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Memorandum

JAN 19 2001

To: Docket Control

From: Deborah R. Scott
Director, Utilities Division

Date: January 19, 2001

Re: Direct Access Service Request Handbook
Docket No. E-00000A-00-0940

Arizona Corporation Commission
DOCKETED

JAN 19 2001

DOCKETED BY	
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The Process Standardization Working Group ("PSWG") has submitted the attached Direct Access Service Request ("DASR") Handbook for approval. The handbook was completed based on a consensus from the PSWG and contains the format, required fields and the business requirements to produce a DASR.

Staff has reviewed the DASR and recommends it for approval.

Therefore, I am approving the Direct Access Service Request Handbook and request that Docket Control formally file it in Docket No. E-00000A-00-0940.

This document has been sent electronically to the Process Standardization Working Group.

Deborah R. Scott

Approved: January 19, 2001

DRS:mi

Tucson Electric Power Company
4350 East Irvington Road, Post Office Box 711
Tucson, Arizona 85714

January 17, 2001

Deborah R. Scott, Director
Utilities Division
ARIZONA CORPORATION COMMISSION
1200 West Washington Street
Phoenix, AZ 85007

Re: Approval Of Direct Access Service Request Handbook

Dear Ms. Scott:

The Process Standardization Work Group (PSWG) is presenting this Direct Access Service Request (DASR) Handbook for your approval as a Arizona Direct Access Standard. In October 1999 by consensus the PSWG completed this handbook which contains the format, the required fields, and business requirements to process a DASR.

DASR are used to switch customers from Standard Offer to Direct Access and back again. Several different types of DASR are required to complete these functions. This handbook covers all DASR types, Request, Update, Termination, Physical Disconnect and Cancel service.

All market participants have been using this document to standardize the DASR process since October 1999. This standard allows the competitive provider to design a single system for use in Arizona no matter which UDC territory they are providing service in.

If you or your staff require additional support material or explanations please do not hesitate to contact me at 520-745-7177.

Best regards,

Evelyn Dryer
PSWG Chairman

State of Arizona

*Direct Access Service Request
Handbook*



10/14/99

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Team Charter

Background

This document was developed by interested parties at the request of the Arizona Corporation Commission to assist in the transition to Direct Access services under Electric Restructuring. The DASR Team is a subcommittee of the Billing and Collections Working Group sponsored by the Arizona Corporation Commission. This team met on a regular basis from May 1998 through October 1998 to assess and develop statewide processes for the multitude of transactions between the existing utilities and their support services and the new entrants and their support services. This Direct Access Service Request Handbook was developed in alignment with the August 5, 1998 Arizona Corporation Commission Emergency Rules. Each team member actively pursued the best interests of their represented company while recognizing the needs of the other key players.

It is the intent of the DASR Team to meet in subsequent quarters to refine the statewide processes. The core team members involved in the development of this handbook are representatives of:

Arizona Public Service
Citizens Utilities Company
Navopache Electric Cooperative
RW Beck, consultant for Enron, et al
Salt River Project
Tucson Electric Power

During preliminary development, the DASR Handbook was presented to the Billing and Collections Working Group for feedback. Attendees included representatives from affected utilities and market participants (i.e., ESPs, consultants, and consumer groups).

Future Process Management

Team Objective is to be a focal point for the Arizona DASR process. This will be accomplished by:

- Meeting as needed to refine the state wide DASR processes
- Maintaining and updating DASR handbook
- Keeping membership open to all market participants

Process evaluation and changes are needs driven, governed by group process, based upon agreement and ability of participating market entities.

Introduction

The purpose of this handbook is to provide a process overview and basic instructions for completing the Direct Access Load Aggregation Submittal (DALAS) and the following Direct Access Service Request (DASR) transactions:

Request	(RQ) DASR
Cancel	(CL) DASR
Termination of Service Agreement	(TS) DASR
Physical Disconnect	(PD) DASR
Update / Change	(UC) DASR

Arizona Affected Utilities and Interested Parties agreed at the onset of Commission meetings that the DASR was a communication mechanism between an Energy Service Provider (ESP) and a Utility Distribution Company (UDC); that it was in the best interest of all parties to develop a common format, to be adopted by all Affected Utilities for processing the Direct Access Service Requests. The guidelines of this handbook were based on the following:

- A Letter of Authorization (LOA) will be signed by the customer and retained by the ESP as proof that the customer made a legitimate request for a new service provider
- The current service provider is responsible for submitting 12-months (or available) of customer-specific consumption history to the new service provider
- Customer always bears the burden of contacting their present service provider regarding any changes to their service agreement
- One DASR is required for each requested transaction
- The effective Direct Access (DA) switch date will occur on the customer's scheduled meter read date or the date of meter installation
- The minimum format to be used for these transactions is comma delimited value: character values are left justified; numeric values are right justified zero filled
- DASR's may initiate the meter exchange process; for specific meter exchange protocols contact the UDC
- Until January 1, 2001, load aggregation eligibility is determined within individual UDC service territories
- The Direct Access Load Aggregation Submittal (DALAS) needs to be validated by the UDC prior to the submission of DASR's for each of the services listed on the DALAS
- DASR/DALAS transactions may require additional specific details refer to individual UDCs

This handbook contains a detailed description of the five basic transactions to be used including responsibilities of the ESP, UDC, and Customer; a communication process flowchart for each of the five basic transactions; a Submittal/Response table for each of the five basic transactions; and the DASR Field Definitions. Where aggregation is desired, a similar structure and a sample form for the DALAS is included.

Consumer Protection References

- R14-2-212 Administrative and Hearing Requirements
- R14-2-1613 Service Quality, Consumer Protection, Safety, and Billing Requirements
- R14-2-1618 Disclosure of Information

Request (RQ) DASR

Purpose: Used to initiate enrollment in Direct Access; used to request a change in Electric Service Providers.

