

INSTRUCTIONS FOR STANDARD LOA

February 12, 2004

- RMS has approved a standard LOA that will be used by all TDSPs. TDSPs will be posting on their website.
- New LOA is effective immediately. TDSPs will honor new requests on the old request form until April 1. After April 1, all new requests will then be required to use the new LOA.
- The exception will be for any previously signed LOA (prior to February 17, 2004) will be honored as long as it is within the last 12 months.
- You can now use one LOA for multiple TDSPs
- New format requires you to check the related TDSPs that are serving the customer
 - Muni-Coop names can be added to the LOA when a request is made for an ESID in their territory
- Attachments will be a standard approach if multiple TDSPs are requested on the same LOA
- If an attachment is used, use a separate attachment per TDSP with the ESIDs that are specific to a TDSP. TDSP will reject if an attachment is submitted with ESIDs that are not associated with their territory.
- TDSPs are requesting the attachment in Excel format with the ESID in the first column. See example spreadsheet to be used for attachment
- Expiration date is now a field for completion.
 - There are examples of customers allowing the use of the same LOA for longer than a year. In this case, the customer needs to state when they would request the LOA to expire.
 - A customer also has the opportunity to put an expiration date of a shorter timeline (less than a year).
- Footer can be customized by each CR with information that they would like to see used. This does not have to be standard by each CR. Examples would be CR name, email address, phone number, LOA identifier (if you use one)
- At the minimum, the Company name (customer) must be in file name when submitting to the TDSP. If you choose to put additional information in the file name, make sure the Company name is first.
Examples: CompanyABC.xls, CompanyABC.pdf, CompanyABC-AEP.xls