**Connecticut**

**Implementation**

**Guideline**

For

Electronic Data Interchange

**TRANSACTION SET**

**814**

**Drop**

**Ver/Rel 004010**

|  |  |  |
| --- | --- | --- |
|  |  | Summary of Changes |
| April 3, 2020 |  | * Initial Release of 814 Drop Implementation Guide. Includes Change Control #016 for Hardship Customers and Change Control #018 to eliminate Reject Reason Code 102 Invalid Supplier Account Number and add A84 Invalid Relationship.
 |

|  |  |  |
| --- | --- | --- |
|  |  | General Notes |
| **Transaction Use** |  | This transaction is used by either the Utility or Supplier to notify the other that the account will no longer be active with the Supplier as of the next meter read date if sent on time.  |
| **Dropping Customers to Default Service for Enrollment Rejections** |  | When an enrollment is rejected for a Residential customer that is active with another supplier, and the new supplier does not send a corrected enrollment in time to be scheduled for the next meter read date, the utility will drop the customer to default service by sending the active supplier a Drop transaction with Drop Reason Code IED and report the incident to PURA. |
| **Dropping Customers to Default Service for Missing Price Changes** |  | When the Supplier Term or Expiration Date changes (renewal) for Residential Utility Consolidated Billing customers, the Supplier must send an 814 Change transaction in time to at least update the Rate Expiration Date. If no 814 Change transaction is received, and the customer has not switched, the utility will revert the customer to default service and send an 814 Drop to the supplier with drop reason code ICD. |

**\*\*\* How to Read the Implementation Guide \*\*\***

 **Segment: N1 Name (Utility)**

This section is used to show the X12 Rules for this segment.

You must look at the gray boxes below for State Rules.

 **Position:** 080

 **Loop:** N1 Optional (Must Use)

 **Level:** Heading

 **Usage:** Optional (Must Use)

 **Max Use:** 1

 **Purpose:** To identify a party by type of organization, name, and code

 **Syntax Notes:** **1** At least one of N102 or N103 is required.

 **2** If either N103 or N104 is present, then the other is required.

 **Semantic Notes:**

 **Comments:** **1** This segment, used alone, provides the most efficient method of providing organizational identification. To obtain this efficiency the "ID Code" (N104) must provide a key to the table maintained by the transaction processing party.

 **2** N105 and N106 further define the type of entity in N101.

This section is used to show the individual State’s Rules for implementation of this segment as well as an example.

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required |
|  |  | N1\*8S\*CONNECTICUT LIGHT & POWER\*1\*006917090N1\*8S\*UI\*1\*006917967 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **N101** | **98** | **Entity Identifier Code** | **M** |  | **ID 2/3** |
|  | Code identifying an organizational entity, a physical location, property or an individual |
|   | 8S |  | Consumer Service Provider (CSP) |
|  | Utility |
| **Must Use** | **N102** | **93** | **Name** | **X** |  | **AN 1/60** |
|  | Free-form name |
|  | Utility Name |
| **Must Use** | **N103** | **66** | **Identification Code Qualifier** | **X** |  | **ID 1/2** |
|  | Code designating the system/method of code structure used for Identification Code (67) |
|   | 1 |  | D-U-N-S Number, Dun & Bradstreet |
| **Must Use** | **N104** | **67** | **Identification Code** | **X** |  | **AN 2/80** |
|  | Code identifying a party or other code |
|  | Utility DUNS Number |

This column shows the State’s requirements for each data element.

This column shows the X12 attributes for each data element. If different, the State rules will show in the gray boxes.

M = Mandatory, O= Optional, X = Conditional

AN = Alphanumeric, N# = Implied Decimal

ID = Identification, R = Real

1/30 = Minimum 1, Maximum 30

These are X12 code descriptions, which often do not relate to the information we are trying to send. Unfortunately, X12 cannot keep up with our code needs so we often change the meanings of existing codes. See gray box for the State definition.

**814 General Request, Response or Confirmation**

**Functional Group ID=GE**

**Introduction:**

This Draft Standard for Trial Use contains the format and establishes the data contents of the General Request, Response or Confirmation Transaction Set (814) for use within the context of an Electronic Data Interchange (EDI) environment. This standard can be used to request actions to be performed, to respond to a request for actions to be performed or to confirm information related to actions performed.