ESP Responsibility:

- Prior to submitting the DASR, the ESP will obtain a signed Letter of Authorization (LOA) from the customer requesting Direct Access electric service and authorizing release of customer consumption history to the ESP
- Retains customer Letter of Authorization
- Submits DASR form with UDC required fields completed
- Submits DASR to the UDC a minimum of 15 calendar days prior to requested change date
- Notifies prospective / new customer of ineligibility, acceptance, or status of DASR request
- ESP will coordinate with UDC any meter exchange activity

UDC Responsibility:

- Determines eligibility of customer
- When acting as current ESP, responds to new ESP with customer's 12-month consumption history and DASR status within 5 business days
- Upon new Request DASR acceptance, issues Termination of Service Agreement DASR to ESP of record (now prior ESP) notifying them of customer's request to switch providers
- Assigns Universal Node Identifier (UNI) if first time Direct Access customer
- Coordinates with ESP, or their designated affiliate, any meter exchange activity and/or meter reading requirements as necessary

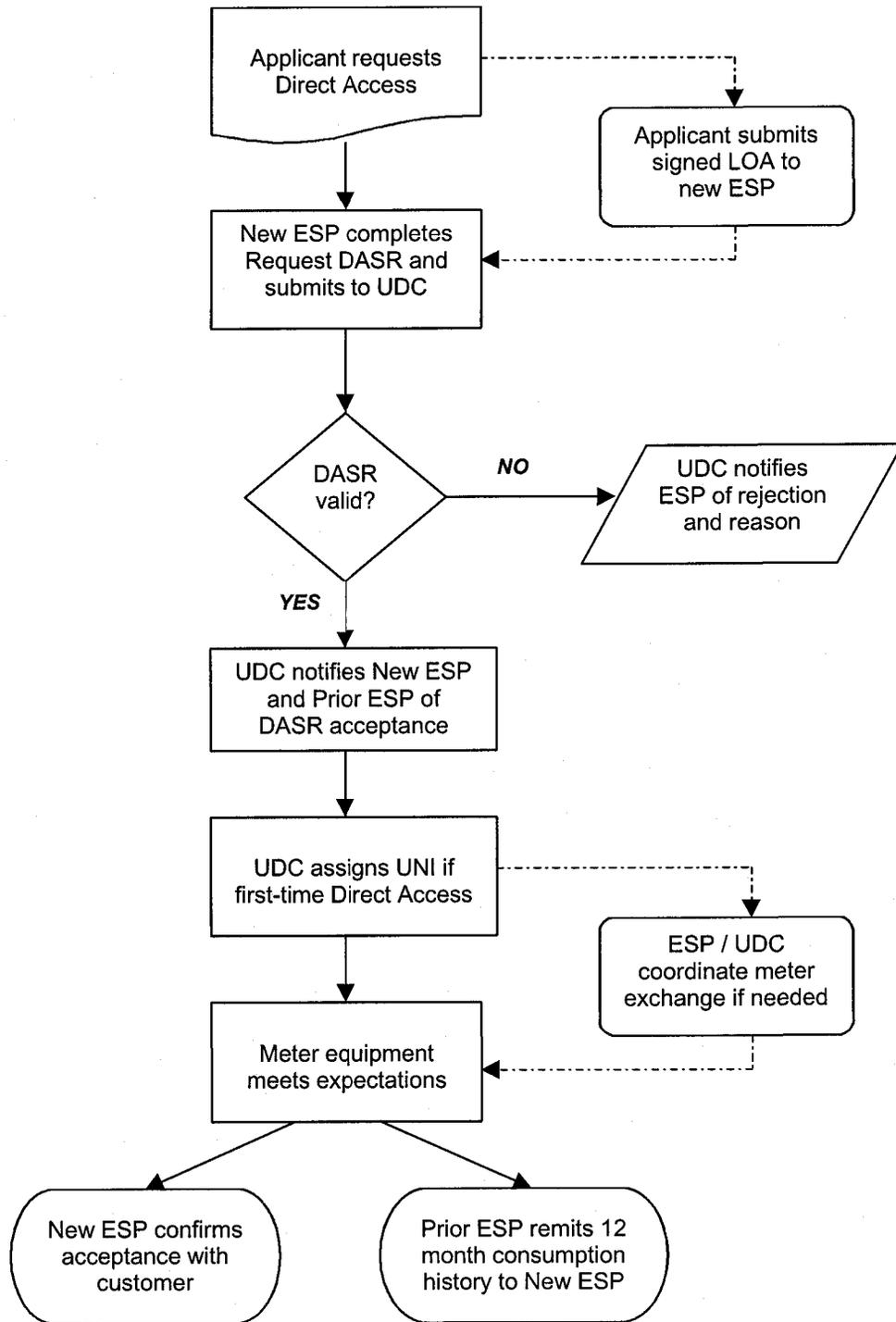
Customer Responsibility:

- Customer makes application with ESP
- Signs LOA that permits ESP to request 12-month consumption history from UDC or prior ESP and indicates customer is requesting change of electric service provider
- Provides free and unassisted access to the electric meter

General Information:

- Within the established time frame, when more than one Request DASR is received for a service delivery point, only the first DASR received will be processed; all subsequent DASRs will be rejected
 - New connect and current service Request DASRs must be submitted 15 calendar days prior to the requested [move in date] effective change date
- In accordance with R14-2-203.D4, the following standards are also in place;
- When a meter exchange is *not* required, the switch date to Direct Access will occur on the customer's next scheduled meter read date provided that the DASR is processed [received and validated by the UDC] 15 calendar days prior to that date
 - When a meter exchange is required, the switch date will occur on the meter install date
 - The customer switch date may occur earlier for a fee

Request (RQ) DASR Process Flowchart



Request (RQ) DASR Submittal / Response

This table demonstrates the **Required**, **Optional**, and **Conditional** (based upon UDC business rules) fields necessary to complete this DASR transaction type. *Response will include both submittal and response fields.*

Field	Submittal – Field Description	Req'd	Field	Response – Field Description	Req'd
1	DASR Tracking #	R	20	Quarter Eligible	O
2	ESP Business Name	R	22	UDC Medical Code	R
3	Date & Time Sent	R	25	Congestion Zone	R
5	Transaction Type	R	28	DASR Status	R
6	ESP Customer Account #	R	29	Reason Code	O
7	Customer UDC Account Name	R	31	UDC Comments	O
8	UDC Customer Account #	R	33	Effective Change Date	R
9	Service Street Address	R	42	UDC Meter Read Cycle	R
10	Service City	R	43	Universal Node ID (UNI)	R
11	Service State	R	45	Universal Meter ID (UMI)	C
12	Service Zip	R	55	Load Profile	O
13	Mail Address	R	56	UDC Bill Cycle	O
14	Mail City	R	58	Recipient ID	O
15	Mail State	R	59	Recipient Name	O
16	Mail Zip	R			
17	Contact Phone #	R			
18	UDC ID	R			
19	UDC Business Name	O			
21	ESP Medical Code	O			
23	Scheduling Coordinator Duns #	R			
24	Scheduling Coordinator Name	R			
26	UDC Customer Eligibility	R			
27	DA Load Aggregation Submittal ID	C			
30	ESP Comments	O			
32	Requested Change Date	R			
34	Billing Options	R			
35	Billing Calculation	C			
41	Meter #	C			
43	Universal Node ID (UNI)	C			
44	Meter Ownership	R			
45	Universal Meter ID (UMI)	O			
46	MSP ID	C			
47	Meter Service Provider Name	C			
48	MRSP ID	R			
49	Meter Reading Service Provider Name	R			
54	ESP Rate Code	C			

Cancel (CL) DASR

Purpose: Used to cancel a previously submitted Request (RQ), Physical Disconnect (PD), or Termination of Service Agreement (TS) DASR prior to the effective change date.

