

CHAPTER 25. SUBSTANTIVE RULES APPLICABLE TO ELECTRIC SERVICE PROVIDERS.

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- (f)

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- (a)
- (b)

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- (j) Compliance.

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- (f) PTB REP and electric utility obligations.
- (g) Rates for purchases from a qualifying facility.
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- (b) Definitions.
- (c) Application for a DCRF.
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- (e) True-up filing procedures.
- (f) Quantification of market value of generation assets.
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- (b) Application.
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- (c) Definitions.
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- (e) Copies of contracts or agreements.
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- (h) Ensuring compliance for new competitive affiliates.
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- (j) Transactions between a TDBU and its competitive affiliates.

- (k) Safeguards relating to provision of products and services.
- (l) Information safeguards.
- (m) Safeguards relating to joint marketing and advertising.
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- (e) Administration of the Nuclear Decommissioning Trust Funds.
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- (c) Definitions.
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- (j) Creditworthiness of PGC.
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- (b) Definitions.
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- (a) Purpose.
- (b) Application.
- (c) Compliance and timing.
- (d) Business separation.
- (e) Business separation plans.
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- (a) Purpose.
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- (c) Competitive energy service separation.
- (d) Petitions relating to the provision of competitive energy services.
- (e) Filing requirements.
- (f) Exceptions related to certain competitive energy services.
- (g) Emergency provision of certain competitive energy services.
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- (b) Application.
- (c) Compliance and timing.
- (d) Test year.
- (e) Rate of return.
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- (g) Separation of affiliate costs and functional cost separation.
- (h) Jurisdiction and Texas retail class allocation.
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- (j) Rate design.

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- (a) Purpose.
- (b) Application.

- (c) Definitions.
- (d) Right to recover stranded costs.
- (e) Recovery of stranded cost from wholesale customers.
- (f) Quantification of stranded costs.
- (g) Recovery of stranded costs through securitization.
- (h) Allocation of stranded costs.
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- (c) Separation of transmission and distribution utility billing system service costs.
- (d) Separation of transmission and distribution utility billing system service activities.
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- (a) Applicability.
- (b) Functions.
- (c) Liability.
- (d) Planning.
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- (j) Decertification.
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- (b) Application.
- (c) Adoption of rules by ERCOT and commission review.
- (d) Access to meetings.
- (e) Access to information.
- (f) Conflicts of interest.
- (g) Qualifications, selection, and removal of members of the governing board.
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- (b) System of accounts and reporting.
- (c) Allowable expenses.
- (d) Budget Submission.
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- (b) Applicability.
- (c) Initiation of proceeding to decertify.
- (d) Standard for decertification.
- (e) Order revoking certification.
- (f) Selection of successor organization.
- (g) Transfer of assets.
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- (a) Purpose.
- (b) Definitions.
- (c) Objectives of market monitoring.
- (d) Responsibilities of the IMM.
- (e) Authority of the IMM.

- (f) Selection of the IMM.
- (g) Funding of the IMM.
- (h) Staffing requirements and qualification of IMM director and staff.
- (i) Ethics standards governing the IMM director and staff.
- (j) Confidentiality standards governing the IMM director and staff.
- (k) Reporting requirement.
- (l) Communication between the IMM and the commission.
- (m) ERCOT's responsibilities and support role.
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- (a) Purpose.
- (b) Applicability.
- (c) Internet Broadcasting.
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- (c) Definitions.
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- (e) Product types and characteristics.
- (f) Product descriptions for capacity auctions in ERCOT.
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- (h) Auction process.
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- (c) Capacity ratings.
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- (b) Application.
- (c) Readiness for retail competition.
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- (e) Transition to competition.
- (f) Applicability of energy efficiency and renewable energy requirements.
- (g) Applicability of other rules.
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- (a) Purpose.
- (b) Application.
- (c) Readiness for retail competition.
- (d) Cost-of-service regulation.
- (e) Transition to competition.
- (f) Annual report.
- (g) Pilot project continuation.
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- (d) Definitions.
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- (f) Customer education.
- (g) Customer choice during pilot projects.
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- (i) Billing requirements.
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- (k) Pilot project administration and recovery of associated costs.
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- (b) Application.
- (c) Definitions.
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- (g) Remittance of fees.
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- (k) Transfer of funds to other state agencies.

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- (b) Application.
- (c) Low-income energy efficiency plan schedule.
- (d) Quarterly energy efficiency report.
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- (a) Purpose.
- (b) Application.
- (c) Funding.
- (d) Definitions.
- (e) Rate reduction program.
- (f) Customer enrollment.
- (g) Responsibilities.
- (h) Confidentiality of information.
- (i) Eligibility List for Continuation of Late Penalty Waiver Benefits.
- (j) Deposit Installment Benefits.
- (k) Voluntary Programs.
- (l) Effective date.

