

**Internet Notification  
For Bumps, OFOs and Critical Notices  
Workpaper Submitted by  
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This workpaper is presented as a response to Workpaper 1, which is posted on the GISB Notices Task Force Web page.

- 1) E-mail should not be the only means for sending notices: E-mail should not be the only electronic means for notification of bumps, OFOs, and critical notices. Order 587-G presents the alternative of sending the notification directly to the customer's URL. This alternative will require creation/modification of a GISB data set for notices. The advantage of this approach is that upon receipt of a notice, the customer would return a response to the TSP, so that the TSP would know that delivery was successful. E-mail is far less reliable. If a notice is not successfully delivered, the sender may never know, or may receive an 'undelivered' notification days later. It would be prudent to request FTTF to research ways to improve E-mail's reliability. Furthermore, the business rules and implementation details for sending notices directly to a customer's URL should be formulated.
  
- 2) The subject area should include TSP DUNS Number: For bumps, OFOs, and Critical Notices, Workpaper 1 suggests placing "Bump", "OFO", and Critical Notice" respectively in the subject line of the E-mail message. The workpaper goes on to suggest using the sender's address to forward the message to the appropriate party at the recipient's location. ECT agrees that the customer should be responsible for maintaining the internal distribution list for notices. In fact, ECT would like to see Bump, OFO, and Critical Notices from all TSPs sent to the same E-mail address. However, internal distribution of notices based on sender address creates some problems. For example, the sender's address on some automated E-mail engines will depend on which server generates the message, and the actual sender may not have control of this address. We therefore propose that the subject line contain the TSP's DUNS Number, followed by the notice type, as specified in Workpaper 1. The customer then could use either the DUNS Number, or the sender's address to forward the notice to the appropriate party.