**Heading:**

 **Pos. Seg. Req. Loop Notes and**

 **No. ID Name Des. Max.Use Repeat Comments**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| M | 010 | ST | Transaction Set Header | M | 1 |  |  |  |  |  |  |  |  |
| M | 020 | BGN | Beginning Segment | M | 1 |  |  |  |  |  |  |  |  |
|  |  |  | LOOP ID - N1 |  |  | >1 |  |  |  |  |  |  |  |
|  | 040 | N1 | Name | O | 1 |  | n1 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

**Detail:**

 **Pos. Seg. Req. Loop Notes and**

 **No. ID Name Des. Max.Use Repeat Comments**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | LOOP ID - LIN |  |  | >1 |  |  |  |  |  |  |  |
|  | 010 | LIN | Item Identification | O | 1 |  |  |  |  |  |  |  |  |
|  | 020 | ASI | Action or Status Indicator | O | 1 |  |  |  |  |  |  |  |  |
|  | 030 | REF | Reference Identification | O | >1 |  |  |  |  |  |  |  |  |
|  | 040 | DTM | Date/Time Reference | O | >1 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | LOOP ID - NM1 |  |  | >1 |  |  |  |  |  |  |  |
|  | 080 | NM1 | Individual or Organizational Name | O | 1 |  | n2 |  |  |  |  |  |  |
|  | 130 | REF | Reference Identification (Service Account Identifier) | O | >1 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| M | 150 | SE | Transaction Set Trailer | M | 1 |  |  |  |  |  |  |  |  |

**Transaction Set Notes**

**1.** The N1 loop is used to identify the transaction sender and receiver.

**2.** The NM1 loop is used to identify the parties associated with the individual line item (LIN), such as an individual consumer in a consolidated third party Consumer Service Provider transaction.

 **Segment: ST Transaction Set Header**

 **Position:** 010

 **Loop:**

 **Level:** Heading

 **Usage:** Mandatory

 **Max Use:** 1

 **Purpose:** To indicate the start of a transaction set and to assign a control number

 **Syntax Notes:**

 **Semantic Notes:** **1** The transaction set identifier (ST01) is used by the translation routines of the interchange partners to select the appropriate transaction set definition (e.g., 810 selects the Invoice Transaction Set).

 **Comments:**

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required |
|  |  | ST\*814\*0001 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **ST01** | **143** | **Transaction Set Identifier Code** | **M** |  | **ID 3/3** |
|  | Code uniquely identifying a Transaction Set |
|   | 814 |  | General Request, Response or Confirmation |
| **Must Use** | **ST02** | **329** | **Transaction Set Control Number** | **M** |  | **AN 4/9** |
|  | Identifying control number that must be unique within the transaction set functional group assigned by the originator for a transaction set |
|  | Unique number generated by Sender's Translator |

 **Segment: BGN Beginning Segment**

 **Position:** 020

 **Loop:**

 **Level:** Heading

 **Usage:** Mandatory

 **Max Use:** 1

 **Purpose:** To indicate the beginning of a transaction set

 **Syntax Notes:** **1** If BGN05 is present, then BGN04 is required.

 **Semantic Notes:** **1** BGN02 is the transaction set reference number.

 **2** BGN03 is the transaction set date.

 **3** BGN04 is the transaction set time.

 **4** BGN05 is the transaction set time qualifier.

 **5** BGN06 is the transaction set reference number of a previously sent transaction affected by the current transaction.

 **Comments:**

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required |
|  |  | BGN\*13\*2019.06.14.01.51.17.611000\*20190614 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **BGN01** | **353** | **Transaction Set Purpose Code** | **M** |  | **ID 2/2** |
|  | Code identifying purpose of transaction set |
|   | 11 |  | Response |
|   | 13 |  | Request |
| **Must Use** | **BGN02** | **127** | **Reference Identification** | **M** |  | **AN 1/30** |
|  | Reference information as defined for a particular Transaction Set or as specified by the Reference Identification Qualifier |
|  | A unique transaction identification number assigned by the originator of this transaction. This number must be unique over time. BGN02 of the 814 request is echoed back as the BGN02 on the corresponding 814 response. |
| **Must Use** | **BGN03** | **373** | **Date** | **M** |  | **DT 8/8** |
|  | Date expressed as CCYYMMDD |
|  | The transaction creation date - the date that the data was processed by the sender's application system. |

 **Segment: N1 Name (Utility)**

 **Position:** 040

 **Loop:** N1 Optional

 **Level:** Heading

 **Usage:** Optional

 **Max Use:** 1

 **Purpose:** To identify a party by type of organization, name, and code

 **Syntax Notes:** **1** At least one of N102 or N103 is required.

 **2** If either N103 or N104 is present, then the other is required.

 **Semantic Notes:**

 **Comments:** **1** This segment, used alone, provides the most efficient method of providing organizational identification. To obtain this efficiency the "ID Code" (N104) must provide a key to the table maintained by the transaction processing party.