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- (a) Purpose.
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- (c) Funding.
- (d) One-time bill payment assistance program.
- (e) Establishment of low-income status.
- (f) Responsibilities.
- (g) Appeals process.
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- (a) Purpose.
- (b) Applicability.
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- (d) Billing requirements.
- (e) Remittance of funds.
- (f) Service area revenue requirements.
- (g) Annual reports.
- (h) Allocation of revenue requirement.
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- (a) Mass customer lists.
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- (b) Retail electric providers (REPs).
- (c) Aggregators.
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- (b) Purpose.
- (c) Initial REP selection process.
- (d) Enrollment via the Internet.
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- (g) Personal solicitations other than door-to-door marketing.
- (h) Telephonic enrollment.
- (i) Record retention.
- (j) Right of rescission.
- (k) Submission of an applicant's switch or move-in request to the registration agent.
- (l) Duty of the registration agent.
- (m) Exemptions for certain transfers.
- (n) Fees.
- (o) TDU cost recovery.
- (p) Meter reads for the purpose of a standard switch.
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- (a) Applicability.
- (b) Definitions.
- (c) General Retail Electric Provider requirements.
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- (e) Contract expiration and renewal offers.
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- (h) Your Rights as a Customer disclosure.
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- (a) Purpose.
- (b) Application.
- (c) Definitions.
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- (g) Fuel Mix for Renewable Energy.
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- (a) Acceptable reasons to refuse electric service.
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- (a) Credit requirements for residential customers.
- (b) Credit requirements for non-residential customers.
- (c) Initial deposits for applicants and existing customers.
- (d) Additional deposits by existing customers.
- (e) Amount of deposit.
- (f) Interest on deposits.
- (g) Notification to customers.
- (h) Records of deposits.
- (i) Guarantees of residential customer accounts.

- (j) Refunding deposits and voiding letters of guarantee.
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- (b) Frequency and delivery of bills.
- (c) Bill content.
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- (b) Bill due date.
- (c) Penalty on delinquent bills for electric service.
- (d) Overbilling.
- (e) Underbilling by a REP.
- (f) Disputed bills.
- (g) Alternate payment programs or payment assistance.
- (h) Level and average payment plans.
- (i) Payment arrangements.
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- (k) Allocation of partial payments.
- (l) Switch-hold
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- (b) Requirements for billing charges.
- (c) Responsibilities for unauthorized charges.
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- (b) Time for payment by a governmental entity.
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- (a) Disconnection and reconnection policy.
- (b) Disconnection authority.
- (c) Disconnection with notice.
- (d) Disconnection without prior notice.
- (e) Disconnection prohibited.
- (f) Disconnection on holidays or weekends.
- (g) Disconnection of Critical Care Residential Customers.
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- (k) Disconnection of master-metered apartments.
- (l) Disconnection notices.
- (m) Contents of disconnection notice.
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- (b) Application.
- (c) Definitions.
- (d) Requirement of REPs.
- (e) Exemptions.
- (f) Electric no-call database.
- (g) Notice.
- (h) Violations.
- (i) Record retention; Provision of records; Presumptions.
- (j) Evidence.
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- (a)
- (b) Customer access.
- (c) Complaint handling.
- (d) Complaints to REPs or aggregators.
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- §25.487. Obligations Related to Move-In Transactions.**
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 - (b) Definition.
 - (c) Standard move-in request.
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 - (e) Sunset provision for review of safety-net process.
- §25.488. Procedures for a Premise with No Service Agreement.**
- (a) Applicability.
 - (b) Service to premise with no service agreement.
- §25.489. Treatment of Premises with No Retail Electric Provider of Record.**
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 - (b) Definition.
 - (c) Obligation of TDUs to identify premises with no REP of record.
 - (d) Submission of No REP of Record List to REPs.
 - (e) Customer notification.
 - (f) Wires charges billed to customer with no REP of record.
 - (g) Format of notice.
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 - (j) Expedited reconnection of premise.
- §25.490. Moratorium on Disconnection on Move-Out.**
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 - (b) Moratorium on disconnection on move-out.
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- §25.491. Record Retention and Reporting Requirements.**
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- §25.493. Acquisition and Transfer of Customers from one Retail Electric Provider to another.**
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 - (b) Notice requirement.
 - (c) Contents of notice for adverse changes in terms of service.
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 - (e) Process to transfer customers.
- §25.495. Unauthorized Change of Retail Electric Provider.**
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 - (b) Customer complaints, record retention and enforcement.
 - (c)
- §25.497. Critical Load Industrial Customers, Critical Load Public Safety Customers, Critical Care Residential Customers, and Chronic Condition Residential Customers.**
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 - (b) Eligibility for protections.
 - (c) Benefits for Critical Load Public Safety Customers, Critical Load Industrial Customers, Critical Care Residential Customers, and Chronic Condition Residential Customers.
 - (d) Notice to customers concerning Critical Care Residential Customer and Chronic Condition Residential Customer status.
 - (e) Procedure for obtaining Critical Care Residential Customer or Chronic Condition Residential Customer designation.
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 - (g) TX SET changes.
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- §25.498. Prepaid Service.**
- (a) Applicability.
 - (b) Definitions.
 - (c) Requirements for prepaid service.
 - (d) Customer acknowledgement.
 - (e) Prepaid disclosure statement (PDS).
 - (f) Marketing of prepaid services.
 - (g) Landlord as customer of record.
 - (h) Summary of usage and payment (SUP).
 - (i) Deferred payment plans.
 - (j) Disconnection of service.

