

Oncor Common Transactions and Timelines

Effective 5/1/2023

Refer to 25.214 Tariff for Retail Delivery, Chapter 1: Definitions for the following terms:

- AMS Operational Day
- Business Day
- Field Operational Day
- First Available Switch Date (FASD)

		Standard Meter AMSR (Section 6.1.2.1) (Remote Disconnect and Reconnect)				Non-Standard Meter Self Contained, CT Meter, IDR, Mechanical, Non-Metered and AMS-M (Section 6.1.3.1 and 6.1.4.1)					
Transaction Type	Premise	Charge	If Received by:	Then Completed:	Otherwise Completed:	Charge	If Received by:	Then Completed:	Otherwise Completed:		
Move In	Existing Self-Contained	\$0.50	7:00 PM on the requested date and the requested date is an AMS Operational Day	On the requested date	On the next AMS Operational Day	\$0.50	5:00 PM on a Business Day at least 2 Business Days prior to the requested date	On the requested date if it is a Business Day, on the next Business Day if the requested date is not a Business Day	With less than 2 Business Days notice, completed within 2 Business Days after the Business Day the order is considered received		
	Existing CT/Other	N/A	N/A	N/A	N/A	\$129.45	Same as above	Same as above	Same as above		
	New Self-Contained	\$24.35	5:00 PM on a Business Day at least 2 Business Days prior to the requested date	On the requested date if it is a Business Day	Within 2 Business Days after the Business Day the order is considered received	\$24.35	Same as above	Same as above	Same as above		
	New CT/Other Meter	N/A	N/A	N/A	N/A	\$129.45	Same as above	Same as above	Same as above		
Priority Move In	Existing Self-Contained	N/A	N/A	N/A	N/A	\$1.60	5:00 PM on the requested date	On the requested date if it is a Business Day	The Business Day following the requested date		
	Existing CT/Other	N/A	N/A	N/A	N/A	\$156.70	Same as above	Same as above	Same as above		
	New Self-Contained*	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
	New CT/Other Meter*	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Move Out	All	\$0.00	7:00 PM on the requested date and the requested date is an AMS Operational Day	On the requested date	On the next AMS Operational Day	\$0.00	5:00 PM on a Business Day at least 2 Business Days prior to the requested date	On the requested date if it is a Business Day, on the next Business Day if the requested date is not a Business Day	With less than 2 Business Days notice, completed within 2 Business Days after the Business Day the order is considered received		
Disconnect for Non-Pay***	At meter Sameday	\$0.25	3:00 PM on the requested date	Within 2 hours of receipt if requested date is a Business Day	By 9:00 AM on the next Business Day	N/A	N/A	N/A	N/A		
	At meter Future date	\$0.25	11:59:59 PM on a day preceding the requested date	By 9:00 AM on the requested date if it is a Business Day	By 9:00 AM on the next Business Day	\$20.10	5:00 PM at least 2 Business Days prior to the requested date	Within 3 Business Days of requested date (if requested date is not a Business Day, the next Business Day shall be treated as the requested date).	With less than 2 Business Days notice, completed within 4 Business Days after the Business Day the order is considered received, but not before the requested date		
	At Premium Location	\$61.35	5:00 PM at least 2 Business Days prior to the requested date	Within 3 Business Days of the requested date	Within 4 Business Days after the order is received	\$61.35	Same as above	Same as above	Same as above		
Reconnect after Disconnect for Non-Pay <i>Must complete all Reconnects within 48 hrs of Receipt</i>	At meter	\$0.35	24/7/365	Within 2 hours of receipt of the request		Standard Reconnect \$24.10	2:00 PM on a Business Day	On the Business Day received	On the Business Day received if possible, otherwise completed by the close of the next Field Operational Day		
						Same Day Reconnect \$36.85	5:00 PM on a Business Day	On the Business Day received	On the next Field Operational Day		
						Weekend \$98.30	If compliance with the 48 hr reconnection requirement results in reconnection being performed on a Weekend.				
						Holiday \$127.10	If compliance with the 48 hr reconnection requirement results in reconnection being performed on a Holiday.				
	At Premium Location		Standard Reconnect \$68.15	2:00 PM on the Business Day	On the day received	On the day received if possible, otherwise completed by the close of the next Field Operational Day	Standard Reconnect \$68.15	2:00 PM on a Business Day	On the Business Day received	On the Business Day received if possible, otherwise completed by the close of the next Field Operational Day	
			Same Day Reconnect \$106.95	5:00 PM on a Business Day	On the Business Day received	By the close of the next Field Operational Day	Same Day Reconnect \$106.95	5:00 PM on a Business Day	On the Business Day received	On the next Field Operational Day	
		Weekend \$158.50	If compliance with the 48 hr reconnection requirement results in reconnection being performed on a Weekend.				Weekend \$158.50	If compliance with the 48 hr reconnection requirement results in reconnection being performed on a Weekend.			
		Holiday \$193.95	If compliance with the 48 hr reconnection requirement results in reconnection being performed on a Holiday.				Holiday \$193.95	If compliance with the 48 hr reconnection requirement results in reconnection being performed on a Holiday.			
Standard Switch	All	\$0.00	By 7:00 PM on an AMS Operational Day	On the day received (FASD**)	On the next AMS Operational Day	\$0.00	AMS-M has the same timeline as Standard Meter; All others, not applicable	AMS-M has the same timeline as Standard Meter; All others, completed within 4 Business Days of the FASD**	AMS-M has the same timeline as Standard Meter; All others, not applicable		
Self-selected Switch	All	\$0.20	By 7:00 PM on the requested AMS Operational Day	On the requested date	On the next AMS Operational Day	AMS-M \$0.20	AMS-M has the same timeline as Standard Meter;	AMS-M has the same timeline as Standard Meter;	Within 2 Business Days after the Business Day the order is considered received		
						Other Non-Standard \$20.10	All others, 5:00 PM at least 2 Business Days prior to the requested date	All others, on the requested date if it is a Business Day			

* Priority Move In for new premises that are to be connected is \$182.80 for all categories (see DD12 in section 6.1.2.3, 6.1.3.3, or 6.1.4.3, respectively)

** FASD (First Available Switch Date) - The FASD is day zero unless otherwise specified by the Registration Agent.

*** No disconnections: 1) Between 5:00 PM and 7:00 AM unless coordinated disconnect between CR and TDSP; 2) Prior to a holiday or during a weather moratorium as per PUCT Rule 25.483

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NOTES:

1. This chart attempts to condense the provisions/requirements found in PUC Substantive Rule 25.214 and Oncor's Tariff for Retail Delivery Service. This chart may not cover all situations and circumstances. To the extent there is a conflict between this chart and either Rule 25.214 or Oncor's Tariff, the Rule or Tariff will control.
2. The timelines in the chart only apply if required inspections, permits, or other construction has been completed if necessary.