 **2** N105 and N106 further define the type of entity in N101.

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required |
|  |  | N1\*8S\*CONNECTICUT LIGHT & POWER\*1\*006917090N1\*8S\*UNITED ILLUMINATING COMPANY\*1\*006917967 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **N101** | **98** | **Entity Identifier Code** | **M** |  | **ID 2/3** |
|  | Code identifying an organizational entity, a physical location, property or an individual |
|   | 8S |  | Consumer Service Provider (CSP) |
|  | Utility |
| **Must Use** | **N102** | **93** | **Name** | **X** |  | **AN 1/60** |
|  | Free-form name |
|  | Utility Name |
| **Must Use** | **N103** | **66** | **Identification Code Qualifier** | **X** |  | **ID 1/2** |
|  | Code designating the system/method of code structure used for Identification Code (67) |
|   | 1 |  | D-U-N-S Number, Dun & Bradstreet |
| **Must Use** | **N104** | **67** | **Identification Code** | **X** |  | **AN 2/80** |
|  | Code identifying a party or other code |
|   | 006917090 |  | Eversource |
|   | 006917967 |  | United Illuminating |

 **Segment: N1 Name (Supplier)**

 **Position:** 040

 **Loop:** N1 Optional

 **Level:** Heading

 **Usage:** Optional

 **Max Use:** 1

 **Purpose:** To identify a party by type of organization, name, and code

 **Syntax Notes:** **1** At least one of N102 or N103 is required.

 **2** If either N103 or N104 is present, then the other is required.

 **Semantic Notes:**

 **Comments:** **1** This segment, used alone, provides the most efficient method of providing organizational identification. To obtain this efficiency the "ID Code" (N104) must provide a key to the table maintained by the transaction processing party.

 **2** N105 and N106 further define the type of entity in N101.

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required |
|  |  | N1\*SJ\*ENERGY SUPPLIER\*1\*111111111N1\*SJ\*ENERGY SUPPLIER\*9\*111111111ABCD |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **N101** | **98** | **Entity Identifier Code** | **M** |  | **ID 2/3** |
|  | Code identifying an organizational entity, a physical location, property or an individual |
|   | SJ |  | Service Provider |
|  | Supplier |
| **Must Use** | **N102** | **93** | **Name** | **X** |  | **AN 1/60** |
|  | Free-form name |
|  | Supplier |
| **Must Use** | **N103** | **66** | **Identification Code Qualifier** | **X** |  | **ID 1/2** |
|  | Code designating the system/method of code structure used for Identification Code (67) |
|   | 1 |  | D-U-N-S Number, Dun & Bradstreet |
|   | 9 |  | D-U-N-S+4, D-U-N-S Number with Four Character Suffix |
| **Must Use** | **N104** | **67** | **Identification Code** | **X** |  | **AN 2/80** |
|  | Code identifying a party or other code |
|  | Energy Supplier DUNS or DUNS+4 Number |

 **Segment: N1 Name (Customer Name Key)**

 **Position:** 040

 **Loop:** N1 Optional

 **Level:** Heading

 **Usage:** Optional

 **Max Use:** 1

 **Purpose:** To identify a party by type of organization, name, and code

 **Syntax Notes:** **1** At least one of N102 or N103 is required.

 **2** If either N103 or N104 is present, then the other is required.

 **Semantic Notes:**

 **Comments:** **1** This segment, used alone, provides the most efficient method of providing organizational identification. To obtain this efficiency the "ID Code" (N104) must provide a key to the table maintained by the transaction processing party.

 **2** N105 and N106 further define the type of entity in N101.

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required |
|  |  | 4-character Customer Name Key including spaces, punctuation, dashes, etc.Residential = First 4 characters of Last NameCommercial = First 4 characters of Company Name |
|  |  | N1\*8R\*SMIT~N1\*8R\*D'AU~N1\*8R\*E &~N1\*8R\*G.B.~N1\*8R\*J C~N1\*8R\*THE~ |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **N101** | **98** | **Entity Identifier Code** | **M** |  | **ID 2/3** |
|  | Code identifying an organizational entity, a physical location, property or an individual |
|   | 8R |  | Consumer Service Provider (CSP) Customer |
|  | Customer Name Key |
| **Must Use** | **N102** | **93** | **Name** | **X** |  | **AN 1/60** |
|  | Free-form name |
|  | Customer Name Key |