ESP Responsibility:

- Originator of DASR submits Cancel DASR to stop activation of the transaction

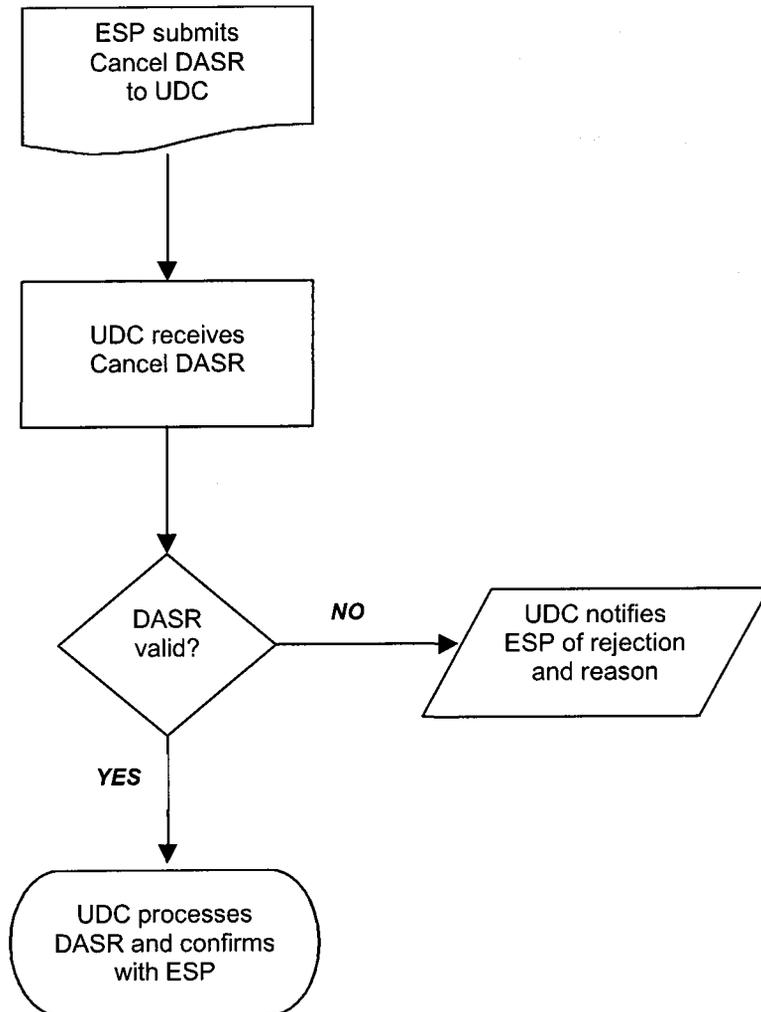
UDC Responsibility:

- Accept and respond with confirmation

Customer Responsibility:

- To promptly notify their ESP of any change of decision

Cancel (CL) DASR Process Flowchart



Cancel (CL) DASR Submittal / Response

This table demonstrates the **R**equired and **O**ptional fields necessary to complete this DASR transaction type. *Response will include both submittal and response fields.*

Field	Submittal – Field Description	Req'd	Field	Response – Field Description	Req'd
1	DASR Tracking #	R	28	DASR Status	R
2	ESP Business Name	R	29	Reason Code	O
3	Date & Time Sent	R	31	UDC Comments	O
5	Transaction Type	R	33	Effective Date	O
6	ESP Customer Account #	R	58	Recipient ID	O
7	Customer UDC Account Name	R	59	Recipient Name	O
8	UDC Customer Account #	R			
9	Service Street Address	R			
10	Service City	R			
11	Service State	R			
12	Service Zip	R			
18	UDC ID	R			
19	UDC Business Name	O			
30	ESP Comments	O			
41	Meter #	R			
57	Original DASR Tracking #	R			

Termination of Service Agreement (TS) DASR

Purpose: Used by ESP to advise UDC that the service agreement with a customer is being terminated; used by the UDC to notify the existing ESP of a customer change to a new ESP.

ESP Responsibility:

- Provide minimum of 5 calendar days notice to customer of intent to terminate service agreement
- Provide 15 calendar days notice prior to the next scheduled read date, via Termination of Service Agreement DASR, to UDC regarding intent to terminate the service agreement with their customer
- When switching to a new ESP, current ESP submit customer's 12-month consumption history to new ESP; not necessary if customer is returning to a Standard Offer

