Instructions for Part E, Question 5 (a-d) (i-iv)

Pursuant to the Public Utility Commission of Texas's (PUC) Procedural Rules §§ 22.71, the retail electric provider (REP) shall file with the PUC Central Records Division the electronic files that respond to Part E, Question No. 5 in the Annual Report in format described below. The REP shall also file a hard copy cover letter and signature page representing the electronic filing in lieu of submitting paper copies of its response to the filing clerk under the aforementioned rules.

There are three customer classes: (1) Residential, (2) Non-Residential – < 1 MW, and (3) Non-Residential - > or = to 1 MW.   Each separate disk or CD-ROM shall be labeled to include the REP's certificated name; the REP's certificate number; the designation "Annual Report E-5 for 2001 Reporting Period"; the Docket No. 25721; and the date filed (e.g., *XYZ Company; Certificate Number ####; Annual Report E-5 for the 2002 Reporting Period; Docket No. 25721; and June 1, 2003*).

Guidelines for Completing Data Files

Company Code - This is not your certificate number. Each REP filing a report may find their PUC assigned unique number below.

Zip Code – provide the five-digit zip code as designated in the data file for the service location address.

Zip Ext – provide the four-digit zip code extension as designated in the data file for the service location address. If there is no four-digit extension the default XXXX should be entered. PUC staff understands that commercial software is readily available to identify the applicable zip extension for a given address.

Census Tract - provide the census tract only in figures (e.g., 48 XXX XXXXXX) for service addresses. Total 11 digits **required**. The first two numbers represent the standard code for the state of Texas - "48". The second set of numbers (XXX) represent the code for a county within Texas. The last six numbers (XXXXXX) represent the code for each tract within a county. Tracts nest within counties which nest within a state. Because the same tract number may fall within several counties, the county code must be provided to determine the applicable county in which the tract is situated. For purposes of reading the Tract No. itself, the first 4 digits indicate the main tract and the last 2 - suffix - indicate a split in the tract, if any (e.g., Tract No. 0011.00 would not indicate a split but 0011.01, 0011.02 indicates splits within the tract).

48	XXX	XXXXXX
TX	County	Tract No.;

PUC staff understands that commercial software is readily available to identify the applicable census tract for a given address.

Total Number of Customers – provide only for a customer who has received or is receiving retail electric service from a REP for any portion of the reporting period; do not include applicants for such service or customers who have been accepted for such service but not served.

Number of Written Denial of Service Notices - those pursuant to PUC Substantive Rule §25.477(c).

Number of Deposits – includes initial and additional deposits per customer.

Aggregated Dollar Amount of Deposits Held – includes both initial and additional deposits.

Number of Complaints (Denial of Service; **Quality of Service; Unauthorized Billing (Cramming); Unauthorized Change of a REP (Slamming); Accuracy of Billing Services; Collection and Contract Termination)** – includes complaints received by the REP in person, or by letter, facsimile transmission, e-mail, or telephone; if two complaint types are received via one mode, include each applicable complaint type in the appropriate category.

Questions

All questions such as those regarding rule interpretation, filing requirements, or rule applicability should be directed to Shawnee Claiborn-Pinto at 512-936-7388.

Data Structure for CSV File

REPS Reporting Definition

The data definition for the REPS reporting system consists of one record structure. There are five different types of records that that will make up the file: (1) Residential Customers Served, (2) Written Denial of Service Notices, (3) Dollar Amount of Deposits, and (4) Number of Deposits, (5) Complaints Received. The following is a description of the data file, field elements and constraints, and proposed method of submission.

Data File

The data files could be submitted individually for each type of record, or preferably could be combined into one file.

The data file should be a comma (,) delimited (CSV), record based file with end-of-line/carriage-return characters to mark the end of each record. The table below describes the fields for each record.