 **Segment: LIN Item Identification**

 **Position:** 010

 **Loop:** LIN Optional

 **Level:** Detail

 **Usage:** Optional

 **Max Use:** 1

 **Purpose:** To specify basic item identification data

 **Syntax Notes:** **1** If either LIN04 or LIN05 is present, then the other is required.

 **2** If either LIN06 or LIN07 is present, then the other is required.

 **3** If either LIN08 or LIN09 is present, then the other is required.

 **4** If either LIN10 or LIN11 is present, then the other is required.

 **5** If either LIN12 or LIN13 is present, then the other is required.

 **6** If either LIN14 or LIN15 is present, then the other is required.

 **7** If either LIN16 or LIN17 is present, then the other is required.

 **8** If either LIN18 or LIN19 is present, then the other is required.

 **9** If either LIN20 or LIN21 is present, then the other is required.

 **10** If either LIN22 or LIN23 is present, then the other is required.

 **11** If either LIN24 or LIN25 is present, then the other is required.

 **12** If either LIN26 or LIN27 is present, then the other is required.

 **13** If either LIN28 or LIN29 is present, then the other is required.

 **14** If either LIN30 or LIN31 is present, then the other is required.

 **Semantic Notes:** **1** LIN01 is the line item identification

 **Comments:** **1** See the Data Dictionary for a complete list of IDs.

 **2** LIN02 through LIN31 provide for fifteen different product/service IDs for each item. For example: Case, Color, Drawing No., U.P.C. No., ISBN No., Model No., or SKU.

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required - Only one LIN Loop is allowed per transaction |
|  |  | LIN\*1\*SH\*EL\*SH\*CELIN\*1\*SV\*EL\*SH\*CE |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **LIN01** | **350** | **Assigned Identification** | **O** |  | **AN 1/20** |
|  | Alphanumeric characters assigned for differentiation within a transaction set |
|  | The LIN01 from the Request will be returned in the LIN01 on the Response |
| **Must Use** | **LIN02** | **235** | **Product/Service ID Qualifier** | **M** |  | **ID 2/2** |
|  | Code identifying the type/source of the descriptive number used in Product/Service ID (234) |
|   | SH |  | Service Requested |
|  | Supplier Initiated Transactions |
|   | SV |  | Service Rendered |
|  | Utility Initiated Transactions |
| **Must Use** | **LIN03** | **234** | **Product/Service ID** | **M** |  | **AN 1/48** |
|  | Identifying number for a product or service |
|   | EL |  | Electric Service |
| **Must Use** | **LIN04** | **235** | **Product/Service ID Qualifier** | **X** |  | **ID 2/2** |
|  | Code identifying the type/source of the descriptive number used in Product/Service ID (234) |
|   | SH |  | Service Requested |
| **Must Use** | **LIN05** | **234** | **Product/Service ID** | **X** |  | **AN 1/48** |
|  | Identifying number for a product or service |
|   | CE |  | Customer Enrollment |

 **Segment: ASI Action or Status Indicator**

 **Position:** 020

 **Loop:** LIN Optional

 **Level:** Detail

 **Usage:** Optional

 **Max Use:** 1

 **Purpose:** To indicate the action to be taken with the information provided or the status of the entity described

 **Syntax Notes:**

 **Semantic Notes:**

 **Comments:**

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required |
|  |  | ASI\*7\*024 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **ASI01** | **306** | **Action Code** | **M** |  | **ID 1/2** |
|  | Code indicating type of action |
|   | 7 |  | Request |
|   | U |  | Reject |
|   | V |  | Respond |
|  | Drop Accept Response |
| **Must Use** | **ASI02** | **875** | **Maintenance Type Code** | **M** |  | **ID 3/3** |
|  | Code identifying the specific type of item maintenance |
|   | 024 |  | Cancellation or Termination |
|  | Drop |

 **Segment: REF Reference Identification (Utility Account Number)**

 **Position:** 030

 **Loop:** LIN Optional

 **Level:** Detail

 **Usage:** Optional

 **Max Use:** >1

 **Purpose:** To specify identifying information

 **Syntax Notes:** **1** At least one of REF02 or REF03 is required.

 **2** If either C04003 or C04004 is present, then the other is required.

 **3** If either C04005 or C04006 is present, then the other is required.

 **Semantic Notes:** **1** REF04 contains data relating to the value cited in REF02.

 **Comments:**

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required |
|  |  | Eversource: Billing Account (BA) - Used with REF\*MG in ES to define unique Customer / Service LocationUnited Illuminating: POD ID |
|  |  | REF\*12\*51123456789REF\*12\*1234567891011 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **REF01** | **128** | **Reference Identification Qualifier** | **M** |  | **ID 2/3** |
|  | Code qualifying the Reference Identification |
|   | 12 |  | Billing Account |
|  | Utility-assigned Account Number for the end-use Customer |
| **Must Use** | **REF02** | **127** | **Reference Identification** | **X** |  | **AN 1/30** |
|  | Reference information as defined for a particular Transaction Set or as specified by the Reference Identification Qualifier |
|  | Eversource: 11-digit Bill Account Number including a 51 prefixUnited Illuminating: 13-digit POD ID |