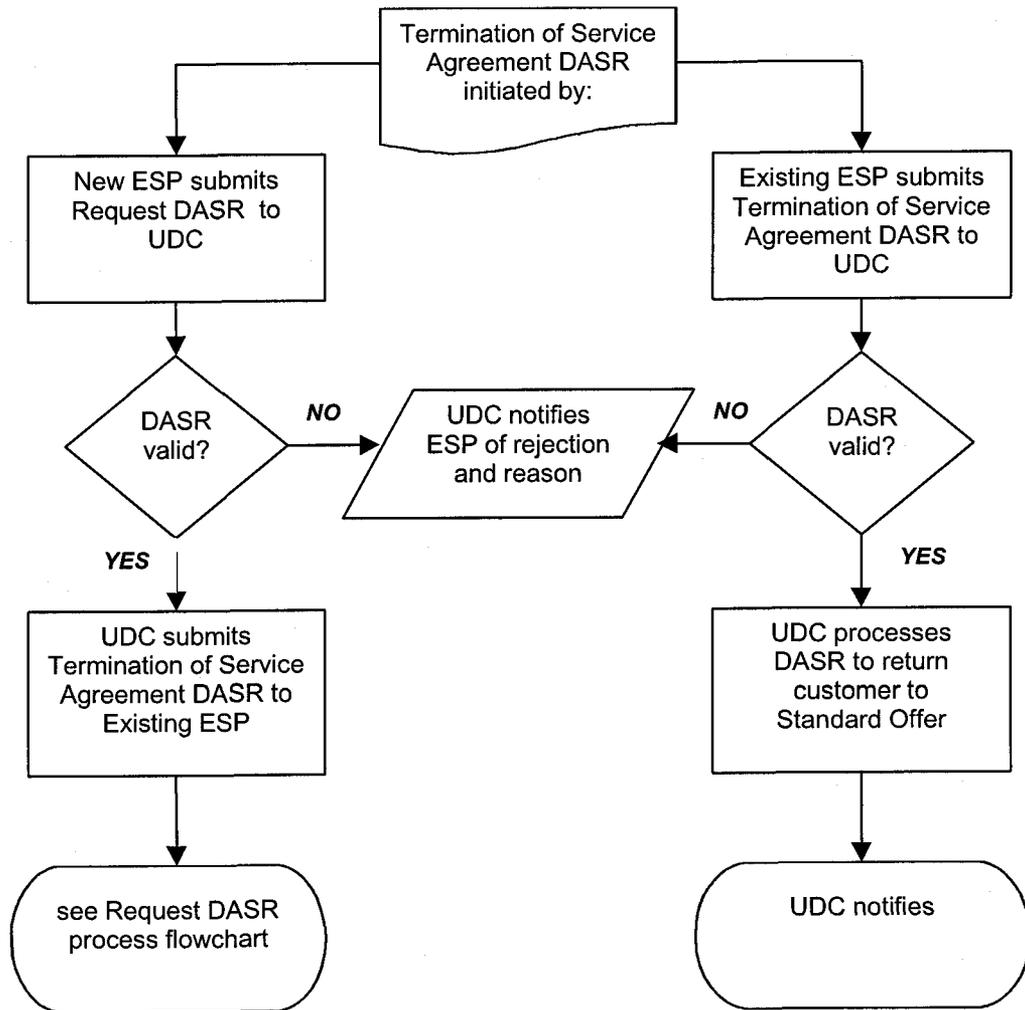
UDC Responsibility:

- When a Termination of Service Agreement DASR has been received and a new ESP has not been identified with a pending Request DASR, UDC will send notification to customer they are being returned to UDC Standard Offer
- Send Termination of Service Agreement DASR to prior ESP upon receipt of a Request DASR from a new ESP for a customer; prior ESP is not required to respond

Customer Responsibility:

- When customer is requesting termination of the service agreement, they must contact their present ESP for submittal of Termination of Service Agreement DASR or new ESP for submittal of Request DASR
- The customer will be returned to UDC Standard Offer unless another Request DASR is received within the established time frame

Termination of Service Agreement (TS) DASR Process Flowchart



Termination of Service Agreement (TS) DASR Submittal / Response

This table demonstrates the **R**equired and **O**ptional fields necessary to complete this DASR transaction type. *Response will include both submittal and response fields.*

Field	ESP Submittal – Field Description	Req'd	Field	Response – Field Description	Req'd
1	DASR Tracking #	R	28	DASR Status	R
2	ESP Business Name	R	29	Reason Code	O
3	Date & Time Sent	R	31	UDC Comments	O
5	Transaction Type	R	33	Effective Change Date	R
6	ESP Customer Account #	R	58	Recipient ID	O
7	Customer UDC Account Name	R	59	Recipient Name	O
8	UDC Customer Account #	R			
9	Service Street Address	R			
10	Service City	R			
11	Service State	R			
12	Service Zip	R			
18	UDC ID	R			
19	UDC Business Name	O			
30	ESP Comments	O			
32	Requested Change Date	R			
43	Universal Node ID (UNI)	R			

Field	UDC Submittal – Field Description	Req'd	Field	Response – Field Description	Req'd
1	DASR Tracking #	R			
2	ESP Business Name	R			
3	Date & Time Sent	R			
5	Transaction Type	R			
6	ESP Customer Account #	R			
7	Customer UDC Account Name	R			
8	UDC Customer Account #	R			
9	Service Street Address	R			
10	Service City	R			
11	Service State	R			
12	Service Zip	R			
18	UDC ID	R			
19	UDC Business Name	O			
31	UDC Comments	O			
32	Requested Change Date *	R			
43	Universal Node ID (UNI)	R			
50	New ESP #	O			
51	New ESP Business Name	O			
58	Recipient ID	O			
59	Recipient Name	O			

* When the UDC is submitting the Termination of Service Agreement DASR, this will be the requested change date that was present on the Request DASR submitted by the new ESP

Physical Disconnect (PD) DASR

Purpose: Used to communicate a customer request for physical disconnection of their electric service, which may or may not include physical removal of meter equipment.

ESP Responsibility:

- When receiving customer request for physical service disconnection, ESP should obtain:
 - Customer forwarding address for final bill
 - Customer contact telephone number
 - Verification of access to meter
 - Requested disconnect date
- Issues Physical Disconnect DASR to UDC on the same date the customer request is received for physical disconnection of electric service
- When ESP or their agent is the MSP, the ESP will schedule the physical disconnect order and notify UDC with a Physical Disconnect DASR
- When time does not permit submission of a Update/Change DASR or Cancel DASR due to customer needs, the ESP will immediately coordinate with the UDC by phone; written documentation may be required by UDC

UDC Responsibility:

- When customer contacts UDC to request physical disconnect of ESP provided service, UDC will refer customer to their ESP for processing the Physical Disconnect DASR
- When UDC is the MSP, the UDC will schedule the physical disconnect order upon receipt of Physical Disconnect DASR from the ESP
- In the event time does not permit submission of a Update/Change DASR or Cancel DASR due to customer needs, the UDC will work with the ESP to restore customer power and/or reschedule the order

Customer Responsibility:

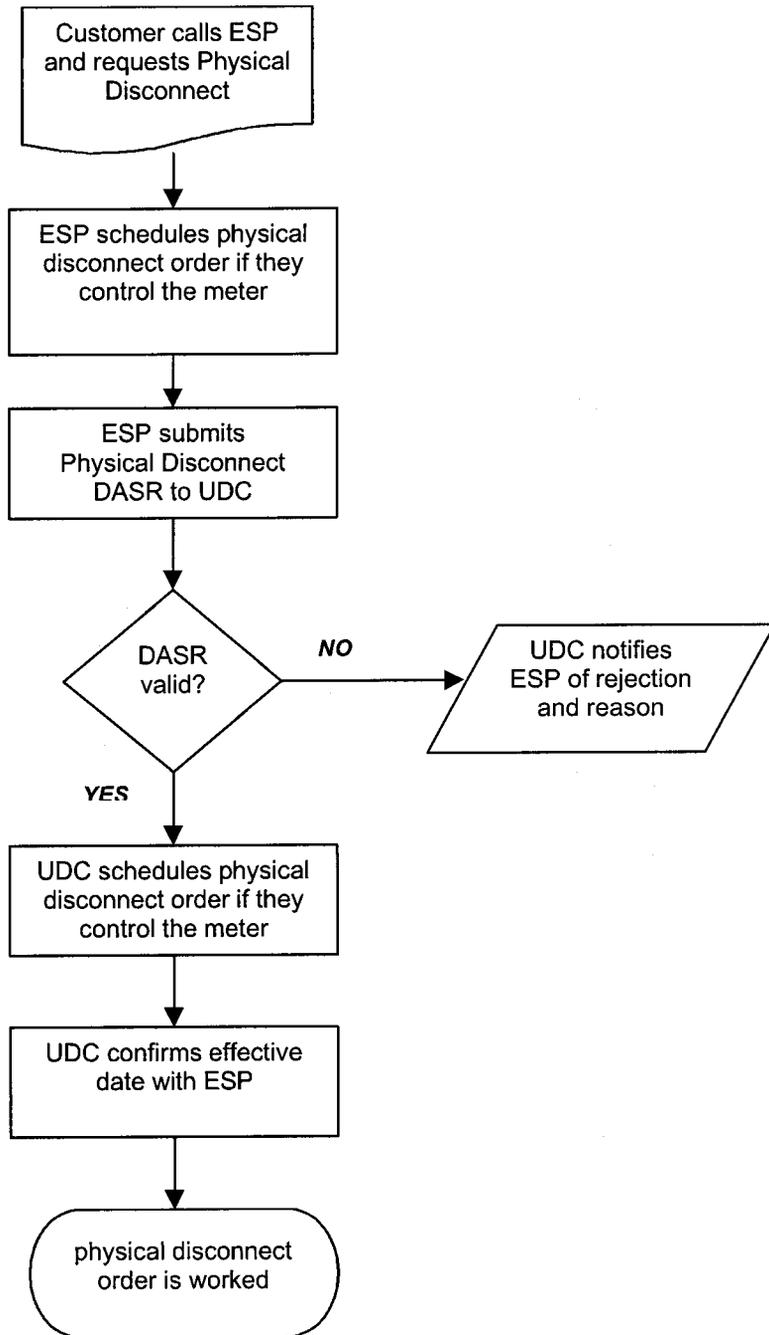
- Customer must contact their ESP directly to request physical disconnect of electric service

General Information:

In accordance with R14-2-210.I,

- To order service discontinued or to change occupancy, the customer must give the utility at least 3 working days advance notice in person, in writing, or by telephone
- The outgoing customer shall be responsible for all utility services provided and/or consumed up to the scheduled turnoff date
- The outgoing customer is responsible for providing access to the meter so that the utility may obtain a final meter reading

Physical Disconnect (PD) DASR Process Flowchart



Physical Disconnect (PD) DASR Submittal / Response

This table demonstrates the **R**equired and **O**ptional fields necessary to complete this DASR transaction type. *Response will include both submittal and response fields.*

Field	Submittal – Field Description	Req'd	Field	Response – Field Description	Req'd
1	DASR Tracking #	R	28	DASR Status	R
2	ESP Business Name	R	29	Reason Code	O
3	Date & Time Sent	R	31	UDC Comments	O
5	Transaction Type	R	33	Effective Change Date	R
6	ESP Customer Account #	R	58	Recipient ID	O
7	Customer UDC Account Name	R	59	Recipient Name	O
8	UDC Customer Account #	R			
9	Service Street Address	R			
10	Service City	R			
11	Service State	R			
12	Service Zip	R			
17	Contact Phone #	O			
18	UDC ID	R			
19	UDC Business Name	O			
30	ESP Comments	R			
32	Requested Change Date	R			
36	Disconnect Requested By	R			
37	Forward Mail Address	R			
38	Forward City	R			
39	Forward State	R			
40	Forward Zip	R			
41	Meter #	O			
43	Universal Node ID (UNI)	R			
45	Universal Meter ID (UMI)	R			

Update / Change (UC) DASR

Purpose: Issued whenever a change in customer information or a service relationship has occurred.

ESP Responsibility:

- To promptly notify the UDC of any change of customer information or change in service relationship for the customer

UDC Responsibility:

- To promptly notify the ESP of any change of customer information including a change in scheduled or effective change date of a previous DASR