Field No	Field Name	Type	Length	Description
1	Company Code	Text	Var 10	Unique key that identifies each company. This key will be assigned by the PUC and should be included as part of each record.
2	Record Type	Number	Small Integer	Identifies the type of record for each row: (1) Residential Customers Served (2) Written Denial of Service Notices (3) Dollar Amount of Deposits (4) Number of Deposits (5) Complaints Received
3	Month	Number	Small Integer	Month number value identifying the month the record is reporting. 1 thru 12
4	Year	Number	Integer	Current year number value identifying the year the record is reporting. This should be a four-digit year: 2002, 2003, etc.
5	ZipCode	Text	Char 5	5 digit zip code for the current reporting record
6	ZipExt	Text	Char 4	4-digit zip code extension for the current zip code reporting record. Default to XXXX if none exists.
7	CustomerClass	Number	Integer	Reporting Class for the current record. At present there are three (3) reporting classes. (1) Residential (2) Non-Residential Less Than 1 MW (3) Non-Residential Greater Than 1 MW
8	CensusTrack	Text	Char 12	Census Track for the current record. These values have been established by USPS
9	ComplaintCate	Text	Char 1	Complaint Category for the current record. (0) NA – default (A) Denial of Service (B) Quality of Service (C) Unauthorized Billing (Cramming) (D) Unauthorized Change of REP (Slamming) (E) Accuracy of Billing Services (F) Collection and Contract Termination NOT USED FOR ALL RECORDS
10	SummaryCount	Number	Decimal	Count value for the reporting record

(1) Residential Customers Served Record

The following is a record definition for the (1) Residential Customer Served Record.
This record is defined by the criteria:

> The **number of residential customers served**, by nine-digit zip code and census tract, by month, to the extent that such zip code and census tract information is available.

Field No	Field Name	Type	Length	Description
1	Company Code	Text	Var 10	Unique key identifying company for current record.
2	Record Type	Number	Small Integer	Always (1) Residential Customers Served,
3	Month	Number	Small Integer	Month number value identifying the month the record is reporting. 1 thru 12
4	Year	Number	Integer	Current year number value identifying the year the record is reporting. This should be a four digit year: 2002, 2003, etc.
5	ZipCode	Text	Char 5	5 digit zip code for the current reporting record
6	ZipExt	Text	Char 4	4 digit zip code extension for the current zip code reporting record. Default to XXXX if none exists.
7	CustomerClass	Number	Integer	(1) Residential
8	CensusTrack	Text	Char 12	Census Track for the current record. These values have been established by USPS
9	ComplaintCate	Text	Char 1	(0) NA – default NOT USED FOR ALL RECORDS
10	SummaryCount	Number	Decimal	Count value for the reporting record

(2) Written Denial of Service Notices Records

The following is a record definition for the (2) Written Denial of Service Notices Record.
This record is defined by the criteria:

The **number of written denial of service notices** issued by the REP, by month, by customer class, by nine-digit zip code and census tract.

Field No	Field Name	Type	Length	Description
1	Company Code	Text	Var 10	Unique key identifying company for current record.
2	Record Type	Number	Small Integer	Always (2) Written Denial of Service Notices
3	Month	Number	Small Integer	Month number value identifying the month the record is reporting. 1 thru 12
4	Year	Number	Integer	Current year number value identifying the year the record is reporting. This should be a four digit year: 2002, 2003, etc.
5	ZipCode	Text	Char 5	5 digit zip code for the current reporting record
6	ZipExt	Text	Char 4	4 digit zip code extension for the current zip code reporting record. Default to XXXX if none exists.
7	CustomerClass	Number	Integer	Reporting Class for the current record. At present there are three (3) reporting classes. (1) Residential (2) Non-Residential Less Than 1 MW (3) Non-Residential Greater Than 1 MW
8	CensusTrack	Text	Char 12	Census Track for the current record. These values have been established by USPS
9	ComplaintCate	Text	Char 1	(0) NA – default NOT USED FOR ALL RECORDS
10	SummaryCount	Number	Decimal	Count value for the reporting record

(3) Dollar Amount of Deposits Record

The following is a record definition for the (3) Amount of Deposits Record.
This record is defined by the criteria:

The **total aggregated dollar amount of deposits held** by the REP, by month, by customer class, by nine-digit zip code and census tract.

