: Request: Required
 Response: Required
 REF~12~011231287654398
 REF~12~011231287654398~U

Data Element Summary

	<u>Ref.</u>	<u>Data</u>	<u>Attributes</u>
	<u>Des.</u>	<u>Element</u> <u>Name</u>	
Mand.	REF01	128 Reference Identification Qualifier 12 Billing Account REF02 contains the Utility-assigned account number for the customer.	M ID 2/3
Must Use	REF02	127 Reference Identification Utility assigned customer account number The utility account number must be supplied without intervening spaces or non-alphanumeric characters. (Characters added to aid in visible presentation on a bill, for example, should be removed)	X AN 1/30
Cond	REF03	352 Unmetered Service Designator The REF03 element in the REF*12 segment must be sent to, or received by Orange & Rockland when the commodity indicated in the LIN segment is Electric but the Change requested pertains to Unmetered Lighting Service. U Un-Metered Service	X AN 1/80