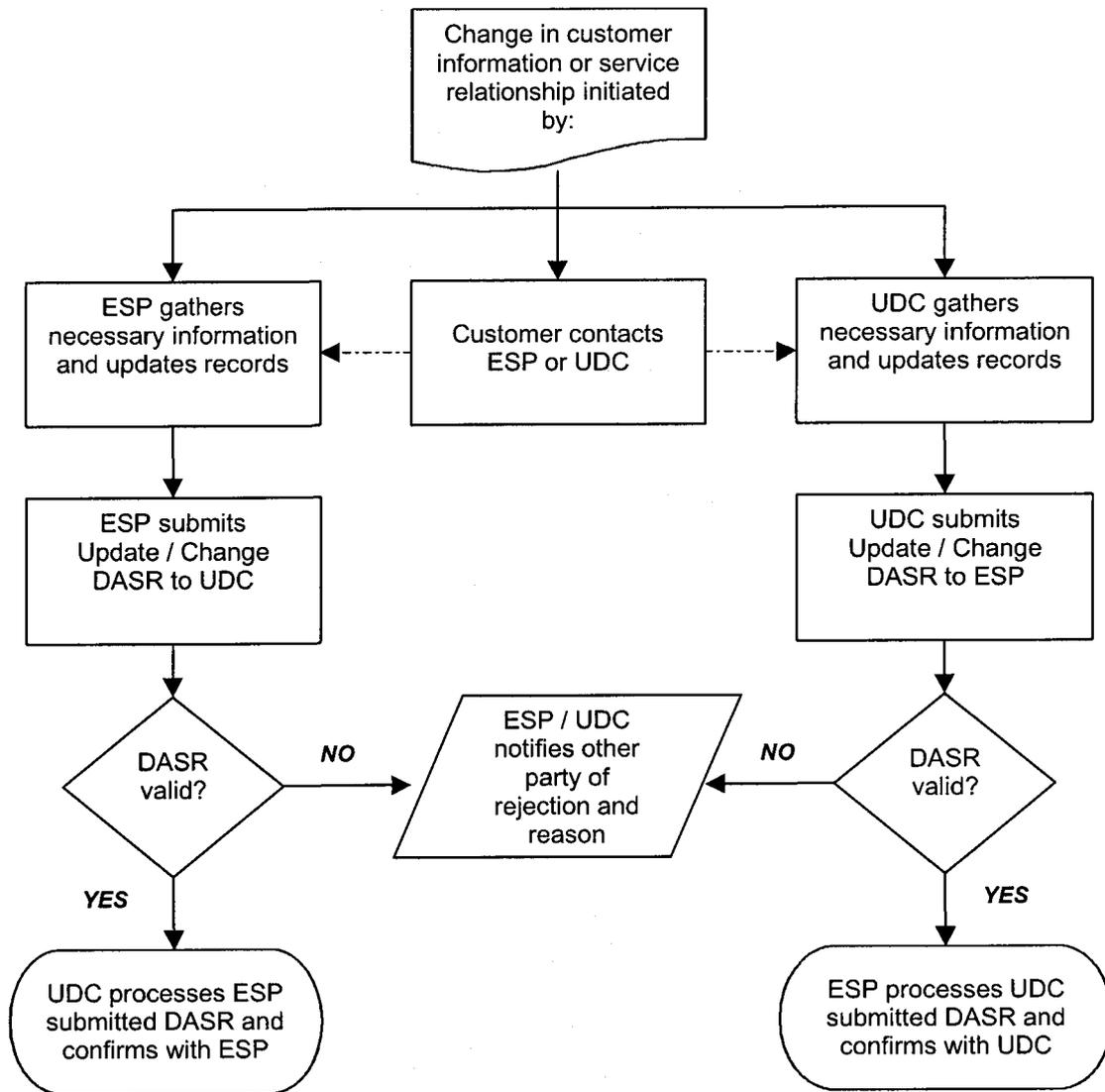
Customer Responsibility:

- To notify their ESP of any change in mail address or medical needs status

General Information:

- When communicating a change to the *scheduled or effective change date*, the original DASR Tracking # should be used
- When communicating a change to *customer information* (such as a new mail address, change of billing options, or metering relationships), a newly assigned DASR Tracking # should be used
- Legal change of name or service address needs to be communicated directly to the UDC/ESP contact
- Where the transaction necessitates any change in contractual agreement, the Update/Change DASR is *not* the mechanism

Update / Change (UC) DASR Process Flowchart



Update / Change (UC) DASR Submittal / Response

This table demonstrates the **R**equired and **O**ptional fields necessary to complete this DASR transaction type. *Response will include both submittal and response fields.*

Field	ESP Submittal – Field Description	Req'd	Field	Response – Field Description	Req'd
1	DASR Tracking #	R	28	DASR Status	R
2	ESP Business Name	R	29	Reason Code	O
3	Date & Time Sent	R	31	UDC Comments	O
5	Transaction Type	R	33	Effective Change Date	R
6	ESP Customer Account #	R	58	Recipient ID	O
7	Customer UDC Account Name	R	59	Recipient Name	O
8	UDC Customer Account #	R			
9	Service Street Address	R			
10	Service City	R			
11	Service State	R			
12	Service Zip	R			
13	Mail Address	O			
14	Mail City	O			
15	Mail State	O			
16	Mail Zip	O			
17	Contact Phone #	O			
18	UDC ID	R			
19	UDC Business Name	O			
21	ESP Medical Code	O			
23	Scheduling Coordinator Duns #	O			
24	Scheduling Coordinator Name	O			
30	ESP Comments	O			
32	Requested Change Date	R			
34	Billing Options	O			
35	Bill Calculation	O			
41	Meter #	O			
42	UDC Meter Read Cycle	O			
43	Universal Node ID (UNI)	R			
44	Meter Ownership	O			
45	Universal Meter ID (UMI)	O			
46	MSP ID	O			
47	Meter Service Provider Name	O			
48	MRSP ID	O			
49	Meter Reading Service Provider Name	O			
52	New ESP Customer Account #	O			
53	New UDC Customer Account #	O			
54	ESP Rate Code	O			
56	UDC Bill Cycle	O			
57	Original DASR Tracking #	O			

Field	UDC Submittal – Field Description	Req'd	Field	Response – Field Description	Req'd
1	DASR Tracking #	R			
2	ESP Business Name	R			
3	Date & Time Sent	R			
5	Transaction Type	R			
6	ESP Customer Account #	R			
7	Customer UDC Account Name	R			
8	UDC Customer Account #	R			
9	Service Street Address	R			
10	Service City	R			
11	Service State	R			
12	Service Zip	R			
13	Mail Address	O			
14	Mail City	O			
15	Mail State	O			
16	Mail Zip	O			
17	Contact Phone #	O			
18	UDC ID	R			
19	UDC Business Name	O			
21	ESP Medical Code	O			
23	Scheduling Coordinator Duns #	O			
24	Scheduling Coordinator Name	O			
31	UDC Comments	O			
32	Requested Change Date	R			
34	Billing Options	O			
35	Bill Calculation	O			
41	Meter #	O			
42	UDC Meter Read Cycle	O			
43	Universal Node ID (UNI)	R			
44	Meter Ownership	O			
45	Universal Meter ID (UMI)	O			
46	MSP ID	O			
47	Meter Service Provider Name	O			
48	MRSP ID	O			
49	Meter Reading Service Provider Name	O			
52	New ESP Customer Account #	O			
53	New UDC Customer Account #	O			
54	ESP Rate Code	O			
56	UDC Bill Cycle	O			
57	Original DASR Tracking #	O			
58	Recipient ID	O			
59	Recipient Name	O			