Field No	Field Name	Type	Length	Description
1	Company Code	Text	Var 10	Unique key identifying company for current record.
2	Record Type	Number	Small Integer	Always (3) DollarAmount of Deposits
3	Month	Number	Small Integer	Month number value identifying the month the record is reporting. 1 thru 12
4	Year	Number	Integer	Current year number value identifying the year the record is reporting. This should be a four digit year: 2002, 2003, etc.
5	ZipCode	Text	Char 5	5 digit zip code for the current reporting record
6	ZipExt	Text	Char 4	4 digit zip code extension for the current zip code reporting record. Default to XXXX if none exists.
7	CustomerClass	Number	Integer	Reporting Class for the current record. At present there are three (3) reporting classes. (1) Residential (2) Non-Residential Less Than 1 MW (3) Non-Residential Greater Than 1 MW
8	CensusTrack	Text	Char 12	Census Track for the current record. These values have been established by USPS
9	ComplaintCate	Text	Char 1	(0) NA – default NOT USED FOR ALL RECORDS
10	SummaryCount	Number	Decimal	Dollar value for the reporting record

(4) Number of Deposits Record

The following is a record definition for the (4) Number of Deposits Record.
This record is defined by the criteria:

The **number of deposits held** by the REP, by month, by customer class, by nine-digit zip code and census tract.

Field No	Field Name	Type	Length	Description
1	Company Code	Text	Var 10	Unique key identifying company for current record.
2	Record Type	Number	Small Integer	Always (4) Number of Deposits
3	Month	Number	Small Integer	Month number value identifying the month the record is reporting. 1 thru 12
4	Year	Number	Integer	Current year number value identifying the year the record is reporting. This should be a four digit year: 2002, 2003, etc.
5	ZipCode	Text	Char 5	5 digit zip code for the current reporting record
6	ZipExt	Text	Char 4	4 digit zip code extension for the current zip code reporting record. Default to XXXX if none exists.
7	CustomerClass	Number	Integer	Reporting Class for the current record. At present there are three (3) reporting classes. (1) Residential (2) Non-Residential Less Than 1 MW (3) Non-Residential Greater Than 1 MW
8	CensusTrack	Text	Char 12	Census Track for the current record. These values have been established by USPS
9	ComplaintCate	Text	Char 1	(0) NA – default NOT USED FOR ALL RECORDS
10	SummaryCount	Number	Decimal	Count value for the reporting record

(5) Complaints Received Record

The following is a record definition for the (5) Complaints Received Record.
This record is defined by the criteria:

> The **number of complaints received** by the REP from residential customers for the following categories by month, by nine-digit zip code and census tract.

Field No	Field Name	Type	Length	Description
1	Company Code	Text	Var 10	Unique key identifying company for current record.
2	Record Type	Number	Small Integer	Always (5) Complaints Received
3	Month	Number	Small Integer	Month number value identifying the month the record is reporting. 1 thru 12
4	Year	Number	Integer	Current year number value identifying the year the record is reporting. This should be a four digit year: 2002, 2003, etc.
5	ZipCode	Text	Char 5	5 digit zip code for the current reporting record
6	ZipExt	Text	Char 4	4 digit zip code extension for the current zip code reporting record. Default to XXXX if none exists.
7	CustomerClass	Number	Integer	Reporting Class for the current record. At present there are three (3) reporting classes. (1) Residential (2) Non-Residential Less Than 1 MW (3) Non-Residential Greater Than 1 MW
8	CensusTrack	Text	Char 12	Census Track for the current record. These values have been established by USPS
9	ComplaintCate	Text	Char 1	Complaint Category for the current record. (A) Denial of Service (B) Quality of Service (C) Unauthorized Billing (Cramming) (D) Unauthorized Change of REP (Slamming) (E) Accuracy of Billing Services (F) Collection and Contract Termination
10	SummaryCount	Number	Decimal	Count value for the reporting record

Sample Data File

The following is an example of what the data file, submitted by a single REP, would look like.