 **Segment: REF Reference Identification (Supplier Account Number)**

 **Position:** 030

 **Loop:** LIN Optional

 **Level:** Detail

 **Usage:** Optional

 **Max Use:** >1

 **Purpose:** To specify identifying information

 **Syntax Notes:** **1** At least one of REF02 or REF03 is required.

 **2** If either C04003 or C04004 is present, then the other is required.

 **3** If either C04005 or C04006 is present, then the other is required.

 **Semantic Notes:** **1** REF04 contains data relating to the value cited in REF02.

 **Comments:**

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required |
|  |  | REF\*11\*1234567890 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **REF01** | **128** | **Reference Identification Qualifier** | **M** |  | **ID 2/3** |
|  | Code qualifying the Reference Identification |
|   | 11 |  | Account Number |
|  | Supplier Account Number |
| **Must Use** | **REF02** | **127** | **Reference Identification** | **X** |  | **AN 1/30** |
|  | Reference information as defined for a particular Transaction Set or as specified by the Reference Identification Qualifier |
|  | Supplier Account Number |
|  | Eversource: Maximum 20 CharactersUnited Illuminating: Maximum 30 Characters |

 **Segment: REF Reference Identification (Status Reason Code)**

 **Position:** 030

 **Loop:** LIN Optional

 **Level:** Detail

 **Usage:** Optional

 **Max Use:** >1

 **Purpose:** To specify identifying information

 **Syntax Notes:** **1** At least one of REF02 or REF03 is required.

 **2** If either C04003 or C04004 is present, then the other is required.

 **3** If either C04005 or C04006 is present, then the other is required.

 **Semantic Notes:** **1** REF04 contains data relating to the value cited in REF02.

 **Comments:**

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Utility Request: RequiredSupplier Request: Not UsedUtility Accept Response: OptionalUtility Reject Response: Not Used |
|  |  | REF\*1P\*CHAREF\*1P\*020\*CUSTOMER MOVED ACCT CLOSED |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **REF01** | **128** | **Reference Identification Qualifier** | **M** |  | **ID 2/3** |
|  | Code qualifying the Reference Identification |
|   | 1P |  | Accessorial Status Code |
|  | Status Reason Code |
| **Must Use** | **REF02** | **127** | **Reference Identification** | **X** |  | **AN 1/30** |
|  | Reference information as defined for a particular Transaction Set or as specified by the Reference Identification Qualifier |
|   | 020 |  | Customer Moved and/or Account Closed |
|   | A13 |  | Other - Requires REF03 with detailed information |
|   | B38 |  | Dropped by Customer Request |
|   | CAP |  | Customer Assistance Program |
|  | Customer qualifies as a Hardship Customer and is therefore no longer eligible to shop according to the Final Decision under Docket 18-06-02. Such customers many not be charged Cancellation Fees. |
|   | CHA |  | Customer Switched to Another Supplier |
|   | ICD |  | Drop for Incomplete Price Change/Supply Summary Information Refresh |
|  | If the supplier does not refresh the SSI for Residential customers in time, the customer will be dropped back to standard service. The Utility will wait until the contract expiration date before creating the drop transaction in order to avoid causing issues when a supplier intends not to renew a contract (and therefore does not refresh the SSI). If the supplier intends to drop the customer, they must still send in the Drop at least 2 business days prior to the scheduled read date; otherwise the account would be included in the compliance reporting to PURA.In the event the missing information is due to an issue in the utility's system, reach out to the supplier services email address for the utility to determine whether the issue can be resolved. |
|   | IED |  | Drop for Incomplete Enrollment |
|  | Customer returned to standard service due to an enrollment attempt by a new supplier that failed as an incomplete enrollment for missing or invalid Supply Summary Information.These will generally be effective on the same day the transaction is received or in the past. |
| **Dep** | **REF03** | **352** | **Description** | **X** |  | **AN 1/80** |
|  | A free-form description to clarify the related data elements and their content |
|  | Used to further describe the reason code sent in REF02. "A13" requires a text explanation in this element. |

