

DR Hub Duplicate Review Process

Overview

A CSP should only submit a registration in DR Hub if the CSP has an effective contract for the time period on the registration. If more than one CSP submits a registration for the same location a Duplicate Registration Review Process initiates in DR Hub. The Duplicate Registration Review process was designed by stakeholders in 2012 and can be found in [M11](#) on page 127.

DR Hub Process Flow:

1. When a CSP submits a registration, DR Hub will evaluate for duplicates (same EDC, EDC Account Number, and Zone). If the duplicate is with a Full Emergency registration and the Delivery Year has begun, the registration will not be permitted. Otherwise, PJM will notify both CSPs through DR Hub and create a Duplicate Registration Review Task. The CSP must have an effective agreement to support the registration before submitting the registration.
2. After receiving the Duplicate Registration Review Task the CSP has 5 business days to make a decision if they have an effective contract for the location(s) and would like to maintain the registration. During this time the registration entered first will continue to be reviewed by LSE/EDC or stay confirmed, the second registration entered will have a status of Duplicate and no further review by EDC/LSE will take place until the duplicate is resolved.
3. CSP should contact the customer, explain the duplicate situation (customer will need to pick one CSP) and request affirmation for their registration. CSP will go into DR Hub within 5 business day and affirm the task if the customer has chosen CSP, or to withdraw task if not. CSP should only affirm if they have an effective agreement with customer for registration product and term.
4. Taking no action before the 5th business day is the same as withdrawing the task.
5. When both CSPs have taken action on the task, or at the end of the 5th business day, the duplicate is resolved:
 - 5.1. If only one CSP has affirmed that the registration, then such registration will be maintained and will be permitted to continue processing. The other registration will be terminated as soon as possible.
 - 5.2. If both CSPs affirm that their registration should be maintained, PJM will terminate both registrations as soon as possible (PJM does not know which registration to maintain and therefore both are terminated).
 - 5.3. If both CSPs take no action then PJM will terminate both registrations as soon as possible.
 - 5.4. If both CSPs withdraw then PJM will terminate both registrations as soon as possible.

6. If both CSPs affirmed their registrations, CSPs should go back to customer to resolve duplicate registration and when resolved may resubmit the registration.

Duplicate Resolution Review Requires PJM Assistance

There can be valid situations where a CSP contacts their customer, determines they are the correct CSP, affirms the registration and the registration gets terminated. This means the other CSP also affirmed. If this happens twice, and you have a valid contract please take the following action:

- 1, Send an email to dsr_ops@pjm.com with the registration id, a copy of your signed and valid contract, and the name and phone number of your contact at the customer. The contract only needs to show the customer's address being registered, and a signature with a signing date.
2. PJM will request the same information from the other CSP.
3. PJM will then contact the customer, send them copies of both contracts (if needed) and request the customer choose which CSP they wish to use.
4. PJM will notify all parties of the outcome.