EL020138;1;1;2002;78745;1625;0;000002000.00;0;100.00
EL020138;1;1;2002;78753;1523;0;000002000.00;0;6000.00
EL020138;1;1;2002;78753;1523;0;000003000.00;0;550.00
EL020138;1;1;2002;78753;1523;0;000001000.00;0;500.00
EL020138;1;1;2002;78745;1626;0;000003000.00;0;0.00
EL020138;2;2;2002;78753;1524;1;000002000.00;0;6400.00
EL020138;2;1;2002;78745;1234;2;000001000.10;0;10.00
EL020138;2;1;2002;78765;0001;3;000002000.00;0;200.00
EL020138;2;1;2002;78753;1523;1;000002000.00;0;1500.00
EL020138;3;1;2002;78753;1524;1;000001000.00;0;2526.35
EL020138;3;1;2002;78753;1523;1;000001000.00;0;2512.12
EL020138;3;1;2002;78745;1234;1;000002000.00;0;3500.50
EL020138;4;1;2002;78753;1524;1;000001000.00;0;5
EL020138;4;1;2002;78753;1523;1;000001000.00;0;10
EL020138;4;1;2002;78745;1234;1;000002000.00;0;20
EL020138;5;1;2002;78753;1524;1;000002000.00;A;1500.00
EL020138;5;1;2002;78753;1523;1;000001000.00;C;100.00
EL020138;5;1;2002;78753;1524;1;000001000.00;A;1550.00
EL020138;5;1;2002;78753;1523;1;000003000.00;A;1200.00

Summary

Using this definition should accommodate both the PUC and the reporting entities. The reporting entities should be able to create at least five (5) queries and extract the data into a delimited format. The data files could be submitted individually for each type of record, or preferably could be combined into one file.

Questions regarding the tab delimited file may be directed to the PUC Information Technology Help Desk at 512-936-7100.

Field No. 1 **Company Code**

The following is a list of company codes for all Certificated REP's. This code is to be used for Field No. 1.

The 10-digit text is a **Unique key** identifying company for current record.

Company Code	Name of Company
EL020001	AC BOXER POWER, L.P.
EL040001	ACCENT ENERGY TEXAS LLC
EL020002	ACN ENERGY, INC.
EL020035	AEP TEXAS COMMERCIAL & INDUSTRIAL RETAIL LIMITED PARTNERSHIP
EL020003	AES NEWENERGY, INC.
EL030061	ALLIANCE POWER COMPANY, LLC
EL040051	AMERICAN COMMERCIAL ENERGY
EL030077	AMERIPOWER, LLC
EL030003	AMPRO ENERGY, INC.
EL020207	ANDELER CORPORATION
EL030012	ANP POWER DIRECT COMPANY
EL040005	APN STARFIRST, LP
EL020246	APS ENERGY SERVICES COMPANY
EL040029	ARC ENERGY, LLC
EL040048	AZOR ENERGY, LP
EL040047	BOC
EL020004	BP ENERGY COMPANY
EL020005	CALPINE POWER AMERICA, L.P.
EL020022	CENTRICA CPL, LP
EL020020	CENTRICA WTU, LP
EL020006	CINERGY RETAIL POWER, L.P.
EL020007	CIRRO GROUP, INC.
EL020008	COMMONWEALTH ENERGY CORPORATION, A CALIFORNIA CORPORATION
EL020009	CONOCOPHILLIPS COMPANY
EL020179	CONSTELLATION ELECTRIC ENERGY SERVICES, LP
EL020010	CORAL POWER, L.L.C.
EL020026	DIRECT ENERGY, LP
EL040016	DOW HYDROCARBONS AND RESOURCES INC.
EL020011	DYNEGY ENERGY MARKETING, L.P.
EL040053	DYNOWATT, LP
EL040004	ECONNERGY ENERGY COMPANY
EL040025	ELECTRIC NOW, LP
EL030022	ENERGY WEST RESOURCES, LTD.
EL020012	ENRON ENERGY SERVICES, INC.
EL020013	ENRON POWER MARKETING, INC.
EL020014	ENTERGY SOLUTIONS ESSENTIALS, LTD.
EL020060	ENTERGY SOLUTIONS SELECT LTD.
EL020058	ENTERGY SOLUTIONS, LTD.
EL030041	EXTEX RETAIL SERVICES COMPANY, LLC
EL020234	EXXONMOBIL POWER AND GAS SERVICES, INC.
EL030019	FIRE FLY ELECTRICITY, LLC
EL020015	FIRST CHOICE POWER, INC.
EL020016	FPL ENERGY POWER MARKETING, INC.
EL040027	FREEDOM GROUP, LLC
EL020017	GEXA CORP.
EL040050	GOOD GUYS POWER, LP
EL020018	GREEN MOUNTAIN ENERGY COMPANY
EL040043	HIMALAYA
EL030011	HINO ELECTRIC POWER COMPANY
EL040045	HUDSON
EL020219	JUST ENERGY TEXAS, LLC
EL030006	LIBERTY POWER CORP.
EL020247	MPOWER RETAIL ENERGY LP
EL040049	M3 LP