 **Segment: REF Reference Identification (Reject Reason Code)**

 **Position:** 030

 **Loop:** LIN Optional

 **Level:** Detail

 **Usage:** Optional

 **Max Use:** >1

 **Purpose:** To specify identifying information

 **Syntax Notes:** **1** At least one of REF02 or REF03 is required.

 **2** If either C04003 or C04004 is present, then the other is required.

 **3** If either C04005 or C04006 is present, then the other is required.

 **Semantic Notes:** **1** REF04 contains data relating to the value cited in REF02.

 **Comments:**

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Request: Not UsedAccept Response: Not UsedReject Response: Required |
|  |  | Identifies reason(s) a Request was rejected. Identify multiple rejection reasons by repeating the REF\*7G segment. One of two segments used for rejections (see NM1 REF\*7G). |
|  |  | REF\*7G\*A76REF\*7G\*A13\*ADDITIONAL REASON TEXT HERE |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **REF01** | **128** | **Reference Identification Qualifier** | **M** |  | **ID 2/3** |
|  | Code qualifying the Reference Identification |
|   | 7G |  | Data Quality Reject Reason |
| **Must Use** | **REF02** | **127** | **Reference Identification** | **X** |  | **AN 1/30** |
|  | Reference information as defined for a particular Transaction Set or as specified by the Reference Identification Qualifier |
|  | This list may not be complete, if you send or receive any codes not included in this list, please report to the CT EBT Work Group. |
|   | 008 |  | Account exists but is not active |
|   | 103 |  | Account Not Found |
|  | United Illuminating Only |
|   | 154 |  | Invalid DUNS Number |
|  | United Illuminating Only |
|   | 177 |  | Invalid Customer Status |
|  | United Illuminating Only |
|   | A13 |  | Other - Requires REF03 with detailed explanation |
|   | A74 |  | Supplier Account Number Missing or Invalid |
|   | A76 |  | Account Not Found |
|   | A84 |  | Invalid Relationship |
|  | Supplier attempts a drop for a customer where they are not the current supplier of record. |
|   | ABN |  | Duplicate Request Received |
|   | ACI |  | Action Code (ASI01) Invalid |
|   | ANL |  | Service Provider Not the Active Service Provider on the Account |
|   | B39 |  | Drop Already Processed |
|   | C14 |  | Multiple 814 transactions cannot be sent in the same processing day |
|   | C16 |  | Action Code (ASI01) Invalid |
|  | United Illuminating Only |
|   | C17 |  | Maintenance Type Code (ASI02) Invalid |
|  | United Illuminating Only |
|   | MNM |  | Invalid Service Account (REF\*MG) |
|   | UND |  | Cannot Identify Supplier |
|   | UNE |  | Cannot Identify Utility |
| **Dep** | **REF03** | **352** | **Description** | **X** |  | **AN 1/80** |
|  | A free-form description to clarify the related data elements and their content |
|  | Additional Text Description |

 **Segment: DTM Date/Time Reference (Effective Date)**

 **Position:** 040

 **Loop:** LIN Optional

 **Level:** Detail

 **Usage:** Optional

 **Max Use:** >1

 **Purpose:** To specify pertinent dates and times

 **Syntax Notes:** **1** At least one of DTM02 DTM03 or DTM05 is required.

 **2** If DTM04 is present, then DTM03 is required.

 **3** If either DTM05 or DTM06 is present, then the other is required.

 **Semantic Notes:**

 **Comments:**

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Request: Not UsedAccept Response: RequiredReject Response: Not Used |
|  |  | DTM\*007\*\*\*\*D8\*20191207 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **DTM01** | **374** | **Date/Time Qualifier** | **M** |  | **ID 3/3** |
|  | Code specifying type of date or time, or both date and time |
|   | 007 |  | Effective |
| **Must Use** | **DTM05** | **1250** | **Date Time Period Format Qualifier** | **X** |  | **ID 2/3** |
|  | Code indicating the date format, time format, or date and time format |
|   | D8 |  | Date Expressed in Format CCYYMMDD |
| **Must Use** | **DTM06** | **1251** | **Date Time Period** | **X** |  | **AN 1/35** |
|  | Expression of a date, a time, or range of dates, times or dates and times |
|  | Drop Effective Date |