**Direct Access Service Request (DASR)
Field Definitions**

Field #	Name	DASR Field Definition and Format	Size maximum	Type Character or Integer
1	DASR Tracking #	Unique number assigned by the originator submitting the DASR. First 13 (9 + 4) digits are the originator's Duns # followed by 9 user-specified digits. All future communication about this DASR will contain this tracking number.	22	C
2	ESP Business Name	Business name of Energy Service Provider as recorded on their Certificate of Convenience and Necessity Docket #.	30	C
3	Date & Time Sent	Date and time DASR was sent CCYYMMDDHHMM.	12	I
4	Date & Time Received	Date and time DASR was received CCYYMMDDHHMM. All time frames for response will be based on this date/time.	12	I
5	Transaction Type	<p>RQ Request Identifies that a customer should be switched to Direct Access or is requesting a change in Energy Service Provider.</p> <p>CL Cancel Identifies that a previously submitted RQ, PD, or TS DASR needs to be canceled.</p> <p>TS Termination of Service Agreement Identifies that the customer or ESP has chosen to terminate the current service agreement.</p> <p>PD Physical Disconnect Identifies that the customer has requested the electrical service to their premise be shut off.</p> <p>UC Update / Change Identifies that a change in customer information or service relationship has occurred.</p>	2	C
6	ESP Customer Account #	Customer account number of the ESP submitting the DASR.	20	C
7	Customer UDC Account Name	Customer's name as it appears on the Utility Distribution Company's bill.	42	C
8	UDC Customer Account #	Customer account number of the UDC where service is provided.	20	C
9	Service Street Address	Street address (or physical location) for the premise where service is being provided.	30	C
10	Service City	City for the premise where service is being provided.	30	C
11	Service State	State for the premise where service is being provided.	2	C
12	Service Zip	Zip code for the premise where service is being provided.	9	C
13	Mail Address	Street / post office box address for the customer where service is being provided.	30	C
14	Mail City	City for the customer where service is being provided.	30	C

Field #	Name	DASR Field Definition and Format		Size maximum	Type Character or Integer
15	Mail State	State for the customer where service is being provided.		2	C
16	Mail Zip	Zip code for the customer where service is being provided.		9	C
17	Contact Phone #	Area code and 7-digit phone number where customer can be contacted.		10	I
18	UDC ID	Utility Distribution Company's Duns # or the DOE's designator for the UDC.		13	I
19	UDC Business Name	Business name of the Utility Distribution Company as recorded on their Certificate of Convenience and Necessity Docket #.		30	C
20	Quarter Eligible	Identifies the first quarter a customer can switch to direct access at the beginning of this quarter CCQYY.		5	I
21	ESP Medical Code	Y or N. Indicates a residential customer has obtained a verified document from a licensed medical physician stating that discontinuance of service would be dangerous to the customer's health. Documentation to be obtained and retained by the UDC.		1	C
22	UDC Medical Code	Y or N. What the UDC has on record to indicate a residential customer has obtained a verified document from a licensed medical physician stating that discontinuance of service would be dangerous to the customer's health. Documentation to be obtained and retained by the UDC.		1	C
23	Scheduling Coordinator Duns #	Scheduling Coordinator's Duns # as recorded on the UDC agreement with the Scheduling Coordinator.		13	I
24	Scheduling Coordinator Name	Business name of the entity that provides schedules for power transactions though the transmission or distribution system to the party responsible for the operation and control of the transmission grid.		30	C
25	Congestion Zone	Identifies a geographic area that requires power which exceeds capacity of the transmission system.		8	C
26	UDC Customer Eligibility	1 Residential Load Profile 2 Residential greater than 20kW 3 Aggregate 4 1 MW or greater 5 Unmetered		1	I
27	DA Load Aggregation Submittal ID	ESP assigned tracking number on the ESP submitted Direct Access Load Aggregation Submittal (DALAS).	<i>during phase-in, required if field 26 is 3</i>	20	C
28	DASR Status	A Accepted P Pending R Rejected	<i>for Pending and Rejected reason codes, see field 29</i>	1	C

Field #	Name	DASR Field Definition and Format		Size maximum	Type Character or Integer
29	Reason Code	PENDING CW Completion of Work MC Meter Change PD Physical Disconnect SI Site Investigation OT Other (comments)	<i>a DASR returned with a "Pending" code is not closed until notification from the UDC or ESP confirms all processes involving this DASR have been satisfied</i> <i>see field 31 for Comments or additional information</i>	2	C
29		REJECTED 01 Blank or Incorrect Required Field 02 Incorrect Format 03 Not Eligible (comments) 04 Field Information Not in ESP Service Agreement 05 Blocked By Pending DASR 06 Not registered with UDC 07 Insufficient ESP Financial Security 08 Duplicate (comments) 09 Other (comments)	<i>UDC comments will contain reject information. Rejected DASR cannot be processed</i> <i>see field 31 for Comments or additional information</i>		
30	ESP Comments	Additional information to clarify request.		240	C
31	UDC Comments	Additional information to clarify request.		240	C
32	Requested Change Date	Date submitter would like the request to occur CCYYMMDD.		8	I
33	Effective Change Date	Date the request will be honored CCYYMMDD, typically the scheduled meter read date.		8	I
34	Billing Options	Identifies selected billing option: SB Separate Bills EC ESP Consolidated UC UDC Consolidated	<i>requires bill calculation data – see field 35</i>	2	C
35	Bill Calculation	Required field if UDC Consolidated billing option is selected. B Bill ready data provided U UDC will calculate	<i>required if field 34 is UC</i>	1	C
36	Disconnect Requested By	Name of individual residing at service premise requesting the disconnect.		42	C
37	Forward Mail Address	Street / post office box address for the customer where future mail is to be delivered.		30	C

Field #	Name	DASR Field Definition and Format		Size maximum	Type Character or Integer
38	Forward City	City for the customer where future mail is to be delivered.		30	C
39	Forward State	State for the customer where future mail is to be delivered.		2	C
40	Forward Zip	Zip code for the customer where future mail is to be delivered.		9	C
41	Meter #	Individual meter number at the service delivery point.	<i>not required if field 26 is unmetered</i>	11	C
42	UDC Meter Read Cycle	Indicates the cycle in which the meter is read.		2	C
43	Universal Node ID (UNI)	Identifies a unique, permanent number assigned to the last service point of the UDC's distribution network to which energy is delivered. The ESP is responsible for the energy delivered to that service point.	<i>required if field 41 is blank</i>	34	C
44	Meter Ownership	Indicates the owner of meter. E ESP U UDC C Customer		1	C
45	Universal Meter ID (UMI)	Identifies a universal meter number assigned to every meter by the manufacturer.		17	C
46	MSP ID	Meter Service Provider's Duns # as recorded on the UDC agreement with the Meter Service Provider.		13	I
47	Meter Service Provider (MSP) Name	Business name of the entity providing Metering Service.		30	C
48	MRSP ID	Meter Reading Service Provider's Duns # as recorded on the UDC agreement with the Meter Reading Service Provider.		13	I
49	Meter Reading Service Provider (MRSP) Name	Business name of the entity that reads meters, performs validation, editing, and estimation on raw data to create validated meter data; translates validated data to an approved format, this posts to a Server for retrieval by billing agents; manages the Server; exchanges data with market participants; and stores meter data for problem resolution.		30	C
50	New ESP #	Duns # for the new Energy Service Provider.		13	C
51	New ESP Business Name	Business name of the Energy Service Provider as recorded on their Certificate of Convenience and Necessity Docket #.		30	C
52	New ESP Customer Account #	Customer account number assigned by the ESP.		20	C
53	New UDC Customer Account #	Customer account number assigned by the UDC where service is provided.		20	C
54	ESP Rate Code	Identifies the rate code assigned by the ESP.	<i>required if field 34 is UC</i>	25	C

