

## Proposed Amendments to Retail Settlements Code

### Related to EBT Standards

June 23, 2000

#### 10.5.4

##### Processing a Change From One Competitive Retailer to Another

An STR involving a transfer from one competitive retailer to another shall be submitted by the retailer to whom the consumer will be transferred if the process is completed. A distributor shall notify the current retailer that a transfer request has been received and wait twenty ~~ten~~ business days before continuing transfer processing. If no response is received from the current retailer, the request will be processed. The **twenty day business day period** ~~current retailer may request an additional delay of ten business days commencing from the conclusion of the initial ten business day period, is~~ to allow time for the current retailer to inform the consumer and/or the new retailer that the consumer has a valid contract with the current retailer. ~~Upon receiving a request from the current retailer for an additional ten-business-day delay, the distributor will provide notice to the consumer indicating the reason for the delay. If, at the end of this second~~ **twenty** business-day period, a distributor has not received written authorisation from any party to cease processing, the transfer request shall be completed. If any party, the new retailer, the consumer or the current retailer (acting upon specific written authorisation from the consumer to terminate the transfer) notifies the distributor by way of written authorisation that the transfer request should be terminated, the distributor shall cease transfer processing. Whichever party submits the termination request, the distributor shall notify the other two parties that processing has been terminated.

In the event that an STR (**the second pending request**) is received by a distributor and there exists both a current retailer and a pending STR (the initial pending request), the distributor shall **notify the second pending request retailer that its STR will be rejected as there are two requests in process.** ~~follow the process described above first for the situation involving the current retailer and the initial pending request. After that situation has been resolved, the distributor shall follow the same process involving the second request and the retailer who is either the current or pending retailer after the initial process has been completed.~~

A service transfer date will coincide with the date of the final meter read based on the option designated in the STR or the default option agreed to between a distributor and retailer. Final meter read options allowed for in this scenario include all options identified in section 10.5.1. However, the

historical meter read option can only be used if all three parties, the two retailers and the consumer, agree in writing. If transfer is to be based on an estimated value or on a consumer read, all four parties, the distributor, both retailers and the consumer, must agree in writing to the terms of the arrangement.