 **Segment: NM1 Individual or Organizational Name**

 **Position:** 080

 **Loop:** NM1 Optional

 **Level:** Detail

 **Usage:** Optional

 **Max Use:** 1

 **Purpose:** To supply the full name of an individual or organizational entity

 **Syntax Notes:** **1** If either NM108 or NM109 is present, then the other is required.

 **2** If NM111 is present, then NM110 is required.

 **Semantic Notes:** **1** NM102 qualifies NM103.

 **Comments:** **1** NM110 and NM111 further define the type of entity in NM101.

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Request: Required if dropping an account at the SA ID level for EversourceResponse: Optional |
|  |  | NM1\*MQ\*3 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **NM101** | **98** | **Entity Identifier Code** | **M** |  | **ID 2/3** |
|  | Code identifying an organizational entity, a physical location, property or an individual |
|   | MQ |  | Metering Location |
| **Must Use** | **NM102** | **1065** | **Entity Type Qualifier** | **M** |  | **ID 1/1** |
|  | Code qualifying the type of entity |
|   | 3 |  | Unknown |

 **Segment: REF Reference Identification (Service Account Identifier)**

 **Position:** 130

 **Loop:** NM1 Optional

 **Level:** Detail

 **Usage:** Optional

 **Max Use:** >1

 **Purpose:** To specify identifying information

 **Syntax Notes:** **1** At least one of REF02 or REF03 is required.

 **2** If either C04003 or C04004 is present, then the other is required.

 **3** If either C04005 or C04006 is present, then the other is required.

 **Semantic Notes:** **1** REF04 contains data relating to the value cited in REF02.

 **Comments:**

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Eversource Request: Optional - Used with REF\*12 in ES to define unique Customer / Service LocationEversource Accept Response: RequiredEversource Reject Response: OptionalUnited Illuminating: Not Used |
|  |  | REF\*MG\*123456789 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **REF01** | **128** | **Reference Identification Qualifier** | **M** |  | **ID 2/3** |
|  | Code qualifying the Reference Identification |
|   | MG |  | Meter Number |
|  | Service Account Identifier |
| **Must Use** | **REF02** | **127** | **Reference Identification** | **X** |  | **AN 1/30** |
|  | Reference information as defined for a particular Transaction Set or as specified by the Reference Identification Qualifier |
|  | Service Account Identifier (SA ID) |

 **Segment: REF Reference Identification (Reject Reason Code)**

 **Position:** 130

 **Loop:** NM1 Optional

 **Level:** Detail

 **Usage:** Optional

 **Max Use:** >1

 **Purpose:** To specify identifying information

 **Syntax Notes:** **1** At least one of REF02 or REF03 is required.

 **2** If either C04003 or C04004 is present, then the other is required.

 **3** If either C04005 or C04006 is present, then the other is required.

 **Semantic Notes:** **1** REF04 contains data relating to the value cited in REF02.

 **Comments:**

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Request: Not UsedReject Response: At least one Reject Reason Code is required in either the LIN Level or NM1 Level REF\*7G Segment |
|  |  | Identifies reason(s) a Request was rejected. Identify multiple rejection reasons by repeating the REF\*7G segment. One of two segments used for rejections (see NM1 REF\*7G). |
|  |  | REF\*7G\*MNMREF\*7G\*A13\*ADDITIONAL REASON TEXT HERE  |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **REF01** | **128** | **Reference Identification Qualifier** | **M** |  | **ID 2/3** |
|  | Code qualifying the Reference Identification |
|   | 7G |  | Data Quality Reject Reason |
| **Must Use** | **REF02** | **127** | **Reference Identification** | **X** |  | **AN 1/30** |
|  | Reference information as defined for a particular Transaction Set or as specified by the Reference Identification Qualifier |
|   | A13 |  | Other - Requires REF03 with detailed explanation |
|   | MNM |  | Invalid Service Account (REF\*MG) |
| **Dep** | **REF03** | **352** | **Description** | **X** |  | **AN 1/80** |
|  | A free-form description to clarify the related data elements and their content |
|  | Additional Text Description |

 **Segment: SE Transaction Set Trailer**

 **Position:** 150

 **Loop:**

 **Level:** Detail

 **Usage:** Mandatory

 **Max Use:** 1

 **Purpose:** To indicate the end of the transaction set and provide the count of the transmitted segments (including the beginning (ST) and ending (SE) segments)

 **Syntax Notes:**

 **Semantic Notes:**

 **Comments:** **1** SE is the last segment of each transaction set.

|  |  |  |
| --- | --- | --- |
| **Notes:** |  | Required |
|  |  | SE\*15\*0001 |

**Data Element Summary**

 **Ref. Data**

 **Des. Element Name Attributes**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Must Use** | **SE01** | **96** | **Number of Included Segments** | **M** |  | **N0 1/10** |
|  | Total number of segments included in a transaction set including ST and SE segments |
| **Must Use** | **SE02** | **329** | **Transaction Set Control Number** | **M** |  | **AN 4/9** |
|  | Identifying control number that must be unique within the transaction set functional group assigned by the originator for a transaction set |

