



Retail Electric Provider CRIP Chat Quick Reference Guide

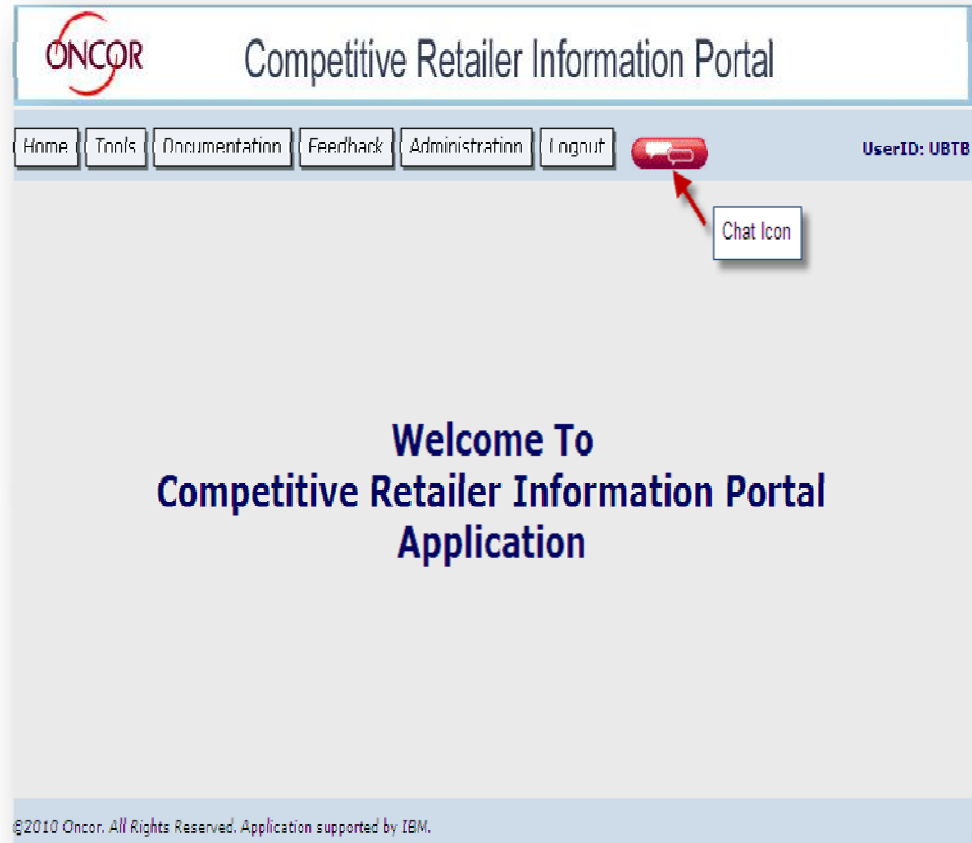
Overview The Competitive Retailer Information Portal (CRIP) Chat tool provides Retail Electric Providers (REPs) a quick and efficient way to communicate with an Oncor Customer Service Agent. This document serves as a quick reference guide to the tool.

What Can Agents Chat About? Oncor chat agents have received additional training to handle business support-type questions. However, it is important to continue using market approved processes as required. The table below can be used as a guide for where to get answers to different issues.


Issue	CRIP Chat	billing@oncor.com	MarkeTrak	contactcenter@oncor.com	EDI
Critical Care/Critical Load	✓				
EDI Transaction status	✓				
ESI ID lookup	✓				
General consumption inquiries	✓				
Help using CRIP	✓				
Inspection status	✓				
Move in/Move out inquiries	✓				
Safety Net status	✓				
Service Order request (Option 2 and 3 REPs)	✓			✓	
Service Order status/results	✓				
Simple billing questions	✓				
Tampering or Deferred Payment Flag Status	✓				
Complex billing questions		✓	✓		
Payments and late fees		✓			
Time of use accounts		✓			
AMS data questions			✓		
Tampering or Deferred Payment Flag Request			✓		
Ad hoc historical usage request				✓	✓
Safety Net requests				✓	✓
Service Order request (Option 1 REPs)					✓

Chat Initiation Utilize the following steps to initiate a Chat:

1. Login to CRIP using your credentials
2. **Click** on the **Chat icon** from the CRIP homepage:



3. Complete all required fields highlighted with an asterisk in the REP information form: *(continued next page)*



Live Help

Chat with a member of our support team

First Name *

Last Name *

Email *

Phone Number *

CR Affiliation

Chat Category *

Question *

Submit Request


Chat support is available

Barring a significant event, chat support is available during the times listed below.

Monday - Friday: 07:00 AM - 07:00 PM CST

Saturday - Sunday: Closed

It is currently Friday, Feb. 10, 2012 02:27 PM CST



Note: Chat hours of availability are Monday-Friday 07:00AM to 7:00 PM Central Time. Outside of these hours, an unavailable message will be shown.

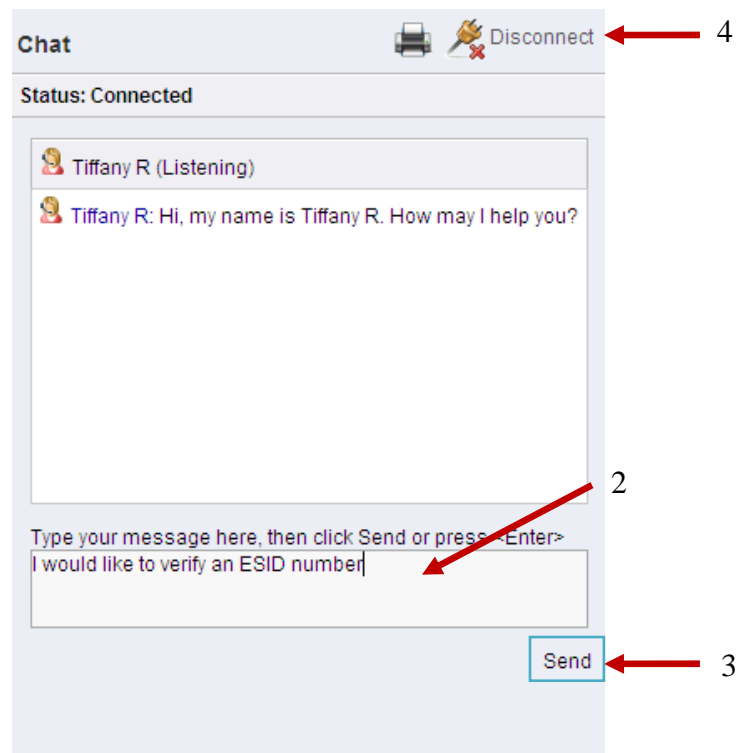
4. Click the **Submit Request** button to initiate the Chat.

What to Expect During a Chat

1. Once a Chat is initiated, a notification appears which provides the REP's queue position and estimated wait time.



2. **Enter** a message in the **Chat Window** as shown below.
3. **Click Send (or Press Enter).**
4. When the Chat is complete, please **Click the Disconnect** icon in the top right of the window to end and close the Chat.



**Escalation
Procedure**

Occasionally, it will be necessary to escalate a CRIP Chat event to one of Oncor's business groups. If a chat must be escalated, the chat agent will notify you of what group it is being escalated to, your Escalation ID, and the estimated timeframe for your response. The appropriate escalation group will communicate with you to resolve your issue.
