

CHAPTER 25. SUBSTANTIVE RULES APPLICABLE TO ELECTRIC SERVICE PROVIDERS.

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- (c) Interconnection.
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- (c) Definitions.
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- (c) Definitions.
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- (e) Accessible utility information.
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- (a)
- (b)
- (c)
- (d)
- (e)
- (f)

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- (a)
- (b)

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- (d) Transmission cost recovery factor (TCRF).
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- (h) Rejection.
- (i) Effective date of tariff change.
- (j) Compliance.

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- (b) Definitions.
- (c) Application for a DCRF.
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- (e) Procedures for DCRF proceeding.
- (f) DCRF reconciliation.
- (g) DCRF's effect on electric utility's financial risk and rate of return.
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- (c) Rates.
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- (f) Tariff attributes and operation.
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- (h) Accountability.
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- (b) Application.
- (c) Definitions.
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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.
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- (e) Business separation plans.
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- (e) Filing requirements.
- (f) Exceptions related to certain competitive energy services.
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- (d) Test year.
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- (c) Definitions.
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- (e) Recovery of stranded cost from wholesale customers.
- (f) Quantification of stranded costs.
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- (d) Separation of transmission and distribution utility billing system service activities.
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- (b) Functions.
- (c) Liability.
- (d) Planning.
- (e) Information and coordination.
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- (g) ERCOT administrative fee.
- (h) Reports.
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- (j) Decertification.
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- (d) Access to meetings.
- (e) Access to information.
- (f) Conflicts of interest.
- (g) Qualifications, selection, and removal of members of the governing board.
- (h) Chief executive officer.
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- (b) System of accounts and reporting.
- (c) Allowable expenses.
- (d) Budget Submission.
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- (d) Standard for decertification.
- (e) Order revoking certification.
- (f) Selection of successor organization.
- (g) Transfer of assets.
- (h) Continuity of operations.

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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.
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- (k) Reporting requirement.
- (l) Communication between the IMM and the commission.
- (m) ERCOT's responsibilities and support role.
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- (b) Applicability.
- (c) Internet Broadcasting.
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- (b) Applicability.
- (c) Definitions.
- (d) Selection of the Cybersecurity Monitor.
- (e) Qualifications of Cybersecurity Monitor.
- (f) Responsibilities of the Cybersecurity Monitor.
- (g) Authority of the Cybersecurity Monitor.
- (h) Ethics standards governing the Cybersecurity Monitor.
- (i) Confidentiality standards.
- (j) Reporting requirement.
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- (l) ERCOT's Responsibilities and Support Role.
- (m) Participation in the Cybersecurity Monitor Program.
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- (d) General requirements.
- (e) Product types and characteristics.
- (f) Product descriptions for capacity auctions in ERCOT.
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- (h) Auction process.
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- (a) Purpose.
- (b) Application.
- (c) Readiness for retail competition.
- (d) Cost-of-service regulation.
- (e) Transition to competition.
- (f) Applicability of energy efficiency and renewable energy requirements.
- (g) Applicability of other rules.
- (h) Good cause.

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- (b) Application.
- (c) Readiness for retail competition.
- (d) Cost-of-service regulation.
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- (f) Annual report.
- (g) Pilot project continuation.
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- (c) Intent of pilot projects.
- (d) Definitions.
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- (f) Customer education.
- (g) Customer choice during pilot projects.
- (h) Transmission and distribution rates and tariffs.
- (i) Billing requirements.
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- (k) Pilot project administration and recovery of associated costs.
- (l) Compliance filings.

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- (a) Applicability.
- (b) Retail electric providers (REPs).
- (c) Aggregators.
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- (b) Purpose.
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- (e) Written enrollment.
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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.
- (q) Scheduled switch date.

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- (c) General Retail Electric Provider requirements.
- (d) Changes in contract and price and notice of changes.
- (e) Contract expiration and renewal offers.
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- (g) Electricity Facts Label.
- (h) Your Rights as a Customer disclosure.
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- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Marketing standards for “green” and “renewable” electricity products.
- (e) Compilation of scorecard data.
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- (g) Fuel Mix for Renewable Energy.
- (h) Annual update.
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- (a) Acceptable reasons to refuse electric service.
- (b) Insufficient grounds for refusal to serve.
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- (d)

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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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- (a) Application.
- (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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- (n) Annual reporting requirement.

§25.481. Unauthorized Charges.

- (a) Authorization of charges.
- (b) Requirements for billing charges.
- (c) Responsibilities for unauthorized charges.
- (d) Notice to customers.
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§25.482. Prompt Payment Act.

- (a) Application.
- (b) Time for payment by a governmental entity.
- (c) Disputed bills.
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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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- (i) Disconnection of energy assistance clients.
- (j) Disconnection during extreme weather.
- (k) Disconnection of master-metered apartments.
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- (m) Contents of disconnection notice.
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- (o) Electric service disconnection of a non-submetered master metered multifamily property.

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- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Requirement of REPs.
- (e) Exemptions.
- (f) Electric no-call database.
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- (h) Violations.
- (i) Record retention; Provision of records; Presumptions.
- (j) Evidence.
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- (d) Complaints to REPs or aggregators.
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- (a) Applicability.

- (b) Definitions.
- (c) Voluntary alteration of customer protections.
- (d) Broker communications.
- (e) Language requirements.
- (f) Required disclosures.
- (g) Client agent requirements.
- (h) Unauthorized charges and unauthorized changes of retail electric provider.
- (i) Discrimination prohibited.
- (j) Proprietary client information.
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- (a) Applicability.
- (b) Definition.
- (c) Standard move-in request.
- (d) Safety-net move-in request.
- (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.

- (a) Applicability.
- (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.
- (h) REP Obligation to submit move-in transaction.
- (i) Disconnection of premise with no REP of record.
- (j) Expedited reconnection of premise.

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- (b) Moratorium on disconnection on move-out.
- (c) Reporting requirement.
- (d) Relaxation of moratorium on disconnection.
- (e) Elimination of reporting requirement.
- (f) Notice of moratorium status.

- §25.491. Record Retention and Reporting Requirements.**
- (a) Application.
 - (b) Record retention.
 - (c) Annual reports.
 - (d) Information regarding payment options and payment assistance programs
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SUBCHAPTER S. WHOLESALE MARKETS.

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**APPENDIX I CROSS REFERENCE: LOCATION OF RULE SECTION IN
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**APPENDIX IV NO LONGER EXISTS – see §25.214(d)(1) for Retail Electric
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