**Drop Request Utility to Supplier**

|  |  |
| --- | --- |
| **Eversource Drop Request** | **United Illuminating Drop Request** |
| ST\*814\*0001BGN\*13\*2019.12.18.00.37.29.000001\*20191218N1\*SJ\*SUPPLIER\*1\*111111111N1\*8S\*CONNECTICUT LIGHT & POWER\*1\*006917090N1\*8R\*NAMELIN\*1\*SV\*EL\*SH\*CEASI\*7\*024REF\*12\*51123456789REF\*11\*1111111111REF\*1P\*020\*CUSTOMER MOVED ACCT CLOSEDDTM\*007\*\*\*\*D8\*20191217NM1\*MQ\*3REF\*MG\*922800000SE\*15\*0001 | ST\*814\*0001BGN\*13\*20191212123456789012300001\*20191212N1\*8S\*UNITED ILLUMINATING\*1\*006917967N1\*SJ\*SUPPLIER\*1\*111111111N1\*8R\*NAMELIN\*01\*SV\*EL\*SH\*CEASI\*7\*024REF\*12\*1235467890123REF\*11\*1111111111REF\*1P\*020DTM\*007\*\*\*\*D8\*20191231SE\*12\*0001 |

**Drop Request Supplier to Utility**

|  |  |
| --- | --- |
| **Supplier Drop Request - Eversource** | **Supplier Drop Request - United Illuminating** |
| ST\*814\*0001BGN\*13\*201912200001\*20191220N1\*8S\*CONNECTICUT LIGHT & POWER\*1\*006917090N1\*SJ\*SUPPLIER\*1\*111111111N1\*8R\*NAMELIN\*1\*SH\*EL\*SH\*CEASI\*7\*024REF\*12\*51123456789REF\*11\*1111111111NM1\*MQ\*3REF\*MG\*922800000SE\*12\*0001 | ST\*814\*0001BGN\*13\*201912200001\*20191220N1\*8S\*UNITED ILLUMINATING\*1\*006917967N1\*SJ\*SUPPLIER\*1\*111111111N1\*8R\*NAMELIN\*1\*SH\*EL\*SH\*CEASI\*7\*024REF\*12\*1235467890123REF\*11\*1111111111SE\*10\*0001 |

**Drop Accept Response Utility to Supplier**

|  |  |
| --- | --- |
| **Eversource Drop Accept Response** | **United Illuminating Drop Accept Response** |
| ST\*814\*0001BGN\*11\*TESCLP20191115144121265\*20191221N1\*SJ\*SUPPLIER\*1\*111111111N1\*8S\*CONNECTICUT LIGHT & POWER\*1\*006917090N1\*8R\*NAMELIN\*1\*SV\*EL\*SH\*CEASI\*V\*024REF\*12\*51123456789REF\*11\*1111111111REF\*1P\*A13\*SUPPLIER REQUESTDTM\*007\*\*\*\*D8\*20191227NM1\*MQ\*3REF\*MG\*922800000SE\*14\*0001 | ST\*814\*0001BGN\*11\*201912200001\*20191221N1\*8S\*UNITED ILLUMINATING\*1\*006917967N1\*SJ\*SUPPLIER\*1\*111111111N1\*8R\*NAMELIN\*01\*SV\*EL\*SH\*CEASI\*V\*024REF\*12\*1235467890123REF\*11\*1111111111DTM\*007\*\*\*\*D8\*20191206SE\*12\*0001 |

**Drop Reject Response Utility to Supplier**

|  |  |
| --- | --- |
| **Eversource Drop Reject Response** | **United Illuminating Drop Reject Response** |
| ST\*814\*0001BGN\*11\*201912200001\*20191221N1\*SJ\*SUPPLIER\*1\*111111111N1\*8S\*CONNECTICUT LIGHT & POWER\*1\*006917090N1\*8R\*NAMELIN\*1\*SV\*EL\*SH\*CEASI\*U\*024REF\*12\*51123456789REF\*11\*1111111111REF\*7G\*A76NM1\*MQ\*3REF\*MG\*922800000SE\*13\*0001 | ST\*814\*0001BGN\*11\*201912200001\*20191221N1\*8S\*UNITED ILLUMINATING\*1\*006917967N1\*SJ\*SUPPLIER\*1\*111111111N1\*8R\*NAMELIN\*01\*SV\*EL\*SH\*CEASI\*U\*024REF\*12\*1235467890123REF\*11\*1111111111REF\*7G\*B39NM1\*MQ\*3SE\*12\*0001 |