Field #	Name	DASR Field Definition and Format	Size maximum	Type Character or Integer
55	Load Usage Profile	An estimate of a customer's hourly energy consumption based on measurements of similar customers.	5	C
56	UDC Bill Cycle	Identifies the cycle in which the UDC account is billed.	2	C
57	Original DASR Tracking #	Identifies the unique number assigned by the originator of the DASR being canceled or updated/changed.	22	C
58	Recipient ID	Recipient's (ESP) Duns # as recorded on the UDC agreement with the Energy Service Provider.	13	I
59	Recipient Name	Business name of the recipient (ESP) of the TS or UC DASR submitted by the UDC.	30	C

**Direct Access Service Request (DASR)
Field Validations**

The following table was developed to assist Direct Access market participants in Arizona. It identifies the validation rules that are currently in place at the identified UDCs. These rules apply to the field regardless of the DASR type. It is a high level overview of the validation rules, the specifics are contained in each UDCs protocols. It is a point-in-time document. As the market develops and UDC systems are updated, this data may change. The DASR Team will be charged with the update responsibility. Other UDCs will be encouraged to include their validation rules in this table.

Validation Types:

- 1 - Data Present
- 2 - Validated per UDC Records; refer to the protocols of each individual UDC for specifics
- 3 - Validated per expected values or ranges found in the DASR handbook (exception SRPs 814 protocol)
- 0 - Outbound from UDC

Field #	Name	All	SRP	TEP	APS	CZN	NEC
1	DASRTracking #	2					
2	ESP Business Name		N/A	2	2	2	2
3	Date & Time Sent	3					
4	Date & Time Received	0					
5	Transaction Type	3					
6	ESP Customer Account #		1	1	2	1	1
7	Customer UDC Account Name	2					
8	UDC Customer Account #	2					
9	Service Street Address		1	2	2	2	2
10	Service City		1	2	2	2	2
11	Service State		1	2	2	2	2
12	Service Zip		1	2	2	2	2
13	Mail Address		N/A	1	1	1	1
14	Mail City		N/A	1	1	1	1
15	Mail State		N/A	1	1	1	1
16	Mail Zip		N/A	1	1	1	1
17	Contact Phone #		N/A	1	1	1	1
18	UDC ID	2					
19	UDC Business Name	1					
20	Quarter Eligible	0					
21	ESP Medical Code		N/A	3	N/A	1	3
22	UDC Medical Code	0					
23	Scheduling Coordinator Duns #	2					
24	Scheduling Coordinator Name		N/A	2	2	2	2
25	Congestion Zone	0					
26	UDC Customer Eligibility		N/A	3	3	3	3
27	DA Load Aggregation Submittal ID		N/A	2	2	2	2
28	DASR Status	0					
29	Reason Code	0					
30	ESP Comments						
31	UDC Comments	0					
32	Requested Change Date	3					
33	Effective Change Date	0					
34	Billing Options	3					

Field #	Name	All	SRP	TEP	APS	CZN	NEC
35	Bill Calculation		3	3	3	N/A	3
36	Disconnect Requested By		N/A	2	2	2	2
37	Forward Mail Address	1					
38	Forward City	1					
39	Forward State	1					
40	Forward Zip	1					
41	Meter #	2					
42	UDC Meter Read Cycle	0					
43	Universal Node ID (UNI)		N/A	2	2	1	2
44	Meter Ownership		N/A	3	3	3	3
45	Universal Meter ID (UMI)		N/A	2	1	2	2
46	MSP ID	2					
47	Meter Service Provider (MSP) Name		N/A	2	2	2	2
48	MRSP ID	2					
49	Meter Reading Service Provider (MRSP) Name		N/A	2	2	2	2
50	New ESP #	1					
51	New ESP Business Name	1					
52	New ESP Customer Account #	1					
53	New UDC Customer Account #	0					
54	ESP Rate Code		N/A	2	2	N/A	2
55	Load Usage Profile	0					
56	UDC Bill Cycle	0					
57	Original DASR Tracking #	2					
58	Recipient ID	0					
59	Recipient Name	0					

All – all UDCs participating in above validation matrix
SRP – Salt River Project
TEP – Tucson Electric Power
APS – Arizona Public Service
CZN – Citizens Utilities Company
NEC – Navopache Electric Cooperative

Direct Access Load Aggregation Submittal (DALAS)

Purpose: Used by an ESP to identify a group of who are interested in aggregating with others to achieve a 1 MW or greater load to participate in Direct Access within an individual UDC service territory.

ESP Responsibility:

- Prior to submitting the DALAS, the ESP will obtain a signed Letter of Authorization from each customer requesting Direct Access
- Submits all DASRs associated with a single DALAS within 3 business days of the acceptance of the DALAS
- Assigns a DA Load Aggregation Submittal ID to the DALAS which will be used on all associated DASRs

UDC Responsibility:

- Verifies identified customers are eligible and the DALAS submittal totals at least 1 MW
- Responds to ESP with status (accepted or rejected) of DALAS within 3 business days

Customer Responsibility:

- Customer makes application with ESP

General Information:

- DALAS will be used during Phase-In period only (until January 1, 2001)
- After the ESP has a valid DALAS form on file and all associated DASRs have been submitted, an ESP may submit DASRs to add new locations to the load pool; the DA Load Aggregation Reference ID must be present on each associated DASR
- DASRs submitted prior to validation of a DALAS will be rejected

DALAS Process Flowchart

