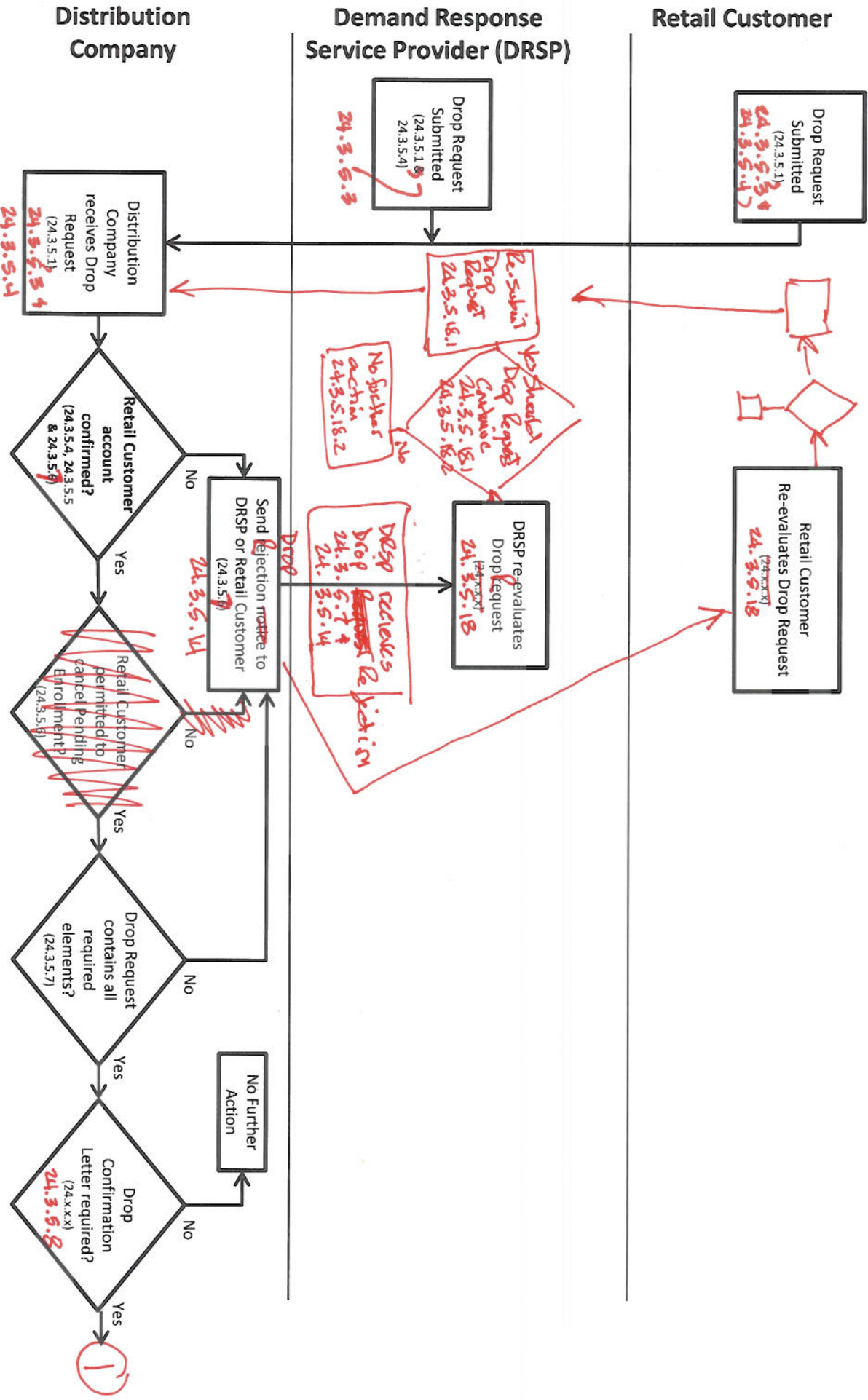


REQ.24.4.2 Drop from Demand Response Programs Process Flow

1



10

Retail Customer receives Drop Confirmation Letter 24.3.5.8

Retail Customer decides to cancel Drop Request 24.3.5.9

No further action

Retail Customer sends Reinstatement Request to Distribution Company 24.3.5.9

Receives Drop Confirmation letter 24.3.5.8

DRSP decided to cancel Drop Request 24.3.5.9

No further action

DRSP Sends Reinstatement Request to Distribution Company 24.3.5.9

Distribution Company receives Reinstatement Request 24.3.5.9

2

Send Drop Confirmation Letter to Retail Customer 24.3.5.8

11

DRSP

12

18

Receives Reinstatement Confirmation 24.3.5.10

19

Receives Reinstatement Confirmation 24.3.5.10

Drop Confirmation letter required 25.3.5.11

NO No further action

20

1

Default is transfer account confirmed 24.3.5.10

NO

Reinstatement Request contains all required elements 24.3.5.10

NO

A Barring Drop exists 24.3.5.10

NO

Distribution Company send Reinstatement Confirmation 24.3.5.10 24.3.5.12 24.3.5.16

Drop Confirmation letter required 24.3.5.11

NO No further action

5

3