- (k) Service to Critical Care Residential Customers and Chronic Condition Residential Customers.
- (l) Compliance period.
- (m) Transition of Financial Prepaid Service Customers.

§25.500. Privacy of Advanced Metering System Information.

SUBCHAPTER S. WHOLESALE MARKETS.

§25.501. Wholesale Market Design for the Electric Reliability Council of Texas.

- (a) General.
- (b) Bilateral markets and default provision of energy and ancillary capacity services.
- (c) Day-ahead energy market.
- (d) Adequacy of operational information.
- (e) Congestion pricing.
- (f) Nodal energy prices for resources.
- (g) Energy trading hubs.
- (h) Zonal energy prices for loads.
- (i) Congestion rights.
- (j) Pricing safeguards.
- (k) Simultaneous optimization of ancillary capacity services.
- (l) Multi-settlement system for procuring energy and ancillary capacity services.
- (m) Energy Storage.

§25.502. Pricing Safeguards in Markets Operated by the Electric Reliability Council of Texas.

- (a) Purpose.
- (b) Applicability.
- (c) Definitions.
- (d) Control of resources.
- (e) Reliability-must-run resources.
- (f) Noncompetitive constraints.

§25.503. Oversight of Wholesale Market Participants.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Standards and criteria for enforcement of ERCOT procedures and PURA.
- (e) Guiding ethical standards.
- (f) Duties of market entities.
- (g) Prohibited activities.
- (h) Defenses.
- (i) Official interpretations and clarifications regarding the Protocols.
- (j) Role of ERCOT in enforcing operating standards.

- (k) Responsibilities of the Reliability Monitor.
- (l) Selection of the Reliability Monitor.
- (m) Funding of the Reliability Monitor.
- (n) Standards for record keeping.
- (o) Investigation.
- (p) Remedies.

§25.504. Wholesale Market Power in the Electric Reliability Council of Texas Power Region.

- (a) Application.
- (b) Definitions.
- (c) Exemption based on installed generation capacity.
- (d) Withholding of production.
- (e) Voluntary mitigation plan.

§25.505. Resource Adequacy in the Electric Reliability Council of Texas Power Region.

- (a) General.
- (b) Definitions.
- (c) Statement of opportunities (SOO).
- (d) Project assessment of system adequacy (PASA).
- (e) Filing of resource and transmission information with ERCOT.
- (f) Publication of resource and load information in ERCOT markets.
- (g) Scarcity pricing mechanism (SPM).
- (h) Development and implementation.

§25.507. Electric Reliability Council of Texas (ERCOT) Emergency Response Service (ERS)

- (a) Purpose.
- (b) ERS procurement.
- (c) Definitions.
- (d) Participation in ERS.
- (e) ERS Payment and Charges
- (f) Compliance.
- (g) Reporting.
- (h) Implementation.
- (i) Self Provision.

§25.508. High System-Wide Offer Cap in the Electric Reliability Council of Texas Power Region.

**APPENDIX I CROSS REFERENCE: LOCATION OF RULE SECTION IN
CHAPTER 23 TO NEW LOCATION IN CHAPTER 25 OR
CHAPTER 26**

APPENDIX II COMMONLY USED ACRONYMS

**APPENDIX III RECORDS, REPORTS, AND OTHER INFORMATION THAT
MAY BE REQUIRED**

**APPENDIX IV NO LONGER EXISTS – see §25.214(d)(1) for Retail Electric
Delivery Service Tariff**

APPENDIX V TARIFF FOR COMPETITIVE RETAILER ACCESS