EL030076	MS RETAIL DEVELOPMENT CORP.
EL020021	MUTUAL ENERGY SWEPCO, LP
EL040026	NEUMIN PRODUCTION CO.
EL030014	NM ENERGY OF TEXAS, L.L.C.
EL020023	OCCIDENTAL POWER MARKETING, L.P.
EL030078	PEGASUS ALLIANCE CORPORATION
EL020215	PG&E ENERGY TRADING - POWER, L.P
EL030023	PILOT POWER GROUP, INC.
EL020024	POLR POWER, LP
EL030060	PROVIRON ENERGY LIMITED
EL020025	PURE POWER CORPORATION
EL020027	RELIANT ENERGY RETAIL SERVICES, LLC
EL020171	RELIANT ENERGY SERVICES CHANNELVIEW, LLC
EL020028	RELIANT ENERGY SOLUTIONS, LLC
EL040017	RIO GRANDE POWER, LLC
EL020029	SEMPRA ENERGY SOLUTIONS
EL020030	SHELL ENERGY SERVICES COMPANY, L.L.C.
EL040046	SITARA
EL020195	SPARK ENERGY, LP
EL020033	STAREN POWER, LLC
EL020031	STRATEGIC ENERGY, L.L.C.
EL020217	TARA ENERGY, INC.
EL020032	TENASKA POWER SERVICES CO.
EL030016	TENASKA-OXY POWER REP SERVICES, L.P.
EL020034	TEXAS COMMERCIAL ENERGY. L.L.C.
EL030025	TEXAS RETAIL ENERGY, LLC
EL020036	THE NEW POWER COMPANY
EL020038	TRACTEBEL ENERGY MARKETING, INC.
EL020233	TRACTEBEL ENERGY SERVICES, INC.
EL030013	TRIEAGLE ENERGY, L.L.C.
EL020039	TXU ENERGY RETAIL COMPANY LP
EL020040	TXU ET SERVICES COMPANY
EL020041	TXU SESCO COMPANY LLC
EL020240	UBS AG. LONDON BRANCH
EL040028	URBAN ENERGY SOURCE, LLC
EL030024	USAVE ENERGY SERVICES, INC.
EL020042	UTILITY CHOICE, LP
EL040058	VANTAGE POWER SERVICES, LP
EL030057	VARTEC TELECOM, INC.
EL040007	VEGA RESOURCES, LLC
EL040044	W POWER AND LIGHT
EL020043	XERS, INC.